

21st Century Services Community Hubs

Worthing Public Engagement
October 2018

002.002

Overview

We are taking a fresh look at how we offer services to the Worthing community, including the library, children and family centre and registration services.

In August and September we asked you for ideas about moving some council services under one roof at the library building in Richmond Road.

From the feedback:

- 70% of online respondents agreed with bringing the Children and Family Centre into Worthing Library.
- 72% of online respondents agreed with bringing the Find It Out Centre into Worthing Library.
- 69% of online respondents agreed with bringing in the Registration Services into Worthing Library.

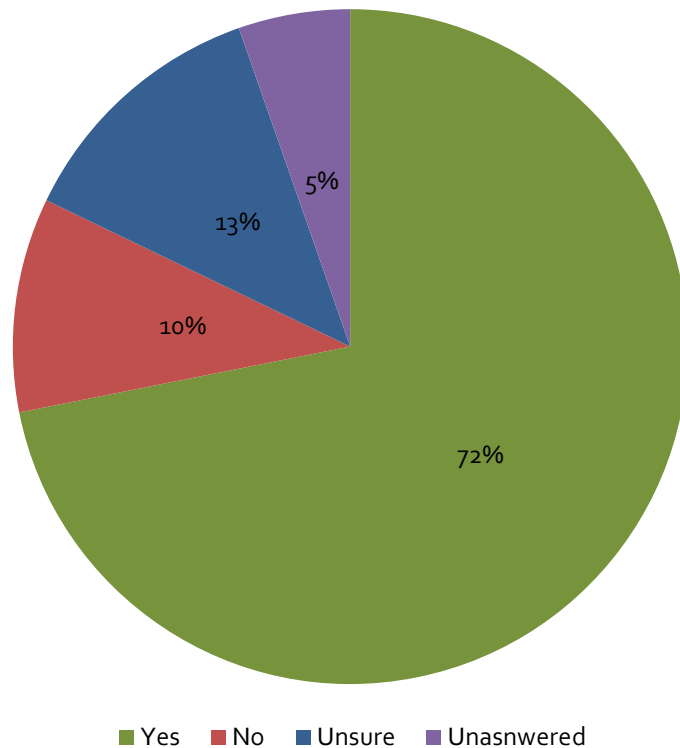
The library building was opened in 1974 and there have been lots of changes over the years, but this project has offered the opportunity for the county council to do a much larger scale review of how this significant community space in the heart of the town is used.

Worthing Public Engagement

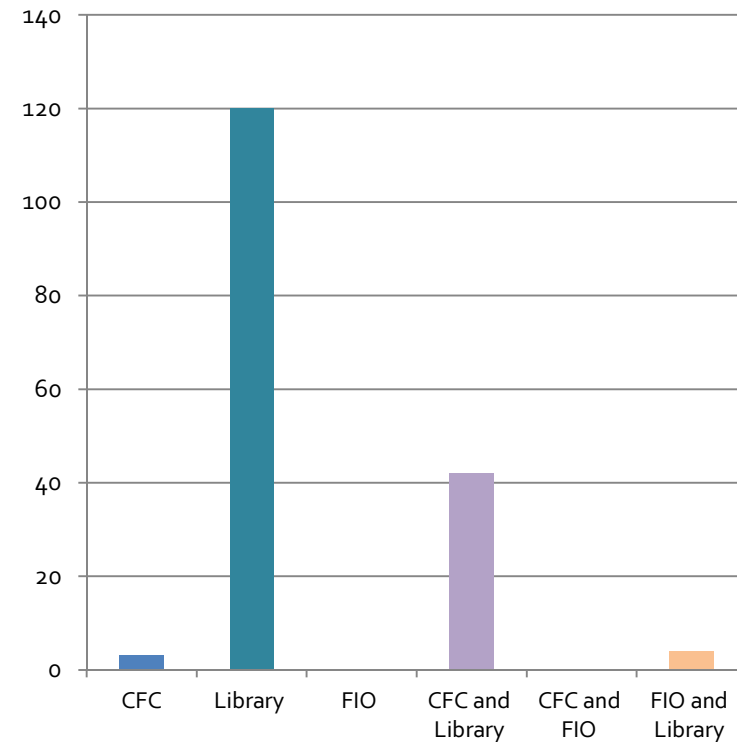


Conversations with the community

Do you agree with the principle that keeping our services under one roof we will be able to provide a more efficient, effective and sustainable service?



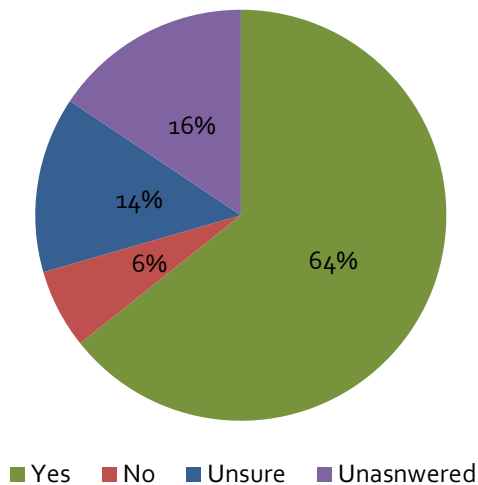
Which services do you use? ((No. of Respondents))



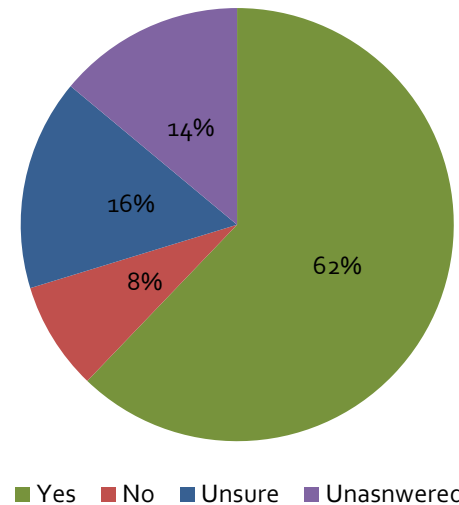
Conversations with the community

We have considered bringing these three services under one roof. Do you support this?

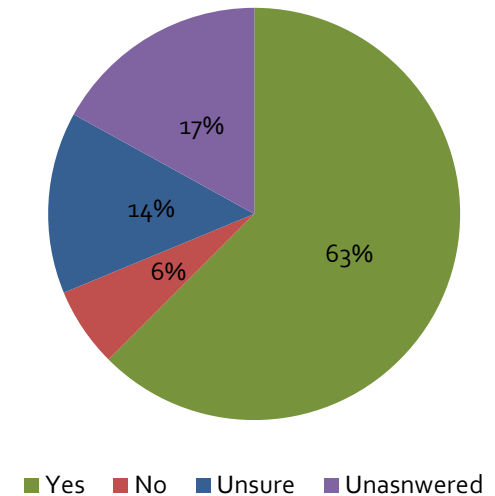
FIO



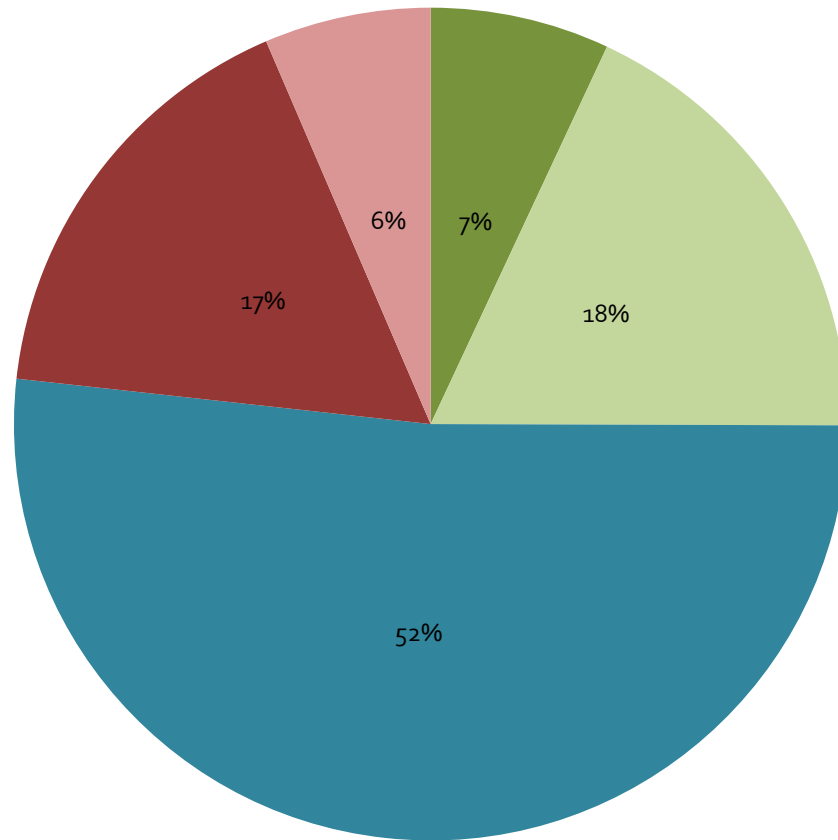
CFC



Registration

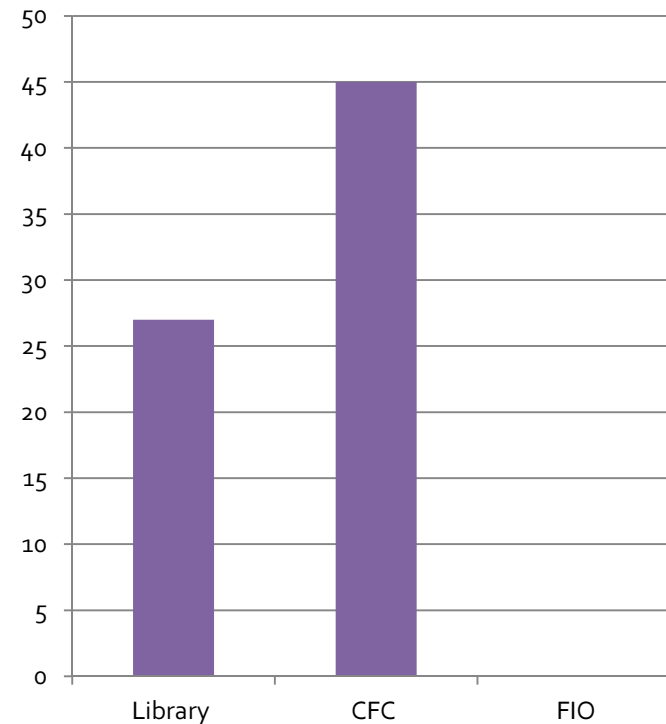


Leaflets received



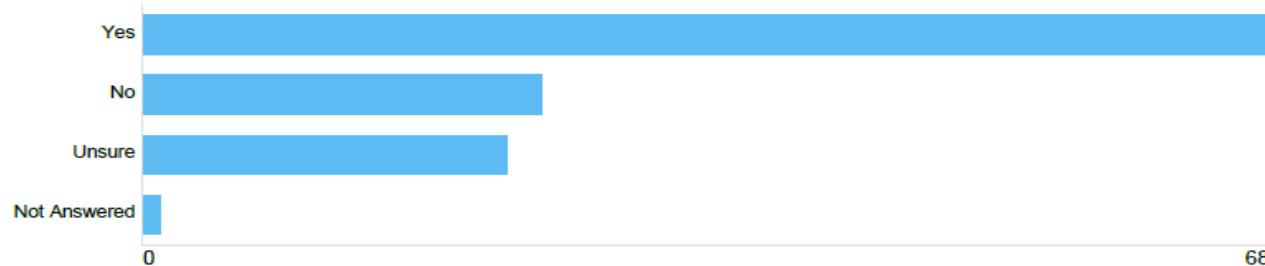
Strongly Agree Agree Neither Disagree Strongly Disagree

No. of leaflets received from each building



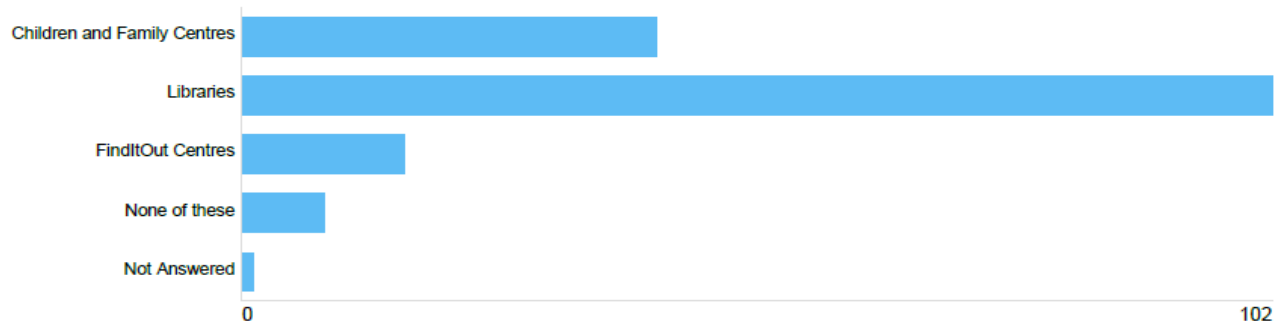
Online consultation response

We believe that by keeping all of our services under one roof we will be able to provide a more efficient, effective and sustainable service. Do you support this idea in principle?



Option	Total	Percent
Yes	68	59.13%
No	24	20.87%
Unsure	22	19.13%
Not Answered	1	0.87%

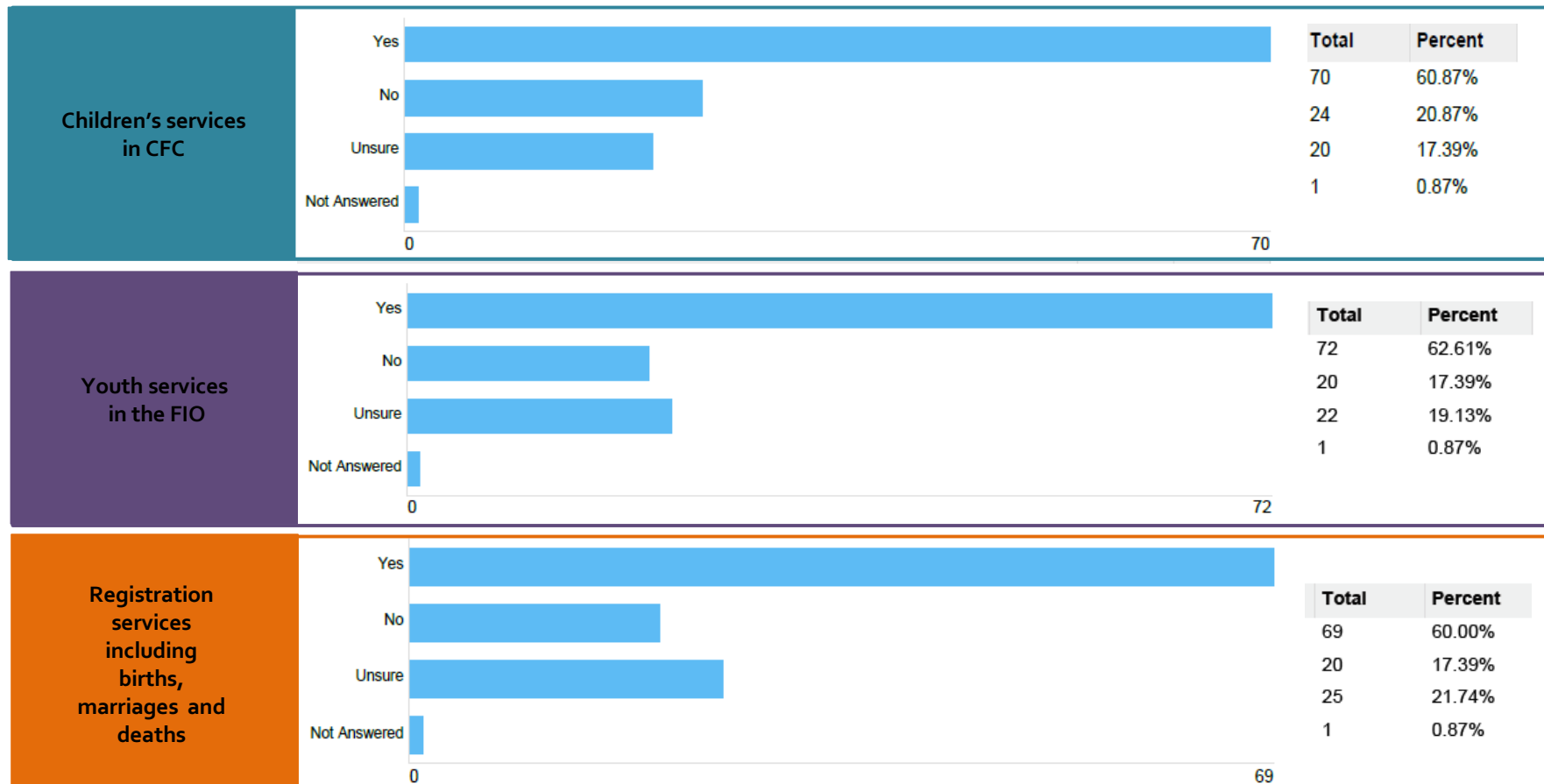
Which of the following do you use? Please select all that apply



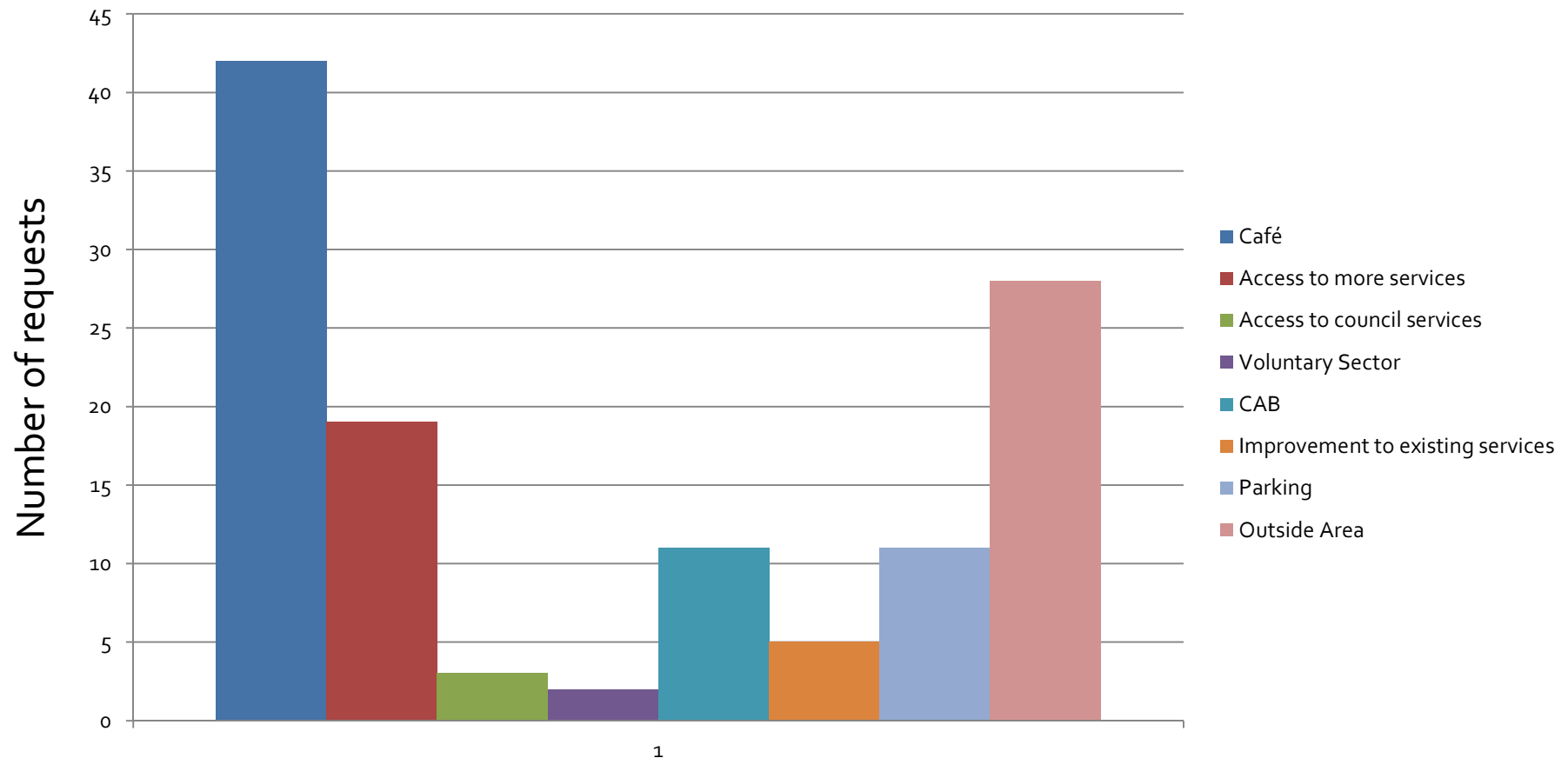
Option	Total	Percent
Children and Family Centres	41	35.65%
Libraries	102	88.70%
FindItOut Centres	16	13.91%
None of these	8	6.96%
Not Answered	1	0.87%

Online consultation response

We have considered bringing these three services under one roof. Do you support this?



What did the Worthing Community ask for?



Issues and concerns raised by the community

- How will you manage the noise in the building?
- Please can you ensure there is privacy for breastfeeding mums?
- Can there be a garden?
- Will there be zoning so everybody has their own space?
- Can you ensure that there is privacy for people registering a death
- Will there be parking available for any users? For example clinical staff
- Will there be space to be who you are if you are noisy or quiet

A few comments received

- Sounds really sensible! An opportunity to improve broader access to direct services
- Each service would benefit from being together providing you make local residents aware. It would make much better use of the building
- We appreciate the opportunity to discuss this- feels like you really care!
- Good idea to protect services. lots under one roof is good
- I think it's a wonderful idea and would be more convenient under one roof
- Bringing communities together is what this feels like; so from birth to elderly, everyone has to feel that there is something meaningful being offered in this space.
- A central hub makes it easier for people to be aware of what is there, also locating things in a library removes any potential stigma from seeking sensitive information etc. I like the idea that the library becomes a broader centre of information.
- I think having all the council services in one building is a great idea. Children's centre would be good as would a café. Maybe more comfy seating in Library and more tables for children to sit at. Maybe a tourist information in the building and gift shop. Having the museum linked to the Library would encourage more people to visit it. Anything that secures the Libraries future is good.

A few more comments received

- Bringing communities together is what this feels like; so from birth to elderly, everyone has to feel that there is something meaningful being offered in this space.
- Libraries could learn a lot when it comes to design. Layout and feel from bookshops - why do they have to be such quiet places ?
- There needs to be greater opportunities for teenagers in Worthing to discourage involvement in the growing drug problems of the town.
- The more people that come in, it keeps the library network alive
- Can you do this project while protecting everything you already do?
- Each service would benefit from being together providing you make local residents aware
- It would make much better use of the building
- Its very ambitious to bring children's and youth into the same space. Good to have a one stop shop to access services under on roof. It would be amazing if it could be done and keep everyone happy
- It would help people help one another. Help people have more contact with others, create a better community
- Rationalism is good but not at the expense of genuine service
- We appreciate the opportunity to discuss this- feels like you really care!
- Word hub is too official. First impressions really count

Requests for Services in the Worthing Community

- Parcel drop off
- WIFI
- Confidential space
- "Jelly tots "
- Services for children with grandparents
- Young People activities
- Tourist centre
- Music retailers
- Reading and performing plays
- Men in sheds
- Jigsaw puzzle lending
- Family history
- Tech for children
- Games
- Local info
- Access to water
- Local info
- More homely furniture
- Creative learning activities
- Military and veteran space
- Better furniture
- Recycling
- Museum
- Sensory material
- Student space
- Technology zone
- Craft work
- GP
- Men in sheds
- Information centre
- Better signage
- Book break
- Drama groups
- Post box
- Painting room
- Evening club
- Mobile phone courses
- Creative writing
- Food bank
- Sensory space
- Playgroup
- Toilets
- U3A space, camera clubs, kids clubs, extended family sessions, making learning
- Sessions for older children
- Rooms for events
- Messy play