

(by email)

Our reference: MGLA261125-9226

23 December 2025

Dear

Thank you for your request for information which the Greater London Authority (GLA) received on 25 November 2025. Your request has been considered under the Freedom of Information Act (FOI) 2000.

You requested:

Under the Freedom of Information Act 2000, please provide copies of all communications, including emails and attachments, exchanged between [2 x Named member of GLA staff]

and any email address ending in @pidginperfect.com that contain the keyword: "climbing"

The date range is 1 August 2018 to 1 May 2019.

This search should include any relevant communications held in email, text message or WhatsApp where these channels were used to conduct official GLA business.

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 some names of members of staff are exempt from disclosure under s.40 (Personal information) of the Freedom of Information Act. This information could potentially identify specific employees and as such constitutes as personal data which is defined by Article 4(1) of the General Data Protection Regulation (GDPR) to mean any information relating to an identified or identifiable living individual. It is considered that disclosure of this information would contravene the first data protection principle under Article 5(1) of GDPR which states that Personal data must be processed lawfully, fairly and in a transparent manner in relation to the data subject.

Redactions have also been applied to information that is out of the scope of your request.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA261125-9226.

GREATER **LONDON** AUTHORITY

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: CPNSC - Youth Engagement Summary
Date: 20 February 2019 17:43:35
Attachments: [Pidgin Perfect Youth Engagement Summary.pdf](#)

Hi [REDACTED]

I have attached a sheet from our reporting which covers the youth engagement that you undertook with the youth councils. I wanted to share it with you to see that you feel it reflects the notes that you sent across. I've grouped together comments thematically, and tried to simplify it a little, and include those that I think are the most relevant and achievable with regards to some of the suggestions.

Let me know your thoughts, and I can make any amendments this week. Sound like they were fun sessions! If you have any images, we could include them.

Thanks,
[REDACTED]

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[REDACTED]
Project Manager

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[REDACTED] pidginperfect.com

Youth Engagement

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

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

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

Accessibility and wayfinding

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

Comments on existing Centre Facilities

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

Potential additional facility suggestions

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

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

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

Booking Form

5. HIRER'S GENERAL OBLIGATIONS

5.4 The hirer will assist and support the operations manager in preventing **climbing**, hanging and sitting on the equipment, except where this forms part of the game, as this is dangerous and is not allowed.

[Remainder of agreement out of scope of the request]

[Redacted]

[Redacted]

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

Sent: 06 February 2019 17:48

To: [Redacted]; [Redacted]

Subject: Difficult Questions document

Hi All,

[Redacted] and I have put together the attached document of potential questions. Some are new, and some are updates from previous questions.

Please feel free to suggest additional questions or edit answers.

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

[Redacted]

#LondonIsOpen

Register of Potential Questions from the Public

Potential Question	Appropriate Response	ACTIONS NEEDED
4 Are you reducing the amount of sports facility capacity?	<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>	

From: [REDACTED]
To: [REDACTED]
Subject: Re: Contact list
Date: 21 January 2019 17:02:35
Attachments: [A4 Poster.pdf](#)
[subscribed_members_export_12c165e366.csv](#)
[Crystal Palace Park_The NSC_Contact List_JAN 2019.xlsx](#)

Hi [REDACTED]

Have attached a poster design. Let me know your thoughts, and we can get them shipped to local businesses.

I've also attached two contact files. One is the contact list developed by the project/client team at the inception of the project, and added to since, and the other is the contact list drawn from event attendees and sign-ups through the website.

Best wishes,

[REDACTED]

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On 21 Jan 2019, at 15:26, [REDACTED] <[REDACTED]@london.gov.uk>
wrote:

Hi [REDACTED]

Thanks for your time earlier, its good to get a clearer picture of the detailing and running of the event.

Would it be possible to share with us the contact list that invites have gone out to? We want to make sure key contributors and stakeholders who have been engaged in other ways have been invited.

I'd also love to see the artwork for the posters.

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

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: RE: CPNSC - Project Future Programme
Date: 04 February 2019 16:01:00
Attachments: [image001.jpg](#)
[image002.jpg](#)

Great- thank you.

I've been thinking how to maximise the additional work done- as I think a lot of stakeholder attendees will be asking 'what's new?'

I think it would be good to show the parking location options (options only- not the developed design) with the pros & cons & distance to NSC as I think these are really useful.

Perhaps we could use the existing site plan that was done ahead of the London Design Review?

Also the climbing group have been pretty active on facebook this weekend- see below. It might be worth showing the climbing centre location options to demonstrate it is being seriously considered, whilst stressing that this is a decision that a new operator would have input on.

Let's discuss tomorrow,

[REDACTED]



[Mt. Palace](#)

[2 February at 04:47 ·](#)

On other VERY EXCITING NEWS, we're due to finally find out about the future plans for climbing at Crystal Palace on the 9th of February!

This is the big one folks, the one we've all been waiting for, the Yes or No as to whether we get a bigger climbing centre in Crystal Palace!

To promote the unveiling of the future plans, the Mayor of London is holding a 'Public Conference' on Saturday the 9th of Feb at the Sports Centre. They've hired the entire sports hall and are promis...ing a 'fun day out' so it should be worth a visit.

The whole of the Mayors team responsible for the development of the NSC will be there and are keen to meet and chat with people face to face so it really will be an amazing opportunity for all of us to get down there and show just how much support there is in the area for a new, bigger shiny climbing centre right here on our doorstep!

Please, get your phone out right now, check your calendar and, if you're free on that day, put it in your diary!

Event details are below: (when you visit the website you'll need to scroll down to the 'Events' section)

<http://www.on-your-marks.co.uk>

Happy Climbing!

Mt. Palace

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

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Crystal Palace - Disability Sport consultation update
Date: 06 December 2018 16:45:00

I think you have just done the list- thank you!

We're planning additional engagement beyond the online survey with the Youth Councils, I'm collating contact avenues for each to organise this.

[REDACTED]

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

-----Original Message-----

From: [REDACTED]
Sent: 06 December 2018 15:55
To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED]
Subject: RE: Crystal Palace - Disability Sport consultation update

[REDACTED]

We are not putting together a consultee list for the youth engagement, seems to be a bit of confusion there. The main focus should be via the leading sports clubs who mostly attended the sessions and request that they send the new survey via their social media outlets (the beach volleyball club has a dedicated person who deals with that for example) to their junior sections.

The volleyball club - [REDACTED]
The basketball club - [REDACTED] Gymnastics club - [REDACTED] Lewisham and Southwark College - [REDACTED] The athletics and running clubs - various list of people Climbing - [REDACTED] Hockey - London Wayfarers - Marcel

We need to send it to them to say that the survey results have shown an overwhelming bias in terms of 35+ and that we want to explore further the needs of young people who are key to the future of Crystal Palace.

[REDACTED] has all these contacts already.

We also highlighted the Youth Councils that the majority of the 5 boroughs have - I think Lewisham was the only one without - this I always felt would pick up the less sporty kids who are not in the clubs or formal sport - but might want to do more things.

There was also the contact for the skate park and getting that on the Friends of Crystal Palace Park Facebook page.

I can provide any missing contacts above from the clubs as required but most of this PP has.

Hope that is clear.....maybe I have just done the list I wasn't going to do after all!

Thanks

[REDACTED]

[REDACTED]

director

Continuum Sport & Leisure
www.continuumleisure.co.uk

[REDACTED]

twitter: @continuumsport

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

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]@london.gov.uk]
Sent: 06 December 2018 12:20
To: [REDACTED]
Subject: RE: Crystal Palace - Disability Sport consultation update

Thanks [REDACTED] 14th PM or any time 17th works.

I spoke to [REDACTED] this morning who mentioned you were putting together a more direct/ specific list of contacts to help reach a wider youth engagement? The updated online survey should be ready for next week so it would be good to finalise the contact list. Was this contacts within the stakeholders or people within local schools/ youth organisations? (or both!?)

Thanks,

[REDACTED]

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

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Crystal Palace Climbing Wall
Date: 13 December 2018 11:04:43

Hi [REDACTED]

Many thanks, will copy you in to my response.

Best wishes,

[REDACTED]

[REDACTED]
Project Manager

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On 13 Dec 2018, at 11:02, [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Hi [REDACTED]

Suggested response below;

We are still testing design options for the most suitable location for a bouldering and climbing space at the NSC. We recognise the importance the facilities have to existing users of the centre and that the current location of the climbing wall limits the future expansion of the climbing programme. Possible locations for an improved climbing facility are being considered as part of a wider design appraisal,

looking at the sports facility needs of the centre and the opportunities there are to ensure the long-term, sustainable future as a multi-sports venue. We have engaged with NSC members, community and park groups, as well as a range of sports groups, and local and regional bodies in order to hear the views of as many people as we can. These views, including yours, are helping to inform what facilities are required to best support the future of the centre, so it continues to serve the needs of sporting and local communities.

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

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

Sent: 13 December 2018 10:26

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: Fwd: Crystal Palace Climbing Wall

Hi all,

We've had the below email in to the On Your Marks email. I wondered if we had an update on climbing that we could provide? I know that there was the additional study exploring this in more detail, but I'm not certain where that sits within the options being progressed.

Let me know and I can respond.

Best wishes,

[REDACTED]

[REDACTED] [REDACTED]
Project Manager

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Begin forwarded message:

From: [REDACTED]

Subject: Crystal Palace Climbing Wall

Date: 13 December 2018 at 10:14:38 GMT

To: [REDACTED] >

Hello,

I am writing to you today to talk about the removal of the climbing wall at Crystal Palace, I was told with the refurbishments there would be no wall afterwards? I am really disappointed with this as Crystal Palace is my home and it is so great to have a local climbing centre to practice in and for a great price compared to others, the location is perfect, there are no others locally, I would hate to see something taken away because of a soft play centre?

I am really hoping you will reconsider taking the wall away it brings so much joy to a lot of people and it's the one good thing about the centre! The Better Gym I use frequently but its managed very poorly, surely this could be improved rather than removing something that is working out great?

I was wondering what the possibilities are around keeping the wall and what would need to be done to do this?

Thank you and I look forward to hearing from you.

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

From: [On Your Marks!](#)
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Crystal Palace Climbing Wall
Date: 13 December 2018 11:06:33

Dear [REDACTED]

Many thanks for your email. We will make sure that your comments are included within our consultation process.

With regards to climbing facilities at the National Sports Centre, we are still testing design options for the most suitable location for a bouldering and climbing space. We recognise the importance the facilities have to existing users of the centre and that the current location of the climbing wall limits the future expansion of the climbing programme. Possible locations for an improved climbing facility are being considered as part of a wider design appraisal, looking at the sports facility needs of the centre and the opportunities there are to ensure the long-term, sustainable future as a multi-sports venue. We have engaged with NSC members, community and park groups, as well as a range of sports groups, and local and regional bodies in order to hear the views of as many people as we can. These views, including yours, are helping to inform what facilities are required to best support the future of the centre, so it continues to serve the needs of sporting and local communities.

I hope this is useful. Let us know if you have any further questions.

Best wishes,
[REDACTED]

On 13 Dec 2018, at 10:14, [REDACTED] wrote:

Hello,

I am writing to you today to talk about the removal of the climbing wall at Crystal Palace, I was told with the refurbishments there would be no wall afterwards? I am really disappointed with this as Crystal Palace is my home and it is so great to have a local climbing centre to practice in and for a great price compared to others, the location is perfect, there are no others locally, I would hate to see something taken away because of a soft play centre?

I am really hoping you will reconsider taking the wall away it brings so much joy to a lot of people and it's the one good thing about the centre! The Better Gym I use frequently but its managed very poorly, surely this could be improved rather than removing something that is working out great?

I was wondering what the possibilities are around keeping the wall and what would need to be done to do this?

Thank you and I look forward to hearing from you.

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

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Crystal Palace NSC Reporting and Presentation
Date: 14 February 2019 11:40:00
Attachments: [190124_Lambeth.docx](#)
[190211_Lewisham.docx](#)

Hi [REDACTED]

As discussed- attached notes from both Lambeth and Lewisham Youth Council Workshops. Lambeth was hugely more engaged and willing to comment and participate. I think the format was much better (small groups rather than a presentation and large group questions/ answer session at Lewisham).

[REDACTED]
[REDACTED]

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[REDACTED]@london.gov.uk

From: [REDACTED]
Sent: 13 February 2019 11:37
To: [REDACTED]
Cc: [REDACTED]
Subject: Crystal Palace NSC Reporting and Presentation

Hi [REDACTED]

Thanks again for your help this weekend. I'm spending time this week wrapping up our reporting for each of the consultation stages to feed into H\Bs overall report document.

I wondered if you had any updates on the youth engagement survey, and anything I can include on this?

We've also had a couple of requests from members of the public for access to the presentation from Saturday. I wanted to check your thoughts on this. Our plan was to include summary material on the On Your Marks website of each of the engagement stages (similar to what's there for the first round of engagements), but there may be some sense in putting a slightly reduced version of the presentation somewhere online for people to access.

Let me know your thoughts, happy to chat over the phone if that's easier.

Thanks,

[REDACTED]

[REDACTED]
Project Manager

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[REDACTED]

[REDACTED]

LAMBETH YOUTH COUNCIL: WORKSHOP

CPNSC

24.01.2019

Climbing and bouldering would be popular, they liked the casual bouldering offering shown in the images.

[REDACTED]

A climbing wall could go in the courtyard of the Hub, you could climb your way out!

[Information not relevant to the request has been removed. Redaction relates to personal information]]