

Newcastle City Council
Outer West Pool
Consultation Summary

**Second Stage of
Consultation
March 2022**



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1. Introduction

- 1.1. This report on the findings of the second stage of our consultation on the proposals for the new leisure facility in the Outer West of Newcastle upon Tyne between 14-25 March 2022. This was informed by the findings from the first stage of the consultation, which ran between 12 January to 25 February and to which we received over 500 responses. For full details of the finding from this first stage of the consultation, and the background to the bid and timescale for building the new facility (the building period is envisaged to be between 2022-204), please refer to the separate report which presents this.
- 1.2. This second stage of the consultation attracted nearly 100 responses from a variety of different stakeholders, most of whom attended meetings (both virtual and in person) so that they could discuss the proposals and next steps for them in more detail with representatives from the project team.

2. How people could give us their views

- 2.1. As a recap, the first round of the consultation took place between 12 January – 25 February 2022, in which we carried out briefings for ward councillors, online focus groups with residents' groups, schools, sports clubs and local community groups. We also set up an online Let's Talk survey to collect people's views, put printed forms in the West Denton library for people to fill in (a version of this form was also made available online), and set up an email account and freepost address for people to send in their views if they preferred these ways of doing so.
- 2.2. For the second stage of the consultation, we set up 10 discussion groups with residents, elected members, sports clubs, residents' association, schools, and youth organisations, to discuss the proposals in more detail and how they have been changed following the first stage of the consultation.
- 2.3. We also set up a Freepost address, an email account and a consultation with information about the proposals and a 'topic wall' for comments on our online consultation page, Let's talk Newcastle Online. (We did not receive feedback by letter or phone call during this stage of the consultation.)

3. How we publicised the consultation and invited people to take part

- 3.1. We adopted a similar approach to promoting this consultation to the first stage, using the following online media to promote the virtual and in-person meetings, and also the Let's talk Newcastle online topic wall, email address, and Freepost address (note that we did not receive any responses by letter).
- 3.2. The consultation opportunities were publicised through the following online media:
- Newcastle City Council's social media channels: Facebook and Twitter, on 10 March and 16 March 2022.
 - Newcastle City Council's website.
 - Direct email invitations to registered members of Let's talk Newcastle Online living in the following Outer West wards: Callerton & Throckley, Chapel, Denton & Westerhope, Kingston Park South & Newbiggin Hall, and Lemington. The consultation information was publicly available online, as anyone visiting the homepage of Let's talk Newcastle online could view it and participate if they chose.
 - Stakeholder groups were directly invited to take part by email.
 - The council's Communities Team emailed their contacts for community groups within their wards with invitation about this stage of the consultation.
- 3.3 We also used the following non-digital ways of publicising this stage of the consultation:
- Local venues displayed information about the consultation events, and were asked to share this with visitors.
 - Information about this stage of the consultation was placed in the existing local library and gym.
 - We asked our contacts within these communities to spread the word about this stage of the consultation and encourage their contacts to participate in it.
 - We displayed information about this stage of the consultation on community noticeboards in the Outer West wards.

4. How people took part

The table below shows

Date	Event	Number attended / participating
3 March 2022	Virtual meeting with elected members (councillors) for local wards	10
8 March 2022	Virtual meeting with elected members (councillors) for local wards	5
14 March 2022, 10am	Meeting in person with residents at West Denton Community Centre	22
14 March 2022, 6pm	Meeting in person with residents at Westerhope Community Centre	17
16 March 2022, 10am	Meeting in person at the Lemington Centre	5
14 March 2022, 6pm	Virtual meeting with members of sports clubs and residents associations (via Microsoft Teams)	7
17 March 2022, 10am	Meeting in person with residents at Throckley Community Hall	6
14 March 2022, 4pm	Virtual meeting with members of schools and youth organisations (via Microsoft Teams)	2
Ongoing (14-25 March 2022)	Let's talk Newcastle Online – topic wall for online comments	4
Social media	Two Facebook posts on 10 and 16 March 2022	18
Emails	Three respondents sent feedback by email	3
	Total	99

(We also organised events on 15 March 2022 online and at the Galafield Centre, but people did not choose to attend on this date. We did not receive feedback via other channels, such as letters or phone calls.)

During these events, and online, members of the project team from both Newcastle City Council and Faulkner Brown Architects attended to discuss the issues raised, clarify any areas where people were uncertain or wanted more detail, and provide answers to questions about the new facility, where it is possible to do so at this stage of the planning process.

We would like to thank everyone who took the time to take part and give us their views.

About those who took part

Of the 78 people who took part in these discussions:

- 76 were adults; two young people attended the event at the Lemington Centre.
- 45 attended residents' meetings
- 7 attended the meeting for sports clubs and residents associations
- 2 attended the meeting for schools and youth organisations
- 15 were ward councillors

Most were from the Outer West area; people attending the events were local residents and members of local residents associations and Sports Groups, and those commenting via Let's talk Newcastle online were from Monument, Kingston Park South & Newbiggin Hall, Lemington, and Callerton & Throckley.

5. What did people tell us during the second stage of this consultation?

Summary

Because the intention of this second stage of the consultation was to explore issues relating to the proposals for the new facility, and to have in-depth discussions, many different topics were covered in them, whereas in the first stage of the consultation, we saw several key themes being mentioned often by those taking part.

It was apparent from the discussions that many of those attending saw this as the start of ongoing discussions between themselves and the project team about how the new facility will be used, and also between different user groups about how they might work together to get the best use from the new facility and prepare to use it ahead of the scheduled opening in 2024.

Major themes

The table below shows the major themes that were raised by those taking part, with the design of the building, how the new facility will fit into the local community, and thoughts about the consultation so far and future engagement. Other issues raised included feedback about the swimming pools, parking facilities & transport, and the new library.

Major themes	How often mentioned
Building design	46
Local community – how the new facility will fit into the local community	32
Consultation – thoughts about the consultation so far and future engagement	32
Swimming pool	31
Parking facilities and transport	17
Library	14
Environmental concerns	7
User groups	6
Early years provision	6
Cost of using facilities	6
Sports and fitness classes	5
Swimming lessons	5
Community areas with the building	4
Operating company	4

Note that many people who took part commented on more than one theme, so the total number of mentions above is greater than the number of people who took part.

Issues raised in detail

The tables and summaries on the next few pages explore more about what issues were raised under these headings, showing the issues that were mentioned most often. Full tables showing themes which were mentioned only a small number of times are available on request from the City Futures Policy Team at Newcastle City Council. Specific issues that were often mentioned include:

- The local community want the new facility – eight people mentioned this
- Would like to see the project plan – five people
- There should be a 50m pool – five people
- Think that the design incorporates too much glass panelling – four people
- The new facility will need full security measures including CCTV – four people
- Think about the visual impact on existing local facilities – four people
- Ensure the membership price is affordable for local users – four people

Building Design

46 people made comments about the design of the building; the table below shows the most common themes in their comments; the most common were around the amount of glass panelling in the design, and concerns about the need for security measures including CCTV. One comment was: “I have serious concerns about antisocial behaviour and security, how will this be mitigated?”

Theme in responses	How often mentioned
Think that the design incorporates too much glass panelling	4
Need full security measures including CCTV	4
Concerned that use of glass panels will lead to overheating	2
New facility must be designed to last a long time	2
Safeguarding concerns, need to ensure users cannot be filmed from outside building	2
Do not like the idea of a large black building	2
Ensure building can incorporate groups of users with very different needs	2
Need outside ramp for accessibility	2

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Local Community

32 people made comments about how the new facilities will fit into the local community, with the most common themes being about the local community wanting the new facility, and concerns about how the appearance of the new facility will affect how people will see existing local amenities – for example: “Will the [local] shopping and retail units be modernised to bring them up to date aesthetically, and to match the new development?”

Theme in responses	How often mentioned
Local community want the new facility	8
Think about visual impact on existing local facilities	4
What will be done to stop anti-social behaviour around the new facility?	3
Feel discussions have not fully explored what is needed for the community areas	2
New facility will help to tackle anti-social behaviour in the local area	2
Ask schools to name the building	2
Need flexible and extended opening hours	2

Consultation

32 people made comments about the consultation process. The most common themes in their comments were that people would like to see the project plan, and that there needs to be an ongoing discussion about how the facility will be used. One comment was: “In terms of the young people that we’re currently working with, [do] you want us to put together a questionnaire and get a fresh take on what they think about the centre?”

Theme in responses	How often mentioned
Would like to see the project plan	5
There needs to be an ongoing discussion about how the facility will be used	3
Would like details of difference between size of original facility and new one	2
Would like more information about how the original design was developed	2
Happy with how consultation has engaged local groups	2
Engaging young people now will help them regard it as their facility	2
Want more information about the pool	2

Swimming pools

31 people made comments about the proposals for the swimming pools. The most common themes in their comments were that people wanted to see a 50m pool, and the need for three pools. One comment was: “The old leisure centre had a training pool, children's pool, and the main pool, surely anything less is a step back?”

Theme in responses	How often mentioned
There should be a 50m pool	5
Need to have three pools	3
Check if other users can use the splash pool if a gala is being held	2
Will pools have floating floors?	2
Would like more information about sauna and steam room	2

Parking Facilities and Transport

17 people made comments about parking and transport. The most common themes in their comments were around the need for charging points for electric vehicles. One comment was: “There needs to be lots of parking facilities, including electric points for electric vehicles”.

Theme in responses	How often mentioned
Electric charging points are needed	3
Need adequate parking facilities	2
Consider having a multi-storey car park	2
Must be accessible by public transport	2

Library

14 people made comments about the proposals for the library. The most common themes in their comments were around the need for quiet space within the library. One comment was: “Whilst the library service has changed, older residents have said they want a quiet area within the library.”

Theme in responses	How often mentioned
There needs to be a quiet area in the library	3
Need further discussions with library service about the future offering	2
Library function needs free Wi-Fi	2
Need a bigger library space	2
Feel discussions have not fully explored what is needed for the library	1
What will happen with library facilities whilst new facility is built	1
Need to have a temporary library	1
Library must not be too hot	1

Environmental Concerns

Seven people made comments about their environment concerns in relation to these proposals. The most common themes in their comments were around whether the centre could generate its own energy. One comment was: “[Could the designers consider] kinetic floor tiles that capture energy when people walk on them or exercise machines that create electricity for the building to use?”

Theme in responses	How often mentioned
Look at whether centre could generate its own energy	3
Do not want building to rely on gas	1
Need more information about how this will minimise carbon emissions	1
New facility must be energy efficient	1
Can waste heat be used to heat the building	1

User Groups

Six people made comments about their concerns in relation to how different groups of people would use the facilities. The most common themes in their comments were around how many different groups will want to use the facility. One comment was: “There will [need to] be work with all types of different groups, in partnership with loads of different organisations.”

Theme in responses	How often mentioned
Many different groups will want to use the facility	2
Potential user groups will consult with each other over the next few months	1
Could put in advance applications to the Holiday Activity Fund	1
School holidays would be a good time for groups to discuss plans further	1
Consider needs of adults with special needs as well as children	1

Cost of Using the Facilities

Six people made comments about the cost of using the new facility. The most common themes in their comments were around ensuring the membership price is affordable for local users. One comment was: “Please do not have a membership price that will put local people off from using the facility”.

Theme in responses	How often mentioned
Ensure membership price is affordable for local users	4
Look at using incentives to encourage repeated use	1
Honour earlier membership price	1

Swimming Lessons

Five people made comments about swimming lessons at the new facility. The most common theme in their comments was that local children have missed out on swimming lessons due to the pandemic. One comment was: “Many children have not been able to learn to swim at school because of the Covid pandemic”.

Theme in responses	How often mentioned
Local children really need swimming lessons following impact of pandemic	2
One-to-one swimming lessons are needed	1
Existing travel time to swimming lessons is very long	1
Need to balance times for swimming lessons with public use of pool	1

Operating Company

Four people made comments about their concerns around the company who will operate the facility. The most common themes in their comments were around concerns about performance of the current leisure facility operator, for example about their current approach to consulting with and engaging service users.

Theme in responses	How often mentioned
Concerns about performance of the current leisure facility operator	3
Is the current operating company providing value for money	1

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Strategic Leisure limited

