

# Transforming Neighbourhood Services

## West Area Engagement

Findings of the focus groups and public consultation  
As at 16<sup>th</sup> May 2014

*Prepared by:*

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- *Research and Intelligence*



*This report provides a summary of the findings of the focus groups and public consultation.*

*It includes information about:*

- The issues and options under consideration;*
- The consultation method;*
- The public response and views expressed;*
- The proposals made in light of what was learnt.*

## **EXECUTIVE SUMMARY**

This report summarises the outcomes of the focus groups and public consultation in order to develop proposals for the reorganisation and consolidation of building stock in the West area of the city, being managed as part of the Transforming Neighbourhood Services (TNS) Programme.

A copy of the consultation form used for the exercise is included at the end of this document.

This period of engagement is part of a longer period of such activity as follows:

- An initial engagement exercise was carried out between April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services
- Focussed engagement with residents and service users in the West area of the city to help develop draft proposals for the transformation of the area **(subject of this report)**
- Draft proposals will then be developed based on the evidence received along with factual information collected from the relevant services and information around future usage from service providers and funders.
- A further period of consultation following completion of draft proposals will be held prior to any decisions being made

The engagement period ran from 31<sup>st</sup> March 2014 until 16<sup>th</sup> May 2014 and was carried out in two main parts:

- A series of focus group meetings based on locality and age group
- A form available in various locations across the area and online for people to provide individual responses and comments

In general responses and comments received were all supportive of the buildings that each individual used, however, a general agreement is apparent that the services provided are more important to people than the buildings from which they are currently provided.

A total of 59 people attended the focus groups and a separate session was held with the representatives of the Young People's Council, for which c. 25 people attended.

The main messages drawn from the focus groups are that:

- There was a general agreement with all of the groups that the services provided were more important than particular buildings
- Significant support for the retention of the library buildings in the area

A total of 466 completed form responses were received and people were asked to identify which buildings they used and the reasons for it. The main reasons stated were:

- Ease of access, including long opening hours
- Friendliness of staff
- Convenience of location
- Good facilities and / or good accessible book stock
- Range of activities available

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- Free internet access

People were also asked for ideas in terms of reorganising the services in the area in order to save money. The suggestions drawn from these responses are summarised as follows:

- Amalgamate services into fewer buildings, based on location and proximity of other sites
  - Transfer the ownership of the buildings to community groups
  - Better advertising to increase usage and income
  - Increase room hire charges and other charges
  - Enable rooms to be hired for private events
  - Ask for voluntary contributions from users of the sites
-

## **BACKGROUND**

### **Transforming Neighbourhood Services – West Area**

The TNS programme aims to identify different ways of organising how services are delivered within the neighbourhoods of the city of Leicester, with a view to reducing the costs of delivery by around 30% while maintaining the quality of our services.

The programme has identified an approach through which the city is divided into 6 geographical areas and these are explored in turn to identify ways to transform services through opportunities to co-locate services and make better use of the assets available.

The scope of the programme covers four service areas:

- Community Services
- Libraries
- Adult Skills & Learning
- Neighbourhood based customer services

It is recognised that other council services deliver services in neighbourhoods and although these are not in scope directly (i.e. Housing, Children's Services etc.), they have been involved in the development of this model where they form a part of the future delivery, for example, by sharing locations.

The scope of the West area includes the following buildings:

- Braunstone Oak Community Centre
  - Brite Centre
  - Cort Crescent Community Centre
  - Fosse Centre
  - Manor House Community Centre
  - Newfoundpool Community Centre
  - West End Neighbourhood Centre
  - Winstanley Centre
  - Westcotes Library
  - Braunstone Grove Youth Centre
  - Woodgate Resources Centre
-

## **CONSULTATION METHOD**

### **Objectives and techniques**

This consultation builds upon previous development and engagement work undertaken for the TNS programme with the goal to develop a model for the West area of the city. Overall, the following activities are planned and have taken place:

- Data collection exercise to identify the buildings in scope, costs associated, services provided (both internally and commissioned through voluntary sector organisations), usage statistics, historical information
- An initial engagement exercise was carried out between April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services
- A more in-depth and focussed engagement process carried out between 31<sup>st</sup> March 2014 and 16<sup>th</sup> May 2014 to collect suggestions and comments from service users and residents (**subject of this report**)
- Analysis of the data collected and the responses received through the engagement exercises to construct a draft model, which will be presented to the City Mayor and Executive in June 2014.
- Consultation on the draft model following this

Details of the previous engagements between April – July and September and October 2013 have been previously reported. The main outcomes of these previous exercises were:

- Good support for the principle of prioritising services over buildings
- Strong support for the co-location of services, providing busy places from which multiple services can be accessed
- Support for the retention and improvement of Southfields Library

The engagement period ran from 31<sup>st</sup> March 2014 until 16<sup>th</sup> May 2014 in two parts:

- A series of focus group meetings based on locality and age group
- A form available in various locations across the area and online for people to provide individual responses and comments

The details of the meetings held are as follows:

- Stakeholder meeting, Braunstone Leisure Centre, 31<sup>st</sup> March 2014
- Focus Group Sessions, Fosse Community Centre, 28<sup>th</sup> April 2014
- Focus Group Sessions, The BRITE Centre, 29<sup>th</sup> April 2014
- Focus Group Sessions, Manor House Community Centre, 30<sup>th</sup> April 2014

Alongside this a number of informal meetings have taken place with individual stakeholders and groups to discuss the proposals.

A leaflet containing details of the proposals and a ‘tear-off’ response form was used to gather opinions on the proposals. These were widely distributed in the area, and a total of 2,000 leaflets were circulated.

The form was also available on-line to receive comments from 31<sup>st</sup> March 2014 to 16<sup>th</sup> May 2014.

## **PUBLIC RESPONSE AND VIEWS EXPRESSED**

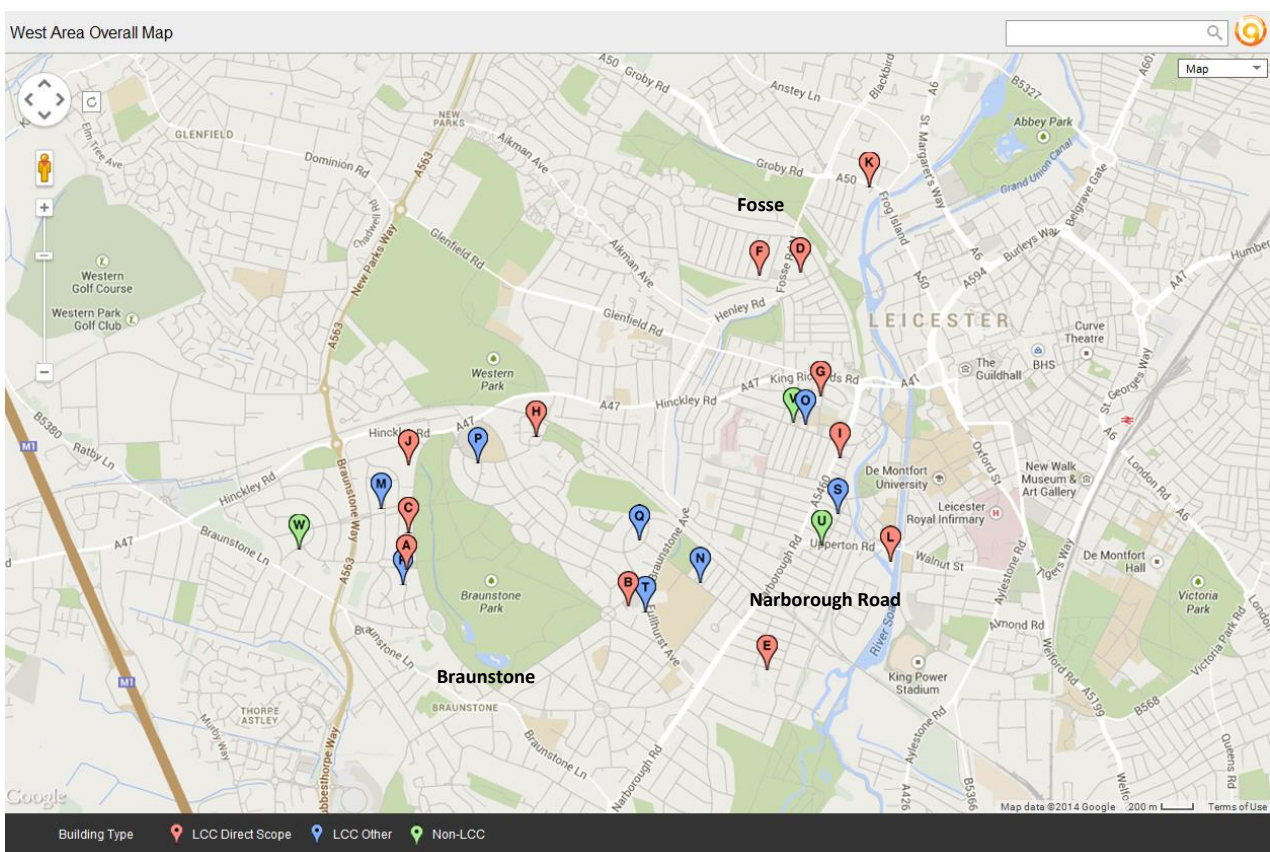
### **Focus Groups**

One of the lessons learned from the engagement exercise in the South area of the city was that the engagement method used, a series of public drop-in sessions, proved to be very resource intensive. A different approach has therefore been taken for the West area engagement through the use of focus groups.

The focus groups have been identified based on where people live and how old they are. Three separate age ranges were identified:

- Children and younger people
- Working age people
- Older people

The West area of the city can be subdivided into three smaller geographic areas. The following map shows these subdivisions, which have been labelled as Braunstone, Narborough Road and Fosse



A total of nine focus groups were set up, one for each age group in each geographical area.

Due to difficulties in attracting younger people to focus groups, a separate meeting was held with the Young People's Council representatives. This was not a focus group as such as the meeting was held with representatives from all areas but it provided very useful input. However it led to an agreement that the Young People's Council will be involved in future TNS engagements.

People volunteered to be part of the focus groups.

Meetings were held, in a workshop format, for each of the focus groups in order to get opinions, based on responses to the following questions:

- Which centres do you use and why? Which centres do you not use and why?
- Would you use another centre if yours closed and why?
- What are your key concerns for the services in your area?

## **Focus Group Views and Comments**

### **General Queries and Views**

- There was a general agreement with all of the groups that the services provided were more important than particular buildings
- People attending the groups were protective of the sites that they currently use, but there was a general acceptance that locality based services are more important than particular buildings
- Older people are resistant to relocating the services if their favourite centre was to close
- Younger people would be happy to relocate to a different building to access services
- Significant support for Libraries and the functions they perform and likewise the activities in community centres are important for local areas.

### **The BRITE Centre (29<sup>th</sup> April 2014)**

#### **Older People**

- Access and parking (particularly for people with disabilities) is a key issue for this group
- Support for the use of the BRITE centre as a multi-service centre
- General support for each of the buildings that the members of the group currently use
- Support for the continued use of buildings for the benefit of young people

#### **Young People**

- View that combining services into fewer buildings, and therefore allowing longer opening hours is a positive step
- Support for the use of the BRITE centre and the Braunstone Grove Centre and their potential to be used to deliver more services
- General support for each of the buildings that the individual members of group currently use
- Interest in community groups taking over the running of buildings

#### **Working Age People**

- Interest in taking over the running of buildings by an existing group whose sessions are becoming over-subscribed. Of particular interest was the Cort Crescent Community Centre.
- Interest in the purchase of existing buildings
- A number of attendees were members of a church group who would be willing to move their provision should their current location be no longer available

### **Manor House (30<sup>th</sup> April 2014)**

There was not a group for Young People on this date. This was held separately with representatives of the Young People's Council. Comments arising from this meeting are included later in this document.

#### **Older People**

- Ask for membership fees or donations from users of sites in order to generate income
- Good support for Westcotes Library from all members of the focus group
- Suggestions for increasing usage at existing sites such as enabling public access to the computer



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room at the BRITE centre when not in use, and out of hours access to classroom at Westcotes Library

- Need to increase advertising about what is going on at the centres
- Suggestions made in terms of altering use of assets to create more income for example converting parts of Westcotes library to leased as flats whilst maintaining library downstairs.

**Working Age People**

- Improving promotion/ information on services at the sites
- More needs to be done in community centres to make them into a community hub i.e. more activities
- If buildings were to close and services move to different locations, people would be willing to relocate to continue to use services
- Need at least one community centre in each area and keep the libraries open. It is possible to merge community centres together and there are ways to facilitate better use of buildings
- Solution needs to be so that services complement each other and are not in competition or duplication

**Fosse Centre (28<sup>th</sup> April 2014)**

Please note that there was not a group for Young People on this date. This was held separately with representative of the Young People's Council. Comments arising from this meeting are included later in this document.

**Older People (8 attendees)**

- General view that Fosse was a good choice to relocate services to in the area should existing sites close. However, individuals would not necessarily attend a different centre should the one they use close.
- Approval for investigating increased usage of Fosse Centre, with a potential to invest in the building to improve access
- Better use of publicity to advertise what is going on at the centres

**Working Age People (4 attendees)**

- Agreement from all that they would use another centre if necessary
- Strong support for increased use of Fosse centre as a multi-service site with recognition that improvements should be made to the building, for example the lift
- Support for forming a community group that could assist in the running of buildings (in particular the Fosse centre)
- Need to improve community engagement and work more with schools eg to promote activities via book bags.

**Evaluation of Focus Groups**

Attendees of the focus groups were asked to complete an evaluation form about the focus group. The key points made were:

- All attendees indicated they found the groups useful and appreciated the openness, transparency and willingness to listen to and answer questions from the community
- Some comments received indicated that larger groups would be better to gain more opinions and in some cases more notice of events and improved communication was required
- All but one attendee indicated that the groups were a positive experience. The other attendee was undecided noting “it's the same people that are always involved”



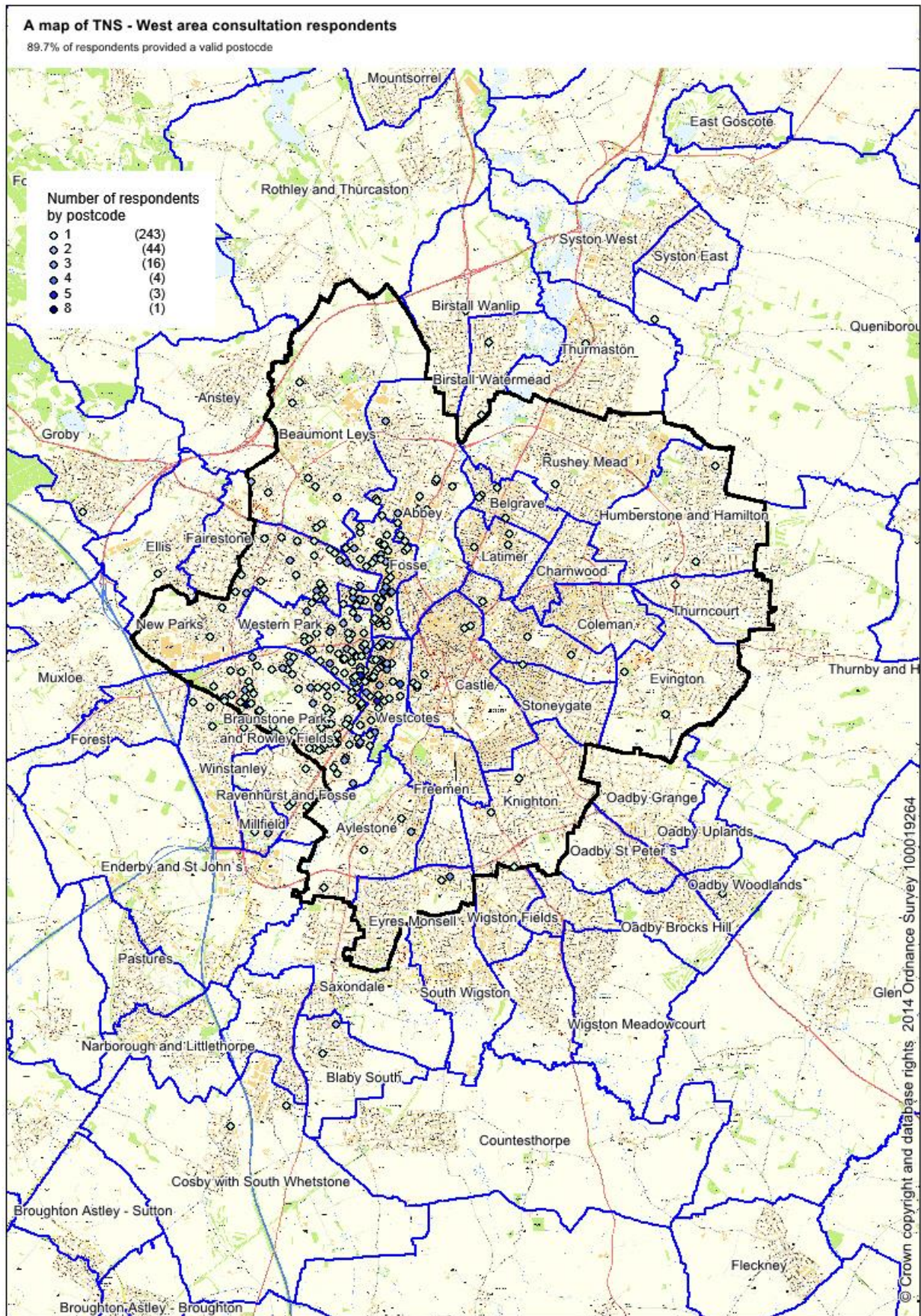
## Written and Online Comments and Responses

In total 466 responses were received up until the closing date of the consultation.

The following table shows a breakdown of the wards in which respondents live:

Ward	Neighbourhood	Number of respondents	Ward	Neighbourhood	Number of respondents
Braunstone Park & Rowley Fields	West	103	Evington	East	2
Fosse	West	70	Humberstone and Hamilton	North East	2
Western Park	West	64	Rushey Mead	North East	2
Westcotes	West	55	Cosby with South Whetsone	Not within City boundary	2
New Parks	West	32	Birstall Watermead	Not within city boundary	2
Abbey	North West	16	Charnwood	North West	1
Beaumont Leys	North West	11	Stoneygate	East	1
Castle	Central	6	Thurncourt	East	1
Aylestone	South	5	Ellis	Not within city boundary	1
Ravenhurst and Fosse	Not within city boundary	5	Fairestone	Not within city boundary	1
Belgrave	North East	5	Stanton and Flamville	Not within city boundary	1
Eyres Monsell	South	4	Birstall Wanlip	Not within city boundary	1
Millfield	Not within City boundary	4	Queninborough	Not within city boundary	1
Winstanley	Not within city boundary	4	Thurmaston	Not within city boundary	1
Knighton	South	3	Earl Shilton	Not within city boundary	1
Latimer	North East	3	Groby	Not within city boundary	1
Spinney Hills	East	2	Ratby Bagworth and Thormton	Not within city boundary	1
Blaby South	Not within City boundary	3	Oadby Woodlands	Not within city boundary	1

<b>Neighbourhood</b>	<b>N</b>	<b>%</b>
<b>West</b>	<b>324</b>	<b>69.5</b>
North West	28	6.0
North East	12	2.6
South	12	2.6
Central	6	1.3
East	6	1.3
Not within city boundaries	30	6.4
No valid postcode provided	48	10.3
Total	466	-

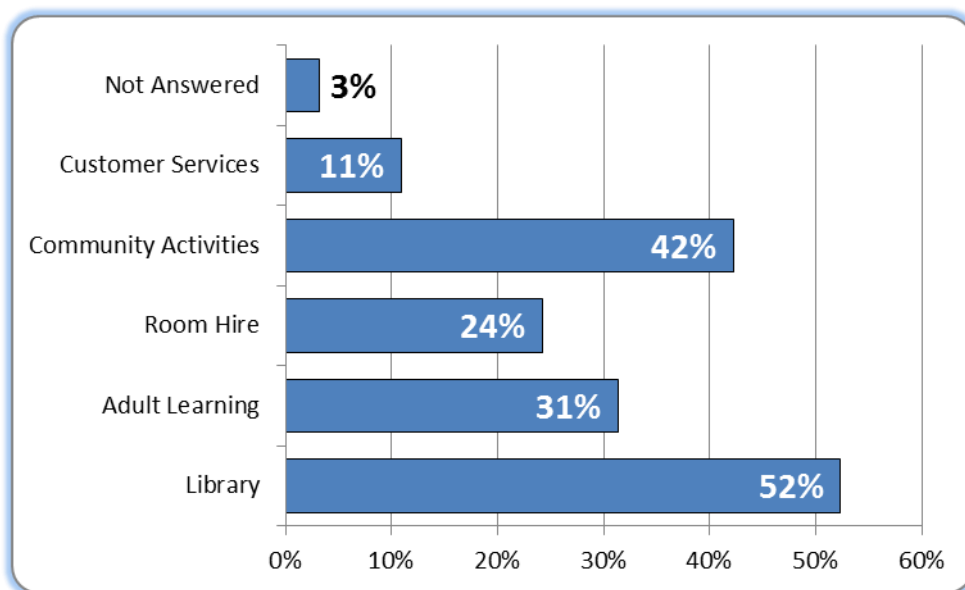


## Views and comments

This section contains details of how people responded to the consultation questions. A copy of the questionnaire used has been included as Appendix A to this document.

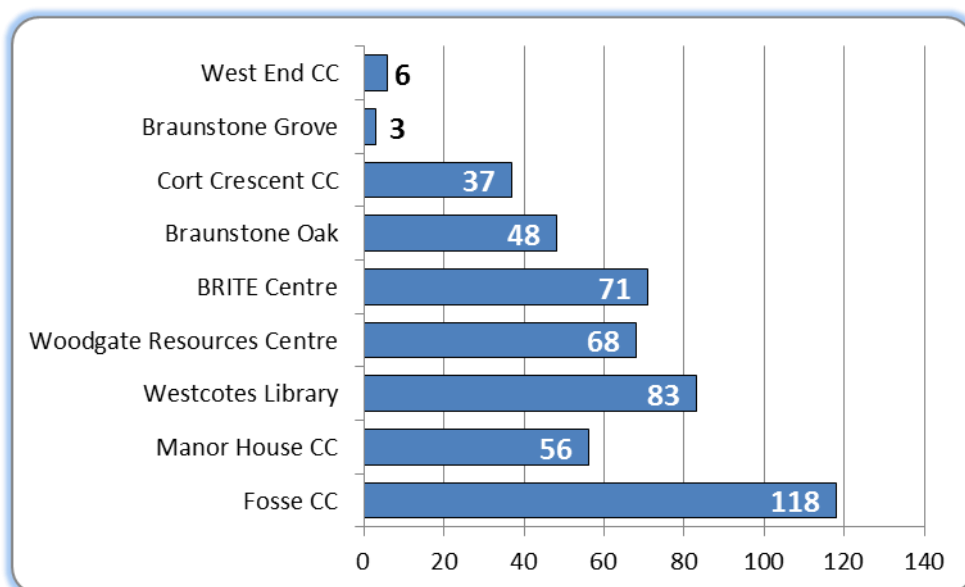
### Q.1. Which neighbourhood services do you use?

A total of 451 respondents provided an answer to this question (97% of a total of 466 respondents). Respondents were allowed to make multiple choices for this question and the following chart shows the percentage that selected each option:



### Q.2. Which centre(s) do you use to access these services and why?

A total of 459 respondents provided an answer to this question (98% of a total of 466 respondents). The following chart shows the number of responses for each centre:



Respondents also provided the reasons why they access services at particular buildings. In summary, the reasons given were as follows:

- Ease of access, including long opening hours
- Friendliness of staff
- Convenience of location
- Good facilities and / or good accessible book stock
- Range of activities available
- Free internet access

Specific responses to this question, where respondents included the reasons for using particular buildings, are shown verbatim below:

*"Fosse Centre - local services within walking distance. Wide choice of activities (adult learning, Library, etc). Friendly staff with good local knowledge."*

*"Westcotes library essential local service for internet access"*

*I believe the WRA has run this WRC very well over that period. It has done so despite a reduction their original grant of about 75%. It has been proactive in the developments during this period and it has upgraded the Centre at very little cost to the Council despite the Council owning the building. This included a £100,000 grant ten years ago from the Lottery and other funders (it was one of the first five winners of the Environmental City Buildings award). Voluntary organisations running have a very good chance of getting grants from elsewhere which not only enhances their organisation but brings in income to the city including employment."*

*"Westcotes library. Well located on accessible road"*

*"Need for these services in order to maintain/develop interests. Qualified and friendly staff greatly benefit the services the City provides."*

*"Westcotes Library - not only is it very near to where I live but it is open on Sunday and have very helpful staff who love books."*

*"I use Westcotes library every day to use the COMPUTERS as I do not have one. this is very important to me because I am looking for work. I also borrow books. The library is local to me within a few minutes walk from where I live. I have used central library but found the environment un inviting. I have found the staff at Westcotes library welcoming and so friendly the customer service is outstanding."*

*"Westcotes library, fosse centre. Good service, friendly staff"*

*"brite centre, friendly staff, easy access"*

*"Fosse Neighbourhood Centre, Mantle Road & Newfoundpool Community Centre, Pool Road"*

*"Brite Centre for the library - close to where I live within walking distance. Manor House - again close to where I live and accessible for all activities"*

*"Main city library and Beaumont leys - ease of access, books and magazines"*

*"Fosse library and neighbourhood centre. Ease of access, helpful staff."*

*"Fosse Neighbourhood Centre - I use this very good library because it is within walking distance of my home."*

*"Westcotes library, for ease of access, nice children's area and nice staff. Manor House Community Centre, for classes and room hire - good value room hire, good playgroups and lovely staff."*

*"Westcotes library because it's closest to my house. I don't have a car so don't want to carry books a long way home. Occasionally I get cook books from the central library as they have a bigger selection & I like to browse before choosing. I only take one at a time."*

*"Leicester central libraries due to convenience of location"*

*"Fosse, because it is close to my home, it has good access, it has a large room that has been used as a library for many years."*

*"Brite Centre as it's local to me"*

*"Westcotes library. Ease of access and location near to home and work. My children both love books and relish delving into the book boxes and shelves for something new to them. The central library is too far and inaccessible, and you can't just pop in for half an hour so a local library is invaluable. The building is small and friendly. I also love reading art, craft and cookery books myself so its great for that to. We have been to childrens story telling & craft morning which we all enjoyed. Staff are nice. Please keep it open!"*

*"Mantle Road - closest to my home at the time. Frankly, some of the staff should not be in the 'service sector' if they do not have adequate people skills! I have experienced rudeness and unpleasant attitude from staff at this library on occasion which has put me off using the library."*

*"Brite and Westcotes library - local libraries to me"*

*"Brite centre, easy access by foot and car. Lovely new bright building. Good community feel. Staff are friendly, knowledgeable and helpful."*

*"Westcotes library, manor house. Locality of buildings and offer of service"*

*"Westcotes library..I have been using Westcotes library for all of my 60 yrs! Its part of my life! It is and always has been a valuable resource for the schools and community of the West End of Leicester.Its a beautiful building and it would be a crime to see it sold or used for anything other than the purpose for which it was built for.The staff are amazing! really friendly and helpful.I live in North Braunstone now and find it a struggle to get to the Brite centre libray, in the winter, as it is a long walk across the park."*

*"Westcotes - good location on Narborough road. Some staff are brilliant & very helpful. A few are the opposite!"*

*"Fosse Centre because it is the closest to me and as I am visually impaired this is very important. the staff are also very helpful with finding are ordering books."*

*"1.Westcotes Library 2.West End Sure Start 3.West End Community Centre 4.Woodgate Resource Centre(not as often). Reasons; Ease of access, we dont have a car. Friendly staff, Good Service."*

*"West cotes, city and free mantle libraries because they are close, easy to use and friendly."*

*"I use the Manor House centre as it is very close to home and convenient. It is a excellent facility situated in lovely grounds and has a safe and well lit car-park. They have a fantastic photography group who are currently building a darkroom, which I am certain will bring more people to the centre.They also have a*



*fantastic art studio space which could be put to great use."*

*"Braunstone Library and Westcotes Library for books, newspapers, job-hunting, local and community information, contact with others - all essential to me since being made redundant. Also adult ed classes at Wellington St and previously in Fullhurst"*

*"opening hours of the central library"*

*"Manorhouse, it's near my house & the staff are really nice & also the other people that come here."*

*"Manor Centre - for family play, Thursday play group, planning for a religious group, training & "men behaving badly" group for the future."*

*"Manor House for the Thursday playgroup. It is near my house so convenient as can just walk here. The staff are all really helpful and friendly. The facilities are good and clean."*

*"Manor House. We lived in the area and have now moved out other area. We drive every week back here as the staff/group etc. is so good. Arthur for king!!!"*

*"Manor house: friendly, access for pushchairs, disable friendly, playgroup friendly."*

*"Manor House, Haddenham Road. Ease of parking. Friendly people. Beautiful buildings. Plenty of room. Very good for pensioners."*

*"I fought for this building years ago to keep it for the people of this area and anyone who wanted to make use of this beautiful building. It's so useful for all ages and the friendship is so nice staff and users."*

*"Manor House Neighbourhood Centre, Haddenham Road. Very friendly atmosphere. Easy parking. Plenty of room for various activities."*

*"closeness"*

*"Manor House Neighbourhood Centre. Good parking, spacious rooms, well cared for very nice staff & volunteers."*

*"Manor House. It's the only one in the Rowley Fields area. It's handy. It satisfies my requirements. Great for meeting people for chats etc. I use this centre for 4 different uses every week."*

*"Manor House Haddenham Road. Beautiful surroundings, friendly staff. Easy parking. Very relaxing."*

*"Manor House Centre - it's very convenient, on our doorstep and very friendly."*

*"- Manor House Community Centre. Only local amenity, Friendly staff, Pleasant location"*

*"Manor House. Only one in ward, Good staff and volunteers, Sense of community"*

*"Manor House CC. Room Hire. Winstanley Centre. Brite Centre: Library, Local history group."*

*"Brite Centre - it's local, has everything in one place, for all ages."*

*"The Manor House community centre. As a founder member of a Leicester based photography group which has been active since 2011 (Leicester Lo-fi) I have been very pleased to find the Manor House in my neighbourhood. They have been very supportive in aiding Leicester Lo-Fi members in our plans to open a darkroom facility to the public in the near future, as we aim to promote analogue photography as an art form in Leicester and surrounding areas."*

*"Westcotes Library easy access for disabled, which is used often; friendly and very helpful staff, couldn't find better."*

*"We use 3 rooms on Thursday evenings. We run Healing Rooms Meetings. We find the rooms very comfortable and suitable for our use. The staff are very friendly and helpful."*

*"Manor House, the location of this building is easily found, is on a bus route and the staff are always friendly and helpful."*

*"Manor House. Staff friendly & room hire flexible."*

*"Manor House Community Centre - Member of Leicester Healing Rooms which hires three rooms every Thursday evening to pray for the sick in Jesus' name."*

*"Manor House Neighbourhood Centre. Hire of 6 rooms weekly, friendly staff - good access. Winstanley Centre. Brite Centre - friendly staff good access, Local History Group meetings"*

*"Manor House community centre, ease of access, friendliness of staff and so on."*

*"Library on Narborough Rd. Easy access and very useful."*

*"The Manor House. As part of Leicester Lo-Fi Photography group we are currently refurbishing the Darkroom with the hope to run classes in the near future."*

*"I use Fosse Library as it is easy to access, local, staff are friendly & helpful, I have used this library for nearly 10 years & I am really fond of it. I sometimes use Westcotes as that's local to me."*

*"Fosse centre. Friendly, helpful. Good supply books."*

*"I currently use the Manor House community centre as I attend a photography group there. The groups are monthly but they are hoping to run them more frequently. They are in the process of building a darkroom which will be an excellent facility."*

*"I always come to the library on Monday afternoon for Sure Start, my children have come from birth they love it and I really enjoy coming as it's the same friendly faces."*

*"I use the library because it is close to where I live, and my son prefers this one as have tried other play groups. It is also useful as we can look at the book in the library."*

*"Fosse Centre, for access Friendly staff Range of activity"*

*"Mantle Road Centre it is easy to access the staff are friendly and it is great socially. These bowling sessions are very well attended."*

*"Fosse -Nearest for bowls. West End - Nearest for room hire"*

*"5+10 libraries - accessible, convenient, 11 - yoga - nearby - good tuition. Affordable. 7+11 Meetings, councillors surgeries etc. Consultations - for essential information in area. 3 Training course/s."*

*"Mantle Road Helpful staff Suitable facilities"*

*"New Parks Library. Access, range of activities and good child awareness."*

*"Fosse Library - I use the library & am taking 2 functional skills courses here currently. New Parks Library - I come here with my children, have taken courses here & used to use the cafe before it closed + have done 1*

*course at the Central Library. All staff friendly."*

*"Mantle Road for library. Helpful staff."*

*"Fosse Neighbour Centre. Access, Friendliness, Activities & plenty of books for all ages."*

*"Fosse Neighbourhood Centre (staff/activities), Library (staff)."*

*"I use the library because I go on the computers helps me keep up to dates with my emails and keeps me contact with friends/family. The people in the library are friendly and helpful."*

*"Fosse Centre. Helpful staff & parking easy. Good selection of books."*

*"Library use the computer facilities. Staff are good."*

*"Mantle Road its ease of access and the staff always helpful and polite."*

*"Fosse Neighbourhood Centre - local, within easy walking distance. Number of activities/services under one roof."*

*"Fosse Library in the Neighbourhood Centre. An excellent local library with friendly and helpful staff."*

*"Have been to the library for a few years and have always been treated with help and courtesy. Would miss it very much if it were to close."*

*"I use Fosse Library because it is near to me. I like the people who run it. They are professional and friendly. Very helpful."*

*"Westcotes Library - longer opening hours than the Central Library and it's closer"*

*"Cort crescent forward in faith Church . . It's easy access"*

*"City Crescent and Oak Neighbourhood center, Forward In Faith Church -ease of access - no time constrictions - central location - easy access to public transport - safe for children to play"*

*"Cort crescent and Oak neighborhood. It's close to home. It's safe for children to play. No time constriction"*

*"Cort crescent and Oak neighbourhood centre for ease of access and as young people the venue will always be available for us to use whenever we need to."*

*"Court crescent and oak neighbourhood church we are forward in faith church. The place allows us freedom to exercise our faith. The place is in our community"*

*"We use Cort Crescent and Oak neighborhood. We are Forward in Faith. This place is close to where I live"*

*"Cort Crescent and Oak neighbourhood centre for Forward in Faith Church Ministries. We are able to hold our youth services without rushing and being kicked out, and the staff are friendly as well as the place is accessible."*

*"Cort crescent and Oak neighborhood centre. FORWARD IN FAITH. Easy access. Friendliness of staff"*

*"Cort crescent and Oak neighbourhood centre. Its easy access for people; its easier to run it. The young people get to get involved in the different activities; which makes the young people want to attend church"*

*"I am from Forward in faith ministries. We are looking at oakwood community centre and Cort crest. We are a self funding church"*

*“Cort Crescent, ease of access & good environment”*

*“Cort Crescent & Oak Centre in Braunstone. Kids, teenagers, Men & Women groups, get together activities, ball games at the Grove. Church & Counselling services.”*

*“1) Westcotes Library - a fantastic facility open long hours with brilliant staff. I attend a book group there monthly. 2) Newfoundpool Neighbourhood Centre every Friday for the lunch club.”*

*“Westcotes Library for the Turning Pages book club which meets once a month. This building is very well used:- by extra activities for children and of course computers for adults. The staff are very friendly.”*

*“I use Westcotes Library because it is convenient and a very pleasant place to come to, also the staff are very obliging and pleasant.”*

*“Narborough Road. I need this library it helps me so much with my learning difficulties.”*

*“Westcotes (library Narborough Road) I use the computers every day for job search at Westcotes Library.”*

*“Library - to borrow books!”*

*“Narborough Road library. Staff very friendly, and helpful - couldn't wish for more. Thank you.”*

*“Westcotes Library is very convenient for us. We can take free books for driving, for kids, free class computer, use computers. Kids can go for get books and go for play.”*

*“Westcotes Library. Staff are so helpful & it's convenient for us.”*

*“- Belgrave Neighbourhood Centre for my course. Westcotes Library (close to my home)”*

*“Westcotes Library I am retired & I am using library a lot.”*

*“Westcotes library. Because my son is using the library because its convenient friendly and staff are helpful.”*

*“Ease of access and as I am unemployed I do not have to pay bus fares. Staff are friendly. Open when I need to look for jobs online.”*

*“Westcotes Library, the staff is friendly and service is quick.”*

*“I use to Westcotes Library which I found the best books with easily of access of internet in the library absolutely. Why I like to use it? Two things. The library opens sever days a week, so people who are busy they can take to join the week. It is very quiet area to learn.”*

*“Westcotes Library, ease of location - handy to pick up books and DVD and return.good staff.”*

*“Westcotes Library. Shopping Centre location is very convenient for books and shopping and food. Easy walking access along cycleway to the library.”*

*“I use the library because there is a wide range of books and the staff are friendly.”*

*“I use [illegible] local (Westcotes Library) on very regular basis. It provides a [illegible] range of services and advice. A very friendly and helpful place to visit.”*

*“Westcotes Library. The staff are very friendly always ready to help, go out of their way to find books you are looking for. The library is a great part of my life I love books.”*

*“Westcotes Library. The library is within walking distance. The staff are very kind & friendly, they are helpful.”*

*Nothing is too much trouble for them. Reading is very important to me & as am getting older even more so."*

*"Westcotes Library, Brite Centre Library, (Knighton for Ancestry) - mainly for use of computer, research for a biography. I spend 1-2 hours daily."*

*"I use the Westcotes Library. It is our community library in Westcotes and I do not want it to close. The staff are friendly and efficient, the computers help me as a [illegible] and the library is of historical importance."*

*"Library - essential for me. Westend Neighbourhood Centre. East/West community centre. Used to use block A & B services, not used new one yet."*

*"We are employed by a small local school and we love visiting the library with children. We can walk here because it is so near and the staff have been really friendly and helpful. Having access to these facilities has really helped improve our children's reading."*

*"Good friendly staff all round plus easy access for disabled people"*

*"Westcotes Library- very close and friendly and free. Fosse Neighbourhood centre- fantastic craft opportunities when home-educating my daughter."*

*"Fosse Centre-brilliant knowledgable staff at pottery studio, all abilities catered for, a real exceptional space"*

*"Local and friendly service, very helpful staff and volunteers."*

*"Manor House. Amicable staff. Room big enough for committee meetings"*

*"Newfoundpool Neighbour Centre. Aapka Centre Leicester LE3 9GH. Because only the facilities in the area for elderly gives"*

*"Newfoundpool Aapka Centre. Ease of access, friendliness of members and staff & happiness it brings to elderly people"*

*"Fosse Library staff very helpful. Good cross section of books. Can order any book of my chose. Also good book group & monthly meetings."*

*"Manor House Neighbourhood Centre because its all we have in this area!"*

*"Manor House Haddenham Rd Leic. In our allotment meetings it is very convenient and friendly staff."*

*"Manor House - allotment comtt. Meeting - staff are great & without it we would have to find an alternative or build our own building!"*

*"We use the library. As our school is very near, we bring classes in to the library to read as well as extend their knowledge in subject area."*

*"Westcotes Library Job search contact with the kids learning staff - couldn't find better, very helpful."*

*"Westcotes Library. This is a truly brilliant library. it has all the resources I need for pleasure - and also studying (I am doing an MA in childrens illustration @ Cambridge) so the access to childrens books is a vital resource. Also, the staff's assistance is invaluable."*

*"I use the Westcotes Library each day for a) looking for jobs online b) applying for jobs using the computers. I participate in community writing workshops (i.e. Three the Hard Way creative writing workshop). I use the library on Sundays in particular."*

*"Manor House Neighbourhood Centre. Staff very friendly. I use it for Bowls, Allotment Society room hire, lunch club, art club, zumba, yoga."*

*"Newfoundpool centre. Friendliness of group, good facilities & lunch club"*

*"Newfoundpool centre. It gives all facilities, Luncheon club, exercise, games & activities"*

*"Newfoundpool neighbourhood centre. Luncheon club, minibus facility"*

*"Fosse Centre for the following reasons. Ease of access, and lift to 1st floor. Parking facilities. Friendliness and helpfulness of staff. Nearness to home. Suitability of activities on offer."*

*"Friendliness. Peace of mind"*

*"Newfoundpool neighbourhood centre Aapka centre for variety of activities for elders to live their late life in happiness"*

*"New Found Neighbourhood Centre. Good access, food, activities"*

*"Ease of access, lot of friendly elderly people to forget loneliness which is very important for those left home alone"*

*"Maya group, Maya wellbeing, meeting everyone, Learning from each other, Exercise, Crafts, Religious activities"*

*"Westcotes library because it's convenient. Manor house because it's convenient."*

*"We attend dinner clubs twice weekly, have a card game, also play dominos, play bungs. Very good for older people."*

*"New Parks Library/ Woodgate resources centre 36 Woodgate LE3 9EB. Rent reasonable & walking distance of home."*

*"Woodgate Resources Centre 36 Woodgate Leic LE3 5GE. Centre is within walking distance from my home."*

*"I use the Woodgate because of the friendliness. when you live on your own you look forward to the company. They are very nice people. Something we older people deserve, a bit of consideration."*

*"West end neighbourhood centre - local to me. Woodgate resource centre- local to me, and interesting activities; Westcotes library - local to me"*

*"Oak and Brite Centre because the activities and area are convenient to me"*

*"Brite Centre staff excellent use it for library and meeting often and events. Cort Crescent staff excellent use it for meetings. Oak Centre staff excellent use it for meetings."*

*"Brite, Oak, Cort Crescent. Staff at each very good."*

*"Brite Centre. Braunstone History Group meeting. Wonderful staff, nice atmosphere."*

*"The Brite Centre for history group meetings."*

*"Woodgate Resource Centre for me being physically disabled. It is right by my house so it is easy for me to get to as this is the only chance I get to socialise."*

*"Woodgate Resource Centre. Teach yoga at centre."*

*"I tend to use the following local libraries: 3) Brite Centre 5) Fosse 10) Westcotes and would miss any one of them! Fosse is my nearest and easily walkable for me. But between them they provide me with the out of hours opening that I require. I also use 11) Woodgate Resources Centre for a regular yoga class which I really value - and again I can walk to this centre, and I use Fosse Centre for sewing classes and crafts."*

*"Woodgate Resource Centre. It offered the yoga class I wanted without having to wait too long to start."*

*"Woodgate Resource Centre - good access - close to where I live - good community facilities/services - helpful/approachable staff - unique - no other similar facility nearby"*

*"- Woodgate Resource Centre – yoga - local, easy access - staff and services very good."*

*"Woodgate resource centre - Yoga - an excellent exercise for improving the wellbeing of seniors or young adults. Sue is a skilled practitioner. I don't have to use transport, the centre is within walking distance."*

*"Woodgate - Welcoming, friendly venue, Friendly - staff are friendly, helpful and knowledgeable, Convenient - I am able to walk to centre from home, Attending the centre provides me with the opportunity to make new friends from within my neighbourhood."*

*"Woodgate Resource Centre Luncheon Club, ease of access, friendliness of staff, getting about and not enclosed in four walls."*

*"Woodgate Resource Centre. For music lessons for my daughter. It is close to where we live, friendly and helpful."*

*"Woodgate Resources Association. My two daughters are learning music lessons here. If it is outside, quite expensive. So I choose this centre."*

*"Woodgate Resource Centre. For music lessons for 3 children. Staff and teachers are brilliant! Access is good & secure."*

*"Woodgate Resources Centre. Ease of access and staff friendliness."*

*"- Woodgate Resources Centre -Childs piano lesson. - great location, teaching and cost."*

*"Friendly Good afternoon out Meeting people"*

*"Woodgate Resource Centre Nice to meet people Bingo, dominos, friendly to every one."*

*"Woodgate Resource Centre. Monday senior citizen's group And Abbey ladies group 2nd Wednesday each month."*

*"Woodgate for Abbey Ladies meeting. Woodgate Thursday Lunch Club, senior citizen's club Mondays."*

*"I use Woodgate myself for 2 clubs, but most people use 3-4 times week a very good centre to use a very good way of meeting people of all ages."*

*"Woodgate Resouce Centre. For ease of access"*

*"Woodgate. Well organised, friendly and efficient activities run by enthusiastic members of the community - well done!"*

*"I use Woodgate due to activities. Staff are very efficient."*

*"Local centres. Always helpful."*

*"We rent the room for our NA meetings and really enjoy coming here and using the centre as it clean and tidy everytime we turn up."*

*"Woodgate resources, due to friendliness of staff & access"*

*"Woodgate Resource Centre Use for NA meetings"*

*"Woodgate resources centre for piano and guitar lessons. It is brilliant."*

*"Woodgate Resource Centre. New Parks Library. Easy to access, save time and money"*

*"Woodgate Resources Centre. My children's piano lessons take place here, they really love it."*

*"Woodgate resource centre, it's easy parking, friendly and very productive. My girls loved it here. Affordable piano lessons and it's amazing!"*

*"We use Woodgate residence centre for learning violin and keyboard. It is easy for us to reach and the staffs and teachers are very friendly and easily approachable."*

*"Woodgate resource centre for the keyboard lesson, for my daughter."*

*"Woodgate Resource Centre: Staff are friendly and welcoming, helping us feel comfortable while being in the building or in an activity. The place is conducive for learning aside from the convenience of coming to the place."*

*"Use for childrens music lessons. Staff are very helpful and professional."*

*"Westcotes Library Woodgate resources centre - violin and piano lessons"*

*"Woodgate Resource Centre - music lessons for two children - invaluable resource! - easy access - brilliant staff - no other opportunities like this anywhere else in Leicester! Fosse Neighbourhood Centre - Library, plus I work there with [illegible]. Wonderful spaces for art and music and good parking and easy access, massively important for the community. Again, wonderful staff, also good disabled access."*

*"Woodgate Resource Centre - children have their piano lessons. The centre is fit for purpose, easy to access, instructors are really keen and lessons are very cost effective."*

*"Fosse Library for adult lessons, library for getting books. Woodgate for (music) piano & guitar lessons"*

*"Woodgate Resource Centre we use, my daughter learns her keyboard and violin at this centre. The access is on the bus route from my home. Staff are friendly and has a community feel with Christmas show that is put on by the staff and students with family members attending."*

*"Manor House Easy access, car parking, friendly environment. Keep fit events, using the car boot facilities."*

*"Manor House. Volunteer on committee IT class. Friendliness of all user groups, car parking, open space, public events."*

*"A library near to my house, local shops to do shopping, temple. Do singing, schools and near to the library. Friendly staff, welcoming atmosphere, etc."*

*"Westcotes Library. I have been using the library for 40 years as a borrower, attending sessions with toddlers, visiting authors, writing/reading groups. Books are regularly updated, staff are friendly and helpful. the library is always busy, accessed by people of all ages, backgrounds, ethnic groups."*



*“Westcotes. The staff is efficient and friendly.”*

*“Westcotes because the staff are kind and I live close to the library.”*

*“I live close to the Westcotes library and the staff are helpful and kind.”*

*“I go to the library because I like to read and going on the computers (Westcote library in Leicester).”*

*“Westcotes Library/Narborough Rd. - Access – walkable - friendly staff”*

*“Library - free internet access as cannot afford to have at home.”*

*“Narborough Road Library. - friendly staff - easy access - local resources.”*

*“I have been using Westcote Library since last 42 years all the staff are friendly and helpful. So many of my friends who passed away they were using this library while reading books, newspapers and magazines you get lot of knowledge of this world.”*

*“Westcotes Library. Reading newspapers & Asian papers Very friendly staff & peaceful Library always full, great atmosphere”*

*“Westcotes library. The staffs are very helpful. I learn the use of computer my children have access to library books. It's really good.”*

*“I AM A MEMBER OF FORWARDING FAITH MINISTRY AND I HAVE ACCESS TO BRAUSTONE OAK COMMUNITY CENTRE ,I PREFER THIS CENTRE BECAUSE IT IS CONVENIENT,EASE OF ACCESS FOR MY FAMILY AND ALSO THERE IS THE COMMUNITY FEEL.”*

*“Cort crescent community centre. Use the services for church meetings.”*

*“Westcotes: Convenience, friendliness, multi-culturally inclusive, thriving & busy suitable for individual focus, and group activities ( some informal, some formal eg reading/writing groups). Situated on a busy, multi-cultural street, with shops, cafes and good bus routes, it is very approachable in that the large windows allow potential users to see in advance what the setting is like. They see an ad hoc group of users reading newspapers round a big table, occasionally smiling & talking with each other. It's shape with the central desk allows good overview of users so that any less social behaviour is spotted before it becomes a problem. Generally helpful and co-operative atmosphere minimise this as an issue, healthy mix of ages too.”*

*“westcotes library - convenient and close to us. Manor house centre - has good classes and events. The Grove - we do sessions there for the young people. Brite Centre - library (accessible for my disabled mother - she can't get to town or other libraries as she needs to park close). Also use it for events for work”*

*“Westcotes Library, Central Library, Fosse Library, New Parks Library, Brite Centre Library, for book loans, reference, computer use - occasional talks/presentations. New Parks Leisure Centre: gym, swimming pool - for health reasons - I have medical issues which require exercise.”*

*“I use Westcotes library maybe 2 or 3 times a week, mostly for borrowing books but also maps and my husband reads the papers. Staff are friendly and efficient. It is a multi-cultural hub, a working example of how things can work in a society where resources are shared. I should also commend the patience of staff in difficult situations.”*

*“Fosse Centre. I can walk here (saves me money and less time to get to college). Good range of courses. I use the library to study and have now doen several courses at this centre.”*

*“Fosse neighbourhood centre. Easy for me to get here, close to home. I'm coming here to learn English and*

*math."*

*"Fosse Centre, because it was previously near my home before I moved away but my children still attend school nearby. Also my children all attended the preschool here. I am currently doing maths and English skills for life course with Leicester College."*

*"Fosse Centre. Reason to come this centre is: [illegible] good of learning and time suit within my lifestyle. Completing my level 2 English and maths."*

*"Fosse neighbourhood centre, availability of parking, friendliness of staff."*

*"Fosse - Mantle Road Neighbourhood Centre. For maths classes level 2 and use for level 1, access very good as local area, easy to get to from home. Staff very friendly. Would like building to stay open."*

*"Fosse Neighbourhood Centre, Mantle Rd, easy to get to, staff friendly."*

*"Westcotes library - brilliant opening hours, great selection of books, very near my house"*

*"Adult maths class. The teaching is excellent and very personal."*

*"Brite centre library and computers. Fosse neighbourhood centre. Adult learning, maths."*

*"I use adult learning and the library. It is nearer from where I live and the library is useful for studying."*

*"I use both adult learning for my English and maths. I also use the library to borrow some books and read."*

*"Fosse neighbourhood centre because it was recommended and the best thing the small classes."*

*"Fosse neighbourhood centre - friendly environment - walking distance - small group"*

*"Fosse neighbourhood centre To learn English Friendly atmosphere small group teachers are good"*

*"Fosse neighbourhood centre. Friendly place, near walking distance. Small group. Now know the people here."*

*"Fosse Neighbourhood Centre. Because staff are friendly and because am down this area. Because class are small."*

*"Fosse neighbourhood centre. Friendly atmosphere, near, small group, suitable for my age group. We know the people here."*

*"Fosse neighbourhood centre. near, recommended, good staff, friendly."*

*"Fosse neighbourhood centre. Newfoundland centre. It is near, friendly."*

*"Fosse neighbourhood centre. I come to Fosse neighbourhood centre it is a friendly and it was recommended to me. Good staff."*

*"Fosse centre. Small classes. Recommended. Friends. Some good staff."*

*"Fosse neighbourhood centre. Near, friendly, recommended, good staff, good teacher, small classes, teaching good."*

*"Fosse neighbourhood centre. Friendly, good staff. Recommended small classes."*

*"Fosse neighbourhood centre. Near small class. Open day"*

*"I use Fosse Centre for adult learning classes. It's suitable for me as it's an evening class as I work in the day."*

*"I go to Fosse Centre. Come for adult English classes. My daughter goes dancing at Fosse Centre. Use of the library. Daughter uses Woodgate resource centre for music lessons."*

*"I go to Fosse centre for Adult English classes, in the evening. It's suitable for me as it's only a 10 minute walk."*

*"Fosse centre - adult learning for English classes. The staff are very friendly and always willing to help. It is easy to get to very local and within walking distance."*

*"Fosse centre for maths and English classes the staff are friendly."*

*"Fosse Close to home"*

*"I use Fosse Neighbourhood Centre, which is really useful, for me as it is walking distance. I do my English and Maths lesson here, also go in library and take my daughter to Surestart (toddlers group). My daughter really enjoys going to the toddlers group."*

*"Nursery downstairs. Fosse neighbourhood centre. New Parks community centre."*

*"Fosse centre. I am attending the English and Maths skills for life classes."*

*"Fosse - it's close to my home, I can come here because it's so near to my home and I can do this while my daughter's at school. Both math and English classes are on the same days as I have off work."*

*"Fosse neighbourhood centre. Because it is near to me where I live and it is friendly and recommended."*

*"Fosse - closest, most convenient, good choice of books in library and other groups to attend."*

*"I use the Woodgate Resources Centre on a weekly basis and sometimes more. I use the music services there as well as hiring the venue for private parties or meetings"*

*"Woodgate Resource Centre - this is where the Bubba Beats baby music group meets."*

*"Woodgate Resource Center - Location"*

*"Wood gate resource centre we have been going weekly since our son was 6 months old he is now two, we have attended many parties there, it's a fantastic venue to cater for all types"*

*"The Oak Centre – proximity - ease of access - staff friendliness (but managers do not encourage our requests for additional hiring of rooms)!!"*

*"Oak Centre because of their professional manner in which they look after my group. Nothing is too much for the staff, always friendly and helpful and support our group of girls."*

*"Oak Centre, baton twirling. Brite Centre, library. Winstanley Centre, training."*

*"Oak Centre - sew 'n' so's craft group. Friendly staff, easy of access especially for mobility impaired members. Libraries but not just in this area."*

*"Oak Centre. Community Centre Cort Crescent. Easy access as I have trouble walking."*

*"Oak Centre - ease of use, location, the rooms facilities, relationship with staff members. Summer's Cafe - location, relationship with the staff, the sense of community."*

*"Cort Crescent – Art Oak Centre - knitting sew so Brite Centre - food share"*

*"The Oak, Bendbow Rise. Braunstone Sew'n'sos craft group. We meet there Friday mornings 10-1pm. The staff are wonderful, access is good, easily accessible for wheelchairs."*

*"I use the Braunstone Oak Centre because I can get there on my own it gives me a break once a week from the rouse I go on Friday 1-am-1pm I love it I cannot walk I go on my scooter because it is near and the people are lovely and it is good access."*

*"Braunstone Oak CC. Bring daughter to baton twirling training twice a week - Mon + Weds eve."*

*"Brite Centre for library and a cup of coffee after a walk on the park with grandchildren. Oaks Centre. Craft group. Easy access friendliness of group. Participants. Helpful staff. I look forward to Friday when our group meets."*

*"The Oak for ease of access for disables, friendliness of staff & a good and nice group of people a lovely meeting place for wheelchairs."*

*"I use the Oak Centre. I used it because it is the place where my son get support for his studies."*

*"It is very useful and important place because our children gets a lot of support for their studies and sports. The centre I use is located at Benbow Rise, The Oak Centre. It is also place where children play area."*

*"The Oak Centre because it is easy to access and our Math club can not continue without it. Staff at the Oak Centre are very helpful and support us."*

*"Braunstone Oak Centre. Close by and staff are friendly and welcoming."*

*"The Oak Centre and Brite Centre. They have lovely staff members."*

*"Fosse Centre - adult learning, library. Excellent staff, very helpful. A good resource. Westcotes library. Convenient. Helpful staff. Brite Centre - library. Excellent staff, a good resource."*

*"Fosse - Walking distance, flexible of computer use, no parking charges, friendly staff, nice centre."*

*"All West End centres used. The service profile is overall positive. We know how tight and insecure people's positions are, esp. as they become replaced by book matt machines. Privatisation of courses for adults who sometimes need gentle encouragement could be utilised [illegible] within council service."*

*"Fosse neighbourhood centre. I go to learn English in the centre."*

*"I use Fosse Neighbourhood Centre. I go there because I have learing disabilities and I feel I need to learn more. It is close by and the staff are friendly."*

*"I use the Fosse Centre as I go there for adult learning and it is very easy to access for me. Fosse is very popular and a lot of people use the building."*

*"I use Fosse Neighbourhood Centre because it is close to where I live and I find the staff very helpful and friendly."*

*"Westcotes Library - an excellent well resources and used local library. The Sunday opening is inspired - if only other services could acknowledge the working week."*

*"I always use library for friendliness of staff to read the newspapers & books"*

*"Westcotes library - close to home so I can pop in with the kids."*

*"From library you get more knowledge while reading news paper and books"*

*"Fosse Arts Centre. It has fantastic facilities and staff."*

*"Fosse arts - Mantle Rd. Ceramics & art facilities here are great."*

*"Fosse Arts Fosse Neighbourhood Centre Fosse arts offers just what I am looking for."*

*"Fosse Library, Westcotes Library and Central Library. I use Fosse Library for convenience as it's the closest to home but without fail, each and every member of staff are extremely friendly and helpful. I use both Westcotes and Central libraries to help locate specific books and therefore do not know the staff quite as well, however all staff have been helpful."*

*"I use the ceramic studio at Fosse neighbourhood centre. It is a marvellous facility, caters from small children to pensioners, able bodied and physically disabled and people with special needs. It has wheelchair access. it is a wonderful place people of all races and faiths get on favourably. The whole centre caters for preschool and special needs, provides opportunities in art, ceramics, needlework, it has a choir and a library. The local community public office is situated there. It would be a travesty to close this centre."*

*"The library at Mantle Rd. Lots of books and staff are very friendly and helpful."*

*"The Fosse Centre. I have regularly used the library for many years and have always found the staff extremely helpful and friendly. It's a shame to see the new machines that have been installed and that they mean staff may lose jobs. Since retirement I have attended the Art Centre and painting class on Monday mornings. This is an excellent group. It is within walking distance from my house so I don't want it moved."*

*"Fosse neighbourhood centre and Westcotes library."*

*"Bright Centre - library. Fosse neighbourhood centre - learning"*

*"Fosse neighbourhood centre for maths and using the library."*

*"Westcotes Library - excellent library - very friendly staff. Used by a variety of the community - so a very inclusive centre. Good position. Brite Centre - good position for that part of Braunstone. Welcoming, good facilities and v. friendly. Cort Crescent community centre - well placed, summer cafe - excellent - good variety of events. Mel - very friendly, motivated, kind. Reaching out to a range of people - very inclusive."*

*"Westcotes Library - has big children's library, my children go there to work - good public space for study. Very friendly staff, used by a mixed community."*

*"Manor House - convenient & nice grounds. Fosse Centre - convenient & friendly staff. Westcotes library - always multicultural service users and friendly staff."*

*"Woodgate Resource - music lessons & plant sale & [illegible] force very friendly. Brite Centre - teaching assistant course. Westcotes library - books, computer, after school activities, toddler time when run by library staff. Fosse - poetry workshop, playgroup. Manor House - sound book, wocraft."*

*"Westcotes - ease of access and proximity to big new Tesco, Jak's stationers (for photocopying), International supermarket; extended opening hours including Sat & Sun; helpful staff with a friendly yet firm approach; lovely old building with good use of open-plan space; customer toilet. Please consider providing non-leaky headphones and/or banning personal ones (music stops other users concentrating)."*

*"Westcotes Library, for many reasons. Superb staff - knowledgeable, accommodating, informed. Very*

*encouraging and supportive of my childrens reading dev. The main road location is a real plus - visible, accessible space. Offers other activities and support events, proactive in stimulating library use. A few beaten up comfy chairs would be nice but keep books and staff. If you overestimate the "appeal" of "scan and go" (like Tesco) for libraries you're very much mistaken."*

*"Westcotes library. Close by. Books for children. Toddler time."*

*"Westcotes library - easy to get to, very welcoming atmosphere. I really need the computers to apply for jobs & to make travel reservations."*

*"Fosse Centre - Mantle Rd. Reasonably close to walk to (some disability). Helpful staff. Interesting craft courses. Westcotes library & city library for music. Staff are wonderful always. Near my home."*

*"Westcotes library (98%), Brite (2%). Ease of access (wider and more consistent opening hours than Fosse), computers, helpful staff, useful social contact for retiree."*

*"Westcotes Library Manor House Centre West End Neighbourhood Centre"*

*"Leicester, big and spacious, friendly and helpful staff. Space to do workshops."*

*"Brite Centre. Ease of access (disabled parking). Staff helpful, knowledgeable & friendly."*

*"Brite Centre Learning computer skills"*

*"Brite ease of access"*

*"Brite Centre for attending diploma course (daytime). Adult learning."*

*"The Bright Centre. Is so well used by all ages. And it is new."*

*"Brite, Cort Cres Com, Oak"*

*"Brite Centre. A fabulous modern building, parking & very helpful staff."*

*"The Brite Centre - ease of access."*

*"Braunstone Crown Hills Judgemeanow"*

*"The centre is near to me and there are a good range of courses & diversity of activities."*

*The Brite Centre. It's local and it's a really good resources centre. The staff are always friendly and helpful.*

*"the Braunstone Oak community centre. I attend a craft group on a Friday 10-1pm called Sew'n'So's. I have also used the Brite Centre, library, cafe and customer services. They are easily accessible, staff are friendly and helpful. Both are near to where I live."*

*"Brite, very close to my house, it is spacious and lively. Better to close the Westcotes library because it is too small, crowded, no toilets and lots of inconveniences."*

*"Brite Centre and Braunstone working is somewhere I use regular friendly and helpful staff and find the things I do in these places are important in my life."*

*"Multi Access Centre: I have known the people there for over three years and have given the support and help I really needed. Brite Centre: visiting there during jobsearch every Friday."*

*"Braunstone Working as its local to use the computers and because I trust the staff. Brite Centre Braunstone*

*for the library services and computer facilities and the job club."*

*"Brite Centre. Friendliness of the team is outstanding. I have been helped with all ways to try and find work."*

*"Brite Centre. Easy to get to and the staff are friendly."*

*"Brite Centre - adult learning On site parking"*

*"I use the Brite Centre for weekly jobclub and the library, also the cafe. It is close to home and the staff are helpful and friendly."*

*"Brite Centre, B-working, are places I get CV and cover letter help, also help with job applications, interview help and the job centre said I must do"*

*"Manor House Brite Centre - for adult college - use of library - ease of access - friendliness of staff – café - near to children school."*

*I mainly use the library. Staff very helpful.*

*"Winstanley Centre - armchair aerobics. Cort Crescent Community Centre – bingo. Shirley and Tony Russel have run Cort Cres. Community Centre for 30-40 years and they deserve some recognition for their hard work."*

*"Fosse Centre – nearest. Friendly staff. Accessible on a Saturday"*

*"Fosse Library. Excellent/friendly competent staff"*

*"Brite Centre library for books and papers, customer services for information."*

*"Brite Centre - library & history group. Staff are great. Adult learning room is v. good. Cort Crescent Community Centre - have back room for ladies group. Cate v. good. Staff excellent. The Oak Centre - community group/room hire. Staff v. helpful, room excellent."*

*"Mantle Road Library Friendliness of staff and how they get books we need."*

*"Cort Crescent Community Centre. Hire room for wow group. Brite Centre food share."*

*"Fosse Library - brilliant staff. Children love the library."*

*"It's local, good place to meet people. Brite Centre"*

*"The Library good contact centre. Food share is good"*

*"Leicester Council help in housing. 3 times collecting food share bag at the library - useful but not all of the content."*

*"Library - job searching. Foodshare good as unemployed for 3 yr."*

*"Westcotes Library to use the printer. I have used this service many times and always found the staff very helpful."*

*"Brite Centre - easy access to computers for job search - help with CVs and emails also use of printing machine, plus did maths course there. Again use of computers."*

*"Fosse Library - very friendly and helpful"*

*"Brite – library Cort Cres Comm Ctr - socialising"*

*"Fosse Library. Nearest, know the staff"*

*"Fosse Centre for ease of use. Friendly staff"*

*"Oaks Centre - sew & so. Cort Crescent - cafe. Easily accessible by wheelchair. Friendly staff and welcoming. If these close I would have no outlet for crafts and meeting people. Also easily accessible by bus as we do not drive."*

*"I use the Oak Centre when they hold events. It's easy to get to as is the Community Centre. The Brite Centre is so far away to walk I always get a lift to the library."*

*"Brite Centre, Community Centre, Oak Centre. Easy access."*

*"Community Centre. Near to me, friendly."*

*"Oak Centre. Cort Crescent community centre. Ease of access and close by."*

*"The Oak Centre sew n so. Cort Crescent (Summers cafe). Easy access for myself when with my wife who is using a wheelchair. Very friendly and helpful staff, easily accessible because we use public tpt - no car."*

**Q.3. Do you have any ideas or suggestions about how we could reorganise neighbourhood services to save money?**

A total of 223 respondents answered this question out of the total of 466 (48%). This was an open question and did not put any restrictions on the respondent as to how to answer. In a general sense, the following are key points that are raised within the responses:

- Amalgamate services provided into fewer buildings, based on location and proximity of other sites
- Transfer the ownership of the buildings to community groups
- Better advertising to increase usage and income
- Increase room hire charges and other charges
- Make rooms available for hire for private events
- Ask for voluntary contributions from users of the sites

Specific responses to this question are shown verbatim below:

*"Move facilities from smaller, less-used centres (such as Woodgate) to larger buildings like Fosse Centre."*

*"I appreciate that the Council has to make cut backs following the reduction of funding from the government and that some community facilities are under used. I do believe there are ways of keeping some of the Centres opened by getting voluntary groups and/or users to take responsibility for the Centres/facilities they are using. At the WRC all regular groups have keys to the building as there is no staff or volunteers present at all times. It is up to each group to ensure the building is looked after and that it is secure when they leave. This has worked for over twenty five years with very few problems."*

*"Community facilities, especially neighbourhood centres, need to be more proactive especially in their advertising. Each year we deliver 6,000 ""Whats On"" leaflets in the area plus twice a year pay for adverts in the Western Gazette, all this at our cost both in money and time. I never receive anything from either the Fosse or Newfoundpool Neighbourhood Centres, the two nearest me. Therefore I think there needs to be a re think as how community facilities should be run including by voluntary organisation. However these organisations need a fair funding package, support from the Council and not too much paper work attached to the funding."*



*"Shared buildings, facilities and resources, where possible ..Library services - shared arrangements with Leicestershire County Libraries, where practicable: E.g.. Shared cataloguing services, selection and purchase of stock,(books, DVDs etc), staff training, free inter-library loan service, joint promotion of Library services to children and adults, and other arrangements between the City and County to help support and develop the library services."*

*"Provide services for people who pay council tax and do not live in social housing - far too many facilities in Braunstoneb yet none in Western Park where people pay the most in council tax and cannot afford to have lots of children."*

*"Job cutting does not help. Possibly work with other organisations in the area and involve the local communities to volunteer."*

*"Merge 1, 2and 4 into 4."*

*"Close underused small centres and amalgamate with larger centres in the area ie Newfoundpool with Fosse and amalgamate the Braunstone centres"*

*"Sharing buildings as you suggest"*

*"The Fosse ward has very few neighbourhood services. They are all vital for this area of high density population."*

*"i would say keep buildings that are easily accessible by public transport, if you can merge services into the same building and it saves money do that but dont cut services as there is hardly anything available as it is in leicester city, especially for young people"*

*"The most obvious answer would be to reduce the number of buildings, but my concern with this is that it's no longer a community location - some people would have to travel into a different community. Could resources be pooled with schools at all? e.g. room hire."*

*"Merge services. Have automated lending and return facilities. Open during most popular hours and days."*

*"There seem to be a lot of activities in the Newfoundpool neighbourhood centre that people are bused in too. Are these people local? Better advertise the space. No signage to Fosse from Fosse road! Rent rooms out for activities , again by advertising to local community"*

*"Place one easily accessible, well resourced library facility in each ward. Keep opening times varied to allow a wide group to benefit"*

*"A library has to be within walking distance or on a commuting route for me to use it regularly. If you rationalise your libraries too severely i.e. close a lot of the local branches some people will not use them so much. What would be good in any new style service: better opening hours; broader, more up to date selection of books etc; happy staff"*

*"The brite centre has a lovely new and modern building. Locate services to this building to vary its use."*

*"I agree with co location or offering single sessions from other buildings without having a permanent base there"*

*"Less centres, you seem to have quite a few clustered close together in some areas."*

*"Fosse Centre is a large building and does host many activities. I'm sure more could be made of the facilities there, instead of in small single use buildings. . Perhaps Westcotes Library could move in to the Fosee*

*centree as the building it currently occupies is not used for other activities it could then be closed."*

*"Services in the West End are very useful and always have lots of people using them. It is a very densely populated area. People and businesses in the West End pay Council Tax and Business Rates. It is not a nicely maintained area the enviroment and street and road surfaces are poor, traffic management is abysmal. It is dirty polluted and covered in dog fouling. The few things the council provide and get right should be supported. Any reorganisation should not effect services."*

*"I think libraries are a very important part of every community, so maybe moving Westcotes library into Manor House may work. This would be preferable to losing the library altogether."*

*"You could make much better use of the East/West Community Project building. It's room hire overpriced and it is rarely used except as a lunch club, mainly for people who no longer live in Westcotes. It is not clear why the Westend Neighbourhood Centre is on your list as it about to be sold to LCIL. Please do not try to close down Manor House again as I am fed up with protesting about it."*

*"Our services are needed, especially by the less well-off in our city, and I do not think making cuts is acceptable. The government will only be encouraged to make further cuts in future if we go on like this"*

*"Ask for unwanted books to be gifted to the library. this will save the cost of buying books."*

*"Advertise more, decorate the building & get more toys etc."*

*"Shift services from Sure Start building and use the energy savings etc. to keep Manor Centre open!!!"*

*"Keep the money coming to Manor House!"*

*"Open centres & buildings to private companies for activities or allow centres to manage their spaces to gain extra income."*

*"Don't close them down. Advertise what neighbourhood puts on."*

*"May do better with more advertising."*

*"Advertise the building more. Playschemes (affordable) you did it years ago why not now? Gardening club. Sports and social club. If you take our centre we will have nothing."*

*"Advertise activities more."*

*"close EW centre- it does not appear to have any function"*

*"We need to continue to advertise the centre and get more use of ALL rooms. Continue to develop the outside space and get more people aware of the facilities."*

*"If transport could be arranged a few more elderly folk would come to our CC for meals."*

*"More advertising would be beneficial."*

*"More advertising would be beneficial to get more people and classes in. Not everyone has home computers."*

*"- Better publicity of events being held at centres - Data base of all users so email of events cold be sent to them"*

*"More events Language courses in Spanish for beginners."*

*“Currently, Leicester Lo-Fi members have been renovating an old darkroom in the Manor House. We have paid for materials (paint/wood) ourselves. We have provided our own equipment (enlargers etc.). We have charged nothing for our time. We will hire the room that we have renovated and made functional at the going rate in the near future. I know that staff at The Manor House appreciate savings made through the investments of Leicester Lo-Fi members, and look forward to revenues made from the use of its community darkroom facility in the near future.”*

*“Keep one community centre/youth centre open in each area.it can also be let for hire, this would leave westcotes library,as the main library for the whole area.”*

*“Better publicity for events.”*

*“Ask for public funds”*

*“We should not be saving money by reducing neighbourhood services. It will only cost more money than it saves in the long run. I resent that this has been advertised and promoted ans an opportunity for us to get involved in improvements to the local facilities when it is really just an to get an idea of which facilities can be shut down with the least fuss. At least be honest about it. We are not stupid. Mostly.”*

*“LCC make very little effort in promoting neighbourhood centres and all the good things they do. Make people aware of these centres and the possibilities they offer. Get them used, activity approach groups for potential new users, get more rent in and certainly don't mothball buildings after refurbishing them.”*

*“I think getting volunteers to help run some of the groups would be a good idea and it gets the community involved.”*

*“Have help with homework for children - would bring more in to centre.”*

*“I would be very disappointed if the Leicester Lo-Fi photography group no longer ran as there are no other groups in the vicinity. I also use Westcotes library. I think libraries are a very important part of the community.”*

*“Ask parents to bring equipment which kids can play.”*

*“Ask for donation from parents.”*

*“May be the money could be wisely spent on the library instead of noise pollution.”*

*“2-4-1 on map should be combined! ? Woodgate Centre, because no parking - so not so attractive.”*

*“By restarting computer classes which are very helpful to keep the older people up to date, recent cut backs have axed these and considering that the computers are already in the centre its a shame that they can't be used and I am sure people would pay for these classes.”*

*“Learning computers.”*

*“Hire out the Hall for functions (? weddings) Have sporting functions there (badminton?)”*

*“Close as few centres as possible. I use the first 2 libraries above as they are close to where I live. If my local libraries closed, I'd be less likely to go to centres further away if it created more inconvenience. Sharing premises is a good way to consolidate resources.”*

*“Move more activities into Mantle Road.”*

*“Where do the millions go from the noise pollution budget.”*

*“Concentrate services in larger buildings such as Fosse, rather than spread across several smaller sites, Wood Gate, Newfoundpool, etc.”*

*“Bring more activities into the Fosse Neighbourhood Centre. Maximise the facilities available in the centre.”*

*“Hold more event days to raise money. Regular Biscuit and book mornings. Poetry and story telling venues. Library celebrating events of past and present.”*

*“I would think that if you can give them over to community groups to run and then council retains the role of oversight, you can save money by empowering the communities to do the job for you. In addition, communities will also have a sense of ownership and they will most likely be inclined to look after those buildings as their own.”*

*“My proposal: Our group Forward in Faith Church wants to take over the running of Oak Neighbourhood Centre and we will incorporate the other groups, but we promise to engage all the other groups in the area. We hope by doing this we will reduce the bill to council because we will be running it. The other proposal is to consider selling one of Oak, Cort or the Grove. Sell it to community groups that can afford so that you can save money.”*

*“I suggest giving community groups to community centres reporting to council.”*

*“By allowing such organisations as churches to take over and run the centres. Cort Crescent community centre. I am a member of Forward in Faith church and we are hiring Cort Crescent community centre for church activities. Apart from the council saving money by allowing a church like ours to run the centre, our church activities will contribute to a better community by offering pastoral services, working with the youth as our church has several youth workers, helping individuals who abuse drugs and substances and we will continue to work together with local people who already use the centre and welcome new groups.”*

*“My idea is that these centres should be given to competent community groups who can run them. We are one such group, group Forward in Faith using Cort Crescent and we are able to self run it. We have the zeal, means & experience of running it. So that is my suggestion. Let council sublet & you will reduce your bill.”*

*“- We can take over the running of the building as Forward On Faith is a self propagating church - Money is fully available”*

*“We can have groups that's can use them we can have functions raise money we can have groups that can help the community”*

*“To rent them out on long term contracts.”*

*“The council can give groups to run the centres in an inclusive nature to accommodate the whole community which would help to enhance community cohesion & integration. AsAs members of Forward In Faith we have the capacity to run a centre financially which would save the council money and at the same time continue to provide the much need services in Braunstone to curb crime rate.”*

*“Yes just give to our church to run and continue to allow other groups to use the facilities”*

*“Each centre must be well used. Sorry I do not know about the other centres. Westcotes area is very multicultural and it would be a shame to lose this library.”*

*“Please keep the library open, I feel it is central to all the community in the area. Also I used to come to the coffee mornings, also I attend the computer sessions.”*

*“Don't take my local library away, we enjoy spending time at this library.”*

*"Get rid of some of the community centres, and keep our Westcotes Library. I really rely on the services in our library, and my son too!!!"*

*Don't close this library. Thank you.*

*"- some community activities can take place in libraries or churches or schools - some adults learning classes can also be delivered in libraries."*

*"Government should think what action they will do because if we think twice we can get solution."*

*"Less opening hours. Brite Centre seems a good idea - combining services but Westcotes Library on main st. Should remain open as so accessible and visible to public. An important resource for many."*

*"To keep our library (Westcotes) open it'll benefit local community & lots of users visit library. One of the options would be to library merging with other local services."*

*"As there is generally no money I cannot think of anyway that LCC could save!"*

*"The library could have regular book sales. Creative writing and other workshops could incur a charge. The library could host groups and events for a small fee."*

*"Keep one community centre open in each area, which can also be used as youth clubs and for private hire. Also as Westcotes is the only main library. This should be kept open. which is well and truly used."*

*"I think all the buildings and staff must be kept open and running and services promoted and expanded if they are currently under-used. I think the city council needs to consider very carefully where and how money needs to be saved. Closing centres which provide a haven for the most vulnerable and needy people in our community is a soft and callous option."*

*"cut the Braunstone ones, they have too much anyway!"*

*"Solar panels on council buildings"*

*"Heating could be turned down at times too warm."*

*"Look at geographical location/proximity of buildings in relation to one another and wider context of region. Current are too close to one another."*

*"Keep the largest library open and close the smallest"*

*"\* Do room hire more @ Manor House? \* Look to other places for cross funding e.g. arts council to help fund activities, e.g. residencies etc."*

*"No more neighbourhood centres"*

*"Make full use of Fosse Centre."*

*"Friendliness, access is comfortable. Happy environment."*

*"Not too many centres according to races"*

*"Investment in capital assets that will bring in long term revenue flows"*

*"Cut some buildings and move the activities to other buildings."*

*"Ascertain which are the most popular classes, and close some of the least popular, so less buildings are*

*used.”*

*“Get sponsorship from the supermarket chains.”*

*“Raise more money by organising more events - table top sales, events for families, fetes etc. Charge a little bit more for classes. More classes. Have something to sell here all the time - plants etc.”*

*“Ones that are not being utilised should reviewed for cost saving. Not Woodgate Resource Centre as it allows and gives children to opportunity to learn music in a safe & well taught environment.”*

*“These centres are key to communities, many people and families rely on them. Maybe try saving money in different areas.”*

*“Look at what is going on at all the services and how well utilised the buildings are and amalgamate as necessary.”*

*“More funding from groups”*

*“The centre should do some fundraising organise by groups of volunteers from different sectors. It should be good especially summer is on its way.”*

*“Fundraising activities Donations raised from recitals, etc.”*

*“Allow the centre to be used by private groups to run classes which generate money through fees.”*

*“I would agree to merging the facilities as long as it does not impact on classes children attend. Look at capacity & activities of each facility and maintain all activities but reducing the facilities.”*

*“Put customer services at Westcotes Library. Allow cooking classes, dance, arts and crafts classes to run at Westcotes. Close all less used centres & save money.”*

*“Is it possible to use the same building for a number of purposes, e.g. accessing other council services in a one-stop venue? The local nature of services is vital for people who can't drive, have disabilities, or those with young children. It also promotes a sense of community in a very diverse area.”*

*“I think you should sell the building that less people are going and keep the one that lots people go to”*

*“Restructure the middle management. From my experience they spend far too much time in meetings & training sessions which are not cost effective in terms of outcomes.”*

*“Remove senior management & delegate local responsibilities & budget to local staff and community. Increase accountability.”*

*“The only thing you can do is to cut down working hours.”*

*“Put a volunteer donation box at the counter lots of sincere peoples in this world of volunteer help”*

*“give the groups to run them sell the buildings to interested groups. work together with interested groups.”*

*“I THINK THE COUNCIL CAN SAVE MONEY BY GIVING COMMUNITY GROUPS SUCH AS OUR CHURCH THE CHANCE TO RUN OR BUY THESE CENTRES.”*

*“Brethren i suggest that the council can save money by giving community groups such as our church the chance to run or buy those centres.”*

*“Maximise the potential of facilities like Westcotes with its heavy use and 'buzzy' atmosphere to generate*

*and feed into potentially larger facilities so that it functions as a 1st stop/hub for the area. Perhaps run taster sessions (eg ESOL), advice and other council services. Consider modernising and maximising the back of West cotes library to improve and extend facilities. Promote library services in places where people regularly go who do not generally use the library service, and are less aware of what it can offer. Book kiosks in doctors surgeries & other places (eg local pubs, coffee bars & cafes) could be Quick Reads, as these encourage reluctant readers and are not too costly as stock. Recognise the energy inherent in a location, not just its size, when making decisions. Rent out rooms in over-large/under-used facilities. Consider developing part of larger buildings into other financially viable projects eg housing."*

*"I think you should reduce money from central services - many people need access to their local neighbourhood services - older people, families etc. I think you should reduce services in areas where people are better off - not in the areas where there is a lot of deprivation and poverty. There are several community centres but only 2 libraries - perhaps you can add the community centre function to the libraries. evaluate which ones are most used and where you might be able to increase hire costs. you need to realise that the changes to the city centre make it very inaccessible for many people - disabled, blue badge holders, families etc - so neighbourhood services are more important."*

*"Think long term... thinking in the short term leads to spending more long-term in unforeseen ways."*

*"If Newfoundpool was closed, they could use spare rooms at Fosse. They are less than 5 minutes away from each other so would cause little disruption to the users."*

*"Close the smallest centres, move everything to biggest centres."*

*"Move activities from smaller centres to bigger centres."*

*"They should close the small centre then put them in the big centre instead and in Fosse there is space available."*

*"Hold fewer classes, with more students per class. Students to pay trivial amount of fees."*

*"Merging services into shared buildings."*

*"Involve local people."*

*"I think you could charge a bit more to rent DVDs."*

*"Room hire and learning activities."*

*"Maybe you can save money by switching off lights during the daytime in classes."*

*"Advertise room available to hire."*

*"You could hire one off the rooms for childrens parties."*

*"Braunstone has too many centre near each other. Braunstone Oak four rooms and Cort Crescent has only three rooms. The new Brite Centre has a number of rooms for hire. I think Braunstone Oak and Cort Crescent could be closed and moved to the Brite Centre."*

*"You could close Braunstone Oak and Cort Crescent Centre down, for there is plenty of other centres in Braunstone for use. The two in Fosse could be Newfoundpool Centre Woodgate Resource Centre could move to the Fosse Centre seeing there is room for all the activities to go ahead."*

*"Cort Crescent community centre and Braunstone oak are very close together. Lower ceilings in higher buildings."*

*“Encourage more outside groups to hire the places. Volunteer to open the library or other rooms. Advertise rooms and how spacious it is. Hold craft fairs or events in the big rooms.”*

*“Advertise the rooms for hire in Leicester Mercury. Volunteers.”*

*“Charge more for room hire - costs here seem quite low compared to other places. I like the new library system for taking out books using the machine”*

*“In respect to music, I think using the venues to provide adult music lessons would be a good way of making money for the venue as there seems to be a lack of this service anywhere else. I'm not sure it's about saving money, perhaps it's about using the space to be more accessible and available for hire or to make money from it. Pop up food festivals / local produce promotions. Pop up markets etc would all encourage the local community to get involved and spend money locally.”*

*“Get the resource centre sponsored by local business, encourage open days to get community more involved”*

*“By cutting the hourly rate you may get existing users using the centre more. Other groups would hopefully take advantage of cheaper rates. The increase has made it difficult for groups.”*

*“We have already tried to increase our hours at the Oak but were refused because of lack of staff!! The Oak would lend itself to a majority of groups from other locations giving the layout of the building.”*

*“Reduce room hire per hour fees? May encourage to hire out room for longer.”*

*“Amalgamate groups such as craft, keep fit maybe cookery courses where people could take advantage of more learning hours.”*

*“I think this centre is useful for the people of Benbow Rise area and would be awful if this building closes How about the Brite Centre that is not suitable for small groups & youths.”*

*“Let local community organisations have a stake in the running of the centre working in conjunction with the council”*

*“Hire the hall out every weekend and discount prize.”*

*“To turn down heating in the summer.”*

*“Hire the hall out for parties etc. to bring in income.”*

*“- Refuse to implement government cuts. Set an illegal budget.”*

*“Cut down the working hour.”*

*“I think Mantle Rd. Centre could be made into one big centre for the neighbourhood, instead of 2 buildings, to incorporate the Neighbourhood Centre on Pool Rd.”*

*“Use suitable rooms for hire for weddings, parties, etc.”*

*“Provide more services in the same building.”*

*“Having used Fosse library in the past, I feel it's lost ground to Westcotes and may be superfluous to local requirements.”*

*“Sack bureaucrats”*



*“Could the library be used (after it closed in the evening) for adult learning?”*

*“Good financial investment - should spend more money on this library as Westcotes Community Centre - this saves money on crimes, ie policing - mental health, so on & so on.”*

*“Use people who are unemployed to man certain jobs for council.”*

*“Community Centre. Accommodate all types of mental health etc.”*

*“More weekend activities. More religious and learning connections.”*

*“The Brite Centre. For adult learning and I bring my children to the library.”*

*“Centralise more groups into local areas”*

*“Within the Braunstone and Rowley Fields area are 6 buildings. These need to be at least halved to save money. The groups using the buildings need to be moved into the buildings left open. Access for people using wheelchairs also needs to be considered. I would like to see the Oak and Brite Centre left open.”*

*“Keep the Brite Centre open to help people find work. It's a really valuable service.”*

*“Cut down on the top management at the top and cut your office/admin costs and put them into the services. Slash the wages of the top fifty percent of wage earners. Cut the staff at the mayor's office and cut the expenses of councillors who are using their positions as a full time income.”*

*“Close rent place and move to Oak Ctr. Can use houses for renters or convert to 1 bed flats.”*

*“Better use of space -Some rooms empty - groups need cheap areas to hold meetings etc”*

*“Leave the Library OPEN. Have more courses for evening as I work, after 6pm”*

*“Move several buildings such as Star, The Oak & Cort Crescent into one, i.e. The Oak. The cafe could fit in to where the nursery used to be. The kitchen might need updating.”*

*“I would really like to see Fosse Centre used more and things being advertised so people know what is going on. Unfortunately people dont know where it is as there is no signpost from the main road. Maybe the room upstairs could be hired out for childrens parties.”*

*“Have a neighbourhood centre.”*

*“My only idea is to have the library open longer hours, but this wont save money.”*

*“Integrate council services into neighbourhood centres with terminals. Allocate grants to more computers for community use. This will utilise community local assets.”*

*“Keep services this side Braunstone - cos of access not many can get across park to Brite.”*

*“Have 1-2 key members of staff to oversee running of places - day to day stuff by volunteers or those wanting work experience in that field.”*

*“Have them open alternate days.”*

*“Get volunteers to run it - could be linked to an educational course. Have them unattended centres. Make available for evening groups - more rent, people groups in more.”*

## **CONCLUSIONS**

The outcomes of this engagement have been used to help develop draft proposals for transformation of services in the West area of the city.

The method of consultation using focus groups has been very well received by the community and staff. The key messages to be taken forward from this engagement period are:

### **Factors to consider for buildings used:**

- Ease of access, including long opening hours
- Friendliness of staff
- Convenience of location
- Good facilities and / or good accessible book stock
- Range of activities available
- Free internet access

### **Community suggestions for saving money:**

- Amalgamate services provided into fewer buildings, based on location and proximity of other sites
- Transfer ownership of the buildings to community groups
- Better advertising to increase usage and income
- Increase room hire charges and other charges
- Allow rooms to be hired for private events
- Ask for voluntary contributions from users of the sites

### **Community suggestions for future use:**

- Majority of people supportive of the buildings they currently use
- The Fosse Centre, BRITE Centre, Westcotes Library and Manor House are suitable for multi-service use.

### **Lessons Learned from the Engagement**

- The focus groups have been very positive and a good method of engagement with the public
- There has been a much higher response rate to the engagement than in the South area of the city
- The overall approach of involving stakeholders and members of the public early has been good as it helps to ensure that all concerns are heard, and provides sufficient time to respond to these concerns on an evidence basis
- The process undertaken has led to good co-operation between stakeholder individuals and groups, as well as other services
- A similar model of engagement will be used for the other areas of the city

**Consultation Form**

4. What is your post code?

.....

Please hand this form in to any Leicester City Council library, community or leisure centre, or post to Transforming Neighbourhood Services, A12 New Walk Centre, Leicester City Council, Leicester LE1 6ZG

The closing date is 16 May.

[leicester.gov.uk/tns](http://leicester.gov.uk/tns)

### Neighbourhood buildings: West area

1. Braunstone Oak Community Centre  
 2. Braunstone Grove Youth Centre  
 3. Brike Centre  
 4. Cort Crescent Community Centre  
 5. Fosse Centre  
 6. Manor House Community Centre

7. Newfoundpool Community Centre  
 8. West End Community Centre  
 9. Winstanley Centre  
 10. Westcotes Library  
 11. Woodgate Resource Centre

## Changing neighbourhood services in your area

West: Braunstone and Rowley Fields, Fosse, Westcotes and Western Park

We will be moving services together so we have fewer buildings – and we want to work with you to make these services fit for the future.

[leicester.gov.uk/tns](http://leicester.gov.uk/tns)

### Why are services changing?

- Significant cuts in government funding mean we cannot continue to run services as we do now.
- We want to work with communities to make changes now, before it becomes critical.
- We are reviewing how neighbourhood services are run to make sure that they are affordable and can respond to local people's needs.
- Leicester City Council is committed to providing high quality neighbourhood services.

### How do we make changes?

We will be working with local people and community organisations to look at the best way to deliver services in future.

### Options

- Reducing the number of buildings we own
- Merging services into shared buildings: this has worked well elsewhere in Leicester and has led to longer opening hours
- Involving local people and groups in running some services
- Self-service facilities

See the back of this leaflet for a map showing the area and buildings we are talking about.

### How you can get involved

We are inviting the local community to find out more about this programme and make suggestions for the West area by 16 May 2014.

1. Find out more from staff in your local centre.
  2. Submit your views online: [leicester.gov.uk/tns](http://leicester.gov.uk/tns)
- or
3. Fill out the form on the back of this leaflet.

### What happens next?

We will consider all the ideas that people put forward and then hold a public meeting to feed back with proposals for change in the area. This will form part of a full public consultation in summer 2014.

If you have any questions please email [tns@leicester.gov.uk](mailto:tns@leicester.gov.uk)



### Your views

1. Which neighbourhood services do you use? (Please tick)

- Adult learning    Library    Room hire  
 Community activities (such as cooking, crafts, dance and so on)  
 Leicester City Council customer services  
 None

2. Which centre(s) do you use and why? (For example: ease of access, friendliness of staff and so on)

3. Do you have any ideas or suggestions about how we could reorganise neighbourhood services to save money?