

Stockport Partnership Forum

Tuesday 24th June 2003

**Modernisation of Primary Care buildings and
improving neighbourhood services**

WORKSHOP DISCUSSIONS

BRAMHALL AREA

(Bramhall, parts of Hazel Grove, Norbury, Cheadle Hulme South, North Park Road and Woodford)

Facilitator: Lin Thomas

Scribe: Stephanie Roffe

Delegates:

Janet Lee	Stockport Council for Voluntary Service
Carol Thomas	Stockport Council, Community Services
Cllr Tony Johnson	Stockport Council, Councillor
Alison Pettit	Stockport Primary Care Trust
Graham Crawforth	Stockport Council, Social Services

WORKSHOP ONE: To identify services that could be jointly delivered from the same location within local communities

What services could/should be delivered within the Bramhall area?

- General health services (GPs, health centre, district nurses, health visitors, podiatry, physiotherapy, outpatients, dentists, rehabilitation)
- Chemist
- Schools
- Library and learning facilities
- Generous meeting space - Community/social
- Information about everything
- Advice and counselling – debt, benefits, allowances: CAB and other vol orgs
- Shops
- Police station – local police
- Leisure, exercise and entertainment facilities
- Recycling points
- Pre and after school provision facilities for young people
- Job centre
- Good transport links and safe routes

What sort of facilities would these services require?

- Multi purpose flexible spaces
- Some specialist spaces – specialist equipment in designated rooms
- A bookable community room
- Welcoming but safe - remove barriers
- Fully accessible – well signed, braille etc.. as well as physically accessible
- Attractive with a good atmosphere so that people are more likely to use it
- Good transport links
- Reasonable scale, link buildings, different sections (not just one big one).
Management to work in partnership
- Energy efficient, sustainable

Which services could or should be co-located?

- All health services
- Information and advice
- Counselling, e.g. for addiction problems
- Voluntary organisations – CAB vital
- Social services – single assessments (social workers/health workers)
- Library and learning facilities
- Generous meeting space

- GATE KEEPING SYSTEM - independent needs assessment (GP is last point of call). Suggestion that this could be done by some form of customer services, although there was the recognition that this would not always be appropriate (e.g. dealing with delicate issues like child protection)
- Not just about the buildings – get the people right too! Value the staff and put as much thought into how the partnership and management arrangements would work as the building itself

WORKSHOP TWO: To identify existing facilities, revenue streams or available land suitable for these services

Identification of possible sites

One building will not be sufficient for whole area - needs at least two

- Cheadle Hulme Health Centre site (This has land at the back that could be developed)
- Cheadle Hulme Police station being sold! Potential development site
- Bramhall Health Centre site

Even two centres would leave North Park Road area far away from either centre – transport links are not good here either. More deprived part of area therefore less likely to have cars

- Neville Road school and Social Club – Midland Road
- check these out as close to communities that would not easily access Cheadle Hulme and Bramhall sites

Need combination of static and mobile provision – a mobile could provide a number of services

Link up with District Centres and neighbourhood centres work

- look at empty premises in local shopping centres

Other services that could be co-located

- Health
- Library
- Social Services
- Information and advice
- Equivalent of “Central Youth”
- need to look at Hazel Grove area
 - no proposed developments
 - can access services at Stepping Hill?

How can local communities be involved in developing the proposals?

- Need to use variety of methods
- Use local media
 - PURE radio?
 - Radio/TV/advertise in newspapers
 - Ask people to write/e-mail/text
- Video box
- People not interested in traditional bureaucratic methods we use, although we could still do traditional consultations with established groups e.g. focus groups
- Don't do consultation too early – consult on proposals in the order that they are to be implemented
- Involve schools - media/marketing students

- Needs to have v. local focus “what do you want to happen in this centre?”
- Use the Health Impact Groups
- Churches Together
- Careers group
- Libraries – display

CHEADLE AREA

(Gatley, Cheadle Hulme North, Cheadle and Heald Green)

Facilitator: Donna Sager

Scribe: Charlotte Nicholls

Delegates:

Jane Evans

Stockport Council, Library & Information Services

Nich Robinson

Learning Disability Partnership

Clare Mullins

Age Concern Stockport

James Scroggins

Young People MP

Cllr Peter Burns

Stockport Council, Councillor

Graeme Vout

Stockport Council, Regeneration

Simon Morton

Stockport Council, Education Services

WORKSHOP ONE: To identify services that could be jointly delivered from the same location within local communities

What services could/should be delivered within the Cheadle area?

- Libraries
- Information/advice
- Social Services
- Health – One Stop
- Transport
- Police
- Education
- Connexions
- Chemist/Post Offices
- Access to food/shops/provisions – affordable, quality
- Leisure
- Housing
- Public Protection
- Meeting rooms
- Computer points
- Fire
- Water
- Drainage
- Social infrastructure
- Religious facilities
- Flexible/responsive
- One Stop Centres e.g. Heald Green
 - Primary care
 - Library
 - Youth Centre
 - Police

Problem of flexibility of design – needs of services differ – use of space, hours of opening. Physical space and time space.

Identification of control mechanisms required in order to act.

Space needs to meet demand and be flexible.

Hospitals – transport systems

WORKSHOP TWO: To identify existing facilities, revenue streams or available land suitable for these services

Cheadle

- Community Space
- Flexible Room space
- Re-develop Library site – expand
- GPs
- Cheadle Institute – problems with state of building
- Issue of car parking needs to be considered
- Possibility of using existing buildings – buy when become available. Problems of conversion - not intended for purpose – or build new – difficulty of availability of land.

Heald Green

- GPs
- Social Services
- Surgery Approach
- Access officer
- Community Environmental Health Officers
- Stock. Advice/info
- Housing
- Welfare rights
- Law centre
- Flexible meeting place
- “Campus approach”
- Adjoining buildings – public health
- Multiple house building near “garage site”
- More policing required

Cheadle Hulme

- District centre – precinct – desired move for library
- Office blocks often vacant – possibility

FOUR HEATONS AREA

(Heaton Moor, Heaton Mersey, most of Heaton Chapel, most of Heaton Norris, Norris Bank)

Facilitator: Ray Goodier

Scribe: Christine Franklin

Delegates:

Fred Alexander

North Area College

Councillor Jackie Jones

Stockport Council, Councillor

Sue Baker

Stockport Advice

Mike Corrigan

Learning Disability Partnership

Judith Smith

Stockport Primary Care Trust

Keith Brierley

Citizens Advice Bureau

WORKSHOP ONE: To identify services that could be jointly delivered from the same location within local communities

What services could/should be delivered within the Four Heatons area?

(difficulty due to large size of the geography of the Heatons area)

- Community Centre - better links i.e. education, health) - Community schools
- Advice Service (for groups – i.e. elderly, disabled, youth) A lot of voluntary workers but no voluntary service in the area)
- pockets of minority ethnic groups i.e. Heaton Mersey
- Life long learning – including cradle to grave - University of third age
- Youth services (limited at the moment)
- Disabilities – need more signage
- Need an autistic compliant environment
- Police
- Leisure (the 2 sport centres are limited)
- Transport
- Citizens Advice Bureau
- Health – full range of services
- Health Promotion
- Open spaces
- Community zones
- Good, cheap affordable housing (Heaton Moor and Heaton Chapel in particular)
- Mixed housing
- Religious networks
- Area-wide information

What sort of facilities would these services require?

- Campus & network approach
- An advice service, providing confidential area for consulting – phone available with “well trained” receptionists – interactive community facility well – defined. Friendly, design and accessible
- Integrated services especially disability
- Small town concept – difficulty as no defined centre in Heatons
- A design to incorporate all services mentioned

Which services could or should be co-located?

- welfare rights with health, mental health resource centres.
- (community zoning approach)

CAMPUS/ZONE/HUB = MAIN BASE

Leading to

SPOKE(S) - specialised services (maximum integration/use)

WORKSHOP TWO: To identify existing facilities, revenue streams or available land suitable for these services

Two facilities missing from the map are Heaton Moor Library and York House.

Identification of possible sites

1. North Area College site, includes Peel Moat. Lot of available space. Good transport links (Heaton Moor Station, bus routes on A6. Some buses on Heaton Moor Road)
2. Mersey Vale School site. This is a smaller site but it covers an area which is seen as impoverished and suffers isolation from the rest of the Heaton. There is also a large Asian community in the Heaton Mersey area which is difficult to reach.
3. *Norris Bank School.*

North Area College was seen as the most appropriate site. It was suggested this site could be the 'Main Base' (Hub) with Mersey Vale School as a satellite (Spoke). Norris Bank school is a small site with poor transport links.

Problems that might be encountered

- Increased traffic to area of one-stop shop
- Need to make use of the greenspace attractive to residents so it is seen as a better use of space.
- There is a wild animal trail around the Peel Moat site. This would have to be considered
- Residents need to feel a part of it and that they can benefit from it.
- Difficulty developing one-stop site outside of impoverished area - need for good public relations to avoid further feelings of exclusion to Norris Bank/Heaton Mersey residents.
- Need designated transport for the residents in the Heaton Mersey/Norris Bank area. Possibly a 'Heaton's Community Bus' as existing links do not run between the Heaton. The only option is to travel into Stockport and out.
- Need to consider legislation and planning restrictions.
- Need to ensure we link into current strategies, ie Unitary Development Plan.
- Money is an obvious constraint. Need for joint working to combine various sources of funding.

How can local communities be involved in developing the proposals?

As there is a strong Asian Community in Heaton Mersey, any consultation must include the use of languages, such as Urdu, Punjabi and Hindi.

The group discussed the make up of a possible Stakeholder group. Suggestions included:

- Stockport Council and all its services Community Services (housing, welfare rights, leisure services) Education (including Youth Services), Social Services (including Childcare, Early Years, Out of School Services)
- Private leisure services
- Community workers/Outreach workers
- Greater Manchester Police
- Learning Disability Groups
- Mental Health services (voluntary and statutory)
- Voluntary sector representatives
- IMPACT group
- University of the 3rd Age
- Local Learning & Skills Council
- Private sector

It was agreed by the group that a Feasibility Study be conducted to take this further.

HEATH BANK AREA

(Adwood, Bridgehall, Cale Green, Cheadle Heath, Davenport, Edgeley, part of Great Moor, part of Heaviley, Shaw Heath and Woodsmoor)

Facilitator: Dave Taylor

Scribe: Stuart Cowley

Delegates:

Margaret Kelly	Stockport Council for Voluntary Service
Rodney Mollo	Stockport Council, Education Resources
Anita Patel	Manchester & District Housing
Phil Johnston	Stockport Council, ABC Partnership
Frances Farrar	Adwood & Bridgehall Community Forum
Alan Davidge	Stockport College
Andy Jones	Stockport NHS/Primary Care Trust
Delia Koczwara	Sure Start
Mike Hughes	Stockport Council, Youth Offending Team
Mike Brown	Connexions Service
Darren Hurrell	Stockport NHS Trust
Pat Wood	Stockport Advice
Alison Kays	Stockport Advice

WORKSHOP ONE: To identify services that could be jointly delivered from the same location within local communities

What services could/should be delivered within the Heath Bank area?

(Neighbourhood of Heathbank is actually many smaller neighbourhoods – no actual centre)

- Leisure/creation
- GP's
- Community nurses – Health promotion / guidance
- Health Visitors
- District Nurse
- Dentists ("community space" in buildings)
- Community Therapy services
- Proactive support services e.g. help, information, work
- Housing advice / information and affordable housing
- Benefits advice and information
- Social Services
- Police / mediation services
- Patrol / response
- Neighbourhood wardens
- Youth Services (support)
- Youth Offending Team
- Education – nursery / playgroups / pre-schools
- Safe open space - school with community links
- Library
- Retail, credit union
- Internet access e.g. café
- Job centre services

What sort of facilities would these services require?

- Trained staff
- Joint use of facilities
- Technological access
- "Adaptable" buildings
- Good transport links e.g. shuttle bus
- Accessibility essential
- 1.5km may seem a long way!
- Appropriate access and referral
- Awareness of services on offer
- Nicer buildings may help
- Stigma of access to services
- Flexible usage that can adapt to change
- Safe buildings
- Community involvement (inclusive!)

Which services could or should be co-located?

- Nursery (3-4)
- Neighbourhood nursery (0-5)
- Child health – Primary Care Trust
- Voluntary Sector organisations
- Library / internet / community advice (housing / benefits / health)
- One Stop for advice in general
- St. Thomas' link to College / Citizen's Advice Bureau good already, could be linked by common green space and outpatient facility (currently!) going to Stepping Hill
- Patrol/response co-locate with Police
- Community Safety services
- Schools/childcare co-location

WORKSHOP TWO: To identify existing facilities, revenue streams or available land suitable for these services

Missing: Community Centre, Mental Health Resources, Community Safety Resources

Identification of possible sites

Would need coherent planning input e.g. Unitary Development Plan

Top three:

- Adswood Community Centre
- Hallam Mill (private ownership)
- St Thomas' site

Other suggestions:

- i. Gorsey Bank Pavilion
- ii. Sanderling Buildings
- iii. Edgeley Centre
- iv. Adswood/Bridgehall
- v. Many flexible sites

Other potential services

- Library
- Café/internet access
- Credit Union
- Health Centre – wide range of diagnostic stuff as well as GPs
- Community Safety/Neighbourhood Rangers
- Play areas
- Housing Office/benefits
- Regular police presence/accessibility
- Neighbourhood accessibility
- Schools – widen services
- Avondale
- Stepping Hill – accessibility prioritised in terms of need/social exclusion

How can local communities be involved in developing the proposals?

- Consult at an appropriate time – not too early (nothing to get teeth into) - not too late (no flexibility for change)
- Well resourced community based consultation
- Realistic terms of reference
- “quick hits”
- Use existing data where possible

MARPLE AREA

(High Lane, Marple, Marple Bridge, Mellor, Hawk Green and Strines)

Facilitator: Alison Tonge

Scribe: Julie Farley

Delegates:

Cllr Martin Candler	Stockport Council, Councillor
Elaine Appleby	Stockport Council, Direct Services
Linda Merrick	Stockport Council, Direct Services
Cllr Shan Alexander	Stockport Council, Councillor
Steve Burns	Stockport Council, Regeneration
Lindsey Wilson	Stockport Council, Education
Julie Tilbrook	The Pension Service
John Condon	Stockport Council, Library & Information Services
Bert Bretherton	Connexions Service
Elaine McLean	Stockport Council, Environment & Economic Services
Hilary Makepeace	Stockport Council, Social Services

WORKSHOP ONE: To identify services that could be jointly delivered from the same location within local communities

What services could/should be provided in the Marple area?

<ul style="list-style-type: none">• Visitor/Tourist Centre/Information Office• Libraries/information provision/careers advice/ information on cultural activities• Housing Office and Registered Social Landlords (Housing Associations)• Contact with the area planning officer• T-base – access to central services in Stockport. Video conferencing?• Officers surgery – Officers from Council and other statutory bodies?	<ul style="list-style-type: none">• Schools• Health Centres• Social Services• Police• Citizen's Advice Bureau• Benefit advice/pension advice• GP Surgeries, dentists & pharmacy
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What sort of facilities would these services require? Issues to consider

- The Library and Memorial Park is a good location, all public sector owned land, with youth facilities, police station and next to District Centre
- but not enough room to house a wide range of services and needs more parking facilities
- Old Council office in Memorial Park is a listed building but would be a good site for Health – close to council buildings including library – would need to move some of SS out?
- Two GP sites – sell property and re-locate to memorial park
- Groups currently use school, Scout hut and senior citizens venue.
- Land also available on the car park site by Fire Station. This is owned by the Council and is a convenient location.
- Should police facilities be retained in Memorial Park? Move them into the district centre and help tackle crime.
- Planning... whatever is proposed – we must involve the planners at every stage
- Integrating Marple library is not a high priority (in financing terms)
- Vacant supermarket site – good spot for the tourist centre (owned by the Co-op)
- Also need to consider community needs in Strines, Marple Bridge and Mellor – not just Marple centre.

- Library and health centre also available in High Lane – same as Marple
- Use of school facilities during holiday time.

WORKSHOP TWO: To identify existing facilities, revenue streams or available land suitable for these services

Identification of at least 2 possible sites

Option 1	Option 2	Option 3
District centre = Memorial Park and Hanbury's supermarket – including <u>all</u> services identified in workshop one	Re-development of co-op site	Look at re-development of carparking at Hollings Lane

Agreed

- Brian Nash – pre feasibility study of Memorial Park & Hanbury's sites. (agreed by Steve Burns)
- Audit of existing building including 1970's and listed building

Option	Service – base	Service Contact
1. District Centre Memorial Park site and Hanbury's supermarket	<ul style="list-style-type: none"> • GPs base and delivery • Health visitors & district nurses • Out patients consultations • Physiotherapists/therapies • CPNs & Councillors • SS – Single assessment services • Care Services • Team of (?10) Social (adult services) Workers • Luncheon club • Libraries and info service – including public access to it 	<ul style="list-style-type: none"> } Also first stop shop for Social Services } including links to children's services }
2. Redevelopment of co-op site – same range	<ul style="list-style-type: none"> • CAB • Tourist information/visitor centre • Officers contacts • Housing? 	<ul style="list-style-type: none"> • Exhibition space • Pensions and welfare benefits advice • Planning and regeneration services access • Connexions/Youth services
3. Hollins Car park - Same range – excluding library?		

How can local communities be involved in developing the proposals?

- Health impact groups
- District centre partnership
- Marple Community news
- Times East & metro local papers
- Display in the local library
- Public meeting in Marple
- Consult on a number of options rather than go out – yet again – with a blank sheet etc – consultation overload
- Consult schools/publicise public meetings at schools.

Further Information needed:

1. Planning restrictions
2. Number of staff required by each service
3. Size of floorspace required
4. Number of public/customers expected to use the facilities

5. Need information from Social Services

STEPPING HILL AREA

(Offerton, Great Moor, Little Moor, part of Hazel Grove, Heaviley, Torkington and Higher and middle Hillgate)

Facilitator: Clinton Judge

Scribe: Nicola Alexander

Delegates:

Vena Walker	Stockport Council, Advice
Teresa McGowan	Learning Disability Partnership
Jan Wilkinson	Stockport Credit Union
Helga Hobson	Stockport Council, Social Services
Linda Allcock	Stockport Council, Social Services
Patricia Rigley	Easy-Go Travel
Jude Wells	Stockport Council, Social Services
Jannett Creese	Victim Support & Witness Service
Lee Woods	Manchester & District Housing
Sue Kardahji	Stockport Primary Care Trust, Centre for Health Promotion
Helen Massey-Roche	Alcohol & Drug Abstinence Service
Peter O'Brien	Collingwood Housing
Graham Crawforth	Stockport Service, Social Services

WORKSHOP ONE: To identify services that could be jointly delivered from the same location within local communities

What services should/could be delivered within the Stepping Hill area?

- Public library
- Welfare benefits advice services
- Job centre
- Outpatients facility
- Health Promotion (Stop Smoking, Physical activity, Diet, Healthy living)
- Integrated teams for adults in social and healthcare
- Drop-in centre - Health and diversity issues
- Pleasant and welcoming sports, leisure and education centre – easy accessible, disable friendly.
- Adult education
- Access to IT resources for individuals & groups (linked to job centre poss.)
- One Stop Shop for Council services
- Social central venue for Community Groups
- Somewhere for young people to feel they belong
- Crèche
- Inclusion for all groups
- Life skills & leisure / hobby / sports facilities for mid-age children (10 – 16 yrs)
- Public transport access
- Long-term commitment and resources including staff
- Resource centre – co-ordination – facility management
- Housing services, neighbourhood management
- Day care centre
- Parking balanced with public transport needs

- Green space
- Sustainable energy options
- What the community wants - consultation in the neighbourhood of the site
- pharmacy
- post office
- Banking and credit facilities
- Citizen's advice/legal aid
- Information on council, health, police etc services
- Assess to employability initiatives
- Leisure facilities for a diverse range of groups – swimming pool would be nice
- Feedback to Council, Primary Trust, Police etc, suggestions, comments, complaints, compliments
- "Consultation Shop"

What sort of facilities would these services require?

- Accessibility - physical and transport related, external and internal
- Security
- Shared reception / entrance – help desk/directions
- Quality pleasant building
- IT facilities and resources
- Sustainable green facilities and management e.g. energy use, waste management, green space
- Private sector investment
- Link to schools
- Shared spaces with schools can cause problems
- Easy to follow, equitable (diverse) sign posting e.g. use of colours, symbols etc
- Well thought out internal access for disabled, carers etc
- Complimentary to neighbourhood and in design; set the standard in terms of quality and sustainability
- Involve local residents in choice of design. Incorporate any local heritage into design

Issues to bear in mind over requirements

- For some people a very large facility would be difficult to cope with
- Would smaller even more local facilities be lost?
- Assorted transport issues – provision of mobile service in their place

Things we don't want to lose/sacrifice when bringing things together

- Library
- Smaller health services
- Advice service
- Chemists (local, smaller)
- Post offices
- Prescription delivery services (Co-op)

WORKSHOP TWO: To identify existing facilities, revenue streams or available land suitable for these services

Identification of possible sites

1. Dialstone Centre
2. Lisburn Lane local centre

3. Maintain facilities along London Road area
- concern about distance for some people if services provided from Dialstone

How can local communities be involved in developing the proposals?

- Restricted, but to whole area representation – Offerton, Stepping Hill, Great Moor etc.
- Representatives from existing groups – Forum
- Roadshow
- Provide incentive to get involved
- Resident representation
- Questionnaire/survey – to minimise exclusive
- targeted groups
- representative focus
- group/panel
- Open debate v. frameworked discussion on options
- Planning for real “exercise
- Keep everyone informed
- Virtual citizens panel
- staff representatives for the public
- More frontline staff involvement in forums like this as they are “in touch” with local citizens and community and represent their views

The facilitator and scribe noted the immense contribution and enthusiasm of delegates to these discussions

TAME VALLEY AREA

(Brinnington, North Reddish, South Reddish, Lancashire Hill, parts of Heaton Chapel and Heaton Norris, Marbury Estate and Spring Gardens)

Facilitator: Brian Ormerod

Scribe: Sue Thomas

Delegates:

Peter Corte-Massey

Reddish Crime Panel/Stockport Tenants Fed/Comm Health Forum

Dennis Bishop

Greater Manchester Police, Stockport

Robert Green

Stockport Primary Care Trust

Helen Sharman

Brinnington Partnership

Brian Billingham

Stockport Council, Housing

Seamus Barcoe

Stockport Council, Housing

Dawne Fawcett-Tandy

Stockport Primary Care Trust

Andrew Brown

Collingwood Housing

Gay Turner

Stockport Council, Education

Jackie Bell

Community Alcohol Team

Adrian Moores

Stockport Council, E-Services

WORKSHOP ONE: To identify services that could be jointly delivered from the same location within local communities

What services could/should be provided in the Tame Valley area?

- Mental Health – substance misuse/prevention
- Health facilities – support group venues
- Police
- Services responding to crime issues
- Anti social behaviour response centre
- Neighbourhood Rangers
- Neighbourhood watch
- Youth Offending Team
- Library
- Neighbourhood Learning Centre
- Community Development space
- Cyber Café
- Community Space – local project base
- Venue for Secondary School liaison
- Sports facilities
- Youth Development/facilities
- Play space
- Children's centre
- Space for training
- Confidential interview rooms
- Space for Agencies to work from
- Construction enterprises
- Space to develop community enterprise
- Allotments / greenspace
- Housing
- Day care centres
- Social services

- Information and advice
- Law centre
- Employment support
- Benefit payment office
- Nursery/childcare
- After school
- MP/Councillor surgeries
- Planning office
- Probation
- Neighbourhood renewal partnership offices
- Education to work learning base
- Pupil referral unit
- Trading standards
- Credit unions

Issues that would need to be addressed

- Access
- Bus routes
- Adequate storage
- Security
- Car parking

Links to the hub – ‘mini hospital’

- Ambulance parking
- Healthy living
- Need to knock down physical barriers between agencies, about seamless services
- Access to services most important issues
- Still need the option to go out of the area for confidentiality and perceived stigma
- Couldn't have police and drug support services in the same building

(Question: How does this sit alongside contact centre?)

- Face to face services:
 - Victim Support
 - Tameside Racial Equality Centre
 - Law Centre
 - Police
- Local orientated services
- Voluntary sector:
 - Credit Unions
 - Reddish Care Service

WORKSHOP TWO: To identify existing facilities, revenue streams or available land suitable for these services

Identification of possible sites

Reddish – Library/Comm Centre/Social club – could be redeveloped as 1 venue

Water Street/Meadow Mill site

Community development investment needs to be in small run down areas (e.g. Marbury Road, Lancashire Hill) - Have small inadequate buildings

- Underground car park at Lancashire Hill
- Potential to re-develop Lancashire Hill shops
- Vacant shops at Marbury Road
- Marbury Road playing fields
- Potential to use one of the clinics – South Reddish, North Reddish, Heaton Norris
- Vacant council houses/hard to let housing

Existing Resources/potential resources

- Community led activities would give access to wider sources of funding e.g. lottery
- Open spaces for sports – voluntary clubs might get funding
- Community groups could develop Trust status to bid for funds
- Need to learn from Brinnington / BC2000
- ERDF for Lancashire Hill
- Relocate Brinnington Youth Club and community centre into Health centre and sell off land to create funds – demand exists for accommodation

Involving Local Communities

- Refer to Brinnington Top Shop experience
- Raised expectations, must have funds before consulting, otherwise undermine credibility
- Successful consultation in Brinnington through mobile display and knowledgeable experience worker answering questions
- Funformation day in Offerton
- Important to get the media on board, avoid negative messages about services being cut
- Neighbourhood Focus groups around small tables – avoid formal settings
- Need to clarify how this is relevant to people
- Must be someone's role to consult – sending out a questionnaire no good
- Need to gather people's experience of quality of existing services – issue of providing seamless services

WERNETH AREA

(Goyt Valley, Compstall, Cherry Tree, Romiley, Chadkirk, Greave, Bredbury, Bredbury Green and Woodley)

Facilitator: Louise Richardson **Scribe:** Darren Pegram

Delegates:

Wendy Griffiths	Stockport Council, Libraries & Information
Kerry Clark	Stockport Council, Direct Services
Muhammad Karim	Greater Manchester Public Transport Executive
John Russell	Stockport Young People MP
Dr Steve Watkins	Stockport Primary Care Trust
Chief Superintendent Peter Driver	Greater Manchester Police

WORKSHOP ONE: To identify services that could be jointly delivered from the same location within local communities**What services could/should be provided in the Werneth area?**

- Reception/interface between agencies
- Health care and improvement
- Police presence
- Access to Council services
- Information and advice
- Library
- Recreation
- Play
- Community space for all ages, teens, older people etc

What sort of facilities would these services require?

- One big building or clusters of several services in buildings
- Also green spaces / roofs
- Potential tensions between different groups needs to be designed out
- Fitness centre
- Healthy living centre

Which services could or should be co-located?

Healthy living centre

- Health care
- Social care
- Café
- Fitness centre
- Pool
- Info and advice – library
- Meeting space

Facilities missing

- Public transport
- Parks and maintained open space
- Romiley life centre?
- Pubs

WORKSHOP TWO: To identify existing facilities, revenue streams or available land suitable for these services

Identification of possible sites

- Library site
- Young people's centre
- Church site
- Woodley Precinct etc
- Quaffers

Other services that could be co-located

- Banking
- Credit union
- Community enterprise
- Support centre

TOWN CENTRE

Facilitator: Sandy Penfold

Scribe: Anna Broad

Delegates:

Barbara Haley

Robin Tryon

Bob Nicholl

Dave Shield

Tudor Owen

Bob Ashley

Phil Wright

Caroline Bennett

Rodney D'Costa

Cath Watson

George Gallimore

Stockport Civic Society

Stockport Council, Youth Services

Stockport Council for Voluntary Youth Service

Stockport Council, Direct Services

Community Legal Services Partnership

Stockport Council, Direct Services

Inland Revenue

PCT PALS

Stockport Council, Finance Services

Stockport Learning Disability Partnership

Greater Manchester Police

WORKSHOP ONE: To identify services that could be jointly delivered from the same location within local communities

What services could/should be delivered within the Town Centre area?

- Legal Court
- Shopping
- Police
- Probation Service
- Recreation
- Disability Services
- Inland Revenue – tax – benefits
- Doctor, dentist, pharmacy
- Leisure
- Advice/info service including Citizens Advice Bureau
- Social services
- PALS
- Services for older people
- Adult services
- Benefits
- Free phone lines
- Internet access
- Connexions (16+)
- Advocacy
- Youth Services – Teenage pregnancy, teen shelters
- Relocated Central Government Services/Agencies
- Interpreting services
- Child care facilities

Facility issues

- Transport links make town centre access easier than access to district centres for people who live on fringes? But not necessarily easy to get to St Thomas' hospital – need bus to link to town centre
- Flexibility – need for appointment system as well as drop in
- Easier access during core hours, especially for people working in town centre
- Provide internet access - virtual network to link different services (don't all need to be in 1 building)

- Phone line for services organised through Council contact centre?
- Service users happy to be in town centre?
- Assisted information level (staff need not necessarily have in-depth knowledge, but know who to contact)

Which services could or should be co-located?

Front – end of many services:

- services for elderly/people with disabilities (Social Services)
- advice/info/Citizens Advice Bureau
- Health e.g. doctor, dentist, pharmacy
- Libraries

Health and Soc. services (elderly)

Health and education (children focused)

WORKSHOP TWO: To identify existing facilities, revenue streams or available land suitable for these services

Identification of possible sites

- 1) St Thomas' - (under different name because this is very clinical/ restricted due to listed buildings?) - Health based service:
 - Doctor, dentist, pharmacy
 - Adult services
- 2) Mersey Way Shopping Centre
- 3) Bus station

Co-locating services in these locations

- Disability Services
- Tax
- Benefits
- Advice/info service including Citizens Advice Bureau
- Social services
- PALS
- Services for older people
- Connexions (16+)
- Interpreting services
- Child care facilities

Way ahead

Consult service users (e.g. parents/carers at current service locations to see if they would want service to move)

TOWN CENTRE

Facilitator: Richard
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Scribe: Bev Sellen

Delegates:

D W Robinson	Frederic Robinson Ltd
Phil Badley	Stockport Council, Human Resources
John Rutherford	Stockport Council, Social Services
Barbara Swann	Stockport Primary Care Trust
Marc Watterson	Greater Manchester Public Transport Executive
Liz Williamson	Disability Stockport
Robin Tryon	Stockport Council for Voluntary Youth Service
Janet Sewart	Stockport Council, Drug Action Team
Richard Poplewell	Stockport Primary Care Trust
John Schultz	Stockport Council, Chief Executive
Aba Graham	Stockport Council, Community Development Team
Phil Whittaker	Stockport Council, Education Services
Michael Priestley	Stockport Council, Teenage Pregnancy Strategy

WORKSHOP ONE: To identify services that could be jointly delivered from the same location within local communities

What services could/should be delivered within the Town Centre area?

Because of the nature of any town centre, there are two types of service provision which need to be considered:

1. Local services for people living in the town centre
2. Services which cannot be delivered locally due to lack of resources and for whom an accessible town centre base is a good alternative (this is a particular issue in the voluntary sector) or which are very specialised

Facilities in the Town Centre should, therefore, include the following:

1. Local Services

- Life long learning and education for parents who are accessing nurseries and creches
- Affordable housing
- Shops catering for 'local' needs of residents
- Worship centres that cater for the local population of the town centre

2. Borough-wide Services

- Drug Services – anonymity and service which needs staff with specialised training
- Mental Health Services, which are accessible, located on public transport routes, provide centre for complementary services and have a therapeutic and holistic approach
- Sexual Health Services – anonymity and specialised service
- Recreational facilities (including eating and drinking)
- Training and conference centre
- Good quality mixed shopping (no flagships)
- Hotels

- One stop shop for a range of services
- Services catering for different needs in daytime and evening
- Specialised services such as Victim Support, Women's Centre
- Minor Surgery Centre at:
 - St Thomas' site
 - Bridgefield site
 - Covent Garden/Hillgate Area

Any services that should not be town centre based?

- Ambulance service
- Fire Service

What sort of facilities would these Town Centre based services require?

- Services for local people living and working in Town Centre that are accessible to them (eg: near to housing)
- Voluntary Youth Service - high profile representation alongside other services (a lot of youth work provided by faith based groups – may get a higher profile by being co-located with other services)
- Visible presence
- Black and ethnic minority groups spread borough wide centre accessible from all areas - not segregated provision but incorporated into a central service?
- Effective use of waterways
- Traffic free town centre (shopping) but disability friendly
- Good signage – one stop shop may not provide all services but can point people in the right direction
- Good links - road system, good quality rail and bus service network, Metrolink?

Which services could or should be co-located? Issues arising

- Branding
 - Who's providing service? Being able to distinguish between services provided at same place so people don't get "lost".
 - Is it important to ensure service is identified in own right - make sure that the advantage to the Voluntary sector services of gaining a higher profile will not lead to them losing their own identity by co-locating their services
- Why do people come into Town Centre – link services to the facilities. They come in for shops, leisure and recreation because they are coming in anyway (or live there so this is their local service)
- Danger of centralising services too much
 - outlying areas should not lose out – (not to centralise at expense of local ones)
 - who are we catering for – town centre may not be accessible to all
 - vulnerable groups
 - cost implications – more expensive in town centre
 - congestion and parking problems
- "County" providing role models and training to young people – may not go somewhere branded "for kids who won't learn!"
- Service needs to refer people to right place – sign posting

- Potential for an accommodation centre with training facility for young people - could be a good one-stop shop
- Centres of excellence in education – whole service for all ages – other services in schools
- Need to work on our diversity awareness! Black and ethnic minority groups are spread throughout the borough and need accessible services – this does not mean segregated provision!
- Industrial/shopping potential around Portwood (Ikea/Tesco) has problem of lack of public transport access
- Potential metrolink to Bredbury

WORKSHOP TWO: To identify existing facilities, revenue streams or available land suitable for these services

Identification of possible sites

St Thomas' site

- Shaw Heath Clinic to re-locate there?
- Currently used by Community Drugs Team, Structured day care and Needle exchange
- Advantage of being on a main public transport route but huge issue of carparking
- Potential link between college services (including adult education) and new health services – re-visit use of existing buildings (college to use part of old hospital/vice versa)
- Familiarity of site as health service provider
- GPs to sell existing surgeries to help fund it
- Include a pharmacy
- Potential to use civic quarter too for instance for a training/conference centre – also idea of skate park at Town Hall Piazza

Hillgate area

- Possible re-development within residential area
- New Heritage centre (Staircase House) – re-location of tourist information – also the health advice to move there or will it stay on Chestergate?)
- Grosvenor House – who's using it? Young Peoples Drug Project, Scheme for young people excluded from school – other tenants moving out?

Bridgefield Street behind shops on Princes Street

- Shopmobility Scheme – issue that it's only available through lift access from Merseyway precinct - can't extend up the hills to the market area? Is it physically possible? - Raise profile by being based in carparks at Bridgefield St?
- Can private sector get involved? Possibility to redevelop the area to build a location for one-stop centre with car parking on top (by building a carpark on top, this would maximise current use of space which is only a car park at the moment)
- Can Wellspring be part of re-location or site be extended? (currently closed temporarily)

Central Library site

- Sell land for development on Bridgefield St and relocate Library there? Frees up library site but carparking an issue.

Faulders Mill Site

- Currently up for retail development (opp. Sainsbury's) but could be potential site.
- Is it expensive? Is it accessible? Issue about current bus service not taking people from ASDA area to bus station, so not that accessible?
- Bridge near Barclays behind Sainsbury's to make it accessible?

Mount Tabor, Millbrook Centre

- Re-build and use space better?

Central Youth

- too small and very expensive
- Possible to expand? What about old Halifax building on Chestergate?

Wellington Street – Seaton House

- Women's Centre looking at this.

Stockport Village

- Shops not being used well.
- Youth Arts Centre – link with Plaza?
- Use Mersey Square better – public art?

Owl House

- Youth Offending Team YASBAT? Is the downstairs available?