

# Transforming Neighbourhood Services

## South Area Proposal

Findings of the public consultation  
As at 14<sup>th</sup> February 2014

*Prepared by:*

- *City Development & Neighbourhoods*
- *Research and Intelligence*

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

*It includes information about:*

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

## **EXECUTIVE SUMMARY**

This report summarises the outcomes of the public consultation surrounding proposals made for the reorganisation and consolidation of building stock in the South 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 as Appendix A to this document.

This consultation is part of a longer period of engagement 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
- A more in-depth and focussed engagement process was carried out in September and October 2013 within the South area specifically (although residents from other areas could contribute via an online form) through meetings with stakeholders, public drop-in sessions and an online form for people to complete
- Analysis of the data collected and the responses received through the engagement exercises to construct a draft model, which was presented to the City Mayor and Executive in December 2013.
- Consultation on the draft model during January and February (the subject of this report)

Based on the draft proposals that were presented in the consultation there was an expectation that the largest number of responses would focus on the Linwood Centre and the proposal to relocate the services provided to the Southfields Library.

The consultation ran from the 9<sup>th</sup> January 2014 until the 14<sup>th</sup> February 2014. A total of 211 completed response forms were received; 174 of which are from residents of the city and 122 indicated that they currently use one or more services.

When asked whether implementation of the proposals would stop the use of services, 60% of respondents indicated that they would continue to use the services available; however, this question was only answered by 33% of respondents.

An alternative proposal was provided by some respondents, which has not been recommended due to a number of reasons including the inability to realise the required level of savings.

Following completion of the consultation some adjustments to the proposed model have been made:

- Discussions with the Saffron Resource Centre and Saffron Neighbourhood Housing Office in response to the alternative proposal put forward i.e. relocating both of these services to the Linwood Centre. Both services were not supportive of the alternative proposal
- A potential timetable has been put together to show how each of the services proposed to be relocated to the Southfields Library could be scheduled. This is included in this report as Appendix C to this document.
- The comment surrounding the preference to see a community use for the Old Aylestone Library has been noted for consideration during the proposed disposal of this building
- To relocate of printed music section from Southfields Library to provide more flexible space available for community and adult learning use

- Following detailed conversations with stakeholders amended proposal to retain current Saffron Resource Centre and Saffron Neighbourhood Housing Offices
- Include longer opening hours of the refurbished Southfields Library

## **BACKGROUND**

### **Transforming Neighbourhood Services – South Area Proposals**

The TNS programme is scoped 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 whereby the city is divided into 6 geographical areas and these are investigated sequentially to identify methods by which the service delivery model can be transformed 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 services within the council deliver services in the 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 South area includes the following buildings:

- Southfields Library
- Southfields Drive Community Centre
- The Linwood Centre
- Eyres Monsell Community Centre
- Gilmorton Community Centre
- Saffron Neighbourhood Housing Office
- Saffron Resource Centre
- Aylestone Library
- Aylestone Leisure Centre and Library
- Kingfisher Youth Centre
- Magpie Youth Centre
- Southfields Drive Sports Centre

## **CONSULTATION METHOD**

### **Objectives and techniques**

This consultation builds upon previous development and engagement work in order to develop a model for the South area of the city. Overall, the following activities 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 was carried out in September and October 2013 within the South area specifically (although residents from other areas could contribute via an online form) through meetings with stakeholders, public drop-in sessions and an online form for people to complete
- Analysis of the data collected and the responses received through the engagement exercises to construct a draft model, which was presented to the City Mayor and Executive in December 2013.
- Consultation on the draft model during January and February 2014 (the subject of this report)

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:

- Retention of locality based services is a higher priority than the retention of specific 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

Based on the draft proposals that were presented in the consultation there was an expectation that the largest number of responses would focus on the Linwood Centre and the proposal to relocate the services provided to the Southfields Library.

A number of meetings and drop-in sessions have been held and an on-line consultation form was made available throughout the duration of the exercise.

The details of the meetings held are as follows:

- Stakeholder meeting, Aylestone Leisure Centre, 9<sup>th</sup> January 2014
- Public meeting, Aylestone Leisure Centre, 29<sup>th</sup> January 2014
- Drop – in Session, Linwood Centre, 4<sup>th</sup> February 2014
- Drop – in Session, Southfields Library, 4<sup>th</sup> February 2014
- Drop – in Session, Gilmorton Community Centre, 5<sup>th</sup> February 2014
- Drop – in Session, Eyres Monsell Community Centre, 5<sup>th</sup> February 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 10<sup>th</sup> January to the 14<sup>th</sup> February 2014.

## **PUBLIC RESPONSE AND VIEWS EXPRESSED**

### **Respondents**

In total 211 responses were received up until the closing date of the consultation.

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

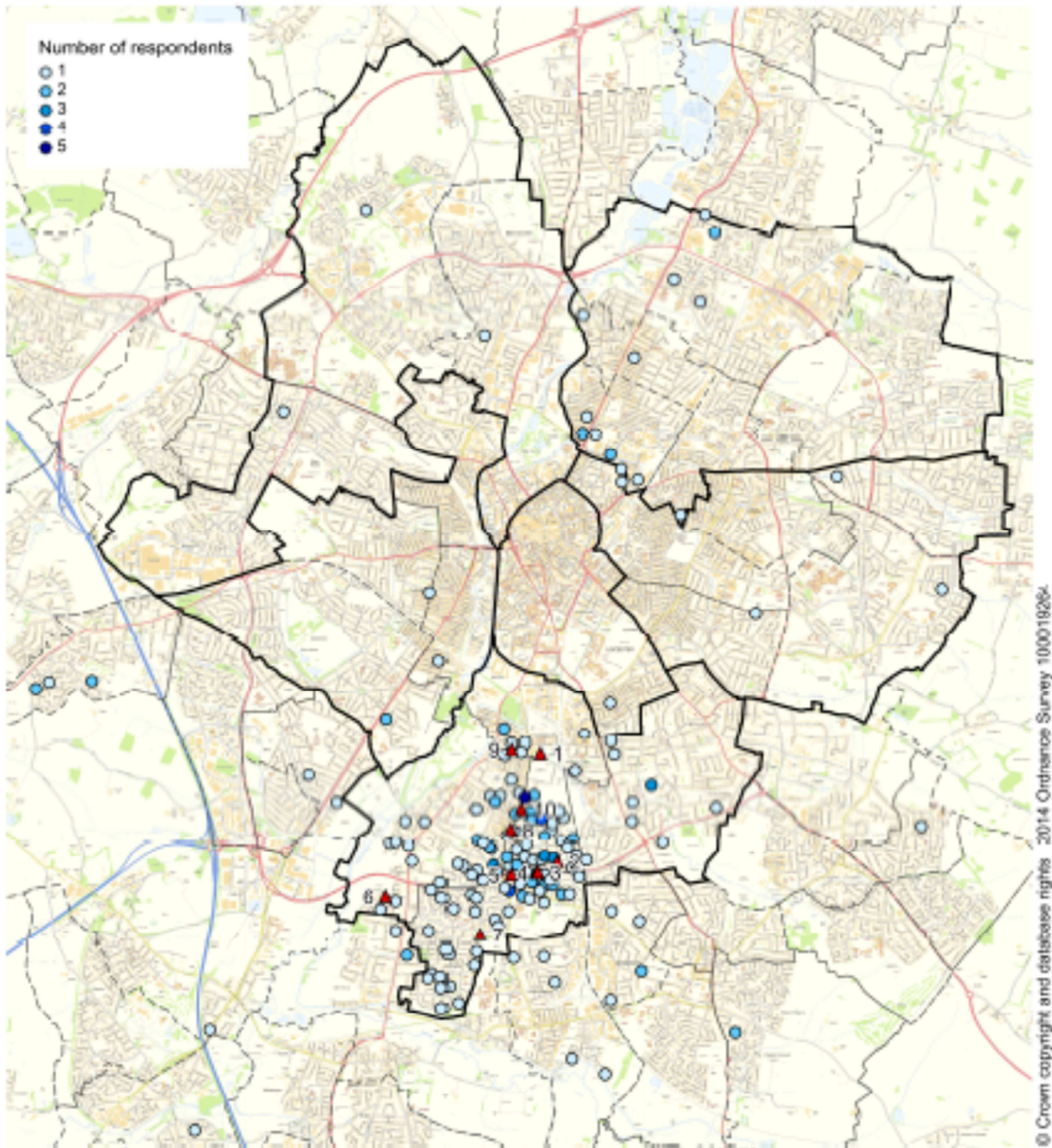
<b>Ward</b>	<b>Neighbourhood</b>	<b>Number of respondents</b>	<b>Ward</b>	<b>Neighbourhood</b>	<b>Number of respondents</b>
Freemen	South	54	Belgrave	North East	2
Eyres Monsell	South	45	Enderby and St John's	No within city boundary	1
Aylestone	South	37	Narborough and Littlethorpe	Not within city boundary	1
Knighton	South	10	Castle	Central	1
Latimer	North East	7	Oadby Uplands	Not within city boundary	1
Wigston Fields	Not within city boundary	5	Western Park	West	1
South Wigston	Not within city boundary	5	Westcotes	West	1
Forest	Not within city boundary	5	New Parks	North West	1
Rushey Mead	North East	5	Abbey	North West	1
Saxondale	Not within city boundary	3	Beaumont Leys	North West	1
Spinney Hills	East	2	Thurncourt	East	1
Wigston Meadowcourt	Not within city boundary	2	Charnwood	North East	1
Braunstone Park and Rowley Fields	West	2	Stoneygate	East	1
Ravenhurst and Fosse	Not within city boundary	2	Evington	East	1

<b>Neighbourhood</b>	<b>N</b>	<b>%</b>
<b>South</b>	<b>146</b>	<b>69.2</b>
West	4	1.9
North West	3	1.4
North East	15	7.1
East	5	2.4
Central	1	0.5
Not within city boundaries	25	11.8
No valid postcode provided	12	5.7
<b>Total</b>	<b>211</b>	<b>-</b>



## A map of TNS - South area consultation respondents

94.3% of respondents provided a valid postcode



### South Area Buildings

- 1 Aylestone Library and Leisure Centre
- 2 Linwood Centre
- 3 Southfields Drive Community Centre
- 4 Southfields Drive Sports Centre
- 5 Southfields Library

- 6 Gilmorton Community Centre
- 7 Eyres Monsell Community Centre
- 8 Saffron Neighbourhood Housing Office & Customer Service Centre
- 9 Old Aylestone Library
- 10 Saffron Resource Centre

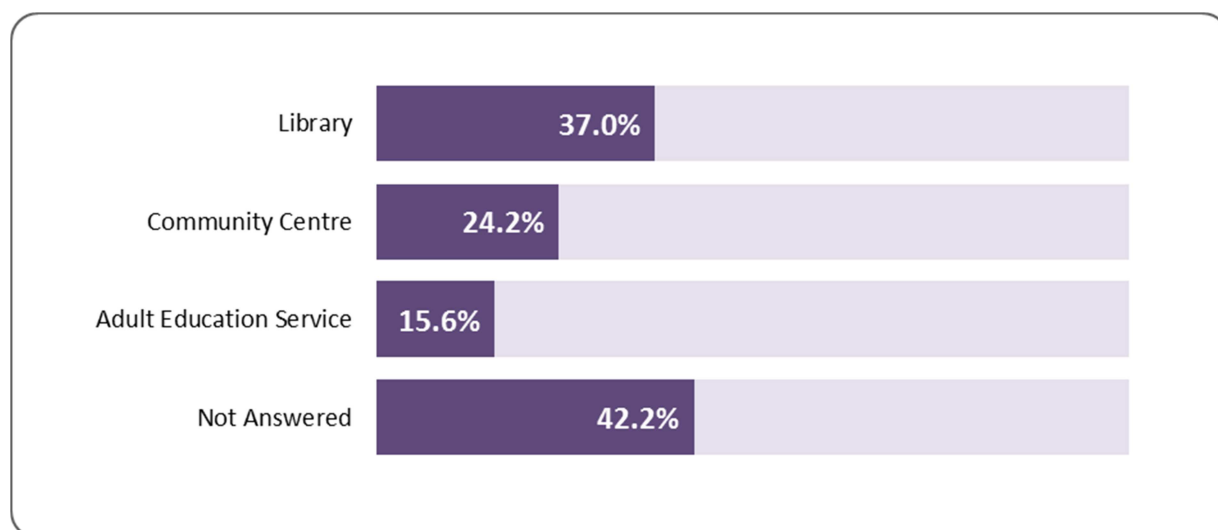
Please note the locations of the buildings are represented on the map by the red triangles.

## Views and comments

This section contains details of how people responded to the consultation questions:

### Q.1. Do you currently use any of these services in the area?

A total of 122 respondents answered this question out of the total of 211 (58%). This question permitted multiple choices to allow respondents to identify all of the services they use rather than a single service. The following graph shows the proportion of respondents that indicated using each type of service:



### Q.2. What is your home post code?

A total of 204 respondents answered this question out of the total of 211 (96%). The results of this question are shown in the table and map in the previous section of this report. Please note however that due to the timing of receipt of some responses only 178 were able to be mapped in this way.

### Q.3. Is there anything in the proposal that would stop you from using neighbourhood services?

A total of 68 respondents answered this question out of the total of 211 (33%). This was an open question and did not put any restrictions on the respondent as to how to answer. In a general sense, it is possible to categorise these responses into 'Yes' and 'No':

"Yes" responses – 28 (41%)

"No" responses – 40 (59%)

Specific responses to this question are shown verbatim below:

*"No, but from what I can see Knighton isn't even included, we have nothing within walking distance that we can use."*

*"Moving services out of the Linwood centre to the library would make it extremely difficult to attend. I cannot envisage there would be enough suitable space to accommodate everything that currently takes place at the Linwood centre and Southfields drive community centre. additionally, the library is closer to Eyres Monsell than it is to saffron, and saffron will then have no community centre in its heart. I feel that focus should be on building up activities at the Linwood centre, not at the library, this doesn't have to be at huge cost, however I feel LCC will be doing a huge disservice to the saffron community if they move everything to the library."*

*"Don't currently use any facilities as haven't got any in Knighton ward although there is abundance of them in Saffron and Eyres Monsell. Even after the draft proposal there still seem to far too many public buildings in the area. proposal hasn't got far enough. everything these days is available on the internet or phone and people need to be helped learning this."*

*"No we want to have a dedicated community building for the community to meet & engage"*

*"Limited Access due to Working hours and the limited opening hours"*

*"If they moved further away."*

*"Yes, there is nowhere to park at the library for one, the other thing is it is not very welcoming or disable friendly. not only that i am not good with steps or stairs."*

*"Because it is further from all the amenities the OAP will have further to go. Plus we will be crossing at least two main roads."*

*"I have been to Linwood for years. I do not consider the fact that I would have furthur to walk down from the bus stop."*

*"Everything that you have put in the proposal as I wish to stay at the Linwood centre. Like all elderly, we are put on the dumping ground."*

*"I don't want to go elsewhere as it's the only place I can go on my own."*

*"Prefer services moving to library."*

*"Yes closure of Southfields. Southfields Library not suitable parking/access/facilities."*

*"Without this group I'm unable to associate with people."*

*"Adequate parking facilities. Disabled access."*

*"We need a room for our friendship group which has been going 34 years for the people of Saffron Lane and Eyres Monsell."*

*"If they were moved to far away and the transport links were limited."*

*"I would not access other buildings as this (Linwood) is closest building & is in the heart of the community. Move Saffron Resource Centre and Saffron Housing Office/Customer services into the Linwood Centre."*

*"Pork Pie Library is too small, create a lot of extra traffic dangerous roundabout, too much traffic already - no room for pensioners meals or other essential activities. Hard to cross road from buses too. Dangerous for old people."*

*"I do not want to move."*

*"I will always use the neighbourhood services if they move."*

*"Seems silly that the council need to 'save money' yet can afroed to demolish and rebuild new buildings."*

*"Yes because no other environment will be as friendly and have the same community spirit that the Linwood Centre has."*

*"Yes, I do not like the library, it is a health and safety hazard to the general public, especially children. It will increase traffic due to the lack of parking."*

*"Yes: Catch22 rent office & kitchen next to management office"*

*"You closed my neighbourhood library in Richmond St. so now I have to go all the way to town for a library."*

*"Long as the toddler group still runs and I can park close to the library we will keep coming."*

*"Library closure would be a great loss for the surrounding community."*

*"No, the proposed changes seemed to be a good idea in order to save rate-payers money."*

*"If demolish to create new houses I would like the library to stay"*

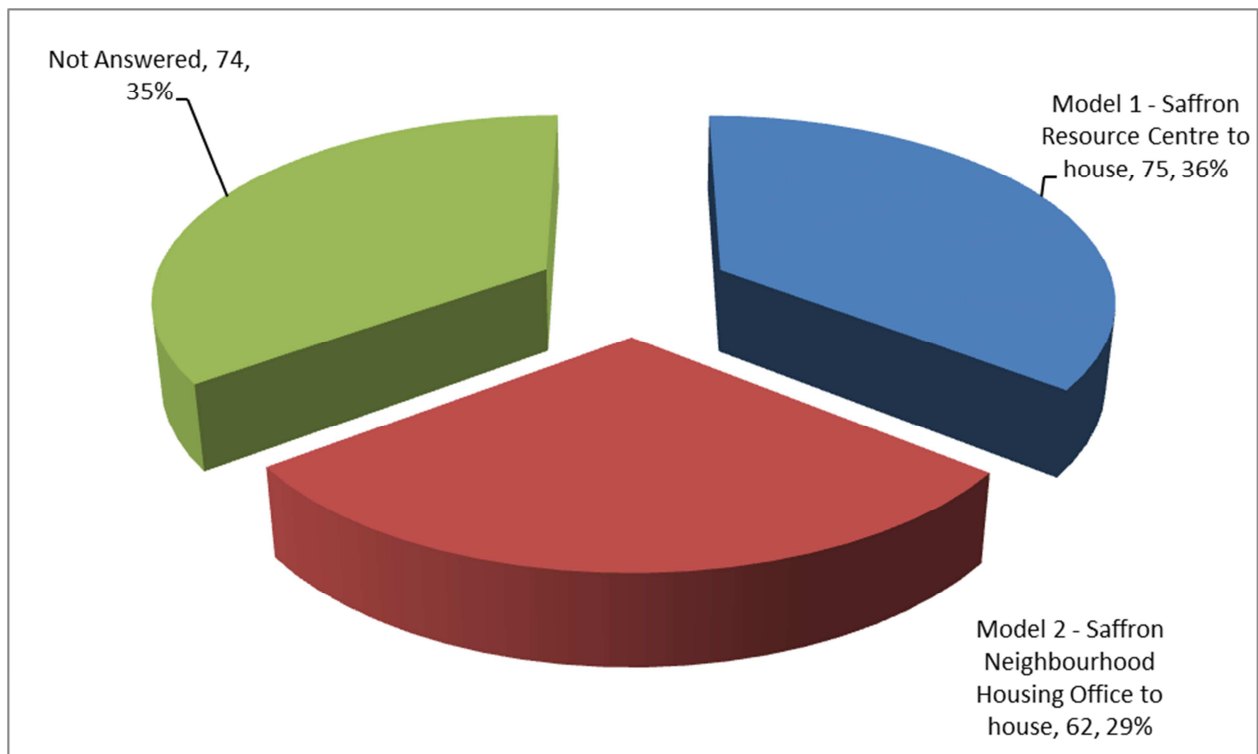
*"I do not agree with any of the proposed changes. I would like the services to stay as they are. I cannot see what is to be gained by implementing any of the proposed changes."*

*"No. I would like to see park pie library updated & enlarged & used more fully by surrounding community & children. More creative workshops, messy art/watercolours etc./projects."*

*"If it was to move I would probably stop using the services as the effort of finding the service and getting used to this would take up a lot of my time and interrupt my well being."*

#### **Q.4. Regarding Saffron Resource Centre and Saffron Housing Office/Customer Services:**

A total of 137 respondents answered this question out of the total of 211 (65%). Respondents were invited to state their preference for options surrounding combining the Saffron Resource Centre and the Customer Services element of the Neighbourhood Housing Office to use a single building; either the Saffron Resources Centre or the Saffron Neighbourhood Housing Office. The results received were:



#### Q.5. Any other comments?

A total of 136 respondents provided an answer to this question out of the total of 211 (64%). This was a free text field allowing respondents to express any comments surrounding the proposals. The following bullets provide a summary of the responses received:

- One of the groups that currently using the Linwood Centre, the Asian Tower Lunch Club, requested that they were relocated to the Belgrave Neighbourhood Centre (42 responses received concerning this). In examining this, it may not be possible for this relocation to take place due to scheduling conflicts, an alternative site would be Northfields Community Centre
- Some concerns raised around the safety of accessing Southfields Library through having to cross main roads. Accident information received from the police show that there have been 6 incidents involving injury to pedestrians since 2000, the last of which is reported in 2007, which coincides with the implementation of improved pedestrian crossing facilities.
- An online petition entitled “Do not close the Linwood Community Centre to the community that fought to open it in 1986”, has been started by the Linwood Community Association. This is still to be submitted to the council.
- There are a number of responses (20) that request that services remain and are not stopped. This fits in line with the proposals to retain all services albeit from different locations
- There are several responses (16) requesting that the Linwood Centre stays open and link with the alternative proposal detailed below
- There are several responses (11) supporting the extended use of Southfields Library
- There are several responses (9) specifically supporting the Saffron Resources Centre remaining in its current location

The following quotes are drawn from the actual responses received and are included verbatim:

*"All these services seem geared up for people who don't work, I work full time and have no idea of the purpose of these services, as at the weekend when I'm off work they appear to be closed. My daughter & wife went to Southfields library between Xmas and the new year to find it closed. Don't think the changes will affect people in full time employment."*

*"The need for housing is more pressing than housing council staff."*

*"The ideas for the changes seem sensible, though I only use the library, not the community centre or sports centre. As part of the changes, might it be possible to adjust the opening hours of the library, to give more evening opening. This might attract people to the library who are coming for community activities, and make it accessible for people at work and young people needing space to do homework."*

*"Another option is to move both housing services and the resource centre services to the Linwood centre, this would then free up 2 buildings. workshops could be incorporated into the library or the housing office if needed. or work could focus on moving on businesses that are developing well to more suitable premises if current workshops are in high demand."*

*"Would prefer the old Aylestone library to have a community use. However, would be concerned about any use that would bring increased parking demand since it can already be quite busy in the area."*

*"Puts a dwelling back into the Housing stock"*

*"I think expanding the Linwood Workshops is a great idea. The city urgently needs more facilities for small businesses and startups."*

*"We do not want to be moved at all, As the Linwood Centre is safe and friendly and it would make sense to move housing and resource centre plus the library in to there , as it would make more sence as Linwood is a big space. If you move the Linwood centre where wold the coffee morning events and the big lunch take place. you say it is a money issue yet you want to waste £14,000 on making the library. so it can take all the changes you propose .which to me is a lot of money to waste when there is a perfect building all ready to be used, and would not cost as much to make it more welcoming."*

*"My family all use the Linwood. It is an asset to our community. It is handy for all community projects that go on in the neighbourhood."*

*"It has taken me months to be able go out of my home on my own and don't want to go back to this situation, or change places again."*

*"Without this group we would not be able to do any socialising."*

*"This group is my life it is the only pleasure I have. I would be lost without it."*

*"Without this group we would not be able to socialise as I do not walk well."*

*"This group enables myself to meet people and socialise, otherwise I would be stuck at home."*

*"Regarding our groups, i.e. luncheon club and friendship group, it has been my lifesaver as I was confined to the house."*

*"The transport is very important to get people out of their homes and get to meet friends and go places, hope the service will be available."*

*"Without the friendship group and the lunch club and especially Sharon, with out these things my life would be worthless, I need these things and my friends, please help me to keep them."*

*"From what I have read so far, the ideas put forward appear to solve quite a few of the financial problems incurred by the Councils today. Further consultaion will be need to iron out finer points but so far I would be in agreement with the proposals."*

*"To save money will cause hardship, loneliness and total disruption and isolation to old and vulnerable people. Just not right to do this to people already struggling with little in their lives."*

*"Why can't we keep the Linwood Centre as it is, and mvoe all the services into here. Such as housing & the resource centre as it is big enough space to do that. As a disabled person the library is not an easy place for me to access, it is a dangerous roud to cross. I want to stay at the Linwood Centre as it is part of my life and is in the centre of the community as I have used it for the last 15 years to do my adult education courses, also I go to the Tuesday Lunch Club. I am also a volunteer for the Linwood Centre. I am also Vice-chair for the Community Association and Secretary for the Saffron Community Health Alliance. Linwood is a safe and friendly place to be, people will lose the feel of community. WE DO NOT WANT TO MOVE."*

*"I am happy with the Linwood Centre and I would appreciate if you keep the centre open."*

*"I am currently doing ECDL course and think the facilities are good and would like to carry on using them."*

*"I enjoy coming to Linwood Centre to study and it has all the facilities I require."*

*"I use Linwood Centre. I find it very useful and convenient."*

*"I don't want to move from Linwood Centre as this is where I have done all my things, I do a Macmillan Coffee Morning and won't be able to do it anywhere else."*

*"No decent parking at Southfields Library. Very unwelcome places to park in surrounding areas/streets. Linwood Centre is spacious/has childcare facilities for any classes, kitchen facilities - Linwood workshops need to be incorporated into the building as they're huge and wasted where they are."*

*"Real shame the Linwood Centre is closing. Such a lot of people seem to use it."*

*"I enjoy going to the Linwood Centre to do my English, it would be a pity if it moved as I would have to go elsewhere to do my English."*

*"Will be a shame to see the Linwood Centre close, has friendly staff who are very welcoming and make you feel comfortable."*

*"I feel very unhappy about the change because I was so used to Linwood Centre. It is so near where I live and more convenient."*

*"This is a sad day, to hear this news. The Linwood Centre has been a great support for me and many other people in the community and I feel very sad that others will no longer have this opportunity."*

*"I don't like either models [in section 4], just leave things as they are. The Linwood Centre is the heart of the community, not on a busy main road. If you are closing buildings, everything will fit in the Linwood Centre."*

*"Extend Linwood workshops to encompass entire building"*

*"It would be a shame if we did not keep Southfields Library, it is not only a very good looking building, it is also handy."*

*"Just keep Southfields Library open."*

*"Concern that new proposal won't have enough space. Library does need revamp but don't want to lose local facilities and services. Southfields Drive Community Centre well used and loved."*

*"There is a Strong rationale for the consolidation of these services, provided that the 'pork pie' library development is completed to an appropriate standard, encompassing all necessary modern teaching and learning digital technologies, and provided that there is sufficient, inclusive and easy access for the likely increased usage among Leicester South residents."*

*"I have been coming to Asian Tower Club which is operating for over 25 years and provide very good services to elderly and disabled people. The committee members do not claim any remunerations and are very helpful at all times. This particular, Linwood Centre is uniquely ideal for the lunch club. If the club must move, I would prefer them to be offered to the Belgrave Neighbourhood Centre at the same cost as we are presently being charged here at Linwood Centre."*

*"In my view it is essential that the library i.e. Pork Pie library be kept and facilities if need be transferred to that building as it is a good building and the staff are very friendly."*

*"Keep library going (It's excellent) and staff are very courteous and helpful."*

*"The proposed changes to Southfields Library are excellent. The more people who use it the better. However I would like to see the amount of stocked books increase."*

## **Alternative Proposal**

During the consultation period an alternative proposal was submitted via letter by the Saffron Neighbourhood Management Board. The letter received has been included as Appendix B to this document. They proposed to use the monies needed for investment to improve the Southfields Library to instead improve the Linwood Centre in the following ways:

- Modifications to offer front of house services from Linwood Centre.
- Modify lift and disabled access
- Modifications to the first floor layout

These modifications would allow the following:

- Relocate Southfields Library to use the first floor of the Linwood Centre
- Relocate the Housing front of house function and Saffron Resources Centre into the first floor of the Linwood Centre
- Relocate the lunch club from Southfields Drive Community Centre
- The community café and food bank would remain
- Extra workshop units could also be made available on the first floor of the building



The following rationale was provided for the alternative proposal:

- There is not enough parking close to the Southfields Library
- If the proposals are carried out then the Linwood Community Association would end as it would have no purpose / focus
- Elderly and infirm people would not be able to access Southfields Library
- The food bank would cease. It was accepted that this could relocate to a different site but concerns then raised around where volunteers would come from
- The Linwood Community Association includes organisers of the Fete and Christmas event and they were concerned that Southfields Library is not big enough to hold such events

## **CONCLUSIONS**

Following completion of the consultation the following actions have been taken:

- Discussions with the Saffron Resource Centre and Saffron Neighbourhood Housing Office in response to the alternative proposal put forward i.e. relocating both of these services to the Linwood Centre. Neither service supported this proposal
- A potential timetable has been put together to show how each of the services proposed to be relocated to the Southfields Library could be scheduled. This is included in this report as Appendix C to this document.
- The comment surrounding the preference to see a community use for the Old Aylestone Library has been noted for consideration during the proposed disposal of this building
- To relocate the printed music section from Southfields Library to provide more flexible space available for community and adult learning use
- The alternative proposal suggested by the Saffron Neighbourhood Management Board has not been recommended based on the following rationale:
  - The costs of running the Linwood centre would remain high as most of the ground floor would still be in community use, which would not deliver the required financial savings
  - Saffron Resource Centre would not be willing to relocate to the Linwood centre
  - The library would not fit in the space on the first floor of the Linwood Centre. It would also mean that the library would not be visible and accessible
  - This proposal would leave Southfields Library empty and, given the listed status of the building, would be very difficult to dispose of and make financial savings
  - There has been large support from the engagement exercises from people in the community for a revamped Southfields Library.
  - Loss of the opportunity for the extension of the Linwood workshop space, which would potentially create 30+ jobs in the area

### **Saffron Resource Centre and Saffron Neighbourhood Housing Office**

Discussions have been held both on a formal and informal basis surrounding location of the Saffron Resource Centre and Saffron Neighbourhood Housing Office. Both of the buildings are owned under the Housing Revenue Account. This also formed a part of the consultation with a specific question included for people to respond to.

On discussion with the stakeholders, one option was to offer the use of the Saffron Neighbourhood Housing Office ground floor to the Saffron Resource Centre, which was intended to reduce the overhead costs of the latter.

Further detailed investigation showed that the Saffron Resource Centre manages multiple sites from the grant monies received. The recommendation is that there are no changes to these two facilities as part of the TNS South Area proposals

### **Lessons Learned**

The following are a summary of the lessons learned from the engagement and consultation process:

- The drop-in sessions, although resource intensive are valuable as they allow more detailed conversations with stakeholders surrounding specific issues and allow responses to be provided to these specific concerns

- e worthwhile as they allow more detailed conversations with stakeholders surrounding specific issues and allow responses to be provided to these specific concerns
- The overall approach of involving stakeholders and members of the public early and continuously has proven beneficial as not only does it help to ensure that all concerns are heard, it also provides sufficient time to respond to these concerns on an evidence basis
- The process undertaken has enjoyed 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

# Transforming Neighbourhood Services

## South area consultation



### Background

In April 2013, Leicester City Council announced a programme to reorganise neighbourhood services across the city. This includes libraries, community centres, adult learning and local customer service points.

Significant cuts in government funding mean that we cannot continue to run services as we do now. But before drawing up any proposals, we wanted to talk to local communities to find out what they wanted from their services in future.

We invited members of the public and local organisations to get involved and give us their ideas. We also divided the city up into six areas, to be considered in turn. The south area of Leicester is the first one we have looked at: Aylestone, Eyres Monsell, Freeman and Knighton wards.

In spring/summer 2013, 299 people across the city gave us their initial comments via a form and online consultation. Over the autumn, we held meetings and information sessions across the south area; there was also an online questionnaire. In total 110 people gave their views. You can read a summary of the responses online at [consultations.leicester.gov.uk/we\\_asked\\_you\\_said](http://consultations.leicester.gov.uk/we_asked_you_said) or pick up a copy in your library or community centre.

### What is happening now

We have listened to all of the views that were put forward. We also collected information about council buildings in the area to find out what they are used for, running costs and how many people use them.

Now we have developed a way forward and we would like to know your views and preferences. These options bring services together and make savings.

## Proposed changes

### Southfields Library

- Refurbish the building to include new community and learning facilities, and disabled parking, so that the library, adult learning and community services can all operate there



### Southfields Drive Community Centre

- Move services into the improved Southfields Library
- Then market the centre for six months to community groups and if no suitable interest, demolish to create new housing



### Southfields Drive Sports Centre

- Transfer management to sports services to encourage greater use



### Linwood Centre

- Move community and learning services to the improved Southfields Library
- Keep the pre-school where it is
- Extend Linwood Workshops into the rest of the building

### Eyres Monsell Community Centre

- Install a new self-service library

### Gilmorton Community Centre

- Continue key fob access and monitor use for the next six months



### Old Aylestone Library

- Discussions have been ongoing with interested community groups for nearly 12 months
- If these are not successfully concluded within six months, the property will be marketed commercially



(continued on next page)

## Proposed changes (continued)

### Saffron Resource Centre and Saffron Neighbourhood Housing Office/ Customer Service Centre

There are two possibilities for these buildings:

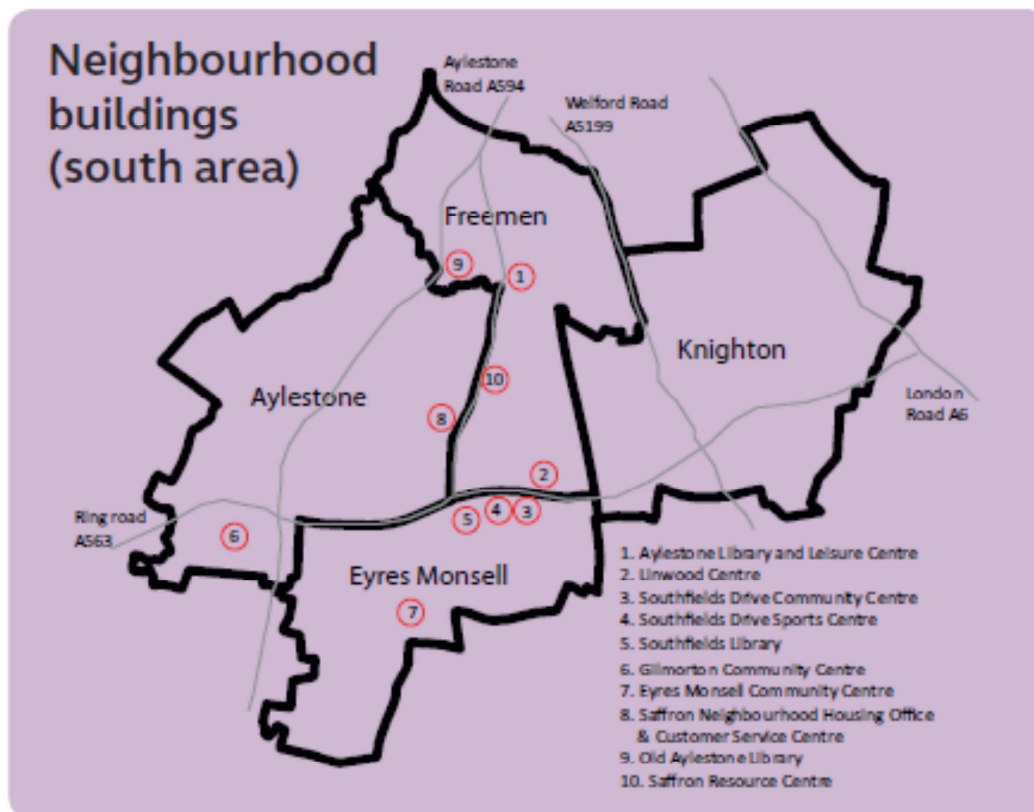
#### Model 1

- Transfer Saffron Customer Service Centre (including housing enquiries) to Saffron Resource Centre
- Alter the housing office ground floor to be office space for council staff (allowing savings elsewhere)

#### Model 2

- Saffron Resource Centre to move to the ground floor of the housing office/  
customer service centre for a peppercorn rent
- Current resource centre to be turned back into housing

The proposals reduce the number of buildings and also reduce overhead costs for the council and Saffron Resource Centre.



## Your views



Give your views online at [leicester.gov.uk/tns](http://leicester.gov.uk/tns)

OR

Fill out this form

1. Do you currently use any of these services in the area? (Please circle)

Library    Community centre    Adult education service

2. What is your home post code? .....

3. Is there anything in the proposal that would stop you from using neighbourhood services? If yes, please give the reason(s).

.....  
.....  
.....  
.....

4. Regarding Saffron Resource Centre and Saffron Housing Office/  
Customer Services:

I prefer model 1

I prefer model 2

5. Any other comments?

.....  
.....  
.....  
.....

Thank you for giving us your views.

Please hand this form in to any Leicester City Council library,  
community or leisure centre, or post to:

Transforming Neighbourhood Services  
A13 New Walk Centre  
Leicester City Council  
Leicester, LE1 6ZG



The closing date is 14 February 2014.



## Appendix B – Letter received outlining alternative proposal from Saffron Neighbourhood Management Board

Mr T J Rogers  
Saffron Neighbourhood Management Board  
C/o The Linwood Centre  
Leicester

### Transforming Neighbourhoods ( South )

A meeting of The Board alongside Linwood C.A. plus other interested parties was held today 22<sup>nd</sup> Jan 2014 to discuss the proposals. The consensus view formed was as follows.

The plan seeks to address the problems of reducing the community budget by 30% while maintaining, as much as possible, services. This objective has, in our view, been compromised by the aim to protect the “ iconic “ building known as Pork Pie. The building may indeed be “iconic “ but that does not make it suitable for the provision of community services. Your proposals plan to make a substantial investment in the refurbishment of the building. The money could be better used elsewhere. The building is at the extremities of the estate it proposes to serve. It is inaccessible to vehicular traffic being sited at one of the busiest roundabouts in Leicester. There is no parking within a reasonable distance. You propose to create some disabled parking bays at the venue. Unless these are monitored with an employee with the authority to enforce the restrictions, they will be abused. Making the building totally inaccessible to disabled people. The building is also difficult to reach by pedestrians as well. The other major draw back is the building is too small to host some of the events taking place on Saffron. The Christmas Fete is an obvious example.

The proposal is to close The Linwood Centre. This we believe will have major consequences for the local community. This would mean the end of The Linwood C.A. with its associate groups. The Women’s group and saffron arts are examples. The community café would end as would the plans to make it internet ready. The computers are already available. The Saffron Neighbourhood Management Board is designed to be resident led. Many of its resident members are elderly infirm/disabled and would not be able to reach the Pork Pie. This would result in the Board ceasing to exist. The loss to the community would be grave. The food bank, jointly run by the C.A. and the board would go. It might be possible to resite it but where would you find the volunteers to run it? The people running many of the events on The Saffron Estate are members of the board. These include The Saffron Summer Fete, The Saffron Christmas Fete and The SAFTAS. These would be at grave risk. It is possible that others may be found to organise these events but it is unlikely. The Christmas Event would certainly end as the Linwood Centre is the only building large enough to host it with its 1200 visitors.

We therefore offer an alternative scenario. Using the money that would have been spent on the Pork Pie Library, Refurbishment/modifications could be made at the Linwood Centre. This would enable The Library services to move in upstairs along side Housing and the Resource Centre. Some modification to the reception area would be necessary to offer front of house services. The Lift would also have to be modified to improve disabled access. The Lunch club from the community centre could move into the main hall where there is a good kitchen. The community café would remain, with internet provision along side the food bank and the other groups already mentioned. This we would suggest would provide the dual objectives of cutting costs and maintaining community provision rather better than your current proposals

Yours Sincerely  
TJ Rogers  
Chair Saffron Neighbourhood Board  
Secretary Linwood C.A.



22 Jan 2014.



Transforming Neighbourhood Services – South Area – Executive Decision Report 4<sup>th</sup> March 2014  
 Appendix A – Consultation Results Report

**Appendix C - Southfields Library - Potential Room Usage**

	<b>Library</b> (Plus Self – service opening hrs.)	<b>Old Printed Music Area (IT teaching and extra public PCs)</b>	<b>Old RDS room (teaching and community use)</b>	<b>Old Surestart Space (No IT)</b>	<b>Kitchen</b>	<b>Theatre</b>	<b>Small Meeting Room (Kitchen prep space?)</b>
<b>Monday</b>	10-5 staffed	Computer Skills 1.00-3.00	English Lang Class 9.15-11.45	Art Class 1.00-14.00 Arabic Class 16.15-17.45	9.30-2.00 Lunch Club 1 prep	Lunch Club 1 (Ex- Southfields Drive 12-2)	Lunch Club prep
<b>Tuesday</b>	10-5 staffed  Toddler time 10- 12	IT functional skills 9.30-12.00	Arabic Class 16.15-17.45	Cert Support Teaching & learning 9.30-12	9.30-2.00 Lunch Club 2 prep	Lunch Club 2 (Ex- Linwood 12- 2)	Lunch Club prep
<b>Wednesday</b>	2-7 staffed (option to increase staffed opening to 10-7)	ECDL 9.30-12.00		English 9.15-11.45 CAB 2.00-4.00	9.30-2.00 Lunch Club 1 prep	Lunch Club 1 (Ex- Southfields Drive 12-2)	Lunch Club prep
<b>Thursday</b>	Closed  (option to increase staffed hrs. to 10-5)	ICT workshop 9.30-12.00 Computer & online basics 1.00-3.00	STL Teaching Asst. 9.15-11.45	Women’s group 10.00-13.00	9.30-2.00 Lunch Club 1 prep	Lunch Club 1 (Ex- Southfields Drive 12-2)	Lunch Club prep
<b>Friday</b>	10-5 staffed		Arabic Class 16.15-17.45	Art workshop 11.00-14.00		Intro to fitness 9.30-12.30	
<b>Saturday</b>	10-1 staffed						
<b>Sunday</b>	Closed						

Friday Sewing/Textile class. Room for sewing machines and storage - could go into old RDS room