

JUBILEE GARDENS THIRD PHASE CONSULTATION

November 2005



A Report Produced for the Jubilee Gardens Steering Group



**CSC REGENERATION &
RESEARCH CONSULTANTS**

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1. INTRODUCTION

The South Bank Employers' Group and the Jubilee Gardens Steering Group commissioned CSC Regeneration & Research Consultants to lead the third phase of the process of public consultation on the development of Jubilee Gardens into a world class park. This phase of the consultation was designed to capture feedback from different park users on a number of important aspects of the chosen design for Jubilee Gardens. The results from the consultation are intended to inform any final design modifications before a planning application is submitted to the London Borough of Lambeth.

1.1 BACKGROUND AND CONTEXT

Jubilee Gardens is a small rectangular park of some 15,500 square metres on the South Bank of the River Thames in the London Borough of Lambeth which is defined by the following boundaries:

- Hungerford car park to the North
- The former GLC County Hall and the London Eye to the South
- Belvedere Road to the East
- Queens Walk and the River Thames to the West

To date the park has had a complicated ownership history. It was developed in 1977 to mark the Queen's Silver Jubilee, before being passed to the London Residuary Body (LRB) on the demise of the Greater London Council (GLC) in 1986. The LRB eventually sold County Hall to Shiryama Corporation which included a range of restrictive covenants over areas of the park. In addition the LRB negotiated a five-year contract with London Underground that would allow the park to be used for soil extraction during the construction of the Jubilee Line Extension. In 1994 the freehold of Jubilee Gardens and Hungerford Car Park passed to the Arts Council of England (ACE) and the land was then transferred on to the South Bank Centre under a long lease.

This report has been commissioned by South Bank Employers' Group (SBEG) and the Jubilee Gardens Steering Group (JGSG), which brings together local stakeholders, including landowners, local employers, and the community and public authorities. Working with the South Bank Centre and the Commission for Architecture and the Built Environment (CABE), JGSG launched a design contest as a process for transforming the gardens into a world-class park. The design contest consisted of three phases.



Phase 1: Survey of current and possible future usage of Jubilee Gardens to inform the development of a design specification.

Phase 2: Public consultation on the shortlisted design teams, with results used to inform the selection of the winning design team.

Phase 3: Extensive public consultation on the latest stage in the design for Jubilee Gardens to capture feedback across all aspects of the design from key user groups prior to the submission of a planning application to Lambeth Council.

The third phase of the consultation process was undertaken over a period of six days to ensure that as many park users as possible could express their views about the design before a formal planning application is developed.

1.2 METHODOLOGY

The methodology utilised in undertaking the third phase consultation process and developing this report included the following six linked stages:

i. Regular Meetings with the User Design Group (UDG)

The User Design Group (UDG) is a sub group of the Jubilee Gardens Steering Group and was established to ensure effective consultation throughout the project. Its members include representatives of local community groups and businesses. Regular meetings were held with the UDG to overview the development of the third phase consultation process and co-ordinate the input of the chosen design team (West 8) and WCDG.

ii. Establishing Consultation Theme Areas

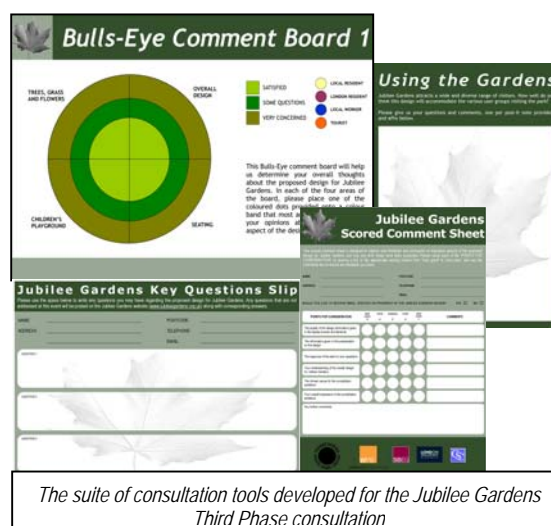
To ensure the proposed design for Jubilee Gardens was communicated in a coherent and consistent way, the consultation focused on eight specific design theme areas. The eight theme areas were:

- Regeneration of Jubilee Gardens (overall design concept)
- Relaxing in the Gardens
- Playing in the Gardens
- Greening the Gardens
- Using the Gardens
- Edges/Park Boundaries
- Events in the Gardens
- Being Safe in the Gardens

iii. Development of the Consultation Tools

A comprehensive suite of tools was developed which formed the basis of the consultation. To encourage in-depth feedback from all participants the tools were specifically designed to be easy to use, and provide both a visual representation of people's views as well as capturing detailed comments and opinions. The tools employed in the Jubilee Gardens third phase consultation were:

- Comments Boards to capture participant's comments and suggestions on each of the eight design themes
- Bulls Eye Comments Boards to provide a visual representation of participants' overall opinions about each of the eight theme areas of the design



- Key Questions Slips to enable specific questions to be noted and published on the Jubilee Gardens website with answers provided by JGSG and the design team
- Scored Comments Sheets to allow participants to feedback details about their understanding of the design and capture their views on the effectiveness of the consultation.

iv. Consultation Activity

The consultation was delivered through a partnership between CSC, as the overall lead body, and WCDG. To maximise the opportunity the public had to view the design and feedback their opinions, the consultation was delivered across six days from Monday 7 November 2005 to Saturday 12 November 2005 with varying formats, and was held at different locations within the SE1 area. Summary details of each part of the consultation are:

- Monday. Main event led by CSC and held at ITV building on Upper Ground
- Tuesday. Daytime event led by WCDG and held at the Coin Street Centre
- Wednesday. Daytime event led by WCDG and held at the Foyer at Festival Riverside
- Thursday. Daytime event led by WCDG and held at the Foyer at Festival Riverside
- Friday. Daytime event led by WCDG and held at Emma Cons Gardens
- Saturday. Daytime event led by CSC and held at Waterloo Action Centre, Baylis Road

v. Consultation Results

The data from the consultation was analysed using SNAP research software to produce charts and cross tabulations which detail the feedback gained from different user groups about specific elements of the design.

vi. Final Report

The final report provides a comprehensive analysis of the results obtained from the third phase consultation on the overall proposal for the development of Jubilee Gardens. The report will inform any last refinements to the proposal before a planning application is made.



The main consultation event held on Monday evening

1.3 STRUCTURE OF THE REPORT

The report is structured around six main sections and has been written to facilitate easy access and understanding for both technical and non-technical readers:

Section 1: Introduces the report and sets the context for its commissioning and production.

- Section 2: Provides a profile of all consultation participants and describes the feedback received on the consultation process.
- Section 3: Details the overall opinions of the different user groups about each of the eight design themes and analyses the way different user groups have responded to the design
- Section 4: Reviews the comments and questions submitted under each of the eight design themes
- Section 5: Describes important points for consideration before a final planning application is produced, and outlines how this report could be taken forward in the immediate future.
- Section 6: Lists in full the questions and comments returned by participants involved in the consultation

2. PROFILE OF CONSULTATION PARTICIPANTS

The results from previous surveys of park users undertaken by CSC in the first consultation phase, indicated that different users of Jubilee Gardens could be accurately designated to one of four main groups:

- i. Local Residents defined as those people living within the SE1 area
- ii. London Residents defined as those people living within another London postcode area
- iii. Local Workers defined as those people working within the SE1 area
- iv. Tourists defined as those people visiting the area from outside of London

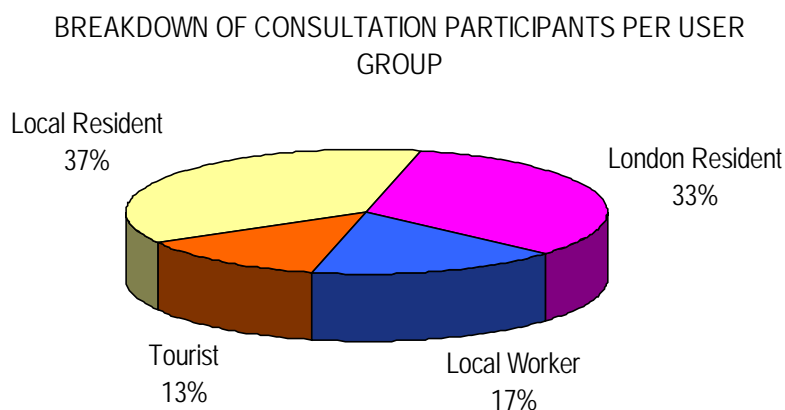
On entering the consultation venue, each participant was assigned to a specified user group based on their connection to the SE1 area. To discern between the feedbacks received from different users, a simple colour code scheme was introduced:

- Local Residents
- London Residents
- Local Workers
- Tourists

Each participant was given colour coded post-it notes and label dots which could be used in conjunction with the consultation tools to record their comments, suggestions and opinions about the proposed design for Jubilee Gardens.

2.1 BREAKDOWN OF USER GROUPS

A total of 579 people participated in the consultation over the six days. The chart below shows the breakdown of participants from each user group.



The consultation succeeded in engaging a majority (37%) of participants from the Local Residents user group. There was a substantial representation of London Residents, with participants from this group accounting for 33% of the total.

With five of the six consultation events taking place during the daytime, a significant number of representatives from the Local Workers and Tourists groups were able to participate, so ensuring that a balanced spread of views were captured in the consultation.

2.2 FEEDBACK ON THE CONSULTATION

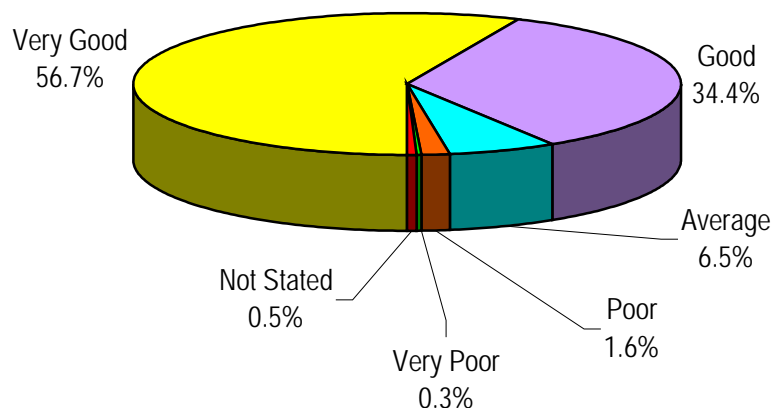
To capture feedback on the consultation, each participant was asked to complete a Scored Comments Sheet, which invited them to score, from “very good” to “very poor”, six points for consideration about different aspects of the consultation:

- i. The quality of the design information given in the display boards and literature
- ii. The information given in the presentation on the design
- iii. The response of the team to the participant’s questions
- iv. The participant’s understanding of the overall design for Jubilee Gardens
- v. The chosen venue for the consultation exhibition
- vi. The participant’s overall impression of the consultation

The scored comments sheets also gave people attending the consultation the opportunity to express other comments they may have about the design and these are considered in section 3.

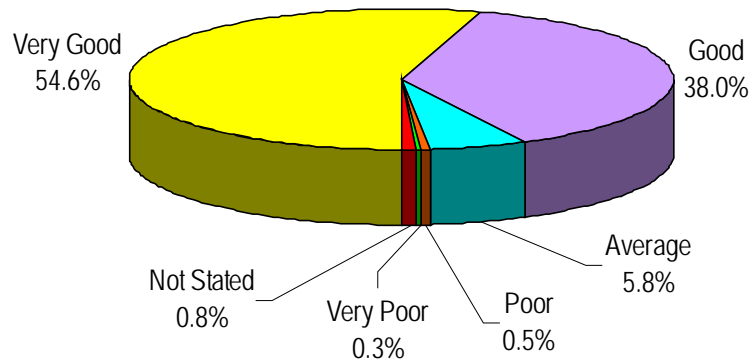
The charts below show the breakdown of feedback gained from 573 of the 579 people partaking in the consultation.

THE QUALITY OF THE DESIGN INFORMATION GIVEN IN THE DISPLAY BOARDS AND LITERATURE



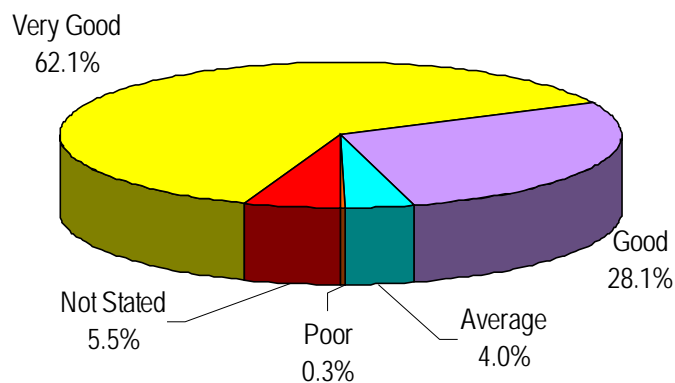
The vast majority (91.1%) of participants scored the quality of the information provided in the display boards and the handout literature, as “very good” or “good”. Only 1.9% of the 573 respondents felt that the information was either “poor” or “very poor”.

THE INFORMATION GIVEN IN THE PRESENTATION ON THE DESIGN



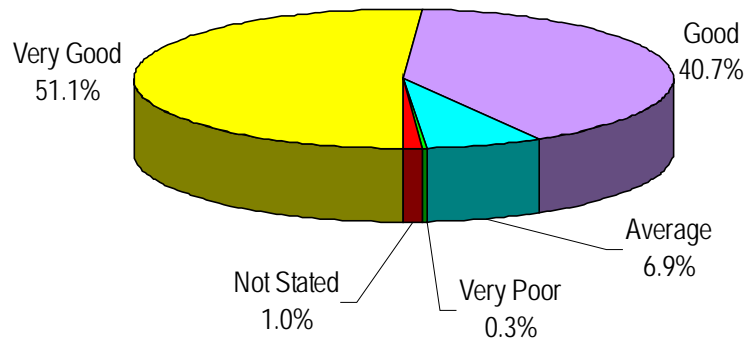
Feedback from the majority of participants suggests that the presentation of the information given in the consultation was very good, with 92.6% of respondents scoring the presentation of information as either "very good" or "good". Only 0.8% of respondents felt that the presentation was "poor" or "very poor".

THE RESPONSE OF THE TEAM TO YOUR QUESTIONS



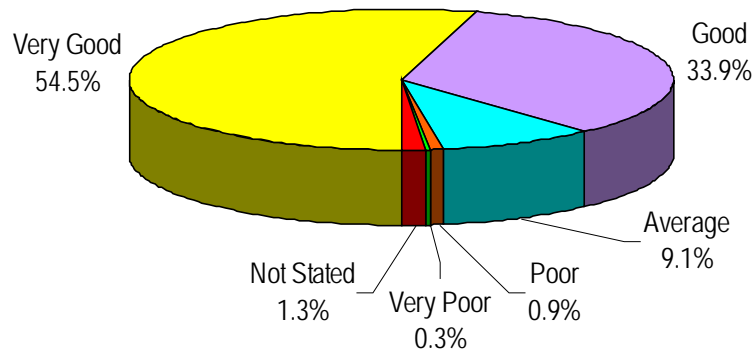
Some respondents may not have asked questions directly of the team, since there were several methods employed in the consultation to capture people's questions and comments. This can go some ways towards explaining the 5.5% of participants who did not score this particular point for consideration. However over 90% of respondents scored the response of the team to their questions as either "very good" or "good" and only 0.3% felt the response of the team was "poor".

YOUR UNDERSTANDING OF THE OVERALL DESIGN FOR JUBILEE GARDENS



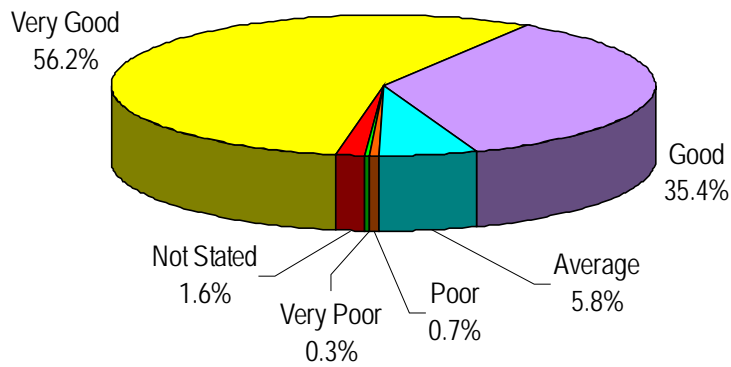
Feedback from respondents show that the majority (51.1%) had a “very good” understanding of the proposed design, with a further 40.7% of respondents describing their understanding of the design as “good”. This translates to 525 people of a total of 573 consultation participants who returned a Scored Comment Sheet, rating their understanding of the proposed design as “good” or “very good”, compared with 17 people (0.3%) who described their understanding as “very poor”. This suggests that the design competition, and in particular the second and third consultation phases, has succeeded in communicating the proposed design for Jubilee Gardens to the public effectively.

THE CHOSEN VENUE FOR THE CONSULTATION EXHIBITION



As the consultation was held at five different venues across the SE1 area, the data displayed here represents collective feedback assimilated over the six days of the consultation. The distribution of respondents’ scoring shows that a large majority of people attending the consultation at different points throughout the week felt that the venues were satisfactory, with 88.4% rating them as “good” or “very good”. This compares well with 1.2% of respondents who scored the venues chosen to host the consultation as “poor” or “very poor”. No specific reasons for dissatisfaction with the chosen venues were given although anecdotal evidence suggests that the marquee used to house the consultation at Emma Cons Gardens lacked sufficient electricity supply which limited the comfort of the venue.

YOUR OVERALL IMPRESSION OF THE CONSULTATION



The majority (56.2%) of respondents gave a top score to their overall impression of the consultation, and over 91% rated their impression as either "good" or "very good". There were 5.8% of respondents describing their impression of the design as "average" and only 1% of respondents thought the design was either "poor" or "very poor". Reasons were typically related to specific aspects of the design which are analysed in further detail in section 3.

3. PERCEPTIONS ABOUT THE DESIGN

To ensure that the results of the consultation were credible a range of consultation tools were developed to capture participants' feedback accurately, consistently and in a way which was user-friendly. After reviewing information boards giving detailed explanations about relevant aspects of the proposed design for the gardens, participants were invited to record their responses to the eight design themes in different ways including summarising their overall levels of satisfaction with each theme area as well as recording specific questions and comments they had about the design.

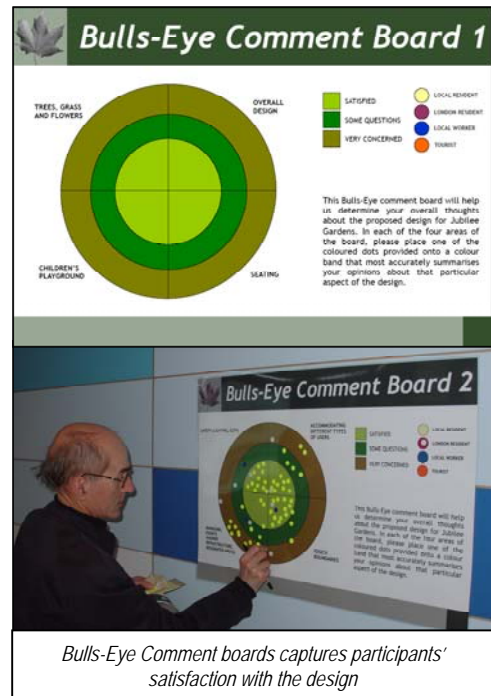
By capturing participants' feedback in differing levels of detail, a holistic overview of the public's current position on the proposed design can be described, and a better understanding of the attractions and concerns of different user groups can be established.

3.1 OVERALL SATISFACTION WITH THE DESIGN

Part of the suite of tools used in this consultation included Bulls-Eye Comment boards. Once participants had perused the information boards for each of the eight design themes they were asked to indicate their level of satisfaction with different aspects of the design by affixing a label dot to a specific colour band on the Bulls-Eye chart. The chart measured three different levels of participant satisfaction:

- Satisfied
- Some Questions
- Very Concerned

To ensure the accuracy of the feedback received, participants were asked to comment on specific aspects of the eight design theme areas rather than the actual theme areas themselves. The eight specific aspects of the design were divided between two Bulls-Eye Comment boards as summarised in the table below:



BULLS-EYE COMMENT BOARDS		
NO	ASPECT	LINKED THEME
BOARD 1		
1	Overall Design	Regeneration of Jubilee Gardens
2	Seating	Relaxing in the Gardens
3	Children's Playground	Playing in the Gardens
4	Trees, Grass and Flowers	Greening the Gardens
BOARD 2		
5	Accommodating Different Types of Users	Using the Gardens
6	Edges/Boundaries	Edges/Park Boundary
7	Managing Events (Hidden Infrastructure, Designated Areas)	Events in the Gardens
8	Safety	Being Safe in the Gardens

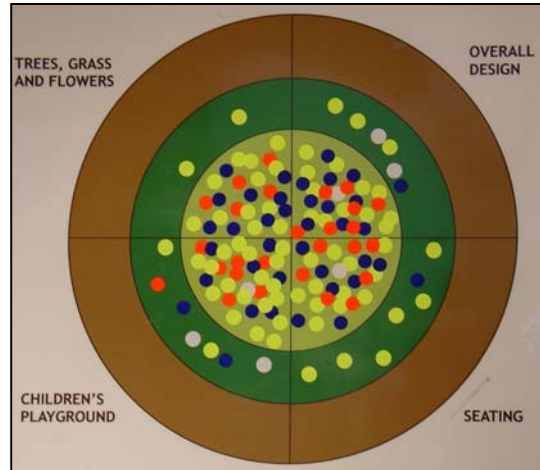
3.2 BULLS-EYE COMMENT BOARD 1

The images below show the distribution of label dots affixed to Bulls-Eye Comment Board 1 on each of the six days of the consultation. Please note that the label dots for the London Residents user group appear white in the images.

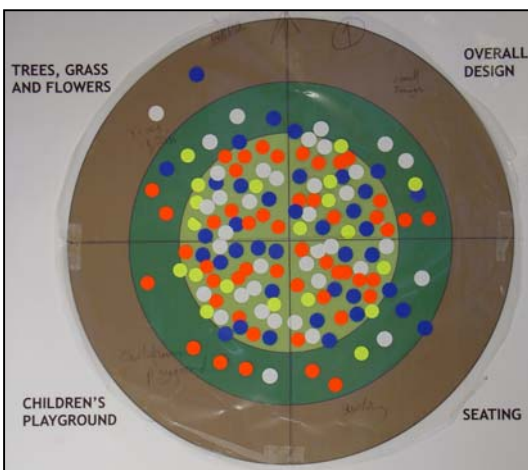
Monday



Tuesday



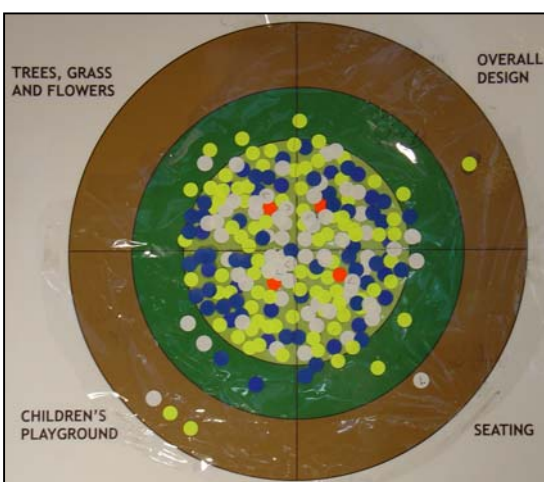
Wednesday



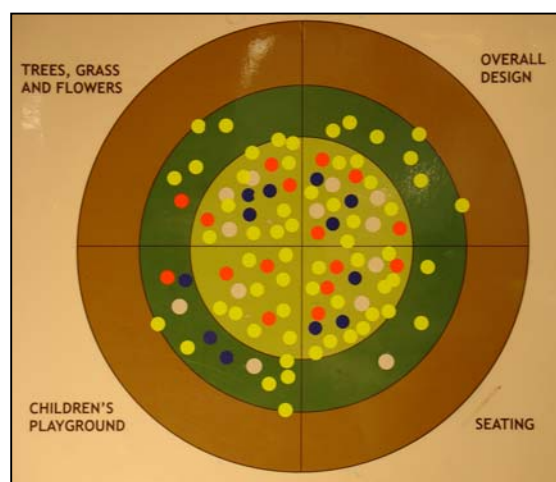
Thursday



Friday



Saturday



The images show that there is a consistent distribution of registered feedback on the four different aspects of the design included on the Bulls-Eye Comment Board 1. There is a clear majority of participants registering their overall satisfaction with these aspects of the design, and also a significant number of people from each of the four user groups have recorded that they have some questions about parts of the design. The number of registered concerns affixed to the board was collectively very low, typically between zero to five per consultation day and distributed relatively evenly, with no one particular aspect of the design drawing higher levels of registered concern than any other.

It should be noted that because no tourists were in attendance at the consultation event held on Monday evening there is consequently no recorded label dots for this user group on the corresponding image for that day.

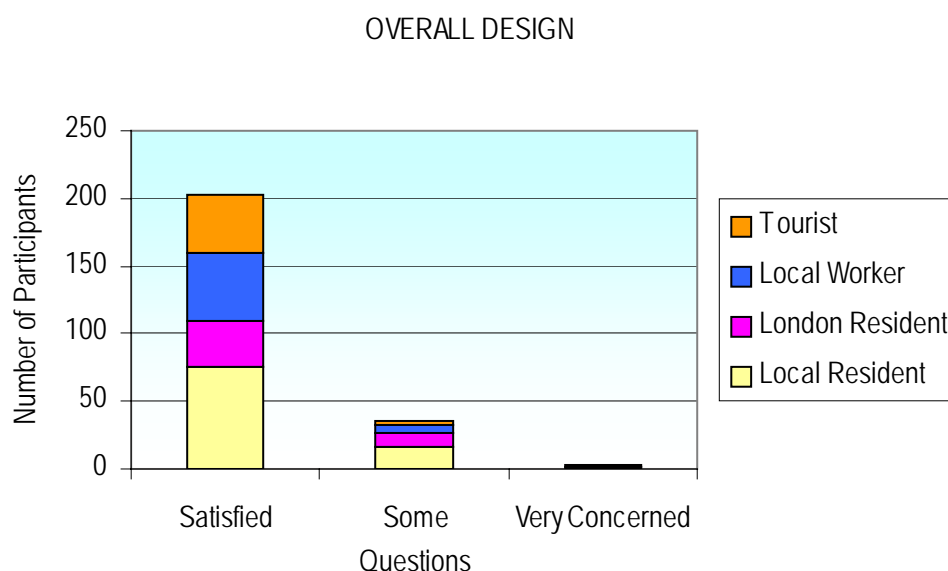
The feedback secured about each of the four design aspects included in the first Bulls-Eye Comment board is considered in more detail below.

3.2.1 OVERALL DESIGN

This aspect of the design was linked to the wider Regeneration of Jubilee Gardens theme, and provides an excellent opportunity to assess the perceptions of the four user groups about the overall proposal for developing Jubilee Gardens. Participants considered the generic suitability of the design as a well thought out proposal intended to help transform Jubilee Gardens into a world class park.

The images of the Bulls-Eye chart show that a clear majority of respondents were satisfied with the proposed design for the gardens. A significant number of participants noted that they had “some questions” about the proposal and only two residents, one local to SE1 and one London based, recorded that they were “very concerned”.

The graph below illustrates the make-up of the total recorded feedback for the Overall Design aspect for each of the three levels of user satisfaction displayed on the Bulls-Eye chart.



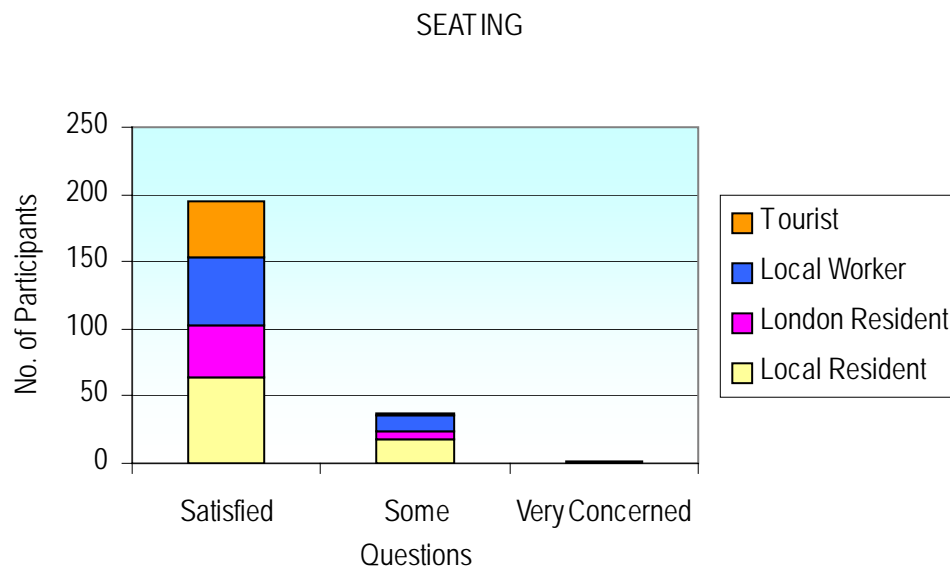
Of the total number of local residents who recorded their opinions on the Bulls-Eye chart, 81% registered they were “satisfied” with the Overall Design aspect, 17% recorded they had “some questions” and 3% were “very concerned”. Of the London Residents 75% were “satisfied”, 22% recorded that they had “some questions” and 3% were “very concerned” about this aspect of the design.

Similar distributions in opinions were reported by the Local Workers and Tourists user groups, with 89% and 91% respectively registered as “satisfied”. No participants from either of these two groups indicated that they were “very concerned” about the Overall Design aspect.

3.2.2 SEATING

This aspect of the design was linked to the wider Relaxing in the Gardens theme. Participants considered the style, build materials and arrangement of the seating in the gardens.

The images show that there was a consistently high level of satisfaction recorded by participants about the proposed seating within the gardens. The graph below illustrates the make-up of the total recorded feedback on the Seating aspect of the design, for each of the three levels of user satisfaction displayed on the Bulls-Eye chart.



The recorded feedback from the Local Residents user group showed that 77% of respondents were “satisfied” with the Seating aspect of the design, 22% had “some questions”, and only a single resident recorded that they were “very concerned” about the seating proposals of the design.

The Seating design attracted strong support from the other three user groups. Of the respondents from the London Residents group 85% were “satisfied” and 13% had some questions, with only one respondent recording they were “very concerned”. Similarly for the Local Workers group 82% were “satisfied” and from the Tourists group 95% were “satisfied”, with the remaining respondents from both groups indicating that they had “some questions” with the Seating design.

3.2.3 CHILDREN’S PLAYGROUND

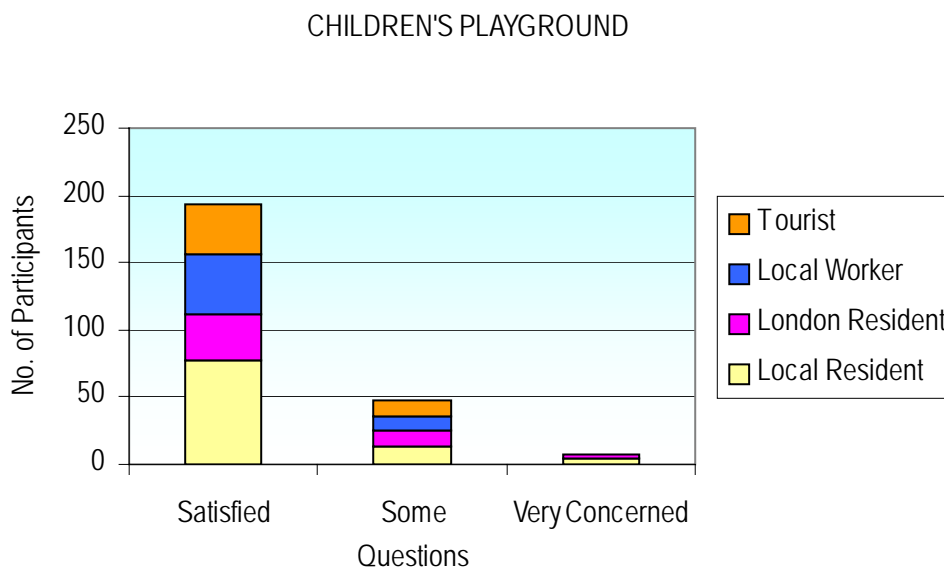
This aspect of the design was linked to the wider Playing in the Gardens theme. Important factors that participants could consider about this aspect of the design included security of the area, and suitability and appeal to children of different age ranges.

The current designs for the Children’s Playground feature are not yet finalised and will be subject to further consultation with parents/carers and children in 2006.

Levels of recorded satisfaction for the Children’s Playground were again consistently high across the six days of the consultation. The proposal for the children’s play area attracted a number of respondents from all groups who registered that they had “some questions” about the proposal. This may reflect the

fact there the design incorporated the use of a number of interesting ideas including themed woodland areas and “talking trees”, which may have raised questions particularly among parents and guardians of young children. This is explored further in section 4.

The graph below illustrates the make-up of the total recorded feedback for the Children’s Playground aspect for each of the three levels of user satisfaction displayed on the Bulls-Eye chart.



Whilst support for the proposed children’s play area was strong, there was significant numbers of respondents from each of the four user groups registering “some questions” with the proposal. The Local Residents group recorded 80% “satisfied”, 15% “some questions” and 5% “very concerned”. A significant percentage (23%) of respondents from the London Residents group had “some questions” and 74% were “satisfied”. Those respondents from Local Workers and Tourists user groups, who were “satisfied” with the Children’s Playground aspect were 80% and 76% respectively, demonstrating that this element of the design had attracted interest and significant numbers of people had questions about the proposal.

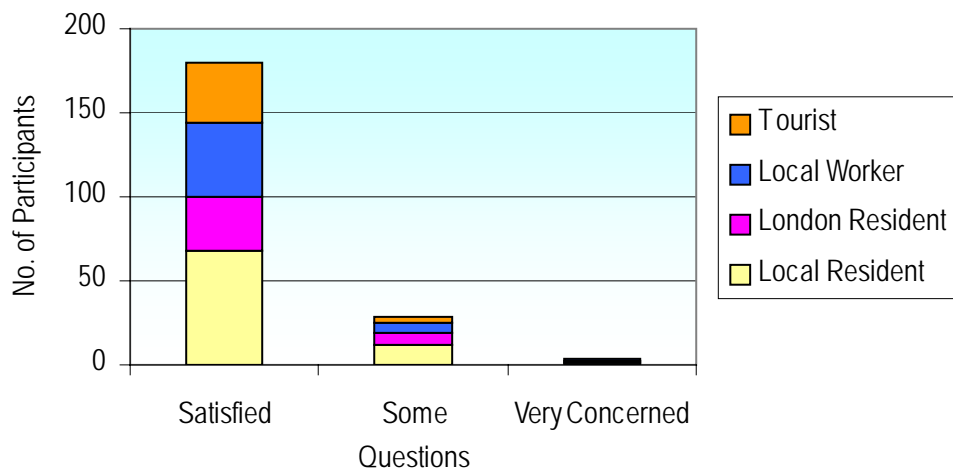
3.2.4 TREES, GRASS AND FLOWERS

This aspect of the design was linked to the wider Greening the Gardens theme. Participants considered the intended use of trees of different ages and species and the layout and design of flowerbeds and grassed areas in the park.

An important element is to ensure that the gardens are as soft and green as is sustainable and this has received a consistent level of support throughout the consultation from all user groups.

The graph below illustrates the make-up of the total recorded feedback for the Trees, Grass and Flowers aspect for each of the three levels of user satisfaction displayed on the Bulls-Eye chart.

TREES, GRASS AND FLOWERS

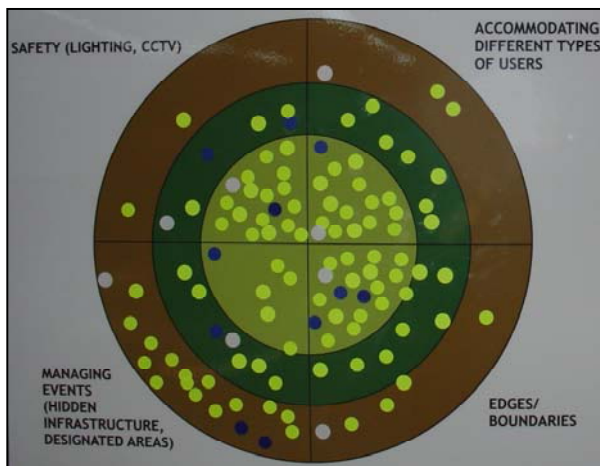


Of the recorded feedback from participants from the Local Residents user group, 84% were “satisfied” and a relatively low 15% recorded “some questions”. The percentage of Local Workers group respondents who were “satisfied” with this aspect of the design was high at 86%, as were the responses from people in the London Residents group (80%) and the Tourists group (90%).

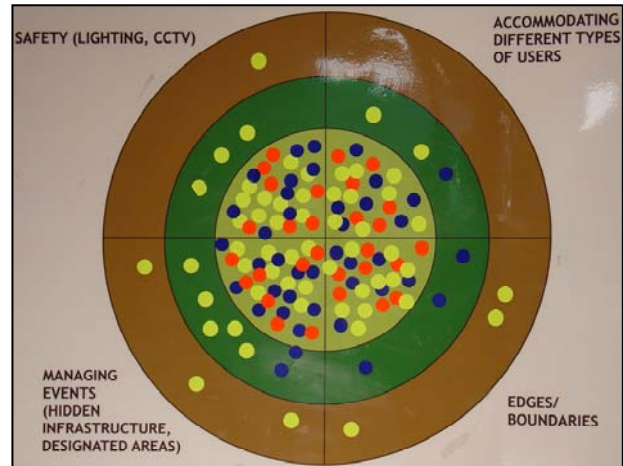
3.3 BULLS-EYE COMMENT BOARD 2

The images below show the distribution of label dots affixed to the second Bulls-Eye Comment board on each of the six days of the consultation. Please note that the label dots for the London Residents user group appear white in the images.

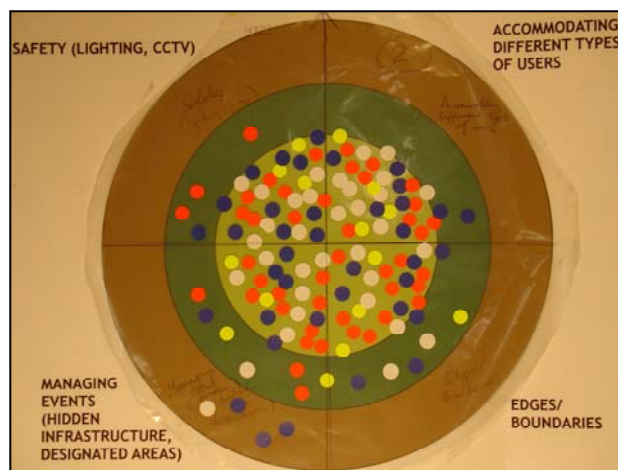
Monday



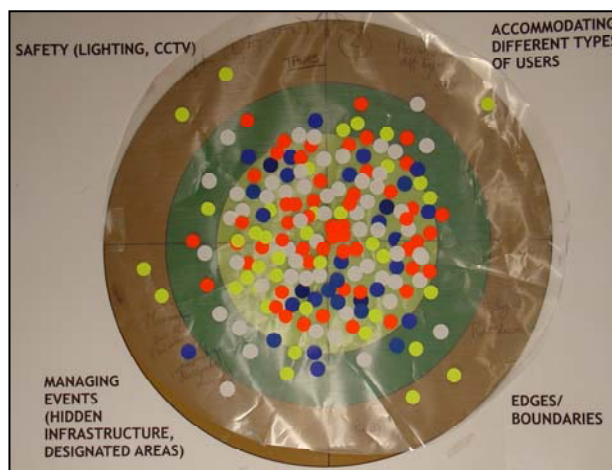
Tuesday



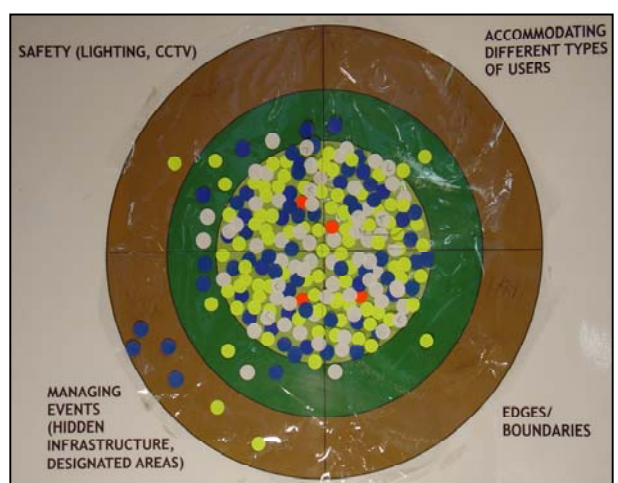
Wednesday



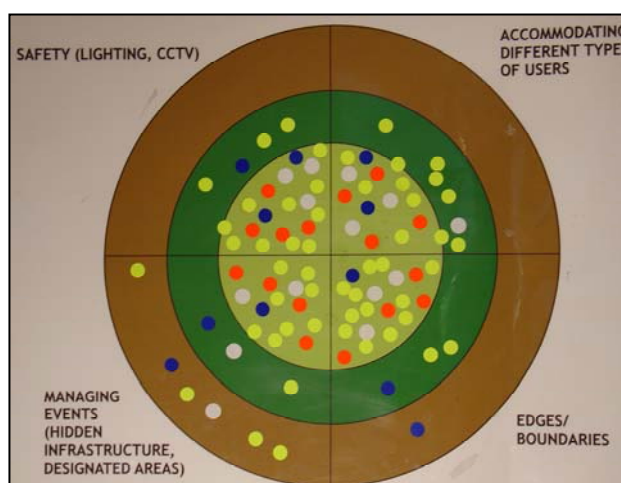
Thursday



Friday



Saturday



The images show that whilst there is a consistent and proportional level of support for the four aspects of the design included on the second Bulls-Eye Comment board, the distribution of registered opinion shows that there are significant levels of concern about particular aspects of the design. The three main areas attracting concern from participants are Safety, Edges/Boundaries and Managing Events.

It is interesting to note that the levels of concern registered by participants using the second Bulls-Eye board were proportionally higher on the Monday. It could be applicable that the main consultation event held on Monday may have attracted people, particularly Local Resident group members, who harbour concerns over the design and were motivated to attend the first consultation to record their concerns.

Each of the four design aspects included in the second Bulls-Eye Comment board are considered in further details below.

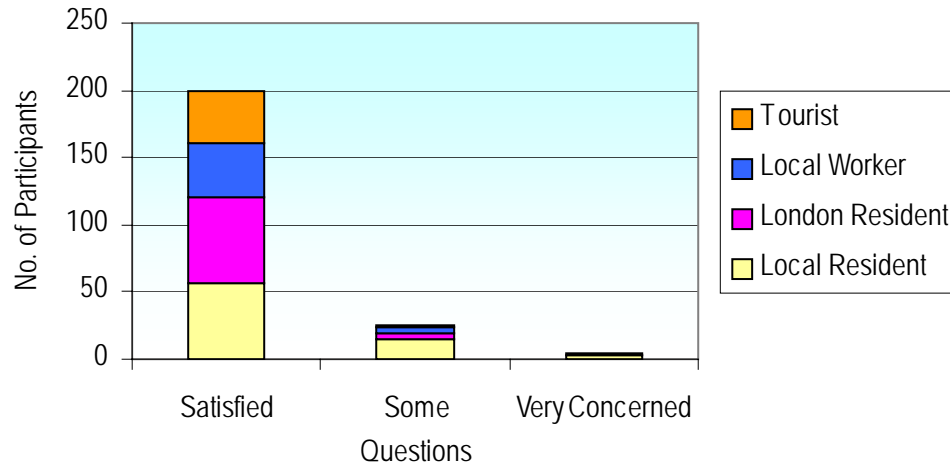
3.3.1 ACCOMMODATING DIFFERENT TYPES OF USERS

This aspect of the design was linked to the wider Using the Gardens theme. Participants were able to consider aspects of the design pertaining to the intended use of the gardens and the suitability of the design to facilitate the enjoyment of a number of different user groups who will visit the gardens.

Overall each of the four user groups showed a clear level of satisfaction with the design in relation to accommodating different types of users of the gardens. The graph below illustrates the make-up of the

total recorded feedback for the Accommodating Different Types of Users aspect for each of the three levels of user satisfaction displayed on the Bulls-Eye chart.

ACCOMMODATING DIFFERENT TYPES OF USERS

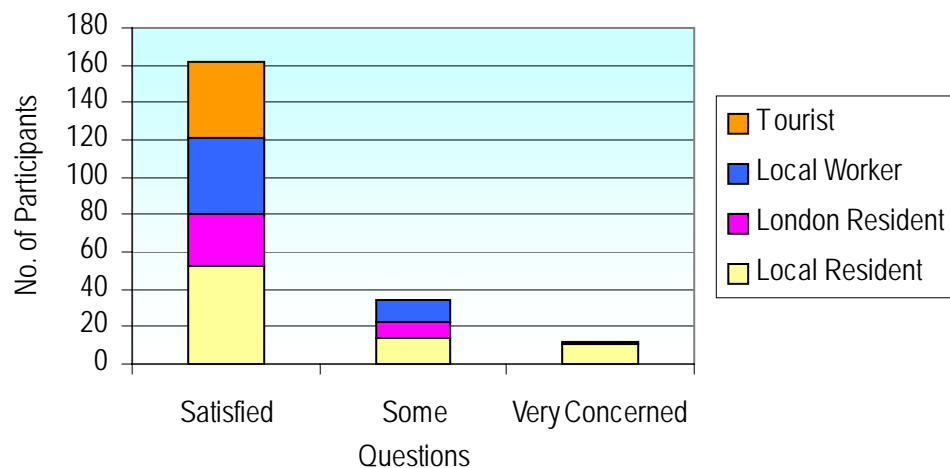


Of the total number of participants recording their feedback about this aspect of the design the greatest level of satisfaction was recorded by respondents from the London Residents group, with 92% reporting they were “satisfied”. Of the respondents from the Local Residents user group, 75% were “satisfied”, 20% recorded they had “some questions” and the remaining 5% were “very concerned” with the proposals to adequately accommodate different user groups of the gardens. The Local Workers group and Tourists group participants recorded a high “satisfied” rate, 89% and 95% respectively, with the remaining participants from both user groups recording that they had “some questions” with this design aspect but no concerns overall.

3.3.2 EDGES/BOUNDARIES

This aspect of the design was linked to the wider Edges/Park Boundaries theme. Participants considered the style, layout and position of the edges and boundaries to the park. The graph below illustrates the make-up of the total recorded feedback for the Edges/Park Boundary aspect for each of the three levels of user satisfaction displayed on the Bulls-Eye chart.

EDGES/BOUNDARIES



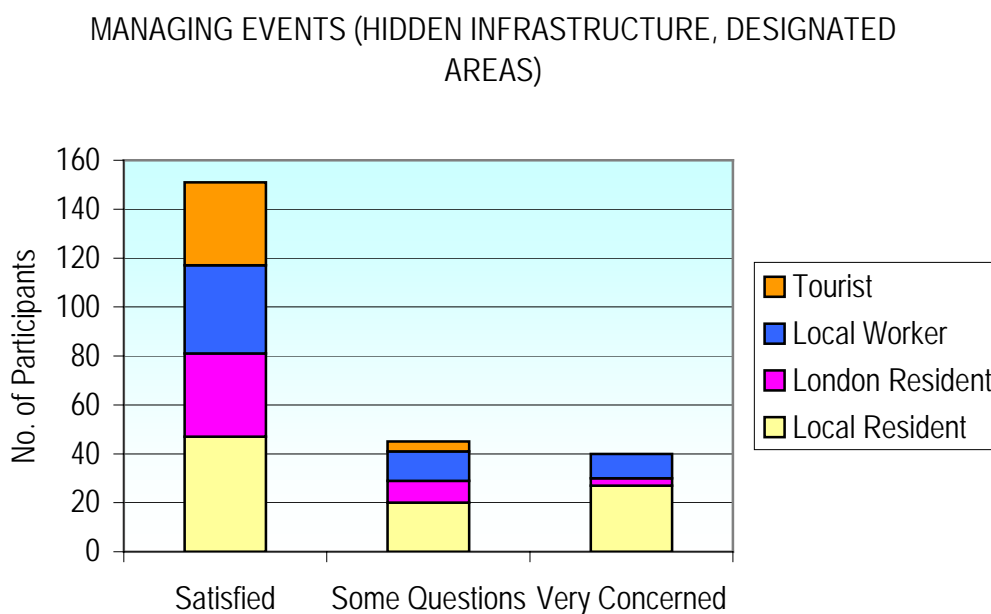
Whilst a notable percentage of respondents from each of the four user groups reported that they were “satisfied” with the edging and boundary designs, a significant number of people felt they had “some questions” about the proposal and 14% of Local Resident group respondents were “very concerned”.

Those respondents recording that they had “some questions” on this aspect of the design, came from three user groups – Local Residents (18%), London Residents (22%) and Local Workers (23%). Tourist group respondents were 100% “satisfied” with the park edging and boundary proposals, and the levels of respondents from other groups recording they were “satisfied” with this aspect of the design were Local Residents (68%), London Residents (75%) and Local Workers (77%).

3.3.3 MANAGING EVENTS (HIDDEN INFRASTRUCTURE, DESIGNATED AREAS)

This aspect of the design was linked to the wider Events in the Gardens theme. Important elements of this part of the design included the suitability of the design to accommodate different types of events and the adaptability of the design to incorporate equipment to host public events of varying sizes.

This particular aspect of the proposed design attracted the greatest number of recorded concerns on the second Bulls-Eye chart. The graph below illustrates the make-up of the total recorded feedback for the Managing Events aspect for each of the three levels of user satisfaction displayed on the Bulls-Eye chart.



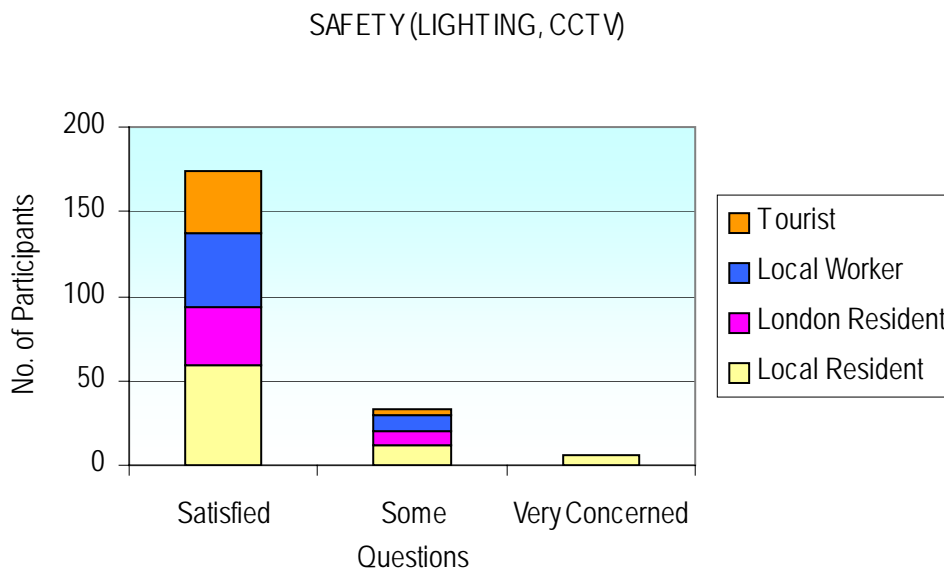
The percentage of Local Residents who had concerns with this aspect of the design was 29%, which is greater than the 21% who reported they had “some questions”, with the remaining 50% of Local Resident group respondents “satisfied” with this aspect of the design. This element of the design attracted less concern from London Resident group respondents with 7% stating they were “very concerned” with the proposal and 73% of respondents from the same user group were “satisfied” with the design.

A significant percentage (17%) of Local Worker group respondents were “very concerned” about the proposal to manage events in the gardens, although there was still a significant proportion (62%) of respondents from this group that were “satisfied” with this aspect of the design. The only user group not recording any concerns about the staging of events in the gardens was the Tourists group, although it is to be expected that their considerations will be very different from that of other user groups, particularly the Local Residents group who will be interested in the impact of events on the area.

3.3.4 SAFETY (LIGHTING, CCTV)

This aspect of the design was linked to the wider Being Safe in the Gardens theme. Participants were able to consider the style and arrangement of lighting in the gardens and proposed security features as part of the wider context of helping to maximise the safety of park users.

The graph below illustrates the make-up of the total recorded feedback for the Safety aspect for each of the three levels of user satisfaction displayed on the Bulls-Eye chart.



Respondents from the Local Residents group had the broadest spread of feedback on this aspect of the design, 77% were "satisfied", 16% had "some questions" and 7% were "very concerned". Respondents from other user groups did not express concerns over the safety aspect of the design, although those recording that had "some questions" were significant – London Residents (19%), Local Workers (17%) and Tourists (10%).

4. PARTICIPANTS' QUESTIONS AND COMMENTS

To enhance the responses collected through the Bulls-Eye Comments boards, two different consultation tools were employed to facilitate the capture of detailed feedback from participants on each of the eight design theme areas:

- i. Comments Boards invited participants to write their comments and questions about each design theme area on post-it notes and affix them to the board. One Comments Board was placed next to a corresponding information board in each theme area. Participants were invited to read the information about the relevant part of the design and then affix their questions and comments.
- ii. Key Questions Slips were given to each participant, allowing them to record any questions they may have about the design. The questions from each slip returned to CSC have been recorded and apportioned to the most relevant theme area. It is intended that these questions will be posted onto the Jubilee Gardens website together with appropriate answers secured from the steering group and design team.



The Comments Boards captures questions and comments under each of the eight design theme areas.

The questions and comments returned under each of the eight theme areas are considered in more detail below and linked to the overall opinions registered on the Bulls-Eye Comments Boards as discussed in the preceding section. A full list of comments and questions returned by participants is given in Appendix 1.

4.1 REGENERATION OF JUBILEE GARDENS

This theme area summarised the proposal to develop Jubilee Gardens into a world-class park and overviewed different elements included in the design in order to meet this brief. The feedback recorded by the Bulls-Eye chart about the Overall Design aspect, which is linked to this theme area, showed that the majority of participants from the four user groups were satisfied with the design proposed.

4.1.1 COMMENTED FEEDBACK

The comments returned mostly demonstrated an enthusiasm and commitment to the design especially from local residents who complemented the design for Jubilee Gardens including:

"A fantastic idea for an otherwise wasted area" – Local Resident

"Great layout and ideal location" – London Resident

"This is a great idea for a space that I don't use at the moment" – Local Resident

" Good to see something tangible coming together for this site" – Local Worker

" Very pleased with the scheme. Being a local resident I have waited a long time for this" – Local Resident

A number of comments made by participants from the Local Residents user group suggested the possible inclusion of different additions to the design or use of the space once the development is completed including:

- Temporary exhibition space within the gardens
- Arranging a theatre group for young people to encourage their involvement in the park

- Sports facilities including climbing wall and skate park
- Dedications and memorials to people with notable achievement status

The only registered concerns about the design were all made by the Local Residents user group, reflecting the particular interest local residents have in the proposed development of the gardens. The registered concerns included:

- A fear of the gardens becoming a “doormat” for the queues for the London Eye
- The design includes too many features for a relatively small space
- Whilst the quality of the design is good, it is overambitious

4.1.2 RECORDED QUESTIONS

The majority of questions about the Regenerating Jubilee Gardens theme were submitted by Local Residents participants and varied between questions about costs and funding to questions about the long term durability of the design. The focus of the questions included:

- What are the costs for the development and how will these be met?
- Whether the design is flexible to accommodate any future plans for Hungerford car park?
- The extent to which the planned development has been advertised?

A number of questions also asked whether a water feature could be incorporated into the design, which is currently not included under the current proposal.

4.2 RELAXING IN THE GARDENS

The Relaxing in the Gardens design theme discussed the layout of the park to allow people to enjoy and relax in its surroundings, and included information on seating. This theme area was linked with the Seating aspect of the design which attracted a majority of positive feedback from participants using the Bulls-Eye chart.

4.2.1 COMMENTED FEEDBACK

The comments submitted by participants largely made reference to elements and activities which people would not like to see in the gardens, including:

“No cyclists please, only if there are cycle lanes” – Local Resident

“No shops” – Local Resident

“No buskers” – Local Resident

The only criticism recorded related to the proximity of the gardens to the London Eye and large crowds defeating any attempt to make the gardens a relaxing space. However other comments referenced the London Eye as a positive backdrop and an interesting juxtaposition to the look and feel of Jubilee Gardens.

4.2.2 RECORDED QUESTIONS

Only three questions were recorded about the Relaxing in the Gardens theme, all by respondents in the Local Residents user group, which could suggest that overall the majority of participants attending the consultation were satisfied with the suitability of the gardens as a venue to visit and relax in. The three questions that were submitted focused on the seating designs, in particular:

- Whether the seating will be positioned in shaded areas as well as around the park boundaries?
- Whether concrete seats will be prone to cold and wet during the winter months?

- Whether the seat design will collect rainwater?

This theme area attracted no particular concerns in the feedback that was submitted, suggesting that the design proposal adequately meets the needs of a large majority of different park users.

4.3 PLAYING IN THE GARDENS

The design incorporated a themed wood with integrated children's slides and park apparatus. The facilities for children included in the design attracted feedback from participants which showed that the majority of people from each user group were satisfied with the proposed play area. The results from the Bulls-Eye chart for the Children's Playground design aspect which is linked to this theme, showed that a significant number of participants had questions about this element of the design and a number of questions and comments, most notably from local residents, were made about this feature and its place in the park.

4.3.1 COMMENTED FEEDBACK

Generally all user groups supported the idea of a children's focused area - "A nice creative proposal giving the playground a sense of place" (Local Resident).

Other comments about the play area related to different considerations participants would like to see taken account of, which included:

- Not obscuring the view of the area with too many trees so as to compromise safety
- Ensuring that the play area is in balance with the rest of the park which is meant to be relaxing
- Having sufficient seating for parents around the play area
- Making the area secure for children

There were no specific concerns expressed by participants from any of the four user groups, expressing instead a range of questions related to the proposal.

4.3.2 RECORDED QUESTIONS

All questions about the play area were submitted by local residents and focused on a number of different aspects of the design including:

- What fencing will be used for the area?
- What types of flooring will be used?
- What facilities are intended for smaller children and under 3's?

There were a number of questions relating to the "talking trees" concept to be built into the play area and there was some doubt as to whether this feature was needed. Questions about the "talking trees" also focused on:

- How the trees will be maintained and repaired and if this will be expensive?
- Whether "talking trees" could become irritating to users after some time?

4.4 GREENING THE GARDENS

An important element of the design was for the gardens to be as soft and green as is sustainable. This design theme linked to the Trees, Grass and Flowers aspect of the design, where overall feedback captured on the Bulls-Eye Comment board showed that participants were generally satisfied with the proposal to green the gardens, but there were also a considerable number of participants who had questions about this part of the design.

4.4.1 COMMENTED FEEDBACK

Comments made by participants suggests that there is a desire among park users for the gardens not to become too formalised in its appearance and visitors should be encouraged to fully engage with the park.

“Flowerbeds must not be regimented” – Local Resident

“Please don’t make the flowerbeds as stiff as the Royal Parks...” – Local Resident

“People should be encouraged to walk on the grass” – Local Resident

The decision to use both mature and young trees was praised by some participants, and several people recognised the importance of an imaginative selection of plants and flowers to enhance the design and improve the local area.

A number of participants commented on issues of sustainability regarding the greening of the gardens in particular:

- Plants that can survive sustained dry spells
- Ensuring the gardens are kept as green as possible
- Whether Wimbledon type lawns would survive in the proposed setting

4.4.2 RECORDED QUESTIONS

The questions recorded, all submitted by local residents, drew on a number of elements of the proposed planting and flowering structure described in the design. There were some specific questions regarding the sustaining of grassed and flowered areas, enquiring what irrigation and watering mechanisms were proposed.

Some questions were also made as to why paths in the park needed to be constructed of concrete and could not simply be grassed.

4.5 USING THE GARDENS

The design for Jubilee Gardens is intended to be accessible and attractive to a range of user groups who can come and enjoy the gardens. The results from the Bulls-Eye chart show that there was generally a high level of satisfaction with this area of the design and this theme area attracted a number of comments and questions from different user groups.

4.5.1 COMMENTED FEEDBACK

Some comments made reference to the importance of the Jubilee Gardens fulfilling a role as an area where people can take a “respite” from the rest of the South Bank and the importance for this identity to be kept in the design.

Some concerns were registered by participants from the Local Residents group about different aspect of this design theme, including:

- The design “discriminating” against certain user groups such as those wishing to play football
- The potential for the gardens to become a “doormat” for the London Eye
- The attraction of the gardens to people skateboarding
- Too much provision included in a relatively small area

Other comments that were recorded made suggestions for the possible inclusion of a picnic area and recycling facilities.

4.5.2 RECORDED QUESTIONS

A number of specific questions were asked in relation to the suitability of the gardens to different users groups including:

- Whether dog walkers will be welcome?
- If people will be allowed to play football?
- Whether cyclists will be catered for?

There were also a number of questions in relation to the financing and upkeep of the gardens. Specifically these questions included:

- What is the annual maintenance budget?
- Where is the finance coming from?
- Will this all go on the community charge?
- How will one park keeper deal with all the daily issues?

4.6 EDGES/PARK BOUNDARIES

The development of the topography of the gardens is a significant element of the design and the undulations are translated into the design of the park boundaries drawing inspiration from the “white cliffs of Dover”. The feedback captured on the Bulls-Eye chart showed that whilst a high percentage of people were satisfied with the proposed park boundaries and edging, a significant number of participants had questions about this area of the design.

4.6.1 COMMENTED FEEDBACK

The majority of the comments returned, especially from the Local Residents user group, expressed reservations over the chosen design for the edges and park boundaries including:

- Concern that the park boundaries could “cut-off” the gardens from its surrounds
- The boundaries are too high
- Issues of graffiti and vandalism to the white perimeter edging
- Skateboarders using the park edges to perform tricks

Overall the concerns that were logged seemed to focus on the size of the park boundaries, especially the height, and the intended use of white materials. Both factors were considered to have the potential to attract vandalism and unwanted attention from skateboarders.

4.6.2 RECORDED QUESTIONS

All questions were put forward by participants from the Local Residents user group and the majority of these questions sought further information in relation to issues specific to Hungerford car park including:

- Perceived restricted access from Hungerford car park to Jubilee Gardens
- How the gardens and the car park will fit around one another
- Supplying people with further information about the issues relating to the car park

4.7 EVENTS IN THE GARDENS

The design has been developed to allow Jubilee Gardens to host a number of events of different sizes throughout the year. The results from the Bulls-Eye chart show that this design theme is the area most

participants, particularly the Local Residents group, were concerned about and there were also a significant number of people registering that they had questions about this aspect of the proposal.

4.7.1 COMMENTED FEEDBACK

Comments from Local Residents user group dominated the commented feedback returned about this design theme area. The comments detailed different concerns over the hosting of event in the gardens including:

- The size of the gardens is not large enough to be a suitable venue for hosting events
- Other sites would be a better choice for hosting events
- Hosting events will detract from the gardens being a peaceful and relaxing space
- Buskers performing at amplified volumes in the gardens

Other comments noted that only small infrequent events should be held and that scope could be considered for the hosting of events for children.

4.7.2 RECORDED QUESTIONS

All questions recorded were submitted by participants from the Local Residents user group and focused on the organisation, logistics and purpose of the events to be hosted in the gardens. In summary the focus areas of the questions returned were:

- How many people constitute a “small event”?
- Will the events help to raise funds to pay for the maintenance of the gardens?
- How will power be supplied to equipment?
- How will the numbers of people attending events be managed?

4.8 BEING SAFE IN THE GARDENS

Helping to maximise the safety of park users has been addressed through a number of safety aspects included in the design including lighting and use of CCTV. The Bulls-Eye chart showed that overall there was a high number of participants who were satisfied with the safety proposals, however this design theme area attracted a number of questions about the intended methods to increase the safety of the park.

4.8.1 COMMENTED FEEDBACK

Most of the comments returned focused on the issue of lighting from the design of the lamps to the amount of lighting proposed. Comments included:

- “Need more lighting” – London Resident
- “Not enough lighting” – Local Worker
- “Lighting is too intrusive” – Local Resident

4.8.2 RECORDED QUESTIONS

The questions that were put forward focused on different aspects of the measures proposed to improve the safety of the gardens in particular:

- How the site will be managed and maintained as a secure space?
- Whether park wardens will be onsite and visible?
- How the CCTV will be installed and operated?
- How squatters will be kept out from the gardens?

5. CONCLUSION

The feedback received about the consultation was very positive overall. The majority of participants rated as “very good” the process of consultation and their understanding of the proposed design for Jubilee Gardens. Similarly the highest score rating was also awarded by the majority of participants to the quality of the information on the design given in the consultation and the response of the team to participants’ questions.

5.1 FEEDBACK ON THE DESIGN

The feedback received from all of the four user groups on the design proposed for Jubilee Gardens was largely positive. For each of the eight individual design theme areas the majority of participants indicated that they were satisfied with the current plan to develop the gardens, and comments that were received indicated that generally participants from all user groups are motivated and committed to seeing the design progress forward.

Many participants returned encouraging comments relating to the overall proposal to develop the existing site into a park which will help improve the appearance and attractiveness of the local area. In addition to the encouraging feedback received from most participants about the overall design, positive responses were also given to developing the gardens as a space for different types of visitors to enjoy and relax in.

The information provided about greening the gardens as much as is sustainable was recognised by most participants as an important and welcomed aspect to the design, and was seen as a feature that visitors should be encouraged to engage with when visiting the gardens and not be unduly restricted in their movements.

The description of a children’s play area was widely supported by most participants but also drew a number of questions, especially from the Local Residents user group, about how this aspect will be successfully incorporated into the design including ensuring the security of the area and maintaining the equipment.

Whilst the majority of participants were satisfied with all eight design theme areas, a minority of participants was concerned that the London Eye will detract from the overall quality of the gardens, mainly due to the large crowds generated by the attraction. The feedback secured in the consultation also showed that there are three theme areas of the design – Edges/Park Boundaries, Events in the Gardens and Being Safe in the Gardens – which attracted a noticeably higher number of questions and concerns registered by participants, predominantly from the Local Residents user group.

Some reservations were shared over the height and choice of materials for the edges and park boundaries in seeking to simulate a “white cliffs of Dover” effect, with some concern that such a feature could attract vandalism and graffiti on the smooth light coloured surfaces. Issues specific to Hungerford car park were also raised, specifically how the gardens and the car park will fit around one another, and if updates can be provided to local people about developments in relation to the car park.

Proposals to host events of different sizes in the gardens attracted a number of concerns, predominantly from participants in the Local Residents user group. The suitability of the gardens to host events was questioned by some participants, and several others felt that events were best hosted at different venues and would detract from Jubilee Gardens being a place to relax. Questions submitted about this design theme area also sought information on the intended organisation and proposed management of the events.

A number of questions were raised about the safety aspects of the design including how the site will be managed and the ways in which the area will be kept secure and free from “squatters”. Comments that were returned suggest that the levels of lighting were not seen as satisfactory to some participants and others questioned how the CCTV system would be implemented and operated.

5.2 RECOMMENDATIONS

The results obtained from this third phase consultation offer an important insight into the current levels of satisfaction of members of the public with the proposed design, and importantly provide a valuable picture of areas of existing concern particularly among frequent user groups including Local Residents and Local Workers.

Whilst there is a strong level of satisfaction among all user groups to the overall design, there exists several points of concern, often led by participants in the Local Residents user group, over different aspects of the design most notably the intention to host public events in the gardens.

Any subsequent planning application which is developed should draw on the results of the consultation as the most relevant to help determine the areas of likely support and possible objection to the current proposal to develop Jubilee Gardens from its existing form. To ensure that the application stands the greatest chance of being granted planning permission by the London Borough of Lambeth, a summary presentation of the complete consultation process could be developed, which highlights the significant evolution of the proposed design into its current form, taking account of feedback secured through a comprehensive series of consultations with a broad base of different user groups.

To demonstrate the long term credibility of the design among different park user groups, the consultation process that SBEG and the JGSG has initiated should be utilised to evidence the progressive development of the design and the sensitivity to different user groups to develop a final proposal which has built on the results of the consultation.

The completion of the third phase consultation should be communicated to members of the public and local interest groups as an important milestone in the context of continuing liaison with all relevant user groups to inform the development of a final design to transform Jubilee Gardens into a world class park.

APPENDICES



6.1 APPENDIX 1 PARTICIPANTS' COMMENTS AND QUESTIONS

JUBILEE GARDENS THIRD PHASE CONSULTATION PARTICIPANTS' COMMENTS AND QUESTIONS				
	LOCAL RESIDENTS	LONDON RESIDENTS	LOCAL WORKERS	TOURISTS
REGENERATION OF JUBILEE GARDENS				
Questions:	Is this ever going to happen?			Will there be a water feature?
	Is English Nature funding any of the project?			
	How will you convince us that the resin concrete will weather as the White Cliffs of Dover?			
	As the future of the car park is still unknown can the designs be flexible enough?			
	What are the costs? Jubilee Gardens is not a Royal Park with loads of money.			
	The area always becomes a bog despite recent irrigation. What plans are in place to improve this?	Good, but how much has this been advertised?		
	Moonlight lighting seems a good idea. Can there be an assurance that there will be no up lighters, dazzling light pollution?			
	Undulating hills are a nice idea, but is the design too grand for such a small space?			
	Some type of water feature, maybe running along the path?			
	Can we have a water feature?			
	Will there be enough rubbish bins?			
	What are the arrangements for refuse collection?			
Comments:	I think it's great	Great layout, ideal location.	The garden will enhance the area and provide somewhere pleasant to sit at lunchtimes.	No skateboards. No bicycle. Looks good ,very impressed.
	I think the entrance on Belvedere Road is too large and inviting hoards of people to enter all at once. Perhaps you should negotiate a visual green 'half open door' similar to	Love the idea of creating open rolling 'creative' space out of a dull landscape.		White cliffs at Seven Sisters looks lovely at night.

JUBILEE GARDENS THIRD PHASE CONSULTATION PARTICIPANTS' COMMENTS AND QUESTIONS				
	LOCAL RESIDENTS	LONDON RESIDENTS	LOCAL WORKERS	TOURISTS
	entering a maze.			
	Would like to see more detailed model of the park.			
	Need toilets and bins.	A bit sci-fi in parts but looks better than what's there		
	As it is a large space there could be more features such as skate park, climbing wall etc.	The garden will compliment the area.		
	A fantastic idea for an otherwise wasted area			
	A virtual tour would help to visualise and understand the plans.			
	Well thought out design.			
	There should be a pond and ducks.			
	Topography is good.			
	This is a great idea for a space that I don't use at this moment			
	Extremely high quality displays at exhibitions. I like the plans good luck!			
	Very pleased with the scheme. Being a local resident I have waited a long time for this.			
	Lacks imagination. The area will still be a doormat for the London Eye.		Good to see something tangible coming together for this site.	
	Imaginative			
	The area at the moment is filthy and unsecured but the design proposals are very suitable and secure for everyone.			
	I can hardly wait to see it completed.			
	Would like to see the gardens dedicated to the many women who have contributed to the history and life of London. Somewhere to celebrate their music, art and work. Parliament square is dedicated to men and war and it would be nice to see women represented here.			
	Security is a major concern but should not cripple the design with flood lighting.			

JUBILEE GARDENS THIRD PHASE CONSULTATION PARTICIPANTS' COMMENTS AND QUESTIONS				
	LOCAL RESIDENTS	LONDON RESIDENTS	LOCAL WORKERS	TOURISTS
	Would like to see a temporary exhibition space.			
	Arrange a theatre group to include local teenagers. This will help prevent vandalism, as they will have invested time in the area.			
	Too much crushed into a small space.			
	Overall design good, but over ambitious.			
RELAXING IN THE GARDENS				
Questions:	Can we have seating in the shade as well?			
	White concrete seating will be cold in the autumn/winter wouldn't conventional wood benches be better?			
	Perimeter seating is non-permeable but appear concave – will they collect rainwater?			
		How will the seating be kept free of surface water?		
Comments:	No. It will just be a rout to the eye. A doormat! Not relaxing.			The park provides an intriguing contrast to the London Eye.
	No cyclists please only if there are cycle lanes			The lines look just a little too clear and sterile – a bit more planting here and there and not just trees.
	No shops			
	No pigeons			
	Why a visual connection with the eye? They have mega advertising going on in the area. Let's have peace.			
	Don't want talking trees in the park.			
	No No No to buskers.			
PLAYING IN THE GARDENS				
Questions:	How will you keep dogs away from the play area?			
	How will talking trees be maintained? Won't they be expensive if they break down?			
	Can we have separate play areas for under			

JUBILEE GARDENS THIRD PHASE CONSULTATION PARTICIPANTS' COMMENTS AND QUESTIONS				
	LOCAL RESIDENTS	LONDON RESIDENTS	LOCAL WORKERS	TOURISTS
	3's?			
	Why do we need artificial noise such as music and talking trees, can't we just enjoy the sound of children playing?			
	Will the play area be fenced in?			
	I'd like to know more about what is planned for small children in the way of play activities and how their area will be secure?			
	We already have a wonderful playground what extra areas are you proposing?			
	What will the flooring be in the play area?			
	Why do you need talking trees? This could be irritating.			
Comments;	Important that there should be plenty of action play structures. The old red elasticised structure was brilliant.	Not an expert, but it should clearly be restricted to children playing.		Agree, no bright colours, good idea to use natural features and ensure it does not attract skateboarders!
	Shouldn't be too many trees as this obscures views and makes it more unsafe.			Keeping the flagpole is an excellent idea. The colours used for the 2012 Olympics could be used to design a flag
	Don't overdo the activity angle the park should be green, safe and reasonably quiet.			
	Children and bicycles must be considered important.			
	Install dog waste bins.			
	Against concrete or fibreglass trees. Seen them at Disneyland and don't look. Good examples of large installation children's play furniture at Cite de Science er Industrie look at the French ideas they are very exciting.			
	More seating around and through the play area so that parents can watch their children.			
	A nice creative proposal giving the playground a sense of place.			
	If I were a kid, I'd play on a tree structure.			

JUBILEE GARDENS THIRD PHASE CONSULTATION PARTICIPANTS' COMMENTS AND QUESTIONS				
	LOCAL RESIDENTS	LONDON RESIDENTS	LOCAL WORKERS	TOURISTS
GREENING THE GARDENS				
Questions:	In dry seasons the grass will be very dry – can it be watered overnight?			
	Can paths not be made of concrete?			
	Is Sweetgum an English Tree?			
	Will it be ensured that there are sensual plants/flower among the flowerbeds?			
	Will the trees be mature or saplings?			
	Are you sure that all these trees will flourish here? Beech doesn't work well in much of Central London			
	Sophisticated planting and basic grass requires irrigation and care, what is being provided?			
			Will there be a sprinkler system in place?	
	Less concrete areas why not more grass paths?			
Comments:	Flowerbeds must not be regimented			Don't like the homogenous Edwardian style flower beds – let's be more imaginative with the planting introducing more sensory planting e.g. lavenders etc
	Please don't block out the sky with too much trees.			Colour schemes look great.
	This is a key place for viewing spectacles from the river i.e. fireworks, air displays, in mid summer when leaves are in full leave if there are too many views will be obscured.			
	Wimbledon grass will not survive.			
	Please don't make the flowerbeds as stiff and formal as they are in the Royal Parks. Something more natural would fit the curves and undulations.		Encouraging to hear long term thinking about tree species.	
	Install work by Guiseppe Peronis tree of 12			



JUBILEE GARDENS THIRD PHASE CONSULTATION PARTICIPANTS' COMMENTS AND QUESTIONS				
	LOCAL RESIDENTS	LONDON RESIDENTS	LOCAL WORKERS	TOURISTS
	metres and artwork which provokes playful contemplation of nature/urban settings			
	There should be no permanent buildings in the gardens.			
	Good choice but there is no group of conifers or other evergreens		Needs more greening round here.	
	We should plant trees that are drought resistant.			
	The garden should be as green as possible, lots of trees needed.			
	There should be tables integrated (hidden) to be used for putting food on.			
	People should be encouraged to walk on the grass.			
	Imaginative and rich planting will enhance the gardens.			
USING THE GARDENS				
Questions:	Are dog walkers allowed in the park?			
	Why no skateboards?			
	Will cyclists be catered for?			
	Is it for the tourists more than for the local residents?			
	How high are the undulations? Can people still play football as they do now?			
	Visitors do not follow paths they take the straight line. How will this be managed?			
	What is the annual maintenance budget?			
	Where is the finance coming from?			
	How will one park keeper deal with all the daily issues?			
	Will this all go on the community charge?			
	Is there any shelter in case of bad weather?			
Comments:	Not as welcoming as it should be for relaxation and peace. Will be a doormat for the London Eye if the current design		No direct walkways from the coach parking in Belvedere Road. People will not always walk the long street	Undulating design or landscape provides background for wide variety of user groups. Simple

JUBILEE GARDENS THIRD PHASE CONSULTATION PARTICIPANTS' COMMENTS AND QUESTIONS				
	LOCAL RESIDENTS	LONDON RESIDENTS	LOCAL WORKERS	TOURISTS
	progresses.		route. Grass will be ruined in places.	choice of materials against complex background provides an engaging place.
	There should be a designated picnic area where people can sit facing each other rather than in rows.			Please make sure it is kept safe and clean.
	Provide free blankets for people to sit on.			
	Adequate seating is a particular issue for the elderly and disabled.			
	The details indicated are not skateboard resistant.			
			Should have worked with London Eye not made it separate.	
	Should be a garden not a park. A respite from all that is going on in the South Bank.			
	So instead of being a respite to the South Bank you are changing the idea and those that presently use it in early evenings i.e. playing football will not be welcome. To discriminate in this way is wrong.			
	There is too much provision for varied use. Such a small area should be for respite and relaxation without too much noise.		Waste and recycling facilities need to be thought about seriously for this site.	
EDGES/PARK BOUNDARIES				
Questions:	How does it respond to constant rain?			
	Can we have more information about the path adjacent to Hungerford car park?			
	Why can't the Hungerford car park issue be sorted out first? It's daft to work round it?			
	Can we have mosaics on some of the boundary seating?			
	Restricted access from Hungerford car park. Can the two be integrated?			
	Can you include the car park in the future?			
Comments:				

JUBILEE GARDENS THIRD PHASE CONSULTATION PARTICIPANTS' COMMENTS AND QUESTIONS				
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	Mood Islands – suggest these are flowerbeds. These would be easier to maintain and couldn't be used as shortcuts.	There will be a lot of pedestrian traffic diagonally from the footbridges towards Belvedere Road/County Hall corner.		Relationship between edges and paths/benches very interesting. Great design!
	Needs to integrate with end of Thames footbridge.			
	I am concerned that the park area should not become "cut off" from its surrounds with the talk of "edging".			
	The edging and seating look ideal for skateboarders. No way one park keeper can police it!			
	Could attract skateboarders. The chosen materials could be vulnerable to graffiti.		Edges are too high.	
		The white materials look ideal for graffiti		
	Very concerned about height of perimeter fence. Also any vertical surface will attract graffiti.			
	Studded anti-skate measures will be more effective than leaving gaps between concrete slabs			
EVENTS IN THE GARDENS				
Questions:	What number of people do you consider to be a small event?			
	Are the events to help fund the management of the gardens?			
	How will power supplies for events be hidden?			
	Why is the stage 10 x 10 instead of normal measures of 12 x 12?			
	How do you control numbers?			
Comments;	Events not needed. Many other areas can be used for this. We need areas to relax.			Fantastic design to accommodate events. Clarification needed regarding

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				management/maintenance to ensure quality of the park is retained throughout its life.
	No events there are plenty of sites in the vicinity. No buskers please.			
	There is not enough space west of the children's forest to provide sufficient space for a stage area.			
	The number and scale of events needs to be supervised.			
	I would be very sorry to have buskers making any sound, let alone amplified. There is plenty of scope for buskers along Queens Walk.			
	Inappropriate space for more than the smallest, very infrequent events. Should be designed and used as gardens, not a field.			
	How can events be organised without adequate WC facilities.			
	The area needs quiet pleasant space no need for events.			
	There should be children's events.			
	Put the stage and backstage area on Hungerford car park.			
BEING SAFE IN THE GARDENS				
Questions:	How much security lighting is envisaged?	Further clarification required regarding safety: what measures will be put in place?		
	Security at the London Eye is inadequate in the evening, how is security to be managed?			
	How will the space be maintained and kept secure?			
	Will it be kept free of dogs and dog mess?			
	Will there be any byelaws against feeding pigeons?			
	Will visually impaired visitors be able to walk			

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	LOCAL RESIDENTS	LONDON RESIDENTS	LOCAL WORKERS	TOURISTS
	easily and safely?			
	Will park wardens be well in evidence? There needs to be sufficient cover at all times.			
	Are there easily accessible, well maintained secure public lavatories within easy reach and well signposted?			
	How will squatters be kept out?			
	How will you keep undesirable elements out?			
	Who will man the CCTV cameras and what power will they have to rectify any situation?			
	Where will the CCTV be placed and how will it be monitored?			
Comments:	It is already a light pollutant area	Need more lighting.	Not enough lighting.	Lighting is or will be most important especially at night.
	Sufficient consideration needs to be given to disabled and less able visitors.			
	Could attract vulnerable people at night. Also groups of young people.			
	Lighting scheme is too modern and unattractive			
	Lighting is too intrusive.			
	The area is quite safe already people worry too much.			