

Transforming Neighbourhood Services Project

Update on progress to
Neighbourhood Scrutiny &
Community Involvement Commission
1st October 2015

Overview

1. Background
2. Progress to date
3. Benefits delivered
4. Next steps

1. TNS Background

TNS Programme is reviewing the way in which neighbourhood based services are delivered throughout the city

Reviews are focussed on the use of buildings managed by these services with a priority given to retaining services provided over retention of specific buildings

Services currently in scope:

- Adult Skills & Learning
- Community Services
- Libraries
- Neighbourhood based Customer Service points

TNS neighbourhood areas

TNS uses a neighbourhood area based approach:

Neighbourhood Area	Wards
South	Aylestone, Eyres Monsell, Knighton, Saffron
West	Braunstone Park & Rowley Fields, Fosse, Western Park
North West	Abbey, Beaumont Leys, Abbey
North East	Belgrave, Humberstone & Hamilton, Rushey Mead, Thurncourt, Troon
East	Evington, North Evington, Spinney Hills, Stoneygate, Wycliffe
Central	Castle

TNS Methodology

Each neighbourhood is considered in turn:

- Early meeting with ward councillors
- Initial engagement with all stakeholders, providers, service users, communities and members of the public to help develop draft proposals
- Development of draft proposals, costings and feasibility work
- Further period of engagement to seek comments and views prior to refining the proposals and then, following agreement, implementation
- Where buildings no longer to be used, working with the groups / providers to relocate to alternative locations
- Develop options for reuse or disposal of buildings, for example Community Asset Transfer

2. Progress to date - overview

South Neighbourhood Area

- Consultation: October 2013 – February 2014
- Executive decision: March 2014

West Neighbourhood Area

- Consultation: April – August 2014
- Executive decision: October 2014

North West Neighbourhood Area

- Phase 1 consultation: Nov – Dec 2014

Progress: South Neighbourhood Area

- **South area** executive decision March 2014
 - Investment in Pork Pie Library and Community Centre
 - Relocation of community services from Linwood and Southfields Drive Community Centres allowing alternative use
 - Delivery of self-service library at Eyres Monsell Community Centre
 - Community Asset Transfer of old Aylestone Library on Richmond Road

Progress: West Neighbourhood Area

- **West Area** executive decision Sept 2014
 - Investment in Westcotes Library
 - BRITE Centre to accommodate STAR office
 - 4 buildings made available for Community Asset Transfer:
 - Oak Centre – Agreed Sept '15
 - Cort Crescent Community Centre - Agreed Sept '15
 - Newfoundpool Community Centre - Agreed Sept '15
 - Braunstone Grove – Under discussion
 - Manor House Community Centre – work with groups to review use
 - Fosse Centre – further review needed

Case Study: Aylestone Leisure Centre & Library



- Old Aylestone Library on Richmond Road poorly located with accessibility issues
- Relocated to Leisure Centre July 2013
- Large Increase in library visits, book loans and computer use

Aylestone Library		
Performance Indicator	2012 - 13	2014 - 15
Total book loans per year	13,029	28,504
Total hours PC use per year	968 hrs	4,526 hrs
Total visits per year	7,730	47,001

- Overall use of the leisure centre and sports facilities has increased
- Library staffed hours extended + self service available when staff leave
- Community Asset Transfer of old building reused for childcare provision

Case Study: Pork Pie Library & Community Centre



- Joint Service Centre created
 - Library
 - Community Centre
 - Adult Learning Centre
- Services relocated from nearby buildings
 - Linwood Centre – workshops developed
 - Southfields Drive Community Centre – reuse for community enterprise
- Benefits
 - Building investment
 - One stop shop
 - New heating & lighting systems
 - IT Suite for Adult Learning
 - Kitchen for lunch club and events
 - New community rooms for hire
 - Longer opening hours (+16hrs/week)
 - Out of hours access
 - Community stakeholder group

Case Study: St Matthews Centre



St Matthews Centre
10 Malabar Road,
Leicester LE1 2PD

Centre Opening Times


Monday	8.45am – 10pm
Tuesday	8.45am – 10pm
Wednesday	8.45am – 10pm
Thursday	8.45am – 10pm
Friday	8.45am – 10pm
Saturday	10am – 4pm
Sunday	10am – 4pm


- Room hire
- Birthday parties
- Adult learning courses
- Older persons groups
- Youth activities
- Badminton
- Football
- Basketball
- Karate
- Gymnastics

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- Early model developed in consultation with community groups
- Joint Service Centre created, with 10 services
 - Community Rooms
 - Housing Office
 - STAR
 - Adult Learning Centre
 - Sports Hall
 - Youth service
 - Nursery
 - Library
- Building redesigned in consultation with local community organisations.
- 3 shop units re-let
- Some works remaining – to revisit as part of TNS North North East



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3. Key Benefits: Summary

1. Engagement of local groups and communities
2. Improvements to local buildings
3. Development of multi-service centres
4. Increased opening hours by combining services
5. Improved access to buildings
6. Creation of new community spaces
7. Modernised facilities
8. Reduced carbon footprint / energy efficiencies
9. Opportunities for local groups to take on community buildings
10. Reduced building running costs

4. Next steps: North West Neighbourhood

- Initial consultation undertaken on services in 12 community buildings Nov – Dec 2014
- Feedback from local residents and stakeholders was as follows:
 - Services provided are more important than particular buildings.
 - That transfer of assets through Community Asset Transfer would be welcomed.
 - Services could be combined into fewer buildings, based on location and proximity of other sites.
 - That there should be better advertising of community spaces that are available for hire to increase usage and income.

North West Neighbourhood – next steps

- Summer / Autumn 2015: Running feasibility studies to test some of the suggestions from stakeholders
- Finalise options following engagement work
- Winter 2015/16: Consult with local people on the proposed options
- Spring 2016: Executive decision and start projects

Any questions?
