

The logo for St. Luke's Centre, featuring the text "St. Luke's Centre" in white, bold, sans-serif font on a blue rectangular background.

St. Luke's Centre

FINDINGS OF THE PUBLIC CONSULTATION

COMMISSIONED BY ST LUKE'S

EXPLORING THE DESIGN OF THE

NEW COMMUNITY CENTRE

AND PROPOSED SERVICES WITHIN

JULY/AUGUST 2010

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OVERVIEW

In July 2010, we were approached by Martyn Craddock, the Chief Executive of St Luke's Parochial Trust, to implement a consultation process concerning the planned changes to the St Luke's Centre. Our remit was to present the three planned phases of the development to local residents, existing users of the present St Luke's Centre, local businesses and other agencies connected to the Centre such as Islington Council and to give them the opportunity to air views on specific issues arising from the plans.

The following sections outline the consultation process, methods of notification employed, feedback and our conclusions.

CONSULTATION PROCESS

The information below details the main phases of the consultation programme. The programme was undertaken in three phases

1. Meetings with Martyn Craddock and other employees at St Luke's to discuss the aims and objectives of the consultation, to agree the designs for the display boards and other public information relating to the consultation and the dates for the Public Open Design Consultation Day.
2. Contacting local residents, existing users and connected agencies about the proposed development and inviting them to and organising the Open Day.
3. Attending open days, summer fêtes and festivals in the local community to present the proposed development. Also arranging and delivering presentations at local community groups.

The following information details the process undertaken.

June 2010

- Meetings with Martyn Craddock on the aims and objectives of the consultation.
- Over 200 individual email invitations to existing and prospective service providers/users of the centre, local councillors, TMOs, local schools and business-link clients for breakfast consultation on 12th July 2010.
- Over 100 individual email invitations to existing members and members groups/committees inviting them to coffee and cake consultation on 12th July 2010.
- Phone calls and emails to invite new business providers to consultation.
- Phone calls and emails to previous room users and local resident party customers.
- Follow up and individual reminder emails to non responsive service providers to initial invitation.
- Drafting and consultation with architects, graphic designer and Martyn Craddock for A1 design boards and flyers.
- Creation and updating of Facebook page advertising the event.
- Designing questionnaire.
- Circulating display boards to local doctor surgeries, nurseries, local library

and leaving these with boxes and leaflets to be completed.

- Attending Spa Fields Fun Day and making contact with with over 100 local people and workers in the area and inviting them for the consultation day.
- Attending Kings Square Nursery on their fun-day and talking to parents and local residents about the proposed plans and inviting them to the consultation day.
- Attending St Luke's Primary School Summer Party and speaking with children, teachers, staff and parents about the plans and inviting them to the consultation.
- Leafleting over several days, outside St Luke's and in King Square and the park. Leafleting local resident's post-boxes and local businesses in Goswell Road, St John's Street and Lever Street.
- Organising catering for the consultation day.
- Attending meeting with Martyn Craddock with Islington Council in Finsbury.
- Minuting the meeting and providing the notes to Martyn Craddock.

July 2010

- Co-ordinating and facilitating the consultation day, meeting, greeting and ensuring questionnaires were completed. Two sessions 8-10am and 2pm to 8pm.
- Other questionnaires collected from Kings Square Nursery, the library and City Road Practice. Other collection points checked for feedback.
- Regularly liaising with Martyn Craddock on progress of the consultation.
- Visiting EC1 Music Project and arranging consultation with local teen members to a consultation next week and delivering presentation.
- Contacting Toffee Park senior youth worker to arrange a consultation with their youth group and delivering presentation.
- Preparation and attendance at Hugh Myddleton School Summer Fête.
- Preparation and attendance at The Big Sunday Lunch on St Luke's Estate.
- Preparation and attendance at The Whitecross Street Festival.
- Preparation and attendance at the HFI Fun-day Day in Kings Square.
- Creation and distribution of flyer targeting male members and inviting them

to a meeting to discuss the proposals.

August 2010

- Collating the feedback of the questionnaires into a single report.
- Creation of a contact list from completed questionnaires and inviting interested respondents to join the Consultation Committee.

CONSULTATION ANALYSIS

The results from the questionnaire highlight that the proposals are broadly supported by all those who took part in the questionnaire

Of all the design proposal questions, none received less than 87% of support. The biggest support came for proposals that would 'To create a community centre that can be used by everyone regardless of age, background and ability.' The least support came for the design proposal to 'increase the size of the centre by building extensions and converting roof spaces'. This, however, still received over 87% of support. Respondents under 16 and those aged 25-44 were more uncertain of the extensions than other age groups.

In terms of activities that would be provided within the centre, again respondents were broadly very positive about options. The only options which received less than 80% of support were 'meeting/ conference rooms', and 'community sector resource room'. This is unsurprising given that these options are less for the residential community that use the centre.

Broadly, there is more support for the options of activities and services amongst the older and young respondents. This is likely explained by the smaller sample sizes for those two groups, and there is little that is significantly significant.

It is worth noting that older residents, traditional core-users of the St Luke's Centre, have been under-sampled with this questionnaire.

Meeting with Islington Council employees – Regeneration and Community Partnerships.

As can be seen by the notation of questions asked by the Islington Council Employees in Appendix 5, the response to the design proposals was very positive and supportive. The vast majority of questions and comments made by those present were concerned with ensuring that the proposals move forward successfully and ideas on how the community can be best served by the new building.

During the meeting, there were no concerns about whether the building proposal should go ahead or issues about the intended plans.

PUBLIC EXHIBITION

From the 2nd July, a public exhibition of the design proposals was placed in the reception area of the St Luke's Centre with a 'post-box' and 'sticky-note board' for Centre users to place their comments about it. There were also smaller public exhibits about the proposed changes placed in the Islington Library, City Road Health Centre and the St Luke's Nursery and all included 'post-boxes' for the public to make comments about the designs.

On the 12th July, a Public Open Design Consultation Day was organised and facilitated to enable local residents, businesses and existing users to view the design proposals and ask questions about the planned changes.

The day was organised in two separate halves. From 8am – 10 am, local businesses, existing hirers, existing service providers, Councillors and members of local resident groups were invited to a Consultation Breakfast to view the design proposals.

For the morning consultation, there were approximately 40 attendees and the response was overwhelmingly positive. Examples of some of the positive comments were,

“The current programme is great for St Luke's members, but the Centre would benefit from delivering services for all ages of the community, either by itself or in partnership with other voluntary organisations like ours”.

Peter Leith – Islington Music Forum

“Teenage clubs and sessions are a much needed resource in this area. Everything on your plans looks great. I look forward for us to work together”.

Jackie Morgan – Kings Square Community Nursery

“Ensure that the local youth are kept engaged and motivated to take part. Encourage local businesses to support and facilitate workshops. Utilise space to enhance employability and workshops. The Chamber will actively promote”.

Ronke Lawal – Islington Chamber of Commerce.

I hope that planning permission can be secured to enable this vital provision to move from drawing board to reality. The range of activities suggested seems broad and sustainable. The addition of office, conference and training space would be useful as it is in shortage at this end of the borough. Pulling schoolchildren into the space during school time may provide opportunities to develop mentoring programmes with older service users”.

Sue Newton – Commissioner LBI / NHSI

“Moreland Children's Centre is running out of space and we could use room for parent / child dance classes, parenting courses etc. If there was room for a crèche, we could use the space much more”.

Jennifer Savage – Moreland Community House

“I volunteer for Breastfeeding Network (BFN) and run a drop in at Moreland Community House. I would be happy to help at a Breastfeeding Support Group if it was felt that there was a need for another one in the area”.

Samantha Hobbs

As can be seen from the above comments, the responses to the design proposals was not only supportive and positive, but was also inspiring attendees to think creatively about their own service and how it could be enhanced in an improved St Luke's Centre. After viewing the design proposals, the discussions were about the positive impact the changes would have on the community, how service providers could employ the improved space to offer targeted services to Centre users and how The Centre could act as a central hub for interconnecting services in the area. Rather than questioning whether the changes should be made, the discussions centred on how best to utilise the space after it was built.

From 2pm to 10pm, the Public Open Design Consultation Day was opened to the local community residents. Approximately 80 local people attended the event and, again, the feedback was very positive. Examples of comments made on the day were,

“The plans are very comprehensive”.

“I think the plans for the Centre will change and update the image and provide facilities to enable St Luke's to offer even more services and much improved facilities – well done”.

“All sounds good to me”.

“Great to see the simpler layout of the building”.

“Great to see you going to make the building more sustainable”.

“Smashing staff – always cheerful”.

“Enjoyable, friendly staff provide satisfactory services whenever I use the Centre – Can't wait for the changes to happen”.

“Fantastic. But don't change too much – St Luke's is already good”.

The one concern that was expressed by a number of local people was about publicity for the services and activities within the Centre. Quite a few had not been aware of the many clubs that happen within the Centre and they thought that this was the one weakness that may affect the success and sustainability of the Centre in the future after the changes.

Although the responses to the design proposals were in the vast majority positive, there were also a few negative comments from the Open Day. These were,

“The survey only highlights positive benefits and not the negative”.

“I cannot see the benefit of a cookery room”.

“Why does the therapy space take precedence over the Arts”.

“The questionnaire is poorly written”.

“Diagrams confuse rather than explain”.

“I feel that St Luke's is good enough now and the changes will cost and not bring in the extra income”.

“I think the Centre is satisfactory in its present form”.

However, as can be seen, very few of these comments were made about the changes and the design proposals, but rather about how the information was presented to the local community or an expression of how much the Centre is enjoyed now and a wish for it not to change. Issues concerning the presentations have been taken on board and will be reassessed when further consultations take place in the future.

CONCLUSIONS

As can be clearly seen from the breakdown of results in Appendix 7, the 266 respondents to the questionnaire were overwhelmingly positive, with more than 75 % supporting every different possible use of space that were highlighted within it. Although only by a small difference, most popular uses of the space were a community café, function room for parties etc, and general purpose Arts rooms, which serves as a very good indicator of what residents in the local community would most like to see in the new Centre.

Most importantly, though, was how the local residents, service providers and existing users engaged positively with the consultation. As Appendix 6 details, the respondents did not question whether the changes should happen, but how the new space could be employed creatively when completed. Well over 50 % of the questionnaires returned had comments included giving ideas and suggestions of what the respondents wanted to see within the new Centre, a positive signifier that not only the new designs were supported, but also that people were inspired and excited about the forthcoming changes.

Another indicator of how positively engaged the local community are with the proposed changes are the many whom have expressed a wish to be on a committee overseeing the building project. Over twenty people have given their details to be contacted in the future about further consultation and discussion and we are in the process of contacting each of these people presently.

We now pass on our findings to Martyn Craddock and the committee and hope that they are in agreement that the consultation has clearly displayed an overwhelmingly positive support for the proposed designs for St Luke's.

*Report compiled by Peter Glover and Sheila Foley
August 2010*

Appendices

APPENDIX 6

COMMENTS AND SUGGESTIONS FOR USE OF SPACE MADE BY UNDER 16 AGE GROUP

- 11 respondents asked for more Dance classes
- 6 asked for a teenage gym
- 5 for music clubs
- 4 for Drama classes
- 4 for computer classes
- 3 for cookery classes
- 3 for a Fashion / Modelling club
- 3 for Art classes
- 2 for a Film Club
- 2 for a Boxing class

Other suggestions given by individuals of this age range were;

- Free youth club
- Reading club
- Karaoke club
- Apprenticeship classes
- Gymnastic club
- Self defence
- Snooker table
- Soft play area for under 5's.

Comments for improving the Centre by this age range were;

- That the Centre be open all weekend for activities
- More family activities
- More activities in the school

COMMENTS AND SUGGESTIONS FOR USE OF SPACE
MADE BY 16 – 24 AGE GROUP

- 3 respondents asked for more Dance classes
- 3 asked for a Drama club
- 2 asked for yoga
- 2 for Music classes

Other suggestions given by individuals in this age range were;

- Cookery classes
- Spa therapy classes
- A football team
- Motor maintenance class
- Driving lessons
- Conflict resolution group
- Group to tackle substance misuse
- Gardening class
- Music evenings
- A group to help young people back into education, work and safe accommodation.

Comments for improving the Centre by this age range were;

- Enabling weekend access.
- A gift shop to create revenue

COMMENTS AND SUGGESTIONS FOR USE OF SPACE
MADE BY 25 – 44 AGE GROUP

- 10 respondents suggested more Dance classes.
- 7 suggested Arts and Crafts classes
- 5 suggested Family Cookery classes
- 3 for more Music Events on the evenings
- 3 for Graphic / Computer classes
- 3 for a Drama Club
- 3 for Film nights
- 3 for Yoga
- 3 for a Soft Play area for under 5's
- 2 for Stay and Play
- 2 for Community Gardening Events
- 2 for Stay and Play
- 2 for a club for Teenagers
- 2 for a Gymnastic club
- 2 for a Gym
- 2 for a Crèche
- 2 for a Salsa / Belly Dance club
- 2 for a Mother and Baby group
- 2 for Self Defence for all ages
- 2 for Baby Changing facility
- 2 for a Sewing class

Other suggestions given by individuals in this age range were;

- Drawing class
- Photography club
- Fashion club
- Free Music class for men only
- Multicultural activities
- Women's group
- Knitting class
- Meditation group
- Chess group
- Gospel singing class
- A skills exchange group
- After school activities
- Dance for under 5's
- Pilates class in the evenings
- Midwife clinic
- A Climbing wall
- Snooker table
- Enhance employability workshops
- Cycle maintenance workshops
- Sure Start group
- Teenage Advice clinic

- Bike Riding class
- First Aid for children
- Gardening class
- Weekend activities for the under 5's
- Tap dancing class

Comments for improving the Centre by this age range were;

- 3 respondents suggested better advertising of events and classes
- An outside space for the café
- That air conditioning should be put in The Centre
- There should be more coach trips / family outings
- There should be more outside seating
- An on-site caretaker
- Better wheelchair access
- The basement could be soundproofed to enable Music classes / events.
- After school clubs everyday
- To use any flat roof space for gardening projects.

COMMENTS AND SUGGESTIONS FOR USE OF SPACE
MADE BY 45 - 64 AGE GROUP

- 8 respondents suggested more Dance classes
- 6 suggested clubs for Teenagers
- 3 for a soft play area for under 5's (also at weekends)
- 2 for Art classes
- 2 for Drama classes
- 2 for Keep Fit classes
- 2 for a Mother and Toddler group

Other suggestions given by individuals in this age range were;

- Yoga class
- Cookery class
- Singing for all
- A family Gym
- Cheerleading club
- Gymnastics club
- Gardening class
- Photography class
- Bingo
- Ballroom Dancing
- Film club

Comments for improving the Centre by this age range were;

- That classes should be open to all ages
- Wi-fi access in the café
- That there should be a Music space
- A specific Teenage evening
- One floor should be for the elderly only
- That the Centre should keep the allotments
- That mirrors and bars should be put in the Dance room
- There should be a Saturday school
- A space set aside for small business / Social Entrepreneurs
- A games room for Teenagers
- Trips organised to the Theatre
- The setting up of a Toy Library
- More activities for children 6+
- Baby changing facilities

COMMENTS AND SUGGESTIONS FOR USE OF SPACE
MADE BY 65-74 AGE GROUP

- 4 respondents suggested more Dance classes
- 2 suggested a Snooker room
- 2 suggested Bingo

Other suggestions given by individuals in this age range were;

- Music for all class
- Art for all class
- Barn Dancing class
- Acupuncture class
- Healthy Cooking Class
- A group for giving up Smoking
- History group
- A Discussion group
- A Memory Aid class
- Literacy classes
- Tai Chi class
- A class for P.C. Problems
- More Walking groups

Comments for improving the Centre by this age range were;

- 2 suggested that bars and mirrors be added for Dance classes
- 2 wanted more accessible toilets
- 2 asked for laundry facilities
- 2 asked for T.V. Facilities
- A shower for OAP's
- A nurse to give flu jabs etc.
- One floor to be solely for OAP's
- Not to make classes age specific
- Better publicity for The Centre and its classes
- That membership is opened to the whole community.

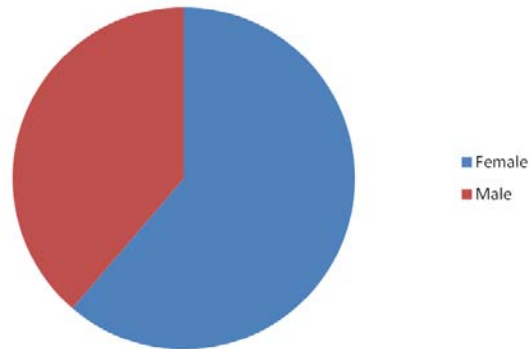
COMMENTS AND SUGGESTIONS FOR USE OF SPACE
MADE BY THE 75 – 84 AND 85 + AGE GROUPS

- Snooker room
- Older people's Dance classes
- Darts
- Pool
- Indoor Bowls
- A Crèche
- More activities for Teenagers
- More activities for the Elderly
- More encouragement for male members to participate.

APPENDIX 7

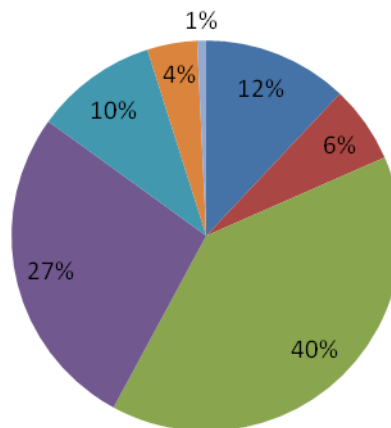
CONSULTATION COMPLETION

There were 266 respondents to the consultation questionnaire. Of these, 163 were female and 103 were male.



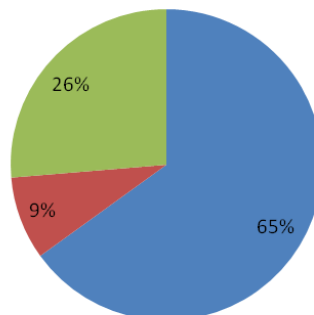
In terms of age, the majority of people were between 25 and 64 – this made up two thirds of respondents. The full breakdown can be seen below

■ Under 16 ■ 16 - 24 ■ 25 - 44 ■ 45 - 64 ■ 65 - 74 ■ 74 - 84 ■ 85 and above



The majority of respondents lived in the EC1 area:

■ EC1 ■ N1 ■ Other



RESPONSES TO THE DESIGN QUESTIONNAIRE

The first section asked five questions and required respondents to tick YES or NO as to whether they agreed with them.

The questions were as follows (See Design Questionnaire appendix 1)

I support the following design proposals for changes as follows;

1. To create a community centre that can be used by everyone regardless of age, background and ability.
2. To create a more welcoming and visible entrance into the centre.
3. To increase centre usage through offering modern and affordable spaces for community activities and hire.
4. To increase the size of the centre by building extensions and converting the roof space.
5. To create rooms with the primary purpose to generate income to sustain St Luke's community activities.

The following table gives the figures for those in each age group that ticked YES to the above questions.

	Under 16	16 - 24	25 - 44	45 - 64	65 - 74	74 - 84	85 and above	Total
Total respondents	32	17	105	72	27	11	2	266
Question 1	29	16	100	67	27	11	2	252
Question 2	30	16	94	64	27	11	2	244
Question 3	27	15	96	67	26	11	2	244
Question 4	26	15	89	63	27	11	2	233
Question 5	28	15	94	63	26	11	2	239

	Under 16	16 - 24	25 - 44	45 - 64	65 - 74	74 - 84	85 and above	Total
Total respondents	32	17	105	72	27	11	2	266
Question 1	90.63%	94.12%	95.24%	93.06%	100.00%	100.00%	100.00%	94.74%
Question 2	93.75%	94.12%	89.52%	88.89%	100.00%	100.00%	100.00%	91.73%
Question 3	84.38%	88.24%	91.43%	93.06%	96.30%	100.00%	100.00%	91.73%
Question 4	81.25%	88.24%	84.76%	87.50%	100.00%	100.00%	100.00%	87.59%
Question 5	87.50%	88.24%	89.52%	87.50%	96.30%	100.00%	100.00%	89.85%

Section two asked the respondents the following question:

What activities and services do you think would be a good idea in the proposed new spaces?

The following possibilities were given and respondents were asked to tick the ones they agreed with. The possibilities were;

1. More visible street frontage and entrance
2. Community café on street front
3. New club lounge for Older People
4. Cookery classroom for children and adults
5. Meeting / training rooms / conference spaces
6. Community sector resource room
7. Rooms for functions, children's parties, wedding receptions etc.
8. General purpose flexible use rooms for all e.g. Dance, Art, Yoga
9. Confidential advice / interview rooms
10. Therapy room or clinical spaces
11. Offices for use by local community groups and others

The following table gives the figures for those in each age group that ticked a positive response to the above questions.

	Under 16	16 - 24	25 - 44	45 - 64	65 - 74	75 - 84	85 and over	total
Total respondents	32	17	105	72	27	11	2	266
Question 1	31	14	89	58	25	9	1	227
Question 2	29	15	92	60	26	11	1	234
Question 3	30	14	85	52	25	9	2	217
Question 4	30	16	89	56	23	11	1	226
Question 5	27	12	84	54	23	11	0	211
Question 6	29	14	84	50	22	11	0	210
Question 7	30	13	88	61	26	10	2	230
Question 8	28	15	92	64	26	10	2	237
Question 9	30	15	83	55	24	10	2	219
Question 10	30	16	83	58	23	9	2	221
Question 11	30	15	85	55	22	11	0	218

Age	Under 16	16 - 24	25 - 44	45 - 64	65 - 74	75 - 84	85 and over	total
Total respondents	32	17	105	72	27	11	2	266
Question 1	96.88%	82.35%	84.76%	80.56%	92.59%	81.82%	50.00%	85.34%
Question 2	90.63%	88.24%	87.62%	83.33%	96.30%	100.00%	50.00%	87.97%
Question 3	93.75%	82.35%	80.95%	72.22%	92.59%	81.82%	100.00%	81.58%
Question 4	93.75%	94.12%	84.76%	77.78%	85.19%	100.00%	50.00%	84.96%
Question 5	84.38%	70.59%	80.00%	75.00%	85.19%	100.00%	0.00%	79.32%
Question 6	90.63%	82.35%	80.00%	69.44%	81.48%	100.00%	0.00%	78.95%
Question 7	93.75%	76.47%	83.81%	84.72%	96.30%	90.91%	100.00%	86.47%
Question 8	87.50%	88.24%	87.62%	88.89%	96.30%	90.91%	100.00%	89.10%
Question 9	93.75%	88.24%	79.05%	76.39%	88.89%	90.91%	100.00%	82.33%
Question 10	93.75%	94.12%	79.05%	80.56%	85.19%	81.82%	100.00%	83.08%
Question 11	93.75%	88.24%	80.95%	76.39%	81.48%	100.00%	0.00%	81.95%

APPENDIX 8

Photographs of some of the events attended during the consultation











