

Consultation and Engagement on the proposal to create a new One Stockport Hub on Mersey Square

September 2020

Overview

Our vision for One Stockport Hub is that it will provide a library service as well as a cultural and social experience in the heart of Stockport town centre for residents and beyond. Situated on Mersey Square, One Stockport Hub would be a new 'front door' to Stockport town centre, providing an easily accessible point for residents to experience local history, browse and borrow books, seek digital support and access information and advice.

Stakeholders

It is anticipated the following stakeholders would be impacted by this proposal:

- General public
- Library users
 - Including those young people who use it for studying
- Community groups
- Job Centre
- Councillors
- Other council services (e.g. elections – we hold the electoral register)
- Any special interest groups
 - Heritage groups
 - Digital groups

Methodology

A mixed methodology approach should be taken on such a high-profile consultation and engagement activity. Online methods are preferred as they have a wide reach across the borough. However, we would also want to hear qualitative feedback from a range of stakeholders. Face to face engagement is limited due to current Covid restrictions and there are no market research companies available to commission who are currently undertaking face to face engagement.

Although approaching people within Mersey Way shopping centre would provide a good mixture of stakeholders and responses, this would be difficult due to health and safety implications under the current Covid restrictions. We will use an empty unit within Mersey Way that will be set out in a safe way with Covid measures, hand sanitizer etc. Display boards outlining the proposals will be displayed and members of the public will engage with staff members in this space and provide their feedback.

Online methods to be explored include an online survey, online workshops, social media and the potential use of the 'virtual video booth'.

Timings

This activity will take place for at least a six-week period. Commencing mid-September until late October.

Date WC	Activity	Who
07/09/2020	Email out to MP's and Councillors highlighting the upcoming consultation	Caroline S
07/09/2020	Email out to affected staff informing them the consultation will begin	Denise
08/09/2020	Online consultation begins for 6 weeks	Lisa/Tamara
w/c 07/09/2020	Email out to stakeholders including VCSE, Corporate Equalities Steering Group, Special interest groups – directing them to the online survey	Lisa/Tamara
WC (14.09.2020)	Mersey way unit opens for 2 weeks	Tamara/Denise
09/09/2020	Presented at Corporate Equalities Steering Group for comments	Kirsteen
10/09/2020	Presented to the VCSE Steering Group for comments	Kirsteen
w/c 21/09/2020	Online engagement session with young people	Lisa/Tamara
19/10/2020	Consultation ends – analysis begins	Lisa/Tamara
w/c 27/10/2020	Final report presented to CLT papers 23rd	Kirsteen

Analysis

It is proposed that an interim report will be presented to Cabinet at their meeting in October.

As we are seeking qualitative feedback we will need to build in a resource around analysis, particularly if we decide to utilise the virtual video booth. This would need to be built into the backlog for the Strategy and Design team utilising consultation, engagement and user research skills.

The table below sets out a proposed approach with different user groups:

Stakeholder	Methodology
General public	Online survey Social media Virtual video booth Display in Mersey Way
Library users	Online survey Social media Virtual video booth Display in Mersey way Paper surveys in the libraries that are currently open
Young people	Online workshop with our Young Persons Participation group
Community groups	Direct email with a link to the online survey Communications through our VCSE forum and Communities programme Online survey Social media Virtual video booth Display in Mersey Way
Special interest groups	Direct email with a link to the online survey