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Alec Jones Day Centre Consultation

Rhondda Cynon Taf County Borough Council

December 2018



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EXECUTIVE SUMMARY

- This report presents the findings of the consultation on proposals to relocate the services of Alec Jones Day Centre to a new Community Hub in Porth Plaza as part of a new proposed strategy for regenerating Porth Town Centre (also subject to consultation).
- The targeted consultation ran for 6 weeks, from the 29th October to the 10th December, 2018. The following methods were used to consult with stakeholders;
 - An online and paper questionnaire.
 - Drop in Engagement events on the 16th and 22nd November 2018. A dedicated email address (consultation@rctcbc.gov.uk) and freepost address if needed.
- Overall, 27 people filled in a questionnaire and 39 people engaged directly with us at the events.
- The main reasons for using the Day Centre were for meeting friends and socialising (22 service users) and to have lunch (19 service users).
- Respondents were asked what they would do if the Day Centre activities were to transfer to Porth plaza. The majority (24 service users) who responded to this question said they would attend the new community Hub and nobody stated that they would stop using the service.
- Respondents were asked what they would do If the Day Centre meals were to transfer to Porth Plaza. Nearly all (21 service users), who responded to this question said they would attend the new Community Hub for a meal.
- Further comments from the service users focussed on their desire to have the same service and meal as they currently receive in the Day Centre.
- Service users were asked what the impact of the proposed transfer of the day centre would have on them. Some of the responses stated that there would be no impact, as long as the current facilities were transferred to Porth Plaza.
- There were concerns about parking at the proposed new venue and service users wanted the meals currently provided to be transferred to the new facility along with other facilities.

- Discussion with the service users showed that they value the work and friendliness of the staff at the centre and some of the comments were concerned about the impact the proposal would have on the staff.

1. INTRODUCTION

- 1.1 This report presents the findings of the consultation on proposals to relocate the services of Alec Jones Day Centre to a new Community Hub in Porth Plaza as part of a new proposed strategy for regenerating Porth Town Centre (also subject to consultation).
- 1.2 Section 2 outlines some brief background.
- 1.3 Section 3 details the methodology.
- 1.4 Section 4 presents the results from the online questionnaire.
- 1.5 Section 5 presents the views that were received at the engagement events.

2. BACKGROUND

2.1 The proposed vision for Porth Town Centre is:

‘To transform Porth Town Centre into a prosperous and attractive town, which offers a wide range of opportunities for visitors, residents and businesses; anchored by Porth Transport Hub and a much regenerated Station Quarter’.

2.2 The proposed strategy has identified the site currently occupied by the Alec Jones Day Centre as having the potential to accommodate a new Transport Hub. This site is ideally positioned for a Transport Hub; housing a bus interchange, taxi rank, cycle racks and linking to the train station and the park & ride. The site covers approximately 1,700 sq m allowing for the delivery of a new fit for purpose bus station, which will act as a catalyst for a much-regenerated *Station Quarter* with a mix of commercial, retail, office and residential developments.

2.3 The development of a Transport Hub at this site would provide an integrated and improved interchange that aligns both the bus and train stations that will allow them to cope with future, increased passenger numbers and increased services, whilst offering easy access to the whole public transport network. Opportunities to encourage active travel through improved pedestrian and cycle routes and the creation of cycle docking facilities will also be a key feature of the Transport Hub development

2.4 The opportunity exists for Porth Plaza to be developed as a Community Hub to provide a range of Council services from the same location. In developing Porth Plaza into a Community Hub, it was proposed to re-locate the services currently provided by Alec Jones Day Centre to the new Community Hub.

2.5 Bringing the current Day Centre services together with other services would provide a better offer and create economies of scale in terms of staffing and building costs. Making better, more cost effective use of our community assets and reinvesting resources in new fit for purpose buildings would enable services to be sustainable in the longer term.

3 METHODOLOGY

- 3.1 The targeted consultation ran for 6 weeks, from the 29th October to the 10th December, 2018.
- 3.2 The aim of the consultation was to gather the views of the Alec Jones Day Centre service users on the proposal to re-locate the services currently provided by the Day Centre to the new Community Hub in Porth Plaza.
- 3.3 The following methods were used to consult with stakeholders;
- An online and paper questionnaire.
 - 2 Drop in Engagement events on the 16th and the 22nd November 2018.
 - A poster to advertise the above events.
 - A dedicated email address (consultation@rctcbc.gov.uk) and freepost address if needed.
- 3.4 Overall, 27 people filled in a questionnaire and 39 people engaged directly with us at the events.

4 Questionnaire Results

- 4.1 27 survey responses were received.
- 4.2 All responses received were from service users (26), apart from 1 who did not say.
- 4.3 The main reasons for using the Day Centre were for meeting friends and socialising (22 service users) and to have lunch (19 service users) as shown below;

Counts Base % Respondents	
Base	27 100.0%
If yes, what are your main reasons for using the Day Centre	
Meet friends / socialise	22 81.5%
To have lunch	19 70.4%
Member of a group that is based in the Day Centre	9 33.3%
To take part in an activity that is provided at the Day Centre	3 11.1%
Other (Please state)	2 7.4%

- 4.4 Further comments for the main reason for using the centre included;

Breakfast everyday

CISWO - Coal Industry Social Workers Organisation

I have a shower there approx. twice weekly another purpose built facility.

I take part in the nail cutting service provided. This is important to me as I can no longer reach and cut my own toenails.

*Old Age- Thursday, Bingo
TV Room*

The cooked food at lunch time is so important to us. I attend the nail cutting service.

The Centre provides me with a sense of companionship and I enjoy a warm affordable meal

Would be happy to join new groups and activities

- 4.5 Respondents were asked what they would do if the Day Centre activities were to transfer to Porth Plaza. The majority (24 service users) who responded to this question said they would attend the new community Hub and nobody stated that they would stop using the service.

Counts Base % Respondents	
	Base
	26 100.0%
If the Day Centre activities were to transfer to Porth Plaza	
Attend the new Community Hub in Porth Plaza	24 92.3%
Stop attending the Day Centre	- -
Attend an alternative venue	1 3.8%
Other (Please State)	1 3.8%

- 4.6 Further comments in relation to activities at the centre included;

As long as they have the meals and nail cutting service.

Free to attend. Big enough for 25/30 people. Private area. Accessible/lift.

Tea/coffee

Need to be central to Porth. Meal provisions.

- 4.7 Respondents were asked what they would do if the Day Centre meals were to transfer to Porth Plaza. Nearly all (21 service users), who responded to this question said they would attend the new Community Hub for a meal.

Counts Base % Respondents	
	Base 23 100.0%
If the Day Centre meals were to transfer to Porth Plaza, ...	
Attend the new Community Hub in Porth Plaza	21 91.3%
Stop attending the Day Centre	- -
Attend an alternative venue	1 4.3%
Other (Please State)	1 4.3%

- 4.8 Further comments from the service users focussed on the desire to have the same service and type of meal as they currently receive in the Day Centre.

Cooked dinners- would want exactly the same at the same price

Meals the same. Price the same. Service received.

Meals, price and service the same

Would expect to have the same type of meal as I get in Alec Jones

Same meals- hot meals

Don't know- parking is a problem by the Plaza. Want similar meals.

Is there enough room to prepare cooked food in the Plaza because we want our dinner there

- 4.9 Service users were asked how the transfer of the day centre would impact upon them. The following are a selection of the comments received;

No Impact

As I have had confirmation that my group can continue to meet in the plaza with the same conditions there will be no impact.

No difference as long as you can still have meals and socialise

No impact

None if like for like

Would attend in Porth Plaza

Would make it easier

It would be just a matter of getting used to the new venue

Parking Concerns

Difficult parking

Did query car parking in the town centre.

I have concerns about the parking availability around the Plaza

Parking/disabled. Unsure.

Parking availability

Personally, I am capable of the extra walking involved, should I need to use my car then parking space is needed.

Wouldn't see friends as they couldn't park. Isolation.

Other concerns

Health and safety- dangerous y/p running around. Need our own area.

I will miss the warmth and kindness

Large impact- attended for 16 years

Loss of social outlet

Longer walk to get there from my bus stop. Sometimes I take the taxi, not regular.

Negative impact if there is nowhere to go or nothing to do during the days

4.10 Any other comments and suggestions included;

Similar Service required

As long as kept the same would be happy

Meals

I feel that the Porth plaza should be able to provide an adequate meal service in line with the Alec Jones day centre, a service well provided by the workforce down the years

If meals at lunchtime can't be provided toast and tea provision would be important. Want somewhere to sit and socialise all AM. Not a café feel

Staff

I am concerned about the staff

We are worried about the ladies working at Alec Jones Day Centre. They cook good food we want them to cook for us.

Parking

Concerned about car parking around the plaza

Keep the Day Centre as it is

Keep it as it is. Take account of older people and disabled.

Keep this open

Keep the Alec Jones Day Centre, instead build bus station etc. around this.

Respondent Profile

4.11 The gender split of respondents was 50/50.

4.12 The majority of respondents were 75+ (84%)

- 4.13 Under the Equality Act 2010 and the Public Sector Equality Duties, the Council has a legal duty to look at how its decisions impact on people because they may have particular characteristics. The comments below show a selection of those received;

Age

Age and Mobility - my eyes are very poor. I would need to get used to going to another building.

Age, Disability

Disability

- 4.14 Under the Welsh Language Measure 2011 and the Welsh Language Standards the Council has a legal duty to look at how the decisions impact on the Welsh Language. The comments below show a selection of those received;

As I attend a welsh group I feel that more people may attend the centre.

Consideration for Welsh classes

This centre already has a Welsh language class 10am Friday takes place in the TV room.

- 4.15 As part of the consultation process the Council also engaged with the family of the late Alec Jones' regarding the proposals to relocate the Day Centre to the new Community Hub in Porth Plaza and to look at how it could recognise the name and contribution made by Alec Jones going forward if the proposals were agreed. The family suggested an appropriate way in which to recognise Alex Jones' positive contribution would be to erect a plaque on the site of the former Day Centre or new Transport Hub.

5 Engagement Events

Drop In events

- 5.1 We engaged with 39 people at the drop in events. The Day Centre service users were mainly guided through the questionnaire to respond. In addition the conversations at the events can be summarised under the following themes;

Keep the Centre

- Purpose built building and facilities why not keep
- Why can't they build the bus station next to the Day Centre?
- Purpose built, 30 years ago, stay as it is here
- Was purposefully built using European funding

Replicate in Porth Plaza

- Importance of the Centre for social interaction. The new one needs to look the same.
- Nail cutting facility must continue
- Need similar size rooms/space as are available now.
- Old Age Arosfa Group (Bingo – 30 people) - Meet every other week, would like to meet weekly in Porth Plaza if possible. Happy to move across, as long as they can continue to meet and hopefully weekly.

Meals

- Concerns about the layout and open plan nature of the existing Porth Plaza. Some service users wanted to see a separate dining area exclusively for their use.
- Concerns that the cooking facilities in Porth are not adequate/large enough
- The provision at Porth Plaza should be the same type of meals, available at the same time of day and at the same cost.
- Want hot food/meals the same as they are now.
- Hot meals at same cost as now.
- Not so much about moving down to Porth Plaza, more about the fact we want hot meals down there

Parking

- Disabled parking issues at the Porth Plaza, lack of parking

Health/Social

- Health - "helps with my depression"
- Fairly mobile so I will be able to get to the Porth Plaza
- Good for old and disabled people in the community
- Saves money on placements in care and health
- Helps with loneliness and isolation, depression and dementia
- Interaction with people important
- Older people need help cooking, due to health, standing up and mental health.

Other

- Need for the shower room
- TV Room well used
- Dangerous road on the corner of Porth Plaza, could be dangerous, may need a new crossing