

GREATER LONDON AUTHORITY

(by email)

Our reference: MGLA270126-2925

24 February 2026

Dear

Thank you for your request for information which the Greater London Authority (GLA) received on 27 January 2026. Your request has been considered under the Freedom of Information Act (FOI) 2000.

You requested:

I am requesting information under the Freedom of Information Act 2000. Please provide copies of email correspondence between the following GLA officers and Hawkins\Brown relating to the handling, treatment, collation, retention or disclosure of paper consultation responses from the On Your Marks! consultation for the Crystal Palace National Sports Centre.

Custodians

Please limit the search to the mailboxes of:
[x 4 named GLA members of staff]

External correspondence

Please include only emails exchanged with addresses ending in:
@hawkinsbrown.com

Keywords

Please limit the search to emails containing one or more of the following terms:

“postcards”
“feedback forms”
“paper forms”
“paper responses”
“consultation responses”
“hard copy”

Date ranges

Please limit the search to the following two specific periods:

1 August 2018 to 1 May 2019

1 May 2024 to present

Scope clarification

This request includes information held by the GLA and by any third-party consultants or

GREATER LONDON AUTHORITY

contractors working on its behalf, in accordance with section 3(2)(b) of the Freedom of Information Act 2000 and ICO guidance.

Our response to your request is as follows:

Please find attached the information that the GLA holds within the scope of your request.

Please note that the names of staff members, as well as any directly or indirectly identifiable information relating to members of the public, are exempt from disclosure under Section 40 (Personal Information) of the Freedom of Information Act. This information could potentially identify specific individuals and therefore constitutes personal data, defined under Article 4(1) of the General Data Protection Regulation (GDPR) as any information relating to an identified or identifiable living person.

Disclosure of such information would contravene the first data protection principle under Article 5(1) of the GDPR, which requires that personal data be processed lawfully, fairly, and transparently in relation to the data subject.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA270126-2925.

Yours sincerely

Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Swim England / sport England
Date: 17 February 2026 11:54:22
Attachments: [image001.jpg](#)
[image002.png](#)
[image003.jpg](#)

OK thanks [REDACTED] will remove the consultation responses and temp. arrangements.

[REDACTED] | **Senior Project Officer | Regeneration & Economic Development**

Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA

Mob: +44 (0) [REDACTED] | Tel: +44 (0)20 [REDACTED]

From: [REDACTED]
Sent: 04 February 2019 16:49
To: [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: RE: Swim England / sport England

Are you covering consultation responses – from the main public consultation?

I have only included stakeholders relevant to swimming which comes after the options / capital investment under meeting demand.

I wouldn't include temporary arrangements as an agenda item as we might not need that- point of discussion yes but we have enough space perhaps to reduce that.

Otherwise looks good.

[REDACTED]
Continuum Sport & Leisure
www.continuumleisure.co.uk

[REDACTED]
020 [REDACTED]
twitter: @continuumsport

Continuum Sport & Leisure is a Sport England Strategic Framework Partner company

From: [REDACTED] [mailto:[REDACTED]@london.gov.uk]
Sent: 04 February 2019 16:37
To: [REDACTED] <[REDACTED]@continuumleisure.co.uk>; [REDACTED]
<[REDACTED]@london.gov.uk>
Cc: [REDACTED] <[REDACTED]@hawkinsbrown.com>
Subject: RE: Swim England / sport England

Anything to add?

1.0 Progress Update

- 1.1 Feasibility status
- 1.2 Consultation responses
- 1.3 Design options & project vision
- 1.4 Current performance

2.0 Programming & revenue

3.0 Capital investment

3.1 Adaptability & moveable floor option

4.0 Meeting demand

5.0 Long term viability

6.0 Diving investment

7.0 Planning ahead

7.1 Phasing & temporary arrangements

8.0 Questions & AOB

██████████ | Senior Project Officer | Regeneration & Economic Development

Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA

Mob: +44 (0)██████████ | Tel: +44 (0)20██████████

From: ██████████ <██████████@continuumleisure.co.uk>

Sent: 04 February 2019 16:27

To: ██████████ <██████████@london.gov.uk>; ██████████

<██████████@london.gov.uk>

Cc: ██████████ <██████████@hawkinsbrown.com>

Subject: RE: Swim England / sport England

Yes send over

██████████
██████████

Continuum Sport & Leisure

www.continuumleisure.co.uk

██████████

020██████████

twitter: @continuumsport

Continuum Sport & Leisure is a Sport England Strategic Framework Partner company

From: ██████████ [mailto:██████████@london.gov.uk]

Sent: 04 February 2019 16:14

To: ██████████ <██████████@continuumleisure.co.uk>; ██████████

<██████████@london.gov.uk>

Cc: ██████████ <██████████@hawkinsbrown.com>

Subject: RE: Swim England / sport England

Thanks ██████████ I'm drafting an agenda now to circulate based on your last email.

Will you have a chance to review if I send over in 10?

██████████
██████████

██████████ | Senior Project Officer | Regeneration & Economic Development

Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA

Mob: +44 (0)██████████ | Tel: +44 (0)20██████████

From: ██████████ <██████████@continuumleisure.co.uk>

Sent: 04 February 2019 16:11

To: ██████████ <██████████@london.gov.uk>; ██████████

<██████████@london.gov.uk>

Cc: ██████████ <██████████@hawkinsbrown.com>

Subject: RE: Swim England / sport England

Few small revisions marked as version 2.

I have added in the slide on capital and revenue and social / sporting changes – given the importance of the swimming configuration to CPNSC (I have then adjust projections back to 25 years as that was the profile we had worked on).

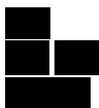
The overall figures have changed a bit from our most recent projections however I will highlight that these are work in progress as to the final reporting – suffice to say the theme of better investment to deliver both financial and social gains remains pretty solid.

I also added a bit more on diving given its importance at the end of the presentation – although we aren't marking that up for much change but the idea that GLL for example would like to have more flexible use of that waterspace (although a moveable floor in the diving pool is not high on the priority list) whereas the club want to grow further and have more and more events (hence that big curtain) and less opportunity for wider use.

I am bit tied up for the rest of today but drop me any further questions on this.

I'll aim to get to lodge at 10am to make sure the set up works!

Thanks,



Continuum Sport & Leisure
www.continuumleisure.co.uk



020 [redacted]
twitter: @continuumsport

Continuum Sport & Leisure is a Sport England Strategic Framework Partner company

From: [redacted] [redacted]

Sent: 04 February 2019 12:37

To: [redacted] [redacted] <[redacted]@london.gov.uk>; [redacted] [redacted]
<[redacted]@london.gov.uk>

Cc: [redacted] [redacted] <[redacted]@hawkinsbrown.com>

Subject: Swim England / sport England



Please see attached info for tomorrow.

I have lifted the relevant bits from recent presentations and general images to set the scene for everyone – not to dwell on it for too long but our potential investment partners to sell to.

We then run through the variations elements to consider looking at the retention or not of the 25m pool across to following:

- Programming and revenue
- Capital Investment
- Meeting Demand
- Longer Term Viability (these costs and impact figures I have extracted from the business planning so a bit of caution as to how its presented but final work on whole BP will be along same lines)

We have reviewed the programming in a bit of detail and present a summary of the difference and in particular peak hour impact. The positive issue is that we have scope to increase family and recreational swimming with only a small compromise on the fitness swimming alongside increasing club access. These increases are what I would deem priorities for the GLA (and in turn Sport England). That is of course with the retention of the 25m pool.

I have put in a slide at the end on the diving if it comes up but we haven't included the costs of the diving (as estimated by the club) in this profile (it is in the full cost report) – given our focus is on 25m pool in or out.

Key issues for the GLA to consider for tomorrow:

25m Pool Building - Sport England are likely to question the retention of the 25m pool building due to its age. At the moment our focus is very much on the clear benefits of keeping the waterspace and we are, as currently discussed, not fully aware due to lack of surveys of the longevity of the building. Therefore if we/GLA commit to the 25m pool staying and future surveys questions viability of the building shell then GLA in turn are committed to a new build. There are various modular buildings for swimming which are quite cost effective but having had a few discussions these are only for 4 lane pools as well as the fact we might need to be more design sensitive etc. It's a key question for the session tomorrow and the conference on Saturday.

A wider discussions point for the project team is that the refurbishment elements of CP – there will clearly need to be a bit of repetition after a 15 year lifespan. I think we need to discuss how we present the overall figures

for the full study. E.g. refurbishing changing rooms – we are aiming to cover this within the lifecycle costs apportioned to each option but I have set these out in the slides for 15 and 30 year profiles.

Temporary arrangements – we haven't discussed in much detail as yet whether we will need to do this. The swimming pool programme could continue at a lower capacity say during the summer months whilst 25m pool is redeveloped – we do need to work that out and agree a stock answer – for discussion tomorrow but it will come up Saturday most likely.

Let me know any questions of clarifications I am in the office all afternoon.

Best regards,



continuum sport & leisure ltd

maximising opportunity and impact through sport and leisure

Proudly serving the leisure industry since 2001

continuum sport & leisure ltd is a Sport England Framework Partner Company & Sport England's Club Matters provider for Programme Management

From: [REDACTED]
To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: RE: Community Conference- key messages.
Date: 17 February 2026 11:54:19
Attachments: [image001.jpg](#)

No not especially- just realised he wasn't copied in on emails. I'm sure we can cover any landscape related questions between us.

[REDACTED] [REDACTED] | **Senior Project Officer | Regeneration & Economic Development**
Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA
Mob: +44 (0) [REDACTED] | Tel: +44 (0)20 [REDACTED]

From: [REDACTED]
Sent: 06 February 2019 15:14
To: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: RE: Community Conference- key messages.

Thanks [REDACTED]
No, I don't think [REDACTED] is planning on attending – do you think KLA are needed? If so I can ask.
Thanks,

[REDACTED]
[REDACTED]

Architect
D: [+44 \(0\)20 \[REDACTED\]](#)



159 St John Street
London, EC1V 4QJ
T: [+44 \(0\)20 \[REDACTED\]](#)

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From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: 06 February 2019 15:10
To: [REDACTED] <[REDACTED]@hawkinsbrown.com>; [REDACTED]
<[REDACTED]@continuumleisure.co.uk>; [REDACTED] <[REDACTED]@pidginperfect.com>; [REDACTED]
<[REDACTED]@pidginperfect.com>; [REDACTED] <[REDACTED]@hawkinsbrown.com>
Cc: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: Community Conference- key messages.

Hi All,
Ahead of circulating the 'difficult questions' document for review and contributions, I've put together the key messages that we want to communicate through the community conference. This should help inform answers to questions. We want to avoid mention of a 'Mayoral decision'

and be cautious of the language used when discussing the 25m pool and parking(!)

Is [REDACTED] attending on Saturday?

Public Consultation and Stakeholder Engagement

- Multiple organisational stakeholders are actively involved in the project, who have a rich history and connection with the NSC and have participated in the consultation work to date.
- We have engaged with a large range of NSC user groups, and park users, in addition to the wider neighbourhood community.
- We have consulted with local and regional bodies and associations related to sport.
- We are working with Sport England, Swim England and other NGBs to help guide the designs and understand the national position.
- We have listened to the feedback received from the initial consultation workshops which has directly informed the design proposals
- Further consultation responses to the design proposals will help to shape and define the development of the designs.

Timetable and Communications

- The level of investment needed for the business case is due to be reviewed by the GLA in Spring 2019.
- The tender process for the future operator of the NSC will start mid-2019.
- The design team would work towards a planning submission in 2020.
- We do not expect any capital works that result from a preferred development proposal to commence until 2021 or beyond.

Design Options

- There is strong support and demand for the retention and refurbishment of the 25m pool.
- The Lodge accommodation and facilities does not have a strong case for retention. The facilities can be provided elsewhere on the site.
- The elevated walkway is proposed to be retained and modified to improve accessibility.
- More work is needed to develop a transport and parking strategy for the centre.

Management and Governance

- Soft market testing of future operators has been positive.
- We are considering ways in which the centre can be managed to best serve the needs of its users and to ensure a sustainable future.

[REDACTED] | **Senior Project Officer | Regeneration & Economic Development**

Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA

Mob: +44 (0) [REDACTED] | Tel: +44 (0)20 [REDACTED]

#LondonIsOpen

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Community Conference- key messages.
Date: 06 February 2019 15:42:42

That looks good.
I've added a couple in upper case below just from quick read.

[REDACTED]
Continuum sport & leisure
maximising impact and opportunity through sport and leisure
Serving the leisure industry since 2001

Continuum Sport & Leisure is a Sport England Strategic Framework Partner company

Albert Buildings
49 Queen Victoria Street
London, EC4N 4SA
t 020 [REDACTED] m [REDACTED]
e mail [REDACTED] continuumleisure.co.uk
website www.continuumleisure.co.uk
@continuumsport

From: [REDACTED] [REDACTED] london.gov.uk]
Sent: 06 February 2019 15:10
To: [REDACTED]
Cc: [REDACTED]
Subject: Community Conference- key messages.

Hi All,

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- * The tender process for the future operator of the NSC will start mid-2019.
- * The design team would work towards a planning submission in 2020.
- * We do not expect any capital works that result from a preferred development proposal to commence until 2021 or beyond.
- * **WE WILL BE LOOKING AT THE MOST EFFECTIVE SOLUTIONS TO KEEPING THE CENTRE OPERATIONAL DURING ANY DEVELOPMENT PHASE TO MINIMISE DISRUPTION**

Design Options

- * There is strong support and demand for the retention and refurbishment of the 25m pool.
- * The Lodge accommodation and facilities does not have a strong case for retention. The facilities can be provided elsewhere on the site.
- * The elevated walkway is proposed to be retained and modified to improve accessibility.
- * More work is needed to develop a transport and parking strategy for the centre.

Management and Governance

- * Soft market testing of future operators has been positive.
- * We are considering ways in which the centre can be managed to best serve the needs of its users, **CONTINUE TO MEET THE IDENTIFIED NEEDS FOR SPORT AND PHYSICAL ACTIVITY** and to ensure a sustainable future.

[REDACTED]
[REDACTED] | Senior Project Officer | Regeneration & Economic Development
Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA
Mob: +44 (0) [REDACTED] | Tel: +44 (0)20 [REDACTED]

#LondonIsOpen

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Community Conference- key messages.
Date: 17 February 2026 11:54:17

That's everyone! Is it worth putting what company we're from so people can direct appropriate discussions?

[REDACTED] | **Senior Project Officer | Regeneration & Economic Development**

Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA

Mob: +44 (0) [REDACTED] | Tel: +44 (0)20 [REDACTED]

From: [REDACTED]
Sent: 06 February 2019 15:34
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]
Subject: Re: Community Conference- key messages.

Hi all,

Just putting together name badges now. Just to clarify, I have:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Anyone I'm missing?

Thanks,

[REDACTED]

[REDACTED]
Project Manager

Pidgin Perfect ®

MANY Studios
3 Ross Street
The Barras
Glasgow
G1 5AR

[REDACTED] pidginperfect.com

+44 (0) [REDACTED]
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www.pidginperfect.tumblr.com

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On 6 Feb 2019, at 15:15, [REDACTED] <[REDACTED]@london.gov.uk> wrote:
No not especially- just realised he wasn't copied in on emails. I'm sure we can cover any landscape related questions between us.

[REDACTED] | **Senior Project Officer | Regeneration & Economic Development**
Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA
Mob: [+44 \(0\) \[REDACTED\]](tel:+44(0)20[REDACTED]) | Tel: [+44 \(0\)20 \[REDACTED\]](tel:+44(0)20[REDACTED])

From: [REDACTED] <[REDACTED]@hawkinsbrown.com>
Sent: 06 February 2019 15:14
To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@continuumleisure.co.uk>; [REDACTED] <[REDACTED]@pidginperfect.com>; [REDACTED] <[REDACTED]@pidginperfect.com>; [REDACTED] <[REDACTED]@hawkinsbrown.com>
Cc: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: RE: Community Conference- key messages.

Thanks [REDACTED]
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Thanks,

[REDACTED]
[REDACTED]
Architect

D: [+44 \(0\)20 \[REDACTED\]](tel:+44(0)20[REDACTED])

159 St John Street
London, EC1V 4QQ
T: [+44 \(0\)20 \[REDACTED\]](tel:+44(0)20[REDACTED])

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To: [REDACTED] <[REDACTED]@hawkinsbrown.com>; [REDACTED] <[REDACTED]@continuumleisure.co.uk>; [REDACTED] <[REDACTED]@pidginperfect.com>; [REDACTED] <[REDACTED]@pidginperfect.com>; [REDACTED] <[REDACTED]@hawkinsbrown.com>
Cc: [REDACTED] <[REDACTED]@london.gov.uk>

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[REDACTED] [REDACTED] | **Senior Project Officer | Regeneration & Economic Development**

Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA

Mob: [+44 \(0\) \[REDACTED\]](tel:+442074640000) | Tel: [+44 \(0\)20 \[REDACTED\]](tel:+442074640000)

#LondonIsOpen

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: On Your Marks Community Conference Postcards
Date: 17 February 2026 11:52:57

Hi [REDACTED]

Landscape one looks great.

Just a thought but are there any other photos of the beam footage? Its not clear that the image is about sport, so could look quite strange to someone who didn't attend the bonfire night event.

[REDACTED] | **Senior Project Officer | Regeneration & Economic Development**

Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA

Mob: +44 (0) [REDACTED] | Tel: +44 (0)20 [REDACTED]

From: [REDACTED]

Sent: 06 February 2019 16:55

To: [REDACTED]; [REDACTED]; [REDACTED]

Cc: [REDACTED]

Subject: Re: On Your Marks Community Conference Postcards

Hi all,

Let me know if you have any thoughts on these. Will need to send to print by close of play today for delivery on Friday.

Thanks,

[REDACTED]

[REDACTED]

Project Manager

Pidgin Perfect®

MANY Studios
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[REDACTED] pidginperfect.com

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+44 (0) [REDACTED]

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www.pidginperfect.tumblr.com

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On 6 Feb 2019, at 15:06, [REDACTED] <[REDACTED]@pidginperfect.com> wrote:

Hi all,

I've attached pdf drafts of A5 postcards to be included in the delegate pack. These are designed to be takeaway souvenirs of the event, with a few images from the proposals and a reminder of the website for further information.

These will also be wrapped up with a brief questionnaire sheet, asking for graded responses, which we are just completing.

If you can let me know if you have any thoughts on the postcards, we will get them off to print this afternoon.

Many thanks,

[REDACTED]

[REDACTED]

Project Manager

Pidgin Perfect ®

MANY Studios
3 Ross Street
The Barras
Glasgow
G1 5AR

[REDACTED] pidginperfect.com

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: On Your Marks Community Conference Postcards
Date: 17 February 2026 11:52:56
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)

Great- any of those are good. Will leave that to you.

Thanks,

[REDACTED] | Senior Project Officer | Regeneration & Economic Development
Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA
Mob: +44 (0) [REDACTED] | Tel: +44 (0)20 [REDACTED]

From: [REDACTED]
Sent: 06 February 2019 17:14
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]
Subject: Re: On Your Marks Community Conference Postcards

Hi [REDACTED]

The attached shows the projection of the stadium structure. Perhaps this is more appropriate? Also a couple with more of the attendees, for a sense that this was part of the engagement process.

Thanks,

[REDACTED]

3 Ross Street
The Barras
Glasgow
G1 5AR

██████████ pidginperfect.com

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+44 (0) ██████████

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On 6 Feb 2019, at 17:00, ██████████ <██████████@london.gov.uk> wrote:

Hi ██████████

Landscape one looks great.

Just a thought but are there any other photos of the beam footage? Its not clear that the image is about sport, so could look quite strange to someone who didn't attend the bonfire night event.

██████████ ██████████ | Senior Project Officer | Regeneration & Economic Development
Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA

Mob: +44 (0) ██████████ | Tel: +44 (0)20 ██████████

From: ██████████ <██████████@pidginperfect.com>

Sent: 06 February 2019 16:55

To: ██████████ <██████████@hawkinsbrown.com>; ██████████ <██████████@london.gov.uk>; ██████████ <██████████@london.gov.uk>

Cc: ██████████ <██████████@pidginperfect.com>

Subject: Re: On Your Marks Community Conference Postcards

Hi all,

Let me know if you have any thoughts on these. Will need to send to print by close of play today for delivery on Friday.

Thanks,

██████████

██████████ ██████████
Project Manager

Pidgin Perfect ®

MANY Studios
3 Ross Street
The Barras
Glasgow
G1 5AR

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On 6 Feb 2019, at 15:06, [REDACTED] <[REDACTED]@pidginperfect.com> wrote:

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These will also be wrapped up with a brief questionnaire sheet, asking for graded responses, which we are just completing.

If you can let me know if you have any thoughts on the postcards, we will get them off to print this afternoon.

Many thanks,

[REDACTED]

[REDACTED]

Project Manager

Pidgin Perfect®

MANY Studios
3 Ross Street
The Barras
Glasgow
G1 5AR

[REDACTED] pidginperfect.com

From: [REDACTED]
To: [REDACTED]
Subject: 18042 Crystal Palace NSC - File Transfer: On Your Marks Community Conference Postcards
Date: 06 February 2019 17:56:50
Attachments: [images3773.JPG](#)

A transfer (File Transfer) has arrived on the Hawkins\Brown Info Exchange Site.
[Download all associated files](#)

Additional links:

[Reply to All](#)

Project Crystal Palace NSC

Name:

Project 18042

Number:

From: [REDACTED] (Hawkins\Brown)

To: [REDACTED] (Pidgin Perfect); [REDACTED]@london.gov.uk

CC: [REDACTED] (Pidgin Perfect); [REDACTED] (Greater London Authority)

Subject: On Your Marks Community Conference Postcards

Sent via: Info Exchange

Expiration 3/8/2019

Date:

Remarks: Hi [REDACTED]

We've updated the sketch for the landscape postcard – please could you use this new version attached?

Also please could you enlarge the image so that it is cropped more at the top and right sides where the linework stops. You'll end up cropping the corner off the NSC roof but we think that's fine.

Thanks

[REDACTED]

From: [REDACTED]

Sent: 06 February 2019 17:15

To: [REDACTED]

Cc: [REDACTED]; [REDACTED]; [REDACTED]

Subject: RE: On Your Marks Community Conference Postcards

Great- any of those are good. Will leave that to you.

Thanks,

[REDACTED]

[REDACTED] | Senior Project Officer | Regeneration & Economic Development

Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA

Mob: +44 (0) [REDACTED] | Tel: +44 (0)20 [REDACTED]

From: [REDACTED] <[\[REDACTED\]@pidginperfect.com](mailto:[REDACTED]@pidginperfect.com)>

Sent: 06 February 2019 17:14

To: [REDACTED] <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>

Cc: [REDACTED] <[\[REDACTED\]@hawkinsbrown.com](mailto:[REDACTED]@hawkinsbrown.com)>; [REDACTED] <[\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)>; [REDACTED] <[\[REDACTED\]@pidginperfect.com](mailto:[REDACTED]@pidginperfect.com)>

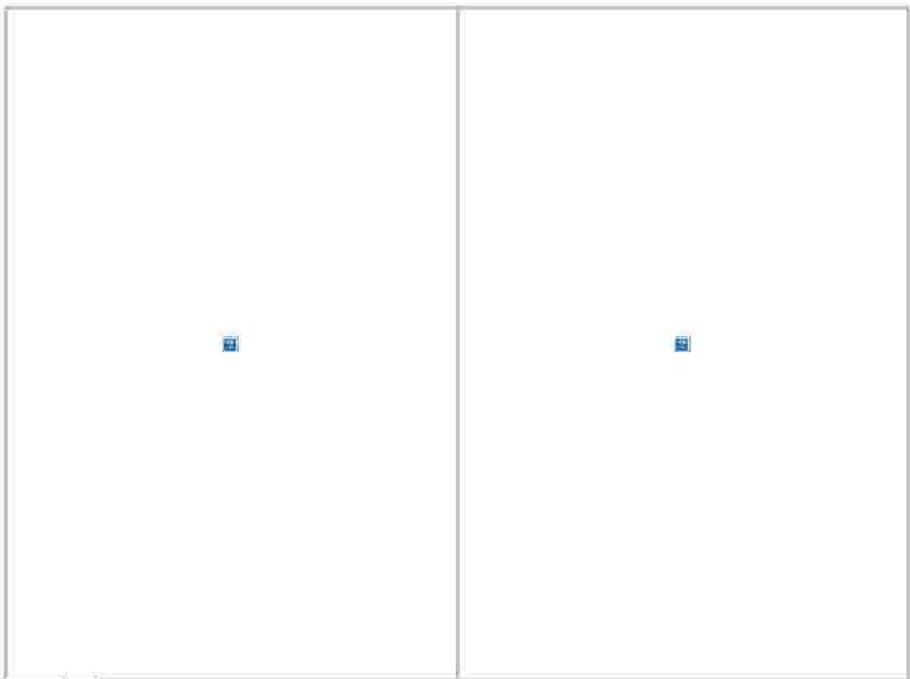
Subject: Re: On Your Marks Community Conference Postcards

Hi [REDACTED]

The attached shows the projection of the stadium structure. Perhaps this is more appropriate? Also a couple with more of the attendees, for a sense that this was part of the engagement process.

Thanks,

[REDACTED]



Project Manager

Pidgin Perfect 

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+44 (0) [redacted]

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On 6 Feb 2019, at 17:00, [redacted] <[redacted]@london.gov.uk> wrote:

Hi [redacted]

Landscape one looks great.

Just a thought but are there any other photos of the beam footage? Its not clear that the image is about sport, so could look quite strange to someone who didn't attend the bonfire night event.

[redacted] | Senior Project Officer | Regeneration & Economic Development
Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA

Mob: +44 (0) [redacted] | Tel: +44 (0)20 [redacted]

From: [redacted] <[redacted]@pidginperfect.com>

Sent: 06 February 2019 16:55

To: [redacted] <[redacted]@hawkinsbrown.com> [redacted] <[redacted]@london.gov.uk> [redacted] <[redacted]@london.gov.uk>

Cc: [redacted] <[redacted]@pidginperfect.com>

Subject: Re: On Your Marks Community Conference Postcards

Hi all,

Let me know if you have any thoughts on these. Will need to send to print by close of play today for delivery on Friday.

Thanks,

[redacted]

Project Manager

Pidgin Perfect 

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Glasgow
G1 5AR

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+44 (0) [redacted]
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These will also be wrapped up with a brief questionnaire sheet, asking for graded responses, which we are just completing.

If you can let me know if you have any thoughts on the postcards, we will get them off to print this afternoon.

Many thanks,

[REDACTED]

[REDACTED]
Project Manager

Pidgin Perfect ®

MANY Studios
3 Ross Street
The Barras
Glasgow
G1 5AR

[REDACTED] pidginperfect.com

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: On Your Marks Community Conference Postcards
Date: 06 February 2019 18:01:14

Hi [REDACTED]

Thanks for the updated file. Have included that and cropped to your suggestion.

Many thanks,

[REDACTED]

[REDACTED]
Project Manager

Pidgin Perfect ®

MANY Studios
3 Ross Street
The Barras
Glasgow
G1 5AR

[REDACTED] pidginperfect.com

+44 (0) [REDACTED]

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On 6 Feb 2019, at 17:15, [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Great- any of those are good. Will leave that to you.

Thanks,

[REDACTED]

[REDACTED] | **Senior Project Officer** | **Regeneration & Economic Development**

Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA

Mob: +44 (0) [REDACTED] | Tel: +44 (0)20 [REDACTED]

From: [REDACTED] <[REDACTED]@pidginperfect.com>

Sent: 06 February 2019 17:14

To: [REDACTED] [REDACTED] <[REDACTED]@london.gov.uk>

Cc: [REDACTED] [REDACTED] <[REDACTED]@hawkinsbrown.com>; [REDACTED] [REDACTED]
<[REDACTED]@london.gov.uk>; [REDACTED] [REDACTED] <[REDACTED]@pidginperfect.com>

Subject: Re: On Your Marks Community Conference Postcards

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The attached shows the projection of the stadium structure. Perhaps this is more appropriate? Also a couple with more of the attendees, for a sense that this was part of the engagement process.

Thanks,

[REDACTED]

[REDACTED] [REDACTED]

Project Manager

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wrote:

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[REDACTED] [REDACTED]

| Senior Project Officer | Regeneration & Economic

Development

Greater London Authority, City Hall, The Queen's Walk, London SE1
2AA

Mob: +44 (0) [REDACTED] | Tel: +44 (0)20 [REDACTED]

From: [REDACTED] <[REDACTED]@pidginperfect.com>

Sent: 06 February 2019 16:55

To: [REDACTED] <[REDACTED]@hawkinsbrown.com>; [REDACTED]
<[REDACTED]@london.gov.uk>; [REDACTED]
<[REDACTED]@london.gov.uk>

Cc: [REDACTED] <[REDACTED]@pidginperfect.com>

Subject: Re: On Your Marks Community Conference Postcards

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Thanks,

[REDACTED]

[REDACTED]

Project Manager

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If you can let me know if you have any thoughts on the postcards, we will get them off to print this afternoon.

Many thanks,

[REDACTED]

[REDACTED] [REDACTED]

Project Manager

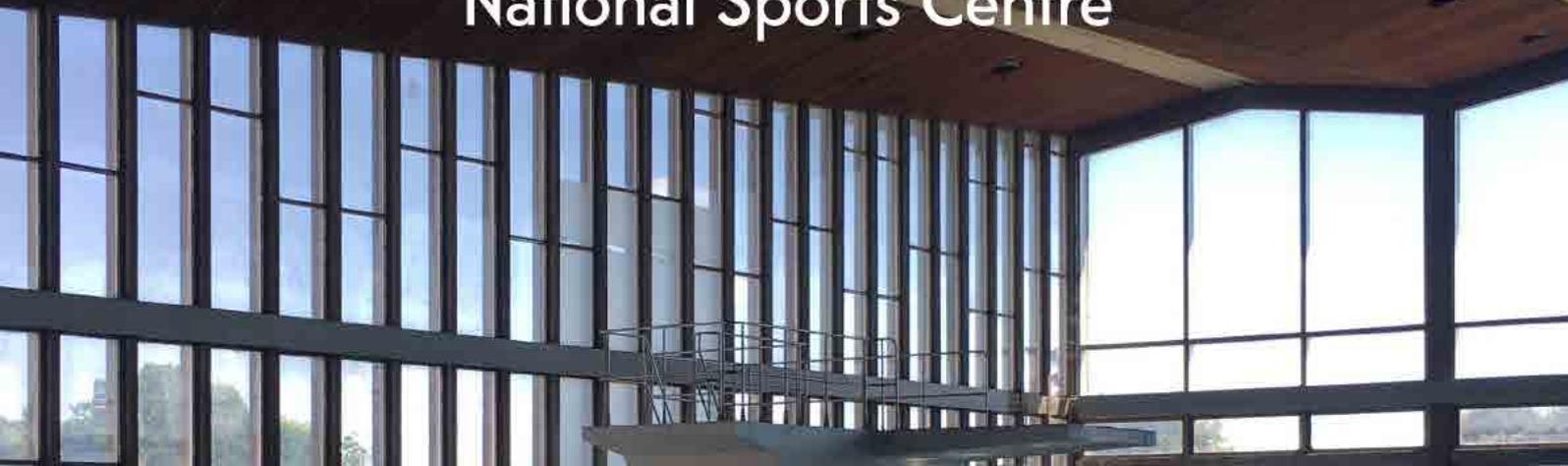
Pidgin Perfect®

MANY Studios
3 Ross Street
The Barras
Glasgow
G1 5AR

[REDACTED]@pidginperfect.com

On Your Marks!

A future plan for Crystal Palace
National Sports Centre



Thanks to everyone who has helped to shape a future vision for Crystal Palace National Sports Centre.

This vision is designed to provide a space for sports & recreation, health & well-being, that meets the needs of both sports communities and local people

To follow the development of the project in the coming months, you can visit our website which will be updated with further information and where you can sign up to our mailing list.



Outdoor Hub
Proposed central activity space

Find out more at
www.on-your-marks.co.uk

MAYOR OF LONDON

Hawkins
Brown

continuum
SPORTS & RECREATION

pidgin
perfect

KDA

Turley

M
MOTT
MACDONALD

On Your Marks!

A future plan for Crystal Palace
National Sports Centre





View of raised walkway
Proposed new central activity space

Find out more at
www.on-your-marks.co.uk



Station Approach
Proposed new route

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Brown

continuum
SINCE 1999

pidgin
perfect

SLA

Turley

M
MOTT
MACDONALD

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: On Your Marks Community Conference
Date: 17 February 2026 11:52:59

Looks good to me- thanks [REDACTED]

[REDACTED] | **Senior Project Officer | Regeneration & Economic Development**

Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA

Mob: +44 (0) [REDACTED] | Tel: +44 (0)20 [REDACTED]

From: [REDACTED]

Sent: 07 February 2019 15:40

To: [REDACTED]; [REDACTED]

Cc: [REDACTED]

Subject: On Your Marks Community Conference

Hi Both,

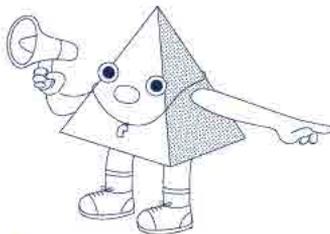
Have attached a small feedback form we are including alongside the postcards in the delegate pack. Just a couple of simple graded questions and a space for free form answers.

That's the last of our printed materials. Let me know if you have any comments.

Thanks,

[REDACTED]

On Your Marks!



Feedback Form

Please fill in the following form to give us feedback on the design proposals produced by our project team, exploring ideas for the future of Crystal Palace National Sports Centre.

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

Less Accessible

No Improvement

More Accessible

1	2	3	4	5
---	---	---	---	---

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

Less Time

No Change

More Time

1	2	3	4	5
---	---	---	---	---

Do you have any other comments on the proposals for Crystal Palace National Sports Centre?

<hr/> <hr/> <hr/>

Postcode: _____

Collecting postcode and age group information helps us better understand how well we have reached the community. All responses are anonymised and will be used as part of consultation reporting, within public presentations, and at On Your Marks! events.

Age Group:

Under 18

19 - 30

31 - 45

45 - 60

61+

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 18042 Crystal Palace NSC - File Transfer: CPNSC - Community Conference Presentation
Date: 08 February 2019 17:37:27
Attachments: [image001.jpg](#)
[image596221.jpg](#)
[RE - Community Conference- key messages..pdf](#)
[Questions For Community Conference + NT 070219.pdf](#)
[190209_CPNSC_CommunityConference_Presentation_LowRes.pdf](#)

Hi all,

Final slides attached, low-res. I will bring my laptop and USB with high-res version, and will also transfer it through to PP.

The running order of slides is:

1-11 – GLA intro

12 – 15 – [REDACTED]

16 – 42 – [REDACTED]

43 – 54 – [REDACTED]

55 – 58 – [REDACTED]

59 – 66 – [REDACTED]

67 – GLA sum up next steps.

[REDACTED] – will you also be introducing the team and the structure of the day (ie. No big Q&A session)?

Also – will we have microphones?

I've also attached the Difficult Questions and Key Messages lists as PDFs.

See you tomorrow at 1pm!

Thanks,

[REDACTED]

[REDACTED] [REDACTED]

Architect

D: +44 (0)20 [REDACTED]



159 St John Street
London, EC1V 4QJ
T: +44 (0)20 [REDACTED]

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From: [REDACTED]
Sent: 08 February 2019 11:01
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]; [REDACTED]
Subject: RE: 18042 Crystal Palace NSC - File Transfer: CPNSC - Community Conference Presentation
Thanks [REDACTED]

I've updated the slides – have also incorporated Nick's adjustments to the 'What's new?' summary, and have added in some quotes from the online survey on the slide following the relevant view. I thought it would be a good idea to acknowledge the main concerns raised in the responses too.

In 'what's new' I've changed 'further investigation into parking provision' to say '... parking location' to avoid too much focus on the numbers.

[REDACTED] – I wasn't sure about your comment on the Hub on p. 53. I'll call later to talk it through.

Let me know if you have any more comments. [redacted] [redacted] and I are having a run through at 3pm so the order may change slightly after that.

[redacted] would you like to present slides 1-11? Or just 1-4?

Kind regards,

[redacted]

From: [redacted] [redacted] <[redacted]@london.gov.uk>

Sent: 07 February 2019 16:14

To: [redacted] [redacted] <[redacted]@hawkinsbrown.com>

Cc: [redacted] [redacted] <[redacted]@london.gov.uk>

Subject: RE: 18042 Crystal Palace NSC - File Transfer: CPNSC - Community Conference Presentation

Hi [redacted] thanks for this. I've added a few comments for discussion using the 'comment' function. (pgs 1, 3, 5, 49 & 53)

[redacted] [redacted] | **Senior Project Officer | Regeneration & Economic Development**

Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA

Mob: +44 (0) [redacted] | Tel: +44 (0)20 [redacted]

From: [redacted] [redacted] <[redacted]@hawkinsbrown.com>

Sent: 07 February 2019 13:03

To: [redacted] [redacted] <[redacted]@london.gov.uk>

Subject: 18042 Crystal Palace NSC - File Transfer: CPNSC - Community Conference Presentation

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Project Name: Crystal Palace NSC

Project Number: 18042

From: [redacted] [redacted] (Hawkins\Brown)

To: [redacted] [redacted] (Continuum Sport & Leisure Ltd); [redacted] [redacted] (Greater London Authority); [redacted]@london.gov.uk

CC: [redacted] [redacted] (Hawkins\Brown); [redacted] [redacted] (Pidgin Perfect); [redacted] [redacted] (Pidgin Perfect)

Subject: CPNSC - Community Conference Presentation

Sent via: Info Exchange

Expiration Date: 3/9/2019

Remarks: Hi all,
See attached updated slides for Saturday. I haven't had a chance to add in the quotes of responses to the options from the survey yet, will do that this afternoon - but [redacted] this should be OK for the Sport England meeting tomorrow?
I've attached high-res and low-res.
Thanks
[redacted]

Transferred Files

NAME	TYPE	DATE	TIME	SIZE
190207_CPNSC_CommunityConference_Presentation.pdf	PDF File	2/7/2019	12:23 PM	76,726 KB
190207_CPNSC_CommunityConference_Presentation_LowRes.pdf	PDF File	2/7/2019	12:27 PM	6,504 KB

To share and learn more about Newforma Info Exchange visit: [Newforma Community Site](#)

[redacted] [redacted]
Architect

D: +44 (0)20 [redacted]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Community Conference- key messages.
Date: 06 February 2019 15:42:38

That looks good.
I've added a couple in upper case below just from quick read.

[REDACTED]
Continuum sport & leisure
maximising impact and opportunity through sport and leisure
Serving the leisure industry since 2001

Continuum Sport & Leisure is a Sport England Strategic Framework Partner company

Albert Buildings
49 Queen Victoria Street
London, EC4N 4SA
t 020 [REDACTED] m [REDACTED]
e mail [REDACTED] continuumleisure.co.uk
website www.continuumleisure.co.uk
@continuum sport

From: [REDACTED] [REDACTED] [REDACTED] london.gov.uk]
Sent: 06 February 2019 15:10
To: [REDACTED]
Cc: [REDACTED]
Subject: Community Conference- key messages.

Hi All,

Ahead of circulating the 'difficult questions' document for review and contributions, I've put together the key messages that we want to communicate through the community conference. This should help inform answers to questions. We want to avoid mention of a 'Mayoral decision' and be cautious of the language used when discussing the 25m pool and parking(!)
Is [REDACTED] attending on Saturday?

Public Consultation and Stakeholder Engagement

- * Multiple organisational stakeholders are actively involved in the project, who have a rich history and connection with the NSC and have participated in the consultation work to date.
- * We have engaged with a large range of NSC user groups, and park users, in addition to the wider neighbourhood community.
- * We have consulted with local and regional bodies and associations related to sport.
- * We are working with Sport England, Swim England and other NGBs to help guide the designs and understand the national position.
- * We have listened to the feedback received from the initial consultation workshops which has directly informed the design proposals
- * Further consultation responses to the design proposals will help to shape and define the development of the designs.

Timetable and Communications

- * The level of investment needed for the business case is due to be reviewed by the GLA in Spring 2019.
- * The tender process for the future operator of the NSC will start mid-2019.
- * The design team would work towards a planning submission in 2020.
- * We do not expect any capital works that result from a preferred development proposal to commence until

2021 or beyond.

* WE WILL BE LOOKING AT THE MOST EFFECTIVE SOLUTIONS TO KEEPING THE CENTRE OPERATIONAL DURING ANY DEVELOPMENT PHASE TO MINIMISE DISRUPTION

Design Options

- * There is strong support and demand for the retention and refurbishment of the 25m pool.
- * The Lodge accommodation and facilities does not have a strong case for retention. The facilities can be provided elsewhere on the site.
- * The elevated walkway is proposed to be retained and modified to improve accessibility.
- * More work is needed to develop a transport and parking strategy for the centre.

Management and Governance

- * Soft market testing of future operators has been positive.
- * We are considering ways in which the centre can be managed to best serve the needs of its users, CONTINUE TO MEET THE IDENTIFIED NEEDS FOR SPORT AND PHYSICAL ACTIVITY and to ensure a sustainable future.



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190206 Crystal Palace - National Sports Centre Feasibility Study (Project)
 Pidgin Perfect

Register of Potential Questions from the Public

	Potential Question	Appropriate Response	ACTIONS NEEDED
1	Is there a timeline of when these changes will happen? How long will my sport be affected?	<p>There is still a lot of work to do in developing any preferred design options. We do not expect any capital works that result from a preferred development proposal to commence until 2021 or beyond. We will be looking at the most effective solutions to keeping the centre operational during any development phase to minimise disruption.</p> <p>AS PART OF THE NEXT STAGES AFTER THE STUDY HAS BEEN REVIEWED AND THERE IS CLARITY FROM CITY HALL ON THE FUTURE THE GLA WILL SET OUT A DETAILED PROGRAMME FOR REDEVELOPMENT WHICH WILL COVER EACH OF THE FACILITY TYPES AND SPORTS AND HOW THE PROCESS WILL IMPACT ON THE CONTINUED OPERATION OF CPNSC</p>	
2	How will all this work be funded?	<p>There is clear recognition that the NSC needs significant investment. The level of investment required will be reviewed by the GLA when the business case is finalised. Funding will be needed from a range of stakeholders.</p>	
3	What will happen under the raised walkway?	<p>A number of different proposals are being considered, with a focus on play and other opportunities for activity and informal sports.</p>	
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Accessibility

	Potential Question	Appropriate Response	ACTIONS NEEDED
1	When talking about improving routes, there is no mention of accessibility (Things like Ramps at the end of the walkway are mentioned in KLA presentation, but it is important to have it mentioned in 'routes')	An accessible change in level is currently shown in the proposals, in the form of a ramp, integrated into the landscape. We are also considering a lift to take people between the elevated walkway and ground level and introducing a new stair at the Penge end of the walkway.	
2	Will viewing mounds be wheelchair accessible?	The topography of the site is still to be fully investigated, but we are proposing step-free access to the viewing mound.	Q: Is this the rosary or the sloped spectator areas?
3	Will there be the same/ more parking available to users?	An initial parking survey has been carried out, in addition to surveys done by LB Bromley to look at the wider parking needs of the park. More work is needed to put together a coordinated, detailed travel and parking plan that reflects the sustainable future of the NSC. WE ARE NOT LOOKING TO REDUCE PARKING BUT TO HAVE A MUCH MORE MANAGED PARKING PROCESS IN PLACE LINKED DIRECTLY TO USAGE OF THE CENTRE. IT IS ACKNOWLEDGED THAT PARKING IS A PROBLEM AT PEAK TIME AND THAT A MUCH MORE DETAILED PLAN WILL BE DRAWN UP IN LINE WITH THE TIMINGS OF THE REDEVELOPMENTS AND PHYSICAL CHANGES TO THE CENTRE.	
4	The new identified parking area is further from the centre? Have you thought about disabled users?	Several locations for parking have been considered to make sure the centre can be accessed safely and easily by all users. The design aims to minimize the roads and infrastructure that currently take over a large section of parkland. Blue badge parking is located close to the NSC entrance, and drop-off locations are being considered for other users.	
5	With new proposed parking, where is the motorcycle school going?	When the new operator is appointed, they will have a say in how they want to run to centre and what extra functions they think can be supported. THE	

		FOCUS OF THE GLA'S STUDY AND THE FUTURE OF CPNSC IS FOCUSED ON PHYSICAL ACTIVITY, SPORT, HEALTH AND COMMUNITY DEVELOPMENT THESE ARE THE PRIORITIES WITHIN THE STUDY – ALONGSIDE THIS IS THE AIM TO REDUCE THE BUILD AND HARD-STANDING FORM AND PROVIDE MORE OPEN SPACE LINKED TO THE REGENERATION OF THE PARK. THE MOTORCYCLE TRAINING SPACE THAT USES THE STADIUM SURROUNDS ISN'T WITHIN THOSE PRIORITIES OF THE STUDY AND THE GLA ARE ENSURING THAT THEY HAVE SUFFICIENT NOTICE AHEAD OF THE REDEVELOPMENTS PLANNED FOR CPNSC.	
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Sport

	Potential Question	Appropriate Response	ACTIONS NEEDED
1	Who will operate the Centre in the future?	The current operator's contract runs until March 2020 with an option to extend to 2021. A procurement exercise will be needed to appoint a new future operator.	
2	Will prices change after the redevelopment?	<p>We want the pricing of access to the sports centre to continue to encourage use from a wide range of community users, education providers, community groups and sporting groups.</p> <p>THE GLA ARE IN DISCUSSION WITH THE FIVE BOROUGHES AND SPORT ENGLAND TO ASSIST WITH THE PROCUREMENT PROCESS. A NUMBER OF THE LOCAL AUTHORITIES HAVE OFFERED THE GLA ADVICE AND GUIDANCE TO ENSURE THAT CP CAN BE MANAGED IN THE MOST EFFECTIVE WAY AND MIRROR THAT OF SUCCESSFUL PUBLIC SECTOR LEISURE MANAGEMENT THAT BALANCES COMMUNITY ACCESS, SPORTS DEVELOPMENT AND A SUSTAINABLE BUSINESS MODEL. SOUTHWARK AND CROYDON HAVE RECENTLY GONE THROUGH THEIR PROCUREMENT PROCESS AND A NUMBER OF LESSONS LEARNT ARE TO BE SHARED TO GET THE BEST OUTCOME FOR CP.</p>	

3	<p>Why are you moving the indoor athletics? Will this not cost more than refurbishing the existing facility?</p>	<p>The existing facility is an ad-hoc infill and would need a lot of work to make it efficient to heat, light and keep dry. IT IS NOT FIT FOR PURPOSE AND THE QUALITY OF THE FACILITIES ARE VERY POOR AND LIMITS THE CAPACITY AND QUALITY OF TRAINING. The existing position also acts as a barrier between the main centre and other outdoor sports provision, like the running track. We think that relocating the indoor track to sit adjacent to the outdoor track will not only offer benefits for track users and warm up uses, it will hugely improve wayfinding in and around the centre.</p>	
4	<p>Are you reducing the amount of sports facility capacity?</p>	<p>We have investigated in detail, the supply of and demand for the existing range of facilities at the site. The findings of our work have informed the design options so far and will be used to review the viability of any options we develop. There is an ongoing desire to ensure that the site continues to offer, and benefit, a wide range of different sports and physical activities. The future operator will input on opportunities to expand and manage the sporting offer.</p> <p>A POTENTIAL EXPANDED CLIMBING OFFER, GREATER FLEXIBILITY AND QUALITY FOR THE AQUATICS PROGRAMME, GREATER HEALTH AND FITNESS PROVISIONS, IMPROVED BEACH VOLLEYBALL FACILITIES, POTENTIAL ENHANCEMENT TO GYMNASTICS, IMPROVED HOCKEY PROVISION, SECURING THE FUTURE OF THE ATHLETICS AT CP – GREATER INFORMAL PLAY AND ACTIVITY SPACE – THE CENTRE IS GOING TO BE UNDERGOING SIGNIFICANT CHANGES AND ENHANCEMENTS FOR ALL OF THE SPORTS EXCEPT FOOTBALL WHICH IS BEING PROVIDED FOR AT A NUMBER OF OTHER SITES WITHIN THE CATCHMENT OF CP.</p>	
5	<p>Are Crystal Palace FC intending to use the Centre in the future?</p>	<p>We will be having further discussions with the Football Association, London Football Association and CPFC about their future needs and the potential impact of any new planned provision for football in the local area as part of our work.</p> <p>CPFC have stated they would like to continue to base their Palace for Life Foundation at the NSC, and that they are exploring options to consolidate their Academy facilities.</p> <p>WE CAN BE BOLDER HERE I THINK....</p>	

		<p>WE HAVE MET WITH CPFC AND THEY HAVE CONFIRMED THAT THEY WANT TO DEVELOP THEIR ACADEMY ON THE ONE SITE AS CPNSC DOES NOT PROVIDE THE ADDITIONAL GRASS PITCH SPACE WHICH THEY NEED ALONGSIDE THE ARTIFICIAL PITCH AND TEACHING SPACE.</p> <p>CPFC ALSO WANT TO DEVELOP A FULL SIZED INDOOR FOOTBALL PITCH WHICH THE CPNSC SITE DOES NOT HAVE THE CAPACITY FOR (AND GOES AGAINST THE AIM TO REDUCE BUILT FORM AT THE CPNSC SITE). THE GLA WANT TO PROVIDE RECREATIONAL AND COMMUNITY PROVISION FOR FOOTBALL WHICH IT IS BEING PLANNED FOR WITH THE SMALL SIDED FOOTBALL PITCHES AND PROVISION OF THE HOCKEY PITCHES WITH IMPROVED SURFACES. CPFC ARE KEEN TO REMAIN ON THE SITE FOR THE DELIVERY OF THE PALACE FOUNDATION WORK.</p> <p>CPFC ARE ALSO WORKING WITH CROYDON ON TWO OTHER LEADING SITES FOR FOOTBALL DEVELOPMENT AT PURLEY WAY AND ASHBURTON PLAYING FIELDS WHICH ARE GETTING INVESTMENT FROM THE FOOTBALL FOUNDATION.</p> <p>CPNSC CAN STILL PROVIDE A KEY ROLE FOR GRASSROOTS AND RECREATIONAL FOOTBALL BUT THE INVESTMENT IN THE SURROUNDING AREA FOR FOOTBALL SPECIFIC FULL SIZED ARTIFICIAL PITCHES MEANS THAT A MORE COORDINATED APPROACH TO INVESTMENT HAS BEEN TAKEN WITH THE DIFFERENT PARTNERS.</p>	
6	<p>HOW CAN YOU ASSURE PEOPLE THAT THE CENTRE WON'T FALL INTO DISREPAIR AGAIN – A LOT OF INVESTMENT HAS GONE IN BEFORE BUT THE CENTRE STILL HAS BEEN FORGOTTEN AND LEFT TO FALL BACK INTO A POOR STATE.</p>	<p>THE NEW BUSINESS PLANNING PROCESS HAS IDENTIFIED THE ADDITIONAL LIFECYCLE COSTS ASSOCIATED WITH THE NEW FACILITIES AND GREATER MAINTENANCE COSTS WHICH WILL BE SPLIT BETWEEN THE NEW OPERATOR AND THE GLA AS THE LANDLORD.</p> <p>THE GLA ARE COMMITTED TO GETTING A MUCH BETTER AND MORE INCENTIVISED CONTRACT WHERE THERE IS SOME TRANSFER OF CERTAIN RISKS TO AN OPERATOR SO THERE IS MORE OF AN INVESTED OPERATOR PROTECTING THE FUTURE OF CPNSC IN PARTNERSHIP WITH THE GLA. THE GLA IS LOOKING TO ENSURE THAT THE CENTRE REMAINS FIT FOR PURPOSE FOR THE NEXT 25 YEARS.</p>	

7	WHAT WILL BE THE FUTURE OF THE CURRENT SPORTS CLUBS WHO USE AND OPERATE OUT OF CPNSC	<p>THE GLA HAS BEEN IN DISCUSSION WITH A NUMBER OF THE PARTNER CLUBS ABOUT THE FUTURE BUT MUCH OF THIS WILL BE LEAD BY THE FUTURE OPERATOR.</p> <p>THE CURRENT OPERATIONAL MODEL IS NOT WORKING AND IS NOT SUSTAINABLE AND NEEDS TO BE REVIEWED IN FULL AS PART OF THE MANAGEMENT OF CPNSC.</p> <p>THE GLA WILL ENSURE THAT ANY CONTRACT SPECIFICATION SET OUT FOR A NEW OPERATOR THAT THE DEVELOPMENT AND DELIVERY OF THE COMMUNITY GRASSROOTS SPORT FROM CPNSC IS CENTRAL TO THEIR OPERATION AND PART OF THE PERFORMANCE MANAGEMENT TARGETS WITHIN THE CONTRACT.</p>	
8	THE CENTRE IS IN DESPERATE NEED OF INVESTMENT NOW NOT FOR ANOTHER 2 YEARS	THE GLA HAVE BEGUN TO IDENTIFY SOME OF THE REQUIRED INVESTMENT THAT CAN BE DELIVERED EARLIER THAN 2021 TO IMPROVE THE CURRENT CENTRE PROVISION. CHANGING ROOMS AND OTHER PARTS OF THE BUILDING – WHICH AREN'T AFFECTED BY THE MAJOR WORKS AND REDEVELOPMENT WILL BE FURTHER IDENTIFIED IN THE NEXT STAGE OF THE WORK BY THE GLA.	
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Community & Culture

	Potential Question	Appropriate Response	ACTIONS NEEDED
1	Will NHS services still be able to use the Centre during and after redevelopment?	Sport and physical activity has a huge role to play in supporting positive health and wellbeing outcomes. Its vitally important that the NSC can help fulfill these local needs. The Crystal Palace Physios are an important local provider of NHS services. Although the space that currently occupy might change, we will aim to re-house their operation when we are considering the mix of future facilities at the site.	

2	Where will the Physio be located?	At this stage in the design proposals, we are showing multiple potential uses in the flexible spaces within the Hub building.	
3	With the removal of the stands/most seating. Does this mean large concerts/events will not take place?	It's still early stages in the design work, but its proposed that the sloped spectator areas could be used for larger crowds if required- there are examples of other venues that use temporary seating for large events. THE GLA REMAIN IN CLOSE CONTACT WITH THE PARK MASTERPLANNING TEAM AT BROMLEY AND THE NEW CP TRUST ABOUT COORDINATING FUTURE EVENTS CAPACITY ACROSS BOTH THE PARK AND THE SPORTS ESTATE. THE ABILITY OF THE STADIUM TO ACCOMMODATE EVENTS IS PART OF THAT FUTURE DISCUSSION GIVEN ITS SCOPE AND CAPACITY TO ACCOMMODATE TEMPORARY SEATING IN THE FUTURE.	
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Greenspace & Environment

	Potential Question	Appropriate Response	ACTIONS NEEDED
1	Will I be able to use the park while redevelopment is taking place?	We will be looking at most effective ways to minimise disruption during any construction work. Any plans will make sure that other park uses will be disrupted as little as possible.	
2	What enhancements are you planning to make to the park?	We recognise that we need to continue to work with LB Bromley to have a joined-up plan for the wider park. Lighting, surface treatments and wayfinding all need to be improved, along with a consideration of the interface of park, play and sport. The Mayor has already funded some park improvements, including the new café which is set to open in Spring.	
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Business & Enterprise

	Potential Question	Appropriate Response	ACTIONS NEEDED
1	Will there be a cafe after redevelopment?	<p>To make the centre sustainable, we will need to look at complementary offers to the sports and leisure facilities. We are considering what F&B offers would best serve the centre and the most appropriate locations for these. For example, we could have a juice bar in the main centre, with a more substantial café bar in the hub, or vice versa.</p> <p>THE HUB WILL BECOME A FOCAL POINT FOR THE WIDER SPORTS CENTRE BRINGING TOGETHER USERS OF THE INDOOR SPACE AND THE OUTDOOR SPORTS. THE MAIN CENTRE WILL HAVE A MORE FLEXIBLE F&B OFFER TO ENSURE THAT SPORTS USERS AND SPECTATORS CAN ACCESS REFRESHMENTS.</p>	
2	How will businesses be impacted by redevelopment? Will they have to close?	<p>We will work with the new operator when they are on board to look at opportunities for existing and new businesses.</p> <p>THE REDEVELOPMENT WILL BE PHASED TO ENSURE THAT MINIMUM DISRUPTION TO ALL PARTNERS INVOLVED ACROSS THE BUSINESS SUCH AS THE PHYSIO TO THE SPORTS USERS AND MEMBERS OF THE PUBLIC.</p>	
3	Will there still be a creche after redevelopment?	A creche facility is an important feature of a successful centre that encourages family use. We'll look at how a creche could continue to be provided in the future.	
4	Will business and conference facilities be available during redevelopment?	The access to the Lodge for meeting space will likely be affected, however we are planning new, improved spaces with modern facilities that can be used in this way.	
5	Will all current clubs and businesses be accommodated within the redevelopment?	We'll do what we can to ensure that all existing club users and businesses have a future at the Centre. The consultation process means that everyone has a chance to communicate how they wish the redevelopment will be.	

6	What will happen to Capel Manor College?	The college has secured funding for the development of new facilities elsewhere in the park, and so the intention is the College and its activities remain in the Park. A public consultation about the proposals is planned for 28 th February and 2nd March.	
7	Who will operate the Centre in the future?	The current operator's contract runs until March 2020 with an option to extend to 2021. A procurement exercise will be needed to appoint a new future operator. This process will begin mid-2019.	
8	Will prices change after the redevelopment?	We want the pricing of access to the sports centre to continue to encourage use from a wide range of community users, education providers, community groups and sporting groups. REFER TO EARLIER ANSWER ON WORKING WITH THE LOCAL AUTHORITIES	

Crystal Palace National Sports Centre

Community Conference

09.02.19



MAYOR OF LONDON

Hawkins\ Brown



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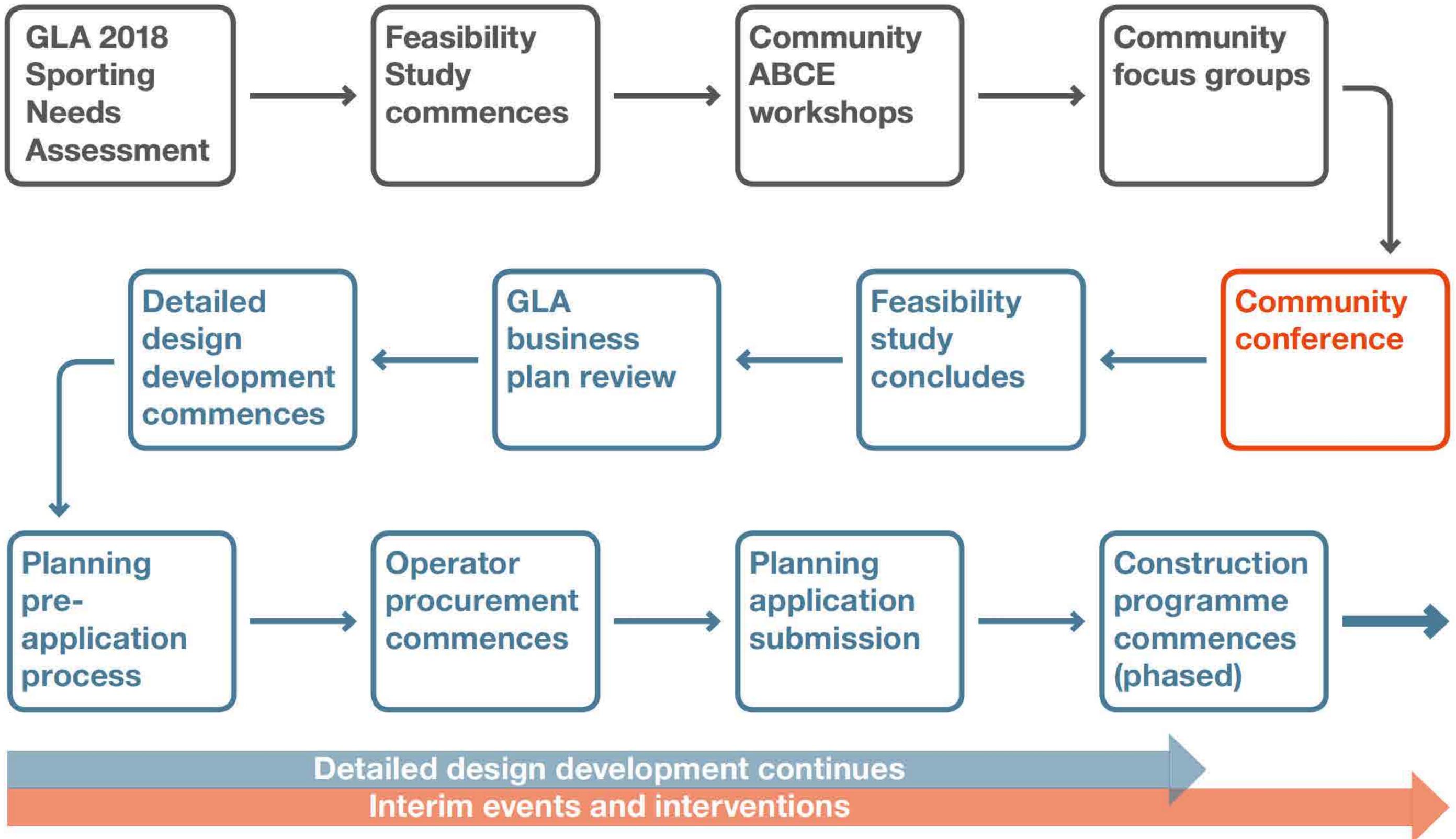
MOTT MACDONALD

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Turley

Project Timeline & Context

Project timeline



Key stakeholders



Sporting
governing
bodies



Bromley & 5
boroughs



CP Park Trust

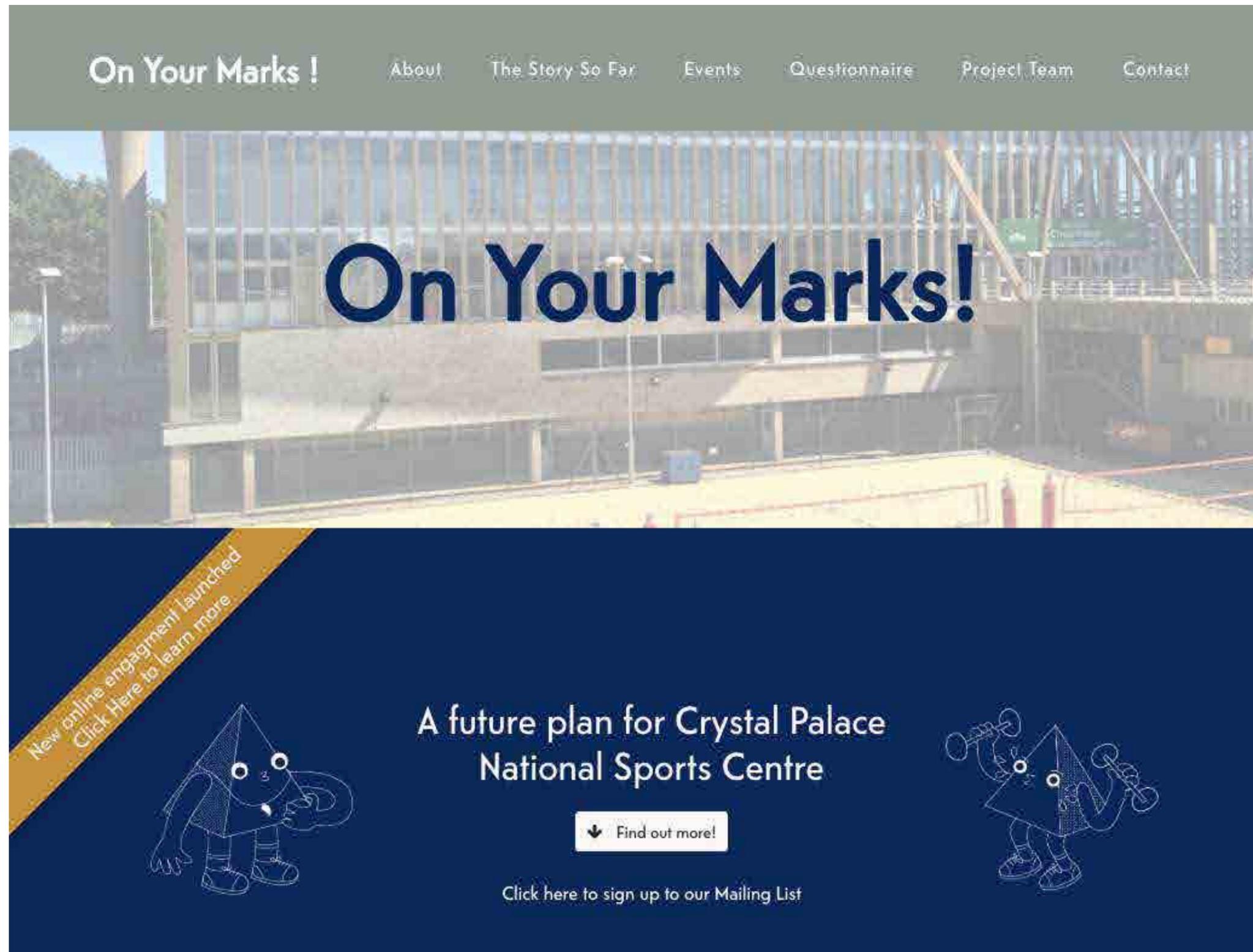


Community

Sports Clubs

Operators

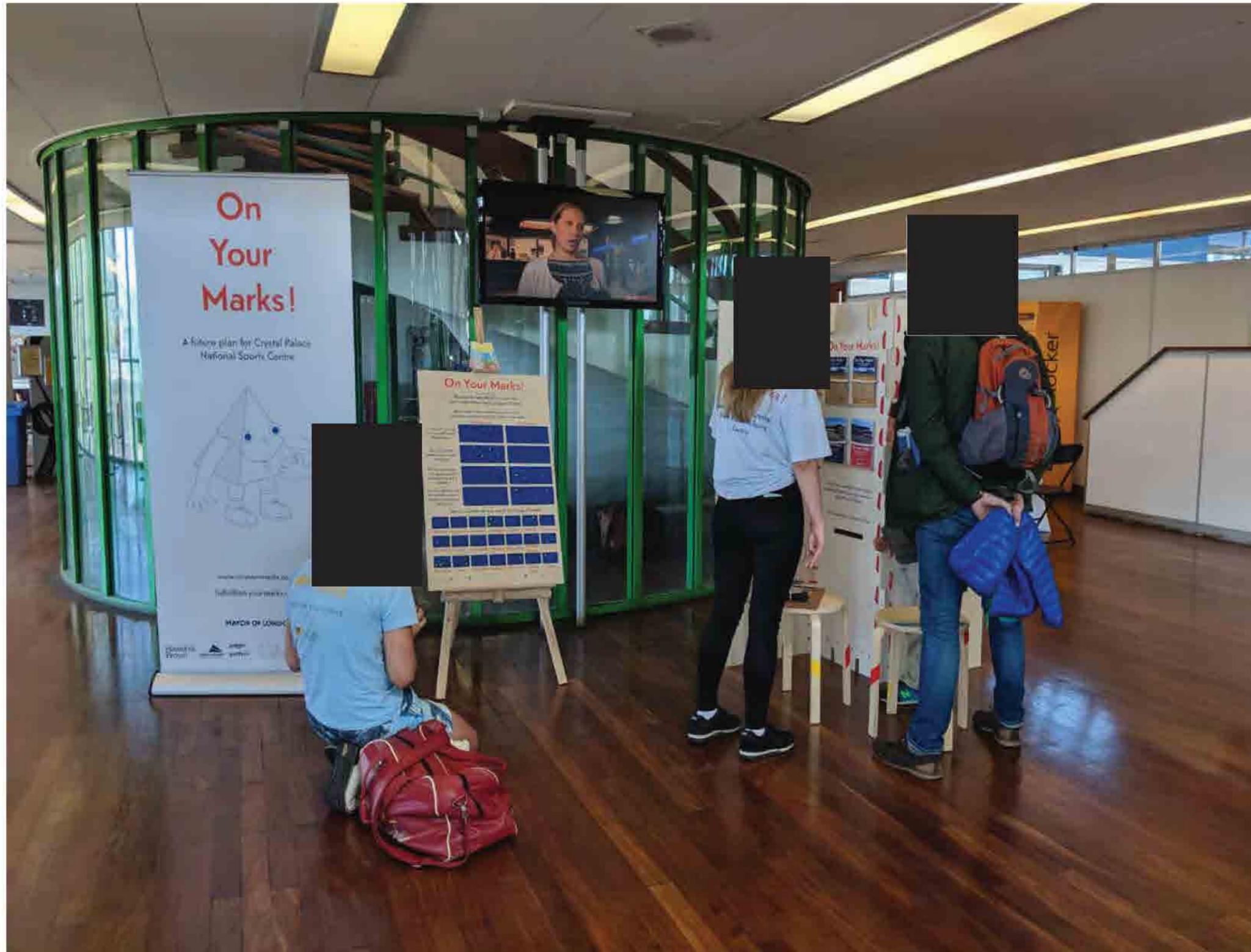
'On Your Marks' - Consultation so far



July 2018
Website launched

4,872
unique visitors

'On Your Marks' - Consultation so far



July 2018 - Feb
2019
Pop-up exhibition

154
postcard responses

'On Your Marks' - Consultation so far



On Your Marks! Crystal Palace Sports Centre Questionnaire

The On Your Marks! team want to ensure that the voice of a wide range of users and the local community is at the heart of the future plan for the sports centre.

In order to get the ball rolling, we need you to complete our short questionnaire examining your experiences of the sports centre, and what you believe could be improved to help it reach a new personal best.

The questionnaire will take approximately 3 - 5 minutes to complete.

By completing the questionnaire, you consent to the information being shared with the Mayor of London, the commissioned project team and at a public forum event in the December 2018. If you are providing data relating to another person, please check that they are OK with you providing this information.

If you require a large format copy of the questionnaire, or would like to discuss any other accessibility issues, then please contact studio@pidginperfect.com

Start press ENTER

August - Oct 2018
Online
questionnaire

1,336
responses

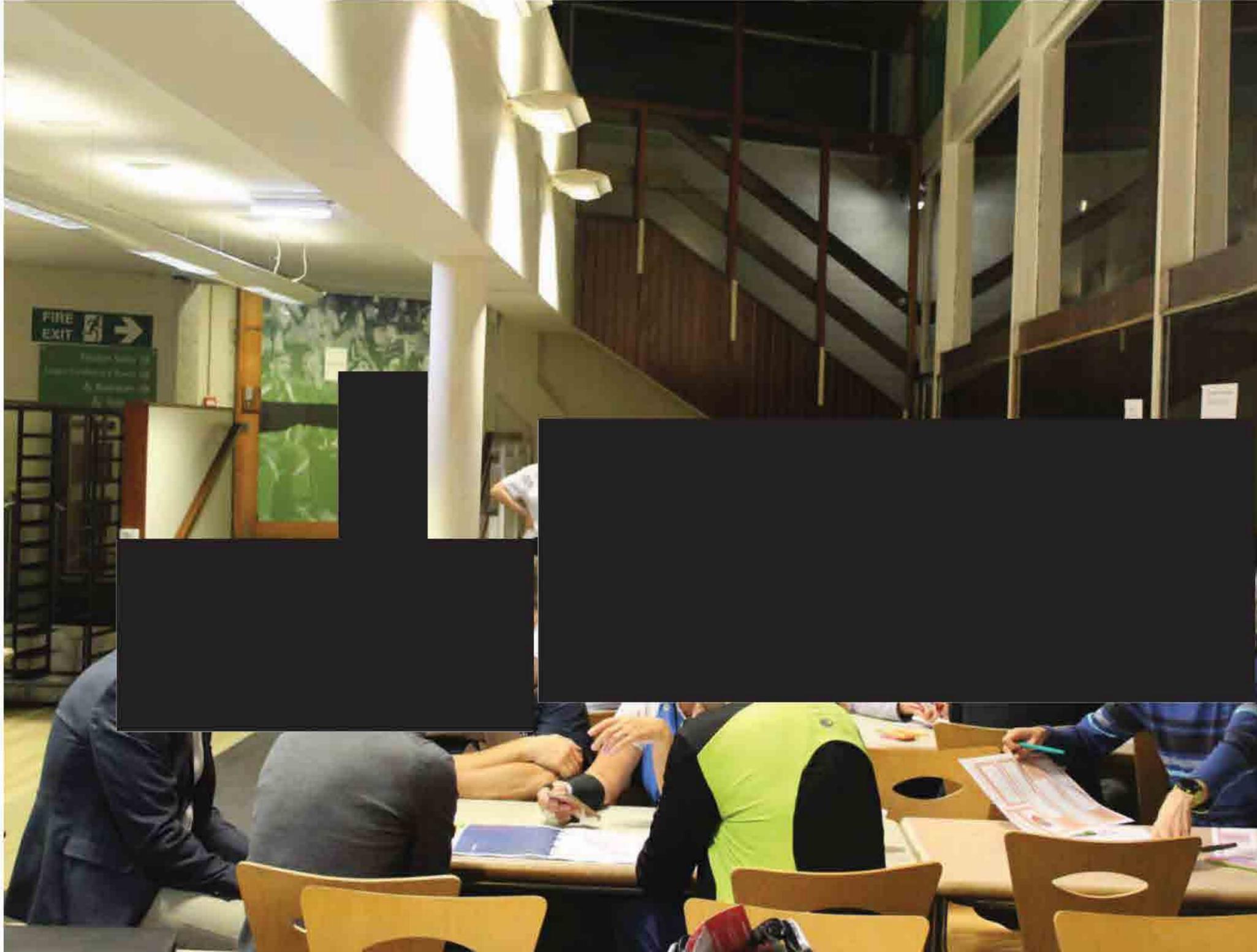
'On Your Marks' - Consultation so far



August - Sept
2018
Coached by
the Community
workshops

55
participants

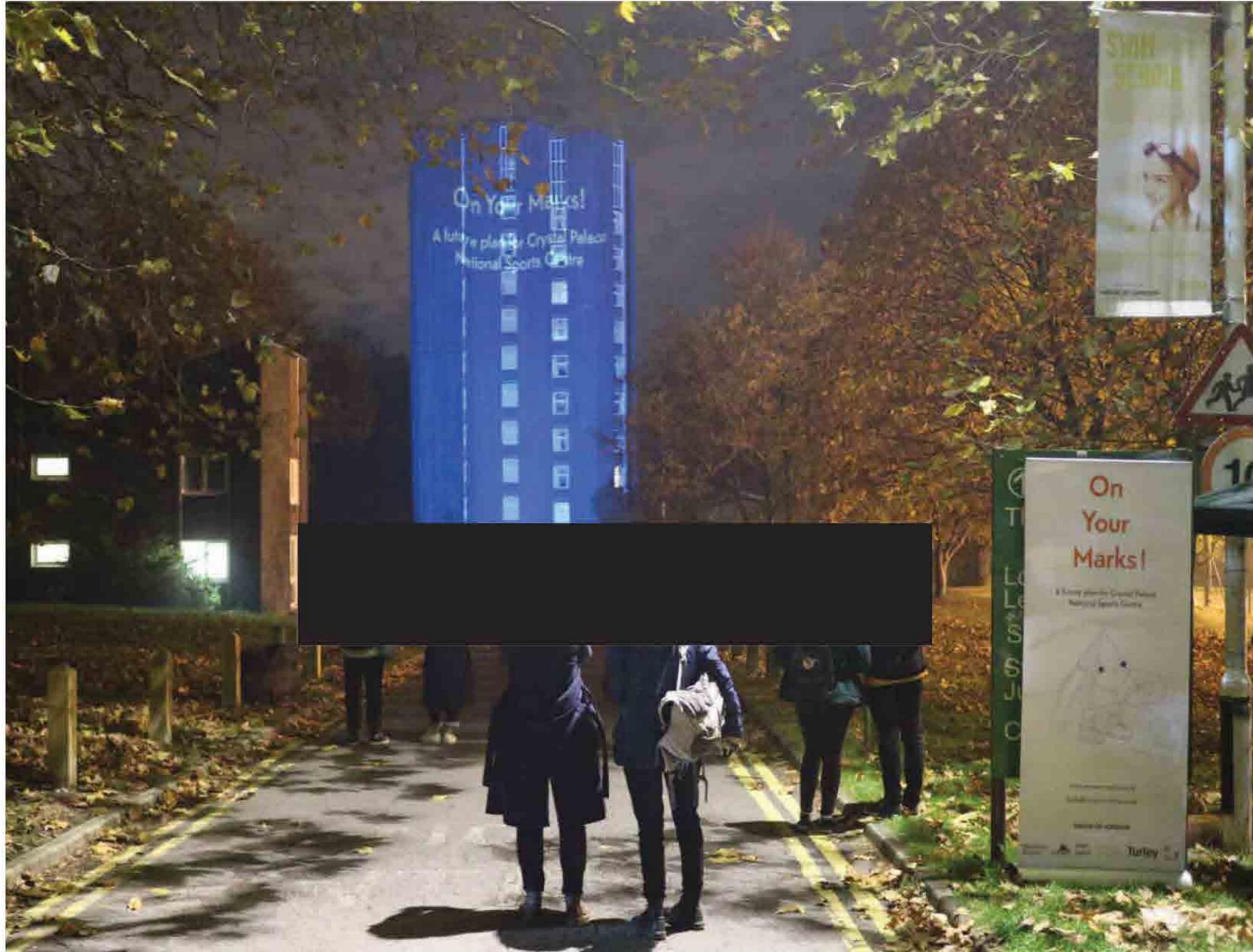
'On Your Marks' - Consultation so far



October 2018
Trialling the
Design Options
workshops

128
participants

'On Your Marks' - Consultation so far



November 2018
BEAM public
event

600+
engagements

'On Your Marks' - Consultation so far



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.

The questionnaire will take approximately 5-10 minutes to complete.

We recommend completing this survey on a desktop computer.

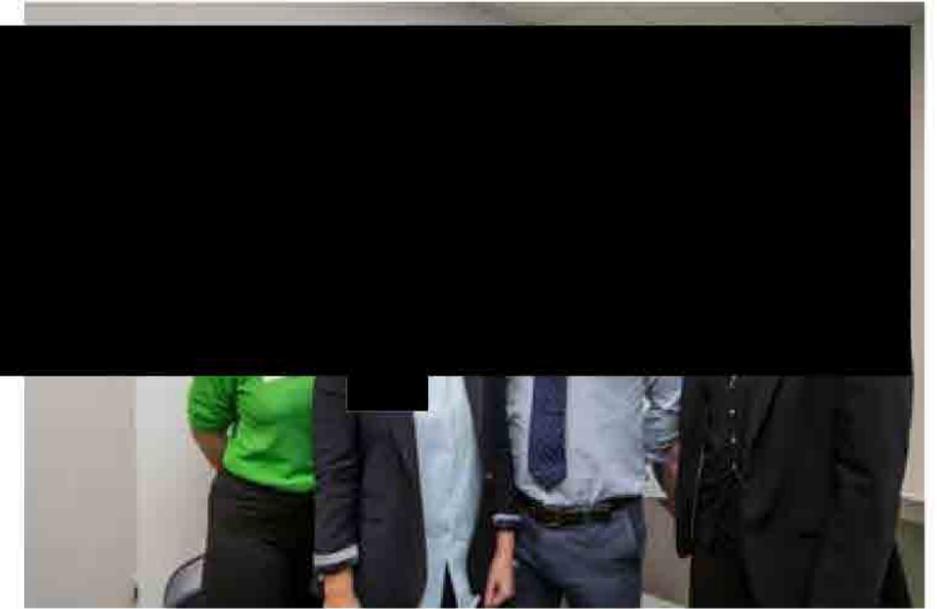
Start press ENTER

Oct 2018 - Feb
2019
Trialling the De-
sign Options Sur-
vey

445
responses

Sporting & community needs

Consultation



National Governing Bodies

England Hockey, Swim England (London and Kent Swimming), Football Association, Football Foundation, British Gymnastics, UK and England Athletics

CPNSC Clubs

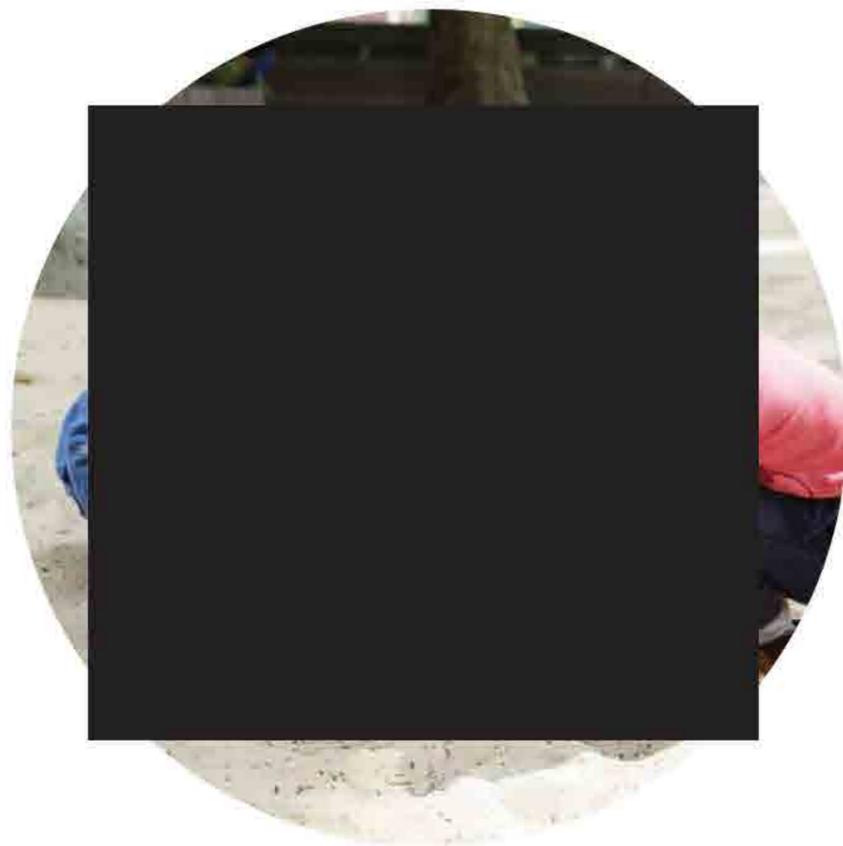
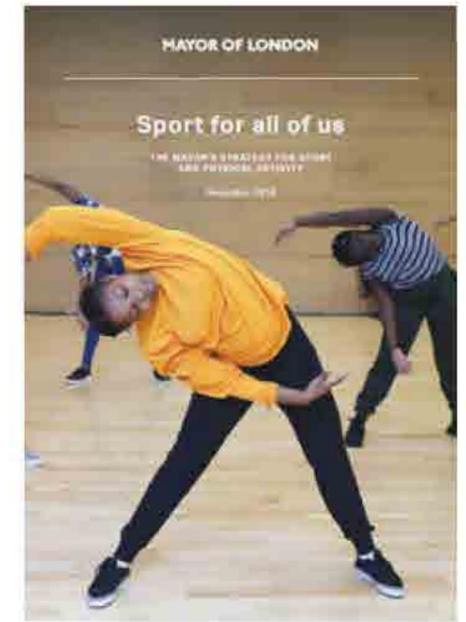
Beach Volleyball, CP Diving, CP Gymnastics, London City Royals, Wayfarers HC, Mount Palace (Climbing), CPFC

Stakeholders and Influencers

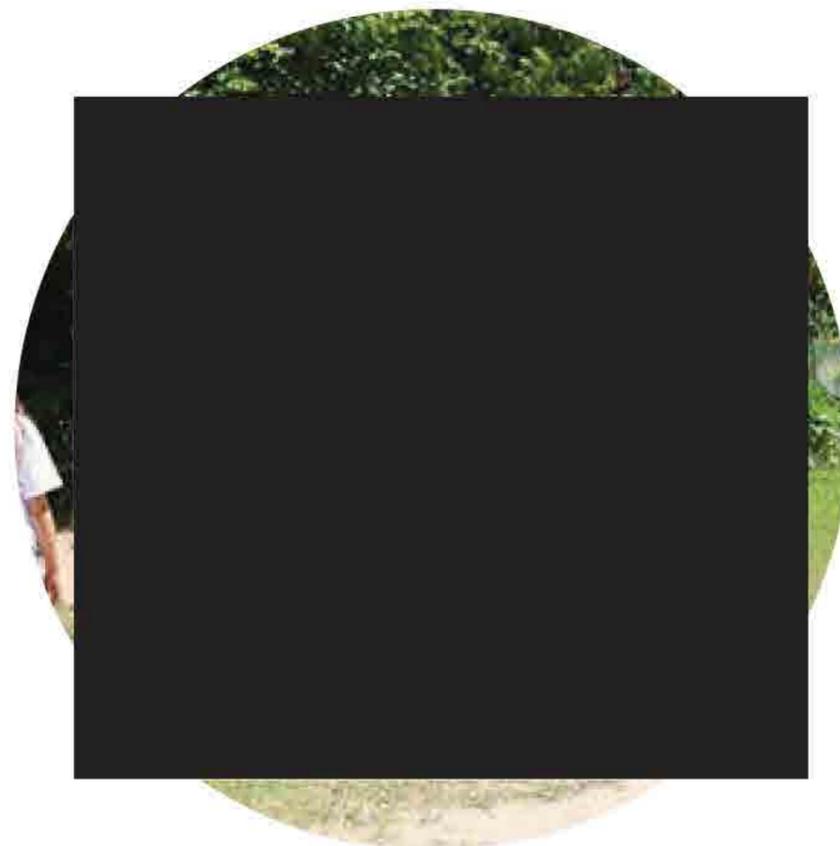
Sport England, GLL, Other Operators

Play as a pathway into sport

£7.35 is the estimated return on investment for every £1 spent on sports for at-risk youth.



Play
In proximity to
sport



Games
Build confidence
and skills



Sport

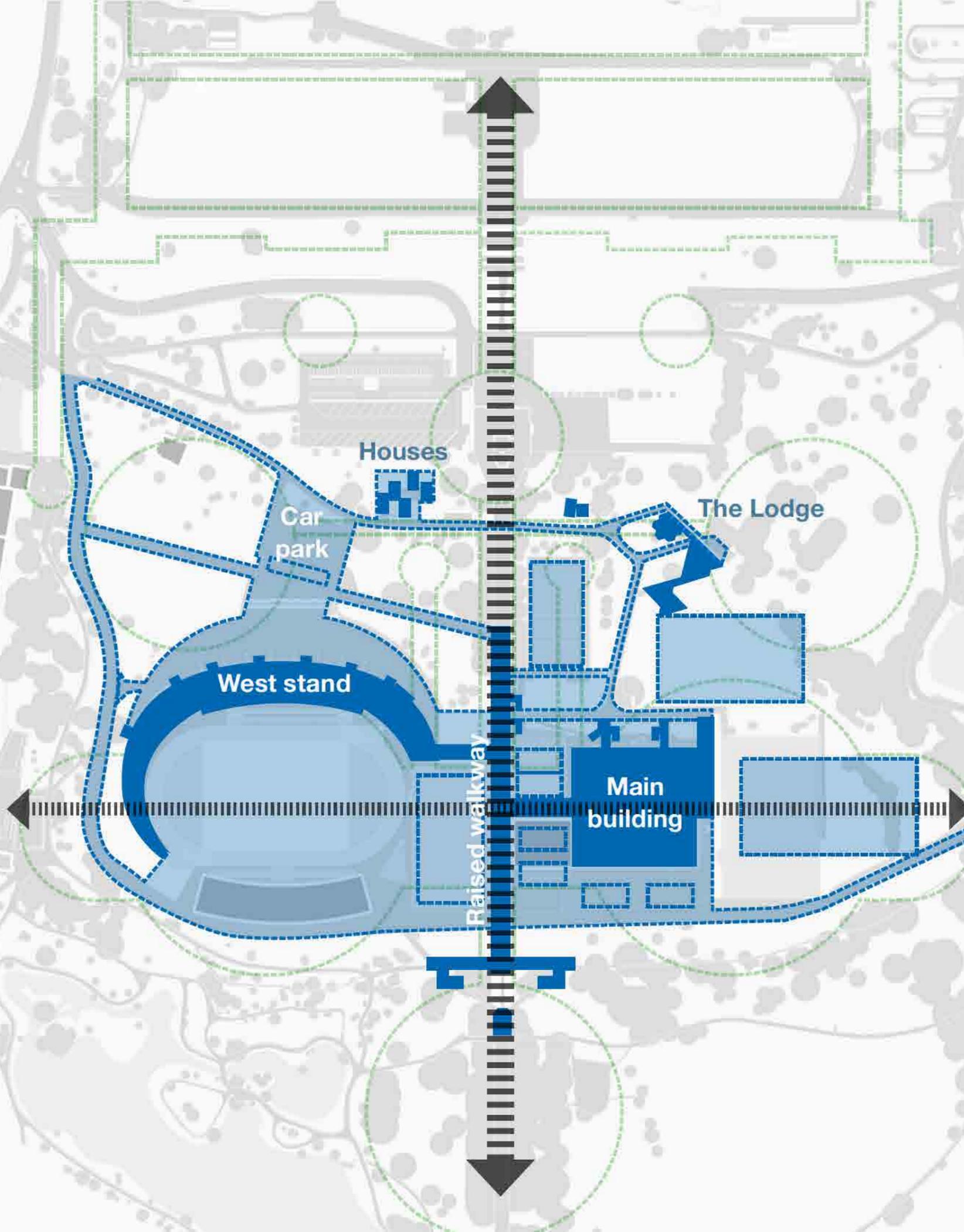
Site history

The 1964 NSC layout

The construction of the NSC, raised walkway and stadium significantly altered the character of the landscape, placing built form rather than open space at the heart of the Park.

The transitional landscape became dominated by road infrastructure.

The two main axis of the park were retained in the layout of the NSC.

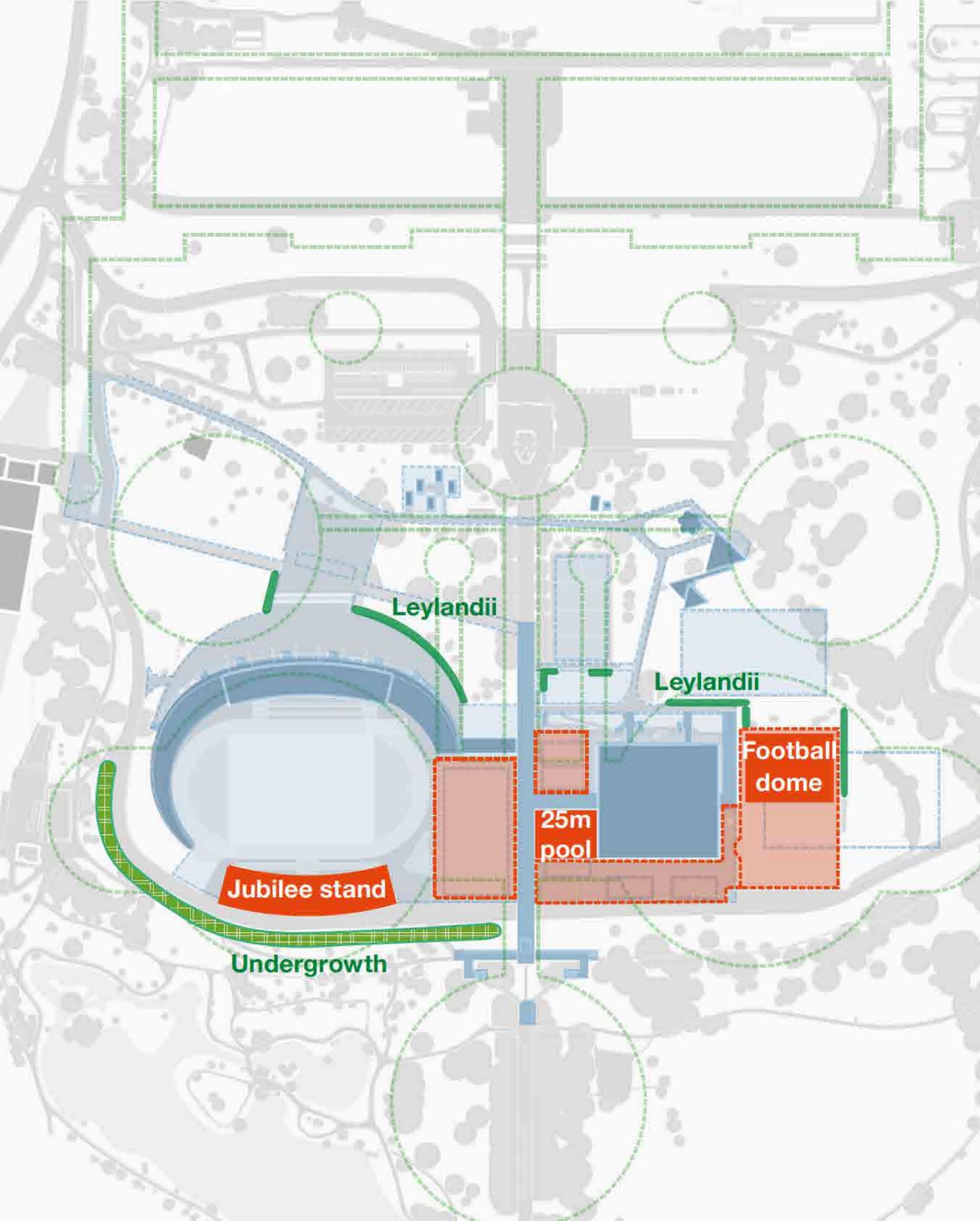


Ad-hoc growth

The NSC has grown in an ad-hoc way since its construction.

There has been un-managed growth of shrubs, undergrowth and poorly planned Leylandii planting in the park around the NSC.

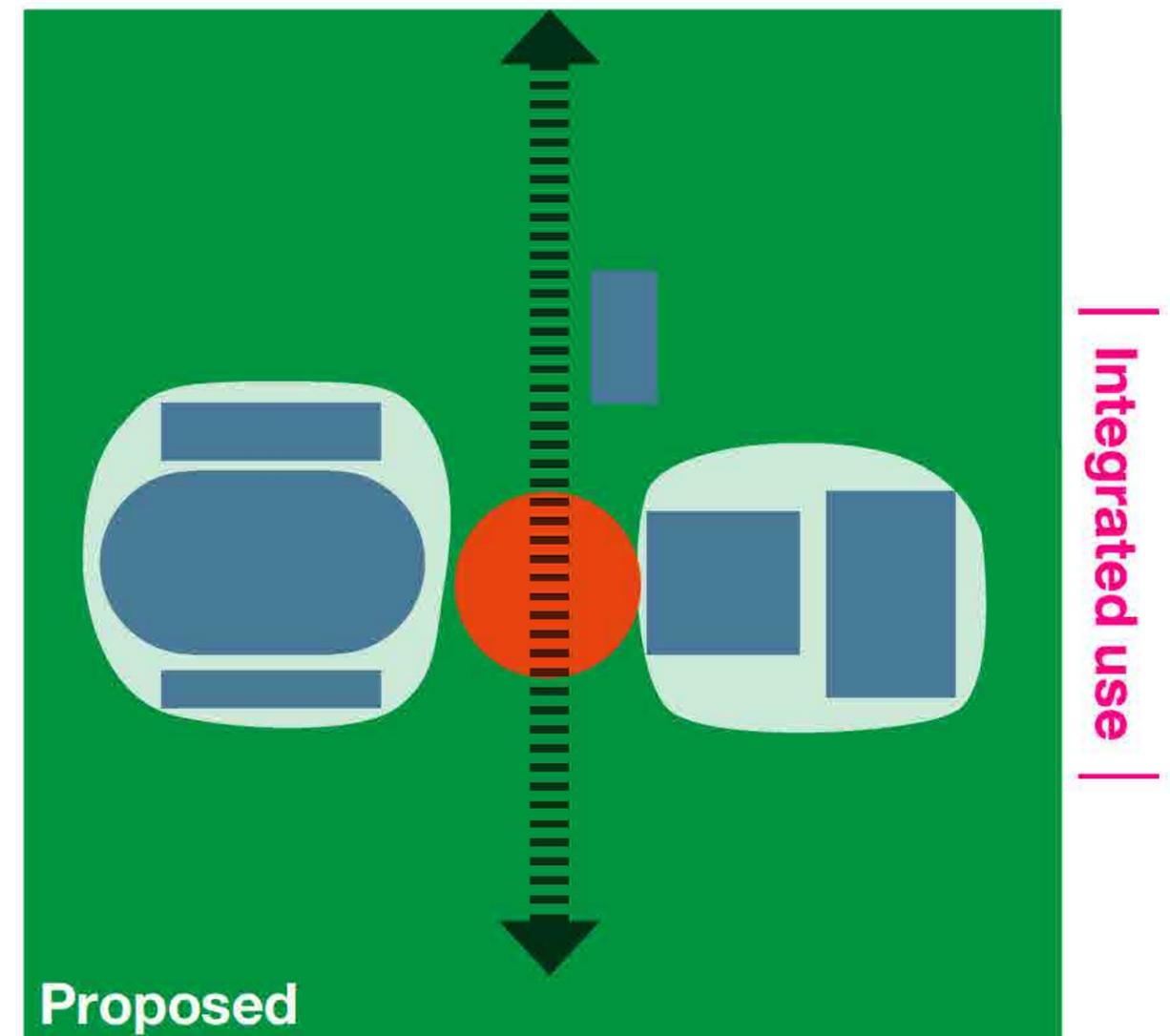
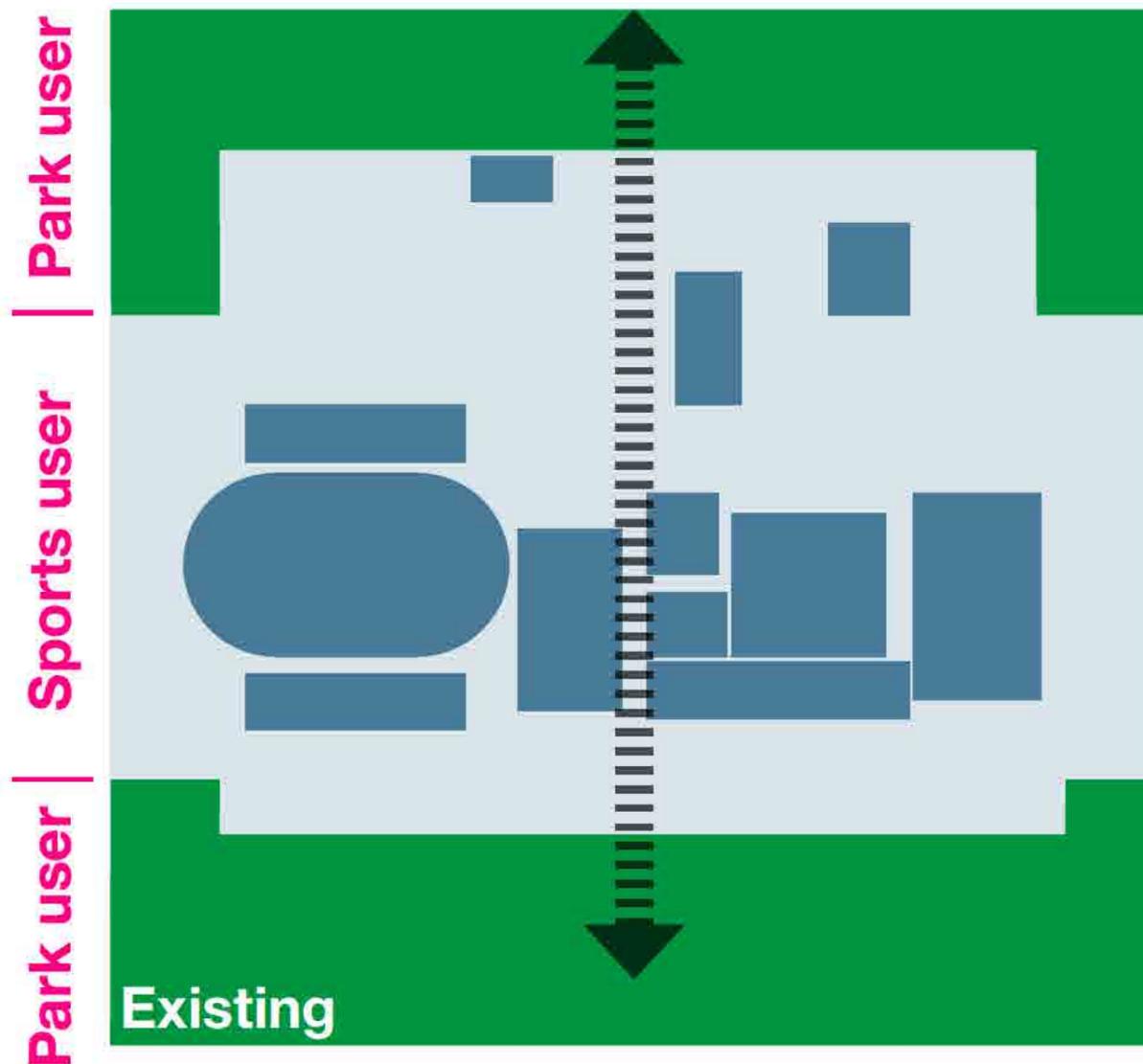
The park and the NSC have turned their backs on each other.



Project objectives

Consolidate & Intensify

1. Repair the ad-hoc growth of the NSC and the park to allow the two to work together.
2. Provide a central Hub at the heart of the NSC that will strengthen it's identity and attract a wider community.
3. Re-organise and consolidate the NSC facilities around the central Hub to improve access and connectivity.



Create a vision to provide a space for sports & recreation, health & well-being, that meets the needs of both sports communities and local people

A centre for everyone



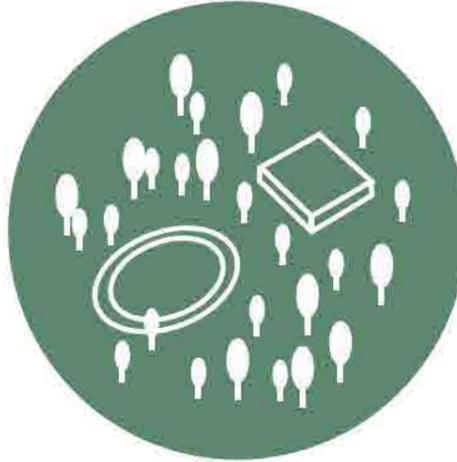
A secure financial future



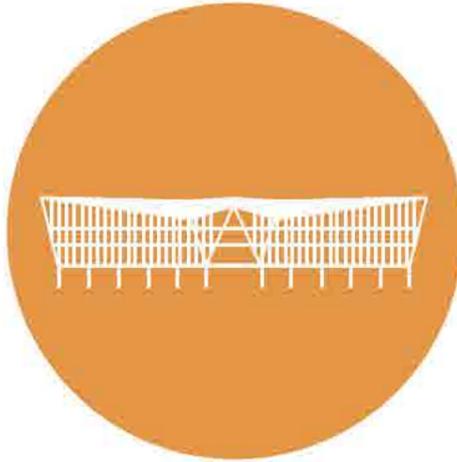
Enhance connectivity



Become part of the park



Protect and improve the landmark building



Key Moves

1

Improve access, legibility and connectivity



2

Integrate into the park setting



3

Create a central hub



4

Create a shared space and programme (pathway to sport)



5

Arrange sports into clusters



Community feedback

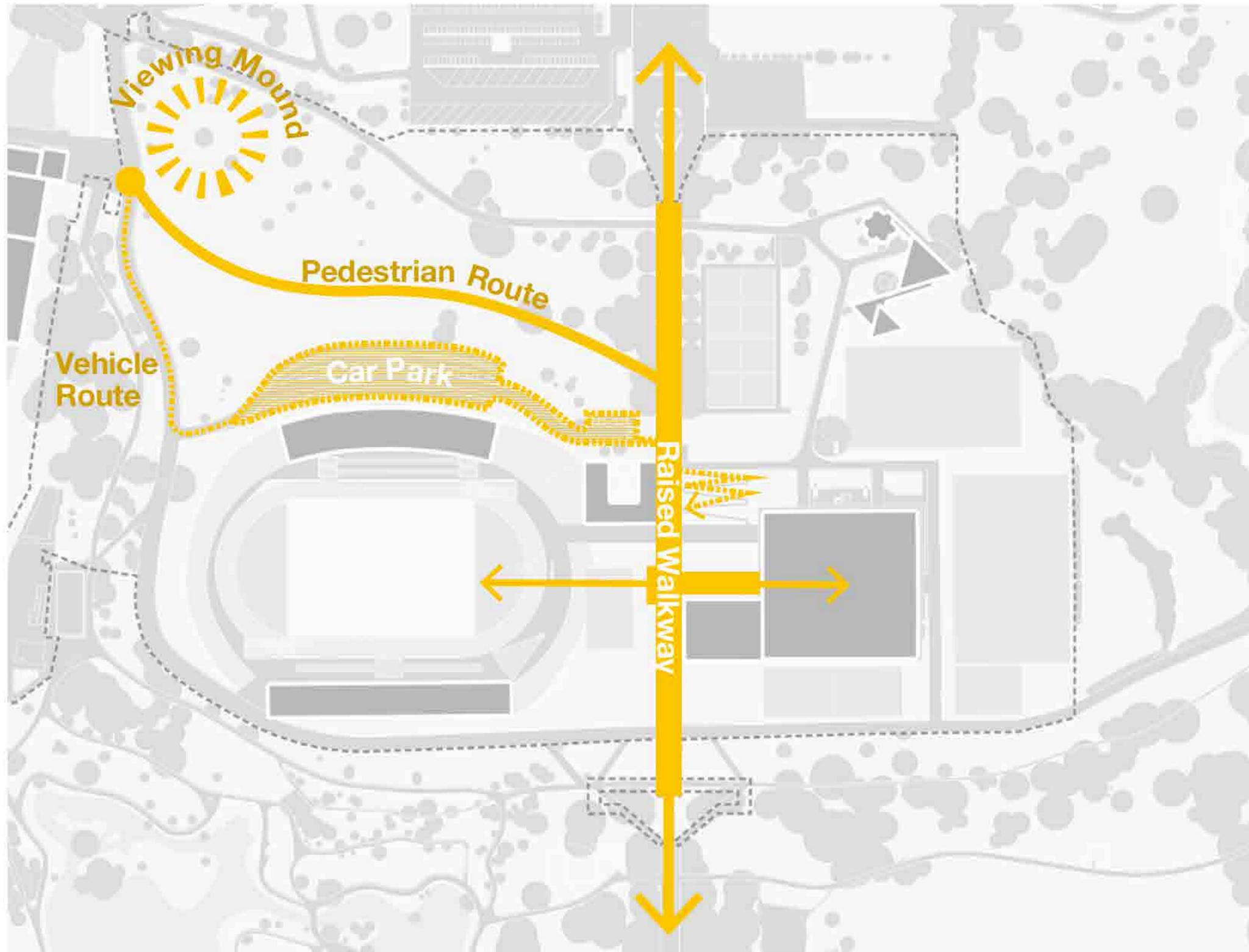
There's a lack of a clear and safe route from the train station. Lighting is poor.

Pedestrian access for disabled users is an issue.

There need to be better links between the NSC facilities and route network and the wider park.

Key Move 1

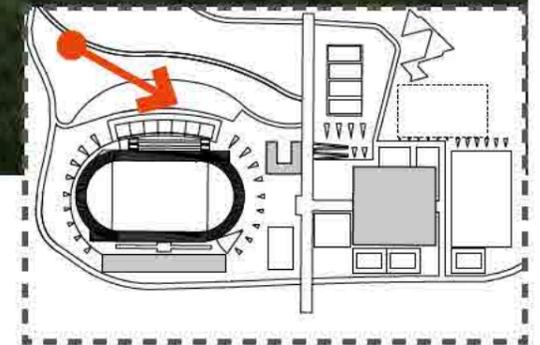
Access, legibility and connectivity



- A direct, clear and safe pedestrian route
- A sense of arrival at the centre
- Integrate the Centre into the park
- Improve wayfinding
- Reduce visual clutter
- Reduce hard-standing in the park

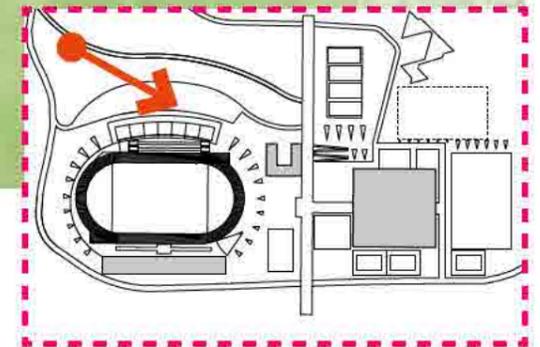
Access, legibility and connectivity

The station approach - existing



Access, legibility and connectivity

The station approach - proposed



Community feedback - Options survey responses

/This improves access - at the moment walking from the station to the centre at night doesn't feel safe and there is too much traffic/

/I think this looks better for pedestrians as a clear route. I would be concerned about removing any trees as they are so important for environmental benefits/

Concerns:

Lighting

Parking

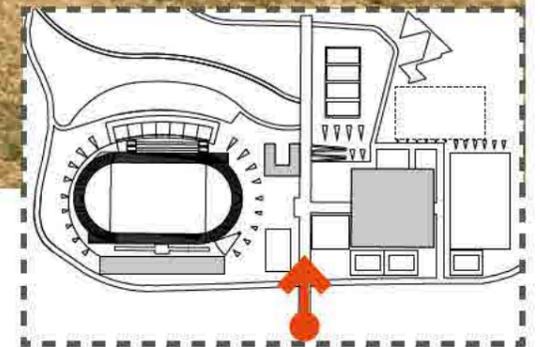
Safety

Community feedback

Your responses broadly supported the retention of the raised walkway, but you identified issues with pedestrian access.

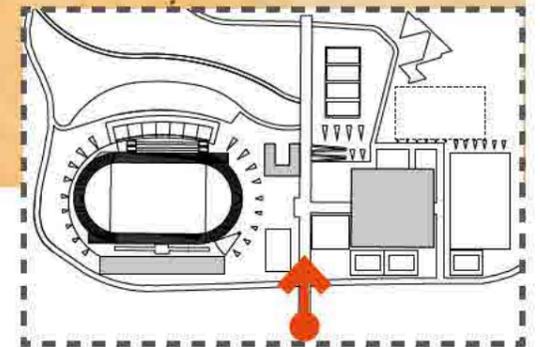
Access, legibility and connectivity

The Penge approach - existing



Access, legibility and connectivity

The Penge approach - proposed



Community feedback - Options survey responses

/This looks like a significant improvement. How will mobility impaired users be accommodated?/

/More signage and brightening up this area would also help improve awareness and therefore access at this point/

/I like that it keeps the old design while making it more welcoming/

Concerns:

Accessibility

Security

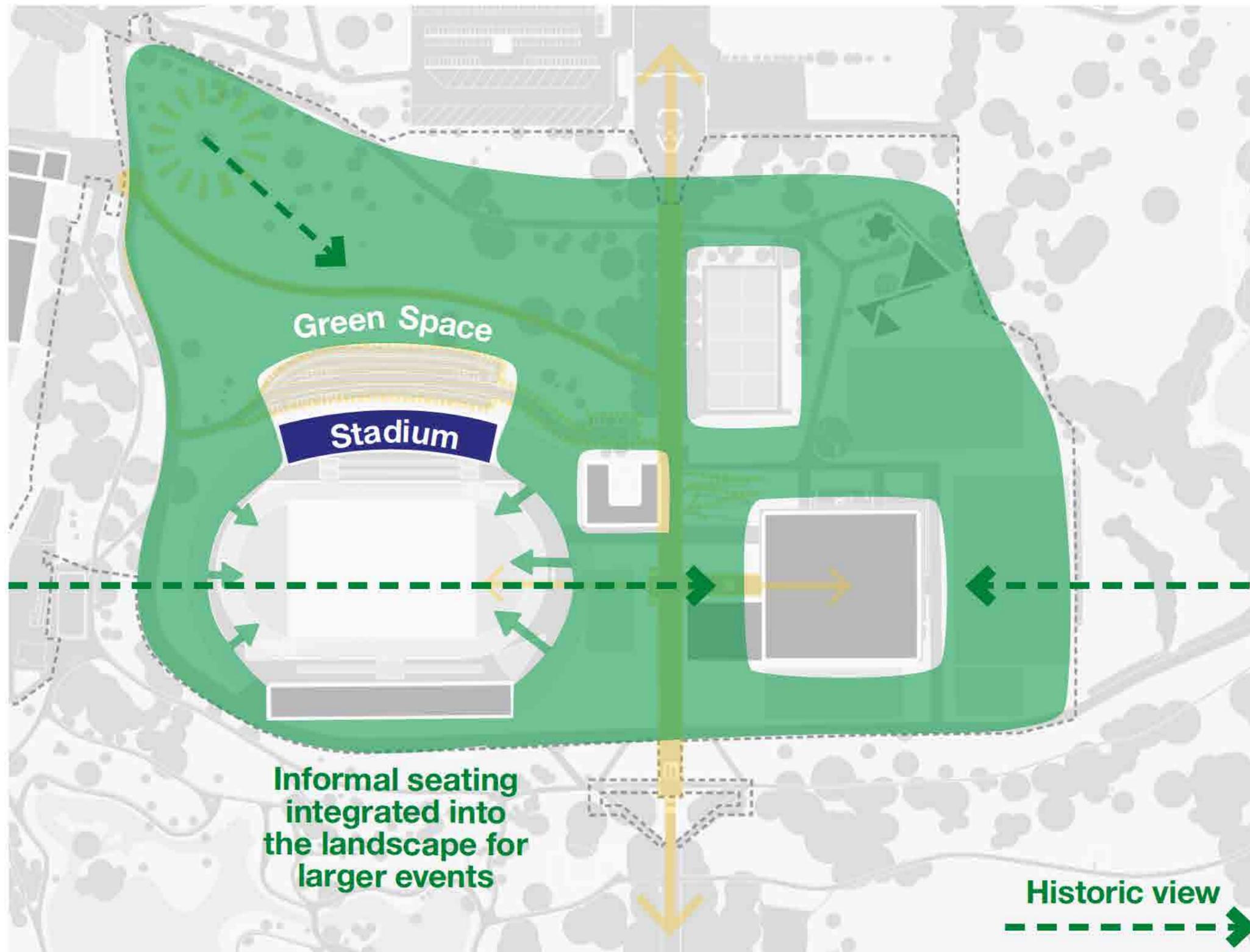
Community feedback

You said: the athletics facilities are important, but access is poor and they need to be integrated better into the surrounding park.

The lack of permeability between the track and the surrounding facilities was identified as negative.

Key Move 2

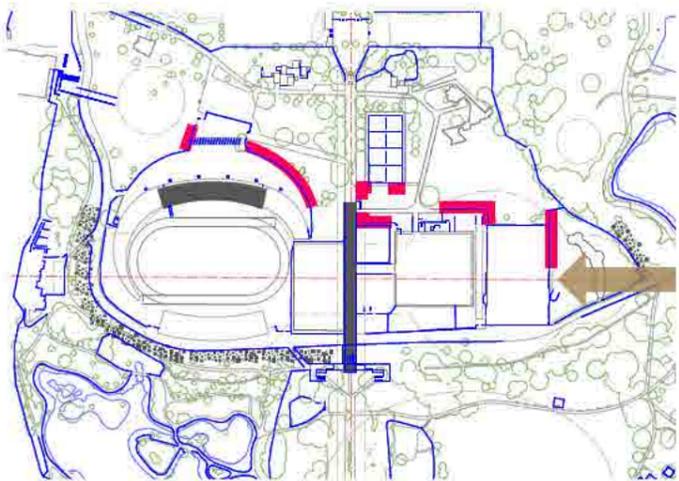
Integrate the NSC into the park setting



- Reduce stadium capacity and provide an accessible and sustainable facility
- Replace the Jubilee Stand with a low-level building
- Consolidate Lodge facilities to return the area to park land
- Open up site boundaries, removing fencing and undergrowth
- Restore historic views across the fountain basins

Integrate the NSC into the park setting

Clearing scrub growth to open up views

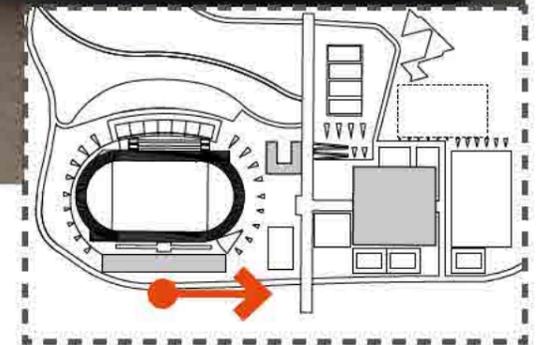


Community feedback

Your responses in Coached by the Community workshops showed a strong preference for keeping the indoor athletics track. But you highlighted issues with the current facility.

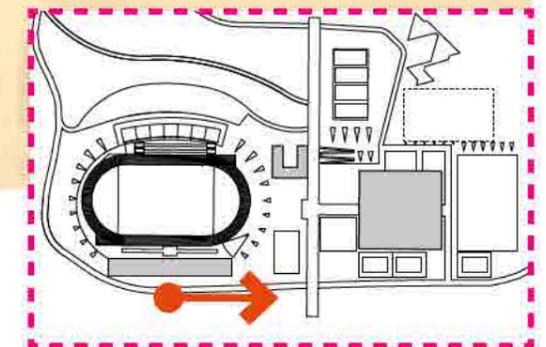
Integrate the NSC into the park setting

Consolidate athletics facilities: View along Jubilee Stand road - Existing



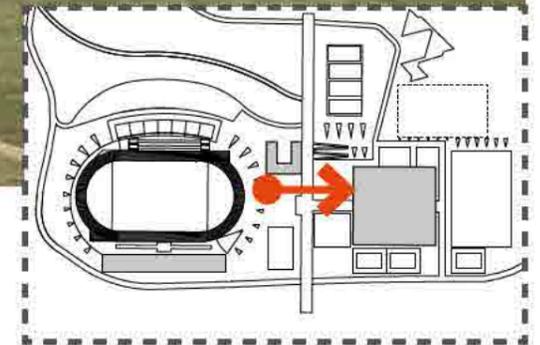
Integrate the NSC into the park setting

Consolidate athletics facilities: View along Jubilee Stand road - Proposed



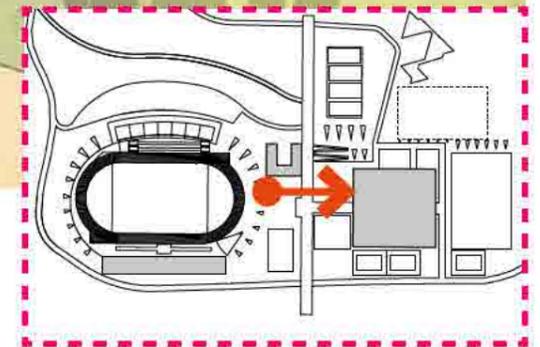
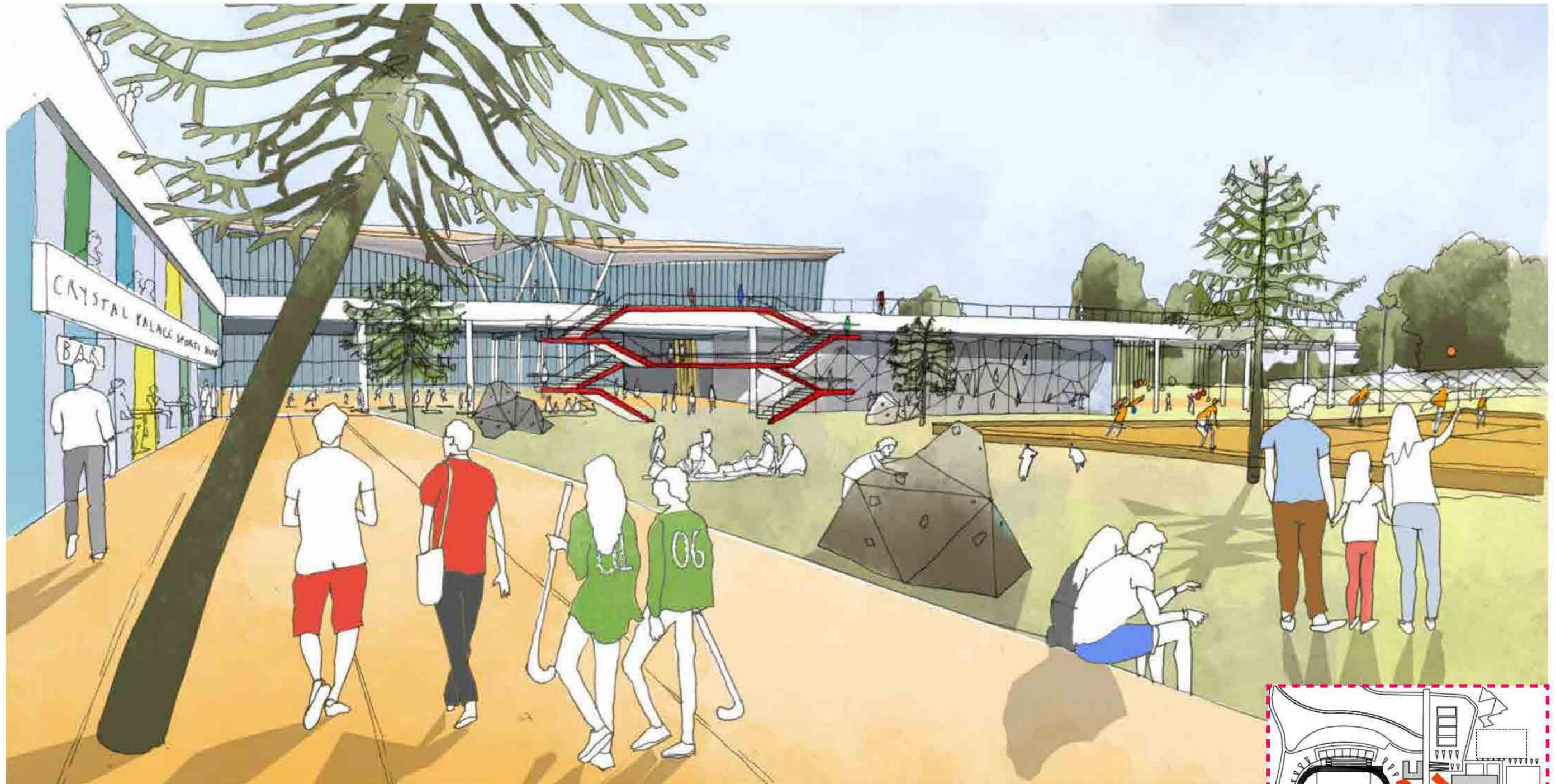
Integrate the NSC into the park setting

View of raised walkway - Existing



Integrate the NSC into the park setting

View of raised walkway - Proposed



Community feedback - Options survey responses

/An outdoor hub with intensified sports activities will give a more lively ambience to the area. Informality of the space also promises activities on no-event days. I think visitors will be more likely to come and enjoy the sports centre/

Concerns:

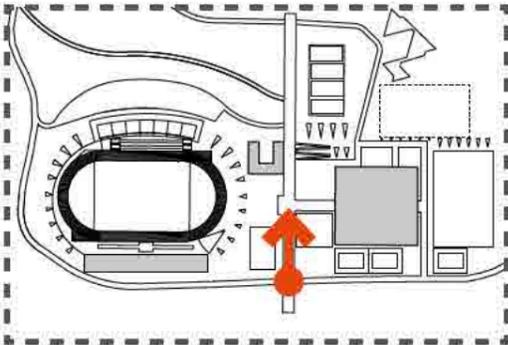
Security

Climbing

25m & 50m pool provision

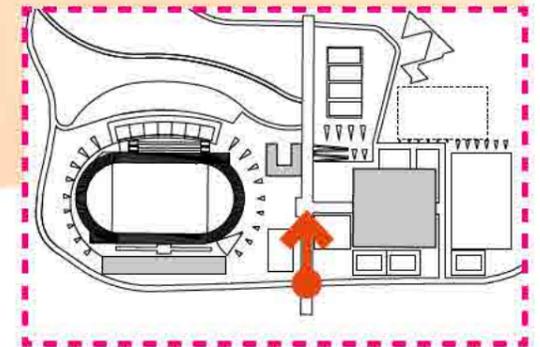
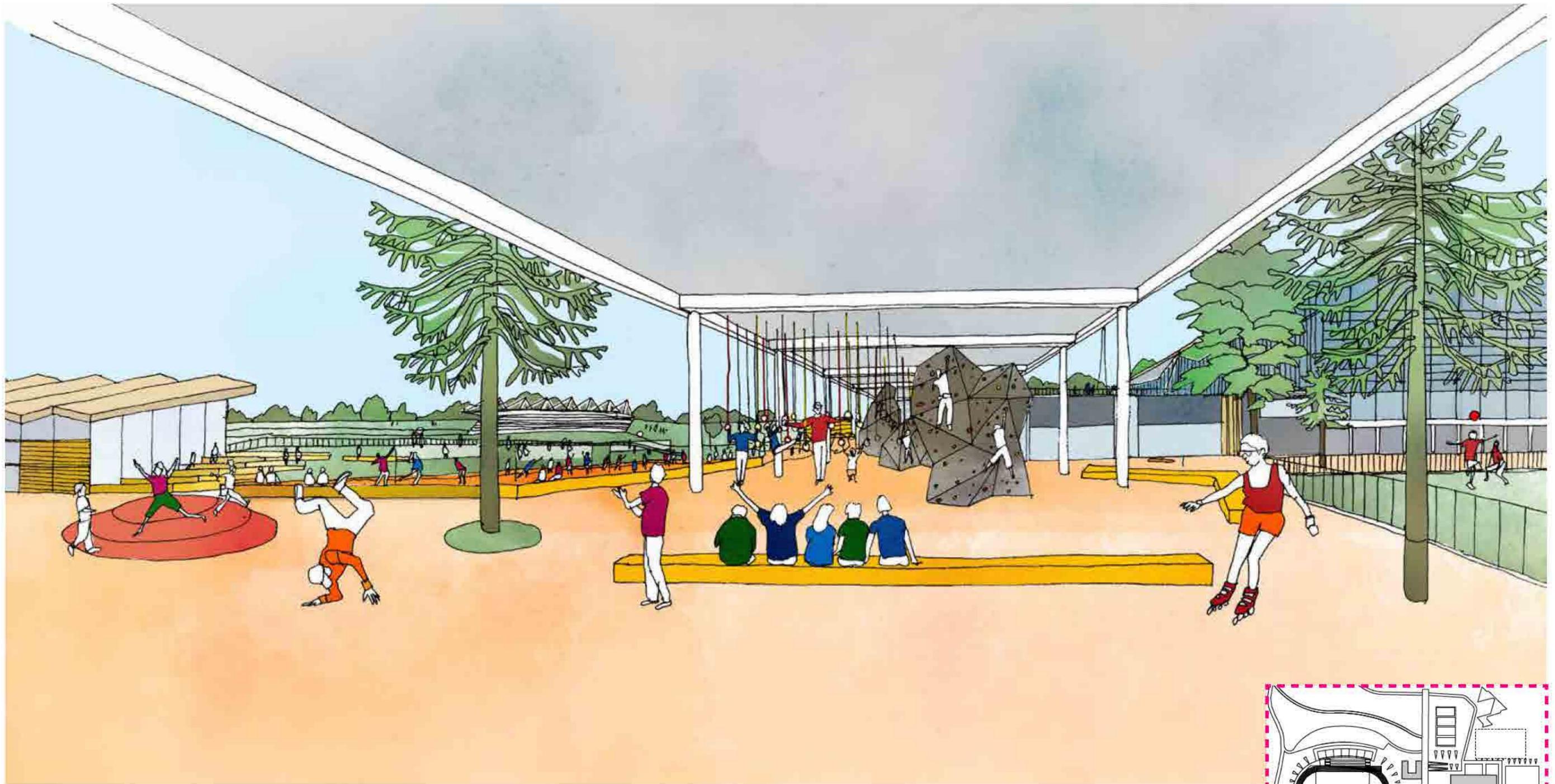
Integrate the NSC into the park setting

View under walkway - Existing



Integrate the NSC into the park setting

View under walkway - Proposed



Creating a central hub

Community feedback

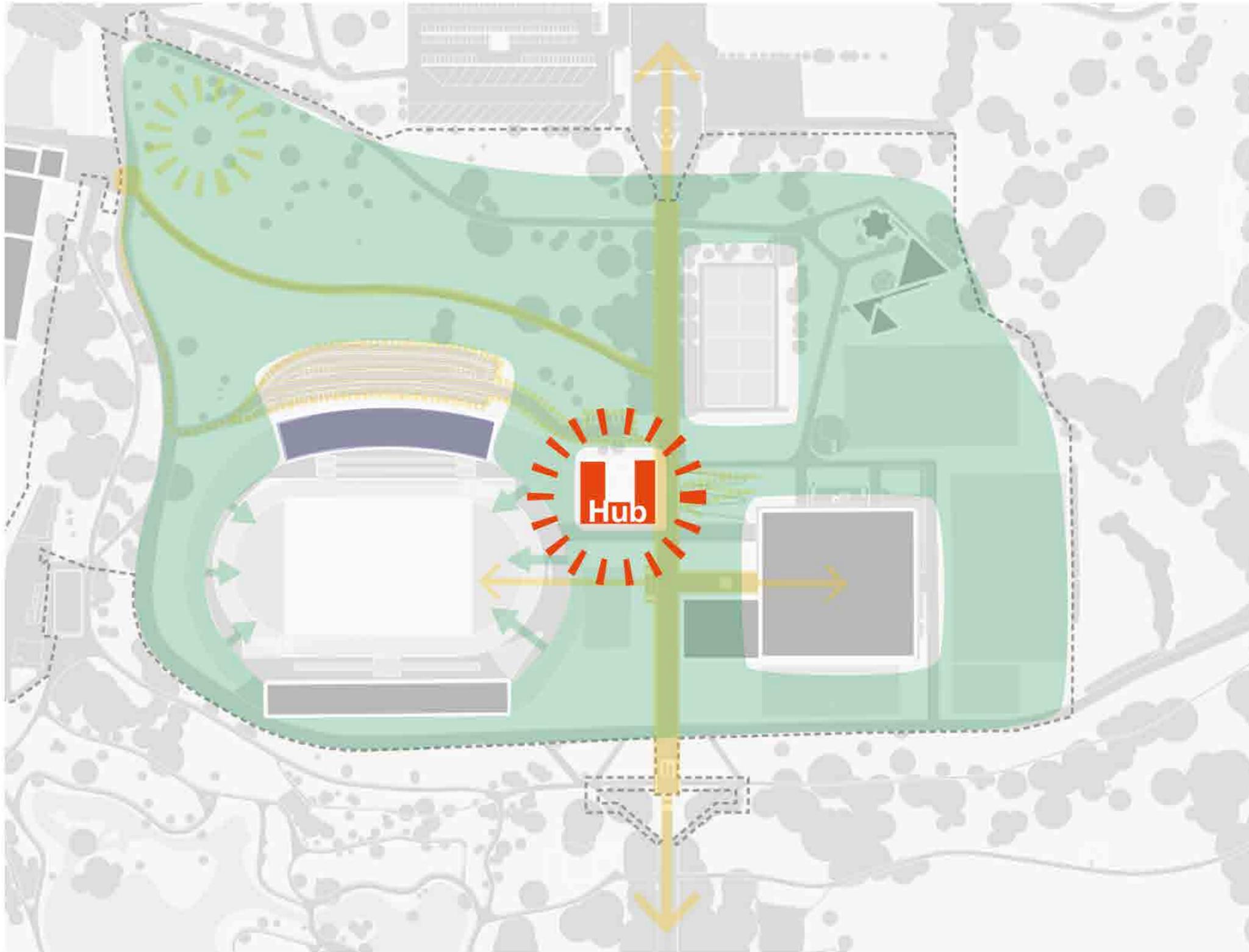
Only 28% of you use the café. Many of you said that improved catering and social facilities would encourage you to stay longer at the NSC.

You highlighted the importance of the NSC as a community facility.

You identified a need for function and social space for club users and the public.

Key Move 3

Consolidate activity around one central space 'The Hub'



- Acts as a shopfront to the centre.
- The heart of the centre, gives the centre an identity.
- Brings different sports together and allows them to share facilities.
- Concentrates activity in one central area, for better-used spaces with more of a buzz.
- Brings back the social aspect of sports, teams and training.
- Could be entrance point for outdoor sports. Main hall remains entrance for indoor sports.

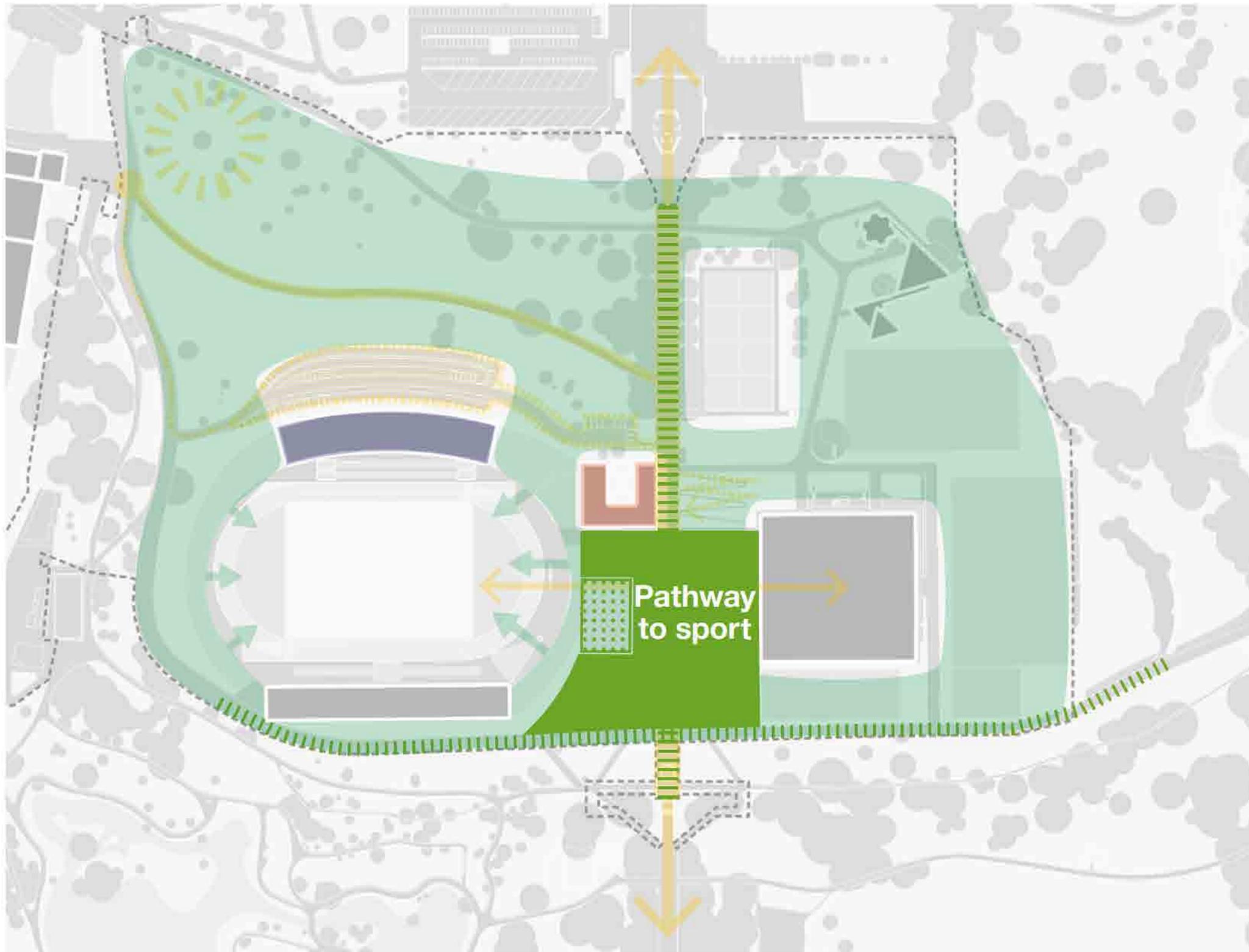
Community feedback

57% of you spend time in the surrounding park and outdoor spaces when you visit the NSC.

Your workshop responses supported the option to free up space in front of the main building for a more engaging arrival space.

Key Move 4

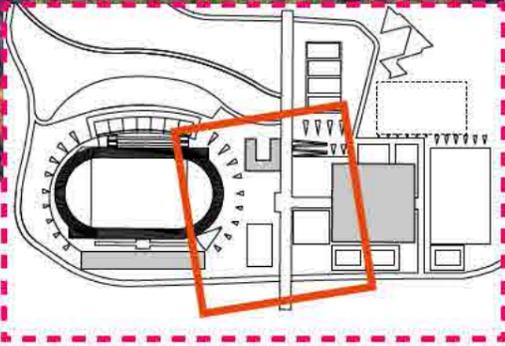
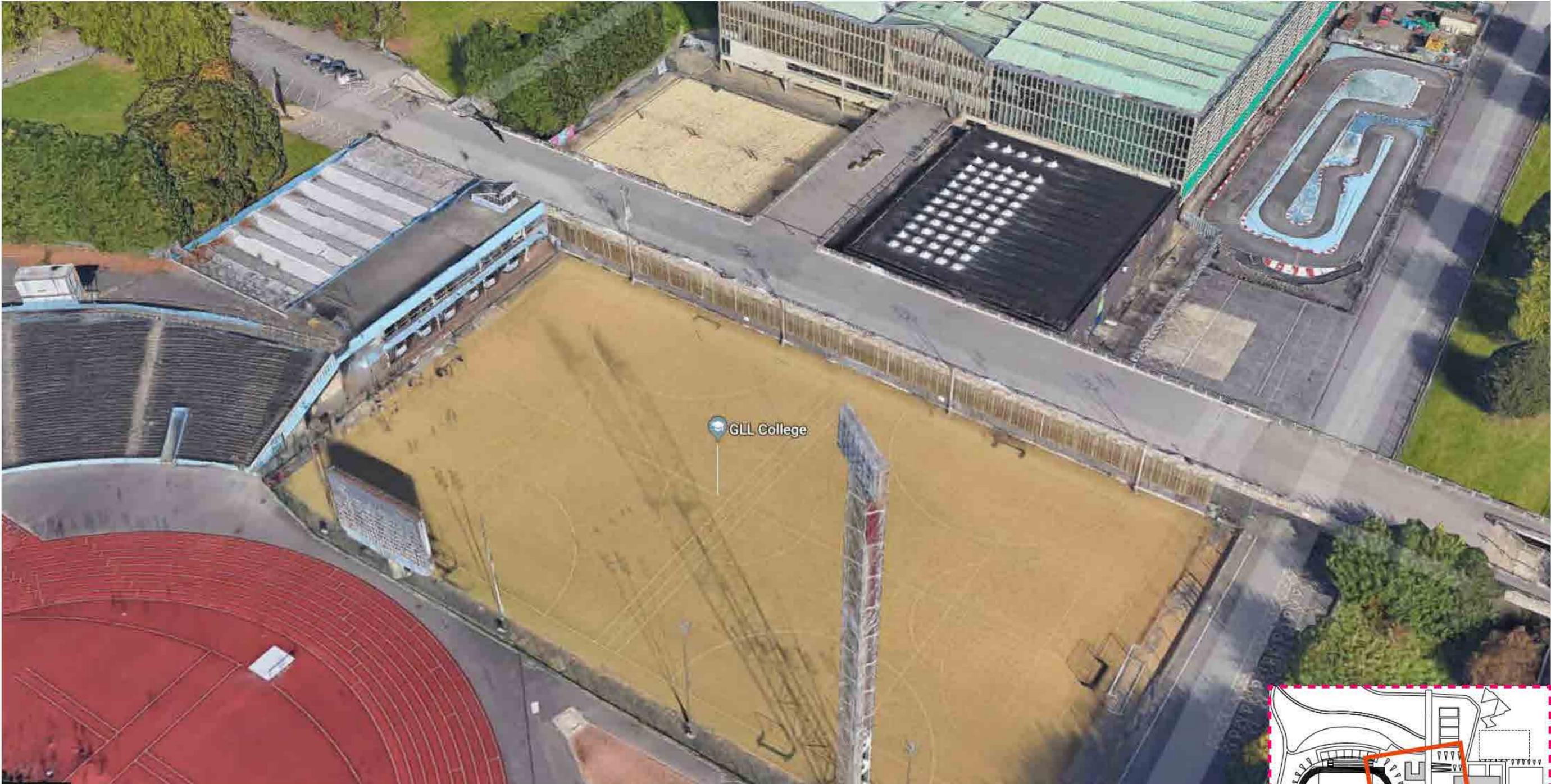
Creating a shared space and programme



- Create a central orientation space for informal activity with an outdoor hub
- Create a more accessible space
- Increase permeability
- Create a better balance between community and club use, through spatial arrangement and more efficient programming
- Attract a new crowd
- Encourage existing users to use the facility in different ways and stay longer
- Encourage wider family use
- Encourage informal and leisure users to enter the facility

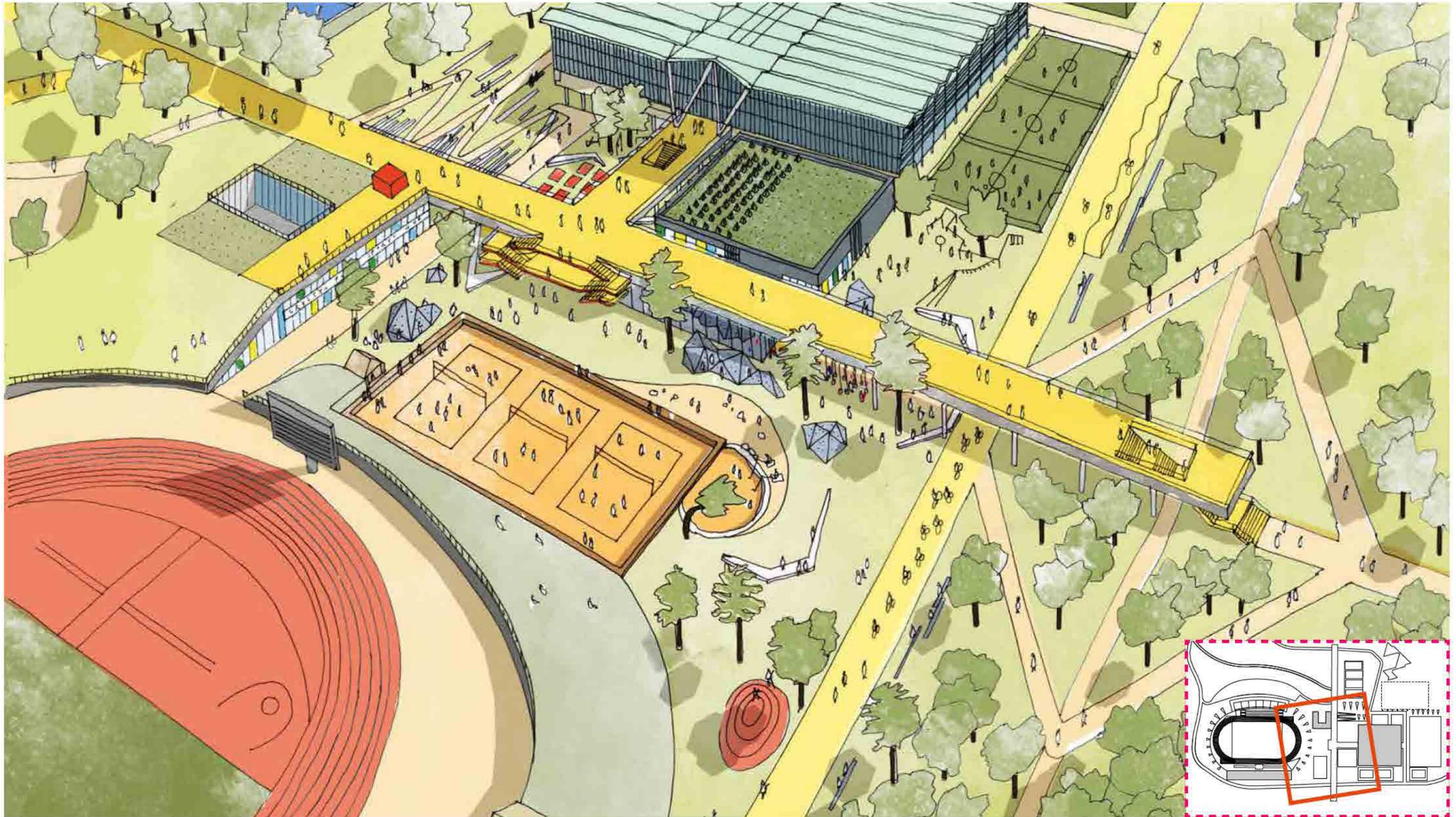
Central activity space - 'Outdoor Hub'

Existing



Central activity space - 'Outdoor Hub'

Proposed - with 25m pool building



Community feedback - Options survey responses

/It will be nice to watch the activities more easily, my kids always want to see what sports are being played and this helps/

/More thought needed about how people will linger in this area during winter period... What about an outdoor climbing wall?/

Concerns:

Security

Climbing

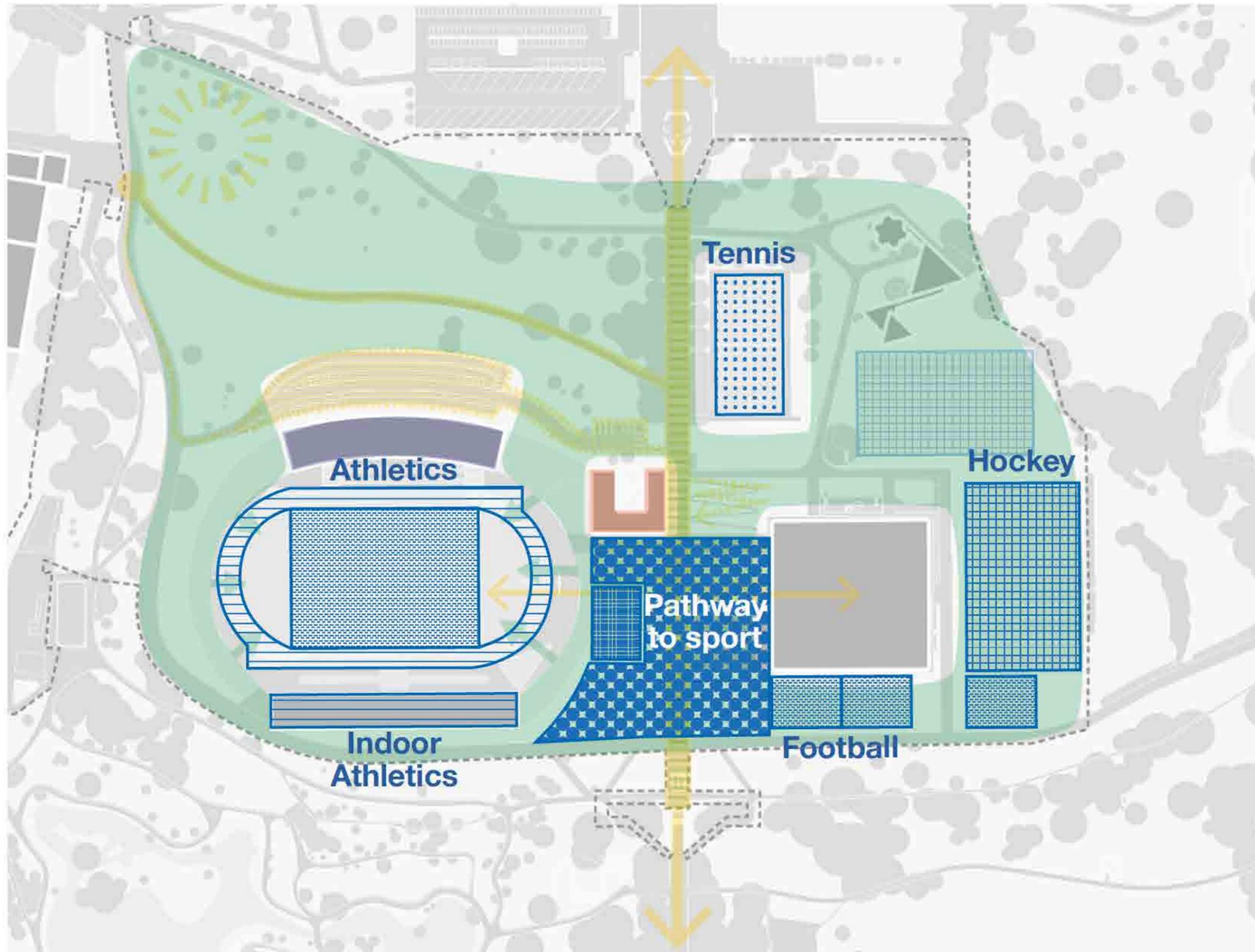
25m & 50m pool provision

Community feedback

You identified a need to improve the wayfinding across the site.

Key Move 5

Organise outdoor sports into clusters

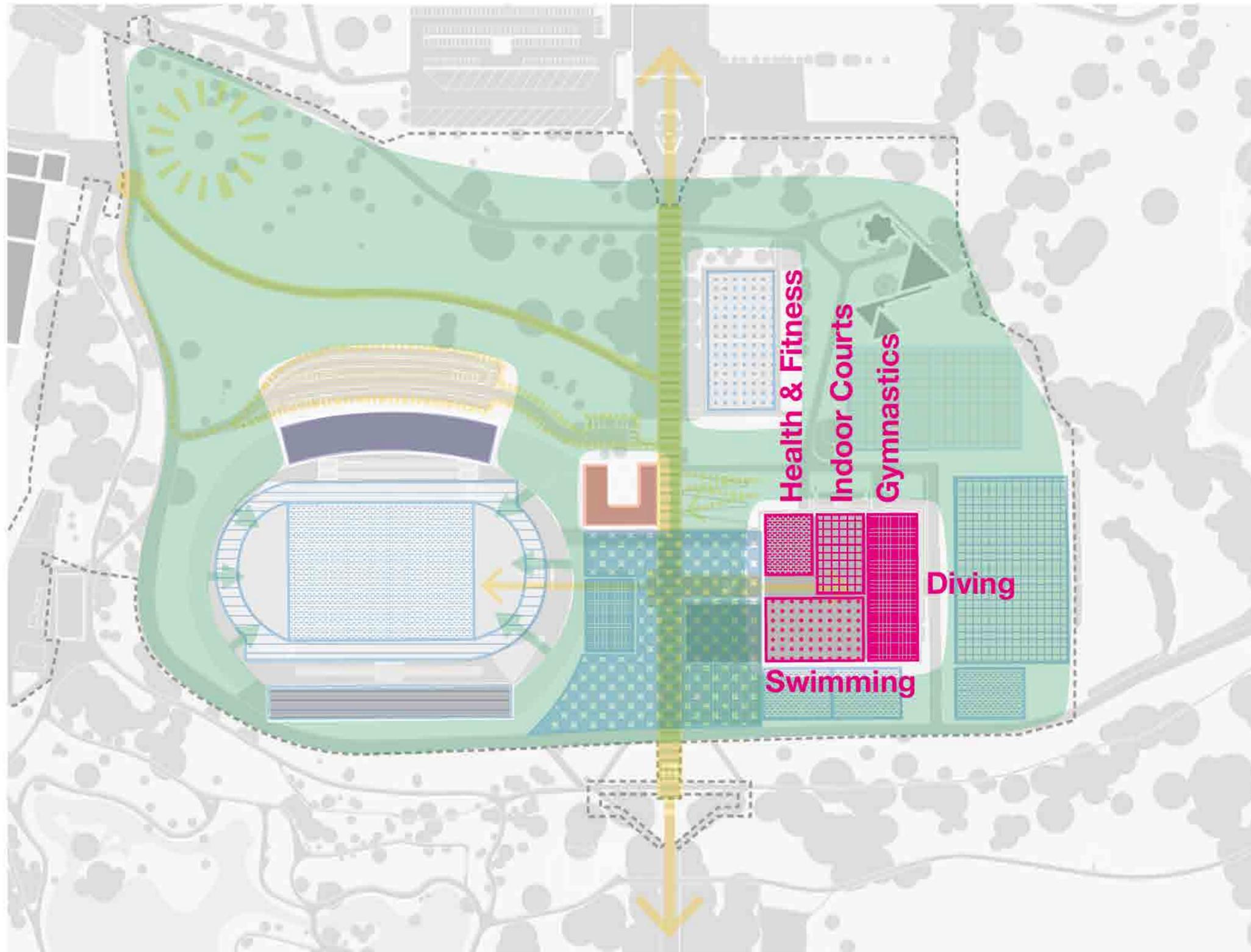


Community feedback

Many of you find the layout and wayfinding of the main building confusing.

Key Move 5

Organise indoor sports into clusters



What's new?

How has the study moved on since October?

- Discussion and consultation on the future of football and hockey
- Accessibility workshop consultation in partnership with London Sport
- Soft market testing with potential leisure operators
- Swimming survey - training and competition needs
- Reviewing costs, revenue implications & longer term viability across the different options
- Further investigation into 25m pool retention and 50m pool needs
- Further investigation into climbing provision
- Further investigation into parking location
- Further study into walkway retention
- Youth engagement survey across surrounding boroughs
- Online 'Trialling the Design Options' survey

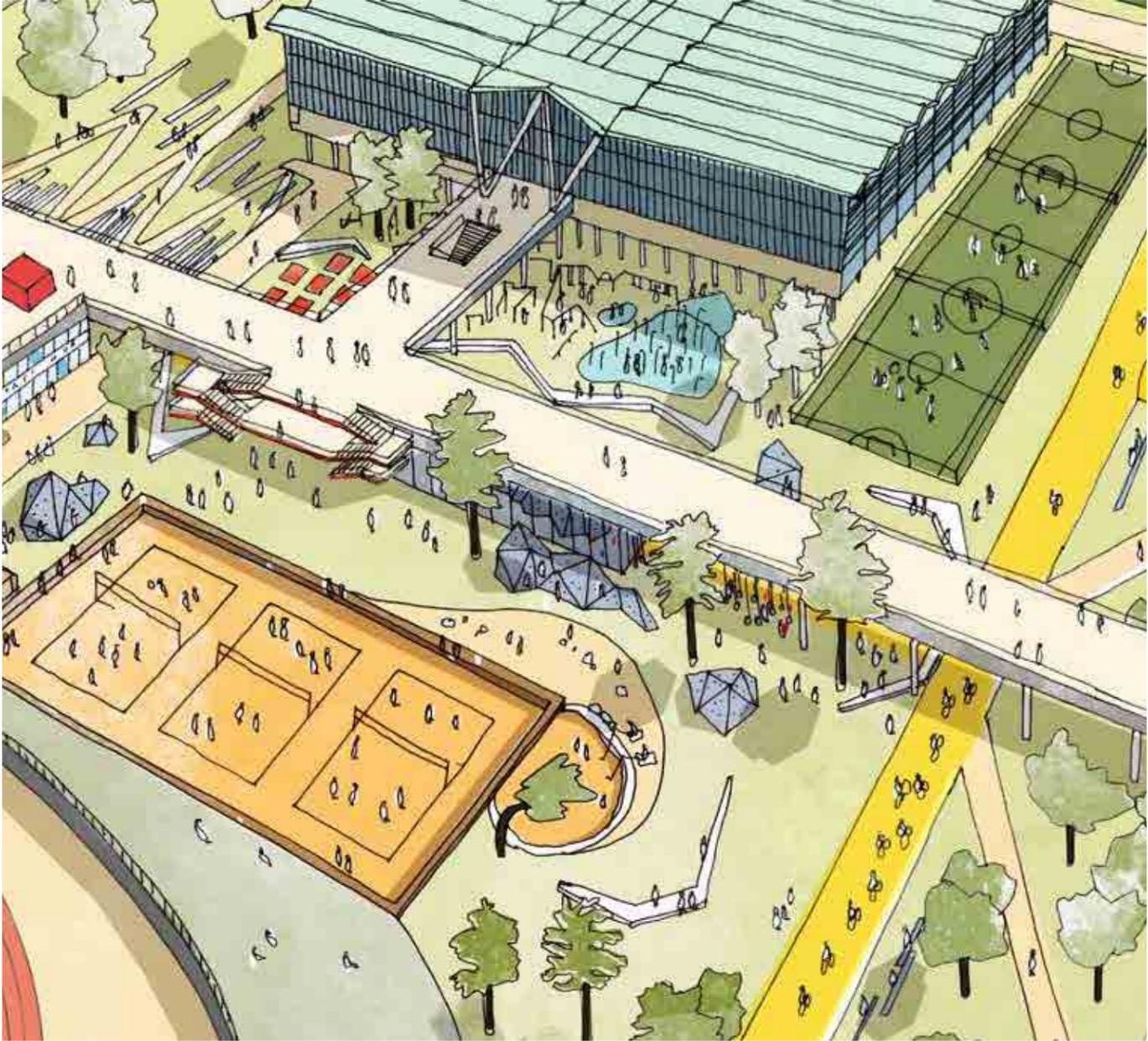
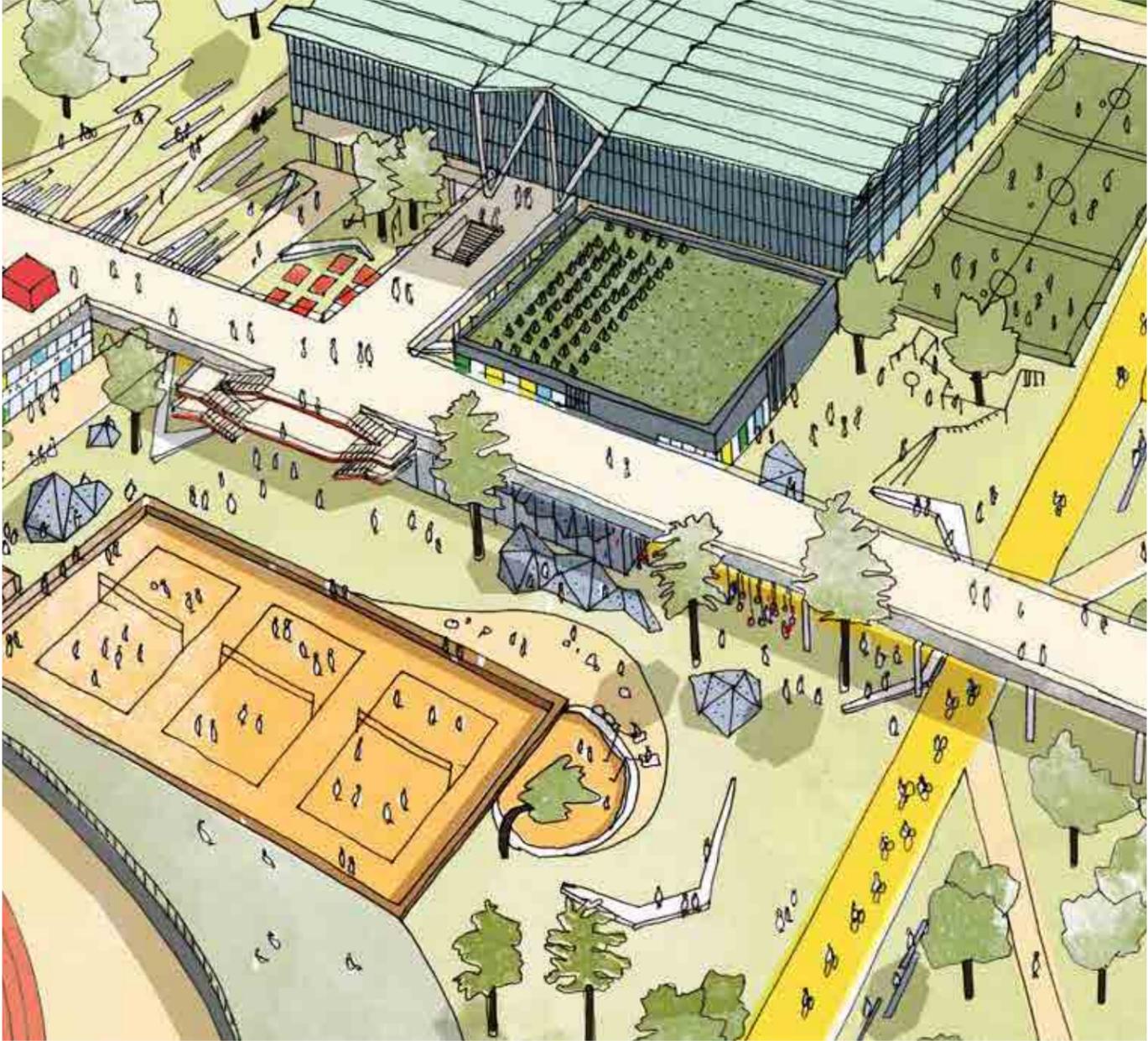
Community feedback

Over 60% of you visit the NSC to use the pools. You highlighted the variety of pool spaces as a positive and unique contribution to London's sporting facility provision.

80% of responses in the Design Options workshops raised concerns with the option of removing the separate 25m pool.

The 25m pool

Options to retain or remove



Community feedback

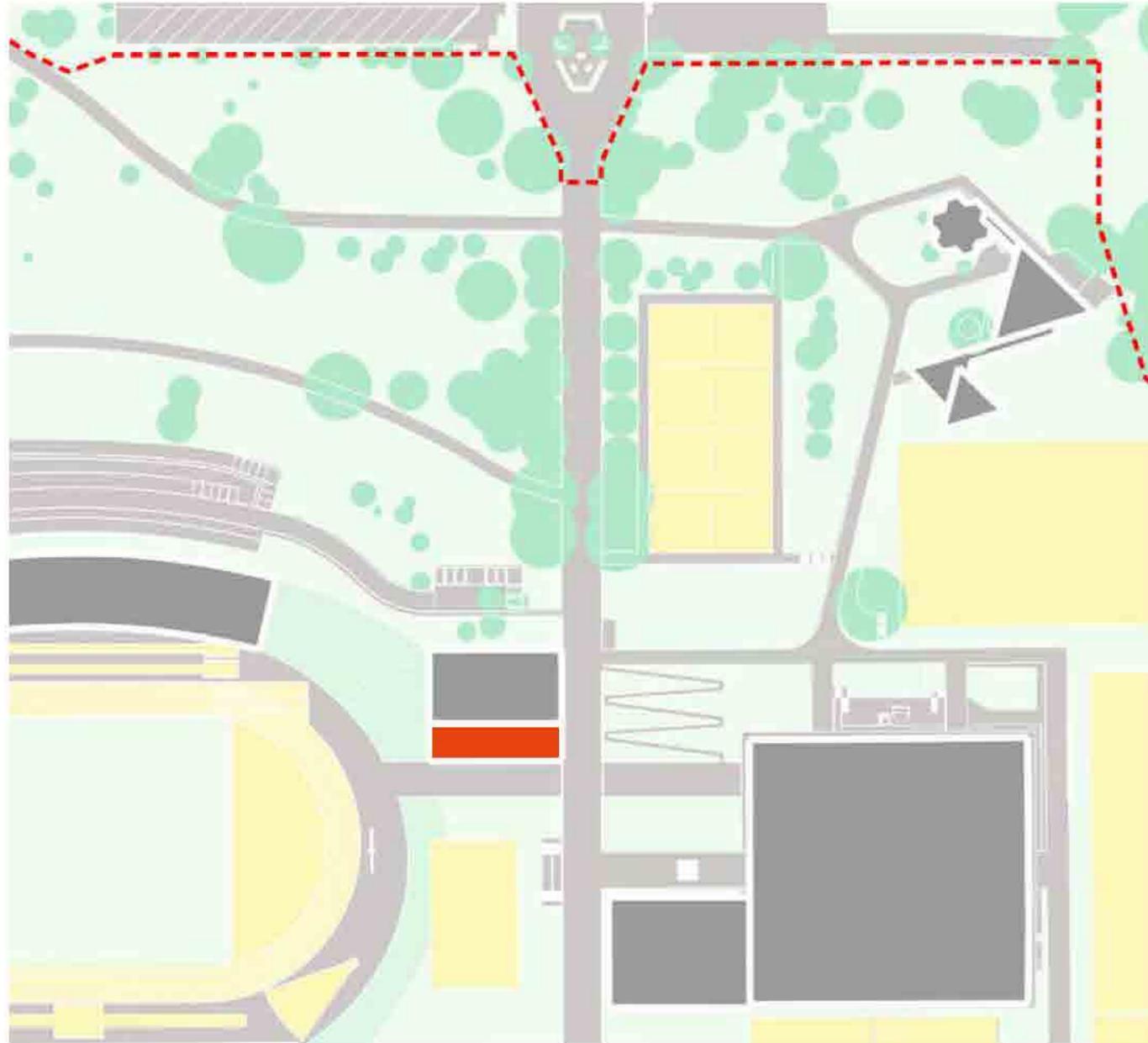
You identified spaces for education as an important aspect of the NSC. But you had mixed views on the retention of the Lodge buildings.

The Lodge

Options to retain or remove

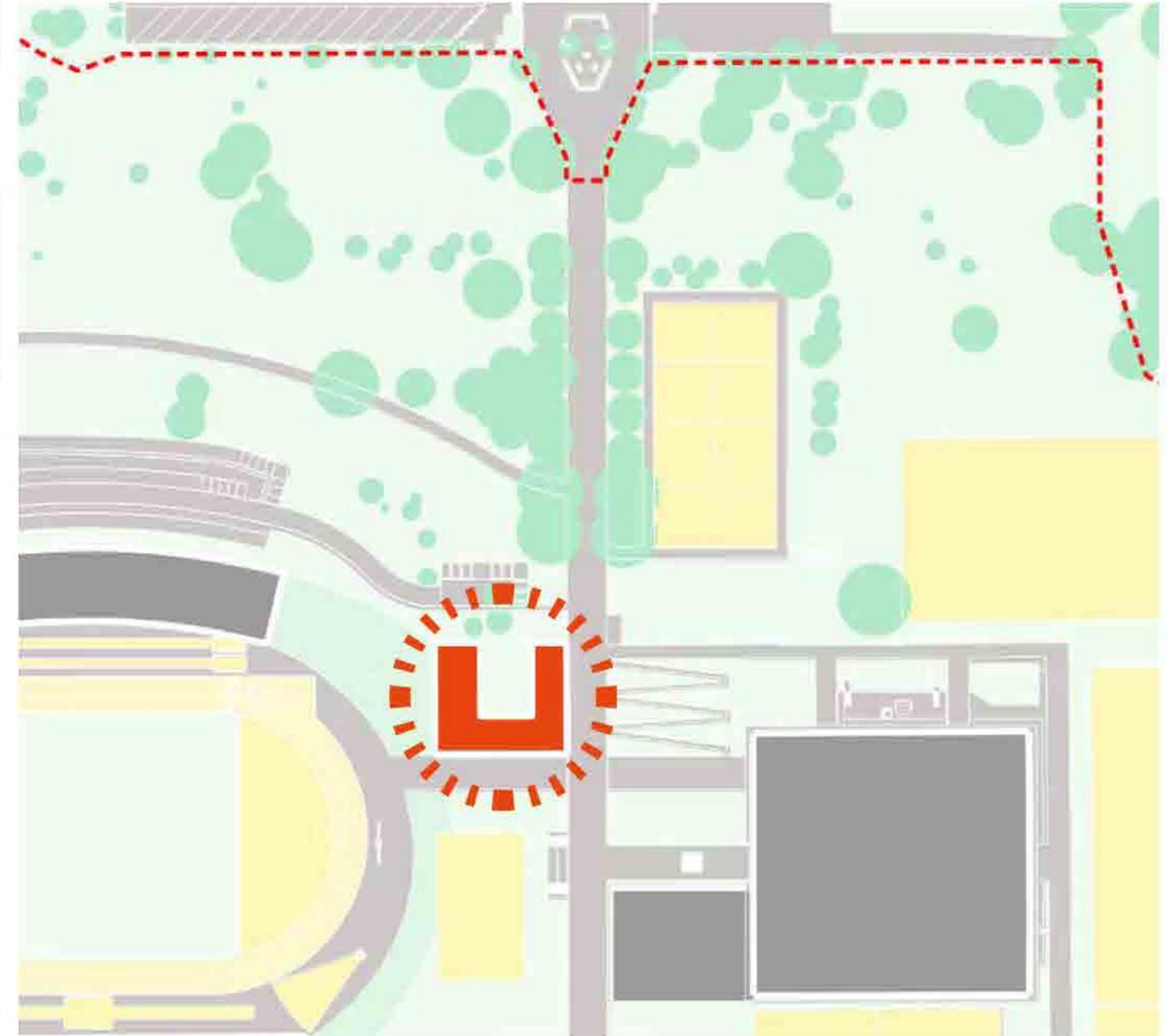
Retain - Plan

Separate Hub & Lodge

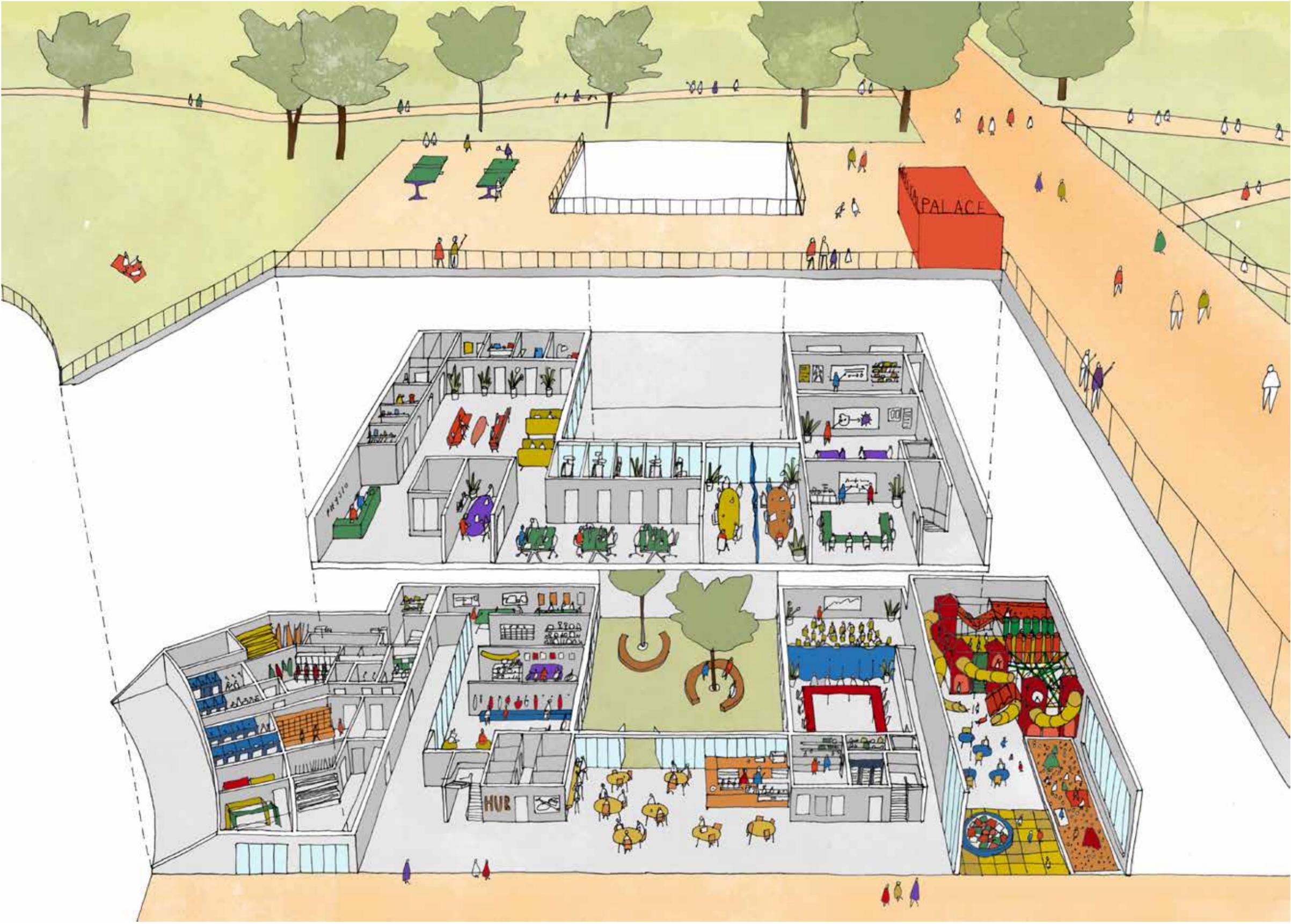


Remove - Plan

Consolidated & intensified Hub

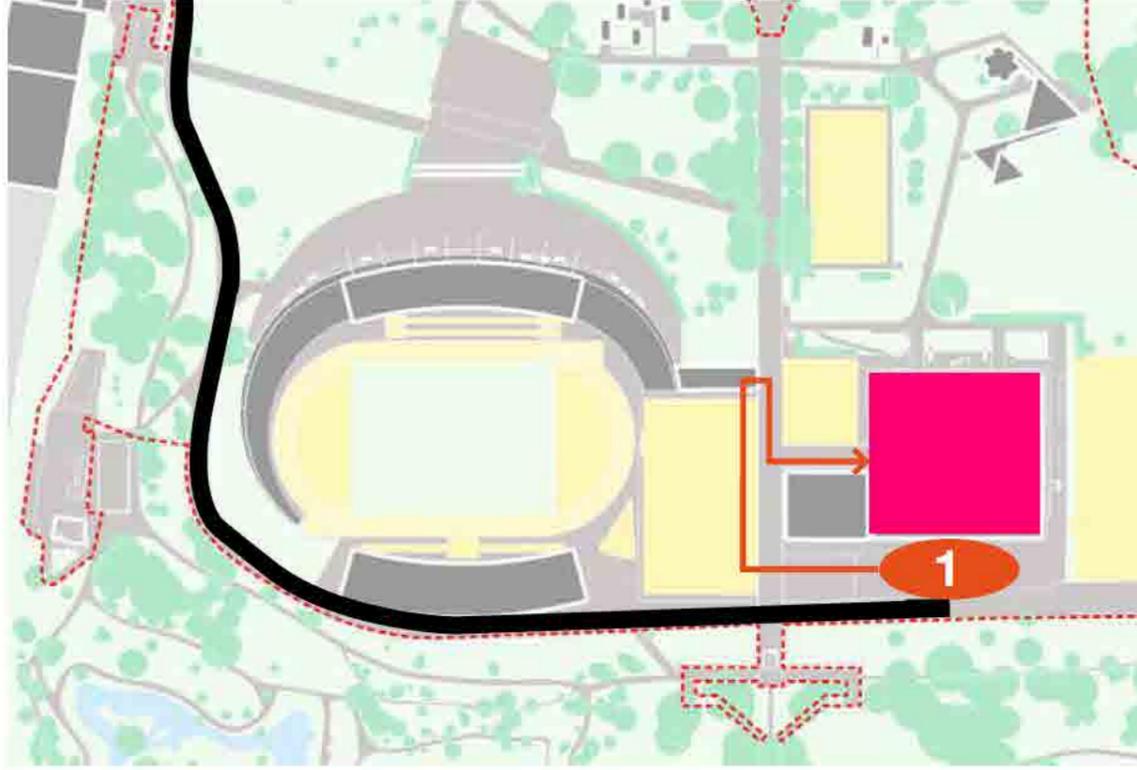


The Hub



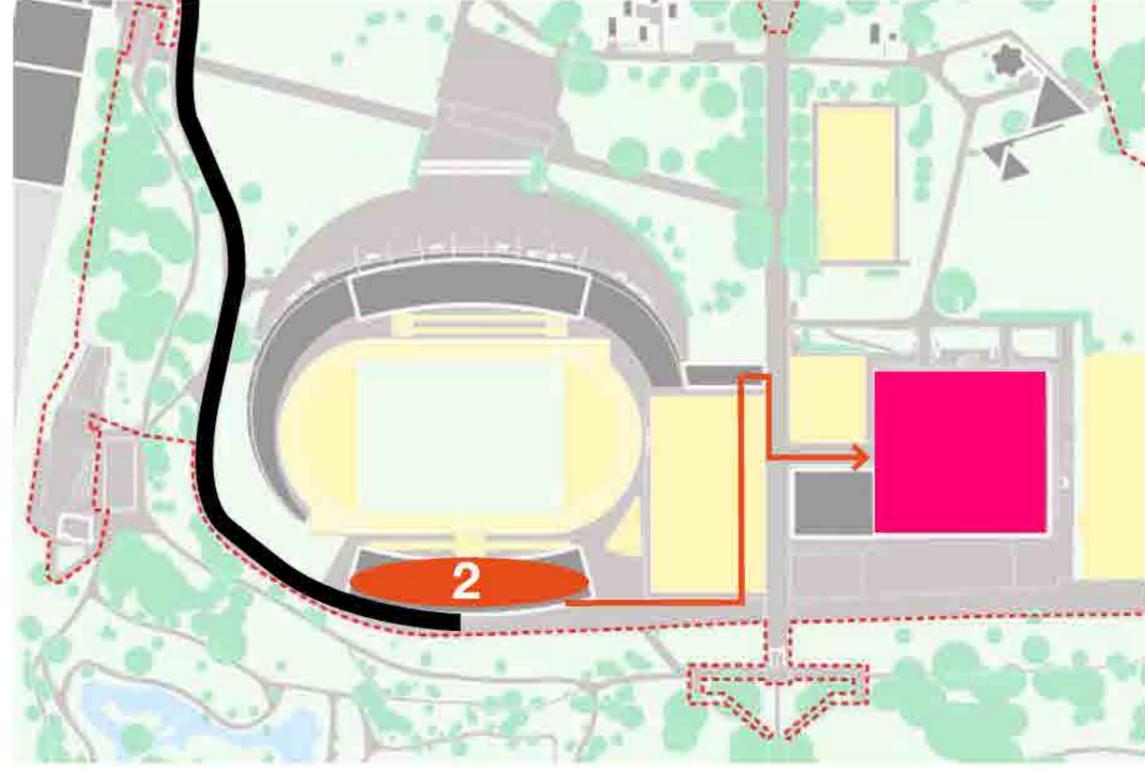
Parking

Options to relocate

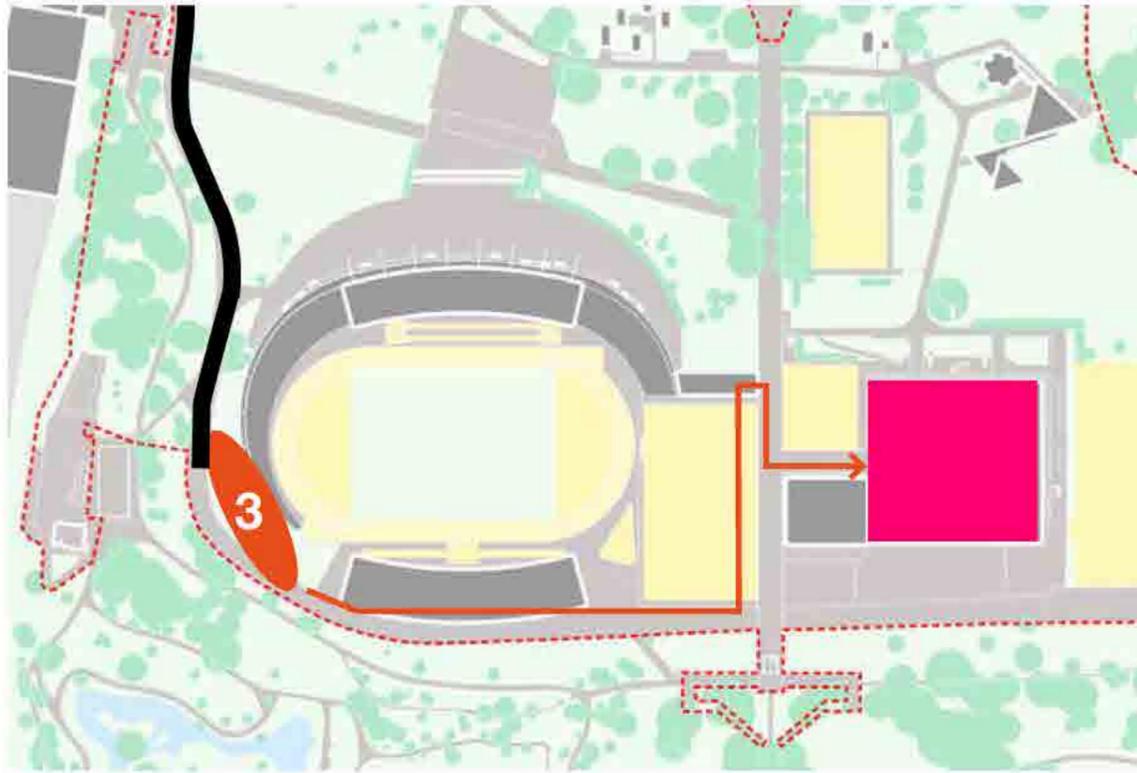


1: 260m pedestrian route

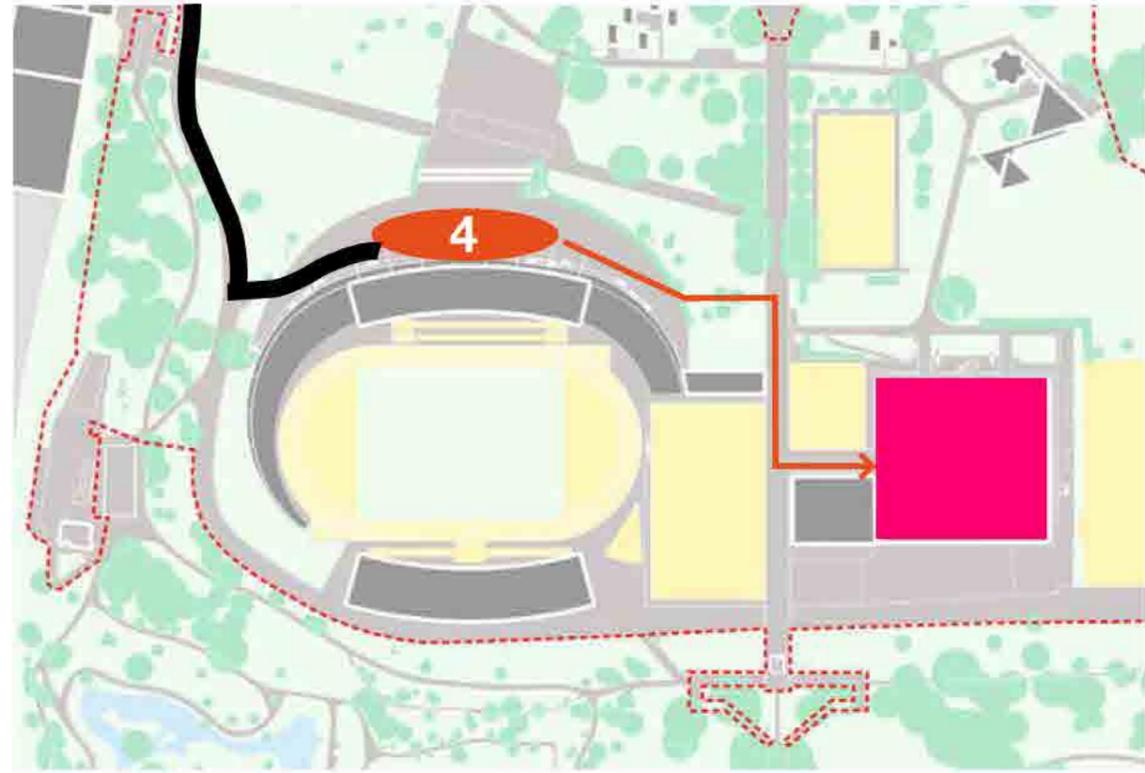
— Vehicle route
— Pedestrian accessible route



2: 300m pedestrian route



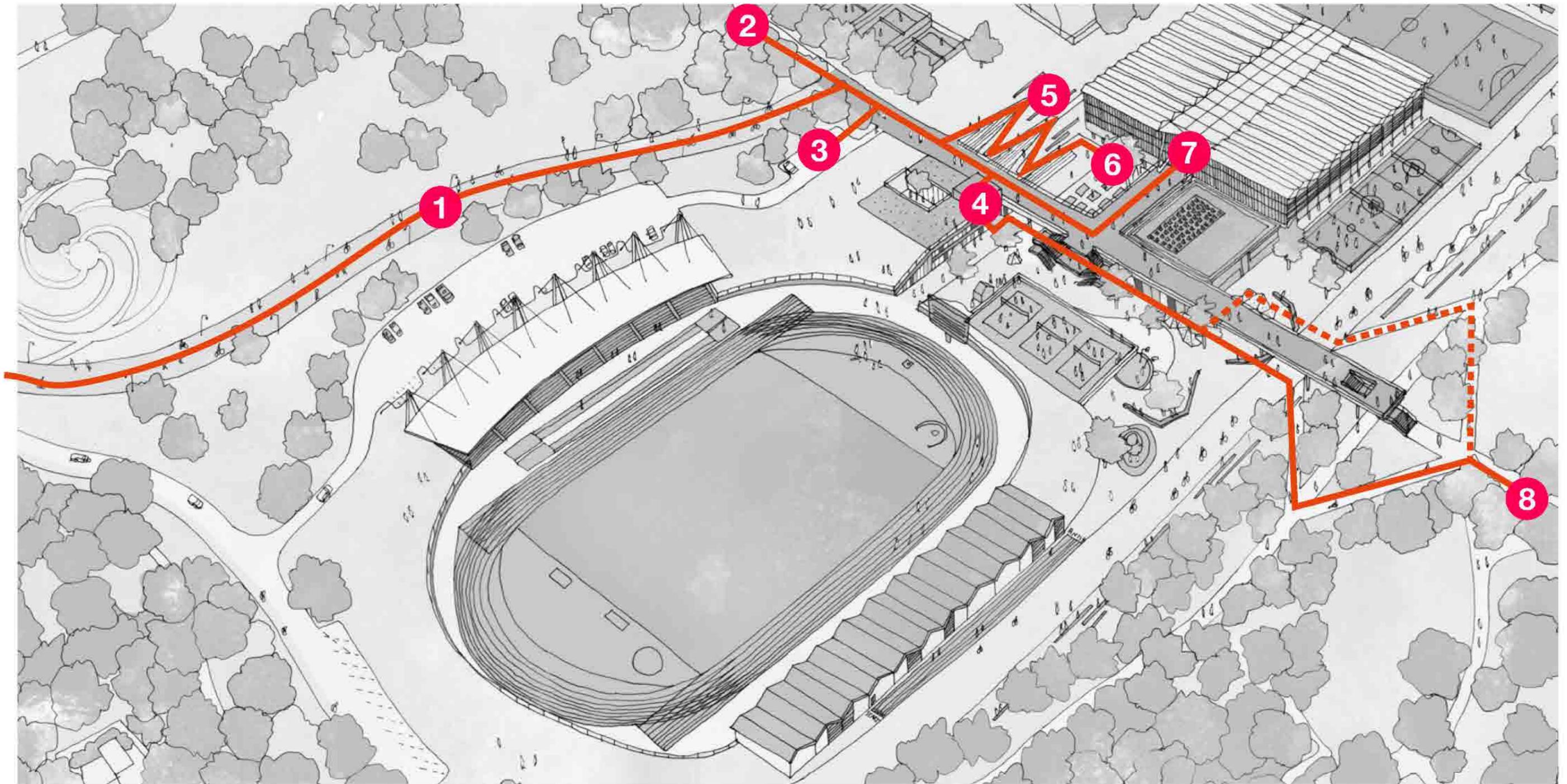
3: 430m pedestrian route



4: 220m pedestrian route

Walkway

Accessible routes



- 1. Crystal Palace station approach
- 2. Approach from terraces
- 3. Blue-badge parking

- 4. Lift in Hub building
- 5. Accessible ramps from walkway to outdoor hub

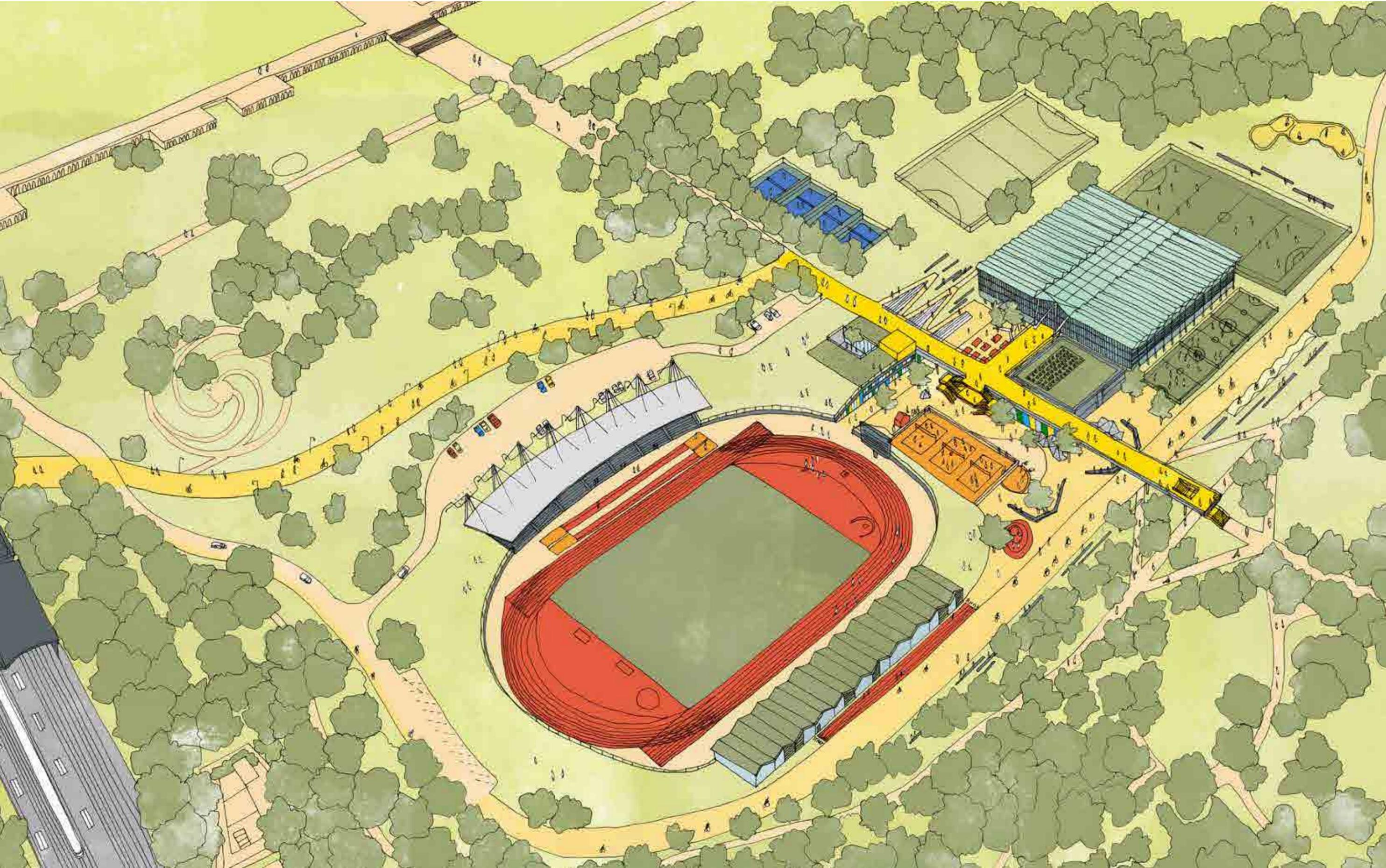
- 6. Outdoor hub
- 7. Main building
- 8. Penge approach

A vision for the future of the NSC

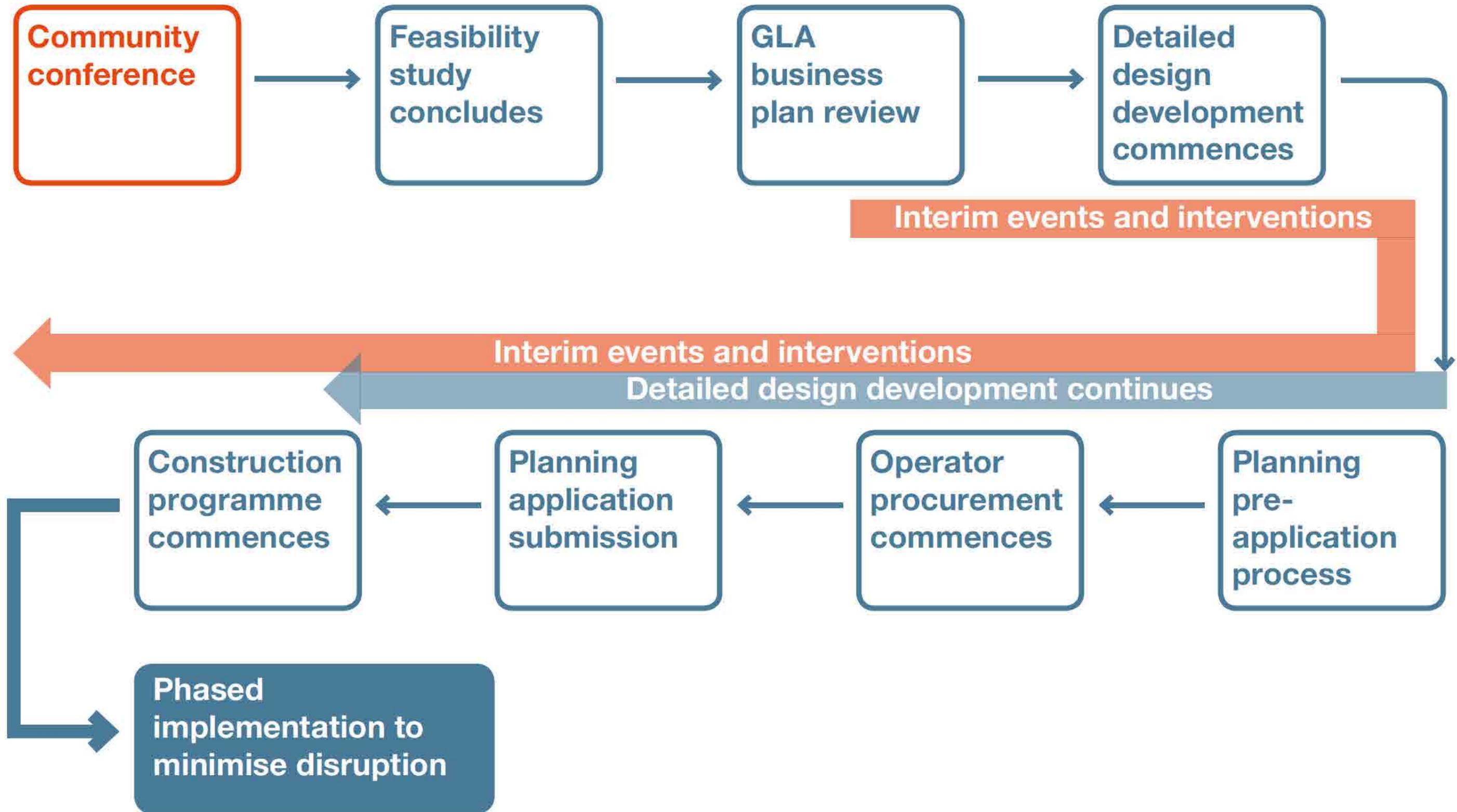
Existing



Proposed



What happens next?



From: [REDACTED]
To: [REDACTED]
Subject: FW: [EXT] Greater London Authority FOI request (Third party consultation) Crystal Palace NSC
Date: 20 November 2025 08:27:17
Attachments: [image001.png](#)
[Questionnaire - Long Form Responses.xlsx](#)
[Questionnaire - Summary Charts.xlsx](#)

From: [REDACTED]
Sent: 19 November 2025 10:19
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [EXT] Greater London Authority FOI request (Third party consultation) Crystal Palace NSC

CAUTION: This email originated from outside this organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED]

The link below is from New Practice and contains the scans of the paper feedback forms that were collected. The Excel files attached contain the results of the online questionnaire.

[https://drive.google.com/drive/folders/1CHri43KJ4z9VsaBu0xtwkCW9HcUsBi8 ?usp=sharing](https://drive.google.com/drive/folders/1CHri43KJ4z9VsaBu0xtwkCW9HcUsBi8?usp=sharing)

If you need anything else please let me know. Best of luck with the project too.

Kind regards,

[REDACTED]

[REDACTED]

Associate

+44 (0)20 [REDACTED] 44 (0)79 [REDACTED]

www.hawkinsbrown.com



I am happy to make adjustments that make communicating or meeting with me easier. Please let me know how I can support you.

I am sending this email at a time that suits me. I recognise that your working hours may be different and therefore do not expect an immediate response.

LEGAL NOTICE: This email is sent for and on behalf of Hawkins\Brown. This email and any attachments are confidential and may also be privileged. If you have received this message in error, please (a) notify the sender immediately, (b) destroy this email and any attachments, and (c) do not use, copy, store and/or disclose to any person this email and any attachments.

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: 13 November 2025 17:25
To: [REDACTED] <[REDACTED]@hawkinsbrown.com>
Subject: RE: [EXT] Greater London Authority FOI request (Third party consultation) Crystal Palace NSC

Thanks [REDACTED] – that’s greatly appreciated

Kind regards

[REDACTED]

From: [REDACTED] <[REDACTED]@hawkinsbrown.com>

Sent: 13 November 2025 17:12

To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@hawkinsbrown.com>; [REDACTED] <[REDACTED]@hawkinsbrown.com>

Subject: RE: [EXT] Greater London Authority FOI request (Third party consultation) Crystal Palace NSC

CAUTION: This email originated from outside this organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi [REDACTED]

Thanks for your email. We do have the summary report of the community feedback in our files, but I don't think we have the original responses. I double check tomorrow and will also get in touch with Pidgin Perfect (now called New Practice) who carried out the consultation, ask them to check their own records, and get back to you.

Kind regards,

[REDACTED]

[REDACTED] ([REDACTED])

Associate

+44 (0)20 [REDACTED] 44 (0)79 [REDACTED]

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I am happy to make adjustments that make communicating or meeting with me easier. Please let me know how I can support you.

I am sending this email at a time that suits me. I recognise that your working hours may be different and therefore do not expect an immediate response.

LEGAL NOTICE: This email is sent for and on behalf of Hawkins\Brown. This email and any attachments are confidential and may also be privileged. If you have received this message in error, please (a) notify the sender immediately, (b) destroy this email and any attachments, and (c) do not use, copy, store and/or disclose to any person this email and any attachments.

From: [REDACTED] <[REDACTED]@london.gov.uk>

Sent: 12 November 2025 16:09

To: [REDACTED] <[REDACTED]@hawkinsbrown.com>; [REDACTED] <[REDACTED]@hawkinsbrown.com>; [REDACTED] <[REDACTED]@hawkinsbrown.com>

Cc: [REDACTED] <[REDACTED]@london.gov.uk>

Subject: [EXT] Greater London Authority FOI request (Third party consultation) Crystal Palace NSC

Dear [REDACTED] and [REDACTED]

The Greater London Authority has received a Freedom of Information request which we believe covers information that may be held on our behalf by Hawkins Brown under a sub-contract with Pidgin Perfect.

I would be grateful if you could confirm whether any information has been retained in relation to some prior work undertaken by Hawkins Brown - copies (both online responses and paper feedback questionnaires) that were collected for the GLA's 2018 On Your Marks engagement programme, with users of the Crystal Palace NSC and were submitted into large drop boxes at the centre's reception. The responses are referenced in this attached analysis report which Hawkins Brown produced for the GLA: [FOI - Crystal Palace National](#)

How do you normally travel to the Centre? - Other	When you visit, who are you with? - Other	What do you do when you visit the Centre? - Other	What sporting facilities do you use at the Centre? - Other	Why is the Centre important for you or your sport? - Other	Are the Centre's facilities suitable for your sport?	Which types of events and activities would you like to see more of at the Centre - Other	How do you think the facility operator would work best with community organisations to manage the Centre?	What do you currently do in Crystal Palace Park? - Other	What would you like to do more of in and around the Centre? - Other	Which of the following are you aware are also based at the Centre? - Other	Healthcare Services - Please tell us which services	Which tools and resources could be better used to communicate events and activities at the Centre? - Other	What is the single most important aspect of the Centre to you?	What would make you spend longer periods of time at the Centre, or visit more often?
					It is just needs upgrade								Friendly staff	Better cafe
					The NSC houses the best, dedicated weightlifting facility in South London and had excellent pedigree in this sport. No other facility south of the river can boast such heritage, skills, knowledge, or equipment. Heating and air conditioning would be helpful additions, as would further funding to update equipment. Otherwise, the centre is perfect.		By genuinely listening to the community organisations and sport teams - GLL seem to make their money off the gym etc but do not appear to be in sync with the teams, which creates the impression of there being no overarching management of the whole centre.						The weightlifting facility	Investment in weightlifting, and also a better cafe.
					Yes						Physio Physio		Facilities Architecture. I love the building	Organised activities Nicer ambience. Nicer cafe for Post swimming.
					It's tired and the journey from the changing rooms to the pool isn't lovely. Cold and draughty and not all that pleasant.		Not sure						The hockey pitch	Social facilities and additional hockey pitches
					The pitch, fencing and particularly changing facilities are very tired now, it would also be great due to the size of the club and the great work it is doing in the community to have a second or even third pitch at the site and to make it our home. That would also include bringing back into play the social facilities		Adaptability and communication are key to a successful relationship with the community							
Minibus	Pupils		London Youth Games & Panathlon Competitions	Historic interest	The toilets and disabled & accessible facilities are not the most pleasant to use.	Taster days for schools particularly learning disabled students	Email circulars, specific forum				Physio		It is a National Sports Centre and it is our only local pool that is 50m.	Good value membership scheme
				Availability of astrotrurf	Astro is under regulation size for competitive hockey games. Surface is sub par and in need of renewal		Listen to, and act upon feedback. Is an ongoing process to get service level agreement adhered to.					GLL Website should be improved for CP rather than using it's generic template for it's other sites	Astrotrurf	Astrotrurf surface replaced with full size pitch and higher quality surface, additional pitch capacity would allow me to commit more hockey fixtures and training to the venue.
		Toddler World soft play		Pilates class hosted at Crystal Palace Physio	The swimming pool is excellent for swimming training: 50m length, wide, deep, spacious changing facilities, natural light, inspiring.			Playing and biking with kids			Crystal Palace physiotherapy	Email - I am not a member of the centre but would be happy to give an email for updates	Inspiring architecture - it is a place I want to spend time in, in stark contrast to most other pools and sports centres.	Improved pedestrian route from the station - current route through car park or along narrow road is terrible and dangerous for children. Car park appears to be mostly used by commuters so can be full even when centre is in very light use.
Coach					Only just - We could use a lot more space								Diving	
					Track needs maintenance								Accessible	Nothing
					yes								the skatepark	lights and a covered skateboard area
					Yes, the pool in particular is excellent				Indoor tennis		Physio	Proximity (i feel blessed and fortunate!) Also diversity and value for money - its not an exclusive sportsclub available to the few!	More events perhaps, educational or in the arts. I'd like to see outdoor theatre space near to the centre.	
				History and architecture	The weightlifting club is good and has everything you need. Difficult to find. Could have better signage.		Setup somekind of democratic governing body responsible to the community						Knowing that you're competing somewhere that has so much history.	Better cafe
	School	School activities			No but only because the place needs renovation	You have covered lots of non-sporting activit	Talk to them, making them affordable, open whole facility.						Sports Facilities (multi)	Refurbishment
					I don't play sport here but have used the gym.			Leisure time with family			I have used the sports physio centre		Improving the run down facilities and the general ambience of the park.	Improved dining, community events/ festivals/ music
					It's a fantastic space I'm a fantastic park. It needs some TLC to bring it into the 21st century.									
					No facilities		More local collaboration, more for over 50s						It's setting in the park	more opportunities for over 50s and amateurs to try different sports
					Historical under-investment is very apparent. For example, change rooms by the children's learning pool are in a dreadful state.		Clearer website of what's on offer. Often difficult to determine classes, timings, cost, availability etc.						Co-location of sports.	If it was in better condition, would be a nicer environment to want to spend time at/in.
					No problem								Squash courts and the park	
					Adequate for fitness classes, but hard to retain good teachers and very limited timetable. Customer Services is poor and non-existent and desperately needs to improve to remain competitive in future.		n/a						Up to date facilities	More health facilities such as a sauna or wider range of fitness classes such as reformer pilates
					yes great for swimming and gym		hosting events, as they seem to do now				Private Physio		Big swimming pool	Sauna and steam room
					I love the 50 metre swimming pool								The 50 metre swimming pool	
					though!								Swimminf	Better cafe
					1) need better lift/access for buggies. 2) better watching area for parents during swimming in training pool			biking					access to sports classes for my 4 kids, all in one place close to home.	better cafe, retail, more sports on offer, competitions
					Long pool with view of sky								Iconic building	Better cafe. Nicer changing rooms
			The park for walking and relaxing and meditating	I can see central London from here. Highest point great place to meditate and recharge for the week ahead at work	Yes but it could do with a little makeover ... I would love to access to a studio to dance in ..ex rhythmianist and athlete I want somewhere to go where I can still keep fit	Dance studio to hire for an hour	Invite community to have there say ..questionnaires old and young who live in the area who use and do not use facility		Places to relax and chill		Paxton green		That it still exists	Matched events or use of studio for a cheaper rate on sundays
		Diving		Diving pool	No - Worn and shabby (also dirty). The Diving Club is the top club in the country and needs facilities to match. There are very few diving pools and facilities in London.	National/ international diving tournaments	n/a						Diving facilities	If it were cleaner, especially the toilets and showers which are terrible.
					Yes the pools are, however the training pool changing areas are very "tired", appear run down and at a weekend are often not large enough							Advertising in Evening Standard or Time Out	Swimming facilities and lessons	Better cafe /reception area as can't see much going on in the centre from there
		Use the Weightlifting gym			Yes, but could do with more investment to get better security and heating/air conditioning		Allow the local community better and cheaper access to the facilities						Weightlifting facilities	More sporting events and food and drink events
			Nordic Walking		The park is used and is perfect						I have used the excellent physio service	Advertising in local businesses and the railway station and leafleting local homes	It is an iconic building in a beautiful historic park which has been woefully neglected in recent years. My children spent their young lives visiting the park taking part in various activities in the centre and visiting the older farm. It has the potential to be a great community asset with concerts, exhibitions and local fairs bringing people together.	More activities such as concerts, festivals and local craft fairs
					Tatty		Na						Status for area	Posh cafe
					old facilities, broken windows in the swimming pool, birds flying in the swimming pool, old furniture inside halls.						physio centre		keeping the running track and facilities, keeping the sports centre.	my events

				Insufficient space for classes and some inadequate toilet facilities.	More daytime fitness classes for the over fit	Collaboration						Fitness activities	Wellbeing and more day time activities for the over fifties.
				I don't use the center (I use the park every day) as I would be reluctant to walk to and from the center through the park in the dark i.e. if attending classes in the evening.								Providing access to everyone to enjoy sports and community events.	Better access for those walking through the park (well lit routes and priority for pedestrians over cars) and discounts for local people.
				We walk up from the Penge gate into the park so have to heft pushchair up the dilapidated steps to the footbridge. It would be great to see the entrance revamped so that there is step free access. Love the swimming pool but facilities are all looking a bit tired and need a lick of paint.								The wonderful swimming pool	A nicer cafe with longer opening hours. an outdoor play area and/or soft play
			Nearest diving facility for miles	Pigeons fly through holes in windows and leave excrement on dive boards and poolside areas. Toilet and shower facilities outdated.		With a more streamlined user friendly website and more well informed approachable staff perhaps better trained in customer service and communication/marketing skills.						It is a big part of my family life... } [REDACTED] We use the cafe often and walk the dog or use the nearby playpark while waiting. We have enjoyed events laid on there, most recently the London Firebrigade games which we happened upon by chance. My daughters learned about fire safety through the event and it was community services interacting with public at its best. Had it been better promoted I'm sure it would have been better attended.	Modernisation and more healthy choices for food and drink.
				na						Feeding ducks and looking at dinosaurs		Its potential	Festivals, music performances, etc
				The 50 metre pool is ESSENTIAL and looks wonderful too - it's inspiring								The architecture - it's a treasure - built on that amazing pool	
				The Swim changing room/ shower and toilet facilities are often smelly/drainage issues							Sports Physio	The 50 m pool	Better catering
												Pool	Spa
		Swimming pool		Booking system wholly inadequate, especially online.		Not sure						Scale	Better cafe, more events, more welcoming and integrated outdoor space
				Poor changing facilities. Need modernising. Men's change is too far from the pool. Leaky roof above the toddler play area. On the plus side the building is a brilliant example of mid century design. This aesthetic mid be retained including the exposed concrete and wooden floors.		[REDACTED] and would like to see improved access for cyclists which will include prioritised cycle lanes, secure bike parking and cycle related events with facilities such as cycle hire, cycle cafes and cycle maintenance at subsidised prices and quick service. The approach roads on all sides of the park should also be re-designed so that cycling to the centre is as effortless and prioritised as it can be.	Cycle through on the way to work.					It's architectural style.	Better facilities. More interesting events and well being activities. How about a spa?
			Only indoor 50m pool I can get to	The racing pool is superb. I attend a weekly fitness swim class that challenges me and enables to get fit, improve technically and swim with people at my level. I also regularly swim in public swim sessions							Physio	The racing pool. It is the only 50m indoor pool in south London. The building is iconic and a beautiful space to swim in. You always know what the weather is doing when you swim. I just love it [REDACTED] and [REDACTED] focus all my fitness and well-being around the pool.	A better café. Get Brown & Green from the station café to run it and open it earlier. Water fountains to reduce plastic waste. Women only sessions in the main pool. Better café in the park. Better lighting or shuttle service in the winter. It is scary especially if you travel by bus or train. We don't all come by car! I used to do an evening swim after work but it was too spooky to walk up to CP Parade to get the bus home so I stopped
				The changing facilities in the swimming pool area as well as pool is bit outdated. We love the park and the space							physio	Olympic size swimming pool	more inviting public space to rest
				The showers could use some work, they do not function well and there are not enough of them. The changing rooms after a kids' class are awful, and some unpleasant behaviour goes on. There should be notices posted about consideration towards other users. The toilets are not cleaned enough. In general, the company with the contract to staff the centre is absolutely abysmal.	less of the above activities that disturb residents.		We urgently need a secure dog training / play area. Perhaps an agility course.				Physio	The green spaces	A safe and secure place for our dogs to play or train without being at constant risk from cyclists, skateboarders, picnics & barbecues and motorcyclists zooming around in public grassy areas. Inside the Sports Centre itself it is also unbearably hot, so we never go in there unless we absolutely have to.
				yes								proximity to my house	nicer changing rooms/shower facilities. nice cafe, outside eating space/drinks license. more of a leisure facility
			None	The centre seems to be geared to young people, which I wholeheartedly support. [REDACTED] and do not feel that my age group are catered for. My usual exercise is yo walk the dog in the park!		I'd like all sections of the community to be thought about, including over 65s, and dog owners who after all can be found in the park in all weathers all year round.						That its integral to Crystal Palace Park, and is accessible	Something appealing to older people (& those with dogs - all ages)
				The studio where Pilates is held has poor air conditioning when it is hot and toilet facilities could be better. The rowing machines in the gym recently appeared to be out of batteries, the cross trainers' links to the TVs are mainly broken and the water fountain is partly broken, otherwise the facilities are pretty good.							Physio	The variety of sporting activities offered and the participation of local people	
				yes - only problem is swimming changing rooms and pool area desperately needs upgrading and whole building needs some tlc		email, social media? Not quite sure of question here.						swimming lessons, big pool, lovely building and lovely setting, and fact that there is so much on so locally. Toddlers world is great - people come from hours away!	more of a cafe, nicer spaces to sit (quieter, cooler areas), outdoor area for cafe? Better pool changing rooms
				The 50 metre pool is one of only a few in London.		Meet community organisations on a regular basis to find out their needs.						It is free and open to all. The admission prices are reasonable. There is the 50m pool which is the only one in the area.	More music festivals. More exhibitions. More on the Crystal Palace's history & heritage.
Skateboard			Skateboarding	Lighting at the Skatepark is needed.								Safety.	Lighting at the Skatepark. New toilets/drinking fountains in the area.
				The variety and the choice of facilities is excellent, especially for hosting/participating at multi-sport events, however the venue is now dated and needs refurbishment and updating. Some common issues include a leaking roof, very dated indoor athletics track and most other facilities that need immediate attention and 21st century sporting venue standards.		It would be very helpful if the facility operator was keen to work with the community organisations to enable use of the facilities by the local community. This would probably include operators flexibility with regards to the venue access times and attractive hire rates.						Accessibility of so many different sports/activities under one roof/on one site.	Improved quality (refurbishment) of the facilities. Possibly some more dining opportunities, so it is a combination of a sporting/going out place.
						Better communication with the local community					Podiatrist	It helps the local community stay fit and healthy	If it was in a better state of repair#

				CP is a national icon for athletics. It has s heritage and is the home of UK athletics. The facility desperately required to be upgraded to meet the latest standards. In addition to being a valuable asset to the community, the facility is treasured by athletes throughout the UK who want to compete there. The Olympic / London	The facilities require to be upgraded to meet current standards and to attract international athletics back to the stadium.		Invite local clubs and groups on the board.					The Athletics stadium and it being restored to attract major events and continue to be a community asset.	More athletics events.
					Yes, but more investment in maintenance would not go amiss.					Physiotherapy		Its an important resource for both the local community and for national sport.	Knowing more about tge activities and events going on.
					Yes I race here on track/around for SEAA Relays. Also spectate (Diamond League a few years ago) and would come again.	The big international sports	Independent org and not from the Government/UK Athletics/Arts could well do a better job as long as there is a fair selection process. I think there would be a better chance of selecting the right people for the different activities. Of course there is the funding to tho k about first but again An Independent company might be up for this (eg Emirates stadium, The O2 etc)					It's a fantastic stadium for top class athletics/swimming and based in a lovely accessible park. It has so much to offer and the sooner the better before it declines even more. It should remain a top arena for world class athletics/swimming. It is even better than Tolcross, the base for the European Swimming Champs because CP has the arena too!	More sporting and athletic events and better advertising
				I don't go. I used to live in Crystal Palace though	See above written answer.							Swimming pool	Relocating to Crystal Palace
					Yes one of the facilities nationally. The problems relate the delapidated state that the provider has allowed to happen and taken no action to improve. Backlog maintenance issues are appalling		I don't have a view					That it provides one of the best national facilities for my sport	My ability to train more frequently
							More social media contact, dedicated website					Community engagement	Refreshed facilities
British Athletes	Indoor Athletics track during winter	Indoor Athletics Track during Winter training	Indoor athletic tracks are in high demand during winter	More investment required to increase the quality of the indoor athletics facilities			Integrate with organisations like Parkrun to increase the use of the athletics track.			Physio	Door to door leafleting across Croydon, Lewisham and Bromley	Integration of multiple sports, strength and conditioning and physio support including training swimming pool and indoor athletic track.	Indoor athletic track if facility was larger, cleaner and better maintained
				Yes			By continuing to offer a wide variety of sports, and being a stand out facility because if that					The Olympic standard 50m pool, athletics track and weightlifting room.	More time in my day
				Yes								Athletics track	m
					longer opening hours, particularly earlier opening. change rooms could be upgraded. car park lighting could be improved as walk back to station is in the dark					physio		50 metre swimming pool	open earlier so i could use more before work, and open longer on weekends
					I use the skate park but won't so much when it gets dark earlier as there aren't any lights.		It's the community which keeps places going,		Use the skate park with my BMX bike			the variety. I might not use much of it but I know it's there to use should I wish.	More spare time!
		Toddler's world	Family and children activities	Yes						Physio		Activities for all ages and abilities	Relevant activities better advertised. Less stuffy café area. More toilets!!
				Yes, fine.			It should be a better operator than Better, just awful					Swimming!	with proper showers and cleaner changing rooms
				Yes			No					Outdoor space	Diverse events
			Quality of the facility	The facilities are good								Swimming pools	
				Pool could be better, "freeboard" (height from poolside to water level) is quite an issue for underwater hockey. Changing areas are also a bit tired and could be located better for pool access.			Keep it managed as a not for profit centre so maximise opportunity to keep prices low. Also ensure diversity of sports & clubs is supported as often large clubs dominate access to facilities and small clubs then suffer as they can't attract members. By being open minded					Location	Better access to the facilities for my sport
		Skatepark.	Skate	Community	Yes, apart from lights for darker times.							Skatepark	If there was lights at the skatepark, I could stay later in early months of the year and would be able to come after work in winter, because it wont be dark.
					yes need updating		keep all that open open and increase whats available					swimming	cheaper
					The gym is overcrowded at peak hours. The changing facilities require complete redesign and update. The daytime opening hours should be earlier. At present these facilities are not fit for purpose.							Location	Earlier opening hours
			BMX		BMX - New skate park facility is fantastic - though room for increased safety elements such as sufficient seating and lighting would greatly improve the facility. The addition of a pump track in the disused space between the football pitch and the skatepark would also be a very welcome addition to widen the user audience of the facilities.		Na	BMX				The Skatepark	Lighting at the skatepark
Students and other instructors		West stand concourse			Toilets in the West Stand are an issue.								
				There are so few 50m swimming pools in London and the UK. It is vitally important for development of competitive swimming in the capital for swimmers young and old to have access to 50 metre pool.	Pool and changing areas are in need of refurbishment							Access to a long course pool	Refurbished facilities
		Use of pool	Underwater hockey	Quality of pool	Yes, although some repair of the pool tiles may be helpful		Clear communication and regular meetings					The pool	Social bar area and possible link to discounts of gym for club members training for national or international tournaments
					Shabby facilities							Skatepark	
by myself and on occasion with family		skatepark		One of the best skateparks I've encountered	It'd be great to have lights for evening use, this'd mean I could use the skatepark more often.		By meeting with groups that use each sport facility to hear their requirements				The skatepark is poorly signposted, and hard to access.	THE SKATEPARK!	Lighting at the skatepark
					yes	spa				physio		gym	spa facilities (sauna and steam room)
					Everything is a bit old and falling apart but it is an amazing facility.		n/a			Physiotherapy		50m pool	n/a
					In general they are OK but lacking behind many private sector facilities, for example the Gym equipment is often out of order or broken, likewise the climbing wall was in need of up dating, the changing facilities and also below what you would expect							Concentration of facilities	Equipment - up to date and working Staff - Friendly, skilled and accessible Information - Easy to know what is on and when (the phone is never answered)
Colleagues					The centre is an ideal multi sport location and one with a large range of activities on offer appealing to a large range of users		Set up a key community engagement group with local and pan London focus. Ensure that a range of representatives are present and if needed create sub groups.					The hub for many sports	Clean and well maintained facilities with F&B options and strong public WiFi
					Location and size are good. The facilities are dated and in poor condition. Parking always a problem. Public transport not suitable when large groups with specialist equipment need to attend an event.		One to one			Pysio		Location and size	Festivals and New Sports
												Swimming class for my child and gym for myself	Use it to maximum effect already

				Swimming pools cold, teaching haphazard, changing facilities dirty, substandard and difficult for families		Better is a shocking management company, they do not listen. I adequately trained staff who have little knowledge. But some great things happen there. However there is absolutely no publicity or public engagement so a community who would support simply don't know that cool things are happening.			Physio	It's not enough to stick something up on a notice board and hope. There needs to be public engagement, go to the local council/community meetings in Penge and CP. advertise in local magazines AND on social media, create a circle of advocates, join local Facebook groups - engage with the community and actually put ANY/SOME info on the website. Please.	Swimming lessons	If someone could give it clean, if we could find info about climbing or volleyball (absolutely no idea how to get involved as the website has nothing and the does always seem to be shut on the climbing place. Front desk staff know nothing. Also after dark it does not feel safe to get to even from the car park, better access from Penge ie. no steps up the crumbling walkway and decent lighting. Better security for bikes close to the centre with cctv
		Touch rugby	Indoor and outdoor all weather pitches	Bit too small. Full size all weather football/rugby pitch would be better							All weather pitches	Better all weather pitches
				Yes					Physiotherapy		Excellent location	Would love to see concerts performed at the stadium again
				The athletics track is long overdue a much needed refurbishment and relaying.							Accessibility and availability of training facilities.	A refurbished running track and more top quality sporting events.
				It is hard to know, I don't see events being advertised and the centre is not well organised.							It should be able to provide a wide range of sports for the community, especially children.	Wider range of better advertised activities. More appealing environment inside the centre, eating food surrounded by pigeons inside the hall is not ideal.
				Old changing rooms. Stadium is in disrepair Crumbling steps and dangerous Old squash courts Dirty swimming pool Amazing number of sports, diving beach volleyball are really cool.							Range of sports in a sustainable safe environment that can be proud of.	
				They are tired and need upgrading		Open dialogue, extended hours, sensible pricing structure please					Accessibility and breadth to all levels	I spend enough time there!
				Need larger free weight area and bigger diversity of gym equipment (non cardio)							A good clean well functioning gym and cost	
				I thought the centre was wonderful but many stairs. Going down to changing room and then up again to pool. I was quite puffed when we came out.							For me personally it would be the pool	Probably less stairs
				Not sure		Don't know					Swimming pool	Upgrade facilities
	Class instructor			None		Better organisation of the larger events that take place, in order that regular users activities aren't cancelled because it is easier for the who provide security for such events.	Use the gym		Model car track		The free parking for visitors. If that went I would not attend.	A better cafe and an improved morning fitness class timetable
				Yes. But facilities are run down. Also I'd prefer not to drive but the accessibility is a problem.			Playground and cafe				It's a great multi sports facility	Better food & drink and better public transport to the centre
				The Centre looks run down. It hasn't been updated in a long time							A place to hang out for arts & entertainment together with state of the art sports offerings	If it was bought upto date
				Great Olympic size swimming pool								50m pool
			It doesn't offer anything above and beyond other facilities	For hockey they are atrocious. The pitch is terrible (and many officials refuse to officiate there) whilst changing facilities are also bad. For squash the courts are barely passable - they are rarely cleaned / swept / vacuumed, have chunks out of walls and broken doors / frames that don't close.		I am aware of London Wayfarers Hockey Club attempting to liaise with the centre re becoming a home for the club (one of the largest not just in London but the UK), however the club gave up having not managing to get any engagement from Crystal Palace.					Sports	Outdoor festivals for families
			Netball courts	Netball courts slippery. Dirty toilets in cafe. Have to walk miles for water fountain. Pigeons in cafe			Playground				Open space Location	Better cafe. Easier to book badminton courts
		Swimming Pool					Enjoying nature, visiting the historic ruins,			Advertising at local train stations and bus stops	The pool	Cafe and WiFi - lots of local people freelance so a coworking or hotdesking area together with the pool and gym would make a great combination
				TOO SMALL ROOMS FOR YOGA								CLASSES
	As part of an events team			As the NGB for Volleyball we are supporting Clubs in London to use the facility, in particular the high level clubs who need to promote their matches (both domestic & international) and build a fan base.		By meeting regularly to understand future development plans for both London Volleyball and its constituent clubs.					The ability to host events where we can seat spectators	a joint agreement to host events of a certain size
				Yes			Kids playground					Olympic sized swimming pool
				Yes they are fit for purpose.							Sports facilities	More baby classes, warmer baby pool, leisure stuff like crazy golf
	Partner			No, we need a proper climbing wall! I was keen to start swimming on a regular basis but the changing areas (cleanliness) are not fit for purpose. It's also very spread out and unclear where to go for what or what money is needed for what lockers. Also having to take a paper ticket to the pool attendant (after showering and therefore wet) is farcical.						Physio	That its local to me	If the changing rooms didn't smell of urine. If you didn't lose your 20p everytime you need to go in your locker (take your towel/shampoo out or get your ticket etc) If you didn't have to walk up stairs to get to the pool that are used by members of the public. I'd also go to more classes if there were more later ones.
				Some of the equipment and facilities (toilets, showers) are pretty old fashioned but apart from that, it's great!		By allowing them use of the facilities at good rates					Location	If there were more lights around the park at night. It actually puts me off coming to the gym particularly in winter and given the muggins in the park/area.
		Swimming pool		Yes		Don't know					Swimming pool and gym	If it was a bit lighter and brighter
							Cycling				The swimming pool	
			None	The toilets are appalling	free community based for older people -	The Centre never expands its advertising of what's available into Penge/Bromley					That it's there	Cleaner and safer - it's on too many dark levels outside
			None	Historical importance	Not using	outside/inside pool suitable for all ages	Don't knkw	Farm visits, dinosaur trail	Family friendly events		Swimming pool	Sauna/steam room facilities
				I actually cancelled my membership because the range of fitness classes is very limited. Also the centre is dangerous to access on foot in winter because there is no lighting meaning you must walk through the park in pitch black. It means I cannot use the centre in winter after work.		By asking the local community what it wants					International sports	Knowing what was on, being fresh and updated, having family friendly events such as a new swimming complex
			Size of swimming pool and diversity of activities on offer	Pool is excellent. Changing rooms would benefit from an update.				Playground			Affordability, cleanliness and availability	Better food options, better opening times
			It's an amazing place to swim with spectacular architecture	It can be cold in the winter when swimming. Changing facilities are old tired and can be dirty							The beautiful swimming pool and the architecture of the centre	More food and drink options, baby and kids activities, cleaner and refurbished changing areas. Warmer poolside.
				N/A		Offer discounts to local groups/communities. Loyalty scheme			Physio		Heritage as a sports centre	Good cafe and retail centre
				The indoor track leaks water from the ceiling when it's raining							The athletics track	More flexible times
				I enjoy swimming there as I like the space in the centre and the size and variety of pools		I don't know					The athletics tracks	More competitions
											The history	Modernised facilities

			None		I can't use the swimming pool because it is so often all lanes. I need to swim in a free swimming area because [redacted] so I need to be able to rest at the side whenever.	Sports facilities that cater for disabilities			Conservation				Accessibility	Don't make the whole of the swimming pool lanes!
			cheap classes		during summer yes.. during winter pool area is very cold and unsuitable for the babies and toddlers	more baby and toddler classes	firstly spend some time understanding the demographic.. the community						accessibility.. free parking.. affordable classes	more toddler baby classes... only swimming currently offered for under 4's... more mum focussed events
					The changing rooms need updating. They are clean in the morning in general but need deep cleaning in the drains and other parts.		Not applicable to me.	use the playground, visit the farm			Used to use the physio centre		To have friendly and well qualified staff and for it to be clean	if it was modernised
					Some areas could do with modernising - swimming pool isn't easily entered with small children or those with mobility issues. Changing rooms very dilapidated in areas.								Larger range of classes later in the evening and on weekends	
					YES								Its continued use as an athletics facility for young people	Keeping it open!
					The pool and changing rooms are dated and a bit grim. I am not sure how clean the water and facilities are which for swimming is quite important to me.								More varied activities and cleaner more modern facilities	
					None		N/A				Physio		Availability for individuals and groups to access tailored space for multi-faceted sports and well being activities south of the river	More tournaments publicised and open to the public (including using the track again for elite athletes or even national/county tournaments. It used to be packed great days instead of what have seen at the Olympic Park, not even half full and lacking atmosphere.
					Yes								Easily accessible	Nothing
School minibus	School	Swimming			None									
							Build on the achievements of the Crystal Palace Park Community Grants Fund and support and stimulate local initiatives that can use and support the centre.						Living heritage	More openly accessible activities
					Updating would be great!			Playground	Better playground facilities				Swimming pool	Better temperature in cafe. it's so hot
			Cycling		Yes								Elite cycling	Elite cycling
Run					The website is difficult to navigate and not very good. Hard to find info for, eg, using the track.						Physio		I mainly run in the park. But being around the track, the cyclists, the swimming pool, the beautiful building and lovely facilities makes it a perfect local hub for sport and fitness.	More public access to track. Non-membership / cheaper swimming.
					Yes but [redacted]. No one ever picks up the phone.	Family focussed events and activities	Please be much better at communicating in general! Need more accessible information available on the website and from members of staff. More promotion of what is on offer!	Walking children and using the playground			Physiotherapy	Information from staff when calling the centre directly	Vital local resource for all sports (especially less popular/ niche sports) in South London	Refurbishment. More helpful staff..
					Yes. The track is wonderful.								The athletics track	More events on the track for amateur runners
			Touch rugby	All weather training dome	Yes. Problems with booking the dome and artificial pitches in advance, football is often prioritised over other sports.		[redacted]						Athletics meetings	Improve/modernise
					Yes - though seating in the stadium could be improved.		Lease about school sporting events to ensure the centre is better used for schools sporting events.						The athletics track	Most cost effective to bring groups of students
					Yes - beautiful, big and light swimming pool		Not sure						The swimming pool and park	Cleaner changing rooms and floors
					However, frequently dirty changing rooms and floors									Better maintained park e.g. litter removed, grass better maintained
					yes								Availability	
					Na		Na						Swimming	Mother and baby classes
					Yes								Location/Price	
					The facilities inside are great. Could do with some improvement on the outside.								The location and offer of sports	Cheaper memberships
					[redacted] The two children's pools that they use are fine, but the supporting facilities (changing rooms, toilets etc) are terrible (some are pretty disgusting). The overall design / layout of the facilities (location of changing rooms and access in particular) is also poor		Regular dialogue; clear scheduling of events/activities	Children's play area					Cleanliness - the whole place is tired, and in parts is pretty grim.	If the facilities were brought up to date (cleanliness, accessibility, layout etc) whilst keeping the architectural elements (like the big windows overlooking the pool) that are so special
					Yes but could be a bit more modern		Don't know						Accessibility	More activities
					Hard to find info on what is available. Bit of a Maze.								Architecture	Better Organisation
					It's great		A service oriented operator not a greedy profit oriented operator						Easy access to a variety of health and fitness	Better food facilities
					Perfect	A diving pit in the dry gym							Diving	A diving pit in a new dry gym
					None, it's great - could do with a bit of updating/modernisation in some areas but very good overall facilities!								The pool	Good cafe facilities
					In very poor condition. Equipment is old and well used. There is no air conditioning [redacted]	Current sports and facilities of good quality	No comments	Festivals					Having a swimming pool classes and gym in one easy to access location.	If the facilities were better mentained and instructors of higher quality.
					Yes		no opinion				physiotherapy		Currently, using the gym regularly. But I wouldn't use a gym in a high street or leisure centre - it's because I like going to Crystal Palace Park and the historic sports buildings that I use the gym there.	no opinion
					Yea		Speak to local people						It's facilities	More stuff on
					Yes. But it needs more classes. Also at the moment classes keep being cancelled without notice and then there is not another opportunity for another couple of days (e.g. Pilates). And you have to book most classes two weeks in advance because the demand outstrips supply.	More classes							Improve the number of classes	More classes
			Cycling		Yes as there very accessible			Cycle racing			Physio		Historic heritage	Cost it's expensive and too stiff Olympic pool but kids can't play in it
					Yes								Community, access to activities, friendly staff	Nothing, we attend it every week, both Saturday and Sunday
			Use the toilet	None	If it was nit so busy and discounted for those living in Crystal Palace currently no incentive to entice me in lots of groups use it		Offer incentives and discounts have fun days improve the cafe facilities maybe have outside seating				Physio		Cost and accessibility to activities again an incentive to use the centre	Good coffee ☺☺☺ And again incentives to join and competitive pricing especially for those in a very close radius of the centre
					Bit old fashioned but otherwise good			Watch bike racing					Variety of sports available	
					Yes								Accessible	Nicer facilities
Run/cycle													The surrounding park	Unsure
			Turbo beat	History	We use the lodge [redacted] but due to sharing the room it can prove problematic and with space available in the surrounding building I wonder why progress is being held up when we are happy to add to participation levels and overall feel of CP		Public meetings and outreach to local clubs I think there's no real transparency with lots of ideas and thoughts on working with the local community. There is lots to be done and things seem to always be held back by finding.	Cycle race- why is this not in your options?			Physio	Physio group	[redacted]	[redacted]

				Absolutely appropriate as is. The pool is great. The rooms where I attend exercise classes are great and the gym is well-equipped and clean			Yoga					The price	More off-peak classes, especially dance fit which I would love to go to but can't because they are only at peak times and I have an off peak membership	
				Tennis is very expensive there, far more than in other boroughs.		Not sure						Accessibility (incl cost) and good quality facilities for local residents.	Not sure	
				The tennis court are NOT floodlit and there's lots of litter and the nets aren't correct. So very overpriced for what you get. Better to have some under cover to. Badminton - bad lighting	It's large enough to have a spa, sauna							Access to open space	Better healthier cafe/restaurant. Better toilet facilities, better and cheaper tennis courts	
			Community asset.	Due to the Olympic 'legacy' the NSC has been left to deteriorate by the various types of management and the Borough- the latter is notoriously not keen to invest in the north end of Bromley Borough and being on a practically quadruple borough intersection doesn't help, especially with dark and potentially unsafe pedestrian access to the NSC especially in Winter. Nevertheless the NSC is still very used by the community, but at least cosmetically it needs serious care. I've no idea if the venue has structural issues. Just take a look at it's history to realise the significance of the venue and park! I'm very tired of all these consultations where money is being spent, when it should be spent on the NSC and park.	Investment in existing facilities.	No idea. You need some decent outreach with local clubs, e.g. sports clubs.		Investment in existing facilities.	SEAA			Entire NSC, especially track and pool.	I already visit quite a lot. Cheaper peak swimming pool prices! Cleaner and upgraded changing facilities and investment in track - changing and toilet facilities.	
		Weightlifting Club	No other weightlifting club in London can run events			The operator needs to have people in positions who understand the difference between sport and community activity rather than focus only on income/money as they currently are		More sports events, access a spa area					Spa, decent cafe or a social bar!!	
		Swim		Yes but would be nice to have outdoor swimming pool		Not sure						The pool	Outdoor pool	
		Pool	Underwater hockey	Pool tiles and metal fittings are damaged and rusty		Meet the management meeting like Thameslink do					Physio	Pool	Better lighting in the park to penge east, often have to leave before it gets dark.	
		Pool	Running track	Olympic Pool and quality running track		The centre seems uncoordinated and shackled by historic layout. It very good...if a little 'rundown'				Cycling	Crystal Palace	community accessibility	Improved layout	
				They are fit for purpose but the athletics track does need renovating. Continued use of the park as a cycling track								The athletics track	If there were more high level athletics events on offer	
				The centre is fantastic but the facilities are worn. The pool change rooms have great space (great for sport teams) but sometimes the toilets don't work and there are too few showers. There are some great spin classes but often the stereo systems doesn't work. These are just a couple of examples.		Ideally the community would own and run the centre as a community benefit society or CIC. In thinking about how impressive the Crystal Palace Festival has become - owned and managed by local people - it provides a great example for the sports centre. The centre needs to be profitable and returning those profits into itself (or to subsidise / support users that might not use the centre due to cost barriers).					Physio	50m swimming pool	Nicer change room facilities; a spa (basic / not cost prohibitive) or sauna / steam room near the pool. I live on the Crystal Palace Park Rd side of the park and the gates are locked early in the winter. The lighting into / out of the park for pedestrians is very poor. It puts me off going at certain times as it's less accessible after dark.	
				Yes		N/a					Physio service	So many things in one space for the community	Better toilet and food facilities	
				Yes they are good however could do we a refurbishment		Use the publics opinions						The athletics track	Retail and food and drink	
	Partner			Great running track in a great, historic stadium. Looks a little run down but is iconic for athletics.			Cycling					Big part of the community	More activities in surrounding area	
				Pool dated		Personal level						The running track.	Better facilities track-side.	
				A lack of cricket infrastructure especially given the cricket history of the site		Community steering group across all 5 boroughs						Heritage	Updated facilities	
				Many areas need refurbishing - would use more frequently if facilities were improved and lighting/access improved after dark							Physio	Availability of range of sporting facilities for community use	Improved facilities - sporting and catering- improved lighting/access at night / wider range of classes	
				Yes								The size and scale of the facilities.		
				Yes								It's a constant and has always been there, not enough of them in the local area	More advertisers	
			Great space that is used for multiple school sports days that are not lucky enough to have such facilities of their own. My sports day at school was/is held here every year and I absolutely loved the opportunity to race on such an iconic track	Suitable for so many sports including diving. I used to be a part of the crystal palace diving team which, without crystal palace, would surfer a lot.		N/A				Crystal palace Triathlon club		Diving	More accessible to people in the local community	
				Better floodlights for tennis.								Being a community sports centre.	Some new facilities.	
				The swimming pool for kids is understaffed and therefore often closed at short notice. The changing rooms are in need of a refurbishment.								It's an amazing heritage building which has significance to the local and wider community in that it presents the opportunity for everyone to take part in sport/activity at a low cost.	The whole facility needs investment to bring it up to date, get it clean and re-invigorate its potential which I think is enormous for Crystal Palace.	
				Perfect		Just keep it open						Everything	Cheaper	
				Indoor pole value would be beneficial								Central hub for so many sports and local clubs/teams	Easier transport links! (I'm based in Tooting)	
												Athletics track	Better facilities at the athletic track like nicer toilets and an indoor mile vault arena	
				Yes but the swimming timetable is difficult to follow - the current website is horribly off putting to use for ad -hoc users. I think the whole centre loses users because the website is so user unfriendly .		I'm not a member of an6norganisation but I'm a daily Crystal Palace Park user and local resident, I walk my dog there daily and run twice weekly in the park. I feel that the centre doesn't make enough efforts to engage with the local community at all. Not just the park management but also the residents from Penge [redacted], Anerley and Crystal Palace. I used to go to the classical music concerts in the park 25 years ago and feel that it has the potential to be a superb venue but it needs coordination and collaboration with all parties to achieve more than the individual parts.					Sports physio	I attended the last athletics meeting in 2012 a month before the London olympics and saw Mo Farah running. What an honour. We should be hosting more altheletics meets. Why aren't the events promoted on Penge Tourist Board Facebook page and Crystal Palace Local? Both are followed by the majority of locals.	Publicity - please use notice boards in the park and local social media sites	
				Too open plan can be noisy		Community forum	Bird watching	Outdoor gym, Fit trail. Areas left for nature				Notice boards in the park often unaware an event is on even though I walk my dog there twice a day!!	Chlorine free pool	Knowing what's on
			Only accessible 50m pool	Yes		Athletics events on the track						Swimming pool		

				Everything could do with being refreshed, and more free weight equipment is necessary.								Cloning and gym.	Better facilities, nicer toilet.
				Facilities need updating such as changing rooms and money needs to be spent making the centre more up to date. More people would use it if it were updated.		better communication and staff who are informed as to what is happening within the facility.			physio			it's fantastic history and legacy of sport which I would like to see continue into the future	updated facilities, better communication, better cafe facilities, more sporting events to watch which are better advertised
Motorbike				They are generally excellent		N/A - By the way, you've spelt 'facility' wrongly						Facilities	Living closer
	The dog		None of them	I only come to walk my dog. If events were better advertised I would visit more often.		Social media or personal recommendations			Physio			Sports injury centre	Knowing what was on or available
				Partly. They are in disrepair and poorly maintained. This is a real shame as they used to be much better and a joy to use.		Be a lot more flexible and spend more money on the upkeep.			Physio			That it is there and offers the full range of facilities. Sport is an important part of both development & health.	Better facilities, better maintained.
	E	Swim		Yes		Pass				I have used the Physio centre		The facilities	More educational activities & an upgraded cafe
				I [redacted] swimming each week, the coaching staff are superb, unfortunately that is where the positive feedback ends. The potential of this facility is endless, it is a beautiful building/asset, unfortunately the reality is a badly maintained/cleaned/managed facility, it's very sad to see.	Kids Clubs	Unfortunately I don't think a private national operator is the right approach for this facility. Appreciate the scale of the site would steer anyone to this solution but it isn't reflective of the community.						Poor Cleanliness / State of repair	Resolve the above, improve F&B offering.....i'm not a huge fan (my wife is) but i'm sure the new brown & green cafe in the park will show what's possible!
		Meetings in office		Facilities are fit for purpose but maintenance is lacking. Equipment needs updating and regular maintenance.			Office accomodation					The "spiritual" home of British Athletics.	Upgraded facilities.
				It could be fantastic. But is desperate for a revamp. Currently I feel the centre isn't particularly safe for my children		Huge local Community for London, everyone knows everyone so it would be important to consult the oval community at every opportunity during the redevelopment to get maximum support once it's completed	Playground / bike riding with children					Family services / activities	Better environment / more space for young children
				The facilities are adequate, its the building, roof and changing rooms that need upgrading		Via email and Half termly meetings				Lewisham/Southwark college		[redacted] the opportunity to access a variety of sports and the classrooms in the lodge so my students can be based at Crystal Palace all day and not having to travel back and forwards to the college.	N/a
				Not able to be kept as clean as expected. Eg bird flying over swimming pool.						Physio		Classes available for all ages	Cleaner and nicer staff front of house
				Generally, yes.								The 50m pool. Pretty sure I wouldn't swim at all if it wasn't there	
				The gym yes - but the swimming is terrible - hideous changing facilities and distance from the pool.		Have a website that is actually up to date and you can find stuff or more people on the phone so when you try to find out some info that way it doesn't take half an hour to get through			I would like more of the park to be park'			Location	Better facilities - especially changing rooms - it's so grim it's actually hard to make myself go sometimes
				The hockey pitch is not in good condition. [redacted] but we look for other pitches as there is never enough space. We occasionally use the astro at CP but as it is a bad condition we keep this to a minimum. If it were better then we would use it more. The issue is there is FAR too much sand and therefore it is a very very slow pitch.		n/a						Location of the gym on route to work. Good facilities	longer opening hours
				Needs more investment to bring up to date. Centre suffers from years of managed decline. E.g many pool side drains blocked. Many drains around the outdoor pitches (e.g hockey) that compromises and harms the centre's use. We need the old bar opened but... it's been locked up for years. Without these facilities, we can't grow our club event here.	gymnastics, climbing, sport, athletics	The new operator's contract MUST include specific provision to support community uses and support reduced charges at off peak times, or other times, to encourage priority activities and wider participation. A partnership approach with clubs and coaches is essential.		Make what we ALREADY HAVE BETTER!	Crystal Palace Tr, SEAA (who based in the Jubilee Stand)	Crystal Palace Physio	DEDICATED TEAM PROMOTING THE EVENTS IN PARK AND NSCI	ALL OF IT! The centre as a whole attracts the BEST coaches in South London. Start to remove its range of functions, it will have knock on impact, and they will likely go.	INVESTMENT... to get the centre repaired. Longer opening hours to 10pm
		None	Architecture	N/A		Don't know						Architecture	Spectator sports, good cafe/restaurant
				The pool is great and one of the best in the area		NA						Swimming Pool	Cafe with more food choice
				The Gym is tatty and the equipment seems old compared to other centres in the 'Better' group.								The gym. For such a famous centre it could be better equipped	A better gym!
		Beach volleyball		The pool is very old and tired -- sometimes I have to really gear myself up with a pep talk to go in because it feels dirty They layout of the centre in general is very confusing, and it can be a real challenge to find the right studio for your class! The gym is good and the instruction is good, but the building interior is very tired and in need up uparading the entry to the track is unsigned making it hard to find for new people			Reading, visiting the cafe					The breadth of facilities and scale of centre in its location in SE20/SE19	If it was cleaner and a nicer environment to spend time in, if there were choices of food and drink, if there were alternative activities to sport and fitness
						n/a						the outdoor track	access to coaches
				It's been left to rot. The areas between the buildings and depts are grubby and full of pigeon shit. Need to be updated.		Someone who is in Comms with all the local sports and athletics clubs				physio		The athletics stadium	Events and competitions
	Training partners			The trampolines need more maintenance. Sometimes we can't use one or two because there's something wrong with the springs. Also we've lost a couple of instructors because they weren't being supported.		Unsure	Stunt training outside					Accessible	More places to eat, knowing what is on.
				It would be nice to have activities for working families as most things are in the daytime or too early for me to get to after work		I think the centre must be managed by the council and community groups or services work with them					Open days or awareness days	Its for the community and to engage with teenagers as well to reduce gang violence	Things that were affordable and available for my daughter's age range and if for me childcare available so I could swim or use the centre
				The athletics area is really run down and depressed, with leaking roof. The building is in a state of disrepair, including the areas accessing the new changing rooms.		n/a				physio		the architecture and the range of different sports available and all ages of the community access it.	If the building were in better repair and better eating facilities. More skateboarding events [redacted]
		Track		Track		Questionnaire like this to see what they want.						Track	Opening hours for under 18
				The pool and changing areas are filthy								Swimming pool	Cleanliness
				Yes								Heritage	More school based events
				yes		Clubs/activities for LGBT community						The pool	Keeping 4 lanes for public swimming in an evening.
				Yes, i wish it was opened longer on weekends		Not applicable						Feel of community	Longer opening hours at weekends
				Crystal Palace is pretty much perfect for our sports club to play at. The pools could often be cleaner but otherwise it's great.		Be open minded to community organisations' ideas and have good communication						Swimming pool	Free courses to generate interest
				Indoor track needs waterproofing!		Committee							
				for the summer months yes, for the winter no. We need to have an inflatable dome put over the beach volleyball courts so that we can play our sport all year round.	all year round beach volleyball	listen to our requirements						beach volleyball courts	if there was all year round beach volleyball facilities, london is in desperate need of a covered facility. the sport is growing and nobody that plays across london is able to play during the winter, this would attract people from all across london.
				Yes		You could use Facebook						The building it's amazing	
				Most certainly fit for Athletics but should be made much more accessible		By asking for facilities in my case to run an Athletics meet						The Athletics track	Better transport links
				UNIQUE CHANCE TO ATTEND DIVING	YES	TO MAKE MORE COMMUNITY EVENTS						[redacted]	YES IF THERE WERE BETTER FACILITES

	partner		50m pool, iconic design, beautiful surroundings, fair prices	could do with tidying up the place (e.g. fixing the hole in the roof so no pigeons in the pool!) and make it easier to get to the track but broadly good facilities								price	
		Gymnastics		Yes very good, some evenings when my daughter trains the cafe is closed and drink machines are broken no where to get a drink	More gymnastics competitions	Having good communication skills with others				Scuba diving		Gymnastics	If the cafe had more sociable opening hours
				yes								variety - exposes my children to a huge variety of sports	better promotion and more opportunity to try different sports (it's difficult to get hold of individual clubs / find info about clubs)
				Often there are problems with pool temperature and water clarity. Wetside changing rooms have poor drainage. Pigeons in the building are a constant problem but this has improved of late.		More engagement with local schools to promote the benefits of the different activities on offer.						The number of diverse sporting activities on offer.	Better food and drink outlets and upgrade of the fabric of the building to a more modern space.
				Yes, very	water polo	As currently						The swimming pools.	More water polo.
				Toilets are not maintained well; women's wet changing room could be better looked-after (toilets, showers, and wet floors because people don't use towels!) and those lockers should return coins to the user; dance/yoga studio floors often unclean.	Special fitness courses or workshops	Reading, foraging						Variety & combination of fitness and sports activities, where local residents can train alongside (and be inspired by) more elite athletes.	A sense that the management cares about its users - which is reflected in good maintenance, staff morale, and fitness/well-being offerings. A smoothie bar wouldn't be bad either.
				The gym is quite dated but it does have a wide range of machines so it is very useful. The one major upgrade required is for new exercise bikes. The current bikes even in the spin room are very basic so need to be upgraded								I use the gym the most but I do like the scale of the centre and how it can be used a hub of sport and entertainment for south London communities	If there was a food and drinks centre, something like the boxpark croydon or the street feast by Canada Water.
				Swimming pools are great - big pool for fitness swimming and training pool. However they are in need of a very good clean which does put people off going there and the training pool often isn't warm enough for babies. Changing rooms nice and big.		Yes						Swimming pool (large and small pools)	Better membership deals, a good clean, better reception management (staff never know what swim classes are on etc). Weekend sports classes for kids.
				In General yes. However the swimming pool should open longer with a starting time of 6.00 am and closing at 10.00 pm		Not sure about this question. People just want things we'll run. In truth that happens now						The swimming pool. It has changed my life over the last 2 years and been a source of rehabilitation that I could not have found elsewhere	Nothing. But think about this please do people need to spend more time? Does that make it better? Not sure
				Parking, changing rooms		Don't know						Diving	Lower cost, better parking
				All diving boards have been removed from our local pools, making CP NSC the only option for learning to dive. The facilities are old and dated. When I first visited 2 yr ago I was shocked that such an important centre was allowed to be left behind.		Not over charge and more collaboration would be possible						Diving	Better parking
				Yes. But could be improved and cleaner.		Operators need to take advice and suggestions on board and action them.						Swimming and 50 meter swimming pool.	Longer opening hours. Cleaner facilities. Free WiFi. A decent cafe that serves food. A clean and welcoming and comfortable seating and meeting area by cafe.
				The centres facilities could be improved on dramatically but it is one of only a handful of sites providing 10m boards.		Advance notice and dialogue						DIVING. Crystal Palace diving is central to the success of Team GB and continues to provide many of these athletes.	
				Yes									
				It has the only 50 m swimming pool in the area so vital for training and competitions. But parking always difficult, cafe a bit rubbish and swimming pool seating very uncomfortable so not pleasant to watch my daughter swim either in training or at competitions. Not enough showers in the changing rooms.								50m Swimming pool	Nicer cafe, perhaps with outdoor seating and wider menu. More parking with better lighting- quite scary after dark. If the changing rooms were nicer I would swim for leisure while my daughter trained.
				It is a unique setting, although obviously in need of repair or replacement now the stadium provides an atmosphere that is not achieved at the Olympic stadium. Sell to West Ham and put the money into Crystal Palace								Athletics stadium	
				Free weights area in the gym could be improved							Crystal place	Location	Better free weights in the gym
		swim team training session	It has the only indoor long-course swimming pool available in South London	Yes, they are. Our team has two session of an hour and a half on Monday and Tuesday. Evening time.	swimming competitions	Sitting with them and improving with their help the facilities which are literally falling apart.				swimming competitions		I can train in a long-course swimming pool.	Our club can afford two sessions per week at the moment, having three sessions per week would be great, but every year is more expensive. I'd like to use the gym too, but we are all masters swimmers, so that our training is in the evening from 19:30 for an hour and a half.
				I quit the gym there a few months ago because the changing rooms and pool were very tired and dirty and the classes were rubbish.								Swimming pools	Being cleaner
	Girlfriend			Yes		By asking them what their needs are through close consultation.						The diversity of sports facilities available and the scale of the location.	Improved facilities. It's not really been renovated before so it needs modernisation.
				yes								swimming	wordpace/ hot desking
				looking a little tired; poor toilet facilities								lots of opportunities in one place; don't have a lot of that in South London. Iconic building	ease of access
				yes, although the centre is in desperate need of investment as is tired		easier, cheaper access						Access to all levels of ability and variety of sport on offer, this is a vital community asset that should be expanded, and certainly not have the range of sports on offer reduced in any way	I spend quite a lot of time there as it is!
			Price	Yes it's great for swimming though the changing rooms are not very nice.	Crafts		Children's playground					Price and availability of swimming lessons	Hard to summarise but more activities for my children and us to do, easily bookable (current online system is terrible and staff cannot help).
			There are no other 50m pools in south London	Yes, as there are no other 50m pools in south London but the changing rooms are filthy and there are pigeons living in the pool roof which fly over the pool		Carry out more cleaning. Reduce pool prices. Refurb the changing rooms				Physio services		50m swimming pool	Cleaner better 50m pool with less chemicals
			Rare to get a great 50m pool- great swimming facility	Yes- really need 50m pool for swimming training		N/A						50m pool	More pool availability for my club to train in
				400m track could be improved is fit for purpose. Other athletics facilities and track access suffer from very poor maintenance.		Works well - could offer to help facilitate open athletics meetings						Dedicated high performance athletics facilities	better local transport and parking. Access from other parts of South London is poor.
				Yes								Olympic pool	Safety in park
			Other Hockey pitches nearby are fully booked and used for football, so we now have to use Crystal Palace even though the facilities are sub-standard, borderline dangerous. Where is the Olympic Legacy?	No!!! Inadequate in every department! England Hockey has had to step in to make them passable by removing tonnes of sand for "the beach". Poor pedestrian accessible and no vehicular access for Ambulances (if needed) and heavy kit. Poor changing rooms shared with Children!! Bad quality and worn out pitch surface. Bad lighting. Slippery steps - so many bruises! No spectator area. No warm-up area. Weird access. Strange location. WHERE IS THE OLYMPIC LEGACY!!!	HOCKEY!!!	London Wayfarers HC. Improve facilities, relay the pitch for a start so that we can use it and be a regular customer.						Architecture is beautiful!	New modern hockey surface. New hockey specific changing and shower facilities. New access routes. Improved wayfinding and signage. Hockey pitch viewing area with ability to provide food and drink. Hockey warm-up area. Hockey kit storage. Vehicular access to the hockey pitch.
		Swim club	50m pool	Airation - no fresh air during warmer times / quality of pool water can be poor / last time the pool pump didn't work properly however the pool was still open - milky and not clear if healthy water quality / ladies bathroom - the taps are broken, could be cleaner	Swim competitions	Look at needs and desires of community / do. projects together to raise money and feedback into the facility - allow community to volunteer to help improving it						A big centre that supports the well being of people - get together with my swim mates and train for competition and have fun	Better quality - more inviting cafe area or somewhere to stay after or before the session
				50m pool is great. Changing facilities could be better								Swimming facilities. Only LAC in London is better	Better food outlets

			This is the only centre to offer facilities on that scale in the whole of SE London. Listen to its users and keep it!!! It IS being used, during the day, early morning and evenings for those who work and weekends too.	Yes they are, as long as they don't disappear.			Running and fishing			Physio		It is our local centre, the one that connects us as a community.	Earlier opening times in the morning. And also better lighting so walking through the park when it's dark would become safer. I won't venture through the park (tree lined avenue from Thicket Road) to get to the centre but will drive instead. This is silly!!
				Yes the centre is fantastic		They need to make themselves a local hub for arts as well as sports.	Take my children to the park to play.					The acreage of the park. It is somewhere for the children to go for free and run around.	Art exhibitions and retail spaces.
	Silverfit		Tia chi	Generally yes I used to attend spinning but the bikes are cheap simple and need an up grade		NA	Festival, Nordic walking, boating , cafe	Community hub for old & young & health hub,	Silverfit	Physio		Knowing it is there, I [REDACTED]	Being less of a barn , it needs redesigning internally . Having an education centre when young and old can interact to their mutual benefit
				Yes		Open and transparent	Use the children's play area with my family					Olympic size swimming pool	Better cafe and changing facilities
			It has a good amount of courts which allow good development for the sport Inc event possibilities	Yes , however there is a lpt of daylight making it difficult to see the shuttle, it need better blind all round or some sort of enclosure, either in blue or green so that the shuttle is visible at high speed Plus there is space to fit perhaps two more courts in the existing main arena		To be involved in bringing the centre up to date making it more suitable for different users. [REDACTED] at this centre. Engaging with many various individual and groups in the local and wider community. It is limited mainly by the surrounding window not being shield from letting daylight make visibility difficult even dangerous in some cases And the overhead lighting is also dazzling and doesn't provide adequate lighting for the main arena It could become a major training hub for badminton players and enthusiast throughout the southeast and southwest London region including Bromley too						Improving the badminton court area in the main arena for the purpose of training, practice, competition and tournaments also social playing for people of all ages Making it suitable for a badminton academy to operate such as the one I run!	Well being facilities like spa Better quality badminton environment
					Kids activities		Kids playground, dinosaurs, nature walks	Green space- reduce the unused paved areas.				Green space, gym, non commercial, kids activities	
			Crèche	Gym needs more equipment and mats		Collaborate with them to make better use of the park				Physio group		Crèche, gym, pool	Crèche was open on the weekends and weekday afternoons
				Yes		Helping to recruit new members						Swimming pool	Under Water Hockey tournament
				Yes									Better lighting outside
		swim training with Spencer Swim Club	CP is the only 50m swimming pool in south London - no other like for like training facilities in this area. Travelling to the olympic park would not be a feasible mid-week option for Spencer swimmers.	no problems with the pool	Athletics meets/ competitions, Masters swim e	collaboration between South London SwimClub and Tooting lido would be a good example of community and operators working together successfully						swimming pool	
												Olympic pool	Faster entry for prepaid swimming teams
		Skatepark	Skatepark	The skatepark is unique to London.	The skatepark could do with lights to make it safer in the winter evenings							Skatepark	Skateboard lessons for kids
Lift share				Swimming pool is fit for purpose. Could do with more showers.								Team spirit. Glad to have somewhere to train with the team where the pool is good enough. Proximity to pubs for afterwards.	Additional team training sessions.
				No - the building is crumbling. Facilities old. Air conditioning constantly broken. I would love to swim more but the changing rooms are a disgrace. The pool is not inviting due to the rust etc						cp physio group		location	more pleasant environment
				Toilets need an upgrade at the athletics stadium	Athletics matches							Outdoor athletics stadium	More events
				Yes		N/a						50m pool	Pool timetable
				Rare to find a 50m pool. Great for training, we don't have any problems as a team.		Focus group to collect information from different groups						The pool	Nothing - it's fit for purpose for me already
				there are no other 50m pool alternatives within commutable distance	n/a							50m swimming pool	more lane time
				Yes love the 50 m pool								50 meter pool	More pool time
				I want indoor tennis courts. Or a bubble	I want tennis courts that are indoors or covered with a bubble. There are not enough facilities like this in London							Tennis courts	Good weather
				Yes great swimming						Swimming is		Pool	Better lighting in car park
				Yes		Don't know but please keep the swimming						Swimming	Already train daily
				Facilities are wonderful		Keep swimming as it is				Physio		50 metre pool	Perfect as it is
		Use the swimming pool	It's the only 50m pool near me	The poolside toilets aren't so clean and sometimes the pumps aren't working		Have more pool time for swimming clubs				Physio		Swimming pool	Giving ya more pool time and having it open on bank holidays and cutting down the public lanes as no one swims in them
												focal point for the community	modern gym, 24 / 7 gym at affordable price
				It's obviously looking pretty tired, but no complaints other than taking kids swimming - the pool temperature is too cold		By making the community a proper stakeholder, rather than the facilitator just being the caretaker or purely in it for profit. That means having an ambitious plan for the centre as a landmark community building, not just a place where sporting activity happens		It should concentrate on purely being a landmark building dedicated to sport. An annual festival or event would be great - but not one just for the sake of it - a festival that celebrates the building and what the community use it for (sports)				The retention of the building in all its glory and optimism	A better cafe, and better programme of public viewings (for diving contests, etc)

				50 meter swim training	Yes. [redacted] have used these facilities for swim training for well over 20 years. It is the only 50 meter pool proximate to people living in South London		Not sure at present					50 meter swim training	More swim training sessions	
				history								architecture	better step free access	
										Physiotherapy		Range of activities for all ages especially children	Better food and drink options, a spa / steam rooms / health and well-being (reflexology, treatments etc), more child friendly, more efficient reception, overall cleaner, better toilets, better changing rooms, more classes and activities for children	
		Pool	Underwater hockey	50 m pool - - 2 m deep	Excellent		[redacted] so would be very keen in being involved in coaching UWH					For our sport the pool ,	Being able to book more pool time	
				Also affordable	The womens changing rooms I find challenging. I feel it needs to be divided for those who want privacy and those who want to get naked in front of others. I particularly don't wish my child to see naked strangers! The girls changing room next to the learning pool downstairs is disgusting, so much so we don't use it. The learning pool could also do with a refurb and air conditioning for hot weather. I Love The pools upstairs but theres no inbetween. The big pools too deep and the small pools too shallow for family swimming. The cafe could also be open longer and sell better food.			Socialising with family and friends and farm		Sports College		Promoting through schools, colleges local community centres etc	Swimming and swim school	Pool was better for family swimming, better cafe.
					lack of maintenance and any sort of improvements has made the centre rather tired, frayed around the edges and rather unappealing. There is a huge opportunity to improve the look and feel and make the Centre one to be proud of once again. Some of the changing facilities have not changed since I used to go there 30 years ago. The astro pitches are dated. The lack of investment is fairly self evident.							Community use that is accessible and affordable	Improved facilities and competitive prices	
				Facilities	Indoor track, sometimes is so cold that water on the track freezes, flooding not only by rain but by poorly connected water pipes, holes in the windows makes difficult to retain the heat inside		N/a			Physio		Versatility	Not clean enough! Price. People charging premium price for substandard product	
					No. Pitch is old and poor, only one pitch (no scale), lights and surround dreadful, no social opportunities (cafe limited/not fit for purpose), changing and other facilities poor		Several embedded clubs (swimming, hockey etc.) plus other sports and community reps working on an operating committee with an investment committee looking at long term maintenance and plans					Hockey Astro with decent event, changing, social capacity	Better laid out facilities w better social and event facilities	
					Very good. A bit dirty and not maintained, but does the job!		Not sure			The sports injury				
					Yes							Athletics track		
					Yes, perfect		Effective means of communication and consultation			Family uses physio centre		The 50m racing pool	Introduction of parkour classes for young people	
		Use the 50m pool		Seeing all walks of life using the facilities	The facilities are ok, but could do with some TLC		Mainly digitally, but face to face meetings held regularly through the year	Cycling		Physio	A decent website	The pool and watching others play at their sport	Better seating areas/cafe	
					Athletics facilities are good but in need of modernisation - they have started to fall into disrepair							Size and scale of athletics facilities	Modernisation of facilities	
					Yes but the changing rooms aren't very clean and sometimes get very busy and there's no room to get changed		n/a					The swimming pool		
					They suit my purposes		Do not turn the whole place into money making venture.			Physio		The beautiful swimming pool	Better food and drink	
					Not enough availability							Location and facilities	Nicer cafe, no need to pay for track with Crystal Palace Triathletes, pilates lessons	
					Should have another indoor 3G football pitch							Athletics Stadium	Longer opening hours	
					Yes		Need new management. Current management is ineffectual, doesn't care about users or local community. Appalling communication skills and no customer service.			Physio		Instructors	Better instructors	
					The swimming pool and its changing rooms are in a state of decline. It's heartbreaking to see such a beautiful pool surrounded by blocked drains, filthy spectator galleries and squalid changing rooms. The whole area needs a significant injection of care and renovation. The pool is majestic and deserves to be well looked after. Pigeons roost in the building causing fecal matter to drop into the water, which is hazardous and disgusting. I have taken one child to swimming lessons at a different location, but still want to take my son there but will have to change unless things improve significantly.					CP Physios		The building's Brutalist style is unique and such an important landmark. The pool is amazing but sadly neglected.	Better renovation and hygiene, [redacted]	
				Reasonable membership price	Generally yes but climbing wall is currently shut and wasn't very good					Crystal Palace Physio Group		Location	Climbing wall; better information about how to do stuff and what's on; better cafe; more helpful reception staff	
					The facilities need some love. I learnt to swim here [redacted] and not much has changed		Engage with the people who use the facilities the most. And see if there are other groups who may be interested in using improved facilities					Broad range of facilities	Better café and more options to socialise	
					Changing rooms need updating.		Common Sense communication.					The athletics track.	Better changing & seating.	
					Yes but it needs upgrading		Consultations and looking to use this great, well located facility to optimum					Community and hopefully a return of top class athletics and other sports	Top class events	
					Broadly, yes. However, the chronic underinvestment in maintenance is readily visible and creates a negative impression on every visit. If only it was properly maintained it would be stellar.		Collaboration is key. Understanding how and where the Centre can help local organisations to deliver their ambitions is key.					Gym	Better cafe	
					The quality of the astro turf is horrible. I know recently money has been invested to remove large amounts of sand, but the underlying surface is in need of replacement.		I believe the centre should have a committee that oversees all decision, that has 40% of the roles from community organisations.					Astro Turf	Better astro turf. Ideally with "club house" facilities for the hockey clubs based at the centre.	
					Also the changing rooms for the hockey pitch really need investment, lights don't work the facilities are often dirty and there are no real benches etc to sit on etc.									
					The climbing wall wasn't in great condition but it's good to see recent investment in the facilities							Free parking!	Better communication/improved up to date information about what's on on the website	
					Yes							50 m swimming pool		
					No problems; the centre is great and its facilities too							Easy to reach and one of the most important place for beach volley in London	Beach volleyball courts	
					Sports hall is very spacious and good for badminton. Problems are the roof sometimes leak when it rains and internal environmental (humidity) control are not great.							Keep the centre properly maintained and modernised to attract new users	Better maintained	
					Yes they are suitable, a shorter and more accessible route from from the swimming changing rooms to the pool could be useful		Have online votes on important issues for all people affected.					That you can do anything you like.	A bit of a revamp, it looks very tired and not very nice.	
					Changing rooms, toilets and poolside require refurbishment. Changing rooms and toilets in particular are often very dirty. Sports facilities are generally excellent; a real boost to the area.					Physio		Breadth of facilities	Refurbished facilities, greater food/drink options	
					N/a		N/a					50m pool		
		None			Yes		Open dialogue					That it is there	None	
					old but enables me to swim		supporting local events					the swimming pool	events	
					It has the best and only facilities in the area.							The diving facilities	Cafe in park	

				Yes, pool is great size, gym is large, - I just think the changing rooms could be better		Maybe a forum? But I don't know what's best...	Sit					Sport!	Nice changing rooms
			Sport variety & competitions	The facilities are extremely dated & in need of refurb however for diving the pool / boards are good just need some maintenance/ cleaning etc. Changing rooms dreadful / showers smell. Yet great facility & would be a waste if not funded. Our diving coaches / set up is amazing.... the best ... the centre needs support / funding urgently	Any sporting activities / tournaments/ athle&							Facilities	Better changing facilities
			the price	Yes The changing rooms could be better					wild life talk and walks			swimming the 50M pool and access in the day	Not sure
				Yes								Beach volleyball	I already visit more than once a week
				Yes but the centre is increasingly run down and staff are unhelpful and unfriendly.			Cycling					50m pool and access to range of different types of sports.	Cleaner centre, better cafe (though staff there are fab), nicer centre staff.
				We clear up the Studio after use but we always find it in a mess						physio &		base for Elitecycling	greater use of Swimming pool
	Beach Volleyball	Beach volleyball		3 courts are often not enough during training sessions which have become overly full. Moreover, the flood lights are occasionally very blinding during play and it would be better to have these more appropriately placed. Many times there is not enough parking space.								Beach volleyball	Indoors beach volleyball courts. Also better lighting facilities externally
			Breadth of sports under one roof. Open until late. Hugely inspiring and used by a cross section of the population. There is always something different sports wise happening at Crystal Palace whilst people could be sitting on the sofa, the centre is inspiring a generation. I genuinely am inspired	The pool seating area is obviously in need of refurbishment but the fact that there is a 50m pool is amazing. The centre itself needs a spruce up but it is so good to have a pool, track, courts, gym, all in one place		Pay for parking- people park for free and then take the train				Physio		Breadth of sports on offer	Nicer loos and food!
				Yes fit for purpose	All of the above	I don't know, it is not my area						It's there let's use it!	Cafe / drink facilities open later
				Changing rooms, dry diving gym, dive pool all need a major make over. Sitting watching diving with pigeons is not ideal								The Crystal Palace diving club	A cleaner, modernised facility
												50m swimming pool	N/a
		Skatepark		Would be great to get lighting. Could also do with some more waste bins around the Skatepark		Not sure						The Skatepark	A cafe nearer to the Skatepark. Lighting
			cycling	the sports centre is a valuable resource for the clubs i am member of and for use with friends and family as well. there is a wide range of facilities that can be used		the facility operator and the clubs should cooperate to define a calendar of activities/events to showcase the respective sport/activity/interest to get more people involved from the community. regular events(also cultural) similar to a monthly late night like the museums, or weekend fairs, or special weeks would increase the range of services and value of the centre thus benefiting the community as a whole				physio services		space availability	better management of the activities, availability of test sessions, introductory events, etc.
			None	It was a big part of my childhood and teenage years. I worked in the cloakrooms and at events. My mother worked in the office and I went on many courses for swimming, tennis, Judo, badminton, skiing etc. I took my children to trampolining and football, cricket and swimming.	None		Dinosaurs					The building and the park.	Easily accessible membership scheme
				The swimming pool is often dirty, as are the changing rooms. I've been using it for many years and it hasn't changed, just got worse. It feels like a very badly managed place.		In partnership. It needs to be accessible to everyone in the community which it isn't at the moment.						An Olympic Swimming Pool. A place that's used by everyone in the community	Nicer facilities, nicer staff, more wellbeing services, like a sauna, steam room. Facilities for a wider range of people
				None			Bring children to the playground					The park around it	If I spent more time in the neighbourhood
				Yes but access could be improved		Use needs to be broken into groups maybe with an overiding group to ensure no conflict. The centre has great potential but needs to be more user friendly. The access through the park could be intimidating particularly for women.						It's historic. A great venue in fact iconic	
				n/a		Needs to tell community what is going on. We've missed several events that we would have gone to if we knew about them. We have several good Facebook Community sites plus the Sydenham Society that would publicise events.						Varied events	Better food options
				The changing room, showers, toilet facilities need an update. Other than that we are really happy using other facilities in the Center	Pop up shops, charity run shops, crèches.	Community organisations. It has to be accessible to people of ALL means !				Physio		The way it's provide the facilities that is accessible to everyone and at a low cost. We need a community base Center like this to bind the community spirit together. The Center should do more community/national events for example the Big Lunch etc...	More modern equipments, cleaner toilets, the cafe area is beautiful but it's needs updating, installing in appropriate heating / air conditioning, alfresco sitting The training pool is lively but again it's need some updating too
			None	Great to have a venue in South London to stage sports or music events. Such a pity to let the venue go to rack and ruin.		Concessions offered, free parking,	See the dinosaurs, go to the zoo/farm	Athletics events although very difficult due			Advertising a little farther afield too e.g. LB Sutton, Surrey etc	That it remains as iconic	Modernised facilities and different events are held
				Very Good.		Promote Under Water Hockey						The Swimming Pool	A National or World Under Water Hockey Tournament.
				yes						crystal palace sports injury		50m pool	more energy
				availability to a unique sport		to introduce new sports						to be able to easily access an individual sport such as diving	better toilets and cafes
				The climbing facilities should be overhauled and improved		Provide the best facility at best commercial price							
				Wonderful racing pool.		Sorry, not applicable.						The pool	Not sure - walking and swimming are my main activities.
				Lack of staff in the gym. Dirty and out of date facilities	Community events							Gym	Easier access. Cleaner and more modern facilities
				The 50m pool is nearest to where we live (30mins drive south of the centre). It centre desperately needs some investment and moderning but alternative locations are not viable.		The facility operators are all about business, pitch for the Job low and the keep costs down. This doesn't work well if you are trying to get community involved.						Location	Spend money on it. It's been run down by operators as they have no money to invest in it. It's grubby and desperately needs a good clean and repair. Needs love.
				yes		if you invest in covering at least one of the beach courts, you will get a persistent income from it along the year instead of leaving it in winter, loads of players will be keen to play indoor beach volleyball						Having nice facilities Late opening hours	Having water relaxation (spa, sauna...etc)

				Pool is tired and out of date but nothing a good refurbish couldn't fix		Not my area but good Comms vital. Website at mome not v user friendly				Physio		A rare 50 meter pool.	Refurbishment plus better time tabling and clear pricing.	
		Turbobeat at the Lodge		The temperature in the lodge is too hot in winter when the heating is on								The swimming pool	Cleaner facilities. Staff that are friendly and helpful and don't treat the customers as an inconvenience. Clearer opening times. Better website. Easier to walk there after dark. The walking route is badly lit and dangerous and there is no pavement in parts. Plus the road is full of holes when cycling there.	
				Yes										
				The swimming pool is great - big and water always clean Enough squash, badminton and tennis courts to normally be able to book in advance						Physio		Size and scale mean that it never feels too busy and it is in a great location	Cost - flexible memberships, better cafe, a Lido	
				yes		N/A						Pool	More events	
				No the facilities are cold, dirty and poorly maintained. Building security and customer services are poor.		I don't know						The Centre is a beautiful building but it has been very badly maintained. It needs to be invested in and re marketing to make it thrive again	If it was cleaner and the staff were more hospitable.	
				a bit out dated... track toilets don't work. We have to queue to go through Reception on our pre-booked swim nights. The place could do with a face lift. Access road still has pot holes remaining !		It probably needs one management company to take responsibility as otherwise organisation could be chaotic but local groups could manage events as we do our annual Triathlon.						to protect our local green /outdoor and sports facilities available to everyone. And to make sure they are safe, clean and accessible.	if I had more time - ie didn't have to work full time !	
				Yes because training in a 50m pool is important for competitive swimmers and there are many swimming clubs that use it. Also the London Youth Games are held there and I can't think of another venue that would be large enough to. That said, the pool and the centre is very dirty and needs a complete upgrade.		There are no 50m long course pools around the Croydon area, yet Croydon and Thornton Heath have at least 3 competitive swimming clubs all using different 25m pools. Long course training is vital for competitive swimmers in order for them to compete at a higher level. Without the Crystal Palace pool, there would be nowhere for them to train. Clubs from all over the South East use this pool for their long-course training.						Swimming pool (despite the dirty surroundings). At a recent gala - nearly all the spectators had rusty coloured stains on their clothing just from sitting on the wood seating in the spectators gallery! There are pigeons inside the pool area, holes in the windows and mice have even been seen scurrying around the seating (I confess I haven't see any - yet!)	If it was cleaner and we could host swimming competitions there more regularly. More parking too - sometimes I have to drive around for about 20-30 minutes to wait for a parking space to become free.	
		skateboarding	skate park	good quality skatepark		Lack of outdoor lighting, lack of toilets, lack of seating, lack of shade.		To take a more collaborative approach.	cycling			The skatepark	Lighting and more facilities at the skatepark.	
		Beach volley				We can add a roof over the courts to make play possible in rain. Every major city in Europe has it.							Covered courts	
				It makes one feel very powerful to enter the facilities, as they are so impressive and well designed.		I think the access to changing rooms could be better, and after dark access to public transport.		By making it truly public and as transparent as possible. Public meetings with good notice and publicity, engagement with the various clubs. A commitment to people over profit.				Maintaining the inclusive, architecturally amazing building for as many healthy activities as possible. Please not a shopping centre.....	More comfortable waiting areas.	
		Coach				The facilities are perfect. This is the only 50m pool in London that is even remotely affordable		.	Coach Swimming			Swimming facilities	More food and drink options	
				Yes				Just talk to them, but then community groups will only consist of a few people!		Physio		Swimming pool		
				Facilities are becoming dilapidated. cost saving wherever possible. For instance not turning all the lights on the main hall for badminton which means for half the courts you cannot see the shuttle								size and scale, nothing like it in south London	Its run by an organisation focused on commercial gain rather than inclusion and developing sports and fitness for the area. Make the resources available to all and not only for clubs and monthly members	
				Yes. Needs investment to bring up to date but high quality sporting facilities serving hundreds of thousands of people in the surrounding area								Great location, great venue, plenty of choice	Better facilities, including food and drink. People should be able to spend a day there. Build a cinema there!	
				Yes it has the only 50 meter pool nearby which many clubs use.				Be clear in what they are doing and don't hide anything.	Swimming	Physiotherapy		Being able to keep healthy and train locally	More places to eat and drink and sit so people don't just pass through	
				car park to small								the 50 m pool and track	parking	
				Diving pool and dry diving gym		Some holes in swimming pool windows mean pigeons can get in. Signs of general wear and tear on exterior of building		Don't know				Diving facilities for my daughter	Better cafe. cleaner, brighter changing room for pool,	
				I find that it is very fit for purpose but it desperately requires a little investment in its upkeep. The roof is always leaking, the AC is always leaking breaking, the lovely wooden floors need a polish, the computer entry/wristband system is constantly broken.				N/A				Its the best, cost effective and easiest place for me to stay healthy and fit. It also has an importance to me as an iconic venue with history and important architecture that feels its being neglected/rang on a shoe string. However due to its location, assets and fabulous history, could be a real jewel in South London's crown and an even more valuable resource to public health and GB sport.	Longer opening times at the weekend. More events.	
				I am frustrated by the current offer of the sports centre, it doesn't feel accessible as a normal family in the community. On exploring the gym as an option I found it unwelcoming due to the staff. When I walk into the centre there atmosphere feels quite negative. I don't see many examples of the centre reaching out to the broader community with opportunities, tasters or events which show off the amazing facilities for sports to try climbing and was really impressed with the size of facilities, but unimpressed with the common spaces such as the cafe, or spectator areas, or places for families to watch their children. As mentioned the atmosphere is not appealing. I love the architecture and scale of the building and its great that local schools can make use of it. But I would like to know more about how I and my family can use the centre.				Take a lead in trying to engage with groups, improve the welcome and the sense of community within the building. Increase awareness of opportunities to partner.					Sense of enthusiasm for the community	Nicer common areas, better knowledge of what is available, events and taster sessions
				Yes, 50m pool is essential				Could arrange to split it with organisations per sport.				50m swimming pool	If the pool was updated	
				Having a purpose-built 50m swimming pool that is not shared with the lessons in the 25m pool.					Cycling			Access to 50m lap swimming pool and separate 25m pool for our children's swimming lessons	Nothing	
				I think the changing areas are very off-putting as they are in a bad state of repair								Well-loved space	Well-maintained facilities, clean, tidy, easy to book activities online as one-offs rather than courses	
				its is fit for purpose however there needs to be some refurbishing				engage with the community and focus group as to what works		physio therapy		the sporting facilities	I spend a lot of time at the center as it is already. its my home away from home	
				Could do with better lighting but yes				.		Physiotherapy		Centre point for community activities for everyone	better bathroom facilities	
				The athletics track is a great place to run with my club, interact with others, etc. This is my opportunity to do exercise with other people to make it more sociable rather than running on my own. However it is very tired, the access from the sports centre to the track is not easy or inviting which I imagine puts off more people from using it.				To acknowledge the variety of clubs / social groups that want to use the park and sports centre, bringing them into a central hub. This would then encourage people to branch out and try different activities.	Park Run				It being a large sports centre with a huge variety of facilities	Better access and safer - I avoid the park in the dark which limits how much I use it, such as in the winter
				The centre itself is a brilliant hub for sports, it is something that made me want to move to the area 3 years ago. To regenerate it can only mean it will attract more users.				For example, the CP fun runners could have a safer meeting point, use of changing facilities, use of the athletics track. Then we could also use the other facilities such as the swimming pool, gym etc as well.						

				Yes, they are suitable. The scale of aquatics facilities available it outstanding and must be preserved. The existence of both the 25m training pool and the 50m racing pool means a full schedule of children's swimming lessons can be maintained at the same time as offering a 50m pool to swimming clubs and the local community.		N/A					The Olympic swimming pool	Having more time in my life to be able to swim more often. Longer weekend opening hours of the racing pool might help.
				Diving facilities need further investment as does the running track. The centre overall is beginning to decay and for such an iconic piece of architecture this needs action. Now		Engage actively with the community to understand the needs of individuals, schools and organisations. Crystal Palace has a unique geographic location with the widest range of facilities outside of the Olympic Park and offers unique sporting opportunities for a wide spectrum of users.					Diving	Better F&B environment. Investment in the buildings upkeep.
				Occasional parking issues, predominantly during events. Unreliable AC especially during hot summer.	Better provision of classes						Opening hours and availability of sessions	Earlier opening and extended weekend opening hours
				yes we use the classes there and love them.							sports facilities	better changing facilities and cafe
				The track and access is outdated, the changing rooms and sports center need a revamp		Ask for input from them					Swimming pool	Cleaner more up to date facilities
		Diving		It's dirty							Facilities	
				Yes		?					The volleyball facilities indoors. The ability to attract a sell-out crowd.	More opportunity for volleyball.
				Facilities are ok - booking system and reception desk is challenging...					Crystal Palace sports and injury		Great location- lots of facilities	Outdoor pool
				Yes							Accessibility	
									Physio		Accessibility for the local community	Staff who were better treated by their employer, GLL
		Underwater Hockey		The pool is almost ideal for our sport.		Engagement with the sport and perhaps some promotion					It is unique in terms of the scale of facilities available	Some modernisation of existing facilities
				Yes. Diving facility improvements would be great though		Better local marketing and offers targeted at the local community					The scale of activities on offer	Gym promotions. Having more free time.
				Yes		Better management from Better			Physiotherapist		Swimming Pools	Better cafe
				Yes. The dry side facilities are now old and in need of a freshen up but the pool itself is fine and is the only 50m pool in London realistically accessible to us							50m pool	more pool access
				Yes		?					Swimming Pool being 50m	More water polo events
				It's the only place that offers top class diving lessons in the area. It is an icon for those of us who live locally and provides so many opportunities to try new things		By never taking anything for granted and not looking to make a quick buck rather than serve the community					Enjoyment	New sports or activities for kids. When the GLC ran it I recall over the summer we could try out all sorts of sports for free and then take it from there
				Only place in London to play beach volleyball with good floodlights		They are good for summer, but for winter and indoor beach volleyball court is needed as I stop coming (and paying) due to weather for over half of the year					Easier and cheaper access to beach volleyball courts and training	In the winter: indoor beach volleyball courts. I stop going from September to May. All seasons: more food options, better vibe at Deep Dish clubhouse, food options down there, more beach volleyball courts
		Underwater Hockey	Quality of pool	yes								
				The changing room facilities and showers are dire		consultation in the style of sustrans.			Physio		Accessibility. As I get older being able to park a car or bicycle nearby will be essential. Frequent public transport (or boris bike down and shuttle bus back up) from the no 3 bus stop to the centre would allow me not to use the car	I intend to spend more time there when I stop working, if it remains accessible.
				yes							accessible sports for everyone	better managed and better promoted.
				Generally yes the facilities are fit for purpose, however the grill on the bottom of the pool in the deep end causes some problems for us as it is raised, and disrupts the game (it replaced a previously flat grill)		It would be great to be able to contribute our views as a club					A good location for underwater hockey, providing this sport to local boroughs (Bromley and Croydon) as well as other London boroughs and wider regional and national needs. Some of our players travel from Portsmouth, Cambridge, Reading for our sessions. In addition we have established a ladies club which is encouraging more ladies players to join.	Better communication of events, sports, opportunities. I tried to book on a spin class a couple of times with teammates but it seems impossible - they are booked up in advance and I couldn't find a way to join them. I'd also be interested in climbing.
				Yes							The pool	More comfortable seating at the pool to watch competitions
				Not enough early opening, too many poorly communicated closures for events. Maintenance of facilities is spotty. Competition for convenient times to run club sessions around working life.	I'd like to see more opportunity to watch sports at the centre and for that to be better communicated. I'd like to see cultural activities in the park and those facilities revamped, but they don't need to happen at the sports centre	Listen and communicate, and consult properly on decisions in good time			Crystal Palace Physio		High quality facilities accessible to all for serious sports training	Longer opening hours, better maintenance, better value membership (e.g. climbing included in subscription)
				Yes. It is important for a swimming club to train and compete in a 50 metre pool as there are so few around							The swimming pool	Repair work to the building
		Swim	Length of swimming pool	It is perfect, the best swimming pool in south London! Changing facilities could be updated, but swimming pool is just wonderful! It is important to have an Olympic length pool in south London where you can just swim length in peace.		It would be fantastic to have concerts and sports events back at the athletics arena and bring our sport and culture venue back to how it used to be before it was let to run down.	Bird watching				The swimming pool and also what having this amazing centre means to our community and the local youth.	Better cafe.
				Centre closes too early so less accessible to working people. Booking system isn't get up to date		by employing more staff to have time to work with them			physio group		beach volleyball	longer opening hours
		Diving training and competition	Elite cycling spin class	Yes but need modernising and refurbishment	Athletics competition	Encouraging an athletics club to relocate to the athletics stadium.					A multisports facility with capacity to provide vital exercise and sports facilities to the whole community, from early years through to old age as well both elite and amateur sports men and women	Athletics competition as there used to be (ie London Grand Prix). Refurbishment to attract new sports and continue support of existing ones
				No, it needs total re-modernising.		Get investment, bring back major tournaments					the track	invest and make it clean and modern
				Very outdated and dirty through wear and tear. Diving boards are rusty, windows are broken allowing pigeons into the centre. Very unhygienic. The club is fantastic and offers a great opportunity for my son to develop many skills			Have fun with the kids, days out		Motorbike training		Diving	Wellbeing & Spa Keep the parking free. This means we can do Diving in the morning and spend the afternoon in the park

				The pool is great as it is 50m. The building as a whole needs work, but it does not affect our use of it		Make the centre accessible to schools and local groups so all groups can access various sports at reasonable prices - there is such an opportunity here to have CPSC be a centre of sport for the local and wider community. It is already well used by so many sports and more can be added - the infrastructure is there and just needs to be maintained.					The variety of facilities and sports that are available	We are regular visitors		
				yes		regular conservations, dedicated admin personnel								
		Use Heavy Weights Training Room		Specificity of the heavy weights room	They are adequate but could do with modernising. The equipment is of good quality but a refresh of the bars, discs, racks and benches would do wonders for the facility.	Set up as a centre where sporting excellence can be achieved. Don't dumb down a sporting venue to try and promote inclusiveness as it leads to less participation					Access to a sports specific facility	Improvement to sports specific facilities		
					The general state of the building & swimming changing rooms/area. Such a brilliant facility but needs some tlc					cycling (kids)	Location and range of sports	If it was less hot and had a more welcoming cafe/relaxation area		
Motorcycle		Use the Weightlifting Gym		Quality of coaching / training partners	In general yes, small improvements are always welcome. The center as such is a bit tired, such as lacking a bit of tlc.						The weightlifting club	I already spend about 10 hours a week there ...		
					Yes - the 50 meter pool is brilliant for serious swimming	As a local partnership with regular public fora to discuss plans and programme. It could hopefully bring together the many disparate groups in Crystal Palace					The 50 meter swimming pool	Not a lot - I visit 3/4 times a week!		
					Yes Swimming pool is the best 50 metre pool anywhere for a swimmer as it is deep, has natural light and is ideal. The track is a superb facility for runners. Not only is it iconic but the most pleasant track in London.	Include local sporting organisations in all plans					50 metre pool and running track	Better cafe		
					No						Elite Cycling Performance Centre			
					Yes						Location	More activities. Modernisation and repair		
					Pool is a bit out dated - ie not deck-level but it is the only 50m in South London.						the 50m pool			
					the diving pool and dry gym need updating, as do the changing rooms, as we regularly swim there as a family.						The diving and swimming pools.	Better food and drink outlets, not outside the entry gates as getting back in is difficult.		
				Skatepark / skateboarding	Lighting and other amenities required for the skatepark.	Through the "Friends of" network.					The skatepark	Lighting and better amenities at the skatepark		
				50m competition pool for training in	The centre provides the only 50m pool training we can access although they facilities are outdated and tired	More availability of competition pool to hire lanes					50m pool. We have 350 members and it is the only place where they can train long course	More pool time availability		
					They are largely, hygiene could be better though. examples: separating wet/dry, get rid of birds in the facilities.						one of two olympic size pools, not enough for London	nearer home		
					Needs investment and updating of most facilities. Needs to do more with cycling activities	Cycling	Organising more outdoor activities, concerts, open air cinema, cycling.	Cycling	Cycling		Posters at local businesses	Sports	Updating the center. Cycling activities	
					Lighting is sometimes a problem, particularly during the day when sun comes through windows						Weightlifting and education capacity, large amount of courts available	More badminton sessions/groups		
					The centre is tired and needs a renovating. The space is good.						Physiotherapy	An upgrade of facilities and building environment		
					The diving club is currently exceeding the capacity of the facilities. Expanding the diving facilities would be beneficial.	Regular meetings and open dialogue					The diving club	A 3:1 child to adult ratio in the pool		
					I would like to see a development of an indoor/outdoor lido set in a landscaped park with sun bathing terraces and abundant planting--an outdoor landscaped leisure space for all seasons, incorporating the iconic swimming pool and SELECTED sports.	The Royal Parks should run the whole project.	Enjoy the landscape of this unique park					I do not use the centre, but really want to know which sports it is vital for.	My desire is to see the NSC as a model of integration of fitness and sport, so that the location can become a day destination for whole families to enjoy as a landscaped "park" for outdoor swimming exercise and sunbathing, and sports that the general public can see going on and take part in ... eg a superb bmx and skate bowl volley ball, basket ball, not a walled enclosed and mainly indoor "sports only space" for "sports people"	
				outdoor track	the access to the track is complicated there are no toilets near the track	regular meetings						outdoor track	0	
					Yes the facilities are great. There are very few 50m swimming pools in the country therefore it is great to have such a good pool in crystal palace. The running track is also a great facility.	The facility operator should encourage use by local organisations.						The great facilities (swimming pool and track)	a better café. nicer changing rooms.	
				Athletics track and 50m pool	Yes	Regular meetings, easy to contact via phone or email						Swimming pool and running track	Having a membership	
					yes although the current pool needs upgrading. It is really important to have a 50 metre pool in south London if we are to encourage competitive swimmers for the future	competitive swimming and galas for south London swimming clubs						the 50 metre swimming pool	A more modern environment, nice café, good grounds, galas	
				outdoor track	no problems apart from the convoluted way to get down to the track. the womens toilets by the pool are also in a bit of a state.							the wide range of sports available		
										Sunbathing		The variety of activities on offer and that they are reasonably affordable for a large number of local people. The stadium needs to hold more athletics events that the public can attend.	More fitness classes across weekday evenings, especially yoga and dance fitness	
					Yes - the swimming pool is wonderful but could do with more regular cleaning							Swimming pool	Main Swimming pool open all evenings in the week beyond 5pm	
					Dirty, lack of equipment, poorly maintained building, not enough classes - hard to get in.							Location	More classes	
Motorcycle				Running	Great facilities, need updating .	More races .	More communication with local clubs and race organisers .	Swimming			Physiotherapy	Liasing with local users of the centre via social media .	The quality and diversity of sports opportunities .	More events , music , racing , diverse sports
				Skate Park	The skate park needs sufficient lighting from every possible angle to allow after dark sessions in the winter months when it gets dark early.		I'm not sure					the skatepark	Sufficient flood lighting at the skatepark	
					Yes						Physio	50m swimming pool	Earlier opening hours for swimming pool	

		Skatepark	Skate park	Really good skate park	We could do with some lighting. As it's outside, when the days get shorter using the facilities in the evening - after work times - is impossible without lights. We could also do with some shade for when it's sunny, some proper bins and also a water point.							Skate park.	More skate facilities - ramps etc. The ability to be able to use them into the evening.
			Spin studio		Yes						Mail drop	Accessibility to all	Public use of he track
					Broadly yes							Pools	Better cafe, kids swimming pool open
					The 50m length of the pool is great, however, the building fabric around the pool is not in great condition. More modern pools have lower gutters on the side which aren't the best when you are in the side lanes and could clash with the side of pool above the water when swimming front crawl. This does also keep more choppy water in the pool, the bottom of the pool has a few suspect lines across it however I do not think these cause any issues.							Sport	Better food on site to be a good place to refuel after training, other things going on e.g. music/bars
		Parkrun	Triathlon with Crystal Palace Triathletes	Availability, space, 50m pool (rare), Crystal Palace Physio	Yes but some need modernising/updating						Crystal Palace Physio Group	Availability of facilities in one easily accessible location, all of which have plenty of space	Modernisation and Updating
					Having a 50m pool is a huge bonus - one of the very few in London and only one in south London open to the public. Athletics track provides the stadium feel and allows for significant numbers of spectators at events. Facilities have become a little tired but still provide good sporting experiences. Changing and toilet facilities are particularly poor and need improving.						Crystal Palace Physio Group	Combination of 50m pool, athletics track and park	Better facilities around the sports - cafe, changing, loos. Better understanding of the range of activities available. Ease of booking for activities, particularly for children
		Use the skatepark	Skatepark	great facility	would be useful to have lights around the skatepark and some benches							the skatepark	lighting
					Yes, although improved gym and changing facilities would be great							Decent facilities promoting sport for the local and wider community, encouraging people to participate at all levels, from casual use through to professionals	Improved changing facilities and wider range of sports
				Excellent Weight Lifting club	No should be larger and more Modern to accommodate new demand and interest in benefits of the sport		More modern, larger facilities with more opportunities to receive high quality training	Olympic Weight Lifting	Hosting more competitions			Opportunity for community to be more active, fitter and healthier	Improved facilities
					Non		Consultation					Access to training	Improved buildings
					Non		Consultation					It's a facility that caters for professionals and the have a go athlete.	Upgrade the changing facilities and improve cafe area
		Play beach volleyball - training, socials and tournaments	Beach volleyball		Yes! To have three beach courts is so rare in London							The beach volleyball courts	
				Facility of the skatepark	Yes. However, there could be better provision for skaters such as seating, a path to use in order not to spread mud onto the skating surface when walking to the skatepark up the grassy bank and lighting to make it a useable facility after sunset. Also, with it being a free-to-use facility and thus open to all there is the compromise that undesirables will frequent the park, spray graffiti and litter the bottom of the bowls with rubbish and broken glass. If there isn't to be a fence and a locked gate at least provide a few brooms and dustpans in order that we can sweep out the detritus before we skate, please.							It is billed as our 'National Sports Centre'. The facilities available 35 years ago may have been enough for it to hold that accolade. However, today it is a shadow of its former self, run-down, unkempt and unworthy of that prestige. I would very much like to see it returned to be a genuinely capable venue to hold national and international sporting events.	Better facilities. The skatepark, though well designed in its self is not 'joined up' with the centre and feels it is only there because there was a patch of land to accommodate it. There's no path to it, no ability to easily access the centre's main building to use the toilets or cafe and thus skaters are made to feel they are not included and unwelcome in the centre as a whole.
				Iconic and historic venue, key location in south London, legacy from before and after London 2012. [redacted] and I have seen many great events. This should be retained and enhanced as a community and wider asset	Needs better publicity and some TLC	Athletics at the stadium! And motorsport		Watch sport at the iconic stadium				Iconic athletics stadium	More events at the stadium, better knowledge of events and some care for the built environment. Neglect as an excuse for demolition is not acceptable
					Yes. I have not experienced any problems with the sports facilities		Not sure, but it's important to recognise the community's accessibility to free and green spaces as well as accessible sporting facilities. There is little logic in privatising a national sports centre.					The facilities available in such a great location	
				Rollerblading	Yes plenty of space, good paths, good visibility, undulating terrain. Perfect for running and rollerblading							Scale, accessibility, safety, flexibility across a range of disciplines in the same location eg triathlon.	An official cycle training track or velodrome
					Yes great facilities, albeit a little outdated		Have regular meetings with Community representatives, maybe every 2-3 months					Unique multisports facility in South London	Modernised facilities
		Skatepark	Skatepark	Skatepark	No, the skatepark was poorly designed and this needs to be looked at. Its dangerous and not user friendly as most transitions are 6 foot high and above. I would want another area built extending the skatepark so it can less experienced users can learn and progress at a safer level. [redacted] More accessible areas needed for younger users so these sort of incidents don't happen.		Ask younger users of the skatepark directly what they think.					Skatepark	I re-design of the skatepark
					I like it as it is. Although refusal to switch on the floodlighting on the track for running is a bit irritating in the winter.		NA					Access to the all the different sports	NA
											CP Sports Physiotherapy	Swimming pool, paths and gardens for running, scenic lawns for picnics	
			Triathlon training or Crystal Palace Triathlon	The track has an amazing history in terms of races and the stars which have raced there. This should be preserved. The centre and range of sports available now and in the future is exciting [redacted]. I hope that all the current sports are still accommodated and facilities enhanced for them and not squeezed out. Special consideration should also be made so that the Crystal Palace Triathlon is able to run each year. It's a huge event put on for all ages and there's nothing like it in London. Without it the club would not be able to function in its current state and not runs large and successful children's section. Current GB 10,000m champion, and team GB athletics and triathlon member is a product of the club and wouldn't be if it wasn't for the funds the Crystal Palace Triathlon generate for coaching.	The male changing rooms for the children's pool are disgusting. One working shower, too small, often flooded, and not maintained. The general layout of the centre is poor. The advertising and information on what's on and available is lamentable. The website is useless and the desk staff are either too busy or not informed on what's available.						50m pool, track,	Better more modern facilities	

				The skatepark is a wonderful new addition. But it lacks lighting, which severely restricts hours of usage.		I would welcome the opportunity to collaborate with the centre, to help develop facilities, coordinate everyday operational issues, and to help develop further engagement with the local community.						The skatepark	Lighting at the skatepark	
			Great community space	Yes, the 50m pool is fantastic		Understand our local area needs and priorities in relation to health, fitness and community spirit. Access needs to be available to the whole community and continue to be diverse.						Access to amazing facilities, hosting tournaments and being a community hub. I often get captivated watching events and tournaments. I love seeing the different sports and people from all walks of life coming together to participate.	More activities, cheaper costs. The changing facilities could be improved to make the experience more enjoyable.	
			Closes athletics track and easiest to use	They are very suitable		Not sure						The athletics track	It already has all I need and I visit as much as I can, whenever I'm free like 3 times a week so it's fine how it is to me	
				Yes		The centre needs to appoint someone who can liaise directly with community organisations, contact can be difficult at present.						The 50m pool	The whole centre needs refurbishment, it is scruffy and badly maintained	
				Yes, but they are becoming dated		Find out what is required and act upon it						The Pool and Track	An extended multi sport hub	
		Weightlifting centre	It provides the sport of weightlifting which is not usually readily available	Yes but can always be improved						London weightlifting centre		It is a multi sport site and is one of the only centres with a track, pool, strength training and accommodation on the same site	I am there long enough as it is but improved cafe would be better	
				Yes, fabulous		Visit the nearby schools, shops on the Triangle and community centres/library to get local input. Host their meetings at the centre. Have regular meetings from the active local communities from ALL cultures and races.						Affordable so that kids in area are exposed at super early age to a wide range of sports which hopefully lead to healthy lives. The centre is a fantastic place to train and is truly inspiring.	Womens basketball team - I currently train in Whitechapel and free taster sessions for kids	
				Ok facilities. Could be cleaner/newer.	Wildlife or nature courses. Conservation work					Nature and wildlife conservation		Pool	Wildlife activities to be offered. Independent cafe. Cleaner or smarter - it has looked tatty for a while and it's not appealing to be around or sit at.	
		Swim	Yoga	It's an impressive building to swim in.	Fit for purpose. Dated. Could do with a freshen up.		To work with the crystal palace community to make the area accessible to all residents.				Referred to physio	Green space, access to grounds and the pool	Nice independent cafe. Outdoor seating areas. Outdoor drinking water to refill bottles. Welcoming environment inside better gym - it's very functional and bare now. Outdoor activities	
				The facilities lack investment in maintenance. The changing rooms are quite poor and the footpaths and roads to the centre are poorly lit and often flood in winter. For our annual triathlon the road surface is a problem for the bike route and the indoor track requires extensive repair.	Triathlons, aquathlon, duathlon, athletics events	Planning meetings with an agreed events agenda. A shared objective and priorities for use of the centre, to balance commercial use with sports excellence.	Annual triathlon event				Physio	A better website with a central source of information on all sports	A excellent sports facility for all in south London	Better maintenance, food and drink options, nicer changing rooms and nice seating areas without pigeons.
				The learning pool and changing rooms are severely neglected		Not sure	Playing	Watch more sports.				The breadth of sports my family can be exposed to. AND the iconic buildings	Amateur football in the stadium. Better cafe. More events.	
				Feels old		Have monthly meetings						Large open space	More events	
	Partner			It has one of the only 50m pools in London/Southeast of England, an essential facility for the many swimming clubs in the area	The 50m pool has seen better days but it is essential and irreplaceable - a 25m pool won't be old enough. The changing facilities do need redoing - I've been coming here for c.15 years and they haven't improved in that time	Better consultation with the community. This has not been advertised at all, I came across it by chance on Twitter					Physio	The 50m pool	Cleaner facilities	
	NGB Colleagues			They could be better. Sharing the same air space with the Swimming Pool is not ideal. Sun light into the arena can dazzle the players. Some of the Volleyball Equipment is old and difficult to use.		We would like to have regular community participation and scheduled national League and Cup Matches.						The sports hall arena with its capacity of 1000+ spectators	more volleyball	
		Climbing wall		Climbing areas are limited and only one in most of south London		Monthly drop ins against certain topics						Flexible membership, not having to pay for all services if you only use very discreet sports	More buzz and things going on	
				Yes but very poor standard (hockey) yes		Not sure						Hockey Pitch	Other facilities such as decent cafe/bar	
												Swimming	A spa (sauna and steam room) better equipment	
				The hockey pitch is in poor condition. The standard of hockey is affected by this.		Not Sure					Physio	Accessibility	Upgrading the cafe/food area. Re laying the hockey pitch and providing a place for teas after the game.	
				The running track is great. It would be good to have some better meeting/socialising facilities for the club								The Running Track	A Cycle track	
				We would love to train / play at Crystal Palace - the location is great - but there is only one astro, and the quality is very poor. The closest 'public' pitches are in Kennington or Battersea parks, with private pitches at some schools/Honor Oak Park. There is huge demand in London for astro space (hockey and football) - if the pitch could be relaid and/or another one added, they would get used. A club could be homed in Crystal Palace, or the centre could host tournaments etc. (making use of the catering facilities as well)								Its scale and 'center of gravity' - this should be maintained and built upon	Fit for purpose hockey pitches... I'd be there every weekend!	
				The gym facilities are busy so could do with being expanded. The classes are popular so more rooms are needed. The male changing room needed to be updated.								The gym and sports facilities	Arts and crafts, events	
Run		Volleyball		Excellent. Iconic. Dont change a thing.								Amazing facilities - pool, courts, volleyball	Better opening times + better access to the track. IT's a great track	
		meeting crystal palace fun runners	changing facilities		no free easy access to changing facilities when meeting our running club	free access to changing facilities and safe storage e.g. lockers						Locality	more spaces to eat and drink	
												easy access and support for the local running club	cheaper rates at the athletics track	
				Website is hard to navigate and difficult to just turn up as swimming often booked out for lessons etc		Yes	Pedalo				Website	Price	Open later	
				Yes, if not needing some tender loving care.								Accessibility	Knowing what is on and available	
	Sevenoaks Swimming Club			Cleanliness is not always good - toilets are often not open.		We would like greater access to the pool because it is a fantastic facility						Squash Courts		
				Great facilities, slightly tired though								The 50m pool	Access to the pool for training	
				Swimming pool surroundings need investment- pigeons are able to get into the building and changing rooms need maintaining (locks on cubicles need replacing etc)		Provide spaces for community organisations to hire at reasonable rates	Kids playground				Crystal Palace physio	The 50m swimming pool	Events in the spaces, more yoga / Pilates / well-being activities	

				The whole building is just very tired and a bit of an eyesore. I don't mind the structure itself, but the outside looks drab and the women's changing rooms and toilets are horrible. The gym is ok but not large enough - I often spend ages waiting for equipment during my work out because other people are using it. The group exercise room also gets very hot, as does the upstairs studio used for the yoga class. In short, at the moment I use the centre because it's convenient, but I don't enjoy looking at any of it. It would also be great if there was healthy food in the cafe!!		N/a						It's location - it's extremely convenient for me to use and as I have little time, I would be unlikely to go somewhere further away.	Decent food at the cafe. More exercise classes. It being less difficult to book onto a class.
				Dated								Local	Opening times
				Historical importance and significance to aspiring athletes and coaches and families	The athletics stadium is in a poor state but the track still functions and all it needs to make it into a functioning iconic venue once more is some money spending on updating and sprucing up the stands etc							Notice boards? Are you kidding? Get into the 21st century	Better modern cleaner 21st century stand and facilities at the stadium and mir athletics events and taster sessions for local kids
		Watch whatever sports event is on in the stadium, or the new pro basketball team		Due to all of the above it is a massive facility right on my doorstep and I plan to use it a lot	Nil	Motorsports on the rare non-highway road netw							See above
				The swimming pools are good however the centre and stadium are looking very tired and need renovating to encourage more use									The swimming pools
				Everything is a bit rough round the edges, old and ragged. I think the security and lighting in surrounding land is questionable, for instance the parking areas past the Paxton Head statue.			I'm not from a community org						A place for people to come, young and old, to relax and let go of everyday stresses
				The pool is the only long course 50m pool in the area.									A lot more promotion of events. Renovation of facilities. Improvement of security.
				Swimming, fall run down however capacity wise it's the best space in the area.			Community engagement				Physiotherapy		Convenient location
			Triathlon	Yes									Sporting events and competitions
		Toddler World	Soft play	Only one access point - would be great to have better accessibility for prams and pushchairs.	More activities for toddlers/young children		Not sure					Pool	Knowing in advance what is happening at the centre
							As you are - focus groups. Door to door canvassing in the local area. Ensure not all comms is digital.						More activities for young children/toddlers; better accessibility for prams; more entry points;
				Hygiene and cleanliness could be improved. Better toilet facilities needed			Speak to them, find out what the community wants						Community hub
				The swimming pool infrastructure requires updating.									Cafe open longer and things for young kids to do
				None									Affordability and accessibility
													Bwter facilities, events
													It is South London's sporting hub in a historic park. No current sporting facilities should be lost.
													Athletics events at the stadium.
													Later opening time at the weekend
			Physio	Yes			Listen				Physio		The design it should be respected as a great piece of Architecture
							Publicise events/classes using internet and social media in a more informative manner. Better deals for locals.						Fitness
							Listen to them						Greater variety of reasonably priced refreshments. More fitness classes
	Partner		Architecture	Gym a bit tired - but needs to stay cheap			I don't				Physio		The building and the gym
				Air con could be better but otherwise ok									Better cafe
				Yes. Great track	Athletics Events		Better communication on ways to interact, ways to support.						More squash courts
													Track and stadium
		Birthday party		N	Mini adventure golf								Nicer staff (easier to gain access) and cheaper.
				Beautiful and unique									Better condition so more aesthetically appealing
				Could be cleaner and more reliable pools open and most importantly better communication. Website etc updated before you arrive			Better communication and touch points. Better website updated more regularly						The beautiful iconic building and location. The history and hub of community it brings to south london. Parents would def use it more thus sowing seeds for future generations if it was better structured and advertised.
													Better facilities cafes etc cleaner and more activities better advertised such as cricket clubs or scouts or fencing or kids lessons
				The experience of navigating your way around the various parts of the site is frankly appalling. For instance to get to the hockey/football area one had to go through the main entrance, past the pool, through a maze of unmarked corridors and via and dilapidated 100m indoor track to get there. While the are clearly existing but closed off entrances and exits that could be revitalised. Whoever the architect is that get this job can have plenty of fun working out how to solve this incredible maze of a problem. And I hope they have a smart way of using what already exists but has been ignored and discarded over the years to bring together something smart, intuitive and beautiful. Best of luck!									Preserve what is there and adapt its needs and function to the 21c. Such potential.
													If ig were modernised in ways ready mentioned
				Yes, although especially the gym area looks a bit outdated			Holding workshops, meetings, etc						Exercising
													If the look of the building was newer, more airy and modern
				It's good, the ways in and out could be better									Access to great facilities
				Due to the lack of money being spent to maintain the sports centre, it is now looking very tired and in need of refurbishment.			With the current obesity crisis, the facility operator needs to engage more with the local community and encourage them to use the facilities. How many people in the area know that anyone can use the running track and the costs to use it? There should also be promotions to get people to try new sports. These small steps may encourage people to take part in regular sport and help their overall well being.						To encourage individuals to exercise and enjoy sport.
													Community tournaments
													If the facilities were better maintained.
			Steam room / sauna	I don't use it as yet but would like to if it was upgrade								Doctors and dentist	Somewhere to relax and switch off e.g. health club
													Nicer facilities, more food / drink options, being able to persuade people from further away to visit, better / more toilet facilities (not just near children - I want peace and quiet), water fountains.
				The gym is fit for pupose									A well stocked gym with good equipment
			Squash	Cheaper than other centres. Squash isn't in other centres too.			NA				Physio		Large green space. For the actual sports centre, the Olympic sized swimming pool.
													Better deals - at the spa it is £25/month if you join with two friends. Clean facilities. It's awkward to get to from actor park.
				Swimming changing rooms need to be improved			N/a						The 50m swimming pool
				The facilities are dated. The whole park needs investment to bring it back up to a good standard. It's been terribly neglected for years.									Nicer changing rooms
													Maintaining it as a community asset with access to a wide range of health and fitness options
												Physiotherapist	Its for the community
													More disabled access

				Yes, buy children's pool condition not great, change ng rooms there. inadequate and in poor state of repair. I like this pool otherwise though, depth and size good for children	Proper athletics in the stadium again!	Advertise it more in the community/ increase awareness. Hold community events. Increase schools and youth engagement.					A beautiful building at the heart of the community	More activities that could be watched
				Running track		Somewhere for clubs to meet and shower and socialise after running etc					Support local events and activities that are open to everyone. Park runs etc	
				Range of options (classes, gym, swim)	I would swim more if the locker room for the swimming pool had better showers. Would be good to have non slip mats going up and down to the pool. Would love more dance classes						Ease of use	More Pilates in the evening, overall "nicer" space
				5/7 a side Football is very difficult to book							Ease of booking without being member	Cheaper prices
				Yes. Just a little run down.		X					Quality.	Better later food offering. Lower priced clubs and courses. Fast lanes that actually work.
				Yes it has the best weightlifting club in SE London producing GB talent and providing free coaching for children who would be on the streets if this was not available		N/A					Availability	Better conditions
				Facilities generally just need some love and care and regular maintenance. They are suitable however the overall environment could certainly be improved to make it more welcoming and enjoyable							Location	Nicer environment
				Excellent range and quality of equipment		Collaborative approach with key members of community organisations represented for curation of the Centre. With respect to financial sustainability - prices need to be looked at in more detail as I believe there is scope to increase them.					Range of services on offer	Events, food festivals etc in addition to refurbishment of changing facilities and cafe area
		Toddler soft play and crèche	Crèche	Swimming changing facilities could be improved, especially for parents with babies.							Swimming pool	If the crèche booking system was improved
				Yes. While I don't go often [redacted] use the track every week.		Much as you all are handling this change, I would hope. I'd hope they would have regular interaction with users via multiple channels -- surveys, social media (Penge Tourist Board!), occasional meetings--to stay on top of community needs, and engage in codevelopment of programs.	Meditate!	NO RETAIL PLEASE! Don't want a mall!		Posting on our community Facebook pages (Penge Tourist Board - everyone uses it)	It's accessibility to a diverse cross section of community. It's truly for everyone, and everyone uses it.	Better food/drink, areas to socialize. More free things to do (you have to belong to the gym! There's nothing you can do there without paying!)
				Yes		Together					Open parkand	More activities
			Skateboarding									
			None			Cross participation in events with a shop to sell items relative to the history of the Crystal Palace and park					Local history events celebrating the history of the Crystal Palace and park	Local events, antique fairs, etc
			Athletics Track		Athletics track is the reason I use the centre, without it, I would not visit very often						Athletics track	Improved Athletics track
				The changing facilities are poor, for children learning to swim or not confident in deep water the small pool alongside the 50m pool and the diving pool is too shallow, needs to be more graded. The toilet facilities for the centre are also VERY poor.		?					50m pool	Attend for swimming lesson for daughter. Rest of family go to the park during that time - fine in the summer, would be good to have some inside options for turn up and play type things for families.
				The 50 metre pool is an invaluable resource for local swimming clubs for training and regular galas. It works very well although the pool seating is now a little tired and needs replacing, particularly on the lower level. The car park is essential, particularly since swim times often entail early mornings or late evenings, when public transport is limited, and some members of the swimming club are too young to travel independently. Car parking is also essential when hosting county or national competitions.						Crystal palace phsiotherapy	affordable local access to world class facilities within a beautiful landmark building (that should be protected and needs careful restoration).	
				Pitches have been in a bad condition but heard some work has been done							Quality of astroturf	Storage facilities for kit Reopening the bar by the pitch
			Facility - best running track in the area	We use the track. It's fine for our purposes but very tired. We also meet in the park for weekly club runs [redacted]		Regular email updates/newsletter				Physio	Running track	Better cafe facilities, better changing room facilities
			Physio	Yes						Physio	50m swimming pool	Upgraded changing rooms
				Yes, the 50m pool and the diving pool are relatively rare. The separate 25m Training Pool is a useful facility for learners, as there are no public spectators. The changing rooms are not well maintained, especially the one by the Training Pool which is a disgrace.						Crystal Palace Physio	The swimming facilities are unlike usual leisure pools and should be treasured and protected. If they were to go, it would make a mockery of the 2012 Olympic legacy. Likewise the athletics track.	I am planning to join the gym despite the fact that I do not think that Better are particularly good at managing the site. However, I will continue to use it because of the 50m pool.
				The Air conditioning in the gym is not effective		N/A					The Gym and the grounds	I visit regularly enough
				Yes, the club use the track.		Not sure.					The 50m pool	Longer opening hours at the weekend
				The athletics tracks are fine but it is a shame the infrastructure has become so run down						Physio	The wide range of sport available in one place at accessible prices in su h a green and historic setting is unique to south london. It would be devastating if it were lost, especially to luxury homes or retail. In times of increasing obesity and mental health crisis that would be a scandal for now and future generations. Once gone we would never get it back.	Living closer. Having more time!
				It is the only 50m pool in SW London and essential for our kids swimming competitively	Issue with cleanliness but only needs a good facelift		Continue to encourage young people to participate in sport				50m swimming pool	Big sporting events
				Yes		More meetings and open fora					Running track and swimming pool	Better facilities better cafe
				Current: Access to the Pitch. Future - would be great to have two pitches on the same site!								
				Indoor running track is rundown. Toilet facilities and cleaning could be improved.		Arrange regular meetings with local clubs and ask us what we want and how we can contribute by volunteering.					The running track. The space around the centre. The fact that we have a facility at all.	More events in the stadium.
				If there are events in the park. Stewards stop people using the sports centre. I love the swimming pools but changing facilities need to have clean showers, hairdryer and bigger lockers. Keep it reasonably priced. Offer bigger at least 50% discounts to Claimants	More wildlife and nature trails	Understand that discounts to users arriving by walking, bike or public transport (unless disabled or with children) ie reduced indivudal cars. Encourage mini buses, coaches, train etc				Physio centre	National sports centre is the jewel in park crown	Cheaper for claimants. Less surly or rude staff
			50 metre Olympic size pool.	Patrons would benefit from a returnable deposit locker system. More drinking water fountain facilities.		Protect the sporting legacy of the facility & allow the community to develop in sports.					The 50 metre Olympic size pool.	More lanes open in the pool.
				Not, the track & facilities need upgrades, they look like 70's relics		Minimal prices, schools access & early morning events.					A London facility that is welcoming offerings.	24-7 opening & a 'Go To' mentality in operational offerings.
				Risk losing the track							Size and range of sports available	Spa facilities
				Flooding in the indoors track and very cold in the winter		N/A					He access to different sports that the whole family	I spend a good amount of time
				Indoor track very poor		Meetings to ask what the local community want from the park.					Running track	Improved lighting. Very dark in the winter months.
				Yes but need improvement		Yes					Sport	If the facility was updated

					Swimming changing areas are awful. Outdated & dirty-almost dangerous for kids in the changing rooms around training pool. Birds inside the cafe area probably gives a fair indication of the vast scale of the underinvestment in this centre							Swimming lessons children.	Better facilities- make it a nicer place to be.	
Run			Run club		The facilities are generally fit for purpose. It would be good for groups who use the park could use the centre to meet as a focal point. The centre could do with a makeover. It has a lot of potential to be used and not just for sport							The park and sport centre has always been a part of my	Would like for our running club to be able to make better use of it as a club; as a meeting space before and after our runs. Changing facilities would be useful.	
			Run track		Would prefer less gated areas Toilets and grotty entrance to track						Physio	The beautiful original 1950s building Local facility	Better cafe.	
	My running club	The track			The track often has no lights, only gets cleaned once a year so is very slippery over the winter. Lighting on the way to the centre is appalling - someone is going to get seriously hurt/attacked on their way to the centre because of the lack of lighting. Toilets by the track are never open. The general appearance is run down and un-cared for. Such a shame and a waste.	Re-open the bar area of the track.	Allow investment through long term lease options. The community is ready and willing to take an active role in running services at the centre, but the lack of long term future has stopped any progressive plan being put into action.					The track (indoor and outdoor)	Better lighting/safety to and from the centre.	
			Parkrun and spin with Elite at the Lodge		They could be much better. They are under invested in and there could be better bases for some of the clubs in the area. The stadium is woefully under used and should be opened up to the general public. The swimming pool facilities need upgrading or at least a good clean.	Improved biodiversity in the park. Animals?	Helping clubs set up social enterprises to bring employment in sports and arts to the area to run clubs and events.	Events, cafes, show the dinosaurs to visitors				Availability of good quality facilities.	More free time.	
					The fact it's in a Park that also has Parkrun and is a central meeting point for many clubs is great. That's how I got into both clubs I joined. It also means a much bigger mix and match of bring able to do sports indoors and out.							Large fence banners	That it caters for many different types of sports A better cafe, a place for our club to meet and socialise in the evenings after our runs and to host talks to our running club. Longer weekend opening hours. More versatile classes.	
					The facilities need updating, toilets, seating and its appearance							Athletics track	Better facilities	
			50m pool		The facilities are fantastic- a bit tired but could be easily improved with a bit of a spruce-up. I value the 50m pool immensely as they are so uncommon. The only problem with the sports centre is the way it's managed - the people are very nice but it's nearly impossible to find out about the facilities online (the website is almost unusable) and the centre isn't well integrated into the local community. There are many ways it could encourage locals to use it more.	Sport outreach into local communities	Liaise better with clubs, sort out the website, do a bit more local PR (eg. some recreational users can be put off by thinking the swimming pool's cold, which it's not, or the changing areas are shabby). Do more to promote the history of the centre - remind local people why we should be proud of it and support it.	Park run and kids' playground				CP Fun Runners meet in the park and use the athletics track	Any and all of these would be an improvement- and please improve the website!!!!!!	50m pool Easier online booking, childcare - there is apparently a crèche, but I've never managed to find out how to use it and there's nothing about how to use it online (!). Maybe soft play for the kids?
Run	Crystal palace fun runners						Our running club is keen to support the centre, we could volunteer at events or help maintain the facilities	Crystal palace festival (volunteer)				A local community hub supporting sports and activities	More events and facilities better promoted	
					The athletics track is excellent and integral to our training. The layout and structure of the buildings on the way in are somewhat run down.						Cppg	Outdoor track		
					Speakers in the gym classes quite often don't work well and air con in spin room not sufficient. The fan is good but doesn't reach the back of the room so spin gets extremely hot on hot days and spinning is already hot business! It would be better if the spin teachers could have a head set (that works) so they don't scream at the class because it's extremely hard to understand them. I would also like to see more classes in the evening during the week and in the weekend because they are always so full because there are so few on. It would be good to have easier access to the athletics track for running and an area to socialise afterwards. Finally, the change rooms for the pool are not very nice and they are difficult to find. I wonder if this is why people always use the dry changing room and leave water on the floor from the pool to the changing room. I know this is a health and safety issue you have been trying to resolve.	More gym classes please!!!!	N/A	Amazing festival, cinema, boating					Access to sport (classes, gym, pool, track) I'd love a spa though!!!!	A spa!!! More classes during peak times and more access to running/athletics. I would also improve the offering at the cafe. If better food was available I would stay for lunch/brunch/light dinner after exercising
					Could be upgraded very dated but fit for purpose Yes I love the 50 metre pool and free car parking		Probably better than current management					Space Free parking	Upgraded facilities	
					It's a fantastic facility that needs a damn good clean. In the winter the quality of the doors around poolside let a lot of heat out/cold air in. Generally in my opinion there should be a much better look at how the pool is utilised of an evening. Half of the pool is always open to public swimming where barely a handful of people are using it. [REDACTED] This seems desperately inefficient.		Simply getting any replies from the centre manager would be a good start. We have, several times, attempted to communicate and gotten nowhere. An understanding of what we could do to increase our access and improve our relationship with the centre would be excellent.					Physio	Access to the pool for performance athletes.	The ability to use the pool more
	Running club				Running track		Talk with more people who would benefit from the facilities and advertise.					Running track	Being more welcome	
					Facilities (track) not easily available elsewhere locally	Yes	We would be interested in being able to home our running club at the centre, or have some facilities members could use eg storage, lockers etc and to meet at the centre - at the moment we meet in the park, except when we hold sessions on the track					The athletics track	More events at the track, more sport facilities	
					Longstanding relationship with hockey team		On the whole yes, access to the pitches can sometimes be difficult, shower facilities are inadequate for team sports, lighting has improved on the hockey pitch but still lacks completing Its okay, could do with a bit of modernisation					Maintain the sporting pitches at an adequate level, line painting and goals included	Better food and drink optiony More races on the athletic track	
					Great to take part in and view Athletics. Indoor athletics not now so good.		Good communication essential.					Athletic track	Better indoor and outdoor athletics facilities.	
					Yes. It is the best 50 metre swimming pool in London. Far superior to the one in QE Park from a swimmers perspective due to natural light		The track has been allowed to deteriorate and needs some TLC					The swimming and athletics facilities	If I did not work such long hours!	
			Swimming pool		Yes		N/a					track	I spend quite a bit of time in the park - I guess if the gym was better equipped I would change from my current gym to cp.	
					Needs a lick of paint and some general TLC. Like funding rather than trying to close it down all the time.						Physio	It's sheer existence	Easier to book courts	
					The type of facilities on offer	Yes but could be better maintained. Access to track is rubbish.	Our club would love to make better use of the facilities on offer, we could also use it as our meeting point. There is so much potential!	Our running club meets in the park twice a week			CP Physio Group	Access and variety	If the place was maintained better and offered more socialising spaces	
					Athletics, hockey at London Youth Games		Working committee, coordinating body for an activity					Large multi-sports venue	Events	

			50 metre training pool	The spectator seating area at the pool is in a very run down state with varnish coming off the old wooden seats sitting all day at swimming galas is not get comfortable. There is a major health and safety issue due to pigeons able to get in and leave poo all over the seats etc. The windows are filthy dirty. The toilets by poolside are not adequate for the volume of people using the facilities.		Ensuring local clubs can benefit from the centre						50 metre swimming pool	Festivals or outdoor events
				Yes		n/a							
				Outdated facilities and playing field does not actually have the required minimum measurements. It has however huge potential for the sport as suitable facilities are in short supply across London.	Hockey and other outdoor sports facilities	We believe the outdoor facilities should be separated from the indoor centre for management purposes. A community or club owned outdoor facility operator would deliver better results.						being a sports facility	Improved and well maintained facilities, a better overall customer and user experience.
	Club			Yes, its incredible to have access to everything in one place including the physio on site		I think the facility operator needs a longer tenure than three years to be able to upgrade and refurbish the centre. Longer term lease is essential.				physio		Sport	More different things like places to eat or sit and relax
			I love the building, I also love 50m pools. I love the atmosphere - people playing beach volleyball, people training for wheelchair basketball..... we need to keep it! Just needs some renovation and maintenance	The gym is pretty good! The pool itself is fine but the general pool area i.e. the roof and windows need sprucing up, it looks tired. The concrete around the place is not so good.		not sure						50m swimming pool	If it was a bit nicer - needs a spruce up! Maybe some more events. The roller derby say I went to was BRILLIANT. We do need better parking and car control. The Jamaica Schools Foundation day was chaos. Would love some more concerts. Seems years since Coldplay played!
				yes								History and the location.	If it had a dedicated dog park
		Toddlers world	Being able to enjoy the fantastic architecture and space while being active	Yes	Sauna facilities	N/a	Playground					Lovely to be in	Soft play/ kids area open all the time. More opportunities to use teaching pool (with a small child).
		Olympic Weightlifting	Quality of coaching	Yes, they are fit for purpose but more space would be useful.	Weightlifting eg British Championships	Through proper engagement, partnership and strategic objective alignment. Including identifying new opportunities to create revenue and reduce costs by targeting lucrative activities and pooling resources/sharing services.	Playground with my kids.		Weightlifting centre of excellence		Joint marketing campaigns with National governing bodies and clubs	Community	Fewer work commitments
			Most cost effective option for the club	No. The pitch has not been in a good state for years. Only after complaints from several visiting teams and England Hockey was the state of the pitch addressed. The outside changing facilities are in dire conditions, and in a huge need of modernisation. There are also no proper changing facilities for women.		Actually listen to complaints and take steps to address them						The hockey pitches	More options for food and drink. There is an old bar near the stadium that is in complete disrepair
				Yes		By making it affordable						The pool and track	A make over
				Yes		Just make it easy and cheap to access the facilities						The Main Indoor Arena	More big games at teh arena
							Children's activities ie playground/boating/z			Physio			
			Cost	Barely. They need significant improvements								Astro turf	Better changing facilities
												Track and gym	Cleaner environment
				Good facility for training. Entry through main reception is slow (we work around this by collecting money trackside) and maze-like entry through sports centre								Athletics track	Easier entry to track and better access to toilets
			An astro pitch which are in scarce availability in London	The pitch has its issues as constantly too much sand so much so that other clubs complain. The changing room facilities on the outside are also not acceptable...it was quoted by someone it looked like somewhere you get murdered in a horror film		Listen to concerns and feedback more regularly						The astro pitch being of a high quality and access to decent changing facilities	Not much as used mostly for hockey
				Yes								Basketball courts	
				Pitch is often in quite poor condition especially after heavy rain. Floodlights aren't always as effective as other pitches. Outdoor changing rooms could do with improvements								Hockey facilities	
				Yes but need improving. The lines on the Astro aren't clear, the dugouts are broken and the pitch ideally needs replacing. It's also frequently dirty		It would be good if the staff could make sure the changing rooms by the pitch are unlocked from the morning so we can get changed, rather than just before the game starts						The Hockey pitch. It's a shame that it hasn't been maintained properly	Better hockey pitch
			The poor Astro facilities and poor changing room (showers, heating and chairs)	Not particularly. The pitch has not been relayed since well before the 2000 London youth games									
				Condition of the hockey pitch and surrounding area is a continued issue over the past 10 years, constant struggle with leagues to allow us to play there		Easy communication channels or open meetings with clubs based at the centre						Hockey pitch	Better eating facilities or social facilities for clubs after games. We have to travel away from the centre to entertain opposition teams and would rather stay at the centre
				Yes but need updating and expanding								To continue the excellent diving coaching and facilities.	Cheaper membership for parents of diving members
				Very outdated and poorly cared for.									
			It's a great athletics track with a great history	Yes		Maintaining the existing sports that use it						Athletics track	
				yea		Employ a community engagement lead to head out into the community and set up a Community Hub.				Physio		the facilitates for children and young ppl. sport is so important for children and the community	outdoor events, food and music
				They are fit for purpose though the changing rooms are not always available and air conditioning sometimes doesn't work. Yes however the facilities are very run down and flaking apart. Swimming pool changing rooms are very dirty		Improve the sports centre	Sitting in the quiet and thinking!			The physio centre		The fact it serves a local community.	Longer opening hours for the gym and swimming, especially at the weekend.
		Events		Yes		Yes						Doing sports	Cleaner,
				Yes. Lighting in the surrounding park could be improved. As could after hours vehicle access.		I would prefer a non-privatised operator so as to minimise the chance of pricing locals and smaller clubs out of the park.						Accessing sports for everyone	More activities
				Yes, although the track (especially indoor track) needs some TLC.		Need to consider cost. I wanted to host University Athletics fixtures at the stadium, but costs were totally prohibitive.						Indoor and outdoor athletics track.	Better quality indoor track.
			There is something great about training and playing at a National Sports Centre	A better astro/water-based pitch would be better and a clubhouse to support the hockey clubs after matches and where they can host socials								Hockey!	A hockey/multi-sports clubhouse
				Track needs redevelopment & more open to all		More open for all						Running	Cafe
		Jogging in the park		They could do with updating		N/a						Having the facilities to inspire the next generation	More events
			Having an Astro pitch	Just about, they have been heavily criticised for quality of surface but this appears to have finally been addressed		NA						Variety. Means more football and income to keep the whole thing running.	Another pitch, better facilities to support team sport on the astro such as a clubhouse
				toilets are poor lack of food options		idk						track	yes
				Yes		Offer affordable access for clubs						50m Pool	Better Bus connections directly to the centre
				yes they are suitable		Offer reduced rates for events				Crystal Palace Physio Group		Its a very important sports facility in south London and without it the Crystal Palace community would have very little sports facilities	More and better fitness classes, more events such as music and festivals

				Facilities are excellent but dated and run down							Having a 50m swimming pool, this is essential for the support of swimming in the area	Modernisation of the facilities	
			Atmosphere	The public address system in the stadium isn't up to scratch - the audio quality is awful.					South London Harriers training sessions.	Sponsors, UK Athletics, sporting publications, other events.	Preservation of the running track, the stadium, and surrounding buildings.	Probably better road access, but that's a big ask. If not then better public transport from north London.	
				Website terrible [REDACTED]. And the changing facilities are dirty. The building is also very hot in the summer.			Visiting the farm			Crystal palace physio	Access to sporting facilities that I can walk to	Better cafe (clean, no pigeons!!). More children's classes...and easier booking. Cleaner changing rooms. Better organised and polite staff.	
				If modernised, yes. Refurbishment of indoor track needed.		N/A					High performance track and field facility	Improved indoor track facility	
				The climbing could do with better organisation	Climbing competition perhaps an outdoor wall	Empower the community to create the best club. The climbing wall has had a club start and the very communicative and have created and supported the renovation of the wall while GLL had just left it and made it really difficult to get booked into a session					Wide range of facilities	Creating a climbing team that enters competitions	
			The mix of different sports which are offered to different sections of the community and also myself	Facilities are great. Do not change		Better cafe opening times, so different community groups can use as well. Same as centre times			International Weightlifting Facility	Swimming, weightlifting Physio.	Weightlifting	Work less!! Better cafe facilities	
			History	Yes	Athletics						Memories from Diving competitions and Athletics events	More athletics	
				not enough funding							competition	better facilities	
				Yes a 50m pool is a great facility							50m pool	No club swimming slots	
		Visit physio		Changing rooms could be nicer, but the benefits of the pool being 50m outweighs most problems!						Physio	50m pool	More/different pool time for our club	
				Running track fine. Changing facilities and route to track tired.		Choose a pool of them rather than just 1 or 2					Running track	A more open facility better connected to the park for summer training so we could mix and match between running track and park.	
Run			wide offering of facilities	nothing major			Crystal Palace Tri				Sports for All!		
				it is great to have access to a 50m pool but it would be even better if it were modernised and more lanes were open - often only half the pool is open resulting in overcrowded lanes at public sessions		better cooperation between clubs and operator?					a 50m pool available to clubs and for public sessions	more lanes open during public sessions in 50m pool	
				Yes						Physio	I can use it everyday	I use it a lot. The car park could be better	
				Need to be up graded		More support					Athletics venue	Better facilities	
				50m is special! Architecture is special too		To be honest I don't like the corporate way it's run	Parties						
				Could do with a specialised gymnastic facility as although they are good we have to give up training on days when other events take place ie triathlons, London games etc							Gymnastics and swimming		
Run			Indoor track	Facilities are largely fit for purpose Parking is the only major issues Yea suitable. The indoor track means I can train all year round.		More major sporting events					Athletics Indoor track and stadium	Football Weekend opening hours	
				No							Athletics	Major events	
				Hard to find group activities for adult beginners							Fitness & Gym Facilities	Sauna / Steam / Spa	
				The facilities are amazing, they just need some investment to rejuvenate the building		Crystal Palace is very community fun, any appropriate local organisations input can only be a good thing for the nsc					Local place to meet people and be healthy	Nicer, cleaner facilities. More group sport activities for beginners to try new sports	
				Fit for purpose though needing investment		Need a travel plan to reduce the chaotic car parking					The size gives the nsc an amazing array of sorts	If there was a spa (steam rooms saunas jacuzzis) I would be here all the time and willing to pay more per month for it	
				The centre needs an upgrade							It is a proper integrated athletics and sports centre open to all to use with spectator capacity suitable for large school and community events unique in London and it would be hugely expensive to recreate.	Better track-side facilities	
				Fine for running, some of the other facilities need upgrading.							Athletics track	Nicer facilities e.g stadium is outdated.	
				Yes but the swimming pool area needs upgrading - lots of things broken and very dirty. But 50m pool is a real asset and so good for fitness.	improve the swimming facilities!	NA					The ability to attend and watch top class athletics	more sport to watch	
		Take my child to the climbing wall for instructed sessions		The Climbing Wall is a good facility with great instructors but I have had many problems with administration with GLL for climbing. Booking sessions is very difficult and reception often not aware of how the Climbing Centre runs. Also paying for sessions or getting refunds is very difficult with the barrier usually again at main reception.								The 50m swimming pool	Mend broken facilities in the swimming pool changing room, keep the whole swimming area cleaner (the changing rooms are always dirty), better cafe facilities
	Training group		Indoor athletics track	Indoor track facilities is essential for the South East and London area but requires repair	Indoor and outdoor athletics meets		Nothing			Volleyball, Keith's gym	Athletics facilities especially the indoors	Improvement in indoor facilities	
				Running track is very good						Physio	Great swimming pool and running track	A centre which does not look run down. Better cafe. Integrated with the park as running path in park.	
			One of the few indoor athletics facilities available	The indoor track is great but is affected by constant flooding when it rains and also very cold during winter.		Transparent communication is the most important thing to successful management of relationships					The indoor athletics facility	I spend around 15 hours a week there which is probably enough already!	
											Information	more things to do	
				Booking/payments.		Helpful, trained staff incentivised on customer service, good tech platform integration for bookings/payments.	Parkrun, biking.				athletics & the park	Access by public train sport should be improved, it's quite a hike from Crystal Palace parade (bus) or CP station (train).	
				YES		n/a					Use of the pool for County, Regional and national events	n/a	
				Yes, the tennis courts are in a much better condition than most other nearby		I don't understand the question	Cycling				The large amount of facilities in one place and location	Better cafe and toilet facilities	
				Outdated facilities, not enough toilets, crumbling stands							Athletics facility	If the facilities were updated	
				the changing facilities are terrible, the pool isn't particularly clean							I love the heritage of the building	cleaner facilities	
Scooter				Yes		Some sort of forum usually is the most effective way to exchange information	Scooter				Multi sport centre at national standard. It's a fantastic facility, which the local community is very proud of	More kids activities. More awareness of stuff going on.	
				It would be nice to have an indoor running track (proper indoor 200m track)		no idea what a comm organisation is!					Athletics Track/Stadium	cheaper access for children to use track	
				Not a pleasurable experience, everywhere feels rather run down.						Physiotherapist	A modern well run community sports and wellbeing centre	Up date all the facilities	
				Track is great - high quality - but access is very complicated & often cant use in the Winter					Athletics		The track	An indoor track - like at Lee Valley athletics centre	
				Yes.						Physio	Pool	Taster sessions at some of the sports	
				The range of facilities os excellent but are now tired and in desperate need of refurbishment. There is a history of plumbing problems in the pool plus you see both rats and pigeons from the viewing area.		They could help with putting a range of events on that would meet the needs of the local community. This would broaden the leisure and cultural offer in South London and make it a better place to live.					It provides facilities not available elsewhere in South London or Kent (i.e. 50m pool) from an ideal location in the area	Greater variety of events, festivals and other leisure/cultural offerings as well as sporting competitions	

				The only thing that isn't suitable are the toilets and refreshment facilities.	More athletics	Not sure	Attend Athletics champs when on				Location	Not sure	
				Yes, but would love to see a Lido built in the park	Lido/outdoor swimming pool			Swim outdoors in a Lido			Swimming		
				Yes however I would enjoy the experience more if the swimming changing rooms were upgraded and would be more likely to bring guests and have membership.		NA					Swimming pool	to know about and see sporting events, upgraded facilities	
			Only 50m swimming pool in the area	General cleanliness of entire centre, particularly changing rooms. Lack of wet changing rooms for families.		I am not from a community organisation					The 50m swimming pool.	Improved cleanliness and cafe	
			The lecture rooms	Tired athletic facilities surrounding track. Pool itself need a refurb							the range and scale of facilities	refurbishment of existing facilities	
				Can't keep equipment in its place permanently									
			Cycling	No			Better communication, regular meetings / emails/ questioning				it is a safe environment to coach children	a complete renovation of the outdated facilities	
				Yes the track is always open for use when I have tried to train there.			Try to arrange more events of all kind in the Centre so that the local community will be attracted to use it more.				It being such a well equipped facility.	Having more races/ events at the centre, which make use of its large capacity.	
				Yes - and I know for a fact the club is only of its kind in area			Would like to see GLL or mayor of London investing funds in taking care of the centre infrastructure.		Crystal palace weightlifting centre		The weightlifting club, athletic track, and swimming pool	None	
				We use the Pool she need a 50 M pool to train in, Crystal Palace is perfect ...well would be if it was run better!			They need to have more pride ...just cleaning it better would help, loos smell horrid ! Pidgeons flying about, if it was kept better more people would use it	Swimming			50 metre Pool	Better access to lane Swimming, more lanes open not just 3 or 4 !	
			History and legacy. The stadium is special to all athletes.	The stadium is perfect in terms of scale and availability of facilities. Additional drinking water facilities around the stadium would be useful and the toilets are often blocked but generally functional	More athletics events!						The athletics stadium	More athletics events including Road runs. The park could be used for relays	
				yes but it's very run down			the athletics stadium needs to be improved and used, national meets should take place here.				there is so much to do there	athletics events	
				yes			more info on their website			I've used the physio dept	Should remain open to the public	Nothing, it's fine as it is	
				Mostly. The family changing near the training pool is in a dreadful state though (and often filthy). The centre is also not accessible step-free from the Penge side which is an issue with pushchairs. Likewise the lack of lighting from Penge makes walking to the centre difficult in the winter and does constrain our use.				Cycling	Definitely not retail!		Better website and people who actually answer the phone and have information when they do! (e.g. if you call to check if something is on, reception staff never know). Website is hard to navigate.	Pool.	Better night time pedestrian access from the Penge end, higher quality cafe (food is a bit depressing). E.g. proper dinner for children after swimming lessons.
			Only Indoor Track within the local area. Hub of south east London athletics, so much of athletics history has been made there, on site physiotherapy access.	The indoor track is in a bad condition: it is poorly lit (doesn't get much daylight and there are very few working lights), there are holes in the ceiling, walls and windows. The outdoor track is very worn out - athletes sometimes have to use the grass pitch in the middle for drills as the track is too flat/absorbs little impact (however there are often others using the grass pitch so this is not always an option). The stadium seating is dangerous - many of the seats are broken. Additionally, the stadium seating area does not appear to ever be cleaned. The toilets in the outdoor track are in very bad condition - they appear to be rarely cleaned, at any given point the majority of the toilets are broken or in an unusable state - overall very unsanitary.			Allocate time slots and specific spaces for each group per session, ensuring session schedules say as close to identical to the normal set up as possible, eg. which lanes on the track are used by which athletics group. Community organisations should also have to make clear to the facility operator exactly what equipment they require so every session can go ahead smoothly and as planned.	Visit the funfairs.			Getting those who already use the facilities more involved in events.	Crystal Palace is extremely unique. It is deep rooted in to the history of athletics and can take even the most disadvantaged youths very far by providing them with the wide range of facilities all in one place. Many professional or elite athletes train alongside beginners - it is unparalleled by anything else in the local area, no where else can you find such a diverse range of sporting ability all in one place. Crystal Palace's athletics facilities, while in bad condition, provide a gold mine of opportunities for athletes. British Athletics is at such a high point currently, but by demolishing the facilities used by hundreds of aspiring young athletes, some of the best talent in England will be unable to pursue the sport	The athletics facilities being in better condition.
				The building and surrounding area is tired. The large swathes of concrete and cement paths with tatty metal work makes the area hugely unappealing.						Physio		better kept grounds, more soft 'hardware' so nice seating outside, interesting play areas	
				Parking							Track	Improved facility	
				Yes			They could use the swimming pool to better effect for surrounding clubs.			Cpen network	Physio	The 50m swimming pool	Getting rid of the rats and pigeons
				Great track but could do with an upgrade		Not sure						Athletics track	Better facilities
				Yes, but always room for improved equipment		N/A						Gymnastics facilities	N/A
				Yes, but more can be done.			Ensure the community has easy access to facilities through cheaper rates for residents.			physiotherapy		The swimming pool	Family friendly environment
			parkrun	parkrun								parkrun	more events and community engagement.
				Yes						Physio		The multi sport options it provides to local children. The ability for all children the area to have access to such a wide range of sporting facilities is hugely important	Cleaner, more reliable opening (staffing issues often cause closure of facilities)
				Yes				Volunteer at parkrun and use the playground		Crystal Palace funrunners	Physio	Opportunity for kids to get into sports and improve health in the community	Better knowledge of what the centre provides. More and better range of drop in classes for kids
				Yes but barely, need updating and expanding to get full value in usage		n/a						Quality of facilities	Better cafe, more information about when it can be used and what's available for the public
				Yes			By investing in the NSC and supporting its purpose, not turning it into an adventure playground.	Meet friends, hang out and enjoy the park		Physiotherapy		It's multifunctionality	Sauna
				yes								diving	
				The track is fine and suits our purposes, but the access to the track is poor and takes too long to get through the sports centre (especially reception).	Athletics meetings and competitions	not applicable					Running trails	The track is crucial, as there aren't enough in this area. This is a quality track and is in walking distance. It needs to be made more accessible to the public, as most people don't realise its for public use. The stadium stands etc could be removed as not safe, and perhaps replaced by woodland/ trees as the track needs shelter from the wind.	If there was a decent athletics club there - there isn't. We need a good quality club for middle distance youth athletics, that's for everyone to join, and not just catering for elite groups. South London Harriers do distance work at their track in Coulsdon. We used to use them but Heme Hill Harriers and Blackheath & Bromley are far better clubs for middle distance.
				Yes. Ageing and tired but well run and as clean as possible given the maintenance challenges	Aquathon, duathlon and triathlon events			Cycling			Sports events - eg duathlon, triathlon	Swimming	More events incorporating the athletics track for duathlon or triathlon

				The indoor athletes track is in need of up dating its great for open meetings in winter, which athletes from local clubs use. The out door track needs new seating in places and the toilets are disgusting.		Use local people who know the area be in touch with community groups about what they want. From the park, so it doesn't get destroyed by housing.					Keeping it all open, the pool, indoor and out door track have more events to help fund the upkeep. It was well supported in the past and will be again. I went to all the athletes meetings when they were on and would do again. The more activities there are the more income it will generate and more jobs for the area	Watching the athletes.	
				The facilities are perfect for me as a swimmer and Gym user there are few 50 metre indoor pools in London						Physio	The Pool	Maybe re-open the old bar and add a Restaurant This a lovely Venue	
				Yes							Swimming		
				Yes but could be better with foam pits and proper tumbling facilities		More accessible facilities					It's location and capability to hold such a wide range of sports	Better Gymnastics facilities	
		Gymnastics competition twice a year	Gymnastics	Space for gymnastics competition							Sport	More up to date	
				They could do with an upgrade, sometimes just cosmetic.			Reading				The variety of facilities	An upgrade to facilities, & clearer signage - it's a rabbit warren in there.	
				The diving pool & seating could do with updating							Sport	More up to date facilities	
				There is a lack of changing rooms and toilets that are easily-accessible from the track.		Regularly meet at the venue to discuss concerns and potential improvements/changes.					The athletics track	Better changing facilities and toilets.	
				Yes							Encouragement of fitness and wellbeing	If I knew what was on and when it was happening	
			Skatepark	Parts are pretty run down							Community	Cleaner and safer facilities	
		My children the sports facilities		The range of sport on offer there is unique to The area. It's truly inspirational to the younger generation (██████████). It is not like any other leisure centre. This is true Olympic legacy	Changing rooms a bit of a state. Lot of showers don't work, have to queue. Some staff not very welcoming	Be more open minded and welcoming to outside groups. Have a dedicated community 'space' for groups to deliver and showcase what they can offer?	Playground/dinosaurs				Diving facilities	Nicer cafe, more healthy 'meals' Rather than just snacks	
											The swimming pool	Better quality changing and showering facilities. It would also be interesting / useful if there was an office space for freelance / remote workers to get together.	
				I only use the gym and I think it's great							Gym and pool	Nothing	
				Need refurbishment		Speak with them - like this		Running and Athletics		Communicate and disseminate through National Governing Bodies of Sports	A legacy for the future for all	Appropriate rebuilding and refurbishment	
	Work for Sports Day			Yes, though they are tired and in need repair. Lots of leaks, corrosion etc.						Physio	That we have a centre of national importance for Sport in our local area, this heritage needs to remain		
			Spectator	N/A	What ever is good for my family	N/A	N/A	N/A			Local and accessible facilities for my family	N/A	
				There is a lack of similar facilities elsewhere.	It has been neglected over the years and undervalued since my time of regular use in ██████████ however it could be improved further.	Through co-producing and running events etc.		Watch sport. The Athletics track is a scandal			Enabling people to participate in sport and providing excellent facilities for elite athletes.	Knowing the centre is secure.	
			Physiotherapy/sports injuries clinic	The only problem I can think of is water chlorination equipment in the swimming pool might need updating.		I think the operator does a very poor job of engaging with the local community on social media. There are facebook groups "crystal palace local" and "west norwood local" but the sports centre never seems to advertise or run any "10% ticket price discount" promotions					the athletics & field sports		
				Yes	Athletics events								
		Physiotherapy		It's iconic in British sport. Being able to use these facilities as a member of the public is incredible.	The place needs a good scrub and the small things need fixing, like locks on the toilet doors and mould in the wet change showers. The facilities are fantastic though in general and offer me opportunities I can't get elsewhere in the south of London. The gym has machines my other gym doesn't have and is light and airy, classes are really good, well equipped and there's a good variety. The 50m pool is brilliant and an essential part of my weekly fitness regime. Training on the athletics track is also brilliant, I'm recovering from injury so this sort of training is really important for building strength and stamina up again on a level surface. I've also attended lots of events in the stadium and it's great, the loos need some work but I really don't see why the stadium shouldn't have a long and happy future ahead of it - you need to advertise that people can use it though! No one knows! The biggest problem with the centre is the ██████████, other than that it is a much loved local gem!	Be more open about what is happening at the centre. The community desperately wants to support events on at the stadium and the centre but only find out about them by chance! The facilities should continue to be available for local schools and clubs to use as well as for larger events like the triathlon, London schools games, Crystal Palace festival. A movement towards a sports and arts centre could be an interesting avenue of investigation. There are spaces that don't need any work or adjustment for them to be utilised as exhibition space, immersive theatre, concerts, gigs, dance studios etc. They need to think outside the box and consider what they can use the space for without changing anything! Focus on it being a community centred place and the centre will flourish for years to come with local groups using it as well as regular large events taking place	Eat at the cafe/van/NSC cafe		Crystal Palace Physio Group	Dedicated website for NSC events	Crystal Palace Physio Group, and the pool. Can't get either at the same quality elsewhere!	Work space for local people who are working from home or studying, preferably near a cafe and with plug sockets and not too hot. The centre is so light and atmospheric it's a brilliant place to be productive!	
				Yes	Athletics Championships	Stop thinking of themselves as a facility operator, and start acting like sales people with something of great value to sell. Maintaining the facility is something that is so basic to the activity it does not merit a mention.					Big events eg athletics	If athletics open graded meetings were promoted.	
				You can always judge how neglected a facility by the cleanliness of its toilets. UK Athletics and England Athletics have received £300 million of public money in 15 years, and contribute nothing to athletics. This Sport England and UK Sport money would be better spent on Crystal Palace.							Athletics people will travel long distances to Crystal Palace. It is good for regional athletics championships		
				Yes but changing facilities a bit tired						Physio	50m swimming pool	Food and drink	
				Needs cleaning and pigeons getting rid of							Diving	Wellbeing classes, free running class	
				Yes		Answer the phones					Clean, safe environment	Better facilities	
				London home for club athletics									
				Yes		Via Kent County ASA Swimming clubs based in London				Website	It's size - spectator capacity and 50m pool	Greater accessibility to Kent London swimming clubs booking pool time and galas.	
		Phsio	Park sit & relax	Iconic & historical place of interest	No old & run down track is shabby indoor area is cramped	Needs to set up a users forum				Physio	Direct targeted marketing	The home of British athletics	Track meets
				Yes, but need updating		Not sure, to be honest						Elite diving training in the south of London	Not too sure
												The availability of lots of different facilities, especially for events like the London Youth Games.	Nicer facilities
				Could do with an upgrade - areas need investment							Range of activities	Yes	
			Beech volleyball	Yes. It's an amazing space.			Cycling				It's diversity of sports and it being easily accessible.	Better classes and longer opening hours. Especially at the weekend.	

			It's beautiful! Aesthetically it contributes to the definition of the park and consolidates the local identity not just in terms of place but also for the people that live there and use the facilities	You might argue that the facilities need a bit of a spruce up, there are unarguably some cosmetic issues. As a break from the 'bottom line' norm that pervades in London's developers' gentrification march, how about investing in some history? How about retaining and consolidating existing a local sense of place, identity and history and spending some money to upgrade the existing framework rather than the usual 'bulldoze and start afresh' strategy?		Online forums are useful and convenient, especially for those with busy schedules.	Cycling with the children				Community	More hours in the day!!
										Physio	Breadth of sports and price	
											Facilities	
						By having a proper budget and being incentivised to provide good services to the public.				Paxton Green g.p. surgery	Swimming pool	Better publicity about what's on offer.
										SOUTH LONDON HARRIERS	THE RUNNING TRACK	OUTDOORS FACILITIES BEING BETTER
						Listen					To have good quality and well run facilities	To have good quality and well run facilities...
		Take kids to swimming lessons				Unsure					Range of activities available in an overall impressive facility despite its current poor state	Higher end interior to make it feel like a nice place to hang out
						N/A					It encompasses a wide range of sporting facilities that you can't normally find in one location (e.g., diving, beach volley ball, athletics, etc). It's a gem, but needs investment and decent management!	Cleaner facilities that are in full working order
						Get in touch with local groups and collaborate					Accessible to all and huge range of sports	More non sport events and activities linked in with wider park
						Do not have an opinion					The fact it is a London based athletics centre	Not sure
						Crystal Palace is a known sports centre. Everyone can want more and improvements but it is certainly adequate					The swimming and diving facilities	A better cafe with good coffee and views of the park. We come for swimming lessons every week. [redacted] to give the kids some food and have a coffee afterwards as the cafe at the Centre is abysmal
						Changing rooms for the shallow warm up pool where my kids have swimming lessons are very poor quality - too small, run down and a bit grimy						
						Yes. I'm so lucky to live in an area that has a 50m pool. It's fantastic.					The 50m pool	More sporting events to watch, better food and drink facilities.
								member of 'Friends of Crystal Palace Dinosaurs' pressure group - preservation and education			Integrated large-scale sports/gym facility that helps keep the park 'alive' at all hours	Better catering facilities, wider range of cultural events and exhibitions
						The teaching!			Playground! Cafe!		Opportunities for the family to happen upon new sports	Better playground
						Broadly yes. Changing facilities for teaching pool needs a serious overhaul though					Its history and locality.	
						Yes. Facilities just need some updating					a centre for multisport in south London that is accessible by all	A more modern environment to train in with better facilities that doesn't feel like a shadow of its former self. Big sporting events would be a major boost.
						swimming pool and athletics track work well but are in dire need of updating. Use of other rooms etc works well for the annual triathlon and the space on the astro pitches for bike transition works well.					I have used the physio before which is	
		Swim				Yes					Athletics stadium	More events
						Yes					Swimming pool and mix of activities available	More events and exhibitions or courses. Music or theatre would be great. Better food maybe.
							Athletics				Physiotherapy	A decent cafe.
						They are fit for young people who make great use of the Centre					Outdoor space to walk and enjoy the gardens. Chapel Manor College.	Cultural Events
						The facilities are old and the building needs to be updated.					SPACE - for walking, thinking, away from crowds	Create a buzz about the venue
											Location	
						Track in poor condition and poor changing facilities					Physio	That it exists - South London is deprived of investment.
						Need to engage with current and future users to determine what is needed - not just assume. Facilities need to be accessible, affordable and good quality.						See above
						Coordinating with park management as the park is neglected		cycling			physio	Part of my daily life
						Perfect. Don't change a thing!!						I spend lots of time there anyway!
											The athletics track. The best in London, bar none.	More spare time!!
			Studio for Land Training			Yes it is very popular with London Swimming Clubs						The Long Course Swimming Pool is vitally important to the Age Group Swimmers who train there. The next closest long Course Pools are Crawley, The London Aquatic Center and Guildford (Surrey Sports park). South London needs another Long Course Swimming Pool
						Yes						Its location
						Only 50m swimming pool for miles around.						The 50m pool
						Booking more pool time						opportunities for potential sportsmen/women to receive top coaching in good facilities
						Easier to book swim lanes, better response and communication						link with my Bromley Mytime membership
						Very appropriate and good mix						Indoor and Field sporting activity and social interaction at all age levels
						Constant dialogue but also using a forum vehicle which was the case for the Park Master Plan Dialogue 2005 to 2009 and then from 2010 to 2015						More interesting events and regional activities.
		husband				yes						50 metre Swimming Pool
		Athletes				The toilet facilities could be a lot better.						Track
						Yes						Pool
						Teachers / trainers are great. Layout could be more accessible. Access to the site should be more accessible - better footpaths and lighting. [redacted] which must put people off using excellent facilities.						Wide variety of sports facilities and coaching opportunities
						None						More and more inviting communal areas. Better management and customer service. Better understanding of what is available.
						Pool area cold & draughty - pigeons flying about so not nice. Facilities not much different to [redacted]					Crystal Palace	Physio
						[redacted] & need to compete in 50m pool. Not enough of them in UK						50m pool
												Organised events for friends and family

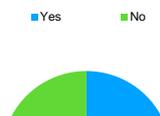
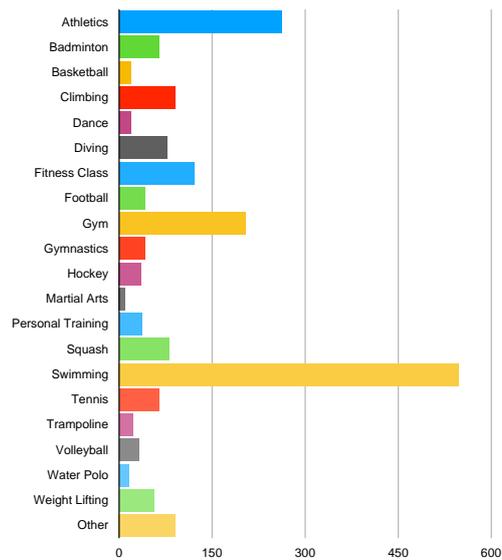
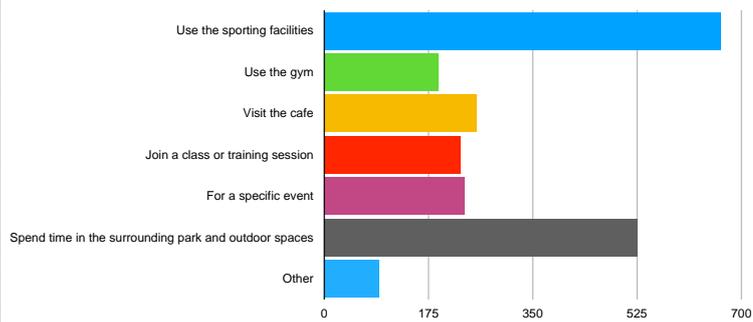
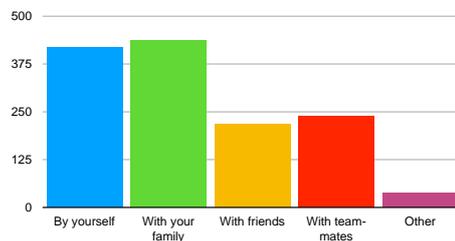
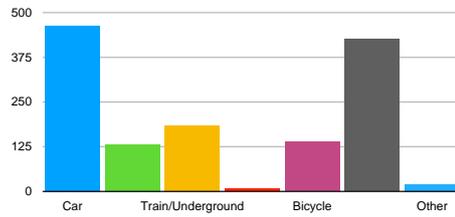
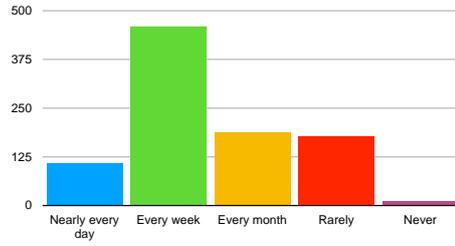
		Use pool		50m pool is fantastic for county swimming champs as well as triathlon. Training and events. Surrounding parkland is also great for all ages to train, walk and enjoy the fresh air. Vital for the mental health of the community in an otherwise heavily built-up area	Athletics and swimming championships		Coaching		Crystal Palace triathlon club, various regional swim clubs use the 50m pool			COMBINATION OF POOL AND TRACK	Better changing facilities and upgrading up the whole athletics track	
			The ability to train in a 50m pool at any time of the day	The 50m pool is an excellent facility, the wet side changing rooms need a little attention. We use the dance studio for Pilates which is perfect.					Keith Morgan and his excellent weights room. The best in the business. Chris and his diving academy.			For me personally the 50m racing pool.	At present due to other commitments I spend as much time as that allows. A change in circumstance would certainly see me using the pool more often.	
				Great facilities.								Location	More seating	
				We used to come twice a week to climb but had to go elsewhere because management provided so little support to the wall.								The climbing wall if well supported	Well supported climbing wall, with online booking and great quality coaches and instructors	
				road surfaces poor for cycling at some locations.							physio	location & facilities	cooler pool!	
				Generally, yes. The facilities are generally very good, although could do with some updating, especially the sports track								preserving the mix of organised sports and wellbeing opportunities/parkland areas	The cafe could do with being a little more inviting	
				Track and indoor centre needs improvement urgently								The track being able to hold competitions	Eliminate the threat of closure and update the track and centre	
				Pretty good. Climbing wall space could definitely be bigger								Scale - there is nowhere else in south London with the scale of facilities that the NSC has		
				Sadly not, the climbing wall was in a state of disrepair, poorly staffed, barely open and unbearably hot - a real missed opportunity as South London climbers are travelling elsewhere. After years of decline and lack of care or attention it has taken a member of the local climbing community to address these issues and improve things in order to release the wall's potential							Crystal Palace Physio	Climbing Wall	Better climbing facilities	
				They are fit for climbing but the communication between the climbing and the reception could be better								Climbing facilities	Improved payment system for climbers	
				We would love to be able to use the centre for training camps, but as yet haven't managed to do this								A good pool!	!	
					Top world level volleyball							Seating capacity for show sporting events.	Longer opening hours on Saturdays Better quality of facilities More volleyball courts	
				the booking system is very complicated								CLIMBING	Front desk staff who are polite and friendly Get the windows open-some fresh air please! More CLIMBING CLUB sessions for teenagers. Some PARKOUR sessions.	
				We really need to have a sprung floor for competition standard. Better ventilation as the temperature in the gymnasium hall is incredibly hot. No, the facilities and the management of the centre have been very bad for a long time. Booking is impossible both at the centre or online with no one able to do anything correctly. The staff have historically struggled and were refused money to buy basic equipment such as even a clock or diary so as to be able to make appointments. As a result, attendance at the centre has dropped off dramatically over the years as climbers now head to other areas of London and use the facilities there. Please, do not base your decisions surrounding the climbing at the centre on its current usage. Climbing is exploding in popularity across the UK and, even though it is in its infancy, it still outstrips many of the other sports in terms of participation figures (see Sports England for details) and is set to grow further still. Due to its location, where there are not decent climbing walls, the NSC has a very wide catchment area could become the go to climbing centre for SE London.								Gymnastics	A more welcoming and polite front desk	
												The Climbing Wall	A much larger climbing wall!	
												Climbing Wall	A much larger climbing wall!	
				Facilities are tired and in need of investment	Stadium used as sports club venue (say rugby)							Climbing Facilities	Better service at reception	
				Almost with the exception of the state of the indoor running track	Track and field competition							Diversity of offering	More modern facilities	
				It's ideal.								The indoor athletics track	Easier access to athletics facilities, better equipment and a cleaner environment.	
				The climbing wall suitable for junior climbers with bouldering & ropes							Physio	The ability to book courts.	Welcoming staff employed in large enough number to bust queues easily.	
				Availability of spaces for junior climbers. Space limited to enable youth clubs & adult climbing to occur simultaneously as in other clubs			Attend events					Simpler bespoke website	Quality youth coaches. Used to visit up to four times a week with my kids until they lost some quality coaches	
	Partner.			I have enquired several times about regular 5-a-side football and basketball sessions but the clubs who may be running aren't advertised anywhere in the centre and the staff have very little idea about how to get involved. Twice I've been told just to turn up around 8 in the hope that I might be able to join in with something but with no guarantees and no info about ability level etc it's not very appealing. A really clear notice board or timetable would easily improve this									The swimming pool is a huge asset but seems very old fashioned and in need of a revamp.	An affordable membership that allows you to access, swimming, gym, fitness classes and tennis, rather than lots of restrictive membership types. Equally a high quality spa with steam/sauna/hot tub/massage area would be really well used
				Climbing wall was extremely bad managed, with wrong information on website, poor maintenance, poor working booking system. The instructors working on the wall did their best to deliver a good service but experienced difficulties when trying to highlight issues with regards to the facilities. and had no information about the management plans for the walls. In August without any warnings the wall closed from one day to the other and nobody knew what was happening, not even staff. Now it has occurred that the walls were rented out to a private person who is going to open them in September again. Both the fact how the staff was treated and how customers were not informed about the plans shows very poor management from the operators GLL Better London who are according to their website owned by their staff and Society members and run as a charitable social enterprise. This is unacceptable and since I don't want to support an organisation treating their staff and customers in such a manner I have stopped using the leisure centre									Climbing	If the organisation managing the centre would focus on delivering a good service to their customers / the community and treat their staff fairly with regards to work contracts and pay.

					need updating		Advisory Meetings, do not compete with other operators, provide more for children, campaign for better access from Streatham/Lambeth ie west of centre, don't penalise people who don't live in Bromley.. the centre is close to several local authorities and should work with all of them!					Swimming pool	easier to get to from streatham	
Roller skate			Skating	Space	No	Ice and roller skating		Roller skating				Local schools and colleges. Mail shots in homes	Roller skating potential	Roller and ice skating facilities
					The pitch is a bit tired but it's ok		Get involved with local groups- social influencers to promote all the events and activities they hold	Playground						If the people who work there were better at their jobs. I'm always met with rudeness and confusion by the staff. There is never a enough people on the front desk at peak times. The website is also dreadful and impossible to navigate so I often give up trying to book anything
					Yes, but a key issues is poor marketing of the facilities. A lot is going on but many people are unaware of the range of activities offered (both to participate and to watch).		Become more customer focused and improve accessibility for everyone.	Cycling					Running track	Greater safety for evening use e.g., improved lighting
					Needs a good refurb in the teaching pools and track		Make the gym more affordable						Me and my children can realise the importance of sport for health and well-being in our local community, with all the history and inspiration that goes with the centre	The opportunity to meet beginners at sports, such as beach volleyball. Also knowing more about the football academy would mean we don't have to bus it to football sessions.
				I love the architecture of the centre- it should be listed! its a pleasure to swim in such a majestic & brutalist space.	The changing rooms need to be kept cleaner and they are quite often rather smelly - I think from nappy bins & lack of ventilation. I think that the toilets in general are quite disgusting- very run down and not clean. The spectator area in front of the pool needs a face-lift. The layout of the seating is good as per the original architectural design, but the stands are now in a state of disrepair and many of the seats are broken. New seats would be good. The windows around the building need to be fixed so that they can open in the hot summer months. The windows should not be changed as this would compromise the original architectural design but they should be renovated so that the opening mechanism works. Sometimes the temperature is really quite unbearable, around 35 degrees C- fine if you are in the pool, but what about the gymnasts, and the staff? oh, and there are pigeons!								Sports provision for all ages, from beginners to elite	A really good clean up and renovation.
					Yes		Cooperative with cpfc						Park	More childrens activities
													Youth sports	More events
					Centre needs updating making more relevant for modern cross use. Interested in triathlon and cycling and swimming which would be good to appeal to.		Shared ownership with different clubs.	Cycling					Accessibility and multi use space.	Interesting exhibitions and new sports and better marketing
					Yes		No thoughts						Convenient	More Silverfit sessions
		Have coffee		Many swimming lesson options	The centre is very difficult to navigate: the teaching pool and main changing room don't join and walking through corridors past doorways to get to the pool is unpleasant.		Free workspace for community groups would be amazing as well as meeting rooms for community events.	Cycling			CP physiotherapy		How easy it is to cycle to with young children	Less motor traffic, less parking, reducing the number of vehicle access points to make cycling & walking safer & more attractive. Step free access to the centre from all sides of the park.
				the cheapest climbing wall in London, plus a great little community	yes they are good for the price and the staff and community are fantastic, but it would be nice if the staff had time to update the routes more regularly, the low cost is certainly the most attractive aspect though, other walls are a massive rip off		Support for grassroots climbing - a great sport to teach kids self-discipline and self-reliance, and could help teenagers gain confidence	Climbing		more climbing.. competitions would be fun!				
					Yes								The space and the diving and climbing facilities	If the swimming pool was open for public use on Saturday mornings
					Yes. No problems								That it's there!	
				History and architecture	Yes		The centre needs to be updated. Establish a strong dialogue and listen to the views of all current user groups	Meditation , foraging, photography art.			Physiotherapist		It's park land setting	Art galleries, media hub Better customer service
					Yes but needs smartening up.								Proximity and venue for national sporting events.	Smarter and wider variety.
					No - changing facilities are not up to standard	Regular use of the stadium	N/a						Swimming	Improved facilities, better lighting through the park at night , for walkers (i.e. after working hours)
					Until recently the facilities were very badly maintained. There were also issues around management of those facilities		Communication between management and staff seems poor. Employment practices seem poor for a worker-owned charitable social enterprise. [REDACTED] When valued staff vanish overnight it has a damaging and lasting impact on users.			Wild space, woodland, support and development of green grid and wildlife corridors			I really love the building even though I know it's a nightmare to maintain	Dedicated space for home workers that is quieter and has good WIFI
		Holiday playscheme			Better online info, timetables and booking would be great.		Maybe work with local schools more, publicise holiday club better, make booking classes easier without visiting/phoning. Also make more welcoming for newcomers to centre or sports - I find it quite confusing and hard to find things!	Various child centred activity				A website with more details would be a good reference. Leaflets sent to local schools etc, in library?	It's walking distance for us (I don't drive so this is key) and the range of sports is great. [REDACTED] has tried several things - swimming, gymnastics and trampolining and had a brilliant time at the holiday club. It's an amazing resource.	Having more spare time! Also more activities I could do together with my child or we could somehow each do a different activity at the same time [REDACTED]
					Yes, a wide range of surfaces for football and a real mixed use sports arena.								Variety and value for money.	Perhaps more events to draw me in
					Yes								Location	Nothing
					Yes								Pool size	Longer opening hours for pool
					Yes								Gym	A better gym
					Yes									Safer well lit access from tube station entrance after dark and before sunrise
					Yes, very much fit for purpose and are excellent. No problems.								High quality sports facilities.	More time myself.
													Squash courts	More streamlined entry system, there are often large queues for things that could easily be automated.
					Swimming pool occasionally closes, gets very busy also		Meetings or forums at established local engagement points such as Paxton or phoenix centres						It's existinence and scale	Possibly more clubs and new sports such as bmx
					Yes. Squash's popularity at the centre has increased a lot over he past several years and we often have issues with capacity. A fourth court would be great. We also need more regular maintenance of the courts and walls.		You have to find a way to balance the needs of private facility members via the operator and the tremendous work the not for profit amateur organisations such as weightlifting and athletics do here.						Community and wellness	Nothing. I just want the facilities and services maintained and run efficiently.
					Yes , they could be								It's use as a coaching/tournament venue for a sport that has not been included in the list of suggested sports, but is the most played sport in the world, Table Tennis - even if you exclude China.	As above
					Good to have use of a 50m pool but a long way to travel to it and it is in need of refurbishment (leaking roof, effects of pigeons).		Fill co-opted management roles from community						Swimming pool facilities	Better catering and relaxation facilities
					No. Pitch is old, surface & markings poor, perimeter facilities awful, changing & social dilapidated		Joint / working committees, especially with 'resident' clubs						Decent astro pitch/es with excellent support facilities	A better 'multi-sports' offer, improved support facilities, better advertised and wider range of other events

				yes		Our club does not always have the capacity to organise training sessions but we would come if there was a one day camp that was affordable					Affordability	other events such as biathlons
		London Weightlifting Centre										
			50m pool	Yes we need a 50m pool							50m pool	More galas
				They are adequate but don't meet FINA synchro standards, nor have pits in the dive gym or water harnesses. You have seen the 1.3m plan which you know has been accepted and supported by all parties		The centre is unique and all previous large "leisure" operator's management models' have proved to not be a solution for the affective management of the Centre.. should look at a trust that has a connection/ association with the new Park Trust			Physio		It's uniqueness and huge possibilities on every level	The right mix of sports, events, "BAR" accessibility and more
				YES							Pool and sports hall	
			Something to be proud of in the local area - used to be world class facilities in the local area, lovely park.	No - run down.		n/a				eNewsletter	n/a	More interesting things to do
			Nordic walking and Tai Chi with Silverfit Charity (for over 45's)		The toilets are disgraceful and the centre is generally run down. The toilet facilities at the athletics stadium are appalling			Nordic Walking			Accessibility	Not sure
				very old								
	Swimclub		Not many 50m pools around	Its perfect, but run down. Will be great to upgrade the hotel next to the pool as well. Will get lots more swimclub if hotel and food is in a very gold condition		Provide more residential camps for swimming	Swimming				Swimming pool. 50m	More residential swimcamps and competitions
				Yes the pool is great		Better chance for more clubs to book pool training time					50m pool	Other out of hours catering facilities
				Pigeons, are a health hazard for swimming events		Investment needs to happen					Keeping it, as its an icon building	Investment in the centre
				Yes							Locality	More modern facilities
				Changing rooms are really old and with the annoying 20p coin					Physio		150 mt pool	increased opening times.
				Squash courts could do with some renovation.					Crystal Palace		Fitness classes and squash courts	a bar
				It could use some free water fountains		No opinion					Swimming pool	Access to diving
				Yes		Just clean it up and secure this magnificent building for future generations						
				Ageing facilities in need of repair.							Multiple sports	Better cafe, bar and social activities
				test		test					test	test
Plane				Yes		Better communication					The building	Better coffee

Table 1

How often do you visit the centre?		944.00
Nearly every day	109	11.55 %
Every week	459	48.62 %
Every month	187	19.81 %
Rarely	177	18.75 %
Never	12	1.27 %
How do you normally travel to the Centre?		943.00
Car	463	49.10 %
Bus	132	14.00 %
Train/Underground	185	19.62 %
Taxi	8	0.85 %
Bicycle	139	14.74 %
Walk	425	45.07 %
Other	20	2.12 %
When you visit, who are you with?		940.00
By yourself	419	44.57 %
With your family	436	46.38 %
With friends	219	23.30 %
With team-mates	238	25.32 %
Other	38	4.04 %
What do you do when you visit the Centre?		938.00
Use the sporting facilities	666	71.00 %
Use the gym	191	20.36 %
Visit the cafe	255	27.19 %
Join a class or training session	228	24.31 %
For a specific event	236	25.16 %
Spend time in the surrounding park and outdoor spaces	526	56.08 %
Other	92	9.81 %
What sporting facilities do you use at the Centre?		910.00
Athletics	262	28.79 %
Badminton	64	7.03 %
Basketball	19	2.09 %
Climbing	90	9.89 %
Dance	19	2.09 %
Diving	77	8.46 %
Fitness Class	121	13.30 %
Football	41	4.51 %
Gym	203	22.31 %
Gymnastics	41	4.51 %
Hockey	36	3.96 %
Martial Arts	10	1.10 %
Personal Training	37	4.07 %
Squash	80	8.79 %
Swimming	548	60.22 %
Tennis	64	7.03 %
Trampoline	22	2.42 %
Volleyball	32	3.52 %
Water Polo	16	1.76 %
Weight Lifting	56	6.15 %
Other	91	10.00 %
Are you a member of a sports club or group that regularly use the Centre?		935.00
Yes	382	40.86 %



Walking the Dog	120	13.09 %
None of the above	48	5.23 %
Other	124	13.52 %
What would you like to do more of in and around the Centre?		879.00
Festivals	110	12.51 %
Food & Drink	210	23.89 %
New Sports	167	19.00 %
Retail	21	2.39 %
Outdoor Events	242	27.53 %
None of the above	88	10.01 %
Other	40	4.55 %
Which of the following are you aware are also based at the Centre?		919.00
Capel Manor College	457	49.73 %
Crystal Palace Football Academy	413	44.94 %
Crystal Palace Physio Group	553	60.17 %
Elite Cycling Performance Centre	316	34.39 %
None of the above	167	18.17 %
Other	24	2.61 %
Do you use any local healthcare services at the Centre?		929.00
Yes	172	18.51 %
No	757	81.49 %
Do you think what's on at the centre is well promoted?		917.00
Yes	149	16.14 %
No	769	83.86 %
Which tools and resources could be better used to communicate events and activities at the Centre?		755.00
Advertising locally	535	70.86 %
Notice Boards	339	44.90 %
Open Days	313	41.46 %
Posters	352	46.62 %
Social Media	693	91.79 %
Other	41	5.43 %
How old are you?		840.00
Under 18	25	2.98 %
19 - 30	90	10.71 %
31 - 45	391	46.55 %
46 - 60	249	29.64 %
61+	81	9.64 %
Prefer not to say	4	0.48 %
How do you identify?		839.00
Female	400	47.68 %
Male	423	50.42 %

