

Transforming Neighbourhood Services North West Area Consultation Report

Findings of the public consultation
as at 12th April 2016

Prepared by:

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This report provides a summary of the findings of the engagement 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.*
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1. EXECUTIVE SUMMARY

This report summarises the outcomes of the engagement and public consultation exercises undertaken on draft proposals for the reorganisation and consolidation of building stock in the North West area of the city, being managed as part of the Transforming Neighbourhood Services (TNS) Programme.

A copy of the consultation questionnaire used for the exercise is included at the end of this document as Appendix A.

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

- 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 across the city towards neighbourhood services
- A more in-depth and focussed engagement process was carried out between 3rd November and 19th December 2014 to collect suggestions and comments from service users and residents in the North West area
- Following the inclusion of youth services in the programme, a targeted engagement process focusing on two youth centre buildings in the area was carried out between 2nd and 29th November 2015
- 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 on 11th February 2016.
- Consultation on the draft model (**subject of this report**) in order to present a final draft for approval to implement to the City Mayor and Executive in April 2016.

The consultation period ran from 1st March 2016 until 11th April 2016 and was carried out in two main parts:

- A series of meetings, by arrangement and request, with various resident groups, community groups and voluntary organisations who use the facilities being consulted upon. These included an initial stakeholder meeting held at New Parks Centre on 29th February and an open meeting held at Beaumont Leys Library on 15th March 2016.
- A questionnaire 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 there was a general agreement that the services provided are more important to people than the buildings from which they are currently provided.

The main messages drawn from the meetings held with groups are that:

- 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

- A number of groups are interested in opportunities to take on buildings under potential Community Asset Transfer arrangements
- Some groups expressed concern that their activities may not be able to continue in the same way as before.
- Alternative options were explored for groups and activities which might be affected if the proposals went ahead.

At the closure of the consultation on the 11th April 2016, a total of 393 completed form responses were received and people were asked to identify if any of the proposed changes would result in them no longer accessing services. The majority of responses were neutral or positive (meaning they would continue to access services). A number of responses requested that no changes are made and that services and buildings remain as they are. The main reasons stated for not continuing to access services were:

- Concerns raised around the installation of self-service facilities, especially with regard to Customer Service and Housing transactions.
- Greater distance to travel to access services, especially with regard to the relocation of some Neighbourhood Housing Offices.
- Some community groups do not want to relocate to another centre due to considerations around travel, convenience and suitability of the space and facilities.
- A perception that services will no longer be available to the same level of quality if they were to relocate to a different centre or building

People were also asked for any other comments relating to the proposals. The suggestions drawn from these responses are summarised as follows:

- Support for the continued use of Healthy Living Centres
 - Some interest received in potential Community Asset Transfers of Buildings
 - Comments raising concerns over consequences for existing groups should buildings be managed by a different organisation
 - Alternative suggestions for the reconfiguration of buildings, especially at the Stocking Farm site
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2. BACKGROUND

Transforming Neighbourhood Services – North West Area

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 approach is to consider each of 6 geographical areas in turn 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.

Initially the scope of the programme covered four service areas:

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

In addition some other council services with a presence in the in the neighbourhoods were included where they formed a part of the future delivery, for example, by sharing locations. In the North West area this included Neighbourhood Housing Offices, STAR Offices and Early Years pre-school settings.

In October 2015 the Council announced a city-wide review of its buildings called “Using Buildings Better”. The Transforming Neighbourhood Services programme now forms part of this wider programme and is extended to include other neighbourhood based service points.

In the North West area this has meant the inclusion of council run youth centre buildings in the area.

The scope of the North West area includes the following buildings:

- Beaumont Leys Library and offices
- Beaumont Leys (Home Farm) Neighbourhood Housing Office
- Beaumont Leys (Marwood Road) STAR Office
- Braunstone Frith Community Centre
- Home Farm Community Centre
- Mowmacre (Jersey Road) Neighbourhood Housing Office
- New Parks Centre Library
- New Parks Community Centre
- New Parks Housing Office and Customer Service Centre
- New Parks STAR Office
- New Parks Youth Centre
- Stocking Farm Community Centre, Youth Centre and Health and Living Centre
- Tudor Centre and Healthy Living Centre

3. CONSULTATION METHOD

Objectives and techniques

This consultation builds upon previous development and engagement work undertaken for the TNS programme with the goal of developing a model for the North West 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 city wide 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
- An in-depth focussed engagement process was carried out in the North West area between 3rd November and 19th December 2014 to collect suggestions and comments from service users and residents
- Following the inclusion of youth services in the programme, a targeted engagement process focusing on two youth centre buildings in the North West area was carried out between 2nd and 29th November 2015
- 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 on 11th February 2016.
- Consultation on the draft model for the North West area from 1st March – 11th April 2016 (**subject of this report**) in order to present a final draft for approval to implement to the City Mayor and Executive in April 2016.

Summary of citywide engagement, April – July 2013

Details of the previous engagements between April – July 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

Summary of North West engagement, November – December 2014 and November 2015

During November – December 2014 a total of 7 focus groups were held across all three wards of the area to consider 12 Neighbourhood buildings. Questionnaires were available online and at all council facilities in the area asking people to identify which buildings and services they used and ideas to reorganise services to save money. A total of 354 responses were received.

During November 2015 5 focus groups were held focusing on 2 additional youth centre buildings which were included in the North West area under the Council's Using Buildings Better programme. Questionnaires were available online and at the youth centre buildings in the area. A total of 133 questionnaires were completed, most on paper, but some online

A separate report published in January 2016 is available outlining detailed analysis of the engagement periods that ran from 3rd November 2014 until 19th December 2014 and 1st – 19th November 2015.

The report summarises the main outcomes of the initial engagement work as follows:

Factors to consider for buildings used:

- Ease of access, including long opening hours
- Friendliness of staff
- Convenience of location, bus routes and local facilities
- Good facilities and / or good accessible book stock
- Range of activities available
- Free internet access
- For young people especially, a safe place where young people feel they belong

Suggestions for saving money:

- Amalgamate services provided into fewer buildings, based on location and proximity of other sites
- Transfer the ownership of some 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

Suggestions for future use:

- Majority of people supportive of the buildings they currently use and overall strong support for Libraries and the Stocking Farm Healthy Living Centre
- Beaumont Leys Library, New Parks Library and the Tudor Centre are suitable for multi-service use.

The model for the North West neighbourhood buildings was developed using the feedback from the above engagement work, and using buildings and service data for the area.

Consultation on building proposals for the North West area, 1st March – 11th April 2016

Following the previous report in February 2016, a consultation exercise has been carried out on the draft proposals that were presented to the City Mayor and Executive at that time. Views were sought on the suitability and practicality of those proposals. The findings of this consultation are the subject of this report.

The consultation took place between 1st March and 11th April 2016. Views were gathered through two main methods as follows:

- A series of meetings with residents groups, community groups and voluntary organisations who use the facilities being consulted upon

- A questionnaire available online and in paper format from all council facilities, GP surgeries in the North West area and circulated by community groups. Residents, partners, stakeholders and service users were asked which services they use, what benefits and barriers to accessing services the proposals might introduce, and any other comments or suggestions.

In addition a number of letters and emails were received from residents, some forwarded by their local councillors or MP. The comments and views expressed have been included in the consultation.

The consultation activity included:

- An initial stakeholder meeting held at New Parks Centre to gain views on the proposals from those who had attended the previous stakeholder meetings and community groups and residents most likely to be affected by the proposals.
- An open meeting held at Beaumont Leys Library on 15th March to gain the views of residents, community groups, partners and stakeholders across the North West area.
- Council staff briefings to outline the proposals and consultation process and to take initial feedback
- Presentations at ward community meetings and the Tenants Forum
- Members of the Young People’s Council were engaged to gain feedback on the proposals for the North West area as a whole.
- Promotion of the consultation through a range of channels:
 - A press release outlining the proposals and the consultation period
 - Subsequent media coverage including articles in the Leicester Mercury and on Radio Leicester
 - Council staff raised awareness of the proposals by talking to customers and partners during the consultation
 - Posters displayed at council facilities and GP surgeries in the North West area
 - Stakeholders contacted by phone and by email (where contact details had been registered previously)
 - Regular social media alerts
 - Through the libraries’ email newsletter to 16,000 city residents
 - Through Voluntary Action Online (VAL) weekly newsletter
- Distribution and promotion of a questionnaire seeking views on the proposals. The questionnaires were available online, on the Council’s consultations website, and on paper with a ‘tear-off’ response form. A total of 4,000 questionnaires were circulated.
- An invitation to groups and individuals to meet during the consultation to discuss the proposals. A number of meetings with residents, stakeholder groups and community groups who currently use or have an interest in the buildings were held throughout the consultation period, as follows:

Date	Time	Organisation / Stakeholders	Location
29 Feb	6:30 pm	Early stakeholder meeting	New Parks

2 Mar	6:30 pm	Beaumont Leys ward meeting	Beaumont Leys Library
7 Mar	10:30 am	Braunstone Frith Tenants Association & Coffee Group; New Parks Panel members	Braunstone Frith Recreation Centre
08 Mar	7.00pm	Youth focus groups	New Parks Youth Centre Stocking Farm Youth Centre
15 Mar	6:30 pm	Open meeting –open to all residents and stakeholders	Beaumont Leys library
22 Mar	7:00 pm	Western ward meeting	Braunstone Frith Recreation Centre
23 Mar	3:00 pm	Cooke e-Learning	Beaumont Lodge
24 Mar	11:30 am	Morning Bingo Group	Stocking Farm Community Hall
24 Mar	2:00 pm	St Matthews Solutions (Home Farm)	Town Hall
29 Mar	2:00 pm	Little Lambs Pre-school	Town Hall
30 Mar	3:00 pm	Stocking Farm evening bingo group leaders	Tudor centre
30 Mar	09:00 am	Super Troupers dance group leader (New Parks Community Centre)	New Parks Community Centre
31 Mar	09:00 am	Pumpkin Patch nursery	New Parks Library
31 Mar	1:00 pm	Tenants & Leaseholders Forum	Town Hall
04 Apr	10:30 am	Calvary Apostolic Assembly church (Stocking Farm)	Town Hall
04 Apr	11:30 am	Young people's music project	Town Hall
05 Apr	9:00 am	New Parks Panel (chair)	New Parks Community Centre
05 Apr	3:00 pm	Braunstone Frith Tenants Association	Braunstone Frith Recreation Centre
05 Apr	7:30pm	Stocking Farm Youth Centre focus group	Stocking Farm Youth Centre
06 Apr	9:00 am	New College	
06 Apr	3:00pm	Stocking Farm evening bingo group leaders	Tudor Centre
11 Apr	3:00pm	Stocking Farm evening bingo group leaders	Stocking Farm

PUBLIC RESPONSE AND VIEWS EXPRESSED

Group Meetings

A series of meetings were held with resident groups, stakeholder groups and community organisations that use or have an interest in the buildings in scope of this asset based review.

Stakeholders who had identified themselves through previous engagement activity were invited to attend an early meeting on 29th February. An open meeting held on 15th March and promoted through a series of posters, emails and social media streams was well attended.

Throughout the consultation groups were invited to request meetings to discuss the proposals in more detail. Around 20 meetings were held upon request.

The main points from the meetings held were as follows:

General Queries and Views arising from meetings

- 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
- A number of groups are interested in opportunities to take on buildings under potential Community Asset Transfer arrangements
- Some groups expressed concern that their activities may not be able to continue in the same way as before.
- Alternative options were explored for groups and activities which might be affected if the proposals went ahead.

There now follows some detailed points raised and discussed during individual meetings with groups, these are listed by which centre the groups currently use.

7 Mar: Braunstone Frith Tenants Association, Braunstone Frith Recreation Centre

- Concern was expressed that the Braunstone Frith community has no other nearby community facilities and that it was important to retain community provision.
- The community space is used to provide social activities for older people living in the area. There was concern some residents would be unable to access activities in other centres, the nearest being New Parks Centre. However it was noted that the Centre would be retained for community groups to use under Community Asset Transfer.
- It was stated that the Recreation Centre is needed by the local community to join up services such as the police and other services.
- Support was expressed support for the Braunstone Frith Tenants Association and the community activities delivered at the centre.

8 Mar: Meeting with young people, Stocking Farm Youth Centre

The key points raised by the young people were:

- Consider alternative buildings on the site for demolition and retain the Youth Centre. Why isn't the Healthy Living Centre (HLC) demolished instead?
- The ball court is well used and needs to be retained
- If youth sessions relocate to the HLC there are concerns it may not be big enough
- A reassurance was sought that the staff would not change.
- Relocation to the Tudor Centre was not felt to be suitable due to the distance and because of worries about safety.
- There were concerns that young people make a lot of noise on ball court and this would cause conflict with any new housing scheme.

15 Mar: Consultation open evening at Beaumont Leys Library

Residents and stakeholders from all three wards in the North West area attended. A wide ranging discussion was had on the proposals.

The key points made by stakeholders were as follows:

- We knew nothing about this process until two weeks ago.
- Why have we only got a questionnaire now? We were not aware of previous engagement periods.
- What is going to happen to the New Parks Community Centre building and others – will it be leased or demolished?
- Can local groups can apply to take buildings them on under the Community Asset Transfer process?
- Confirmation requested that the process is about buildings, not services
- Why are some buildings at Stocking Farm proposed for demolition when other buildings are being offered to groups to take on?
- Why not demolish the Stocking Farm Healthy Living Centre instead of the Community Hall?
- There is nowhere else within a mile of Braunstone Frith Recreation Centre, which is busy and well used. Where will groups be transferred to?
- How are you going to fit 54 bingo goers who currently use the Community Hall into another building at Stocking Farm? People will have scooters and walkers and these also need to be accommodated. The room in HLC isn't big enough.
- It was stated that services have already been cut from Stocking Farm – libraries, computers and adult education classes etc. "There is a feeling the proposals are already cut and dried and you'll do what you're going to do. Stocking Farm is a deprived area and this is diabolical".
- "Why was the Healthy Living Centre built? Why waste money pulling down a new building? – Stocking Farm youth centre was recently extended"
- "Are you keeping the farmhouse at Stocking Farm? Why are you keeping that over the hall? It's not used as much".
- "Will this process free up funds for community groups in Beaumont Leys – there isn't much for older people?"
- "We use Home Farm for various activities – we want to ensure that if it goes for community asset transfer we can still use it. Other venues, like schools, are too

expensive and get booked up by big organisations, sports clubs. So there aren't many buildings we can access.”

- “Jersey Road Housing Office was built so that people who couldn't get to Home Farm had an office to go to. I'm not happy that this is on the list.”
- Stocking Farm is a very hilly area and there are lots of elderly people. Please look at the concerns of those who live here and which buildings are more appropriate for the groups.
- “It's all very well moving the housing offices here (to Beaumont Leys Library) but it's a long way from the bus stop and you've got to consider older and disabled people. Lots of elderly people can't use a computer.”
- Comment from police: people are raising concerns about buildings and accessibility. But like the police, housing officers will still do home visits.
- Can you give us more details on the requirements for community asset transfer or for buildings being marketed commercially?
- Five groups requested follow up meetings during the consultation period.

22 Mar: Western ward meeting

- The Tenants Association and local residents raised concerns about the proposed asset transfer of Braunstone Frith Recreation centre.
- It was noted that the site is relatively low cost to run.
- Issues were raised around elderly people and travel to other sites.
- The chair of New Parks Panel raised concern over the proposals for New Parks Community Centre, and in particular accommodating the young people's dance group if the site is demolished.

23 Mar: Cooke e-Learning, Beaumont Lodge

- There was a feeling that local people at Stocking Farm will be upset to lose some of the community buildings on the Community Centre complex.
- All community groups are important to the people attending them – the council should aim assist all groups to continue where changes are proposed.
- With regard to the potential for housing developments on the Stocking Farm site, it was queried what types of development could be expected in the current climate. Concerned that houses built here would be for private rental.
- The group would strongly support the proposal to invest in Tudor Centre – it is well used and in an area of deprivation
- Ashton Green development – concerned about extra cars on road if Beaumont Leys is the community hub for this area
- Identified North/South divide in Beaumont Leys, with North area being more affluent. Need to ensure community supported in the South and particularly in Home Farm area. Therefore in favour of Community Asset Transfer for Home Farm Community Centre, and other buildings in the Beaumont Leys area.

24 Mar: Thursday morning bingo group, Stocking Farm Community Hall

- There was a feeling that the Stocking Farm area has lost out.
- Concerned about accommodating the larger bingo group. This is an important social activity for the elderly people in the area.

- Comments that people living on the estate needed to be considered. The important thing is to consider what alternative arrangements can be made for current users, and to ensure their needs are considered as part of any changes.
- There was a general concern that nowhere is big enough to hold the larger Bingo group (40 – 50 people).
- Storage capacity would need to be considered as bingo group's etc. need to store equipment.
- Ball court was felt to be very important for the young people and has good use.
- It was felt it is really important to retain a youth service at Stocking Farm as the young people are losing out these days. If the sessions do relocate to the HLC, the young people would need to have some kind of ownership and be fully involved in the planning from an early stage.
- Alternative suggestions could be made regarding the closures. One option suggested was to demolish the Community Hall but retain the Youth Centre. This would be large enough to accommodate the large bingo club. If a second building needed to be demolished, suggested the Healthy Living Centre.
- If necessary the small Bingo Group could relocate to the Farmhouse.
- However, a parking shelter for 6-7 mobility scooters would need to be provided for larger bingo group.
- The Farmhouse has a lift which is suitable for access to the large upstairs room.
- It was agreed that solutions need to be provided as part of the development – with some investment and essentially with community involvement from the outset of any project.

24 Mar: St Matthews Solutions, (Offices based at Home Farm Community Centre)

- St Matthews buildings & Home Farm – operate from many locations across the city
- Support for the CAT proposal for Home Farm as this protects the community services running from the building
- Offices are based at Home Farm Community Centre
- It was felt that CAT would work best if interested organisations could partner with each other to add value to the community offer.
- It was understood that savings have to be made

29 Mar: Braunstone Frith Pre School, (based at Braunstone Frith Recreation Centre)

- If the CAT proposal goes ahead would want to see community activities delivered from the Centre protected
- Concerned that the building needs some investment
- Would support a partnered CAT bid to ensure a robust proposal.
- Concerned for the future of the Little Lambs pre-school depending on the outcome of the proposed CAT.

30 Mar: Stocking Farm Thursday evening Bingo Club & the Tudor Centre Welcome Club, (Tudor centre)

- Some of the bingo group come on mobility scooters so cannot relocate far away
- The group are not very mobile, and do not get out much. The activity helps combat

social isolation

- Relocation to the Tudor Centre was not felt to be a realistic option as it is too far away for the core group based at Stocking Farm.
- The Stocking Farm farmhouse and Healthy Living Centre are not big enough to accommodate the group, which has up to 50 members attending each week.
- The Methodist Church hall is an option. The group have used the church before and it has good facilities – large hall, good kitchen.
- However ongoing support would be required from the Council to enable the group to continue running at this location.
- It was agreed to explore this option from a feasibility perspective.

30 Mar: Super Troupers, (based in New Parks Community Centre)

- The key concern is the future of the Super Troupers dance group
- The group would support the proposal for Community Asset Transfer
- It was felt that a CAT offer should accommodate existing users such as the visits from the adjacent rest home

31 Mar: Pumpkin Patch, (Based in New Parks)

- Hasn't heard too much in New Parks – perhaps people are not aware?
- More of a reaction from Braunstone Frith due to proposal for recreation centre
- Does not think New Parks STAR will be an issue as not moving far
- Is concerned to ensure that New Parks Community Centre is retained under a Community Asset Transfer, and this may be best delivered under a partnered approach.

31 Mar: Tenants & Leaseholders Forum (Held at the Town Hall)

- There were concerns over the proposed Customer Services & Housing self-service proposal at New Parks.
- Suggestion: Could we have a look at having discussions with the Bus Service to see if they could have a bus stop near the Beaumont Leys library
- In principle the relocation of housing services to Beaumont Leys Library was workable. Shared receptions need to work out in detail.
- Access for older people, people with ill health and mobility issues needs to be carefully considered. It was advised that home visits would be available to those that needed them and also services could be accessed online and using the phone. However it was pointed out that people would like barriers removed so that if they wanted to visit the office they could.

04 Apr: CAA (Calvary Apostolic Assembly) church (based at Stocking Farm)

- Stocking Farm Community Centre suits the group because there is a bus stop right outside.
- Many members come on the bus from the wider Beaumont Leys / Abbey area

- They use the ball court for some larger but very infrequent special events
- Travel – needs to be close to bus stop
- It may be possible to meet at other locations so long as they are in the same area of the City
- The group suggested CAT for the Community Hall so long as it remained available for other community groups.
- Would also suggest CAT for the Youth Centre
- The group is concerned they may be displaced and would prefer for the Community Hall to be retained.

05 Apr: Braunstone Frith Tenants Association, Braunstone Frith Rec (follow up)

- An alternative model for running the centre on a cost neutral basis was put forward. This will be considered as part of the consultation process.

05 Apr: Stocking Farm Youth Centre focus group

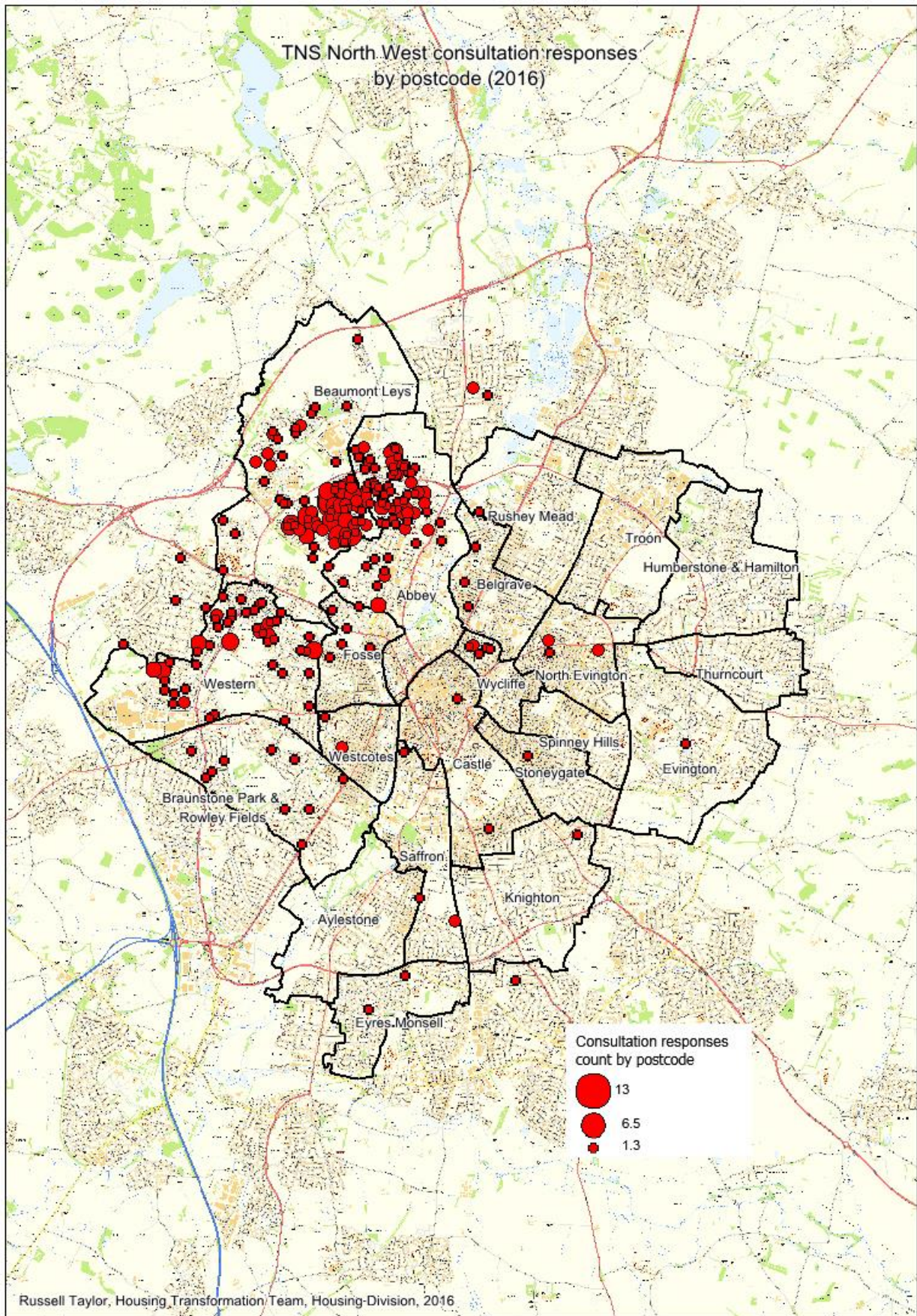
- The issues raised by young people were in line with those raised at the previous SFYC session (above)
- Young people do not want to move from Stocking Farm Youth Centre
- Wanted to know why proposal was not to demolish HLC
- Most had not been into the HLC as yet.
- A further suggestion was made to demolish the Farmhouse in order to retain the more flexible youth centre building. It was agreed to feed this into the consultation.

06 Apr: Thursday evening bingo group, Tudor Centre (follow up)

- It was reported that there is a lot of anger about the proposals
- There is also much local concern about the relocation of the housing office as many older people are not online and do not have mobile phones. Many prefer face to face contact.
- An alternative suggestion was made to move the housing office into the Tudor Centre.
- Information was exchanged with regard to the church hall option for the large bingo group. It would be necessary to swap evenings, but the space would be big enough.
- It was agreed to arrange a visit to the church hall during the consultation period to assess storage, space and practical arrangements.

WRITTEN AND ONLINE COMMENTS AND RESPONSES

In total 393 responses were received up until the closing date of the consultation. The following map shows the locations of respondents where provided



The following table shows the breakdown of responses by their resident wards:

WARD	Count of responses
Beaumont Leys Ward	156
Abbey Ward	101
Western Ward	66
Braunstone Park and Rowley Fields Ward	10
Wycliffe Ward	6
Fosse Ward	6
North Evington Ward	5
Belgrave Ward	4
Saffron Ward	3
Westcotes Ward	3
Eyres Monsell Ward	2
Castle Ward	2
Evington Ward	1
Aylestone Ward	1
Knighton Ward	1
Stoneygate Ward	1
Split of responses by TNS Area	
TNS Area	Count of consultation responses
North West	323
West	19
South	7
Central	2
East	13
North East	4
	368
Split of responses by Local Authority	
Local Authority	Count of consultation responses
Leicester	368
County	10

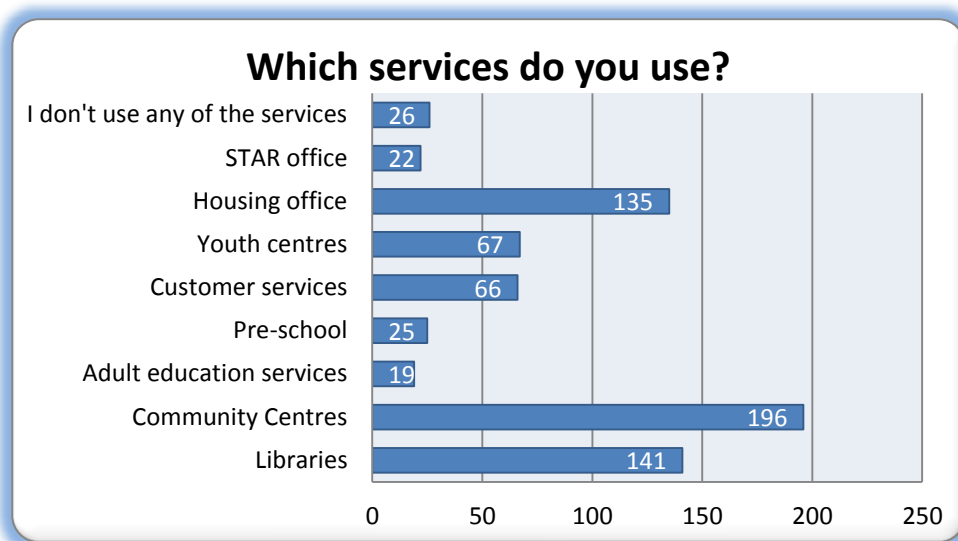
Views and comments

This section contains details of how people responded to the consultation questions. A copy of the questionnaire used has been included as Appendix A. A summary of the messages and points received are:

- Concerns raised around the willingness to relocate to other centres due to travel distance and cost.
- Concerns that costs may increase and consequences for access could arise if centres were managed by organisations other than the council
- Interest in community asset transfer
- Concerns over the proposed introduction of assisted self-service and changes to the current support available, especially with regard to Customer Service and Housing Office support
- Travelling issues for disabled and older users, especially with regard to the relocation of Neighbourhood Housing Offices
- Support for the multi-service centre model and service offer and savings achieved
- Concern around space available for services and community activities, especially at the Stocking Farm Community Centre complex.

Q.1. Do you currently use any of these services in the area? Library, Community Centre, Adult Education Services, Pre school, Customer services, Youth Centre, Housing Office, STAR Office and No I don't use any of these services

A total of 393 respondents provided an answer to this question (100% of a total of 393 respondents). Respondents were able to select multiple services where appropriate. The chart shows the number of respondents using each service:



Q.2. What is your home postcode?

A total of 386 respondents provided an answer to this question (98% of a total of 392 respondents). The tables and map shown on the previous pages display the responses made split by wards and also as plotted on a map of the city.

Q.3. How would these proposals benefit you?

A total of 356 respondents answered this question out of the total of 392 (91%). This was an open question and did not put any restrictions on the respondent as to how to answer.

The following chart categorises all of the comments made in response to Question 3 to show the key benefits for service users. Where comments suggested no benefit this has also been recorded. It is to be noted that many respondents made several points when responding to this question:

Benefit category	Number of respondents
The proposals would not benefit me	117
Community Asset Transfer could benefit my group / community	50
The services I use are retained under this model	44
The proposals are convenient for me / my group	40
I will benefit from all multi-service buildings	21
Building improvements will benefit me	8
Longer opening hours at multi-service centres would benefit me	1
Other comments*	75

*Many respondents used this question to make other comments not related to benefits. These comments have been included within questions 3 and 4 as appropriate.

The following is a selection of the comments which were made in response to this question:

"More services accessible at Beaumont Leys Library and quality of the library improved."

"I am glad that new parks youthy will still be open. I think more people could share offices there so we can have help with other stuff like houses and jobs or mentle health"

"The building will be available for our community use "

"These proposals will not benefit me, as I enjoy my Thursday morning Bingo and coffee morning, it gives me a change to get out of my home."

"I and my family will benefit only if the Home Farm Neighbourhood Centre transferred to a community group who will provide the same services."

"It enables me to meet people, stops me feeling lonely, keeps me active, helps me with queries re housing etc. I love the library."

"Cannot see any benefits that would help me individually - self service equipment would not be of any help as when I use customer services I need to talk to a person not a machine."

"I would affect anybody like myself who is disabled with the worry in where would you go"

"As an older gentleman this office is closer for me."

"The proposals are not good specially changing the Customer Service to the local library. People will loose face to face contact and issues will be a lot harder to deal with."

"No benefits at all. I'm not happy if you close the services we get from here. It's not fair for us old poor people because this will result in us loosing direct communication with the Housing Services. We do not (I don't) have a computer and I can not use any computer, so I need personal services."

"They wouldn't make any difference to mine and my families life."

"Stocking Farm would not benefit as without the youth centre the kids will not have any where to go as the Healthy living centre will not hold every one."

"Self-service at Beaumont Leys Library sounds beneficial and convenient"

"I AGREE WITH ALL THE SERVICES UNDER ONE ROOF. ITS GREAT FOR THE COMMUNITY."

"I will benefit from the (New Parks) youth centre staying the same."

"As we as a group from the area (St Matthews Community Solution) uses Community Centre (Home Farm) for our group activities (Children session, Homework Club, Adult education, Office Base benefit support for local community and being a part of local community, it's very important venues for our activities"

"Retaining the (Stocking Farm) multi-use outside games area and working on providing more community activities - great!"

"It would benefit me because all the above services would be in 1 area and it would be easier for me to get to all the above services"

"Moving the housing office to Beaumont leys library, will just mean its further for us to travel."

I go to a ladies group at the Tudor Centre so if this stays open that will be good."

"It would benefit me because I use the HLC every day and it is the most fantastic building there is in the city of Leicester."

"I would like community groups to continue using the Home Farm Close Community Centre in Beaumont Leys for their intended purposes, especially by the Muslim group for religious purposes as there is no alternative provision in this area for Muslims to pray and perform religious activities. "

"The proposal would not benefit me because this will mean a closure to one (Stocking Farm) community hall where I attend church every Sunday."

"If costs are saved by consolidating offices/work areas proposed cuts to staff (if any) may be saved and services would be kept in use for the benefit of tenants."

"Saving time, everything under one roof"

"Should Braunstone Frith centre moves people that now go might not be able to go further afield as many of them are not good on their legs."

"I prefer Beaumont Leys library it is easy and convenient to get to by car or bus route."

"They do not, I use stocking farm community hall as a member of the Thursday night Bingo, so this is another facility which will be lost."

"Too far to walk."

"These services are so important for me and I want to keep having these services without them being touched. I am asking politely please leave it like that. "

"They wouldn't as I prefer to come to Beaumont Leys Housing Office instead of Jersey Rd as the staff are a lot more polite and friendly and helpful. Also it's an easy location as it is for elderly and disabled people."

"Keep Stocking Farm as it is."

"I use the community centre on a Thursday for bingo this is the only social thing I do all week."

"More services in one please us better so it takes not as much time"

"I grew up using the youth centre and it would be a shame to see it go, not only that it was my childhood area they can't wipe away a good environment for the youths"

"The proposal will help me by enabling the provision of education and training to the local community, training skills for life and running homework clubs for underprivileged children from low income families."

"Well moving Marwood Road STAR into Beaumont Leys Library may benefit me more by seeing what they have to offer"

"It won't change how I use these services really. Office is closer now but library is still local."

"I visit Home Farm Neighbourhood Centre on a daily basis up to five time a day. Most using my car and occasionally walking..."

"No benefit to me, except the ball court; Use the ball court all the time."

"Moving the housing office to over a mile (nearly 2 miles) away is ridiculous and should be reconsidered"

Q.4. Is there anything in the proposal that would stop you from using neighbourhood services? If yes, please give the reason(s).

A total of 281 respondents answered this question out of the total of 392 (72%). This was an open question and did not put any restrictions on the respondent as to how to answer. Some respondents answered used question 3 to answer. In this case their responses have been included here.

The following chart categorises all of the comments made in response to Question 4 to show the key barriers identified by service users. Where comments suggested no barriers this has also been recorded. Where respondents have identified benefits, these are categorised in the analysis of question 3 above. It is to be noted that many respondents made several points when responding to this question.

Is there anything in the proposal that would stop you from using neighbourhood services? Category of response	Number of respondents
If the building I use is demolished or transferred my community group activity would be unable to continue	83
Travel distance to alternative building is too far	59
Nothing in the proposal would stop me from using services	57
"Do not change anything – leave things as they are"	33
I am worried about the loss of face to face customer service or housing office contact	26
I am worried about loss of community activities if my building is commercially marketed rather than asset transferred	24
The Stocking Farm Healthy Living Centre is not big enough for large community	10

activities (including youth sessions)	
Multi-service centres will become overcrowded	10
The cost of travel to an alternative location is too much	4
If services are online some customers may be unable to access them	3
Concerned the alternative building is not accessible for me	1
Other*	11

*Some respondents used this question to make other comments not related to benefits. These comments have been included within questions 3, 4 and 5 as appropriate.

The following is a selection of the comments which were made in response to this question:

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

"Yes as by closing my community centre, I will not be able to go to Bingo on Thursdays"

"Because the Thursday Morning Bingo Group would not be able to continue."

"Yes as I would not have a reason to come down, as there would be no Bingo."

"The space we need for the childminders toys no where else would provide storage and a kitchen/toilet facilities we need."

"I am a childminder and use community centre for a playgroup obviously if the centre is not there it would not be useable therefor I would have to find somewhere new that would have to be local"

"if a commercial firm took over the building that means end of our prayer facilities then we have to travel by car or by bus to St. Matthews to have the same services as HFNH. I do hope that will not happen."

"YES IF NO CUSTOMER SERVICES PERSSONEL HOW CAN YOU GET HELP FILLING IN COMPLICATED FORMS"

"Yes - not talking to an actual person."

"Adult Education + library service are also vital part of community."

"Cannot get into town"

"I am not good with computers and do not like self service."

"I prefer the face to face contact, with social media I find that it ever increasing the lack of human interaction, I like to be able to deal with issues face to face for peace of mind."

"Distance to the local Housing office too far to walk "

"All the service crammed in to one building "

"my teenage son would no longer be able to attend activities and events at the youth centre if it were to close."

"Communitie centre moving to library will cause classes to clash, eg. adult learning, job club"

"If the healthy living centre was to close , I would be unable to access so many different activities at ease. "

"If Braunstone Frith centre closes the elderly people who are now able to access the local building with mobility scooters, frames etc, will not be able to get to New Parks facilities. These people have problems with physical access and have mobility issues. Most would not be able to use the bus. They would be stuck in their houses. Braunstone Frith centre is the only appropriate council facility in the area. "

"I believe having 3 organisation merge into one will cause more/longer waiting times. With less resources to meet demand."

"Not all older people like it when it's self service"

"The closing of the community hall would the idea of putting the youth club into the HLC is absolutely riddiculas! The hall is not big enough keep Com hall for events and youth club!"

"I would stop coming if the youth club would all come to the centre."

"Yes at the moment I feel relatively safe walking round around the Stocking area, but if you demolish the youth will have nothing to fall back on. Just leave it as it is."

"Customer services as I prefer to be able to talk to someone about issues and certain issues you will not be able to resolve using a self service facility"

"Yes, as a disabled person I would find it difficult to use self service facilities at both the new parks customer service centre and beaumont leys library. I would also find it difficult to travel to other services that might still be staffed."

"No I think the proposal is grrrreat."

"Worried about the pre school where is it going to be. Its been great comfort having the pre school in a community centre."

"Yes all the buildings at Stocking Farm serve a purpose and at the moment the healthy living centre is always a hive of activity.What about if the building becomes over full from running too many projects?"

"If Stocking Farm youth centre and community centre is knocked down I won't be able to use it. My child would suffer without the pre-school there."

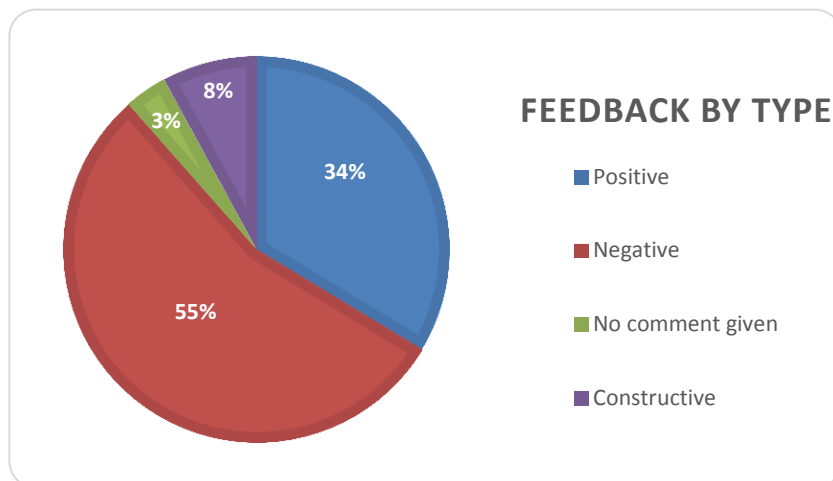
"No there is nothing stopping me from using the services."

"Major inconvenience and added costs, please do not move the housing office."

Summary of feedback from questions 3 and 4:

Questions 3 and 4 were open ended and were frequently used to express general views, not necessarily in response to the specific question.

In a general sense, the following split of positive (would not stop) and negative (would stop) responses were received:



The key themes emerging from consideration of the responses to both questions are:

- The Thursday evening bingo club at Stocking Farm is very important to the people who use it. There is a high level of concern that the group would be unable to continue if the Community Hall was demolished.
- Users of Stocking Farm Youth Centre are concerned that the Healthy Living Centre located on the same site would not be large enough to accommodate all of their activities, for example a large kitchen and a pool table. Users say they are unlikely to attend youth sessions at the Tudor Centre due to distance and concerns about safety.
- Users of the Healthy Living Centre at Stocking Farm are keen to see further use of the popular building.
- Many users of Home Farm Community Centre are happy with the proposals for Community Asset Transfer provided that these groups can continue to use the building for their activities.
- Users of New Parks Youth Centre are pleased that service will continue in this location and are keen for discussions to be had with local partners to extend use of the facility.
- Many users of Home Farm and Mowmacre housing offices are keen to retain face

to face contact and concerned about the travel distance to the proposed relocation of the service at Beaumont Leys Library. This is a particular concern for many older or disabled people. Other users said that the Beaumont Leys service would be more convenient for them.

- People are concerned about accessing Customer Services (including Housing functions) through the proposed assisted self-service model. Many prefer face to face transactions, and others are concerned that some people, particularly older people, are less familiar with using online services.
- Some users are concerned that multi-service centres may become overcrowded. The concerns are around waiting times and worries that existing groups may be displaced.
- Users of Braunstone Frith Recreation Centre are concerned that asset transfer may lead to existing community activities ceasing. There is a concern that there is no other convenient community space in the local Braunstone Frith area.
- People do not want to see any reduced function of the Beaumont Leys or New Parks libraries.

Q.5. Any other comments?

A total of 343 respondents answered this question out of the total of 392 (88%). This was an open question and did not put any restrictions on the respondent as to how to answer.

- Comments, enquiries and expressions of interest in the Community Asset Transfer process
- Alternative suggestions, especially with regard to the Stocking Farm site
- Statements of support for existing services and buildings
- Young people expressed the benefit they derive from youth sessions and settings
- Expressions of opposition to or support for proposals
- Comments regarding other council services and buildings outside of the scope of this consultation
- Requests to keep things the same.

The following is a selection of the comments which were made in response to this question:

"All the terms and agreements made with community groups regarding community buildings should be clearly stated somewhere for transparency and local accountability. Community forums should be entitled to have representation on future decisions that affect local community buildings. Businesses should have a lower rating than community/charitable organisations in asset transfer evaluations and decisions."

"It would be helpful to retain community kitchen facilities within the final offer, to enable us to hold cook and eat family cooking skill courses within each locality... "

"yes a place where people get together and have time out and have a laugh and socialise with each other shouldn't be closed down and it aint fair to take away this centre when it benefits other people and its Disgusting if you take this away from everyone that uses it"

"As a childminder I have used the Community Centre for many years and have brought many children - it's a special place where children can socialise and childminders and parents meet once a week."

"I would like all the services to be continued at our home Farm neighbourhood centre. The centre is vital to the Community especially the work BLM is doing has had a very good impact on the Community. "

"Electronic devices are not customer friendly and dont deliver quality service."

"Please don't close the Housing Services for us the humble, poor people. With no computer and no knowledge of computer use, our communication with Housing Office is destroyed. We rely on this Housing Office. Why are you closing down most of the poor man's most used facilities. Please listen kindly to the poor person for once in your life time it's going to be good for all."

"Very saddened that, due to constant loss of adequate funding - ..many facilities for people are going across the country. It seems you are all doing your best under these circumstances to save as many services as possible.
Children - Disabled - Elderly - Young adults are all suffering..."

"Keep local services "Local" do not move away from our estate "

"Stop wasting money on services that are no longer needed in a computerised world! "

"Seating in library must remain."

"The idea of refurbishing the community bit of the library (Beaumont Leys) would be good. .. Toilets for public use would also be an advantage. not to keen on the idea of self-service machines, you still need people! Better signs to tell people that the library is here, one near the Leicester Leys Leisure Centre, and more near the Tesco Shopping Centre."

"Proposed development of Beaumont Leys Library if incoming services are allocated to adjoining offices this would be ideal however I am against any loss of library space for library users as the library is well equipped and welcoming."

"The library (Beaumont Leys) is a valuable asset to the area. Helps reduce carbon footprint, by combining trips to library with going to supermarket, post office, leisure centre. PLEASE DO NOT CLOSE BEAUMONT LEYS LIBRARY!"

"There is only one council facility in Braunstone Frith. This centre is important in creating a sense of community and combatting social isolation for elderly and disabled people as it provides an easily accessible place for them to meet. It also provides easy access to Housing officers and police who regularly come here. "

"I would be reluctant to travel to Beaumont Leys centre. When I could have just popped around the corner!"

"After 20 years using the new parks community centre, where else will the pensioners go. Some have walking difficulties."

"New parks centre library would get very busy at times which would make me avoid going to the library for that period but I would come back and use the library at more quieter times."

"Beaumont Leys Library is my lifeline as I am disabled. I use books, attend art groups well as various groups. I hire DVD's and talking books as well, all of which is a vital local service to me. I also via my carer use the computers there. I feel that if Home Farm and Jersey Road move into the library things such as my art group will not continue as it will be far too busy. How can you have that volume of people and hold groups such as this? It will take space from the library, there won't be the selection of items."

"Closing stocking farm community centre would be very upsetting for all members who get together for clubs/activities that happen throughout the week. A lot of elderly people rely on Thursday night Bingo as their only night out to meet people, please don't take that away from them."

"Stocking farm community hall. This is upsetting for both young and old people. We have used the centre all our lives."

"The changes would be of benefit to the community in general because combining facilities will preserve and even improve them"

"I'm concerned that vulnerable elderly people from Stocking Farm, Mowmacre and Beaumont Leys etc. will find the services less easy to access and more impersonal. Bus fares and lack of mobility can be an issue. The walk from the bus stop to Beaumont Leys library is quite long. How can it be insured that people do not fall through the net? Voluntary groups such as churches could play a vital role. Another use for some of these buildings could be life skills training or skill swaps. Could elderly people help vulnerable youth who have perhaps never worked?"

"It will be great to have a community centre that is run by the community people. Children can also have a place during the holiday time for different activities if its run by the community."

"Stocking Farm Youth Centre. Personally I think that the Youth Centre should stay open the reason behind this would be because the Stocking Farm Youth Centre brings a wide range of the population, the youth that attned to this enjoy it as they like socialising and spending time with friends."

"(Stocking Farm Youth Centre). I think the big house & healthy living centre should be knocked and the services moved here."

"Stocking Farm Helathy Living Centre. I have a suggestion about the youth centre, I know it's not used to its full potential so if that building served as a multi functional building similar to that of the Healthy Living Centre. This way the building serves multuple purposes and is used to its full potential."

"If you get rid of it the housing office we would like it as a Community Centre"

" This office (Mowmacre Jersey Road) is within walking distance for us, especially if you

have got children the office is child friendly. "

"If this means we get a better service then I am all for it but not at the cost of jobs."

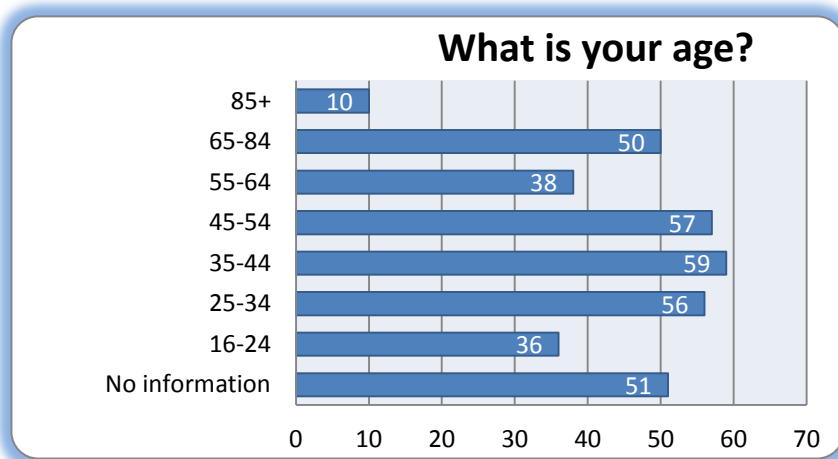
"Need two reception areas because one for library users and one for other service users."

Demographic breakdown of respondents

What is your Age?

A high proportion of older people responded to the questionnaire. 16.8% of respondents were over 65yrs.

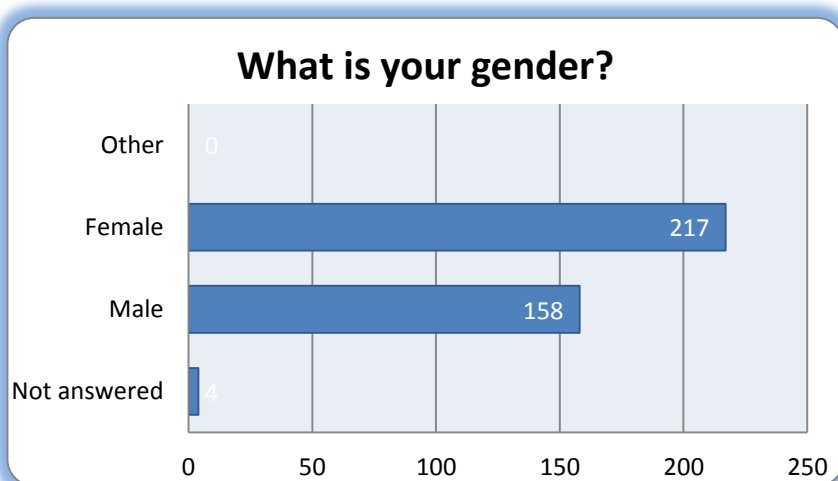
What is your age?	
Not answered	10
Prefer not to say	41
No information	51
16-24	36
25-34	56
35-44	59
45-54	57
55-64	38
65-84	50
85+	10



What is your gender?

- Significantly more females responded to the questionnaire (57.8% of those who provided information).

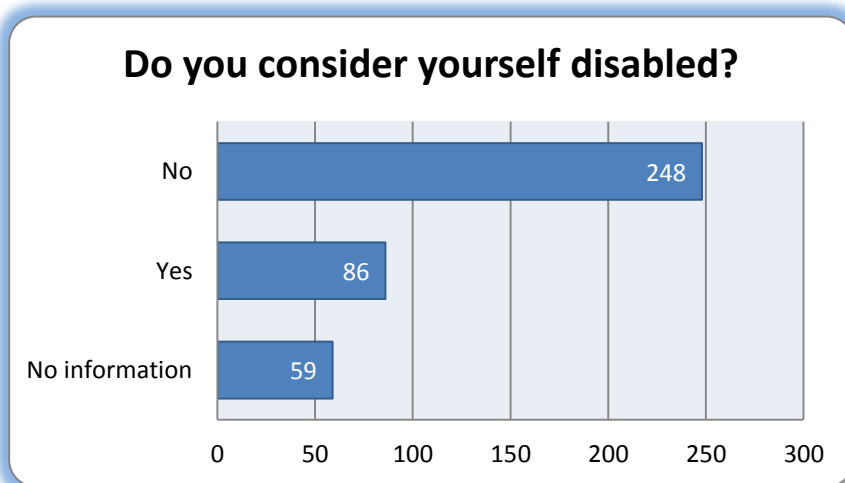
Gender	
Not answered	4
Male	158
Female	217
Other	0



Do you consider yourself disabled?

- 12.3% of respondents who answered this question considered themselves disabled.

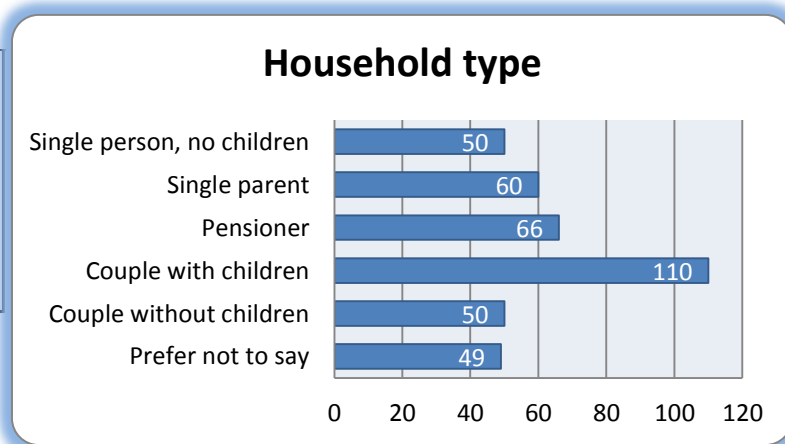
Do you consider yourself disabled?	
Not answered	12
Prefer not to say	47
No information	59
Yes	86
No	248



Household type

- The largest household type was “couple with children” (110 respondents)
- 60 respondents described their household type as “single parent”. This accounted for 35.3% of all respondents with children.

Household type	
Prefer not to say	49
Couple without children	50
Couple with children	110
Pensioner	66
Single parent	60
Single person, no children	50

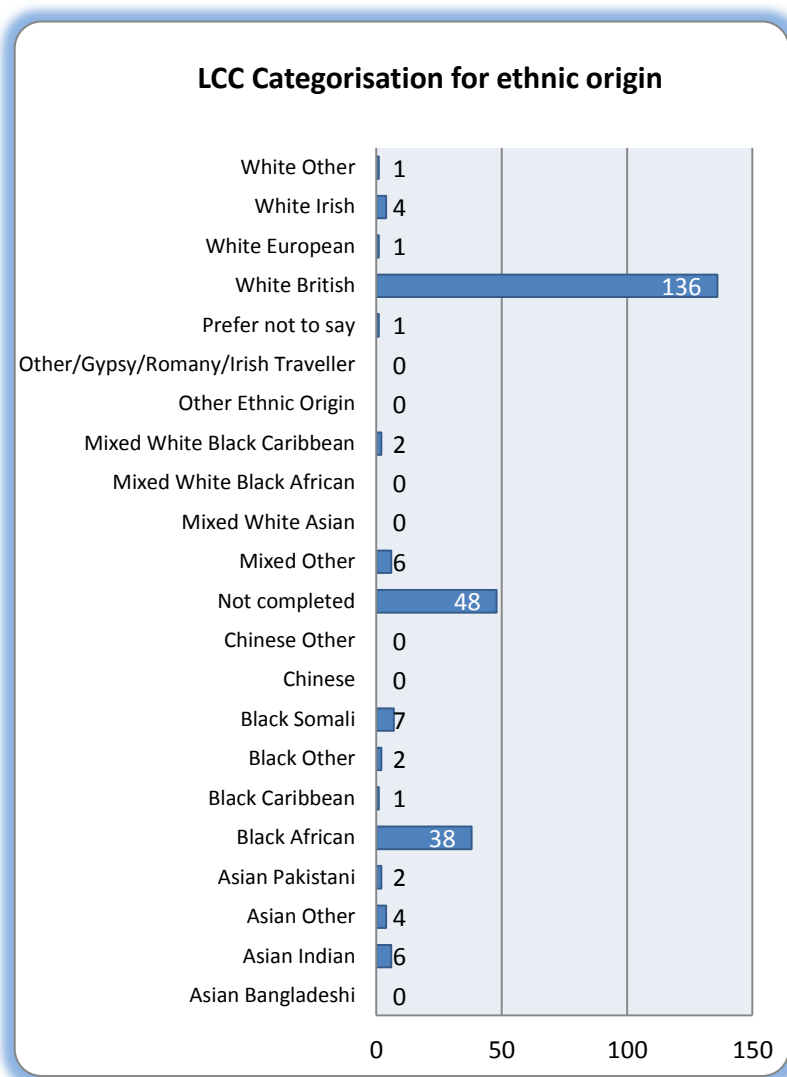


How would you describe your ethnic background?

66% of respondents provided information with regard to their ethnic background.

- 136 respondents identified themselves as White British
- The second largest group identified themselves as “Black African” (38%)

Ethnic Origin	
Asian Bangladeshi	0
Asian Indian	6
Asian Other	4
Asian Pakistani	2
Black African	38
Black Caribbean	1
Black Other	2
Black Somali	7
Chinese	0
Chinese Other	0
Not completed	48
Mixed Other	6
Mixed White Asian	0
Mixed White Black African	0
Mixed White Black Caribbean	0
Mixed White Black	0
Caribbean	2
Other Ethnic Origin	0
Other/Gypsy/Romany/Irish Traveller	0
Traveller	0
Prefer not to say	1
White British	136
White European	1
White Irish	4
White Other	1



Other comments received

A number responses were received through other channels:

- Emails from ward councillors on behalf of constituents
- Letters and emails from the local MP on behalf of constituents
- Emails from service users and stakeholders
- 'Phone calls from service users and stakeholders

CONCLUSIONS

The outcomes of this consultation exercise have been used to further develop draft proposals for the reorganisation of buildings in the North 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:

- There is support for Community Asset Transfer of some buildings, but also a general concern that training, guidance and support is needed for groups to understand expectations and requirements placed upon groups when entering into asset transfer arrangements
- Concerns were raised around the consequences for existing groups should centres be managed by outside organisations
- There is good support for elements of the proposals, in particular improvements to Beaumont Leys Library and Offices and the retention of New Parks Library and Housing Office, Stocking Farm Healthy Living Centre, the Tudor Centre and New Parks Youth Centre.
- Concerns were raised regarding the proposed demolition of the Stocking Farm Community Hall and Youth Centre buildings, and the continued availability of a large, flexible space for youth sessions and larger community groups to use. A range of alternative suggestions were made.
- Concerns were raised around the installation of self-service facilities, especially with regard to Customer Service and Housing transactions.
- Concerns were raised regarding the greater distance to travel to access some services under the proposals, especially with regard to the relocation of two Neighbourhood Housing Offices and one STAR office. However, some residents stated the proposed relocations would be more convenient for them and others said it would make no difference.

Lessons Learned from the Engagement

- The method of engagement with the groups has resulted in a high quality level of response, particularly given the ability to tailor conversations to answer specific concerns when meeting groups individually

- The overall approach of involving stakeholders and members of the public early has been beneficial especially in promoting widespread awareness of the consultation at an early stage in the process
- The process undertaken has led to good co-operation between stakeholders, individuals and groups, as well as other services
- The invitation to meeting individually helped to gain an understanding of their requirements as well as real issues and constraints that would need to be considered if the proposals were to be implemented
- A high response rate has been achieved by this consultation, which is a reflection of the high levels of activity by the services promoting the consultation in the local area and raising awareness at local forums and meetings
- There was a lengthy gap between the two phases of consultation following the inception of the Using Buildings Better programme. This necessitated careful work during initial meetings with stakeholder groups and individuals to ensure that the lessons of early engagement work were understood. It is recommended that there is less of a gap between initial engagement and consultation on proposals in subsequent areas of the city.
- The questionnaire used to collect responses to the consultation included an optional section providing the opportunity to provide more personal data. This information has helped with the understanding of the impacts and potential risks the proposals might have.
- A similar model of engagement will be used for the other areas of the city

Consultation Form

Transforming Neighbourhood Services

North west area consultation



Background

Leicester City Council is reorganising neighbourhood services across the city. This includes libraries, community and youth centres, housing offices, 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 making any proposals, in 2014 and 2015 we spoke to local people to find out what they wanted from their services. We also asked for suggestions for the future.



What is happening now

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



Give your views

We are holding an event to discuss the proposals on 15 March, 6.30-8pm at Beaumont Leys Library. Please come along, or give your views online or fill out the form on this leaflet.

leicester.gov.uk/tns



Leicester
City Council

Proposed changes

New Parks Centre Library; New Parks Housing Office and Customer Service Centre

- Move learning services into the first floor of the library
- Move New Parks STAR to the housing office
- Change customer services provision to a self-service facility within the library
- Refurbish the customer service centre to include a new community room



New Parks Community Centre

- Make the building available for lease in the short term
- If there is no interest in a short term lease, demolish the building
- Move community and learning services to the improved New Parks Centre

New Parks STAR Office

- Move services into New Parks Housing Office
- Re-let the shop

New Parks Youth Centre

- Continue to deliver youth sessions at the centre
- Work with local partners to increase use of the building



Braunstone Frith Community Centre

- Make the building available under the council's asset transfer policy
- If groups need to move, work with them to identify the best location for their needs

Beaumont Leys Library and offices

- Move Home Farm and Jersey Road Housing Offices and Marwood Road STAR into Beaumont Leys Library
- Install self-service equipment for library and customer service use
- Refurbish community space and storage space for use by groups in the wider area



Home Farm Community Centre

- Make the building available under the council's asset transfer policy, to community groups first
- If no suitable group is found the building will be marketed commercially
- If groups need to move, work with them to identify the best location for their needs

Beaumont Leys (Home Farm) Neighbourhood Housing Office

- Move services into the improved Beaumont Leys Library
- Market the property commercially

Mowmacre (Jersey Road) Neighbourhood Housing Office

- Move services into the improved Beaumont Leys Library
- Market the property commercially

Beaumont Leys (Marwood Road) STAR Office

- Move services into the improved Beaumont Leys Library
- Re-let the shop

Stocking Farm Community Centre, Youth Centre and Healthy Living Centre

- Enhance the Healthy Living Centre and farmhouse to provide more community activities
- Retain the outside multi-use games area
- Demolish the community hall and youth centre to free up land, potentially for housing
- Work with young people to create suitable spaces for youth sessions at Stocking Farm Healthy Living Centre and at the Tudor Centre



Tudor Centre and Healthy Living Centre

- Enhance the facility to ensure a broad range of activities can be delivered
- Deliver youth sessions at the centre



Note:

If this consultation process identifies extra opportunities, we may consider other council buildings in the north west area.



Your views

Give your views online at leicester.gov.uk/tns

OR fill out this form

You can also come to discuss the proposals at an event at Beaumont Leys Library on 15 March 6.30 - 8pm.

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

- | | | |
|-------------|-------------------|-------------------------|
| Library | Community centre | Adult education service |
| Pre-school | Customer services | Youth centre |
| STAR office | Housing office | |

2. What is your home post code?

3. How would these proposals benefit you?

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

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

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

5. Any other comments?

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

(continued on next page)

5. Any other comments (continued)



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

Let us know about you

1. Age: Prefer not to say

2. Gender: Male Female Prefer not to say

3. How would you describe your ethnic background?

..... Prefer not to say

4. Do you consider yourself to have a disability or health condition?

Yes No Prefer not to say

How does your disability or health condition affect your ability to access local services?

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

5. Household type:

Couple without children Couple with children Pensioner

Single parent Single, no children Prefer not to say

Thank you for completing this monitoring form. The information you have provided will be kept in accordance with the terms of the Data Protection Act 1998 and will only be used for the purpose of monitoring. Your details will not be passed on to any other individual, organisation or group. Leicester City Council is the data controller for the information on this form for the purposes of the Data Protection Act.

Thank you for giving us your views.

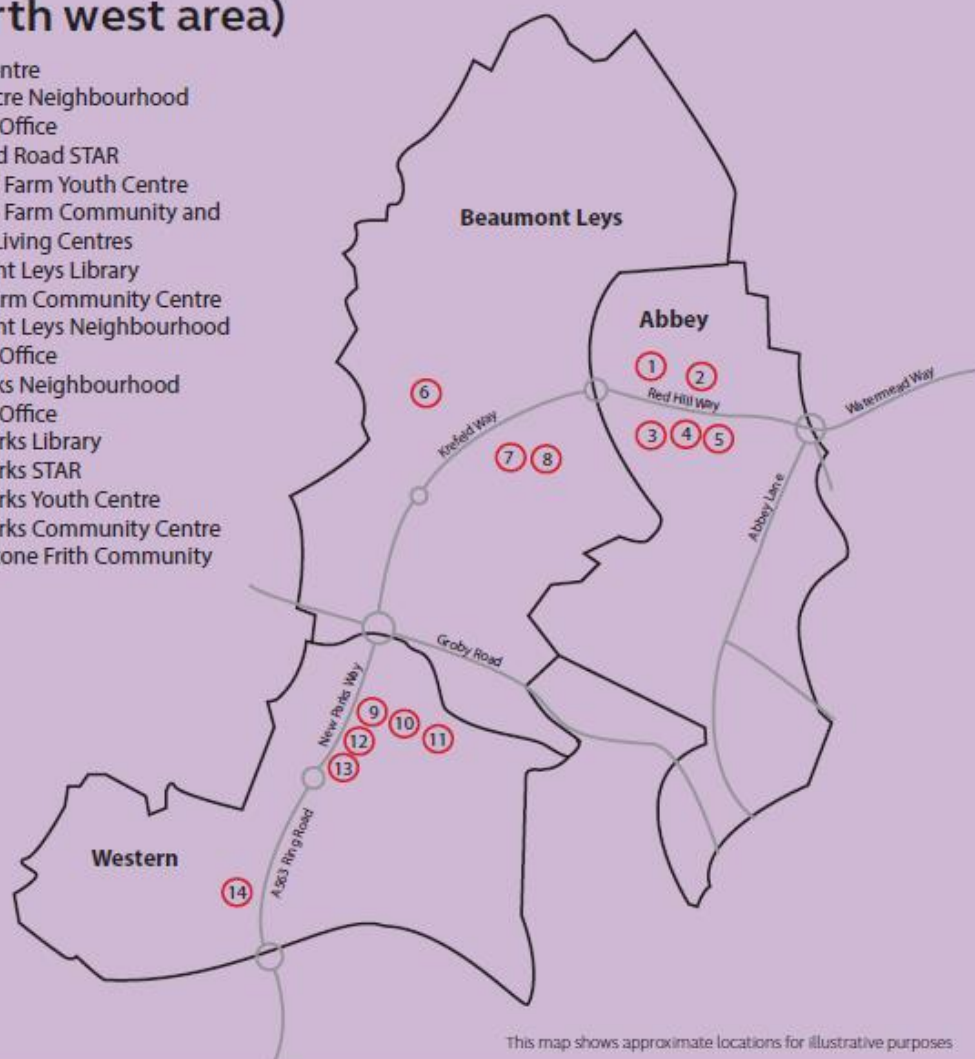
Please hand the form in to any Leicester City Council housing office, library, community, youth or leisure centre, or post to:

Transforming Neighbourhood Services
2nd Floor, Town Hall
Town Hall Square
Leicester LE1 9BG

The closing date is 11 April 2016.

Neighbourhood buildings (North west area)

1. Tudor Centre
2. Mowmacre Neighbourhood Housing Office
3. Marwood Road STAR
4. Stocking Farm Youth Centre
5. Stocking Farm Community and Healthy Living Centres
6. Beaumont Leys Library
7. Home Farm Community Centre
8. Beaumont Leys Neighbourhood Housing Office
9. New Parks Neighbourhood Housing Office
10. New Parks Library
11. New Parks STAR
12. New Parks Youth Centre
13. New Parks Community Centre
14. Braunstone Frith Community Centre



Produced by Leicester City Council, Marketing and brand management team, 02.16