

Consultation on Lambeth's Cultural Fees and Charges

1. Introduction

We carried out consultation looking at the proposed changes to Lambeth's fees and charges for a number of cultural services in the borough. This report provides details of how we have consulted and the feedback we received. The consultation was carried out between Thursday 2 January 2014 and Friday 7 March 2014.

What did we consult on?

During the consultation we aimed to gather feedback, views and suggestions on the proposed fees for the following areas:

- Commercial and community activities and events
- Sports and leisure activities and facilities
- Library services
- Activities and facilities in parks and open spaces

Please note: we consulted on proposed fees for the Registration services separately.¹

Consultation questions:

- What did stakeholders think of the five principles² proposed for developing a fees and charges framework across Lambeth's cultural offer?
- Are there any other cultural services that people thought should be added to the proposals for fees and charges?
- Are there any cultural services that people thought should be completely removed from the proposals for fees and charges?
- How could we make sure that people on low or no income are not excluded from using cultural services, because of the fees or charges?
- How would stakeholders like us to involve interested local people and community groups in helping Lambeth to set the fees and charges for cultural services in the borough?

¹ 29 January to 7 March 2014

2. Consultation methods

- 2.1 We used a number of different methods to obtain comments and feedback on the proposals. These included:
- 2.2 **Consultation questionnaire:** this could be completed and sent back in a pre-paid envelope or using the ACS Consultation Freepost address
- 2.3 **Online consultation questionnaire:** the questionnaire could be completed online via the council's website (www.lambeth.gov.uk/culturalcharges).
- 2.4 In addition to the questionnaire, we provided a range of ways for people to give us their feedback and comments:
- by sending an **email** to culturalfees@lambeth.gov.uk
 - by calling **Freephone** 0800 013 1497 to give comments over the telephone or request assistance to complete the consultation feedback form.
 - by sending a letter using the ACS consultation **Freepost address** provided.

3. How we told people about the consultation

We used a variety of ways to make sure that residents, local groups and organisations, and other stakeholders knew about the consultation and how to take part.

Customers of Lambeth's sports and leisure facilities:

We emailed all of the relevant information and consultation documents to service users of Lambeth's sports and leisure services.³ These included users of Brixton Recreation Centre, Ferndale Community Sports Centre, Flaxman Sports Centre, Clapham Leisure Centre, Streatham Ice and Leisure Centre, and Brockwell Lido.

We sent bundles of paper copies of the consultation documents to all leisure and sports centres for people to pick up if interested.

- We used the council's records to send the information to sports coaches, personal trainers, and other individuals/organisations hiring facilities from sports centres (for example, sports pitch bookings).
- We emailed various groups and local forums including the Brixton Rec User Group.

³ Via GLL as appropriate – GLL is the organisation hired by Lambeth to run a number of sports services.

Customers of facilities, activities and events in Lambeth's parks and open spaces:

- We emailed all relevant information to the Chairs of the Friends of Parks and Open Spaces groups in the borough.
- We sent paper copies of the consultation documents and pre-paid envelopes to cafés and/or One O'clock in parks containing sports/leisure facilities, for example, sports pitches or tennis courts for hire. This included 14 parks and open spaces.
 - One O'Clock Club in Agnes Riley Gardens (3G pitch, grass track, baseball courts)
 - Café in Brockwell Park (numerous sports facilities)
 - Three cafes and One O'clock Club –in Clapham Common (numerous sports facilities)
 - One O'Clock Club in Hillside Gardens Park (baseball court, football, tennis)
 - Café and the One O'Clock Club in Kennington Park (numerous sports facilities)
 - Café and the One O'Clock Club in Larkhall Park (numerous sports facilities)
 - One O'Clock Club in Loughborough Park (baseball courts)
 - Café and Mulberry Children's Centre in Myatt's Fields Park (numerous sports facilities)
 - One O'Clock Club in Norwood Park (numerous sports facilities)
 - Café in Ruskin Park (numerous sports facilities)
 - Café in Streatham Common (football, cricket) and café in Streatham Rookery (tennis courts)
 - One O'Clock Club in Streatham Vale Park (tennis courts)
 - Café and the One O'Clock Club in Vauxhall Park (numerous sports facilities)
- We organised for posters to be displayed on the designated notice boards in parks, or where possible, by the entrance/gates of parks with sports/leisure facilities for hire including:
 - Posters on noticeboards in Archbishop's Park (red pitch, tennis courts, netball courts, cricket nets) and in Milkwood Community Park (baseball courts)
 - We emailed information to all contacts hiring parks facilities for events from the council.

Customers of facilities in Lambeth's libraries, arts organisations and venue hire

- We emailed and sent bundles of the relevant consultation documents to all Lambeth's libraries.
- We emailed all Chair of Friends of Libraries groups about the consultation.

- Information was also distributed using other mailing lists including the Lambeth Arts Forum⁴ plus organisations hiring buildings/ venues and so forth for events, meetings and forums.

Other partner organisations:

- We distributed information widely by email to all partner voluntary and community sector organisations on the council's GIFTs database⁵, and private sector providers. The database includes a broad mix of organisations which may well have an interest in the culture services included in this consultation. It includes local health and social care organisations and groups, BME groups, faith/religious groups, as well as organisations providing services to children and young people.

- **Lambeth residents:**

We posted information about the consultation on the council's website, including access to all relevant consultation documents. As above, paper copies were also available in a number of relevant facilities such as sports centres, libraries, in parks and in two Customer Service Centres.

Councillors:

We emailed the relevant information and documents to all Lambeth Councillors.

4. Consultation documents

A number of documents were available as part of the consultation including:

- Cultural Fees and Charges information booklet – which we encouraged, people to look through carefully before completing the consultation questionnaire.
- Appendices to Cultural Fees and Charges information booklet – including details of all of the fees and charges being proposed.
- Online and paper versions of the questionnaire.

Other formats, community languages and access

This information was offered and made available in a range of formats and community languages.

- We made the questionnaire available in online and paper formats.
- We offered documents in a range of community languages.
- We offered documents in large print and audio versions.

⁴ 270

⁵ The GIFTs database includes over 900 organisations.
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- We advertised a Freephone telephone number (0800 013 1497) to offer further information and advice on the proposals, and to take down feedback over the telephone

5. Consultation responses received

During the consultation period, we received a total of 99 responses.

Returned consultation questionnaires (includes electronic and paper responses)	77
Emails received	22
Total number of responses:	99

Because of the specific nature of the topic being consulted on, we would anticipate that feedback was mostly received from individuals, organisations and groups with an interest and knowledge of this area. Due care should therefore be taken in making generalisations to the wider population, but the results do provide a useful insight into residents' views more generally.

6. Feedback from consultation – how findings are presented

- This report provides details of all of the feedback and comments we received during the consultation period. It includes feedback from questionnaires and emails.
- Once feedback, comments and data had been gathered, we then sorted data into themes for analysis and interpretation.
- The report includes key issues identified by people who took part in the consultation, with some examples of the comments received.
- We have included quotes taken directly from questionnaires and from emails. However, in order to maintain confidentiality, where relevant, we have removed personal details that might identify any individual.

7. What did people tell us?

Key findings

7.1 Proposed principles for fees and charging framework – “transparency” scored highest

We did not receive particularly strong feedback on questions around the proposed principles for a new framework for fees and charging. The principles of “Transparency” (providing clear information and clarity on how decisions had been reached) and “Quality” (safe and high quality facilities) received support from around six in ten respondents, with less than half supporting the remaining principles.

7.2 People thought any fees should have minimal impact on community organisation events and activities

People felt very strongly that any proposed framework for fees and charges should have as little impact as possible on community groups and on the events and activities they hold in the community. It was felt that to do any otherwise would have an impact on the council’s long term goals of cooperative working, and encouraging health and wellbeing among local residents.

7.3 Larger and commercial events should be charged for at a higher rate

It was felt that fees for commercial ventures should vary according to the size and type of event or activity, but also the organisations’ capacity to afford the proposed rentals. Many respondents felt that the council was not charging enough for some of the larger commercial events and festivals held in parks, and that the impact on the park and those living around it could be quite damaging.

7.4 Any revenue should be re-invested locally and local facilities should not be allowed to run down

Respondents also felt that any revenue from events held in parks and open spaces, or using any other facility should be re-invested into the maintenance of that individual park/facility – or greater percentage of it. It was also felt that for some facilities, the charges were going up but in the meantime they were becoming dilapidated and run down – for example, sports pitches, tennis courts and cricket facilities.

7.5 Views on fees to personal / fitness trainers were mixed – charges were supported for larger groups, but not for small groups of low cost activities

We found that there were conflicting views on personal trainers/fitness classes – with some saying that they thought there should be no charge, and others proposing that a fee should be payable to cover park maintenance costs, particularly where larger groups were concerned and if it was being run as a commercial activity.

Where an organisation was running an activity for free or low cost – it was felt that charges to trainers could exclude people on low incomes from exercise and fitness activities, with a knock on effect of poorer health and wellbeing within the local population.

7.6 Libraries should be free or charge only for some services

A number of respondents expressed strong opposition to charging for anything over and above basic services.

Some people felt that libraries should be a free resource for all, to provide access to opportunities for learning, books, information technology, and quiet areas provided by libraries for study.

7.7 Warning that administering a fees policy could cost more than anticipated

We received a large number of comments from respondents who pointed out that the costs of administering such a policy could reduce levels of income to the council to the point that some even questioned whether it would be worthwhile having such a policy - given the possible impact on other areas.

It was also suggested that bureaucracy should be minimised particularly for community groups, who may be discouraged/ stopped from holding local community events.

8. Full analysis of feedback with comments:

8.1 Satisfaction with the principles for developing a fees and charges framework

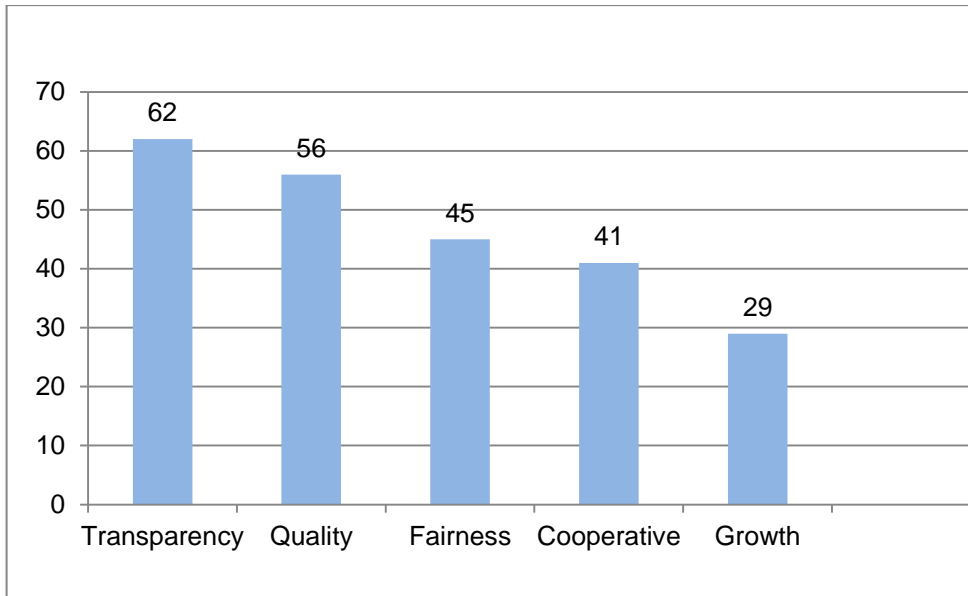
We asked residents to tell us what they thought of the five principles included in the consultation document for developing a fees and charges framework across Lambeth's cultural offer.

1. **Being cooperative and focussed on outcomes** - Working with the community to achieve 'more jobs,' 'safer communities' and 'cleaner streets'
2. **Transparency** - Publish what fees and charges exist, including information on how they are currently agreed
3. **Fairness** - To review fees making them accurately represent their true cost. Also that community rates do not exclude many groups from accessing spaces
4. **Quality** - To provide safe facilities of a high standard that are suitable for everyone. Also to balance the levels of activity to reduce potential damage
5. **Growth** - To ensure charges are competitive and maximise income. The more income we raise, the more we can invest in activities for everyone

The main principle showing clear support from respondents was the principle for "**Transparency**"- which was ticked by six in ten people (62%)⁶ - that is, to publish what fees and charges exist including information on how they are currently agreed, and information on the decision-making process.

Second respondents supported "Quality" – ticked by just over half (56%) of respondents. The remaining principles – "Fairness" (45%), "Being cooperative and focussed on outcomes" (41%), and "Growth" were supported by less than half, with only 29% ticking that they were satisfied with the Growth principle.

⁶ Very/fairly satisfied

Chart 1: % satisfaction with the five principles (very satisfied and fairly satisfied)

Base = 75

Table 1: %Satisfaction with the five principles for developing fees and charges⁷

Principle	Satisfied (very/ fairly)	Dissatisfied(fairly /very)	Neither/ No opinion
1.1 Transparency - Publish what fees and charges exist, including information on how they are currently agreed	62	16	17
1.2 Quality - To provide safe facilities of a high standard that are suitable for everyone. Also to balance the levels of activity to reduce potential damage	56	8	25
1.3 Fairness - To review fees making them accurately represent their true cost. Also that community rates do not exclude many groups from accessing spaces	45	28	29

⁷ Please see full table in Appendices
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Principle	Satisfied (very/ fairly)	Dissatisfied(fairly /very)	Neither/ No opinion
1.4 Being cooperative and focussed on outcomes - Working with the community to achieve 'more jobs,' 'safer communities' and 'cleaner streets'	41	28	31
1.5 Growth - To ensure charges are competitive and maximise income. The more income we raise, the more we can invest in activities for everyone.	29	39	33

Base=75

9. Which services should be added or removed from the proposals for fees and charges?

Please see below the list of services which were included in the council's proposals for the consultation.

Libraries Service

- Loans and Charges (for example, books, Talking Books, Language courses, CDs, Videos and DVDs)
- Room hire in libraries

Sport & Physical Activity Service

- Fees and charges for sports facilities in parks (for example, 3G Astro turf, hard court tennis /netball/ basketball courts, bowling green)
- Physical Activity License and Fees Charges (for example, commercial or personal licences for groups and organisations providing activities)
- Fees and charges in sports and leisure centres (for example, activities, courses, hall hire, and sports facilities hire at Brixton Recreation Centre, Clapham Leisure Centre, Ferndale Community Sports Centre and Flaxman Sports Centre)

Events Service

- Fees and charges for commercial events/ promotions/ road shows, community and charity events, fun fairs, power charges

9.1 What facilities / activities did people think should be EXCLUDED from the charging policy?

Key findings – activities that should be free

- Many respondents thought that the **activities of community groups and charities should not be charged for at all or only at a minimal fee** for events/activities.
- We received a large number of comments around the use of parks and open spaces for activities, fitness and exercise classes or groups. Many commented that **exercise should be encouraged as much as possible and therefore free or low cost.**
- People also felt that there were **other long benefits to free/low cost classes** – such as helping people to form social networks, as well as diverting people away from anti-social behaviour and crime, while improving health and wellbeing.
- Many people were concerned about the detrimental impact increased fees could have from **excluding people in lower income groups from exercise** and other activities, or the effect on health and wellbeing of the local population.
- There were **mixed comments and opinions on possible charges imposed on personal / fitness trainers.** Many people felt that smaller non-commercial ventures should be free (although larger groups should be charged – please see section on additions to the policy).
- We received also received comments around **fees in libraries** – with the majority disagreeing with any fees being imposed except for the most basic income – for example, overdue books, faxing, photocopying and so forth.

Comments from respondents:

9.2 Community groups should not be charged for at all or only a minimal fee

We received a large number of comments about the importance of community events because of the range of benefits they provide to local communities. Respondents felt strongly that the proposals should not inhibit the day to day running of community groups or mean that certain events could not go ahead due to the cost of fees and charges. Below are some of the comments that were made:

“I understand that in the current climate of reducing funding, difficult decisions have to be made and income must be generated however possible. However, I also think there are certain services which should be protected. If residents want to organise community or charity events, I do not think that it is fair to impose a charge on this. There are many well-established community events which support local people to volunteer, find out about local services and participate in free activities. I am concerned that these events may be threatened by the inability to raise the levels of funding necessary to pay high fees for hiring parks or other venues. Residents and community groups who organise local events do fantastic work in raising the profile of the local area, reducing isolation and promoting community cohesion and bringing needed funding into the local area. I think that they should not have to pay fees to the Council to hire a park or other venue, given the benefits of what they are doing for the Council and for the wider community. There is a real danger that with the reductions in available funding, well-loved community events will not be able to run”

“The cultural offer should take into account that the 'arts' are not just about commercialism and getting quick returns - most practitioners are living on or below the poverty line and yet their contributions are often what makes the difference between a 'bad' area and an area which has better quality of life. I don't think that arts organisations should have to pay charges for spaces or for services”

“As an event organiser in Lambeth the fees for use of the parks are already too high and have meant that we cannot put on free events any more in Lambeth. You have priced us out already”
(Event organiser)

“Don't charge local community groups/charities for events, particularly Friends of local parks”

“I am very worried about the very high total costs for events charges once all the separate charges are added together. I understand the economics of both our organisation and individual events.

There are very few commercial events on Streatham Common and most events are run by the Friends for the community, including Kite Day, Dog Show, Shakespeare, Theatrical performances, Bands, Bird of Prey Shows, Easter Egg Hunt, Big Draw, Cake Baking Competition and many more. Currently, whether correctly or incorrectly, we are not charged the amounts that are being proposed for our events. I agree with being open and applying fees and charges consistently, but it is not reasonable to charge an amount that makes community events beyond the reach of community. The total fees should be in the region of £25 - £50 for small events, and £100 - £250 for large events. For example, Streatham Common Kite Day, now in its 16th year, would cease to exist under these new charges, and clearly adding up the total costs for the events across the Friends would have to cancel many popular events” (Friends of Streatham Common)

“Please make sure the amazing community events we have can continue. Since coming to Lambeth I've volunteered at charity events in Brockwell Park, made new friends at Streatham Kite Day, taken up ice skating again, gone to the dog show and had a lovely day, and taken part in a dance performance opposite the Rookery. I've never been so involved in my community, and it makes me love the place and I live, and want to contribute more to Lambeth”

“I'm not in favour of any proposals that make it difficult for community groups to carry out their day to day function. Or remove opportunities for learning and sport for young people”

“Community and charity events which cater for the community should be exempt of charges. They only happen when volunteers take time and effort unpaid to organise to then expect them to pay when they participate is unfair”

“Remove events service fees, already too expensive for community groups to put on free non-commercial public events”

“Community events should be exempt, apart from needing to send a refundable deposit”

“Under Events Service, remove all fees other that the booking fee for community and charity events. The charges outlined for Application + Booking + Hire + Build would make most events held by the Friends of Streatham Common uneconomic. We would lose events like Kite Day altogether, and would have to significantly scale back the number of events we could hold”.

“I think charges for the events service should be minimised. Events such as Norwood Feast, the Dog Show and Kite Day rely heavily on volunteers and goodwill, and do not have the funding to

pay large fees. They are one of the few times the community really comes together, and should be celebrated, not penalised”

“Protect the free cultural events and festivals which are run on very small budgets by dedicated community members and groups. Support the continuation of these events by waiving fees, given that the events are not profit-generating and are beneficial to residents, community groups and local artists and performers”

“By all means make commercial charges for ticketed events such as fairs, circus, road shows etc, but charity and community events should be free or at a minimal cost”

“People should be charged for using our green spaces if they are getting an income from this activity. For community events that have other aims, such as involving local people, I do not think there should be a charge”

“When considering events I would like to see lower charges for Lambeth based community groups and charities. These groups often have little funding but can mobilise large numbers of local people as volunteers; it would be a shame to charge out on a commercial rate. The same goes for room hire in Council premises”

“We are operating in a challenging environment: council funding for community events has been cut - so we face a situation where funding has been removed and at the same time we find we are charged for using public spaces to run free events for the community... Given that we are saving the council a great deal of money by taking responsibility for organising community events, and adding enormous value in our local communities, we believe we should not be charged for the use of open spaces, or at least the fees should be minimal. Without community groups taking responsibility, the costs to Lambeth would be far higher - or the events simply would not happen”

“There should be simpler processes and lower charges for community-based events within public open spaces, in comparison with commercial operations (Brixton Society)”

9.3 Use of parks/open spaces for activities such as fitness classes should be free (with no charge to personal trainers)

9.3.1 Fitness should be encouraged because of improved health and wellbeing and their ability to bring people together and form social networks A number of respondents felt that no charge should be made for exercise or fitness classes in local parks and open spaces. People Consultation on Lambeth’s Cultural Fees and Charges 2014

commented that given parks are public places, exercise, if anything, should be encouraged for all of its overall benefits in terms of health and wellbeing, and its ability to bring people together in informal social and community networks.

The activities also often provided a popular diversion for local children and young people, and this could have longer term benefits in terms of lower crime and anti-social behaviour, as well as improved health amongst the local population.

“What better use of a public park can there be than to hold low-cost classes for everyone, in activities which contribute to the fitness, good general health and wellbeing of local adults and children? Most of us are people of modest means who would be excluded by the inevitable rise in fees that would result from your proposal.”

“In my opinion the fees should not apply, as the park is a public place which we already support with our taxes. I have been living really close to the park for 3 years before and I never went inside, so the fitness classes I am taking helped me to discover the park. People like me help to keep the park alive. It is a great place to meet new mums like me”

“The council should actively encourage people to exercise on the commons and not deter them with unnecessary fees”

“I think fees and charges for use of ordinary sports facilities in parks by individuals should not be charged”

“... These low-cost activities are also important for building community social networks, which has knock on benefits for crime reduction, isolation and mental health levels and many other burning social issues. I am absolutely sure that penalising them in this way for use of what should be public space would work out more expensive for local council budgets in the long run”

9.3.2 Charging would exclude people on lower incomes from exercise and fitness activities

People also pointed out charging for activities could easily exclude many people from using facilities in parks, and that free and low cost activities were vital if we are to encourage more fitness and exercise. It was felt that many unable to afford expensive gym memberships and fees, often use facilities and low cost activities in parks, as the only viable, although attractive alternative.

“I currently attend an exercise class run by a small business (sole trader) offered in the park. The class has between 4 and 6 members. Charging a fee to the person who runs the business would mean that the class fees would be too high for me to afford them. I would stop using the park and she would likely have to stop running the classes if her clients couldn't afford them”

“As an organiser of a free fitness class for older adults I still have to justify why I should not pay and that I may get a reduced amount for paying which ultimately means either I pay for the training or the members do – which does go against the idea of it being open for all, including members of the community on low incomes” (Organiser of free fitness classes)

9.3.3 Personal fitness trainers should not be charged where it is not a commercial venture, and a small number of people

Where classes are provided to a small number of people, and where the trainer or organiser is not commercially motivated, respondents thought that they should not be charged, or that any fees are minimised.

“Fees should not be imposed on individual fitness trainers with a small number of clients. This is the wrong way to encourage fitness in the parks. No one is proposing charging commercial dog walkers!”

“As I can't believe that the intention of the proposed charges is to stop people taking exercise in Lambeth parks, I hope that you can reconsider the proposals and exempt from the proposed new charges such participants as personal trainers, groups that do not commercially advertise, and community associations (such as the Kennington Association Tai Chi groups) that organise activities in the parks”

“There should be no charges for a fitness trainer with less than 5 pupils '1 to 1' or '1 to 2' training are virtually indistinguishable from a few friends training together”

“I think charges for small groups doing physical training or fitness exercises in parks and open spaces give the wrong message. Organisers of large groups (20+) coming regularly should be charged. They will of course put up the cost to their users. The annual fee of £500 for Physical Activity Service is way too high, plus £10 per session if you only have 5-9 clients is also quite high”

9.3.4 There should be an appropriate fee depending on numbers and impact on park and its users – please also see section on facilities added to the policy.

However, others considered that a fee should be paid where a maintenance cost on the park was incurred or for groups where this was a commercial activity.

“If Boot camp type groups are to use a Common, the fee should be appropriate to the actual numbers in the groups and their frequency and the amount of damage done to the park surface and the impact on other park users”

“The most important is fairness and sensible charging so as not to alienate very small operators who are increasing well-being by providing fitness. I can't see what this has to do with working with the community as it is a commercial proposition”

“We are experiencing a large volume of independent, individual sports providers who are currently using parks to run their personal training businesses with no return to the park. This is causing some concern as there growing misuse of parks infrastructure as a result, benches, trees etc. This maybe unknowingly on their part but it is a concern to us. It has also recently come to our attention that a particular sport providers who have in the past organised large, licensed sporting events in Brockwell Park using the Lambeth Events process have started to promote a separate unofficial 'run' in the park after dark and after the parks official park closing times”
(Lambeth Officer)

“Personal training/fitness classes businesses can result in misuse of park with no return to the park”

“Personal trainers seem to think it's OK to step on benches, hang apparatus from trees and presumably pay nothing towards maintenance of the Common”

“There seem to be a lot of personal training sessions running on Clapham Common, which are (presumably) not charged a fee”

9.3.5 There was a mixed response around whether or not trainers should be licensed

“It's completely wrong to charge people or to require licences for people such as personal trainers who help others to keep fit. When the government is so keen to get people to do more exercise, charging would be counter-productive. It's also unfair - someone who helps just one or two people would require the same licence as someone who is running a larger scale fitness group. Better to put an upper limit on the number of people a trainer in this latter category could supervise in a park at any one time”

“I think personal training licenses should also be enforced, to ensure only qualified personnel use the park. I would also like to see different outdoor fitness stations, TRX stations, dip bars, Battersea Park has a great area for this”

9.4 Libraries – people wanted basic fees only but otherwise free

A number of comments were received about fees and charges in Lambeth's libraries.

Respondents considered that libraries should be free or that they should at least only charge for certain services such as overdue fees, photocopying, and faxing.

“Never charge for library services!”

“As much as possible should be free - why have you singled out libraries?”

“Although I am not a library user this is probably one area that could be considered exempt from fees. At least in the loan of books”

“Do not include Loans and charges (for example, books, Talking Books, Language courses, CDs, Videos and DVDs)”

“Keep free - borrowing books from libraries”

“Talking books and books should remain free”

“Library and public space events should be removed from charging of fees”

“Libraries are still under scrutiny yet they were set up to provide educative free facilities for the community”

“Extra charging only discourages people to use essential services. However, if photocopiers were better maintained in libraries charging a realistic fee for scanning and utilizing resources such as laminating would be acceptable”

“We think that in principle certain services should be designated as available in libraries, but only on a fee-paid basis, as part of the ‘core offer’ of the library” (Friends of Durning Library)

“Room hire for short periods (like Boris bikes) should be free. For long periods then charged”

10. Areas where respondents thought the council could add or increase the proposed fees and charges

Key findings – activities that could be charged for

- Some people commented that **larger fitness classes/ groups which are profit making** could cause damage to the park and have an impact on other park users (for example, groups of 20 plus).
- Many people commented that **commercial events** could be charged for – and it was often felt that the council had not charged enough in the past for events where they caused damage to the park and alienated local residents. One suggestion also included charging non- Lambeth residents being charged for **fireworks**.
- On a slightly different point – people felt revenue should be re-invested into the local area, rather than being dispersed across other areas.

10.1 Profit making/commercial ventures should be charged and fees should differentiate between types and size of events/activities and the capacity to afford the rental

“Community events should be low cost subsidised by commercial events”

“The council could make the distinction between free community events and events where there is a charge to the audience. Both Streatham Food Festival and Streatham Festival run free events for example”

“Could you not perhaps differentiate between service providers, and only consider charging those who fall outside a community service brief? This would exempt all providers of low-cost sports, cultural and other broadly therapeutic or educational services to local adults and children alike”

“I agree with the council charging for commercial use of parks. People running a business should pay for the use of the resource. Frankly I'd prefer the park wasn't used by commercial enterprises like this, they hog space and bully other users out of the way....try using the outdoor gym if you are not in 'the gang'... At least this way, those who make money from the facilities can pay something towards their upkeep”

“If I understand correctly, you have a standard fee for any service provider that will use the park whether this involves a small group or much larger groups. You currently only encouraging bigger businesses to develop further which is fine but it may not be what is the best for the community..... By offering a platform of lower fees for new businesses, this would allow better targeted business scheme to develop depending on each communities' wants..... It is really not that complicated to install a 3 level charging fee low medium high adjusted to the size of the business”.

“We appreciate councils need to make revenue but would hope the levels of current rental charged the circus are not to be increased, they are already one of the highest charged for the circus in London. Sometimes councils when deciding to set fees for funfair and circus visits to parks do not differentiate between the two types of entertainment alas, although there are very substantial differences especially in being able to afford rental payments! Fairs will be organised by one of the many traditional operators who will "sub let" space in his fair to ride owners and stall holders thus dividing the cost of operation..... income for the circus is only earned through ticket sales - unlike other art forms the circus receives no funding from either local or national government. Although the circus is popular in the borough, everyone is aware these are difficult times and we need to keep our tickets affordable for all income brackets and substantial increases

on our expenses (such as rental) would force us to increase admission prices and in the current climate that would be detrimental to our business”

10.2 Fees have sometimes not been charged where they should be or fees are not high enough

Some respondents felt that the council needed to be charging more to the organisers of large commercial events such as Oktoberfest. It was felt that these types of events often caused large amounts of damage to the fabric of the park, tended to exclude the local residents, and cause high levels of disruption.

Due to the large numbers attending and, in many case, the profits generated, people thought that the council needed to be charging higher fees – that could be re-invested in that individual park for maintenance and improvements.

10.3 However, please see comments around community events organised by local groups and charities, which respondents felt should be encouraged through lower fees to organisers

With concern to events such as the fireworks display, we received suggestions around the possibility of charging out of borough attendees a fee.

“The environmental impact levy charged by Lambeth for Oktoberfest is not enough. This is not a community event: is not a charitable organisation. They are using the park as a commercial venue for making lots of money..... If Lambeth are going to insist that they must be allowed to rent out parts of Kennington Park as a venue for Oktoberfest and similar commercial ventures, then they must charge the proper, commercial rate and ensure that the money made is spent on the park: repairing the damage and making improvements to the park, so it is the best it can be during the rest of the year”

“Fees for big commercial events e.g. Oktoberfest in small parks like Kennington Park must be raised. They can easily afford it and they wreck the grass each year. Commercial funfairs should also be charged more, as should Portugal Day celebrations”

10.4 Lambeth's firework display

Comments were received also received about charging people visiting Lambeth for the firework display from other boroughs.

“Has the Council thought about charging non-Lambeth residents for the firework display - Lambeth is one of the very few Councils offering a free display, hence the massive numbers (many of whom are from outside Lambeth) and resultant damage to Brockwell Park”

“Lambeth should charge for the Brockwell fireworks display. Wandsworth don't have a problem with charging for theirs”

10.5 Other comments around where Lambeth could gain income

“Lambeth have left themselves in a completely untenable position by charging TFL effectively nothing for occupying Kennington Green and part of Kennington Park for some 3 years. The Northern Line Extension was supposed to be a privately funded initiative and Lambeth should have charged an appropriate rate (I estimate a shortfall of up to £2.8M). If I wanted exclusive use of Kennington Green for 24 hours I suspect I would be charged in the order of £200. TFL are not paying a single penny for 3 years occupancy. I will vigorously resist any charges by Lambeth for any activities for any community groups that I am associated with and will encourage others to do the same”

11. Revenue from charges should be reinvested in the facility that generated the income

We received a number of comments in strong support of the need for revenue generated, or a larger percentage of it, to be re-invested in the park or facility that generated the income.

On a slightly separate point, others highlighted that fees had been increasing on facilities that were deteriorating through a lack of investment. Examples included the quality of sports pitches in parks, and other facilities such as tennis courts and cricket grounds.

11.1 Comments around reinvesting revenue received

“To date, there has been no evidence of income being re-invested into the upkeep of Clapham Common - however, this is something that we absolutely support”

“The Common is a community space and the lifeblood of regeneration for Streatham, not a cash cow for Lambeth - they will probably spend the revenue elsewhere in the Borough too!”

“Income from events on green spaces should come back to green spaces. Those making money from using our open spaces (fitness trainers) should have to possess a licence, the proceeds of which should be ploughed back into green spaces”

“We would like to stress our wish that any fees that are charged are ring fenced for the benefit of the communities for which they are intended”

“I am in favour of raising money in flexible ways but if and only if the money collected is reinvested where it was taken from. The central administrative overhead must be limited to 2% of the overall money collected with a further 3% for operational management - not a single percentage point more. 95% of the money raised has to be reinvested where it was taken from”

“95% of what is raised through fees must be reinvested where it was taken from”

“That there is a guarantee that fee income that is raised is invested in activities for everyone and that the income is NOT ring fenced for any other purpose”

11.2 Fees increased but no investment in facilities

“No evidence that income is reinvested in the facility. For years various groups have asked for that evidence regarding the tennis facilities at Clapham and received none. The current contract with GLL offers less in terms of actual service provided than previous systems”

“We play on the football pitches within Kennington sports ground and have done for several years now. The pitch has always been of poor quality but due to the low cost and availability of the pitch we didn't mind. We have recently endured several price hikes, none of which seem to make any sense as there has been no development work. The pitch has been closed for weeks at a time and when reopened seems to have lazily patched up with some carpet. Whenever anyone falls over it results in a large patch of skin being removed from our knees, which I hardly think is safe. Above

all, the ground is very badly managed and poor communication. If the price was lowered none of these aspects would bother us, but to continually raise the cost is pretty disgusting from a so called 'people's' council. It's quite obvious all anyone cares about is making more money. To charge the same price as really good quality new pitches in Brixton is bizarre”

“The facilities I use (football pitches on Kennington Park) have been shut several times over the last few years for refurbishment/upgrade, but very little noticeable works have taken place; the facility continues to be poor quality, with uneven surfaces, sand build-ups and pooling of water. However, despite the lack of upgrade works the charges have continued to increase significantly year-on-year. I therefore do not believe the current charging regime is fair, given the facilities and service provided”

“You cannot expect tennis players to pay to play on poorly maintained tennis courts. Status quo is less than average courts but they are free. They are not but nobody is going collect money or check”

“Maintain the cricket pitch on Streatham Common as required by law”

“Lambeth should review all facilities as they are in a very poor condition. You can't increase fees and expect the facilities to remain the way they are, for example, torn goal nets, damaged astro turf, poor state of grass pitches, changing rooms are very poor - the worst I have seen, especially Clapham Common”

“If fees are to be increased for tennis courts, the Council needs to ensure that the courts are in good condition”

“I think what we feel about the pitch and the charge is that whilst we appreciate that fees will increase given the current climate, we don't think there has been enough investment in the upkeep of the playing surface. I think the new charges bring the cost of hiring this pitch into line with the cost of hiring the new pitches in Brixton which seems a bit strange as the surface at Oval is worn out. (Kennington Gardens astro-turf pitch user)”

12 .Lambeth's fees and charges policies – possible conflicts with long terms aims of the council

Comments were made about Lambeth's policies for fees and charges in general. In particular, there was concern over conflict between the fees and charges policy and the council's aims to working more cooperatively with local groups and organisations.

People also commented that local residents could be discouraged from exercising or would simply go elsewhere – which went against the council's aim of promoting healthier communities. Another point made was that increased fees would have greater impact on lower income and disadvantaged groups more than other groups.

12.1 Long term outcomes will be missed – cooperative working

“If Lambeth pursue their aims on charging for everything that we already own then it will fail. The outcomes will be missed, people will use the park less, less exercise, community groups fail to be able to function due to high charges for community assets. It is a self-defeating policy that will cost more to administer than it will collect, will damage development of community groups, goes against the Cooperative Council policy and is really short-sighted. It will make community groups have to apply for limited funds from Lambeth and then pay that money straight back to Lambeth in order to rent a room for a meeting. Stupid and daft in the extreme”

“It seems this area will not be looked at too closely as some councillors with their own agenda will always get their own way. Co-operative council, don't make me laugh. At this juncture I think this is a bad decision and a waste of resources. No one has money and realistically the fees and charges will increase. People especially those not working and children will only get more unfit and fatter and the money will be spent elsewhere – NHS”

“I am sure vested interests would choose their services as needing to be exempt. It is a difficult challenge to balance budget and be fair and also use taxes appropriately (whereas certain amount of taxes funds in all/part of these services anyway - we cannot go down a full user pays model for every service”

“I think Lambeth needs to watch that they don't become too money hungry and charge for every little thing. As residents, we love the fact that we have a good variety of commercial physical activities and children's' sports clubs. Generally they are better run and better qualified than council activities. We need them in our community and we don't want to frighten them off and send

them to other boroughs because your annual fees and rental fees are so high. I don't want to one day not have good quality coaching and activities for my children"

"I think it is very important that community use/profit or non-profit making is put into the equation as libraries and parks particularly can serve those with least access to these events be they cultural or sport because of cost"

12.2 Lower income groups could be excluded if fees are not kept reasonable

Please don't raise charges for cultural services, this will only hit those who don't have the income to access culture and will further exacerbate the growing divide between rich and poor - is culture really only for those with money?"

"Competitive charges can price out lower income people for example hiring sports facilities say football pitches"

"Principle 5: Who is the income coming from - it's great to maximise income, but not from disadvantaged people, voluntary groups and charities. This is somewhat conflicting with principle 3"

"Fees for kids for sports facilities - fees for poor people should also be removed"

"Please be aware that fees for league and cost of running grass-root football or running a community group increase every year"

12.3 Conflict with the council's aims on promoting greater health and wellbeing

"Any event should be appropriate to the location and take into account the Council's policies on health and well-being. The question must be asked as to whether events involving alcohol (Oktoberfest) are therefore appropriate. Proper consultation should take place and decisions should not be dependent on the Council's requirement to raise income"

12.3 Green spaces should be free and for use by local residents (it should not be "ground for hire")

"Whilst commercial events raise money for the Council, the purpose of a park or common is not that of an event venue"

“Please don’t start charging people to use the parks they should be free to everyone as they are paid for through council tax. London will be a poorer place without use of the parks”

“Small businesses like exercise classes do no long term damage to the park and provide opportunities for local people (both the business owners and clients) to actually use the space. Penalizing these kinds of things will turn the park from a community space to merely a ground for hire. If I have to pay every time I enter my local park, it’s not a park any more. Keep the park for the people, and keep it free”

12.4 People already pay to use these facilities

“Lambeth needs to listen to objection to events. There is a conflict of interest - Lambeth want the cash from large events in parks, people who use the parks don’t”

“Do you mean what am I happy to pay for in addition to what I do already? Do we not already have to pay for sports facilities in parks?”

“Already paying for these via our council tax. Do we have to pay twice In some areas fees”

13. Ensure costs of administering the fees don’t outweigh the income generated and are managed

Respondents also pointed out that there needed to be some balance on the level of bureaucracy – including form filling and the administration of fees for small amounts. It was felt that in some cases the level of administration generated by the new proposed fees could outweigh the cost benefit to the council.

“Community and charity events (very small scale sort and physical activity services, e.g. personal trainers etc.) including these in fees and charges will mean fewer people using parks (they’ll go to the gym instead) plus the cost of policing this sort of activity and collecting fee income massively outweighs the benefit, i.e. the money you’d be generating. This is a pretty ludicrous idea!”

“If it costs £5 in administration to manage a booking of tennis courts then that is not something I would want to see in place”

“There is the question as to whether sometimes it might be simpler to have no charge than tiers of management and red tape to collect small sums of money”

“The Council need to be transparent about how it has budgeted what it needs to raise from such fees. So much will depend on the budgetary requirement. There is also the issue of staff and management time in administering the events and fees”

“Make sure the cost of collecting the fees produces an adequate net income! You need to be very careful to take a proportionate approach. If the fees you’ll be generating are very small then you should seriously consider not collecting them at all and instead make sure your fees for big items such as funfairs and commercial events etc. are based on full cost recovery and possibly generate some extra with which to subsidise other things like community event”

“In regards to sports, all should be charged (or continue to be charged) as long as fees are transparent and the administration cost of collecting and managing fees/access is not a large portion of the fee itself”

“It is also hard to make money from hire of sports fields - it costs more to manage than the income generated”

13.2 Fees should be set locally rather than by a Lambeth-wide schedule

“In the future, as part of the co-operative parks programme, Streatham Common Co-operative will be taking over management of Streatham Common. The co-operative should have the power to set fees and charges and keep the income from them. The fees should be set by the co-operative and not bound to any Lambeth wide schedule. This will enable better use, income and fairness as the rates can be set based on the unique economics of every event and setting. The co-operative is not-for-profit and will be owned by local residents. I hope that these points are taken seriously as the current proposals are going to destroy community events in outdoor spaces” (Friends of Streatham Common)

“Clapham Common and Brockwell Park represent key opportunities for income generation. However the risk is that they could go the same way as Hyde Park - over exploited, to the detriment of all

14. How can Lambeth ensure that people on low incomes are not excluded?

We asked respondents for their views on how Lambeth Council could ensure that people on low incomes were not excluded from using cultural services due to fees and charges. A number of suggestions were made including a special card, low cost/free tickets and free off peak facilities. The suggestions are below:

14.1 A special card for those on low incomes:

“They need a special card or ticket, similar to the Freedom Pass that would allow them reduced rates”

“Have them apply for a leisure card which they would receive when requisite documents are furnished and when a booking is made and their unique number is quoted the fees would be vastly reduced”

“Discount cards for those individuals to whom such discounts are relevant. People value something they have to pay for, even if it is a discounted charge”

“Allow all residents on below an income threshold to apply for a pass, entitling them to free or discounted use of the services across the borough. In addition, work closely with existing sports, cultural and leisure groups to explore ways that they can be more inclusive”

“Make a card available that people in these circumstances can apply for and use when needed”

“By issuing a membership card for those qualifying”

“Publicise the 'Real' card more and alter its terms and conditions accordingly”

“Advertise free events by using a signed up loyalty card scheme advertised through schools, 1 O'clock clubs, youth facilities”

“Have something like a 'Lambeth cultural event passport' that entitles them to attend certain events free of charge or at a discount. To help local businesses such a passport might also allow discounts at participating businesses”

“Have a concession card that you need to renew annually. Either offer the service free to card holders, or as interest free loan to be paid back when income rises above a certain level”

14.2 Ensure that events have low cost or free tickets for those on low incomes:

“Put on events that those on low incomes can afford (e.g. have a proportion of tickets for this purpose), give them free or low-cost access to sports and libraries. Tell them that using places such as Clapham Common is free for quiet recreation”

“Community events offering free access and reduced cost access for low or no income individuals and children”

“You may well have to apply some kind of benefit test. Housing benefit may be a reasonably fair test as this can apply to low income working residents as well as those not earning. Removing fees for recipients of the state pension would not identify those with no/low incomes”

14.3 Events and booking teams need to be more helpful to organisations running events to ensure that those on low incomes are catered for:

“This is tricky as it will often require a lot of form filling for small community groups who may not have the ability to provide all the information. This can exclude smaller groups. The events and sports bookings teams could be more helpful with community groups who just want to run say a children's football club. If you are in receipt of benefit or child tax credit a pass can be provided for individuals and their children”

14.4 Free off peak facilities:

“During non-peak hours facilities/activities should be free so that those on low incomes can access them”

“Don't charge for use during specific (non-peak) hours”

14.5 People on low incomes can already access a lot of facilities/ services for free:

“There are enough concessions to individuals. Libraries are free; anyone can jog or train in a park”

“They already have free access to everything that I pay for, think I'll just quit my job and wait for the freebies!”

15. Involving local people and community groups

We asked respondents about involving local people and community groups more in setting the fees and charges for cultural services. In particular, we asked them to select their top 3 preferred means of involvement, Table 2.

Just over one third of respondents (37%) would like to be involved in helping to manage setting fees and charges, followed by online discussions (35%) and regular information in the post or newspaper (31%).

Nearly a quarter of respondents mentioned completing further questionnaires and being part of a regular discussion group. A further 28% of respondents said they would not prefer any of the above options (8%) or would like to be involved in some other way (20%).

Table 2: % respondents mentioning a preferred means of involvement

Preferred means of Involvement	% respondents mentioning this means of involvement
Helping to manage setting fees and charges	37
Online discussions for example, using social media - Twitter, Facebook	35
Getting regular information in the post or in the newspaper	31
Completing further questionnaires	24
Being part of a regular discussion group	24
Attending meetings	20
Suggestion boxes	11

Base=75

We received a range of suggestions for other ways the council could involve local people and community groups for example, email/databases, going out to the community and established groups and other types of media. Their suggestions included:

- Creating email feedback systems and on-line forums
- Going out into the community – where it is too difficult for people to get to venues
- Going to established groups

15.1 Create email/database/user-forums:

“Create a database - post and e-mail feedback. The only reason I will be interested in being involved is if I know what the feedback was and what has been decided otherwise it would be a waste of time / resources and only the usual suspect would continue participating”

“Create user-forums online”

“Email or surveys”

“I prefer being on an email mailing list, with a links to respond online”

15.2 Go out into the community or door-to-door – it’s too difficult for people to come to Council organised venues:

“Visit locations where you'll find us e.g. Surestart, nursery, school, in the markets, supermarkets etc. I can't come to your meetings as have full time job and two young children and you hold meetings at awkward times”

“Door-to-door delivery via the party political offices”

“Street door-to-door and face to face interaction. Otherwise you only get a small representative sample. However, as that costs money being part of a regular group who have the necessary understanding of the community”

“Proactive engagement with the local community. Come out and see us where we are e.g. at Oval farmers' Market. Don't expect key people to turn up at meetings unless they are given sufficient

notice and get a proper invite. Ask local councillors as they will know the best people to contact on different subjects and let the community do the rest”

15.3 Go to established groups:

“Involve Friends groups and other local charities (Brixton Society, etc.)”

“Through current operating groups and clubs - use feedback from clubs more proactively”

15.4 Try other types of media

“A regular page in Heart Streatham Magazine”

“Inclusion in local newsletters and blogs”

16. Other comments on specific charges

We received comments about specific charges for certain activities and events. These are below:

Community Clubs

“Community club charges - including a number of hours being available in the evenings at cheaper rates for community group use” (Brixton user Group)

Leisure Centres

“Extending concessionary rates to swimming lessons for the over 50s; the sauna which is currently £5 for all users” (Brixton user Group)

“Cease insisting users of Kids Gym/Fitness Zone have to pay by direct debit. Should be able to Pay as You Play” (Brixton user Group)

“Investigate an Oyster type membership card, to allow for monthly full and concessionary membership, and pay-as-you-go with a price cap after so many uses per month. Current £36 Pay and Play /Real card is too expensive for the many low paid working adults and students“ (Brixton user Group)

“At the Brixton Recreation Centre, there is a substantial upfront charge for a Real Pay as You Play Card, before sessional costs, and a variety of Direct Debit membership prices. There is scope for simplification, but also for encouraging more casual use in order to give potential users the opportunity to try out the facilities, and build up the user base for the longer term” (The Brixton Society)

Tennis Courts

“Kennington Park tennis courts during weekday mornings and afternoon the courts are generally not utilised? The court fee should be reduced to maybe encourage more people to play” (Tennis Coach)

“In Kennington Park the council charges £10 an hour for the netball players as there is generally 20 people on each court at peak times. It doesn't make sense. Wear and tear on the court surfaces (more people) and is costing them virtually nothing to play there!” (Tennis Coach)

Events

“The cost of holding an event in Lambeth's open spaces is currently prohibitive. It forces festivals to limit their growth due to the jump in prices from an event for up to 1,000 people to the next price band which covers events between 1,000 and 5,000 people. The cost for events up to 1,000 is £425; the next band up is £1,875 - a four-fold increase (note: both of these amounts cover: application fee, booking fee, daily rate and environmental impact fee). Where we could be adding value for the local area, we are not able to” (Team Streatham)

“Where organisations charge for events, it makes sense for the council to charge for the use of the space - but where events are being run free for the community, charges should be very little / nothing: it's unrealistic and unfair to expect volunteers to raise four-times as much money in order to use the same space but for a few hundred extra people. It wouldn't cost the council anything to increase the capacity of an event (run in the same space as last year's event). These blanket charges are limiting the growth and potential of the festival to serve our community” (Team Streatham)

“The scale of fees to be paid by large commercial groups is hard to follow. If, for instance, a class of around 100 subsequently divides into 5 groups of 20 how is it charged? It would seem that a per capita levy would be the most appropriate” (Clapham society)

“Should the environmental impact fee be higher for funfairs on grass than on hard surfaces?”

(Clapham society)

“It is not reasonable to charge an amount that makes community events beyond the reach of community. The total fees should be no more than £25 for small and medium sized events, and £100 for large events, or preferably an annual fee for the organisation, so the Friends of Streatham Common could pay say £500 to cover all its events. For example Streatham Common Kite Day, now in its 16th year, would cease to exist under these new charges, and clearly adding up the total costs for the events across the year, the Friends would have to cancel many popular events. Our annual income from membership fees is under £2000 and events that do produce any income are used to pay for other events that just have a cost over the year. I would estimate that your proposed charges would cost us over £4000 per annum if we continued putting on the community events we currently do. We would have to cancel Kite Day, and half the other events we do” (Friends of Streatham Common).

Street Parties

“The bar seems set rather high for street parties, requiring organisers to find £175 plus a £500 deposit. The combined total is daunting and a lower deposit would be helpful” (The Brixton Society).

Events that require a road closure

“While road closure fees are not strictly fees or charges for cultural events they do impact community group’s capacity to stage even small events that require a road closure. For last year’s Lane & Vale Carnival we were asked to place a £2500 deposit with the council for an unspecified period of time in order to secure the road closure we required - this amounted to 10% of our event budget at the time. In addition to this charge (£2500) we are required to write to every house and business in the affected area (£450), pay for a private company to devise a traffic management plan (£250), pay for signage (£4500), store the signage (I used my back garden in the end), distribute signage on the day (£200) and collect it back (£200) in and purchase additional advanced warning signage (£698). In short the total cost of one four hour road closure would have been £8798!” (Streatham Bridge Business Association/ Lane and Vale Carnival).

Libraries

“We consider the reservations service to be an example of a part of the ‘core offer’ for which a charge can and should be made. We accept that it is expensive to operate and that as two-thirds of reservations are not collected, the charge should be fixed at a level that will encourage users to collect reserved books. The proposed charge of £2.50 for that service seems reasonable, as do those for overdue and lost books, although we think that the suggested £1 maximum for ‘concessions’ for overdue books should be higher” (Friends of the Durning Library).

“The suggested charges for photocopying are if anything too low, bearing in mind the existence of numerous commercial photocopying services in Lambeth and their current charges. If the proposed charges are to generate an income stream for the library, they should be close to commercial rates for both black and white and colour copying” (Friends of the Durning Library)

Space hire

“We think that wherever possible Lambeth should generate an income stream from use by others of its buildings and such use should be encouraged as much as possible. There should be a borough-wide policy for space hire that allows different charges for business/professional use and for community use such as meetings of local voluntary organisations” (Friends of the Durning Library)

16. Demographic Data

The demographic profile suggests that the consultation received responses from a particular sector of the population rather than reflecting Lambeth residents as a whole. The demographic profile was skewed towards males (56%), 35-64 age group (63%), white (80%), employed (73%) owner occupiers (70%).

We would usually carry out further analysis to compare differences in the results by the main demographic groups. However, as comments are dominated by respondents from specific demographic categories, numbers in the sub-groups are too low for us to conduct meaningful analysis.

Table 2: Demographic characteristics of respondent's %

Gender	Male 56%, Female 38%, Prefer not say 7%
Age	18-24 1%, 25-34 16%, 35-44 21%, 45-54 21%, 55-64 21%, 65+ 9% Prefer not to say 11%
Religion	No religion/Atheist 54%, Christian 30%, Other religions 6%, Prefer not to say 10%.
Ethnic group	White 80%, Mixed 3%, Asian 1%, Black 1%, Prefer not to say 9%
Accommodation	Renting Council 3%, Renting private 11%, Owner Occupier 70%, Prefer not to say 11%
Disability	None 63%, Physical disability 20%, Prefer not to say 14%
Employment status	Employed 47%, Self- employed 26%, Unemployed 3%, Retired 11%, Prefer not to say 9%
Sexuality	Heterosexual 60%, Gay/Lesbian 7%, Bisexual 3%, Prefer not to say 31%

Appendix 2: Comments received on the proposals and the method of consultation

We received a number of comments about the method of consultation, including comments about the questionnaire, wording and scope of the consultation. Below are the comments we received.

Some people found the questionnaire poorly written

“This overly complex consultation is typical council rubbish, shaping the questions to determine the outcome they want. My view is as follows (though no doubt it will be ignored because I didn't submit to your process)”

“Why hasn't this consultation listed some options to prompt suggestions?”

Questionnaire used vague bureaucratic jargon

“Don't know anything about the 'five principles' and I doubt many other 'end users' do as it seems like a lot business jargon to me”

“The first principle is gibberish. The principle concerning quality has an obscure second sentence”

“Too vague - typical bureaucratic jargon”

“Quality - the wording is vague”

“I would have completed your online questionnaire but question 1 was too off-putting and jargon-heavy to navigate - it seemed more designed for internal consumption than to be user-friendly”

Scope of the consultation

“Meaningful comments on this strategy have been difficult due to the complete omission of the Streatham Ice and Leisure centre and its new community room/other potential hireable

space and the refurbished Streatham Library and its new Streatham Tate Centre (former Tudor Hall) and other hireable spaces”

“Almost all of the information relates to sports and physical recreation activities and costs of hire of Lambeth open spaces. There is no reference to Lambeth Arts, Culture and Heritage activities other than one very small entry for community dance. What of Educational and Community based Arts, Music and Crafts facilities and provisions and for facilities for those in receipt of personalised budgeting. What of Lambeth based disabled, impaired, elders and marginalised groups provisions, educational establishments, organisations and institutions delivering services to the community?”

Consultation documents

“Having read your discussion document there seems to be a fundamental flaw; there is no mention of any system to verify who should be charged? Without such a process in place how can this council claim they are "supporting" Culture in the borough, and that the system is fair or transparent? In our ward alone (Tulse Hill), we see money handed out to projects run by our Councillors, yet when the community ask for help we are told the coffers are empty? You need to work out WHO you should be supporting, before discussing how much you are going to charge. The present lack of any verification process demonstrates how 'uncooperative' this council really are”