Thornbury Community Facilities

Consultation Output Report

South Gloucestershire Council

Author: Corporate Research & Consultation Team
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1. Key Findings

- The majority (75%) of respondents felt that a refurbishment of Armstrong Hall on the existing site was the preferred option to a new build at Turnberries (favoured by 18%). The main reasons for this preference were the current central location being ideal for public use, whereas Turnberries was considered by many as too far to walk and inaccessible for people with mobility issues, as well as having a lack of parking facilities.

- 52% of respondents said they were likely to use Armstrong Hall about the same as now if it is refurbished on its existing site, and a further 45% reported that they would use the facilities more than now. This compares to 24% of respondents saying they would use Armstrong Hall to the same extent if it was relocated to Turnberries, and 38% would use it less often.

- 81% of Respondents said they would be likely to continue using the library to the same extent if it remains in its existing location, compared to 28% if it moves to Turnberries, where 44% of respondents said they would use it less. The most common issue with the potential move was that the existing location was more central and therefore convenient.

- 40% of respondents would use the museum the same as or more than now if it changed locations, and 29% would use it less than now or not at all, whereas 86% would use it the same as or more than now if it remained in its existing location.

2. Consultation purpose, methodology and response

Research Objectives

The purpose of this consultation was to seek views and gather opinions from groups and organisations on the future location of community facilities in Thornbury.

Methodology

Process

The consultation process was supported by a dedicated consultation webpage which hosted all consultation documents, an online survey and a paper survey to download. The online consultation system sent out a notification to registered users informing them of the consultation and providing links to this information:
https://consultations.southglos.gov.uk/consult.ti/Thornbury2017/consultationHome

Methods

As part of the consultation we welcomed comments made online and by letter, email, fax and over the phone, and these contact methods were promoted on consultation literature.

A survey was open from 1st September 2017 until 29th September 2017. Surveys could be returned online, by post or submitted in person to Thornbury Library or Town Council.

A series of engagement events were conducted by Thornbury Town Council in order to increase awareness and participation in the consultation. These events included:

- Tuesday 12th September 2017 (2pm-7pm) at Turnberries
- Wednesday 13th September 2017 (2pm-7pm) at Thornbury Library
- Thursday 14th September 2017 (2pm-7pm) at Armstrong Hall

Sample and Response

There were a total of 325 survey responses to the consultation, including 75 online responses and 250 copies of paper surveys. South Gloucestershire Council also received a total of 45 emails and written letters.

General Caveats

The results of this consultation are not statistically representative of the views of South Gloucestershire residents due to the nature of the consultation methodology used. However, the level of response, information gathered and views obtained still provide a useful indicator of wider opinion and any important issues that will need to be considered.

Due to the software used and the different response options open to respondents, it was possible for people to submit more than one response. This has been monitored during the consultation period and analysis and it does not appear to have been abused or be a significant issue affecting the response.

Any obvious duplicate comments, personal information and comments that can identify individuals, have been removed from the comments analysis.

Percentages used in this report have been rounded and may not add up to exactly 100%. For some survey questions, respondents could select more than one response which also means that percentages or number of responses, if added together, can total more than 100% or more than the number of responses received.

We have included all responses received direct to us as part of this consultation report, however we are aware of other comments made particularly via social media, in comments made to news articles online and in letters to the press that we have not been able to practically include.

A full list of all comments made is available on request.

Further Information

This report was produced by South Gloucestershire Council's Corporate Research & Consultation Team.

Further information about this report is available from the Corporate Consultation Officer:

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- consultation@southglos.gov.uk
- www.southglos.gov.uk
- South Gloucestershire Council, Corporate Research and Consultation Team, Council offices, Badminton Road, Yate, Bristol, BS37 5AF

3. Survey Analysis

3.1. Frequency of facility use

The facilities used by most respondents were Armstrong Hall (97%) and Thornbury Library (93%). These were also the facilities most frequently used by respondents; Thornbury library is used by 39% of respondents at least every fortnight, and Armstrong Hall is used at least every fortnight by 20% of respondents. Turnberries was the least likely to be used by respondents, with 62% of participants saying they have not used it in the last year.

Respondents were most likely to use the facilities at Thornbury Library 'occasionally' (37%), although 24% use the library at least once a week and 32% use it once or twice a month. Armstrong Hall is also most likely to be used by respondents occasionally (46% vs. 40% once or twice a month) and the same is true for Thornbury & District Museum (58% use occasionally).

Table 1. Q1. "How often have you used the following facilities in the past 2 years?"

Counts Analysis % Respondents	Base	Daily	Weekly	Fortnightly	Monthly	Occasionally	Not used
Armstrong Hall	311	2 1%	34 11%	25 8%	99 32%	142 46%	9 3%
Thornbury library	304	5 2%	66 22%	46 15%	53 17%	112 37%	22 7%
Turnberries	298	- -	22 7%	1 0%	6 2%	83 28%	186 62%
Thornbury & District Museum	303	- -	14 5%	10 3%	34 11%	176 58%	69 23%

Base size: All respondents (n=see individual facilities)

3.2 Purpose of use

Table 2. Q2. "What have you used these community facilities for?"

	Total Respondents
Base	**323**
To attend a show, performance or production	254 *79%*
Library services	246 *76%*
To attend an event	227 *70%*
Museum services	155 *48%*
To attend a session or class	126 *39%*
Meeting space for community group	121 *38%*
Performance space	97 *30%*
Cafe and bar	47 *15%*
Use computers	47 *15%*
Private hire/ function	37 *12%*
Children's activities	26 *8%*
Youth Centre	3 *1%*

Base size: All respondents (n=323)

The most likely reason for using any of Thornbury's community facilities was to attend a show, performance or production (79%), followed by use of library services (76%) and to attend an event (70%). The least likely reason for use was the Youth Centre (1%), children's activities (8%) and for private hire or function (12%).

Respondents who used Armstrong Hall at least once a month were most likely to use the facilities to attend a show, performance or production (84%) followed by attending an event (81%).

Respondents who used Thornbury Library at least once a month were most likely to use the library facilities (96%) or to attend a show, performance or production (79%). Respondents who used Turnberries at least once a month were most likely to use the facilities to attend a session or a class (76%) followed by library use (72%). Thornbury and District Museum monthly users were most likely to use facilities for the museum services (90%) followed by to attend a show, performance or production (85%). Some other reasons for using the facilities included Group meetings (5 comments) use of other council services (7 comments) and for the U3A committee (5 comments).

3.3 Armstrong Hall Options

Overall, **75% of all respondents** felt that a **refurbishment on the existing site was the preferred option** to a new build at Turnberries (18%). This increased to 84% preference for refurbishment amongst respondents who used Armstrong Hall monthly or more often.

Table 3. Q3. "Which option for the future location of community facilities currently provided at the Armstrong Hall do you prefer?"

Respondents	All respondents	AH monthly users	AH occasional	AH never
Base	320	158	142	8
Which option for the future location of community….				
Refurbishment on the existing site	240	133	97	6
	75%	84%	68%	75%
New build extension at Turnberries	58	20	30	1
	18%	13%	21%	13%
Don't know / No preference	13	2	10	-
	4%	1%	7%	-
Other option (please specify below)	9	3	5	1
	3%	2%	4%	13%

Base size: all respondents (n=320)

If Armstrong Hall was refurbished, just over half of respondents (52%) felt that they would be likely to use the facilities about the same as they do now, and 45% thought they would use the facilities more than they currently do. Frequent users of Armstrong Hall (monthly or more often) were more likely to say that they would use the facilities more than now (61% vs. 45%). However disabled respondents more likely than average to say they would use the current site less often than now (8% vs. 1% total respondents).

Table 4. Q14c. "Armstrong Hall refurbished: Would you use these facilities in the future..?"

Refurbished on existing site	All respondents	AH monthly users	AH occasional use	AH never use	Disability	No disability
Base	309	153	138	7*	13*	218
Less than now	3	-	3	-	1	2
	1%	-	2%	-	8%	1%
About the same as now	160	59	89	3	7	121
	52%	39%	65%	43%	54%	56%
More than now	139	93	44	1	5	92
	45%	61%	32%	14%	39%	42%
Would not use at all	4	-	2	1	-	1
	1%	-	1%	14%	-	1%
Don't know	3	1	-	2	-	2
	1%	1%	-	29%	-	1%

*Base size: see individual columns *caution low base size for AH never use and disability*

Whereas, if Armstrong Hall facilities were relocated to an extension in Turnberries, only 24% of all respondents said they would use the facilities about the same amount as now; 38% said they would use the facilities less than now, rising to 48% for frequent Armstrong Hall users and 46% of respondents with a disability.

15% of all respondents say they would not use the facilities at all if located at Turnberries, and this does not significantly vary based on how much they currently use the facilities. 13% of all respondents say they would use the facilities more than now; a figure that is slightly higher for those who have never used Armstrong Hall (17%), although the base size of these respondents is too low to make a wider generalisation about the general population.

Table 5. Q14d. "Armstrong Hall relocated to Turnberries: Would you use these facilities in the future..?"

In an extension to Turnberries		AH monthly users	AH occasional	AH never use	Disability	No disability
Base	**299**	**147**	**136**	**6***	**13***	**214**
Less than now	**113**	70	42	1	6	76
	38%	48%	31%	17%	46%	36%
About the same as now	**71**	30	38	-	1	53
	24%	20%	28%	-	8%	25%
More than now	**38**	11	22	1	2	31
	13%	8%	16%	17%	15%	15%
Would not use at all	**46**	24	20	1	2	29
	15%	16%	15%	17%	15%	14%
Don't know	**31**	12	14	3	2	25
	10%	8%	10%	50%	15%	12%

*Base size: see individual columns *caution low base size for AH never use and disability*

Reasons for preferring refurbishment

When asked about their thoughts on the proposed plans, 98 comments made by respondents mentioned that they felt the plans for refurbishment on the existing site were a good idea, and 44 mentioned this as their preferred option. **Central location** was given as the main reason for preferring the refurbishment option over moving to Turnberries by 100 respondents. 44 comments mentioned the importance of keeping Armstrong Hall in order to maintain its heritage.

> *"I think refurbishing the current site is a much better idea as it would cost less and the convenience of the site is great. There is no reason to move the site when all it needs is some work done to it. I have been using the Armstrong hall for many years and I believe that refurbishment is the best option".*

Table 6. Q4 "Why is this your preferred option?" (Refurbishment)

Comment Theme	Number of comments
Central location	100
Heritage historical	44
Town asset	30
Shows/events	24
Cost/value for money	18
Access	7
Parking issues	7
Less space at Turnberries	6
Less disruption	2

Base size: Respondents who prefer the option of refurbishment of Armstrong Hall (n=238)

Table 7. Q5 "What do you think about the proposed plans for the future provision of facilities currently provided at the Armstrong Hall?"

Comment Theme	Number of comments
Positive comments about refurbishment	98
Refurbishment better option	44
Plan needs improvement	23
Increase space for performance	16
Negative/ don't like plans	14
Improve facilities	14
Central location of current building	12
Cost effectiveness of refurbishment	6
Parking	5
Disability access an issue	3
Will allow more choice/flexibility	3
New housing	1

Base size: All respondents (n=277)

There were 23 comments made that the plans on offer were inadequate and needed further consideration, or did not meet the respondents' perceived requirements of the space e.g. unnecessary showers or disagreeing with layout or use of space.

14 comments were made that this would be a good opportunity to improve facilities at Armstrong Hall.

"The plans lack detail and vision. Turnberries even with the planned relatively small extension will not provide the space to develop a large enough performance, meeting and exhibition space"

Reasons for preferring new build at Turnberries

Table 8. Q4 "Why is this your preferred option?"

Comment Theme	Number of comments
Modern facilities	25
More space	11
value for money	5
Performance space	4
All in one area	4
Less disruption	2

Base size: Respondents who prefer the option of new build extension at Turnberries (n=51)

51 respondents gave reasons why they would prefer a new build extension at Turnberries including a preference for modern, **updated facilities, more space and larger facilities**, and that maintaining Armstrong Hall is too costly and needs refurbishment.

> *"The Armstrong hall complex is old and out of date. Thornbury deserves a modern facility but large- to seat at least 250 on occasions"*

Potential impact of changes

There were 25 comments made that the changes to facilities and move to Turnberries would have a positive benefit to the community including improving facilities and encouraging more use of the Turnberries space.

> *"A super performance area and other meeting and activity rooms at a much more openly attractive Turnberries site could be great for an enlarged Thornbury"*

However there were a similar number of comments (24) regarding the negative community implications of moving the Armstrong Hall facilities, including the increase in number of houses and the reduction in people willing to meet in a community space due to its location. A smaller number of respondents (14) felt there would be no change.

> *"Less community space, less community groups, less community spirit and therefore a downturn in behaviour and collectiveness...become a soulless commuter spot".*

Table 9. Q6 "What impact do you think either of the options for the redevelopment of the facilities currently provided at the Armstrong Hall could have on Thornbury or your use of the facilities?"

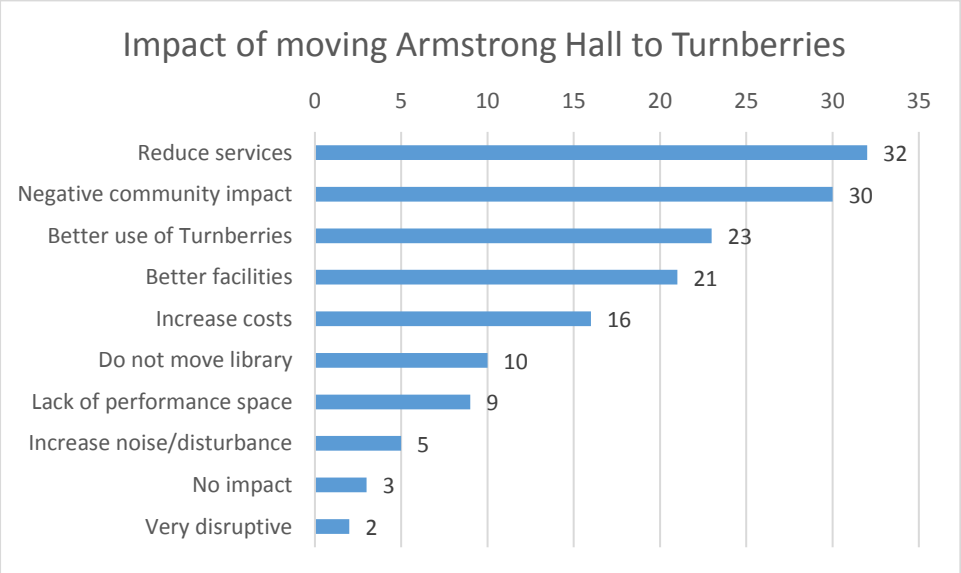
Comment Type	Number of comments
Keep Armstrong hall location	36
Positive affect on community	25
Negative community implications	24
Positive better facilities	24
No difference/no change	14
Keep AH character/heritage	13
Increase costs too expensive	9
Would no longer use facilities	8
Negative affect on drama/theatre	4
Museum and Cossham Hall	3
Negative affect on local business	2

Base size: All respondents (n=270)

Thinking about the impact of the move of Armstrong Hall to Turnberries, the majority of the respondents felt that moving facilities would have a negative impact on the community (30 comments) and result in a **reduction of services** (32 comments), or a clash of activities leading to the overuse of Turnberries.

However, positive comments were also made: 23 respondents felt that it would result in more usage and awareness of Turnberries and 21 comments were made that it would result in better, more modern facilities at Turnberries.

Chart 1. Q13 What impact do you think potentially moving the facilities currently provided at Armstrong Hall to an extension at Turnberries could have on the services and facilities provided at Turnberries? – *Type of comment and number of mentions*



Base size: All respondents (n=234)

3.4 Future location of the library

In total, **44%** of respondents felt that they would be **less likely to use the library if it was located at Turnberries**. This figure rises to 54% of frequent library users and 57% of respondents with a disability (although caution must be used when attempting to generalise answers of such a small number of respondents to the general population). Additionally, 18% of all respondents say they would not use the library at all if located in Turnberries; this is more likely to be the case for those with a disability (29%) than those without (15%).

Table 10. Q14a. "Library located at Turnberries: Would you use these facilities in the future..?"

Library located at Turnberries	All respondents	Library monthly users	Library occasional	Library never	Disability	No disability
Base	**299**	**163**	**103**	**20***	**14***	**214**
Less than now	**130**	88	37	1	8	91
	44%	*54%*	*36%*	*5%*	*57%*	*43%*
About the same as now	**84**	46	31	3	1	67
	28%	*28%*	*30%*	*15%*	*7%*	*31%*
More than now	**22**	11	9	2	-	17
	7%	*7%*	*9%*	*10%*	*-*	*8%*
Would not use at all	**54**	15	20	14	4	32
	18%	*9%*	*19%*	*70%*	*29%*	*15%*
Don't know	**9**	3	6	-	1	7
	3%	*2%*	*6%*	*-*	*7%*	*3%*

*Base size: all respondents (n=299) *Caution: small base size*

Comparatively, survey respondents believe that keeping the library in its current location would be less likely to reduce their library usage. 81% say they would use it the same as now, and 0% believe they would use it less.

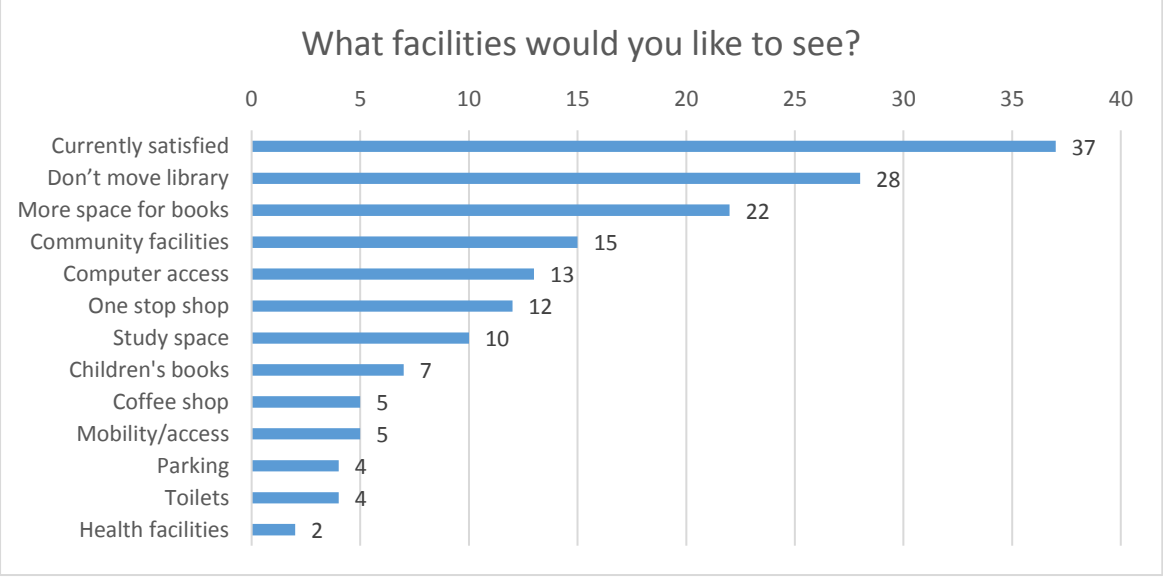
Table 11. Q14b. "Library in its current location: Would you use these facilities in the future..?"

Library in its current location	All respondents	Library monthly users	Library occasional user	Library never use	Disability	No disability
Base	**310**	**168**	**105**	**21**	**15**	**217**
Less than now	**1**	1	-	-	1	-
	0%	1%	-	-	7%	-
About the same as now	**252**	145	91	6	12	181
	81%	86%	87%	29%	80%	83%
More than now	**35**	21	8	3	2	20
	11%	13%	8%	14%	13%	9%
Would not use at all	**15**	-	2	10	-	12
	5%	-	2%	48%	-	6%
Don't know	**7**	1	4	2	-	4
	2%	1%	4%	10%	-	2%

Base size: all respondents (n=310)

When asked what they would like from the new library site, respondents were most likely to say that they are currently satisfied with the services that are provided (37 respondents), or that the library should not be moved (28 comments).

Chart 2: Q7 "If the library moved to Turnberries, what facilities, services or improvements would you like to see?" *(Number of comments)*



Base size: all respondents (n=183)

22 respondents felt that there should be more space for books, 15 respondents would like more space for community facilities. 12 respondents requested that the one-stop shop be brought back into the new facilities.

13 respondents would like better computer facilities and 10 respondents would like more room for study space.

Respondents were asked to share their thoughts on the proposed changes:

Table 12. Q8 "What do you think about the proposal to move the library to Turnberries?"

Comment Theme	Number of comments
central location is convenient	70
Good idea to move	47
Not happy/ bad idea	29
Happy where it is	17
No preference/undecided	14
Library may close	12
Too far to walk	9
prefer refurbishment	7
reduced facilities	6
Parking	5

Base size: all respondents (n=227)

70 comments were made with regard to liking where the library services are currently located and that central location is very convenient for them.

"I would prefer the library not to be in this location, whilst I am able-bodied, I know others who are not and this would prove very problematic. Further, the library in its more central position invites people into browse whilst in the precinct- the library would lose footfall if moved and inevitably end up closing"

A further 17 comments were made that they liked the location where it is and 29 comments were made that they were unhappy about the proposed moves and did not think it was a good idea.

"Not a good idea- too far and not easily accessible"

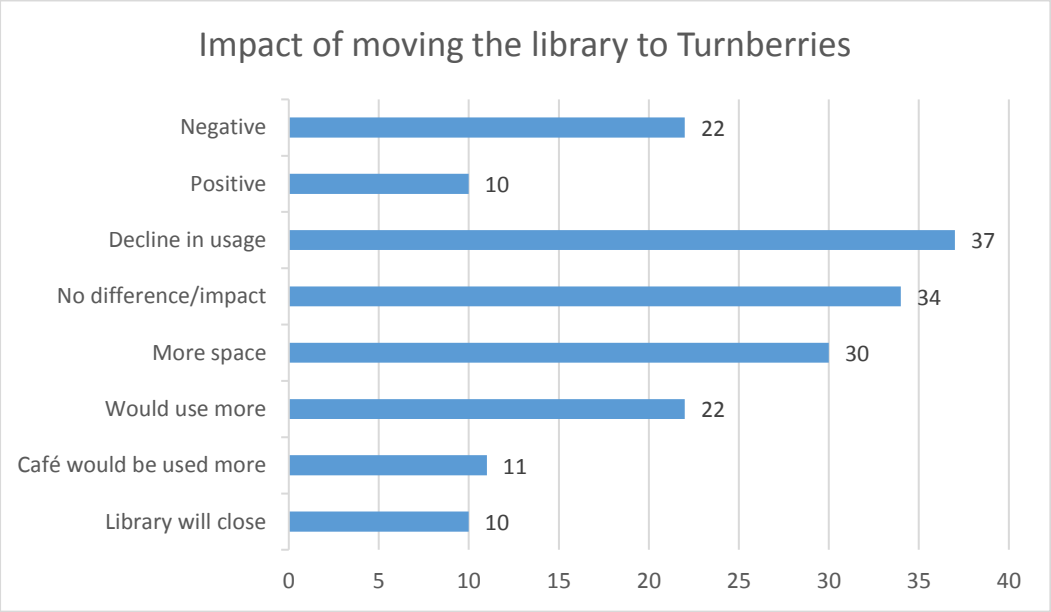
6 comments were made that they were concerned that this would mean a reduction in services and a further 12 comments were made that they were concerned that the library may end up closing.

There were 47 comments made that the move is a good idea for reasons including making savings on maintenance costs, encouraging more use of other services and the opportunity to modernise and create more space.

> "I think this is a great idea, particularly as the current library building is nearing the end of its useful life and will need considerable investment. The move to Turnberries would provide an opportunity to create a larger modern and flexible library space

> "I think it is a fantastic idea to have all the facilities in one location as it encourages cross-use. Those visiting to see a production can be reminded that there is a library for their use and those visiting the library can easily see there is a production on that they would like to see"

Chart 3: Q12 "What impact do you think moving the library to Turnberries could have on the future provision of community facilities at Turnberries?" (number of comments)



Base size: all respondents (n=235)

Many respondents felt that moving the library to Turnberries would have a negative impact, including decline in usage (37 comments) and that the library will eventually close (10 comments).

There were also a lot of positive comments that a move to Turnberries could result in greater usage (22 comments), more space for facilities (30 comments) and that the café facilities would be used more (11 comments).

3.5 Thornbury and District Museum

Overall 40% of respondents would use the museum the same as or more than now if it changed locations, and 29% would use it less than now or not at all. Frequent museum users are more likely to use it less if it moves (27% vs 18% total respondents), as are disabled respondents (57% would use less than now).

On the other hand, if the museum was to stay in its current location only 7% would use it less than now or not at all, and most (79%) would use it the same as now.

Table 13. Q14g. "Museum at alternative location: Would you use these facilities in the future..?"

Museum at an alternative local location	All respondents	Museum monthly users	Museum occasional user	Museum never use	Disability	No disability
Base	299	55	164	63	14*	211
Less than now	54	15	32	4	8	32
	18%	27%	20%	6%	57%	15%
About the same as now	92	18	48	18	3	65
	31%	33%	29%	29%	21%	31%
More than now	27	3	16	8	1	18
	9%	6%	10%	13%	7%	9%
Would not use at all	32	7	10	14	1	21
	11%	13%	6%	22%	7%	10%
Don't know	94	12	58	19	1	75
	31%	22%	35%	30%	7%	36%

*Base size: see individual columns *caution low base size for disability*

Table 14. Q14f. "Museum at alternative location: Would you use these facilities in the future..?"

Museum at its current location	All respondents	Museum monthly users	Museum occasional use	Museum never use	Disability	No disability
Base	304	56	166	64	14*	213
Less than now	1	-	1	-	-	1
	0%	-	1%	-	-	1%
About the same as now	239	46	150	32	12	169
	79%	82%	90%	50%	86%	79%
More than now	22	10	8	1	1	13
	7%	18%	5%	2%	7%	6%
Would not use at all	21	-	2	17	1	13
	7%	-	1%	27%	7%	6%
Don't know	21	-	5	14	-	17
	7%	-	3%	22%	-	8%

*Base size: see individual columns *caution low base size for disability*

There was a total of 234 comments received regarding the proposed future provision of museum facilities in Thornbury and how these proposals could impact on them.

Table 15. Q15 "Please use this space to make any other comments about the future provision of museum facilities in Thornbury and how these proposals could impact on them"

Comment Theme	Number of comments
Central location is convenient	63
Current facilities too small/unsuitable	34
Prefer Armstrong Hall rebuild	27
Current facilities are appropriate/attractive	23
No opinion don't use	15
Larger space is needed	4
will continue to use	2
Prefer move to Turnberries	1

Base size: all respondents (n=234)

The most common type of comment made (63) was that respondents were happy with the current central location as this is convenient for people and leads to increased footfall to the museum. A further 27 comments were made that they would prefer a refurbishment of the current facilities in its present location.

23 comments were made that the current location is attractive and in keeping with the historical atmosphere of the museum.

"The museum could be incorporated into the Armstrong Hall complex, to move it from the town centre to Turnberries would dilute its value and it would not have many visitors"

"The museum is in a wonderful building and I think it should either stay where it is or the building should remain, it's part of Thornbury history that is slowly being demolished"

34 comments were made that the current facilities are too small and unsuitable for a museum

"Any move should provide the museum with larger, easier accessible premises and suitable storage"

"Probably be better to move the museum to Turnberries as access is pokey and restricted (upstairs is impossible for many to reach) they need more space anyway"

3.6 Turnberries

Overall, 37% of respondents said they would not use Turnberries facilities at all if the proposed changes took place, and 32% said they would use the facilities the same amount as now. However this compares to 62% of respondents saying that they do not currently use Turnberries. For current users, those who use Turnberries at least once a month were more likely to use Turnberries facilities more than now (35% vs. 9% overall respondents), whilst half of occasional users would maintain their current usage (51%), 21% would use less or not at all, and 13% would use more than now.

Table 16: Q14e. "Turnberries Community Centre: Would you use the facilities in the future?"

Turnberries Community Centre	All respondents	Turnberries monthly users	Turnberries occasional users	Turnberries never use
Base	**294**	**29***	**72**	**173**
Less than now	**19**	2	5	10
	7%	7%	7%	6%
About the same as now	**93**	15	37	34
	32%	52%	51%	20%
More than now	**26**	10	9	6
	9%	35%	13%	4%
Would not use at all	**108**	-	10	90
	37%	-	14%	52%
Don't know	**48**	2	11	33
	16%	7%	15%	19%

*Base size: see individual columns *caution low base size for Turnberries monthly users*

There was a total of 257 comments made about the community facilities at Turnberries. 108 comments were made that they do not use the facilities at Turnberries. 29 comments were made that they do not like the appearance or atmosphere and a further 21 comments were made that they did not like the location.

"Turnberries is a white elephant the building is unattractive and it appears completely empty. It is tucked away and has no community feel about it"

"Turnberries is in a very unappealing site, its entrance if particularly depressing, it has the atmosphere of an institution"

Table 17. Q11 Please use this space to make any comments about the facilities provided at Turnberries and your use of them

Comment Theme	Number of comments
Do not use Turnberries	108
Do not like appearance/atmosphere	29
Good facilities	29
Café closed	27
Do not like location	21
Not well used	19
Parking facilities	9
Too expensive	6
Poor access	5
No space	4

Base size: all respondents (n=257)

29 comments were made that the facilities at Turnberries are very good and that they are currently under used

"Turnberries is a good facility underused at present a little out of the centre so many do not think to go there. I use the cafe and several of the smaller meeting rooms"

"Turnberries is lovely now with great staff and the building is very well looked after and always nice and clean"

4. Profile of Survey respondents

Information about respondents is collected as part of consultation survey. This information is used to better understand the views of people participating in the consultation and to inform the council's equalities duty.

Gender

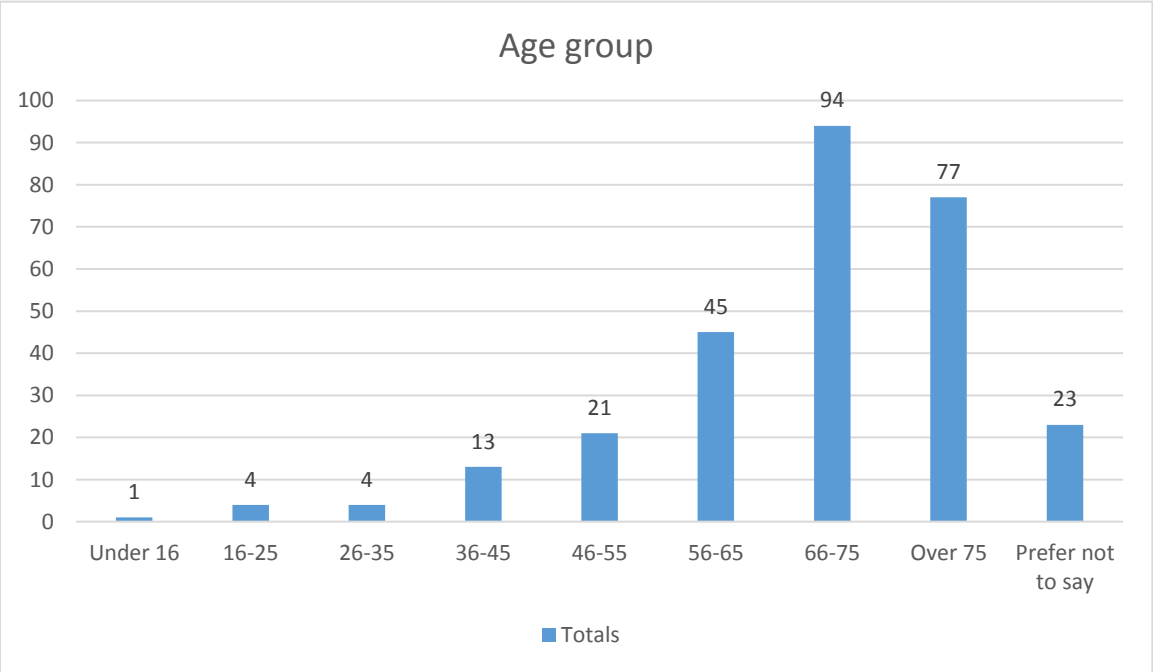
The table below provides a breakdown of the gender profile of respondents.

Gender	Male	Female	Prefer not to say
Number	105	157	12
Percentage	38%	57%	4%

Age

The table below provides a breakdown of the age profile of respondents.

	Under 16	16-25	26-35	36-45	46-55	56-65	66-75	Over 75	Prefer not to say
Number	1	4	4	13	21	45	94	77	23
Percentages	0.4%	1.4%	1.4%	4.6%	7.4%	16%	33.3%	27.3%	8.2%



The majority of the respondents fell between the 66-75 and over 75 age category

Ethnicity

The table below provides a breakdown of ethnic groups

	Arab/Arab British	White British	White-other	Prefer not to say
Number	1	246	4	22

Disability

The table below provides a breakdown of disability

	No disability	Prefer not to say	Physical impairment	Sensory impairment	Mental health condition	Learning disability/ difficulty	Long standing illness	Other
Number	223	14	16	7	1	1	5	4
Percentage	82.9%	5.2%	5.9%	2.6%	0.4%	0.4%	1.9%	1.5%

Geography

The table overleaf provides a breakdown of location of home address of respondents. The vast majority of respondents resided in the two Thornbury wards of Thornbury North and Thornbury South & Alveston.

Ward	Local Authority	Number
Almondsbury	South Glos	3
Bradley Stoke Central and Stoke Lodge	South Glos	1
Bradley Stoke North	South Glos	1
Charfield	South Glos	3
Frampton Cotterell	South Glos	1
Ladden Brook	South Glos	4
Patchway	South Glos	1
Severn	South Glos	19
Thornbury	South Glos	3
Thornbury North	South Glos	162
Thornbury South and Alveston	South Glos	83
	Total	**281**
Out of area		
Bishopston and Ashley Down	Bristol	3
Henbury and Brentry	Bristol	1
Southville	Bristol	1
Berkeley	Gloucestershire	1
Dursley	Gloucestershire	3
Lydney	Gloucestershire	1
Stroud	Gloucestershire	1
Harpenden	Hertfordshire	1
Unknown		3
Incomplete		8
	Grand Total	**304**

4.0 Other representations.

Letters and emails

A total of 45 emails and written responses were received. A full list of email responses is available on request.

Responses were received from local residents of Thornbury and the surrounding areas and a number of organisations including:

- Thornbury World Dance Group
- Thornbury Choral Society
- Northavon Youth Theatre Company
- Thornbury Musical Theatre Group
- Thornbury and District Heritage Trustees
- Thornbury Arts Festival

The majority of respondents were in favour of a refurbishment of facilities on the existing site.

The main concerns raised included maintaining the heritage, character and ownership of Armstrong Hall and Cossham Hall, and not demolishing the buildings which are considered important and valuable to the people of Thornbury. Concerns were raised around who has legal ownership of these buildings and how the land would be used in the future (housing and commercial redevelopment)

Armstrong Hall, although in need of modernising is perceived as spacious, private with good lighting and well used by dance and drama groups.

Several responses claimed that trying to fit all of the facilities at Turnberries will be detrimental to all of the services provided for the community, since there is not perceived to be adequate space at the Turnberries site and the proposals do not appear to meet the needs of an expanding town.

There were also some positive comments around moving facilities to the Turnberries site including the need for larger, more modern facilities for large dance/theatre groups and improving seating facilities for performances.

SOUTH GLOUCESTERSHIRE
MUSEUMS GROUP
Sharing our Community Heritage

Town Clerk
Thornbury Town Council
Town Hall
35 High Street
Thornbury
BS35 2AR

RECEIVED
28 SEP 2017

25 September 2017

Dear Ms Nelmes

Consultation on the Future of Community Facilities in Thornbury:
Potential Impact on Thornbury & District Museum

The current consultation about the future of community facilities in Thornbury has been brought to the attention of the South Gloucestershire Museums Group, since decisions made following the consultation process may well have an impact on the future of Thornbury and District Museum, one of our members.

We know that Thornbury Town Council has long been committed to supporting the provision of a museum service in the town and are very pleased to learn that the Town Council has stated, in the current consultation, that it is committed to working with the Museum Trustees to ensure they have a suitable long-term base from which to operate.

We do not feel qualified to comment on the detail of the different options available but wanted to register our high regard and support for the museum and our desire to see it continue to provide its excellent service for the town of Thornbury and the Lower Severn Vale. It was the first museum in South Gloucestershire to receive the nationally recognised Accreditation award (in 2009) and since then has been re-Accredited twice (2013 and 2017), each time achieving professional standards relating to governance, collections care and museum users, even though it is an entirely volunteer-run museum. It not only provides a service to its own area but liaises with and supports other museum providers in South Gloucestershire and beyond.

Furthermore and from a personal point of view Thornbury Museum has worked effectively with a whole host of schools, museums and historical societies promoting local heritage and

education to younger generations and giving pride to the people of the Thornbury area and beyond.

I very much hope that whatever the outcome of the current consultation, the future of the museum can be assured in a way which reflects the importance of the service to the town of Thornbury and the surrounding area.

Yours sincerely

Chair, South Gloucestershire Museums Group

SGMG membership:
Acton Court | Aerospace Bristol (Bristol Aerospace Collection Trust) | Avon Valley Railway (Avon Valley Railway Trust) | Dyrham Park (National Trust) | Frenchay Village Museum (Frenchay Tuckett Society) | Kingswood Heritage Museum (Kingswood Heritage Museum Trust) | South Gloucestershire Mines Research Group | Thornbury and District Museum (Thornbury and District Heritage Trust) | Rolls Royce Heritage Museum (Rolls Royce Heritage Trust) | Winterbourne Medieval Barn (Winterbourne Medieval Barn Trust) | Yate and District Heritage Centre (Yate Town Council)

The Town Clerk
Thornbury Town Council
Town Hall
35 High Street
Thornbury
BS35 2AR

26 September 2017

FAO The Town Clerk

Consultation on the Future of Community Facilities in Thornbury:

Submission from Friends of Thornbury and District Museum

Potential Impact on Thornbury & District Museum

The current consultation about the future of community facilities in Thornbury has been discussed by the Friends of Thornbury and District Museum group, as decisions made following the consultation process may well have an impact on the future of Thornbury and District Museum.

The 'Friends' is a support group for the museum, and raises funds to further the work of the museum and its valuable service to the community. The group is a member of the national British Association of Friends of Museums.

The 'Friends' group was started in 2000 so has a seventeen year history of fundraising and supporting museum operations. Almost £15,000 has been raised over that time, and this has contributed towards projects such as the Thornbury Roman Coin Hoard display and the purchase of the historic Thornbury Quilt, a magnificent Victorian coverlet. Other purchases sponsored include specialist display cases, refurbishment of the display areas in the museum, and refurbishment of the museum's specialist lighting system, along with a vast number of small items ranging from a kettle to computer equipment and additions to the museum's collection. Another valuable contribution by the Friends has been to give the museum the additional funds to support other major funding award applications. The Friends are proud to be associated with a fully Accredited museum.

One of the museum's strengths is its community cohesion and social framework which makes volunteering at the museum a pleasure. The Friends group supports this by firstly, assisting the museum with social functions for all volunteers and Friends, and secondly by arranging its own programme of visits and outings with a heritage theme and additional social events. The main social and fundraising event of the year is an annual Salmon Supper and Lecture.

We are aware that Thornbury Town Council has said that it is committed to ensuring that the museum has a suitable long-term base from which to operate. In view of the long term support for the museum given by the Friends, we welcome that.

The museum is an entirely volunteer-run service and is also a registered Charity. The Friends are mindful that their contributions have significantly increased the value of the museum's assets, as held by the Thornbury and District Heritage Trust, and wish to see those assets preserved for the provision of this excellent museum service and the town.

We very much hope that whatever the outcome of the current consultation, the future of the museum can be assured in a way which reflects the importance of this community service to the town of Thornbury and the surrounding area.

Chairman, Friends of Thornbury and District Museum and Committee.

Almondsbury, South Glos. BS32 4HG

27th September 2017

Consultations
Planning
South Glos Council
Kingswood
Bristol

Dear Sirs,

Consultation about Thornbury Armstrong Hall, Museum, Library, etc.

We think it is absolutely ridiculous to consider moving the well used facilities in Thornbury to the Turnberries site on the outskirts of the main town area.

The Armstrong Hall complex should be refurbished and also the facilities at the existing museum given a face lift. The historic history of this site must not be forgotten.

With regard to the Library - when this facility was built back in the days of Northavon District Council the building was constructed with the possibility of increasing the size of the facility by building a second floor on top of the original construction. This should be a major consideration and must surely be cheaper than some of proposals which have been put forward.

Renovate not evacuate!

Olveston Parish Historical Society

Chairman
telephone
e-mail

Olveston
Bristol BS35 4EG

Clare Nelmes
Town Clerk, Thornbury Town Council
Town Hall
35 High Street
Thornbury
BS35 2AR

RECEIVED
27 SEP 2017

26th September 2017

Dear Ms Nelmes,

Consultation about community facilities in Thornbury and the future of Thornbury & District Museum

I am writing to you concerning the uncertainty surrounding the future of Thornbury and District Museum, in my capacity as Chairman of Olveston Parish Historical Society.

OPHS has worked closely with the Museum over many years. We have donated artefacts for the collection and provided materials for exhibitions. Some of our members volunteer for the Museum or belong to the Friends of the Museum. Our archivist belongs to the Museum's Research Group and we regularly supply books which are on sale in the Museum shop. The Museum's annual Salmon Supper in the Armstrong Hall is attended by 120 people, several of whom are our members.

We are dismayed to discover that the future existence of the Museum has been rendered uncertain by the possibility of the sale of and redevelopments on the Armstrong Hall site.

The Museum serves not only Thornbury but the surrounding villages and is a precious resource for the whole of the Lower Severn Valley. The welcoming ethos of the Museum, which encourages local people from Thornbury and the nearby villages to come in with information, photos and objects and which is very responsive to requests for local historical information, is highly prized and is made possible by the museum's central location and its highly dedicated volunteer workforce.

We consider it critically important that, if the Museum has to move, then a suitable, prominently-positioned and accessible location be found for it. This is also particularly necessary if the Museum is to continue to provide an attraction and source of interest and information for visitors to Thornbury from further afield.

Finally, we hope that, if any changes have to be made, they can be done so in a way which does not affect the morale of the current friendly, extremely hard-working volunteer team.

Yours sincerely

Chairman, Olveston Parish Historical Society

RECEIVED

13 SEP 2017

Avon Way
Bristol BS9 1SX

Email

Dear Ms Nelmes

Future of the Armstrong Hall

I write to you to express my strong support for the first option that you spell out in your letter concerning plans for the future of the Hall.

As you can see by my address I am not a resident of Thornbury, but I am a visitor to the town, driving from Bristol almost every week of the year. Of course residents of Thornbury will be your prime concern when considering the future of the Hall, but perhaps you may not realise just what some of the events held in the Hall do for the entire neighbourhood stretching from Bristol in the South almost to Gloucester in the North. Surely the fact that the hall enriches the culture of the whole neighbourhood means that those of us who care about local culture, even at a time when local government is so starved of funds, should be listened to carefully.

I am a member of the World Dance Circle, which has been using the Cosham hall with its wonderful sprung floor, (so rare nowadays), for over 25 years. I am 83 years old, and have been a member of the group for six years. I am in remarkably good health after the wonderful support of our NHS, but need the regular exercise and uplift that come from meeting with an inspirational teacher and fellow enthusiasts. I am not alone. At a period when the need to keep older people fit and healthy is a regular subject of discussion and a focus of policy at both local and national levels, the idea of losing this venue, so appropriate, so convenient, and so loved seems shortsighted at the very least.

My perception is that if the hall is in practical need of renovation, as a registered charity your aim should be to extend yet wider the possibilities that that this excellent building bffers. Of course modern facilities are attractive but no amount of money can replace the inspiration and enthusiasm that this building provides. Could the refurbishment be as inexpensive as possible allowing your hard pressed council to spend funds in such a way that increases the building's use through voluntary efforts ?

Please, please reconsider the decision, and how option 1 could be creatively developed to encourage further similar uses to that of our dance group, for the wellbeing of young and old alike throughout this part of the world.

Yours sincerely,

11/9/17.

Thornbury Town Council
c/o The Town Clerk
35 High St
Thornbury
BS35 2AR

RECEIVED
28 SEP 2017

Reply to Curator, Industrial and Maritime History

M Shed
Princes Wharf
Wapping Rd
Bristol BS1 4RN

Telephone
E-mail

Date 25 September 2017

Dear Ms Nelmes,

The Future of Thornbury and District Museum

I am writing in my capacity as Museum Mentor to Thornbury and District Museum. Any volunteer-run museum operating under the Arts Council England Accreditation Scheme needs to appoint a museum professional as a Museum Mentor to comply with Accreditation requirements and I have acted in this capacity for Thornbury since March 2011.

I understand from colleagues at the museum that the public consultation is now under way in Thornbury to seek thoughts, ideas and opinions from interested parties about the best way forward for the town's community facilities and that decisions taken about the future of the Armstrong Hall could have an impact on the museum's future, with options ranging from the museum staying where it is to the museum having to re-locate to another, as yet unidentified, site.

I am obviously unable to comment on the intricacies of the different options being put forward. I understand that, with each of the options, there are uncertainties and questions that it is not yet possible to answer in any detail. Nonetheless, I wanted to write to you to stress the value that I and others place on the service provided by the museum.

When the museum went through the Accreditation process for the second time in 2013, their work was so highly regarded that their Arts Council Accreditation Assessor, after carrying out her assessment visit, recommended to the Programme Manager for Standards at the Collections Trust in London that she too should visit the museum and write a Case Study of the museum's approach to Forward Planning. In that Case Study, which the Collections Trust published online to encourage and support other museums nationally going through the Accreditation process, I was quoted as saying 'In my ten years in museums, I've not come across a volunteer-run museum with such high standards of collections management. They have a very cohesive and dedicated team there who are committed to maintaining standards in every aspect of the collections.'

At the end of my report for their most recent (2016/17) Accreditation submission, I summarised the museum thus:

"It is clear to me that SPECTRUM standards are robustly maintained at Thornbury and District Museum. In fact, the working practice here is exceptional, and I am fully confident that the organisation will continue to uphold the standards necessary for an Accredited museum.

The volunteer workforce is loyal, cheerful (always a good sign of a healthy organisation!) and highly dedicated. Their contribution is key to securing a sustainable and resilient future. The curatorial team approaches their role with rigorous attention to museum ethics and best practice and has a natural ability to communicate with all levels of the organisation. The museum's eagerness to seek and act upon professional advice and their readiness to participate in training events and community initiatives indicates a clear commitment to continuing to improve standards."

The dedication, energy and enthusiasm shown by the volunteer team at Thornbury strikes me as something to be prized very highly. I know how hard they all work to operate a complex service. As well as maintaining high standards of collections care, they undertake a range of outreach work with local community groups and also welcome visitors, tourists and researchers from this country and abroad into the museum itself.

I hope that any plans to refurbish or rebuild community facilities will not have too great an impact on the capacity of this excellent group of volunteers. Managing such a large group of volunteers is an impressive feat in itself. Goodwill, energy and enthusiasm are fragile things, which can easily be dissipated when pressures or workload or uncertainty about the future become too great. I know that the museum management team are all too aware that none of the volunteers can be required to put in time and effort if they do not feel inspired to. At present, they are a cohesive and cheerful team. My wish would be that any proposed new developments do not prejudice that team's dedicated loyalty to providing a service to the town.

I know that the Town Council has long recognised the service provided by the museum volunteers and has supported the museum financially. The museum management team has always been grateful for this. I very much hope that the Town Council will be able to go on supporting the museum service in a way that enables them to go on working with their local community to explore and explain the history of Thornbury and the surrounding area.

Yours sincerely,

Curator, Industrial and Maritime History

BRISTOL CITY COUNCIL culture team

M Shed - the Museum of Bristol
L Shed offices, Wapping Road,
Bristol BS1 4RN

Laura Pye
Head of Culture

Website
www.bristolmuseums.org.uk/

Appendix – copy of survey

FUTURE OF COMMUNITY FACILITIES IN THORNBURY **CONSULTATION SURVEY**

To help us gather views on the options and proposals set out in this consultation, we would be grateful if you could respond using this survey. Alternatively comments can be made in writing (email or post) by phone or in person at one of our consultation events, details of which are listed at the end of this survey.

How often have you used the following facilities in the past two years?

	Daily	Weekly	Fortnightly	Monthly	Occasionally	Not used
Armstrong Hall	☐	☐	☐	☐	☐	☐
Thornbury Library	☐	☐	☐	☐	☐	☐
Turnberries	☐	☐	☐	☐	☐	☐
Thornbury & District Museum	☐	☐	☐	☐	☐	☐

What have you used these community facilities for?

- ☐ Library services
- ☐ Use computers
- ☐ Performance space
- ☐ Meeting space for community group
- ☐ To attend a session or class
- ☐ To attend an event
- ☐ To attend a show, performance or production
- ☐ Private hire/function
- ☐ Children's activities
- ☐ Youth Centre
- ☐ Museum services
- ☐ Cafe and bar

Other, please specify:

OPTIONS FOR THE FACILITIES CURRENTLY PROVIDED AT THE ARMSTRONG HALL

Which option for the future location of community facilities currently provided at the Armstrong Hall do you prefer?

- ☐ Refurbishment on the existing site
- ☐ New build extension at Turnberries
- ☐ Don't know/No preference
- ☐ Other option (please specify)

Why is this your preferred option?

What do you think about the proposed plans for the future provision of facilities currently provided at the Armstrong Hall?

What impact do you think either of the options for the redevelopment of the facilities currently provided at the Armstrong Hall could have on Thornbury or your use of these facilities?

Would you use these facilities in the future?

	Less than now	About the same as now	More than now	Would not use at all	Don't know
Library located at Turnberries	☐	☐	☐	☐	☐
Library in its current location	☐	☐	☐	☐	☐
Armstrong Hall facilities refurbished on existing site	☐	☐	☐	☐	☐
Armstrong Hall facilities provided in an extension to Turnberries	☐	☐	☐	☐	☐
Turnberries Community Centre	☐	☐	☐	☐	☐
Thornbury & District Museum at its current location	☐	☐	☐	☐	☐
Thornbury & District Museum at an alternative local location	☐	☐	☐	☐	☐

Please use this space to make any other comments about the provision of community facilities in Thornbury that you think are relevant.

Are you responding to this consultation as?

☐ A local resident
☐ On behalf of an organisation (please specify)
☐ Current user of Armstrong Hall
☐ Current user of Thornbury Library
☐ Current user of Turnberries
☐ Current user of Thornbury & District Museum
☐ A local business

Other, please specify:

Please tell us your full postcode:

The following questions are optional but will help us to better understand the responses we receive and any impact on particular individuals or groups. You do not need to answer the following questions if you are responding on behalf of an organisation.

Are you? ☐ Female ☐ Male ☐ Prefer not to say

How old are you?

☐ Under 16 ☐ 16 to 25 ☐ 26 to 35
☐ 36 to 45 ☐ 46 to 55 ☐ 56 to 65
☐ 66 to 75 ☐ Over 75 ☐ Prefer not to say

OPTIONS FOR THE FUTURE LOCATION OF THE LIBRARY

If the library moved to Turnberries, what facilities, services or improvements would you like to see provided?

What do you think about the proposal to move the library to Turnberries?

What impact do you think potentially moving the library could have on the provision of library services or your use of them?

THORNBURY & DISTRICT MUSEUM

Please use this space to make any comments about the future provision of museum facilities in Thornbury and how these proposals could impact on them.

TURNBERRIES

Please use this space to make any comments about the community facilities provided at Turnberries and your use of them.

What impact do you think potentially moving the library to Turnberries could have on the future provision of community facilities at Turnberries?

What impact do you think potentially moving the facilities currently provided at the Armstrong Hall to an extension to Turnberries could have on the services and facilities provided at Turnberries?

Your ethnicity:

- ☐ Arab/Arab British
- ☐ Asian/Asian British – Bangladeshi
- ☐ Asian/Asian British – Indian
- ☐ Asian/Asian British – Pakistani
- ☐ Asian/Asian British – Chinese
- ☐ Asian/Asian British – Other (please state)
- ☐ Black/African/Caribbean/Black British – African
- ☐ Black/African/Caribbean/Black British – Caribbean
- ☐ Black/African/Caribbean/Black British – Other (please state)

- ☐ Gypsy or Traveller of Irish Heritage
- ☐ Mixed/Multiple Ethnic Groups – White & Asian
- ☐ Mixed/Multiple Ethnic Groups – White & Black African
- ☐ Mixed/Multiple Ethnic Groups – White & Black Caribbean
- ☐ Mixed/Multiple Ethnic Groups – Other (please state)

- ☐ White – English/Welsh/Scottish/Northern
- ☐ Irish/British
- ☐ White – Irish
- ☐ White – Other (please state)

- ☐ Other ethnic group (please state)

- ☐ Prefer not to say
- ☐ Other, please tell us:

Do you consider yourself to be disabled?

- ☐ No
- ☐ Prefer not to say
- ☐ Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches
- ☐ Yes - Sensory impairment such as being blind/ having serious visual impairment, or being deaf/ having a serious hearing impairment
- ☐ Yes - Mental health condition, such as depression, anxiety or schizophrenia
- ☐ Yes - Learning disability/difficulty (such as Down's Syndrome, dyslexia, dyspraxia) or cognitive impairment (such as autistic spectrum disorder)
- ☐ Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy
- ☐ Yes - Other (please tell us)

If you would like to be kept informed about the future of this project, please provide us with your name and email address.

Name

Email

Any personal information that you have supplied will be held by South Gloucestershire Council and Thornbury Town Council in accordance with the Data Protection Act. This information will only be used as part of this exercise and personal information will not be published or passed onto any other organisation.

Further information and a link to our online survey is available from each organisations website or from this link: **www.southglos.gov.uk/consultation**

You can also tell us your views by emailing: **consultation@southglos.gov.uk**

Or writing to: **Freepost RTXL-YJXJ-BXEX**
South Gloucestershire Council
Corporate Research & Consultation Team
Thornbury Community Facilities
Council offices
Badminton Road
Yate
BRISTOL
BS37 5AF

You can also call **01454 412103**.

Please return this survey to the freepost address or to the Town Hall, Library or Turnberries