1. Customer Services

Customer Services today
Lambeth Council runs its customer services from a centre at Olive Morris House on Brixton Hill. From there, Lambeth residents can make enquiries about benefits, council tax, housing and parking. Residents can also use the self-service terminals to access information, pay bills and report faults.
The centre is currently open from 9am to 5pm on weekdays but is open late until 7pm on Thursdays. It is closed at the weekends and on bank holidays.

Customer Services in the future
Lambeth Council appreciates that it is often difficult for many of its residents to visit its offices during office hours and sometimes there are long queues.
Lambeth is looking to reduce the need for customers to travel and improve customer experiences by:
• Creating a welcoming and comfortable environment in a central new office development next to the Town Hall
• Setting up an appointment based system so that those who want to speak face-to-face with a council advisor can do so but with less queuing
• Improved online services to make it easier for those with little time to access customer services 24 hours a day, seven days a week.

Give us your thoughts
Tell us what you would like to see from the future Customer Services Centre.
You might want to consider some of the following prompt questions, but please feel free to comment openly:
Q. How could the new Customer Services Centre best deliver the future proposals?
Q. How do you think the Customer Services Centre should make visitors feel?
Q. How could the Customer Services Centre function better as a space for all visitors?
Q. What would make visiting the Customer Services Centre a better experience overall?
Q. What aspects of the current Customer Services Centre work and how would you like those aspects to be retained?
Please write your comments on one of the cards provided and place in the tray marked 1.
2. Social Services

Social Services today
Lambeth's Social Services provide protection and support to vulnerable or troubled individuals or families. The home of this public service must be appropriate and supportive of its visitors as it provides advice and support on sensitive subjects, such as:
- Abuse, domestic violence and child protection
- Adoption and fostering
- Families and children
- Health
- Homelessness
- Social care and support
- Youth offending

Lambeth's Social Services currently run out of several different buildings across the borough.

Social Services in the future
It is proposed that all of Lambeth's Social Services will be provided within the new civic office, on the ground floor with easy access into the building. Based on the varying needs of its visitors, it is proposed that there is a flexible design for the Social Services Centre to allow the spaces to change over time as local needs arise.

The brief is currently being developed with Lambeth Council for this area; we would appreciate your ideas on this space to ensure it is the best possible, most appropriate design to meet the needs of its visitors.

Give us your thoughts
Tell us what you would like to see from the future home of Lambeth's Social Services.
You might want to consider some of the following prompt questions (but please feel free to comment openly):
Q. What needs will those who visit the Social Services offices have and how should this space work for them?
Q. What makes an ‘appropriate’ setting for this kind of service?
Q. How should the new Social Services offices make visitors feel?
Q. What would be the do’s and don’ts of layout and access design for the Social Services offices?
Q. What aspects of the current Social Services office work would you like to see retained?

Please write your comments on one of the cards provided and place in the tray marked 2.

The image shown is only an idea of the type of space that could be created.

Plan above shows early thoughts on where the Social Services could be located in the new civic offices.
3. Enterprise Centre

Enterprise Centre today
Funded by Lambeth council, the newly launched Enterprise Centre sits within Lambeth Town Hall. It offers an affordable base for local entrepreneurs and community groups as well as a programme of events to help shape Brixton’s future small business economy.

The aim is to support people and groups who work collaboratively (for example tech, creative organisations or community groups), and who aim to make a positive social and environmental impact.

Enterprise Centre in the future
Lambeth Council is seeking to build on the success of the newly launched Enterprise Centre to make it a vibrant and nurturing space for local start-ups or new businesses across the borough.

The proposal is to create a new, permanent and collaborative workspace within the new civic offices. This will provide office spaces, meeting rooms for hire and networking opportunities. There is also the potential to offer both commercial and discounted community rates.

Give us your thoughts
Tell us what you would like to see from the future Enterprise Centre.

To help you, you might want to consider some of the following prompt questions (but please feel free to comment openly):

Q. What needs do you think start-ups, new businesses and community groups have that the Enterprise Centre should meet?
Q. How do you think the new Enterprise Centre should be designed to encourage ‘collaborative’ working by local businesses?
Q. How should the new Enterprise Centre make visitors feel?
Q. How should cost to local businesses and access to the Enterprise Centre be managed to support entrepreneurs and local community groups?

Please write your comments on one of the cards provided and place in the tray marked 3.

Plan above shows early thoughts on where the new Enterprise Centre could be located in the new civic offices
4. Events space

Events space today
In this section, we are referring to Lambeth’s Register Office and the Lambeth Assembly Hall (both in the Town Hall) and how they could work better together, or separately, to provide better high quality events space.
Lambeth Register Office has been visited by many borough residents who have registered births, deaths, civil partnerships or citizenships.
The Assembly Hall is currently used for a variety of classes and conferences plus events such as food, drink and music festivals plus ceremonies such as weddings or civil partnerships.

Events space in the future
Lambeth Council is asking Muse to consider how it can improve both facilities to open up the Town Hall to greater use by its residents.
It wants to create more vibrant, friendly and accessible settings for events. With this in mind, the following potential opportunities may be explored:
• Improvements to the Register Office to upgrade the facilities and improve the experience for visitors
• Improvements to the Assembly Hall to make it more attractive for different types of events
• Potential to look at links between the Register Office and Assembly Hall to offer wedding/ceremony receptions and larger associated events
• Potential to keep the food preparation area to assist with providing catering at events

Give us your thoughts
Tell us what you would like to see from the future events space within the Town Hall.
You might want to consider some of the following prompt questions (but please feel free to comment openly):
Q. What varying needs do visitors to the Register Office have in terms of how the office needs to function for them?
Q. What makes an ‘appropriate’ setting for a Register Office – do the current facilities provide this?
Q. How should the Register Office and the Assembly Hall make visitors feel?
Q. Could the Assembly Hall be improved to provide better events or larger events linked to the Register Office?
Please write your comments on one of the cards provided and place in the tray marked 4.

The Assembly Hall today
5. Democracy

Democracy today

Lambeth’s Council Chamber is currently used for all sorts of public meetings and committees where the public are only able to view proceedings within that room. The public can listen and watch debates and decision-making from the public viewing gallery.

With room for only 100 people, the viewing gallery quickly fills up during important meetings. Also for people who may be time poor, disabled or have hearing impairments, visits to the Chamber (mostly in the evenings) can be more difficult than the Council would like them to be.

Democratic observation in the future

The Town Hall and the Council Chamber are important heritage assets and as such will be protected and enhanced through this project.

The brief to Muse is to maintain and improve access to the public viewing galleries through the refurbishment of the Town Hall. However there is also the potential to consider other ways in which Lambeth residents can view democracy in action outside of the Council Chamber.

The team is currently exploring the potential for debates or meetings to be relayed live to other parts of the civic campus or public spaces via large screens and/or online.

Give us your thoughts

We would like you to give us your thoughts on what you would like to see from public spaces used for democratic purposes within the Town Hall i.e. the Council Chamber.

To help you, you might want to consider some of the following prompt questions, but please feel free to comment openly:

Q. How could the Your New Town Hall project make the public get more involved in democratic debate or decision making?
Q. How could public meetings be more accessible to local residents outside the Council Chambers?
Q. What would a special area with screenings of public meetings look and feel like to make it somewhere people would want to go?
Q. How could access to the viewing gallery, and the gallery itself, be improved to make it a more inviting place?

Please write your comments on one of the cards provided and place in the tray marked 5.