Barbican Renewal

Report of public consultation held 30 January – 17 February 2025



Photo by Dion Barrett

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Introduction

Barbican Renewal is the Barbican Centre's plan to ensure every part of its iconic site is restored, revitalized and relevant for future generations. At the heart of Renewal is a commitment to celebrating the architectural vision and heritage of the Centre, with a programme of sensitive conservation and upgrade to bring the buildings back to their best, while also delivering a place that is truly inclusive, sustainable and resilient.

Over the past four decades the Barbican Centre buildings have deteriorated significantly. Through Renewal, building systems and ageing materials will be upgraded and restored, while underused areas of the site will be unlocked, releasing their full potential for public, civic and creative use.

Barbican Renewal is already underway, with essential improvements being made to systems and visitor facilities. The next phase of work from 2025-2030 proposes complete restoration and refurbishment of key public spaces including the unique brutalist Foyers, Lakeside Terrace, and Conservatory. Subject to planning permission, construction will begin in 2027 with this first phase complete in 2030, ahead of the Barbican's 50th anniversary.

This report outlines the activity and responses to a public consultation exercise held from 30 January to 17 February 2025. The following sections describe first how the consultation was conducted before presenting the consultation feedback alongside project responses across four themes:

- 1. Renewal overall
- 2. Foyers
- 3. Lakeside
- 4. Conservatory

Summary of consultation activity

The consultation presented information in the four themes listed above, and covered the following areas:

Renewal overall outlined the need for the project and work to date since it began in 2021; set out four design principles that are guiding development of the projects; and presented information about the architectural heritage of the Phase 1 spaces.

Foyers, Lakeside and Conservatory highlighted the many varied uses of these spaces; detailed some of their key features; summarised the problems with them now; presented architectural proposals with drawings; and explained how these would meet the design principles.

The material was made available online at barbican.org.uk/renewal and presented at an exhibition in the Centre's Level G Studio in its main foyer from 1 to 16 February, which attracted almost 4,000 visitors across the two weeks.





Figure 1: images of the exhibition space with information presented on display boards and architectural models used to illustrate the spaces

The online content and exhibition were supplemented by a range of meetings and events, as follows:

- A pre-briefing meeting with ward councillors and representatives of the Barbican Association and Barbican and Golden Lane Neighbourhood Forum
- A webinar held and recorded on the day the consultation launched with more than 100 attendees and subsequently uploaded to the consultation website where is has been viewed almost 500 times
- Five drop-in sessions of three hours each, attended by the project team and architects, held in the exhibition space at a variety of days and times through the consultation period
- A presentation and question-and-answer session for Barbican Estate residents

These activities were widely publicised to the local community, stakeholders and Centre audiences using a range of methods including emails, digital newsletters (from the Centre, City

of London and Culture Mile BID), letter drops, flyers and posters. See appendix 1 for details and examples of the activity.

People were able to respond to the consultation via a range of methods:

- An online survey at barbican.org.uk/renewal
- A paper version of the survey available in the Centre and posted on request
- By email to barbicanrenewal@barbican.org.uk or letter to the Centre

Other information collected:

Following the main survey, consultees then had the option to include information about their relationship to the Barbican and complete the Centre's standard diversity monitoring form, which is anonymised and held separately to the consultation material. Data on the relationship to the Barbican is presented below.

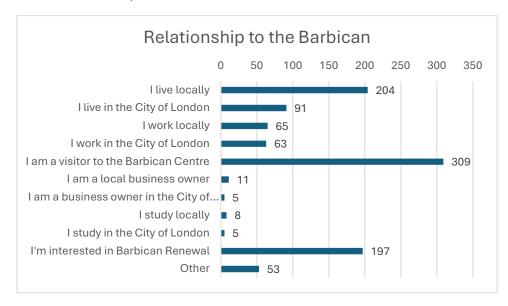


Figure 2: this chart shows responses given to the question about consultees' relationship to the Barbican Centre. It was possible to select all that apply.

The next section of the report presents the analysis of quantitative and qualitative responses to the consultation.

Analysis of responses

In total, 498 consultation responses were received. Most of these were from members of the public, but several were from stakeholder organisations as follows:

- Barbican Association Planning Subcommittee
- Barbican and Golden Lane Neighbourhood Forum
- Barbican Salvage Store
- House Groups for Frobisher Crescent, Gilbert House, Willoughby House
- Islington Society
- YMCA London City and North

The consultation survey asked questions across four categories:

- 1. The Renewal programme overall
- 2. Foyers
- 3. Lakeside
- 4. Conservatory

In each section, respondents were asked to answer a closed question, expressing their view of the proposals on a five-point scale from strongly disagree to strongly agree. They were also invited to submit any other comments in a free text box. Respondents were free to choose which of the questions they answered, although the online version of the survey required a response to the first closed question.

All the responses received, including some which were sent separately by email or letter rather than through the survey, have been analysed, coded and grouped into themes. These are reported in the following sections of the report along with a response from the project team. Stakeholder responses have been analysed alongside feedback from individuals.

Renewal overall: consultation findings and updates

Across the Renewal programme as a whole, 89% of respondents agreed or strongly agreed with our proposals.

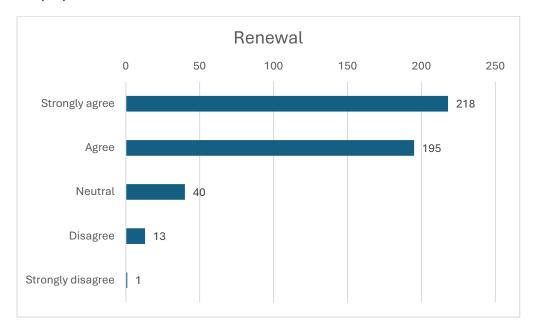


Figure 3: chart of responses to the Renewal programme overall

In written feedback a high level of support was expressed for the proposals overall as well as the design principles, including focusing on preserving and restoring the design and character of the Centre, and improvements to accessibility and sustainability. The following information summarises all feedback as well giving responses and updates from the project team.

General support for proposals:

Summary of feedback	Project response
The largest group of comments expressed	The responses are noted.
general support for the need for Renewal and	
the proposals overall, including the design	
principles.	

Planning matters:

Summary of feedback	Project response
A stakeholder response raised a concern	Celebrating the heritage of the listed building
about the lack of published listed buildings	is at the heart of the Renewal programme. As
guidance for development at the Centre and	much as possible we are preserving and
proposed an independent heritage review.	restoring original features, while making
	sympathetic upgrades where necessary to
	improve accessibility, reduce energy use,
	meet modern safety standards and improve
	visitor experience. Throughout this process
	we are advised by heritage specialists Alan
	Baxter Associates as well as engaging closely
	with key independent heritage advisors such

as the 20 th Century Society and Historic
England. Our plans will be further scrutinised
through the planning process, including
seeking listed building consent.

Costs and budgeting:

Summary of feedback

A small number of responses requested further information about the funding, budget and costs of Renewal, including funding sources and where the investment will be spent. This included concerns about the structural integrity of the concrete and an assertion that Renewal would not be needed if regular maintenance was undertaken.

Project response

80% of the costs for the Phase 1 projects. The Barbican Centre will be fundraising for the remaining Phase 1 budget. In addition to the visible improvements to the Foyers, Lakeside and Conservatory, a large part of the Renewal programme and budget will focus on the mechanical, electrical and plumbing systems for the building. These include heating, ventilation and air handling, lifts, power distribution, lighting, fire systems, water supply and drainage. Even with regular maintenance such systems need eventual replacement and the Barbican Centre's outdated systems do now require complete replacement and upgrade, which is already underway. Investing in these essential areas means the Barbican will be able to continue to operate, with new systems functioning much better for visitors, artists and staff, as well as using significantly less energy. The concrete remains in good condition, but other parts of the building are life-expired and require replacement.

The Renewal project has to date been funded

by the City of London Corporation. This

includes £25m to progress early, urgent

works and a further £191m which will cover

Consultation and engagement:

Summary of feedback

A number of comments related to the consultation and engagement process. This included support for the process; concern that not enough detail has been provided for meaningful consultation; request for more information about co-design and how the Barbican can engage with a wide demographic range of audiences; and suggestions for engagement and partnerships with local community organisations.

Project response

Renewal to date has involved an extensive programme of communications and engagement with local communities, stakeholders and audiences, including an initial consultation and listening exercise held in 2022, which helped shape the overall programme. For the Phase 1 projects the January/February 2025 consultation provided information about the main architectural moves proposed as well as our design principles and general approach to the project. The May/June 2025 stage of consultation is providing more information about key areas of interest, design updates

and new images. More detail will be provided in the statutory consultation to accompany applications for planning and listed building consent in summer 2025.

More information about our co-design process with young Londoners has been provided as part of the May/June consultation. In addition to this we are establishing an access and inclusive design advisory group for the project as well as engaging widely with local communities and organisations to ensure we hear from a wide range of current and future Centre users as well as those affected as local residents and neighbours.

Wayfinding:

Summary of feedback

Respondents expressed general support for wayfinding improvements along with a number of more specific comments, which covered:

- Suggestion to learn lessons of previous changes, particularly where these are not considered successful
- A small number of comments consider it unnecessary to improve wayfinding, including that wayfinding challenges are part of the charm of the Centre
- Suggestion to restore historic signage and wayfinding systems
- Retaining the current font for signage
- Suggestions for different types of signage,
 e.g. colour-coded or tactile
- Particular attention to the needs of disabled people
- Usability testing

Project response

Improvements to wayfinding and signage will be a major part of Renewal, however design proposals are not yet developed so do not form part of this consultation. We are currently (May 2025) appointing consultants to work on this with us and all feedback will be shared with them as they start their work, which will be subject to future public engagement and applications for consent.

Sustainability summary:

Summary of feedback

A range of support was expressed for prioritising sustainability in Renewal including making the building more energy efficient.

There were individual suggestions to make Renewal part of the circular economy and to reuse materials wherever possible.

A small number of respondents asked for more information about sustainability plans, including the energy source(s) and a very

Project response

Focus on sustainability is one of our four design principles across the whole Renewal programme and involves a wide range of activities, including installing more efficient building systems, upgrading facades to reduce heat loss, 'passively' controlling temperature in the Conservatory to minimise energy demand, installing new low energy lighting, and retaining and reusing as much original material as possible. The Centre is

small number were sceptical about whether plans would achieve sustainability aims and questioned the need for net zero. proud to be part of the City of London's work to reach net zero, which is essential as part of global efforts to mitigate climate change. More information about the Centre's work on sustainability is available at barbican.org.uk/our-story/our-building/sustainability

Visitor experience:

Summary of feedback

Visitor experience was raised in a number of responses, with comments and suggestions covering aspects such as:

- The need to focus on usability of the spaces
- The spaces being confusing and stressful at times, particularly during performance intervals and when time-limited
- Suggestion to create a calm atmosphere throughout the Centre with opportunities to relax
- Positive features of the outdoor spaces
- Suggestions for more exhibitions and interpretation of the architectural history of the Centre
- Suggestions to use more technology and audio-visual experiences to bring the Foyers to life
- Concerns about noise within the Centre e.g. in the Library when the Foyers are hosting events
- Designing for children to actively engage with the space
- A range of ticketing and customer information suggestions

Project response

Visitor experience is central to all the work through the Renewal project to revitalise the Barbican Centre. We are aware from audience feedback, staff knowledge and engagement and consultation of the current shortcomings of visitor experience and are seeking to make major improvements through Renewal. Our designs for the spaces seek to respond to all of the points summarised here, with a particular emphasis in the current phase of work on ensuring that the spaces are well set up for a wide variety of uses and needs.

Some points raised here will be dealt with later in the programme, for example plans for exhibitions and other design details. In relation to events and noise specifically, it is our intention to move most commercial events and performances to Level -1, which will create more separation between these and the other open-plan spaces at Level G.

Reactivating space:

Summary of feedback

Some responses focussed on the design principle of 'reactive space'. Most of these were positive and in support of making sure all parts of the Centre are well used and brought to life.

There were some specific suggestions e.g. for local organisations and artists to activate the spaces; use of new technologies; and to avoid causing noise or nuisance to other areas. A small number of responses raised a concern about the Barbican becoming too

Project response

The positive responses have been noted. The Centre already works with a wide range of artistic and community partners and agrees with the feedback that Renewal creates an opportunity to activate the spaces more often. As part of our plans for the Foyers we intend there to be a more regular arts offering at Level G and we will also be programming more in the Conservatory as well as continuing our work to activate some of the outside spaces such as the Lakeside with public art. In doing this we will remain

popular and crowded through this process and losing some of its 'hidden gem' charm.

mindful of our location and near neighbours. As custodians of a major public building and visitor attraction, and in line with the City of London's Destination City strategy, we do intend to grow visitor numbers and welcome a wider range of audiences. Renewal will allow us to accommodate this growth while ensuring that the Centre remains a pleasure to visit.

Residents - noise and disturbance:

Summary of feedback

Local residents, while being broadly in support of Renewal, raised concerns about the potential for more activity in the outside spaces (Sculpture Court and Lakeside) that may cause noise nuisance. These concerns included:

- More eating and drinking on Sculpture Court and Lakeside terrace
- Disturbance from the smoking area on the Sculpture Court
- Suggestion to increase signage to avoid visitors encroaching on private areas
- In general ensuring that changes and future operations do not impact on residents' quiet enjoyment of their homes through noise and/or light pollution

Project response

We are very conscious of being good neighbours and carefully balancing the operations and artistic programming of the Centre with the need to avoid undue noise and disturbance and prevent public nuisance.

We will continue to work closely with residents' representatives (particularly the House groups, Barbican Association, Neighbourhood Forum and ward councillors) throughout the development of Renewal, including updating our Visitor Management Plan in consultation with residents to manage any impact on the local community.

Residents - construction:

Summary of feedback

Local residents raised the need to consider construction impacts on their homes. Highlighted issues included maintaining access, air quality and dust, noise and light pollution, traffic management, working hours and the need for regular engagement. There was also concern about this work happening alongside other neighbouring developments.

Project response

We are aware that Barbican Renewal is happening alongside many other changes in the local area, including improvements to the Barbican residential estate, the proposed 'healthy neighbourhood' scheme affecting surrounding streets and developments of neighbouring sites. We are working closely with colleagues in the City of London, including with the Barbican Estate Office and City Surveyors team to coordinate work and minimise the impacts of multiple projects happening simultaneously. We are aiming to keep the Centre open throughout Renewal although different parts of it will need to close at times. We do not yet have details of the construction programme, though we are committed to working closely with residents and other local stakeholders to find ways to keep disruption to a minimum while enabling us to complete the projects.

We will have more detail on this ahead of
planning applications in summer 2025.

Residents – communications and engagement:

Summary of feedback	Project response
Stakeholder groups representing residents	We are committed to keeping local
stressed the need for ongoing close	stakeholders and residents informed,
engagement and pre-application meetings to	engaged and consulted throughout the
understand the detail of proposals ahead of	programme. Since the first consultation we
the planning application.	have met with key local stakeholders to
	discuss their responses and give more
	information on our plans.

General concern and suggestions:

Summary of feedback	Project response
A small number of other specific suggestions	Barbican Renewal comes after more than 40
and concerns were raised in some	years of heavy use of the building and much
responses, covering the following topics:	of the focus of investment will be on
 Concern that previous eras of Renewal 	conserving and repairing the original design
have not always been successful and	as well as replacing building systems that are
that these proposals are the right, lasting	beyond their service life. Much of the work is
changes for the Centre's future	essential if the Centre is to remain
The need for ongoing maintenance to	operational, such as replacing the failing
prevent the Centre returning to disrepair	glazing in the Conservatory and re-
 Suggestions to compare with renovations 	waterproofing areas that are leaking and
to other similar age buildings	causing damage to the building. Beyond this,
Concerns that the changes are too	many of the interventions are necessary and
superficial or, conversely, too large scale	desirable to meet modern standards of
	access and inclusion and sustainability. Most
	of the architectural moves proposed are
	surgical and specific, while leaving much of
	the original design either untouched or
	restored. We are confident that this is the
	right approach and balance between
	preserving and celebrating the best of the
	iconic design while renewing and preparing
	the building for its next 50 years.

Out of scope:

Summary of feedback	Project response
Out of scope summary:	While most of these areas are not currently
A number of responses raised issues that are	planning for delivery during the 2025-2030
out of scope of the current phase of Renewal,	phase of Renewal the feedback has been
although some may be dealt with later in the	logged and will be reviewed as part of future
programme. These covered the following	phases that may address some of these
topics:	issues.
Improving the entrance from Level 2 high	There are some works taking place to the
walks to the lift lobby	artistic venues that are not part of the Phase
Suggestion for a ground-level bridge	1 proposals and do not require planning
across the Lake from St Giles Terrace	permission. This includes replacing the air

- Improving routes and wayfinding to and from the Centre via the podium from Barbican Underground station, Beech Street, Silk Street, from Moorgate, motor vehicle access via the Level -1 internal roadway, and providing more cycle parking
- Improvements to the performance and exhibition spaces, including the Art Gallery, Exhibition Halls, Concert Hall
- Renovating the large staircase from Defoe Place to the west side of the Art Gallery and Sculpture Court
- Removal of the internal bridge, which is not original (and replacement of the original chandelier which hung in this space)
- Improvements to backstage spaces for artists
- Access to and from Cinema 1 / Pit theatre Foyer
- Improvements to the wider Barbican Estate (including general maintenance, repair, lighting)
- Improvements to the Members' Lounge

handling systems for the Art Gallery and Hall, back-of-house theatre systems, and upgrades to lifts and existing toilets across the Centre. Further expanded maintenance and improvement projects in these spaces could also be delivered during this first phase of work but are not part of this planning application.

In relation to the internal bridge and chandelier, we do have a long-term aspiration to return to the original Foyer design, however this is not part of the current phase of work and would require an alternative step-free route from Silk Street to be created alongside alternative step free entrance routes into the Centre.

Where some of these issues fall out of the Centre's authority (e.g. wayfinding and routes to and from the Centre on street and via the Estate highwalks) we will be working closely with the relevant authorities on their projects to try and ensure that visitors and audiences benefit from any changes.

Within the Renewal overall section of the survey, a wide range of issues were raised that relate to the individual projects for the Foyers, Lakeside, Conservatory and cafes and restaurants.

These topics are listed here, however, to save duplication, the specific issues have been addressed alongside other feedback on these projects and topics in the following sections of the report for the Foyers, Lakeside (including cafes and restaurants) and Conservatory.

Issues relating to the Foyers:

- Bars
- Carpet and flooring
- Box office removal
- Decluttering
- Prayer room
- Suggestions for different facilities and uses
- Shop relocation
- External doors to Lakeside
- Lighting
- Seating and furniture
- Toilets

Issues relating to the Lakeside, cafes and restaurants:

- Maintenance of the lake
- Shading of the ground floor café
- Lowering of the ground floor café windowsill
- Fountains
- Wildlife
- Catering provision

Issues relating to the Conservatory:

- General support or opposition to the proposals
- Water features
- Planting
- Public access

Foyers: consultation findings and updates

Consultation support for the Foyers proposals was very strong, with 88% agreeing or strongly agreeing with what was presented.

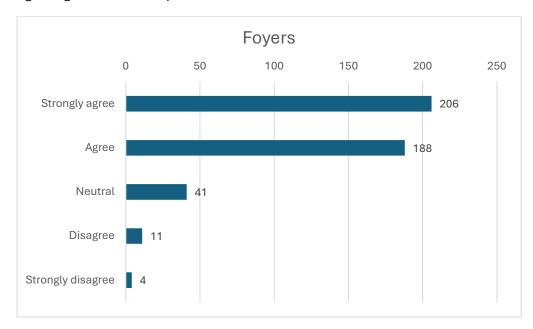


Figure 4: chart of responses to the Foyers project

The written feedback also reflected this positive response, alongside issues raised across a wide range of topics. The following information summarises all feedback as well giving responses and updates from the project team.

Seating:

Summary of feedback	Project response
There were numerous comments made in	The Renewal programme will include
support of improved seating. Comments	significant improvements to furniture, with
expressed support for additional seats to be	more places to sit and better and more
provided across all levels of the building, as	flexible furniture for a range of needs and
well as for seating to preserve original	uses. The design of this will be developed at a
designs, including those by Robin Day. Some	later stage of the project and is not subject to
respondents suggested flexible work and	planning permission, so no further details are
study areas. A small number of people	available currently. We are however looking
believed too many seats are currently being	at zoning the spaces with the heart of the
occupied by those who use the Foyers as a	Foyers kept flexible for different uses and
work or study space, and some respondents	work/study areas provided separately to
felt addressing this issue should be a high	more social spaces.
priority. Additionally, some people requested	
for more information about seating	
improvements and design proposals.	

Toilets:

Summary of feedback	Project response
There was significant support for	The Centre has always had too few toilets for
improvements to the toilets, including	the size of its venues and we propose to

upgrading the existing facilities and providing more of them, particularly at Level G. There was also support for more accessible facilities including baby change.

There was a clear theme that there should be more available for women to reduce queues. There was a small volume of feedback reflecting different opinions in relation to provision of unisex and separate sex facilities.

increase provision as much as we can within the constraints of a heritage building. We are also committed to making as many toilets as possible available for use by women. This includes providing more universal self-contained toilet cubicles, with additional new facilities at Level -1 and Level G and upgraded facilities at Levels 1 and 3, while retaining our main single-sex toilets at Level -2, along with those in the catering block. We will also be installing more accessible toilets of different kinds to meet all needs, with the aim that all visitors can conveniently access the right facility for them.

Doors to Lakeside:

Summary of feedback

There was support for improving the connection to Lakeside including more accessible doors and increased transparency. Some concerns were raised about the proposals for a single line of doors due to possible noise escape and the potential for more heat loss in cold weather or heat gain in hot weather. A small number of responses also expressed a preference for the existing doors on aesthetic grounds.

Project response

The proposed design for the doors is intended to make them accessible for all users and to re-establish the historic link between the Foyers and Lakeside, which has been diminished by the later addition of a double layer of heavy, narrow doors. The set of doors by the main lifts will be converted to a fixed glass wall (not opening) and the three central bays will become the main route between the Foyers and Lakeside in line with the original architectural intention. We will no longer have the 'Free Stage' for performances at Level G, instead moving live amplified performance to Level -1, in a new location further from external doors, which will reduce sound escaping. Improvements to the building façade and glazing will help acoustic separation and reduce energy use, while an 'air curtain' will help to mitigate heat loss/gain.

Lighting:

Summary of feedback

Support was expressed for improving the lighting in the Foyers, particularly where this preserves or restores the original design and character of the spaces. Several people commented on the design of the lighting, whilst a smaller number of people commented on the lighting conditions currently seen in the Foyers. There was one request for more information about the proposals.

Project response

Lighting designers have recreated the original light fittings using a low energy LED system. We intend to return lighting to each of the square 'coffers' in the ceiling of the Foyers which will create brighter spaces overall but also allow us to zone areas for different uses through adjustable brightness. The original scheme will be reinstated as far as possible

General support:

Summary of feedback	Project response
Many comments offered general support for	The feedback is noted.
the Foyers proposals.	

Design and character:

Summary of feedback	Project response
Comments expressed support for proposals	The support has been noted. Renewal will
to preserve and restore the original design of	retain and restore as many original fixtures
the Foyers, and some were supportive of	and fittings as possible, and visitors should
changes which improve views and sightlines	expect to see key features such as the brass
in the Foyers. A few comments suggested	handrails and door furniture, wood block
that the original fixtures and fittings should	flooring, terrazzo restored and retained, along
be restored, and for original materials to be	with the monumental hand-hammered
reused where possible.	concrete. Where changes are being
	introduced, some of these will go back
	towards the original design (e.g. the doors to
	Lakeside, lighting fixtures) while new
	additions such as the proposed Foyer lift will
	be designed sympathetically to the originals.

Shop:

Summary of feedback	Project response
There were a small number of comments on	The proposed relocation of the shop is
the proposals to relocate the shop. Some	designed to support several priorities of
expressed concern due to the belief that the	Renewal. It will restore key views across the
current location is effective, whilst the	Foyer from the Silk Street entrance, which are
proposed location is harder to find. Others	currently blocked. It will also help to activate
showed general support for the shop	the main heart of the Foyers, supported by
relocation. Some individual comments raised	the central bays of doors becoming easier to
specific issues:	use. The proposed new lift will not block the
Suggestion to maintain the existing	view across the Foyers because it is being
floorspace and branding in the new	designed to fit into an existing concrete shaft.
location	The branding for the new shop will be a later
Concern that restored views across the	design detail and will be designed in keeping
Foyers might be blocked by the new lift	with the main Barbican brand. The floorspace
shaft	for the shop is smaller than the current
Requests for more information on these	location over two floors, however it is
proposals	sufficient for the Centre's retail needs and
Comments on the inaccessibility of the	the new location will allow the shop 'spill out'
current shop	into the Foyer if needed. The new shop
·	location will be more accessible as it is on a
	single floor at Level G.

Accessibility:

Summary of feedback	Project response
Proposals for increased accessibility to and	Design for all is one of our design principles
around the Foyers was received positively.	for Renewal and accessibility for older and
The most popular response included	disabled people is a key part of achieving
suggestions for practical improvements,	this. Renewal has already been informed by

such as handrails, wheelchair access, and engaging with visually impaired users to help develop designs. The second most popular response was general support for improvements to the Foyers and Curve Gallery.

specialist support from Arup Inclusive Environments as well as engagement with disabled stakeholders and Centre users. An Access and Inclusion Advisory Group is being established currently (May 2025) to ensure that disabled people's views remain central to the development of the project

Bars and catering:

Summary of feedback **Project response** Some responses expressed concern about Renewal proposes to return the Level G the bars proposals, and requested more 'Circle' bar to its original location towards the information to understand the rationale for back of the Foyer. This space will be designed the changes. This included: to ensure that noise from the bar is not audible in the Hall. This bar will also double Whether there would be noise impacts on as a café facility as it will have the same the Concert Hall from a bar closer to the length of service area as the current Circle Circle doors bar and the Foyer café combined. Concern about the removal of the Level -1 Theatre bar and that drinks will not be Level -1 will continue to be served by the largest main bar opposite the Hall stalls available at that level doors. This will be redesigned to give more Concerns that the current Martini Bar space in the Foyer and to work better for bar might not be retained staff. We propose to remove the Theatre bar Suggestions that existing food and drink at this level to aid visitor flow and allow for establishments should be retained future essential accessibility upgrades to the There was also support expressed for both Theatre back-of-house. The Martini Bar is the bars proposals and catering proposed to remain in its current position on improvements. Level 1 with improvements to the bar itself and nearby seating. The café and restaurants on Level G, 1 and 2 are proposed to remain as catering outlets following a full refurbishment

Sustainability:

Summary of feedback	Project response
Feedback was generally supportive of	Our response to issues raised in relation to
proposals to improve energy efficiency, with	sustainability is in the overall Renewal
one comment that this might not be	section, above.
necessary. There were some concerns raised	The energy upgrades to the building façade
that upgrades to the facades might spoil the	mostly relates to the glazing system and will
original design.	not affect the appearance of the concrete or
	tiling. These are of great heritage value and
	will be carefully preserved and restored.

and refit.

Box office:

Summary of feedback	Project response
Several comments expressed uncertainty	Since the first consultation we have been
around the removal of a physical Box Office	working on a new welcome, information and
and its impact on ticket sales and wayfinding.	box office facility for Level G. This will be
	located near the main lifts so that it is central

in the Foyers and visible from all main
entrance routes. Images accompanying the
second consultation show an indicative form,
but do not represent a final design.

Visitor experience:

Summary of feedback	Project response
A small number of responses raised	Our overall response to issues raised in
concerns about the visitor experience	relation to visitor experience is in the overall
created by the proposals for the Foyers and	Renewal section, above.
whether the spaces would be sufficiently	It is our intention that the Foyers will be
hospitable and vibrant for people to want to	better set up to serve a wide range of uses for
use them outside of performance times.	different times of day, audiences and needs.
These raised issues such as the need for	This includes zoning of different areas, much
them to be attractive and comfortable with	improved and more seating, bringing art and
more seating and ensuring that concessions	performance into the public areas more often
and facilities are open as much as possible.	and ensuring that the architecture is
	presented at its best.

Resident concerns:

Summary of feedback	Project response
Several comments queried whether	These concerns have been noted and as
proposals would impact residents,	summarised in the overall Renewal section,
specifically focussing on noise escape,	above, we will continue to work closely with
soundproofing and potential for light	residents' representative groups as plans
pollution.	develop. Our updated images available with
	the new consultation show how the lighting
	has been designed to sensitively downlight,
	picking out key routes and entrances, without
	causing light pollution.

Prayer room:

Summary of feedback	Project response
A very small number of people commented	We are working on becoming a more diverse
on proposals for the Prayer Room with an	and inclusive organisation where all
even mix of feedback in favour of this change	audiences feel welcome. Our existing prayer
and opposing it, on the grounds that the	and quiet room is on Level 2 in an area of the
Centre is not a religious building.	Centre that many visitors will not readily
	come across. We feel that providing these
	facilities within easy reach of the main Foyer
	at Level G will make for a more inclusive
	experience reflective of London's diversity.

Miscellaneous comments and suggestions:

Summary of feedback	Project response
Small numbers of other comments and	Our proposed changes to the Foyers will
suggestions were made for different aspects	mean changing how some of our existing
of the Foyers. These covered the following	events and performances take place. With
topics:	the current Fountain Room being converted
	into the new location for the shop, quiet and

- Concerns about the future provision of performance and event spaces, including retaining spaces for different functions, with improved sectioning for commercial events in the Foyers
- Concerns that the proposals might create crowding around the Freestage or Concert Hall.
- Suggestions for improved facilities including more cloakrooms and water fountains
- Mixed opinions on the carpet, with some suggestions for alternative flooring and some wanting to keep or replace the carpet

prayer room and additional toilets, we are looking to create alternative spaces for private and public events, including upgrading the Stalls Lounge and bringing the current lower level of the shop back into use as an event space. Our plan for Foyers performance is that these will move to Level -1, with new dedicated facilities. The Free Stage at Level G is not proposed to be part of the Foyers in future. We will be carefully designing the new café/bar on Level G to ensure a good flow around the Hall doors. We do not propose to add additional cloakrooms, but will be upgrading those at Level -1 (which will be easier to access via the new Foyer lift) and Level 3. We do not currently have proposals for more water fountains but will consider this in detailed design.

We are proposing to retain carpet as the flooring in the Foyers where it exists currently and will be replacing it with a new design.

Out of scope:

Summary of feedback	Project response
A number of responses made comments and	The response to these issues has been
suggestions for changes which are out of	summarised in the section on Renewal
scope for Phase 1 of Barbican Renewal.	overall, above.

Lakeside: consultation findings and updates

Consultation support for the Lakeside proposals was very strong, with 91% agreeing or strongly agreeing with what was presented.

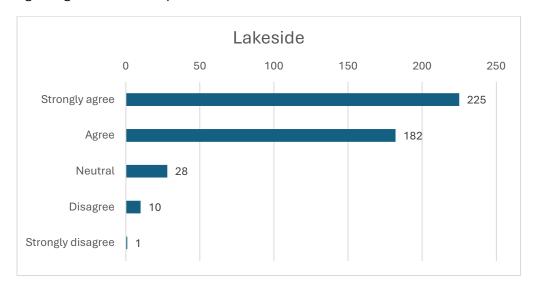


Figure 5: chart of responses to the Lakeside project

The written feedback also reflected this positive response, alongside issues raised across a wide range of topics. The following information summarises all feedback as well giving responses and updates from the project team.

General support:

Summary of feedback

In line with the quantitative feedback, the most common response was general support for the Lakeside proposals, especially to preserve, repair and restore its original character and for access improvements. A small number of comments suggested that further or more ambitious improvements should be undertaken (these were not specified).

One suggestion was made to additionally preserve and restore the original curved and domed glass feature stairwell.

There were supportive comments in relation to improving access to the Lakeside including opening up the balconies. There was also support for the waterproofing plans along with a suggestion to harvest rainwater for other purposes.

Project response

The general support has been noted. The Lakeside is one of the most sensitive areas in terms of the architectural heritage and Grade II listing. Our approach is to restore it to its best condition, maintaining the original features as much as possible which making some sensitive changes such as the shading to reduce heat gain in the cafe and restaurants and installing doors that are closer to the original design. This includes restoration of the feature stairwell. We intend to have planting on the balconies in future and we do expect to be able to provide some level of public access to them, while being mindful of their proximity to neighbouring residences.

Suggestions in relation to design and character:

Summary of foodback	Droject response
Summary of feedback	Project response

Some individual responses made suggestions in relation to design and character of the space. These covered removal of the white tiled facades on aesthetic grounds; suggestion of donating materials removed from the Lakeside for reuse in other projects; and criticism of recent additions to the area including pop-up catering outlets and furniture.

As noted above, the Lakeside is of great architectural value, including the vertical white tiles which will be fully restored in Renewal. We will seek to reuse materials as much as possible in the construction and will are implementing ambitious targets and making detailed plans for this with our sustainability consultants and design team. These will be further developed with our project management and construction suppliers as the projects advance. Pop-up catering is not within the scope of the Renewal programme and information on furniture is covered, below.

Seating and furniture:

Summary of feedback **Project response** There was strong support expressed for As with the Foyers, the Renewal programme seating and furniture improvements, for Lakeside will include significant especially where these will restore or improvements to seating, with more places enhance the original character of the to sit and better and more flexible furniture Lakeside. Some respondents requested more for a range of needs and uses. The detailed information on seating improvements and design of this is for a later stage of the proposed designs. Suggestions were made project, so no further details are available for seating improvements including more currently. accessible and comfortable furniture, more shading and flexible seating areas.

Design, artwork and activation summary:

Summary of feedback

Some comments made suggestions around additions to the Lakeside such as:

- Suggestions for public art on the Terrace
- A concern was raised about the drawing of an art installation in the first consultation
- Ensuring that additions are in keeping with the overall design
- Suggestions to add temporary performance spaces and have more events
- Suggestions to design more for families and children.

Project response

The Centre has a long history of presenting public artworks including in the outside spaces such as the Lakeside Terrace and Sculpture Court. The image in the first consultation was indicative of art being part of the Lakeside and should not be taken as representative of something that will be installed. As noted above, we are very aware of the architectural and heritage sensitivity of this space and will be making design decisions accordingly. We are not proposing to include performance spaces as part of Renewal but that does not preclude the Lakeside being used creatively in future subject to activities being appropriate for a residential area. The space is very popular with families and children and we are confident it will be even more so after Renewal, with the facilities and fountains looking and working at their best.

Shading:

Summary of feedback **Project response** A variety of comments were made about the Our design for the shading has developed proposal to introduce shading outside the since January and we are now proposing a Level G café. These included: lighter-touch awning design. This will be less General support for the proposals intrusive while achieving the same aims of shading the seating area and reducing heat Suggestions for the shading being gain inside the building. Images of this new weather resistant (including rain) and to design are available as part of the public reduce the noise for residents living consultation from 19 May to 2 June at above the terrace barbican.org.uk/renewal. Concerns about whether the shading would block natural light into the café and whether it might block views and sightlines both from outside and inside A concern that shading should not only be provided for paying customers of the café but for other Lakeside users also

Planting and wildlife:

Summary of feedback	Project response
Support was expressed for the proposed	The support and comments have been noted.
planting improvements including planting by	Planting design for the external areas are
the Lakeside and on the balconies.	being developed with the intention to
In addition, a number of comments called for	increase the amount of planting at both lake
more planting across the Lakeside and the	and balcony level and for the design to be in
balconies above it. This included suggestions	keeping with the eco-Brutalism of the
to increase the number of plants and trees,	Conservatory. Planting will be designed to
denser planting to act as shade or	support biodiversity and the wildlife of the
windbreaks, planting to echo the	Estate.
Conservatory and planting that supports	
increased biodiversity.	
Some comments focussed on wildlife and	
improvements to the Lakeside that provide	
greater protection and support to ducks,	
moorhens and other birds, although a	
number of respondents wrote about pigeons	
contributing negatively to their experience of	
Lakeside.	

Doors:

Summary of feedback	Project response
There was a small volume of mixed of	Please see our response in the Foyers
feedback in relation to the proposal for the	section, above.
doors between Lakeside and the Foyers.	
Some respondents expressed support for the	
plans. Others had some concerns about	
having a single line of automatic doors and	
potential for noise to escape, impacting	
residents, and reduced thermal	
performance. A small number of people	

expressed support for the design of the	
existing doors.	

Fountains:

Summary of feedback Project response A variety of suggestions were made for Renewal will bring the fountains back to their improving and upgrading the fountains, best with a full restoration of the brickwork and the fountain mechanisms and pumps, including: Support for retaining seating around the which also control the other water features in fountains and sensitive restoration of the the lake. The external design will stay the same, including the brickwork and seating original design areas. Lakeside lighting improvements will • Regular maintenance of the fountains to enhance these key features. Timings of the keep them in good working order fountains are agreed with local stakeholders • The need for the other lake water features including the Barbican Association and the to work reliably City of London School for Girls. One resident comment did not support the fountains due to the white noise they create and suggested replacing them with a different feature

Catering:

Summary of feedback	Project response
A number of responses focussed on the	Renewal will include a full refurbishment of
catering offer both on Lakeside and in the	the café and restaurant spaces at all levels,
ground floor café (Barbican Kitchen). These	with the initial scope of works to focus on
covered the following topics:	building fabric and infrastructure
Suggestions for increasing the amount of	improvements.
outdoor catering on Lakeside	We do not yet have designs for the interiors of
Improving the internal layout of the café	the spaces as this will need to be undertaken
Reducing noise levels in the café	with the companies who will run the future
 Improving the standard of food in the 	catering outlets. We expect that the upgrade
catering outlets in general	will happen in 2027 with the facilities
Support for improving the glazing of the	reopening in 2028. We are not proposing
catering spaces to better manage	more outdoor catering as part of Renewal.
temperature and noise escaping	

Windowsills:

Summary of feedback	Project response
The proposed lowering of the windowsills in	The consultation in May/June 2025 includes
the ground floor café to improve accessibility	images of the ground floor cafe with the
and open up the view across the Lake	windowsill lowered, which will open up the
received several comments.	view across to the lake for people seated,
Some of these were supportive, some	including wheelchair users. We believe this is
queried the rationale for this change, some	a very worthwhile change that can be made
were concerned with the heritage impact on	sensitively with minimal heritage impact on
the façade, and some queried whether the	the façade. The design of outside seating is
outside seating might block the view.	for a later stage, however we have noted the
	concern about this blocking the view and will
	take this into account.

Impacts on residents:

Summary of feedback	Project response
A number of responses to the consultation	Please see the response to these concerns in
were from residents and their representative	the section on Renewal overall, above,
groups and focused on the potential impact	including our commitment to work closely
of the works and future operations on	with local stakeholders and residents to
residential amenity and avoiding nuisance.	mitigate these concerns.
This included:	
Potential construction impacts such as	
noise, dust and construction traffic	
The closure of the terrace for works	
Future operational impacts such as	
lighting and light pollution, noise and	
soundproofing and glazing of spaces to	
avoid sound leakage.	

Lighting:

Summary of feedback	Project response
Comments in relation to lighting	Lakeside lighting will be sensitively designed,
improvements included general support,	recreating or taking inspiration from original
concern about avoiding light pollution (and	fittings while reducing light pollution and
its impact both on local residents and on	ensuring light is directed downwards. We will
wildlife), that the lighting should be softer	focus on lighting key routes and edges of the
and that water features could be better lit.	Barbican Centre building to help with visitor
	egress and highlighting the lake while leaving
	other areas in darkness. See accompanying
	images for details of the proposed design.

Lakeside maintenance:

Summary of feedback	Project response
A number of comments were made in	A full-scale Renewal of the Lakeside will bring
relation to the ongoing maintenance and	benefits in terms of maintenance in that
management of the space. These included	infrastructure and systems will be replaced
the need to clean and dredge the lake itself	and upgraded (for example the drainage,
as well as plans to deal with litter and	electrics, lighting and pumps for the
rubbish from visitors to Lakeside and avoid	fountains) which will make them more
rubbish accumulating in the lake or planted	reliable and better performing. Ongoing
areas.	maintenance will be necessary to keep them
	in good condition. We will continue to
	manage litter and other ongoing problems on
	a day-to-day basis.

Unsupportive comments:

Summary of feedback	Project response
A small number of comments were	We have noted these objections however
unsupportive in general, suggesting that the	they should be seen in the context of very
proposals are unnecessary, not a priority or	strong support for the proposals as well as
fail to address the current or future visitor	the clear need to undertake essential works
experience.	such as waterproofing and replacement of
	failed paving, glazing and drainage systems.

Out of scope:

Summary of feedback	Project response
A number of responses referred to ideas	Responses in relation to these out of scope
which are out of the scope of the current	suggestions are covered under the Renewal
phase of works or Renewal overall, including:	section of the report, above.
Improvements to Beech Street and the	
Silk Street entrance	
Concerns about neighbouring	
developments	
Creating a new step-free route to	
Lakeside that avoids Silk Street and the	
internal Foyer bridge	
Refurbishment of Defoe Place	
Suggestion of a north-south bridge across	
the lake at ground level	
Signage across the Barbican Estate for	
wayfinding	

Conservatory: consultation findings and updates

Consultation support for the Conservatory proposals was very strong, with 89% agreeing or strongly agreeing with what was presented.

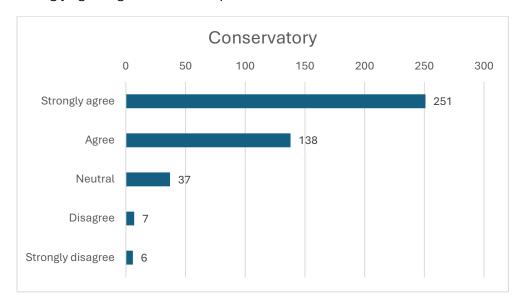


Figure 6: chart of responses to the Conservatory project

The written feedback also reflected this positive response, alongside issues raised across a variety of topics. The following information summarises all feedback as well giving responses and updates from the project team.

General support:

Summary of feedback	Project response
In line with the quantitative feedback the	The feedback is noted.
most common response showed general	
support for the Conservatory proposals.	

Public access:

Summary of feedback	Project response
The second most common area of feedback	There is a very compelling case for increasing
was in relation to increased public access.	public access to the Conservatory which is
Overall there was strong support for opening	generally open to the public only one or two
up the Conservatory to daily public access,	days each week. We intend to increase this to
which included some criticism of the current	allow access to the main Conservatory on a
limited access. In addition, several specific	close-to-daily basis, with private events still
comments, suggestions and concerns were	able to take place in the neighbouring Garden
raised, as follows:	Room and the Conservatory Terrace, which
Respondents asked for more information	will be newly glazed in as a separate space.
on access to the balconies, detail on	Details of opening hours and booking system
proposed opening times and proposals	are not yet available; our proposal for this will
for event hire	form part of a draft Venue Management Plan
There were suggestions for improvements	in the forthcoming planning application.
to the booking system, charging an	
entrance fee, continuing to facilitate	
	

- hiring of event spaces and opening the outdoor balconies to the public
- A small number of comments raised a concern that public access proposals would detract from the original character and visitor experience of the Conservatory

The plans for a new stair and lift adjoining the fly tower will enable public access to the balconies at different levels.

We do not envisage charging entry for the Conservatory, with the intention to open it as a free space in the heart of the City.

Preserve, repair and restore design and character:

Summary of feedback

A number of comments expressed support specifically for improvements that preserve, repair and restore the original character of the Conservatory, focussing on its architectural importance and Brutalist design.

There were a small number of suggestions in relation to this including the need to improve ongoing maintenance and to reuse existing materials wherever possible.

A small number of individual comments made suggestions in relation to the design of the Conservatory including creating internal views of the plant room, creating focal point features amongst the planting and increasing the size of the structure.

Project response

The Conservatory is unique and of very high heritage value, particularly in respect of the bespoke steel structure and the style of the paths and planter beds. These features will be carefully preserved and reflected in the new design, while making changes that open up the space to all. Throughout Renewal we intend to reuse materials as much as possible, for example reusing some of the glass panels to create a new glass house for propagation in the external 'triangle' space. We are implementing ambitious targets and making detailed plans for material reuse this with our sustainability consultants and design team. These will be further developed with our project management and construction suppliers as the projects advance.

In general we will not be able to enlarge the structure, although we are proposing a small adjustment to the façade on the Silk Street side to enable a new circular route around the fly tower.

Accessibility:

Summary of feedback

There were numerous comments in general support of accessibility improvements to the Conservatory. Some specific suggestions were also made including using automatic doors, facilitating wheelchair and buggy access, removing trip hazards and having step-free and wider paths.

Some respondents wanted to know that access improvements would be achievable while retaining existing features such as spiral staircases, small spaces, walkways and winding paths.

A very small number of comments were sceptical about access improvements including whether they are necessary and

Project response

Accessibility is at the heart of the Conservatory proposals with plans to ensure the space is 100% accessible for people who need to avoid steps and stairs, up from 30% currently. The space will be designed with more generous paths to enable people to get around while respecting the heritage of a more formal layout on the west side and more informal and flowing design on the east side. Images accompanying the May/June 2025 consultation are available at barbican.org.uk/renewal, including a view of the new lift and stair to enable access to the fly tower balconies.

whether the lift design would detract from the	
space.	

Planting:

Summary of feedback **Project response** A number of comments expressed support The accompanying images help to visualise for the planting proposals, including what the new planting design will look like improved planting conditions and planters, within five years of opening, with different the eco-Brutalist design principles and the zones for temperate subtropical, temperate new back-of-house area for the gardening dry and arid planting. We propose to retain team. the Arid House as a propagation space for There were also some suggestions made arid plants which will then be moved into the including introducing seasonal planting, main Conservatory. It will also be used as a retaining the Arid House, facilitating plant learning space on occasion. The existing sales and urban farming and introducing plants have undergone an extensive audit to more interpretation and information about understand species and condition. Between the plant collection. 1/3 and 1/2 of the plants are in poor A small number of responses raised condition with pests and disease and cannot concerns about the loss of existing plants be re-used. A sustainable strategy for the when the Conservatory is upgraded. current plant collection is being developed, considering which plants might be suitable

for reuse, rehoming, or propagation.

Impacts on residents:

Summary of feedback	Project response
Local residents and stakeholders raised	Visitor numbers are expected to increase
some concerns in relation to noise and	with the new Conservatory reopened to the
disturbance during the construction period	public daily. We are preparing a Venue
and in the future operation of the site.	Management Plan for the space to make sure
This included concerns about the plan to	it is effectively managed. We will consult on
increase visitor numbers and private events,	this plan as the project develops in advance
potential for noise from the new Sculpture	of the renewed Conservatory opening in
Court entrance, the impact of the smoking	2030.
area in the Sculpture Court.	The event spaces will continue to be used as
	they are now to host private events, with
	design improvements significantly reducing
	noise spill outside due to the new glazed
	containment. Lighting is being designed to
	improve performance and minimise
	pollution, lighting the interiors sensitively
	without disturbing neighbours.

New water feature:

Summary of feedback	Project response
There was interest in the location and design	The accompanying images show the
of the proposed new water feature which is	proposed location and design of the new
being moved into the heart of the	water feature in more detail. It is designed as
Conservatory and away from the north corner	a reflecting pool with seating around,
where the main pond is currently. Some	encouraging people to dwell in this space.
respondents also expressed interest in the	The new location will be much more suited

future of the fish which live in this pond, and
the terrapins in a separate smaller pond.

for growing aquatic plants. The Conservatory is not suitable for keeping fish and reptiles and these will be rehomed during Renewal.

Visitor experience:

Summary of feedback	Project response
Some suggestions were made in relation to	The future activation of the spaces is very
the future visitor experience, including	much informing the architectural design. This
education sessions, artwork and	will include programming of education, art
performances, information boards, gardening	and performance that respond to the
and plant care advice and ensuring that the	Conservatory's unique environment. We are
space remains tranquil with potential for	looking into how best to interpret the space
different sessions for people who want to	and planting for visitors and decisions on this
experience it in different ways.	will be taken at a later stage. We envisage the
	Conservatory as a space for different uses at
	different times, including quiet
	contemplation, exploration, gatherings and
	events.

Opposition:

Summary of feedback	Project response
A very small number of comments were in	These comments should be seen in the
general opposition to the proposals on the	context of the high level of overall support for
basis that they are unnecessary, that other	the proposals. The case for Renewal of the
areas should be prioritised for Renewal or	Conservatory is clear on several grounds,
that the use of Conservatory should change	including the failing glazing, water leakage
altogether (including a suggestion for it to	into the theatre block below, the very limited
become a visual arts venue).	accessibility and public access. More details
	on the case for Renewal are available as part
	of the January/February 2025 consultation
	materials at barbican.org.uk/renewal.

Next steps

In the period since the consultation closed the Renewal project and design teams have been continuing to work on plans, which are informed by the consultation feedback. In light of the very positive response to consultation and ongoing work with key stakeholders, we are proceeding with most of the designs as set out in the consultation, however there have been some design updates as summarised in the project responses, above.

Updated designs are being presented in a further round of consultation from 19 May to 2 June 2025. This presents progress made since the first consultation round as well new images to help visualise the proposals. The consultation material is available to view at barbican.org.uk/renewal.

This second consultation will be analysed ahead of submissions for planning and listed building consent, expected later in summer 2025. A further report of all consultation and engagement activity, the Statement of Community Involvement, will be published as part of the planning documents. The City of London will then run a statutory consultation on the applications for a period of three months before decisions are made.

Appendix: consultation publicity

The consultation was widely promoted to local residents, stakeholders and Centre audiences.

Digital channels included emails to key contacts, e-newsletters from the Barbican Centre to its audience mailing lists and e-newsletters from the City of London and Culture Mile BID to their contacts.

Offline promotion included a letter-drop to over 7,000 residents and businesses around the Barbican Centre, including the Barbican Estate, Golden Lane, Little Britain and communities in south Islington. Examples of publicity are included below.

Barbican Estate residents

Barbican Estate bulletin, printed letters

To inform residents of the consultation, content was included in the Barbican Estate's weekly bulletin each week, from Friday 24 January to Friday 14 February.



Figure 7: example Barbican Estate Bulletin email



Figure 8: red line shows the distribution area of the letter drop

Residents also received a printed letter, hand-delivered by the Barbican Estate Office. This featured the webinar informing the public of the consultation proposals (which took place on Thursday 30 January), as well as highlighting an in-person event dedicated to Estate residents (Thursday 6 February).

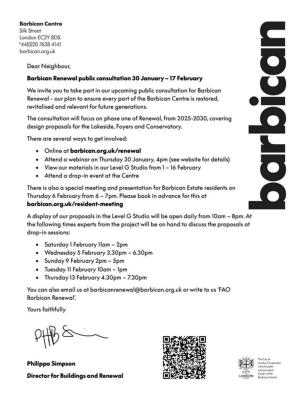


Figure 9: example of printed letter to residents

Wider local audience - communities

Golden Lane bulletin, City of London consultation webpage, leaflets, posters

Activities to reach a wider local audience included the consultation appearing as a section on the City of London Corporation's consultation website throughout the period.

Additionally, shortform content was included in the Golden Lane Estate's monthly newsletter.

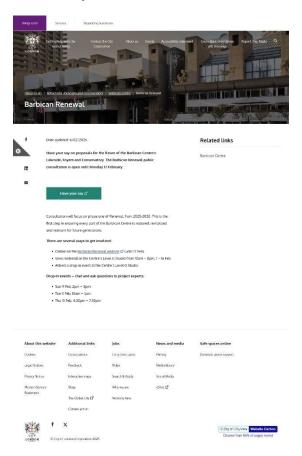


Figure 10: the consultation on the City of London website

Around 9,000 leaflets were distributed to local organisations by Culture Calling. These included community spaces in Farringdon and the City, as well as community centres in Shoreditch and Hoxton. 50 posters were placed in shopfronts and windows of local businesses in the City and Farringdon.



Figure 11: examples of the poster and leaflets



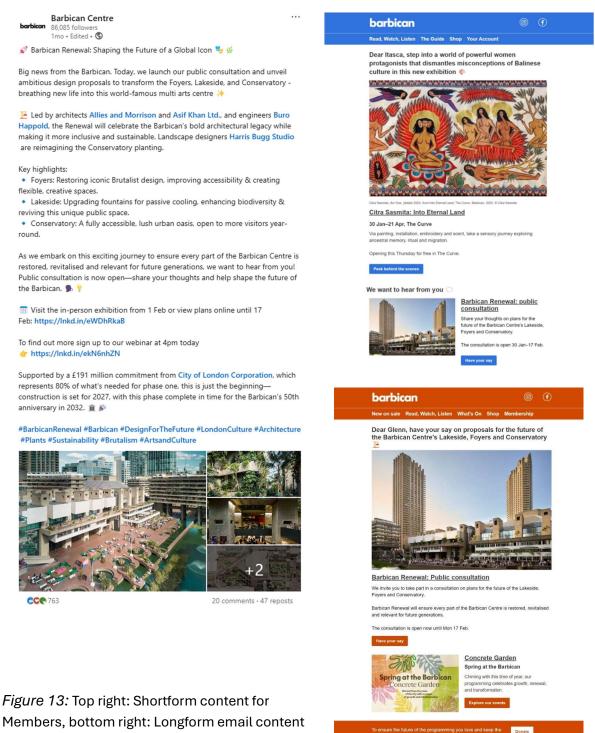
Figure 12: publicity distributed in local shops, cafes and restaurants

General audience - Centre audiences and wider public

Newsletters, emails

To target the Centre's national audience, the consultation was advertised on the Barbican Centre's LinkedIn platform.

Several newsletters were sent to different segmented audiences. A solus (dedicated) newsletter was distributed to on Tuesday 31 January. Separately, shortform content was included in both the Barbican's cross-arts weekly Thursday newsletter, as well as the Members' Wednesday newsletter.



Members, bottom right: Longform email content left: LinkedIn post

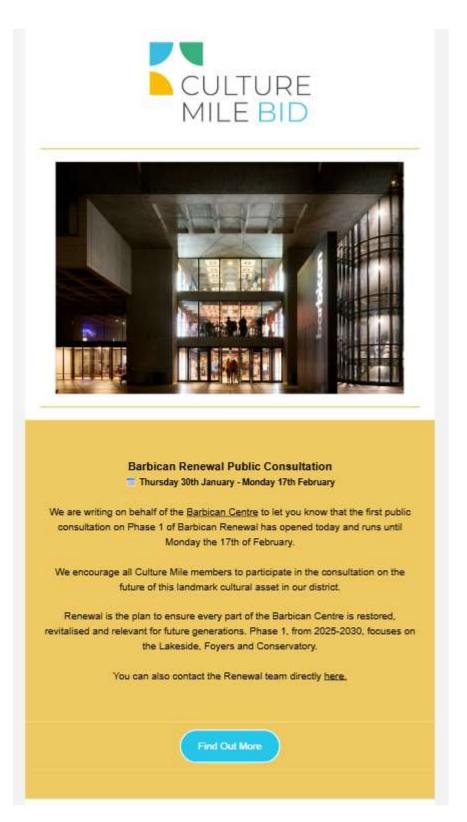


Figure 14: email sent by Culture Mile BID to local business stakeholders