

Work Stage 3 Engagement Report

Lewisham
Culture & Business Hub

RIBA Work Stage 3

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Mensura Limited

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1.
Engagement
Overview

1.1 Engagement summary

This document details the engagement activities for RIBA stage 1-3 and how they have informed the development of the design for the Lewisham Culture and Business Hub.

It includes iterations of the plan as it has developed through progressive rounds of consultation. Alongside this it is a snap shot of some of the key engagement processes and activities that have taken place. These include four paid citizen journalist placements, design consultancy for Lewisham Youth Theatre, work with key local arts organisations and charities as well as design reviews and feedback sessions with the Young Mayors, Lewisham library staff and wider public. We have compiled a separate report detailing the social value activities.

During RIBA stage 1-3 we have met and spoken with over 30 local advocacy groups and their users (see right column). We worked with these multiple stakeholder groups in different formats in order to quickly and responsively test the emerging design ideas. These co-design processes created feedback loops with the key stakeholder groups in order for them to input into the design process throughout.

Wider engagement tested assumptions and designs with the wider public at large.

The process has been very useful in both confirming and challenging aspects of the design and has guided core decision making.

Groups included:

- 999Club
- Circle Collective
- Deaf and Disabled Commission
- Entelechy Arts
- Heart & Soul
- Ignition Brewery
- Kinaraa
- Lewisham Black VCS Group Network
- Lewisham Library Service staff members
- Lewisham Local
- Lewisham Youth Theatre
- Mercia Gr. / Clarendon Rise. TRA
- Metro Centre
- Positive Ageing Council
- Other library operators (see Library visits)
- St Saviour's Primary School
- The Albany
- V22
- Young Mayor's Team

Library visits with client team:

- Canada Water Library
- Walworth Library
- Peckham Library
- Set Set Set - workspace and social club
- Forza Wine roof top bar at Copeland Park

Wider public engagement (March):

- In-residence sessions in Lewisham Shopping Centre
- Pop up session at Glass Mill Sports Centre

Cafe Operator Visits:

- Revive Coffee (Canada Water Library)
- Plateful Cafe (Lewisham Refugee business)
- Dolce Cafe (Catford Bridge)
- Catford Mews
- Benugo (Young V&A)
- Gaff (Lewisham Hospital)
- Perky Blenders
- Homestead Cafe (Beckenham Park)



Lewisham Youth Theatre co-design session

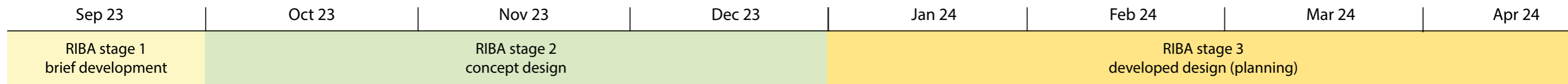


Lewisham Young Mayor's Team co-design session



Wider public engagement - Lewisham Shopping centre launch

1.2 Engagement plan



1. Creating a clear shared vision with the internal team

AIM:
To develop a clear shared vision and brief for the project between the various Lewisham Council stakeholders involved. The vision can then be tested and adapted through the targeted engagement and public engagement.

INFLUENCE:
Core vision objectives for the project
Architectural brief
Wider engagement process
Spatial / programmatic arrangement
Materiality and finishes

PEOPLE:
00 design team
Elected Members
Lewisham project team
Library service management
Library service key staff
Archive staff



2. Targeted co-design with key external stakeholder groups

AIM:
To set up a co-design process with key external stakeholders who have lived experience and develop local partnerships. This will involve meeting with groups multiple times giving space for their feedback to influence the design as it develops.

INFLUENCE:
Different depending on groups interest
Ensuring the space is accessible, functional and not exclusive
Design elements specific to certain groups
Opportunities for cross programming

TARGET GROUPS (see following slide):
Deaf and disabled commission
BAME groups
Older people / Young people
Local cultural groups
Local schools



3. Engaging with the wider public

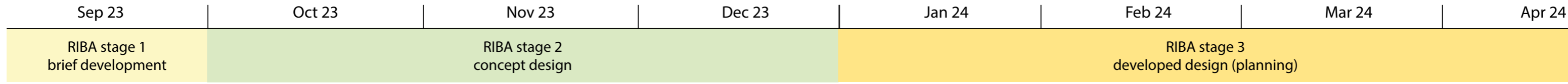
AIM:
To test ideas developed through the co-design process with targeted groups with the wider public, collect ideas and feedback which can still influence the design and generally raise awareness for the project.

INFLUENCE:
Raising further opportunities that may have been missed or flagging concerns which can be interrogated further
Giving subjective input into the functions and design which will help us develop the look and feel of the space

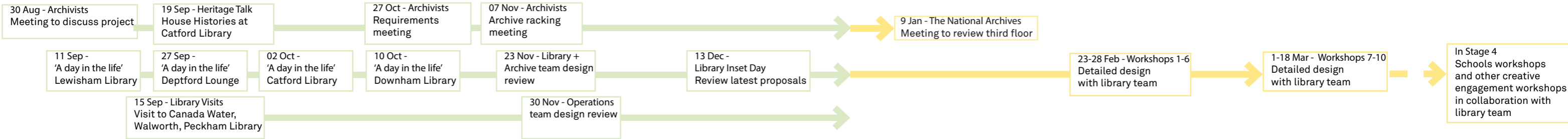
TARGET GROUPS:
The wider public who do not use the Library already
Existing Library users



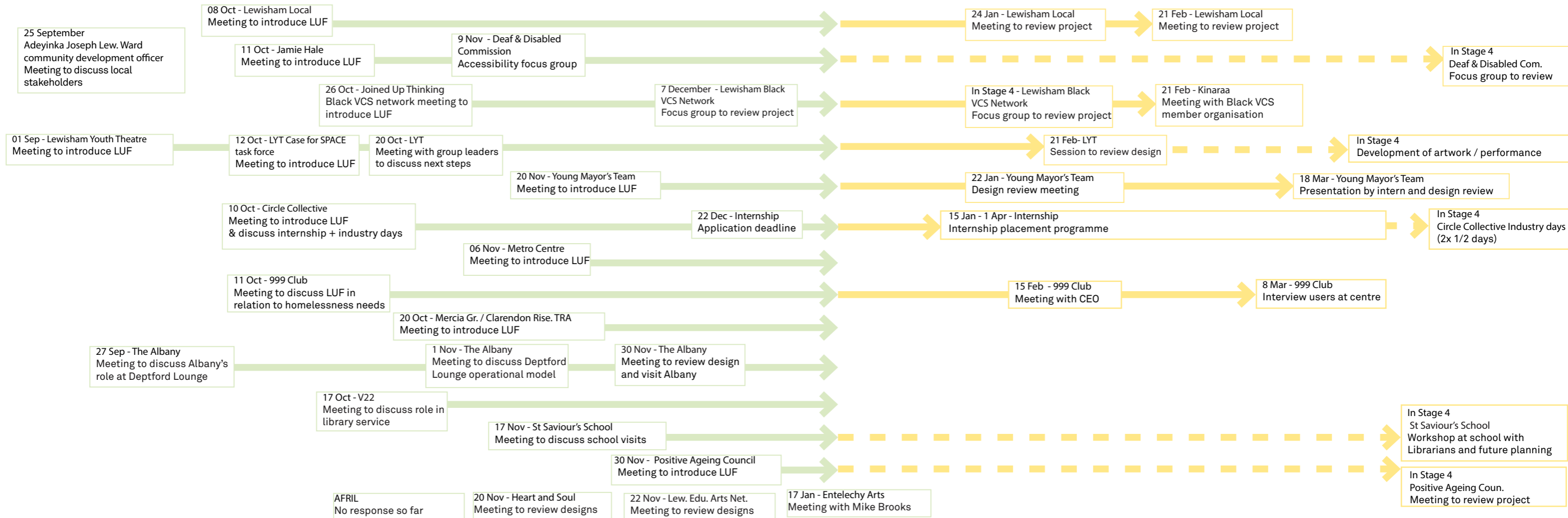
1.3 Engagement timeline



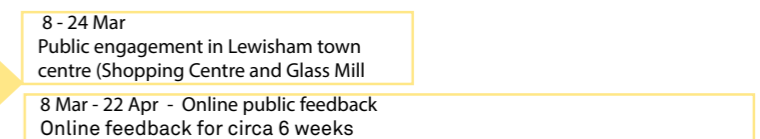
1. Internal engagement



2. Targeted external engagement



3. Wider public engagement



1.4 Work Stage 2 design development proposal

How engagement fed into previous design proposal

Exterior Signage

- Repeated request by library team to clearly state that the building is a library
- Accessible signage stated as a must by disability group Heart and Soul

Location of cafe on corner (see cafe operator feedback for more details)

- Supported by all of the cafe operator's we interviewed
- Serving hatch for capturing passing trade
- Enables out of hours service

Seated forum

- Good, informal area for teens supported by Young Mayor's team
- Space designed with adequate space for wheelchair users as advised by Deaf and Disabled Commission
- Informal performance and events space could support librarian's programme
- Seen as a great space for children to gather by St Saviour's School
- Space to host events supported by local arts family as well as being seen as an opportunity by local groups (including Lewisham Youth Theatre and Deaf and Disabled Commission) to put on their own performances

Ground Floor Children's Library

- Ground floor location easier for parents, families, children with disabilities as stated by St Saviour's School
- Ease of access for disabled parents supported by Deaf and Disabled Commission
- Option to enclose area with good sight lines recommended by library staff
- Separate children's WC advised by library staff

Accessibility support

- Changing places facility recommended by Deaf and Disabled Commission / Heart & Soul
- Sensory room recommended by Deaf and Disabled Commission / Heart & Soul, but can be a deployable space to enable flexibility



Moving Entrance to Limes Grove

- Library team stated that move away from high traffic street would be preferable for parents
- They also stated it would reduce the risk of children running into busy street
- Calmer environment is supported Deaf and Disabled Commission
- St Saviour's said side entrance would be better and more inviting for families and children
- Local TRA liked the integration of biodiverse public realm

Reception desk

- Location chosen for good sight lines and information point for users when first entering library as advised by library staff, Disability Commission and Heart & Soul
- Location gives privacy for librarians working on PCs
- Redrawn as curve and size increased to provide ample space and for safeguarding after consultation with library staff

Bookable Rooms

- Sized to host regular library activities like baby bounce
- Flexible openings to allow space to be used for study when not booked as in place at Deptford
- Local groups including Lewisham Youth Theatre, Black VCS network, Lewisham Local, Heart & Soul and St Saviour's would be interested in hire
- Glazed to enable good sightlines into rooms

Back of house / toilets

- Adequate storage for LRC
- Individual super toilets to prevent vandalism and misuse which was reported as one of the biggest challenges for library team in terms of ASB
- As above location offers clear sight line from reception to help combat misuse
- Individual gender-neutral super-loos as advised by Metro Centre
- Freely accessible on ground floor as advised by 999 club
- Separate staff toilet on 1st floor as requested by library staff

1.5 Work Stage 3 design changes

Considerations based on engagement with library team, local stakeholders and Design Review Panel

Client feedback

Maximise Children's Library

Children's Library to be able to be segregated from Cafe if Cafe needs to become a night time offer

Give library offer more visibility from High Street

Option to have desk in Children's Library

Option of moving Youth Library to ground floor

Design Review Panel

Reduce congestion around entrance / forum / cafe

Cafe too prominent, look at moving it to Limes Grove

Public Feedback

Supportive of link between Cafe and Children's Library

Supportive of move of entrance to Limes Grove

Ground floor Children's Library with nooks for reading

Operational - look & feel

Forum with split stairs to reduce footprint and make a more flexible performance space

Flip forum to face High Street

Flexible, uncompressed space with few corridors

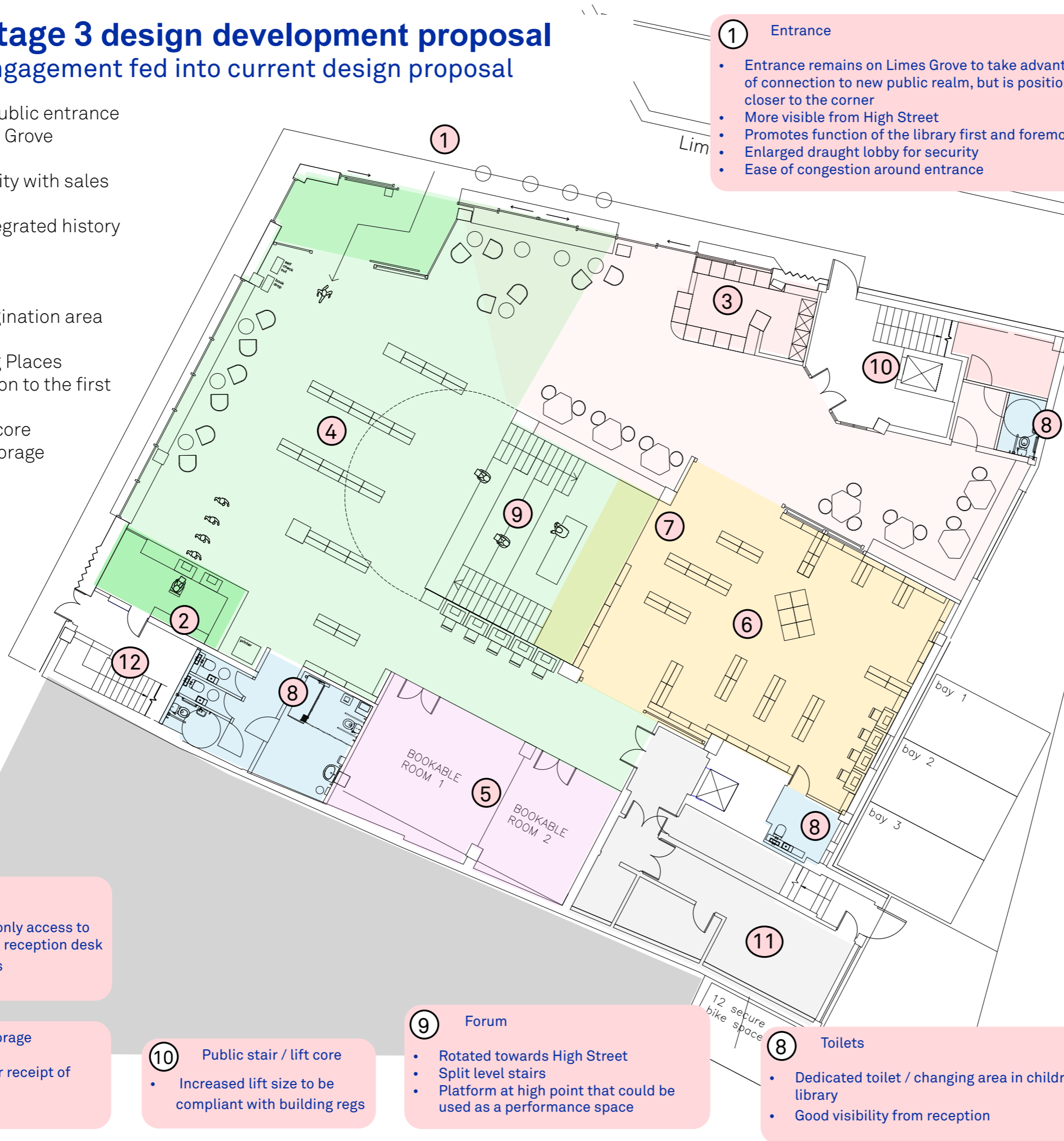
Opportunity to use forum undercroft as feature in Children's Library

Maximise flexibility of bookable rooms with day-to-day running of library

1.6 Work Stage 3 design development proposal

How further engagement fed into current design proposal

1. Entrance - New public entrance on improved Lime Grove
2. Reception
3. Cafe - High visibility with sales hatch to street
4. Library - With integrated history exhibition
5. Bookable Rooms
6. Children's library
7. Pram store / imagination area under stair
8. Toilets / Changing Places
9. Forum - Connection to the first floor + events
10. Public stair / lift core
11. Deliveries and Storage
12. Staff stair core



1 Entrance

- Entrance remains on Limes Grove to take advantage of connection to new public realm, but is positioned closer to the corner
- More visible from High Street
- Promotes function of the library first and foremost
- Enlarged draught lobby for security
- Ease of congestion around entrance

2 Reception desk

- Desk has moved to rear of building
- Connection with staff staircase behind desk
- Good oversight of toilets
- Good connection to bookable rooms, ease of access to Children's Library
- Not overwhelming at entrance but visible on arrival
- Clear line to goods lift for moving stock

3 Cafe

- Cafe moved onto Limes Grove
- Opportunity for seating in pocket park
- Serving hatch for capturing passing trade and enables out of hours service
- Additional toilet accessible from cafe

4 Library services

- Collection visible on entry
- Integrated heritage collection
- Circulation throughout the entire ground floor on
- Increased visibility of library function from High Street

5 Bookable Rooms

- Two rooms that can become one for hosting regular library activities as well as acting as green room for forum and workspace for library staff
- Flexible openings to allow space to be used for study when not booked as in place at Deptford
- Good connection to reception desk
- Connection to Children's Library

6 Children's Library

- Moved to east of floor plan
- Increased in size from previous plan
- Forum undercroft used as buggy storage / reading nooks
- Natural light provided by new windows in east wall

7 Other developments

- Using the forum as an asset for the Children's Library either as a imagination space with nooks or as a buggy store

12 Staff stair core

- Introduction of staff only access to all floors from behind reception desk
- Access to staff toilets

11 Deliveries and storage

- Open delivery area for receipt of transits

10 Public stair / lift core

- Increased lift size to be compliant with building regs

9 Forum

- Rotated towards High Street
- Split level stairs
- Platform at high point that could be used as a performance space

8 Toilets

- Dedicated toilet / changing area in children's library
- Good visibility from reception

2. Engagement Activities

2.1 Creating a clear shared vision with the internal team

Aim

Central to the successful delivery of Lewisham Culture and Business Hub is having a clear shared vision and brief for the project between the various Lewisham Council stakeholders involved.

Once established this vision can then be tested and adapted through the targeted engagement and public consultation.

Influence

Core vision objectives for the project
Architectural brief
Wider engagement process
Spatial / programmatic arrangement
Materiality and finishes

Target groups

Lewisham project team
Elected Members
Lewisham Library Service management
Lewisham Library Service key staff
Lewisham Archive staff
Lewisham Library Service staff



Lewisham Culture and Business Hub stakeholder team in theatre space during visit to Canada Water Library, 23 October 2023

2.1.1 Library and operator visits with the internal team

Aim

Outside of regular project meetings the design team organised a day of visits to look at past precedents and meet other library operators.

On 23rd October 2023 we spent the day together and visited Canada Water Library, Cafe & Theatre, Walworth Library and Heritage Centre, Peckham Library, Peckham Food Market Mall, artists studio provider SET SET SET and Forza Wine rooftop.

Influence

Core vision objectives for the project
Architectural brief
Wider engagement process
Spatial / programmatic arrangement
Materiality and finishes

Target groups

Lewisham project team
Lewisham Library service management
Lewisham Library service key staff
Lewisham Archive staff

Activities

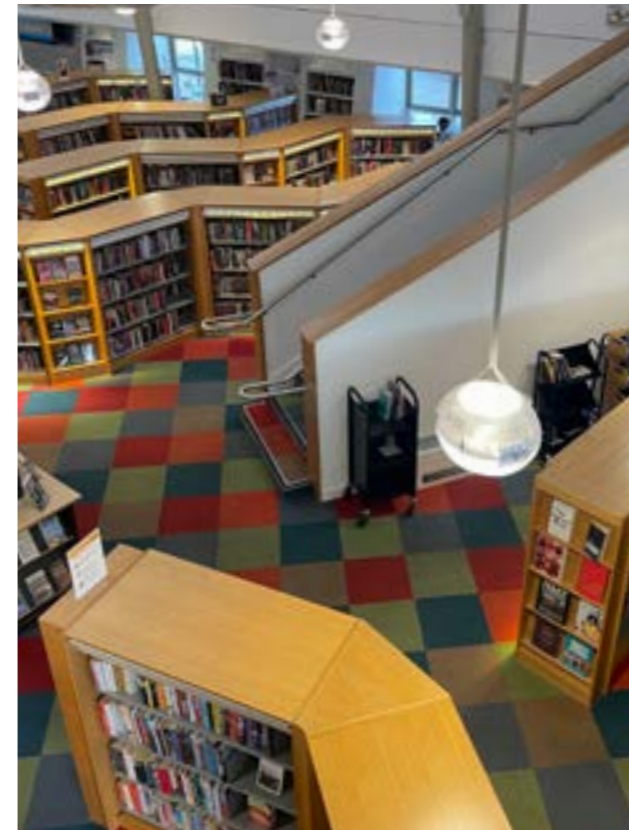
It was an opportunity for the teams to get to know one another more informally as well as visiting relevant precedents.

At Canada Water Library we saw how the cafe operated, its footprint and footfall on an average day. We met with library staff to tour the library floor, back of house and theatre and had the chance to hear about the operational challenges the theatre had faced and how the staff were managing their income generating spaces.

After this we travelled to the newly opened Walworth Library and integrated Heritage Centre for a second tour. The library has some similar design features to our proposals for Lewisham including a forum seating, ground floor Children's Library and integrated heritage collection.

Following this we went to Peckham Library. The group heard from staff about some of the issues they faced with the segregated Children's Library as well as the difficulties of managing the bespoke designed meeting spaces as well as the challenges of renting the lower level floors.

We wrapped the day with visits to locations relevant to the business hub and rooftop, stopping for lunch at Market Mall - a meanwhile food court akin to the style of food offering that could occupy roof, followed by a visit to SET SET SET studio providers and Forza Wine rooftop bar.



Clockwise from top: Lewisham internal team arriving at Walworth Library, inside the heritage display and view from mezzanine at Canada Water Library

2.1.2 Day in the library life & design reviews with librarians

In-residence days and small group sessions with the library services team

Aim

Alongside biweekly design meetings with the core client team, during RIBA work stages 2 and 3 members of the design team spent time at each one of the four hub libraries - Lewisham, Catford, Downham and Deptford - as well as visiting two of the community-run libraries - Manor House and Forest Hill.

The aim was to get to know the workings of the library service and the individuals responsible for the day-to-day running.

Influence

Design elements specific to operations
Ensuring space responds to lived knowledge of function
Opportunities for cross programming

Target groups

Lewisham Library Service staff

Activities

Day in the life of the libraries

These day long sessions took place when public activities were happening - baby bounce, reading groups - and gave the team a chance to learn about the day-to-day running of the service, its staff and users. It was also an opportunity for the team to get to know the library staff.

Small group sessions

In February and March 2024 with the help of the Library Services Operations

Manager we organised ten sessions with the library staff. The ambition was to give all front-line members of Lewisham library staff an opportunity to use their expertise to input into design process, make comments and raise concerns.

Each session lasted 1 hour. They took place over the course of 2 months across the three hub libraries. During the sessions the design team presented the current design proposal followed by with time for conversation, queries and reflections. Following the sessions library staff were given the design team's contact details for any follow up comments.

Overall the conversations were extremely positive and we recorded over 130 comments. Of tantamount importance to their feedback was also making sure that staff feel informed and involved in the process. The wealth of knowledge and lived experience in the team is an invaluable resource for thinking through the nuance and the details of the design as well as the programme for the future library.

It was also a useful time to learn lessons from the successes and pitfalls of the other library refurbishments. The diagram (right) summarises the main points raised for a full list of comments refer to appendix 1.0.

supportive

concerns

suggestions

Forum and overall design, look and feel

Move of entrance and cafe towards Limes Grove

Amount of storage esp. buggy

Clear signage esp. for toilets

Exterior corner could be for an art work

Make children's library as big as possible

Option to close off first floor when need

Lots of opportunities for temporary displays

Option to have staff desk in children's library

Make LIBRARY sign on exterior massive

Noise relating to location of youth library

Management and upkeep of gaming area

Lack of office for home library service on 1st floor

Staff toilet on first floor

Ease of access to staff work area between floors

Little chairs about the place for people to read

Give sufficient space behind reception for holds, staff to move

Make reception with two entrances / exits for safeguarding of staff

Book drop on exterior for after hours

Lowest shelf should be no less than 12" off the floor

2.2 Targeted engagement with key external stakeholder groups

Aim

Following on from the internal engagement the next set was to set up a co-design process with key external stakeholders who have lived experience of the area. Leading on from this was an ambition to develop local partnerships with relevant groups. In some cases this involved meeting with organisations multiple times giving space for their feedback to influence the design as it continues to develop. Groups were also given the opportunity to follow up via email with further questions or comments following the sessions.

Influence

Different depending on groups interest
Ensuring the space is accessible, functional and not exclusive
Design elements specific to certain groups
Opportunities for cross programming

Target groups

During RIBA Stage 2 and 3 we spoke with over 30 local advocacy groups and their users. These included individuals representing deaf and disabled community, global majority groups, older people, young people, local cultural groups and local schools as well as operators with specific insight into the future hub.

Groups included:

- 999Club
- Circle Collective
- Deaf and Disabled Commission
- Entelechy Arts
- Heart & Soul
- Ignition Brewery
- Kinaraa
- Lewisham Black VCS Group Network
- Lewisham Local
- Lewisham Youth Theatre
- Mercia Gr. / Clarendon Rise. TRA
- Metro Centre
- Positive Ageing Council
- St Saviour's Primary School
- The Albany
- V22
- Young Mayor's Team

Cafe Operator Visits:

- Revive Coffee (Canada Water Library)
- Plateful Cafe (Lewisham Refugee business)
- Dolce Cafe (Catford Bridge)
- Catford Mews
- Benugo (Young V&A)
- Gaff (Lewisham Hospital)
- Perky Blenders
- Homestead Cafe (Beckenham Park)



Session with Young Mayor's team to review design proposals, 22 January 2024

2.2.1 Targeted engagement activities

Conversation and co-design sessions with local stakeholders

Activities

999Club

999 Club is a charity working to support people experiencing homelessness. We met with their CEO Thomas Neumak to hear about their service, review the designs for library and how their work interacts with the library provision in Lewisham. We also spent time at the 999Club talking to users about their experience within the library service to see how they can be supported and moments of friction can be reduced.

Circle Collective

We worked with youth employment charity to design and promote our internship programme. Circle Collective helped us recruit four local people (18-30 years) for our internship programme.

Deaf and Disabled Commission

In the early stages we met with Jamie Hale from the Deaf and Disabled Commission to look at the brief for the library and how the design could live up to best practice for deaf and disabled clients and their carers. This was followed up focus group meeting with the wider Deaf and Disabled Commission members to review and interrogate the design.

Entelechy Arts

We met with Mike Brooks to hear about the programme of creative workshops and activities that they facilitate for their users who have additional needs. We reviewed the designs proposal for library and heard how the library could best support Entelechy Arts' activities in the future.

Kinaraa

We met with Barbara Gray, founder of Kinaraa, an organisation advocating for Black and Minority Ethnic third sector groups. We reviewed the plans and discussed the needs of the Kinaraa's network in relation to the business hub and bookable rooms.

Lewisham Black VCS Group Network

We attended one group meeting of the Black VCS network to introduce the project (co-ordinated by Joined Up Thinking and Lewisham Local). We then organised a follow up focus group to review the design in detail to see how the project can best support Black VCS groups in the area.

Lewisham Librarians

The design team spent time at each one of the four hub libraries - Lewisham, Catford, Downham and Deptford - as well as visiting two of the community-run libraries - Manor House and Forest Hill.

During these visits we got to know the workings of the library and the individuals responsible for their day-to-day runnings. A further ten follow-up sessions were then held, open to all front-line staff, to review and input into the design proposal.

Lewisham Local

Lewisham Local supports a network of volunteering and community groups across Lewisham. We met with them on two occasions to introduce the project, understand how the future hub could support their network and review the designs proposals.

Lewisham Youth Theatre

The design team met with Lewisham Youth Theatre to review the designs and test how they might use the new library as a space to host performances. A future collaboration involving a performance at the library is being planned for its reopening. The design team and Webb Yates also acted as pro bono consultants for Lewisham Youth Theatre giving design advice and helping to design a outdoor lean-to for their new venue.

Local Primary School

We met with the head teacher of St Saviour's Primary School to introduce the project, understand how the design of the future hub could best support teachers, parents and pupils.

Mercia Gr. / Clarendon Rise. TRA

We met with local tenants and residents group to review the plans and see how the programme and spaces could support their work in the future.

Positive Ageing Council

We attended the Positive Ageing Councils regular meeting to review the design and discuss how the future space can best support ageing residents locally.

The Albany

We met with Annette, Rhiannon and Olive from the performing arts charity and library operations provider The Albany. They offered insight into the existing relationship with the library, how operations worked at Deptford Lounge and the work they were doing with programming the library space.

V22

We met with Simon Higgs and his team to see how arts charity V22 run Lewisham's Community Libraries. They gave feedback on the designs from an operational perspective.

Young Mayor's Team

We attended three sessions with the Young Mayor's team; first to introduce the LUF programme, second time to present the developed designs and for a third time to review facade developments and talk about youth engagement with intern Lauryn.

Cafe Operators

We met with the following cafe providers understand the needs of future operators.

- Revive Coffee (Canada Water Library)
- Plateful Cafe (Lewisham Refugee business)
- Dolce Cafe (Catford Bridge)
- Catford Mews
- Benugo (Young V&A)
- Gaff (Lewisham Hospital)
- Perky Blenders
- Homestead Cafe (Beckenham Park)

See appendix 2.0 for details.

2.3 Engaging with wider public

Public consultation at Lewisham Shopping Centre and Glass Mill Leisure Centre

Aim

To test ideas developed through the co-design process with targeted groups with the wider public, collect ideas and feedback which can still influence the design as well as generally raising awareness of the project.

Influence

Opportunity to raise awareness

Opportunity to hear feedback about the proposal that may have been missed and flag concerns to be interrogated further

Giving subjective input into the functions and design which will help us develop the look and feel of the space

Target groups

The wider public
Non-library user
Existing library users

Activities

LUF project public consultation for the Library, Culture and Business Hub, High Street and Market took place in Lewisham Shopping Centre from 11th March - 26th March. These sessions were run in conjunction with Lewisham Council and Project Centre. The design team were present at three sessions on:
12th March Glass Mill Sports Centre
16th & 20th March Shopping Centre

Boards detailing the new designs for the ground, first, second, third and fourth floors were displayed along with information about the High Street and Market. A detailed A3 design pack with interior renders and facade detailing was also present in the space for visitors to review.

389 people visited the drop-in sessions at the shopping centre with 55 comments recorded about the renovations to Lewisham Culture and Business Hub. The public were generally very supportive of the plans for the library. They were pleased to hear that money was being invested in renovations, as a general consensus stated that the library building was in much need of investment. The move of the Children's Library to the ground floor was positively received as was the relocation of the entrance / cafe to Limes Grove and the forum seating / expanded cultural offer. Two questions that were frequently asked were 'Why did it close so soon?' and 'Is it moving to a new building?'

An additional consultation session was held at Glass Mill Leisure Centre from 4-7pm on 12th March. This was scheduled to align with children's swimming lessons. The design team spoke to 22 people about the plans. Feedback was supportive.



Lewisham Shopping Centre launch



Drop-in session at Lewisham Shopping Centre on 16 March

"Have a soft play area for children. what can you do to mitigate the rough sleepers? A/V in bookable rooms essential so you can do lectures or talks. Sensory room is good. For teenagers provide technological innovation. Not everyone likes reading books, have screens for projector. Children's - put in playful furniture. There is a diverse community using the space so have a quiet space for people with mental health needs. I visit the migration museum because it has a play centre. You should advertise events clearly - internally and externally. Youth area - gaming: how would you limit them? what are the games? good for a week then it will get broken and no one will use it. More cycle racks outside. Open space for people with disabilities. I wouldn't pay to use study space, you'd just go to a coffee shop. anything that is innovative is good."

Glass Mill local resident

2.3.1 Lewisham Town Centre improvements survey

LUF project survey for High Street, Market and Library redevelopments hosted on Commonplace website

The online and paper public consultation on the LUF programme launched on 11st March and included a survey via Commonplace. This remained live until 22nd April.

The boxes below detail the survey questions. The last four related to Lewisham Culture and Business Hub.

“We are investing £24m to revitalise Lewisham Town Centre – helping to boost the local economy, provide new jobs and create a vibrant space we can all be proud of. After seeking local input to help shape our plans, we have moved forward with our proposals to transform Lewisham Library, Market and High Street. Now we need your feedback on the designs.”

The next four questions are about our proposals for the wider town centre. Celebrating Lewisham's identity, community and culture is important to the town centre improvements.

How positively or negatively do you feel about the following measures? (Very negative, negative, neutral, positive, very positive)

- Refurbishing the historic clock tower
- A new permanent canopy to revitalise the market, support local traders and create opportunities for events
- More opportunities for street trading and outdoor dining
- More space for events and community groups at the new Lewisham Library
- Public art

Are there other ideas you have about how Lewisham's sense of identity, community, and culture can be celebrated in the town centre? FREE-TEXT RESPONSE (LIMITED CHARACTERS)

To help increase safety in Lewisham town centre, we are improving the CCTV and street lighting as well as reducing street clutter such as disused phone boxes.

How safe do you currently feel in Lewisham town centre? (Very safe, safe, neither safe nor unsafe, unsafe, very unsafe)

Do you have any further comments about how safety in Lewisham town centre might be improved through the project? FREE-TEXT RESPONSE (LIMITED CHARACTERS)

The next two questions are about our proposals for Lewisham Market.

Overall, how positively or negatively do you feel about the following changes to make Lewisham Market a more thriving and successful market? (Very negative, negative, neutral, positive, very positive)

- New market canopy
- Improved pitches/ stalls
- New layout
- Better waste disposal
- More trees and planting
- Any other suggestions (please explain below)
- FREE-TEXT RESPONSE (LIMITED CHARACTERS)

The space under the canopy could be used for a variety of different purposes after the market closes each day. Which of the following options would you most like the space to be used for? Order them 1-8, with 1 being what you'd like most.

- Performance space
- Street food market
- Night market
- Film screenings
- Pop ups from local businesses
- Community space
- Charity or community events
- Any other suggestions (include other with free-text, limited characters)

The next three questions are about our proposals for the high street.

Overall, how positively or negatively do you feel about the following measures to encourage more walking, cycling and public transport, and help local businesses thrive? Select all that apply (Very negative, negative, neutral, positive, very positive)

- Better pavements
- Better lighting
- More seating
- More pedestrianised areas
- Improved cycleways
- More trees and planting

As part of the high street improvements, two pocket parks at Limes Grove (next to the library) and Plough Bridge (near the Premier Inn) are being delivered. Which of the following features would you most like to see in these spaces? Order them 1-8, with 1 being what you would like most.

- Seating
- Plants
- Trees
- Tables
- Public art
- Other

As part of the high street improvements, two mobility hubs at Station Road and Clarendon Rise are being delivered. Which of the following features would you most like to see in these spaces? Order them 1-7, with 1 being what you would like most.

- Secure cycle storage
- Bike share services e.g. Lime Bike
- Parcel lockers
- Covered seating
- EV charging point
- E-Scooters
- Other

The next four questions are about our proposals for Lewisham Library, Culture and Business Hub.

The Lewisham Library, Culture and Business hub will be a full refurbishment of the existing Lewisham Library and the local history archive alongside bringing in additional services and activities.

How do you currently use Lewisham's library service? Select all that apply.

- Borrowing books
- Browsing books
- A place to read
- Online resources of digital newspapers, books, music etc
- Using computers
- Using wifi network
- Studying / working
- Visiting the local history archive
- Using toilet facilities
- Children's focused activities e.g baby bounce
- Collection focused activities e.g summer reading challenge
- Adult learning e.g computer-based education
- Advice from staff about Council services
- I do not currently use the library services in Lewisham
- Other

How likely are you to take part in the following activities at the new Lewisham Library, Culture and Business hub? (Very unlikely, unlikely, maybe, likely, very likely)

- Visiting the library to browse or check out books
- Visiting the local history archive
- Visiting the café
- Attending a cultural performance / talks / events
- Use the children's library / activities
- Use the youth library
- Use the gaming space
- Use the media space (access to podcasting / vlogging equipment)
- Use study space
- Use a sensory space for neurodivergent needs
- Visiting the rooftop bar
- Making use of the Business Hub
- Booking a meeting room
- Other

If budget pressures mean we cannot deliver all our ambitions, which of the following are of greatest importance to you? Please rank them in order of importance, with 1 being the most important and 7 the least.

- A space for cultural performances
- The café
- Playful furniture for children
- Media space (access to podcasting / vlogging equipment)
- Rooftop bar area
- Additional environmental improvements for the building
- A more luxurious finish inside and out

Do you have any further suggestions or comments for what should or should not be included within the Lewisham Library, Culture and Business hub?

FREE-TEXT RESPONSE (LIMITED CHARACTERS)

Final thoughts

Do you have any other feedback about the proposals for Lewisham town centre?

FREE-TEXT RESPONSE (LIMITED CHARACTERS)

2.3.2 Analysis of survey results for Lewisham Culture and Business Hub

Whilst iterative co-design activity with targeted stakeholder groups has been ongoing since RIBA Work Stage 1 (led by public works), wider public engagement on the LUF projects was delayed until 11th March 2024 due to the purdah restrictions imposed as a result of the Mayor of Lewisham election.

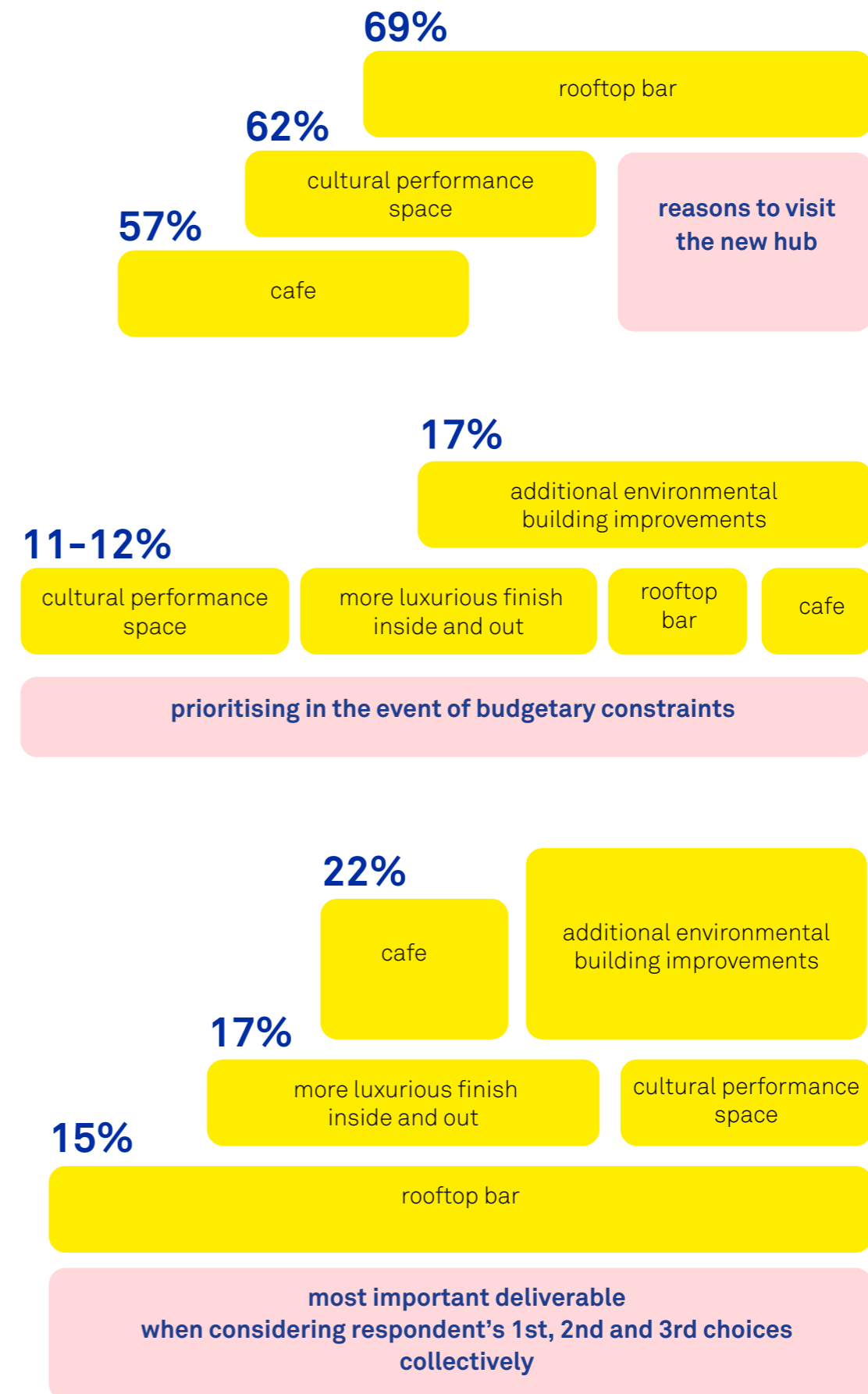
This wider engagement included an exhibition, drop-ins and an online survey. The survey included four key questions about the library, namely:

1. How do you currently use Lewisham's library service?
2. How likely are you to take part in the following activities at the new Lewisham Library, Culture and Business hub?
3. If budget pressures mean we cannot deliver all our ambitions, which of the following are of greatest importance to you?
4. Do you have any further suggestions or comments for what should or should not be included within the Lewisham Library, Culture and Business hub?

Circa 700 respondents completed these questions. It should be noted however that the overall demographics for the survey skewed heavily towards respondents who were of white ethnicity (69%), female (55%), aged 35-54 years (54%) and did not consider themselves to be disabled or with a long-term condition (72%). Almost one fifth (19%) stated that they do not currently use library services in Lewisham.

The survey indicated that a visit to the rooftop bar was the most likely (at 69%) activity that respondents would undertake at the new Hub, followed by attending a cultural performance (62%) and a visit to the café (57%). However, when asked to rank seven features of the Hub in terms of importance (should budgetary pressures curtail delivery), the rooftop was ranked 4th out of 7 for importance based on a respondents first choice (15% of respondents).

Additional environmental building improvements (22%), a cultural performance space (17%) and a more luxurious finish inside and out (17%) all ranked higher than the rooftop bar. When combining respondents 1st, 2nd and 3rd choices, the rooftop bar still ranked 4th out of 7 options in terms of importance (at 15%). The most important option in this instance was the café (22% of respondents).



3.0 Social Value overview

Delivering social value commitments through paid internships and design consultancy

Alongside the public consultation and targeted engagement sessions we undertook a programme of social value activities that included four paid citizen journalist positions as well as design consultancy for Lewisham Youth Theatre. We have compiled a separate report detailing the social value activities fully.

3.1 Citizen Journalists

Four citizen journalist positions were open to 18-30 year olds living in Lewisham. The paid internship consisted of 5 full days split over 2 month period. Each intern was given a specific task relating to the design and engagement programme for Lewisham Culture and Business Hub. The aim was to give young people an paid opportunity to pursue new career paths whilst bringing unique perspectives to the engagement process.

Homeless outreach worker and Lewisham property guardian Jed spent time with users of the 999Club understanding their experience of the library service as well as reflecting on the library building's transitional state as his home.

Hannah used her architectural experience to engage with young people about the design of the Children's Library as well as inputting into the possible opportunities for local creatives to be brought into the design process in later stages.

Youth worker and Young Mayor's associate Lauryn was set the task of designing a poster that would encourage teenagers to use the library. She spent time working with young people in her network as well as the Young Mayor's

team to ask What do young people think of Lewisham and What would encourage them to use the library more? Additional needs teacher Sean reconnected with his own personal photography practice to create a portfolio of images that captured his experience of growing up in Lewisham and how the built environment reflected this. He also took photographs that fed into the design development for the facade of the building.

3.2 Lewisham Youth Theatre

3.2.1 Future performance in the library
The design team were working with Lewisham Youth Theatre as part of the existing engagement to review the designs with potential future users which led to the possibility of producing a performance work to be presented in the refurbished library. This work continues.

3.2.2 Architectural and structural support
Due to this existing relationship Lewisham Youth Theatre approached the design team to advise on renovations works for their new space.

Rosie Beckett, Webb Yates Structural Engineer advised that removing the wall would be possible, but the complications of the removal made it too expensive and instead the group decided to build an external lean-to.

Architect Tom Dobson then took on the design and modelling of the lean-to for the group, creating the SketchUp drawings (see below) which the Lewisham Youth Theatre team were then able to use to install their new outdoor covered space.



Above: Internship wrap up meeting with Jed (reading from writing done for internship), Lauryn, Sean, Tom (public works) and Hannah at Deptford Lounge, March 2024.

Right: Lewisham Youth Theatre's newly completed lean-to



This internship was a breath of fresh air! It reignited my creativity, which I haven't really tapped into for a while. Overall, I'm thrilled with the photos I took. Seeing my familiar surroundings through a new lens made me appreciate them more, both artistically and, more importantly, socially. Sean, April 2024

Appendices 1 - 3

Appendix 1.0

Comments recorded during small group sessions with librarians Feb - March 2024

Space / area	Comments
	FEEDBACK FROM DESIGN SESSIONS WITH LIBRARY STAFF
externals	group 1 - 23.02.24 good to have entrance moved to side
	group 1 - 23.02.24 exterior - communicate the word LIBRARY
	group 1 - 23.02.24 windows - will there be blinds, sunlight blocking, good air quality
	group 3/4 - 28.02.24 book drop on exterior by entrance for after hours
	group 3/4 - 28.02.24 canopy attracts homeless people
	group 6 - 09.03.24 Bike storage
	group 10 - 18.03.24 more visibility of library from high street
	group 10 - 18.03.24 wall on corner could be used for an art commission or more signage / digital presentation
	group 6 - 09.03.24 Display space on high street
general feedback	group 2 - 26.02.24 More than one staff desk / pod per floor
	group 2 - 26.02.24 Like the design - more intuitive and well designed
reception	group 1 - 23.02.24 reception - is there sufficient space for staff to move around / staff member in wheelchair
	group 1 - 23.02.24 reception - space for hold books and crates
	group 1 - 23.02.24 display space for flyers and promotional material
	group 3/4 - 28.02.24 need sights to see - who comes in the building, who goes upstairs, who goes in the toilet
	group 7 - 13.03.24 can we have a tany system for announcements
	group 9 - 18.03.24 seating by front door doesn't make sense - there will be a queue better used for leaflets, printer etc
	group 2 - 26.02.24 Reception desk needs opening on both sides so staff can escape if needed if a customer comes in
furniture / shelving	group 1 - 23.02.24 not stainable fabrics
	group 1 - 23.02.24 adjustable shelving
	group 1 - 23.02.24 lowest shelf 12" off the floor
	group 1 - 23.02.24 lighting for shelving
	group 1 - 23.02.24 space for people to read - i.e no tall desks: they liked the nooks
	group 1 - 23.02.24 plug sockets not in the floor
	group 1 - 23.02.24 plug sockets not in reading area
	group 3/4 - 28.02.24 computer area on ground floor - spread over two tables to make it flexible
	group 3/4 - 28.02.24 little chairs in adult areas for resting
	group 5 - 01.03.24 shelving - small colour throughout to make it flexible, consistently sized, not too deep, easy to clean, hard wearing
	group 2 - 26.02.24 Accessible book area on the on the ground floor
	group 6 - 09.03.24 use bottom shelf for storage
	group 7 - 13.03.24 shelving feels really tight - where are we going to do our displays?
	group 7 - 13.03.24 put in a high bottom shelf, lots of display spaces, space for leaflets
	group 8 - 13.03.24 wooden shelving
	group 6 - 09.03.24 individual chairs for reading
wayfinding	group 1 - 23.02.24 dementia group - struggle with shiny floors; disorientating
	group 1 - 23.02.24 good signage for toilets i.e sticking out from the wall
	group 1 - 23.02.24 good signage for everything
	group 2 - 26.02.24 Signage - generally some consideration would be good
	group 7 - 13.03.24 don't take away from the fact that 'a library is an information point'
	group 8 - 13.03.24 make LIBRARY sign massive
	group 7 - 13.03.24 modern, jazzy colours are very appealing e.g people like the green / oranges at catford
children's library	group 1 - 23.02.24 opportunities for display in children's library
	group 1 - 23.02.24 moveable shelves in children's library
	group 1 - 23.02.24 make buggy park lockable
	group 1 - 23.02.24 children's library - front facing book displays
	group 1 - 23.02.24 Kinder boxes with open bottoms to aid cleaning
	group 1 - 23.02.24 top shelf for craft projects
	group 3/4 - 28.02.24 don't buy the circular stools - they are used as building blocks and thrown about
	group 2 - 26.02.24 We could do with a pod / standing desk in the children's library
	group 2 - 26.02.24 Is the children's library big enough
	group 2 - 26.02.24 Its bigger than it used to be when it was on the first floor
	group 2 - 26.02.24 Computers in the children's area - 4 computers - check capacity
	group 2 - 26.02.24 Children's area - a big as possible
	group 7 - 13.03.24 being able to separate the children's library is great

	group 8 - 13.03.24	big nooks for sitting (adult with child)
	group 9 - 18.03.24	need to have a way of monitoring interactions between cafe and children's area - suggested library desk / pod / shelf in children's area
	group 9 - 18.03.24	have someone in juniors
	group 10 - 18.03.24	have a drop down desk in children's area
	group 10 - 18.03.24	nno carpet in children's library
	group 2 - 26.02.24	Can it spill into the cafe???
Youth Area	group 3/4 - 28.02.24	youth area - visible but closed
	group 3/4 - 28.02.24	youth area - still part of main space to set tone for type of work that should be happening
	group 3/4 - 28.02.24	can there be noise cancelling insulation installed
	group 3/4 - 28.02.24	make project room as work space for staff
	group 3/4 - 28.02.24	young people gravitate towards youth space without it being labelled
	group 3/4 - 28.02.24	add a second bank of solo study spaces - instead of gaming area
	group 3/4 - 28.02.24	gaming area - theoretically a good idea, but impractical, better off doing one-off events in bookable space, technology will break, become outdated, difficulties around user profiles, content, fair usage, overcrowding, noise, damage to consoles, theft
	group 3/4 - 28.02.24	teens want to study - give them space for this
	group 3/4 - 28.02.24	replicate study nooks (no pods - encourages vaping)
	group 3/4 - 28.02.24	study spaces = low cost, high impact
	group 5 - 01.03.24	Board game area instead of computer gaming
	group 5 - 01.03.24	Issues around noise from gaming area
	group 5 - 01.03.24	gaming area - there's no money to support this properly, will demand constant updates, how is booking usage going to work? could run VR sessions in bookable space instead
	group 2 - 26.02.24	Pod / standing desk near the youth area so that if there are a lot of young people in staff have somewhere to stand if they need to so they aren't just floating in the space
	group 2 - 26.02.24	Console space Is it going to last - what happens when it gets broken? Greenwich library - gaming area - check them? Look at Greenwich Centre Library - can you contact them to see how it works Could be a great idea if it works Deposit system for taking out a controller?
	group 2 - 26.02.24	Gaming area - not sure its a good idea
	group 6 - 09.03.24	Gaming area - we attract large groups
	group 6 - 09.03.24	Gaming - never going to be able to keep it up to date
	group 6 - 09.03.24	anything that helps with noise cancelling?
	group 6 - 09.03.24	Harder to get difficult individuals out if they are upstairs
	group 6 - 09.03.24	Children read teen books
	group 7 - 13.03.24	gaming area is a concern; it would need 3 staff members, why not have gaming events instead?
	group 8 - 13.03.24	Staff member used to work in a gaming centre - spent all their time trying to stop things getting stolen, its also REALLY LOUD
	group 8 - 13.03.24	host gaming at specific times in a lockable room / by a third party
	group 9 - 18.03.24	gaming area - games are loud, where's budget for kit, things become obsolete really fast, will dominate the whole space, stuff will get broken
	group 6 - 09.03.24	Move teen space downstairs
spaces	group 3/4 - 28.02.24	breast feeding room
	group 2 - 26.02.24	Media space is more likely to be manageable long term. Make better use of the BIPC equipment
	group 2 - 26.02.24	What about sanctuary spaces? Can we consider these.
	group 3/4 - 28.02.24	prayer room
back of house	group 3/4 - 28.02.24	staff need to move around the building efficiently, make access to staff spaces across different floors as easy/quick as possible
	group 3/4 - 28.02.24	electric power point in garage for charging van
	group 6 - 09.03.24	Shower for staff
	group 6 - 09.03.24	where are we supposed to sort and process books? need a stock processing office
	group 8 - 13.03.24	Staff toilet on first floor
	group 9 - 18.03.24	find to process direct delivery upstairs
	group 9 - 18.03.24	where is CCTV going to go?
	group 9 - 18.03.24	if we start taking cash - how is this goign to be managed? where will the safe go?
	group 3/4 - 28.02.24	storage / storage / storage

home library service	group 3/4 - 28.02.24	have to interact with the stock a lot
	group 3/4 - 28.02.24	services needs to be visible
	group 3/4 - 28.02.24	needs to be on first floor
	group 3/4 - 28.02.24	want to all operate from the same place i.e not split across different libraries
toilets	group 3/4 - 28.02.24	visible lines to the loos essential
	group 5 - 01.03.24	baby change in ACC toilets
	group 2 - 26.02.24	Needs really good ventilation in the toilets as there is no external window
	group 6 - 09.03.24	Secure and substantial baby changing units
	group 7 - 13.03.24	put an additional toilet on first floor
	group 2 - 26.02.24	Can we over spec the ventilation to ensure that all smells are taken away otherwise that corridor will be bad
cafe	group 2 - 26.02.24	Not sure its a good idea to advertise that people can bring their own food into the cafe area. Young people coming in with McDonalds will be a constant issue. Perhaps 'no hot food'?
	group 6 - 09.03.24	plugs for cafe users
	group 6 - 09.03.24	how do we manage people moving around the library with hot drinks etc?
	group 6 - 09.03.24	NO HOT FOOD
forum seating	group 3/4 - 28.02.24	recessed lighting along banister
	group 2 - 26.02.24	Really like this generally. Main thought is if it can be blocked off when needed if the first floor is ever closed (staffing issues etc). or we want to restrict access for any other reason. Can a method of closing it off at the bottom and the top be designed in?
	group 7 - 13.03.24	concerns about having to collect books from the forum, but likes the forum
	group 7 - 13.03.24	worried about teens running up and down the forum seating
bookable / sensory room	group 5 - 01.03.24	example from tate given - calm space painted grey as 'sensory' room
	group 8 - 13.03.24	make sensory room a programmatic thing e.g mindful mornings, have it on the first floor
	group 9 - 18.03.24	podcasting / media room - how is this going to be supported technically, staff will need a lot of training
	group 9 - 18.03.24	love idea of sensory room just needs to be managed properly
	group 6 - 09.03.24	sensory needs to be lockable
archive	group 5 - 01.03.24	door instead of window between archive office and reading room
	group 2 - 26.02.24	Archive gets the respect it deserves
computers	group 6 - 09.03.24	Provide partitions between computers in IT room
	group 9 - 18.03.24	1st floor IT fine to be a separate room (works at deptford) - it's good for coding club type activities, just make sure it's glazed
other thoughts	group 7 - 13.03.24	can we put a time capsule in the foundations

Appendix 2.0 Cafe Operators feedback

Plateful Café (Lewisham refugee business)
Meeting with Iolanda Chirico (17/11/23)
Interested in being an operator: Yes

Summarised Comments

A social enterprise creating job opportunities for refugee. Currently based at the Parkside Community Centre managed by Peabody. They have previously requested to re-open the cafe at Lewisham but that was not practical given the works that were about to start.

Preferred Location

Preference is to be based on the corner of the building for the same reasons as Revive

Serving Hatch

Very keen on the serving hatch option for the same reasons as Revive

Kitchen / prep space

Preference would be to have a commercial grade kitchen as they normally provide plated hot food. Would be able to operate the space without a commercial kitchen if necessary or they could cook off site when preparing for bigger events. Guaranteed parking would be required if there was no commercial kitchen.

Seating

Currently has 26 covers but can expand into a bookable room to seat up to 60. Would also want to explore a QR code system to serve people at their desks.

- Café strapline is 'World Flavours by Refugee Chefs' (see www.platefulcafe.co.uk)
- Plateful Café is a social enterprise providing job opportunities for refugees
- Based at Parkside Community Centre on the Lewisham/Greenwich border
- Landlord is Peabody Housing who were seeking a tenant to run their community kitchen
- Plateful tendered and were successful due to their social value credentials
- Opened on 7-Sep 2023 and have 6mths rent-free. Utilities also covered by Peabody.
- Business still finding its feet and building awareness through word of mouth (at least 10 customers during the 40 mins I was there)
- Operational Thu/Fri/Sat between 9.30am-3pm. Hours limited by availability of refugees. All are mothers and need to do school drop-off/pick-ups. Looking to target male refugees too.
- Shorter trading hours limit commercial opportunities e.g. misses out on the commuter coffee trade
- Breakfast and lunch menu. Best sellers are English Breakfast and Chicken Shawarma
- Eat-in and takeaway
- 26 covers but can expand into adjacent community room for events, which increases to 60 covers
- Monthly community 3-course themed dinners (7-10pm). Theme is around the cuisine/arts of a particular country (e.g. Iran, Syria, Ukraine), including performance pieces
- Offer catering for AGMs, community groups, training workshops
- Private dining option in people's homes for birthdays etc.
- Would like to do many more themed events around occasions such as Christmas, Valentines and Father's/ Mother's Days
- Café also sells hampers, homemade produce and arts/crafts all made by the refugees
- Refugees start working in the kitchen and are paid LLW. Undergo 3mths training on H&S, food hygiene etc.
- Currently 7 refugees on rota working in the kitchen
- Front of house are volunteers
- Iolanda previously expressed interest in setting up Refugee Café in Lewisham Library and engaged with Antonio on multiple occasions before building earmarked for development
- Shared concept designs for new Hub and preference was for the corner café due to increase in passing trade and great visibility
- Liked the Stepped Forum as it aligned with own ethos of providing performance/cultural space alongside cuisine (e.g. for themed food and arts events)
- Preference is for a commercial grade kitchen, and queried whether the existing kitchen could be retained, with the serving counter still moved to the new corner location
- Would be prepared to use a remote kitchen for food preparation which could then be heated-up on-site
- Option above would require guaranteed parking for operator to load/unload
- Thought the counter space / island in the Concept Designs looked more than sufficient if doing re-heating only
- Really liked the serving hatch and the opportunity this presents to catch commuter business pre Hub opening
- Liked the option of serving people at-desk within the Hub
- Overall really excited about the opportunity and would like to meet A00 / be invited to one of the operator workshops

Revive Coffee (Canada Water Library)
Meeting with Vijay 15/11/23
Interested in being an operator: Yes

Summarised Comments

Revive coffee have a good understanding of running a space within a library and are now successfully running the space at Canada Water library and are exploring opening new sites. The owner lives in Lewisham and walks past the Lewisham Library building every day on the way to work so has a good understanding of the space.

Preferred Location

There preferred option is for the cafe to be on the corner to increase visibility, maximise footfall and open out onto the pocket park. When pushed to suggest a 'second best' location they recommended the location on Limes Grove where the reception desk is currently. Being located highstreet side was seen as a least preferable due to heavy traffic. Lack of visibility from the street is an issue at Canada Water Library.

Serving Hatch

Currently at Canada Water they can only run the cafe when the building is open (from 8am). This means they miss out on the core time for coffee trade between 7 and 8.30am. The serving hatch would allow them to open out of hours from the rest of the building. Additionally to this serving directly into the pocket park is

- Operator (Vijay) lives in Downham and so is familiar with the Borough of Lewisham and the Hub site. He passes by the library every day on the way to and home from work.
- Start-up and early period of trading was challenging. Slow growth but has taken on another employee now.
- Hours of operation weekdays 8am-7pm, Saturday 9-5, Sunday 12-4 - Would prefer to open earlier (7am) than library to take advantage of commuter coffee trade (coffee is most popular menu item).
- Canada Water library designed 10 years ago and so café space doesn't meet his current operational needs.
- Requires a bigger front-of-house counter – space to make multiple coffees (biggest sales item) coffee cups, mugs, grinders (min. 2 decaf and normal) along with prep space for food, etc.
- Difficult for two members of staff to work effectively alongside one another in current space.
- Under-counter dishwasher gets in the way of operational service when loading/unloading.
- Under-counter fridge is needed.
- Food is heated-up using induction hob, microwave and under-counter oven.
- Beneficial to have decent extraction capabilities.
- Need for a separate kitchen is linked to menu design. This would also require extra staff. Most cafés don't have separate kitchens or extraction, but rely upon re-heating food.
- Cloud kitchens are an option if wish to prepare more complex dishes, which can then be reheated on-site.
- Most library users do not expect hot dishes, rather quick bites.
- Vijay doesn't have an alcohol license but would like to acquire one as a means to expand his operation, it is often requested – security considerations associated.
- In-house catering (mainly cold foods / platters to library meeting rooms) is an essential part of his operation, but is challenging to deliver with limited counter space. Requires advanced preparation and limits flexibility in picking-up ad hoc business.
- He manages all deliveries himself and these come through the library lobby rather than a dedicated trade entrance.
- He has some regular customers coming in for coffee and food, but most are library users or those doing remote working.
- Mainly library customers, and people looking for a nice working environment - Some passersby - but not enough street presence to attract customers - could do with better signage and marketing.
- Not sufficient signage to get much passing by trade. Visible marketing key to driving footfall.
- Serving straight to the street via a hatch would be very beneficial generally.
- External-facing serving hatch would be ideal and allows business to trade outside of library operating hours.
- 9 tables at Canada Water - Ideal number of tables is x12, plus extra chairs to accommodate larger groups.

seen as a benefit.

Kitchen / prep space

Revive's opinion is that a separate kitchen is not needed. They can provide their full menu from counter top such as soups, panninis, cold foods and reheated food. They could offer much more if they had more front of house counter space. Catering is an issue currently due to lack of counter space to prep while serving. The proposed size of front of house would be more than adequate.

Seating

There is a tension that paying customers often can not get a seat because a normal library user using the space without paying for food. Preference would be to have some designated seating specified for the cafe - ideally 12 tables. Would also like to explore QR codes throughout the library to serve people at their seats and also would want external seating near the pocket park to serve externally.

- Higher volume of sit-down customers during winter months.
- Good to have some tables outside for smokers etc. – happy to serve tables outside
- Monday is the quietest day for trade with Wednesday the busiest
- Challenge with people using space to work (free WIFI) but not buying anything. Taking tables away from paying customers who should have priority seating. Needs to be properly defined/identified space.
- Canada Water doesn't allow food in the library, only drinks. Food in the library would require a responsive cleaning service. Vijay's preference is that food could be taken into library space, as people like to multi-task (e.g. eat and study). Could be a QR code and app to order to your table in the library
- Most customers are working professionals and elderly couples
- Parents attending child-friendly activities in the library tend to bring their own food/beverages.
- Café rent is £1.6k per mth. Includes business rates and all utilities except electricity for which there is a £2k per annum charge.
- All repairs to the café are the responsibility of the council for insurance purposes.
- Vijay has to obtain council permission for any design changes within the café e.g. addition of CCTV to monitor cash-handling.
- Discussions over initial designs sketchbook
- Preferred design for Hub café is in the corner location. Maximises footfall, visibility, and connects to pocket park. Second choice is the café further up Lime Grove. Existing location "too dusty" due to proximity to busy road.
- Maintaining a clean working environment is key to the business and this will be even more important in visible corner location.
- Potential noise bleed between café counter and Stepped Forum during performances. Access to café should not be impeded during the use of the performance space so good to create another route for library uses to get to the cafe if needed.
- Catering mainly sandwiches, coffee, tea - no hot dish options - some customers ask for chips/ other hot food too challenging with so few employees - they do toasties and soup - if required could use dark kitchens and reheat. Hot food is hard. People who want catering in the library, they want nibbles / sandwiches not plated hot food. You need additional income to justify an extra person and it is messy to deal with. All the cooking they do in the oven which could be below counter. He does some soup with the induction hob.
- Under-counter, integrated appliances would be great – oven, ice-maker, etc.
- The kitchen space looks adequate - Island in the centre beneficial to allow easy manoeuvring
- Think about wall space to include signage / menu some display spaces
- Good to have some free standing sales area for products (coffee / ice cream etc)

Dolce Desserts and Cafe (Catford Bridge)

Meeting with Ilir Aliu

Interested in being an operator: tbc

Summarised Comments

Dolce Desserts and Cafe is franchise located next to Catford / Catford Bridge Stations they offer an eat in and takeaway desserts. They have four franchise bespoke models; restaurant, cafe, express or kiosk, with a total of nice concessions nationwide.

Preferred Location

Preference is corner location due to more prominent visibility and greater footfall

Second preference was for the option further up Limes Grove (outdoor seating is important)

Serving Hatch

Very supportive of serving hatch to extend trading outside of Hub core hours (commuter coffee trade is essential to business)

Kitchen / prep

Could operate without commercial kitchen, though needs to be designed carefully so that gadgets and appliances are where the work activities need to take place. Walk-in fridge/freezer could be at opposite end of seated area to the serving counter.

Seating

Currently has 30 indoor covers and 12 tables outside. Outdoor seating on Limes Grove is important.

- Prime location adjacent to both Catford Bridge and Catford train stations
- Licensed café but alcohol is not a big seller
- Breakfast menu, pizza and pasta, side dishes, sandwiches, paninis, cakes, waffles, gelato and smoothies
- First business - in operation since December 2021 (almost 2 years)
- Hours of operation: 7am-7pm Mon-Sun
- Busiest times during weekdays are 7-9am and 12-3pm (commuter, school start and lunchtime)
- Busier at weekend than weekdays, with local resident clientele
- 6 staff (mix of FT and PT) plus himself
- All local staff paid the LLW
- 30 indoor covers and 12 tables outside
- Typically 170/180 covers on weekdays, increasing to 200/250 at weekends
- Typical spend is between £4.75 to £9.50 per transaction
- Doesn't have a catering offer currently though venue can be hired for events (would be interested in a catering offer in the Hub e.g. servicing meeting rooms, desk service etc)
- Under a 20 year lease with break clauses (first 6mths were rent free)
- Minimum lease term would consider is 10 years
- Responsible for own business rates and all utilities

- Took empty shell and did fit-out at cost of c£100k (empty shell is preference)
- Could operate without commercial kitchen, though needs to be designed carefully so that gadgets and appliances are where the work activities need to take place
- Appliances in café include dishwasher, ovens, grill, deep fat fryers, extractor hood, microwave, grill, coffee machines, gelato refrigeration cabinet
- Requires walk-in freezer and fridge to eliminate need for daily re-stock
- Manages deliveries himself and would like to be responsible for own waste disposal rather than pay steep service charge for this
- Actually has little waste and is signed-up to weekly 'Good to Go' scheme, typically selling 6-7 bags
- Would like to develop his social media presence and place more emphasis on marketing his business
- Comments re A00 concept designs:
- Preference is corner location due to more prominent visibility and greater footfall
- Second preference was for the option further up Limes Grove (outdoor seating is important)
- Very supportive of serving hatch to extend trading outside of Hub core hours (commuter coffee trade is essential to business)
- Walk-in fridge/freezer could be at opposite end of seated area to the serving counter

Catford Mews

Meeting with Dominic Crisp

Interested in being an operator: No (like to control the whole space rather than subtenant)

Summarised Comments

Catford Mews is Lewisham's independent cinema. They have a strong focus on the local community, hosting three cinema screens, a café, bar, local food vendors, plus a space for events, co-working, and socialising.

Catford Mews opened to the public in September 2019.

Preferred Location

His view on Hub concept design is that corner location for the café is the right one and serving hatch is essential to maximise out-of-hours or passing trade

Serving Hatch

Essential

Kitchen / preop

Catford mews operates completely without separate commercial kitchens

Operations

Stressed the importance of getting the correct skill set to manage and activate a multi-purpose space. Need to understand the programming element and how to make the whole venue work financially. Catford Mews struggled initially because it lacked these skills and so couldn't identify the right solutions to problems arising

- Venue opened in Sep-19 (<https://catford-mews.co.uk/>)
- Dominic has been there less than a year as General Manager
- Catford Mews is operated by the Really Local Group (they also run Peckham Levels)
- RLG is focused on local community and restoring cultural infrastructure on the high street
- Couldn't advise on T&Cs of lease agreement but confirmed solely responsible for utilities and business rates
- Multi-purpose site includes 3-screen cinema, bar with large foyer, cafe, food vendors, plus a space for community events
- Outdoor seating area with 3 tables and 10 covers
- Fuse – Japanese street food (11:30-14:00 Tue to Fri and 11:30-16:00 Sat/Sun)
- The Fat Crust – Pizza and soft-serve ice cream (12 noon–22:00 Wed to Sun)
- Food vendors are contracted to run independently but there is no catering offer available
- Compound Coffee – locally roasted coffee, and freshly baked pastries and cakes (09:00-16:00 Mon-Sun)
- Compound Coffee has an average transaction value of £4.50. 80% of customers buy coffee only, with the remaining 20% buying coffee plus cake/pastries.
- Table service provided but large venue makes this challenging and time-consuming to cover
- No commercial kitchen. Galley style counters, including under-counter dishwasher, fridge etc. No hot food, only cakes and pastries
- Partnership with Brockley Brewery to provide traditional ales/beers and contemporary classics at bar
- Café, bar, cinema and private event hire all cross-subsidise one another

- Typically between 7-8 private events per month
- Programming of community space includes stand-up comedy, monthly film quiz, storytelling nights, kid's club and karaoke
- Annual membership scheme at Catford Mews costs £35. Get 5 free cinema tickets, discounted cinema prices, 20% off snacks and drinks in the venue, 10% off food concessions, 10% off private hire fees.
- Free WIFI within venue
- Catford Mews employs between 20-25 people, most of whom are part time
- Not a LLW employer?? (needs clarification as Jordan Knight advised otherwise)
- Saturday is busiest day with between 350-500 cinema admissions
- Weekdays between 100-150 cinema admissions
- Clientele tends to skew towards the more affluent local residents, and passing commuter trade is limited due to shopping centre rather than high street location
- Doesn't believe that RLG would be interested in the Hub as they typically want to lease and retain control of a whole space themselves
- His view on Hub concept design is that corner location for the café is the right one and serving hatch is essential to maximise out-of-hours or passing trade
- Stressed the importance of getting the correct skill set to manage and activate a multi-purpose space. Need to understand the programming element and how to make the whole venue work financially.
- Catford Mews struggled initially because it lacked these skills and so couldn't identify the right solutions to problems arising

Benugo

Meeting with Sophie McCready (partnership & marketing director)

Interested in being an operator: Not typical offer but maybe

Summarised Comments

Benugo is a UK-based catering company, operating high street cafés, restaurants, dining spaces inside public buildings as well as in-house corporate cafés. They currently have 48 locations across the UK with a large majority in museums.

Preferred Location

Corner location is preferred. Second choice would be on Limes Grove to still allow outdoor seating

Serving Hatch

Seen as a positive and potential to open up a large market which they have seen on other sights. Whether this works in practice would need to be tested

Kitchen / preop

Want a back of house space to take dishes / cups etc for washing so its not in front of the public

Most prep work can be done at counter level or off site at their central kitchen in Bermondsey

- No standard blueprint for business – work with the unique infrastructure of each new space.
- In terms of Concept Designs for the Hub, preferred café location was the corner due to greater visibility and footfall etc. Second preference was further up Lime Grove due to the importance of outdoor seating as an additional ‘enrichment’ to their service offer.
- Serving hatch highly desirable for commuter coffee trade and more flexible operating hours.
- Back-office space is required for clearing things away, getting things clean and generally avoiding public areas from looking messy.
- Also need location for money safe and desk space for cashing-up, doing paperwork etc. This could be elsewhere within Hub, so long as a secured space.
- Concession at V&A Childhood Museum is beautiful but impractical. Can only display cakes. Lacks provision of multi-deck display fridge for cold drinks, salads etc. The Benugo ‘offer’ is for big sandwiches which need to be visible to the customer.
- Input at design phase desirable but prefer to spend as little capital as possible.
- Cafés can either be branded externally as Benugo, non-branded, or use a new co-created brand name.
- Some cafés are embedded within office sites (e.g. Deloitte, PWC and Amazon) but still branded as Benugo. These are often part-subsidised by the host company, as seen as a perk to attract staff back into the office post-COVID.
- Venues are run under a different array of lease and profit share agreements.
- Lease would need to include whole café space (counter, seating, storage, back-office etc.).
- If café space to be used by general public outside of operating hours, Health & Safety responsibilities would need to be transferred to the Hub and clearly defined as such within the lease.
- Preferred lease term is 5 years, with 2 year option to extend.
- Typically utilities are included as part of rental cost.
- Commercially there needs to be a minimum income guarantee. Can operate from small spaces but these need to be profitable. Would expect the Council to provide projected sales figures.
- COVID has changed the landscape in Zone 1. Mon-Fri trade doesn’t exist. Offices are moving out of central locations as the rents are too high. Previously had 14 locations in Central London and now only 2.
- Peak times seasonally are summer holidays, half-terms (Oct/Feb) and Christmas.
- Staffing costs/sales equation is critical – can’t be over resourced (e.g. concerns re QR code desk deliveries within Hub).
- Run a daytime catering offer and so could service Hub meeting rooms with lunch etc.
- Benugo have a central production unit in Bermondsey that services some locations with pre-packed sandwiches and cakes.
- Limits to affordability of menu as need to cover costs and generate profit. Benugo has been criticised for

Operations

Wants to be involved in the design development to make sure the design supports the service they
For example at Young V&A no cold display storage which is crucial - little things get missed. As operators they would like to act as part of the whole building team. Need to understand projected sales.

Seating

Both indoor and outdoor seating is crucial. Concern would be about non paying customers would use them.
Don’t want to exclude people - perhaps a designated pic nic area?!

- Benugo has an array of café locations including museums, castles, parks, train stations, corporate businesses, high streets etc.

- being too expensive, but impossible to deliver their offer on the cheap.
- Concern that visitors to the Hub would use tables within the café space to eat their own food, depriving paying customers of a place to sit.
- Recognises that as a community venue it needs to remain inclusive and mustn’t be unwelcoming, so perhaps a designated area for ‘picnicking’ should be included in the design.
- Would not consider a subscription offer (like Pret) as not seen as financially sustainable.
- Within a space such as the Hub would expect their staff to be able to provide signposting to events, other spaces within the building, provide active surveillance for anti-social behaviour etc. but not to directly support the delivery of library functions/services.
- Whilst Benugo would be operating as a separate company, its staff would be an integrated part of the Hub team and would be supportive of sharing staff room facilities etc.
- No specific requirements re facilities management. Operate within the needs/limitations of the space. Obviously retain responsibility for own gadgets, appliances etc.
- Benugo has launched an Environmental, Social and Governance (ESG) strategy. Includes providing local employment opportunities for under-represented minority groups (e.g. ABBA Voyage arena in Stratford)

Appendix 3.0 Work Stage 2 & 3 engagement feedback

Grouped comments in relation to spaces		
(engagement has not been finished and hence key voices are still being heard)		
	Comments accommodated	
	Comments needing further consideration needed	
	Comments unable to accommodate	
	Comments pertaining to operations or not able to be accommodated	
Space / area	Comments	How to address it
Approach / External design		
Librarians - day in the life feedback	When doors open and bus goes past its noisy/smell, although double timed relay doors reduce this	Potentially move entrance to Limes Grove
Librarians - day in the life feedback	Double glazing for windows as noise from traffic is disruptive	Double glazing to be installed
Librarians - day in the life feedback	In Lewisham library they opened the windows by roundabout to let in some breeze but it's noisy and air polluted	Avoid openable ventilation windows to the high street
Librarians - day in the life feedback	Foyer glazing would be good so it 'feels like you're on the street', people join in activities, although sometimes glare is bad, causes sun damage to books if they are next to the window	Create an active and visible frontage but consider how to reduce glare damage
Librarians - day in the life feedback	Library should communicate services clearly to outside	Physical: Visibility and signage Operational: New website and communications?
Librarians - day in the life feedback	Use the word LIBRARY on the exterior so the branding is clear	Branding conversation to happen
Librarians - day in the life feedback	Catford is great for families because it is pedestrianised, don't have cross road	Potentially move entrance to Limes Grove
Security - day in the life feedback	Have you considered moving the entrance to the side?	Potentially move entrance to Limes Grove
Security - day in the life feedback	Concern about children running into the main road, but the phased double doors help to mitigate this	Potentially move entrance to Limes Grove
Librarians - day in the life feedback	There are branding issues at Deptford lounge - people don't understand what lounge versus library is, lack of visibility	Signage clear on facade
Jamie Hale	Entrance away from the street on the side is preferred as its calmer environment away from the road and better for neurodiverse groups	Potentially move entrance to Limes Grove
Mercia Gr. / Clarendon R. TRA	The library entrance is really busy at the moment with the road	Potentially move entrance to Limes Grove
Mercia Gr. / Clarendon R. TRA	Designing for biodiversity through planting in the new pocket park and within the building and will make a nicer entrance to the library	Feedback to be given to LUF 1+3
Mercia Gr. / Clarendon R. TRA	As part of the future Limes Grove pocket park can the Limes Grove cycle lane be moved just a few metres away from running down the side of the library? It would allow for more green development around the library.	Feedback to be given to LUF 1+3

St Saviour's School	Really supportive of moving the entrance to green space - Side entrance would be much better and inviting for families and children Context: Funding shrunk to school - barely any teaching assistants so we have less people to escort children and it can be intimidating / challenging for children going down the bustling highstreet especially. This is one of the reasons we haven't been able to come back to the Library since Covid. If green area to the side where we can gather before going into the space we could find a different, safer route around the residential area. Improving Limes Grove will improve the way people interact with and behave in those spaces. Bringing legitimate uses to the space.	Move entrance to Limes Grove
St Saviour's School	If it was better lit in evenings you might get more older kids visiting the library on the way home from school to do homework	Lighting scheme to be developed
St Saviour's School	Lime's Grove currently has a problem with street drinkers (not that this is their fault). The café would and entrance here would help bring legitimate uses to the space and deter other things such as street drinking	Potentially move Cafe to Limes Grove side
Deaf + Disabled Commission focus group	Travel distances to entrance - Blue Badge parking on Lime Grove (confirm locations) and distance from bus stops - covered stopping places / seating	Feedback to be given to LUF 1+3
Deaf + Disabled Commission focus group	Currently not a clear differentiation between the cycle pavement - can be dangerous to those with visual impairment - in redesign we recommend better differentiation between surfaces.	Feedback to be given to LUF 1+3
Deaf + Disabled Commission focus group	There is an argument for the pocket park to be opened up onto as a spill out space	Potentially move entrance to Limes Grove
Deaf + Disabled Commission focus group	a key concern is nature of door mechanism - sliding door with motion sensor preferred. a revolving door with side doors is not ideal as the side doors often get out of order. no button presses - operationally better as some people don't have arm mobility and better for hygiene	Entrance to be two sets of phased sliding double doors
Deaf + Disabled Commission focus group	If external lighting or lit signage is used consider lighting gradients - no spot-lighting or banded lighting as this can cause difficulties as it gives the appearance of gradients in the floor surface.	Lighting scheme to be developed
Heart and Soul	Accessible signage - clear with symbols as well as words	Signage to use symbols as well as text
Heart and Soul	Support moving the entrance away from the main road if the park is an attractive and safe space	Move entrance to Limes Grove
Family of local Lewisham artists / library enthusiasts	(All) It feels like a good idea to move the entrance. The main road can be quite bad. But it's really important that the pocket park is a high quality space to help change the current environment around there	Ensure new entrance design is coordinated with pocket park
Lewisham Youth Theatre	Like the tower bit as it makes it look like something interesting is happening at the top of the building. Could there be something similar on the street front too for so it mirrors it?	Comment discounted
Lewisham Youth Theatre	A clear sign that says 'Lewisham Library' than can be seen from down the highstreet - ideally something that's lit up like the Glass Mill used to be before it broke	To be included
	An external sign that can change to advertise other things like performances that are happening that evening. This could be where the main Lewisham Library sign is which can change when needed?	To be included
Lewisham Youth Theatre	There should be some bits that can involve local groups in art projects like tile mosaics made by local young people on Lewisham or my lots of different groups	Operational consideration
Lewisham Youth Theatre	Bike storage in an area that feels safe	Bike storage at rear of building provided
Entelechy Arts	Stress-free access to main entrance is essential / symbolically it is difficult for members to use back entrance, although he was complimentary about the side entrance with access to lift and upper floors - Members car pool in 3-4 cars which need to get as close to entrance as possible i.e. mounting curb and driving up - make sure pavement area outside is large enough to do this	Ensure new entrance design is coordinated with pocket park
Entelechy Arts	- Approves on moving entrance from busy road	Move entrance to Limes Grove
Young Mayor's team	get artists to add design and colour to building	Possible commissions in the future / interior fit out
Young Mayor's team	font for signage	To be included
Young Mayor's team	needs to be colourful	To be included

Young Mayor's team	needs to represent the local area	Facade responding to immediate environment
Young Mayor's team	signage to display what is going on inside the building	Signage added to facade
Young Mayor's team	represent all of Lewisham's culture in the design	Comment discounted as unspecific
Young Mayor's team	use LED lights to add more colour and light	Signage added to facade
Young Mayor's team	using materials that will be easy to maintain/ stay in good condition through times	To be included
Young Mayor's team	make it easy to understand what is happening	To be included
Reception point		
Librarians - day in the life feedback	Reception is an 'Information Point' - people need a centralised point to go to ask questions or if they have a problem.	Reception and other staff points to be clearly visible
Librarians - day in the life feedback	Reception counter should be close to the front	Reception location to be close to the front door
Librarians - day in the life feedback	Wherever you have a mass of people, you have an enquiry desk	Reception location to be close to the front door
Librarians - day in the life feedback	Good to have a large number of staff at entrance, makes it feel safe	Reception location to be close to the front door
Librarians - day in the life feedback	Security tends to stand close to the reception desk, as well as patrolling the building. But also aware that security should not be the first thing users encounter- this is not retail, people should feel welcome to enter without being surveilled.	Location of security to be developed
Librarians - day in the life feedback	Reception desk enclosed with 3 PCs and space for 4+ staff, hold books held behind desk in cupboard with shutters, storage is always an issue; would be useful to have some flexible storage cupboards	Reception design to be developed
Librarians - day in the life feedback	It would be useful to have a lockable room adjacent to reception for book deliveries (new stock arrivals)	Reception design to be developed
Librarians - day in the life feedback	Proximity to self service is helpful as people often use it wrong and end up walking away with books	Self service to be located close to reception
Librarians - day in the life feedback	Make ample space for deliveries	Create storage space within reception
Librarians - day in the life feedback	Printing area in view of reception	Printing to be located close to reception
Deaf + Disabled Commission focus group	People on hand near the entrance is really useful. There needs to be a friendly face ready to help. Ideally this would be the reception where people are stationed there so you can easily ask for assistance	Reception location to be close to the front door
Deaf + Disabled Commission focus group	Important that someone is visible at entrance - people sometimes try to actively not catch your eye as they know assisting you may take a lot of time	Reception location to be close to the front door
Heart and Soul	Important to have an obvious front of house team that can support people with a clear reception point	Reception location to be close to the front door
Look and feel		
Librarians - day in the life feedback	Noisiest part at the front of building then is that it gets quieter as you get higher up	Keep louder functions on the ground floor
Librarians - day in the life feedback	Demand-led service; therefore needs flexibility	Keep spaces flexible and consider operational demand to change spaces

Librarians - day in the life feedback	Deptford library feels like an atrium with books in, its too open	Create interventions to break down the single space (forum staircase)
Librarians - day in the life feedback	Welcoming not cosey (no couches)	Finishes and furnishings to be developed
Librarians - day in the life feedback	No soft furnishings that can't be wiped	Finishes and furnishings to be developed
Librarians - day in the life feedback	One board for arts and crafts displays (doesn't need to be everywhere!)	Art strategy to be developed
Librarians - day in the life feedback	Create a co-hesive colour scheme	Finishes and furnishings to be developed
Librarians - day in the life feedback	One area for display; that promotes the service, doesn't visually overload people	Finishes and furnishings to be developed
Librarians - day in the life feedback	Careful not too make the space too overstimulating	Finishes and furnishings to be developed
Librarians - day in the life feedback	At Orpington; there is one area with large mural; good for marketing and not overpowering the space	Finishes and furnishings to be developed
Lewisham Local	Very positive about the project but please remember to keep community at the heart of it and space for the community. All ages, capabilities, and affordability.	To be considered in operator conversations
Lewisham Local	Important that the library needs to keep acting as a warm space for people who need a place to sit / charge a phone / use wifi	Keep the library as a warm space
Black VCS network	Concern that the refurbishments might exclude or isolate black groups?	Further consultation needed
Jamie Hale	Many deaf and disbaled people are experiencing the blunt end of the cost of libing crisis and hence warm free space is essential	Keep the library as a warm space
Jamie Hale	Materiality and lighting needs to be carefully considered when the time comes. Choice of fixtures and fittings to make sure they are operable.	Finishes and furnishings to be developed
Lewisham Youth Theatre	Currently some young people find the library to be safe space / others find it incredibly alienating and don't feel welcome or enticed to come in. What can be done to address this?	Look and feel to be developed Operational: Ongoing youth engagement plan to be developed
Metro Centre	Many of the LGBTQ+ community who experience descrimination elsewhere see libraries generally as an important safe space. This should be maintained	Importance of retaining a sense of safety and inclusivity
999 Club	Libraries act as an important warm space but homeless people are often discourgaged to use them. how can the design reduce conflict between homeless people and staff?	Review conflict moment with library staff - toilets and seating for example
Deaf + Disabled Com focus group	Previous space was unpleasant, artificial light, plastic finishes	Finishes and furnishings to be developed
Heart and Soul	Accessible communications before a visit (online, phone calls etc)	Operations: Communications / website to be developed
Young Mayor's Team	Mixed opinions on how the building should look and be more inspiring.. some suggesting it should be more colourful with others saying they don't think the building should look too out of place how can it keep some of the feeling of Lewisham. Can it do both?	External appearance to be developed
Young Mayor's Team	The inside could have an amazing art strategy and allow young people and local artists a chance to display work and hold exhibitions	Art strategy to be developed
Family of local Lewisham artists / library enthusiasts	Can there be an arts programme to help curate the archive material but also to facilitate local artists to exhibit - this would be an amazing opportunity. A bigger version of the old display window but bigger and better.	Art strategy to be developed
Family of local Lewisham artists / library enthusiasts	(Son - Curator at Lewisham Arthouse) - I would come to events here but I would also be interested in linking to arts programmes in the area and helping facilitate a creative use of the space	Art strategy to be developed
Family of local Lewisham artists / library enthusiasts	How can it retain a sense of Lewisham?	External appearance to be developed
Heart and Soul	Most of our users are not big readers so it would be good to understand what the offer is for other media. Access to computers and digital inclusion is important.	Create other cultural opportunities within the space

Black VCS network	I generally really like the design the main concern is the archive space which serves a limited number of people	No action
Lewisham Youth Theatre	Design should be eco wherever it can be	Refurbishment is most ecological way to build, all material choices are being reviewed with this in mind
	Lots of plants	Operations to be considered
Lewisham Youth Theatre	Lots of charging outlets	To be included
Lewisham Youth Theatre	Self check out options	To be included
Lewisham Youth Theatre	A resident book swap area	Operations to be considered
Lewisham Youth Theatre	Could there be a gift shop that sells library specific things? (cool book marks etc) Maybe this could be part of the café	Operations to be considered
Lewisham Youth Theatre	A chill area which is a bit more private where you can relax like a in book nooks	To be included
Lewisham Youth Theatre	Leaflet area at the front (like at Catford Mews)	Operations to be considered
Lewisham Youth Theatre	Having a space where people can be loud	Operations to be considered
Lewisham Youth Theatre	Some group working space for groups of 5 minimum	To be included
Lewisham Youth Theatre	Could there be a space for TV's too - potentially part of the digital space	Operations to be considered
Young Mayor's team	Librarians having positive attitudes towards young people	Operations to be considered
Library as a front line service		
Librarians - day in the life feedback	It is a front line service, which makes them vulnerable to abuse from the public. They act as the only publicly accessible, 'off-the-street' service for residents to encounter / complain about council services Council officers (from Laurence House) often direct people to come to the library for help	Good staff facilities - Safety and comfort of staff to be considered
Librarians - day in the life feedback	We are part of the social care system'	Operational: Social care training to be offered to staff?
Librarians - day in the life feedback	Users already don't read the information they are given, how are they going to make sense of it if you provide more	Clarity of signage and information to be developed
Librarians - day in the life feedback	More joined up messaging would make dealing with the public easier	Operational: Communications to be reviewed
Librarians - day in the life feedback	Librarians are very sociable (as well as needing support) they need a good staff room to promote collaborative working	Good staff room to be provided
Librarians - day in the life feedback	Lewisham users are the most challenging (in terms of additional needs, mental health conditions, digital poverty) in the borough	Good staff facilities - Safety and comfort of staff to be considered
Librarians - day in the life feedback	Lewisham customers are less patient and see library as front line service, being redirected from laurence house (housing benefits, council tax, blue badge applications)	Good staff facilities - Safety and comfort of staff to be considered
Librarians - day in the life feedback	More computers - it's all about IT these days	IT requirements to be fulfilled Consider how to future proof with library service
Librarians - day in the life feedback	Digital by default has left the service picking up the pieces	IT requirements to be fulfilled
Librarians - day in the life feedback	Majority of the issues we deal with are people needing help on computers	IT requirements to be fulfilled
Lewisham Local	Can library staff be given proper training so they are supported to offer the front line services they are informally taking on?	Operational: Social care training to be offered to staff?
Lewisham Local	Digital exclusion - Access to technology / internet – with additional training for staff to support using it. Possible links to Lewisham Local digital exclusion work	Operational: Digital training to be offered to staff?
Mercia Gr. / Clarendon R. TRA	The library offers an informal front line service already - possible to formalise this with a Citizen Advice Bureau Centre?	Review if this is desirable

Appendix 3 Work Stage 2 & 3 Engagement Feedback

Mercia Gr. / Clarendon R. TRA	Can the library have a staffed defibrillator / St John's Ambulance unit?	To be reviewed with client
Mercia Gr. / Clarendon R. TRA	See Lambeth NHS teams have worked with Black Thrive and My Community to offer (men in particular) blood pressure checks by softly approaching people at places like libraries with blood pressure check services	To be reviewed with client
Family of local Lewisham artists / library enthusiasts	Can there be a break out zone to support staff who might need to deal with a difficult customer and take them somewhere slightly quieter but still safe	Consider strategy for how issues are resolved day to day with library team
Black VCS Network	Could the space have a citizen advice bureau. A place that can support council tax and other elements of support	To be reviewed with client
Lewisham Local	Important the library remains a 'warm space' where people can receive advice and support	
Toilet / changing		
Librarians - day in the life feedback	At Lewisham doors to the toilets (men's) were kept open to prevent misuse, meaning that when toilets are in use, noise of hand dryer blasts into space	Toilet design to address misuse with separate toilets and visibility
Librarians - day in the life feedback	Unisex toilets with individual cubicles on all floors	Gender neutral 'super loos' being used
Security - day in the life feedback	Toilet causes issues; people take drugs in the toilet, as a result they close them for a period (of days), constant monitoring needed despite the signage	Toilet design to address misuse with separate toilets and visibility
Librarians - day in the life feedback	Staff toilets separate	Separate staff toilets provided
Librarians - day in the life feedback	Staff don't use downstairs public toilets (safeguarding; if you have an altercation with a member of the public then there's no way you should have to then share an intimate space like the toilet with them)	Separate staff toilets provided
Librarians - day in the life feedback	Separate staff toilet is essential	Separate staff toilets provided
Librarians - day in the life feedback	At Catford People use toilet to wash themselves - how can this be managed?	Toilet design to address misuse with separate toilets and visibility
Librarians - day in the life feedback	Toilets cause the most issues; blocked, mostly what people come into use	Toilet maintenance to be considered in design
Librarians - day in the life feedback	Not unisex toilets within the same toilet room, problems with people having sex, shooting up, drinking; this also happens in any secluded spaces	Gender neutral 'super loos' being used
Librarians - day in the life feedback	Unisex fine if super toilets	Gender neutral 'super loos' being used
Librarians - day in the life feedback	Industrial style toilets with hand dryers (no paper towels as they block toilets)	Hand dryers to be specified
Lewisham Local	Can the library be included on the community toilet scheme	To be included in community toilet scheme
Lewisham Local	As accessible as possible, toilet with changing facilities for adults	AWC's and Changing Places toilet to be provided
Jamie Hale	Changing places toilet would enable many more activities in the space	AWC's and Changing Places toilet to be provided
Metro Centre	Separate gender neutral toilets (super loos) are preferred	Gender neutral 'super loos' being used
999 Club	Toilets should be freely accessible for all	To be included in community toilet scheme Toilet design to address misuse with separate toilets and visibility

Appendix 3 Work Stage 2 & 3 Engagement Feedback

Deaf + Disabled Commission focus group	Supportive of changing places - accessible showers required by many, esp. Now during housing crisis	AWC's and Changing Places toilet to be provided
Deaf + Disabled Commission focus group	Design of WCs very important and we would be keen to look at the final designs.	Further consultation with Deaf + Disabled Commission
Deaf + Disabled Commission focus group	Think about accessible baby changing facility	Include accessible baby changing facilities
Deaf + Disabled Commission focus group	Consider 'call for assistance' buttons on the changing places toilet so a user doesn't have to start searching around for a member of staff to let them in.	Review possibility of call button
Heart and Soul	Changing places and good AWC provision generally supported	AWC's and Changing Places toilet to be provided
Bookable rooms		
Librarians - day in the life feedback	Space for workshops; opportunities to do more things as well as events space / meeting room	Flexible bookable spaces created
Librarians - day in the life feedback	ROOM HIRE; should be available for free however if activity does not align with direct core delivery then council users or external orgs should pay	Operational: Booking strategy to be developed
Librarians - day in the life feedback	A large enough room to host baby bounce	Locating bookable room close to children's library to be considered
Librarians - day in the life feedback	Bookable rooms are used when not booked for quiet study, only an issue when library is full and the room needs to be cleared for a hire this can cause issues with moving people (especially when there is nowhere to move them, but mostly this works fine but communication of how rooms work would benefit users	Make bookable rooms open up so they can be used as part of the main space when needed
Librarians - day in the life feedback	PC room - at deptford they have a segregated PC room with a glass window that functions well. They try to direct people to printed instructions as much as possible. Any help should happen quickly. Sometimes have issues with teenagers vaping but this is monitored via CCTV	Separate IT room to be considered Operational: Management of IT to be considered
Librarians - day in the life feedback	Rooms at side have glass; good for monitoring behaviour	Bookable rooms to have glazed fronts so they can be monitored when needed
Librarians - day in the life feedback	When bookable spaces are not in use they act as quiet study spaces (downham)	Make bookable rooms open up so they can be used as part of the main space when needed
Librarians - day in the life feedback	At Catford there is a hired pod space which never gets used because the booking system isn't working so payment can't be taken. The public get frustrated because they are not allowed to use it, and this is not clearly communicated. There is also a segregated work pod that was intended to be chargeable but this is impossible to enforce.	Operational: Effective booking system to be developed
Librarians - day in the life feedback	Room booking; currently managed higher up; librarians need more autonomy	Operational: Effective booking system to be developed
Lewisham Local	Lots of groups need space to host meetings if it is easily bookable and affordable	Operational: Effective booking system to be developed
Lewisham Local	Possibility to offer free bookable spaces for charities offering activities for residents?	Operational: Booking strategy to be developed
Lewisham Local	Lewisham Local could run volunteer recruitment / time bank workshops	Operational: Programming to be developed Facilitating third party groups
Lewisham Local	Lewisham Local could run support sessions for local groups - Fundraising support / training, 1-1s, drop ins etc. (previously worked with BIPC at Lewisham Library)	Operational: Programming to be developed Facilitating third party groups

Lewisham Local	Some spaces should have tech. that can support a hybrid set up	Tech requirements to be developed
Lewisham Local	Educational programme - classes / workshops / homework help	Operational: Programming to be developed
Lewisham Local	Possibility to offer free bookable spaces for charities offering activities for residents?	Operational: Programming to be developed Facilitating third party groups
Albany	Albany generated £180-200k/year pre-covid and now £125k/year but rising again. 5 meetings rooms + 3 larger rooms out of school hours. - Albany larger hall spaces are getting a lot of hire and smaller space hire is increasing - Albany do physical and tech set up as it provides a better service for repeat users - Albany manage booking manually but think a live booking system could be very useful	Operational: Effective booking system to be developed
Albany	Important for bookable spaces to have hybrid tech for hybrid meetings	Tech requirements to be developed
Black VCS network	Would love to run a yoga classes	Operational: Programming to be developed Facilitating third party groups
Jamie Hale	Some of the bookable rooms should have hybrid tech so people can have mixed in-person / online meetings	Tech requirements to be developed
Lewisham Youth Theatre	LYT would use bookable space at the library to reach a wider audience to run taster sessions	Operational: Effective booking system to be developed
Lewisham Youth Theatre	LYT know other groups who don't have their own space so bookable space could be really useful for them. Generally when a group is booking for rehearsals they need to block book for a solid week (for example) before a show so this might clash with other bookings.	Operational: Programming to be developed Facilitating third party groups
Lewisham Youth Theatre	Young people need spaces for them to run projects / activities and also have activities put on for them	Operational: Programming to be developed Facilitating third party groups
Metro Centre	Metro Centre might use bookable space for outreach programmes	Operational: Effective booking system to be developed
Mercia Gr. / Clarendon R. TRA	Concern raised around the viability of bookable spaces if they are to be managed like other council bookable spaces (Sydenham Centre / Leemore Centre) Currently there are too many barriers to bookable space including price point and the process of booking which makes it inaccessible. Is there sufficient demand for bookable spaces to support the need for having those in the library?	Operational: Effective booking system to be developed
St Saviour's School	If the bookable rooms are near the children's library we can use them together	Locating bookable room close to children's library to be considered
Heart and Soul	Heart and Soul use a range of spaces depending on the session. If there is potential to store things that can be useful but in some spaces they bring everything with them as long as there is somewhere to park	Storage for third party groups to be considered
Heart and Soul	Keen to use state of the art spaces as they often have to use poor quality space which de-values what is happening. The new Lewisham Library would be great for this.	Operational: Programming to be developed Facilitating third party groups
Black VCS network	Bookable rooms need to be able to accommodate hybrid meetings	Noted
Black VCS network	Size of rooms - prefer a room that can handle 30 to 40 people for a seminar (we run seminars on well being and health in spaces like this). Could potentially use the performance seating.	capacity of rooms to be reviewed
Black VCS network	Other health activities for bookable rooms - Health an wellbeing seminars, Health checks within Libraries, Talking to a GP in an informal setting	Programming to be reviewed
Lewisham Youth Theatre	Could be used as a writing room for scripts / reading sessions and rehearsals if there are going to be performances here. Could also be a recording room	
Entelechy Arts	- what about a more messy space? i.e sometime some members like to breakaway to work on their own e.g on painting	Programming to be reviewed
Young Mayor's Team	Booking app (for certain study spaces e.g group work)	

Young Mayor's Team	quiet room / prayer room	
Young Mayor's Team	A place for youth based groups to meet	Programming to be reviewed
Lewisham Local	Bookable rooms - some comfortable rooms that are not just set up as meetings	
Lewisham Local	Bookable 1:1 workspace for running sessions	
Informal event space / social space (stepped forum)		
Librarians - day in the life feedback	Space for workshops; opportunities to do more things as well as events space / meeting room	Bookable rooms and stepped forum
Librarians - day in the life feedback	A lot of creativity happens in libraries, group of creative engagement librarians who run events and workshops and need dedicated spaces for different types of activities	Bookable rooms and stepped forum
Librarians - day in the life feedback	There is a lot of energy to run events / workshops , but how is this being resourced going forward	Create easily useable space for events (forum) Operational: Programming to be developed
Lewisham Local	Lewisham Local could help with programming of evening cultural activities - art exhibits / talks / performances / book club / games night / movie night	Operational: Programming to be developed Facilitating third party groups
Lewisham Local	Event spaces should be easy for a group to organise and set up	Create easily useable space for events (forum)
Albany	Creating a space for events / talks that doesn't require a lot of set up is helpful	Create easily useable space for events (forum)
Albany	Set up time is important. Moveable shelving (unlike at Deptford Lounge) is essential but even with that moving shelves can take an hour and same again to put them back. To facilitate regular informal events having a quick use space is very useful.	Create easily useable space for events (forum)
Jamie Hale	Free or cheap places to perform are hard to find - a few deaf and disabled performance groups would make use (CRIPTic arts for example)	Operational: Programming to be developed Facilitating third party groups
Lewisham Youth Theatre	There's a need for space in Lewisham Central where young people don't feel excluded. Somewhere they are allowed to sit and charge a phone / talk to friends without needing to buy a coffee or feel uncomfortable. This is also what the CASE for space task force is about.	A space that invites young people to sit freely (forum)
Lewisham Youth Theatre	There's potentially to organise a LYT performance in the new Lewisham Library once its completed - the idea here would be to try demonstrate how the space can be used for different types of events and hopefully create a link going forward between the library and LYT going forward	Operational: Programming to be developed Facilitating third party groups
Lewisham Youth Theatre	Can parts of the future library be more playful or informal to help spark new creative uses?	Spaces that don't define thier use (forum)
Mercia Gr. / Clarendon R. TRA	Like the idea of being able to host small events - instead of the late night economy is there any demand for an early evening economy which can also happen on the ground floor? After work events that end by 9pm ish?	Stepped forum as an evening event space
Lewisham Youth Theatre	Young people should be able to sit here without feeling the need to buy something	A space that invites young people to sit freely (forum)
St Saviour's School	Children would love the stepped forum - We could sit the class down on the forum to gather them and speak to the librariran's before going to the children's library	Sepped forum
Deaf + Disabled Commission focus group	One member runs a community choir and would love to perform here.	Operational: Programming to be developed Facilitating third party groups
Deaf + Disabled Commission focus group	Need to think about a larger group of wheelchair users - e.g. larger scale flexible spaces accessible seating should not be an add-on. Wheelchair attendees don't want to feel like they are on show	Wheelchair positions to be considered

Deaf + Disabled Commission focus group	Deptford Lounge lacked the IT requirements for performance - building the infrastructure for performance early on - power, acoustic, lighting, etc.	IT requirements to be considered
Young Mayor's Team	staircase forum looks like a great idea	Stepped forum
Young Mayor's Team	I like the idea of being able to charge a phone and sit freely. Even if we don't need to buy anything in the cafe it still feels a bit uncomfortable to do it. The big staircase feels like a space were it's really okay to sit	Allow for charging points on the stepped forum
Young Mayor's Team	we could hold young mayors team sessions here	Stepped forum
Young Mayor's Team	what about accessibility on the stair.. if there is an activity happening here how are people in wheelchairs still involved in it	Wheelchair positions to be considered
Family of local Lewisham artists / library enthusiasts	The big stepped element feels like its turning what was an office building into something more like a public building. It gives an idea that something is happening upstairs and pulls you up.	Stepped forum
Family of local Lewisham artists / library enthusiasts	You can really imagine author talks or readings happening here.	Operational: Programming to be developed
Family of local Lewisham artists / library enthusiasts	Can the bottom of the forum have more space to give any activities there a bit of room to breath?Difficulty with performances at the Canada Water library as the guests have to get to their seats via by walking across the stage so good to think about the practicalities of how something would run here.	Detail of design to be developed
Family of local Lewisham artists / library enthusiasts	Don't underestimate how an artist or group can creatively respond to a space and make it part of the performance - we know a lot of people who would love to put something on here	Stepped forum
Family of local Lewisham artists / library enthusiasts	(Father / Mother) The main reason we would come to the library is to come to events if something interesting is happening. Otherwise we access most things online.	Operational: Programming to be developed
Heart and Soul	Our users would love to perform here - Distraction from other noise in the library space is not an issue but it might be an issue for other users and performances can be quite loud!	Operational: Programming to be developed Facilitating third party groups
Black VCS Network	Love the staircase and the idea for evening events - could you have this alongside Jazz nights and other activities like that	
Black VCS Network	Speak to drama groups about staircase space	
Lewisham Youth Theatre	A space for authors to do readings and book signings	
Lewisham Youth Theatre	When used as a performance space (it might be the library is only used for 'lighter touch' performances: <ul style="list-style-type: none"> - Audience - Think about the full audience experience.. how do they enter, is there a make shift box office, hang their coats, get a drink / snack from the cafe, find their (comfy!) seat, use the toilet - Accessibility - make sure there is adequate seating for wheelchair users - Quite room to wait before going on stage and between scenes - Tech required - Wireless microphones which can link to a speaker? Lighting rig which can dim / change and a space to manage the tech from - Performance space that is versatile for different types of performance - colour and have v simple spot light, screen and projector for movie nights - Back stage area (dressing room) - could this be one of the meeting rooms? Good to also have at least a small back stage area immediately off stage - Bathrooms - gender neutral (and clean!) - Advertisement - If something is happening can it be projected onto the front of the building so people can see it advertised and it creates a buzz. - Advertisement - Programme of events visible so people know what's on. - Storage - prop storage - Security - so security can be easily called if needed - Secure space for performers to leave bags and belongings 	
Entelechy Arts	Performance forum - great to be able to make it a discrete space - can see members doing performance here - seating looks good	Stepped forum and curtain

Entelechy Arts	- screening area could be good	Stepped forum and curtain
Café (see operator feedback seperately)		
Security - day in the life feedback	Current rules in lewisham and deptford is no hot food - If you had a casual area there would be mess, disrespect for example McDonalds up the road has 6 security guard	Food policy to be considered
Security - day in the life feedback	Nowhere for people to do ZOOM calls, currently user are sent to local cafe	Consideration of how to support video calls
Librarians - day in the life feedback	Cafe ended up with library staff clearing up cake and coffee cups - finding food behind shelves	Food policy to be considered
Librarians - day in the life feedback	Why do people need to eat in the library? sticky books, food left behind	Food policy to be considered
Albany	At deptford, albany had to provide a Caff offering, but it doesn't make any money (because of location inside and competition with highstreet), now they don't have resources to run it . A simple self service machine would work better	Importance of giving operators the best chance of commercial success (café on the corner)
Lewisham Local	Community Café – there used to be and it provided a space for isolated people. This shouldn't be high end but simple.	Operations to be considered
Lewisham Local	How can the space not just be about profit making - what are the social give backs	Operations to be considered
Albany	Hesitancy around the cafe. If it to be in the project it needs to be given the best chance possible to succeed. The Albany café couldn't compete with the highstreet	Importance of giving operators the best chance of commercial success (café on the corner)
Albany	Links to catering for the room bookings	Operations to be considered
Albany	Ability to serve onto the street for passing trade as well as library users	Café serving hatch
Lewisham Youth Theatre	Young people should be able to sit here without feeling the need to buy something	Operations to be considered
Circle Collective	Circle Collective would be interested in managing a space like this or linking the operator with their users	Create links to local training schemes?
St Saviour's School	The café would make a really nice welcome at the entrance to bring parents in	Café on the corner
Family of local Lewisham artists / library enthusiasts	(Father) I wouldn't have a cafe at all but if there is going to be one it would be good if can contribute to the culture of the space - not purely a commercial venture	Discounted as cafe is part of brief
Family of local Lewisham artists / library enthusiasts	(Mother) A cafe in the library makes me feel safe. I don't feel like I am going to get hassled by anyone and I really think I would use it	Designated cafe seating
Black VCS Network	Possible to include a training kitchen - Or can the cafe run training opportunities Potentially a training kitchen elsewhere in the borough	Raise with Mark Birkbeck to see if there is a borough strategy
Entelechy Arts	they always use catering during their activities so great to have access to teas/coffee	Cafe provided
Lewisham Local	Love the cafe - important that it is still accessible if not buying something Cafe - important to maintain inclusivity & welcoming atmosphere Cafe - could various groups run this? (Additional programming and added value) Price of cafe and feel comfortable for isolated people to sit	Designated cafe seating
Lewisham Local	Lewisham Local interested in running the cafe or being part of the programming somehow	To be considered
Study areas		
Librarians - day in the life feedback	In the old Lewisham Library pre-covid it worked that it got quieter as you go up the building	Keep louder functions on the ground floor
Librarians - day in the life feedback	Study space for students needed where they can make a bit of noise	Allow for ground floor study at busy times

Librarians - day in the life feedback	Library is a feeder space for GCSE/a-levels; they come in to do revision; there isn't another space where they feel safe - how can we make them feel engaged with the space so that they respect it?	To be considered
Librarians - day in the life feedback	Do not put sofa in teen areas; they get too friendly.	Furniture and finishes to be considered
Librarians - day in the life feedback	Give computers enough space around users, otherwise conflicts happen	Review computer space needs
Young Mayor's Team	Studying is one of the main things we go to the library for. Noise in the study area - at places like Forest Hill it can get really noisy which makes it hard to concentrate we reduce noise in the study areas somehow?	Keep louder functions on the ground floor
Lewisham Youth Theatre	Some group working space for groups of 5 minimum	Large tables and bookable rooms provided
Podcasting / tech spaces		
Librarians - day in the life feedback	There is a lot of equipment that librarians have access to for BICP but they are properly trained to use it; any technology needs to be thought about in the context of training	Review current tech and services
Librarians - day in the life feedback	The Mac suite at deptford was a nice idea; but the technology quickly became outdated and no one was there to support with updates. Now computers are being removed	Review need for tech and operational issues with managing it
Albany	Albany are seeing more and more demand for tech - curently have users who booking meeting spaces to record / podcast	Review need for tech and operational issues with managing it
Albany	Albany think a designated space for making online content could be easily marketed though it would be key to have the expertise within the staff in order to use it effectively.	Review need for tech and operational issues with managing it
Black VCS network	Kids in Lewisham - nothing to do - we need activities which set young people up for jobs of future like an AI centre	Review need for tech and operational issues with managing it
Heart and Soul	Great - Could make use of a podcasting space like this	Review need for tech and operational issues with managing it
Black VCS network	Technology for the future - we need to be training young people in AI can the whole archive floor be dedicated to something future focussed rather the historic? Put the archive in a lower value space that's not so prominent?	Review need for tech and operational issues with managing it
Lewisham Youth Theatre	Could also be used as a recording spaces for performances. Doing voice overs and practicing scripts etc. Good tech space is really hard to find or really expensive	Bookable / media rooms included
Entelechy Arts	- they have experience doing radio and would use media room	Bookable / media rooms included
Young Mayor's team	music studio	Discounted as outside programmatic remit
Young Mayor's team	radio / podcast area	Bookable / media rooms included
Young Mayor's team	gaming / media room	To be offered as programme
Young Mayor's team	piano and music	Discounted as outside programmatic remit
Young Mayor's team	audiobooks	Bookable / media rooms included
Young Mayor's team	Movie rooms	To be offered as programme

Youth Library space		
Lewisham Youth Theatre	Teen' sounds like adults trying to be cool If you have to call it anything call it 'youth' because it's a bit broader	To be considered
Lewisham Youth Theatre	Young person 1: I would prefer a smaller youth library space and more acceptance to use other parts of the library rather than being pinned down into one space. Would we be allowed to use the normal study space?! Young person 2: I still think its good that we have a designated space where we can be a bit louder and not feel like we are annoying other people. Most teen sections of libraries are really disappointing and only have a few book shelves	To be considered
Lewisham Youth Theatre	Maybe it makes more sense to group spaces based on what happens rather than by age. Like a digital 'area' as adults could want to use the media space too.. And a space where its okay for people to be a bit loader. Same with graphic novels adults like these too so maybe the area is shared somehow	To be considered
Lewisham Youth Theatre	Private individual study space like the booths at the british library - but this could also be in the main library	To be considered
Lewisham Youth Theatre	The youth library should be next to the adult library rather than next to the children's library.. being next the children's library isn't want teenagers want to feel like	To be considered
Lewisham Youth Theatre	Big white boards to draw on and collaborate - this could work as part of the study tables or in the project room. Flip over tables with white boards or on the wall.	Beyond design scope
Lewisham Youth Theatre	Really like the project space - how would it be booked?!	Operational consideration
Lewisham Youth Theatre	Digital gaming - booths should fit 2 or 3 people so peope can game together. Idealy with multiple consoles but locked away so people can't steal them.	Gaming area removed; instead offered as programme
Lewisham Youth Theatre	Digital gaming - could there be a gaming laptop people can borrow?	Operational consideration
Lewisham Youth Theatre	Board games - could there be a board game space too. Hexagonal tables so 6 people can sit around it togther with plug sockets in the middle	Operational consideration
Lewisham Youth Theatre	Board games - Board game borrowing where people have to sign it out so people make sure all the pieces get put back in	Operational consideration
Lewisham Youth Theatre	Bean bags for flexible seating	Disliked by library staff for cleaning and maintenance
Lewisham Youth Theatre	Lots of charging outlets	To be considered
Young Mayor's Team	adult and teen fictions cross over	Operational consideration
Young Mayor's Team	separate books by genre	Operational consideration
Young Mayor's Team	where is the division between library and social space	Operational consideration
Young Mayor's Team	can an age limit be enforced?	Operational consideration
Young Mayor's Team	Gaming area needs more separation	Gaming area removed
Young Mayor's Team	Keep library space for library activities - it's not a youth club	Gaming area removed
Young Mayor's Team	Flexibility of computer / activities	Operational consideration
Children's Library		
Librarians - day in the life feedback	Need a separate area for the children	Consider creating a space that can be closed off when needed
Librarians - day in the life feedback	Floor to ceiling sliding doors for children's library	Consider creating a space that can be closed off when needed
Librarians - day in the life feedback	Glass partition between children's library and main library	Consider creating a space that can be closed off when needed
Librarians - day in the life feedback	Children's section needs a partition	Consider creating a space that can be closed off when needed

Librarians - day in the life feedback	Noise into rest of library not such an issue - it happens a specified times (i.e 11am for 30 minutes) and other users are aware of this and the fact that disruption is limited	Consider creating a space that can be closed off when needed Operational: programming consideration
Librarians - day in the life feedback	Catford; hard to have separation between ages, no definitive areas	Consider book location plan
Librarians - day in the life feedback	Children's library with a shelving unit that is also a cupboard (craft materials, paper supplies, christmas decorations, but they need more storage)	Include specific storage
Librarians - day in the life feedback	Do not put children's library near the front of building, but it needs to be near the counter	Location of Children's library to be at the rear of the space
Librarians - day in the life feedback	Children's library should not be too close to doors	Location of Children's library to be at the rear of the space
Librarians - day in the life feedback	Have to make sure that people don't think library is a youth club; parents stay with children during activities	Operational consideration
Librarians - day in the life feedback	Children's toilet must be in children's library	Provided
Librarians - day in the life feedback	Good to have a general visibility of children's library	Visibility from the reception
Librarians - day in the life feedback	More kinder boxes - shelving designed / suitable for the shape of children's books	Furniture / shelving to be developed
Librarians - day in the life feedback	Children don't need to be constantly surveilled, it's fine to have some spaces out of sightline	Visibility from the reception
Librarians - day in the life feedback	Children's shelves should have backs as books drop behind	Furniture / shelving to be developed
St Saviour's School	The library visits are really about the beauty of holding books. Tactile nature - books are the novelty now	Retain the physical experience of books
St Saviour's School	Loads of bean-bags (stack away well), seating boxes, laying on the floor, etc.	Children's library design to be developed
St Saviour's School	Would prefer children's library on ground floor - easier for parents, families, children with disabilities. We are getting a lot more SEND children in recent years.	Location of Children's library to be considered on the ground floor
St Saviour's School	Safeguarding concerns - Dean is on the Lewisham Safeguarding panel. From his perspective he does not see a safeguarding issue with the children's library being on the ground floor. Concerns such as people looking in or location of toilets can be designed out. If about children's safety - children running away from minders - more dangerous down a stairs than out a door. Children always escorted to toilets if on school visits.	Location of Children's library to be considered on the ground floor
St Saviour's School	Supports the idea of separate children's toilets	Provided
St Saviour's School	Really likes the children's garden idea	To be reviewed
St Saviour's School	Could the reception desk bridge both areas - single employee shared across	To be reviewed
St Saviour's School	Ability to close off library supported - The more adaptation the better - e.g. sliding partition. full height glazed would be preferred but the important thing is that there is some kind of boundary. Referenced intruders during mass (harmless but needs to be stopped) now having to lock doors at the church. Teach them not to speak to strangers - Glazed partition - or if not partial height	Consider creating a space that can be closed off when needed
St Saviour's School	Multiple class visits - used to having other schools at museums, etc.	Create different zones to facilitate different groups
Deaf + Disabled Commission focus group	Children's library on the first floor is so hard to use as a wheelchair user - very hard to navigate with kids or with a buggy- and if a group of wheelchair users is impossible. Please consider keeping the children's library on the ground floor.	Location of Children's library to be considered on the ground floor
Deaf + Disabled Commission focus group	If the Children's library is on the first floor and school children are in wheelchair - they are sometimes excluded from activities when the lift is out of order which it often is.	Location of Children's library to be considered on the ground floor
Family of local Lewisham artists / library enthusiasts	(Mother) As a mother who took the kids to the first floor children's library I would prefer to have the space on the ground floor. Does the functions of the space need to be so rigid.. can part of the children's library be on the ground floor and then some on the first floor so children experience louder and quieter environments?	Location of Children's library to be considered on the ground floor
Entelechy Arts	- children's library less relevant but can facilitate intergenerational work	Provided

Librarians - day in the life feedback	Concerned about someone jumping off the roof if it's publically accessible	Roof top no longer part of design
Librarians - day in the life feedback	If there is rooftop then community should be able to access it as well as library services	
Lewisham Local	Mixed feelings about the idea of a rooftop space – can it be generous and offer event space for local groups also?	
Lewisham Local	Can the rest of the market re-design focus on night-time economy so there is less pressure on the library to fulfil this?	
Lewisham Local	If the roof top goes ahead can it link to local growing projects?	
Black VCS network	Roof top bars - is this just going to push out local business - how do we support and not exclude black business	
Circle Collective	Circle Collective would be interested in managing a space like this or linking the operator with their users	
Mercia Gr. / Clarendon R. TRA	Maybe the roof can be a growing outpost of Sydenham Gardens/Growing Lives?	
Mercia Gr. / Clarendon R. TRA	Instead of the late night economy is there any demand for an early evening economy which can also happen on the ground floor? After work events that end by 9pm ish?	
Ignition Brewery (Nick)	Concern about the viability of the rooftop bar? Is there enough money in Lewisham to sustain something like this whilst still being inclusive to existing residents?	
Family of local Lewisham artists / library enthusiasts	Partly questioning if a the library is really the right place for this but also referencing the Model Market and how it would be good to bring something like that back (though it at pros' and cons')	
Black VCS Network	If the roof top happens having a space to demonstrates growing to cooking would be important	
Lewisham Youth Theatre	A community garden	
Operations		
Librarians - day in the life feedback	How to manage bookable/noisier space (logistically and socially)	Programming to be considered in the design
Librarians - day in the life feedback	Cleaning cupboard on every floor (electrical cupboard currently used by cleaner on one of the floors)	To be included
Librarians - day in the life feedback	Flexibility within partner institutions breeds opportunities	A good staff space to encourage collaboration across floors
Librarians - day in the life feedback	In-house facilities manager for building (with skills to fix small problems)	To be recommended
Librarians - day in the life feedback	Shared staff room as a place for mixing between staff; good for collaboration	A good staff space to encourage collaboration across floors
Librarians - day in the life feedback	Security - Sometimes steps into library services role; knows how to issue books, print etc	Operational: training to be provided for security like at Depftord Lounge?
Librarians - day in the life feedback	Grey areas around the service level contract that make things difficult/unclear	Operational consideration
Albany	Electronic O&M manuals needed + a list of all master usernames & passwords	To be provided
Albany	Facilities management role should be the responsibility of somebody within the building in order to be responsive to issues	To be recommended
Lewisham Youth Theatre	If there is scope for youth input in programming at the Library when it opens that would be great - a youth steering committee or something similar	Operational consideration to involve young people in an ongoing manner
General	Is there a need for a curatorial role within the library to programme the space, manage bookings and work with third parties?	To be discussed
Lift		
Deaf + Disabled Commission focus group	lift currently not big enough for multiple wheelchair users or a wheel chair user and their childs buggy	Lifts to be replaced and ensure they are a compliant size
Deaf + Disabled Commission focus group	Could goods lift be more widely used if passenger lift is too small - as a known accessible lift? Making the goods lift available for emergencies or when the primary lift is out of action if nothing else.	To be discussed

Deaf + Disabled Commission focus group	If a roof top is being considered ideally both lifts will extend up to the roof top in case one breaks down.	To be discussed
Deaf + Disabled Commission focus group	Consider repairs when looking at lift design - you want to use a standardised system that stocks parts off the shelf to reduce repair time. Lifts can be out of action for months at a time if bespoke / hard to source parts are needed.	Specify lifts that are known to be easily serviced
Sensory Room		
Deaf + Disabled Commission focus group	A lot of the features, e.g. acoustics, etc. might also be great for e.g. a music room/ recording studio if there isn't enough volume Drake music project - e.g. special schools would love this facility https://www.drakemusic.org/learning/	Senory room budget permitting
Deaf + Disabled Commission focus group	Speak to Heart and Soul about this	
Deaf + Disabled Commission focus group	There is a tension between wanting flexible use for the sensory room and needing a space that can always be available for someone in distress. It might not be functional if it not always available on demand.	
Deaf + Disabled Commission focus group	If the sensory room has to be a flexible space then tech could allow very diff conditions to be achieved, e.g. interactive flooring - digital tech. means you don't necessarily need many physical elements	
Deaf + Disabled Commission focus group	Remember these are also spaces for adults so the design should not be too childish	
Deaf + Disabled Commission focus group	How would the booking system work? People may not be able to book so need to think about accessibility in this way	
Heart and Soul	Hasn't heard of a library having a dedicated sensory room before - getting it right in terms of what the offer is is quite important as it could get misused easily. See Lyric Theatre Hammersmith had a permanent sensory room so could be worth checking how that is run	
Heart and Soul	Heart and Soul create a sensory room / space on a monthly basis by occupying a plane space with a box of equipment - Seems sensible to have a flexible space that can become a sensory space when needed	
Entelechy Arts	- sensory room really useful or a space to decompress away from group	
Shelving / Layout / Furniture		
Librarians - day in the life feedback	Bottom shelves are 'useless', need for more dynamic shelving practices	Shelving design to be developed
Librarians - day in the life feedback	Summer reading challenge had a designated table (which was kept empty throughout the day despite overcrowding). It was very popular this year.	
Librarians - day in the life feedback	Sun damage to book stock is an issue	
Librarians - day in the life feedback	Signposting for people (for services and where things are / how to access things)	
Librarians - day in the life feedback	Would be nice to be able to display children's craft projects	
Librarians - day in the life feedback	Everything of one genre on one floor	
Librarians - day in the life feedback	Practical furniture which is not breakable	
Librarians - day in the life feedback	More kinder boxes	
Librarians - day in the life feedback	Bottom shelf is useless - should be used for different type of display	
Librarians - day in the life feedback	Make shelving functional not conceptual	
Librarians - day in the life feedback	Having fixed shelving is ok; people like to know where things are and not have them more around	
Librarians - day in the life feedback	Online collection needs to be more visible	
Librarians - day in the life feedback	Every floor in new building should have a self service machine	
Lewisham Local	Chairs comfortable for older people Consider seating for people with energy limiting conditions	
Lewisham Local	Some computers on the ground floor for accessibility	

Librarians - day in the life feedback	Clever shelving instead of loads of shelving
Librarians - day in the life feedback	Don't install bespoke shelving; at deptford it can't be changed now because it's bolted down and they can't afford new shelving because it was specially designed
Librarians - day in the life feedback	Biggest size for shelving should be for hard backed books (doesn't need to be deep)
Librarians - day in the life feedback	Largest books are cookery books and adult non-fiction
Librarians - day in the life feedback	Graphic novels - they should not be mixed. VISUAL LITERACY SPACE
Librarians - day in the life feedback	Enough books; not loads and loads
Librarians - day in the life feedback	Shelving should be modular, on wheels, 5-6 shelves high
Librarians - day in the life feedback	Children's shelves should have backs as books drop behind otherwise