

On the Move:

People's Perspectives of Proposed New Sites for
The Jubilee Centre, Bolton

Engagement with service users

Commissioned by Bolton Cares - August 2018



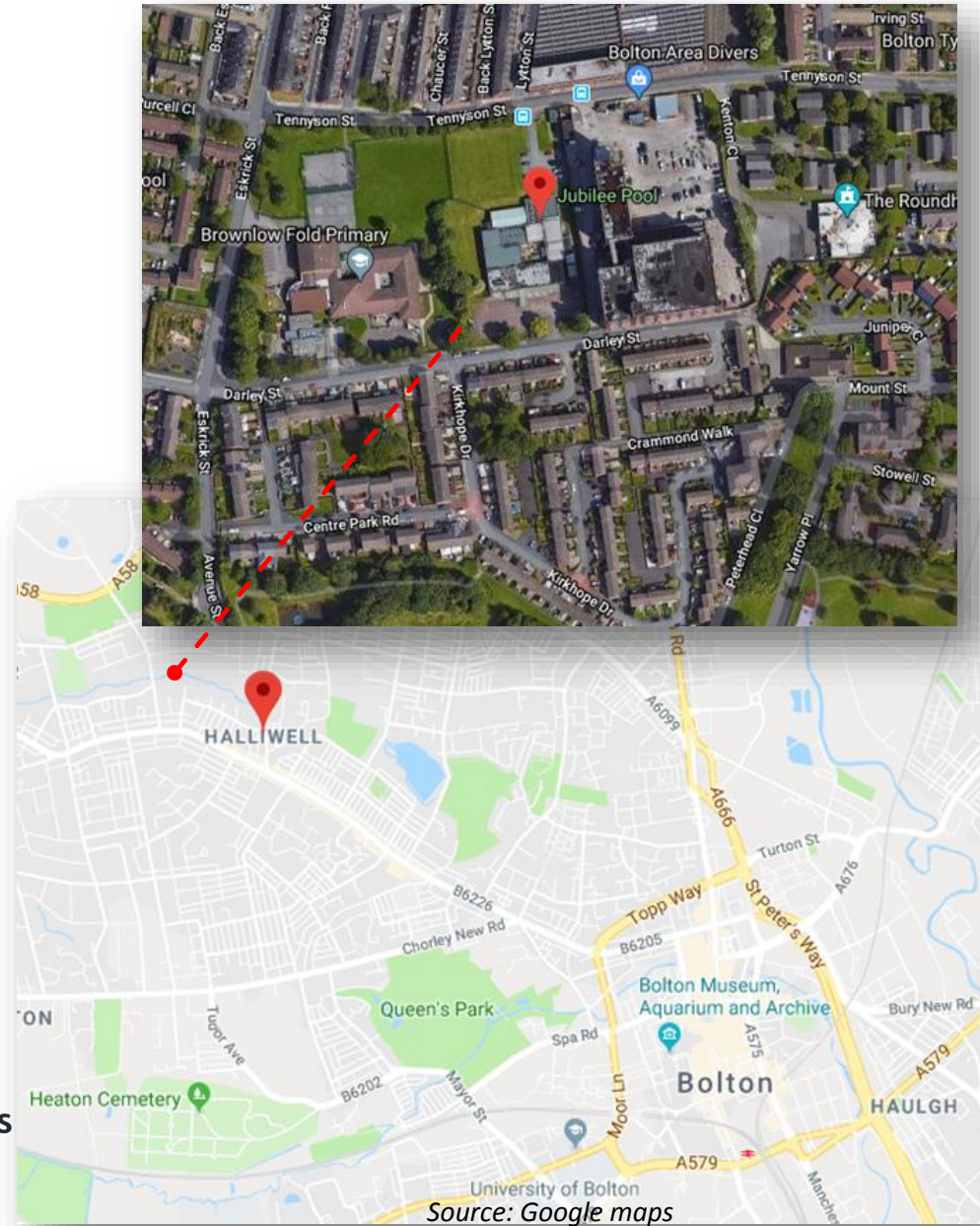
Background

The Jubilee Centre is a popular day centre in Halliwell. The building is to be redeveloped, most likely a new build, on the same site. Bolton Cares has had a consultation on the issue, though only 8 people (family members) responded: www.boltoncares.org.uk/feedback-about-the-jubilee-centre.

Bolton Council is committed to re-developing the much loved Jubilee Day Centre. Initial plans were to redevelop the centre on its current site. In January 2018 Healthwatch Bolton were commissioned by Bolton Cares to engage with service users of the Jubilee Centre about their hopes, fears and aspirations regarding the proposed new building.

Now, following a number of feasibility studies, it has been shown to be impossible to achieve the goal of a rebuild on the current site. The new building cannot be fitted to the old site for a number of reasons and it would not be possible to keep the current site open whilst re-developing/building on the site. Therefore two alternative sites have been found, feasibility studies have been done and architects drawings produced.

A public consultation is underway, asking for people's views about the two alternatives (led by Donna Cooper at Bolton Council) but Bolton Council/Bolton Cares would like Healthwatch Boltonto engage with the service users again around this new development



Source: Google maps

Introduction/Aims

This report presents the comments from Jubilee Centre users. These groups include staff, service users & their carers, and local residents.

This engagement explored service users views about the two proposed sites:

- Which of the two sites do people prefer from an aesthetic and practical point of view?
- Which site people prefer from a building layout point of view
- Which site do people prefer from a location point of view in particular to look at transport and access issues?
- Are there any specific worries or concerns about either site that the Council might need to address?

Jubilee Centre service users live with a range of physical and learning disabilities. To account for the wide variety of people participating, Healthwatch Bolton engagement officers used a combination of guided conversations, and a free comment strategy to develop an understanding of peoples intentions and views. The engagement occurred as follows:

Day & Evening Groups

Wednesday 15th August 2018

- Guided conversation -comments gathered from people at the Jubilee Centre, there was a set of semi-structured interview questions used
- Free comment - shorter comments gathered when people had less time or were not able to answer all of the interview questions.
- Detailed site maps (Firwood & Falcon View) to guide conversations
- Pictorial prompts to accommodate different needs
- Post-it notes to clarify opinion on aspects of the centre

Comments have been analysed against each activity type, using six broad analysis categories:

- Pros - Good things about the proposed sites
- Cons -Reservations people may have about the proposed sites
- Design - Features of the sites that are important to people
- General - Overall ideas and suggestions
- No No's - Things that would make using the site difficult for people
- Compromise - Things that people would consider to reach best possible outcomes

Note: Themes such as the 'Pros' and 'Cons' were site-specific; others such as 'Design', 'General', 'No No's', & 'Compromise' reflected the views expressed by people across the two sites.

Methodology - Who we spoke to

We spoke to:

Day Group (n=38)

- Staff (n=24) - Day centre employees
- Service users & carers (n=12) - people using the Jubilee Centre, and their carers
- Local residents (n=2) - people representing members of the community

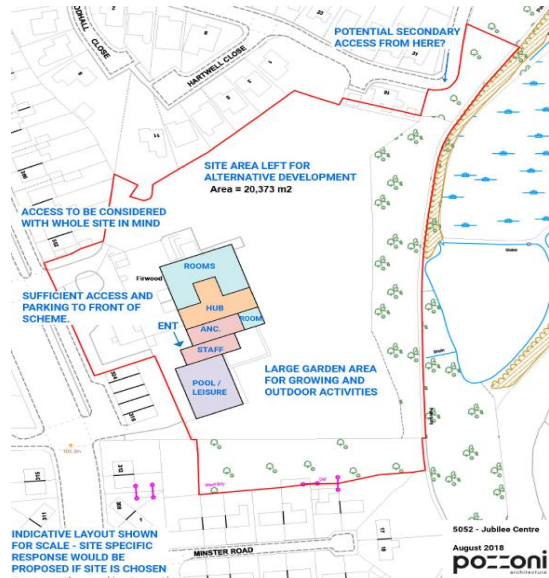
Evening Group (n=68)

- Service users, volunteers & carers (n=68)

Overall, we spoke to **106** people at the Jubilee Centre to gather their views. We collected **267** individual comments across the two groups as highlighted below.

	Pros	Cons	Design	General	NoNos	Compromise	Total
Comments	108	90	16	12	17	24	267

Methodology - Framework

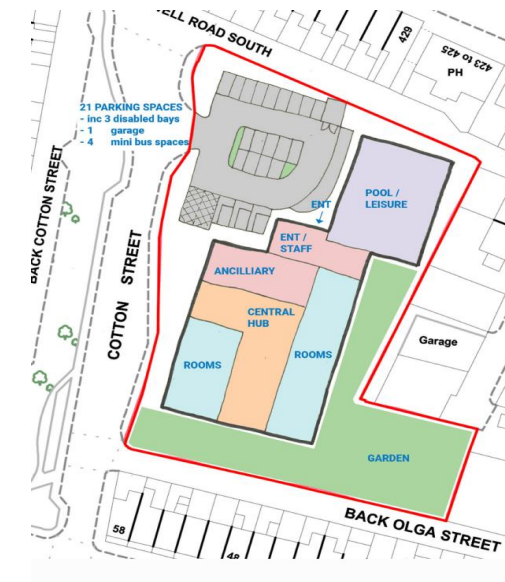


Firwood Site -
Pros and Cons

People's comments on what they would consider acceptable to reach the best outcome for the new build and considerations about what would make it difficult.

These are not site specific and are split into the following themes :

- General
- No No's
- Compromise
- Design

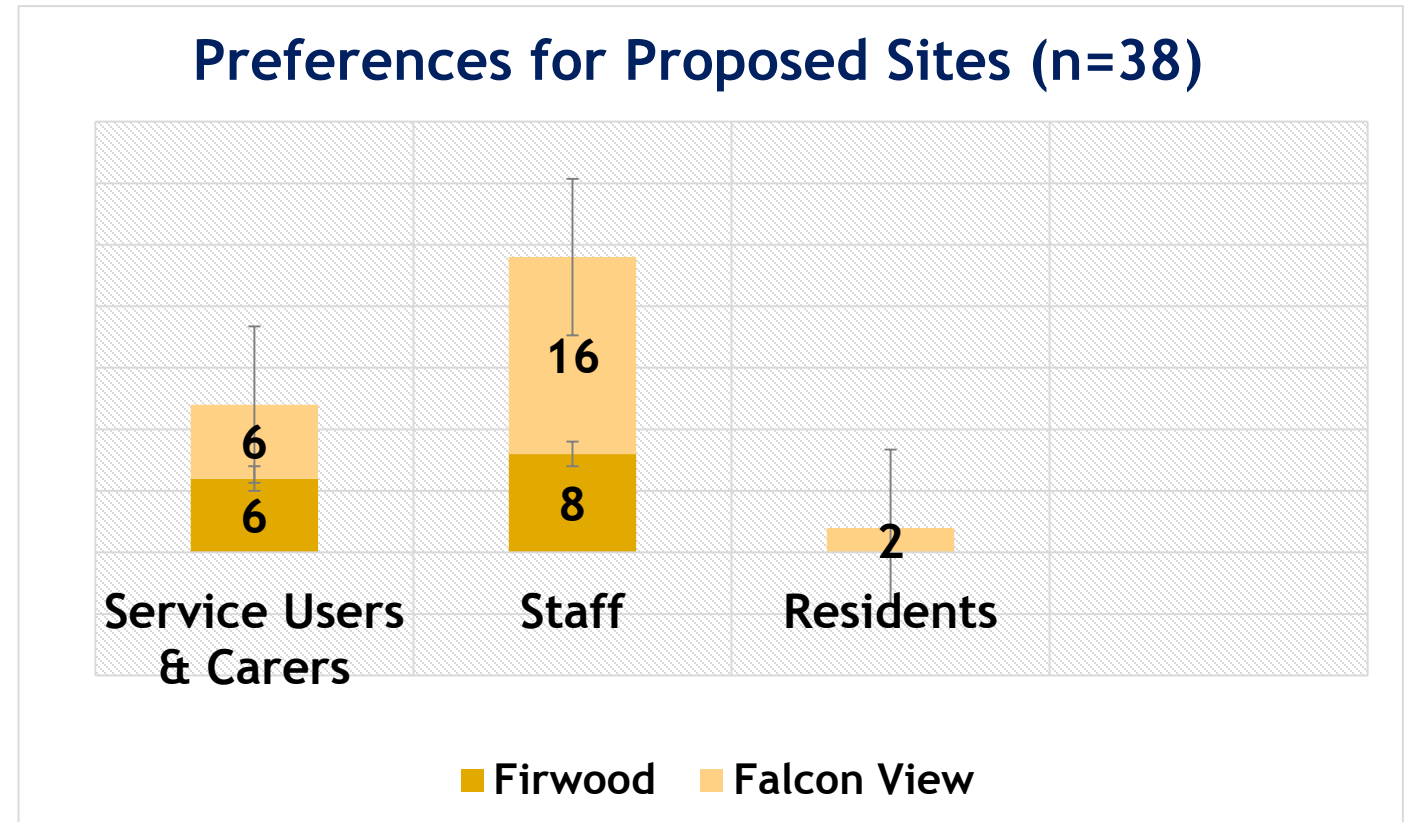


Falcon View Site -
Pros and Cons

Findings - Day Group (n=38)

Which site do you prefer?

- **Falcon View** appears to be the preferred site for relocation
- **Service users & carers** appear to have **equal preferences** for the two sites
- **More than two-thirds of staff (67%)** showed preferences for Falcon View relocation

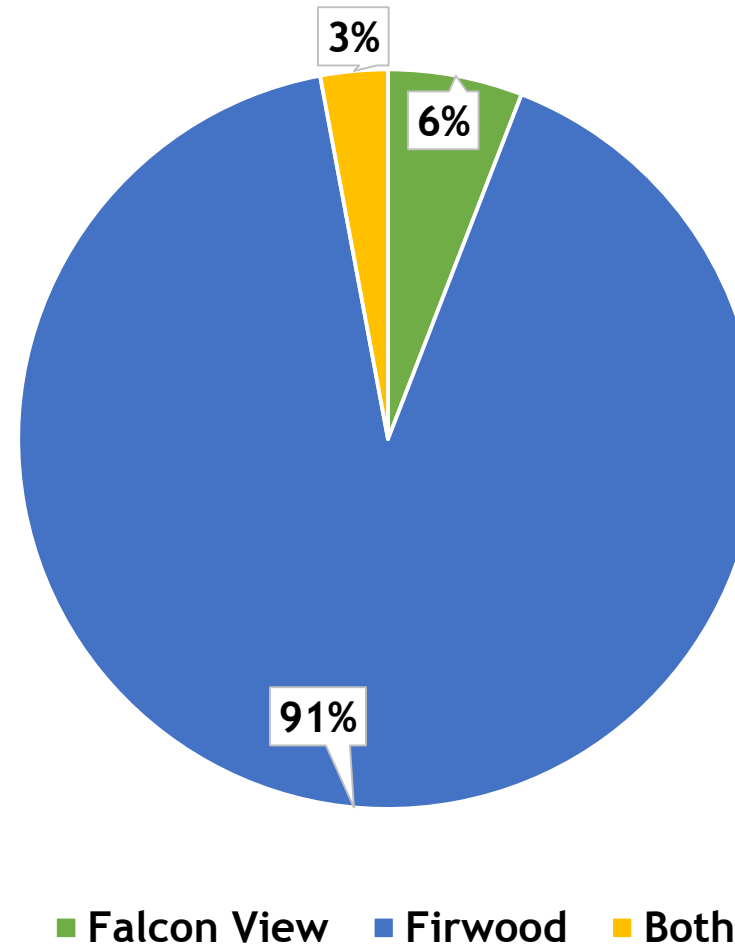


Findings - Evening Group (n=68)

Which site do you prefer?

Preferences for Proposed Sites (n=68)

- **Firwood** appears to be the preferred site for relocation
- **More than 90% of participants** showed preferences for **Firwood** relocation
- **62 out of 68 Service users & carers** expressed preferences for **Firwood**.



Findings: Firwood

Day Group

- Perceptions that Firwood offered bigger spaces, and the potential to accommodate more provisions
- Reservations about the 'Suitability' of Firwood for relocation, citing traffic and transport as key challenges to potential relocation

Evening Group

- Perceptions that Firwood is a quiet and uncongested site for relocation
- Concerns about public transport to and from Firwood, and relationships with local residents who may oppose the relocation to Firwood

Findings: Falcon View

Day Group

The 'location' of Falcon View was seen as:

- Central and local to staff & service users
- Easily accessible by public transport

People shared the following key concerns about relocating to Falcon View:

- Traffic - busy narrow roads
- Access (physical) - smaller spaces for people with mobility issues
- Parking - limited parking spaces particularly for wheelchair users

Evening Group

- Perceptions that Falcon View could provide bigger spaces for people & services

People shared the following key concerns about relocating to Falcon View:

- Whether the evening activities would carry over
- Parking and relationships with local residents

Findings: No No's & Compromises

Whatever the relocation outcome, people expect the following provision:

- Parking
- Group activities
- Bar
- Communal area

Compromises

People would not mind relocating to any of the two proposed sites as long as:

- The new site is accessible & convenient
- People can do activities
- Social groups continue

And the following provision is emphasised:

- Transport for site further away (Firwood)
- Parking on Firwood
- Safe Crossing on Crompton Way
- Local nearby amenities

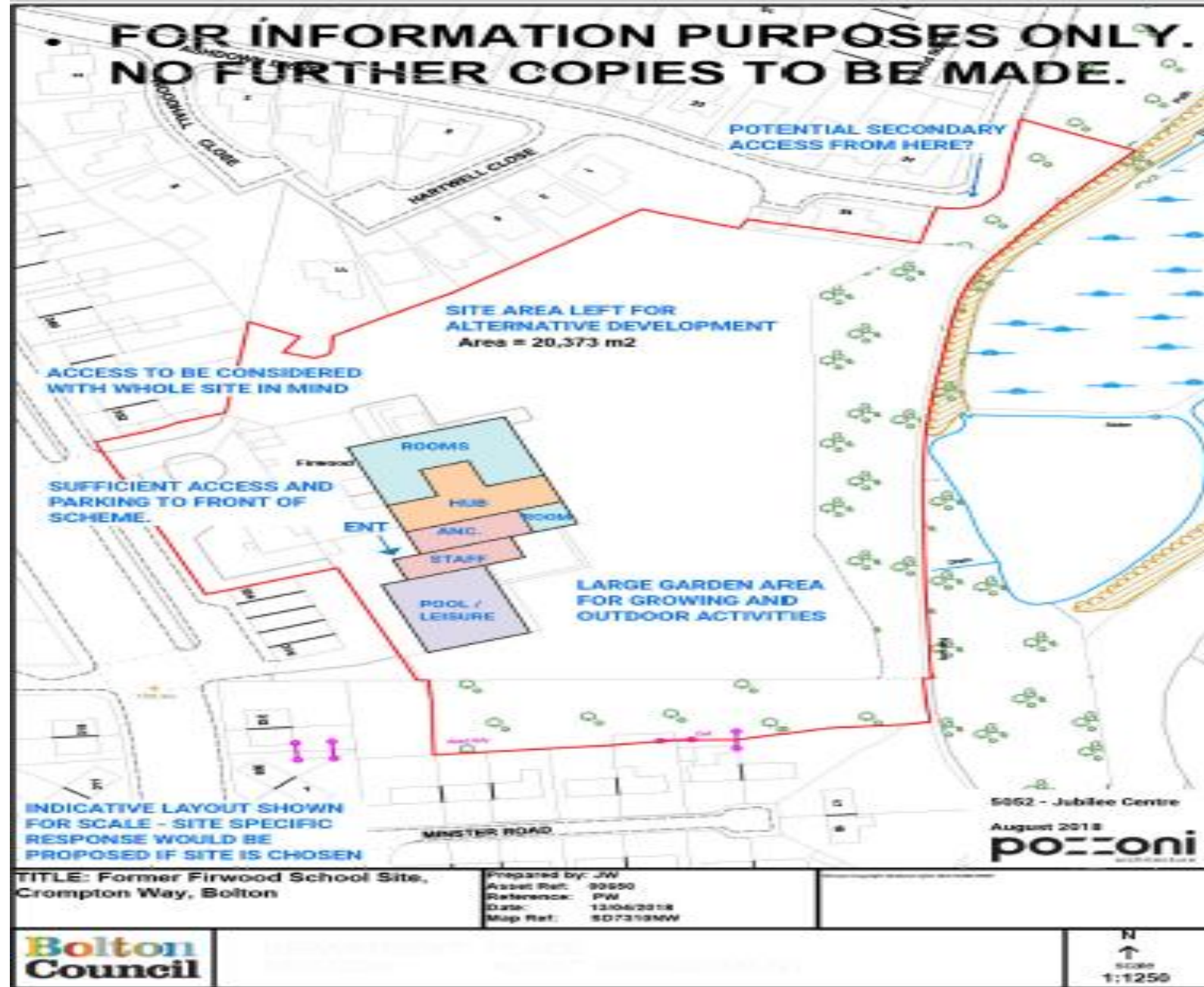
Findings: General

Four general concerns relating to the planned relocation were raised by services users & carers:

1. Information - Not enough information about the proposed relocation was provided
2. Services - Ambiguity about what services will transfer over to the new site
3. Consultations - Scepticisms about whether the consultation is genuine or simply a lip service
4. Relationships - People would like to know what future relationships with local residents will look like

In addition, people commented on the design of the sites, and asked some important questions that warrant feedback.

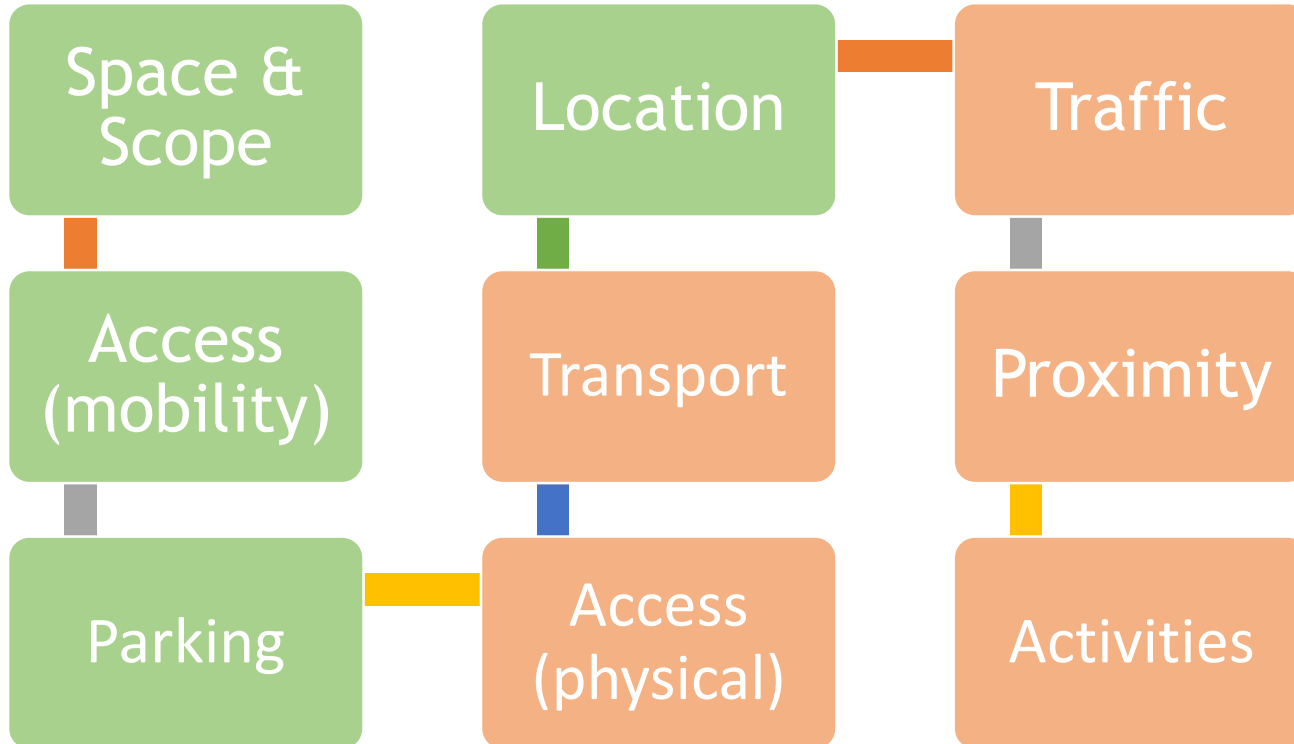
Site 1 Firwood



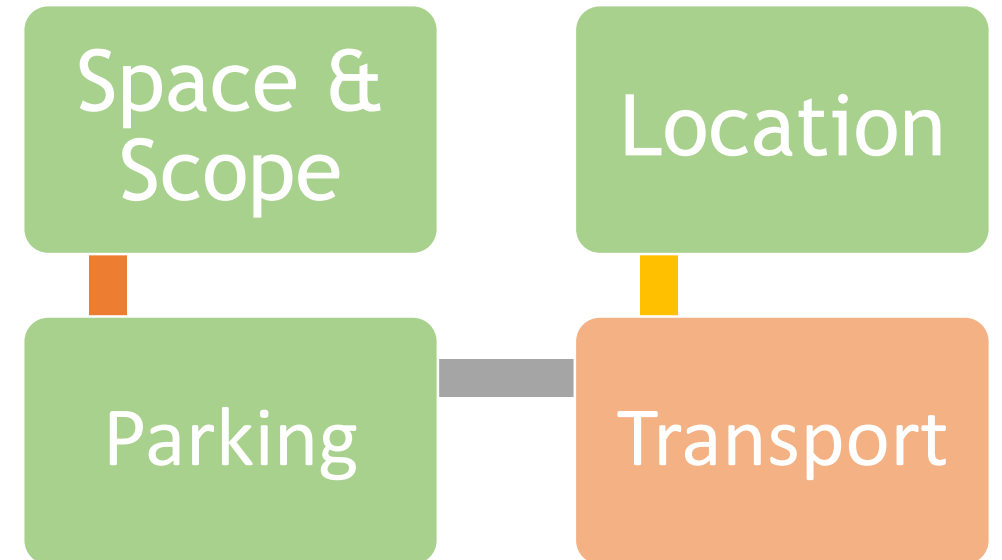
Site 1 Firwood : Major themes **Pros**

Cons

Day group



Evening Group



Firwood - Day group - Pros

Space & Scope

- 'Bigger space gives us more options for the future - wouldn't have to move again if we wanted to grow (could extend the building on the additional land not being used)'
- 'Potential to extend on spare site i.e. build a respite centre'
- Bigger, better, & more scope'

Parking

- 'Can park on road and bigger carpark'
- 'More options for parking spaces'
- 'There is more space for disabled parking'
- 'More parking'

- Near amenities
- Local & central
- Familiar

Location

Thicketford day service as it is nearer it would be better if it could be bigger (cross over of service users)

'I used to do summer school at Firwood and I thought it was nice'

'For rambles - side off site is nice area'

Access (Mobility)

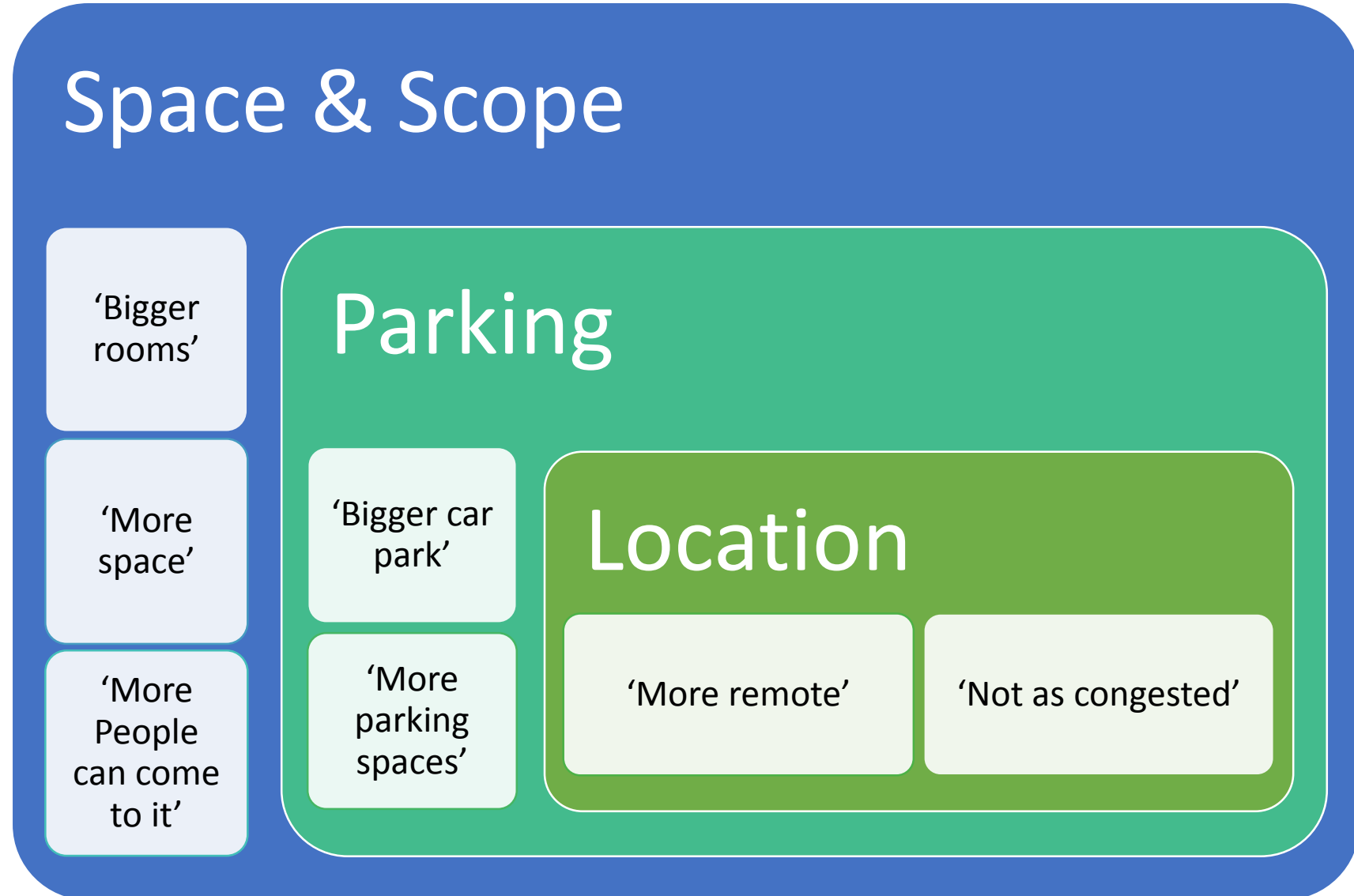
'Better for me to get to work as I car share with someone else in that area'

'Wheelchair users need more space'

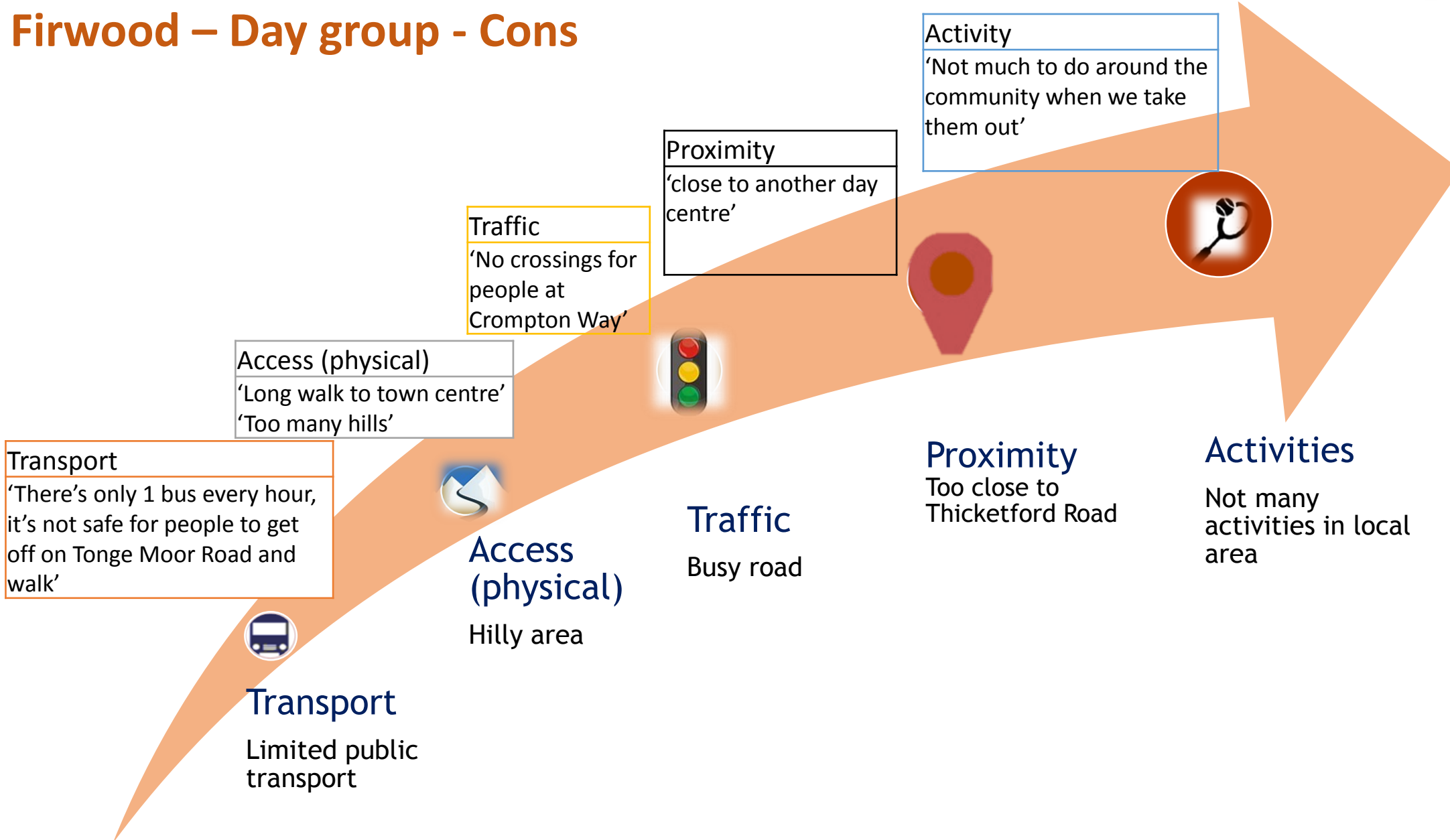
'Would have thought more access'

- Better access for people with mobility issues

Firwood - Evening group - Pros



Firwood – Day group - Cons



Firwood -Evening group - Cons

Transport

- 'Long journey. I will go from a 3 min journey each way to 20 mins. That will be tough. I bring my daughter to the disco and she won't use Ring n Ride because it comes at 8:45pm and she wants to stay dancing until it finishes at 9pm. So instead I bring her. I believe the Firwood site would be better but for me personally it's going to cause difficulties with transport. I'm 89 now and on my own as my husband passed away 2yrs ago so it's a lot to go back and forth so many times but she loves it.

Firwood –Other Questions/Issues

In addition, people shared their thoughts about the suitability of the site for relocation

Day Group

- What could be built on that spare land? Is it compatible?
- Told in the past that a pool wasn't possible at Firwood because of filled lodge?
- There was a dip going into the building.
- Worried it will be a smaller pool.

Evening Group

Location

- 'Very busy area. Not appropriate for the service users'
- 'Further away'

Potential for Complaints

- 'Bit concerned about local residents complaining about the bands'

Site 2 - Falcon View



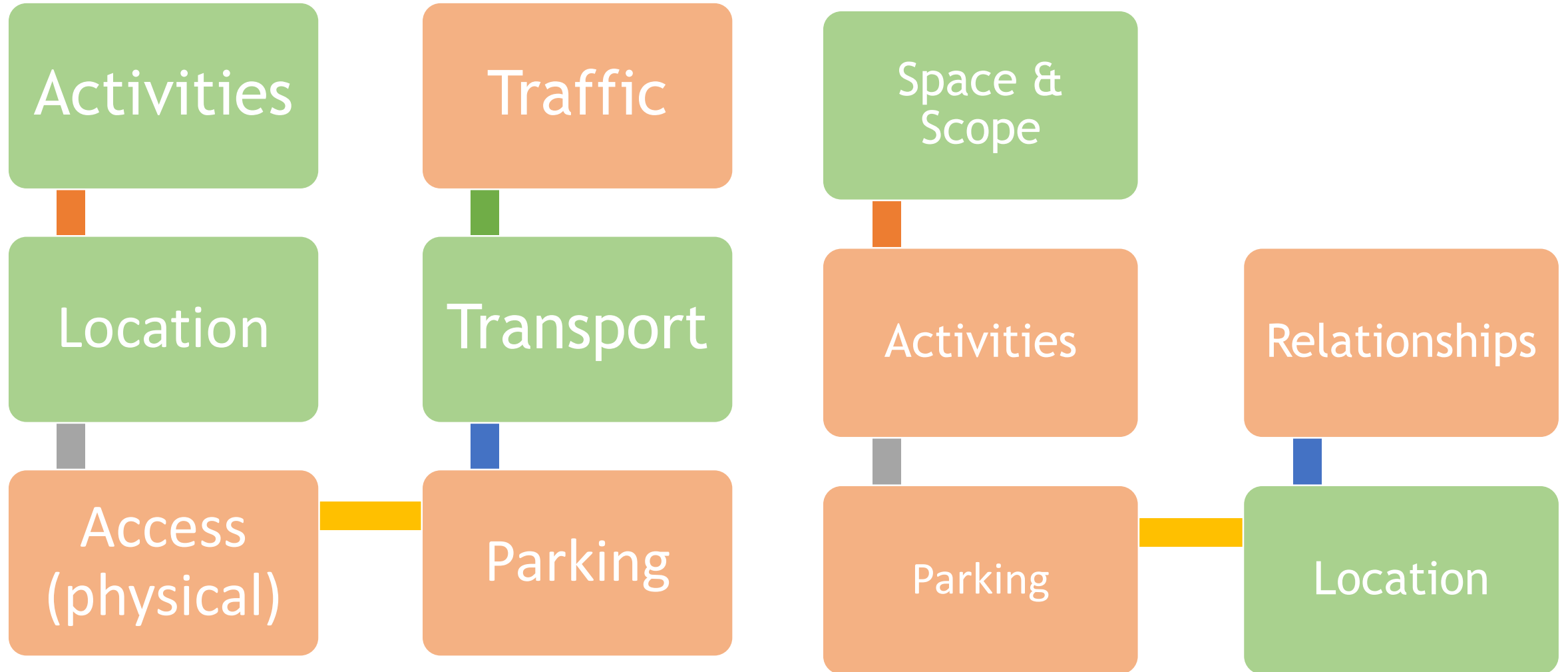
Site 2 Falcon View: Major themes

Pros

Cons

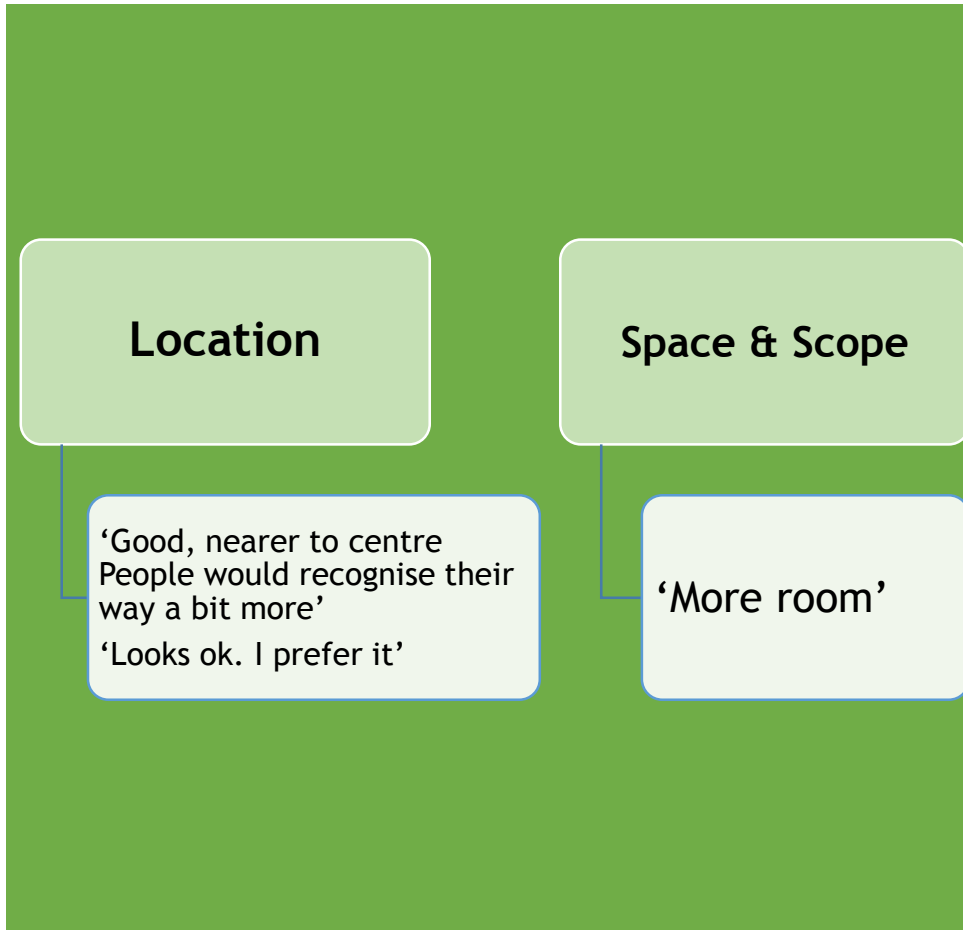
Day group

Evening Group



Falcon View - Pros

Evening group



Activities Trips

- Community events
- Walks
- Parks

Location Amenities

- Town Centre
- Central (volunteers)
- Local (service users & staff)

Transport Good buses

- More accessible

Day group

'Bit more going on for community activities e.g. Moss Bank Park'

'Nice field off Halliwell for walks'

'More community stuff e.g. parks, town centre, local walks'

'It will be able to service a different locality, no other day centre around'

'Closer to town, easier to get to when you don't drive'

'I worked there before and liked the area' 'Good bus routes and easy access to town'

Falcon View – Day group - Cons

Traffic

- ‘More chaotic especially if parking is a one way system’
- ‘Getting buses in and out will be tricky/hard’
- ‘Small road only slightly wider than normal road’

Parking

- ‘Needs to be restricted for pedestrian access (car park). The one way system looks a bit chaotic’
- ‘Three disabled parking bays is not enough especially if sharing with the pool’

Access (Physical & Mobility)

- ‘Garden space seems smaller and might be more confined for those that need more freedom of movement’
- ‘Lots of houses around, not much space’

Falcon View – Evening group - Cons



Falcon View -Other Questions/Issues

Day Group

Space & Scope

'Not enough space'

'Worried there is less room'

Anti-social Behaviour

'Roughly same area as here and we have loads of problems with youths and vandalism'

Location

'Poor area'

'Cobbles area'

Evening Group

Location & Space

'Too congested with private houses'

'Too many other houses'

Transport

'I don't drive so it would be 2 buses to get to'

Access (physical & mobility)

'Too enclosed to others especially residents'

Key Points & Compromises

People would like to keep:

Day group

- Parking
- Group activities
- Sensory area
- Evening Groups
- Night Groups
- Bar
- Separate Entrances

- *‘Need to keep the poly tunnel’*
- *‘We need the pool’ ‘100% need the pool’*
- *‘We need parking spaces’*
- *‘Must have large space to enable group activities e.g. trampolining’*
- *‘Must have the sensory & light area’*
- *‘Need separate entrance for public for the pool and for the day centre to get to the changing rooms’*
- *‘Must not get rid of the evening groups’*
- *• ‘Getting rid of the bar (is a no -no)’*

Comments

Communal Area

‘There needs to be room for all my friends so I can come meet them’

‘This is the only activity I come to, I feel safe’

Bar

‘Not having a bar. Why should they not be able to have a drink like any other person over 18yrs. They feel safe doing it here and so do we and they gain money skills’

‘Getting rid of the bar (is a no-no)’

Kitchen

‘Not having access to a kitchen. We provide food sometimes and we do Xmas lunches. We subsidise it all ourselves it costs them £1 and they get so much from it’

Evening group

Findings - Day Group

People would be happier to relocate if....

- Transport for site further away (Firwood)
- Parking on Firwood
- Safe crossing at nearby main roads
- Local nearby amenities

Comments

- *'Further site (Firwood) would be ok if we had a minibus. Being far away from town will impact scheduling of activities. We use the local community.'*
- *'If it's going to be the same set up we'd rather stay local, we're sited here. We make use of our local spaces and resources so easier to stay near'*
- *'Firwood site could have a park build on site, as it's further to the park than Cotton Street'*
- *'When they build it we'll be together'*
- *'There would need to be safe crossing across Crompton Way' 'It's a very busy road and it needs to be safe'*
- *'We're not near anything (amenities) now so it makes no difference either site'*

People would be happier to relocate if....

- The new site is accessible & convenient
- People can do activities
- Social groups continue

Comments

- 'If it's purpose built on both then it doesn't really matter'
- 'We need to have an entertainments license'
- 'As long as Ring n Ride comes'
- 'I come in the car so it irrelevant to me'
- 'As long as it's accessible and convenient, I don't mind'
- 'As long as there is somewhere safe and reasonable to have fun'
- 'There could be noise reduction at Falcon to contain noise'
- 'Whichever site as long as people can have a drink, have a dance and continue as they are'

Further Themes

1. Thoughts about Design - Firwood & Falcon View

- Access - steep slope at Falcon View
- Utilising boarded up space at Falcon View for parking
- Big dip at the back of Firwood
- Parking in both sites

Comments

- ‘At the back of the school at Firwood there was a big dip. So it was kind of on 2 levels. What would be done with this? It’s not safe in winter or for wheelchair users’
- ‘Are changing rooms big enough as we currently have to use other rooms to get changed in as the pools ones aren’t available until our session actually starts and the session users before are using them? This means we lose time in the pool’
- ‘Where would staff park? This is a question for both sites’
- ‘Depends which part of Firwood we get’
- ‘Falcon View site - can we take a section of the garden and make it building so it’s a bit bigger? The part coming off the right hand room’
- ‘Falcon View site - can Cotton Street have specific staff parking only’?

Key Points & Compromises

Some questions to be addressed

'Do the council not have a policy that says if there is not enough parking no building should take place?'

'Can you confirm that Ring n Ride will still be able to pick up all the existing users no matter which site is chosen? There are already issues now where people 200m apart from one another cannot both be picked up (only 1 and the other is told out of area) so how is this going to work on a site further "away?'

'Can someone from the council or whoever is making the decisions on the build come down to our disco and see what it's like? I think it would be good for them to come and have a chat to us (the organisers) and some of the carers and users. They can see what it is we do here and why what we offer needs to remain.'

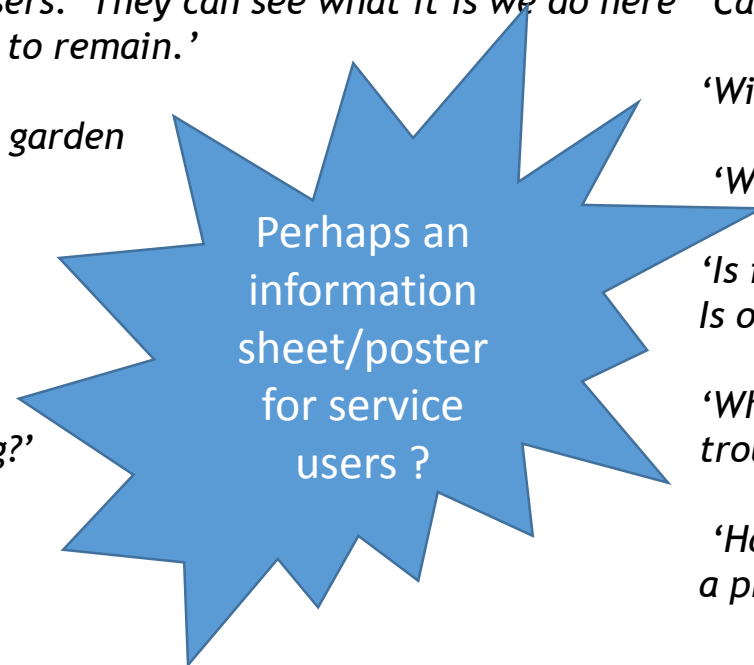
'Could Gateway users use the garden in the summer?'

'How long will it take?'

'Can we have a store room?'

'Can there be air conditioning?'

'Why can't we stay here?'



'Will we get a new pool table?'

'We need more young people involved, too many older ones?'

'Will it be built from brick? Don't want concrete rubbish.'

'What is the Ring n Ride catchment area to Crompton Way?'

'Request someone from the council to come and talk to the group and see the disco?'

'Can we have a new pool table?'

'Will the evening activities transfer over to the new sites?'

'Will the evening social activities continue?'

'Is it (the consultation) just lip service and they have already decided? Is one less money?'

'What about the neighbours? Could there be some hold ups and trouble from them?'

'Have both sites got planning permission or could residents etc. cause a problem/extend build time?'

'Need the bar and disco to stay.'

'The Jubilee will shut if there is no bar'

'People will leave if no bar. Huge issues.'

'Keep it brick'.

'Bolton council just do what they want. They knock down stuff and build quick (replace nice old building for horrid modern ones)'

'Send someone from the committee to us for them to see what we do. They would be surprised at how much support we offer. They need to see this so they can see why things are important (the bar in particular).'

'We would like more acknowledgement than we get. We give 100's of respite for carers.'

'We have not been given the same information for both sites i.e. site size, picture of buildings make 1 appear bigger, number of parking spaces, size of garden. We should have been given the same for both'

**Some pre-conceptions that
need to be addressed**

Photo Gallery of the Engagement Exercise

