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**Report to: Clackmannanshire Council**

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**Date: 15 December, 2011**

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**Subject: Tillicoultry Local Public Services**

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**Report by: Customer Services Manager, Head of Social Services, Head of Facilities Management**

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## **1.0 Purpose**

- 1.1 The purpose of this report is to update members on progress in meeting conditions attached to an in principle decision of the Council about service and property configuration in Tillicoultry.

## **2.0 Recommendation**

- 2.1 It is recommended that Council:

a) notes the consultation exercise which has been undertaken in relation to public services in Tillicoultry as set out in section 4 of this report;

b) notes the provision of an updated Early Years Framework (this is the subject of a separate report on the agenda) as set out in section 5 of this report;

c) notes that the accommodation portfolio for Tillicoultry agreed in principle at the Council meeting on 30 June, 2011, will now be implemented.

- 2.2 approves an amendment to the capital programme to incorporate expenditure on conversion of former family centre to community hub (£400,000) and redevelopment of existing CAP/Library to housing (£150,000).

## **3.0 Background**

- 3.1 Subject to:

a) full consultation with the community and with particular reference to former users of the Hillfoots Family Centre, current and former users of the Tillicoultry Community Centre to ensure all groups are provided with an equivalent level of accommodation; and

b) the provision by the Joint Head of Social Services of an updated Early Years Framework, prepared with partners, families and other stakeholders,

Council approved in principle at its meeting of 30 June, a revised accommodation portfolio for Tillicoultry as follows:

(1) *Community Centre* - declare surplus to requirements and dispose of the site on the open market

(2) *Former Family Centre* - redevelop as community hub and provide service for early years groups displaced from the Community Centre and the Library/CAP, rent offices, serving community groups previously using the Community Centre and a number of the groups that work from the Family Centre with the Library/CAP and rent office

(3) *Existing Library/CAP* - redevelop as 3 social houses for rent

(4) *Primary School/Fir Park ski centre (Fir Park Campus)* - enhance the existing nursery with investment to improve the building's overall condition in the medium-long term. Enable increased and sustainable community use of the campus outwith normal school hours, where this is compatible with the life and security of the primary school

(5) *Devonvale Hall* - retain lease with Community Trust and develop further community access

(6) *Centenary Hall* - retain lease with Community Trust and develop further community access.

3.2 These proposals for Tillicoultry came from a strategic review of properties within the context of the current Property Asset Management Plan (2010/15), approved by Council on 23 September 2010.

3.3 The investment required to implement these proposals in Tillicoultry is as follows:

- conversion of former family centre to community hub - £400,000
- redevelopment existing CAP/library to housing - £150,000
- already committed funding at primary school - £150,000
- future works to primary school - £250,000

3.4 It is anticipated that £141,000 savings annually would be achieved from the reconfiguration.

3.5 This paper updates Council on progress in respect of the consultation exercise and the provision of the Early Years Framework which will allow the Council's in principle decision to be implemented.

#### **4.0 Tillicoultry Local Public Services - Community Consultation**

4.1 Community consultation exercises were carried out over the summer, until 31 August, with users and potential users of local public services in Tillicoultry.

4.2 A vast amount of information was gathered from a range of stakeholders, including users of the former Family Centre, Community Centre, Tillicoultry Library, Devonvale Hall and Centenary Hall Committee and Board members, Parent Forum, NHS Forth Valley Health Visitors, Central Scotland Police, Tillicoultry Community Action Group (TCAG) and the broader local community.

- 4.3 Input was gathered via an online survey, by email, in writing and direct face to face discussions at meetings and open day events. Over 100 users were surveyed in the library and another 100 people gave feedback via street surveys carried out in different parts of Tillicoultry.
- 4.4 Public open day events were held at the Tillicoultry Community Centre on 27th July 2011 (46 attendees) and the former Family Centre on 27th August 2011 (103 recorded attendees). The latter was a really successful event giving local people the opportunity view the building and give feedback on how it could be used. TCAG helped promote the event and distributed 2,500 flyers to local residents on behalf of the council which was a sign of the positive working relationship which had developed with them over summer.
- 4.5 An extra event was also arranged in the new hub on 7th September specifically for young people and youth workers to view the facilities and consider how they might use the space for youth activities (22 attended).
- 4.6 A report of the consultation was published on Clacksweb on 16 September and a summary of the key points is given below:

#### Overall

- There is a lot of enthusiasm for the new community hub, with some users keen to see it up and running at the earliest opportunity. The majority are supportive of bringing as many services together under one roof (providing *cradle to grave services*).
- There are still a couple of individuals who maintain their preference for the former Family Centre to be re-instated, but these are in the minority.
- The community hub open day allowed people to see the facility and discuss at first hand how it might work for them.
- People were surprised at the generous space available in the hub. The garden was seen as a fantastic asset and opportunity for community use (a small group of interested parties, including staff from Tillicoultry Primary School, are already looking at how it might be developed).

#### Former Family Centre users

- Consultation has taken place with key user groups - Young Mums Group, Toddlers Group and Baby Group/Baby Massage.
- All three groups would like to be located in the community hub facility. Service management feel this can be achieved as part of the overall service offering in the new hub ie through general use of meeting rooms, and not dedicated to family centre users only.
- Parents feel they will be more involved in the new Hub building if a range of services are brought together under one roof, as planned.

- Individuals and user groups see lots of benefits of linking into the Library service for activities such as 'Rhyme Times' and storytelling/reading with their children, with broader links to learning.

#### Community Centre users

- Different options have been discussed and mapped out with all regular users of the Community Centre.
- The new Community Hub was seen as suitable for those requiring small/medium size meeting space.
- The Primary School gym was seen as more appropriate for those undertaking sports activities e.g. badminton.
- The youth services and TAM DC activities can be accommodated by the new Community Hub.

#### Library users

- The current library service is highly regarded by users and the wider community, being seen as friendly and welcoming.
- The new Hub provides opportunities to improve certain aspects such as parking, layout, better book stock, opening hours and (to a lesser extent) seating and relaxation areas, more floor space for children, new activities such as Rhyme Time and regular storytelling.
- Positive comments were received about the outline design plans presented at the Community Hub Open Day.
- Users were keen to ensure the new library is not smaller than the current one (new library is planned to be around 30% larger than the current library).
- Users were keen to see new activities that encourage greater use of the library. A number of positive suggestions were made.
- Many users saw real benefit in co-locating the library service with former Family Centre user groups (eg Toddlers and Baby Groups).

#### Local community

- A large number of suggestions have been recorded on how the new community hub could be used by individuals and groups.

#### Discussion with partners

- Central Scotland Police have recently agreed to share the building, using the upstairs space for office activities. (CSP have also just agreed with FM to re-locate into the Sauchie CAP back office area from their current offices across the road.)

- Meetings were held with NHS Health Visitors working in Tillicoultry. They are keen to explore the possibility of running other health led groups in partnership with other services out of the new Hub.

4.7 As a result of this consultation, it is proposed that the following services will be delivered from the Hub:

- A new modern Library/CAP with an information and service point.
- Youth Space for young people's activities previously delivered out of the Tillicoultry Community Centre.
- Meeting/activity space for the Toddlers Group, Young Mums Group and Baby Group/Baby Massage, previously operating out of the former Family Centre.
- Multi-functional meeting and community space for other individuals and groups (including users of the Tillicoultry Community Centre who expressed an interest in using the new hub facilities).
- A new ICT learning suite providing internet access and computing classes.
- Back-office space for Police staff.

4.8 The design brief is currently being updated based on feedback from current and potential users. This includes a group of young people nominated to work with council services on the development of the youth space, library/CAP staff, as well as other council services such as planning and building control.

4.9 A mapping exercise has confirmed that all groups can be provided with an equivalent level of accommodation and that there are no conflicts with bookings for the former Family Centre Groups (mentioned in para 4.6) and groups from the Community Centre who have expressed an interest in using the new hub. A draft weekly timetable has been developed to give an early indication of usage of the different spaces in the new hub.

4.10 A number of new potential users attended the open day and commented favourably on how they might use the facility in future, bringing in additional income. The aim will be to fully utilise the facility as much as possible.

## **5.0 Early Years Framework**

5.1 The Early Years Framework and Children's Services Plan are subject of separate reports to this meeting which outline proposals for service development and the consultation process which has been undertaken.

5.2 These two documents, which have been the subject of consultation with relevant stakeholders.

## **6.0 Conclusions**

6.1 Subject to the conditions outlined in this report, the preferred Council option for its accommodation portfolio in Tillicoultry was one which:

developed a new, but smaller, community hub in the centre of Tillicoultry in the former family centre to provide town centre services, including library facilities and multifunctional accommodation for a range of groups.

redeveloped the existing Library/CAP into social housing for rent (3 self-contained flats)

declared the community centre surplus to requirements and disposed of the site.

- 6.2 Further to the Council's decision of 30 June, 2011, the relevant conditions have been satisfied.

## **7.0 Sustainability Implications**

- 7.1 The proposals accord with the Council's sustainability objectives and reduces the considered Tillicoultry property portfolio's emissions by approximately 31%.

## **8.0 Resource Implications**

- 8.1 The recommendations produce a ten year saving of £1,441,580
- 8.2 Additional capital expenditure of £550,000 is required to be funded from borrowing.

## **9.0 Legality**

- 9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes ☒

## **10.0 Appendices**

1 - Tillicoultry Local Services - Community Consultation Results, September, 2011



## **11.0 Background Papers**

1 - Tillicoultry Property Asset Plan, report to Clackmannanshire Council of 30 June, 2011

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A young child with light brown hair is shown in profile, blowing a dandelion seed. The child's face is close to the seed head, and their lips are pursed together. The dandelion stem is green and thin. The background is a clear, bright blue sky with several dandelion seeds floating in the air. The overall mood is peaceful and hopeful.

# Tillicoutry

Local Public Services

## Community Consultation Results

September 2011



Clackmannanshire  
Council

[www.clacksweb.org.uk](http://www.clacksweb.org.uk)





# **TILlicOUNTRY LOCAL PUBLIC SERVICES**

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# **TILlicOUNTRY LOCAL PUBLIC SERVICES**

## **COMMUNITY CONSULTATION RESULTS**

### **Context**

Clackmannanshire Council owns seven main buildings in Tillicoultry:

- Community Centre
- Primary School
- Library
- Ski Centre
- Devonvale Hall
- Centenary Hall
- Hillfoots Family Centre

The Council also own several smaller properties not generally available for use by the community, such as the allotments and plant nursery.

The costs in 2010/2011 was over £339,000 for the seven main Council buildings listed above. Over £973,000 is needed in maintenance to bring these buildings up to a satisfactory condition.

The Primary School has a pupil roll which uses 59% of its capacity.  
The Community Centre has bookings which utilises only 28% of its capacity.

On 30th June 2011, Clackmannanshire Council agreed to redevelop the former Family Centre into a community hub, bringing together a number of services under one roof including a new modern library with an information and service point, services for early years and other groups previously using the Community Centre, plus meeting rooms and space for the community to run groups and activities.

It was also agreed to enhance the Primary School and Fir Park ski centre (Fir Park Campus) to improve the buildings overall condition, and to increase community use of the campus outwith normal school hours, where this is compatible with the life and security of the primary school.

It was further agreed to retain the lease for the Devonvale Hall and Centenary Hall and further develop community access to these halls.

This report summarises the findings from a number of information gathering and community consultation exercises carried out over the summer with users and potential users of local public services in Tillicoultry.

A vast amount of information has been gathered, for which we are very grateful. This will be used to inform the design and development of local public services in Tillicoultry.

## Approach & Methodology

Information was gathered from a range of stakeholders, including:

- Users of the former Family Centre
- Community Centre users
- Library users
- Devonvale Hall committee and board members
- Centenary Hall committee and board members
- Parent Forum
- NHS Forth Valley Health Visitors
- Central Scotland Police
- Tillicoultry Community Action Group
- The local community

A combination of approaches were used to gather information and consult with key groups. Feedback was encouraged via an online survey, by email, in writing and direct face to face discussions with council officers at meetings and open events.

Public open day events were held at the Tillicoultry Community Centre on 27th July 2011 (46 attendees) and the former Family Centre on 27th August 2011 (103 recorded attendees). The latter was a particularly successful event providing local people with the opportunity view the building and give feedback on how it could be used. We are particularly grateful to the Tillicoultry Community Action Group who helped promote the event and distributed 2,500 flyers to local residents.

An additional event was also arranged in the former Family Centre on 7th September specifically for young people and youth workers to come and view the facilities on offer and consider how they might use the space for youth activities (22 attended).

Following requests from members of the public, the consultation period was extended until 31st August 2011 to allow extra time for people returning from summer holiday and commencement of the new school term.

Former Family Centre users. Consultation has been ongoing with users of the former Family Centre since earlier this year. A series of consultation sessions were carried out with the three main user groups, namely the Young Mums Group, Baby Group/Baby Massage (in partnership with NHS Forth Valley) and the Toddlers Group. A fourth focus group was carried out with a cross section of users from the above groups.

In addition, analysis and review has been carried out of every family receiving a service from the Family Centre. This includes source of referrals, the purpose of the service people are receiving, groups attended and their purpose, and nature of any assessments carried out.

The key findings from these events is summarised in Appendix 1

Community Centre users. All regular users of the Community Centre were contacted in writing in April and July 2011. This was followed up by face to face discussions with a number of regular users. A table mapping the list of user groups and options available to them (preferred or under consideration) is at Appendix 2.

Library users. Customers of the Tillicoultry library were surveyed in late July/early August to gather their views on how we could improve their local library service. Over 100 participated in this survey. Summary of feedback is at Appendix 3.

Local Community. Street surveys were also carried out in different parts of Tillicoultry to gather feedback from the broader public. Again over 100 people participated in this survey. Summary of feedback is at Appendix 4.

Tillicoultry Community Action Group. Consultation has taken place throughout the summer with TCAG by email, in discussion at the open days and attendance at regular TCAG meetings. The Council introduced a single point of contact to make it easier for TCAG and other members of the community to liaise on issues and feedback any comments or questions.

Others. Discussions were held with Centenary Hall and Devonvale Hall Board members. Discussions were also held with key public sector partners (NHS Forth Valley and Central Scotland Police).

## Summary of Key Findings

Detailed responses are attached at the Appendices. The key messages are summarised below.

User Group	Summary of findings
Library users	<ul style="list-style-type: none"> <li>▪ The Library is highly regarded by users and the wider community, being seen as friendly and welcoming. The service is seen as a source of pleasure to a number of people.</li> <li>▪ A number of opportunities were highlighted to improve certain aspects of an improved library such as signage, parking, layout, better book stock, opening hours and (to a lesser extent) seating and relaxation areas, size, more floor space for children, new activities such as Rhyme Time and regular storytelling.</li> <li>▪ Users were keen to ensure that any new library is not reduced in size and that it provides quiet areas for study and reading, as well as new activities and developments that encourage greater use of the library.</li> <li>▪ A number of people commented very</li> </ul>

	<p>positively on the outline plans presented at the Community Hub open day.</p> <ul style="list-style-type: none"> <li>▪ Most users were satisfied that the space in the new library was sufficient, in fact most were pleased to find the planned area was around 30% larger than the current library.</li> <li>▪ Many users saw real benefit in co-locating the library service with former Family Centre user groups (eg Toddlers and Baby Groups).</li> </ul>
Community Centre users	<ul style="list-style-type: none"> <li>▪ A number of different options have been discussed with all regular users of the Community Centre.</li> <li>▪ For those requiring small/medium size meetings, the Community Hub was seen as suitable.</li> <li>▪ For those undertaking activities such as badminton, the Primary School gym was seen as appropriate.</li> <li>▪ Some other groups have relocated in recent times for their own reasons (eg ESOL classes have moved to Alloa to better suit learners).</li> <li>▪ The youth services and TAM DC activities can be undertaken in a designated area of the new Community Hub. A small group of young people has been set up to work on the development of the youth space and to keep the wider youth population informed. Staff and members of the junior youth club will look at alternative venues (eg primary school) if the proposed space doesn't meet their needs.</li> </ul>
Family Centre users	<ul style="list-style-type: none"> <li>▪ Toddlers Group, Young Mums Group and Baby Group/ Baby Massage would like to be located in the community Hub facility building</li> <li>▪ Each of the groups noted the locality as important being in Tillicoultry.</li> <li>▪ Opportunity to link into the Library service such as 'Rhyme Times' and storytelling/reading with their children was requested.</li> <li>▪ Parents felt they would be more involved in the Hub building with the location of more than one service there. The Library seen as a key feature.</li> </ul>
Wider community	<ul style="list-style-type: none"> <li>▪ 68% surveyed use the library sometimes or regularly.</li> <li>▪ 33% use the Community Centre sometimes or regularly.</li> <li>▪ 28% use the Rent Office sometimes or</li> </ul>

	<p>regularly.</p> <ul style="list-style-type: none"> <li>▪ Future use of new hub - 70% may use the library, 58% may use for local information, 46% may use for meetings/meeting space, 44% may use for club/group activities, 42% may use the rent office/payments, 38% may use for cafe/drinks facility,</li> <li>▪ Opportunity to develop the garden in the new hub for children activities and a community garden.</li> <li>▪ Mixed views on Police involvement - some see as a good thing, others feel it may be off-putting for teenagers.</li> </ul>
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<b>Appendix 1</b> <b>Feedback from Former Family Centre Users</b>
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**Consultation sessions have taken place as follows:**

Name of Group	Date	Numbers Present
Young Mums Group	16th August 2011	Four mums with their children

**Key Issues**

Parents were issued with a questionnaire and a group discussion was facilitated by the Manager for Early Years and the Depute Family Centre Manager.

- The location of the group was identified as a factor, parents indicated they would like to see the group meeting in the Community Hub building in Tillicoultry. Parents noted they wanted services in their own community.
- Parents asked about Library services and the Rent Office. It was felt that having more that one service under one roof would be beneficial. Would be able to do more than one thing when in the building. It would make life easier.
- It was felt more parents would be able to benefit from the group if back in the "Hub building" in Tillicoultry.
- Having qualified staff continuing to support the group was still seen as important.
- Parents indicated they could link closer into (e.g. Fruit Barra) in Tillicoultry if the group was back in Tillicoultry. This was seen as an area of importance as cooking on a budget and healthy eating were areas of concern for them.
- Direct access to the Library service was seen as valuable.

Name of Group	Date	Numbers Present
Toddlers Group	18th August 2011	Nine parents with their children

### Key Issues

Parents were issued with a questionnaire and a group discussion and individual 1:1 discussions were facilitated by the Manager for Early Years and two Early Years & Family Workers.

- Timing of the Toddler group was seen as important with parents indicating preference for after 1pm. Location of Tillicoultry Community Hub was seen as an appropriate venue for the group.
- The community run toddlers group operates in the morning. Parents felt that they would want to keep the two groups running separately at the present time.
- Parents indicated that they would not mind paying for their children to attend this group as long as it was a small fee.
- Having qualified staff running the group was seen as vital, parents indicated they felt they could speak with staff, share issues/concerns. This was seen as particularly important if they were unable to get their Health Visitor.
- Having access to the services and other activities in the building was seen as a positive development, as parents advised they would be able to spend a longer period of time in the building. Feeling that it would be seen as much more of a community facility. Library was again mentioned as important.

Name of Group	Date	Number present
Baby Group/Baby Massage. Run in partnership with NHS Forth Valley Health Visitor	29th August 2011	11 mums with their babies and siblings

## Key Issues

Parents were issued with a questionnaire and group discussion and individual 1:1 discussions were facilitated by the Manager for Early Years, two Early Years & Family Workers and the Health Visitor.

- Frequency of the group was identified if it could run am/pm depending on numbers.
- Location of group - most of the parents indicated they would like the group to run in the Community Hub Building in Tillicoultry.
- Services in their own community were seen as helpful for parents to get to know each other. Parents coming together as a group got parents to come out of their houses and to let babies meet other children.
- Having the group run by Family Centre staff and a Health Visitor remained a key priority, being able to get this advice, support and information is very positive for all parents.
- Having access to other visiting speakers is important for talking with and supporting parents. Parents felt the group was very supportive and helped their confidence grow, this was especially important for new mums.
- Having access to a wide range of services under one roof will be a positive development in Tillicoultry.
- Access to Rhyme Time sessions in the Library would be helpful as some parents struggle to access this, as they cannot get to the library in Alloa .
- Parents asked that the new hub building be opened soon.

Name of Group	Date	Numbers present
Meeting with Health Visitor Teams for Clackmannanshire	8th September 2011	Eight Health Visitors

## Key Issues

The Manager for Early Years Services met with the Health Visitor Teams which included the Health Visitors that cover Tillicoultry.

- Discussion took place on services for Children and Families with Children aged 0-5 years across the County. Important to ensure service delivery is equitable, fair and appropriate to meeting individual families needs. This is particularly important in times of family crisis.
- Health visitors were given a copy of the proposed layout/architect drawing for comment. Health visitors will feedback to Facility Management Services on the layout of the hub building.
- Having qualified staff running groups was seen as vital. Health visitors are keen to continue to be involved in delivering services in the Tillicoultry community.
- Health visitors (dependant on workloads) can see the potential for running other health led groups in partnership with other services. This could include more weaning groups, practical cooking groups linked into budgeting, toileting, practical caring skills for parents needing support.
- Health visitors felt having a library would support parents to access Rhyme Time, songs and reading with their children. This is particularly important in supporting child development.
- Health visitors felt having access to the community hub facility would provide an opportunity for a range of services and partnerships to work much closer together under one roof. This would be an extremely positive development for supporting families in Tillicoultry.
- Health visitors would be keen to see the building open as soon as possible in the New Year so they can plan ahead.

Name of Group	Date	Numbers Present
Focus Group (with some participants of previous groups)	16th September 2011	Three parents + One TCAG member

## Key Issues

A very positive discussion was held on Friday 16th September and facilitated by the Manager for Early Years Services.

- Different groups will get to know each other as a result of different services being co-located under one roof. This will bring together different ages and services and create an understanding of the impact these have on each other.
- A range of themes could be run including multi cultural days to raise awareness of different cultures in the community.
- Opportunity to link classes such as cooking on a budget, to discount vouchers from local retailers eg bakers, butchers, fish van and link in with the community food development worker, promoting healthy eating and incorporating local business. Important for parents/young mums.
- Will provide more cross-over opportunities for groups to get to know each other, less chance of just single usage groups forming that will exclude others who are less confident about attending eg joint workshop opportunities.
- Providing all services under one roof will provide continuity in the community..."from cradle to grave" services will help to tackle eg stigma of mental health learning need and ageism.
- Access to toy library and a more modern library, key times for activities running in children's library, child friendly and inclusion of Rhyme times seen as important.
- Develop outside area for greater use of all using the hub, including outside play
- Health visitors being involved with groups is key. Consider running first aid courses for parents with small children.
- The hub could also be a key Community Action Point to recruit volunteers, engage people in mail drops, consultations on the life of Tillicoultry etc.

- The hub will bring more people together and put the life back into Tillicoultry.
- The hub building will provide children with a place to go to interact with each other. The use of other services whilst there will also benefit all.
- The hub could be a potential Teen Health point to help reduce negative health issues, unplanned teen pregnancy and substance misuse.
- Clarity needed over where the youth services will be located in the building, if activities running simultaneously to parents with young children.
- Parents will use the building for much longer throughout the day, with greater access to groups and services.
- Create an area where baby food can be heated.
- Need to ensure security for the different users of the building.
- Needs to be sufficient parking space, space for parents with buggies.
- Plasma screen will be excellent way of communicating what is running in the hub, it could also be an income generator for local business to advertise.
- ClacksWeb could also be used to update the wider community about what is on in the hub.
- The overarching response was the hub was a 'great idea'!

<p align="center"><b>Appendix 2</b>  <b>Mapping of Community Centre users</b></p>
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All regular users of the Tillicoultry Community Centre were consulted by letter on 6th April 2011 and week beginning 4th July 2011. Individual discussions were also held with users throughout the summer period. Their current usage and proposed alternatives are summarised below, based on discussions held.

**Regular Users**

Name of the Group	Area occupied	Requirements from each group	Notes	Proposed available alternatives considered suitable (based on requirements from each group)
Badminton	Main Gym Hall Tuesdays 1.30pm -3.30pm 8pm-9.30pm	Community Centre location not essential		Evening use primary school gym Alva Academy Cochrane Hall
Aerobics	Main Hall, Tuesday 6.30pm - 7.30pm	Community Centre location not essential		Primary School - Gym
Slimming World	Room 6 Tuesday 6.30pm - 8.30pm	Community Centre location not essential		Primary School - Gym Devonvale Hall Centenary Hall
Toddler's Group (Tilli Toddlers)	Room 5, Monday to Friday 9am -11.30pm (excl Thurs)	Preference expressed for Community Hub location.  Storage requirements - external and internal	<ul style="list-style-type: none"> <li>Use of games space and separate storage required.</li> <li>Access to toilet and secure doors to any exits or entrances.</li> <li>Space for buggies</li> </ul>	Community Hub - preference for 'play area' to the rear of the building

Name of the Group	Area occupied	Requirements from each group	Notes	Proposed available alternatives considered suitable (based on requirements from each group)
		required.	<ul style="list-style-type: none"> <li>Space available for former Family Centre users when not booked by Tilli Toddlers especially Baby Group.</li> <li>Detailed notes given to architect 27/7/11 and provided on survey responses</li> </ul>	
Alloa Ballet Company	Main Hall, Thursdays 4pm -6.30pm Room 3, Thursdays 5pm - 6.30pm	Community Centre location not essential. Preference to use the school.	<ul style="list-style-type: none"> <li>Request to extend the evening booking times when moved to the school.</li> <li>Staffing required at school for any use after 4pm.</li> <li>Lock down procedures to the school to be agreed in consultation with the Headteacher.</li> <li>Preference for a 4.15pm start to alleviate staff parking issues.</li> </ul>	Primary school - Assembly Hall and Dining Hall
Highland Dancing	Room 5 Wednesdays 6pm -9pm	Community Centre location not essential		Relocated to Alva Academy dance studio
Tai Kwando	Main Hall Gym Thursdays 7pm -8.30pm	Community Centre location not essential		Primary School - Gym
Gaelic group	Room 3,	Community Centre		Community Hub meeting room



Name of the Group	Area occupied	Requirements from each group	Notes	Proposed available alternatives considered suitable (based on requirements from each group)
	Tuesdays 1.30pm -3.30pm	location not essential. Blackboard table & chairs for small group (10-12 people)		Fir Park meeting room
British Red Cross	Room 3 Wednesdays 7.30pm -9.30pm	Community Centre location not essential	Storage required approx 2 sq metres	Reviewing facilities in Sauchie and Alva. Lease being reviewed.
Craft Group	Room 5 Wednesdays 1.30pm - 3.30pm	Community Centre location not essential.		Customer has found an alternative venue. Fir Park meeting room
Craft Group 2 Crafty Ladies	Room Tuesdays 7pm - 9pm	Storage cupboard, table and chairs Community centre location not essential	Vinyl floors and access to a sink.	Community Hub Fir Park meeting room Sauchie Hall
Church of God	Main Hall Saturdays 1.30pm -5pm	Community Centre location not essential		Tullibody Civic Centre
Healthy Options	Room 5, Thursdays 7- 9pm	Community Centre location not essential. High Street location required. Small storage space or cupboards required.	<ul style="list-style-type: none"> <li>Seating suitable for the elderly</li> <li>Easy access to toilets</li> </ul>	Community Hub - meeting room
Clacks Training & Learning Centre	Computer Room, occasional use. Room 6 9.30am - 4pm Mondays -	Community Centre location not essential. Preference to stay in Tillicoultry. 10 clients identified	<ul style="list-style-type: none"> <li>Duplication of work undertaken by Youth Services especially 16 to 19 year olds targeted during the day.</li> </ul>	Community Hub - meeting room Fir Park Ski Centre - meeting room (Storage identified - externally within hopper space behind Ski Centre access available 9am -9pm)

Name of the Group	Area occupied	Requirements from each group	Notes	Proposed available alternatives considered suitable (based on requirements from each group)
	Wednesdays	through Get Ready for Work Programme independent living skills. Tea prep area (lunchtime only). Access to computers Storage for outdoor equipment (access Mon- Weds 9am -4pm)	<ul style="list-style-type: none"> <li>Lockable cupboard for foodstuff.</li> <li>External area - greenhouse and area to grow own produce requested.</li> </ul>	and at weekends. Storage cupboard within Ski Centre or Hub)  Community Hub garden area
ESOL Classes			<ul style="list-style-type: none"> <li>Users expressed desire to relocate to Alloa.</li> </ul>	Alloa library (classes relocated in April 2011)
Community Council	Room 3 Once a month 7pm -9,30pm Second Tuesday	Currently use library meeting rooms and storage area. Require IT access. Storage - PA and Christmas decorations.	<ul style="list-style-type: none"> <li>Table, chairs, noticeboard, lockable storage.</li> </ul>	Community Hub meeting room (IT access via wireless or through library area) Fir Park meeting room Devonvale Hall Centenary Hall Storage possible in a lock-up
Cllr Biggam	Room 5, Monday 5pm - 6pm	Council venue		Community Hub meeting room Primary School Fir Park meeting room
Youth Services			<ul style="list-style-type: none"> <li>See separate details below</li> </ul>	

### New Users or Ad-hoc bookings

Name of the Group	Area occupied	Requirements from each group	Notes	Proposed available alternatives considered suitable (based on requirements from each group)
Woman's Rural	Monthly meetings/ Conferences	No longer require an area	Soup and sandwich event requires access to a Hall	Devonvale Hall Centenary Hall
Horticultural Society	Annual fundraiser and monthly meetings	Hall required		Community Hub - meeting space Devonvale Hall Centenary Hall
Skills Development Scotland	9am - 5pm occasional use	Meeting space, storage, access to IT	Tables, chairs and notice board	Community Hub - meeting space
Individual users (3 responses)	Occasional use	Meeting space, tea prep area, tables and chairs		Community Hub - meeting space, access to tea point.
Tillicoultry Action Group (7 responses)	Occasional use	Meeting space, tea prep area, tables, storage and chairs		Community Hub - meeting space, access to tea point.
Senior Resource Worker Adult Day Services	9am -10pm Occasional use	Variety of sizes for meeting rooms		Community Hub - meeting space, access to tea point.

## **YOUTH SERVICES AND TAM DC BOOKINGS**

Listed below are the Youth Services provided from the Tillicoultry Community Centre.

<b>Day</b>	<b>Group</b>	<b>Area Booked</b>	<b>Time</b>
<b>Monday</b>	Youth Group secondary school age would need to be in Tillicoultry	TAM DC	7.00-9.00pm
		Gym Hall	8.00-9.00pm
<b>Tuesday</b>	DofE Group meets fortnightly (could meet elsewhere will need access to work space and computers)	Room 3	7.30 - 8.30pm
		Room 2	8.30 - 9.00pm
	Health Drop-In For teenagers	TAM DC	4.30 - 6.30pm
<b>Wednesday</b>	Junior Youth Club Primary school age would need to be in Tillicoultry	TAM DC	6.00 - 8.00pm
		Main Hall	6.00 - 8.00pm
		Gym Hall	6.00 - 8.00pm
<b>Thursday</b>	Duke of Edinburgh Award Group meets fortnightly (could meet elsewhere will need access to work space and computers)	TAM DC	7.00 - 8.30pm
<b>Friday</b>	Juice Bar For secondary school age and would need to stay in Tillicoultry	TAM DC	6.00 - 9.00pm

In addition to these groups, use is made of the TAM DC during the day to deliver a 'Collaborative Education Programme' for school leavers who are in the most vulnerable group and are at risk of not gaining a positive destination. This is run April to June for summer leavers and September to December for Christmas leavers. The programme runs 4 days per week and access to the TAM DC is made daily 9.30am to 4.00 pm

The TAM DC will also be used to deliver and support activity agreements within the 16+ learning choices agenda. These will run 2-3 days per week.

The TAM DC is solely used by Clackmannanshire Council's Youth Services and there are no hire charges made for this area.

### **Feedback from Youth Services users**

An open viewing event was held on Wednesday 7th September 2011 to allow young people and youth workers to see around the new Community Hub and assess whether their needs could be met within the new hub.

22 people attended the event. The young people and youth workers reviewed the outline design plans and concluded that the area previously identified did not make best use of the space available. They asked that an alternative layout be considered; this is now being incorporated into design plans.

A follow up meeting with young people and the architect took place on Wednesday 14th September, and agreed that the young people will select a group of 8 who will:

- work with council services on the development of the youth space and consult with the wider youth population on programmes, colours, resources, etc; and
- keep the wider youth population informed of what is happening and explore possible funding applications, if necessary, to meet their programme requirements.

With regards to the junior youth club (primary 4-7), Youth Services are working with the staff and the members of this club to explore the type of programmes that they could offer in this space. If they feel that the space is limiting the programme, they will look at alternative venues, possibly the primary school. This again will all be done in agreement with staff and participants.



## Appendix 3 Feedback from Tillicoultry Library Users

### Tillicoultry Library Survey

#### 1. About You

What age are you?		
Answer	Count	Percentage
Under 16	3	3.00%
16 and over	97	97.00%
What sex are you?		
Answer	Count	Percentage
No answer	1	1.00%
Female	65	65.00%
Male	34	34.00%

#### 2. Reason for your visit today

What did you visit the building for today?		
Answer	Count	Percentage
Library	88	88.00%
Web4U PCs	11	11.00%
Seeking information	5	5.00%
Other	5	5.00%

\*Some visits were for more than one thing, hence % is greater than 100.

Did you receive the service you were looking for?		
Answer	Count	Percentage
No answer	0	0.00%
Yes	100	100.00%
No	0	0.00%

If your answer to the previous question was NO, please give a reason.		
Answer	Count	Percentage
Answer	0	0.00%
No answer	100	100.00%

### 3. Your views on the current library

Please mark the following aspects of the library from 1 - 5, where 1 is very poor and 5 is very good.

Parking		
Answer	Count	Percentage
No answer	28	28.00%
1	9	9.00%
2	9	9.00%
3	23	23.00%
4	15	15.00%
5	16	16.00%

External Signage		
Answer	Count	Percentage
No answer	15	15.00%
1	21	21.00%
2	6	6.00%
3	13	13.00%
4	20	20.00%
5	25	25.00%

Layout		
Answer	Count	Percentage
No answer	5	5.00%
1	1	1.00%
2	3	3.00%
3	10	10.00%
4	36	36.00%
5	45	45.00%

Library - Children's Stock		
Answer	Count	Percentage
No answer	46	46.00%
1	0	0.00%
2	1	1.00%
3	6	6.00%
4	15	15.00%
5	32	32.00%

Library - Adult Stock		
Answer	Count	Percentage
No answer	5	5.00%
1	3	3.00%
2	2	2.00%
3	11	11.00%
4	31	31.00%
5	48	48.00%



Library - PCs		
Answer	Count	Percentage
No answer	53	53.00%
1	0	0.00%
2	1	1.00%
3	7	7.00%
4	13	13.00%
5	26	26.00%

Information/Notice Boards		
Answer	Count	Percentage
No answer	9	9.00%
1	4	4.00%
2	2	2.00%
3	12	12.00%
4	32	32.00%
5	41	41.00%

Seating/Relaxation Areas		
Answer	Count	Percentage
No answer	9	9.00%
1	2	2.00%
2	3	3.00%
3	22	22.00%
4	29	29.00%
5	35	35.00%

Opening hours		
Answer	Count	Percentage
No answer	5	5.00%
1	1	1.00%
2	3	3.00%
3	12	12.00%
4	34	34.00%
5	45	45.00%

#### Please give any other views on the library.

- A very good facility staffed by helpful Librarians and a good place to be.
- A very good service for the Local Community, all very satisfactory.
- Being disabled Library at present is in a very good position in village.
- Bigger Library please.
- Could do with more space and selection of books.
- Do not take my Library away.
- Excellent service at all times, no complaints, great place to bring children to encourage them to choose books and read..
- Excellent service, helpful staff.
- Friendly, helpful, knowledgeable staff.
- Friendly informative service.
- Helpful staff who will find info, access info, provide forms and answer general queries. All in a pleasant manner.
- I am very pleased with our Library and particularly the helpfulness of the Librarians.

- I have nothing but praise for the service I get in this Library in what an old fashioned/converted setting. I look forward to an open plan, modern library facility.
- It would be nice to have some cosy seating.
- Library for me is a necessity, staff are wonderful.
- More adult stock required, more up to date talking books.
- More variety of newspaper e.g. Times, Telegraph.
- My 3 children and I use the Library regularly for books and also homework.
- My present Library is friendly and welcoming with staff who go out of there way to help with many different aspects.
- Opening hours could be tweaked, not much good if you work, would prefer longer opening hours.
- Parking facilities are poor, hard to notice this is a Library to untrained eyes.
- Please give any other comments on the library.
- Sorry library moving further away.
- Staff friendly and order books in for request if not in stock and very helpful.
- Staff provide and excellent and helpful service in a perfect location.
- Stock is obviously being run down.
- Talking books stock very poor.
- The Children's section is very good. Room or children to look at the books, more floor space would be nice.
- The Library has always been a source of pleasure to me because I like to read.
- Very helpful staff.
- Wonderful staff. Very friendly and informative.
- Would be sadly missed if done away with.

#### 4. Future use - what might you use the Community hub for in future?

Library		
Answer	Count	Percentage
No answer	0	0.00%
May use	99	99.00%
Unlikely to use	1	1.00%

PCs		
Answer	Count	Percentage
No answer	35	35.00%
May use	37	37.00%
Unlikely to use	28	28.00%

Making a payment		
Answer	Count	Percentage
No answer	37	37.00%
May use	31	31.00%
Unlikely to use	32	32.00%

Other Council enquiries		
Answer	Count	Percentage
No answer	34	34.00%
May use	43	43.00%
Unlikely to use	23	23.00%

Local Information		
Answer	Count	Percentage

No answer	24	24.00%
May use	63	63.00%
Unlikely to use	13	13.00%

Space for clubs and group activities		
Answer	Count	Percentage
No answer	36	36.00%
May use	30	30.00%
Unlikely to use	34	34.00%

Meeting spaces/meeting point		
Answer	Count	Percentage
No answer	31	31.00%
May use	34	34.00%
Unlikely to use	35	35.00%

Cafe, drinks facility		
Answer	Count	Percentage
No answer	26	26.00%
May use	47	47.00%
Unlikely to use	27	27.00%

#### 4. Any other comments

##### Do you have any other comments about the Community Hub?

- A larger variety of books for adults would be appreciated with more auto-biographies. Also better parking facilities.
- A Library has a vital part to play in the Community both for the young and the old.
- A regular story time would be good for children under 5.
- Always a warm friendly atmosphere with helpful staff to deal with problems or requests.
- An excellent Library Service provided by informed, helpful and pleasant staff at Tillicoultry
- Any reduction in size and range of present Library provision would be unwelcome and a backward step in local facilities.
- As it is at the moment, cafe would be nice.
- As well as good selection of books I would like to see a wider selection of newspapers and possibly magazines for browsing. Any chance of a book club forming with coffee/tea facilities.
- Better and newer books required Very concerned about space available as they know the size of the family centre.
- Bigger selection of new books (fantasy/audio)
- Current provisions for young children are excellent - stickers/colouring in pictures etc are fantastic. Going forward need to ensure plenty space for Library facilities.
- Do not feel that the Community Hub can deliver both family centre services and other Community services in the family centre building.
- Do not reduce amount of books in the Library
- E books
- Happy with the service provided at the moment. I like the location in the heart of the town.
- I am not happy about the Library being used with other facilities because less books and a minority of other people are not even being considered
- I like this as a Library thanks. A bigger selection of books changed more frequently.

- I would hope that we could keep our Library. I like it's unique style and atmosphere and that it feels part of Tillicoultry.
- In many parts of the country libraries are closing so any additional services that would encourage library use especially by young people should be tried.
- It would appear that the area may be too small, should the number of books be reduced customers have less choice.
- Keep fit classes for seniors
- Larger Library space, more books, more up to date. Visiting authors.
- Larger number of books in the different genres, as many seem to be run down e.g. science fiction/fantasy
- Larger premises, more books
- Library area looks very smart- more Library books should be available.
- Longer hours e.g. through lunch hour.
- Maybe a games console might attract the younger community. Longer opening times like Alloa Library. Maybe a cafe as well.
- More books, a cafe, better parking
- Need space and areas to sit and browse. Evening opening hours.
- Please reinstall the Daily Courier
- Somewhere that people can browse books and have a coffee
- Staff at Library in Tillicoultry are very helpful. They do the best they can to get the books I want. A modern large Library with plenty of books to read is what I want.
- The current library is a good size and is very busy so the new one should retain size.
- The Hub as the name suggests needs to be centrally located. A purpose built unit on the site of the old Primary School seems the most appropriate. Sell the old Primary School and make the building of a Suitable Hub a condition of the sale.
- The Library is situated exactly where it should be, in the centre of the town.
- Tillicoultry Library is an excellent resource. It is vital to me and many members of the Community.
- Visiting Authors, more books, better selection of LP books. E books
- We need a larger library with lots more books. The stock of books need to be updated more often.
- We need our Library with a comprehensive selection of books and an internet cafe. A study room for students and children.
- Will the Library stock have a better and bigger selection. Library needs to be bigger not smaller.
- Worried about book numbers going down.
- Writers to come in. Small reading place.

## Appendix 4 Feedback from Tillicoultry Street Survey

### Tillicoultry Local Public Services - Street Survey

#### 1. About You

Do you live locally		
Answer	Count	Percentage
No answer	2	1.90%
Yes	90	85.71%
No	13	12.38%

If you do not live locally please tell us the reason for your visit today		
Answer	Count	Percentage
Passing though	1	5.56%
Shopping	14	77.78%
Tourist	1	5.56%
Visiting	2	11.11%

What age are you?		
Answer	Count	Percentage
No answer	2	1.90%
Under 16	8	7.62%
16 and over	95	90.48%

What sex are you?		
Answer	Count	Percentage
Female	61	59.22%
Male	42	40.78%

Do you use the library in Tillicoultry?		
Answer	Count	Percentage
No answer	6	5.71%
Never	27	25.71%
Sometimes	25	23.81%
Regularly	47	44.76%

Do you use the Community Centre in Tillicoultry?		
Answer	Count	Percentage
No answer	6	5.71%
Never	64	60.96%
Sometimes	18	17.15%
Regularly	17	16.19%

Do you use the Rent Office in Tillicoultry?		
Answer	Count	Percentage
No answer	8	7.62%

Never	68	64.76%
Sometimes	9	8.57%
Regularly	20	19.05%

**If you use the Council services, in what capacity do you do so?**

Answer	Count	Percentage
No answer	29	27.62%
As an individual	54	51.43%
As a family	19	18.10%
As part of a club or group	3	2.86%

**In the future would you use the "Community Hub" for the Library?**

Answer	Count	Percentage
No answer	28	26.67%
May use	73	69.52%
Unlikely to use	4	3.81%

**In the future would you use the "Community Hub" for making a payment?**

Answer	Count	Percentage
No answer	29	27.62%
May use	44	41.90%
Unlikely to use	32	30.48%

**In the future would you use the "Community Hub" for other Council enquiries?**

Answer	Count	Percentage
No answer	28	26.67%
May use	49	46.67%
Unlikely to use	28	26.67%

**In the future would you use the "Community Hub" for local information?**

Answer	Count	Percentage
No answer	31	29.52%
May use	61	58.10%
Unlikely to use	13	12.38%

**In the future would you use the "Community Hub" for club/group activities?**

Answer	Count	Percentage
No answer	29	27.62%
May use	46	43.81%
Unlikely to use	30	28.57%

**In the future would you use the "Community Hub" for meetings/meeting space?**

Answer	Count	Percentage
No answer	28	26.67%
May use	48	45.71%
Unlikely to use	29	27.62%

**In the future would you use the "Community Hub" for café/drinks facility?**

Answer	Count	Percentage
No answer	30	28.57%
May use	40	38.10%
Unlikely to use	35	33.33%

## 2. Usage of the Community Hub

### In the future would you use the "Community Hub" for another use?

Cafe great idea - but it will take away business from other cafes in the area.  
Children's club, afterschool club  
Computer courses  
Full time post office  
Night classes for leisure e.g. woodwork, crafts, knitting clubs  
Senior citizens meeting point.

## 3. Other Comments

### If you have any other comments you wish to add to this survey please state below

- A facility for the parking of bicycles would be extremely useful.
- A larger variety of books for adults would be appreciated with more contemporary autobiographies. Better parking facilities.
- Community centre times ok, library times ok, lots of activities for children to reduce crime.
- Concerns about youth group traffic and noise when going through library to games area - would separate door for this group help? Concerns about other traffic going through the library.
- Craft groups. How are you going to fit everything into the building? Should have left community building - and only used half of it but knock the rest down. It is more in the centre of town. Other building (hub) too far out of town
- Desk - lack of supervision and limited sight. Separate entrance for meetings. No access through the library for meetings. Lack of supervision of anything happens at other end of the building
- Develop garden at the back for children's outdoor activities. Longer opening hours.
- Do not agree with library being smaller. Need more books and more rotation. Newer books.
- Extending open hours due to not working in area, tough at times for access. Toilets positioned near the door due lacking public toilets. Out of hours access to meeting rooms, internet, children's panel + 2's is go back in and have the services they had in the family centre.
- Full time opening hours
- Games area for toddlers and a decent area.
- Holiday club for children during school holidays. Group for under 5's - activities. OAP Groups - somewhere to go and do activities. Pregnancy/teenage drop-in centre for information and health information board for activities/age groups.
- Internet cafe, computers - maybe in another area. Pool table for adults/teenagers. Table and chairs out the back for the summer. Educational clubs e.g. DJ classes, turntable, music lessons. Workshops on arts and crafts, repair your own bike etc. Like what they do in Tolbooth/Cowan Centre in Stirling
- Larger library, more books.
- Library looks too small, accessible meeting rooms for disabled adults, garden area out the back to encourage growing vegetables and flower. Kitchen where people could learn to cook the vegetables they have grown. To encourage vegetables growing and healthy eating and saving money at the same time. People of all ages could do this.
- Location out of town. Opening times fine - I can go anytime due to retirement.
- Location utterly wrong. Present library service superb, staff friendly. Plans have no scales to get idea if how large or small. Too much meeting space. Leave library where it is in the centre of town. Can we afford this.
- Longer hours. More activities for mixed age of children under supervision. Pool table great idea - and not just for kids, adults like to play pool as well.

- Longer opening hours. More activities for children - safe environment. Outside children's play area.
- Longer opening hours, social club for adults, tournament for pool table and darts for adults and youngsters.
- Longer opening hours. 0 - 10 years activities. Family centre - buy lots more for them. Post office coming in would be great. No teenagers hanging about outside.
- Meeting or activities for the elderly, in winter afternoons. Happy with services just now, no change in opening hours.
- More books, bigger space. clubs for over 60s - coffee/discussion/visiting authors
- More books, larger library, visiting authors.
- More books, larger space. As a pensioner I use the library regularly. It will be a long walk for me especially in the winter when the weather is bad. Also it is inconvenient as it is away from all the shops.
- More family facilities in it - baby and toddler group, play area out the back with sides, bikes and cars. Daytime use. Water pit and sandpit.
- More opening hours, crèche facility and place for young children to go. Something for pensioners to do.
- More stuff for children - youth clubs, pool tables and opening times 6 - 9 at night. Badminton.
- More things on doorstep the better because of fuel costs. Waking group, bringing more things for young people, get more people in do more things for youngsters. Friend went to activities at Alva e.g. 5-a-side football, but a lot of activities seem to be closing. Whether its because of costs or maintenance of building. Need small costs for halls to encourage people to use.
- More up to date library stock.
- Mothers and toddlers, old people club meeting area. Shouldn't close community centre its perfectly situated where it is. Its due to your lack of maintenance. Lack of parking at new place for all although more/new activities. More opening hours.
- New area too small and books will be further restricted.
- Not enough for young people to do. Somewhere for them to go use ball games/basketball - somewhere to use up energy.
- Not in favour of library move.
- Older customers are being penalised again. We need a larger library and more books.
- Open more evenings
- Police presence a good idea. Library main thing - opening hours fine. Same quality of service, more books, better books and up to date books.
- Pool table, darts, Xbox or Wii, pc's. More activities for 16+ groups, people to help with job opportunities and filling in forms.
- Pool table, longer opening hours on a Friday.
- Pool tables, kitchen for baking and learning to cook making it fun and safe. Tuck shop, football and badminton.
- Quiet study area as before.
- Rent office - longer hours 9-12 or 1-5. Local booking facilities great idea.
- Run along the lines of community centre would be quite happy. CAP more opening hours definitely.
- Senior citizens activities. garden club
- Something out the back for teenagers to do - things on every night e.g. beat the goalie. Show educational films for children. Something for OAPs during the day. CDs, DVDs and games to rent as well as books. Like a village hall to sell new goods/clothes etc. eg. villages in the highlands as long as to generate income.
- Somewhere for under 3's, more activities during school holidays. Open all day from 9 - 10pm.
- Space for toddler groups and storage for their toys. Longer opening hours. Support for families who are vulnerable should be verified. Elderly group for meeting carers. Community notice board to stay in centre of town.
- Table tennis, cd's to borrow - new and current. Help for addicts/drink and drugs e.g. turning point, Peterhead. One stop shop for help and referral.
- The rooms suitable of exercise classes, meeting rooms open for longer hours, Plant/Book sale in meeting rooms.
- Toddler facilities, longer opening hours, lots of notice boards outside for public to read.
- Toddlers back in the building, drinks/cafe would be a great benefit, change the toddlers to the morning.
- Too far to walk to, like things as they are just now.



- Too many meeting rooms, separate division between areas, meeting and library. Better outside access for meeting room areas. Give up one meeting room and make into separate access of the building.
- Very concerned about size and lack of books.
- Would be good to have a pool table, PS3/XBox facilities. darts and chill out area.
- X Box, Wii, flatscreen tv, private areas, soft seats, games to borrow, cd's to borrow (current) dartboard, play music - listen to though in one rooms, graphic novels.
- Xbox, games, graphic novels, kerrang (music magazines), ps3 games use in the library and take games away. CDs modern - up to date, teen magazines, penguin litter bin.



<b>Appendix 5</b> <b>Feedback from Tillicoultry Community Hub Open Day</b>
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All visitors attending the former Family Centre/Community hub open day on 27th August 2011 were asked to feedback their views and how they might use the local public services and facilities. The comments received are captured below.

### **Library**

- Computer classes
- Library book groups and clubs
- Library - more hours especially when children's groups are there
- Library - large area for children's library
- Volunteer Readers
- Older members of the community - volunteer reading with toddlers, bridge the gap
- More fiction books
- Use of Skype
- Make both library spaces adjacent to each other
- Don't make Library shelving too high
- Rhyme Time
- Wi-Fi access and wireless printer
- Tables and chairs for games (eg chess, draughts)
- Quiet area for the older people
- Provide a decent Post Office facility here
- Tourist and Visitor Information

### **Games Area & Meeting Space**

- Games Area should be renamed 'Bookable Multi Function Area'
- Toddlers - outside play area (swings, soft mats etc)
- Toddlers - large play area for large toys (eg cars, scooters)
- Storage for large outside equipment - Toddler Group

- Kids Parties (and adults)
- Conferences and Events
- Possible crèche for young mums to meet
- Interested in using as a place to hold Fundraising events and Fairs
- Hold exercise classes
- Art classes for adults
- Classes for dyslexics
- More indoor activities for children - low or no cost
- Keep a large meeting room - up to 40 people, for birthday parties etc
- Wide variety of classes for all sections of the community to enhance our village community spirit and levels of education
- Senior citizen activities (card making, knitting, dominoes etc)
- Table tennis, Pool, Wii Activities
- Blackout blinds (meeting rooms)
- Projector
- Like the floor coverings in the games are (carpet and vinyl)

### **Services for Young People**

- Street workers to engage young people on the street
- Voluntary access to listening and counselling for young people
- Not clear where the youth club will go
- Youth Club - will there be space for both clubs?
- Safe youth club - safe for the kids

### **Drinks and Kitchen facilities**

- Coffee and chat area
- Have a central kitchen rather than separate ones
- Space for cooking (sink and urn, hot soup, cooker)
- Keep Kitchen Area

- Kitchen area for use with parties
- Tea and Coffee area for Toddler Group (so that carers can see their toddlers)

### **Location & Physical Access**

- Facility should be in the centre of town, long way for disabled to go for library books, building not central enough
- Ramped, disabled access to all areas
- Easy access for buggies and getting from the car park with car seats
- Space for wheelchairs and buggies
- Family friendly toilets

### **Garden & Outdoors**

- Better, more imaginative use of the garden
- BBQ

### **Police involvement**

- Don't mix Police and Community functions, keep Police Station in Moss Road
- Police presence may make people uneasy about using facility
- Police interview/private discussion area needs to be accessible

### **Miscellaneous**

- Better balance required between young folk and older users
- Don't like the name 'The Hub'
- Where are the family centre users going to be accommodated? Family Centre back to Tilly
- Where is the money coming from?
- Where will the Polling Station be?
- Need to weigh up cost of moving from Community Centre
- Reinstate essential services for the community
- Protect vulnerable groups by providing local services and invest in our future



<p align="center"><b>Appendix 6</b>  <b>Feedback from Public Consultation questionnaire</b></p>
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A questionnaire was made available online, in the Tillicoultry Library, Tillicoultry Community Centre and on request. This focussed initially on gathering views on how individuals and groups may wish to use the new Community hub, and was latterly expanded to include all council facilities in Tillicoultry.

26 questionnaires were returned. 32 responses were received

***Question 1 - Which of the following would you use as a member of the community?***

	Very Likely To Use	May Use	Very Unlikely To Use	Not Answered
Library	7	1	1	17
Tea preparation area	21			5
Meeting rooms	23		1	2

***Age Profile***

<b>16-25</b>	3
<b>26-45</b>	10
<b>Over 45</b>	9
<b>Age Not Answered</b>	4

***Current Use of Community Facilities***

	Yes	No
<b>As an individual</b>	5	
<b>As a family</b>	4	
<b>Do not currently use the facilities</b>		4
<b>As a member of a community group or club</b>	17	

**Comments:**

- There were 18 responses that questioned the consultation process. A copy of the same comments were submitted on 9 occasions either by email or attached to the survey response.
- A number of email respondents preferred to list their requirements and these were incorporated into the design team brief.
- Individual attendees at the drop-in session in July referred to their previous responses regarding requirements from each group that had been collated in April.
- The majority of respondents required access to rooms for small group meetings ( up to 20 ). Request for larger areas was also mentioned in three occasions.