



Re-thinking accessibility and inclusion in Leisure provision

Eleanor Blackburn – Warrington BC
Emma Hutchinson – LiveWire Warrington

November 2019

“ We will work together with our residents, businesses and partners to create a place that works for all. ”

Our Vision for Warrington

Opportunities for the most vulnerable

- Ensure the safety and wellbeing of our vulnerable adults and children
- Support people to live as independently as possible
- Provide access to quality care, support, education and learning provision

Grow a strong economy for all

- Invest in, maintain and build the town's economic and environmental infrastructure through the delivery of Warrington Means Business strategy
- Ensure the borough is well connected and accessible

Build strong, active and resilient communities

- Ensure there are sufficient new homes and quality affordable housing to meet local needs and support growth
- Promote and support healthy, prosperous and vibrant communities
- Our citizens are well educated and skilled with opportunities to progress into training, further/ higher education and employment

Create a place to be proud of

- Create a cultural vision, celebrating the town's history and heritage
- Work with the community to ensure our streets are clean, safe and tidy

LiveWire Mission and Vision



The LiveWire mission, vision, values, aims and objectives will drive the business with an emphasis on:

- Addressing health inequalities
- Improving wellbeing
- Building safer and stronger neighbourhoods
- Developing an integrated training structure for our staff.

MISSION: To be the number one provider of affordable, innovative wellbeing, libraries, sport and leisure opportunities for all residents, visitors and people working in Warrington.

VISION: To be a thriving, financially strong company with fantastic facilities in every neighbourhood area of Warrington; inspiring and supporting residents to be the healthiest, most active and happiest in the UK.

About LiveWire

https://youtu.be/DO-8vT_zgas

Co-location of public services



- Woolston Neighbourhood Hub was the first co-located site in Warrington – refurbished existing leisure facilities, introduction of library and GP services along with a children’s centre.
- Orford Jubilee Neighbourhood Hub – an innovative new hub for public services that would act as a catalyst for the social, physical and economic regeneration of the area.

Orford Jubilee Neighbourhood Hub



Orford Jubilee Neighbourhood Hub



Co-location

	Stand-alone (2011/12)	Co-located (2016/17)	
Leisure visits	271,520	1,300,612	+379%
Library visits	46,075	132,322	+187%
Library issues (children materials)	37,879 (11,337)	53,874 (25,076)	+42% (+121%)

Benefits of co-location

The benefits of co-locating complimentary services, based on the needs of the community, are wide ranging and include:

- Introduce people to services they would not traditionally engage with;
- Makes it more convenient for users to access additional services;
- Enables services to work together more effectively for the benefit of customers;
- Allows services to share costs and achieve best value;
- Provides stigma free environments for the delivery of services
- Improved physical accessibility

From co-location to integration

- Co-location has certainly had a significant impact on increasing and widening the number of people that access our services, but more can still be done.
- We have learnt valuable lessons from Woolston and Orford Jubilee Neighbourhood Hub's and are now using this knowledge to inform our newest development – Great Sankey Neighbourhood Hub based on 4 key principles:
 1. Community need
 2. Stakeholder support
 3. Innovation
 4. Customer experience

Great Sankey Neighbourhood Hub



Dementia Friendly design

- The first public building in the world to achieve gold accreditation for Dementia Friendly design, awarded by University of Sterling.
- Principles of designing for dementia is good practice for orientation around buildings, signage etc that will support users with autism or visual impairment.
- More than 100 LiveWire staff have become Dementia Friends.
- Piloted dementia screening programme with CCG – early diagnosis.
- Trained our lifestyle staff in dementia awareness.
- Dementia Friendly programme – Gym quiet hours, DF group exercise classes.





Improved physical accessibility

- Fully accessible fitness suite
- Wide corridors
- Lift or ramp access to all levels (not easy!)
- Changing places
- Furniture carefully selected
- Worked closely with Warrington Disability Partnership on design





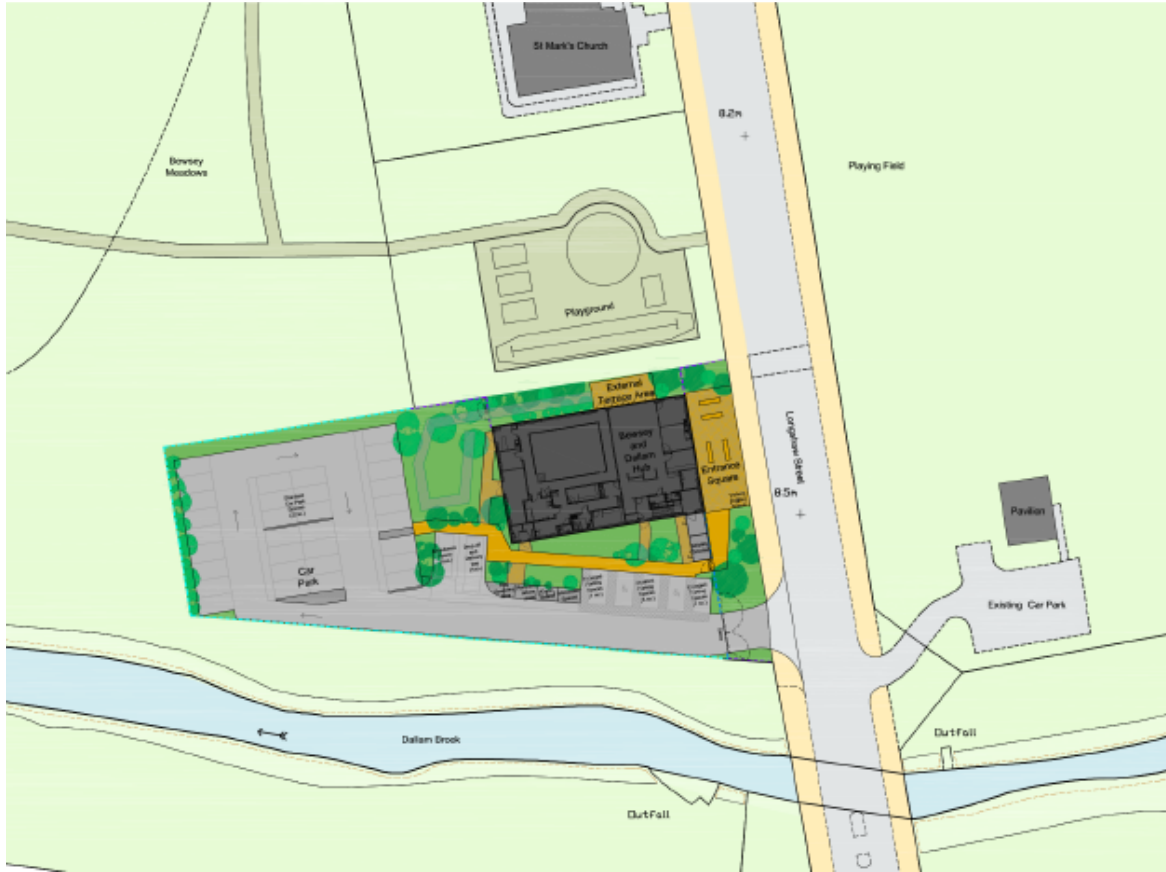
Bewsey and Dallam Community Hub

- New facility – opens summer 2020
- Anchor building within a targeted regeneration programme for the area, that has inspired a ‘central area’ masterplan
- In the heart of our most deprived communities.
- Close to Orford Neighbourhood Hub – but ‘on the doorstep’ for Bewsey and Dallam residents.
- Community Hub – Neighbourhood services co-located to encourage community usage, local groups, etc.
- Kitchen, community storage, community rooms built in.

Bewsey and Dallam Community Hub

- New pool design – dual use public hydrotherapy / learner pool.
- Fully accessible, e.g. hoist directly from changing place to pool.
- New considerations for more complex customer base, e.g. higher pool and air temperature.
- Dementia friendly design principles retained.





Bewsey and Dallam Community Hub

<https://youtu.be/XZppa9ADVJk>

Questions?