



Health and wellbeing in Wonford

REPORT ON ENGAGEMENT

INFORMING POSITIVE CHANGE

Exeter City Council

Health and wellbeing in Wonford

Report of engagement process

VERSION	DATE	VERSION SUMMARY	APPROVALS
RO	20/09/2019	V1	Principal authors: Gerard Couper
			Approved by: Anna Bullen
R1	27/09/19	V2 responding to comments from the Sounding Board and Exeter City Council	Approved by: Anna Bullen
R2			Approved by:
R3			Approved by:

FOR DIRECT ENQUIRIES ABOUT THIS PROPOSAL:

Gerard Couper

Partner

CAG CONSULTANTS

Email: gc@cagconsult.co.uk

TO CONTACT CAG CONSULTANTS:

CAG CONSULTANTS

150 Minories

London EC3N 1LS

Tel: 020 8555 6126

Fax: 020 7900 1868

hq@cagconsult.co.uk

www.cagconsultants.co.uk

CONTENTS

Summary	1
Introduction	1
What we did	1
Findings	1
1 Introduction	3
1.1 Purpose of this report.....	3
1.2 Our approach– co-production	3
1.3 Proposed Health and Wellbeing Centre.....	4
1.4 Policy background	4
1.5 Previous consultations.....	5
2 Engagement method.....	7
2.1 Sounding Board	7
2.2 Engagement questions	7
2.3 Engagement activities	8
2.4 Who we engaged	10
3 What do you do at the moment for health and wellbeing?	13
3.1 Overview	13
3.2 Outdoor spaces.....	17
3.3 Community Centre	20
3.4 The Phoenix Suite	23
3.5 Sports Centre	23
4 What do you want to see for Health and Wellbeing in Wonford?	26
4.1 Overview	26
4.2 Key themes	27
4.3 Young people and children	27
4.4 Types of spaces.....	28
4.5 Outdoor spaces, walking and cycling	29
4.6 Advice and support	30

4.7	Sport and fitness.....	31
4.8	Non-sports classes and activities	31
4.9	Health provision.....	31
4.10	Communications.....	31
5	Conclusions.....	33
	Appendix 1	35
	Sounding Board Terms of reference	35
	Membership	36
	Appendix 2	38
	Summary of responses	38

Summary

Introduction

The Council has employed CAG Consultants to work with the Wonford community to find out what would improve health and wellbeing in Wonford and explore the proposal for a Health and Wellbeing Centre. In this report we describe what we did and the results of the engagement process.

Meaningful engagement with local residents and stakeholders has been central to this project. We used a **co-production method** which entails working closely with the local community to design and deliver the engagement and agree the final report. To do this we worked with a group of individuals reflecting the interests of different parts of the Wonford Community, called the Sounding Board.

What we did



We engaged with over 600 people through meetings with local groups, a survey, a roadshow which visited 15 locations in Wonford, and a community feedback event. We also set up Facebook and Instagram accounts which reached an estimated 14,000 people in total.

Findings

The engagement process focussed on a conversation about health and wellbeing with the residents of Wonford, and users of the existing Community Centre and Sports Centre. The proposal for a new Centre was discussed in this context.

The role of the Sounding Board was crucial in designing an effective process and gaining community trust and buy in.

Walking, dog walking, using the local parks and cycling were the top four activities that people partake in for their health and well-being, with local parks being used for both walking and cycling.

Ludwell Valley Park and the playing fields are widely used by those we engaged with and highly valued. For those that don't use them key issues relate to concerns about safety and the quality of the environment.

The Community Centre is highly valued by those that use it, and it provides valuable services, particularly its youth provision. However, 64% of Wonford residents we engaged with don't use it at all. Not knowing what happens there, not being interested in what is provided, finding the building off-putting and being too busy were key reasons given for not using it.

Likewise, the Sports Centre is valued by its users, but 70% of Wonford residents we engaged with don't use it at all. Reasons given by those that don't use it included not being interested in sports activities, wanting gentler exercise, or outdoor exercise, or exercise appropriate for disabled people, the building not looking inviting, and practical barriers such as cost, or opening times.

Despite initial reservations, the response to the engagement was very positive with a strong interest in improving health and wellbeing in Wonford. A wide range of comments were made which suggested services that are needed. Key themes were provision for young people and children, addressing mental health needs and the needs of specific groups of people as well as providing a range of sports and non-sports classes and activities. Clearly these services would require ongoing revenue funding.

There was enthusiasm for providing new spaces including a café, gardens or allotments, a performance space, a library, a bigger kitchen, and spaces for physical and mental health provision.

There are early wins that can be delivered. Some of these are already being addressed, but there are others such as a more frequent community café and a community noticeboard which are easily achievable with relatively minimal funding.

We strongly recommend that the Council continues to work closely with the local community, in order to build on the good will that has been developed in this engagement process. Ongoing clear communication is crucial, and the Sounding Board is one avenue for this, as is the Facebook page created for this project.

1 Introduction

1.1 Purpose of this report

The Council has employed CAG Consultants to work with the Wonford community to find out what would improve health and wellbeing in Wonford and explore the proposal for a Health and Wellbeing Centre. This work is part of the Sport England Local Delivery Pilot (see 2.4 below).

In this report we describe what we did and the results of the engagement process.

1.2 Our approach– co-production

Meaningful engagement with local residents and stakeholders has been central to this project. We used a **co-production method** which entails working closely with the local community to design and deliver the engagement and agree the final report.

Co-production is a form of open policy, strategy or product development where those implicated by the outcome are directly involved in its creation. It draws on a range of perspectives of key stakeholders in order to inform the process, and ultimately design and create the ‘product’. It focusses on stakeholder experience and interactive relationships and allows for a more active involvement of key stakeholders, with a view to reaching a mutually valued outcome.

In the context of public services and civic life: co-production is an asset-based approach that enables people providing and people receiving services to share power and responsibility, and to work together in equal, reciprocal and caring relationships¹.

Important elements of the proposed co-production approach were:

- An initial stakeholder audit that clearly identified key stakeholders – individuals and organisations;
- Establishment of a Sounding Board of individuals reflecting the interests of different parts of the Wonford Community to discuss and agree the engagement process;
- An engagement programme developed with the Sounding Board (see 3.1) which included visits to events and classes, a roadshow and online and paper survey;
- An effective communication process using social media, the This is Wonford website and paper flyers;

¹ Co-production network for Wales

- A process for reporting-back to the community including a public event to feedback initial responses, and involvement of the Sounding Board in agreeing this report.

1.3 Proposed Health and Wellbeing Centre

A key aspect of our discussions about health and wellbeing was Exeter City Council's aspiration to develop an innovative, new integrated Community Health & Wellbeing Centre at the site of the existing Wonford sports and community centres. There are no fixed plans for the Centre, but there is an opportunity to include:

- Community Leisure centre with sports hall, exercise studios, and outdoor facilities;
- Primary care centre in partnership with the local NHS;
- Flexible community spaces linking indoor and outdoor spaces to promote healthy, active lifestyles such as community kitchen, gardens, allotments, etc.

The Council has made it clear that it wants to work in partnership with the local community to explore and develop this possibility.

1.4 Policy background

Sport England Local Delivery Pilot (LDP)

Exeter is one of 12 national Sport England Local Delivery Pilots (LDP). Sport England is investing around £100 million over 4 years to create innovative solutions that make it easier for people to become physically active for life. In Exeter the vision of the City Council is to become the most active city in England by encouraging those most at risk of inactivity to become active. The local pilot will test out bold new approaches within local communities who have the most to gain from becoming active for life but often face the most challenges. The aim is to work closely with local communities in the target areas to test out how to overcome the barriers to becoming active for life.

Wonford is one of the target areas identified for the community development work as part of the LDP and the Council is keen to use the opportunity to work with residents and other stakeholders to design a blueprint for the future development of the existing community and sports centre buildings. The aim is to see if we can design a building that is a connecting point for community activity alongside wider health and wellbeing services that can act as a focal point for supporting active and healthy lifestyles.

Wellbeing Exeter

A key programme in the city is Wellbeing Exeter <https://www.wellbeingexeter.co.uk>. This is a partnership of public, voluntary and community sector organisations who have come together to explore better ways of supporting organisations to build on the assets within

communities, to foster community resilience and enable individuals and communities to take more control over their health and lives as part of efforts to improve health and reduce inequalities. This approach offers social prescribing in combination with asset-based community development to provide firm foundations to enable individuals and communities to improve and promote their own health and wellbeing. The asset-based community development (ABCD) approach uses local strengths, organisations and passions as a starting point for enabling greater connectivity, activity and collective support.

As a key partner in Wellbeing Exeter, Wonford Green Medical Centre is keen to explore the potential of relocating the existing GP centre in a new Health and Wellbeing Centre, with a strong focus on linking with the wider community activities that could take place at the Centre.

1.5 Previous consultations

The WISH report – completed May 2015² was commissioned by Exeter City Council to explore opportunities for health and wellbeing linked to the leisure and green spaces in Wonford. WISH stands for Wonford Inclusive Sports Hub. The consultants had engaged with local stakeholders to explore options for using Section 106 funding from the St Loye's development for improvements to the playing fields. They also explored proposals for changes and improvements to the existing buildings.

In the current engagement process, there was clearly a perception from some local stakeholders that “nothing had happened” as a result of the WISH consultation. A key reason for this was the lack of clear feedback to the community about what would happen next. In fact, this consultation laid some of the groundwork and was a starting point for the current engagement process with the local community on the potential for a new Health & Wellbeing Centre that could combine community, health, sports and activity provision. This process is being supported by Sport England.

Riverside and Ludwell Valley Parks Masterplan³ was consulted on in 2015 through a Visitor Survey and public event. Comments made on Ludwell Valley Park⁴ reflect and provide additional detail to those made in our consultation.

Draft Built Facilities, Playing Fields, Pitches, Play Areas, Parks and Open Spaces Report⁵. The report included proposals for a Health and Wellbeing Centre in Wonford. The City

² Scoping Study Report, Next Field Ltd for Exeter City Council, May 2015

³ Footprint Ecology and Exterior Architecture for Exeter City Council, November 2015

⁴ Appendix E, Public Consultation, September 2015

⁵ Exeter Live Better and Move More, Exeter City Council January 2019

Council consulted on this report between March and May 2019. There was an online survey and some consultation events, but not in Wonford. Wonford was not included at that stage, because this current engagement process was being planned.

Other smaller recent consultations include:

- Exeter Youth Voice Consultation. The final event was held in March this year, and comments have been referenced in this report.
- Discussion with Wonford COGs, 27th February this year. A wide range of ideas for a new Health and Wellbeing Centre were discussed and recorded.

2 Engagement method

2.1 Sounding Board

As described above, the engagement used a co-production process. A key element of this was establishing the Sounding Board.

The Sounding Board was developed at the beginning of the process through discussion and networking. We aimed to:

provide a reflection of the primary interests within the area through the inclusion of individuals and organisations that are likely to benefit from the results of the engagement process.

In practice we tried to identify appropriate people who were interested and available to participate, and to reach consensus with the developing Sounding Board about the membership.

The total membership of the Sounding Board is 11 people. After some discussion with existing Sounding Board members, it was agreed that two City Councillors should join the group. One of these was the Portfolio Holder for Leisure and Physical Activity, but unfortunately he was not able to attend any of the meetings.

Whether or not they were able to attend meetings, everyone was kept informed of the process via email and had an opportunity to respond. A total of 9 meetings or working groups have been held with the Sounding Board to plan the engagement process. Information was circulated to the group throughout the process to enable comment where people were not able to come to meetings.

The list of members and the Terms of Reference is shown in the Appendix.

2.2 Engagement questions

We worked closely with the Sounding Board to identify the most helpful questions to encourage open and transparent conversations with the local community. These questions needed to support an open discussion about health and wellbeing and aspirations for Wonford and also reflect the aspiration of the City Council to develop a Health and Wellbeing Centre. After testing variations of questions, we arrived at the following questions:

- What kind of things do you and your family do at the moment for your health and wellbeing?
- What places do you go to help with that? (including use of outside spaces, the Community Centre, the Sports Centre and other spaces and facilities).
- What would you like to see locally to help you feel healthier and happier?

- What specific things would you like to see included in a new Health and Wellbeing centre?

2.3 Engagement activities

Overview

In total we have discussed the engagement questions with over 600 people in the engagement activities described below. This excludes contact through our Facebook and Instagram pages. Breakdown by age and gender is shown below.

Local groups and stakeholders

Over 100 individuals have been engaged through attending classes and events. This includes events at the Community Centre, the Sports Centre, the Methodist Church and Amersham Court. We have aimed to engage with older and younger people as with families and people with disabilities. In terms of engaging with young people we attended the youth group at the Phoenix Suite Beanies at the Community Centre and Isca Academy.



Roadshow

The Sounding Board was instrumental in proposing and designing a roadshow as a key method of engagement. The key principle has been to “go to where people are”. This involved CAG Consultants facilitators setting up “pop-ups” at public locations, where we engaged with members of the public. The roadshow has been effective in creating awareness and a “buzz” around the engagement process. The use of the distinctive flags and display has proved to be helpful in drawing attention and creating interest. We have had word of mouth comments reporting the impact of the roadshow and an increased awareness of proposals for a Health and Wellbeing Centre.

Over 200 individuals have been engaged by pop-up consultations at 15 separate locations in Wonford, including at the Community Centre and Sports Centre, outside Lidl and other shops, outside pubs and takeaways and in parks and playing fields. We spoke to a wide range of people including older people and young people, and those from different nationalities and with disabilities. Comments from each person were noted down and have been analysed and reflected in this report.

Survey

An online survey was developed and paper copies also made available at three locations. In total 149 people completed the online survey. The survey was promoted through Facebook and the distribution of paper flyers.

Social media

Facebook and Instagram accounts were set up. They have been used to promote the roadshow and the survey. The box below gives some estimates of how many people our Facebook page reached (which included the use of Facebook advertising to promote the survey and final event). The reason that the figures for organic posts (i.e. not paid for) are high is because of posts being shared by users such as Exeter City Council.

Figure 1: Facebook reach

- **14,367:** The total unique users / individuals who had any content from the Wonford Page or about the Page appear on their screen. This includes posts, check-ins, ads, social information from people who interact with your Page and more.
- **7,729:** The total unique users / individuals who had Wonford's organic post (i.e. not paid for) appear on their screen.
- **6,638:** The total unique users / individuals who had Wonford's paid for content appear on their screen (sent to people within 1 mile radius of the Community Centre).

Community feedback event

Public events were held on Friday 6th September 3-6pm and Saturday 7th September 10-12 noon. They were held at the community centre, and pizza and other free refreshments were offered to encourage support. They were promoted on social media through paper flyers distributed at various locations, and in an email to parents from Wynstream Primary School.



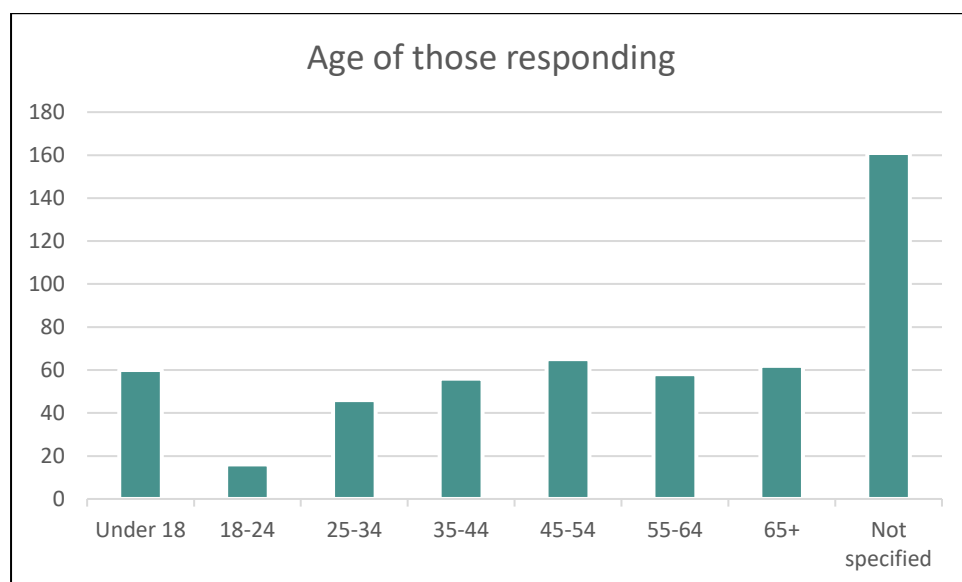
At the event comments received from the engagement were displayed and attendees were asked to add additional ideas and say what was most important to them. Approximately 80-100 people were engaged in the two events, including a large number of young people and families. Comments from the event are included in section 5 below.

2.4 Who we engaged

By age

The chart below shows the breakdown by age. Age data was not generally collected when we attended events, or at the feedback event.

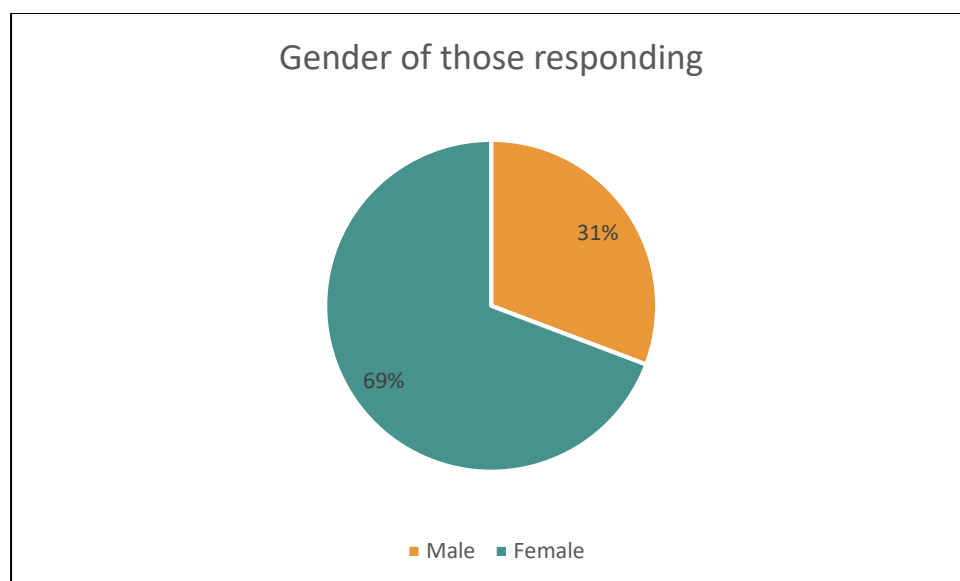
Figure 2: Age of participants



By gender

The chart below shows the breakdown by gender. Gender data was not generally collected when we attended events, or at the feedback event.

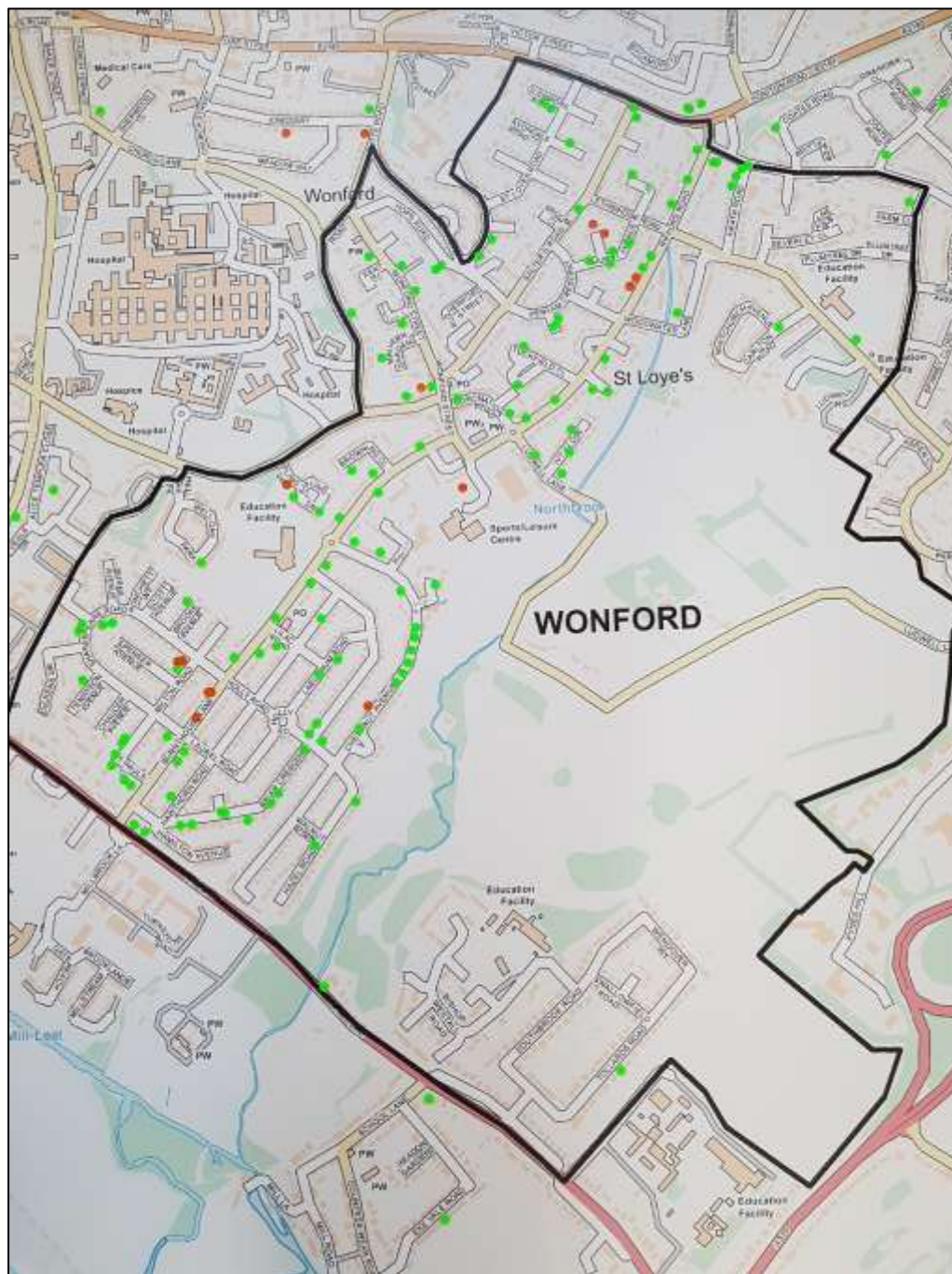
Figure 3: Gender of participants



By residence

In the online survey, 75% of the respondents lived in Wonford (EX2 5 and EX2 6 postcodes). In the Roadshow, we asked participants to put a dot on the map for where they live. Not everyone did so, but many did and the photo below gives an impression of the spread across Wonford.

Figure 4: Where roadshow respondents live



3 What do you do at the moment for health and wellbeing?

3.1 Overview

We asked people what they currently do to look after their health and well-being. Figure 5 shows a breakdown of the types of activities that people participate in and table 1 provides a breakdown of the specific activities included in those types of activities, where we have grouped activities for the sake of communicating the analysis and being able to demonstrate key types of activity. Figure 4 shows the detailed responses in a word cloud, whereby the biggest words illustrate the activities most undertaken.

Figure 5: Most frequent health and wellbeing activities



Figure 6: Breakdown of activities that people currently undertake for their health and well-being

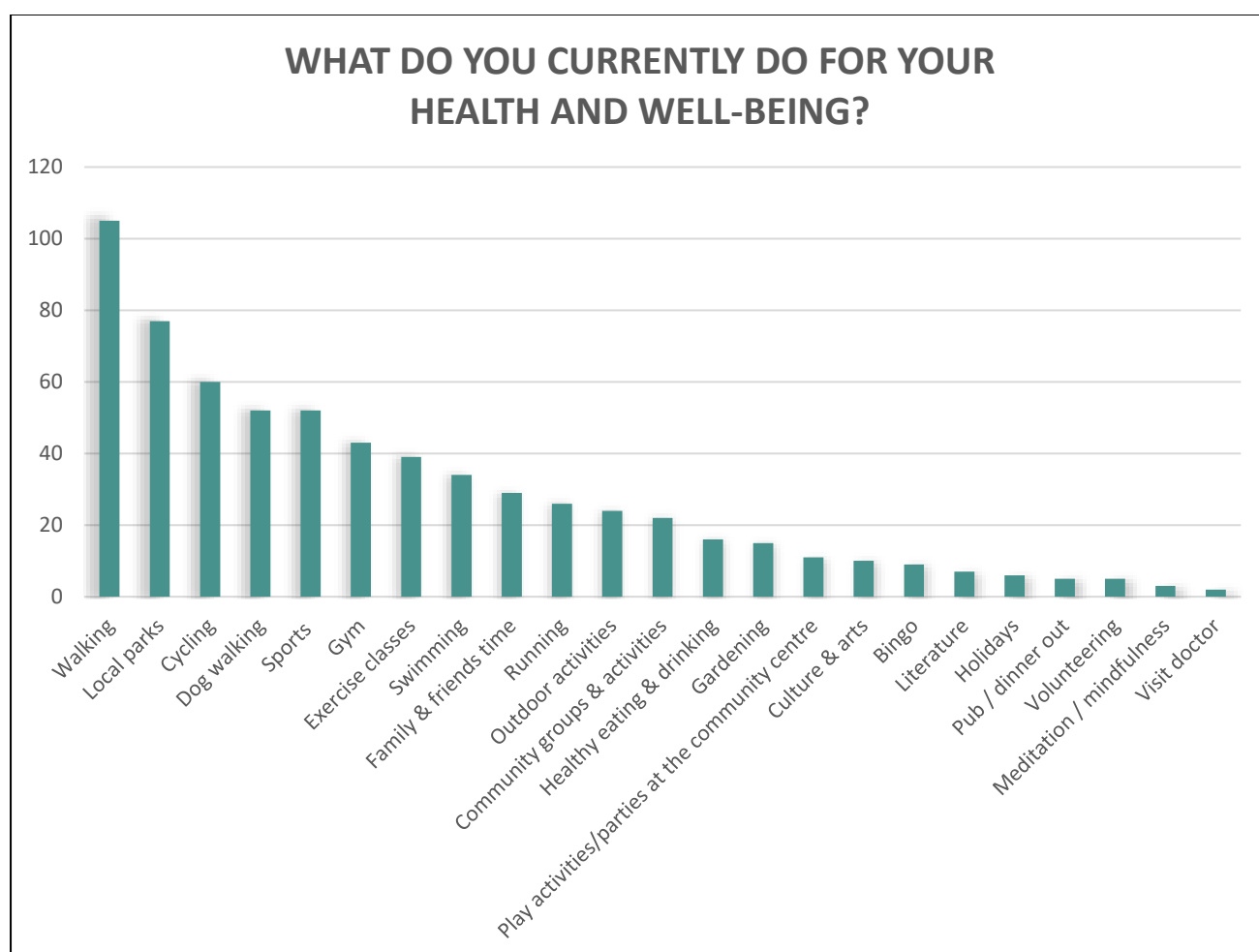


Table 1 Activities in more detail

Term	Includes	
Sports	Football Netball Basketball	Badminton Tennis Cricket
Exercise classes	Dance Gymnastics Trampolining Martial Arts	Aerobics Spinning Class Pilates Yoga
Outdoor activities	Climbing Skating Scootering Canoeing	Fishing Golf Beach Playing on the streets

Culture & Arts	Cinema	Music events
	Creative activities	Playing music
	Museums	Singing
Literature	Reading	Going to the library
Gardening	Private garden	Allotments
	Community garden	
Community groups & activities	Parent & carer's café	Societies
	Community meals	Classes
	Clubs	

Walking, dog walking, using the local parks and cycling were the top four activities that people partake in for their health and well-being, with local parks being used for both walking and cycling.

"Green spaces - love them - I walk the dog daily."

"Ludwell Park 3 times a week, I would like a more forested and wild area within Ludwell, they need to improve the pathways. I walk along the River Exe and the canal at least 3 times a week."

"Cycling to work and using my bike every time I go out, instead of the car. I've lost a stone, feel fitter and I'm so much happier. I'm enjoying the challenge of shopping or running errands by bike, with panniers and baskets to carry things, even the dog! (He's much fitter and happier too)."

Using the gym, exercise classes, swimming, running and outdoor activities formed the next group of most popular activities, alongside **spending time with friends and family** and followed by **community groups and activities, gardening and healthy eating and drinking.**

"Me and my family use Wonford sports centre. We use the parks and fields and also walk our dog. We use the trampolining sessions at the sports centre but they're so busy often the sessions for kids are fully booked."

"Me and mum go for walks and bike rides by the river. Me and mum and me and dad have good chats. We read together before bed. Play board games. Go out in the garden with family. We usually go to Bury meadow. I play on the streets with my cousin in Perryam Crescent."

"We eat fresh food and avoid processed food as much as possible. We also try to support local growers and business by shopping locally. We get out and about

walking the dog, Ludwell Valley park is used for this purpose quite frequently. Being in nature is important to us."

Several participants mentioned cost as being prohibitive to them engaging in activities.

"I'm on a low income, so it's difficult - everything costs money."

"Enjoy being a family as too expensive to go out."

"Walk mostly as I can't afford gym fees."

Whilst some described physical constraints as a barrier to using the green spaces.

"I don't use green spaces (Ludwell Park/playing fields/Panny Stream/Wonford field) as I have a walker and can't walk far without sitting down. I need benches at regular intervals."

And some are concerned about safety.

"Cycle to school - St Peters - but struggle to go uphill because path they have made is too steep. Also, there's a problem with cars and parking and not looking out for cyclists. Cars park on bike lane and block it. A couple of people have been knocked off their bikes recently."

There was also a sense that there used to be much more to do in Wonford than there is now.

"I grew up in Wonford - there used to be a lot to do but it's all gone now."

Several participants talked about the importance of community/social activities.

"Bingo 3 x week - it's affordable - I'd be gutted if it wasn't here - it gives us somewhere to go - it's our social life."

"Sports and walking, gardening, art and music, taking part in civic and community organisations, eating healthily."

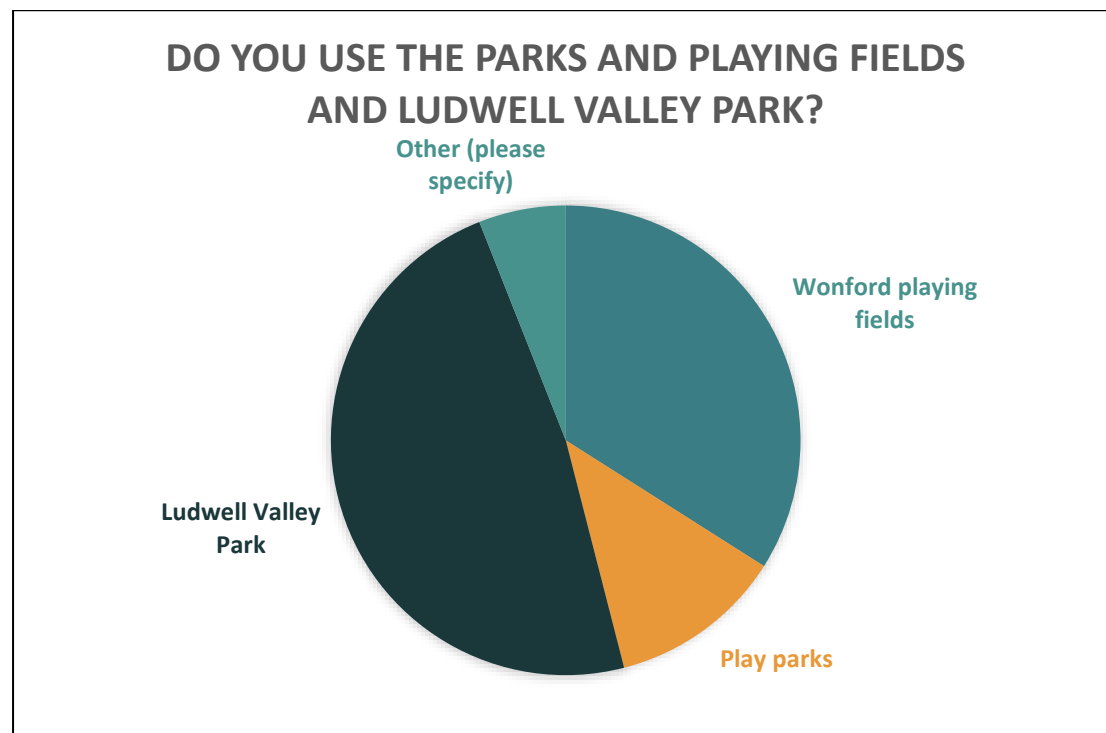
Mental health was mentioned several times, with some talking about their own mental health circumstances and others commenting on the need for more mental health support.

"I keep cleaning - it's good exercise and also fights anxiety and depression. I often feel lonely, and sit and think about things - I shouldn't - negative things."

3.2 Outdoor spaces

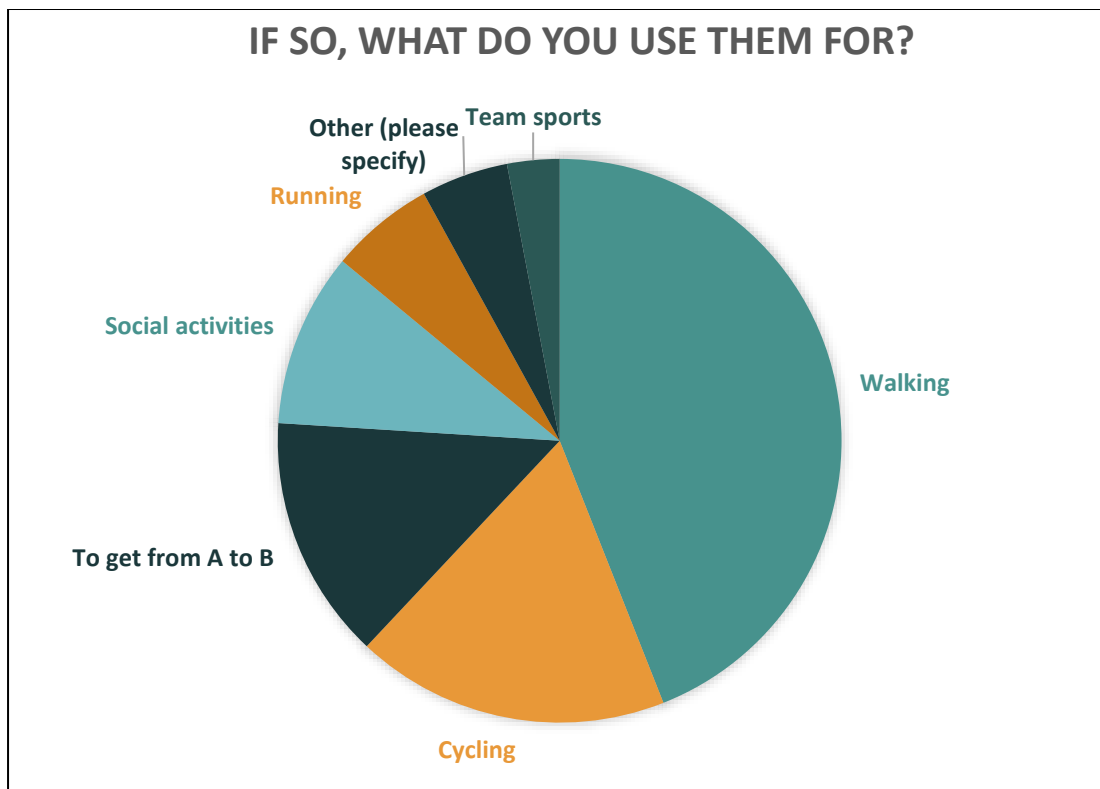
The figure below shows how many respondents use the outdoor spaces.

Figure 7: use of outdoor spaces



48% of respondents said they used Ludwell Valley Park, 34% said they use Wonford playing fields, 12% the play parks and 6% said 'other'. 'Other' included St Georges, Heavitree Park, the canal and quay areas, Northbrook, Bury Meadow and Well Oak green space (known as Mushroom Park).

Figure 8: What the outdoor spaces are used for



44% of respondents said they use the spaces for walking, whilst 18% use them for cycling and 14% to get from A to B, whilst social activities accounted for 10% of responses. 'Other' included walking the dog, family games, wildlife spotting, picnics, playing and outdoor fitness and yoga.

"Love Ludwell Valley - good to have an open green space here. Not that well known - needs a higher profile. Keep it as it is, don't develop it, keep it wild, great for people's mental health!"

"I love living here Ludwell valley is a beautiful place walking my dogs up there at the end of the day" (Facebook comment and photo)

When asked why they don't use these spaces responses included the following reasons:

- Not aware of the spaces
- No use for them (no children and doesn't play sports)
- Fear – of being attacked by either dogs or humans
- Too much dog fouling

- Too much litter
- Other more preferable places

"I try and avoid roads where the cycling feels scary, and the traffic heavy or aggressive. It's feels stressful, tiring, time consuming, and dangerous. I can't afford to have an accident, people depend on me. Often it feels like the Wonford section of my journey is the worst bit, to be endured and hope I can get through in one piece. It takes longer than the rest of my journey sometimes because it's disjointed, up and down on uneven broken potholes, drain covered, on pavements or stuck behind choking traffic, it'd be so wonderful to cycle straight through."

"I love to walk in Ludwell and the playing fields but I was attacked by a dog and bitten when protecting my chihuahua that it stopped me walking there for two years. I am only just gathering the courage to return. I walk my dog alone and feel very anxious about being attacked by another dog or a man. A lot of the time I don't have the courage to walk freely through Ludwell."

"[I'm] put off by broken glass, litter and broken equipment in play areas. Dog mess is not picked up and some areas feel isolated."

When asked what would encourage respondents to use the spaces more, their responses included the following:

- More benches
- A café
- Less litter and dog poo
- Better lighting
- More policing
- More play and sports facilities
- Outdoor exercise classes, such as yoga and Zumba
- Better cycle paths

These answers were included in the overall analysis of what people want (section 5).

"More places to sit. Better lighting. Better security. No Gangs of kids smoking and drinking etc."

"Safer cycling, where I can have priority, it's hard work having to keep stopping for traffic, especially on hills. I'd like a wide smooth path that's clearly marked, so that my journey is clear and it's easy to see ahead. I'd like traffic to stop for me, and all path users, pedestrians too, so we're all safe, it'd be an amazing dream come true."

"It's quite easy to get lost in the park, up over the hills, if you don't know your way around so signage like found on Halden Hill giving designated walks that are identified by coloured arrows on posts might help. I think it would encourage more people to go up and at least have a look. A walk aimed at children with physical activities along the way perhaps... simple things like stepping stones, balance bridges, tunnels etc."

"Clean play areas with equipment for younger children as well as older ones. More people around and using them too. More cycle lanes with wider areas for cyclists, runners and walkers to pass one and other. Better lit cycle /running routes. Somewhere safe to leave bikes. More community groups and classes would be amazing (e.g. Yoga in the park at Heavitree, mums and buggies exercise groups). Preschool gymnastics classes like at Riverside. The Chestnut centre no longer run stay and play sessions so there's very little for young families and it would be great to have groups for local children and parents to meet."

"Have outdoor Zumba classes or more information about social things going on that I can join in with. Perhaps have a free bring a buy event so you can sell unwanted items whilst meeting new people in your local area."

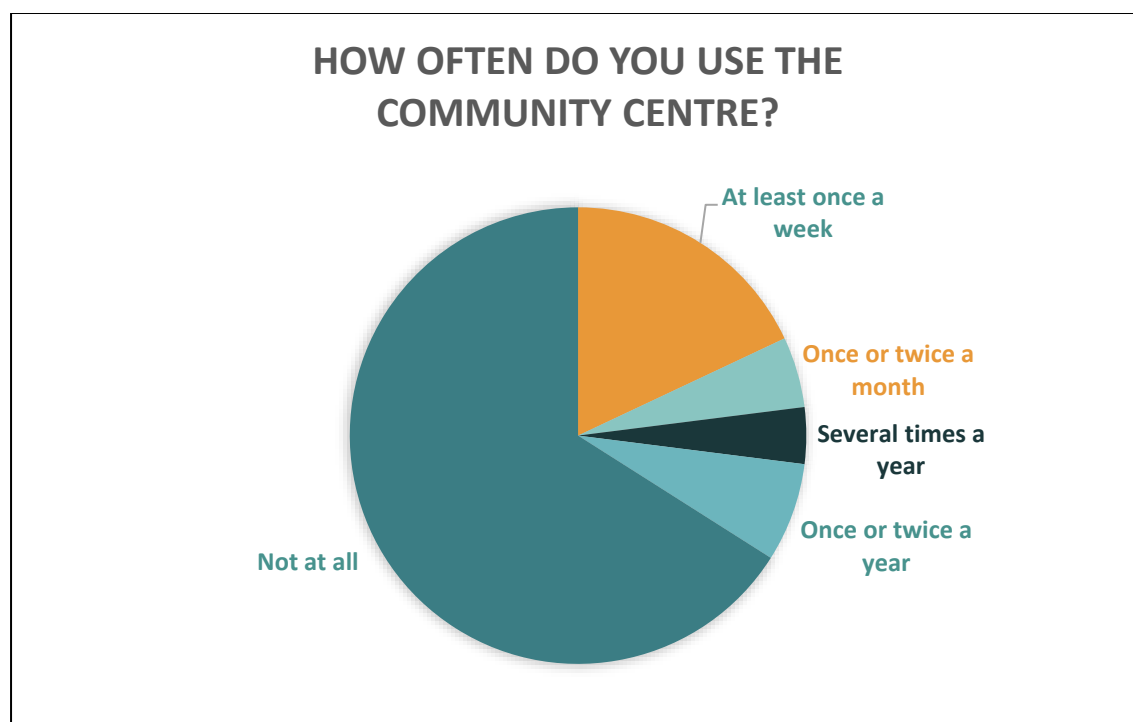
"More benches and toilets and a café open every day."

Section 5 goes into more detail about what people would like to see in the outdoor spaces.

3.3 Community Centre

The Community Centre is run by a community-led organisation, Wonford Community and Learning Centre Ltd. It delivers a programme of activities at the Centre, including a weekly Community Café, an Over 50s group and a Parent Carers group. It also hires the space to community groups, charities and statutory/commercial organisations. In the engagement process we asked how often people use the Centre. The answers are shown below.

Figure 9: Use of the Community Centre



A significant majority of respondents in the online survey and roadshow (66%) said they did not use the community centre at all, whilst 18% of respondents said they used it at least once a week. For Wonford residents who responded to the survey, 64% don't use it at all and only 4% use it at least once a week.

When asked what people do at the community centre, responses included the following:

- Community events and activities
- Regular classes/events (e.g. bingo, singing, dance, weightwatchers, parent and carers café)
- Occasional activities (e.g. fun days, carol service, fundraising events, meetings, training)
- Children's parties and activities

In the engagement process we had direct meetings with groups which do use the Community Centre, as well as meeting the Trustees and having regular contact with staff and volunteers. We also attended two COGs meetings. (COGs stands for Community Organisations and Groups and it is an opportunity for different groups to meet). Issues relating to the Centre which arose in these conversations are discussed below.

Current users really value the centre and don't want to lose it. Aspects which were identified as important were:

- The fact that it is community run which allows it to provide affordable rental to users and also to provide free activities to benefit those in need. This includes for example the community meal. There was significant concern that the community ethos and these benefits would be lost if a Health and Wellbeing Centre was built.
- The regular groups provide an important social focus for those that do attend.
- There was significant concern about interim arrangements if there is a decision to demolish the current building.
- The size of the main hall and the fact that there is a wooden floor was identified as important for specific activities including dancing and short mat bowls.
- It could be more cost effective to refurbish the existing buildings rather than rebuild.

"It's a really strong building with no damp or deterioration. I find it upsetting that huge sums of money are to be thrown at it when it seems to be very popular and well subscribed and for all ages. It's accessible for all being built on the level."

"No, I don't think this is a good idea as the current layout is fine the building just needs improvement and repairs."

"I'd be crying if there was a new centre, I love this place. There'd be a funeral for it. This is my life, I've been coming here for 10 years. I would be angry and want to punch people."

"I'm concerned about losing facilities, particularly day time for retired over 50s with free parking. I want to maintain established friendship groups."

However, there were significant criticisms from those who don't use it. When asked why respondents don't use the community centre, key themes were:

- Unaware of what happens there
- Nothing of interest there
- Too busy
- Find it off-putting
- Don't live in Wonford

Issues about communication are discussed further in section 5.

"I don't know anything about what it despite living here for quite a few years now. I've just asked my partner about which one it is and now I know which building it is I'd say it isn't very inviting from the outside so I have never just walked in to see what goes on in there."

"It's very run down not sure what's available there what's on it's not in social media as far as I know and that's what I use to know what's on. I'd love a yoga or Pilates or meditation class."

3.4 The Phoenix Suite

We also asked about the use of the Phoenix Suite.

After Devon County closed down the Phoenix Youth Club in 2016 Wonford Community and Learning Centre leased the building and following alteration and refurbishment opened it as the Phoenix Suite. Wonford Community and Learning Centre deliver a Youth Cafe and support the Beanies Club for younger children and KICKS youth sessions here and the space is also hired out.

Of those who responded 57% said they didn't use it, 19% said once or twice a year and 12% at least once a week. It is not well understood that the Phoenix Suite is run by the Centre. A number commented that they didn't know what happened there, or weren't sure what it was.

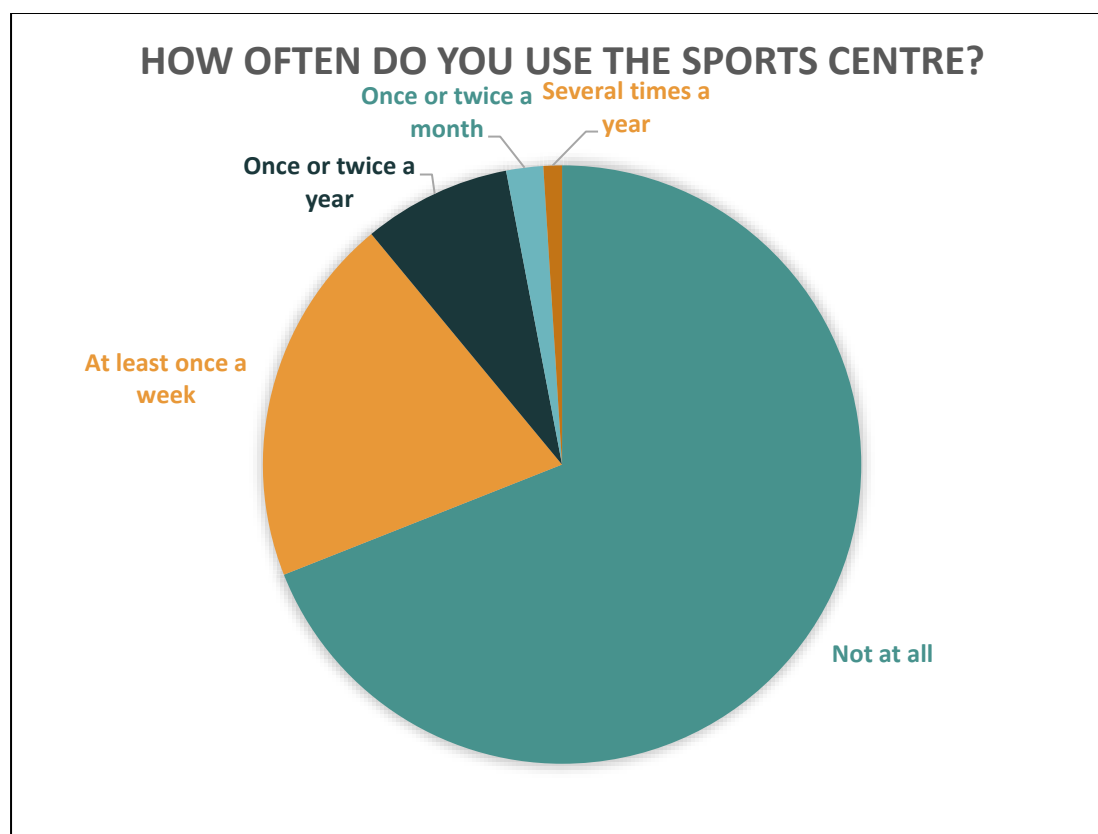
"What is the difference between the phoenix centre and the community centre?"

3.5 Sports Centre

The Sports Centre is operated by Legacy Leisure, under contract to Exeter City Council. It includes a gym, dedicated free weights pump room, sports hall, and sauna as well as an all-weather AstroTurf pitch and an indoor cycling studio. Around 30 classes a week are run there. In the engagement process we asked how often people use the Centre. The answers are shown below.

When asked how often they use the Sports Centre, 69% said not at all, 20% said once a week and 8% once or twice a year. For Wonford residents who responded to the survey, 70% said not at all, 9% said once a week, and 13% said once or twice a year.

Figure 10: use of Sports Centre



When asked what people do use the sport centre for, responses included the following:

- Exercise classes (including spin, badminton, yoga, karate)
- Football
- Netball
- Circuits
- The gym (including body pump and weight lifting)
- Parties

Those that do use it clearly value it. One of the roadshow events was held at the Sports Centre, and we also attended a meeting with staff. The Centre has provided a more affordable membership offer of £25 a month, the gym has been refurbished with new equipment and there is a new spin studio. However, it was acknowledged that the building is tired and can be very cold. In addition, the Centre does not keep any information on how many local residents use the Sports Centre, and they do not target local users in their promotions.

We spoke to users who were pleased with what was offered and a number of comments in the survey and roadshow attested to its value.

"I like the gym as it is, feel good when I come. Like the equipment there, ok being able to use all council gyms for £25 pcm, £17 for teens".

"I (and many others) use the Sports Centre a lot, and would like to see the sports hall retained".

A specific advantage of the Sports Centre is that it is easily accessible by bike.

I chose the gym at Wonford because I could cycle to it – if people feel safe to use their bikes, they get positive physical health and mental health benefits – priority for me is to have access to a good gym with well-maintained cycle route.

In addition, a wide range of suggestions were made about additional sport and fitness services that could be provided, and these are discussed in section 5.

There were also criticisms from those that did not use the Sports Centre. When asked why they did not use the sport centre, responses included the following:

- Don't play sports.
- Nothing of interest there.
- Need gentler exercise than what is on offer there.
- Prefer outdoor exercise.
- Too expensive.
- People see their disability as preventing them from using it.
- Don't like it.

"I use the gym but it opens quite late in the morning so it's a rush to get to work."

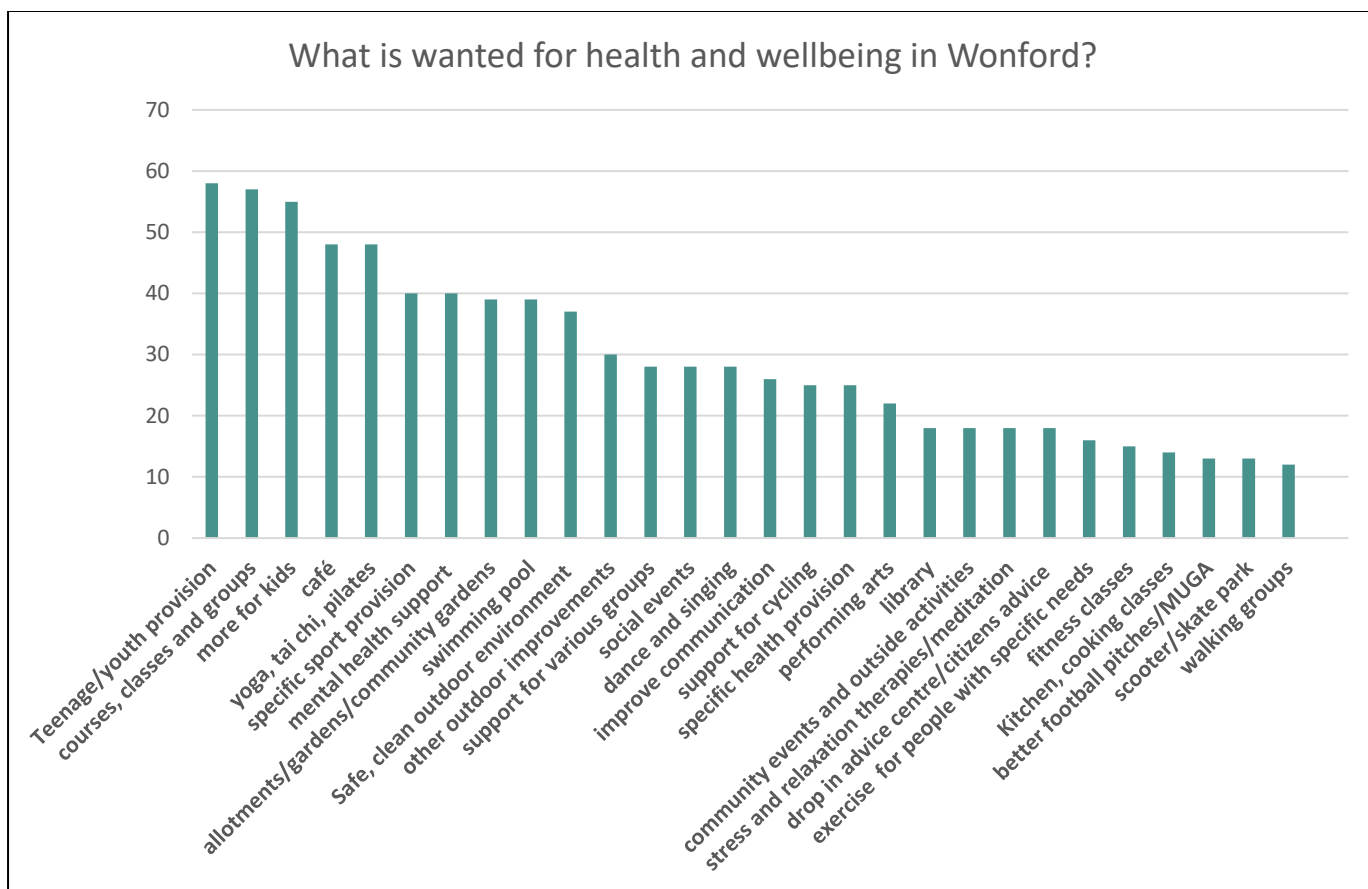
"(Used to be member) Lack of swimming facilities and doesn't open until late. Start work at 7:30 at hospital on Long shifts would be nice to go pre-work. Only managing once a week makes it very expensive even with the new price structure."

"I prefer to get exercise outside by walking and cycling. Again, if I did want to go to a sports centre I'd want to go someone that feels really inviting and safe which the Sports Centre doesn't look like from the outside."

"There is very little for my 14-year-old and me. Cheap table tennis club would be great; a roller disco for teenagers and trampolining. There is very little that is exciting and for all. I have a bad back so high impact crazy aerobics is out of the question; I need supported excessive to lose weight and get fit with a physio trained person."

"I am disabled and unable to use the equipment there"

Figure 12: Detailed breakdown on what is wanted for health and wellbeing in Wonford



4.2 Key themes

We have grouped the comments into the following themes:

- Young people and children
- Types of space
- Outdoor spaces, walking and cycling
- Advice and support
- Sport and fitness
- Non-sports classes and activities
- Health provision
- Communication

Each of these is discussed in the sections that follow.

4.3 Young people and children

There are three nights of youth provision a week at the Phoenix in term time and summer holiday programmes run by the Community Centre and the WASP project. Despite this, the need for more youth provision was the most frequent single

comment made (58 mentions). This was generally made by older people who referred to the reduction in provision compared to what was previously available, and the lack of things to do for young people. There was also a strain of commentary along the lines of 'keep them out of trouble.'

Young people themselves generally made more specific comments on facilities and activities that they would like such as; a scooter or skate park, basketball, table tennis, trampolines, bike fixing, cycling courses and better football pitches or free access to the artificial pitch. These comments reflect comments made in the Exeter Youth Voice consultation in Wonford in March this year, where participants said that they would like to have the following activities for young people in Wonford; football, badminton, netball, dodgeball and tennis.

Other specific ideas mentioned relating to young people included adventure equipment or wild play, a Forest School and environmental education.

Although we engaged with a significant number of young people, the timing of the engagement process meant that there was limited engagement through the local schools. We did however meet with students at Isca, and had a good attendance of young people at the feedback events as a result of the parents' email from Wynstream. We recommend that if a decision is made to proceed, more direct engagement be held with local schools on how they would like to engage with a new Centre.

The need to provide 'more for kids' was also frequently mentioned (55 mentions). In addition, other specific comments referred to suggestions for an indoor play area (including soft play), a water play area, and for a creche or holiday care. These comments of course came from parents or carers, and reflect the challenges faced by parents in taking care of themselves while bringing up their children.

"A creche at the sports centre so I could use the gym, do yoga, Pilates etc. But I need to see my child at the same time. A glass wall would enable that. I need to do more exercise, strengthen bones and core and help my heart."

4.4 Types of spaces

There was a lot of enthusiasm about suggestions for a café (48 mentions). The Community Centre already runs a community café once a week, but many respondents commented on the potential benefits of a space dedicated as a café open more frequently.

"Community run cafe open regularly with low key activities alongside - board games, colouring, bring your own craft - to reduce social isolation and loneliness; licenced - open evenings and weekends."

There were there many comments about the potential for a café overlooking the playing fields and Ludwell Valley Park. This was demonstrated by the atmosphere and networking opportunities created at the Saturday morning feedback event.



"Love this café it has made a difference to my day"
(Feedback event comment)

Another very popular suggestion was for allotments or gardens (39 mentions)

"An urban garden where you get people involved in growing fresh produce that supports healthy eating."

Other specific spaces which received a significant number of mentions were:

- performance/rehearsal space
- library
- a bigger kitchen to allow for cooking classes.

"A big enough kitchen to run a small group cookery school that is free for people to sign up for to help them find creative ways to use basic foods (i.e. those grown in your urban allotment and bought at Lidl) without making them feel like second class citizens."

4.5 Outdoor spaces, walking and cycling

As discussed earlier, a strong thread of commentary in our conversations and the survey was the need for a safe, clean outdoor environment (including improved cycle paths and walkways – 37 mentions in total). It was felt that this would support and promote people to do more walking and cycling and generally spend more time outdoors.

"I feel that physical exercise to support health and well-being is best when it is built into everyday life rather than an add-on ("oh I've still got to go to the gym). Therefore, I'd like to see more facilities to enable cycling and walking around Wonford and connecting Wonford directly to the city centre. Everywhere you turn

there are vehicles. Let's make it feel safe for parents to allow their kids to travel alone to the new centre."

Specific elements of this perspective included:

- Improved cycle paths
- Support active travel including cycle hire and repair
- Separating cycle and pedestrian paths

"I find the shared cycle/walking paths a hazard so tend not to use them. I would use them more if the paths were split giving the cyclists their own half! "

- Cycling for the less able through 'Ride On Exeter' or 'Wheels for All' (adaptive cycles)

"Team up with Ride On to get regular rickshaw rides starting at the centre that tour around Wonford for older people who can't cycle."

- Getting rid of dog poo
- Providing lighting in the park
- Reducing anti-social behaviour.

Other suggestions for promoting use of outdoor spaces included community events and outside activities, provision of more benches, and provision of toilets in the park.

4.6 Advice and support

The need for mental health support was a strong concern from many respondents (40 mentions). Some spoke movingly of their own particular struggles. Many specific suggestions were made, including access to counselling, clinics, support groups for specific health conditions, such as giving up smoking, addiction, dementia. Other comments related to the needs of specific groups of people such as women, older people, parents and the disabled. Social events were also identified as important to provide the opportunity for social contact (28 mentions). The links between physical and mental health were also noted.

"Having well documented circular walking and walking groups will get more people out into the open air – with attaching mental health benefits"(Feedback event comment).

The need for drop in advice and support was a significant concern, including for health and mental health and for wider issues (for example through Citizens Advice).

However, it was noted that all these support activities require funded individuals to facilitate and make them happen.

“Need to have someone locally beyond community builder – no one is funded to provide that service to deliver – need community development to work with people to deliver projects”

4.7 Sport and fitness

As discussed above, the Sports Centre is valued for the services it already provides. A number of additional services and facilities were suggested in the engagement process. The most popular suggestions were:

- Swimming pool (received 39 mentions, but is not a practical option)
- Better football pitches/artificial pitch
- Scooter/skate park
- Trampolines
- Fitness classes in general
- Exercise for people with specific needs

4.8 Non-sports classes and activities

As a general category, courses, classes and groups were mentioned by a large number of people (57). Suggestions included crafts, music, flower arranging, model making, bridge club, scrabble club, woodworking/DIY, art, local history, pottery, classes to fix things, book club, knitting group, English lessons, sewing, bat walks, dog training and agility and computer classes.

Yoga and Pilates received a large number of additional mentions (48, including tai chi)

“I work full time and find a lot of classes are in the daytime and I would love for some art, yoga and craft classes to be held in the evenings”. (Comment posted on Facebook)

There was also a strong interest in walking groups, dance, singing, meditation and being able to attend music theatre and film performances in Wonford.

4.9 Health provision

Interest was expressed in having easily accessible doctors, as well as a dentist and other services such as NHS outreach clinics, physio therapist. Stress and relaxation therapies were also suggested, including providing affordable rooms for practitioners.

4.10 Communications

A number of comments were made about enhancing communications about activities. This links with comments discussed earlier from those unaware of activities happening in the Community Centre and Sports Centre.

These included a Wonford newsletter, a community noticeboard and better signage to the Community Centre. Social media and a website were also mentioned, although the Centre already has an online presence through its Facebook page and thisiswonford.co.uk.

"Important to have good communication about events and activities need to be places where can collect info such as noticeboards – not everyone uses Facebook"

5 Conclusions

The engagement process focussed on a conversation about health and wellbeing with the residents of Wonford, and users of the existing Community Centre and Sports Centre. The proposal for a new Centre was discussed in this context.

The role of the Sounding Board was crucial in designing an effective process and gaining community trust and buy in.

Walking, dog walking, using the local parks and cycling were the top four activities that people partake in for their health and well-being, with local parks being used for both walking and cycling.

Ludwell Valley Park and the playing fields are widely used by those we engaged with and highly valued. For those that don't use them key issues relate to concerns about safety and the quality of the environment.

The Community Centre is highly valued by those that use it, and it provides valuable services, particularly its youth provision. However, 64% of Wonford residents we engaged with don't use it at all. Not knowing what happens there, not being interested in what is provided, finding the building off-putting and being too busy were key reasons given for not using it.

Likewise, the Sports Centre is valued by its users, but 70% of Wonford residents we engaged with don't use it at all. Reasons given by those that don't use it included not being interested in sports activities, wanting gentler exercise, or outdoor exercise, or exercise appropriate for disabled people, the building not looking inviting, and practical barriers such as cost, or opening times.

Despite initial reservations, the response to the engagement was very positive with a strong interest in improving health and wellbeing in Wonford. A wide range of comments were made which suggested services that are needed. Key themes were provision for young people and children, addressing mental health needs and the needs of specific groups of people as well as providing a range of sports and non-sports classes and activities. Clearly these services would require ongoing revenue funding.

There was enthusiasm for providing new spaces including a café, gardens or allotments, a performance space, a library, a bigger kitchen, and spaces for physical and mental health provision.

There are early wins that can be delivered. Some of these are already being addressed, but there are others such as a more frequent community café and a community noticeboard which are easily achievable with relatively minimal funding.

We strongly recommend that the Council continues to work closely with the local community, in order to build on the good will that has been developed in this engagement process. Ongoing clear communication is crucial, and the Sounding Board is one avenue for this, as is the Facebook page created for this project.

Appendix 1

Sounding Board Terms of reference

The **purpose** of the Sounding Board is to work with CAG Consultants to co-produce the **community engagement process** on the proposed new Wonford Health and Wellbeing Centre.

Co-production is an asset-based approach that enables people providing and people receiving services to share power and responsibility, and to work together in equal, reciprocal and caring relationships.

The group will:

- work with CAG Consultants and Exeter City Council to discuss and agree the *methods* to be used in this engagement process

- help with the engagement process by *promoting and communicating* the process to local residents

- comment* on draft reports of the engagement process and *work with* CAG consultants to produce a final report for Exeter City Council.

- provide a *reflection of the primary interests* within the area through the inclusion of individuals and organisations that are likely to benefit from the results of the engagement process

- exist* initially for the duration of the initial engagement process with the potential to continue into the future if appropriate.

The Sounding Board is about creating and running the best engagement *process*. Everyone in this group can also have their say once this process is in place.

Ground rules for the group

Consensus building approach

In order to achieve these aims, a **consensus building approach** will be used. Consensus is a process that uses a facilitator to enable members to listen to each other's perspectives and share their own. Through doing so group members commit to *working together* to find points of agreement which can be built into the plans. The aim of this joint working is to achieve overwhelming, though not necessarily unanimous agreement. To do this, we ask that all group members bring a spirit of co-operation to meetings.

Feedback

Although not all participants in the group will be formal 'representatives' of specific groups, all will be asked to seek views and feedback progress to their interest groups and organisations to keep them informed of the *engagement process*.

Confidentiality

To build trust a level of confidentiality is needed. Views expressed by people at meetings are to be considered confidential and discussed only within the meeting. We ask that all Sounding Board members agree to only feedback *jointly agreed* outcomes of the meeting.

Members specifically are asked to agree not to talk to the press about the discussions of the group and about views expressed by other members at group meetings. This does not preclude their right to talk to the press to express their own views and represent their interests and those of any group they represent.

Reaching Agreements

The client for the engagement process is Exeter City Council and as the Programme Lead they are a key part of the co-production process. This means that formal proposals for the engagement process from the Sounding Board need to be agreed by the Council. As the sponsors of the project they will have the final say on the content of the engagement report, and will engage with CAG Consultants to reach consensus.

It is intended that the group will use a consensus building approach. Participants are asked to contribute to a good-faith effort to meet the interests of all the stakeholders.

Participants are encouraged to express the interests that they reflect or represent rather than their own, while working together to agree an approach and a report that meets the interests of all.

Disagreement without being disagreeable

Participants in the group are encouraged to express their views frankly and specifically to identify areas of disagreement with any element of the proposal. All are asked to do so in a way that respects the other members.

Practicalities

Communication will be primarily by group email. It is not envisaged that there will be more than four meetings of the Sounding Board and these will be arranged at times to suit all.

In between meetings participants may be asked to comment by email on suggestions or documents.

Membership

Interest group	Status	Name
Wonford Community and Learning Centre (also Wonford Methodist Church)	Designated rep, WCLC trustee	Helen Moore
Wonford Planters	Volunteer	Jenny Mitchelmore
Local resident and active travel	Volunteer	Will Page

Local resident	Volunteer	Sue Bulled
Beanies	Volunteer	Zoe Parks
Local resident	Community Builder	Barbara Beames
WASP project/Young people	Youth worker	Andy Shiach
Wynstream Primary/young people	Youth worker	Sarah Pope
Exeter City Councillor	Councillor for Priory Ward	Cllr Alys Quance
Exeter City Councillor	Portfolio Holder for Leisure and Physical Activity	Cllr Ollie Pearson

Appendix 2

Summary of responses

The following table summarises comments made in the online survey, the roadshow, on Facebook and in interviews undertaken at meetings with groups.

Comment made	Mentions	Includes
Communication	26	Noticeboard, social media, newsletter, ads, website signage
Types of spaces		
café	48	
allotments/gardens/community gardens	39	
performing arts/dance/ space	11	
Kitchen, cooking classes	14	
library	18	
keep provision we have	7	
Bigger community hall	6	
Affordable rooms for groups	3	
Refurbish, don't pull it down	3	Does not include comments made in discussions
What about interim space?	1	Does not include comments made in discussions
Outdoor spaces, walking and cycling⁶		
Safe, clean outdoor environment (including for cycling and walking)	26	
Support for active travel and cycling	7	
improve cycle paths	18	
benches	14	
Deal with dog poo	11	
lighting in the park	8	
Toilets in the park	8	
community events and outside activities	18	e.g. fete, bonfire
Children and Young People		
indoor play area	11	Including soft play

⁶ Includes comments made in response to the question "what would encourage you to use the outdoor spaces?"

water play area	11	
adventure equipment/wild play	5	trail in the woods, climbing frames etc, spider web
Forest school/environmental education	8	
more for kids	55	toddlers, 7-13 age
creche/ holiday care	8	including holiday care, homework club
Teenage/youth provision	58	
Sport and fitness		
Better football pitches/MUGA	13	better outside football pitches including all weather
swimming pool	39	
squash courts	5	including outside
tennis courts	7	
scooter/skate park	13	
trampolines	11	
outdoor gym	5	
climbing walls	7	
sauna and steam room, jacuzzi	3	
fitness classes	11	
zumba class	4	
exercise for specific groups/ people with specific needs	6	e.g. back problems, pain, for all ages and abilities, low impact activities, aimed at older people, seated exercise for those with disabilities
fitness activities for older people	10	e.g. yoga, dodge ball, netball, outdoor gym
Basketball	9	mixed gender
badminton	7	needs proper nets; needs dedicated space or to share space with quieter activity
other sports	4	table tennis, volley ball, ice skating, martial arts
boxing	5	
running club	3	
Advice and support		
drop in advice centre	10	includes drop-in counselling, wellbeing advice as well as wider
citizens advice	8	

life skills support	9	
mental health support	40	groups, clinics, counselling self-help groups, addiction clinics, support groups for giving up smoking, dementia group, for children
support for various groups	21	men (men's shed), women, older people, parents, adults with special needs, young carers, parents when child in CAMHS, young parents, etc. Including lunch clubs, health and well-being classes, space to get together etc ,single people to make contact with others
more for disabled	7	health/wellbeing classes
food bank	7	
social events	28	coffee mornings, lunch clubs, bingo, quiz, games night.
other specific support	3	support into work, sex/relationship
Non-sports classes and activities		
Walking groups	12	At evenings and weekends for working people
yoga, tai chi, pilates	48	Most comments are yoga and pilates
meditation	10	
Singing	10	karaoke, choir
dance	18	dance classes including contemporary and street dancing, caroc (Latin jive),tea dances, discos, folk dancing, - concerned about retaining the wooden floor
courses, classes, groups and taster sessions	48	e.g. crafts, music, flower arranging, model making, bridge club, scrabble club, woodworking/DIY, art, local history, pottery, classes to fix things, book club, knitting group, English lessons, sewing, bat walks
dog agility classes and dog training	3	
performances- music/theatre/film	11	alcohol free, live music performance
computer classes	6	
Health provision		
Good to have doctors there	7	
dentist	6	
physio/osteopathy	6	

NHS outreach clinics	6	including nurse provision, sexual health, chiropody
stress and relaxation therapies	8	including affordable rooms for practitioners



CAG CONSULTANTS

Founded in 1983, CAG Consultants is an independent, employee-owned co-operative. We provide support, research and analysis, policy advice and training in a wide range of fields relating to sustainable development and climate change. We have practitioners in stakeholder & community involvement, regeneration, evaluation, economics and regulatory affairs. We deliver high quality, innovative and thoughtful work for our clients, who include government departments, local authorities, public agencies, the NHS and regeneration and community planning partnerships across the UK. We pride ourselves on our strong ethical approach and our commitment to social justice and improving and protecting the environment.

CAG Consultants' Quality Management System is approved to the Quality Guild standard.

For more information, see www.cagconsultants.co.uk