

# Transforming Neighbourhood Services

## East & Central Area Engagement

Findings of the focus groups and public consultation  
As at 25<sup>th</sup> July 2017

*Prepared by:*

- *City Development & Neighbourhoods*
- *with the support of Transformation & Service Improvement Team*



Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

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

*It includes information about:*

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

## **EXECUTIVE SUMMARY**

This report summarises the outcomes of the focus groups and public consultation on draft proposals for the reorganisation and consolidation of building stock in the East and Central areas of the city, being managed as part of the Transforming Neighbourhood Services (TNS) Programme.

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

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

- An initial engagement exercise was carried out between April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services.
- Focussed engagement with residents and service users in the East and Central area of the city between January and February 2017 to help develop draft proposals for the transformation of the area.
- Draft proposals were then developed based on the evidence received along with factual information collected from the relevant services and information around future usage from service providers and funders.
- A further period of consultation following completion of draft proposals has been held prior to any decisions being made **and this is the subject of this report.**

The consultation period ran from 14<sup>th</sup> June 2017 and 25<sup>th</sup> July 2017 and was carried out in two main parts:

- A series of meetings, by arrangement and request, with various drop-in sessions and focus groups, resident groups, community groups and voluntary organisations who use the facilities being investigated by the review
- A form available in various locations across the area and online for people to provide individual responses and comments

In addition some groups made separate submissions which were not part of the questionnaire.

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

Two public meetings and three drop in sessions were set up. A total of 140 people attended the meetings. The main messages drawn from the meetings held with groups are that:

- There was significant support for the activities in libraries which are important for local areas and also for community centres and the functions they perform
- There was a general agreement with all of the groups that the services provided were more important than particular buildings
- There was general agreement with all groups that savings can be achieved by reorganising services to make better use of buildings
- There is some support for transferring of assets through the Community Asset Transfer procedure for less well used buildings, and also some concerns about potential transfer to community groups.
- There was some concern surrounding the lack of investment and the need to improve facilities.

Between 14<sup>th</sup> June and 25<sup>th</sup> July 2017 a questionnaire containing details of the proposals and a 'tear-off' response form was also used to gather opinions on the proposals. These were widely distributed in the area, and a total of 5,000 leaflets were circulated. At the closure of the consultation on the 25<sup>th</sup> July 2017, a total of 527 completed form responses were received. People were asked to identify which services and

## Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report July 2017

centres they used.

Residents and service users were also asked whether the proposals would benefit them or discourage them from using neighbourhood services. The following table shows a summary of the key points for and against the proposals:

Key Benefits Identified	Key Items To Discourage Use
Libraries remaining open	Increased staff would be required if more services are included in existing buildings
No requirement to travel to other areas	Preventing vandalism of a 'Smart' library
African-Caribbean Centre remaining open	Over-crowding in centres with many services being located together
Continuation of services received	Increased travel time

In addition many service users responded to highlight the value of local services to their communities to suggest certain buildings be retained under council control.

## **BACKGROUND**

### **Transforming Neighbourhood Services – East and Central Area**

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

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

The scope of the programme covers public facing service areas. The services scoped into the East and Central area are:

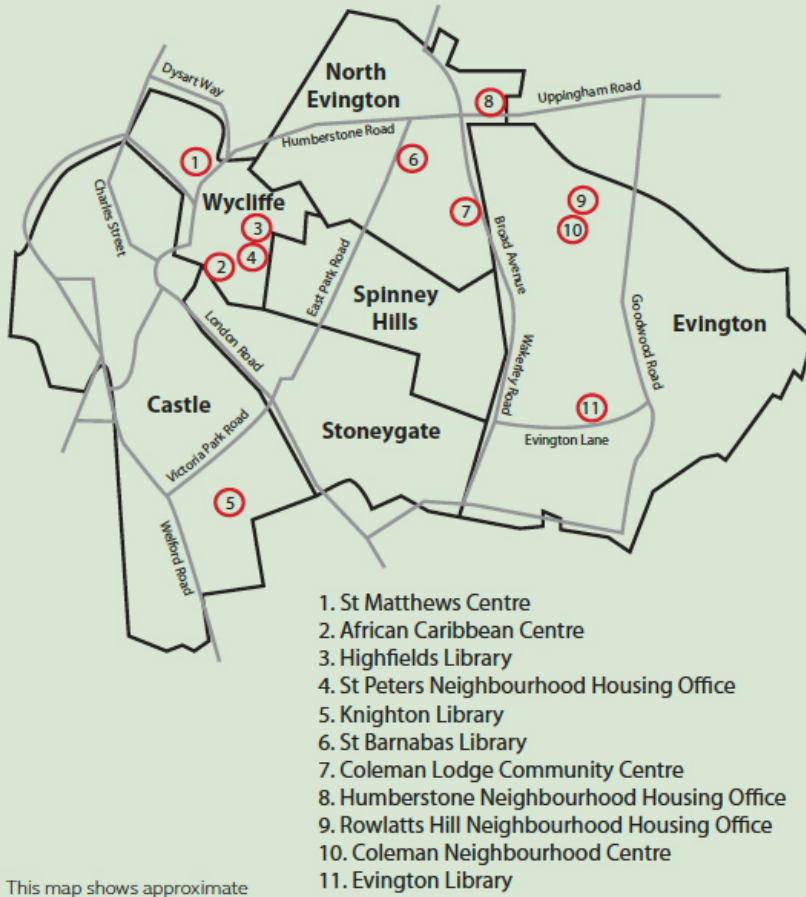
- Neighbourhood Services - Community Services and Libraries
- Adult Skills & Learning
- Youth Centres
- STAR
- Housing offices

The buildings within the scope of the East and Central area are:

- St Matthews Centre
- African Caribbean Centre
- Coleman Neighbourhood Centre
- Highfields Library
- Coleman Lodge Community Centre
- Knighton Library
- St Barnabas Library
- Evington Library
- St Peters Neighbourhood Housing Office
- Humberstone Neighbourhood Housing Office
- Rowlatts Hill Neighbourhood Housing Office

The East and Central area of the city can be subdivided into six smaller geographic areas, relating to the wards they support. The map below shows these, which have been labelled as Castle, Wycliffe, North Evington, Spinney Hills, Stonegate, Evington:

# Neighbourhood buildings: East and Central area



This map shows approximate locations for illustrative purposes

## **CONSULTATION METHOD**

### **Objectives and techniques**

The public engagement period for the East and Central area ran from 14<sup>th</sup> June – 25<sup>th</sup> July 2017. The aims of the engagement were to promote awareness of the TNS programme in the local area, to identify and engage stakeholders, to gather information on how neighbourhood services and buildings are currently used in the area and to collect any suggestions for change.

This consultation builds upon previous development and engagement work undertaken for the TNS programme as a whole with the goal to develop a model for the East and Central 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
- A more in-depth and focussed engagement process was carried out between 9<sup>th</sup> January and 24<sup>th</sup> February 2017 to collect suggestions and comments from service users and residents
- Analysis of the data collected and the responses received through the engagement exercises to construct a draft model, which will be presented to the City Mayor and Executive.
- Consultation on the draft model prior to a finalised set of proposals being submitted for approval **(subject of this report)**

Details of the previous city-wide engagement between April – July 2013 have been previously reported. The main outcomes of this previous exercise 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 East & Central area engagement, 9 January – 19 February 2017**

During 9 January – 19 February 2017, 5 drop in sessions and 8 focus groups were held focusing on services and buildings in the East and Central areas of Leicester. Questionnaires were made widely available at community buildings in the area and also online. A total of 2,346 questionnaires were completed, mostly on paper, but some online.

A separate report published in May 2017 is available outlining detailed analysis of the engagement period.

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

The main reasons given for using services were:

- Facilities/services (half of all responses)
- Range of services available (quarter of all responses)
- Ease of access
- Friendliness of staff

Residents and service users were also asked for their suggestions for reorganising services in the area to make savings. The main suggestions drawn from the responses were:

## Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report July 2017

- Bring services together in fewer buildings
- Make changes to run buildings more efficiently, for example install energy saving lighting, review heating and room allocation
- Better promotion to increase the use of existing buildings

In addition many service users responded to highlight the value of local services to their communities to suggest certain buildings be retained under council control.

### **East and Central area consultation 14 June – 25 July 2017**

This period of consultation has been carried out in two main parts as follows:

- A series of meetings with residents, service users and stakeholders. Two large consultation events were held at Coleman Neighbourhood Centre and St Matthews Centre respectively. The events were chaired by the Director for Neighbourhood and Environmental Services and the Assistant Mayor for Neighbourhoods and attended by senior officers with a remit for the services in question. The events were open to everybody and were well attended. In addition consultation meetings with officers were arranged for interested community groups upon request. Drop in/Focus groups were held at all three neighbourhood housing offices.
- A form available in various locations across the area and online for people to provide individual responses and comments

In addition some groups made separate submissions which were not part of the questionnaire but have been included in this report.

The details of the meetings held are as follows:

<b>Location</b>	<b>Date</b>	<b>Time</b>
Coleman Neighbourhood Centre – public meeting	5 <sup>th</sup> July	6.30 – 8.30pm
City Hall (Coleman Lodge group)	10 <sup>th</sup> July	1 – 2pm
St Matthews Centre – public meeting	11 <sup>th</sup> July	6.30 – 8.30pm
Evington Park House (Friends of Evington)	17 <sup>th</sup> July	11am – 12noon
St Peters Neighbourhood Housing Office	17 <sup>th</sup> July	All day
Humberstone Neighbourhood Housing Office	20 <sup>th</sup> July	All day
Rowlatts Hill Neighbourhood Housing Office	24 <sup>th</sup> July	All day

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

A leaflet containing details of the engagement and a ‘tear-off’ response form was used to gather opinions on the proposals. A total of 5,000 leaflets were widely distributed in the area. The form was made available on the Council’s open consultation website. Translations of the text were made available in Gujarati, Punjabi, Somali, and Urdu.

The form was also available at all public facing Council buildings in the East and Central area and online from 14<sup>th</sup> June to 25<sup>th</sup> July 2017.



## **PUBLIC RESPONSE AND VIEWS EXPRESSED**

### **Consultation meetings**

Two consultation meetings were held attended by residents, service users, community organisations and stakeholders in the East and Central area of the city at Colman Neighbourhood Centre and St Matthews Centre and were chaired by the Director for Neighbourhood and Environmental Services and the Assistant Mayor for Neighbourhoods.

In addition focus groups were held with tenants at each of the three neighbourhood housing offices.

Meetings with individual groups were arranged upon request.

A total of 8 meetings were held during the period, with wide attendance from a range of residents, stakeholders, partners and service users. The Assistant Mayor for Neighbourhoods and Assistant Mayor of Housing attended to chair the consultation meetings. Officers for a range of services were available to facilitate and record the meetings.

### **General Queries and Views arising from meetings**

- People attending the groups were supportive of the sites that they currently use, but there was a general acceptance that locality based services are more important than particular buildings
- There were concerns about the busy-ness and capacity of some buildings proposed for amalgamation
- There was concern about the impact of co-location of services on existing user groups
- There was concern about the quality of the services proposed for reorganisation under the proposals
- Enquiries and discussions were held around the potential for asset transfer of buildings.

### **Consultation Meeting at Coleman Neighbourhood Centre – 5 July 2017**

#### **Number of attendees – 40 people**

**Panel and Officers present:** Cllr Connelly; John Leach, Neighbourhood & Environmental Services; Chris Burgin, Housing; Lee Warner, Neighbourhood Services; Shilen Pattni, Neighbourhood Services; Ryan Norman, Adult Learning; Caroline Jackson, Revenues & Customer Support; Nick Griffiths, Housing; Adam Lunn, Neighbourhood Services.

Key points raised during this meeting:

- Consultation, particularly notification could have been made more widely although it was accepted that the same format and method of consultation had been used in the TNS programme across the city.
- It was questioned why functions at Rowlatts Hill Neighbourhood Housing Office (NHO) could not be moved to Coleman Neighbourhood Centre.
- In considering a move into Coleman NC it would mean taking usable space away from existing service users in order to provide reception/cubicle space. It was considered that the building was not ideal for this and that alteration may prove very costly.
- It was also acknowledged that access to housing services were very important although the level of usage at all housing offices has been quite low and service users who might have difficulty attending St. Barnabas could arrange for Housing to visit them at home
- Comments were made regarding the cleaning, wear and tear and condition of the Coleman Neighbourhood Centre building.
- Clarification was sought on how access control operations would work at Evington and Knighton Libraries and where else have these facilities been installed.

## Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report July 2017

- There was interest in additional community usage at Evington and Knighton Libraries. The self-access system is currently installed at Westcotes, Pork Pie and Beaumont Leys Libraries. It is also used at the majority of community centres in the city.
- Clarification was sought on how the Coleman Lodge building would be disposed of – it was explained that no decision has been made on disposal route for each building but that a range of options would be explored.
- Keen interest in Community Asset Transfer or lease was expressed for Coleman Lodge.
- There was also concern from others surrounding the transfer of assets to groups and that conditions must be applied and consequences if buildings do not remain inclusive.
- There was concern regarding car parking particularly at Coleman Neighbourhood Centre, as the car park is shared with the Housing office. This would need to be considered following a decision.

### **Consultation Meeting at St Matthews Centre – 11 July 2017**

#### **Number of attendees – 35 people**

**Panel and Officers present:** Cllr Master; Lee Warner, Neighbourhood Services; Shilen Pattni, Neighbourhood Services; Kerry Gray, Adult Learning; Natalie Stacey, Revenues & Customer Support; Nick Griffiths, Housing; Adam Lunn, Neighbourhood Services; Hiten Patel, Neighbourhood Services.

Cllr Master gave introduction and opened the meeting.

Lee Warner briefly outlined the TNS programme and the proposals for all 11 buildings with the east and central area. Cllr Master then asked those in attendance for the views, opinions and questions.

Key points raised during this meeting:

- There will be continued scope to deliver more services and activities through community groups and organisations using the African Caribbean Centre
- There was some keen interest in Community Asset Transfer expressed.
- There was also concern from others surrounding the transfer of assets to groups and that conditions must be applied and consequences if buildings do not remain inclusive.
- There was concern regarding car parking at the African Caribbean Centre (ACC) – keen interest in controlling car park access to centre users, as it is being used by people using the health centre.
- There needs to be more privacy for housing tenants using services at St Matthews – the ground floor needs to be reconfigured, more investment is needed to finish what was started at St Matthews Centre.
- Due to local demand it would be useful for greater access to facilities at in St Matthews Centre during the weekends particularly after 4.00pm.
- There continues to be a downturn in people accessing services at the Housing Offices. Under the proposals access to housing support would still be available at St Barnabas Library, St Matthews Centre, online and telephone support and home visits by appointment.
- Concern around engaging stakeholders at the ACC – offer was made for groups to arrange meetings and contact Officers and Cllr Master to attend if they wish
- Groups using the ACC were invited to seek a further meeting with Cllr Master once meeting arrangements have been established.

### **Meeting with Hamidiya community group (users of Coleman Lodge Neighbourhood Centre) – 12 July 2017**

- The group members confirmed that there was a general consensus the building should be offered for community asset transfer as they would like to see a sustainable future for the building.
- The group would be keen to develop a business plan to offer a broader range of community activities. New and existing groups would be a key part of the plan.

## Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report July 2017

- There was concern that very few new groups access the building. Hamidiya would like to see the building open for more regular use.
- The group were concerned about what would happen if the building was leased to a non-local group – how would existing users be protected?
- Whatever the outcome of TNS the group are eager to continue using the building as it is ideally located for their members.

### **Meeting with Evington library users group – 17 July 2017**

**Number of attendees: 10**

Key points raised:

- An overview of the management, booking arrangements and operational control of fob access was provided. It was explained that induction training would be arranged for groups interested in regular out of hours hire.
- Wi-Fi is already installed at the library and hours of use could be extended for use by out of hours groups.
- Users would like to see provision of refreshments facility for evening/community use and pull down screens
- To explore different activities using the space at Evington welcomed
- Engagement of local volunteers welcomed to complement activities taking place at the library
- It was requested the Evington Echo be included in any updates, as this is a good way of updating the local community

### **Drop in at St Peters Neighbourhood Housing Officer – 17 July 2017**

**Number of attendees: 59 tenants**

Key points raised:

- Not happy with the proposal would like services to remain on site
- Proposed offer is too far to walk or travel
- All attendees were encouraged to complete a questionnaire

### **Drop in at Humberstone Neighbourhood Housing Officer – 20 July 2017**

**Number of attendees: 30 tenants**

Key points raised:

- Not happy with the proposal would like services to remain on site
- Concern that parking around St Barnabas Library is limited
- All attendees were encouraged to complete a questionnaire

### **Drop in at Rowlatts Hill Neighbourhood Housing Officer – 24 July 2017**

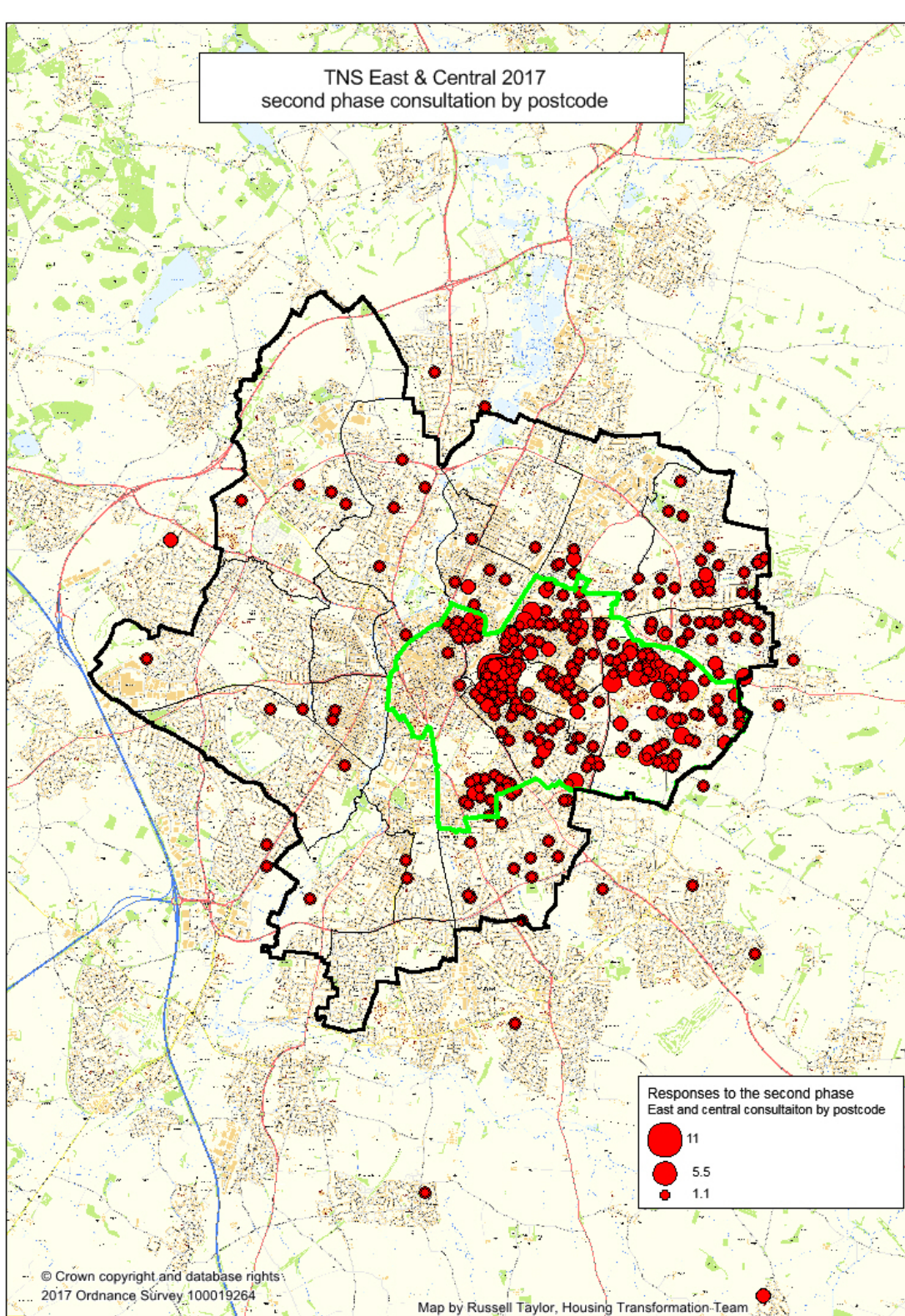
**Number of attendees: 30 tenants**

Key points raised:

- Not happy with the proposal as the suggested alternatives are too far to walk or travel to
- Concern that parking around St Barnabas Library is limited
- Difficult to get through on the phone – it is easier visiting a housing office
- Lack of toilet facilities at the housing office, neighbourhood centre [Coleman] often closed

### Written and Online Comments and Responses

In total 527 responses were received up until the closing date of the consultation. The following map shows the locations of respondents where a useable postcode was provided (86% of total responses):



Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

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

WARD	COUNT	%
Evington	114	25%
Wycliffe	99	22%
North Evington	55	12%
Stoneygate	34	8%
Spinney Hills	30	7%
Thurncourt	28	6%
Humberstone & Hamilton	25	6%
Castle	22	5%
Knighton	13	3%
Belgrave	7	2%
Troon	6	1%
Abbey	5	1%
Beaumont Leys	4	1%
Braunstone Park & Rowley Fields	2	0%
Aylestone	2	0%
Western	2	0%
Westcotes	2	0%
Saffron	1	0%
Rushey Mead	1	0%
<b>All valid postcodes within the City</b>	<b>452</b>	

**96% of the total responses received (where a valid postcode was supplied) were from households within Leicester City. 75% of valid postcodes supplied were from households within the East and Central area.**

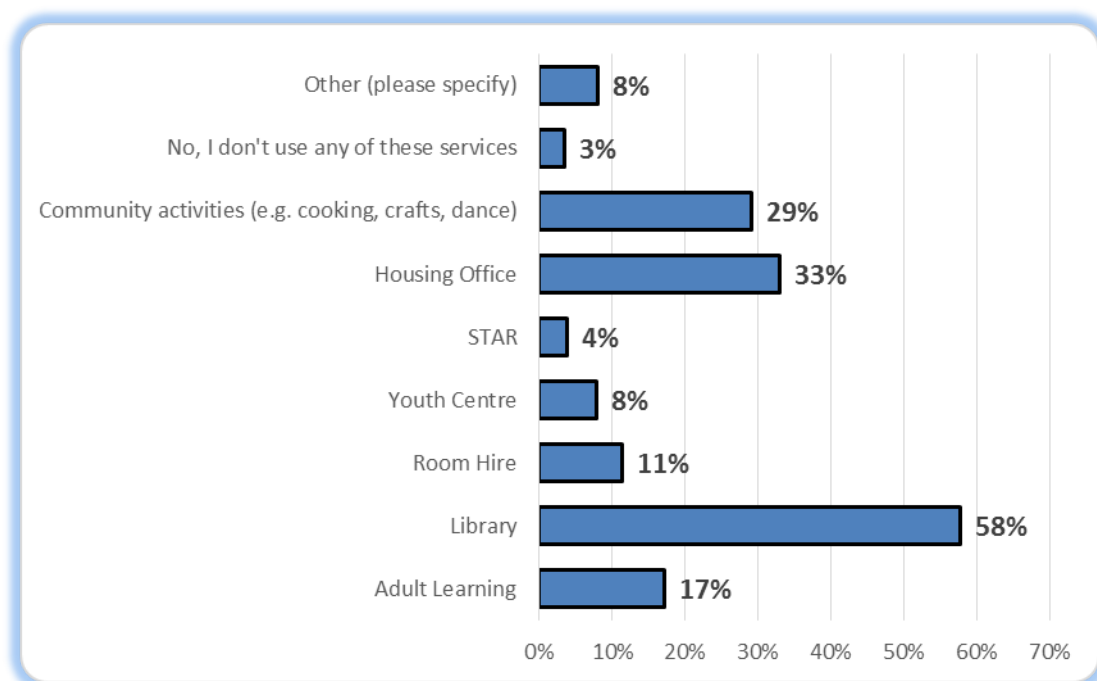
Overview if postcodes supplied	Count
Within Leicester City	452
Missing/incomplete/incorrect postcodes	55
Outside Leicester City	20

## Views and comments

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

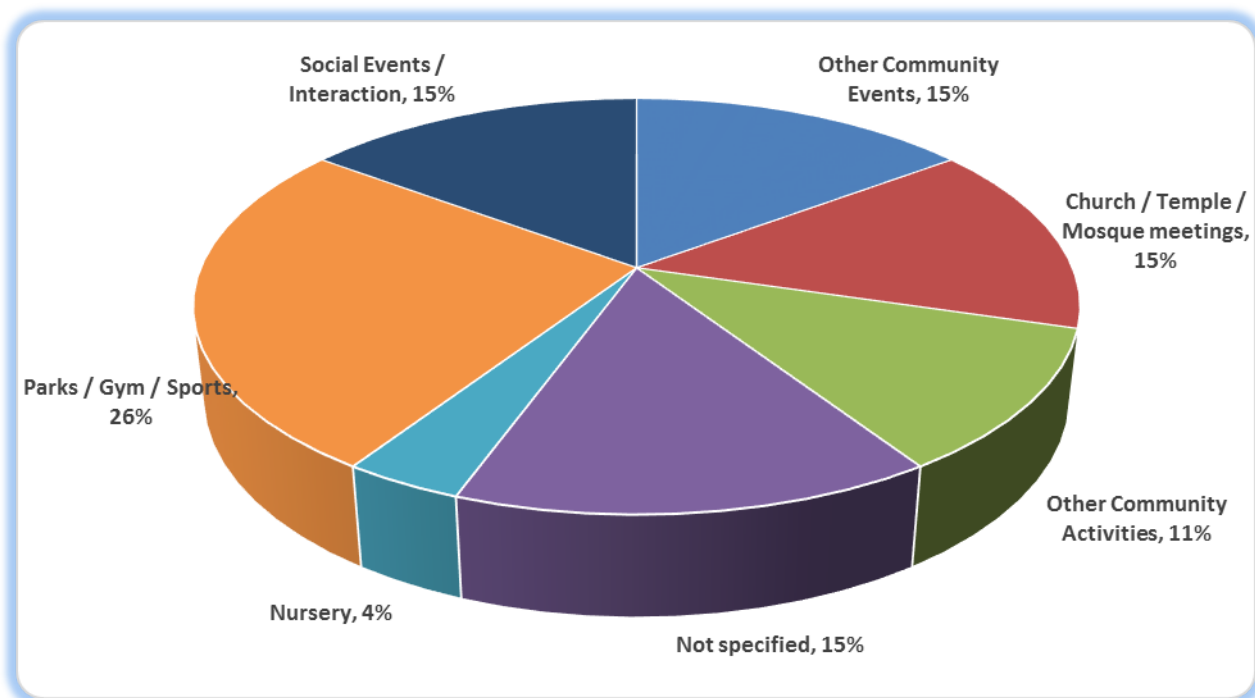
### Q.1. Which neighbourhood services do you use?

A total of 527 respondents provided an answer to this question (100% of a total of 527 respondents), however, it should be noted that an option was to indicate that no services were used, which 18 (3%) of respondents selected. Respondents were allowed to make multiple choices for this question and the following chart shows the percentage of all respondents that selected each option:



- The service with the highest use of respondents across the East and Central area was the library, with 58% of all respondents selecting this option.
- 33% of all respondents used the “Housing Office” services.
- The third highest use was “Community Activities” with 29% of respondents accessing this service in the East and Central area.

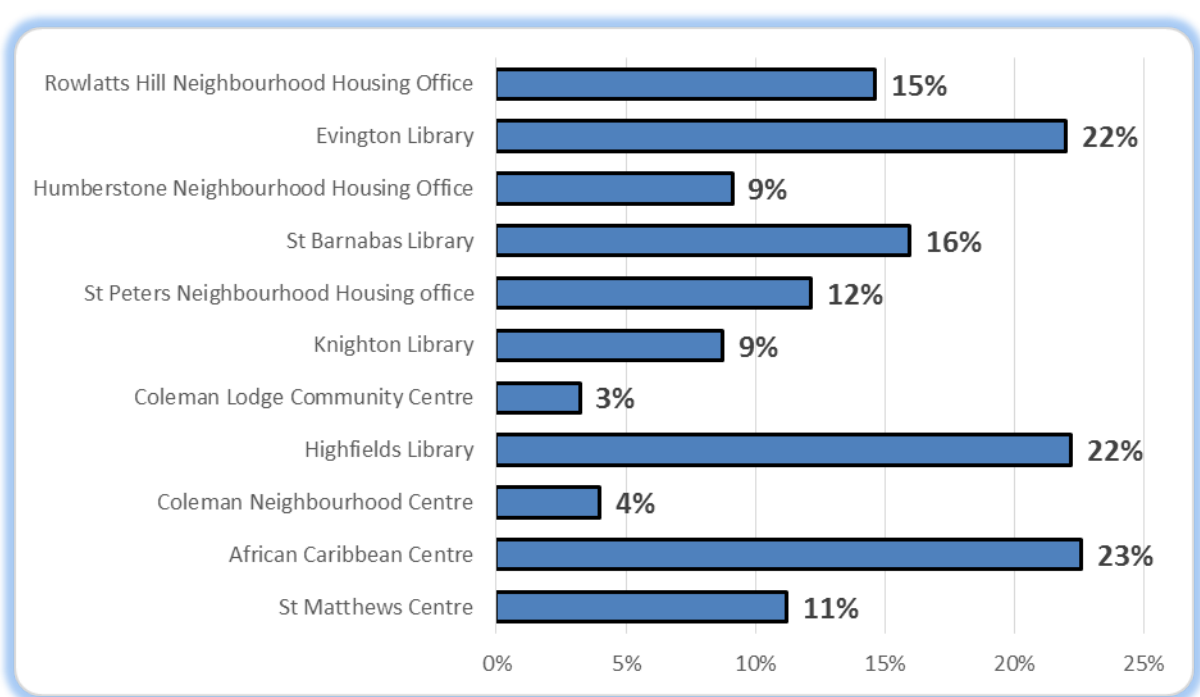
Respondents were given the opportunity to describe any other use they make of Neighbourhood Services in the area. A breakdown of the uses described by the 8% of responses relating to the ‘other’ category is shown in the graph below:



- Within “other” types of use the most popular was for Parks / Gym / Sports with 26% of those selecting “other” describing this type of activity
- The next most popular category was a Social Events, Other Community Events, Church / Religious groups and those not specifying a use with 15% of all those selecting “other” describing miscellaneous or unclear types of use.

**Q.2. Which centres do you use?**

A total of 527 (100%) of respondents provided an answer to this question. Respondents were allowed to make multiple choices for this question and the following chart shows the percentage that selected each option.



Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

- The highest number of respondents to the engagement questionnaire said they used the African Caribbean Centre (23% of all respondents)
- Two centres were tied as the second highest number of respondents to the engagement questionnaire said they used Evington Library and Highfields Library (23% of all respondents)
- The third highest number of respondents to the engagement questionnaire said they used St Barnabas Library (16% of all respondents)
- Users responding to the engagement were free to select multiple sites. Many respondents said they use multiple buildings, especially where buildings are located close to each other.

**Q.3. What is your home postcode?**

A total of 509 responses (97% of the total 527 responses) contained a postcode as part of the response. Analysis of these responses are contained in a previous section of this document.

**Q.4. How would the proposals benefit you?**

A total of 420 (80%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. A wide range of points were made by respondents including strong support for specific local services and buildings.

Key points extracted from the responses received relating to benefits are as follows:

- Libraries remaining open
- No requirement to travel to other areas
- African-Caribbean Centre remaining open
- Continuation of services received

Note that many respondents made points relating to questions 5 and 6. The points made have been included in the analysis for these questions (below).

Where respondents talked of benefits, they answered this question in one of two ways:

- How the existing services benefit me
- How the new proposals would benefit me

The responses can be categorised as follows:

Response category	Number of respondents
Indicating benefits from the proposals	232
Indicating no benefits from the proposals	112
Indicating the proposals will make no difference either way	55
Current services benefit me	11
No response given	117

Of those who indicated benefits specifically from the proposals, the following types of benefit could be identified:

Benefit category	Number of respondents
Convenient location	11



Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

Co-location of services	5
African Caribbean Centre - car parking controls	3
Community Asset Transfer	11
Benefit not specified	202

**Q.5. Is there anything in the proposal that would stop you from using neighbourhood services? If yes, please give the reason(s).**

A total of 236 (458%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. A wide range of points were made by respondents including strong support for specific local services and buildings.

Note that many respondents made points relating to questions 4 and 6. The points made have been included in the analysis for these questions (above and below) to avoid duplication.

Responses to this question can be generally categorised as follows:

Response category	Number of respondents
The proposals would restrict / stop access for services	104
The proposals would not restrict access to services	39
Other comments	10
No comments	374

The question also asked respondents for the reasons why the proposals would stop them from using neighbourhood services. Responses given to this element of the question can be generally categorised as follows:

Suggestion category	Number of respondents
Unable to travel to alternative facility	35
Loss of space at St Barnabas Library	11
Parking facilities considered inadequate at proposed site	6
Loss of services - building should be transferred to community group (CAT)	7
Quality of reorganised service will not be suitable for me	14
Need upgrading / refurbishment of buildings	4
Self-service terminals a barrier eg for elderly	7
Alternative building/space is not welcoming	24
Raised hire charges will prevent me from accessing services	16

A selection of the responses made are provided below:

**Comments relating to Neighbourhood Services**

*The libraries are being retained which is great.*

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

*Evington library is such a useful local community facility. It is essential that the library is retained as it is more than just a place for information. It is used by both my children as a place to complete school work, revise and ask for advice from staff. It is also used by children so that they can meet and work together in a group. Furthermore, the library is a focal point for us older people where we meet and, spend time at the library and organise other activities.*

*As someone who helps run a community group (Friends of Clarendon Park) I would be interested in holding some of our evening meetings at Knighton Library.*

*Evington Library is a focal point in the village and used by young and old alike. To lose the library would be to lose that focal point and that amenity. It is always full of people - writing groups, philosophy groups, students doing their homework, older people using the computers, creches and storytelling. The staff are always unfailingly helpful. Most importantly, it is available to everyone, not to just one group in society. In these difficult times, community is more and more important. We need to work and play together. We need unity and community, not division.*

*The proposal to retain both of the Libraries I use is obviously welcome. The provision of key fob access - allowing (as I understand it) trusted groups to use the buildings after normal library opening hours would also be of benefit as long as this access did not involve excessive payments - as a member of several small groups, it would provide another possible venue for evening and weekend meetings.*

*Retaining Library services greatly adds to quality of life and provides a centre for the community to use for other activities.*

*I would like to see St Barnabas library remain, I could understand the rationale to improve services that operate from the site.*

*Keeping the libraries open would benefit me as I use them regularly.*

*I would be able to use my local library as a community resource in the evening but not sure how this will work*

*Allow my children to relax and enjoy themselves. Allows me to come with my children and educate them with books etc*

*Would like to have Evington Library computer classes at present. Highfields is the nearest or St Barnabas*

*I would like Highfields library to keep open because it use a lot by Highfields community and by school*

*They would benefit me as I would not need to leave to another area to use the facilities; the toilets*

*I can still use the ACC for golden fellowship group*

*I can continue to run my group for children and families*

*African Caribbean Centre, I use it for club on Mondays, sewing class on Tuesdays, Golden Fellowship on Wednesdays and monthly meetings on Sunday evenings*

*I rarely use the other services in this area, but I think that the proposals seem reasonable. I agree that if facilities are to be changed, then using them for housing would be the best use for them, with some parking if possible, as this often a problem in this area.*

*I come every week to African Caribbean Centre with my son to stay and play*

*I am a volunteer and I use these facilities to help others, giving my time. Further to travel will mean a reduction in the help I can give.*

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

*We would still have adult classes (ESOL/English, Maths) at some of these places. My children can still access their local library.*

*African Caribbean help, we to go as learning in ESOL and also the library. We go to read books. Evington Library is not too far from my house.*

*I attend a class in African Caribbean Centre. I take my children to library*

*Benefit me in many way but we need to ensure there is: Provision for people on low incomes. Who do not have access to computers and so children require centres and libraries to research and do homework; Elderly who don't use technology still need libraries to visit read books and newspapers not everyone can access online...*

*They are a meeting point to promote good health and well being and help reduce isolation*

*Buildings having a multi use element.*

*...I have doubts, however, about the purpose and usefulness of providing key-fob access for community group use out of hours. The range of activities that could take place in the Library is very limited, especially as there are currently no facilities for making drinks and the cost of providing such a facility would be prohibitive. If the purpose is to generate income, there are much easier and more appropriate ways to achieve that.*

*The idea of key fob use out of hours helps.*

*I think this is a great idea as we can maximise the use of the facilities available. on the other hand we can use the surplus space available to profit the community.*

*Adult learning centre help me for further situation, to achieve some goal in jobs. Library help me for computers work and books as well.*

*By retaining the library gives me an opportunity to use the books as well as using the internet which I am not able to have at home. Besides the above, it gives me a reason to get out of the house. It may sound odd to you but when one is alone with no family or neighbours to spend time with, the people I meet at the library including staff is a great relief.*

*It would continue to provide the services I use at the moment. Access to the library for community group use is a useful extra use of space, especially out of hours.*

*Redecorating is good idea because is more nice and colourful, and attractive and bright and fresh. Interview rooms for housing is convenient.*

*As founder of a community group I would welcome key fob access for it at the library out of hours.*

*Retaining the building as home start runs a weekly group - we also need things to help make our stay at the centre comfortable we need, air conditioning installed, we need windows that open, we need a sink and the carpet in the bar area needs changing.*

*There should be public toilets we can use. There should be another section for studying.*

*The toilets would mean I wouldn't have to trek home in the middle of a revision session. Redecorating it would make it more appealing for me to go to as it is a bit old fashioned.*

*Redecoration would make the library a brighter place and create a better atmosphere. Installing public toilet facilities would allow me to remain in the library longer also.*

*It is a quiet place to revise in and also I don't have access of Internet at home so I come to the library to use*

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

Wi-Fi.

*It will encourage young children to study and educate themselves.*

*St Matthews Centre is better than LAEC in the city, because the car park is near and it is quiet and less busy so I like the place.*

*This proposal is not going to help unless you are talking about selling the building to the Hamidiya community group at Coleman Lodge Centre.*

*St Barnabas Library is near to my house and I always go there with my children. There are so many useful and interesting books available.*

*Redecorating Highfields library and putting in toilets would be good.*

*I am happy that the St Barnabas Library and Evington Library both are going to be retained in the community because my daughters go to the library to borrow books and I go to the library to attend my ESOL classes*

*Keeping library is good for me and my family. Adult education is very important, ESOL is essential to help me and others who need to improve their English - better jobs, better social cohesions. Thank You*

*Library different books uses. Keeping library is good for me and my family. Adult education is very important. ESOL is essential to help me and others who need to improve their English - Better jobs, Better social cohesions. Thank you.*

*Keeping libraries is good for me and my family. Adult education is very important. ESOL is essential to help me and others who need to improve their English. Better jobs and better social cohesions. thank you*

*We use to St Barnabas library to learn English and we would like to keep it open because we borrow books.*

*Improve look, improve facilities will be beneficial.*

*To care to craft group and also knitting and also to use other facilities.*

*I am happy to retain St Barnabas library because I use it a lot, it's very children friendly place.*

**Housing service comments**

*Slight inconvenience if I wish to visit Humberstone Neighbourhood Housing Office. Self service at St. Barnabas Library could be useful.*

*"How would these cut backs inconvenience you? HA HA not one of these proposals would benefit me. To get to St Barnabas I would need to get on 2 buses. I think this is the thin end of the wedge and you will quietly close other places like Evington and Knighton using the same excuses. Who are you trying to kid - we are not stupid"*

*more services under one roof - convenience of access*

*As my 87 year old mum's carer, I am very concerned at the proposal to close any further services. Currently for my mum to access a housing officer, she has to stand at the counter in the neighbourhood centre and repeat everything.*

*It is not how they will benefit me but how it is going to inconvenience so many people. The closure of services and disposal of buildings is a disgrace!*

*My personal opinion is how helpful and friendly the staff are! This is by far the most beneficial service for*

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

me.

*My local services will not change.*

*Amalgamation of the library and community office is actually a very good proposal the library is closer to me than the housing office and it means information being in one useful area.*

*Redecoration is a good idea because it looks more attractive and it's useful for council and housing tenants. The St Matthews Centre makes it convenient.*

*It's good and clean, attractive and near my house library English class and council house.*

*The proposals would not benefit me as the move would mean I have to travel, I am disabled and traveling is very difficult. I see my housing officer at Rowlett's Hill and the move would not enable me to see my housing officer.*

*Happy with improvement to Highfields Library. But unless a very good reason the Rowlatts Hill Housing Office should NOT be closed.*

*St Barnabas is very far, especially by walk*

*These proposals would not benefit me, it would be further to travel to report any problems.*

*I wouldn't have a housing office, closed Thurnby Lodge housing office already!*

*If they close Rowlatts Hill housing office how would I get to St Barnabas?*

*The moving of Rowlatts Hill (Housing Office) would mean: it takes longer for me to get to, as I often need to explain matters in person. I have over 50% hearing loss, which means that I am not able to speak on the phone easy.*

*They wouldn't benefit me as it is too far away and someone like myself that doesn't drive will find it very difficult to access "local" services as it would not be local anymore.*

*St Barnabas library is near to my house so I can easy to go and also borrow books as well.*

*If we could get the housing officers into St Barnabas library, and all staff trained up, we would not have to wait so long to be seen (housing)*

*Its good idea to move these housing offices to these . Ideal St Barnabas library to cater more services*

*Not beneficial to me as I am visual sighted and need to find my way around to be safe.*

*I would have to travel further or spend a long time on calls.*

*They would not as organisations we have a lot of properties in Humberstone / Uppingham Road area. its great to just have local housing office where you bring housing benefits and information and can return back to customers straight away.*

*Able to wait in the office to speak to someone rather than using the phone and any queries I have they would be able to answer me.*

*Leave the Uppingham Road office open*

*Easier to park and would use the library more*

*It is very convenient if I receive any letters from Job centre or housing office or Leicester City Council, I do not love to wait and my home is far and down at Thurnby Lodge we do love, but we use the library because the*

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

*staff are very helpful.*

*It will nearer for me to access Housing Office in St Barnabas Library*

*I want this office to stay open as I am very old and can't walk to other offices. Please let this office stay open as staff very friendly and most of my issues get sorted.*

*I want the St Peters to stay open as it is near to my house as easy access. Staff very helpful and friendly. can come any time.*

*This place is close to where I live but most important is the language problem that I have I speak Gujarati, I have been to town also but no one helps even if they know the language. I have tried to get work done over the phone but if they have no Gujarati speaker they say we will call you but no one calls, so we find this office very helpful and resourceful. We can speak to someone who can understand us and help us resolve the problem.*

*Housing office St Peters, two days ago I had a very large amount of leak outside my front door. I rang the housing repair from home, I was put on hold also it is very hard to explain over the phone so I come to the housing office to get advice and the staff are very helpful to me.*

*As my first language is Gujarati if we receive any letters from the council it makes it easy to go and find out what the letter is trying to say. Staff very helpful, they speak my local language so I can communicate easily with them, it takes ages to get to someone on the phone and if Gujarati speaker not available I have to wait till someone calls back and sometimes it take days to get back or no one calls us, I prefer someone face to face who can understand me and help me in resolving my issues.*

*Well to move our Highfields office to St Matthews is not a positive for us, we need our office at walking distance. The move of our housing office will not benefit the people in our area*

*I live in Highfields so St Peters is very close to me, as a lot of people use the housing office.*

*They will benefit my in a way that the proposed changes are acceptable for some centres in my opinion, but moving the St peters office in to St Matthews are not acceptable as many people use the office and will affect the elderly if they plan to go ahead.*

*It will be very hard for us to reach to St matthews*

*The closure of the St peter Neighbourhood Housing Office would be highly detrimental and harmful to the local community, who may not have the mobility to get to the St Matthews centre. it is crucial that local resident have access to local housing office.*

*St Peters Neighbourhood Housing Office is far for me as me and my wife are over 70 and hard for us to get there. As we don't have any vehicle so have to look for transport to go there.*

*If you shut down the centre it will have no way of reaching the council. I can't use the internet, can't use my phone well either. I don't drive car and will be difficult for me to access services.*

*I want this office to stay open, I get good service, no language bearers, do not have can not I can travel to our offices. This is very convenient for me as I stay on the St Peter estate.*

*Keeping the centres and services is near to my home. I would have to walk far to St Matthews est and my friends and family.*

*I want this to stay open as I have many health issues. I cannot walk far not have a car to travel. This office is very convenient for me. Please let this office stay open.*

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

*St Peters Neighbourhood Housing Office is near my house. It is easy for me to come to this housing office and the people there are very good and helpful.*

*I would prefer that this office stays open as it is near to my house & staff are friendly and helpful.*

*I want this office to stay open as it is near & helpful. Don't need appointments & no language barriers.*

*I want this office to stay open as when I leave a message over the phone they don't get answered & jobs don't tend to be repaired. They always have to come to this office to get help & they are very helpful.*

*I want this office to remain open and stay open until this estate is a council estate.*

*Is nearby, I cannot walk long distances, I have mobility issues and the staff are nice.*

*It's besides my house where we live and we would like St Peters Neighbourhood Housing Office here in Highfields, please please don't shift this office it's a request.*

*I want this office to stay open, it's near to my house and understanding staff no parking needed, stay on this state*

**Q. 5. Is there anything in the proposals that would stop you from using neighbourhood services? If yes, please give the reasons**

A total of 235 (45%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. A wide range of points were made by respondents; in summary the following key points can be extracted:

- Increased travel time
- Increased staff would be required if more services are included in existing buildings
- Preventing vandalism of a 'Smart' library
- Over-crowding in centres with many services being located together

A selection of the responses made to question 4 is provided below:

**Neighbourhood Services comments**

*I would be concerned about safety and security in a Smart Library. How would you prevent vandalism and improper use of the facility?*

*Evington Library is central to the Evington community and it needs to be maintained and protected.*

*If we haven't got the centre it would be a great lost to many people especially pensioners*

*By selling the property to other people or companies or any other group which is not using the centre means that there will be no continuity of the services. This will be a great loss and there is no nearby community building for us to access. If it is sold or reserved for current groups using the centre then they can either lease it or buy it to continue the services. If it is a lease, then this should be based on how much the group pays annually to the council to hire the building. This will be fair, otherwise you will be discriminating the groups.*

*It would not be ran to our satisfaction and stakeholders will more than likely put the cost up and put on activities that are not for me.*

*There is a wide variety of activities that happen at the African Caribbean Centre which fit the communities needs and I believe if the council retain the building it will not be ran to fit the communities needs.*

*You are talking about demolishing the place or selling the place off to a third party. This is not going to give*

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

*my children and us adults an opportunity to benefit from the services we are getting from the Hamidiya group at the coleman lodge centre.*

*The people attending are elderly and could not travel to far, some are from the ocean road area.*

*Taking away or reducing number of books to make way for other services*

*I am happy to use St Barnabas library, nothing to stop me to use this services*

*Highfields - We use for children's school, homework, borrow books, use computer for printing documents, read the newspaper, activities for children take place. "*

**Housing service comments**

*There is nothing that would stop me, but I think that some residents might find it difficult going to the St Matthew Centre rather than the St Peters office.*

*No but we do need to consider people with disabilities and those with poor mobility who may not be able to travel to nearest housing office if out of their areas*

*Not everyone has a car or family member to take them here and there*

*She needs at least three times, the proposal to move, St Peters staff to St Matthews is ludicrous, there is no staff available now so in no way can I perceive how it will improve with so many more.*

*Yes, the travelling as I am disabled. Please do not do this to me please. thank you*

*Convenient at Rowlatts. Staff helpful*

*Speak Gujarati at Rowlatts*

*Near Children's School and Coleman NC"*

*St Barnabas in too far for me. Refer to health reasons*

*Yes, if you move the services. I would have to pay bus fare's to use the services if you move them.*

*I could use it, but not too often, as it takes longer to get to.*

*To far away with no direct bus service and also people who would have to go with no transport would no get there*

*Too far to walk, have to take transport.*

*If the housing office moved far away I would not be able to use the office.*

*As a disabled person, I find dealing face to face a lot easier and accessible. Please Do Not Close This Officer!*

*I would say no please do not move this office, as we can get access very easy instead of going to town or library as we live around Netherhall*

*I cannot travel or walk to other neighbourhood offices as I don't drive and I can't even walk much.*

*I can't travel long way even to St Matthews as I health problems*

*Yes, I am very old and can't walk long distance*



Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

*Housing office - I do not have transport and I have small children, the staff help me and give me a lot of advice.*

*Well if our services are no longer in our area, then how will we access the facilities if there is none!!!*

*because of my hearing problem, walking long distances no help for me so please don't move St Peters office*

*Closure of the St Peters Neighbourhood Housing office would significantly reduce access for a high section of the local community from accessing crucial services.*

*If it moved to St Matthews Centre, we would have to go far to use the services, so it would be more convenient for us to use St Peters Housing Office where it is based at the moment.*

*I don't travel, I will ever get any other is helpful. In town need to do appointment and have to pay parking.*

*I don't feel safe in the St Matthew area, it would be a shame if services moved here.*

*Can't walk far, I am unstable, have low blood pressure & need assistance all the time.*

*Would mean to go all the way to St Matthews (cost of taxi).*

*I stay near to St Peters Housing Office & I prefer St Peters as it is near to my house.*

*Don't like going to St Matthews or town where you have to wait & the service is very poor.*

*Don't want to go to another office. They can't speak my language or are not helpful. I can't go walking to other offices either.*

*I can't walk far & have problems with my legs. I feel lost without this office, I don't think I will be able to go anywhere if I have repair issues & other housing issues.*

*Health problems, mobility, convenient and staff are helpful.*

*I won't even book to go to any other office and the often will have to come and visit me instead. Can't park free anywhere, everywhere is parking charges and I can't afford it.*

**Q. 6. Do you have any other comments?**

A total of 325 (62%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. A wide range of points were made by respondents and it is difficult to categorise the responses. Therefore a selection of responses has been provided as follows:

*There needs to be more site specific, detailed consultation.*

*Libraries are really important as community venues. Please don't take them away.*

*I am pleased that all of the library facilities are to be retained - I believe these are essential to the well-being of the city*

*Evington Library is a hub for the surrounding area. One morning recently it was filled with students doing revision, there were mums and toddlers enjoying books, older people reading newspapers and two adult writing groups meeting as well as a steady stream of people returning and borrowing books and using the computers.*

*I am a little concerned about the responsibility of leaders of community groups to lock up and set alarms etc. If anything happened, e.g. fire or break in, after they had done this, would they be held responsible?*

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

*Libraries must be retained for the educational use of all communities.*

*Seems sensible given level of cuts and need to prioritise*

*Evington is such a small library, where will other groups meet? They can only meet in the library are. It will mean a lot of work for staff to clear the area for them. Will this mean less books to take out?*

*Community activities are important and good for social interaction and development in my opinion. It's imperative, these centres stay open and fully functioning.*

*African Caribbean centre is very busy and has classes that learners can attend. I think these need to continue as they benefit the local community. They run clubs/events for kids too.*

*I would like to see more youth services in Clarendon Park and Knighton. Just because the area is deemed to be 'well off' / affluent, it doesn't mean that their aren't pockets of poverty and young people who need help.*

*Instead of making cuts to services look at ways of being more efficient with the resources you have. For example income generation from some of your buildings.*

*Evington Library is at the heart of our little village where children and adults all meet and this works towards a cohesive community. If the Library service is to be rolled back, this will leave a huge gap. Under the current proposal of keeping the library open and keep job access is to go ahead, this will be a positive step in the right direction.*

*Evington Library is a significant feature of the village which offers a highly valued service to all sections of the community, thus promoting social cohesion and demonstrating our commitment to learning opportunities for all.*

*Coleman Neighbourhood Centre could be seen in a similar way. Although I am not directly affected by the proposal to close the Rowlands Hill Neighbourhood Housing Office and move the service to St Barnabas Library, I am deeply concerned that residents in my community will be severely hampered in future by the distance which they will have to travel to get help and advice about housing matters. As the Grenfell Tower disaster has shown, it is vital to listen to tenants and not to put barriers in their way when they need to talk about their concerns. I suggest that arrangements could and should be made to accommodate the Housing Office in the Coleman Neighbourhood Centre, thus increasing the use of that building and enabling it to provide a wider range of valued services to the whole community.*

*The centre could do with a facelift such as refurbishment of the bar area i.e carpets, windows, seating - a complete overall of this area. The female toilets are horrible and its always smelly in there.*

*African Caribbean Centre is a focal point for people of African heritage. We regularly meet and use the building for different activities and like also to show-case it. It is increasingly obvious that many of the facilities are outdated and some are no longer fit for purpose. We like to invite our Presidents/Ministers from our respective countries to meet with us and address us there. The interior of the building thus needs revamping eg rooms, surfaces, toilets, heating/air conditioning systems etc.*

*As a learning and activity centre it would be a great shame if we lose it. Socialising and entertaining at the centre is great.*

*Keep centre open*

*Why change something which helps all age groups?*

*Thank you for retaining the library it is a very important facility for a pensioner.*

*Evening community use for groups a good idea but needs actual controlling (and use of inside facilities,*

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

toilets etc)

*Drinks machine within library good idea (Wigston Library has one)"*

*More fiction books would be very welcome*

*If I make a general comment it would be that people without their own transport could suffer if everything were moved to St Barnabas Library. Could this also be seen as disused*

*I have used this library for over 30 years, and have books constantly & would greatly miss the personal care & attention give by staff I have become use to.*

*I value the library as a local resource. If it is used by other community groups that group should be considerate to the local area i.e. not park everywhere and make the area dangerous or more congested.*

*The library always seems very busy to me. Play groups for younger children and older children doing homework etc. I live a 10 minute walk away and would not welcome any cutbacks. Not many community hubs left and if this one should go!*

*Involving the local communities in helping to manage the library buildings is a good idea of issues of responsibility (and insurance) can be sorted out.*

*As per my knowledge most of the centres are not used to their maximum potential. energy - (electricity and gas) is wasted most of the times. If we can gather and pack useful activities and services to those centres to get the maximum use of the resources available we will be able to cover the cost as well as benefit the community.*

*Neighbourhood is doing the best for St Matthews centre.*

*More activities/fetes eg stalls, raffles, tombola activities for adults and kids.*

*Better Wi-Fi facilities.*

*"I strongly support and prefer the approach which the City Council is adopting in order to retain library services rather than the approach favoured by the County Council.*

*I do have some concerns about providing key-fob access for community group use out of hours but feel that it is worth trying, provided that discussions take place with the Friends of Evington group about the following issues:-*

*1) additional ways of raising funds to support the Library,*

*2) effective co-ordination between the Service Managers responsible for the Library and Evington House to ensure that would-be ""client-groups"" are aware of and are encouraged to book the most suitable venue for their activity,*

*3) effective co-operation with the Friends of Evington to promote a range of voluntary activities suitable to be based at the Library,*

*4) effective control to ensure that no single group or type of group becomes a dominant force over the use of the Library and that the current very broad spectrum of users is maintained and enhanced,*

*5) a way is found to enable members of the general public to have access to wifi and computers on at least one night per week whatever other activity may be taking place in another part of the Library."*

*I am happy with how this centre is currently being ran!*

Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report  
July 2017

*The library is a helpful place for revising and expanding your knowledge.*

*Retaining the library would be a great benefit for the local community especially for the pensioners and elderly to socialise and spend their time wisely.*

*Highfields Library is a very good and helpful place.*

*If possible the library should be open until 7.30pm.*

*The Highfields Library is key to every individual and should remain open in order to serve the public.*

*Just make sure that your purpose is to benefit the whole community in any kind of way.*

*This building is in the right location for the multi-cultural community it serves. Modernisation would improve it's flexibility. Overheating can be a problem but with up to date technology this could be improved.*

*The African Caribbean Centre is a nice large building with a few rooms which can be used for hire. One of the problems is that the building does not have any ventilation therefore the building is often very hot especially in the summer.*

*If necessary, I could always ask a neighbour to phone the housing officer, but I will always make the first attempt myself.*

*This is so much better at Rowlatts Hill as it is easier for me to get to as I don't drive.*

*Why not make more use of Coleman NC by moving Rowlatts Hill Housing Office in there, where there is parking space*

*Staff at Evington Library are very helpful*

*Keep this office/reception.*

*I think that the library & community services are very important to the wellbeing of the members of the community.*

*Library staff should not be replaced by volunteers (as has happened in Derby - it was in the news!) or any more self service machines. We need good competent library staff as well to keep running a good service.*

*like to talk face to face. access with children to use library etc*

*I do not want to have to go to Granby Street housing benefits, trying to park, pay to use the car park and sat there for an hour waiting to give information on housing benefits for my tenants.*

*I thin it's a good idea and more people will use the library*

*Please don't change St Peters office, lot of people use the block.*

*I urge whoever is in charge of these proposed changes not to allocate the St Peters office to St Matthews centre as this will make things difficult for many people, specially the elderly.*

*improvements to the Highfield library are welcome, through they do fall short of what is actually required to improve services there, such as IT and printing*

*Closure of the St Peters Neighbourhood housing office will be significantly harmful to local residents. Please reconsider this carefully!*

*I don't want to go far. I need a housing office that is nearby and housing office staff that are easy to ask help from.*

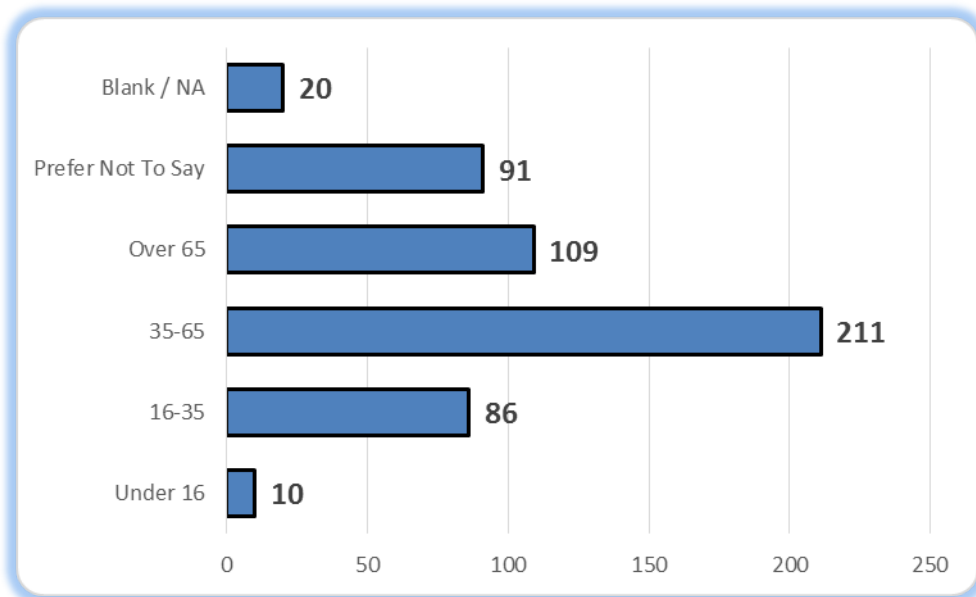
*Whilst we appreciate we live comfortably, we think others should also, who are on the waiting list so transforming will serve the purpose. I have no objection.*

*Why? Move the Highfields Office to the Highfields Community Centre or African Caribbean Centre, surely there are office spaces there which could be used.*

**Questions 7 – 11 were a section entitled “Tell Us About You:” and concerned demographic information about the respondents. The following shows the analysis of the responses provided.**

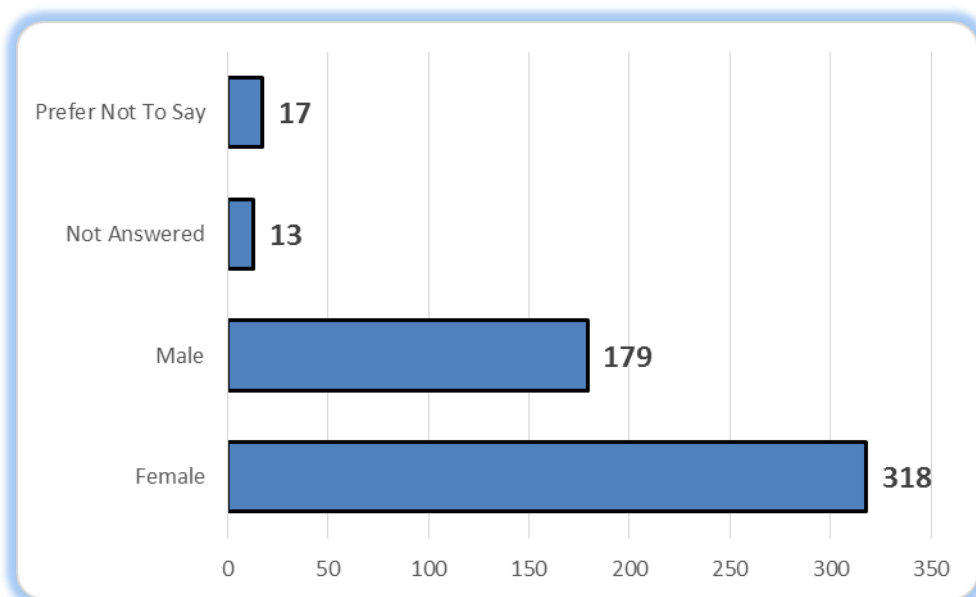
**Q. 7. Your Age**

A total of 527 (100%) of respondents provided a response to this question. The following graph shows the distribution of age provided:



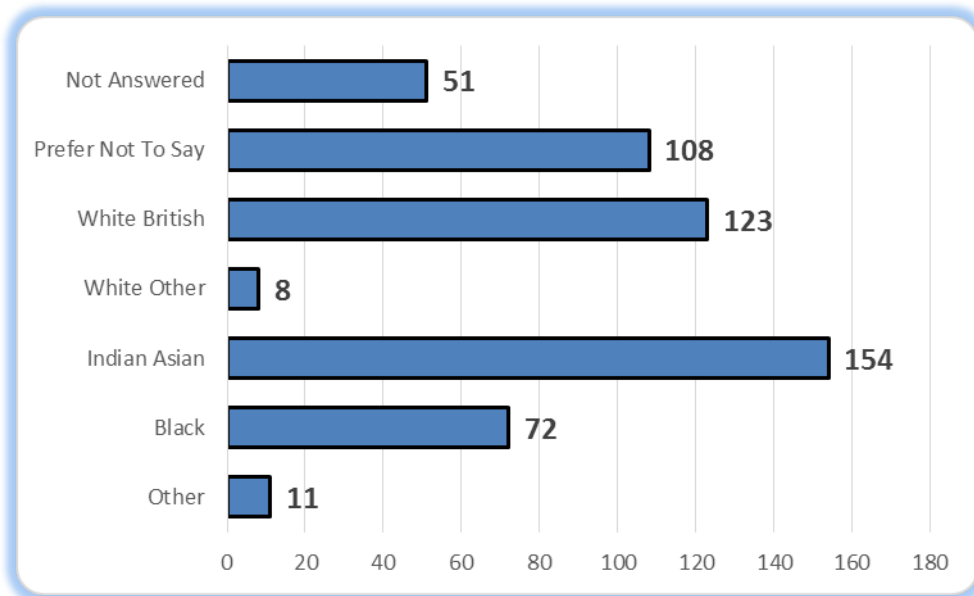
**Q. 8. Gender. Are you...**

A total of 123 (94%) of respondents provided a response to this question. The following graph shows the distribution of genders provided:



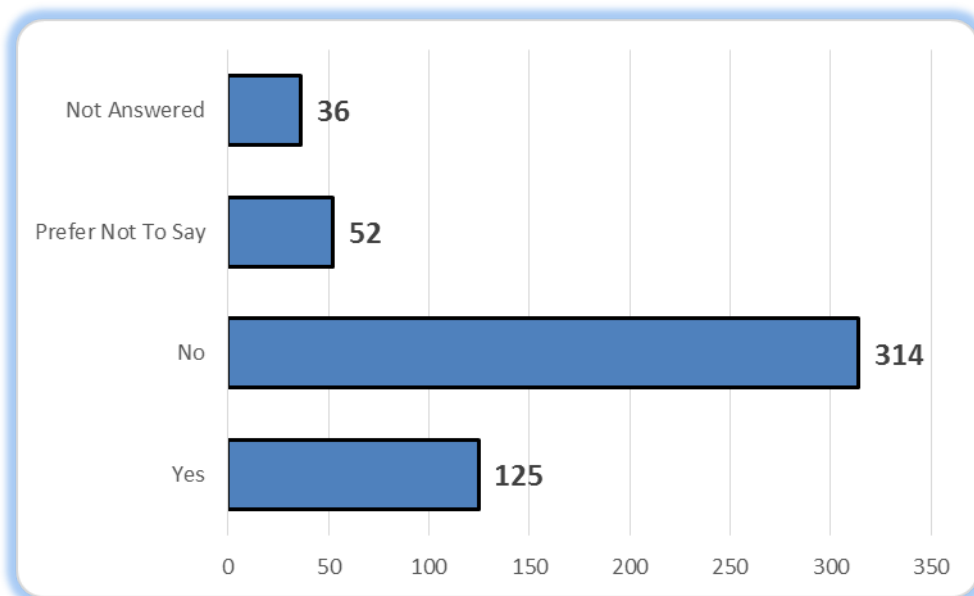
**Q. 9. How would you describe your ethnic background?**

A total of 106 (81%) of respondents provided a response to this question. The following graph shows the distribution of ethnicities provided:



**Q. 10. Do you consider yourself to have a disability or health condition?**

A total of 131 (93%) of respondents provided a response to this question. The following graph shows the distribution of age provided:

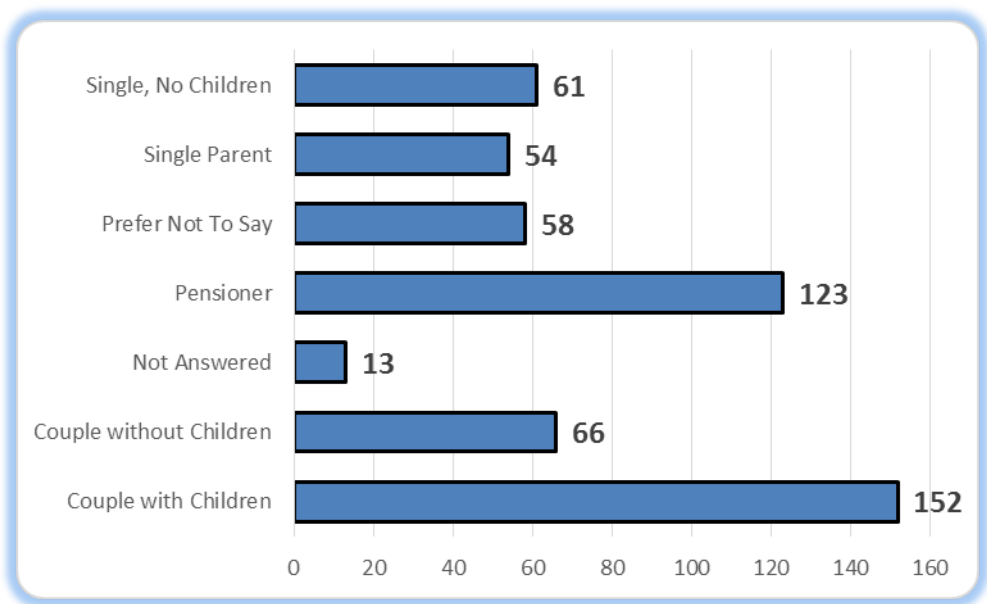


Where respondents indicated “Yes” to the above question they were asked to provide details. A total of 7 responses were provided and the following table shows the analysis of these responses:

Disability Type	No of Respondents
Musculoskeletal	20
Heart Conditions & Circulatory System	13
Digestive	1
Mental Health	12
Multiple	1
Other / Non-Specified	61
Hearing / Vision	4

**Q. 11. Household type:**

A total of 125 (95%) of respondents provided a response to this question. The following graph shows the distribution of household types provided:



**Submissions**

Some groups made submissions during the course of the engagement period through a range of channels.

These included:

- Hamidiya Community Group – letter
- Friends of Evington – letter
- Goodwood Community Centre – letter

## **CONCLUSIONS**

This Consultation is to be used to help refine proposals for the transformation of services in the East and Central area of the city.

The method of consultation has been well received by members of the community. This has proved a successful method of seeking points of view and suggestions for change to be taken into account. The promotion of paper and online questionnaires has proved particularly successful, with over 2,500 responses to the initial engagement exercise in January/February 2017 and 527 responses to the consultation on proposals in June/July. The key messages to be taken forward from this consultation period are:

### **Benefits of the proposals:**

- There was good support for services remaining available whilst reducing building costs
- Out of hours access for community groups at Evington and Knighton Libraries was welcomed
- Travel distances would be shorter for some residents – for example housing tenants living closer to St Barnabas Library
- Investment in the busiest buildings including Highfields Library and St Matthews Centre welcomed

### **Concerns and disadvantages should proposals go ahead:**

- There were concerns expressed by some council housing tenants that travel distances to proposed relocated housing office services would be increased. It was highlighted that consideration would need to be given to access to housing services for all council housing tenants, including those with mobility issues and those for whom English is not a first language.
- Concerns over vandalism of proposals for community group access to libraries out of hours
- Over-crowding in centres with many services being located together – in particular St Matthews Centre and St Barnabas Library.
- Concerns over potential displacement for groups using Coleman Lodge Community Centre

### **Lessons Learned**

- The mix of questionnaires, public meetings, focus groups and meetings with community groups has been very positive and have proven to be a good method of consultation with members of the public
- Compared with previous consultation exercises the amount of completed forms (527) received is relatively fewer, however overall satisfaction with the proposals is relatively high
- The overall approach of involving stakeholders and members of the public early 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 evidenced basis
- The process undertaken has enjoyed good co-operation between stakeholder individuals and groups, as well as other services



Appendix A: TNS East and Central engagement questionnaire

# Transforming Neighbourhood Services



## East and Central area consultation



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

### Background

Leicester City Council is reorganising neighbourhood services across the city. This includes libraries, community and youth centres, adult learning centres and housing offices.

Significant cuts in government funding mean that we cannot continue to run services as we do now. But before making any proposals, in January and February 2017 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 two events to discuss the proposals:

Wednesday 5 July, 6.30pm-8.00pm  
at Coleman Neighbourhood Centre

Tuesday 11 July, 6.30pm-8.00pm  
at St Matthews Centre

Please come along, or give your views online or fill out the form in this leaflet.



Leicester City Council

## Proposed changes

### St Matthews Centre

- The centre already hosts a wide range of services including a library, youth centre and housing front desk
- Invest in the centre to complete redecoration works and to provide extra interview rooms for use by housing customers
- Accommodate St Peters Neighbourhood Housing Office as part of the existing housing offer



### African Caribbean Centre

- Retain the building
- Explore ways of reducing centre running costs working with stakeholders and partners.



### Highfields Library

- Retain the library
- Redecorate the library and improve facilities in the building
- Install public WC facilities



### St Peters Neighbourhood Housing Office

- Move services into the improved St Matthews Centre
- Convert the housing office into additional housing



### Knighton Library

- Retain the library
- Install key fob access to the library for community group use out of hours

## Appendix A - Transforming Neighbourhood Services – East and Central Area Consultation Report July 2017

### St Barnabas Library

- Retain the library
- Move Humberstone and Rowlatts Hill Neighbourhood Housing Offices' front facing services into the St Barnabas Library building
- Install self-service equipment for improved local access to council services



### Coleman Lodge Community Centre

- Explore options for disposal of the building including sale, lease or clearance for potential housing development
- Work with groups to identify the best location for their needs

### Humberstone Neighbourhood Housing Office

- Move services into the improved St Barnabas Library building
- Explore options for disposal of the building including lease or sale

### Coleman Neighbourhood Centre

- Retain the centre and the ball court
- Work with groups to increase use of the building



### Rowlatts Hill Neighbourhood Housing Office

- Move services into the improved St Barnabas Library building
- Explore options for disposal of the building including lease, sale or clearance for potential housing development



### Evington Library

- Retain the library
- Install key fob access to the library for community group use out of hours

**Note:** If this consultation process identifies extra opportunities, we may consider other council buildings in the east and central area.

Thank you for giving us your views.

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

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

**Closing date: Tuesday 25 July 2017**

### Neighbourhood buildings: East and Central area



1. St Matthews Centre
2. African Caribbean Centre
3. Highfields Library
4. St Potors Neighbourhood Housing Office
5. Knighton Library
6. St Barnabas Library
7. Coleman Lodge Community Centre
8. Humberstone Neighbourhood Housing Office
9. Rowlatts Hill Neighbourhood Housing Office
10. Coleman Neighbourhood Centre
11. Evington Library

This map shows approximate locations for illustrative purposes.

Produced by Leicester City Council, communications and marketing team, 05.17



## Your views

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

OR fill out this form. You can also come to discuss the proposals at two events. Details are on the front of this leaflet.

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

- Adult learning  Library  Room hire  Youth centre  
 STAR  Housing office  Community activities  
(e.g. cooking, crafts, dance)  
 None  Other (please specify) .....

2. Which centres do you use? (please tick)

- St Matthews Centre  African Caribbean Centre  
 Coleman Neighbourhood Centre  Highfields Library  
 Coleman Lodge Community Centre  Knighton Library  
 St Peters Neighbourhood Housing Office  St Barnabas Library  
 Humberstone Neighbourhood Housing Office  Evington Library  
 Rowlatts Hill Neighbourhood Housing Office

3. What is your home postcode? .....

4. How would these proposals benefit you?

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

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

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

6. Any other comments

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

## 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.



Continued on next page...