

CREATION OF A ONE STOCKPORT HUB IN STOCKPORT TOWN CENTRE**Appendix 2 – One Stockport Hub Consultation – Interim Report****1. INTRODUCTION AND PURPOSE OF REPORT**

- 1.1 This report sets out the responses to date from the consultation on the proposal to establish a new cultural and social hub in Stockport town centre, provisionally titled 'One Stockport Hub'.

2. BACKGROUND

- 2.1 The consultation is being carried out to seek public and stakeholder views on the proposal to relocate services from Central Library to One Stockport Hub. The consultation started on the 8th September and will end on the 19th October. The consultation is primarily taking place online with information and questionnaire.
- 2.2 The questionnaire has been available for people to complete through the Council's Consultation Hub. To date, 446 responses have been received. From the accompanying demographic information it is clear that a number of groups including, young people, BAME people, and non-library and museum users, are under-represented in the responses.
- 2.3 Work to try and target under-represented groups is ongoing. Face to face consultation is taking place through conference calls and Zoom meetings, and these have been held with stakeholders, including the VCSE Forum and the Stockport Youth Council. Further face to face consultation will be done and staff will be occupying a unit on Merseyway and inviting passers-by to give their views on the proposal from the 1st October.

3. CONSULTATION SUMMARY

- 3.1 A Zoom presentation was given to the last meeting of the Stockport VCSE Forum, a groups of representatives from a range of community groups within the borough. The presentation was well received and members of the forum were asked to distribute consultation material amongst their members.
- 3.2 An online workshop was held with the Stockport Youth Engagement Group (combination of the Youth Participation Group as well as students from Stockport College) on 24th September. This received excellent engagement and the young people gave some detailed feedback on the proposals. This has been outlined below.
- 3.3 The young people said that they had previously used libraries for borrowing books, as a social space to meet friends or do homework and also for use of the WI-FI. Some of the group said that they hadn't used a library for a long time.

The group felt positive about the potential for a new community hub and the fact it would be based in a more accessible location close to shops and buses. They came up with a lot of ideas for how it could be used. These included ideas on:

- promoting the ethos of a community
- community events
- accessibility to young people with SEND
- having access to archives
- intergenerational activities,
- free to use computers,
- collaborations with local businesses
- making it unique to other libraries
- nearer to shops

The group said that they would like to use the resources within the hub to help with their college and school work as well as having opportunities to engage with their local community. They also said that they would like opportunities to volunteer at the new space.

They suggested we could use the area outside the hub to encourage people to visit it and that they liked the fact that it wasn't just a library as this would encourage more young people to visit.

- 3.4 The suggestions made by the young people will be considered for inclusion in either One Stockport Hub, and in any Future High Streets facility.

4. ONLINE CONSULTATION RESPONSES

- 4.1 Of the 446 responses, 55% have been from regular users of Central Library.

4.2 Individual or group response

There were 446 responses to this part of the question. Of the 3 responses received on behalf of an organization, one was from Stockport Car Scheme and one from Walthew House. The third response did not specify which organisation it was responding on behalf of.

Option	Total	Percent
Responding as an individual	443	99.33%
Responding on behalf of a group or organisation	3	0.67%
Not Answered	0	0.00%

4.3 Location

There were 435 responses to this part of the question.

Option	Total	Percent
A Stockport town centre resident	63	14.13%
A Stockport town centre business owner	5	1.12%

A Stockport borough resident who works in Stockport town centre	58	13.00%
A Stockport borough resident who visits Stockport town centre for shopping or leisure activities	326	73.09%
A resident of another borough who works in Stockport town centre	7	1.57%
A resident of another borough who visits Stockport town centre for shopping or leisure activities	22	4.93%
Other	14	3.14%
Not Answered	11	2.47%

If other, please specify:

There were 20 responses to this part of the question. Responses included: specified areas of the borough the respondent was from (i.e. a Bramhall resident); a Stockport resident who does not visit the town centre, and comments expressing the view that there is little to attract them to visit the town centre.

4.4 How often did you come to Stockport town centre before lockdown?

There were 438 responses to this part of the question.

Option	Total	Percent
4 or more times per week	74	16.59%
2-3 times per week	97	21.75%
Once a week	106	23.77%
Every few weeks	83	18.61%
Once a month	26	5.83%
Less than once a month	50	11.21%
Never	2	0.45%
Not Answered	8	1.79%

4.5 What activities did you do in Stockport town centre before lockdown? (please select all that apply)

There were 436 responses to this part of the question.

Option	Total	Percent
Work or Volunteering	89	19.96%
Shopping	403	90.36%
Library services	179	40.13%
Museum/local history services	164	36.77%
Access to information and advice services (for example council, Job Centre, health, charitable organisations)	46	10.31%

Leisure or social (such as cinema, theatre, bars or pubs, restaurants, etc)	339	76.01%
Not Answered	10	2.24%

4.6 Has COVID-19 changed the amount you plan to visit the town centre?
There were 438 responses to this part of the question.

Option	Total	Percent
I am visiting the town centre the same amount as before	65	14.57%
I am visiting the town centre less, but expect to visit more in the future	252	56.50%
I am visiting the town centre less and expect this to continue	114	25.56%
I am visiting the town centre more than before	7	1.57%
Not Answered	8	1.79%

4.7 How important is to you that the following things are part of the One Stockport Hub? (Please select all that apply)

The table below shows the responses to this question. All of the facilities listed were important to the majority of respondents.

Option	Responses					
	Very Important	Quite Important	Neither Important nor Unimportant	Not very important	Not Important at all	Not Answered
Free to use computers and tablets	159 35.65%	96 21.52%	68 15.25%	39 8.74%	70 15.70%	14 3.14%
Local history displays	177 39.69%	159 35.65%	49 10.99%	29 6.50%	17 3.81%	15 3.36%
Access to our heritage and archives	214 47.98%	133 29.82%	54 12.11%	16 3.59%	15 3.36%	14 3.14%
Children's library and family area	201 45.07%	94 21.08%	59 13.23%	25 5.61%	48 10.76%	19 4.26%
Access to information and advice services	224 50.22%	127 28.48%	47 10.54%	13 2.91%	18 4.04%	17 3.81%

Accessibility (due to all being on one level)	187 41.93%	89 19.96%	81 18.16%	30 6.73%	40 8.97%	19 4.26%
Modern, pleasant, open plan environment	136 30.49%	102 22.87%	98 21.97%	38 8.52%	51 11.43%	21 4.71%
Overall experience of a cultural and community hub in the town centre	151 33.86%	102 22.87%	100 22.42%	37 8.30%	40 8.97%	16 3.59%
Easy to get to on public transport	165 37.00%	129 28.92%	74 16.59%	29 6.50%	33 7.40%	16 3.59%
Car parking nearby	118 26.46%	123 27.58%	82 18.39%	43 9.64%	59 13.00%	22 4.93%
town centre location- close to shops etc.	123 27.58%	119 26.68%	92 20.68%	44 9.87%	52 11.66%	16 3.59%

4.8 Before COVID-19, did you use Central Library in Stockport?

There were 441 responses to this part of the question. The table shows that just over half of the respondents to the online survey said they used Central Library before Covid-19.

Option	Total	Percent
I used Central Library	247	55.38%
I did not use Central Library, but I did use another library in Stockport	130	29.15%
I did not use any library in Stockport	64	14.35%
Not Answered	5	1.12%

Those who answered that they used Central Library before Covid-19 were asked how often they used Central Library.

Option	Total	Percent
4 or more times per week	9	2.02%
2-3 times per week	17	3.81%
Once a week	43	9.64%
Once every few weeks	61	13.68%
Once a month	30	6.73%
Once every few months	60	13.45%
At least once a year	27	6.05%

4.9 Which of these services do you access when you visit the library?

This question was only asked to those who stated that they visited Central Library before Covid-19.

Option	Total	Percent
Borrow / return / renew books	175	39.24%
Use a library computer	61	13.68%
Use my own tablet / mobile device via the free WIFI	41	9.19%
Borrow an audio book / DVD	16	3.59%
Read a newspaper / magazine	62	13.90%
Attend an activity such as storytime or coffee morning	47	10.54%
Attend an event such as an author visit or performance	46	10.31%
Ask for information / advice	59	13.23%
Ask for support from library staff	65	14.57%
Seek information independently without support from library staff	94	21.08%
To study	66	14.80%
To search for jobs	9	2.02%
To use the photocopier or printer	63	14.13%
To use a community room	11	2.47%
To meet someone	43	9.64%
Other	19	4.26%

If other, please specify:

There were 33 responses to this part of the question. The majority, (27) of responses to this part of the questions stated that they used the heritage and archive services.

4.10 If you did not use a library in Stockport, why not? (Of those respondents who said they did not)

There were 57 responses to this part of the question.

Option	Total	Percent
I am not interested in using a library	21	4.71%
Libraries are not open when I would want to visit	16	3.59%
There isn't a library that I can get to easily	5	1.12%
Other- please specify	20	4.48%
Not Answered	389	87.22%

If other, please specify:

There were 27 responses to this part of the question. Responses included:

- I purchase my books or get them from other sources
- I use an eBook- reader (e.g. Kindle)
- I use online library services
- I use a library in Manchester
- I used to go with my children when they were younger
- The library is old-fashioned and not appealing

4.11 Have you ever visited any of Stockport's Museums?

There were 444 responses to this part of the question.

Option	Total	Percent
Yes	403	90.36%
No	41	9.19%
Not Answered	2	0.45%

4.12 Which museums have you visited?

There were 408 responses to this part of the question.

Option	Total	Percent
Air Raid Shelters	245	54.93%
Bramall Hall	322	72.20%
Chadkirk Chapel	192	43.05%
Hatworks	294	65.92%
Staircase House	299	67.04%
Stockport Museum	283	63.45%
War Memorial Art Gallery	296	66.37%
Not Answered	38	8.52%

4.13 Why have you not visited any Stockport museums?

There were 38 responses to this part of the question.

Option	Total	Percent
I'm not interested in visiting a museum	16	3.59%
Museums are not open when I would want to visit	9	2.02%
There isn't a museum that I can get to easily	2	0.45%
Other – please specify	11	2.47%
Not Answered	408	91.48%

If other, please specify:

There were 13 responses to this part of the question. Responses included:

- I would like to in the future
- I wasn't aware there were museums in Stockport
- Lack of time
- Parking

4.14 Are you likely to visit the proposed One Stockport Hub?

There were 445 responses to this part of the question.

Option	Total	Percent
Yes- I'm there	85	19.06%
I probably will	136	30.49%
Maybe	101	22.65%
I probably won't	56	12.56%
No- it's not for me	67	15.02%
Not Answered	1	0.22%

4.15 The table below shows the responses to this question from those who have said Around half of those who responded that they used Central Library prior to covid 19, said they will or probably will use the proposed One Stockport Hub. Just over half of responses from users of other libraries in Stockport said they will, or probably will, use the One Stockport Hub, and over 40% of those who responded that they do not use a library in Stockport said they will or probably will use the proposed One Stockport Hub.

	I used Central Library	I did not use Central Library, but I did use another library in Stockport	I did not use any library in Stockport	Not Answered	Grand Total
Yes- I'm there	43 17.41%	32 24.62%	10 15.63%	0.00%	85 19.06%
I probably will	74 29.96%	44 33.85%	17 26.56%	1 20.00%	136 30.49%
Maybe	55 22.27%	25 19.23%	20 31.25%	1 20.00%	101 22.65%
I probably won't	32 12.96%	18 13.85%	6 9.38%	0.00%	56 12.56%
No- it's not for me	43 17.41%	11 8.46%	11 17.19%	2 40.00%	67 15.02%
Not Answered	0.00%	0.00%	0.00%	1 20.00%	1 0.22%
Total Number	247	130	64	5	446
Total %	100.00%	100.00%	100.00%	100.00%	100.00%

4.16 **If you don't think you will visit One Stockport Hub, why not?**

There were 116 responses to this part of the question. The reasons given for not visiting the One Stockport Hub included:

- Oppose the proposal to move from services to Central Library (37)
- Do not like the proposed design of the Hub (16)
- Do not want to go to Merseyway to use these services (11)
- Views that money should be spent elsewhere (7)
- Do not think the Hub will provide the services I need/ am interested in (7)
- Able to access services online from home (6)
- Concerns that the space will not be big enough (6)
- Concerns that the Hub will not provide a quiet area (5)
- Comments with the view that more shops or cafes should open in Merseyway (5)
- Prefer going to smaller branch libraries (4)
- Concerns about anti-social behaviour or safety at Merseyway location (3)
- Free car parking is not available (2)
- Other (5)

Other comments included: a question around whether the services and information in the Hub will be accessible to those who are Visually impaired, Blind, Hard of Hearing and Deaf and a concern that the proposal is attempting to provide too many things. Three respondents were of the belief that they would still be able to access services at Central Library if proposal for the Hub is

4.17 **Additional comments**

There were 323 responses to this part of the question. Comments were varied in their content and views. Some respondents used this space to provide support for the plans or suggest additional facilities to include in the Hub and some used to reiterate concerns they have about the proposal. The comments received include:

- Comments in support of the proposal (46)
- Concerns that the space will not be big enough for the whole library offer (51)
- Views that the Central Library building should be kept for public use (72)
- Opinions that Merseyway is not an appealing place to visit (20)
- Questions about what will happen to the current Central Library building if the services are moved to the Hub (54)
- Suggestions that the One Stockport Hub include free bookable space for community groups or small local businesses (8)
- Suggestions about making the services and facilities accessible to those with disabilities (5)
- Suggestions to include a café in the building (6)
- Questions about how library staff will be affected by the proposals (8)
- Concerns about anti-social behaviour (6)
- Suggestions to have activities and classes in the Hub (3)

4.18 **Postcode**

There were 405 responses to this part of the question. The table below shows the responses received by ward.

Ward	Responses
Bramhall North	13
Bramhall South and Woodford	3
Bredbury and Woodley	23
Bredbury Green and Romiley	7
Brinnington and Central	31
Cheadle and Gatley	4
Cheadle Hulme North	13
Cheadle Hulme South	6
Davenport and Cale Green	26
Edgeley and Cheadle Heath	43
Hazel Grove	10
Heald Green	2
Heatons North	19
Heatons South	12
Manor	24
Marple North	9
Marple South and High Lane	10
Offerton	17
Reddish North	20
Reddish South	32
Stepping Hill	17
N/A	66
Grand Total	407

5. Demographics

What best describes your gender?

There were 427 responses to this part of the question.

Option	Total	Percent
Male	120	26.91%
Female	285	63.90%
Prefer to self-describe	0	0.00%
Prefer not to answer	22	4.93%
Not Answered	19	4.26%

Prefer to self-describe:

There were 2 responses to this part of the question.

What is your age?

There were 429 responses to this part of the question.

Option	Total	Percent
0 - 17	0	0.00%
18 - 24	2	0.45%
25 - 34	45	10.09%
35 - 44	74	16.59%
45 - 54	78	17.49%
55 - 64	105	23.54%
65 - 74	85	19.06%
75 - 84	17	3.81%
85+	1	0.22%
Prefer not to answer	22	4.93%
Not Answered	17	3.81%

Do you consider yourself to have an impairment, disability or long term health condition?

There were 426 responses to this part of the question.

Option	Total	Percent
Yes	83	18.61%
No	310	69.51%
Prefer not to answer	33	7.40%
Not Answered	20	4.48%

How would you define your ethnic group?

There were 406 responses to this part of the question.

Option	Total	Percent
White- English/Welsh/Scottish/Northern Irish/British	363	81.39%
White- Irish	4	0.90%
White- Gypsy or Irish Traveller	2	0.45%
White- any other White background, please specify	6	1.35%
Mixed- White and Black Caribbean	1	0.22%
Mixed- White and Black African	0	0.00%
Mixed- White and Asian	2	0.45%
Any other Mixed/Multiple ethnic background, please	2	0.45%
Asian or Asian British-Indian	1	0.22%
Asian or Asian British- Pakistani	0	0.00%
Asian or Asian British-Bangladeshi	0	0.00%

Asian or Asian British- Chinese	0	0.00%
Any other Asian background, please specify	0	0.00%
Black or Black British- African	0	0.00%
Black or Black British- Caribbean	0	0.00%
Any other Black/African/Caribbean background, please specify	0	0.00%
Other ethnic group- Arab	2	0.45%
Any other ethnic group, please specify	1	0.22%
Prefer not to answer	22	4.93%
Not Answered	40	8.97%

If other, please specify:

There were 9 responses to this part of the question.

How would you define your religion or belief?

There were 419 responses to this part of the question.

Option	Total	Percent
No religion	160	35.87%
Christian	189	42.38%
Muslim	1	0.22%
Hindu	2	0.45%
Buddhist	2	0.45%
Jewish	3	0.67%
Sikh	0	0.00%
Other	6	1.35%
Prefer not to answer	56	12.56%
Not Answered	27	6.05%

If other, please specify:

There were 9 responses to this part of the question.

What is your employment status?

There were 424 responses to this part of the question.

Option	Total	Percent
Employed Full-Time	143	32.06%
Employed Part-Time	68	15.25%
Self-Employed	29	6.50%
Unemployed	5	1.12%
Not able to work due to disability/ ill-health	12	2.69%
Homemaker/carer	15	3.36%
Retired	120	26.91%
Student	2	0.45%

Prefer not to say	24	5.38%
Other	6	1.35%
Not Answered	22	4.93%

If other, please specify:

There were 10 responses to this part of the question.

Do you have children?

There were 422 responses to this part of the question.

Option	Total	Percent
Yes	265	59.42%
No	125	28.03%
Prefer not to answer	32	7.17%
Not Answered	24	5.38%

END