AGENDA MANAGEMENT SHEET

Name of Committee	**Communities Overview & Scrutiny**
Date of Committee	**11 July 2011**
Report Title	**Warwickshire Library and Information Service - Facing the Challenge**

Summary

A report will be submitted to Cabinet on 14 July which details the results of the 12-week consultation on proposals for the future direction of the Warwickshire Library and Information Service (WLIS) to achieve the £2m budget reduction agreed by Cabinet on 17 March 2011. The consultation sought to identify solutions to sustain comprehensive and effective library services, not necessarily library buildings, whilst also achieving the necessary budget reductions. The Overview and Scrutiny Committee is asked to consider and comment on the report.

For further information please contact:

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Would the recommended decision be contrary to the Budget and Policy Framework?

No.

Background papers

Cabinet Report 17 March 2011 –Warwickshire Library & Information Service - Facing the challenge

Cabinet report 16 October 2008: Framework for the Future: Library Transformation

Adult Health & Community Services Overview and Scrutiny Committee 11 February 2009 (Select Committee – Library Transformation)

Report from Chair of Adult Health & Community Services Overview and Scrutiny Committee to Cabinet as a result of above – 23 April 2009

Report of the Strategic Director of Adult Health &
Community Services 2 March 2010: Transformation
of Library and Information Services (LIS) Progress
Report

Report to Communities Overview & Scrutiny
Committee on 1 March 2011 – Facing the Challenge
– Changing times for Warwickshire Library &
Information Service.

Report to Cabinet on 16 June 2011 – Property
Rationalisation – Warwick Accommodation

CONSULTATION ALREADY UNDERTAKEN:-   Details to be specified

Other Committees	☐	
Local Member(s)	☐	
Other Elected Members	☐	
Cabinet Member	☒	Cllrs Farnell, Hayfield and Foster
Chief Executive	☒	
Legal	☒	Jane Pollard, John Galbraith
Finance	☒	John Betts, Virginia Rennie, Chris Kaye
Other Chief Officers	☐	
District Councils	☒	Dave Webb, Stratford District Council Raj Chand, Rugby Borough Council Susie Drummond, Warwick District Council Bob Trahern, North Warwickshire Borough Council Gail Hudson, Nuneaton & Bedworth Bourough Council
Health Authority	☒	Paula Mawson, NHS Warwickshire
Police	☒	Tony Taylor, Customer Contact Manager Superintendant Adrian McGee
Other Bodies/Individuals	☒	Steve Smith, Chris Juckes, Martyn Thompson, Tejay de Kretser

FINAL DECISION

SUGGESTED NEXT STEPS: Details to be specified

Further consideration by this Committee	☐
To Council	☐
To Cabinet	☒
To an O & S Committee	☐
To an Area Committee	☐
Further Consultation	☐

Communities Overview & Scrutiny - 11 July 2011

Warwickshire Library and Information Service - Facing the Challenge

Recommendations:

1. That this committee considers and comments upon the contents of the report which will be submitted to Cabinet which meets on 14 July 2011.

AGENDA MANAGEMENT SHEET

Name of Committee	**Cabinet**
Date of Committee	**14 July 2011**

Report Title

Warwickshire Library and Information Service - Facing the Challenge

Summary

This report details the results of the 12-week consultation on proposals for the future direction of the Warwickshire Library and Information Service (WLIS) to achieve the £2m budget reduction agreed by Cabinet on 17 March 2011. The consultation sought to identify solutions to sustain comprehensive and effective library services, not necessarily library buildings, whilst also achieving the necessary budget reductions.

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Local Member(s)	☐	
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FINAL DECISION

SUGGESTED NEXT STEPS: Details to be specified

Further consideration by this Committee	☐	

Warwickshire County Council

To Council ☐

To Cabinet ☒

To an O & S Committee ☐

To an Area Committee ☐

Further Consultation ☐

Warwickshire
County Council

Cabinet
14 July 2011

Warwickshire Library and Information Service
- Facing the Challenge

Recommendations:

That Cabinet:

1   Authorises the Strategic Director for Resources and the Head of Customer Service to implement arrangements to reduce the total opening hours of Atherstone, Coleshill, Bedworth, Nuneaton, Rugby, Leamington, Kenilworth, Lillington, Whitnash, Alcester, Shipston, Southam, Stratford and Wellesbourne libraries as set out in section 11 of this report subject to recommendations 3 and 4 below. Implementation to be as soon as possible and by 1 April 2012 at the latest.

2   Agrees that the pattern of opening hours at each of the libraries referred to in recommendation 1 will be determined following consultation with the public.

3   Agrees that wherever possible the services of volunteers should be used to increase the opening hours of the libraries referred to in recommendation 1 above the proposed minimum level set out in section 11 of the report.

4   Agrees that discussions should take place with Warwick District Council to implement integrated working at Kenilworth, Lillington and Whitnash and with Warwickshire Police regarding Coleshill, to seek to increase the opening hours above the proposed minimum level set out in Section 11 of the report.

5   Approves extending the deadline for finalisation of all community-run library bids to Friday 19 August 2011, with a further report being presented to Cabinet in October 2011.

6   Agrees that the Warwickshire Direct/library arrangements at Stockingford should be reviewed with a further report to Cabinet in October 2011.

7   Agrees that proposals for a reconfigured mobile service is presented to Cabinet in October 2011.

8   Agrees to reallocate £100,000 of capital funding in 2011/12 previously approved for One Stop Shop expansion to provide a capital fund available to communities wishing to set up community-run libraries.

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> 9   Notes the financial impact of deferring decisions on the achievement of the savings plan and also note that over the three years of the overall Medium Term Financial Plan (MTFP) that £143,000 of savings has been double counted between Libraries and Physical Assets, which should lie with the property rationalisation programme. Cabinet should reiterate that the 2011/12 savings for these areas remain, or identify compensating savings elsewhere, whilst noting that the MTFP will need to be refreshed for 2012/13 onwards for the impact of any double counting of savings.
>
> 10   Agrees that the Book / Stock Fund should not be reduced any further.
>
> 11   Supports the consultation with staff and notes that staffing reductions will be implemented in accordance with the Council's agreed policies.

1   Introduction

1.1   The purpose of this report is to feedback on the 12-week public consultation on the Warwickshire Library and Information Service (WLIS) proposals agreed by Cabinet on 17 March 2011. The proposals would achieve target savings of £2 million by 2014.

1.2   An impressive level of responses have been received county-wide from local people as a result of the consultation. Nearly 5,000 consultation questionnaires were returned, we had feedback from 25 public meetings and 41 library roadshows which were attended by 2,384 people, along with more than 500 letters and e-mails received and 15 petitions containing more than 10,000 signatures.

1.3   This process has been a valuable one and a learning journey with our communities who have come forward and have demonstrated that they value and want to keep their local library service.

1.4   As a result of the consultation, communities in the 16 libraries identified as no longer sustainable in their current form, have submitted business cases or expressed an interest in running their own library.

1.5   WLIS is midway through a transformation programme which began in 2008, when County Councillors approved a comprehensive plan designed to develop services that meet modern-day customer needs, preferences and lifestyles.

1.6   The WLIS budget has decreased by more than £2 million between 2006 / 2007 and 2010/2011 without any library closures or reduction in opening hours. The service now needs to reconfigure the library network to achieve further savings.

1.7   Some of the reduction of the WLIS budget has been due to changes in the way in which the Council deals with central establishment charges and

overheads. Nevertheless the scale of the impact on the service can be seen by the way in which the workforce has been restructured to allow for greater flexibility and customer focus. It has been reduced by around 25%. We now employ the full time equivalent of 63 fewer staff than five years ago. This has been achieved without affecting the library network or opening hours.

1.8 Around half of the £2 million savings now required are proposed to come from reduction in support functions, management and countywide specialist services, and half from the frontline services network. The consultation focus was on the latter, which will realise the following savings:

Library closures/transfers (16)	£419,000
Reduced opening hours	£393,000
Reducing the mobile fleet from five to three vehicles	£95,000

1.9 The proposals to reduce the number of council-run libraries from 34 to 18 would affect less than 10% of all library visits. The criteria used to identify the 16 libraries no longer sustainable in their current form were: an aggregate of loans and visits per hour, and whether libraries had any existing or planned partnership arrangements.

1.10 The libraries identified as no longer sustainable in their current form are: Baddesley, Bedworth Heath, Bidford, Binley Woods, Bulkington, Camp Hill, Dordon, Dunchurch, Harbury, Hartshill, Henley in Arden, Keresley, Kineton, Kingsbury, Studley and Water Orton.

1.11 The total weekly scheduled opening hours are currently 1,082.25, across 34 libraries. Of the total opening hours of 1082.25, the 18 libraries that are proposed to be retained account for 782 hours. The proposal is to reduce the total opening hours at these libraries to 576.5 hours, which represents a reduction of 26.2%.

1.12 In designing and running the consultation process, officers and members sought to listen to the thoughts, views and experiences of local people and organisations on their library services, and to explore alternative solutions to sustain these.

1.13 The intention was to be open and honest with communities, to explain that savings had to be found, but that any alternatives to the proposals could be considered as long as the overall savings were achieved. The emphasis was on working with communities to seek solutions to sustain library services, but not necessarily to retain a network of library buildings from which library services were provided.

1.14 The modernisation of Warwickshire County Council (WCC) services is focused on the needs of customers and is detailed in the 'One Front Door' Strategy. The One Front Door is the driver for the modernisation of the Council's services centred on the needs of customers. It will enable us to deliver the services which customers need at low cost. Customers will be able

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to access WCC services and those of its partners through One Front Door, which makes services available:-

➢ Face to face
➢ By telephone
➢ Electronically

For more information, please see Appendix 1 'Facing the Challenge' newsletter.

2   Transformation

2.1   In 2008 we began a transformation programme designed to develop services that meet modern-day customer needs, preferences and lifestyles. Despite the recession and its aftermath, much has already been achieved, including:

A programme of library makeovers, along with the introduction of self- service equipment for borrowing and returns in 15 libraries.

Alterations to Wellesbourne and Wolston libraries to accommodate on- site Children's Centres

The trial introduction of 'Playaway' ipod-style audio books.

Extra online subscription services, free to library members.

The installation of free public wifi and Touchdown stations, in all Warwickshire libraries for mobile colleagues.

The launch of a free trial e-books service, with hundreds of downloadable titles to choose from.

'Get it Loud in Libraries' gigs at Rugby attracting teens and twenties into the library, through live music.

The launch of Books on Prescription in conjunction with NHS Warwickshire - offering collections of mental health self-help books.

For more information see the transformation leaflet at Appendix 2.

3   Budget

3.1   Significant savings and efficiencies are already in progress as part of the 2011/12 budget.
The service has maximised opportunities by introducing charges for events and activities, for using public (People's Network) computers, and by providing commissioned services for other partners eg Books on Prescription with NHS Warwickshire with a total income target of £1 million.

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3.2   Economies of scale and added value have also been achieved by working with partners, within Warwickshire and beyond. These include Early Years, Warwickshire Police, the Probation Service, Waitrose, the Royal Shakespeare Company, and HM Revenues & Customs.

3.3   Further, by entering into a joint buying deal with 40 other library authorities we have achieved significant extra discounts on stock, giving us around 30% more books for our money.

3.4   The sharing of premises with local district and borough councils has enabled five of our libraries to be delivered through One Stop Shops. These are: Kenilworth, Lillington, Southam, Stockingford and Whitnash. Wolston and Wellesbourne Libraries have been altered to accommodate on-site Children's Centres.

3.5   Since April 2011 WLIS has been providing mobile library services on behalf of Solihull Metropolitan Borough Council, with joint savings of £100,000.

3.6   We are also exploring the potential to achieve further savings through sub-regional working to share common functions and costs with other library authorities.

3.7   In addition, to seeking savings from the operation of WLIS itself the Council is also seeking to reduce its annual revenue expenditure on non-school properties by £4.4 million by March 2013. Reducing the number of Council-owned library buildings will contribute towards meeting this target.

4   Consultation

4.1   The libraries consultation ran for 12 weeks (18 March to 9 June 2011) and was overseen and validated to their recommended standards, by The Consultation Institute, as 'critical friend'. Officers also met with representatives of the Museums, Libraries and Archives council (MLA) to discuss the potential changes and get advice on best practice.

4.2   The consultation scope and the stakeholder mapping appear, respectively, in Appendices 3 and 4.

4.3   Essentially, the consultation process was designed to:

- Canvas public and partner views on the savings plan proposals at public meetings, roadshows and via a questionnaire
- Ask how people would be affected if the proposals were implemented#
- Explore alternative options with stakeholders
- Test the likely extent of volunteering
- Invite communities to apply to run their own libraries

4.4 Purpose and scope of the consultation

4.4.1 The purpose of the Libraries Consultation 'Tell us what you think' (Appendix 5) was to understand the value placed on library services by the communities they serve, discuss the reality of the savings requirements, and to explore alternatives for sustaining services. Communities were encouraged to participate and discuss the proposals as presented, and were assured that their concerns and suggestions would influence the final decision on the future shape of the library service.

4.5 Consultees

Library members and non-users
Warwickshire MPs
County, Parish, Town, District and Borough Councillors
Community Forums and Area Committees
Warwickshire Police
NHS
Warwickshire schools
Our partners and wider stakeholders
Local businesses
Unions
Museums, Libraries and Archives Council (MLA)

4.6 Equalities Impact Assessments (EIAs)

4.6.1 An Equality Impact Assessment has been undertaken for each of the 34 libraries and on the overall libraries transformation programme. The potential impact on children and young people, older people, disabled people, and the north of the county were particularly considered.

4.6.2 Action plans are being developed outlining how some of the negative impact can be mitigated, including the potential for community-led services and also, should these not be possible, options which could be delivered by WLIS.

4.6.3 Alongside the consultation, officers not only explored how individuals and communities would be impacted by the proposals, if implemented, but also the context of reductions in other local services such as the youth service, public transport and fire service.

4.6.4 A detailed analysis for each community appears in Appendix 6. This includes a summary of key themes and impacts from the public meetings and the roadshows.

4.7 Methodology

4.7.1 The views of people living, working or being educated in Warwickshire were invited, along with those of key stakeholders. A wealth of information was made available, with the consultation questionnaire, in all libraries and online.

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4.8   Questionnaire

4.8.1   The survey questionnaire is shown in Appendix 5. It was developed to inform people about the proposed changes to the Library and Information Service, to understand the perceived impact on individuals and organisations, to identify specific concerns, and to explore the level of interest in community-run libraries and volunteering proposals.

4.8.2   The questionnaire was made available in both printed and online formats, and was distributed throughout Warwickshire libraries, and was handed out at public meetings, roadshow venues and to existing consultative groups. Every adult library member for whom we had an email address was sent a link to the questionnaire.

4.8.3   Previous national survey guidelines for Warwickshire advised that a return of 1,100 questionnaires would provide a statistically valid sample. The actual number of responses received numbered nearly 5,000.

4.9   Public meetings

4.9.1   Twenty-five open public meetings were held across the county during the consultation period. These meetings were addressed by:

Cllr Colin Hayfield, Portfolio Holder for Communities, Access and Physical Assets
Cllr Peter Butlin, Portfolio Holder for Transport and Highways
Cllr Jim Foster, Spokesperson for Communities, Access and Physical Assets
David Carter, Strategic Director Resources Group
Kushal Birla, Head of Customer Service
Senior WLIS managers

4.9.2   Notes from all the above meetings can be found on
http://www.warwickshire.gov.uk/libraryconsultation#6

4.9.3   Senior librarians also attended various library friends' group meetings on request.

4.9.4   WLIS also attended other engagement opportunities at a variety of local events eg The Warwickshire Race Equality Partnership (a total of 130 attendees from three meetings in Nuneaton, Leamington and Rugby).

4.10   Roadshows (drop-in sessions)

4.10.1 In order to encourage interest in the consultation, 36 roadshows were organised across the county comprising of displays and literature and accompanied by staff. These events particularly aimed to engage users on a one-to-one basis to explain the proposals, ascertain views, and encourage them to complete the questionnaire. In addition, there were five Mobile Library roadshows (156 attendees) at which a separate consultation questionnaire, specifically for mobile customers, was made available.

For details of meetings and roadshows, please see Appendix 7.

4.11   Informing local people

4.11.1 The consultation was publicised through press releases, radio interviews, posters, the Warwickshire website, Library and Information Service web pages, and by email to library members.

4.11.2 Twenty pro-active press releases were issued and 61 calls were received from the print and broadcast media asking for more information and interviews on the library transformation.

4.11.3 Of these 61 calls, 22 were requests to arrange radio interviews. These were with BBC Coventry and Warwickshire, Mercia FM, Touch FM and Oak FM. There were six filming and interview requests from BBC Midlands Today television, and one from Carlton/Central television.

4.11.4 More than 100 articles appeared in the local press over the 12-week period.

4.11.5 In addition to traditional methods such as roadshows and meetings, we used less formal ways to engage hard-to-reach groups who could be affected by the proposed changes - including Twitter and, for the first time, a consultation 'blog'.

4.11.6 During the 12-week consultation, the blog was visited more than 2,500 times and there were 41 different blog posts. There were 87 dedicated library consultation tweets and 77 retweets which reached a total of 56,190 followers.

4.12   Community groups

4.12.1 An information pack was produced to assist communities interested in running their own libraries. The contents, available online, included an expression of interest form - the first step - and a business case template with guidance notes.

4.12.2 In addition, a senior WLIS staff-member was allocated to each of the five districts as the main contact for further guidance and face-to-face discussion.

4.12.3 Thirty-three such meetings had taken place by the end of the consultation period on 9 June 2011.

4.12.4 A special event for community groups was held at Rugby College on 2 June 2011, with presentations from both other library authorities and volunteer-run projects from around the country, followed by opportunities to ask questions one-to-one.

4.13 Partners and stakeholders

4.13.1 The consultation team attended Older People's Fora, Warwickshire Race Equality Partnership Fora, Disability Groups/Fora and meetings with other specific groups on request.

4.14 Warwickshire Schools

4.14.1 As part of consulting as widely as possible, and exploring avenues and models of partnership, WLIS undertook to contact all Warwickshire Schools via the Warwickshire Education Service system, and an e-mail was sent on 11 April. A further message was sent on 18 April to all head teachers of Warwickshire schools situated in the communities where the local library has been identified in the consultation as non-sustainable. This message asked whether the school would be able to host and/or staff a library facility for the community.

4.14.2 Expressions of interest for running a community library came in from Kineton High School, Water Orton Primary School, and Bilton Grange Preparatory School.

4.14.3 In addition, initial exploratory meetings took place with Head Teachers at Studley High School, Kingsbury School, Birchwood Primary School in Dordon, and Bilton Grange in Rugby – and discussions continue. Business proposals were received from Water Orton Primary and Kingsbury Schools for running a community library.

4.14.4 Some head teachers raised issues around child protection, safeguarding and access.

4.15 Local businesses

4.15.1 During the consultation, we wrote to 45 local businesses asking if they would be willing to support WLIS. We have received a limited response to date and no firm offers of support, but this is still being pursued.

5 Key findings

5.1 The 12-week consultation process generated a great deal of interest and engagement. A statistically valid sample for questionnaires, according to national survey guidelines previously used, is a return of 1,100. The actual number of responses received was 4,977 in addition to the information collated from all the meetings/roadshows/e-mails/letters and petitions.

5.1.1 Around 500 letters and emails were received
16 communities expressed an interest in running their own libraries and/or taking on the existing library building
1,671 people attended consultation roadshows
763 people attended public meetings

Warwickshire County Council

5.1.2   Detailed analysis, library by library, has been produced based on all of the responses received in all the many different formats it has been gathered. This analysis has identified a number of key themes that emerged and includes other options that could be considered which have been outlined below.

5.1.3   The report on the public consultation can be found in Appendix 8.

5.1.4   The consultation process was overseen by The Consultation Institute, an independent body, to ensure that the process was thorough and robust.

5.2   Summary of results from consultation questionnaire

- 4,977 questionnaires were returned (55% on paper and 45% online)
- 94% of these were from individual library customers
- 3,098 (62.2%) of responses related to an individual library
- Two-thirds of respondents were female
- Nearly 40% were over 65 and almost 60% between 25 and 64
- Over half of respondents understood why the Council needs to make changes
- A third said the proposed changes would have a significant impact on them
- 40% said the changes would have some impact, and a fifth said none
- Two-thirds said they would still be able to access a library
- More than half said they would be able to access library services online
- Over 40% would be interested in using a community library and a third not
- 910 respondents said they were interested in volunteering

5.2.1   The majority of respondents understand why the Council needs to make changes to the library service and would still be able to access a library if the proposed changes were to happen. A smaller proportion would be able to access services online.

5.2.2   A significant proportion stated that they would be interested in using a community run library and would be prepared to be involved as a volunteer. Respondents were asked about a range of voluntary opportunities and their availability. 638 individuals left contact details which will be followed up to identify their potential commitment and the feasibility of running services with their support.

5.2.3   In terms of the mobile library service 395 people have been identified who would be willing to provide support for 2-4 hours per week, with the majority volunteering during daytime hours.

5.2.4   From a business point of view there were 77 expressions of interest in libraries sharing space on their premises and of these 45 left contact details while 36 businesses/ services were interested in moving into an existing library building. These will all need to be followed up to investigate the opportunities available. In addition contact details were given from 105 individuals and organisations who were prepared to provide financial support.

5.2.5   Information about individual library results are available in Appendix 6. These include an analysis of Community Need, statistics from the equality impact assessment and an overview of the most important issues raised by the local community at public meetings, roadshows, letters and in the survey.

5.3   We received 15 petitions containing more than 10,000 signatures:

Baddesley	339
Bedworth Heath	102
Bidford	525
Binley Woods	718
Bulkington	3399
Camp Hill	150
Dordon Primary School	117
Dunchurch	1403
Henley	807
Hartshill	181
Keresley	289
Kingsbury	873
Studley	700
Water Orton	256
Othello mobile (Bedworth)	182
Total signatures	10,041

5.4   Of the 152 customers who visited mobile libraries on the five roadshow days, 132 completed the separate mobile service consultation survey. If the mobile library stop was removed, would the customer be able to travel to another stop or library?

5.4.1   75% of the users were over 65 years old, over a quarter of respondents are only able to access the mobile vehicle if it still stopped within their village. Nearly half said they were either unable to travel or not prepared to, due to having to carry heavy books, lack of public transport and cost of fuel and parking. Around a quarter of respondents already use another library.

5.4.2   Over half of the respondents said they would have difficulty accessing another stop. Over 90% walk to their mobile library stop and, for 90% of respondents, the stop is virtually on their doorstep.

5.4.3   Nearly all the respondents were happy for the frequency of the service to be changed, as long as the service remained and more books were allowed to be borrowed.

5.5   MPs and elected members reported feedback from their communities throughout the consultation process.

5.6   Formal responses were received from the following partners/stakeholders:

5.6.1 District Councils
- Warwick District Council
- Rugby Borough Council
- North Warwickshire Borough Council
- Nuneaton and Bedworth Borough Council
- Stratford District Council

5.6.2 Parish and Town Councils
- Harbury Parish Council
- Bidford on Avon Parish Council
- Salford Priors Parish Council
- Shotteswell Parish Council
- Leamington Town Council
- Welford-on-Avon Parish Council
- Studley Parish Council
- Warwick Town Council
- Whitnash Town Council
- Royal Leamington Spa Town Council

5.6.3 Members of Parliament
- Marcus Jones
- Dan Byles

5.6.4 Schools
- Hartshill School of Science and the Arts
- Dunchurch Infant School and Nursery
- Dordon Community Primary School
- Birchwood Primary School, Dordon
- Stratford Upon Avon High School

5.6.5 Other organisations
- NHS Warwickshire
- Warwickshire Police
- Hartshill Parish Project
- Holy Trinity Church PCC, Hartshill
- Dunchurch Community Forum
- Warwickshire Direct
- Alcester Civic Society
- The Warwick Society
- Dunchurch Hall Residents Group

5.7 Children

A survey of Children and Young People was undertaken in September and October last year. The Children's Public Library User Survey is a regular three yearly survey to find out what children and young people use their library for and satisfaction levels for various elements. The Service had a response from over 3,000 children and young people, 55% girls and 45% boys. The age range of the respondents was 42% under 5's, 40% 5-10 years and 18% 11-16 years

The key findings included:
- Most respondents came to the library with someone from their family
- 87% think the library is 'Good'
- 79% come to borrow items
- They borrow from the library because they like reading, thinks the library has good books and want to get better at reading
- Three quarters of respondents access a computer from home, only a quarter access from the library

The majority of respondents thought the library was a friendly place, a safe place, an easy place to get to, open when they want to use it, bright and cheerful, a place they want to come to and a place with lots of interesting things.

5.8   Key themes

5.8.1   A number of key themes emerged from the public meetings, roadshows, letters and emails. The main ones are summarised below:

- Volunteers would need ongoing professional support from WLIS to sustain a community library
- Libraries were not just about book loans, they were trusted community/social spaces
- The savings from an individual library are quite small - would it not save more money if a larger library were to close?
- People with the least means would be hardest hit and concern about libraries being closed in areas of deprivation
- Lack of joined-up thinking from the Council - as the number of libraries is being reduced, so are the bus links to larger towns, youth services, and fire stations closing
- The criteria used to identify unsustainable libraries were challenged
- Concern was expressed about the impact on staff and potential redundancies
- Charging for services such as computer use has had a detrimental impact on the number of visitors
- It would be fairer if opening hours were reduced everywhere and no libraries were closed
- Fear was expressed that it was 'a done deal'
- Loans have fallen because of low investment in book stock over recent years
- Concern was expressed that the impact of the changes would be more significant in the north of the county

5.8.2   All the above themes are being investigated as we finalise the library offer.

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5.9   Other options

5.9.1   During the course of the consultation process, officers also began to identify other options and discuss with community groups possible alternatives. These are:

- Give space over to a volunteer-run community café
- Establish 'Friends' groups for general fundraising
- Parish /Town Councils to raise stipend per additional hour open to top up WCC funding
- Increase flexibility to create space out of hours that can be rented out to community groups etc.
- Create a space to let out to a commercial operation such as Bookshop or Post Office
- Create space for small office(s) link to Local Enterprise Partnership
- Encourage volunteers to work alongside staff to reduce operating costs per hour
- Move services to share another building with other agencies to reduce overall operating costs

5.9.2   A recurring question during the consultation was whether the service had considered achieving the £1 million savings solely by reducing opening hours. This option was considered, but would have resulted in an inadequate library service for the residents of Warwickshire. Retaining all 34 libraries would significantly limit ability to reduce management and support costs and would negate any potential capital receipts from the sale of buildings or land. Opening hours would have to be cut across the network, with 21 libraries opening for the equivalent of only one day a week. Shorter opening hours would adversely affect income generation and partnership arrangements, and there would have to be more staff cuts to achieve the target £2 million savings.

For a more detailed analysis please see Appendix 9.

5.9.3   The service has also considered the proximity of libraries both within and beyond Warwickshire borders. Detailed analysis has been carried out and is available to Members on request.

5.9.4   During the consultation, a large amount of feedback was received from the public and stakeholders in addition to the more formal questionnaire. This information amounting to six lever arch files was made available to County Councillors in the three group rooms in Shire Hall from 28 June onwards. The files contained copies of all the letters, e-mails, petitions, formal responses, feedback from roadshows and public meetings plus all the survey data and comments.

6   Submissions for Running a Community Run Library

6.1   Community groups interested in providing a community run library service were asked to submit a business case setting out their proposals by 9 June

2011. Guidance was published on the County Council website and provided to any interested group to enable them to prepare a business case and ensure that all proposals submitted would be presented in a common format.

6.2   Frequently asked questions (FAQs) were also published on the website to attempt to answer a few commonly asked questions regarding the set-up and management of community run libraries.

6.3   The key advice provided was:
a)   Availability of one-off funding
- A £100,000 one-off capital funding pot has been set aside to support communities in setting up their community library.

b)   Ongoing funding
- WCC is not able to provide any ongoing funding for the libraries which have been identified in the consultation as not sustainable in their current form.

c)   Staffing
- The Council is assuming that no existing staff will transfer to the community service.
- If the proposed service will involve the use of paid staff, 'TUPE' may apply – which could mean that existing WCC staff would transfer to the new service on the same terms and conditions.

d)   Premise – Ownership
- Where the library is owned by the Council, it is prepared in principle to lease the premises to a community group at a peppercorn rent for an initial period of one year.
- After that, subject to annual review of the service being provided, the lease may continue at an appropriately discounted rental, for a period of up to five years in total.
- The 'appropriately discounted rental' referred to above would be negotiated with the community based on the community/social benefits which they were providing. The starting point for WCC would be market value, which WCC would then discount appropriately. In some circumstances this could be nil, i.e. a peppercorn rent.
- At the end of the five year period, a full market rent will be payable.
- Where WCC is currently a tenant of a building and paying rent, if a community group is to take over the building, they will, subject to the terms of the lease, need to become responsible for the rent which WCC is currently having to pay.

e)   Building Transfer
- WCC's Cabinet will decide whether to support any request for transfer of a building and on what terms and conditions.
- This would generally be through either:
    i. full transfer of ownership

          ii. short-term lease with a view to full transfer of ownership, although in certain circumstances a long term lease may be more appropriate
- The cost to the community group will depend on the market value of the building and the social benefit which the transfer of the building will provide to the community.

f)   Premise – Maintenance
- The building is taken on in its current condition and the tenant will be responsible for all repairs from the outset.
- Maintenance costs will need to be factored into any financial plans for a community group to run a library.

g)   Operational Support - the Council will:
- Publicise the service on the WCC web pages.
- Provide one public access PC to include access to the 'virtual' library on-line resources.
- Provide current level of book stock.
- Provide use of existing library fixtures and fittings such as shelving, tables, chairs and counters.
- Provide the Library Management System (LMS) – if required, (for computerised loan issue and returns) including one LMS pc within the existing library premises, and
- Provide initial set up training and support

h)   Training for Volunteers
- The Library and Information Service can provide initial set up training for volunteers
- Any further requirements (bespoke training) can be provided at a cost (£80 per hour or £250 per day – excluding VAT)
- Training will be a requirement if volunteers have access to the Library Information System

6.4   The above operational support package constitutes a significant contribution in terms of ongoing WLIS support – beyond that envisaged in the original service saving plan. This additional support will be funded from extra savings elsewhere in the service.

6.5   In addition to the above, ongoing support will be provided free via telephone and quarterly visits to the community run library.

6.6   Community groups submitting business cases were asked to provide details within their submission of any assets and/or support they required.

6.7   It is proposed that the £100,000 capital allocation be set aside to support communities in setting up their community libraries is funded by reallocating capital funding previously approved for One Stop Shop expansion in 2009-2010. Cabinet are asked to approve this virement now, in advance of decisions on individual libraries to prevent any delay once final decisions are made.

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6.8   Community responses received to date are detailed below.

Library	Community Applicant	Summary of Submission
Baddesley	Baddesley Ensor Parish Council	• Community –run volunteer village hall. • The village hall already hosts services for the community. • *This proposal would vacate the current library building.*
Baddesley, Hartshill & North Warwickshire	Ingleby Foundation	• Social enterprise community library run by young people, people suffering from mental health and learning difficulties using current library building(s).
Bedworth Heath	Cllr Damon Brown & Cllr Barry Lobbett	• Expression of interest only. • Have indicated they would contact Warwickshire Library & Information Service by end of June with more information.
	Reverend Andrew Gandon	• Expression of interest only. • Some space offered in church hall. • *This proposal would vacate the current library building.*
Bidford-on-Avon	Bidford-on-Avon Parish Council	• Wish to keep library open and run by WCC. • Wish to have further discussions.
Bidford-on-Avon	Kerry Brooks, Brookfields	• Wish to use current building space as independent child nursery.

Binley Woods	Friends of Binley Woods Community Library	• Community run volunteer library either in:
		  1. Existing library building, or
		  2. Village hall
		a. *Option 2.would vacate the current library building.*

Bulkington	Kelly Abrahams, Dance Express	• Wish to use current building space as dancing school offering speech and drama, singing and all aspects of performing arts.
	Cllr John Ross	• Wish to keep library open and run by WCC, with reduced revenue expenditure and use of volunteers.
	Bulkington Community Library	• Community library run with use of volunteers & installation of

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Library	Community Applicant	Summary of Submission
		café. •
Camp Hill	Pride in Camp Hill Ltd	• Wish to keep library open and run by WCC, with increased footfall & usage to offer better value for money. • Need time to explore opportunities for integration with rest of Chess building.
Dordon	Friends of Dordon Library	• Wish to keep library open and run by WCC with volunteer support. • Wish to share space with Hartz dance school to make building more viable.
	Lisa Hartz Dance School	• Wish to use half of current building space as dancing school.
Dunchurch	Dunchurch Parish Council Library sub-committee	• Community run voluntary library. • Joint occupation by partners of library building, e.g. Parish Council (on agreement of 15 year peppercorn lease).
	Peter Kirk, Bilton Grange Prep School	• Expression of interest only. • Some space offered in residential accommodation on school site. • *This proposal would vacate the current library building.*
Harbury	Harbury Library Steering Group	• Community library run with use of volunteers. • Coffee shop and internet café.
Hartshill	Hartshill Parish Plan Project	• Wish to keep library open and run by WCC for period of 12 months whilst new community hall built. • Request taper funding. • Provision of WCC library is integral part of lottery grant awarded to build new community hall.
	Ingleby Foundation	Refer to Baddesley, Hartshill & North Warwickshire submission above.
Henley-in-Arden	Cllr George Matteou/Cllr Perry	• Feasibility report received outlining a number of options • Option 1 - Library to be run on similar lines to the existing

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Library	Community Applicant	Summary of Submission
		arrangements • Option 2 - Library remains at Guildhall but is operated and managed differently • Option 3 - Moving from Guildhall to ground floor of Police Station • Option 4 - Community provides local effort and finance to retain the library • Request to enter into discussions re above
Keresley	Keresley Community Library	• Wish to keep library open and run by WCC for period of 3 years to facilitate community engagement & whilst volunteers are trained.
Kineton	Kineton Parish Council	• Community run volunteer library in village hall. • The village hall already hosts services for the community & already provides the venue for the library.
	Mrs C Johnson, Kineton High School	• Expression of interest only.
Kingsbury	Kingsbury School	• Library to relocate to new building on Kingsbury school site. • Cost of librarian covered by school 24 hours per week. • Additional hours to be filled by volunteers. • *This proposal would vacate the current library building.*
	Jean Thomas, Kingsbury Library Campaign Group	• Expression of interest only • Option 1 – wish to keep library open and run by WCC, with reduced revenue expenditure and increasing use of partners and volunteers • Option 2 – relocate library to alternative venue *This proposal would vacate the current library building*
Studley	Studley Village Hall Management Committee - Clive Rickhards & Paul Beaman	• Community run volunteer library in village hall. • The village hall already hosts services for the community. • *This proposal would vacate the*

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Library	Community Applicant	Summary of Submission
		current library building.
Water Orton	Carl Lewis, Water Orton Primary School	• To provide a volunteer led community library on school site. • *This proposal would vacate the current library building.*
	Water Orton Library & Community Centre	• Proposal for not for profit company (Newco), to provide a volunteer led library in current library building, initially supported by WCC

6.9 Prior to the deadline for submitting business cases some community groups requested additional time for completing their submission. In response, we agreed that, if necessary, they could submit a partially-completed business case by 9 June 2011, and request more time, subject to the viability of their proposal. Submissions received to date therefore vary significantly, for example, some applications are purely an expression of interest.

6.10 Also a number of proposals received to date do not relate to a community run library service. They relate to alternative use of the premise, such as dance school or nursery. These submissions will not be evaluated at this stage. They may be considered at a later stage, as part of the option appraisal of the future use of the premise, should no community run library submission be successful.

6.11 All submissions received to date require further information or clarification to ensure that they can be evaluated fairly and robustly.

6.12 Based on the detailed submissions provided to date community groups have already requested capital funding in excess of £380,000 from the capital funding made available with a number of submissions still outstanding. However, on analysing these requests some bids do not relate to capital funding. Further discussions are required with community groups to fully understand their bids.

6.13 Evaluation Panel

6.13.1 An evaluation panel has been established to assess all community run library bids. Its membership is detailed below:

Chris Juckes, Head of Projects - Resources (Panel Chair)
Jon Chedgzoy, Head of Libraries, Herefordshire CC
Nick Gower-Johnson, County Localities and Communities Manager
Chris Kaye, Manager of Resources
Jane Pollard, Corporate Legal Services Manager
David Soanes, Group Manager – Strategic Asset Management
Tejay de Kretser, Corporate Equalities and Diversity Manager

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6.13.2 The panel is supported by:

Kushal Birla, Head of Customer Service
Ayub Khan, Head of Libraries – Strategy
Chris Kenny, Principal Risk and Assurance Officer

6.14   Evaluation Principles and Criteria

- To ensure that the evaluation process is open and transparent the following principles have been adopted:
- That all parties are given an equal opportunity to succeed
- That the criteria for evaluation must be established prior to invitation to submit proposals and remain consistent and objective throughout the process
- That the reason for rejection must be documented and if challenged, backed up by full documentary evidence that the evaluation was properly conducted

Fairness, transparency and objectivity are the overriding principles.

6.14.1 The key criteria used for assessing the submissions are:

1.   Proposal must deliver the savings plan
2.   Proposal must be for running a community library

6.14.2 In addition, the proposal must be implemented as soon as possible and at the latest 1 April 2012.

6.14.3 Submissions were then assessed using the assessment criteria and scoring system, which appear as Appendix 10, which was developed to determine whether or not each community library business case submitted was viable.

6.15   Evaluation Process Outcome

6.15.1 The evaluation panel reviewed all the submissions received to date and as highlighted above many of the submissions had not completed business cases and those that had require further information or clarification.

6.15.2 Only six submissions had provided business cases which the panel considered could be initially assessed at this stage. These were:

Library	Applicant
Baddesley Ensor	Baddesley Ensor Parish Council
Binley Woods	Friends of Binley Wood Community Library
Bulkington	Bulkington Community Library
Harbury	Harbury Library Steering Group
Kingsbury	Kingsbury School
Studley	Clive Rickhards & Paul Beaman

6.15.3 Due to the variability of submissions received to date and communities having been informed that they could have more time to finalise their detailed

business cases it is recommended that communities are given more time to complete their detailed submissions.

6.15.4 It is therefore proposed that:

a) The deadline for communities submitting their detailed community run library bids is extended to Friday 19 August 2011
b) Officers reaffirm the basis on which business cases should be prepared
c) Officers work with communities to assist them in finalising their detailed business cases and notify them of any gaps in information received to date
d) The evaluation panel will evaluate all submissions in early September 2011
e) The outcome of the evaluation and recommendations is presented to Cabinet in October 2011.

7 Impact on employees

7.1 Inevitably, the transformation of the Library and Information Service will affect the number of employees currently engaged in both front line services and support and management functions.

7.2 The estimated impact of the proposed changes on the workforce would be a reduction by at least 50 FTEs (approximately 86 - 120 individual employees). There will be an impact on women as this is a predominantly female workforce.

7.3 In an attempt to minimise the number of compulsory redundancies, all Library and Information Service employees will be sent a Preference Form by their managers following the Cabinet meeting, asking whether individuals would volunteer to reduce their working hours and / or work in a different geographical area. All such requests will be considered and, where it is agreed that individuals may reduce their working hours, an ex-gratia compensation payment equivalent to the amount of redundancy payment for the hours lost will be paid to employees.

7.4 The Preference Form will also invite employees to state if they would wish to be considered for voluntary redundancy, although it is important for employees to note that not all requests for voluntary redundancy may be approved. Employees will be able to access the Ready Reckoner on the HR Intranet to enter their personal details and obtain an estimated redundancy calculation.

7.5 Those aged 55 years and over who are made redundant will be entitled to immediate access to their accrued pensions and may obtain a pensions quotation from Pensions Services via the HR Advisory Service.

7.6 Once the Preference Forms have been analysed and Cabinet decisions made in July and October 2011, an accurate workforce restructure plan can be drawn up showing where and how many posts remain with the number of hours for each. Although the detail of the process is yet to be discussed and

agreed with the Trades Unions, it is expected that some staff will slot into posts that are not significantly different to their present jobs and others will undertake a ring fenced selection process by grade of job. Only after full consultation will decisions be made as to whether there will be a need for compulsory redundancies at a later stage.

7.7   Where the running of the library is taken over by a community group the employees will still be offered the options above at 7.3 - 7.6. This will limit the need for compulsory redundancies and help manage the issue of what happens to employees if a community group takes over the running of the library. We will also need to address whether there are any outstanding issues under the Transfer of Undertakings Protection Regulations (TUPE) in relation to any particular proposals and generally to all proposals.

8   Financial Implications

8.1   The 2011/12 budget allocation for Library Services, approved by Council in March was £5.845 million. This budget figure is already reduced by the £0.400 million savings target for 2011/12. This is a lower figure than the £7.4 million reported in March due to the centralisation of property costs, as part of the Council's overall savings plan, and to some other transfers of budgets as part of the rationalisation of support services. This means there is a smaller controllable budget for the Library Service.

8.2   In 2010/11 the WLIS was allocated an additional funding of £2.7million to complete the transformation to a service fully integrated into our one-front-door vision for access to services and to deal with historic deficits which had been accumulated up to that point. This allocation is split over four years and equates to £0.675 million per year. The 2011/12 element is included in the £5.845 million budget for the service. It will be used to enable the service, as part of the three-year transformation plan, to introduce savings initiatives and cover a shortfall in income generation. The funding will also be used to cover the one-off staff related redundancy costs which are expected to result from the transformation of the Library Service. Using the allocation in this way will support the delivery of a balanced budget for the year.

8.3   However, the extension of the deadline for finalisation of all community-run library bids and the planned further report to Cabinet in October 2011 may put the delivery of a balanced budget at risk, as it means a delay in the implementation of the WLIS savings plan, as approved by Council within this year's budget resolution. The financial effect of this is a potential £0.150 million overspend for the service in 2011/12. By the time the library rationalisation programme is complete it is expected that this short term phasing issue will have been resolved. However this will only be achieved if timely decisions are taken and implemented as soon as possible. A further report on the Library Services projected budget spend will be included in the report to the October 2011 meeting of the Cabinet.

9   Legal Implications

9.1   All local authorities need to review the services they provide and the manner in which they deliver those services to meet budgetary constraints on public expenditure. A number of councils have made proposals to change their library service and challenges have and are being made to the decision making process. The earliest example of the most recent round of proposals is the Wirral Public Inquiry which reported in September 2009 to the Secretary of State. More recently legal challenges have been launched to stop closures of libraries in Somerset, Gloucestershire and Isle of Wight. These cases have not as yet reached a definitive conclusion.

9.2   Under Section 7 of the Public Libraries and Museums Act 1964 the Council is under a duty to provide a comprehensive and efficient library service for all persons desiring to make use of it. Although the Council has power to make facilities for the borrowing of books and other materials available to any person, it is not under a duty to make them available to persons other than those whose residence or place of work is within Warwickshire or who are undergoing full-time education within the county.

9.3   In fulfilling its duty to provide a comprehensive and efficient library service the Council must have regard in particular to the desirability of:
    (a)   securing, by the keeping of adequate stocks, by arrangements with other library authorities, and by any other appropriate means, that facilities are available for the borrowing of, or reference to, books and other printed matter, and pictures, gramophone records, films and other materials, sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children; and

    (b)   encouraging both adults and children to make full use of the library service, and of providing advice as to its use and of making available such bibliographical and other information as may be required by persons using it; and

    (c)   securing in relation to any matter concerning the functions both of the library authority as such and any other authority whose functions are exercisable within the library area, that there is full co-operation between the persons engaged in carrying out those functions.

9.4   The legislation does not prescribe how the library service should be provided that is left to the discretion of the Council. The focus of the legislation is on the outcome rather than the manner of delivery. The words 'comprehensive' and 'efficient' are not defined in legislation and under the usual rules of construction should be given their ordinary meaning.

9.5   In addition to its specific duties under the 1964 Act the Council also should have regard to its various duties to promote equality of opportunity and eliminate unlawful discrimination and harassment. The outcomes of Equality Impact Assessments are considered elsewhere in this report.

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9.6 We are not aware of any decided legal cases however some further guidance on appropriate considerations can be drawn from the Local Public Inquiry into Wirral Metropolitan Borough Council's (MBC) Library Service when it proposed to close 11 of its 24 libraries. The Inspector considered that a comprehensive and efficient library service is one that is based on local need in the context of available resources.

9.7 The Wirral Inquiry suggests that Council's should consider the extent to which the following guidance factors are met in considering whether the proposed service is comprehensive and efficient i.e.

- securing and keeping a wide range of free resources, including books and other printed matter, pictures, sound recordings, films and other materials, to browse and borrow in sufficient number, range and quality;
- to meet the general requirements (and any special requirements) of both adults and children living, working or studying in the local area;
- free independent information and advice from staff; and
- encouraging use and participation of the service, for example, through clear and easy ways to join, access, shape and influence the service.

9.8 In addition when making decisions Council's should

- have a clear understanding of the extent and range of services currently being provided
- have a clear strategic plan for the review and development of the service
- carry out adequate consultation and engagement with local people on the proposals
- have a robust assessment of local needs, not only the general needs of the county but also the specific needs of the different communities within the county
- ensure the assessment considers both the general and specific needs of children and adults e.g. accessibility in particular for older people, disabled people, those with mobility or ill health problems, unemployed people and those living in deprived areas, families with young children, links with children's services, children's centres, schools
- ensure that when substituting one particular proposal for another there is a robust assessment of the impact the revised proposal would have on the overall provision and the need of the particular community affected by the change.

9.9 Legal cases elsewhere in the country are likely to set out the courts' interpretation of the duties of Library Authorities more clearly. The Cabinet should be aware that in the light of legal challenges elsewhere there is a possibility that Warwickshire's decisions may also be challenged.

10 Property implications

10.1 The property rationalisation savings plan currently estimates £200,000 savings in property running costs from the closure/transfer of 16 libraries.

£143,000 of this assumed saving was also included as part of the £2.232 million library savings outlined in the March 2011 Cabinet report. Clearly the same savings cannot be delivered twice. As the basis of the savings target for property included the library property costs the £0.143 million pounds saving appears to lie most appropriately with the Property Rationalisation Programme. The delivery of a balanced budget for the Authority through to 2013/14 requires that the 2011/12 savings target remain. Therefore Cabinet is asked to reiterate that the 2011/12 savings targets remain or to identify compensating savings elsewhere. The medium term financial plan will be refreshed for 2012/13 onwards for the impact of any double counting of savings and this will be undertaken as part of the 2012/13 budget process.

10.2 The property rationalisation savings plan also assumes that the freehold premises within the 16 libraries will be sold and the saving on capital financing cost from using the capital receipts to reduce the Council's borrowing requirement are part of the total savings to be delivered. This saving is estimated to be £1.14 million. The breakdown of this saving by property is shown in the table below:

Property	Estimated capital receipt	Revenue effect on PRP savings plan (8%)
Bedworth Heath	£120,000	£9,600
Binley Woods	£153,500	£12,280
Bulkington	£210,000	£16,800
Dordon	£124,000	£9,920
Dunchurch	£173,000	£13,840
Baddesley	£133,000	£10,640
Keresley	£120,000	£9,600
Kingsbury	£106,000	£8,480
Studley	£123,000	£9,840
Water Orton	£157,000	£12,560
Total	**£1,419,500**	**£113,560**

10.3 If as part of the creation of community libraries, premises are transferred to the community at less than market value, or other concessions are made, there will be an impact on the authority's ability to achieve its revenue savings targets as set out in the Medium Term Financial Plan. Again this will be considered in more detail in the refresh of the MTFP as part of the 2012/13 budget process.

11   Proposed library network

In addition to feedback received through the questionnaire and letters and emails there were a number of public meetings and roadshows held in communities where libraries faced a reduction in opening hours. There were concerns about reduced access to services, particularly for children needing homework support, and a reduction in the overall quality of the service but on the whole communities were more concerned about the spread and pattern of the remaining hours. They wanted further consultation to ensure that local

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need was reflected in any new arrangements and for the revised opening hours to be promoted effectively. However there were individual cases where the proposals would have a significant impact and these are included in the following sections.

11.1 North Warwickshire
Summary

11.1.1 Revised opening hours proposed:

Library	Current	Proposed	Change
Atherstone	52	35	(17)
Coleshill*	32.5	20	(12.5)
Polesworth≠	27		

* The Police have stated that, to satisfy the public requirements to use the policing facility at the library, a minimum of 30 hours would be more realistic. This will be subject to discussion with the Police as part of the implementation arrangements.

≠ The opening hours at Polesworth will be finalised following the decision concerning the future of the Libraries in North Warwickshire, notably Baddesley and Dordon, by Cabinet in October 2011.

11.1.2 Expressions of interest in community library projects and/or premises have been received for the following:

Baddesley
Dordon
Hartshill
Kingsbury
Water Orton

11.2 Nuneaton and Bedworth
Summary

Comments were specifically received in relation to the proposed reduction in hours at Warwickshire Direct – Stockingford. It was highlighted that the way that Warwickshire Direct - Stockingford is currently configured with the three services integrated ie One Stop shop, Library and Early Years Centre with multi disciplinary staff meant that a reduction in one service would adversely impact on the other services. These arrangements will need to be reviewed in light of the comments received.

11.2.1 Revised opening hours proposed:

Library	Current	Proposed	Change
Bedworth	48	35	(13)
Nuneaton	58	50	(8)
Stockingford*	53	20	(33)

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    *   A review of Warwickshire Direct/library opening hours is proposed.

11.2.2 Expressions of interest in community library projects and/or premises have been received for the following:

Bedworth Heath
Bulkington
Camp Hill
Keresley

11.3 Rugby
Summary

In the Rugby Area the consultation outcome regarding opening hours did not result in any specific comment about the reduction in hours.

11.3.1 Revised opening hours proposed:

Library	Current	Proposed	Change
Rugby	55.5	50	(5.5)
Wolston	15	15	0

11.3.2 Expressions of interest in community library projects and/or premises have been received for the following:

Binley Woods
Dunchurch

11.4 Warwick
Summary

11.4.1 The proposed changes to opening hours will impact upon all the libraries within the Warwick area. Comments received from Warwick District Council included the statement that the reduction in hours at Whitnash were severe. In relation to all the Warwick District libraries the proposed reduction in library hours would reduce customer demand, for both library and One Stop Shop services and that integrated working needed to be agreed jointly, with outcomes for customers and savings being shared equitably.

The comments in relation to Whitnash Library were echoed by Whitnash Town Council who further stated that the proposals would restrict access to the Town Council.

11.4.2 The total opening hours of Warwick Library will not be altered because Cabinet has approved its relocation to Shire Hall, as part of the Property Rationalisation Strategy. Once the library moves the opening hours will mirror those of Warwickshire Direct: Monday to Thursday 8.00 am – 5.30pm, Friday 8.00am – 5.00pm and Saturday 9.00am – 4.00pm.

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11.4.3 Revised opening hours proposed:

Library	Current	Proposed	Change
Kenilworth*	51	35	(16)
Leamington	56.5	50	(6.5)
Lillington*	37.5	20	(17.5)
Whitnash*	45	15	(30)

* Discussion with Warwick District on integrated working at Kenilworth, Lillington and Whitnash is proposed as part of the implementation arrangements.

11.5 South Warwickshire Summary

11.5.1 Warwickshire Police have responded to the consultation regarding the proposed changes to opening hours with the following:

'There are no issues with the proposed opening hours for Southam library of 37 hours.
There are no issues with the proposed opening hours for Shipston library of 20.
For both Shipston & Southam it is the opening times/days which will need to be fully understood'

11.5.2 There has been an expression of interest from the Silver Surfers – Age UK group at Alcester to try and ensure that the service remains in place.

11.5.3 Revised opening hours proposed:

Library	Current	Proposed	Change
Alcester	40	35	(5)
Shipston	30	20	(10)
Southam	47.5	35	(12.5)
Stratford	53	35	(18)
Wellesbourne	29	20	(9)

11.5.4 Expressions of interest in community library projects and/or premises have been received for the following:

Bidford
Harbury
Henley
Kineton
Studley

11.6 Mobile Library Service

11.6.1 There was a separate consultation exercise that took place with mobile library users. This consisted of five one day event roadshows on the Mobile

Libraries. A sample of customers had the opportunity of completing the face to face mobile specific survey.

11.6.2 Of the 156 customers that visited the five mobile libraries on the roadshow dates, 132 of them took part in the Mobile Library specific survey. The results show that 75% of the users were over 65 years old, over a quarter of respondents are only able to access the mobile vehicle if it still stopped within their village. Nearly half are either unable to travel or not prepared to, due to having to carry heavy books, lack of public transport and cost of fuel & parking. Around a quarter of respondents already use another library.

11.6.3 Nearly all the respondents were happy for the frequency of the service to be changed as long as the service remained and more books were allowed to be borrowed.

11.6.4 The current mobile library fleet is due for replacement in 2014, presenting an opportunity to reconfigure the service following a major reshaping of the static library network.

11.6.5 Pending the decision on the opening hours and libraries identified as unsustainable, the Mobile Library service routes will need to be reconfigured.

11.7 Access to services

11.7.1 How people use library services, and what they value them for, has changed. Customers are more mobile, more time-pressured and more demanding. Libraries are not so much about buildings, nowadays, as the services they provide - both real and virtual. Use of online library services continues to rise rapidly - up 466% over the past four years. WLIS plans to utilise digital technology to develop the online offer, explore new ways of delivering services, improve accessibility, and reduce costs.

11.7.2 Although there will be a reduced physical presence and fewer WCC-run library buildings, access to the service will continue by a variety of means such as online, outreach and via drop-off boxes. Customers will be able to order any book, from any library in the county or country, for local collection at either a WCC or community-run service point.

12 Conclusion: the future

12.1 Although still greatly valued, the way people use libraries - and what they value them for - is changing.

12.2 Libraries are no longer just about books and borrowing. They are increasingly high-tech, social spaces - all but the smallest used for events and activities for all ages.

12.3 Visits per hour open vary considerably across the library network. Our top-performing library receives 201 visits per hour compared to the lowest at 4.69. Our larger libraries, offering the widest range of stock and services, continue

Warwickshire
County Council

to attract plenty of visitors. Eighteen of the county's 34 library buildings account for more than 90% of all visits, and the top eight account for 70%.

12.4   Use of online library services continues to grow rapidly. There were 5.6 million visits to Warwickshire's 24/7 online library service last year, compared to 1.2 million four years previously - up 466%.

12.5   Financial considerations also demand a new approach to taking WLIS forward. We propose a network of 18 County Council-run libraries and a three-tier service:

Library Hub - in three main centres of population offering the widest range of services and longest opening hours (up to 50 per week)

Library Local - in 15 locations with opening hours (15 to 35 per week) that reflect local need

Library Direct - online library open 24/7, plus mobile, outreach and housebound reader services

12.6   We want to provide an ultra-modern library service that meets the needs of people who live, work and study in our area, and is used and enjoyed by local people of all ages and from all walks of life. Radical changes are required to achieve this within budget.

12.7   Appendix 11 looks further into the future. Libraries must respond to a rapidly changing world and the growing appetite for digital services. The paper considers the variety of ways in which library services will adapt to meet user demand, specifically groups who depend on technology for all aspects of their lives.

12.7   Library services and information will be accessible via multiple channels in formats that can be reused, re-packaged and personalised to individual expectations – a personally customised library service on demand.

12.8   Our customers will expect services delivered to a place and at a time of their choosing - ordering, downloading and streaming content to their home entertainment console; participating in Rhyme Times in their homes and nurseries; discussing the latest reading group book in an online virtual lounge.

12.9   As more and more information becomes available and people become time poor, the library service, harnessing the latest developments, will help individuals and communities gain the knowledge crucial for making those difficult life choices and decisions.

12.10 Libraries will continue to be a brand people can trust.

Warwickshire
County Council

13   Recommendations

That Cabinet:

1   Authorises the Strategic Director for Resources and the Head of Customer Service to implement arrangements to reduce the total opening hours of Atherstone, Coleshill, Bedworth, Nuneaton, Rugby, Leamington, Kenilworth, Lillington, Whitnash, Alcester, Shipston, Southam, Stratford and Wellesbourne libraries as set out in section 11 of this report subject to recommendations 3 and 4 below. Implementation to be as soon as possible and by 1 April 2012 at the latest.

2   Agrees that the pattern of opening hours at each of the libraries referred to in recommendation 1 will be determined following consultation with the public.

3   Agrees that wherever possible the services of volunteers should be used to increase the opening hours of the libraries referred to in recommendation 1 above the proposed minimum level set out in section 11 of the report.

4   Agrees that discussions should take place with Warwick District Council to implement integrated working at Kenilworth, Lillington and Whitnash and with Warwickshire Police regarding Coleshill, to seek to increase the opening hours above the proposed minimum level set out in Section 11 of the report.

5   Approves extending the deadline for finalisation of all community-run library bids to Friday 19 August 2011, with a further report being presented to Cabinet in October 2011.

6   Agrees that the Warwickshire Direct/library arrangements at Stockingford should be reviewed with a further report to Cabinet in October 2011.

7   Agrees that proposals for a reconfigured mobile service is presented to Cabinet in October 2011.

8   Agrees to reallocate £100,000 of capital funding in 2011/12 previously approved for One Stop Shop expansion to provide a capital fund available to communities wishing to set up community-run libraries.

9   Notes the financial impact of deferring decisions on the achievement of the savings plan and also note that over the three years of the overall Medium Term Financial Plan (MTFP) that £143,000 of savings has been double counted between Libraries and Physical Assets, which should lie with the property rationalisation programme. Cabinet should reiterate that the 2011/12 savings for these areas remain, or identify compensating savings elsewhere, whilst noting that the MTFP will need

Warwickshire County Council

to be refreshed for 2012/13 onwards for the impact of any double counting of savings.

10   Agrees that the Book / Stock Fund should not be reduced any further.

11   Supports the consultation with staff and notes that staffing reductions will be implemented in accordance with the Council's agreed policies.

Report Authors : Kushal Birla, Ayub Khan
Head of Service : Kushal Birla
Strategic Director : David Carter
Portfolio Holder : Colin Hayfield

24 June 2011

Warwickshire Library and Information Service - Facing the Challenge

APPENDICES

1   Facing the Challenge newsletter

2   Transformation leaflet

3   Consultation scope

4   Stakeholder mapping

5   Consultation questionnaire

6   Library summary sheets to include consultation analysis by theme and equalities impact assessments for each community

7   Public meetings and roadshows

8   Detailed analysis of consultation findings

9   Impact of saving £1 million from opening hours alone

10   Business Case Appraisal Form

11   Paper: Future Vision for Libraries: the Digital Society

Warwickshire
County Council

FACING THE CHALLENGE

Issue 3 • Warwickshire County Council • March 2011

Changing times for Warwickshire Library & Information Service

Nationally public sector bodies throughout the country are having to deal with the national deficit. Over the next three years Warwickshire County Council will have to reduce its budget by up to £60 million across all of its services.

The pace and magnitude of the financial challenge requires large scale reform and this will mean we will have to make difficult decisions across our services including our valued Libraries & Information Service.

We are proposing that Warwickshire's library service will be completely redesigned, with libraries joining, for example, one-stop shops for local services and communities. Technology will also play a much bigger role in enabling local people to connect to and access our services.

The library service in Warwickshire has already been undergoing change for some time to reflect the changing way people access information, books and its services. The reality of major reductions in funding that the Council is facing, means we cannot afford to sustain the library network in its current form.

We are reviewing the whole network of libraries and have identified 16 libraries that are no longer sustainable in their current form. We are also reviewing the opening hours of all our other libraries. We are proposing continuing to run the county's most used libraries – those that account for more than 90% of all library visits. Financial pressures are an undeniable factor as the library service must reduce its annual costs by £2 million over the next three financial years (by April 2014).

The Facts

- **Warwickshire County Council must make unprecedented savings of more than £60 million by 2014 across all our services.**

- **We have to cut £2 million from our £7.4 million Library & Information Service budget.**

- **To do this, major reform of all our services is necessary. Of the £2m cuts, about £1m is proposed from the libraries network and the other £1m cuts from support, specialist services and management.**

- **County Council will look at the overall budget cuts for the council of £60m on 15th February**

- **A number of options were presented to cross-party councillors at Overview & Scrutiny on 1st March and to Cabinet on 17th March**

- **The 12-week library consultation period runs from 18 March to 9 June**

Warwickshire County Council

Working for Warwickshire

Where we are now

What we do

- We currently run 34 libraries countywide and a fleet of five mobiles
- Our operational budget for 2010/11 is £7.4m
- We raise approximately £800,000 income per annum
- We currently employ 192 (Full Time Equivalent)
- More than 250,000 local people are county library members

What we offer

- Free book loans - up to 10 at any one time
- Low-cost CD and DVD rental, faxing and photocopying
- A comprehensive enquiry and information service
- 234 public computers offering 30 minutes free time per day
- Events and activities for all ages and wide interests
- Spaces for study and relaxation and where people can meet
- Support for groups eg reading circles, Silver Surfers and job seekers
- 24/7 online services for renewals, reservations, enquiries, information and much more
- Mobile services to outlying communities, residential homes and sheltered housing for older people.
- Home visits to more than 750 housebound readers countywide, helped by Age Concern and volunteers
- Specialist library services for schools
- Local studies promoting the culture and heritage
- Music and Drama service
- Book Start - which gifts books to babies and young children
- Venues for community activities

Value for money in tough times

We must question the practicality and public value of trying to maintain 34 separate library buildings, and whether integrating and co-locating some libraries with other local services would be more cost-effective.

There may be other and better ways to offer non building-based library services to smaller Warwickshire communities - more relevant and convenient for today's 24/7 busy lifestyles.

What's been done

The transformation programme has already delivered:

- 15 library makeovers, along with the introduction of self-service equipment.
- Alterations to Wellesbourne and Wolston libraries integrating with on-site Children's Centres.
- Five libraries are One Stop Shops sharing premises with partners.
- The trial introduction of 'Playaway' ipod-style audio books.
- Extra online subscription services, free to library members, including the official Driver Theory Test and some interesting archives.
- The installation of free public WI-FI and Touchdown stations for mobile workers in all Warwickshire libraries.
- A free trial e-books service, with hundreds of downloadable titles to choose from.
- Teens and twenties 'Get it Loud in Libraries' events at Rugby attracting young people into the library
- The launch of Books on Prescription in conjunction with NHS Warwickshire

"

There may be other and better ways to offer non building-based library services to smaller Warwickshire communities.

The future

The future vision is about re-shaping the provision of the service to reach and engage with our customers in a new way within the budgetary restraints we find ourselves facing as a nation. It is less about buildings and more about developing quality services in flexible and cost-efficient ways.

We propose to reshape the library network, providing three categories or levels:

Category 1
with the widest range of opening hours

Category 2
with opening hours that reflect community needs

Category 3
online library open 24/7 plus mobile and outreach services to local communities

Category 1 • Library Hub

- in three main centres of population offering our longest opening hours a week within budgetary restrictions
- quality book stock which borrowers can return to any Warwickshire library
- special collections
- extensive, high-quality children's and young people's services
- fast internet access with learning support, bookable in one-hour slots
- well-trained, friendly staff
- specialist services and staff
- a wide range of events and regular activities
- information and specialist advice to help with life's challenges
- space to relax, chat or study
- self service borrowing and returns
- tourist information
- photocopying and fax services

Category 2 • Library Local

- in 15 locations with opening hours that reflect community needs
- quality stock focused on quick choice and self study
- high quality children's and young people's services
- fast internet access with learning support, bookable in one-hour slots
- well-trained, friendly staff
- an events and activities programme e.g. Story Time
- information to help with life's challenges
- self service borrowing and returns

Category 3 • Library Direct

Virtual Library
- online membership
- online enquiry service
- online reference library
- e-books service
- online library catalogue
- online request and renewal service

Mobile Library Service
- regular mobile library visits
- tailored range of books and materials
- internet-linked computer carrying office systems and giving access to email and the library catalogue
- reservation and request service

Outreach service
- a programme of activities and events delivered at local venues

Housebound reader service
- Home deliveries to housebound readers countywide - run in conjunction with Age UK (Warwickshire) and staffed by volunteers

3

Tough choices - achieving the £2m savings

A review has been carried out of all 34 libraries in Warwickshire and the relative performance of each has been assessed by:

- an aggregate score of the number of visits and issues per hour open
- existing or planned partnership arrangements

The following 16 Library buildings have been identified as being no longer sustainable in their current form:

Baddesley	**Harbury**
Bedworth Heath	**Hartshill**
Bidford on Avon	**Henley in Arden**
Binley Woods	**Keresley**
Bulkington	**Kineton**
Camp Hill	**Kingsbury**
Dordon	**Studley**
Dunchurch	**Water Orton**

Reconfiguring services at all 16 would reduce the number of buildings by almost half but would affect only 9.6% of the current visits.

   The aim would be to look at alternative ways of providing our service to these customers and the Council is open to looking at how this could be done with local communities.

   In addition there will also be a need to reduce the opening hours in the remaining libraries. The precise hours and days of opening will be discussed with local communities as part of the proposed consultation process for these changes.

The initial proposals are:

Reducing Opening hours:

Libraries	Average hours open
Nuneaton, Rugby and Leamington	Up to **50** hours a week
Alcester, Atherstone, Bedworth, Kenilworth, Polesworth*, Southam, Stratford, Warwick	Up to **35** hours a week
Coleshill, Lillington, Shipston, Stockingford, Wellesbourne, Whitnash, Wolston	Up to **20** hours a week

* Polesworth library has gone up from 27 hours to 35 hours to bring it in line with the hours offered at other similar performing libraries.

- It is also proposed to reduce the current fleet of mobile libraries from five to three.

- For mobile libraries we propose to review current schedules, remove least-used stops and revise routes so that the fleet of mobile libraries can be reduced from five to three vehicles. We will also be sharing a vehicle with Solihull Library Service, which will help with shared costs.

> **It is also proposed to reduce the current fleet of mobile libraries from five to three.**

Consultation

Warwickshire County Council will conduct a 12 week public consultation on the proposed changes so people's views can be considered and taken into account before any final decisions are made.

A consultation plan has been drawn up to give local people opportunities to express their views. A roadshow will tour Warwickshire libraries during the consultation period so people can find out more and have their say. Over the 12 weeks, we will attend a range of other public meetings, across the county, to explain more about the proposals and answer questions. Consultation questionnaires will be available at all public sessions, in Warwickshire libraries and online - for completion and return by June 9 (2011).

The consultation information will include a factsheet for each of Warwickshire's 34 libraries so people can see exactly what the options are for their local service - and why, so that people can have their input into the future shape of the libraries. The consultation will give the public an opportunity to say how the proposed changes would affect them, if implemented.

Anyone who lives, works, or is being educated in Warwickshire will be invited to make their views known.

We will contact/consult:

- **Library users**

- **Our staff and union representative**

- **Warwickshire MPs**

- **County, Parish, Town, District and Borough Councillors**

- **Warwickshire schools**

- **Our partners and wider stakeholders**

Community options

As part of the decision making process, discussions with communities will look at a range of options for the provision of a library service for the community. These will include:

- **The local community delivering library services (Big Society principles)**

- **Working in partnership to deliver library services from another building in the community**

- **Use the existing building to deliver extra services to provide income to maintain a library service**

The Library and Information Service already works with many volunteers on a regular basis, for example through the housebound reader service. Through consultation communities may express an interest in providing a volunteer-run service.

Communities would need to come forward with a robust business case for operating their own service, which we will explore with them. The business case will need to cover all the associated costs e.g. buildings and would need to take account of the on-costs and resource implications which would also need careful consideration. If no sustainable option is identified, Warwickshire County Council will vacate the building at that location.
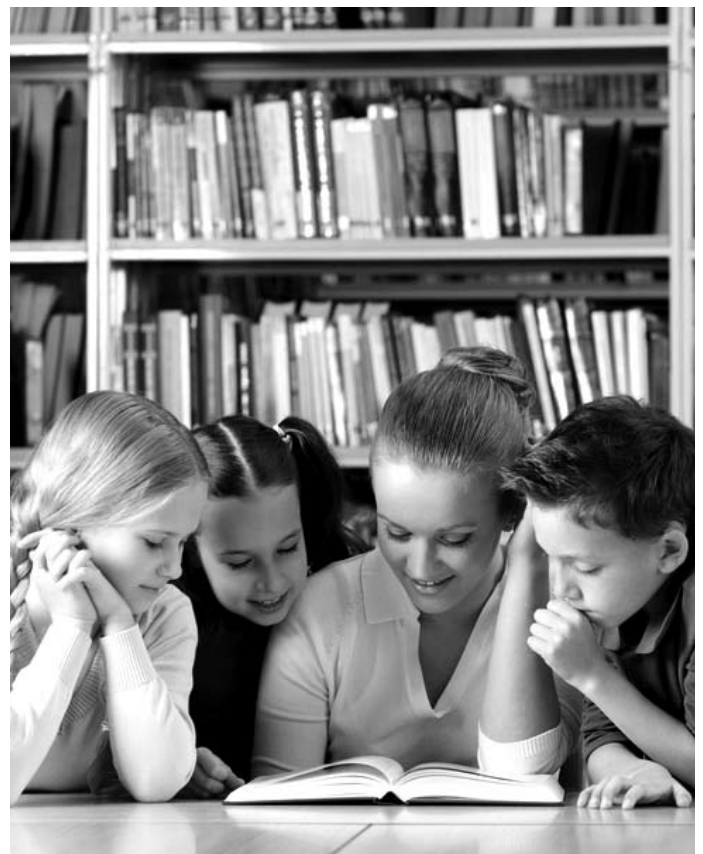
Conclusion

We are proposing to:

- **invest in a core network of main libraries geographically spread across the county**
- **make best use of technology in the areas where our customers value it most**
- **think creatively about how to sustain services in as many communities as possible by sharing costs and premises with partners, and**
- **give the community the opportunity to run community libraries themselves**

Meeting the needs of the most vulnerable

We will have conversations with the most vulnerable users of our library service and those living in very rural areas about meeting their needs. This could include:

- **extending services to housebound people provided by volunteers**
- **order and direct delivery by village and community agents or volunteers**
- **community drop off points for books**
- **continuing to support a postal service to visually impaired people**
- **providing library related learning activities at other community venues e.g. children's centres**

With the future budgets that we have available, we are seeking to deliver a library service which provides:

- **a geographic spread of main libraries across the county**
- **develops a library service that fits the changing lifestyles of our customers, embraces technology and ensures our libraries remain relevant to people's lives**
- **reflects the changes happening in our society**
- **creates opportunities to share buildings with partners and offer a one stop shop to our customers**
- **gives the community the opportunity to introduce new services to meet local needs**
- **learns from other authorities and from the private sector**
- **builds on the developments we have made to our library service in recent years, and of which we are most proud**

This approach aims to give us a modern and affordable library service that can be accessed from home as well as being geographically spread across the county. It also gives the opportunity for communities and other organisations to work together to influence what services they need for the future in their local area.

Contact us by email: **libraries@warwickshire.gov.uk**
or by post: **Head of Customer Service & Communications, Shire Hall, Market Square, Warwick CV34 4RR**

Warwickshire County Council

Working for Warwickshire

Library & Information Service Transformation

2010 – 2014

Discover • Imagine • Learn • *with libraries*

www.warwickshire.gov.uk/libraries

Warwickshire County Council

Working for Warwickshire

Libraries nowadays offer much more than books. Members can rent music CDs and movies on DVD, do their faxing and photocopying, and access the internet for free. Although there are still quiet areas, Warwickshire libraries host a wide variety of attractions, activities and events for all ages and interests from Rhyme Time for pre-school children to author visits and Silver Surfer sessions. We host coffee mornings and group meetings for people with special interests such as local history, music and drama, and sessions for people with specific needs, like job-seekers.

Warwickshire Libraries are now 24/7. Our increasingly popular and award-winning web-based services are being developed all the time, giving customers round-the-clock access to online renewals, reservations, enquiries, information, and more. Online activity continues to grow, but libraries still provide a very real, face-to-face service that reaches out to individuals and communities across the county. Our five mobile libraries, all of which offer public access to the internet, regularly visit customers in outlying places and older people's housing. We also offer a much-valued, volunteer-supported service to housebound readers. Increasingly we are delivering services in partnership with other agencies, including district and borough councils, police and health authorities.

Our mission is to create opportunity for all through information, learning and inspiration.

In recent user surveys 86% of children and 91% of adults thought the services from Warwickshire Libraries were good or very good

Did you know

Reach

- Warwickshire has one of the most used county library services in the country.
- We provide 34 libraries plus a modern fleet of high-tech mobile libraries and a range of specialist services.
- Between them they welcome nearly three million visits a year and handle around half a million enquiries.
- Our library webpages receive more than four million visits a year.

Role

- Libraries play a pivotal role in communities, promoting learning, leisure and reading.
- We support health and wellbeing - and help 'narrow the gaps' in society.
- Our services enhance people's quality of life from cradle to grave.

We hold one of the largest collections of play scripts and music scores in the West Midlands

Did you know

Every day we...

Welcome more than 11,000 library visitors

Lend out more than 12,000 books, CDs, DVDs and talking books

Answer over 2,000 enquiries

Distribute 78 Bookstart packs for babies

Sign up 112 new library members

Receive more than 17,000 hits on our webpages

Visit more than 100 housebound readers

Add more than 300 new stock items

Welcome more than 1,700 People's Network computer users

What you say...
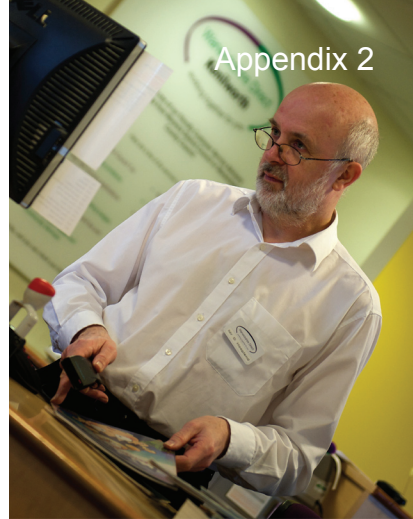
"This is a marvellous service for people who can't get out. The book selection is very good and the volunteers are lovely."
Housebound service customer

"Thank you so much for the Booktouch pack which I gave to a visually-impaired two-year-old yesterday. The joy on the child's face as she explored the bag and its contents was wonderful."
Health Visitor

"The sessions are good fun and run in a relaxed environment and, on many occasions, Surfers help each other to help themselves."
Silver Surfer

"Rhyme Time was recommended by our little girl's nursery teacher, as she has delayed speech, and this will definitely help."
Parents of a two-year-old

"I really like your poems. I thought they were funky and not boring."
Year 7 pupil at Ash Green Secondary School

"Every Sunday afternoon we spend an hour just enjoying the books in the children's area and choosing some to take home."
Russian / Polish speaking parents

"I have been made very welcome by the staff and treated as one of the team."
Volunteer

"You have given our son the best start in life by enabling him to have a love of lifelong learning. Thank you."
Alcester parents

Did you know
Our mobile libraries cover 65 routes calling at 514 locations, of which 399 are rural stops and 115 are sheltered housing

Appendix

warwickshire.gov.uk/libraries

March 2010

The Schools Library Service delivered more than 90,000 books and 500 other resources to more than 150 schools last year

Did you know

Transformation

The transformation of Warwickshire's Library and Information Service began in 2008 when County Councillors approved a comprehensive modernisation programme.

Why change?

We need to modernise because the way people use libraries has changed. We must make sure the services on offer are relevant and attractive, both now and in the future.

Use of online services has doubled in recent years. Many people use the internet to get fast answers and information nowadays, with library buildings fulfilling a more social and community role.

Recession

The recession will continue to have an impact. Value for money and making the best use of available resources is part of the modernisation plan.

Libraries have been serving communities for 150 years and we want to ensure they continue to do so.

To have a sustainable future, our libraries must widen their appeal and attract more customers. They must change with the times to better meet modern-day needs and preferences. The economic downturn and difficult times ahead make the need for change all the more pressing.

Transformation
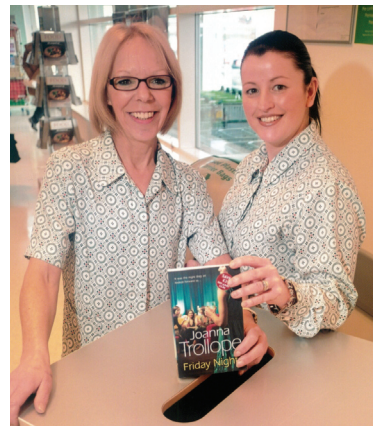
What's been done

- The mobile library fleet has been replaced and all five vehicles now offer public access to online library services and the internet.
- Warwickshire Libraries' workforce has been restructured for greater flexibility and focus.
- 'Catalogue Plus' has been introduced to give customers 'google-style' access to a wider range of online resources.
- A new library management system, Vubis, has been installed across the network.
- Online services have been developed, such as the award-winning Working Lives Oral History web resource.
- A joint-buying deal with more than 30 other library services is delivering significant discounts on new stock.
- A trial library returns 'drop-box' has been installed in a Kenilworth supermarket for the ease and convenience of customers.
- The range of library activities and events has been further developed and includes regular favourites such as Rhyme Time and the Summer Reading Challenge.
- More partnership working with organisations like the Youth Offending Team and Royal Shakespeare Company and with schools on projects such as 'Book Ahead' and 'Boys into Books'.
- Libraries are working with NHS Warwickshire on 'Books on Prescription', covering topics like stress and depression, to promote mental health.
- One Stop Shops for local services have been set up in several Warwickshire libraries.
- Opening hours have doubled at the integrated Library and Early Years Centre at Stockingford which now provides access to local services through Warwickshire Direct.
- A new library has been opened in Camp Hill, Nuneaton, as part of a major regeneration scheme in one of the county's most disadvantaged areas.

We run Rhyme Time events for 8,000 pre-school children each year

Did you know

Coming soon

- Ongoing investment means there is funding for improvements to several libraries, large and small.

- Further partnership projects with the County Council's Early Years team to deliver two joint-use Children's Centres and libraries at Wellesbourne and Wolston.

- The introduction of self-service check-outs in more than half our libraries to eliminate counter queues, create more space, and release staff onto the library floor to help customers.

- Wifi internet access for public use in all libraries.

- 'Touchdown' wifi workstations for travelling WCC staff in all libraries.

- The introduction of e-books and Play Away ipod-style 'talking book' players to bring leisure reading to new audiences.

- New and innovative marketing methods will be used to promote library services and membership. These will include a new DVD about libraries, further editions of Bookmark newsletter, and sharing information through social websites such as You Tube and Twitter.

- We will involve local people in planning services to meet their community's needs. Children in Kenilworth, for example, are already helping to choose their library's new book stock.

- We will invite more volunteers to help us provide services, building on the excellent example set by the volunteers of the housebound reader service. For example, young people will be supporting the Summer Reading Challenge 2010.

> We house special local history collections such as the internationally recognised George Eliot collection at Nuneaton Library
> **Did you know**

The future

- In essence we want to develop a library service for the 21st century that offers local people of all ages, tastes, needs and interests the sorts of services they want, value and will use on a regular basis.

- We want to keep our place and presence at the heart of local communities and become a 'universal front door' for local council and community services countywide. This will mean more partnership working and shared premises, to give local people improved, simplified and seamless access to the information and services they need.

A variety of options will be considered and costed, including:

- Relocating some libraries or sharing premises with other local services such as community or leisure centres, schools or even supermarkets.
- Introducing vending-style self-service machines and/or or drop-boxes for returned loan items in non-library locations convenient for local people.
- Offering a more co-ordinated reference and information service.
- Developing our informal learning offer.
- Developing quality standards to achieve consistency across the countywide service.
- Reviewing and improving our support for Silver Surfer groups.
- Placing more emphasis on stock promotion to raise awareness amongst customers of the wide range on offer.
- Developing our outreach strategy to extend our off-site services to both children and older people.

The Community Information Database lists more than 3,000 local organisations

Did you know

- Developing partnerships with neighbouring library authorities will bring economies of scale and mutual benefits across borders.
- Technology will continue to play a key role in improving the range and delivery of library services both traditional and online.
- We will continue to provide face-to-face services to local people, prioritising the most disadvantaged.

Many Warwickshire libraries host or support reading groups and Rugby also hosts a writers' group

Did you know

Warwickshire Library and Information Service Review consultation

SCOPING DOCUMENT

A **These matters have been decided and cannot be influenced by the consultation:**

A budget reduction of £2 million to be achieved by Warwickshire Library and Information Service over the next three years, by April 2014

B **These matters have not yet been decided and the Council is open to being influenced by consultation:**

Proposals to achieve the necessary savings:

1. Exploring options for community delivery of library services in 16 locations where the library is no longer sustainable in its current form
   - questionnaire
2. Reducing opening hours in remaining libraries
   - questionnaire
3. Remodelling Warwick Library and relocating to Shire Hall
   - local consultation
4. Reducing the mobile library service from five vehicles to three
   - questionnaire
5. Reducing the number of staff, including administration, technical, management and specialist posts
   - consultation with staff and unions

C **Service Scope**

The consultation will apply to all aspects of Warwickshire Library and Information Service with the following exclusion(s):

Services commissioned by, and provided on behalf of, the CFYP directorate

The Library transformation programme begun in 2008 aiming to develop services that meet modern-day customer needs, preferences and lifestyles.

D   Geographic scope

The consultation will apply to library and information services provided by the County Council throughout Warwickshire. A high level Equality Impact Assessment has been carried out already and detailed EIA will be undertaken following Cabinet approval of the proposals.

Additional Information

Consultees

The views of anyone who lives, works or is being educated in the county are invited. In addition we will consult:

Library members
Warwickshire MPs
County, Parish, Town, District and Borough Councillors
Community Forums and Area Committees
Warwickshire schools
Our partners and wider stakeholders

(We will conduct a separate consultation with our staff and union representatives)

Consultation defined

The Consultation Institute defines consultation as:

The dynamic process of dialogue between individuals or groups, based upon a genuine exchange of views and with the objective of influencing decisions, policies or programmes of action.

LW 7.3.2011

Stakeholders/ dialogue mapping

Dialogue method
121/ local briefings Questionnaire (paper) Questionnaire (online) Public meetings Travelling exhibition/ Roadshows

These channels were identified as the most appropriate method of communication with stakeholders. During the period of the consultation there was a high level of demand from a variety of stakeholder groups and individuals for more information. As a result of this many face-to-face meetings took place with individuals and groups.

Stakeholder	121/ local briefings	Qu're (paper)	Qu're (online)	Public meetings	Exhibition/ Roadshows
Warks resident		x	x	x	x
Warks worker		x	x	x	x
Warks student		x	x		x
Library members		x	x	x	x
Warks MPs	x			x	
Councillor –Parish				x	
Councillor- Town				x	
Councillor-District				x	
Councillor-Borough				x	
Councillor-County	x			x	
Community Forums				x	
Area Committees				x	
Warks schools	x				
Chief officers	x	x	x	x	x
Elders		x		x	x
CYPF/ children's centres	x				x
Readers groups		x		x	x
Community groups	x	x		x	x
Businesses			x	x	x
Colleges/ University			x		
Churches		x		x	x
Police			x	x	x
Local media	x			x	x

FACING THE
CHALLENGE

Libraries Consultation • Warwickshire County Council • March 2011

LIBRARIES CONSULTATION
Tell us what you think

Yes   No   Yes   No   Yes   No   Yes
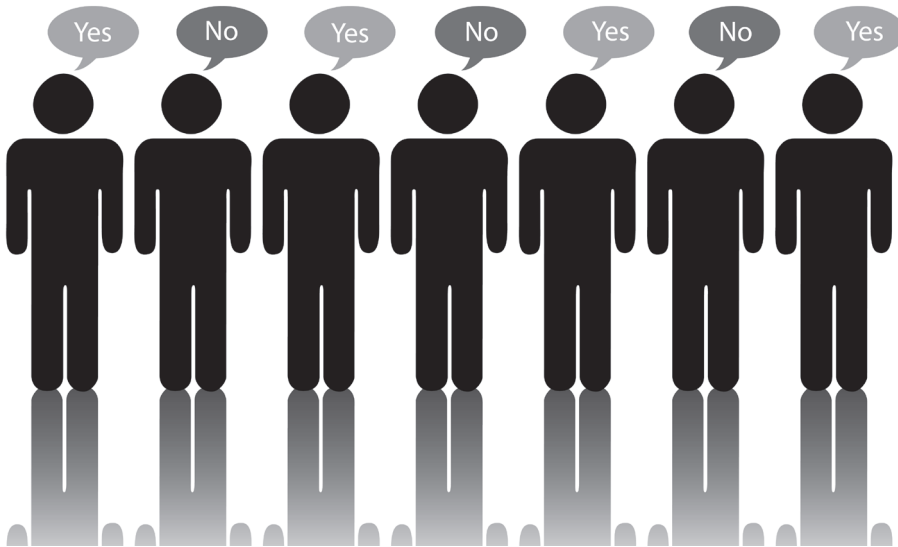
A review has been carried out of all 34 libraries in Warwickshire and careful consideration has been given to a number of factors including the number of visits and issues per hour at each library and existing or potential partnership links.

The following 16 library buildings have been identified as no longer sustainable in their current form:

Baddesley	Harbury
Bedworth Heath	Hartshill
Bidford on Avon	Henley-in-Arden
Binley Woods	Keresley
Bulkington	Kineton
Camp Hill	Kingsbury
Dordon	Studley
Dunchurch	Water Orton

Reconfiguring services at all 16 would reduce the number of library buildings by almost half but would affect only 9.6% of the current visits.
The aim would be to look at alternative ways of providing our service to these customers and the Council is open to looking at how this could be done with local communities. In addition there will also be a need to reduce operating costs in the remaining libraries which may mean shorter opening hours.

The Facts

• **Warwickshire County Council must make unprecedented savings of more than £60 million across all its services by 2014.**

• **We have to cut £2 million from our £7.4 million Library and Information Service budget over the next three years.**

• **To do this, major reform of all our services is necessary. Warwickshire has 34 libraries and has identified 16 which are no longer sustainable in their current form, is considering shorter library opening hours in the remaining libraries and reducing its mobile libraries from five to three.**

• **We are conducting a 12 week public consultation on the proposed Library and Information Service changes so people's views can be considered before any final decisions are made. The consultation will run from March 18 to June 9 2011.**

Warwickshire County Council

Working for Warwickshire

Proposed future service

The proposed future service would be delivered through:

- 18 libraries, geographically spread across the county
- three mobile libraries
- library online (a virtual library service)
- home visits to housebound customers

Other options we could consider include:

- extend existing services to housebound people provided by volunteers
- order and direct delivery by village and community agents or volunteers
- community drop-off points for books
- continuing to support a postal service to visually impaired people
- providing library-related learning activities at community venues eg. children's centres
- books could be delivered to your home but a charge would be likely for this
- community-run libraries

Your views

We have outlined our proposals to you and given you the reasons why we are making them. We would like:

- you to tell us your views about these proposals
- to hear your ideas for other ways we could save £2million in the Library and Information Service
- to hear from you if you are part of a local group, who would be interested in running an alternative service or would be willing to become a volunteer to support the running of the service.

You can send us your feedback about the consultation online, using the 'Consult online' at **www.warwickshire.gov.uk/facingthechallenge** Alternatively you can drop this questionnaire into a library or send it to the contact details at the end of this questionnaire.

A factsheet has been produced for each of Warwickshire's 34 libraries. These are available from all Warwickshire libraries and online at: **www.warwickshire.gov.uk/facingthechallenge** Below are the direct links to key documents

Facing the challenge – Library and Information Service Overview & Scrutiny report – 1st March **Cabinet report** – 17th March

Anyone who lives, works, or is being educated in Warwickshire is invited to make their views known by completing this consultation questionnaire, and/or by attending one of the public consultation events and exhibitions. For further details on this please go to **www.warwickshire.gov.uk/facingthechallenge** or from your library.

This questionnaire asks people to give their opinions. Through this exercise, we hope to give people an opportunity to say how the proposed changes would affect them, if implemented.

After the consultation finishes

All the responses we receive by the closing date of 9th June 2011 will be used to inform the final report and recommendations to Council Members in July 2011 who will then decide what proposals will be taken forward.

The information we collect will be collated and analysed to inform this final report. Individuals will not be identified.

Thank you for taking the time to consider these proposals and providing feedback.

Consultation Questionnaire

1. What is the <u>main way</u> you are involved with Warwickshire libraries? (Please tick one box)

I am a library customer	❏
I am a friend or relative of a library customer	❏
I work in a library location	❏
I work voluntarily in a library location	❏
I represent a partner/potential partner (please specify)	❏ ....
I represent/own a local business (please specify)	❏ ....
I represent a community group (please specify)	❏ ....
I am responding on behalf of an organisation (please specify)	❏ ....
Other (please specify)	❏ ....

2. Which libraries (or mobile) do you currently use? (Please tick all you use)

Alcester	❏	Camp Hill	❏	Kingsbury	❏	Studley	❏	Whitnash	❏
Atherstone	❏	Coleshill	❏	Keresley	❏	Shipston	❏	Wolston	❏
Baddesley	❏	Dordon	❏	Kineton	❏	Southam	❏	Titania mobile (Alcester)	❏
Bedworth	❏	Dunchurch	❏	Leamington	❏	Stockingford	❏	Hamlet mobile (Atherstone)	❏
Bedworth Heath	❏	Henley	❏	Lillington	❏	Stratford	❏	Othello mobile (Bedworth)	❏
Bidford on Avon	❏	Harbury	❏	Nuneaton	❏	Warwick	❏	Romeo mobile (Kenilworth)	❏
Binley Woods	❏	Hartshill	❏	Polesworth	❏	Water Orton	❏	Cleopatra mobile (Southam)	❏
Bulkington	❏	Kenilworth	❏	Rugby	❏	Wellesbourne	❏		

3. Please tell us your postcode

Please turn over

4. To what extent do you agree or disagree with the following statements?

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Disagree Strongly
I understand why the Council needs to make changes to the library service.	❑	❑	❑	❑	❑
I will be able to access a library.	❑	❑	❑	❑	❑
I will be able to access the library online.	❑	❑	❑	❑	❑
I would be interested in using a community-run library.	❑	❑	❑	❑	❑
I would be interested in sharing a building with a library service.	❑	❑	❑	❑	❑

5. Which of the following statements best describe the impact you feel the proposed changes to the library service will have on you/your organisation: (please tick one box)

the proposed changes will not affect me/my organisation ❑

the proposed changes will have some impact on me/my organisation ❑

the proposed changes will have a significant impact on me/my organisation ❑

I don't know ❑

6. If you feel that the proposed changes to the library service will have some or a significant impact on you/ your organisation, please provide details below:

The survey (continued)

7. Please tick if you would be interested in getting involved in your local library service as an:

individual ❏

business ❏

local organisation ❏

charitable organisation ❏

other public organisation ❏

other (please specify below) ❏

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8. Would you be interested in having a library service occupy space in your premises?

Yes ❏

No ❏

(If Yes and your answer is in reference to a specific library, please state this and the nature of your service/business)
Please provide contact details on page 8.

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9. Would you be interested in moving your business/service into an existing library building?

Yes ❏

No ❏

(If Yes and your answer is in reference to a specific library, please state this and the nature of your service/business)
Please provide contact details on page 8.

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10. In what other way would you/your group/business be willing to be involved?

(If your answer is in reference to a specific library, please state this)

11. **Are you interested in volunteering to run/help to run an alternative library service or maintain current opening hours?**

Yes ❑

No ❑

11a. If yes, how many <u>hours per week</u>, <u>and when</u>, might you be prepared to work? This would be subject to discussions re: roles, rotas, holiday cover etc. (Please tick all that apply)

2-4 hours ❑

5-8 hours ❑

9-16 hours ❑

Over 16 hours ❑

Any day ❑

At weekends ❑

In evenings ❑

12. Would you be interested in supporting activities and events?

Yes ❑

No ❑

13. Would you be willing to volunteer to provide support on a mobile library?

Yes ❑

No ❑

13a. **If yes, how many <u>hours per week</u>, <u>and when</u>, might you be prepared to work? This would be subject to discussions re: roles, rotas, holiday cover etc.** (Please tick all that apply)

2-4 hours ❑

5-8 hours ❑

9-16 hours ❑

Over 16 hours ❑

Any day ❑

At weekends ❑

In evenings ❑

If you have answered Yes to any of the questions 7 to 13 please complete the contact details on page 8.

14. Would you be prepared to provide financial support for: (Please tick all that apply)

an existing library building	❏
a mobile library	❏
an alternative library building	❏
maintaining current opening hours in an existing library	❏

15. Please use this space, if you wish, to add any other comments:

If you or your organisation want to be involved in a local community or business solution please contact us:

By email: libraries@warwickshire.gov.uk

By post: Head of Customer Service & Communications, Shire Hall, Market Square, Warwick CV34 4RR

About you

Warwickshire County Council is committed to promoting and achieving equality and fairness for all our customers. The information requested below is optional, but helps us monitor and understand who we deliver services to and will be used to improve our service to you and other customers. The information will only be used for statistical and monitoring purposes and will not be disclosed in a way that could identify an individual.

Which Category best describes your position within this consultation?

An individual	❏
Representing a public service provider	❏
Representing a private business	❏
Representing a voluntary group/organisation	❏

If an individual please continue to complete the form.

Which age category are you in?

Under 16	❏
17 – 24	❏
25 – 44	❏
45 – 64	❏
65 – 74	❏
75+	❏

What is your gender?

Male ❏   Female ❏

Please turn over

Do you have a long-standing illness, disability or infirmity? (Long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

Yes ❏   No ❏

Which Ethnic Group do you belong to?

White – British	❏	Asian or Asian British – Bangladeshi	❏
White – Irish	❏	Asian or Asian British – Any other Asian background	❏
White – Any other White background	❏	Black or Black British – Caribbean	❏
Mixed – White and Black Caribbean	❏	Black or Black British – African	❏
Mixed – White and Black African	❏	Black or Black British – Any other Black background	❏
Mixed – White and Asian	❏	Other Ethnic Group – Chinese	❏
Mixed - Any other Mixed background	❏	Other Ethnic Group – Gypsy or Traveller	❏
Asian or Asian British – Indian	❏	Any other Ethnic Group	❏
Asian or Asian British – Pakistani	❏		

If you would like to be contacted, in regard to your response to this consultation, please add your contact details below:

Name ....

Address ....

....

Email ....

Telephone ....

Finally
Thank you for taking the time to complete this questionnaire. Please return to any Warwickshire library or post to:

Head of Customer Service and Communications (LIS/cons), Shire Hall, Market Square, Warwick CV34 4RR

All responses will be considered and will shape our recommendations to the County Council's Cabinet in July 2011.

If you would like this questionnaire in an alternative format please contact Alison Insley by email: alisoninsley@warwickshire.gov.uk or by phone: 01926 418081.

Warwickshire County Council

Working for Warwickshire

Community Analysis on the Public Consultation

Index

Community Analysis on the Public Consultation

Alcester
Original Proposal & criteria used to establish this
Retain Library. Proposal to reduce opening hours from 40 to 35 hours per week The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, in terms of value for money Alcester Library is the 11th most expensive library to run in the county (£76,664 per annum) and the 11th most expensive in terms of cost per hour (£36.86). With visits per year the library is ranked 11th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.55 making Alcester Library 20th most expensive library per visit, with on average 23.75 visits per opening hour (49,408). As part of the savings plan Alcester library has been identified as remaining open but reducing its hours from 40 to 35 hours per week.
Nearest Warwickshire Library
8 miles – Stratford
Nearest library operated by neighbouring authority
Woodrow Library (Worcestershire) 6 miles
Suggestions from Community
Await results of consultation
Youth Service Status
No service provision currently
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
Upgrade of station to whole time station, additional emergency response provided by Retained fire-fighters.
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Service 26 Revised timetable, Service 28 & 29 withdrawn.
Savings from proposals
To be determined
Recommendations for the future library service *Decision awaiting Cabinet approval.*
Locality Information and Impact The library provides a service to the population of Alcester but is part of the Alcester & Bidford locality. This narrative is specific to Alcester but the data is for the wider locality area. Alcester is within 8 miles of Alcester and is primarily a rural area with a mix of small towns, villages and hamlets. It borders Redditch in Worcestershire to the west and Stratford-Upon-Avon to the East. Alcester library is in its current form unsustainable, unless alternatives can be found it is proposed that there will be reduction in the opening hours.

Overall, in relation to social inequality Alcester is not a disadvantaged area and can be regarded as relatively affluent. However, with 3 of the 12 Super Output Areas (sub-divisions) appearing within the top 10% in the category to 'barriers to housing and services'; a further two SOAs also appearing within the top 30% nationally for the same rank; and 1 of the 12 appearing in the top 20% in relation to 'education, skills and training', a reduction in the opening hours of the library will therefore have a significant impact on local people seeking to access services and on improving education, skills and training.

The locality overall is fairly representative of the county in terms of its population age profile but is the area with one of the lowest recorded levels of ethnic minority population (4.2% less than the County average).

The levels of unemployment in the area are lower than the Warwickshire average (1.6% (188) as opposed to 2.6%), there are lower levels of working-age benefit claimants compared to the Warwickshire average (9.9% as opposed to 11.3%), lower number of older people claimed pension credits (17.2% (915) as opposed 18.6%), less families claiming child tax credits (66.7% (1,680) as opposed to Warks average of 74.2%) and in 2008 lower levels of children in the area lived in poverty compared to the Warwickshire average (9.9% (470) as opposed to 11.9%). In relation to education and skills 25.4% (3,773) of 16 -74 year olds have no qualifications (Warks average is 27.8%), 16.8% (492) of pupils have Special Educational Needs (Warks average is 20.8%), 8.5% (250) of pupils receive free schools meals (Warks average is 10.9%) and 2.6% (21) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warks average. In terms of health, 15.5% (3,155) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 7.1% (1,437) are not in good health (Warks average is 8.1%) and 3.6% (755) are in receipt of Disability Living Allowance (Warks average is 4.3%). There are less households who do not have access to their own car/van than the Warwickshire average (12% (1,030) as opposed to 19%.

The Alcester & Bidford locality is a relatively safe place to live with 44.6 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

These figures suggest that whilst the area is not a significantly deprived one there is evidence of social inequality and levels of vulnerability in relation to rurality and peripherality (distance from services) than in other parts of Warwickshire**.**

In terms of MOSAIC classification, there is a higher proportion of 'successful professionals living in suburban or semi-rural homes' and 'residents of small and mid-sized towns with strong local roots'.
This suggests people have a strong commitment to their area and have relatively good standards of living. The data also shows slightly higher levels of 'residents of isolated rural communities' than the rest of Warwickshire thus reflecting the rural nature of the locality.

The other nearest or alternative library is Stratford and with the proposal to close Bidford library this will put additional demands for service on Alcester library. Therefore, where people do not have access to a car, good public transport is crucial, especially if hours are reduced to such an extent that people have to visit other libraries.

The evidence above suggests that although, unlike some libraries it does not sit in a deprived area, rural isolation should be considered along with transport problems. A reduction in the library hours will have an adverse impact on the community as a whole but specifically:
- Children and young people
- disabled people and
- elderly residents, all having to travel into Stratford.

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- Fire Station
- Leisure Centre
- 11 primary schools and three secondary schools in the area. Alcester Grammar School also provides a community sports facility.
- The Greig Centre in Alcester provides a licensed venue for music, theatre and club events as well as sports facilities.
- Across the locality there is a huge range of community groups and volunteer groups. In Alcester, examples include the Civic Society, the British Legion, U3A, Merry Wives, sports, arts and drama groups.

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 25 Meeting - Alcester and Bidford Joint Meeting – 50
	Number of survey responses received % online % paper	238 128 – 53.8% 110 – 46.2%
	Number (and %) responding on this library only	92 - 38.7%
	Number responding on other Libraries (multiple responses)	146 – 61.3%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 204 • Friend or relative of a library customer – 6 • Work in a library location – 4 • Work voluntarily in library location – 2 • Represent partner/ potential partner – 3 • Represent/own a local business – 2 • Represent a community group – 2 • Responding on behalf of an organisation – 3
	Number of comments made from survey (impact)	85
	Number of impact letters/emails received	1
	Formal response by organisations	• Stratford-on-Avon District Council • Alcester Civic Society
Impact on Customer	Themes from Public Meetings	• Unable to use due to proposed opening times • Impact on community -Loss of library "culture" (e.g. for libraries near a school)
	Themes from Road Shows	• Restrict my use – opening times • Impact on library staff
	Themes from letters/emails	1 impact letter received: • 100%Restrict my use – opening times • 100%Impact on Community-Loss of meeting place/community focus • 100%Service Impact – Access to IT/Internet • 100% Educational Impact-Access to information/reference/ borrow books
	Themes from survey comments (Q6)	• Restrict my use – Opening times (22%) • Impact on vulnerable – Children (13%) • Restrict my use – Distance/Travel to another library (12%) • Educational Impact – Access to information/ reference/ borrow books (12%) • Personal Impact – Denied access to hobby/ pleasure (11%) • Impact on vulnerable – Elderly/infirm (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 83 – 39.3% Some – 87 – 41.2% No – 29 – 13.7% Don't Know – 12 – 5.7% (No reply – 27)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree –111 – 49.3% Neither – 28 – 12.4% Strongly Disagree & Disagree – 86 – 38.2% (No reply – 13)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 130 – 60.2% Neither – 34 – 15.7% Strongly Disagree & Disagree – 52 – 24.1% (No reply – 22)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 102 – 50% Neither – 41 – 20.1%

Section	Information Required	Information
		Strongly Disagree & Disagree – 61 – 29.9% (No reply – 34)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 93 – 45.6% Neither – 45 – 22.1% Strongly Disagree & Disagree – 66 – 32.4% (No reply – 34)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 55 – 28.5% Neither – 62 – 32.1% Strongly Disagree & Disagree – 76 – 39.4% ,(No reply – 45)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	8,010
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	7,022 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 68 Businesses – 1 Local Organisations – 6 Charitable Organisations – 4 Other Public Organisations – 3 (Anon)
	Q8 – Number of organisations offering space to house library	Yes - 5 Contact details left – 3
	Q9 – Number of organisations interested in moving into library	Yes – 4 Contact details left – 2
	Q10 – other involvement Other expressions of interest	Yes – 27 Contact details left – 21
	Number of expressions of interest from other sources	1
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes – 49 Contact details left – 37
	Q11a – Number of hours	2 – 4 hours – 39 5 – 8 hours – 9 9 – 16 hours – 1 16 or more –1 Any day – 9 Weekends – 5 Evenings – 9
	Q12 – Number interested in supporting activities	Yes – 104 Contact details left – 46
	Q13 – Number interested for mobile library	Yes – 24 Contact details left – 19
	Q13a – Number of hours for mobile	2 – 4 hours – 20 5 – 8 hours – 3 9 – 16 hours – 1 16 or more – 0 Any day – 6 Weekends – 3 Evenings – 6

Section	Information Required	Information
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 1 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 12 Warwick – 1 Any district – 1
Financial Support	Q14 –Offer financial support?	An existing Library – 12 A mobile Library – 13 Alternative Library/building – 2 Maintaining current opening hours – 9 Contact details left – 9
	Left Any Contact Details	74
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 190 Representing a public service provider –3 Representing a private business – 2 Representing a voluntary group/organisation – 6
	Equality data from survey – Gender (count & %)	Male – 64 – 34.8% Female – 120 – 65.2%
	Equality data from survey – Age (count & %)	Under 17 years – 4 – 2.1% 17 – 24 years – 2 – 1% 25 – 44 years – 44 – 22.9% 45 – 64 years – 70 – 36.5% 65 – 74 years – 35 – 18.2% 75+ years – 37 – 19.3%
	Equality data from survey – Disability (count & %)	Yes – 44 – 24.4%
	Equality data from survey – Ethnic Group (count & %)	White – All – 187 – 99.5% Mixed – All – 1 – 0.5%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 54 – 94.7% Buddhist – 2 – 3.5% Jewish – 1 – 1.8%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 60 – 84.5% Gay or lesbian – 2 – 2.8% Bisexual – 1 – 1.4% Other – 3 – 4.2% Prefer not to say – 5 – 7%

Community Analysis on the Public Consultation

Library: Alcester Mobile		

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 33 Meeting – N/A
	Number of survey responses received % online % paper	81 12 – 14.8% 69 – 85.2%
	Number (and %) responding on this library only	30 – 37.0%
	Number responding on other Libraries (multiple responses)	51 – 63.0%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 73 – 96.1% • Friend or relative of a library customer – 1 – 1.3% • Work in a library location – 0 • Work voluntarily in library location –0 • Represent partner/ potential partner –0 • Represent/own a local business –0 • Represent a community group –1 – 1.3% • Responding on behalf of an organisation –1 – 1.3%
	Number of comments made from survey (impact)	32
	Number of letters/emails received	N/A
	Formal response by organisations	None
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	• Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable - disabled
	Themes from letters/emails	N/A
	Themes from survey comments (Q6)	• Unable to use - Due to distance (28%) • Impact on vulnerable - Elderly/infirm (25%) • Restrict my use - Distance/Travel to another library (16%) • Restrict my use – Other (16%) • Educational Impact - Access to information/ reference/borrow books (13%) • Personal Impact - Denied access to hobby/ pleasure (13%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 34 – 47.2% Some – 23 – 31.9% No – 9 – 12.5% Don't Know – 6 – 8.3% (No reply – 9)

Section	Information Required	Information
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 35 – 48.6% Neither – 11 – 15.3% Strongly Disagree & Disagree – 26 – 36.1% (No reply – 9)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 28 – 43.1% Neither – 8 – 12.3% Strongly Disagree & Disagree – 29 – 44.6% (No reply – 16)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 15 – 24.6% Neither – 9 – 14.8% Strongly Disagree & Disagree – 37 – 60.7% (No reply – 20)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 22 – 36.7% Neither – 17 – 28.3% Strongly Disagree & Disagree – 21 – 35.0% (No reply – 21)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 13 – 25.0% Neither – 16 – 30.8% Strongly Disagree & Disagree – 23 – 44.2% (No reply – 29)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 9 Businesses – 0 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – (0)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 1 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 2 Contact details left – 2
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 8 Contact details left – 6
	Q11a – Number of hours	2 – 4 hours – 8 5 – 8 hours – 2 9 – 16 hours – 1 16 or more – 0 Any day – 1 Weekends – 1 Evenings – 2
	Q12 – Number interested in supporting activities	Yes - 19 Contact details left – 6
	Q13 – Number interested for mobile library	Yes – 7 Contact details left – 5
	Q13a – Number of hours for mobile	2 – 4 hours – 6 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends – 0 Evenings – 0
	Q16 (*electronic only) – Where would you	North Warks – 0

Section	Information Required	Information
	be interested in volunteering?	Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 2 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 2 A mobile Library – 13 Alternative Library/building – 1 Maintaining current opening hours – 1 Contact details left – 3
	Left Any Contact Details	18
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 69 – 98.6% Representing a public service provider – 0 Representing a private business – 0 Representing a voluntary group/organisation – 1 – 1.4%
	Equality data from survey – Gender (count & %)	Male – 12 – 16.9% Female – 59 – 83.1%
	Equality data from survey – Age (count & %)	Under 17 years – 0 17 – 24 years – 0 25 – 44 years – 6 – 8.1% 45 – 64 years – 8 – 10.8% 65 – 74 years – 24 – 32.4% 75+ years – 36 – 48.6%
	Equality data from survey – Disability (count & %)	Yes – 28 – 44.4% No – 35 – 55.6%
	Equality data from survey – Ethnic Group (count & %)	White – All – 74 – 100%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 7 – 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 9 – 100% Gay or lesbian – Bisexual – Other – Prefer not to say –

Community Analysis on the Public Consultation

Atherstone

Original Proposal & criteria used to establish this
Retain Library. Proposal to reduce opening hours to 35 hours per week The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services

Background
Of the 34 libraries in Warwickshire, in terms of value for money Atherstone Library is the 6th most expensive library to run in the county (£321,415 per annum) and the 6th most expensive in terms of cost per hour (£118.87). With 97,148 visits per year the library is ranked 8th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £3.30 making the library the 2nd most expensive library per visit, with on average 35.93 visits per opening hour. As part of the Library savings, Atherstone Library has been identified as remaining open but it is proposed that opening hours are reduced, from 52 to up to 35 hours per week.

Nearest Warwickshire Library
6 miles – Nuneaton, Polesworth or Stockingford

Nearest library operated by neighbouring authority
Hinckley Library (Leicestershire) 9 miles

Suggestions from Community
Await results of consultation

Youth Service Status
Ratcliffe Youth and Community Centre (2017) - income £1,200pa develop as centre of excellence or pass to new charity. NB OFD Recommendation

Childrens Local Delivery Centre
A Local Delivery Centre is required in North Warwickshire - no building has been identified but 287sq.m. are required for 130 staff

Fire and Rescue review
Fire Station Retained - no change

Adult Service Provision
A central office is required in North Warwickshire - no building has been identified. Possibility of collocating with Children's to be considered. To house North Warwickshire OPPD; Mental Health; PHILLIS and Adult & Community LearningStage 2 Requirement - Hot desking facilities for Care Management Tier Two Adult and Community Learning facilities

Bus Timetable Changes for services within Warwickshire
Hourly service to Birmingham International withdrawn. Evening service withdrawn. Flexi Bus 221 withdrawn. Service 48, (Coventry – Atherstone – Leicester), revised Monday to Friday timetable, Sunday service revised to Coventry - Tamworth via Atherstone, replaces service Arriva 765.

Savings from proposals
To be determined

Recommendations for the future library service
Decision awaiting Cabinet approval

Locality Information and Impact

The library provides a service to the community in Atherstone and surrounding area, but is part of North Warwickshire East locality, this narrative is specific to Atherstone but the data is for the wider locality.

The other nearest or alternative libraries are Baddesley (3), Nuneaton (6) and Polesworth (6)– however Baddesley has been identified as not sustainable in its current form and may close, the opening hours of Polesworth are proposed to increase from 27 to 35, but Nuneaton are proposed to decrease from 58 to up to 50.

The locality overall is fairly representative of the county in terms of its population age profile but the area has lower levels of ethnic minority population (4.8% less than the County average).

Whilst levels of unemployment in the area are higher than the Warwickshire average (3.5% (306) as opposed to 2.6%), there are higher levels of working-age benefit claimants compared to the Warwickshire Average (16.6% (1,470) as opposed to 11.3%), higher levels of pension credit claimants (25.8% (815) as opposed to 18.6%), more families claiming child tax credits (85.8% (1,515) as opposed to 74.2%) and in 2008 higher levels of children in the area lived in poverty compared to the Warwickshire average (17.5% (575) as opposed to 11.9%). In relation to education and skills 39% (4,087) of 16 -74 year olds have no qualifications (Warwickshire average is 27.8%), 22.6% (416) of pupils have Special Educational Needs (Warwickshire average is 20.8%), 16.3% (301) of pupils receive free schools meals (Warwickshire average is 10.9%) and 9.6% (54) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average.   In terms of health, 20.4% (2,955) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 10.4% (1,507) are not in good health (Warwickshire average is 8.1%) and 6.6% (960) are in receipt of Disability Living Allowance (Warwickshire average is 4.3%). There are higher levels of households with no car/van than the Warwickshire average 924.9% (1,520) as opposed to 19%.

The North Warwickshire East locality has higher levels of crime, 77.7 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

In relation to the Super Output Areas (SOA), Atherstone Central – Centre and Mancetter South & Ridge Lane are within 10 – 20%most deprived areas nationally (IMD 2007). In terms of the sub-divisions of IMD**,** 4 out of 9 areas are within top 10% most deprived in England for the categories, Employment and Education, Skills & Training, 4 out of 9 areas are within 10 – 20% most deprived area in England for the categories, Income, Health & Disability and Education, Skills & Training and for 5 out of 9 areas are within 20 – 30% most deprived areas in England for the categories Employment, Health & Disability and Education, Skills & training.

These figures suggest that the North Warwickshire East locality has significant deprived areas, with pockets of deprivation around Atherstone. There is evidence of social inequality and poor health**.** The figures in relation to education and skills suggest that the reduction in hours may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

In terms of MOSAIC classification, there is a higher proportion of 'residents of small and mid-sized towns with strong local roots', 'owner occupiers in older-style housing in ex-industrial areas', 'residents with sufficient incomes in right-to-buy social housing' and 'elderly people reliant on state support'. This suggests people have a strong commitment to their area, have relatively good standards of living whilst working age but that this reduces as people get older and retire.

A quarter of the people do not have access to a car and due to the rural nature of the area, public transport is crucial, especially if hours are reduced to such an extent that people have to visit other libraries.

The evidence above suggests that the reduction in hours will have an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- Ratcliffe Youth and Community Centre – WCC
- 4 schools – WCC
- Atherstone Early Years Centre - WCC
- Former Atherstone Magistrates Court - WCC
- Fire Station - WCC

- The Partnership Building - WCC
- Bracebridge – Elderly residential home – WCC
- The Atherstone Centre – WCC
- Warwick House (2 units)– WCC
- Emergency Duty Team - WCC
- Old Bank House - WCC
- Council House (Register Office) – WCC
- NWBC Council House
- The Old Mortuary
- Grove Sports & Social Club
- CAB
- Atherstone Surgery
- Atherstone College
- Warwickshire Police
- Atherstone Leisure Complex
- The Depot
- Pharmacy (2)
- Jobcentre plus
- Trinity Church
- Conservative Club
- Post Office (2)
- NHSW PCT Clinic
- Dental Surgery
- GP Surgery

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 65 Meeting – N/A
	Number of survey responses received % online % paper	267 91 – 34.1% 176 – 65.9%
	Number (and %) responding on this library only	93 – 34.8%
	Number responding on other Libraries (multiple responses)	174 – 65.2%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 234 • Friend or relative of a library customer – 7 • Work in a library location – 7 • Work voluntarily in library location – 0 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 4 • Responding on behalf of an organisation – 5
	Number of comments made from survey (impact)	95
	Number of letter/emails received	2
	Formal response by organisations	North Warwickshire Borough Council
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	• No issues raised
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Educational Impact – Access to information/ reference/ borrow books (23%) • Restrict my use – Opening times (15%) • Service Impact – Access to IT/Internet (13%) • Personal Impact – Denied access to hobby/ pleasure (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 77 – 32.8% Some – 97 – 41.3% No – 47 – 20.0% Don't Know – 14 – 6% (No reply –)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 118 – 48.0% Neither – 43 – 17.5% Strongly Disagree & Disagree – 85 – 34.6% (No reply – 21)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 166 – 68.9%% Neither – 27 – 11.2% Strongly Disagree & Disagree – 48 – 19.9% (No reply – 26)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 113 – 49.8% Neither – 38 – 16.7% Strongly Disagree & Disagree – 76 – 33.5% (No reply – 40)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 103 – 46.4% Neither – 39 – 17.6% Strongly Disagree & Disagree – 80 – 36.0% (No reply – 45)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 67 – 31.5% Neither – 67 – 31.5% Strongly Disagree & Disagree – 79 – 37.1% (No reply –)
Area Facts	Population (within two miles of	13,437

Section	Information Required	Information
	Library. Based on best fit of super output areas)	
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	22,539 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 73 Businesses – 3 Local Organisations – 6 Charitable Organisations – 4 Other Public Organisations – (Anon) 5
	Q8 – Number of organisations offering space to house library	Yes - 9 Contact details left – 4
	Q9 – Number of organisations interested in moving into library	Yes - 7 Contact details left – 3
	Q10 – other involvement Other expressions of interest	Yes – 16 Contact details left – 8
	Number of expressions of interest from other sources	NIL
	Number of business cases put forward	1 (joint with Baddesley and Hartshill)
	Q11 – Number of expressions of interest to volunteer	Yes - 51 Contact details left – 34
Volunteering	Q11a – Number of hours	2 – 4 hours – 27 5 – 8 hours – 8 9 – 16 hours – 4 16 or more – 3 Any day – 13 Weekends – 12 Evenings – 10
	Q12 – Number interested in supporting activities	Yes - 103 Contact details left – 12
	Q13 – Number interested for mobile library	Yes – 33 Contact details left – 25
	Q13a – Number of hours for mobile	2 – 4 hours – 17 5 – 8 hours – 6 9 – 16 hours – 1 16 or more – 0 Any day – 13 Weekends – 6 Evenings – 7
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 6 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 0 Warwick – 0 Any district – 0
	Q14 –Offer financial support?	An existing Library – 10 A mobile Library – 8 Alternative Library/building – 2

Section	Information Required	Information
		Maintaining current opening hours – 7 Contact details left – 11
Financial Support	Last question – position (ie individual, on behalf of organisation etc)	Individual – 208 Representing a public service provider – 4 Representing a private business – 1 Representing a voluntary group/organisation – 6
	Left Any Contact Details	81
Equality Impact Assessment	Equality data from survey – Gender (count & %)	Male – 67 – 31.9% Female – 143 – 68.1%
	Equality data from survey – Age (count & %)	Under 17 years – 8 – 3.7% 17 – 24 years – 10 – 4.7% 25 – 44 years – 50 – 23.4% 45 – 64 years – 83 – 38.8% 65 – 74 years – 41 - 19.2% 75+ years – 22 – 10.3%
	Equality data from survey – Disability (count & %)	Yes – 52 – 25.5%
	Equality data from survey – Ethnic Group (count & %)	White – All – 208 – 98.6% Mixed – All – 1 – 0.5% Asian – All – 1 – 0.5% Black – All – 1 – 0.5%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 31 – 96.9% Hindu – 1 3.1%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 31 Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 6

Community Analysis on the Public Consultation

Library: Atherstone Mobile

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 14 Meeting –
	Number of survey responses received % online % paper	78 7 9.0% 71 91.0%
	Number (and %) responding on this library only	51 94.7%
	Number responding on other Libraries (multiple responses)	27 34.6%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 72 94.7% • Friend or relative of a library customer – 2 2.6 % • Work in a library location – 0 0.0% • Work voluntarily in library location – 0 0.0% • Represent partner/ potential partner – 0 0.0% • Represent/own a local business – 0 0.0% • Represent a community group – 1 1.3% • Responding on behalf of an organisation –1 1.3%
	Number of comments made from survey (impact)	24
	Number of letters/emails received	0 impact letters
	Formal response by organisations	None
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	• Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable - disabled
	Themes from letters/emails	• No letters received
	Themes from survey comments (Q6)	• Impact on vulnerable - Elderly/infirm (50%) • Personal Impact - Denied access to hobby/ pleasure (25%) • Unable to use – Other (21%) • Impact on vulnerable – Disabled (21%) • Personal Impact – Other (17%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 40 - 58.0% Some – 13 - 18.8% No – 11 - 15.9% Don't Know – 5 - 7.2% (No reply – 9)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 31 - 44.3% Neither – 11 - 15.7%

Section	Information Required	Information
		Strongly Disagree & Disagree – 28 - 40.0% (No reply – 8)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 26 - 41.9% Neither – 2 - 3.2% Strongly Disagree & Disagree – 34 - 54.8% (No reply – 16)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 9 - 15.0% Neither – 5 - 8.3% Strongly Disagree & Disagree – 46 - 76.7% (No reply – 18)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 18 - 32.1% Neither – 18 - 32.1% Strongly Disagree & Disagree – 20 - 35.7% (No reply – 22)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 8 - 14.0% Neither – 16 - 28.1% Strongly Disagree & Disagree – 33 - 57.9% (No reply – 21)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	Area demographics (Locality profiles – NB will cover more than 1 library), library catchment profiles.	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 8 Businesses – 0 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – (0)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 2 Contact details left – 0
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 4 Contact details left – 3
	Q11a – Number of hours	2 – 4 hours – 3 5 – 8 hours – 1 9 – 16 hours – 0 16 or more –1 Any day – 2 Weekends – 1 Evenings – 2
	Q12 – Number interested in supporting activities	Yes - 13 Contact details left – 7
	Q13 – Number interested for mobile library	Yes – 5 Contact details left – 4
	Q13a – Number of hours for mobile	2 – 4 hours – 4 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 0 Weekends 0– Evenings – 0
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 1 Nuneaton & Bedworth – 0

Section	Information Required	Information
		Rugby – 0 Stratford –0 Warwick – 0 Any district - 0
Financial Support	Q14 –Offer financial support?	An existing Library – 1 A mobile Library – 12 Alternative Library/building – 2 Maintaining current opening hours – 1 Contact details left – 3
	Left Any Contact Details	19
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 65 97.0% Representing a public service provider – 0 0.0% Representing a private business – 0 0.0% Representing a voluntary group/organisation – 2 3.0%
	Equality data from survey – Gender (count & %)	Male – 13 18.8% Female – 56 81.2%
	Equality data from survey – Age (count & %)	Under 17 years – 0 0.0% 17 – 24 years – 0 0.0% 25 – 44 years – 8 11.0% 45 – 64 years – 9 12.3% 65 – 74 years – 18 24.7% 75+ years – 38 52.1%
	Equality data from survey – Disability (count & %)	Yes – 40 61.5% No – 25 38.5%
	Equality data from survey – Ethnic Group (count & %)	White – All – 73 100.0% Mixed – All – 0 0.0% Asian – All- 0 0.0% Black – All – 0 0.0% Other –All – 0 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 1 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 1 100.0% Gay or lesbian – 0 0.0% Bisexual – 0 0.0% Other – 0 0.0% Prefer not to say – 0 0.0%

Community Analysis on the Public Consultation

Baddesley
Original Proposal & criteria used to establish this
Proposal that Baddesley Library is no longer sustainable in its current form. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire Baddesley & Grendon Library is the 29th most expensive library to run in the county (£18,675 per annum) and the 28th most expensive in terms of cost per hour (£22.45). With 6,211 visits per year the library is ranked 33rd with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £3.01 making the Library the 4th most expensive library per visit, with on average 7.47 visits per opening hour.
Proposed alternative solution
Two Business Cases submitted from the Community. One recommending delivery of Library Service from Village Hall and one delivery of service through a social enterprise group.
Nearest Warwickshire Library
Dordon 1.9 miles (this library is also at risk) or 3 miles – Atherstone or Polesworth
Nearest library operated by neighbouring authority
Wilnecote library (Staffordshire) 4.1 miles
Youth Service Status
Baddesley Youth and Community Centre (2055) - Income £1,200pa There have not been any expressions of interest in the site. Community not in favour of it being used for Library - dispose of site - possibly link to library review Disposal of site has been approved by Cabinet June 2011
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
N/A
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Mon to Sat reduced to hourly service to Atherstone. Direct services to Nuneaton, Tamworth, Lichfield and Birmingham International withdrawn. Evening services withdrawn. Flexibus withdrawn.
Savings from any alternative and the shortfall (if any)
Operational: Ful l costs p.a. £18,675 Property Asset Capital Receipt: £1 33,000
Recommendations for the future library service
Decision from Business Case evaluation and Cabinet approval.
Locality Information and Impact
The library provides a service to the populations of Baddesley & Grendon but is part of the North Warwickshire North locality, this narrative is specific to Baddesley and Grendon but the data is for the wider locality area. The nearest town is Atherstone, which is 3 miles away. Baddesley Library in its current form is unsustainable, unless alternatives can be found it is proposed that the library will close. However, with 6 of the 11 Super-Output areas (sub-divisions) appearing within the top 30% most deprived in England in the category 'barriers to housing and services' and 3 of the 11 appearing in the top 30% most deprived in relation to 'education, skills and training' the library's closure will have a significant impact on local people seeking

to access services and on improving education, skills and training.

The locality overall is fairly representative of the county in terms of its population age profile but is the area with the lowest recorded levels of ethnic minority population (5% less than the County average).

Whilst levels of unemployment in the area are lower than the Warwickshire average 2.4% (248) as opposed to 2.6%, there are higher levels of working-age benefit claimants compared to the Warwickshire Average 12.5% (1310) as opposed to 11.3%, more older people claimed pension credits 21.9% (810) as opposed to 18.6%, more families claiming child tax credits 80.3% (1770 families) as opposed to Warks average of 74.2% and in 2008 slightly lower levels of children in the area lived in poverty 11.6% (470) compared to the Warwickshire average of 11.9%. In relation to education and skills 34.8% (4563) of 16 -74 year olds have no qualifications (Warks average is 27.8%), 20.7% (509) of pupils have Special Educational Needs (Warks average is 20.8%), 9.9% (243) of pupils receive free schools meals (Warks average is 10.9%) and 5% (36) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 3.9% being the Warks average. In terms of health, 18.2% (3230) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 9.1% (1611) are not in good health (Warks average is 8.1%) and 5.7% (985) are in receipt of Disability Living Allowance (Warks average is 4.3%). The number of households with no car/van is 17.2% (1204) compared to the Warwickshire average of 19%.

The North Warwickshire North locality is a relatively safe place to live with 40.5 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

These figures suggest that whilst the area is not a significantly deprived one there is evidence of social inequality and poor health combined with high levels of vulnerability in relation to rurality and peripherality (distance from services) than in other parts of Warwickshire**.** The figures in relation to education and skills suggest that the absence of a library may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

In terms of MOSAIC classification, there is a higher proportion of 'residents of small and mid-sized towns with strong local roots', 'middle income families living in moderate suburban semis', 'owner occupiers in older-style housing in ex-industrial areas', 'residents with sufficient incomes in right-to-buy social housing' and 'elderly people reliant on state support'. This suggests people have a strong commitment to their area, have relatively good standards of living whilst working age but that this reduces as people get older and retire. The data also shows slightly higher levels of 'residents of isolated rural communities' than the rest of Warwickshire thus reflecting the rural nature of the locality.

Should the library close then the Atherstone and Polesworth Libraries become the closest available services. However for those with no access to their own transport this may not be an option due to the cost of using public transport combined with the limited service in the area which has been reduced further by recent service withdrawals. Therefore the removal of the library service in this area is likely to compound the issues faced by those who live in rural areas particularly when other service changes have already been made or are about to be made.

The evidence above suggests should the library close there will be an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- Youth Club – WCC, Cabinet agreed to dispose of this building on 16/06/2011
- 1 school (Grendon) – WCC
- Grendon Working Mens Club
- Baddesley Village Hall
- Baddesley Ensor Post Office
- Baddesley Social Club
- Kingdom Hall of Jehovah's Witnesses

Discussions with Adult Education providers, North Warwickshire Borough Council, skills and training providers, NHS and financial support services could also potentially lead to partnership solutions to sustaining a service.

Section	Information Required	Information
	Number of petitions received	1 – 339 signatures
	Level of attendance at public meetings/road shows	Roadshow – 21 Meeting – 11
	Number of survey responses received % online % paper	76 26.3% 73.7%
	Number (and %) responding on this library only	20 – 26.3%
	Number responding on other Libraries (multiple responses)	Library name (s) – 56 – 73.7%
Level of local interest	Q1 – The main way involved with libraries (Number)	• Library Customer – 60 • Friend or relative of a library customer – 3 • Work in a library location – 3 • Work voluntarily in library location – 0 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 2 • Responding on behalf of an organisation – 2
	Number of comments made from survey (impact)	46
	Number of letters/emails received	19
	Formal response by organisations	• North Warwickshire Borough Council • Dan Byles, MP
Impact on Customer	Themes from Public Meetings	• Educational Impact – Access to IT/Internet • Impact on the Community- Rural isolation/village cut off • Impact on Community-loss of access to library events • Impact on vulnerable- Children
	Themes from Road Shows	• Unable to use – due to lack of transport • Restrict my use – distance / travel to another library
	Themes from letters/emails	• 58% of correspondents mentioned Impact on Community - Loss of meeting place/community focus • 42% of correspondents mentioned Impact on vulnerable - Children • 37% of correspondents mentioned Impact on vulnerable - Elderly/infirm • 32% of correspondents mentioned Impact on Community - Rural isolation/village cut off • 32% of correspondents mentioned Educational Impact - Access to information/reference/ borrow books • 32% of correspondents mentioned Educational Impact- help with homework
	Themes from survey comments (Q6)	• Restrict my use – Distance/travel to another library (26%) • Educational Impact – Access to information/ reference/ borrow books (17%) • Unable to use – Due to lack of public transport (15%) • Impact on vulnerable – Disabled (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 31 – 43.7% Some – 30 – 42.3% No – 5 – 7.0% Don't Know – 5 – 7.0% (No reply – 5)

Section	Information Required	Information
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 30 – 43.4% Neither – 9 – 13.0% Strongly Disagree & Disagree – 30 – 43.5% (No reply – 7)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 39 – 54.2% Neither – 7 – 9.7% Strongly Disagree & Disagree – 26 – 36.1% (No reply – 4)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 30 – 43.5% Neither – 9 – 13.0% Strongly Disagree & Disagree – 30 – 43.5% (No reply – 7)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 38 – 55.1% Neither – 8 – 11.6% Strongly Disagree & Disagree – 13 – 33.3% (No reply – 7)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 18 – 27.3% Neither – 13 – 19.7% Strongly Disagree & Disagree – 35 – 53.0% (No reply – 10)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	7,088
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	1,217 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 26 Businesses – 1 Local Organisations – 4 Charitable Organisations – 1 Other Public Organisations – 1 (Anon)
	Q8 – Number of organisations offering space to house library	Yes – 3 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes – 1 Contact details left – 1
	Q10 – other involvement Other expressions of interest	Yes – 5 Contact details left – 3
	Number of expressions of interest from other sources	0
	Number of business cases put forward	2 of these 1 is joint with Atherstone and Hartshill
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes – 18 Contact details left – 13
	Q11a – Number of hours	2 – 4 hours – 11 5 – 8 hours – 5 9 – 16 hours – 0 16 or more – 0 Any day – 3 Weekends – 4 Evenings – 5
	Q12 – Number interested in supporting	Yes – 30

Section	Information Required	Information
	activities	Contact details left – 12
	Q13 – Number interested for mobile library	Yes – 9 Contact details left – 6
	Q13a – Number of hours for mobile	2 – 4 hours – 6 5 – 8 hours – 3 9 – 16 hours – 0 16 or more – 0 Any day – 5 Weekends – 2 Evenings – 3
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 1 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 1 A mobile Library – 1 Alternative Library/building – 2 Maintaining current opening hours – 3 Contact details left – 3
	Left Any Contact Details	23
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 65 Representing a public service provider – 1 Representing a private business – 0 Representing a voluntary group/organisation – 2
	Equality data from survey – Gender (count & %)	Male – 27 – 40.9% Female – 39 – 59.1%
	Equality data from survey – Age (count & %)	Under 17 years – 3 – 4.8% 17 – 24 years – 5 – 7.9% 25 – 44 years – 15 – 23.8% 45 – 64 years – 19 – 30.2% 65 – 74 years – 11 – 7.5% 75+ years – 10 – 15.9%
	Equality data from survey – Disability (count & %)	Yes – 18 – 30.0%
	Equality data from survey – Ethnic Group (count & %)	White – All – 55 – 94.8% Mixed – All – 1 – 1.7% Asian – All – 1 – 1.7% Black – All – 1 – 1.7% Other – All – 0 – 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 5 - 83.3% Hindu – 1 – 16.7%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 7 – 77.8% Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 2 – 22.2%

Community Analysis on the Public Consultation

Bedworth
Original Proposal & criteria used to establish this
Retain Library. Proposal to reduce opening hours from 48 to 35 hours per week The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, in terms of value for money Bedworth Library is the 7th most expensive library to run in the county (£182,281 per annum) and the 7th most expensive in terms of cost per hour (£73.03). With 111,182 visits per year the library is ranked 7th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.64 making the Library the 15th most expensive library per visit, with on average 44.54 visits per opening hour (2496 annually). As part of the Library savings Bedworth Library has been identified as remaining open but there is a proposal to reduce opening hours, from 48 to up to 35 hours per week.
Nearest Warwickshire Library
4 miles – Nuneaton
Nearest library operated by neighbouring authority
Arena Shopping Park (Coventry) 2.4miles
Suggestions from Community
Await results of consultation
Youth Service Status
Bedworth Youth Centre (1013) - Income £10,000pa An Expression of Interest has been submitted by Positive about Young People. Centre to be considered for transfer.
Childrens Local Delivery Centre
A Local Delivery Centre is required in Bedworth - no building has been identified- 707sq.m. are required for 285 staff Bedworth Police Station is being investigated which may have implications for the Library and OFD provision
Fire and Rescue review
Fire Station Retained - no change
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Flexi Bus 209 (Ash Green, George Eliot – Nuneaton) revised timetable and route. Flexi bus 213 (Rugby – Bedworth Nuneaton), revised route and timetable. Service 48, The Sunday service is revised to operate from Coventry to Tamworth via Atherstone. Direct service to Walsgrave Hospital reduced to two hourly.
Savings from proposals
To be determined
Recommendations for the future library service
Decision from Business Case evaluation and Cabinet approval

Locality Information and Impact

The library provides a service to the community in Bedworth and surrounding area, but is part of Bede & Poplar locality, this narrative is specific to Bedworth but the data is for the wider locality. The other nearest or alternative libraries are Nuneaton (4) and Coventry (3) – however, the opening hours of Nuneaton are also decreasing from 58 to up to 50.

The locality overall is fairly representative of the county in terms of its population age profile but the area has higher levels of ethnic minority population (1.5% higher than the County average).

Whilst levels of unemployment in the area are higher than the Warwickshire average (4.5% (472) as opposed to 2.6%), there are higher levels of working-age benefit claimants compared to the Warwickshire Average (20.4% (2,135) as opposed to 11.3%), higher levels of pension credit claimants (30.2% (1,090) as opposed to 18.6%). more families claiming child tax credits (91.4% (2,135) as opposed to 74.2%) and in 2008 higher levels of children in the area lived in poverty compared to the Warwickshire average (20.8% (875) as opposed to 11.9%). In relation to education and skills 40.4% (4,905) of 16 -74 year olds have no qualifications (Warwickshire average is 27.8%), 25.8% (587) of pupils have Special Educational Needs (Warwickshire average is 20.8%), 18.6% (423) of pupils receive free schools meals (Warwickshire average is 10.9%) and 5.5% (37) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health, 21.4% (3,570) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 11.3% (1,882) are not in good health (Warwickshire average is 8.1%) and 7.6% (1,320) are in receipt of Disability Living Allowance (Warwickshire average is 4.3%). There are higher levels of households with no car/van than the Warwickshire average (30.2% (2,092) as opposed to 19%).

The Bede & Poplar locality has higher levels of crime, 80.3 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

In relation to the Super Output Areas (SOA), 7 out of the 12 areas are within 10 – 20%most deprived areas nationally (IMD 2007). With regard to the sub-divisions of IMD**,** all 7 categories of Income, Employment, Health & Disability, Education, Skills & Training, Barriers to housing & services, Crime & Disorder and Living Environment are within top 10% and 10 – 30% most deprived areas in England and out of the 12 areas, 4 of them have 5 categories of deprivation, 2 have 4 categories of deprivation, 3 have 3 categories of deprivation and 2 have 1 category of deprivation.
These figures suggest that the Bede & Poplar locality has significant areas of deprivation in all of its Super Output Areas. There is evidence of social inequality, poor health and low income, high levels of crime, environment and access to services**.** The figures in relation to education and skills suggest that the reduction in hours may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

In terms of MOSAIC classification – there is a higher proportion of lower income workers in urban terraces in often diverse needs, owner occupiers in older style housing in ex-industrial areas, residents with sufficient incomes in right to buy social houses, elderly people reliant on state support, young people renting flats in high density social housing, families in low-rise social housing with high levels of benefit need.

A higher proportion of people do not have access to a car, therefore, good public transport is crucial, especially if hours are reduced to such an extent that people have to visit other libraries.

The evidence above suggests that the reduction in hours will have an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- Youth Centre – WCC
- Kings House – WCC
- 9/11 Church Way – WCC
- Fire Station –WCC
- Primary School –WCC

- Jobcentre plus
- CAB
- NBBC offices
- Methodist Church
- Health Centre
- Post Office
- Warwickshire Police
- Chamberlaine Court Care Home
- The Grove – sheltered housing
- Pharmacy (2)
- Opticians (2)
- Nursery
- Liberal Club
- Conservative Club
- All Saints Church
- Dental Care

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 51 Meeting – N/A
	Number of survey responses received % online % paper	195 95- 48.7% 100- 51.3
	Number (and %) responding on this library only	50- 25.6%
	Number responding on other Libraries (multiple responses)	Library name (s) –145- 74.4%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 164 • Friend or relative of a library customer –4 • Work in a library location – 1 • Work voluntarily in library location –1 • Represent partner/ potential partner –1 • Represent/own a local business –0 • Represent a community group –3 • Responding on behalf of an organisation –6 • Other-1
	Number of comments made from survey (impact)	66
	Number of letters received	0
	Formal response by organisations	0
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	• No issues raised
	Themes from letters	• No letters received
	Themes from survey comments (Q6)	• Restrict my use – Opening times (18%) • Impact on Community – Other (14%) • Educational Impact – Access to information/ reference/ borrow books (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant –76- 41.1% Some –73- 39.5% No –25-13.5% Don't Know – 11- 5.9% (No reply – 10)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree –85- 46.4% Neither – 24- 13.1% Strongly Disagree & Disagree – 74- 40.4% (No reply –12)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 124- 68.5% Neither – 25- 13.8% Strongly Disagree & Disagree – 32- 17.7% (No reply – 14)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 90- 51.7% Neither – 27- 15.5% Strongly Disagree & Disagree – 57- 32.8% (No reply –21)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 79- 45.1% Neither – 34 Strongly Disagree & Disagree –62- 35.4% (No reply – 20)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 47- 29.2% Neither – 56- 34.8% Strongly Disagree & Disagree – 58- 36.0% (No reply –34)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	35,612
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for

Section	Information Required	Information
		bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	19,217 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 60 Businesses – 2 Local Organisations – 2 Charitable Organisations – 6 Other Public Organisations – 3(Anon)
	Q8 – Number of organisations offering space to house library	Yes - 4 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 4 Contact details left – 2
	Q10 – other involvement Other expressions of interest	Yes – 18 Contact details left – 12
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 43 Contact details left –30
	Q11a – Number of hours	2 – 4 hours – 29 5 – 8 hours – 8 9 – 16 hours – 2 16 or more – 0 Any day – 10 Weekends –7 Evenings – 9
	Q12 – Number interested in supporting activities	Yes - 71 Contact details left –39
	Q13 – Number interested for mobile library	Yes – 34 Contact details left – 26
	Q13a – Number of hours for mobile	2 – 4 hours – 24 5 – 8 hours – 7 9 – 16 hours – 1 16 or more – 0 Any day – 8 Weekends – 4 Evenings – 7
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 2 Nuneaton & Bedworth – 0 Rugby – 3 Stratford – 0 Warwick – 1 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 9 A mobile Library – 7 Alternative Library/building – 5 Maintaining current opening hours – 6 Contact details left – 7
	Left Any Contact Details	65
Equality	Last question – position (ie individual,	Individual – 161

Section	Information Required	Information
Impact Assessment	on behalf of organisation etc)	Representing a public service provider – 5 Representing a private business – 1 Representing a voluntary group/organisation – 7
	Equality data from survey – Gender (count & %)	Male – 61- 38.4% Female – 98- 61.6%
	Equality data from survey – Age (count & %)	Under 17 years – 2- 1.2% 17 – 24 years – 5- 3.4% 25 – 44 years – 40- 24.8% 45 – 64 years – 64- 39.8% 65 – 74 years – 40- 24.8% 75+ years – 10- 6.2%
	Equality data from survey – Disability (count & %)	Yes – 40- 26.3%
	Equality data from survey – Ethnic Group (count & %)	White – All – 146- 94.2% Asian– All – 7- 4.5% Other-All- 1.3%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 37- 94.9% Muslim- 1- 2.6%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 40- 88.9% Gay or lesbian –1- 2.2% Bisexual – Other – Prefer not to say – 4- 8.9%

Community Analysis on the Public Consultation

Bedworth Heath

Original Proposal & criteria used to establish this
It is proposed that Bedworth Heath Library is no longer sustainable in its current form. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services

Background
Of the 34 libraries in Warwickshire, Bedworth Heath Library is the 28th most expensive library to run in the county (£20,702 per annum) and the 16th most expensive in terms of cost per hour (£33.18). With 8,635 visits per year Bedworth Heath library is ranked 29th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.64 making Bedworth Heath Library the 15th most expensive library per visit with on average 13.84 visits per opening hour.

Nearest Warwickshire Library
2 miles – Bedworth

Nearest library operated by neighbouring authority
Arena Shopping Park (Coventry) 2.9 miles

Proposed alternative solution
2 expressions of interest lodged, the first considers 3 possible models – working up over next few weeks, the second offers space in a Church Hall to be built. Suggestion to relocate to Community Centre in Smorrall Lane. Would require construction of extension to building.

Youth Service Status
Bedworth Heath Community Centre (1066) - withdrawing funding from the Centre may put the financial viability of the centre at risk.- Payment of rent to cease having given suitable notice and consideration be given to a "hire when needed" arrangement. See OFD recommendation

Childrens Local Delivery Centre
Information not available on any future transformation plans

Fire and Rescue review
N/A

Adult Service Provision
Information not available on any future transformation plans

Bus Timetable Changes for services within Warwickshire
209 service – Mon to Fri – revised timetable, no changes to the other services (55, 56, 57 & 778)

Savings from any alternative and the shortfall (if any)
Operational: Full costs p.a. £20,702 Property Asset Capital Receipt: £120,000

Recommendations for the future library service
Decision from Business Case evaluation and cabinet approval

Locality Information and Impact

The library provides a service to the populations of Bedworth Heath & Goodyers End but is part of Bedworth North & West locality, this narrative is specifically for Bedworth Heath & Goodyers End but the data is for the wider locality area. The nearest town is Bedworth, approximately 2 miles away.

Bedworth Heath library, in its current form is unsustainable, unless alternatives can be found it is proposed that the library will close. However, the Heath Sports Super Output Area (sub-division) appears within the top 20-30% most deprived within the Index of Multiple Deprivation for England, which includes categories on income, employment, health & disability, Education, skills & training, barriers to housing & services, crime & disorder and living environment. In terms of other sub-divisions 10 out of 12 SOAs appear within 10 - 30% of the most deprived areas in England in the categories of Income, Employment, Health & Disability, and Barriers to Housing & Service, Education, Skills & Training and Crime & Disorder, 2 out of the 12 appear in the top 10% most deprived areas in England in the category of Crime & Disorder. Therefore, the library closure will have a significant impact on improving education, skills and training, people accessing services and employment prospects.

The locality overall is similar to that of the County in terms of its population profile, however, the area has a slightly higher proportion of 0 -15 year olds then the County (19.8% as opposed to 18.3%) and lower ethnic minority population (2% less than the County average).

Levels of unemployment are slightly higher than the Warwickshire average 3.5% (401) as opposed to 2.6%, there are higher levels of working age benefit claimants compared to the Warwickshire average 15.7% (1785) as opposed to 11.3%, more older people claimed pension credits 20.3% (765) as opposed to 18.6%, more families claiming child tax credit 89.3% (2205) as opposed to 74.2% and in 2008 higher levels of children lived in poverty 14.1% (665) as opposed to 11.9%. In relation to education & skills, 36.1% (4633) of 16 -74 year olds have no qualifications Warwickshire average is 27.8%, 24.3 % (599) of pupils have Special Educational Needs (Warwickshire average is 20.8%), 13.3% (328) of pupils receive free school meals (Warwickshire average is 10.9%) and 3.8% (28) of 16 – 18 year olds are Not in Education, Employment or Training (NEET) with 3.9% being the Warwickshire average. In terms of health 19.3% (3404) of residents have a limiting long term illness (Warwickshire average is 16.8%), 9.7% (1714) are not in good health (Warwickshire average is 8.1%) and 6.3% (1195) are in receipt of Disability Living Allowance (Warwickshire average is 4.3%). The number of households with no car/van is 22% (1578) compared to the Warwickshire average of 19%.

Bedworth North & West locality has slightly lower crime rates than the Warwickshire average (58.5 crimes as opposed to 63.3 crimes recorded per 1000 population), despite the area being in the top 10% – 30% of most deprived areas in England for the category of Crime & Disorder

These figures suggest that there is evidence of social inequality, poor health, lower standards for education, skills & training, lower levels of income and higher levels of children living in poverty than in other parts of Warwickshire. The figures in relation to education and skills suggest that the absence of a library may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

In terms of MOSAIC classification – there is a higher proportion of 'lower income workers in urban terraces in often diverse needs', 'owner occupiers in older style housing in ex-industrial areas', 'residents with sufficient incomes in right to buy social houses', 'elderly people reliant on state support', 'young people renting flats in high density social housing', 'families in low-rise social housing with high levels of benefit need'. This data corroborates the statistical data provided earlier in terms of the high levels of claimants for working age benefits, pension credit, child benefit and school meals.

Should the library close, then the library in Bedworth town centre is the closest available. There is public transport available; however the cost may prove prohibitive for families on low income.

The evidence above suggests that should the library close there will be an adverse impact on the community as a whole but specifically:
* older people
* disabled people
* children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
* 1 Nursery & Childrens Centre –WCC

- 3 schools – WCC
- Newdigate Sports & Social Club
- Bedworth Heath Leisure & Activity Centre

Section	Information Required	Information
Level of local interest	Number of petitions received	1 – 102 signatures
	Level of attendance at public meetings/road shows	Roadshow – 11 Meeting – 12
	Number of survey responses received % online % paper	44 19 – 43.2% 25 – 56.8%
	Number (and %) responding on this library only	8 – 18.2%
	Number responding on other Libraries (multiple responses)	Library name (s) – 36 – 81.8%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 32 • Friend or relative of a library customer – 0 • Work in a library location – 5 • Work voluntarily in library location – 0 • Represent partner/ potential partner –0 • Represent/own a local business – 0 • Represent a community group – 2 • Responding on behalf of an organisation – 2
	Number of comments made from survey (impact)	28
	Number of letters/emails received	2
	Formal response by organisations	Dan Byles, MP
Impact on Customer	Themes from Public Meetings	• Service impact – poorer service • Impact on vulnerable-children
	Themes from Road Shows	• No issues raised
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Restrict my use – Distance/Travel to another library (39%) • Restrict my use – Opening times (11%) • Service Impact – Less choice of stock (11%) • Educational Impact – Access to information/ reference/ borrow books (11%) • Impact on vulnerable – Elderly/infirm (11%) • Impact on vulnerable – Children (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 23 – 57.5% Some – 14 – 35.0% No – 1 – 2.5% Don't Know – 2 – 5.0% (No reply – 4)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 17 – 43.6% Neither – 5 – 12.8% Strongly Disagree & Disagree – 17 – 43.6% (No reply – 5)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 17 – 47.2% Neither – 9 – 25.0% Strongly Disagree & Disagree – 10 – 27.8% (No reply – 8)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 15 – 41.7% Neither – 5 13.9% Strongly Disagree & Disagree – 16 – 44.4% (No reply – 8)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 18 – 48.6% Neither – 5 – 13.5% Strongly Disagree & Disagree – 14 – 37.8% (No reply – 7)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 15 – 44.1% Neither – 5 – 14.7% Strongly Disagree & Disagree – 14 – 41.2% (No reply – 10)
Area Facts	Population (within two miles of Library.	36,258

Section	Information Required	Information
	Based on best fit of super output areas)	
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	1,441 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 15 Businesses – 1 Local Organisations – 3 Charitable Organisations – 1 Other Public Organisations – 0(Anon)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 2 Contact details left – 1
	Q10 – other involvement Other expressions of interest	Yes – 4 Contact details left – 2
	Number of expressions of interest from other sources	1
	Number of business cases put forward	0
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 12 Contact details left – 9
	Q11a – Number of hours	2 – 4 hours – 9 5 – 8 hours – 3 9 – 16 hours – 1 16 or more – 0 Any day – 3 Weekends – 2 Evenings – 2
	Q12 – Number interested in supporting activities	Yes - 17 Contact details left – 10
	Q13 – Number interested for mobile library	Yes – 8 Contact details left – 5
	Q13a – Number of hours for mobile	2 – 4 hours – 5 5 – 8 hours – 2 9 – 16 hours – 1 16 or more – 0 Any day – 2 Weekends – 1 Evenings – 3
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 1 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 3 A mobile Library – 3 Alternative Library/building – 2 Maintaining current opening hours – 3

Section	Information Required	Information
		Contact details left – 3
	Left Any Contact Details	14
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 35 Representing a public service provider – 2 Representing a private business – 1 Representing a voluntary group/organisation – 1
	Equality data from survey – Gender (count & %)	Male – 13 Female – 22
	Equality data from survey – Age (count & %)	Under 17 years – 0 – 0.0% 17 – 24 years – 3 – 8.8% 25 – 44 years – 9 – 26.5% 45 – 64 years – 11 – 32.4% 65 – 74 years – 6 – 17.6% 75+ years – 5 – 14.7%1
	Equality data from survey – Disability (count & %)	Yes – 13 - 40.6%
	Equality data from survey – Ethnic Group (count & %)	White – All – 32 – 97.0% Asian – 1 – 3.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 8 – 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 8 – 80.0% Gay or lesbian – 0 – 0.0% Bisexual – 1 – 10.0% Other – 0 – 0.0% Prefer not to say – 1 – 10.0%

Library Consultation – Library Data Capture Form

Library: Bedworth Mobile

Section	Information Required	Information
Level of local interest	Number of petitions received	1 – 182 signatures
	Level of attendance at public meetings/road shows	Roadshow – 46 Meeting – N/A
	Number of survey responses received % online % paper	50 3 6.0% 47 94.0%
	Number (and %) responding on this library only	32 64.0%
	Number responding on other Libraries (multiple responses)	18 36.0%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 44 93.6% • Friend or relative of a library customer – 1 2.1% • Work in a library location – 1 2.1% • Work voluntarily in library location – 0 0.0% • Represent partner/ potential partner – 0 0.0% • Represent/own a local business – 0 0.0% • Represent a community group – 1 2.1% • Responding on behalf of an organisation – 0.0%
	Number of comments made from survey (impact)	13
	Number of letters/emails received	None
	Formal response by organisations	None
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	• Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable – disabled • Impact on vulnerable - children
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Personal Impact - Denied access to hobby/pleasure (31%) • Unable to use - Due to lack of public transport (15%) • Impact on Community – Other (15%) • Impact on vulnerable - Elderly/infirm (15%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 29 64.4% Some – 9 20.0% No – 2 4.4% Don't Know – 5 11.1% (No reply – 5)
	Q4a – % understand why changes	Strongly Agree & Agree – 23 48.9%

Section	Information Required	Information
	needed (Count & %)	Neither – 6 12.8 % Strongly Disagree & Disagree – 18 38.3% (No reply – 3)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 11 26.8% Neither – 7 17.1% Strongly Disagree & Disagree – 23 56.1% (No reply – 9)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 3 7.9% Neither – 3 7.9% Strongly Disagree & Disagree – 32 84.2% (No reply – 12)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 12 31.6% Neither – 13 34.2% Strongly Disagree & Disagree – 13 34.2% (No reply – 12)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 6 18.2% Neither – 7 21.2% Strongly Disagree & Disagree – 20 60.6% (No reply – 12)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 7 Businesses – 1 Local Organisations – 0 Charitable Organisations – 1 Other Public Organisations – (1)
	Q8 – Number of organisations offering space to house library	Yes - 2 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 3 Contact details left – 3
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 7 Contact details left – 4
	Q11a – Number of hours	2 – 4 hours – 5 5 – 8 hours – 1 9 – 16 hours – 0 16 or more –0 Any day – 1 Weekends - 0 Evenings – 0
	Q12 – Number interested in supporting activities	Yes - 8 Contact details left – 4
	Q13 – Number interested for mobile library	Yes – 7 Contact details left – 3
	Q13a – Number of hours for mobile	2 – 4 hours – 6 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends - 0 Evenings – 1
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 1 Stratford –0

Section	Information Required	Information
		Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 0 A mobile Library – 10 Alternative Library/building – 1 Maintaining current opening hours – 0 Contact details left – 5
	Left Any Contact Details	19
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 45 95.7% Representing a public service provider –2 4.3% Representing a private business – 0 0.0% Representing a voluntary group/organisation – 0 0.0%
	Equality data from survey – Gender (count & %)	Male – 9 20.0% Female – 36 80.0%
	Equality data from survey – Age (count & %)	Under 17 years – 0 0.0% 17 – 24 years – 1 2.2% 25 – 44 years – 3 6.5% 45 – 64 years – 13 28.3% 65 – 74 years – 13 28.3% 75+ years – 16 34.8%
	Equality data from survey – Disability (count & %)	Yes – 18 40.0% No - 27 60.0%
	Equality data from survey – Ethnic Group (count & %)	White – All – 43 100% Mixed – All – 0 0.0% Asian – All – 0 0.0% Black – All – 0 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 1 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 1 100% Gay or lesbian – 0 0.0% Bisexual – 0 0.0% Other – 0 0.0% Prefer not to say – 0 0.0%

Community Analysis on the Public Consultation

Bidford
Original Proposal & criteria used to establish this
Proposal that Bidford Library is no longer sustainable in its current form. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, Bidford Library is the 19th most expensive library to run in the county (£30,980 per annum) and the 29th most expensive in terms of cost per hour (£20.90). With 23,598 visits per year the library is ranked 20th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.31 making Bidford Library 23rd most expensive library per visit with on average 15.92 visits per opening hour. On a monetary basis Bidford library is better value for money than some libraries, however, the close proximity to Alcester and Stratford library has to be considered.
Nearest Warwickshire Library
4 miles – Alcester
Nearest library operated by neighbouring authority
Evesham Library (Worcestershire) 7 miles
Proposed alternative solution
2 business cases one for a private business (nursery) to operate in the space currently occupied by the Library, and one for WCC to continue to operate the service.
Youth Service Status
No Service provision currently.
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
Bidford station to close, cover to be provided by Alcester station which will be upgraded to whole time with Retained Fire-fighters providing extra cover.
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Service 29 (Stratford to Evesham) withdrawn, evening services on routes 26, 28 withdrawn.
Savings from any alternative and the shortfall (if any)
Operational: Ful l costs p.a. £30,980 Property Asset Capital Receipt: N/ A (part of school building)
Recommendations for the future library service
Decision from Business Case evaluation

Locality Information and Impact

The library provides a service to the populations of Bidford area but is part of the Alcester & Bidford locality, this narrative is specific to Bidford but the data is for the wider locality area. Bidford is within 5 miles of Alcester and is primarily a rural area with a mix of small towns, villages and hamlets. It borders Redditch in Worcestershire to the west and Stratford-Upon-Avon to the East.

It is proposed that Bidford Library in its current form is unsustainable, unless alternatives can be found the library will close. Generally, the Alcester and Bidford locality can be regarded as relatively affluent. However 5 of the Super Output Areas (sub divisions) within the locality appear in the top 30% most deprived within the 'barriers to housing and services' category of the Index of Multiple Deprivation for England, which includes categories on income, employment, health & disability, Education, skills & training, barriers to housing & services, crime & disorder and living environment. In terms of other sub-divisions Alcester North & Conway also appears within the deprivation index for income (top 30%) and Education, skills and training (top 20%). Therefore, the library closure will have a significant impact specifically on people seeking access to services.

The locality overall is similar to that of the County in terms of the population profile, although there is a lower than average proportion of people of working age (56.9% compared to Warks average of 60.5%) and the black and minority ethnic community is less than the Warwickshire average 3% as opposed to 7.2%.

Levels of unemployment are slightly below the Warwickshire average 1.6% (188) as opposed to 2.6%, there are lower levels of working age benefit claimants compared to the Warwickshire average 9.9% (1195) as opposed to 11.3%, fewer older people claimed pension credits 17.2% (915) as opposed to 18.6%, less families claiming child tax credit 66.7% (1680) as opposed to 74.2% and in 2008 fewer children lived in poverty 9.9% (470) as opposed to 11.9%. In relation to education & skills, 25.4% (3773) of 16 -74 year olds have no qualifications Warwickshire average is 27.8%, 16.8% (492) of pupils have Special Educational Needs (Warwickshire average is 20.8%), 8.5% (250) of pupils receive free school meals (Warwickshire average is 10.9%) and 2.6% (21) of 16 – 18 year olds are Not in Education, Employment or Training (NEET) with 3.9% being the Warwickshire average. In terms of health 15.5% (3155) of residents have a limiting long term illness (Warwickshire average is 16.8%), 7.1% (1437) are not in good health (Warwickshire average is 8.1%) and 3.6% (755) are in receipt of Disability Living Allowance (Warwickshire average is 4.3%). The number of households with no car/van is 12% (1030) compared to the Warwickshire average of 19%.

Alcester & Bidford locality has significantly lower crime rates than the Warwickshire average (44.6 crimes record per 1000 population as opposed to the Warks average of 63.3 crimes).

These figures suggest that the Bidford area is not one which has any significant deprivation or social inequality issues although there is evidence of vulnerability in relation to rurality and peripherality (distance from services) than in other parts of Warwickshire.

In terms of MOSAIC classification, there is a higher proportion of 'residents of isolated rural communities', 'successful professionals living in surban or semi-rural homes', 'residents of small and mid-sized towns with strong local roots' and 'active elderly people living in pleasant retirement locations. There is also a higher proportion of 'wealthy people in the most sought after neighbourhoods'. This supports the evidence above which identifies issues specific to rural localities but also indicates the Bidford is an affluent area.

Should the library close then Alcester and Stratford libraries become the closest available services.
The rural isolation of Bidford should be considered along with transport problems, and for those who do not have access to their own transport travelling to a nearest library may not be an option due to the cost of using public transport combined with the limited service in the area which has been reduced further by recent service withdrawals. Therefore the removal of the library service in this area is likely to compound the issues faced by those who live in rural areas particularly when other service changes have already been made or are about to be made. It also needs to be noted that there is a lack of other services or provisions in the Bidford area, for example, there is no Children's Centre, or secondary school and the broadband service is very slow, so accessing on-line services is really problematic.

The evidence above suggest should the library close there will be an adverse impact on the community as a whole but specifically:

- Children and young people
- disabled people and
- older people

The number of WCC owned premises in the area combined with those in community/private use provide potential opportunities for developing shared premises for delivery. These include:

- Fire Station

- Smallbrook Business Centre
- Crawford Memorial Hall & Social Centre,
- Methodist Church
- A Health Centre
- Post Office

Section	Information Required	Information
Level of local interest	Number of petitions received	1 – 525 signatures
	Level of attendance at public meetings/road shows	Roadshow – 17 Meeting – Alcester and Bidford Joint Meeting - 50
	Number of survey responses received % online % paper	164 52 – 31.7% 112 – 68.3%
	Number (and %) responding on this library only	94 – 57.3%
	Number responding on other Libraries (multiple responses)	70 – 42.7%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 138 - 90.2% • Friend or relative of a library customer – 4 – 2.6% • Work in a library location – 3 – 2.0% • Work voluntarily in library location – 1 – 0.7% • Represent partner/ potential partner – 1 – 0.7% • Represent/own a local business – 1 – 0.7% • Represent a community group – 2 – 1.3% • Responding on behalf of an organisation – 3 - 2.0%
	Number of comments made from survey (impact)	107
	Number of letters/emails received	23
	Formal response by organisations	Stratford-on Avon District Council Bidford-on-Avon Parish Council Salford Priors Parish Council Welford-on-Avon Parish Council Stratford Upon Avon High School
Impact on Customer	Themes from Public Meetings	• Impact on the community- rural isolation/village cut off • Impact on vulnerable-children • Impact on vulnerable- Elderly /infirm • Impact on community – other (restrict use-distance/travel to another library) • Service impact –access to IT/Internet
	Themes from Road Shows	• Restrict my use – distance / travel to another library
	Themes from letters/emails	• 12 impact letters received • 33% of correspondents mentioned Impact on Community - loss of access to library events • 33% of correspondents mentioned Impact on Community - Loss of library "culture" (e.g. for libraries near a school) • 25% of correspondents mentioned Service Impact - Access to IT/Internet • 25% of correspondents mentioned Personal Impact - Denied access to hobby/pleasure
	Themes from survey comments (Q6)	• Restrict my use – Distance/Travel to another library (21%) • Educational Impact – Access to information/ reference/ borrow books (16%) • Impact on vulnerable – Children (14%) • Personal Impact – Denied access to hobby/ pleasure (13%) • Impact on Community – Loss of meeting place/ community focus (12%) • Impact on vulnerable – Elderly/infirm (12%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 99 – 65.6% Some – 47 – 31.1% No – 4 – 2.6%

Section	Information Required	Information
		Don't Know – 1 0.7% (No reply – 13)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 53 – 34.0% Neither – 23 14.7% Strongly Disagree & Disagree – 80 – 51.3% (No reply – 8)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 58 – 39.7% Neither – 25 – 17.1% Strongly Disagree & Disagree – 63 -43.2% (No reply – 18)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 49 – 34.5% Neither – 21 – 14.8% Strongly Disagree & Disagree – 72 – 50.7% (No reply – 22)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 63 – 45.3% Neither – 30 - 21.6% Strongly Disagree & Disagree – 46 – 33.1% (No reply – 25)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 36 – 28.3% Neither – 33 – 26.0% Strongly Disagree & Disagree – 58 – 45.7% (No reply – 37)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	6,950
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	3,638 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 56 Businesses – 1 Local Organisations – 1 Charitable Organisations – 2 Other Public Organisations – 3(Anon)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 1 Contact details left – 1
	Q10 – other involvement Other expressions of interest	Yes – 19 Contact details left – 13
	Number of expressions of interest from other sources	0
	Number of business cases put forward	2
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 48 Contact details left – 34
	Q11a – Number of hours	2 – 4 hours – 36 5 – 8 hours – 13 9 – 16 hours – 0 16 or more – 0

Section	Information Required	Information
		Any day – 15 Weekends – 3 Evenings – 7
	Q12 – Number interested in supporting activities	Yes - 79 Contact details left – 40
	Q13 – Number interested for mobile library	Yes – 21 Contact details left – 17
	Q13a – Number of hours for mobile	2 – 4 hours – 12 5 – 8 hours – 8 9 – 16 hours – 0 16 or more – 0 Any day – 5 Weekends – 0 Evenings – 1
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 2 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 5 A mobile Library – 4 Alternative Library/building – 2 Maintaining current opening hours – 7 Contact details left – 7
	Left Any Contact Details	57
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 141 Representing a public service provider – 3 Representing a private business – 0 Representing a voluntary group/organisation – 4
	Equality data from survey – Gender (count & %)	Male – 48 – 34.3% Female – 92 – 65.7%
	Equality data from survey – Age (count & %)	Under 17 years – 4 – 2.8% 17 – 24 years – 3 2.1% 25 – 44 years – 33 -23.1% 45 – 64 years – 44 – 30.8% 65 – 74 years – 33 – 23.1% 75+ years – 26 18.2%
	Equality data from survey – Disability (count & %)	Yes – 33 - 24.3%
	Equality data from survey – Ethnic Group (count & %)	White – All – 140 – 100% Mixed – All – 0 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 25 – 92.6% Buddhist – 2 – 7.4%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 30 – 100.0% Gay or lesbian – Bisexual – Other – Prefer not to say –

Community Analysis on the Public Consultation

Binley Woods
Original Proposal & criteria used to establish this
It is proposed that Binley Woods Library is no longer sustainable in its current form. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, Binley Woods library is the 30th most expensive library to run in the county (£17,979 per annum) and the 24th most expensive in terms of cost per hour (£24.70). With 8,179 visits per year the library is ranked 30th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £2.20 making Binley Woods 10th most expensive library per visit with on average 11.23 visits per opening hour.
Nearest Warwickshire Library
2 miles – Wolston
Nearest library operated by neighbouring authority
Willenhall Library (Coventry) 2.4 miles
Proposed alternative solution
Business Case submitted from the Community recommending delivery of a Community Run Library Service from Library Building/Village Hall
Savings from any alternative and the shortfall (if any)
Operational: Full costs p.a. £17,979 Property Asset Capital Receipt: Nil for first 5 years
Youth Service Status
Binley Woods Youth Centre (3266) - Income £3200pa There has been one Expression of Interest, Binley Woods Community Youth Club. Continue to explore with the new group a Business case that may result in the transfer of the asset and continuation of young people and community activities.
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
N/A
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Flexi bus 218 (Binley Woods to Walsgrave) revised to run Fridays only. Flexi Bus 217 (Binley – Rugby) withdrawn.

Recommendations for the future library service
Decision from Business Case evaluation and Cabinet approval

Locality Information and Impact

The library provides a service to the population of Binley Woods but is part of the Earl Craven locality, situated between Rugby and Coventry. The Library serves the village and surrounding area with another library close by at Wolston. The narrative covers Binley Woods but the data is for the wider Earl Craven area.

It is proposed that Binley Woods library in its current form is unsustainable, unless alternatives can be found the library will close. Of the 6 Super Output Areas (sub divisions) Church Lawford, Kings Newham and Long Lawford North appear in the top 30% most deprived in England in the category 'Barriers to housing and services' within the Multiple Index of Deprivation.

Levels of unemployment are slightly below the Warwickshire average 2.5% (173) as opposed to 2.6%, there are lower levels of working age benefit claimants compared to the Warwickshire average 10.8% (760) as opposed to 11.3%, fewer older people claimed pension credits 15.3% (414) as opposed to 18.6%, less families claiming child tax credit 69.9% (1035) as opposed to 74.2% and in 2008 fewer children lived in poverty 9.7% (275) as opposed to 11.9%. In relation to education & skills, 27.6% (2385) of 16 -74 year olds have no qualifications Warwickshire average is 27.8%, 19.9% (322) of pupils have Special Educational Needs (Warwickshire average is 20.8%), 8.7% (141) of pupils receive free school meals (Warwickshire average is 10.9%) and 4.7% (23) of 16 – 18 year olds are Not in Education, Employment or Training (NEET) with 3.9% being the Warwickshire average. In terms of health 15.8% (1842) of residents have a limiting long term illness (Warwickshire average is 16.8%), 7.8% (905) are not in good health (Warwickshire average is 8.1%) and 3.9% (464) are in receipt of Disability Living Allowance (Warwickshire average is 4.3%). The number of households with no car/van is 12.5% (597) compared to the Warwickshire average of 19%.

The Earl Craven locality is a fairly safe place to live with 54.6 crimes per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

These figures suggest that whilst the area is one with no significant deprivation or social inequality issues there are pockets of vulnerability in relation to rurality and peripherality (distance from services) than in other parts of Warwickshire**.**

In terms of MOSAIC classification, there is a higher proportion of 'residents of isolated rural communities', 'residents of small and mid-sized towns with strong local roots', 'successful professionals living in suburban or semi-rural homes', 'couples with young children in comfortable modern housing' and 'couples and young singles in small modern starter homes. This supports the evidence above which suggests there are some pockets of rural isolation but overall this is an area of which mirrors the average picture for Warwickshire.

Should the library close then the Wolston and Rugby Libraries become the closest available services. However for those with no access to their own transport this may not be an option due to the cost of using public transport combined with the limited service in the area which has been reduced further by recent service withdrawals. Therefore the removal of the library service in this area is likely to compound the issues faced by those who live in the outlying rural areas particularly when other service changes have already been made or are about to be made.

The evidence suggests should the library close there will be an adverse impact on the community as a whole but specifically:
- o   Children and young people
- o   Older people
- o   Disabled people
- o   Anyone reliant on public transport

In addition to the library in Binley Woods there is a primary school which already hosts the Youth club, these combined with other private premises offer potential opportunities for shared delivery.

These include:
- Post Office
- Village Hall,
- Pharmacists
- Dentist.

Section	Information Required	Information
Level of local interest	Number of petitions received	1 – 718 signatures
	Level of attendance at public meetings/road shows	Roadshow – 40 Meeting – 27
	Number of survey responses received % online % paper	61 10- 16.4% 51- 83.6%
	Number (and %) responding on this library only	35- 57.4%
	Number responding on other Libraries (multiple responses)	26- 42.6%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 51 • Friend or relative of a library customer – 0 • Work in a library location – 3 • Work voluntarily in library location – 1 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group –1 • Responding on behalf of an organisation – 0 • Other-1- 1.8%
	Number of comments made from survey (impact)	42
	Number of letters/emails received	2
	Formal response by organisations	Rugby Borough Council
Impact on Customer	Themes from Public Meetings	• Impact on vulnerable • Impact on children
	Themes from Road Shows	• Impact on vulnerable – elderly / infirm • Impact on vulnerable – children • Impact on library staff • Loss of jobs
	Themes from letters/emails	• 1 impact letter received Correspondent mentioned: • Educational Impact - Access to information/reference/ borrow books • Educational Impact - Help with home work • Impact on vulnerable - Elderly/infirm
	Themes from survey comments (Q6)	• Restrict my use – Distance/Travel to another library (21%) • Personal Impact – Denied access to hobby/ pleasure (21%) • Educational Impact - Access to information/ reference/borrow books (19%) • Impact on Community - Loss of meeting place/community focus (14%) • Unable to use - Due to distance (12%) • Impact on Community - loss of access to library events (12%) • Service Impact - Access to IT/Internet (12%) • Impact on vulnerable - Elderly/infirm (12%) • Impact on vulnerable – Children (12%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 36- 63.2% Some – 18- 31.6% No – 2- 3.5% Don't Know – 1- 1.8% (No reply –)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree –25- 43.9% Neither – 7- 12.3% Strongly Disagree & Disagree – 25- 43.9% (No reply – 4)
	Q4b – % able to access a library (Count	Strongly Agree & Agree – 22- 37.9%

Section	Information Required	Information
	& %)	Neither – 7- 12.1% Strongly Disagree & Disagree – 29- 50.0% (No reply –)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 19- 33.9% Neither – 10- 17.9% Strongly Disagree & Disagree – 27- 48.2% (No reply – 5)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 32- 57.1% Neither – 6- 10.7% Strongly Disagree & Disagree – 18- 32.1% (No reply – 5)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 22- 40.0% Neither – 10- 18.2% Strongly Disagree & Disagree – 23- 41.8% (No reply – 6)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	5,817
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	1,491 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 22 Businesses – 0 Local Organisations – 4 Charitable Organisations – 2 Other Public Organisations – 2 (Anon)
	Q8 – Number of organisations offering space to house library	Yes - 0 Contact details left – 0
	Q9 – Number of organisations interested in moving into library	Yes - 1 Contact details left – 1
	Q10 – other involvement Other expressions of interest	Yes – 10 Contact details left – 5
	Number of expressions of interest from other sources	0
	Number of business cases put forward	1
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 13 Contact details left – 9
	Q11a – Number of hours	2 – 4 hours – 11 5 – 8 hours – 2 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends – 1 Evenings – 2
	Q12 – Number interested in supporting activities	Yes - 31 Contact details left – 15
	Q13 – Number interested for mobile library	Yes – 8 Contact details left – 6
	Q13a – Number of hours for mobile	2 – 4 hours – 7

Section	Information Required	Information
		5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 5 Weekends – 1 Evenings – 1
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 4 A mobile Library – 3 Alternative Library/building – 2 Maintaining current opening hours – 7 Contact details left – 6
	Left Any Contact Details	22
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 54 Representing a public service provider – 1 Representing a private business – 0 Representing a voluntary group/organisation –2
	Equality data from survey – Gender (count & %)	Male – 22- 40.7% Female – 32- 59.3%
	Equality data from survey – Age (count & %)	Under 17 years – 0- 0% 17 – 24 years – 1- 1.8% 25 – 44 years – 13- 22.8% 45 – 64 years – 20- 35.1% 65 – 74 years – 19- 33.3% 75+ years – 4- 7.0%
	Equality data from survey – Disability (count & %)	Yes – 18- 32.7%
	Equality data from survey – Ethnic Group (count & %)	White – All – 51- 96.2% Black – All – 1- 1.9% Other- All- 1- 1.9%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 1- 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 3- 100% Gay or lesbian – Bisexual – Other – Prefer not to say –

Community Analysis on the Public Consultation

Bulkington

Original Proposal & criteria used to establish this

It is proposed that Bulkington Library is no longer sustainable in its current form.

The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable:
- Visits per hour open (2009/10)
- Issues per hour open (2009/10)
- Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services

Background

Of the 34 libraries in Warwickshire, Bulkington Library is the 13th most expensive library to run in the county (£42,185 per annum) and the 21st most expensive in terms of cost per hour (£25.75). With 34,859 visits per year the library is ranked 14th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.21 making the Library the 25th most expensive library per visit with on average 21.28 visits per opening hour.

Nearest Warwickshire Library

2 miles – Bedworth

Nearest library operated by neighbouring authority

Bell Green Library (Coventry) 3.9 miles

Proposed alternative solution

3 Business Cases submitted from the Community:
- Community Library run by volunteers
- Business use of property for community dance school
- Development of WCC/Volunteer Library Service

Savings from any alternative and the shortfall (if any)

Operational:

Dependant on business model chosen

Property Asset Capital Receipt:

Dependant on business model chosen

Youth Service Status

No service provision currently

Childrens Local Delivery Centre

Information not available on any future transformation plans

Fire and Rescue review

N/A

Adult Service Provision

No service provision

Bus Timetable Changes for services within Warwickshire

Direct service to Coventry reduced to peak hour only. Flexibus 218 (Rugby – Bulkington – Nuneaton) revised route and times, still Tuesday only.

Recommendations for the future library service

Locality Information and Impact

The library provides a service to Bulkington Village but is part of Whitestone & Bulkington locality, this narrative is specific to Bulkington but the data is for the wider locality area. The nearest towns are; Bedworth which is 2 miles away and Nuneaton which is 5 miles away.

It is proposed that Bulkington library in its current form is unsustainable, and unless alternatives can be found the library will close. However, 2 out of the 4 Super Output Areas (sub-divisions) of the Index of Multiple Deprivation appear within 10 – 30% of most deprived in England in the categories 'Education Skills &Training', and 'Geographical barriers'. In relation to education, skills & training the library's closure will have a significant impact on improving education, skills & training.

The locality has a slightly different population age profile than the County, the 0 – 15 year olds are less (16.3% as opposed to 18.3%), working age population is also less (56.5% as opposed to 60.5%), 60+/65+ is higher (27.2% as opposed to 21.2%) and ethnic minority population is less (4.4% as opposed to 7.2%).

Levels of unemployment are slightly lower than the Warwickshire average 2.5% (240) as opposed to 2.6%, there are slightly higher levels of working age benefit claimants compared to the Warwickshire average 12% (1132) as opposed to 11.3%, fewer older people claimed pension credits 15.4% (701) as opposed to 18.6%, more families claiming child tax credit 77.2% (1519) as opposed to 74.2% and in 2008 less children lived in poverty 10.3% (367) as opposed to 11.9%. In relation to education & skills, 30% (3802) of 16 -74 year olds have no qualifications (Warwickshire average is 27.8%), 19.7 % (363) of pupils have Special Educational Needs (Warwickshire average is 20.8%), 9.9% (183) of pupils receive free school meals (Warwickshire average is 10.9%) and 5.3% (35) of 16 – 18 year olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health 17.7% (3023) of residents have a limiting long term illness (Warwickshire average is 16.8%), 8.4% (1431) are not in good health (Warwickshire average is 8.1%) and 5.1% (846) are in receipt of Disability Living Allowance (Warwickshire average is 4.3%). The number of households with no car/van is 10.3% (367) compared to the Warwickshire average of 19%.

Whitestone and Bulkington locality has lower crime rates than the Warwickshire average (40.1 crimes as opposed to 63.3 crimes recorded per 1000 population).

These figures suggest that whilst the area is not a significantly deprived one there is evidence of poor health and lower income.

In terms of MOSAIC classification, there is a higher proportion of 'elderly people reliant on state support', 'active elderly people living in pleasant retirement locations', 'owner occupiers in older style housing in ex-industrial areas' and 'residents of small & mid-sized towns with strong local roots'. This suggests people have a strong commitment to their area, with a relatively good standard of living whilst working age but reduces as they get older and so more reliant on state support.

Should the library close, then the Bedworth town centre and Nuneaton libraries become the closest available services. There is public transport available for those with no access to their own transport; however the cost may prove prohibitive for families on low income.

The evidence above suggests that should the library close there will be an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- 2 schools – WCC
- Boys Club
- War Memorial Club
- Village (community) Centre
- Working Mens Club
- Dental Surgery
- Day Nursery
- Eye Clinic
- Sports & Social Club

- GP Surgery

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Section	Information Required	Information
Level of local interest	Number of petitions received	1 - 3,399signatures
	Level of attendance at public meetings/road shows	Roadshow – 75 Meeting – 45
	Number of survey responses received % online % paper	194 69 - 35.6% 125 – 64.4%
	Number (and %) responding on this library only	111 – 57.2%
	Number responding on other Libraries (multiple responses)	83 – 42.8%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 166 • Friend or relative of a library customer – 5 • Work in a library location – 5 • Work voluntarily in library location – 1 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 1 • Responding on behalf of an organisation – 3
	Number of comments made from survey (impact)	118
	Number of letters/emails received	9
	Formal response by organisations	Nuneaton and Bedworth Borough Council Marcus Jones,MP NHS Warwickshire
Impact on Customer	Themes from Public Meetings	• Impact on education • Impact on community
	Themes from Road Shows	• Impact on community – loss of meeting place / community focus • Financial Impact – cost of parking at another library • Financial Impact – cost of travel to another library • Service impact – wouldn't use service
	Themes from letters/emails	• 4 impact letters received • 75% of correspondents mentioned Impact on vulnerable - Elderly/infirm • 25% of correspondents mentioned Unable to use - Due to distance Impact on Community - Loss of meeting place/community focus Impact on Community - loss of access to library events Impact on Community - Rural isolation/village cut off Service Impact - Access to IT/Internet Personal Impact - Denied access to a service I pay for Personal Impact - Social isolation as a result of closure Impact on vulnerable - Children
	Themes from survey comments (Q6)	• Personal Impact - Denied access to hobby/pleasure (15%) • Impact on vulnerable - Elderly/infirm (15%) • Educational Impact - Access to information/reference/borrow books (12%) • Impact on Community - Loss of meeting place/community focus (11%) • Restrict my use – Other (10%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 122 – 67.8% Some – 44 – 24.4%

Section	Information Required	Information
		No – 9 – 5.0% Don't Know – 5 – 2.8% (No reply – 14 -)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 56 – 31.3% Neither – 20 – 11.2% Strongly Disagree & Disagree – 103 – 57.5% (No reply – 15)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 65 – 38.0% Neither – 23 – 13.5% Strongly Disagree & Disagree – 83 48.5% (No reply – 23)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 51 – 31.3% Neither – 27 – 16.6% Strongly Disagree & Disagree – 85 – 52.1% (No reply – 31)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 72 – 43.9% Neither – 25 – 15.2% Strongly Disagree & Disagree – 67 – 40.9% (No reply – 30)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 40 – 27.2% Neither – 39 – 26.5% Strongly Disagree & Disagree – 68 – 46.3% (No reply – 47)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	12,989
	Bus service (Kevin McGovern – proposed changes to bus services)	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	3,765 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 64 Businesses – 1 Local Organisations – 4 Charitable Organisations – 5 Other Public Organisations – (1)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 0
	Q9 – Number of organisations interested in moving into library	Yes - 2 Contact details left – 1
	Q10 – other involvement Other expressions of interest	Yes – 18 Contact details left – 14
	Number of expressions of interest from other sources	3
	Number of business cases put forward	3
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 52 Contact details left – 32
	Q11a – Number of hours	2 – 4 hours – 42 5 – 8 hours – 7 9 – 16 hours – 0 16 or more – 0

Section	Information Required	Information
		Any day – 13 Weekends – 10 Evenings – 12
	Q12 – Number interested in supporting activities	Yes - 94 Contact details left – 39
	Q13 – Number interested for mobile library	Yes – 24 Contact details left – 18
	Q13a – Number of hours for mobile	2 – 4 hours – 19 5 – 8 hours – 5 9 – 16 hours – 0 16 or more – 0 Any day – 7 Weekends – 8 Evenings – 6
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 2 Nuneaton & Bedworth – 0 Rugby – 3 Stratford – 1 Warwick – 1 Any district – 1
Financial Support	Q14 –Offer financial support?	An existing Library – 15 A mobile Library – 3 Alternative Library/building – 5 Maintaining current opening hours – 18 Contact details left – 14
	Left Any Contact Details	62
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 164 – 95.9% Representing a public service provider – 2 – 1.2% Representing a private business – 1 – 0.6% Representing a voluntary group/organisation – 4 – 2.3%
	Equality data from survey – Gender (count & %)	Male – 54 – 32.9% Female – 110 – 67.1%
	Equality data from survey – Age (count & %)	Under 17 years – 0 – 0.0% 17 – 24 years – 4 – 2.4% 25 – 44 years – 36 – 21.3% 45 – 64 years – 54 – 32.0% 65 – 74 years – 55 – 32.5% 75+ years – 20 – 11.8%
	Equality data from survey – Disability (count & %)	Yes – 55 – 34.8% No – 103 – 65.2%
	Equality data from survey – Ethnic Group (count & %)	White – All – 160 – 97.6% Mixed – All – 0 – 0% Asian – All – 2 – 1.2% Other – All – 2 – 1.2%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 24 – 96.0% Sikh – 1 – 4.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 25 – 86.2% Gay or lesbian – 1 – 3.4% Bisexual – Other – Prefer not to say – 3 – 10.3%

Community Analysis on the Public Consultation

Camp Hill
Original Proposal & criteria used to establish this
It is proposed that Camp Hill Library is no longer sustainable in its current form. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services.
Background
Of the 34 libraries in Warwickshire, Camp Hill Library is the 14th most expensive library to run in the county (£35,816 per annum) and the 17th most expensive in terms of cost per hour (£32.80). With 13,498 visits per year the Camp Hill library is ranked 24th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £2.65 making Camp Hill the 7th most expensive library per visit with on average 12.36 visits per opening hour .
Nearest Warwickshire Library
Stockingford 1.6 miles or Nuneaton 2 miles
Proposed alternative solution
Business Case submitted from the Community recommending 3 options: either the delivery of a WCC run Library or a Community Run Library Service or a business use of the building.
Youth Service Status
Camp Hill Youth and Community Centre (1287) - Income £85,000pa Continued to be required should be Centre of Excellence - targeted Early Intervention Services. see OFD recommendation Family Community Care Centre (1262) - Main partners PCT, George Eliot Hospital and PinCH - seek to dispose of to Health
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
N/A
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Evening services withdrawn. Urban flexibus 206 withdrawn.
Savings from any alternative and the shortfall (if any)

Operational:
 	
                                                                                                                    Ful
l costs p.a. £35,816
Property Asset Capital Receipt:
 	
                                                                                                                    N/
A (WCC building)

Recommendations for the future library service
Decision from Business Case evaluation and Cabinet approval.
Locality Information and Impact
The library provides a service to the population of the Camp Hill and Galley Common locality. It os proposed that Camp Hill library is in its current form unsustainable, unless alternatives can be found the library will close. However with 4 out of 5 Super Output Areas (sub-divisions) in Camp Hill appearing within the 30% most deprived within the Index of Multiple Deprivation for England, which includes categories on income, employment, health & disability, Education, skills & training, barriers to housing & services, crime & disorder and living

environment and the Camp Hill Village Centre appearing within the top 5% of most deprived Super-Output Areas (SOAs) in England, it is clear the library's closure will have a significant impact on an area with high levels of deprivation and social inequality.

The locality has more young people and working age people than the county average, it also has significantly fewer older people than the average 14.3% as opposed to 21.2%, and is an area with significantly lower recorded levels of ethnic minority population, 3& as opposed to 7.2%.

Levels of unemployment in the area are at 4% (386) which is higher than the Warwickshire average of 2.6%, there are also higher levels of working-age benefit claimants compared to the Warwickshire average 18.1% (1750) as opposed to 11.3%, more older people claimed pension credits 25% (545) than the Warwickshire average 18.6%, more families claiming child tax credits 88.1% (2080 families) as opposed to Warks average of 74.2% and in 2008 more children in the area lived in poverty 20% (855) compared to the Warwickshire average of 11.9%. In relation to education and skills 37.2% (3973) of 16 -74 year olds have no qualifications (Warks average is 27.8%), 25.7% (628) of pupils have Special Educational Needs (Warks average is 20.8%), 19% (463) of pupils receive free schools meals (Warks average is 10.9%) and 9.4% (62) of 6-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warks average. In terms of health, 16.6% (2476) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 9% (1345) are not in good health (Warks average is 8.1%) and 6% (915) are in receipt of Disability Living Allowance (Warks average is 4.3%). The number of households with no car/van is 23% (1352) compared to the Warwickshire average of 19%.

The Camp Hill and Galley Common locality experiences slightly higher rates of recorded crime with 66.6 crimes recorded per 1000 population compared to the Warwickshire average of 63.3 per 1000 population.

These figures suggest that Camp Hill is an area of significant deprivation and social inequality across a number of areas including employment, income, education and skills. Therefore the potential closure of the library creates a high risk of compounding inequalities in the area on many different levels and will see the removal of support to people who are vulnerable e.g. those who use the PC to complete online job applications and children who use the service to improve their literacy and numeracy skills whose parents cannot afford to buy books for them. Therefore compounding the impact of child poverty, poor health, high levels of worklessness, low levels of educational attainment and low income. Removing services in areas of high deprivation creates a risk that the services, necessary to support communities to tackle their difficult issues will no longer exist and the progress in moving forward on key issues will stagnate. Whilst communities and individuals within it must drive change to do so without the support of services makes this a very difficult task.

In terms of MOSAIC classification, there is a higher proportion of 'families in low-rise social housing with high levels of benefit need' and 'young people renting flats in high density social housing'. This mirrors the deprivation figures and suggests the area is one that has a population that is mainly young people and working age people with low incomes or who are benefit dependent. The classification also shows that there is an element of the community who would be defined as 'couples with young children in comfortable modern housing' and 'couples and young singles in small modern starter homes' reflecting the impact of the major regeneration programme in the area and the demolition of the old housing stock and its replacement with a combination of private and social housing.

Should the service close then the Stockingford and Nuneaton libraries become the closest available. However for those with no access to their own transport this may not be an option due to the cost of using public transport combined with the service changes in the area. In addition, there is no direct bus route between Camp Hill and Stockingford therefore preventing those reliant on public transport from accessing this service.

The evidence above suggests there will be an adverse impact on:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private use potential provide opportunities for developing shared premises for delivery. These include:
- an early years centre
- a youth and community centre
- 6 schools
- Social care building
- Business centre
- 6 community organisations
- GP surgery
- Post Office

Discussions with Adult Education providers, North Warwickshire Borough Council, skills and training providers, NHS and financial support services could also potentially lead to partnership solutions to sustaining a service.

Section	Information Required	Information
Level of local interest	Number of petitions received	1 – 150 signatures
	Level of attendance at public meetings/road shows	Roadshow – 22 Meeting – 15
	Number of survey responses received % online % paper	52 21- 40.4% 31- 59.6%
	Number (and %) responding on this library only	12- 23.1%
	Number responding on other Libraries (multiple responses)	40- 76.9%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 32 • Friend or relative of a library customer –1 • Work in a library location – 5 • Work voluntarily in library location –0 • Represent partner/ potential partner –0 • Represent/own a local business –0 • Represent a community group –0 • Responding on behalf of an organisation –5
	Number of comments made from survey (impact)	25
	Number of letters/emails received	4
	Formal response by organisations	Nuneaton and Bedworth Borough Council Marcus Jones, MP NHS Warwickshire
Impact on Customer	Themes from Public Meetings	• Impact on community – loss of meeting place • Personal impact – social isolation • Service impact – access to IT/ Internet • Unable to use – due to distance • Impact on community – loss of library 'culture' • Personal impact –denied access to resources for job seeking • Impact on community- loss of access to library events • Financial impact – cost of travel to another library
	Themes from Road Shows	• No issues raised

	Themes from letters/emails	• 3 impact letters received
		• 67% of correspondents mentioned Impact on Community - Loss of meeting place/community focus
		
		• 33% of correspondents mentioned the following issues
		
		  Restrict my use - Distance/Travel to another library
		  Impact on Community - Other
		  Service Impact - Access to IT/Internet
		  Service Impact - Poorer service
		  Educational Impact - Access to information/reference/borrow books
		  Personal Impact - Other

	Themes from survey comments (Q6)	• Restrict my use - Distance/Travel to another library (16%) • Impact on vulnerable (12%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 18- 40.0% Some – 21- 46.7% No – 3- 6.7% Don't Know – 3- 6.7%

Section	Information Required	Information
		(No reply – 7)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree –22- 48.9% Neither – 6- 13.3% Strongly Disagree & Disagree – 17- 37.8% (No reply – 7)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 24- 55.8% Neither – 16.3% Strongly Disagree & Disagree – 12- 27.9% (No reply –)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 15- 37.5% Neither – 9- 22.5% Strongly Disagree & Disagree –16- 40.0% (No reply – 12)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 21- 51.2% Neither – 5- 12.2% Strongly Disagree & Disagree – 15- 36.9% (No reply – 11)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 11- 28.2% Neither – 12- 30.8% Strongly Disagree & Disagree – 16- 41.0% (No reply –13)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	53,111
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	2,573 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 18 Businesses – 2 Local Organisations – 3 Charitable Organisations – 1 Other Public Organisations – 2 (Anon)
	Q8 – Number of organisations offering space to house library	Yes - 7 Contact details left – 4
	Q9 – Number of organisations interested in moving into library	Yes - 4 Contact details left – 1
	Q10 – other involvement Other expressions of interest	Yes – 6 Contact details left – 3
	Number of expressions of interest from other sources	0
	Number of business cases put forward	1
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 13 Contact details left –8
	Q11a – Number of hours	2 – 4 hours – 7 5 – 8 hours – 2 9 – 16 hours – 0 16 or more –1 Any day – 3 Weekends – 4 Evenings – 2

Section	Information Required	Information
	Q12 – Number interested in supporting activities	Yes - 27 Contact details left – 11
	Q13 – Number interested for mobile library	Yes – 10 Contact details left – 6
	Q13a – Number of hours for mobile	2 – 4 hours – 5 5 – 8 hours – 0 9 – 16 hours – 1 16 or more – 0 Any day – 1 Weekends – 2 Evenings – 2
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 1 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 3 A mobile Library – 3 Alternative Library/building – 2 Maintaining current opening hours – 4 Contact details left – 3
	Left Any Contact Details	17
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 34 Representing a public service provider – 3 Representing a private business – 2 Representing a voluntary group/organisation –2
	Equality data from survey – Gender (count & %)	Male – 10- 24.4% Female – 31 75.6%
	Equality data from survey – Age (count & %)	Under 17 years – 5- 11.9% 17 – 24 years – 7- 16.7% 25 – 44 years – 12- 28.66% 45 – 64 years – 8- 19.0% 65 – 74 years – 8- 19.0% 75+ years – 2- 4.8%
	Equality data from survey – Disability (count & %)	Yes – 14- 35.9%
	Equality data from survey – Ethnic Group (count & %)	White – All – 36- 94.7% Mixed – All – 0 Asian-All- 1-2.6% Black-All- 1- 2.6 %
	Equality data from survey – Religion (Online only) (count & %)	Christian –8- 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 8- 88.9% Gay or lesbian – 1- 11.1% Bisexual – 0 Other – 0 Prefer not to say – 0

Community Analysis on the Public Consultation

Coleshill
Original Proposal & criteria used to establish this
Retain Library. Proposal to reduce opening hours from 32.5 to 20 hours per week The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, in terms of value for money Coleshill Library is the 10th most expensive library to run in the county (£80,880 per annum) and the 9th most expensive in terms of cost per hour (£47.86). With 38,640 visits per year the library is ranked 13th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £2.09 making the library the 11th most expensive library per visit, with on average 22.80 visits per opening hour . As part of the Library savings Coleshill Library has been identified as remaining open but with reduced opening hours, from 32.5 to up to 20 hours per week.
Nearest Warwickshire Library
11 miles – Atherstone
Nearest library operated by neighbouring authority
Kingshurst library (Solihull) 2.4 miles
Suggestions from Community
Await results of consultation
Youth Service Status
Coleshill Youth Wing (2063) - income £2,800pa transfer site to main user surplus to requirements - Cabinet 14/04/2011 declared property surplus - possible transfer to Coleshill Band of Youth subject to receipt of business case.
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
Fire Station Retained - no change
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Service 115 (Tamworth – Coleshill) revised timetable and route. Flexibus 228 (Coleshill – Kingsbury – Atherstone) revised timetable and route Service 757 (Whitcare Heath – Coleshill – Sutton Coldfield) New operator, new timetable. Service 767 service withdrawn. Services to Birmingham International reduced to half hourly. Hourly service to Nuneaton withdrawn. Service to Sutton Coldfield reduced to two hourly. Flexibus to Atherstone reduced to weekly.
Savings from proposals
To be determined
Recommendations for the future library service *Decision awaiting Cabinet approval*
Locality Information and Impact
The library provides a service to the community in Coleshill and surrounding area, but is part of North Warwickshire South locality, this narrative is specific to Coleshill but the data is for the wider locality area. The other nearest or alternative libraries are Atherstone (11), Water Orton and 2 others within Solihull – however, the opening hours of Atherstone are also decreasing from 52 to up to 35 and Water Orton has been identified as unsustainable and in the proposals, may close. The locality overall is fairly representative of the county in terms of its population age profile but the area has lower levels of ethnic minority population (3.5% less than the County average).

Whilst levels of unemployment in the area are slightly lower than the Warwickshire average (2.5% (232) as opposed to 2.6%), there are higher levels of working-age benefit claimants compared to the Warwickshire Average (12.5% (1,170) as opposed to 11.3%), higher levels of pension credit claimants (21.7% (740) as opposed to 18.6%), more families claiming child tax credits (77.8% (1,420) as opposed to 74.2%) and in 2008 lower levels of children in the area lived in poverty compared to the Warwickshire average (10.3% (360) as opposed to 11.9%).   In relation to education and skills 31.9% (3,581) of 16 -74 year olds have no qualifications (Warwickshire average is 27.8%), 17.1% (288) of pupils have Special Educational Needs (Warwickshire average is 20.8%), 10.2% (172) of pupils receive free schools meals (Warwickshire average is 10.9%) and 3.1% (18) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health, 18.2% (2,754) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 8.9% (1,351) are not in good health (Warwickshire average is 8.1%) and 5% (775) are in receipt of Disability Living Allowance (Warwickshire average is 4.3%). There are lower levels of households with no car/van than the Warwickshire average (15.9% (1,005) as opposed to 19%).

The North Warwickshire South locality has higher levels of crime, 69.8 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

In terms of the sub-divisions of Index of Multiple Deprivation**,** 5 out of 10 areas are within top 10%, 20-30% most deprived in England for the category Barriers to housing and Services, 3 out of 10 areas are within 10 – 20% most deprived area in England for the category Education, Skills & Training and for 4 out of 10 areas are within 20 – 30% most deprived areas in England for the categories Income, Employment, Health & Disability and Living environment.

These figures suggest that the North Warwickshire South locality has pockets of deprivation around the locality. There is evidence of social inequality and poor health**.** The figures in relation to education and skills suggest that the reduction in hours may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

In terms of MOSAIC classification – there is a higher proportion of residents in isolated rural communities, residents of small & mid-sized towns with strong local roots, lower income workers in urban terraces in often diverse needs, owner occupiers in older style housing in ex-industrial areas, residents with sufficient incomes in right to buy social houses and elderly people reliant on state support. This suggests people have a strong commitment to their area, have relatively good standards of living whilst working age but that this reduces as people get older and retire.

Where people do not have access to a car, good public transport is crucial, especially if hours are reduced to such an extent that people have to visit other libraries.

The evidence above suggests that the reduction in hours will have an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- 5 schools – WCC
- Fire Station – WCC
- Orchard Blythe, Home for the Elderly – WCC
- Youth Wing, Packington Lane – WCC
- Coleshill United Church
- Warwickshire Police
- Community Centre
- Coleshill Leisure Centre
- St Joseph's Care Home
- CAB (outreach)
- Pharmacy
- Coleshill Clinic
- Dental Technician

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 46 Meeting – N/A
	Number of survey responses received % online % paper	164 60 – 36.6% 104 – 63.4%
	Number (and %) responding on this library only	87 – 53.0%
	Number responding on other Libraries (multiple responses)	77 – 47.0%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 139 – 91.4% • Friend or relative of a library customer – 1 – 0.7% • Work in a library location – 5 – 3.3% • Work voluntarily in library location – 0 – 0.0% • Represent partner/ potential partner – 0 – 0.0% • Represent/own a local business – 0 – 0.0% • Represent a community group – 3 – 2.0% • Responding on behalf of an organisation – 4 – 2.6%
	Number of comments made from survey (impact)	55
	Number of letters/emails received	1
	Formal response by organisations	North Warwickshire Borough Council Warwickshire Police
Impact on Customer	Themes from Public Meetings	• N/A
	Themes from Road Shows	• Restrict my use – opening times
	Themes from letters/emails	• 1 impact letter Correspondent commented on: • Restrict my use - Opening times • Impact on Community - Loss of meeting place/community focus • Impact on Community - loss of access to library events
	Themes from survey comments (Q6)	• Restrict my use - Opening times (29%) • Educational Impact - Access to information/ reference/borrow books (27%) • Impact on Community - Loss of meeting place/community focus (15%) • Service Impact - Loss of personal service (11%) • Service Impact - Access to IT/Internet (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 42 – 28.8% Some – 62 – 42.5% No – 28 – 19.2% Don't Know – 14 – 9.6% (No reply – 18)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 76 – 50.0%% Neither – 35 – 23.0% Strongly Disagree & Disagree – 41 – 27.0% (No reply – 12)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 101 – 67.3% Neither – 26 – 17.3% Strongly Disagree & Disagree – 23 – 15.3% (No reply – 14)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 68 – 47.9% Neither – 32 – 22.5% Strongly Disagree & Disagree – 42 – 29.6% (No reply – 22)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 52 – 36.1% Neither – 42 – 29.2% Strongly Disagree & Disagree – 50 – 34.7%

Section	Information Required	Information
		(No reply – 20)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 31 – 23.8% Neither – 49 – 37.7% Strongly Disagree & Disagree – 50 – 38.5% (No reply – 34)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	10,284
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	4,423 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	No
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 42 Businesses – 2 Local Organisations – 5 Charitable Organisations – 1 Other Public Organisations – (2)
	Q8 – Number of organisations offering space to house library	Yes - 2 Contact details left – 0
	Q9 – Number of organisations interested in moving into library	Yes - 2 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 11 Contact details left – 8
	Number of expressions of interest from other sources	0
	Number of business cases put forward	0
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 34 Contact details left – 25
	Q11a – Number of hours	2 – 4 hours – 24 5 – 8 hours – 7 9 – 16 hours – 0 16 or more – 1 Any day – 7 Weekends – 8 Evenings – 9
	Q12 – Number interested in supporting activities	Yes - 72 Contact details left – 31
	Q13 – Number interested for mobile library	Yes – 24 Contact details left – 19
	Q13a – Number of hours for mobile	2 – 4 hours – 19 5 – 8 hours – 4 9 – 16 hours – 0 16 or more – 0 Any day – 8 Weekends – 5 Evenings – 7
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 9 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 0 Warwick – 0

Section	Information Required	Information
		Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 7 A mobile Library – 2 Alternative Library/building – 3 Maintaining current opening hours – 10 Contact details left – 5
	Left Any Contact Details	58
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 132 – 95.0% Representing a public service provider – 3 – 2.2% Representing a private business – 1 – 0.7% Representing a voluntary group/organisation – 3 – 2.2%
	Equality data from survey – Gender (count & %)	Male – 42 – 31.8% Female – 90 – 68.2%
	Equality data from survey – Age (count & %)	Under 17 years – 1 – 0.7% 17 – 24 years – 4 – 2.9% 25 – 44 years – 24 – 17.6% 45 – 64 years – 61 – 44.9% 65 – 74 years – 29 – 21.3% 75+ years – 17 – 12.5%
	Equality data from survey – Disability (count & %)	Yes – 36 – 27.5% No – 95 – 72.5%
	Equality data from survey – Ethnic Group (count & %)	White – All – 132 – 98.5% Asian – All – 1 – 0.7% Black – All – 1 – 0.7%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 22 – 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 25 – 83.3% Gay or lesbian – 1 – 3.3% Bisexual – 0 Other – 0 Prefer not to say – 4 – 13.3%

Community Analysis on the Public Consultation

Dordon
Original Proposal & criteria used to establish this
Proposal that Dordon Library is no longer sustainable in its current form. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, in terms of value for money Dordon Library is the 32nd most expensive library to run in the county (£15,376 per annum) and the 31st most expensive in terms of cost per hour (£19.71). With 15,521 visits per year Dordon library is ranked 24th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £0.99 making Dordon Library the 30th most expensive library per visit with on average 19.90 visits per opening hour. However, Dordon Library has had an increase in visits over the last few years which is opposite to the other libraries. Therefore, there have been questions asked by the community about the proposal, as to why it has been identified as unsustainable.
Nearest Warwickshire Library
1 miles – Polesworth
Nearest library operated by neighbouring authority
Glascote Library 2.5 miles
Proposed alternative solution
2 Business Cases submitted: • Use of half of building by community dance school • Community run Library
Youth Service Status
No service provision currently
Childrens Local Delivery Centre
Fire and Rescue review
N/A
Adult Service Provision
Bus Timetable Changes for services within Warwickshire
Evening services withdrawn. Flexibus 219,(Austrey - Warton - Polesworth - Dordon – Atherstone) replaces Creswell service. Service 765 (Nuneaton – Dordon – Tamworth – Lichfield) revised time and route (does not stop Baddesley Ensor).
Savings from any alternative and the shortfall (if any)
Operational: Ful l costs p.a. £15,376 Property Asset Capital Receipt: £1 24,000
Recommendations for the future library service

Locality Information and Impact

The library provides a service to population of Dordon, but is part of the North Warwickshire North locality, this narrative is specific to Dordon but the data is for the wider locality area. The nearest towns are Polesworth, which is just over a mile away and Atherstone, which is 3 miles away.

In the proposal, Dordon library has been identified as unsustainable in its current form, unless alternatives can be found the library will close. However in terms of the sub-divisions of Index of Multiple Deprivation, 8 out of the 11 Super Output Areas appear within the top 10 – 20% of most deprived in England for the categories of Education Skills & Training and Barriers to Housing & services. The proposed library closure will have a significant impact on local people seeking to access services and on improving education, skills and training.

The locality overall is fairly representative of the county in terms of its population age profile but is the area with the lowest recorded levels of ethnic minority population (5% less than the County average).

Whilst levels of unemployment in the area are lower than the Warwickshire average 2.4% (248) as opposed to 2.6%, there are higher levels of working-age benefit claimants compared to the Warwickshire Average 12.5% (1,310) as opposed to 11.3%, more families claiming child tax credits 80.3% (1770) as opposed to Warks average of 74.2% and in 2008 slightly lower levels of children in the area lived in poverty compared to the Warwickshire average 11.6% (470) as opposed to 11.9%. In relation to education and skills 34.8% (4,563) of 16 -74 year olds have no qualifications Warks average is 27.8%, 20.7% (509) of pupils have Special Educational Needs, Warks average is 20.8%, 9.9% (243) of pupils receive free schools meals Warks average is 10.9% and 5% (36) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warks average. In terms of health, 18.2% (3230) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 9.1% (1611) are not in good health (Warks average is 8.1%) and 5.7% (985) are in receipt of Disability Living Allowance (Warks average is 4.3%). There are lower levels of households with no car/van 17.2% (1204) compared to the Warks average of 19%.

The North Warwickshire North locality is a relatively safe place to live with 40.5 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

These figures suggest that whilst the area is not a significantly deprived one there is evidence of social inequality and poor health combined with high levels of vulnerability in relation to rurality and peripherality (distance from services) than in other parts of Warwickshire**.** The figures in relation to education and skills suggest that the absence of a library may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

In terms of MOSAIC classification, there is a higher proportion of 'residents of small and mid-sized towns with strong local roots', 'middle income families living in moderate suburban semis', 'owner occupiers in older-style housing in ex-industrial areas', 'residents with sufficient incomes in right-to-buy social housing' and 'elderly people reliant on state support'. This suggests people have a strong commitment to their area, have relatively good standards of living whilst working age but that this reduces as people get older and retire. The data also shows slightly higher levels of 'residents of isolated rural communities' than the rest of Warwickshire thus reflecting the rural nature of the locality.

Should the library close then the Atherstone and Polesworth Libraries become the closest available services. However for those with no access to their own transport this may not be an option due to the cost of using public transport combined with the limited service in the area which has been reduced further by recent service withdrawals. Therefore the removal of the library service in this area is likely to compound the issues faced by those who live in rural areas particularly when other service changes have already been made or are about to be made.

The evidence above suggest should the library close there will be an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- 2 schools – WCC
- 1 college – WCC
- 1 Day Centre, Learning Disabilities – WCC
- 1 Dordon/ Polesworth youth wing
- Village Hall
- Social Club

- Working Mens Club

Section	Information Required	Information
Level of local interest	Number of petitions received	1 - 117
	Level of attendance at public meetings/road shows	Roadshow – 14 Meeting – 21
	Number of survey responses received % online % paper	60 20 – 33.3% 40 – 66.7%
	Number (and %) responding on this library only	25 – 41.7%
	Number responding on other Libraries (multiple responses)	35 – 58.3%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 51 – 92.7% • Friend or relative of a library customer – 0 • Work in a library location – 2 • Work voluntarily in library location – 0 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 1 • Responding on behalf of an organisation – 1
	Number of comments made from survey (impact)	30
	Number of letters/emails received	74
	Formal response by organisations	North Warwickshire Borough Council Dan Byles, MP Dordon Community Primary School Birchwood Primary School, Dordon NHS Warwickshire
Impact on Customer	Themes from Public Meetings	• Educational impact – help with homework and access to IT/ Internet • Unable to use – due to lack of public transport • Impact on vulnerable – children and elderly
	Themes from Road Shows	• Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library
	Themes from letters/emails	• 42 impact letters received • 69% of correspondents mentioned Educational Impact - Help with home work • 43% of correspondents mentioned Personal Impact - Denied access to hobby/pleasure • 33% of correspondents mentioned Impact on Community - Loss of meeting place/community focus • 24% of correspondents mentioned Service Impact - Loss of personal service • 21% of correspondents mentioned Educational Impact - Access to information/reference/ borrow books
	Themes from survey comments (Q6)	• Educational Impact - Access to information/ reference/borrow books (27%) • Impact on vulnerable – Children (23%) • Restrict my use - Distance/Travel to another library (17%) • Personal Impact - Denied access to hobby/pleasure (17%) • Unable to use - Due to distance (10%) • Impact on Community - Loss of meeting place/community focus (10%) • Impact on Community - Loss of library "culture" (e.g. for libraries near a school) (10%) • Educational Impact - Help with home work

Section	Information Required	Information
		(10%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 34 – 61.8% Some – 12 – 21.8% No – 7 – 12.7% Don't Know – 2 – 3.6% (No reply – 5)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 23 – 42.6%% Neither – 10 – 18.5% Strongly Disagree & Disagree – 21 – 38.9% (No reply – 6)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 27 – 51.9% Neither – 6 – 11.5% Strongly Disagree & Disagree – 19 – 36.5% (No reply – 8)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 24 – 45.3% Neither – 8 – 15.1% Strongly Disagree & Disagree – 21- 39.6% (No reply – 7)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 27 – 50.9% Neither – 6 – 11.3% Strongly Disagree & Disagree – 20 – 37.7% (No reply – 7)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 19 – 38.0% Neither – 16 – 32.0% Strongly Disagree & Disagree – 15 – 30.0% (No reply – 10)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	11,735
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	2,415 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 20 Businesses – 2 Local Organisations – 3 Charitable Organisations – 3 Other Public Organisations – (Anon) 1
	Q8 – Number of organisations offering space to house library	Yes - 3 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 1 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 5 Contact details left – 4
	Number of expressions of interest from other sources	1
	Number of business cases put forward	2
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 19 Contact details left –13
	Q11a – Number of hours	2 – 4 hours – 13

Section	Information Required	Information
		5 – 8 hours – 4 9 – 16 hours – 0 16 or more –1 Any day – 3 Weekends – 4 Evenings – 4
	Q12 – Number interested in supporting activities	Yes - 33 Contact details left – 17
	Q13 – Number interested for mobile library	Yes – 12 Contact details left – 7
	Q13a – Number of hours for mobile	2 – 4 hours – 10 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 3 Weekends – 2 Evenings – 2
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 2 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 5 A mobile Library – 3 Alternative Library/building – 1 Maintaining current opening hours – 3 Contact details left – 5
	Left Any Contact Details	25
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 44 Representing a public service provider – 0 Representing a private business – 0 Representing a voluntary group/organisation – 2
	Equality data from survey – Gender (count & %)	Male – 15 – 32.6% Female – 31 – 67.4%
	Equality data from survey – Age (count & %)	Under 17 years – 8 -17.4% 17 – 24 years – 4 – 8.7% 25 – 44 years – 18 – 39.1% 45 – 64 years – 12 – 26.1% 65 – 74 years – 4 – 8.7% 75+ years – 0
	Equality data from survey – Disability (count & %)	Yes – 13 – 30.2%
	Equality data from survey – Ethnic Group (count & %)	White – All – 43 – 97.7% Mixed – All – 1 2.3%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 6 – 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 8 Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 1

Community Analysis on the Public Consultation

Dunchurch
Original Proposal & criteria used to establish this
It is proposed that Dunchurch Library is no longer sustainable in its current form. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire Dunchurch Library is the 17th most expensive library to run in the county (£34315 per annum) and the 20th most expensive in terms of cost per hour (£26.40). With visits per year the library is ranked 19th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.35 making Dunchurch 22nd most expensive library per visit, with on average 23.75 visits per opening hour. On a monetary basis Dunchurch better value for money than some libraries, however, the close proximity of Rugby library must be considered.
Nearest Warwickshire Library
3 miles – Rugby
Nearest library operated by a neighbouring authority
Daventry Library (Northamptonshire) 8 miles
Proposed alternative solution
Business Case submitted from the Community recommending delivery of a Community Run Library Service from Library Building
Youth Service Status
Dunchurch Youth Centre (3279) - low priority community - There has been no Expression of Interest, none anticipated. Transfer back to the village hall.
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
N/A
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Evening services withdrawn. Flexibus 203 revised timetable and route, future of commercial services remains uncertain. Service 63, Leamington – Rugby revised 2 hourly service in place.
Savings from any alternative and the shortfall (if any)
Operational: Full costs p.a. £34,315 Property Asset Capital Receipt: £173,000
Recommendations for the future library service
Decision from Business Case evaluation and Cabinet approval

Locality Information and Impact

The library provides a service to the village of Dunchurch and its district.

It is proposed that Dunchurch Library in its current form is unsustainable, unless alternatives can be found the library will close. However, with 1 of the 11 Super-Output areas (sub-divisions) appearing within the top 10% most deprived in England in the category 'barriers to housing and services' and another of the 11 appearing in the top 30% for barriers to housing and services, the library's closure will have a significant impact on local people seeking to access services and on improving education, skills and training.

The locality overall is fairly representative of the county in terms of its population age profile but is the area with the lowest recorded levels of ethnic minority population (4.4% less than the County average).

Whilst levels of unemployment in the area are lower than the Warwickshire average 1.7% (70) as opposed to 2.6%, there are lower levels of working-age benefit claimants compared to the Warwickshire Average 7.6% (310) as opposed to 11.3%, less families claiming child tax credits 46.7% (385) as opposed to Warks average of 74.2% and in 2008 slightly lower levels of children in the area lived in poverty compared to the Warwickshire average 4.5% (75) as opposed to 11.6%. In relation to education and skills 20.6% (1,074) of 16 -74 year olds have no qualifications Warks average is 27.8%, 18.7% (167) of pupils have Special Educational Needs Warks average is 20.8%, 3.6% (32) of pupils receive free schools meals Warks average is 10.9% and 0.9% (3) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warks average. In terms of health, 15.4% (1121) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 6.6% (479) are not in good health Warks average is 8.1% and 3% (225) are in receipt of Disability Living Allowance Warks average is 4.3%. There are lower levels of households with no car/van 10.6% (316) than the Warwickshire average 19%

The Dunchurch locality is a relatively safe place to live with 40.1 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

These figures suggest that whilst the area is not a significantly deprived one there is evidence of social inequality and poor health combined with high levels of vulnerability in relation to rurality and peripherality (distance from services) than in other parts of Warwickshire. The figures in relation to education and skills suggest that the absence of a library may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

In terms of MOSAIC classification, there is a higher proportion of 'residents of successful professionals living in suburban or semi rural homes', The data also shows slightly higher levels of 'residents of isolated rural communities' than the rest of Warwickshire thus reflecting the rural nature of the locality.

Should the library close then Rugby library becomes the closest available service. However for those with no access to their own transport this may be a problem particularly outside peak times. Therefore the removal of the library service in this area is likely to compound the issues faced by those who live in rural areas particularly when other service changes have already been made or are about to be made.

The evidence above suggest should the library close there will be an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- 1 school (infant) – WCC
- Bilton Grange School
- Nursery
- Nursing home
- Sportsfield and village hall
- Post office
- Parish council office
- Working men's club
- Surgery
- Dental practice

Section	Information Required	Information
Level of local interest	Number of petitions received	1 – 1403 signatures
	Level of attendance at public meetings/road shows	Roadshow – 60 Meeting – 87
	Number of survey responses received % online % paper	231 85 – 36.8% 146 – 63.2%
	Number (and %) responding on this library only	109 – 47.2%
	Number responding on other Libraries (multiple responses)	122 – 52.8%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 200 – 91.3% • Friend or relative of a library customer – 5 – 2.3% • Work in a library location – 8 – 3.7% • Work voluntarily in library location – 1 – 0.5% • Represent partner/ potential partner – 1 – 0.5% • Represent/own a local business – 1 – 0.5% • Represent a community group – 2 – 0.9% • Responding on behalf of an organisation – 1 – 0.5%
	Number of comments made from survey (impact)	140
	Number of letters/emails received	158
	Formal response by organisations	Rugby Borough Council Dunchurch Infant School and Nursery Dunchurch Community Forum Dunchurch Hall residents Group
Impact on Customer	Themes from Public Meetings	• Impact on community – rural isolation • Impact on vulnerable - disabled
	Themes from Road Shows	• Decisions made and the use of statistics
	Themes from letters/emails	• 148 letters received • 97% of correspondents mentioned Restrict my use - Distance/Travel to another library • 97% of correspondents mentioned Impact on vulnerable - Elderly/infirm • 97% of correspondents mentioned Impact on Community - Loss of meeting place/community focus • 92% of correspondents mentioned Financial Impact - Cost of parking at another library • 92% of correspondents mentioned Financial Impact - Cost of travel to another library
	Themes from survey comments (Q6)	• Restrict my use - Distance/Travel to another library (30%) • Impact on vulnerable - Elderly/infirm (17%) • Educational Impact - Access to information/ reference/borrow books (14%) • Unable to use - Due to distance (14%) • Impact on vulnerable – Children (13%) • Personal Impact - Denied access to hobby/ pleasure (10%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 138 – 65.1% Some – 67 – 31.6% No – 5 – 2.4% Don't Know – 2 – 0.9% (No reply – 19)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 89 – 40.3% Neither – 35 – 15.8% Strongly Disagree & Disagree – 97 – 43.9% (No reply – 10)
	Q4b – % able to access a library (Count	Strongly Agree & Agree – 123 – 56.9%

Section	Information Required	Information
	& %)	Neither – 35 – 16.2% Strongly Disagree & Disagree – 58 – 26.9% (No reply – 15)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 104 – 49.8% Neither – 22 – 10.5% Strongly Disagree & Disagree – 83 – 39.7% (No reply – 22)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 105 – 50.7% Neither – 38 – 18.4% Strongly Disagree & Disagree – 64 – 30.9% (No reply – 24)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 50 – 26.6% Neither – 56 – 29.8% Strongly Disagree & Disagree – 82 – 436% (No reply – 43)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	20,790
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	2,928 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 80 Businesses – 2 Local Organisations – 2 Charitable Organisations – 1 Other Public Organisations – 4 (Anon)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 5 Contact details left – 4
	Q10 – other involvement Other expressions of interest	Yes – 28 Contact details left – 17
	Number of expressions of interest from other sources	1
	Number of business cases put forward	1
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 65 Contact details left – 48
	Q11a – Number of hours	2 – 4 hours – 46 5 – 8 hours – 7 9 – 16 hours – 1 16 or more – 0 Any day – 12 Weekends – 12 Evenings – 13
	Q12 – Number interested in supporting activities	Yes - 98 Contact details left – 42
	Q13 – Number interested for mobile library	Yes – 27 Contact details left – 18

Section	Information Required	Information
	Q13a – Number of hours for mobile	2 – 4 hours – 19 5 – 8 hours – 1 9 – 16 hours – 2 16 or more – 0 Any day – 7 Weekends – 4 Evenings – 6
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 6 Stratford – 0 Warwick – 1 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 24 A mobile Library – 7 Alternative Library/building – 4 Maintaining current opening hours – 15 Contact details left – 19
	Left Any Contact Details	81
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 188 – 96.9% Representing a public service provider – 2 – 1.0% Representing a private business – 1 – 0.5% Representing a voluntary group/organisation – 3 – 1.5%
	Equality data from survey – Gender (count & %)	Male – 71 – 35.9% Female – 127 – 64.1%
	Equality data from survey – Age (count & %)	Under 17 years – 1 – 0.5% 17 – 24 years – 7 – 3.4% 25 – 44 years – 29 – 14.1% 45 – 64 years – 80 – 39.0% 65 – 74 years – 44 – 21.5% 75+ years – 44 – 21.5%
	Equality data from survey – Disability (count & %)	Yes – 49 – 25.0%
	Equality data from survey – Ethnic Group (count & %)	White – All – 192 – 97.0% Mixed – All – 2 – 1.0% Asian – 1 – 0.5% Black – 3 – 1.5% Other – 0 – 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 42 – 100.00%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 43 – 86.0% Gay or lesbian – 0.0% Bisexual – 0.0% Other – 0.0% Prefer not to say – 7 – 14.0%

Community Analysis on the Public Consultation

Harbury

Original Proposal & criteria used to establish this
It is proposed that Harbury Library is no longer sustainable in its current form. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services

Background
Of the 34 libraries in Warwickshire Harbury is the 31st most expensive library to run in the county (£15590 per annum) and the 23r^d most expensive in terms of cost per hour (£24.98). With 34,784 visits per year the library is ranked 15th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.58 making Harbury 18th most expensive library per visit. On a some criteria Harbury is better value for money than some libraries but it low user figures mean this is not true across the board, furthermore, the close proximity of Leamington library must be considered.

Nearest Warwickshire Library
3.5 miles – Southam

Proposed alternative solution
Business Case submitted from the Community recommending delivery of a Community Run Library Service from Library Building

Youth Service Status
No service provision currently

Childrens Local Delivery Centre

Fire and Rescue review
N/A

Adult Service Provision

Bus Timetable Changes for services within Warwickshire
Sunday Service 64A withdrawn and a replacement facility is provided by Services 63, 67A AND 67B. Services 67/67A/67 (Billlington – Stud Farm - Leamington – Sydenham) Revised timetable and route. Evening service now only operates on Fridays a Saturdays. Sunday service withdrawn. Flexibuses to Stratford & Leamington withdrawn. Proposed new Flexibus to Banbury.

Savings from any alternative and the shortfall (if any)

Operational:
 	
                                                                                                              Ful l costs p.a. £15,590
 	
Property Asset Capital Receipt:
                                                                                                                    Nil

Recommendations for the future library service
Decision from Business Case evaluation

Locality Information and Impact
The library provides a service to the populations of Harbury and other South Leamington villages. It forms part of the

Southam and Feldon locality this narrative is specific to Harbury but the data is for the wider locality area. The nearest town is Leamington, which is 4.8 miles away.

It is proposed that Harbury Library in its current form is unsustainable, unless alternatives can be found the library will close. While Harbury has no evidence of deprivation the wider locality, has some areas which have been identified as Super Output areas.
The following areas Deppers Bridge, Chester & Kings, Ladbroke & Priors (top 10%), Napton on the Hill, Long Itchington East, Long Itchington West & Ufton are all considered within the top 10-20% most deprived areas nationally in access to housing and services. While Southam West is ranked in the top 20-30% nationally for low access to Education Skills and Training.

The locality overall is fairly representative of the county in terms of its population age profile but is the area with the lowest recorded levels of ethnic minority population (3.7%, much less than the County average 4.5%)

Whilst levels of unemployment in the area are lower than the Warwickshire average 1.5% (156) as opposed to 2.6%, working-age benefit claimants are lower, compared to the Warwickshire Average 8.4% (845) as opposed to 11.3%, less families claiming child tax credits 66.8% (1490) as opposed to Warks average of 74.2% and in 2008 slightly lower levels of children in the area lived in poverty compared to the Warwickshire average 7.5% (320) as opposed to 11.9%. In relation to education and skills 25.1% (3,110) of 16 -74 year olds have no qualifications Warks average is 27.8%, 17.9% (453) of pupils have Special Educational Needs Warks average is 20.8%, 7.2% (182) of pupils receive free schools meals Warks average is 10.9% and 3% (19) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warks average. In terms of health, 13.3% (2,276) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 6.5% (1,117) are not in good health Warks average is 8.1% and 3% (530) are in receipt of Disability Living Allowance, Warks average is 4.3%. There is a lower level of households with no car/van 12.8% (874) than the Warks average of 19%.

The Southam and Feldon locality is a relatively safe place to live with 43.6 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

These figures suggest that whilst the area is not a significantly deprived one there is evidence of social inequality and poor health combined with high levels of vulnerability in relation to rurality and peripherality (distance from services) than in other parts of Warwickshire**.** The figures in relation to education and skills suggest that the absence of a library may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

In terms of MOSAIC classification, there is a slightly higher proportion of 'successful professionals living in suburban or semi rural homes,' with the next highest being 'residents of small and mid-sized towns with strong local roots' but 'The data also shows slightly higher levels of 'residents of isolated rural communities' than the rest of Warwickshire thus reflecting the rural nature of the locality.

Should the library close then the Southam and Leamington Libraries become the closest available services. However for those with no access to their own transport this may not be an option due to the cost of using public transport combined with the limited service in the area which has been reduced further by recent service withdrawals. Therefore the removal of the library service in this area is likely to compound the issues faced by those who live in rural areas particularly when other service changes have already been made or are about to be made.

The evidence above suggest should the library close there will be an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- Primary School.
- Pharmacy
- Surgery
- Village club and Institute
- Post Office
- village hall

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 33 Meeting – 27
	Number of survey responses received % online % paper	90 31 – 34.4% 59 – 65.6%
	Number (and %) responding on this library only	39 – 43.3%
	Number responding on other Libraries (multiple responses)	51 – 56.7%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 80 – 93.0% • Friend or relative of a library customer – 1 – 1.2% • Work in a library location – 2 – 2.3% • Work voluntarily in library location –0 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 1 – 1.2% • Responding on behalf of an organisation – 2 – 2.3%
	Number of comments made from survey (impact)	54
	Number of letters/emails received	6
	Formal response by organisations	Stratford-on-Avon District Council Harbury Parish Council
Impact on Customer	Themes from Public Meetings	• Impact on the community • Impact on staff
	Themes from Road Shows	• Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Impact on vulnerable – elderly / infirm
	Themes from letters/emails	• 1 impact letter received The correspondent mentioned: • Impact on Community - Loss of meeting place/community focus • Educational Impact - Access to information/reference/ borrow books • Educational Impact - Access to IT/Internet • Impact on vulnerable - Elderly/infirm • Impact on vulnerable - Children
	Themes from survey comments (Q6)	• Restrict my use - Distance/Travel to another library (35%) • Impact on vulnerable – Children (24%) • Educational Impact - Access to information/ reference/borrow books (17%) • Unable to use - Due to distance (15%) • Personal Impact - Denied access to hobby/ pleasure (15%) • Impact on Community - Loss of meeting place/community focus (11%) • Financial Impact - Cost of travel to another library (11%) • Impact on vulnerable - Elderly/infirm (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 59 – 69.4% Some – 23 – 27.1% No – 1 – 1.2% Don't Know – 2 – 2.4% (No reply – 5)
	Q4a – % understand why changes	Strongly Agree & Agree –42 – 48.8%

Section	Information Required	Information
	needed (Count & %)	Neither – 16 – 18.6% Strongly Disagree & Disagree – 28 – 32.6% (No reply – 4)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 50 – 61.7% Neither – 9 – 11.1% Strongly Disagree & Disagree – 22 – 27.2% (No reply – 9)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 43 – 55.8% Neither – 12 – 15.6% Strongly Disagree & Disagree – 22 – 28.6% (No reply – 13)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 61 – 73.5% Neither – 6 – 7.2% Strongly Disagree & Disagree – 16 – 19.3% (No reply – 7)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 16 – 23.9% Neither – 28 – 41.8% Strongly Disagree & Disagree – 23 – 34.3% (No reply – 23)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	5,928
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	1,039 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 42 Businesses – 1 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – (2)
	Q8 – Number of organisations offering space to house library	Yes - 2 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 10 Contact details left – 9
	Number of expressions of interest from other sources	1
	Number of business cases put forward	1
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 39 Contact details left – 24
	Q11a – Number of hours	2 – 4 hours – 34 5 – 8 hours – 2 9 – 16 hours – 0 16 or more – 1 Any day – 8 Weekends – 6 Evenings – 8
	Q12 – Number interested in supporting	Yes - 52

Section	Information Required	Information
	activities	Contact details left – 25
	Q13 – Number interested for mobile library	Yes – 14 Contact details left – 9
	Q13a – Number of hours for mobile	2 – 4 hours – 11 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends – 4 Evenings – 4
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 0 Warwick – 1 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 6 A mobile Library – 4 Alternative Library/building – 3 Maintaining current opening hours – 5 Contact details left – 7
	Left Any Contact Details	32
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 76 – 97.4% Representing a public service provider – 1 - 1.3% Representing a private business – 0 Representing a voluntary group/organisation –1 – 1.3%
	Equality data from survey – Gender (count & %)	Male – 30 – 37.5% Female – 50 – 62.5%
	Equality data from survey – Age (count & %)	Under 17 years – 2 – 2.5% 17 – 24 years – 2 – 2.5% 25 – 44 years – 24 – 30.0% 45 – 64 years – 24 – 30.0% 65 – 74 years – 21 – 26.3% 75+ years – 7 – 8.8%
	Equality data from survey – Disability (count & %)	Yes – 19 – 24.4% No – 59 – 75.6%
	Equality data from survey – Ethnic Group (count & %)	White – All – 75 – 97.4% Black – All – 2 – 2.6%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 10 - 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 16 – 88.9% Gay or lesbian – Bisexual – Other – Prefer not to say – 2 – 11.1%

Community Analysis on the Public Consultation

Hartshill
Original Proposal & criteria used to establish this
It is proposed that Hartshill Library is no longer sustainable in its current form. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, Hartshill Library is the 33rd most expensive library to run in the county (£9,907 per annum) and the 33rd most expensive in terms of cost per hour (£11.37). With visits 4,081 per year the library is ranked 34th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £2.43 making Hartshill Library the 8th most expensive libraries per visit, with an average 4.69 visits per opening hour.
Nearest Warwickshire Library
2 miles – Stockingford
Nearest library operated by neighbouring authority
Hinckley Library (Leicestershire) 8 miles
Proposed alternative solution
Business Case submitted from the Community recommending delivery of a Community Run Library Service from Library Building
Youth Service Status
No service provision currently
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
N/A
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Evening services withdrawn, flexi bus 207 revised timetable with earlier start and return times.
Savings from any alternative and the shortfall (if any)
Operational: Full l costs p.a. £9,907 Property Asset Capital Receipt: Nil
Recommendations for the future library service
Decision from Business Case evaluation and Cabinet approval

Locality Information and Impact

The Hartshill library provides a service to the population of Hartshill area. Hartshill is part of the North Warwickshire East locality and this narrative is specific to Hartshill but the data is for the wider locality area. The nearest town is Atherstone, which is 4 miles away.

It is proposed that Hartshill Library in its current form is unsustainable, unless alternatives can be found the library will close. However, with 3 of the 9 Super-Output areas (sub-divisions) appearing within the top 10% most deprived in England in the category in relation to 'education skills and training' ad 1 of the 9 appearing in the 10% most deprived in relation to 'employment' the library closure will have significant impact o local people seeking to access services to gain employment and improve their education, skills and training.

The locality's population profile is very similar to that of the County, apart from a much lower percentage of the non-White British ethnic groups (4.8% less than the County average).

The levels of unemployment in the area are higher than the Warwickshire average 3.5% (306) as opposed to 2.6%, there are also higher levels of working-age benefit claimants compared to the Warwickshire average 16.6% (1,460) as opposed to 11.3%, higher number of older people claimed pension credits (815) as opposed to 18.6%, more families claiming child tax credits 85.8% (1,515) as opposed to Warks average of 74.2% and in 2008 higher levels of children in the area lived in poverty 17.5% (575) compared to the Warwickshire average of 11.9%I relation to education and skills 39.0% (4,087) of 16-74 year olds have no qualifications Warwks average is 27.8%, 22.6% (416) of pupils have Special Educational Needs Warks average is 20.8%, 16.3% (301) of pupils receive free school meals Warks average is 10.9% and 9.6% (54) of 16-18 year olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warks average. In terms of health, 20.4% (2,955) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 10.4% (1,507) are not in good health Warks average is 8.1% and 6.6% (960) are in receipt of Disability Living Allowance Warks average is 4.3%. There are higher numbers of households with no car/van 24.9% (1,520) compared to the Warks average of 19%.

The North Warwickshire East locality has high levels of crime recorded with 77.7 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

These figures suggest that the North Warwickshire East locality has significant deprived areas, with pockets of deprivation around Atherstone. There is evidence of social inequality and poor health. The figures in relation to education and skills suggest that the library closure may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

In terms of MOSAIC classification, there is a higher proportion of 'residents of small and mid-sized towns with strong local roots', 'residents with sufficient incomes in right-to-buy social houses' and 'owner occupiers in older-style housing in ex-industrial areas'. This suggests people have a strong commitment in their area with relatively good standards of living.

Should the library close then Atherstone library becomes the closest available library. However for those with no access to their own transport this may not be an option due to the cost of using public transport combined with the limited service in the area which has been reduced further by recent service withdrawals. The other nearest library is Camp Hill which is also threatened with closure. The closure of both Hartshill and Camp Hill libraries will have a negative impact on children, young mothers, elderly and the disabled residents. It also needs to be noted that there is a high number of single parent families and many families in the area cannot afford nor have access to books or a computer at home.

The evidence above suggest should the library close there will an adverse impact on the community as a whole but specifically:
- Older people
- Disabled people
- Children and young people

The number of WCC owned premises in the area combined with those in community/private use potential provide opportunities for developing shared premises for delivery. These include:

- Youth and Community Centre
- 4 schools
- Family care centre
- Sports & Social club
- Post office

Section	Information Required	Information
Level of local interest	Number of petitions received	1 – 181 signatures
	Level of attendance at public meetings/road shows	Roadshow – 2 Meeting – 30
	Number of survey responses received % online % paper	40 16 – 40.0% 24 – 60.0%
	Number (and %) responding on this library only	9 – 22.5%
	Number responding on other Libraries (multiple responses)	31 – 77.5%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 30 • Friend or relative of a library customer – 2 • Work in a library location – 3 • Work voluntarily in library location – 0 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 1 • Responding on behalf of an organisation – 3
	Number of comments made from survey (impact)	19
	Number of letters/emails received	19
	Formal response by organisations	North Warwickshire Borough Council Marcus Jones, MP Hartshill School of Science and the Arts Hartshill Parish Project Holy Trinity Church PCC, Hartshill Hartshill Parish Council
Impact on Customer	Themes from Public Meetings	• Impact on community – loss of access to library events and affect on other local businesses • Financial impact – cost of travel to another library • Personal impact – social isolation as a result of closure • Service impact – access to IT/ Internet • Educational impact – help with homework and access to IT/ Internet • Personal impact – denied access to a service I pay for • Impact on vulnerable – children and elderly • Impact on library staff
	Themes from Road Shows	• No issues raised
	Themes from letters/emails	• 10 impact letters received • 50% of correspondents mentioned Impact on Community - Loss of meeting place/community focus • 50% of correspondents mentioned Service Impact - Loss of personal service • 50% of correspondents mentioned Educational Impact - Access to information/ reference/ books • 40% of correspondents mentioned Personal Impact - Denied access to hobby/pleasure • 40% of correspondents mentioned Restrict my use - Distance/Travel to another library
	Themes from survey comments (Q6)	• Restrict my use - Distance/Travel to another library (21%) • Impact on Community - Loss of meeting place/community focus (16%) • Unable to use - Due to distance (11%) • Impact on Community - loss of access to library

Section	Information Required	Information
		events (11%) • Service Impact - Access to IT/Internet (11%) • Educational Impact - Help with home work (11%) • Educational Impact - Access to IT/Internet (11%) • Personal Impact - Denied access to hobby/ pleasure (11%) • Personal Impact – Other (11%) • Impact on vulnerable – Disabled (11%) • Impact on vulnerable – Children (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 21 – 56.8% Some – 12 – 32.4% No – 3 – 8.1% Don't Know – 1 – 2.7% (No reply – 3)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 16 – 44.4% Neither – 6 – 16.7% Strongly Disagree & Disagree – 14 – 38.9% (No reply – 4)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 18 – 51.4% Neither – 5 – 14.3% Strongly Disagree & Disagree – 12 – 34.3% (No reply – 5)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 12 – 35.3% Neither – 7 – 20.6% Strongly Disagree & Disagree – 15 – 44.1% (No reply – 6)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree –17 - 50.0% Neither – 3 – 8.8% Strongly Disagree & Disagree – 14 – 41.2% (No reply – 6)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 13 – 38.2% Neither – 9 – 26.5% Strongly Disagree & Disagree – 12 – 35.3% (No reply – 6)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	37,167
	Bus service (Kevin McGovern – proposed changes to bus services)	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	954 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 11 Businesses – 1 Local Organisations – 3 Charitable Organisations – 1 Other Public Organisations – (Anon) 1
	Q8 – Number of organisations offering space to house library	Yes - 3 Contact details left – 2
	Q9 – Number of organisations interested	Yes - 4

Section	Information Required	Information
	in moving into library	Contact details left – 2
	Q10 – other involvement Other expressions of interest	Yes – 5 Contact details left – 3
	Number of expressions of interest from other sources	1
	Number of business cases put forward	2 1 (joint with Baddesley and Atherstone)
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 11 Contact details left –6
	Q11a – Number of hours	2 – 4 hours – 3 5 – 8 hours – 3 9 – 16 hours – 0 16 or more – 1 Any day – 3 Weekends – 1 Evenings – 1
	Q12 – Number interested in supporting activities	Yes - 19 Contact details left –17
	Q13 – Number interested for mobile library	Yes – 5 Contact details left – 2
	Q13a – Number of hours for mobile	2 – 4 hours – 3 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 1 Weekends – 1 Evenings – 1
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 1 A mobile Library – 5 Alternative Library/building – 2 Maintaining current opening hours – 2 Contact details left – 2
	Left Any Contact Details	12
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 29 – 82.9% Representing a public service provider – 2 – 5.7% Representing a private business – 1 – 2.9% Representing a voluntary group/organisation – 3 – 8.6%
	Equality data from survey – Gender (count & %)	Male – 7 – 22.6% Female – 24 – 77.4%
	Equality data from survey – Age (count & %)	Under 17 years – 3 – 9.7% 17 – 24 years – 4 – 12.9% 25 – 44 years – 9 – 29.0% 45 – 64 years – 9 – 29.0% 65 – 74 years – 4 – 12.9% 75+ years – 2 – 6.5%
	Equality data from survey – Disability (count & %)	Yes – 9 – 33.3%
	Equality data from survey – Ethnic Group (count & %)	White – All – 29 -100.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 5 – 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 4 – 67.7% Gay or lesbian – 0 Bisexual – 0 Other – 0

Section	Information Required	Information
		Prefer not to say – 2 – 33.3%

Community Analysis on the Public Consultation

Henley
Original Proposal & criteria used to establish this
It is proposed that Henley Library is no longer sustainable in its current form. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, in terms of value for money Henley Library is the 20th most expensive library to run in the county (£30,789 per annum) and the 18th most expensive in terms of cost per hour (£32.89). With 19,396 visits per year the library is ranked 22nd with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.59 making the Library the 17th most expensive library per visit, with on average 20.72 visits per opening hour.
Nearest Warwickshire Library
9 miles – Stratford
Nearest Library operated by a neighbouring authority
Woodrow Library (Worcestershire) 8 miles
Proposed alternative solution
Business Case submitted from the Community
Youth Service Status
Henley Youth & Community Centre(4061) - Income £2,625pa - There have been two Expressions of Interest . Transfer to the school or commence discussions with Henley in Arden War Memorial Trust to continue the centre as a youth and community facility Children's centre would need to continue to avoid refund of capital.
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
No service change.
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
X 20 - Evening service withdrawn, timetable revised, E – withdrawn, Flexibus 517 – revised timetable (only 3 days a week).
Savings from any alternative and the shortfall (if any)
Operational: Ful l costs p.a. £30,789 Property Asset Capital Receipt: Nil
Recommendations for the future library service
Decision from Business Case evaluation and Cabinet meeting

Locality Information and Impact

The library provides a service to the population of Henley-in-Arden but is part of Studley & Henley locality, this narrative is specific to Henley but the data is for the wider locality area. The nearest town is Stratford which is 9 miles away.

It is proposed that Henley library in its current form is unsustainable, unless alternatives can be found the library will close.
None of the Henley-in-Arden Super Output Areas are deprived in terms of the sub divisions of Index of Multiple Deprivation.

The locality has a slightly different population age profile than the County, the 0 – 15 year olds are less (17.3% as opposed to 18.3%), working age population is also less (54.8% as opposed to 60.5%), 60+/65+ is higher (27.9% as opposed to 21.2%) and ethnic minority population is less (4.4% as opposed to 7.2%).

Levels of unemployment in the area are lower than the Warwickshire average 1.7% (181) as opposed to 2.6%, there are also lower levels of working-age benefit claimants compared to the Warwickshire Average 9.2% (971)as opposed to 11.3%, less families claiming child tax credits 60.1% (1,303) as opposed to Warks average of 74.2% and in 2008 lower levels of children in the area lived in poverty compared to the Warwickshire average 8.3% (345) compared to the Warwickshire average of 11.9%. In relation to education and skills 26.2% (3,653) of 16 -74 year olds have no qualifications Warks average is 27.8%, 18.5% (417) of pupils have Special Educational Needs Warks average is 20.8%, 6.9% (155) of pupils receive free schools meals Warks average is 10.9% and 1.2% (8) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warks average. In terms of health, 16.2% (3,104) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 7.7% (1,477) are not in good health Warks average is 8.1% and 3.3% (648) are in receipt of Disability Living Allowance (Warks average is 4.3%). There are lower levels of households with no car/van 12.3% (999) than the Warwks average of 19%.

The Studley & Henley locality is a relatively safe place to live with 48.2 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

These figures highlight that the area is fairly affluent and the reliance on state is lower than other areas of Warwickshire

In terms of mosaic socio-demographic classification, 13.3% of households (more than 50% of the County average) live in isolated rural communities, in small & mid-sized towns with strong local roots, active elderly people living in pleasant locations and successful professionals living in suburban or semi-rural homes.

Should the library close then Stratford library is the nearest service available. However, for those with no access to their own transport this may not be an option due to the cost of using public transport combined with the limited service in the area which has been reduced further by recent service withdrawals.

The evidence above suggests that should the library close there will be an adverse impact on the community as a whole but specifically:
- Older people
- Disabled people

The number of WCC owned premises in the area combined with those in community/private use potential provide opportunities for developing shared premises for delivery. These include:
- 4 schools – WCC
- Youth & Community Centre – WCC
- Fire Station – WCC
- Pharmacy
- Post Office
- Warwickshire Police
- Medical Centre
- Warwickshire College
- Memorial Hall
- Church Hall
- Dell Court
- Guild Hall

Section	Information Required	Information
Level of local interest	Number of petitions received	1 – 807 signatures
	Level of attendance at public meetings/road shows	Roadshow – 84 Meeting – 34
	Number of survey responses received % online % paper	97 33 – 34.0% 64 – 66.0%
	Number (and %) responding on this library only	47 – 48.5%
	Number responding on other Libraries (multiple responses)	50 – 51.5%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 85 • Friend or relative of a library customer – 2 • Work in a library location – 4 • Work voluntarily in library location – 0 • Represent partner/ potential partner – 1 • Represent/own a local business – 0 • Represent a community group – 1 • Responding on behalf of an organisation – 1
	Number of comments made from survey (impact)	37
	Number of letters/emails received	1
	Formal response by organisations	Stratford-on-Avon District Council
Impact on Customer	Themes from Public Meetings	• Impact on community – rural isolation
	Themes from Road Shows	• Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – Rural isolation / village cut off • Service impact – poorer service • Impact on vulnerable – elderly / infirm • Impact on library staff • Loss of jobs • Decisions made and the use of statistics
	Themes from letters/emails	• 1 impact letter received • 1 person commented on the impact on the community-other and service impact -other
	Themes from survey comments (Q6)	• Impact on vulnerable - Elderly/infirm (27%) • Personal Impact - Denied access to hobby/ pleasure (22%) • Unable to use - Due to distance (19%) • Impact on Community - Loss of meeting place/community focus (19%) • Restrict my use - Distance/Travel to another library (16%) • Educational Impact - Access to information/ reference/borrow books (16%) • Impact on vulnerable – Children (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 51 – 58.0% Some – 32 – 36.4% No – 2 - 2.3% Don't Know – 3 – 3.4% (No reply – 9)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 54 – 58.7% Neither – 15 – 16.3% Strongly Disagree & Disagree – 23 – 25.0% (No reply – 5)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 41 – 48.8% Neither – 11 – 13.1%

Section	Information Required	Information
		Strongly Disagree & Disagree – 32 – 38.1% (No reply –)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 41 – 47.1% Neither – 12 – 13.8% Strongly Disagree & Disagree – 34 – 39.1% (No reply – 10)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 56 – 62.9% Neither – 13 - 14.6% Strongly Disagree & Disagree – 20 – 22.5% (No reply – 8)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 30 – 41.1% Neither – 15 – 20.5% Strongly Disagree & Disagree – 28 – 38.4% (No reply –)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	8,783
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	910 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 40 Businesses – 1 Local Organisations – 3 Charitable Organisations – 2 Other Public Organisations – 1(Anon)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 2 Contact details left – 1
	Q10 – other involvement Other expressions of interest	Yes – 13 Contact details left – 9
	Number of expressions of interest from other sources	0
	Number of business cases put forward	1
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 33 Contact details left – 24
	Q11a – Number of hours	2 – 4 hours – 26 5 – 8 hours – 7 9 – 16 hours – 0 16 or more – 0 Any day – 8 Weekends – 4 Evenings – 5
	Q12 – Number interested in supporting activities	Yes - 42 Contact details left – 18
	Q13 – Number interested for mobile library	Yes – 16 Contact details left – 13
	Q13a – Number of hours for mobile	2 – 4 hours – 12 5 – 8 hours – 4

Section	Information Required	Information
		9 – 16 hours – 0 16 or more – 0 Any day – 5 Weekends – 2 Evenings – 3
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 1 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 1 Warwick – 1 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 12 A mobile Library – 2 Alternative Library/building – 6 Maintaining current opening hours – 7 Contact details left – 11
	Left Any Contact Details	36
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 79 Representing a public service provider – 1 Representing a private business – 0 Representing a voluntary group/organisation – 2
	Equality data from survey – Gender (count & %)	Male – 24 – 29.3% Female – 58 – 70.7%
	Equality data from survey – Age (count & %)	Under 17 years – 2 -2.4% 17 – 24 years – 2 - 2.4% 25 – 44 years – 24 – 28.2% 45 – 64 years – 18 - 21.2% 65 – 74 years – 22 – 25.9% 75+ years – 17 - 20.0%
	Equality data from survey – Disability (count & %)	Yes – 24 – 30.4%
	Equality data from survey – Ethnic Group (count & %)	White – All – 80 98.8% Black – All - 1 1.2%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 12 – 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 13 - 86.7% Gay or lesbian – 1 - 6.7% Bisexual – 0 Other – 0 Prefer not to say – 1 – 6.7%

Community Analysis on the Public Consultation

Kenilworth
Original Proposal & criteria used to establish this
Retain Library. Proposal to reduce opening hours from 51 to 35 hours per week The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, in terms of value for money Kenilworth Library is the 8th most expensive library to run in the county (£177,734 per annum) and the 8th most expensive in terms of cost per hour (£67.02). With visits per year the library is ranked 5th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.23 making Kenilworth Library 24th most expensive library per visit, with on average 54.38 visits per opening hour.
Nearest Warwickshire Library
4.5 miles – Lillington
Nearest library operated by neighbouring authority
Finham Library (Coventry) 6 miles
Suggestions from Community
Await results of consultation
Youth Service Status
Kenilworth Youth and Community Centre (5394) - Income £30,000pa - medium priority community - centre provides excellent base- There has been an Expression of Interest from the Management Committee. Transfer the Centre to them.
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
Retained - no change
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Flexibus withdrawn
Savings from proposals
To be determined
Recommendations for the future library service *Decision awaiting Cabinet approval*
Locality Information and Impact The library provides a service to the community in the Kenilworth area. The Kenilworth locality comprises the wards of Abbey, St John's, Park Hill, a small area of Stoneleigh and the village of Burton Green. Kenilworth is within 5 miles of Leamington and Lillington.

The population of this locality has an older profile than Warwickshire as a whole and has the seventh highest proportion of people of retirement age of all the localities. The locality has a slightly higher ethnic minority population (0.3% more than the County average).

The levels of unemployment in the area are lower than the Warwickshire average (1.4% (121) as opposed to 2.6%), there are lower levels of working-age benefit claimants compared to the Warwickshire Average (6.0% (907) as opposed to 11.3%), lower number of older people claimed pension credits (12.2% (755) as opposed 18.6%), less families claiming child tax credits (54.6% (1,505) as opposed to Warks average of 74.2%) and in 2008 lower levels of children in the area lived in poverty compared to the Warwickshire average (5.6% (307) as opposed to 11.9%). In relation to education and skills 16.8% (3,204) of 16 -74 year olds have no qualifications (Warks average is 27.8%), 16.4% (517) of pupils have Special Educational Needs (Warks average is 20.8%), 4.6% (145) of pupils receive free schools meals (Warks average is 10.9%) and 2.2% (20) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warks average. In terms of health, 14.4% (3,556) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 6.5% (1,602) are not in good health (Warks average is 8.1%) and 2.4% (617) are in receipt of Disability Living Allowance (Warks average is 4.3%). There are lower levels of households with no car/van than the Warwickshire average (14% (1,466) as opposed to 19%.

Kenilworth has one of the lowest rates of recorded crime and incidents of antisocial behaviour in the County, with 30.7 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

Overall in relation to social inequality Kenilworth is not a disadvantaged area and can be regarded as relatively affluent. However, with 2 of the 16 Super Output Areas (sub-divisions) appearing within the top 10% category to 'barriers to housing and services'; another 1 of the 16 SOAs appearing within the top 20% and a further 3 of the 16 within the top 30% nationally for the same rank; the proposed reduction in the opening hours of the library will therefore have a significant impact on local people seeking to access services.

These figures suggest that whilst the area is not a significantly deprived one there is evidence of social inequality particularly in relation to access to housing and other services. The percentages of low income households, workless benefit claimants and social rented housing are all low. This is not to say that there are not people in need. In such a prosperous area it might be possible to overlook the minority who are at a disadvantage. In addition to the small numbers of workless, pensioners claiming Pension Credit and children eligible for free school meals.

The MOSAIC socio-demographic classification shows that 'Successful professionals living in suburban or semi-rural homes' are nearly twice as prevalent as in the County as a whole, followed by 'couples with young children in comfortable modern housing' and 'wealthy people living in the most sought after neighbourhoods' are nearly three times as prevalent.

Options are currently being explored to find alternative means of not reducing the service. Work is currently underway to looking at making the best use of the basement to help generate additional income. As the library is part of Warwickshire Direct it was proposed that further options are looked at to working in partnership and providing a more integrated service.

The evidence above suggests that although, unlike some libraries it does not sit in a deprived area, a reduction in the library hours will have an adverse impact on the community as a whole but specifically:

- Older people
- disabled people
- Children and young people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- A number of schools in the area
- Fire station
- Police station
- Waverley centre
- Youth & Community centre
- Post office
- Leisure centre and swimming pool

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 46 Meeting – 35
	Number of survey responses received % online % paper	485 229 – 47.2% 256 – 52.8%
	Number (and %) responding on this library only	207 – 42.7%
	Number responding on other Libraries (multiple responses)	278 – 57.3%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 437 – 94.2% • Friend or relative of a library customer – 6 – 1.3% • Work in a library location – 11 – 2.4% • Work voluntarily in library location – 3 – 0.6% • Represent partner/ potential partner – 0 • Represent/own a local business – 1 – 0.2% • Represent a community group – 3 – 0.6% • Responding on behalf of an organisation – 3 – 0.6%
	Number of comments made from survey (impact)	176
	Number of letters/emails received	1
	Formal response by organisations	Warwick District Council Warwickshire Direct
Impact on Customer	Themes from Public Meetings	• Opening times would restrict use • Impact on community – loss of access to library events
	Themes from Road Shows	• Restrict my use – opening times • Impact on vulnerable - children
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Restrict my use - Opening times (45%) • Educational Impact - Access to information/ reference/borrow books (15%) • Service Impact - Poorer service (12%) • Service Impact - Less choice of stock (11%) • Impact on vulnerable – Children (10%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 106 – 24.9% Some – 178 – 41.9% No – 102 – 24.0% Don't Know – 39 – 9.2% (No reply – 60)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 271 – 59.6% Neither – 53 – 11.6% Strongly Disagree & Disagree – 131 – 28.8% (No reply – 30)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 373 – 83.4% Neither – 48 – 10.7% Strongly Disagree & Disagree – 26 – 5.8% (No reply – 38)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 285 – 66.3% Neither – 65 – 15.1% Strongly Disagree & Disagree – 80 – 18.6% (No reply – 55)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 134 – 32.1% Neither – 136 – 32.6% Strongly Disagree & Disagree – 147 – 35.3% (No reply – 68)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 91 – 23.5% Neither – 139 – 35.9% Strongly Disagree & Disagree – 157 – 40.6%

Section	Information Required	Information
		(No reply – 98)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	23,969
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	18,029 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	No
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 110 Businesses – 3 Local Organisations – 2 Charitable Organisations – 3 Other Public Organisations – (4)
	Q8 – Number of organisations offering space to house library	Yes - 3 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 5 Contact details left – 3
	Q10 – other involvement Other expressions of interest	Yes – 32 Contact details left – 22
	Number of expressions of interest from other sources	0
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 74 Contact details left – 49
	Q11a – Number of hours	2 – 4 hours – 49 5 – 8 hours – 15 9 – 16 hours – 2 16 or more – 0 Any day – 11 Weekends – 6 Evenings – 18
	Q12 – Number interested in supporting activities	Yes - 180 Contact details left – 66
	Q13 – Number interested for mobile library	Yes – 56 Contact details left – 39
	Q13a – Number of hours for mobile	2 – 4 hours – 38 5 – 8 hours – 9 9 – 16 hours – 1 16 or more – 0 Any day – 12 Weekends – 7 Evenings – 9
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 1 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 0 Warwick – 15 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 19 A mobile Library – 11 Alternative Library/building – 8

Section	Information Required	Information
		Maintaining current opening hours – 20 Contact details left – 13
	Left Any Contact Details	120
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 384 – 98.0% Representing a public service provider – 4 – 1.0% Representing a private business –1 – 0.3% Representing a voluntary group/organisation –3 – 0.8%
	Equality data from survey – Gender (count & %)	Male – 141 – 37.4% Female – 236 - 62.6%
	Equality data from survey – Age (count & %)	Under 17 years – 2 – 0.5% 17 – 24 years – 15 – 3.8% 25 – 44 years – 96 – 24.6% 45 – 64 years – 168 – 43.0% 65 – 74 years – 60 – 15.3% 75+ years – 50 – 12.8%
	Equality data from survey – Disability (count & %)	Yes – 86 – 23.3% No – 283 – 76.7%
	Equality data from survey – Ethnic Group (count & %)	White – All – 372 – 97.1% Asian – All – 7 – 1.8% Other – All – 4 – 1.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 87 – 95.6% Buddist – 1 – 1.1% Hindu – 3 – 3.3%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 101 – 83.5% Gay or lesbian – 0 Bisexual – 1 – 0.8% Other – 0 Prefer not to say – 19 – 15.7%

Community Analysis on the Public Consultation

Library: Kenilworth Mobile

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 28 Meeting –
	Number of survey responses received % online % paper	71 9 – 12.7% 62 – 87.3%
	Number (and %) responding on this library only	33 – 46.5%
	Number responding on other Libraries (multiple responses)	38 – 53.5%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 64 – 92.8% • Friend or relative of a library customer – 1 – 1.4% • Work in a library location – 3 – 4.3% • Work voluntarily in library location – 0 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 0 • Responding on behalf of an organisation – 1 – 1.4%
	Number of comments made from survey (impact)	37
	Number of letters/emails received	None
	Formal response by organisations	None
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	• Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable – disabled
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Impact on vulnerable - Elderly/infirm (26%) • Restrict my use – Other (27%) • Personal Impact - Denied access to hobby/ pleasure (16%) • Impact on vulnerable – Disabled (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 29 – 43.9% Some – 23 – 34.8% No – 6 – 9.1% Don't Know – 8 – 12.1% (No reply – 5)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 39 – 60.0% Neither – 7 – 10.8% Strongly Disagree & Disagree – 19 – 29.2%

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Section	Information Required	Information
		(No reply – 6)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 32 – 56.1% Neither – 7 – 12.3% Strongly Disagree & Disagree – 18 – 31.6% (No reply – 14)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 16 – 28.6% Neither – 15 – 26.8% Strongly Disagree & Disagree – 25 – 44.6% (No reply – 15)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 12 – 24.0% Neither – 1 – 28.0% Strongly Disagree & Disagree – 24 – 48.0% (No reply – 21)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 7 – 15.9% Neither – 10 – 22.7% Strongly Disagree & Disagree – 27 – 61.4% (No reply – 27)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 14 Businesses – 0 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – (0)
	Q8 – Number of organisations offering space to house library	Yes - 6 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 1 Contact details left – 1
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 4 Contact details left – 2
	Q11a – Number of hours	2 – 4 hours – 4 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 0 Weekends – 0 Evenings – 0
	Q12 – Number interested in supporting activities	Yes - 20 Contact details left – 6
	Q13 – Number interested for mobile library	Yes – 4 Contact details left – 4
	Q13a – Number of hours for mobile	2 – 4 hours – 4 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 0 Weekends – 0 Evenings – 0
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0

Section	Information Required	Information
		Stratford – 0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 1 A mobile Library – 7 Alternative Library/building – 1 Maintaining current opening hours – 1 Contact details left – 0
	Left Any Contact Details	11
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 65 – 98.5% Representing a public service provider – 0 Representing a private business – 0 Representing a voluntary group/organisation – 1 – 1.5%
	Equality data from survey – Gender (count & %)	Male – 12 – 18.2% Female – 54 – 81.8%
	Equality data from survey – Age (count & %)	Under 17 years – 0 17 – 24 years – 0 25 – 44 years – 6 – 9.1% 45 – 64 years – 23 – 34.8% 65 – 74 years – 18 – 27.3% 75+ years – 19 – 28.8%
	Equality data from survey – Disability (count & %)	Yes – 35 – 54.7% No – 29 – 45.3%
	Equality data from survey – Ethnic Group (count & %)	White – All – 64 – 100.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 3 – 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 4 – 66.7% Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 2 – 33.3%

Community Analysis on the Public Consultation

Keresley
Original Proposal & criteria used to establish this
It is proposed that Keresley Library is no longer sustainable in its current form. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
There are 34 libraries in Warwickshire, in terms of value for money Keresley Newlands Library is the 25th most expensive library to run in the county (£24,209 per annum) and the 10th most expensive in terms of cost per hour (£38.80). With 8,507 visits per year the library is ranked 30th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £2.85 making the Library the 6th most expensive library per visit with on average 11.69 visits per opening hour.
Nearest Warwickshire Library
4 miles – Bedworth
Nearest library operated by neighbouring authority
Jubilee Crescent Library (Coventry) 2.6 miles.
Proposed alternative solution
Business Case submitted from the Community recommending delivery of a Community Run Library Service from Library Building
Youth Service Status
Keresley Youth Club (1267) - high priority community- partnership work with local PRU- management overseen by BHK project steering group - No expression of Interest received and none expected due to Borough Council ownership of the property. Payment of rent to cease having given suitable notice and consideration be given to a "hire when needed" arrangement. See OFD recommendation Support for delivery of services to come from proposed centre of excellence at Bedworth
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
N/A
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Flexibus withdrawn, service 55 – Mon to Sat every ½ hour, however none after 7pm.
Savings from any alternative and the shortfall (if any)
Operational: Ful l costs p.a. £24,209 Property Asset Capital Receipt: £1 20,000

Recommendations for the future library service
Decision from Business Case evaluation and Cabinet approval

Locality Information and Impact

The library provides a service to Keresley North & Newlands but is part of Bedworth North & West locality, this narrative is specifically for Keresley Newlands but the data is for the wider locality area. The nearest towns are Bedworth and Coventry, both approximately 2 miles away.

It is proposed that Keresley Newlands library, in its current form is unsustainable, unless alternatives can be found the library will close. However, Keresley North & Newlands Super Output Area (SOA) is ranked within the top 20-30% most deprived areas nationally (Index of Multiple Deprivation (IMD) 2007). In terms of the sub-divisions of IMD, 10 out of 12 SOA appear within 10 - 30% of the most deprived areas in England in the categories of , Income, Employment, Health & Disability, and Barriers to Housing & Service, Education, Skills & Training and Crime & Disorder, 2 out of the 12 appear in the top 10% most deprived areas in England in the category of Crime & Disorder. Therefore, the proposed library closure will have a significant impact on improving education, skills and training, people accessing services and employment prospects.

The locality overall is similar to that of the County in terms of its population profile, however, the area has a slightly higher proportion of 0 -15 year olds then the County (19.8% as opposed to 18.3%) and lower ethnic minority population (2% less than the County average).

Levels of unemployment are slightly higher than the Warwickshire average 3.5% (401) as opposed to 2.6%, there are higher levels of working age benefit claimants compared to the Warwickshire average 15.7% (1,785) as opposed to 11.3%, more older people claimed pension credits 20.3% (765) as opposed to 18.6%, more families claiming child tax credit 89.3% (2,205) as opposed to 74.2% and in 2008 higher levels of children lived in poverty 14.1% (665) as opposed to Warks average of 11.9%. In relation to education & skills, 36.1% (4,633) of 16 -74 year olds have no qualifications Warwickshire average is 27.8%, 24.3% (599) of pupils have Special Educational Needs Warwickshire average is 20.8%, 13.3% (328) of pupils receive free school meals Warwickshire average is 10.9% and 3.8% (28) of 16 – 18 year olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health 19.3% (3,404) of residents have a limiting long term illness Warwickshire average is 16.8%, 9.7% (1,714) are not in good health Warwickshire average is 8.1% and 6.3% (1,195) are in receipt of Disability Living Allowance Warwickshire average is 4.3%. There are higher levels of households with no car/van 22% (1578) than the Warks average of 19%.

Bedworth North & West locality has slightly lower crime rates than the Warwickshire average (58.5 crimes as opposed to 63.3 crimes recorded per 1000 population), despite the area being in the top 10% – 30% of most deprived areas in England for the category of Crime & Disorder

These figures suggest that there is evidence of social inequality, poor health, lower standards for education, skills & training, lower levels of income and higher levels of children living in poverty than in other parts of Warwickshire. The figures in relation to education and skills suggest that the absence of a library may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

In terms of MOSAIC classification – there is a higher proportion of 'lower income workers in urban terraces in often diverse needs', 'owner occupiers in older style housing in ex-industrial areas', 'residents with sufficient incomes in right to buy social houses', 'elderly people reliant on state support', 'young people renting flats in high density social housing', 'families in low-rise social housing with high levels of benefit need'. This data corroborates the statistical data provided earlier in terms of the high levels of claimants for working age benefits, pension credit, child benefit and school meals.

Should the library close, then the Bedworth town centre and Coventry Arena libraries become the closest services available. However, for those with no access to their own transport this may not be an option due to the cost of using public transport combined with the reduction in service and withdrawal of a service.

The evidence above suggests that should the library close there will be an adverse impact on the community as a whole but specifically:
- Older people
- Disabled people
- Children and young people

The number of WCC owned premises in the area combined with those in community/private use potential provide opportunities for developing shared premises for delivery. These include:
- Warwickshire Pupil Referral Unit–WCC

- 1 school – WCC
- Village Community Centre, Howat Road - WCC
- Medical Centre
- Community Centre

Section	Information Required	Information
Level of local interest	Number of petitions received	1 – 289 signatures
	Level of attendance at public meetings/road shows	Roadshow – 14 Meeting – 55
	Number of survey responses received % online % paper	65 14- 21.5% 51- 78.5%
	Number (and %) responding on this library only	43- 66.2%
	Number responding on other Libraries (multiple responses)	22- 33.8%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 53 • Friend or relative of a library customer –0 • Work in a library location – 4 • Work voluntarily in library location – 0 • Represent partner/ potential partner – 0 • Represent/own a local business –0 • Represent a community group –2 • Responding on behalf of an organisation –1
	Number of comments made from survey (impact)	42
	Number of letters/emails received	33
	Formal response by organisations	Nuneaton and Bedworth Borough Council Dan Byles, MP
Impact on Customer	Themes from Public Meetings	• Educational impact – help with homework • Financial impact – cost of travelling to another library • Restrict use – distance / travel to another library • Impact on the community – loss of access to library events
	Themes from Road Shows	• Impact on vulnerable - children
	Themes from letters/emails	• 21 impact letters received • 48% of correspondents mentioned Educational Impact - Access to information/reference/ borrow books • 48% of correspondents mentioned Educational Impact - Help with home work • 38% of correspondents mentioned Impact on Library Staff - Loss of jobs
	Themes from survey comments (Q6)	• Impact on vulnerable – Children (24%) • Educational Impact - Access to information/ reference/borrow books (17%) • Restrict my use - Distance/Travel to another library (14%) • Impact on Community - Loss of meeting place/ community focus (14%) • Personal Impact - Denied access to hobby/ pleasure (14%) • Impact on Community – Other (12%) • Unable to use - Due to distance (10%) • Service Impact - Access to IT/Internet (10%) • Educational Impact - Help with home work (10%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 36- 63.2% Some – 17- 29.8% No – 1- 1.8% Don't Know – 3- 5.3% (No reply –8)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree –14- 22.6% Neither – 12- 19.4%

Section	Information Required	Information
		Strongly Disagree & Disagree – 36- 58.1% (No reply –3)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 17- 28.8% Neither – 7-11.9% Strongly Disagree & Disagree – 35- 59.3% (No reply –6)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 15- 26.3% Neither – 8- 14.0% Strongly Disagree & Disagree – 34-59.6% (No reply – 8)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 29- 50.0% Neither –10- 17.2% Strongly Disagree & Disagree – 19- 32.8% (No reply –7)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 17- 32.1% Neither – 20- 37.7% Strongly Disagree & Disagree – 16- 30.2% (No reply –12)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	13,395
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	1,642 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 25 Businesses – 1 Local Organisations – 2 Charitable Organisations – 0 Other Public Organisations – 1(Anon)
	Q8 – Number of organisations offering space to house library	Yes - 0 Contact details left – 0
	Q9 – Number of organisations interested in moving into library	Yes - 1 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 7 Contact details left – 6
	Number of expressions of interest from other sources	1
	Number of business cases put forward	1
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 13 Contact details left –7
	Q11a – Number of hours	2 – 4 hours – 8 5 – 8 hours – 2 9 – 16 hours – 1 16 or more –0 Any day – 2 Weekends – 3 Evenings – 2
	Q12 – Number interested in supporting activities	Yes - 30 Contact details left –19
	Q13 – Number interested for mobile	Yes – 9

Section	Information Required	Information
	library	Contact details left – 5
	Q13a – Number of hours for mobile	2 – 4 hours – 5 5 – 8 hours – 2 9 – 16 hours – 1 16 or more – 0 Any day – 1 Weekends – 3 Evenings – 3
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 1 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 2 A mobile Library – 3 Alternative Library/building – 2 Maintaining current opening hours –3 Contact details left – 3
	Left Any Contact Details	33
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual –53 Representing a public service provider –0 Representing a private business –2 Representing a voluntary group/organisation –1
	Equality data from survey – Gender (count & %)	Male – 16- 28.1% Female – 41- 71.9%
	Equality data from survey – Age (count & %)	Under 17 years – 0- 0.0% 17 – 24 years – 5- 8.9% 25 – 44 years –26- 46.4% 45 – 64 years – 10- 17.9% 65 – 74 years – 5- 8.9% 75+ years – 10- 17.9%
	Equality data from survey – Disability (count & %)	Yes – 17- 29.3%
	Equality data from survey – Ethnic Group (count & %)	White – All – 52- 94.5% Asian– All – 1- 1.8% Other-All- 2- 3.6%
	Equality data from survey – Religion (Online only) (count & %)	Christian –3- 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 3- 75.0% Gay or lesbian – 0 Bisexual – 1- 25.0% Other – 0 Prefer not to say – 0

Community Analysis on the Public Consultation

Kineton

Original Proposal & criteria used to establish this

It is proposed that Kineton Library is no longer sustainable in its current form.

The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable:
- Visits per hour open (2009/10)
- Issues per hour open (2009/10)
- Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services

Background

Of the 34 libraries in Warwickshire, Kineton Library is the 26th most expensive library to run in the county (£23,277 per annum) and the 19th most expensive in terms of cost per hour (£33.16). With 6,698 visits per year the Kineton library is ranked 32nd with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £3.47 making Kineton the most expensive library per visit with on average 9.54 visits per opening hour. On a monetary basis Kineton is not value for money.

Nearest Warwickshire Library

5 miles – Wellesbourne

Nearest library operated by neighbouring authority

Banbury Library (Oxfordshire) 11 miles

Proposed alternative solution

Business Case submitted from the Community

Youth Service Status

Kineton Youth and Community Centre (4109) - low priority community - There has been one Expression of Interest from the school who wish to use it for informal learning and continue to make available for youth work if funding or volunteers can be identified. *Transfer to School.*

Childrens Local Delivery Centre

Information not available on any future transformation plans

Fire and Rescue review

N/A

Adult Service Provision

Information not available on any future transformation plans

Bus Timetable Changes for services within Warwickshire

Service H (Kineton to Moreton in the Marsh) withdrawn.

Savings from any alternative and the shortfall (if any)

Operational:

Full costs p.a. £23,277

Property Asset Capital Receipt:

Nil

Recommendations for the future library service
Decision from Business Case evaluation and Cabinet approval

Locality Information and Impact

The library provides a service in the Wellesbourne and Kineton locality, this narrative is specific to Kineton but the locality data is for both the Kineton and Wellesbourne areas of benefit.

The locality overall is fairly representative of the county in terms of its population profile but with lower levels of ethnic minority residents 3.8% than the Warks average of 7.2%

Levels of unemployment are lower than the Warwickshire average 1.4% (126) as opposed to 2.6%, there are lower levels of working-age benefit claimants compared to the Warwickshire Average 8.4% (764) as opposed to 11.3%, fewer older people claimed pension credits 14.9% (546) as opposed to 18.6%, less families claiming child tax credits 60.2% (1,157) as opposed to 74.2% and in 2008 lower levels of children lived in poverty 7.4% (270) as opposed to Warks average was 11.9%. In relation to education and skills, 22.6% (2,539) of 16-74 year olds have no qualifications Warwickshire average is 27.8%, 20.9% (418) of pupils have Special Educational Needs Warwickshire average is 20.8%, 7.5% (150) of pupils receive free schools meals Warwickshire average is 10.9% and 1.8% (28) of 16-18 years olds are Not in Educations, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health 14% (2,125) of residents have a limiting long term illness Warwickshire average is 16.8%, 6.4% (978) are not in good health Warwickshire average is 8.1% and 3.3% (527) are in receipt of Disability Living Allowance Warwickshire average is 4.3%. There are lower levels of households with no car/van 10.1% (626) than the Warks average of 19%.

The Wellesbourne and Kineton locality has lower levels of crime, 30.8 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

The locality profile shows of the 11 Super-Output Areas (SOAs) 8 appear within the top 30% most deprived in England in the category 'barriers to housing and services' therefore reflecting the rural nature and rural isolation of the area. The service therefore serves an area where there are high levels of vulnerability in relation to the rurality and periferality (distance from services) than in other parts of Warwickshire.

These figures suggest that overall Kineton is an area of relative affluence and do not suggest that the potential closure of the library will have a significant impact on social inequality issues, however it is likely to have a significant impact when considered in the light of rural isolation and the older population in the area. (23.3% of residents are 65+ compared to the Warwickshire average of 21.2%)

Inn terms of MOSAIC classification – there is a higher proportion of residents in isolated rural communities, residents of small and mid-sized towns with strong local roots, wealthy people in the most sought after neighbourhoods, successful professionals living in suburban or semi-rural homes and couples with young children in comfortable modern housing.

The evidence above suggest there will be an adverse impact on:
- older people
- disabled people
- younger people

There will also be a wider impact on rural isolation as the potential closure of the library will remove services from a rural area. Whilst the option exists for people to use either Wellesbourne or Stratford Libraries for a significant number of people this will not be an option because of cost of public transport and the time taken to travel. Therefore the potential closure of the library will increase the disadvantage faced by rural communities in relation to the distance, cost and time needed to access alternative provision.

The number of WCC owned premises in the area combined with those in community/private use potential provide opportunities for developing shared premises for delivery. These include:
- 2 schools
- Village hall
- Care home
- Nursing home
- Residential home
- Youth centre
- Sports & social club

- Post office
- church

Section	Information Required	Information
	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 14 Meeting - Kineton and Wellesbourne Joint Meeting – 10
	Number of survey responses received % online % paper	87 37 – 42.5% 50 – 57.5%
	Number (and %) responding on this library only	28 – 32.2%
	Number responding on other Libraries (multiple responses)	59 – 67.8%
Level of local interest	Q1 – The main way involved with libraries (Number)	• Library Customer – 72 – 83.7% • Friend or relative of a library customer – 4 – 4.7% • Work in a library location – 3 – 3.5% • Work voluntarily in library location – 1 – 1.2% • Represent partner/ potential partner – 0 • Represent/own a local business – 1 – 1.2% • Represent a community group – 2 – 2.3% • Responding on behalf of an organisation – 2 – 2.3% • Other – 1 – 1.2%
	Number of comments made from survey (impact)	42
	Number of letters/emails received	1
	Formal response by organisations	Stratford-on-Avon District Council
Impact on Customer	Themes from Public Meetings	• Impact on vulnerable – elderly • Restricted use – distance/ travel to another library • Impact on community – rural isolation
	Themes from Road Shows	• Service impact – Access to IT / Internet • Impact on vulnerable – elderly / infirm • Impact on vulnerable – children
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Educational Impact - Access to information/ reference/borrow books (24%) • Personal Impact - Denied access to hobby/pleasure (21%) • Restrict my use - Distance/Travel to another library (14%) • Impact on vulnerable - Elderly/infirm (14%) • Unable to use - Due to distance (12%) • Impact on vulnerable – Children (12%) • Service Impact - Access to IT/Internet (10%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 34 – 44.7% Some – 38 – 50.0% No – 3 – 3.9% Don't Know – 1 – 1.3% (No reply – 11)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 44 – 54.3% Neither – 11 – 13.6% Strongly Disagree & Disagree – 26 – 32.1% (No reply – 6)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 45 – 60.8% Neither – 8 – 10.8% Strongly Disagree & Disagree – 21 – 28.4% (No reply – 13)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 38 – 51.4% Neither – 8 – 10.8% Strongly Disagree & Disagree – 28 – 37.8% (No reply – 13)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 38 – 52.1% Neither – 12 – 16.4%

Section	Information Required	Information
		Strongly Disagree & Disagree – 23 – 31.5% (No reply – 14)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 13 – 20.6% Neither – 25 – 39.7% Strongly Disagree & Disagree – 25 – 39.7% (No reply – 24)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	5,363
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	1,219 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 20 Businesses – 2 Local Organisations – 0 Charitable Organisations – 1 Other Public Organisations – (3)
	Q8 – Number of organisations offering space to house library	Yes - 2 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 2 Contact details left – 1
	Q10 – other involvement Other expressions of interest	Yes – 11 Contact details left – 8
	Number of expressions of interest from other sources	2
	Number of business cases put forward	1
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 19 Contact details left – 13
	Q11a – Number of hours	2 – 4 hours – 14 5 – 8 hours – 5 9 – 16 hours – 1 16 or more – 0 Any day – 7 Weekends – 3 Evenings – 3
	Q12 – Number interested in supporting activities	Yes - 36 Contact details left – 19
	Q13 – Number interested for mobile library	Yes – 13 Contact details left – 9
	Q13a – Number of hours for mobile	2 – 4 hours – 10 5 – 8 hours – 1 9 – 16 hours – 2 16 or more – 0 Any day – 4 Weekends – 2 Evenings – 2
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 3 Warwick – 1

Section	Information Required	Information
		Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 5 A mobile Library – 5 Alternative Library/building – 3 Maintaining current opening hours – 4 Contact details left – 8
	Left Any Contact Details	26
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 62 – 91.2% Representing a public service provider – 2 – 2.9% Representing a private business – 1 – 1.5% Representing a voluntary group/organisation – 3 – 4.4%
	Equality data from survey – Gender (count & %)	Male – 24 – 38.7% Female – 38 – 61.3%
	Equality data from survey – Age (count & %)	Under 17 years – 1 – 1.5% 17 – 24 years – 1 – 1.5% 25 – 44 years – 15 – 23.1% 45 – 64 years – 27 – 41.5% 65 – 74 years – 11 – 16.9% 75+ years – 10 – 15.4%
	Equality data from survey – Disability (count & %)	Yes – 18 – 28.6% No – 45 – 71.4%
	Equality data from survey – Ethnic Group (count & %)	White – All – 61 – 98.4% Other – All – 1 – 1.6%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 9 – 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 13 – 86.7% Gay or lesbian – 1 – 6.7% Bisexual – 0 Other – 0 Prefer not to say – 1 – 6.7%

Community Analysis on the Public Consultation

Kingsbury
Original Proposal & criteria used to establish this
It is proposed that Kingsbury Library is no longer sustainable in its current form. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, in terms of value for money Kingsbury Library is the 23rd most expensive library to run in the county (£26,884 per annum) and the 24th most expensive in terms of cost per hour (£23.50). With visits per year the library is ranked 23rd with 18,320 per year. Cost per visit is £1.35, and cost per issue £1.14, making it the 21st most expensive on these measures. 10.2% of the population of Kingsbury are 'active Borrowers', compared with 11.85% across Warwickshire.
Nearest Warwickshire Library
7 miles – Coleshill
Nearest library operated by neighbouring authority
Wilnecote library (Staffordshire) 4.1 miles
Proposed alternative solution
Business Case submitted from the Headteacher of the High School to run a Community Library on the school site. Expression of interest submitted from the community looking at different options to be worked up over the next few weeks
Youth Service Status
Kingsbury Youth Centre and Sports Hall (2141) - Income £11,600pa return to Trustees - NB OFD Recommendation Kingsbury Swimming Pool (2211) - all options have been explored - if current discussions fail the pool will close
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
N/A
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Service 115/116 revised,118/119 evening service withdrawn, 767/777 withdrawn, now no direct service between Kingsbury and Atherstone.
Savings from any alternative and the shortfall (if any)
Operational: Full costs p.a. £26,884 Property Asset Capital Receipt: £106,000
Recommendations for the future library service
Decision from Business Case evaluation and Cabinet approval

Locality Information and Impact

The library provides a service to Kingsbury and surrounding villages but is part of North Warwickshire West locality, this narrative is specific to Kingsbury but the data is for the wider locality. The nearest towns are Tamworth which is 6 miles away and Atherstone which is 8 miles away.

It is proposed that Kingsbury library, in its current form is unsustainable, unless alternatives can be found the library will close. However, 5 out of 8 Super Output Area (SOA) is ranked within the top 10% and top 20-30% most deprived areas in England for the categories Education, Skills & Training and Barriers to Housing and Services. Therefore, the library closure will have a significant impact on improving education, skills and training and people accessing services

The locality overall is similar to that of the County in terms of its population age profile, however, the ethnic minority population is lower (4.1% less than the County average).

Levels of unemployment are the same as Warwickshire average 2.6% (232), there are lower levels of working age benefit claimants compared to the Warwickshire average 10.5% (945) as opposed to 11.3%. A slightly higher number of older people claimed pension credits 18.8% (575) as opposed to 18.6%. There are more families claiming child tax credit 76.7% (1,300) as opposed to 74.2% and in 2008 lower levels of children lived in poverty 8.7% (285) as opposed to 11.9%. In relation to education & skills, 31.2% (3,315) of 16 -74 year olds have no qualifications, Warwickshire average is 27.8%, 18.2% (311) of pupils have Special Educational Needs Warwickshire average is 20.8%, 10% (171) of pupils receive free school meals Warwickshire average is 10.9% and 4.3% (26) of 16 – 18 year olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health 16.1% (2,303) of residents have a limiting long term illness Warwickshire average is 16.8%, 7.5% (1,073) are not in good health Warwickshire average is 8.1% and 4.2% (610) are in receipt of Disability Living Allowance Warwickshire average is 4.3%. There are lower levels of households with no car/van 13.5% (771) than the Warwickshire average of 19%.

North Warwickshire West locality has slightly lower crime rates than the Warwickshire average (52 crimes as opposed to 63.3 crimes recorded per 1000 population).

These figures suggest that the profile is very similar to that of the Warwickshire average, however, the figures in relation to education and skills suggest that the absence of a library may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area. The area is also vulnerable in relation to rurality and peripherality (distance from services) than in other parts of Warwickshire.

In terms of MOSAIC classification – there is a higher proportion of residents in isolated rural communities, residents in small and mid-sized towns with strong local roots, successful professionals living in suburban or semi-rural homes and residents with sufficient incomes in right-to-buy social houses.

Should the library close, then the Atherstone, Coleshill, Glascote (Staffordshire), Wilecote (Staffordshire) and Tamworth (Staffordshire) libraries will become the closest services available. However, for those with no access to their own transport this may not be an option due to the cost of using public transport combined with the reduction in service and withdrawal of a service, especially Atherstone.

The evidence above suggests that should the library close there will be an adverse impact on the community as a whole but specifically:
- Older people
- Disabled people
- Children and young people

The number of WCC owned premises in the area combined with those in community/private use potential provide opportunities for developing shared premises for delivery. These include:
- Water Park/ Water Park Outdoor Education Centre –WCC
- 2 schools – WCC
- North Warwickshire Community Health team - WCC
- Youth & Community Centre, Peartree Avenue - WCC
- Youth Club
- Lloyds Pharmacy
- Kingsbury Clinic
- St Peter & St Paul's Church
- Post Office
- Dental Surgery
- Working Men's Club & Institute

- Methodist Church

Section	Information Required	Information
Level of local interest	Number of petitions received	1 – 873 signatures
	Level of attendance at public meetings/road shows	Roadshow – 41 Meeting – 70
	Number of survey responses received % online % paper	98 41 57
	Number (and %) responding on this library only	73 – 74.5%
	Number responding on other Libraries (multiple responses)	25 – 25.5%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 83 • Friend or relative of a library customer –2 • Work in a library location – 3 • Work voluntarily in library location –0 • Represent partner/ potential partner –0 • Represent/own a local business –0 • Represent a community group –0 • Responding on behalf of an organisation –2
	Number of comments made from survey (impact)	52
	Number of letters/emails received	183
	Formal response by organisations	North Warwickshire Borough Council Dan Byles, MP
Impact on Customer	Themes from Public Meetings	• Unable to use – due to lack of public transport • Impact on community – loss of access to library events, rural isolation and loss of library 'culture' • Service impact – access to IT/ Internet • Educational impact – loss of social inclusion • Personal impact – denied access to a service I pay for, denied access to resources for job seeking • Impact on vulnerable – elderly and children
	Themes from Road Shows	• Unable to use – due to lack of public transport • Impact on community – Loss of library culture • Impact on library staff • Loss of jobs
	Themes from letters/emails	• 177 letters received • (27 different themes mentioned) • 35% mentioned Educational Impact- help with homework • 34% mentioned Personal Impact-denied access to hobby/pleasure • 30% mentioned Service Impact- access to IT/Internet • 28% mentioned Educational Impact-Access to information/reference/borrow books
	Themes from survey comments (Q6)	• Educational Impact - Access to information/ reference/borrow books (31%) • Unable to use - Due to lack of public transport (29%) • Impact on vulnerable – Children (27%) • Unable to use - Due to distance (25%) • Personal Impact - Denied access to hobby/ pleasure (23%) • Impact on Community - Loss of library "culture" (e.g. for libraries near a school) (13%) • Restrict my use - Distance/Travel to another library (12%)

Section	Information Required	Information
		• Service Impact - Loss of personal service (12%) • Service Impact - Access to IT/Internet (10%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 60 – 67.4% Some – 24 27.0% No – 2 – 2.2% Don't Know – 3 - 3.4% (No reply – 9)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 27 – 29.0% Neither – 13 -14.0% Strongly Disagree & Disagree – 53 - 57.0% (No reply – 5)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 23 – 26.7% Neither – 14 - 16.3% Strongly Disagree & Disagree – 49 - 57.0% (No reply – 12)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 27 – 31.0% Neither – 15 – 17.2% Strongly Disagree & Disagree – 45 – 51.7% (No reply – 11)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 33 – 38.4% Neither – 25 – 29.1% Strongly Disagree & Disagree – 28 – 32.6% (No reply – 12)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 16 – 19.5% Neither – 22 – 26.8% Strongly Disagree & Disagree – 44 - 53.7% (No reply – 16)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	7,433
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	1,746 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 35 Businesses – 0 Local Organisations – 0 Charitable Organisations – 1 Other Public Organisations – 3(Anon)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 1 Contact details left – 1
	Q10 – other involvement Other expressions of interest	Yes – 14 Contact details left – 12
	Number of expressions of interest from other sources	2
	Number of business cases put forward	1
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 18 Contact details left – 15

Section	Information Required	Information
	Q11a – Number of hours	2 – 4 hours – 12 5 – 8 hours – 4 9 – 16 hours – 0 16 or more – 2 Any day – 4 Weekends – 6 Evenings – 5
	Q12 – Number interested in supporting activities	Yes - 40 Contact details left – 28
	Q13 – Number interested for mobile library	Yes – 10 Contact details left – 9
	Q13a – Number of hours for mobile	2 – 4 hours – 5 5 – 8 hours – 2 9 – 16 hours – 0 16 or more – 0 Any day – 5 Weekends – 4 Evenings – 4
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 3 Nuneaton & Bedworth – 0 Rugby – 2 Stratford – 0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 6 A mobile Library – 2 Alternative Library/building – 2 Maintaining current opening hours – 2 Contact details left – 8
	Left Any Contact Details	48
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual –82 Representing a public service provider –1 Representing a private business – 0 Representing a voluntary group/organisation – 1
	Equality data from survey – Gender (count & %)	Male – 24 – 30.0% Female – 56 – 70.0%
	Equality data from survey – Age (count & %)	Under 17 years – 3 – 3.6% 17 – 24 years – 1 - 1.2% 25 – 44 years – 22 – 26.5% 45 – 64 years – 29 - 34.9% 65 – 74 years – 18 - 21.7% 75+ years – 10 – 12.0%
	Equality data from survey – Disability (count & %)	Yes – 20 – 24.1%
	Equality data from survey – Ethnic Group (count & %)	White – All – 81 – 98.8% Black – All – 1 – 1.2%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 21 – 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 18 - 81.8% Gay or lesbian – Bisexual – Other – Prefer not to say – 4 – 18.2%

Community Analysis on the Public Consultation

Leamington

Proposal

Retain Library. Proposal to reduce opening hours from 56.5 to 50 hours per week

The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable:
- Visits per hour open (2009/10)
- Issues per hour open (2009/10)
- Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services

Background

There are 34 libraries in Warwickshire, in terms of value for money Leamington is the 2nd most expensive library to run in the county (£494,422 per annum) and the 2nd most expensive in terms of cost per hour (£168.25). With 282,997 visits per year the library is ranked 2nd with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.74 making Leamington 13th most expensive library per visit, with on average 96.32 visits per opening hour. As part of the Library savings, Leamington Library has been identified as remaining open but with reduced opening hours, from 56.5 to up to 50 hours per week.

Nearest Warwickshire Library

2 miles – Lillington

Suggestions from Community

Await results of consultation

Youth Service Status

Information not available on any future transformation plans

Childrens Local Delivery Centre

Information not available on any future transformation plans

Fire and Rescue review

Fire Station Retained - no change.
Possibilities are being explored about relocating the HQ within the town

Adult Service Provision

Information not available on any future transformation plans

Bus Timetable Changes for services within Warwickshire

Evening services widely curtailed, Services G1 and 18a now provide evening services Friday and Saturday only,Service 63 New Leamington – Rugby 2 hourly service introduced.
Flexibus 509 withdrawn. Flexibus 507 service withdrawn., Flexibus 497 service withdrawn.
Flexibus 60 Service withdrawn. Severely reduced evening services and revised services.

Savings from proposals

To be determined

Recommendations for the future library service

Decision awaiting Cabinet approval

Locality Information and Impact

The library provides a service to the community in the Leamington area. The North Leamington Locality has the largest population of all the localities in the District and covers the main town centre shopping district and the residential suburban areas of Milverton and Lillington. Leamington is within 2 miles of Lillington, Warwick and Whitnash. The other or nearest or alternative libraries are Lillington, Warwick and Whitnash – all of which are likely to see a reduction in their opening hours.

In terms of its population age profile, North Leamington locality has one of the lowest proportions of children out of

all the localities across the County; only 15% of the total population are aged under 16 and has a higher proportion of ethnic minority population (5.3% more than the County average).

Whilst levels of unemployment in the area are higher than the Warwickshire average (2.9% (546) as opposed to 2.6%), there are lower levels of working-age benefit claimants compared to the Warwickshire Average (10.4% (1,935) as opposed to 11.3%), a slightly higher number of older people claimed pension credits (19.5% (1,155) as opposed 18.6% , less families claiming child tax credits (61.5% (1,760) as opposed to Warks average of 74.2%) and in 2008 slightly lower levels of children in the area lived in poverty compared to the Warwickshire average (10.3% (600) as opposed to 11.9%).   In relation to education and skills 21.0% (4,148) of 16 -74 year olds have no qualifications (Warks average is 27.8%), 22.3% (665) of pupils have Special Educational Needs (Warks average is 20.8%), 10.0% (299) of pupils receive free schools meals (Warks average is 10.9%) and 5.3% (49) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warks average.   In terms of health, 17.1% (4,634) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 8.1% (2,185) are not in good health (Warks average is 8.1%) and 3.2% (920) are in receipt of Disability Living Allowance (Warks average is 4.3%). There are higher number of households with no car/van, 24.3% (2,959) compared to the Warwickshire average of 19%.

North Leamington locality has the third highest total recorded crime rate in Warwickshire with 90 crimes recorded per 1,000 population in 2009/10, compared to the Warwickshire average of 63.3 per 1000 population. This is most likely due to the locality encompassing the main part of the town centre. Incidents of anti-social behaviour are also relatively high with 65 incidents per 1,000 of the population, ranking it as the 6th highest across the County.

In terms of deprivation, two thirds of the Super-Output Areas (sub-divisions) in North Leamington are ranked within the 50% least deprived SOAs in England. However, there is one Super-Output Areas (SOA) in the locality ranked within the top 10-20% most deprived SOAs nationally. This illustrates the inequality which exists within the locality at a very local level. The Lillington East SOA experiences deprivation linked to 'employment' and 'education, skills and training'. Deprivation linked to 'crime and disorder' is also a particular issue in and around the town centre with three SOAs ranked within the top 20% most deprived SOAs nationally on this measure. Three SOAs also feature within the top 10-20% in terms of 'barriers to housing and access to services'. A reduction in the opening hours of the library will therefore have a significant impact on local people seeking to access services and on improving education, skills and training.

These figures suggest that there are clearly areas of deprivation and evidence of social inequality, poor health and high levels of crime & disorder and unemployment. The figures in relation to education and skills suggest that a reduction in the opening hours of the library may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

The MOSAIC socio-demographic classification shows that 'Young well-educated city dwellers' are heavily over represented compared with the County profile, six times as prevalent as in the County as a whole. There is also a higher proportion of 'wealthy people in the most sought after neighbourhoods'.

With the proposal for Lillington, Warwick and Whitnash Libraries to have their hours reduced this will put additional demands for services on Leamington library.

The evidence above suggest that a reduction in the library hours will have an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- Children's centre
- Two libraries
- Police station
- Fire station and a recycling centre at Prince's Drive.
- New Warwickshire Justice Centre
- Newbold Comyn leisure centre
- Swimming pool and municipal golf course

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 54 Meetings – Warwick Rural East Community Forum -20 Warwick Rural West Community Forum - 42
	Number of survey responses received % online % paper	1031 596 – 57.8% 435 – 42.2%
	Number (and %) responding on this library only	240 – 23.3%
	Number responding on other Libraries (multiple responses)	791 – 76.7%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 937 – 95.6% • Friend or relative of a library customer – 13 – 1.3% • Work in a library location – 12 – 1.2% • Work voluntarily in library location – 2 – 0.2% • Represent partner/ potential partner – 1 – 0.1% • Represent/own a local business – 1 – 0.1% • Represent a community group – 4 – 0.4% • Responding on behalf of an organisation – 9 – 0.9% • Other 1 – 0.1%
	Number of comments made from survey (impact)	318
	Number of letters/emails received	0
	Formal response by organisations	Warwick District Council Royal Leamington Spa Town Council
Impact on Customer	Themes from Public Meetings	• Service impact – less choice of stock
	Themes from Road Shows	• No issues raised
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Restrict my use - Opening times (40%) • Educational Impact - Access to information/ reference/borrow books (17%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 193 – 21.6% Some – 408 – 45.7% No – 205 23.0% Don't Know – 86 – 9.6% (No reply – 139)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 592 – 67.2% Neither – 111 – 12.4% Strongly Disagree & Disagree – 235 – 24.9% (No reply – 87)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 272 – 29.2% Neither – 84 – 9.0% Strongly Disagree & Disagree – 49 – 5.3% (No reply – 100)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 626 – 69.8% Neither – 126 – 14% Strongly Disagree & Disagree – 145 -16.2% (No reply – 134)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 347 – 38.9% Neither – 271 – 30.4% Strongly Disagree & Disagree – 274 – 30.7% (No reply – 139)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 191 – 23.0% Neither – 362 – 43.6% Strongly Disagree & Disagree – 277 – 33.4% (No reply – 201)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	51,846
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services

Section	Information Required	Information
		which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	53,233 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 268 Businesses – 4 Local Organisations – 7 Charitable Organisations – 14 Other Public Organisations – (7)
	Q8 – Number of organisations offering space to house library	Yes - 11 Contact details left – 6
	Q9 – Number of organisations interested in moving into library	Yes - 19 Contact details left – 11
	Q10 – other involvement Other expressions of interest	Yes – 75 Contact details left – 46
	Number of expressions of interest from other sources	0
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 188 Contact details left –133
	Q11a – Number of hours	2 – 4 hours – 137 5 – 8 hours – 34 9 – 16 hours – 6 16 or more – 1 Any day – 37 Weekends – 33 Evenings – 54
	Q12 – Number interested in supporting activities	Yes - 426 Contact details left –186
	Q13 – Number interested for mobile library	Yes – 118 Contact details left – 88
	Q13a – Number of hours for mobile	2 – 4 hours – 83 5 – 8 hours – 23 9 – 16 hours – 4 16 or more – 0 Any day – 17 Weekends – 21 Evenings – 26
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 3 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 2 Warwick – 42 Any district – 1
Financial Support	Q14 –Offer financial support?	An existing Library – 46 A mobile Library – 22 Alternative Library/building – 16 Maintaining current opening hours – 42 Contact details left – 35
	Left Any Contact Details	294
Equality Impact	Last question – position (ie individual, on behalf of organisation etc)	Individual – 796 – 97.3% Representing a public service provider – 9 – 1.1%

Section	Information Required	Information
		Representing a private business – 3 – 0.4% Representing a voluntary group/organisation – 10 – 1.2%
	Equality data from survey – Gender (count & %)	Male – 329 – 41.3% Female – 467 – 58.7%
	Equality data from survey – Age (count & %)	Under 17 years – 8 – 1.0% 17 – 24 years – 33 – 4.0% 25 – 44 years – 247 – 30.3% 45 – 64 years – 320 – 39.2% 65 – 74 years – 138 – 16.9% 75+ years – 70 – 8.6%
Assessment	Equality data from survey – Disability (count & %)	Yes – 162 – 20.5%
	Equality data from survey – Ethnic Group (count & %)	White – All – 747 – 94.2% Mixed – All – 6 – 0.8% Asian – All – 26 -3.3% Black – All – 5 – 0.6% Other – All – 9 – 1.1%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 209 – 90.5% Buddhist – 4 – 1.7% Hindu – 6 – 2.6% Jewish – 6 – 2.6% Muslim – 1 – 0.4% Sikh – 5 – 2.2%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 287 – 82.2% Gay or lesbian – 7 – 2.1% Bisexual – 2 – 0.6% Other – 0 Prefer not to say – 33 – 10%

Community Analysis on the Public Consultation

Lillington
Original Proposal and criteria used to establish this
Retain Library. Proposal to reduce opening hours to 20 hours per week The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, in terms of value for money Lillington Library is the 14th most expensive library to run in the county (£40,440 per annum) and the 30th most expensive in terms of cost per hour (£20.74). With 40,045 visits per year the Lillington library is ranked 12th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.01 making Lillington the 29th most expensive library per visit with on average 20.54 visits per opening hour. On a monetary basis Lillington is value for money but it is proposed to reduce opening hours per week from 37.5 to 20
Nearest Warwickshire Library
2 miles – Leamington
Suggestions from Community
Await results of consultation
Youth Service Status
Lillington Youth & Community Centre (5105) - Income £7,500pa High priority community - There has been no Expression of Interest, none being anticipated. Maintain as WCC as the Early Intervention Service for targeted support and be the "Centre of Excellence"
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
N/A
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Flexibus 507 service withdrawn. Evening services withdrawn and changes to other services
Savings from proposals
To be determined
Recommendations for the future library service
Decision awaiting Cabinet approval
Locality Information and Impact
The library provides a service to the community in Lillington and surrounding area, but is part of the North Leamington Community locality, this narrative is specific to Lillington but the data is for the wider locality. The other nearest or alternative library is Leamington – however, the opening hours of Leamington are also to decrease. The locality overall is slightly different to the rest of the county with lower levels of 0-15 year olds (15.4% as

opposed to the Warwickshire average of 18.3%), higher levels of working age people (64.2% as opposed to 60.5%) and significantly greater number of ethnic minority community members compared to the county average 12.5% as opposed to 7.2%.

Whilst levels of unemployment in the area are higher than the Warwickshire average 2.9% (546) as opposed to 2.6%, there are lower levels of working-age benefit claimants compared to the Warwickshire Average 10.4% (1935) as opposed to 11.3%, higher levels of pension credit claimants 19.5% (1155) as opposed to 18.6%. Less families claiming child tax credits 61.5% (1760) as opposed to 74.2% and in 2008 lower levels of children in the area lived in poverty compared to the Warwickshire average 10.3% (600) as opposed to 11.9%. In relation to education and skills 21% (4148) of 16 -74 year olds have no qualifications (Warwickshire average is 27.8%), 22.3% (665) of pupils have Special Educational Needs (Warwickshire average is 20.8%), 10% (299) of pupils receive free schools meals (Warwickshire average is 10.9%) and 5.3% (49) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health, 17.1% (4634) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 8.1% (2185) are not in good health (Warwickshire average is 8.1%) and 3.2%% (920) are in receipt of Disability Living Allowance (Warwickshire average is 4.3%). There are higher levels of households with no car/van than the Warwickshire average 24.3% (2959) as opposed to 19%).

 The North Leamington locality has higher levels of crime, 90.3 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

In relation to the 18 Super Output Areas (SOA), Lillington East is within 10 – 20%most deprived areas nationally (IMD 2007). 6 other SOA's appear within the top 30% in the barriers to housing and services category. 4 more in the Crime and Disorder category (with Milverton South East in the top 10%) and 2 in the category for living environment.

These figures suggest that the North Leamington locality has significant areas of affluence whilst also pockets of deprivation in some of its Super Output Areas. There is clear evidence that the highest levels of social inequality, poor health and low income, high levels of unemployment, skills education and training and access to services are concentrated in the Lillington East SAO. The figures in relation to education and skills suggest that the reduction in hours may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills specifically in the area the library is located (on the edge of Lillington East).

In terms of MOSAIC classification – there is a higher proportion of wealthy people in the most sought after neighbourhoods, young well-educated city dwellers, active elderly people living in pleasant retirement locations and young people renting flats in high density social housing. This in many ways masks the deprivation specifically in Lillington East.

A higher proportion of people do not have access to a car, therefore, good public transport is crucial, especially if hours are reduced to such an extent that people have to visit other libraries.

The evidence above suggests that the reduction in hours will have an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- 8 schools - WCC
- Youth Centre – WCC
- Fire & Rescue HQ – WCC
- Holly Walk House – WCC
- Lillington Youth Centre –WCC
- Jobcentre plus
- CAB
- WREP offices
- Plethora of churches
- Plethora of health centres, dentists etc
- 3 Post Offices
- Warwickshire Police
- Plethora of care homes and sheltered housing

- Plethora of nurseries

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 30 Meeting – 55
	Number of survey responses received % online % paper	212 106 – 50.0% 106 – 50.0%
	Number (and %) responding on this library only	33 – 15.6%
	Number responding on other Libraries (multiple responses)	179 – 84.4%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 185 – 93.9% • Friend or relative of a library customer – 1 – 0.5% • Work in a library location – 8 – 4.1% • Work voluntarily in library location – 0 • Represent partner/ potential partner – 1 – 0.5% • Represent/own a local business – 1 – 0.5% • Represent a community group – 0 • Responding on behalf of an organisation – 1 – 0.5%
	Number of comments made from survey (impact)	128
	Number of letters/emails received	3
	Formal response by organisations	Warwick District Council Royal Leamington Spa Town Council Warwickshire Direct
Impact on Customer	Themes from Public Meetings	• Restrict use – opening times and distance to travel to another library • Service impact – poorer service • Educational impact – help with homework and access to IT/ Internet • Impact on vulnerable - children
	Themes from Road Shows	• Restrict my use – opening times • Educational impact – access to information / reference • Impact on vulnerable – children • Impact on library staff • Loss of jobs
	Themes from letters/emails	• 1 impact letter received • The correspondent mentioned: • Restrict my use - Opening times • Impact on Community - Loss of meeting place/community focus • Impact on Community - Loss of library "culture" (e.g. for libraries near a school) • Impact on vulnerable - Children
	Themes from survey comments (Q6)	• Restrict my use - Opening times (39%) • Impact on Community – Other (16%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 43 – 23.2% Some – 84 – 45.4% No – 41 – 22.2% Don't Know – 17 – 9.2% (No reply – 27)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree –113 – 58.2% Neither – 30 – 15.5% Strongly Disagree & Disagree – 51 – 26.3% (No reply – 18)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 152 – 80.4% Neither – 18 – 9.5% Strongly Disagree & Disagree – 19 – 10.1% (No reply – 23)

Section	Information Required	Information
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 121 – 66.9% Neither – 24 – 13.3% Strongly Disagree & Disagree – 36 – 19.9% (No reply – 31)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 76 – 41.5% Neither – 43 – 23.5% Strongly Disagree & Disagree – 64 – 35.0% (No reply – 29)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 40 – 24.0% Neither – 60 – 35.9% Strongly Disagree & Disagree – 67 – 40.1% (No reply – 45)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	54,858
	Bus service (Kevin McGovern – proposed changes to bus services)	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	5,157 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 63 Businesses – 2 Local Organisations – 2 Charitable Organisations – 3 Other Public Organisations – (2)
	Q8 – Number of organisations offering space to house library	Yes - 2 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 6 Contact details left – 4
	Q10 – other involvement Other expressions of interest	Yes – 16 Contact details left – 13
	Number of expressions of interest from other sources	0
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 52 Contact details left – 39
	Q11a – Number of hours	2 – 4 hours – 36 5 – 8 hours – 11 9 – 16 hours – 1 16 or more – 0 Any day – 8 Weekends – 7 Evenings – 12
	Q12 – Number interested in supporting activities	Yes - 82 Contact details left – 40
	Q13 – Number interested for mobile library	Yes – 34 Contact details left – 25
	Q13a – Number of hours for mobile	2 – 4 hours – 23 5 – 8 hours – 7 9 – 16 hours – 1 16 or more – 0 Any day – 5

Section	Information Required	Information
		Weekends – 7 Evenings – 6
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 2 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 0 Warwick – 15 Any district – 1
Financial Support	Q14 –Offer financial support?	An existing Library – 12 A mobile Library – 6 Alternative Library/building – 5 Maintaining current opening hours – 10 Contact details left – 8
	Left Any Contact Details	70
Equality Impact Assessment	Last question – position (i.e. individual, on behalf of organisation etc)	Individual – 163 – 97.0% Representing a public service provider – 4 – 2.4% Representing a private business – 0 Representing a voluntary group/organisation – 1 – 0.6%
	Equality data from survey – Gender (count & %)	Male – 71 – 41.0% Female – 102 – 59.0%
	Equality data from survey – Age (count & %)	Under 17 years – 8 – 4.4% 17 – 24 years – 2 – 1.1% 25 – 44 years – 57 – 31.7% 45 – 64 years – 50 – 27.8% 65 – 74 years – 35 – 19.4% 75+ years – 28 – 15.6%
	Equality data from survey – Disability (count & %)	Yes – 30 – 18.1% No – 136 – 81.9%
	Equality data from survey – Ethnic Group (count & %)	White – All – 165 – 95.4% Mixed – All – 3 – 1.7% Asian – All – 4 – 2.3% Other – 1 – 0.6%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 40 – 95.2% Jewish – 2 – 4.8%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 55 – 93.2% Gay or lesbian – 2 – 3.4% Bisexual – Other – Prefer not to say – 2 – 3.4%

Community Analysis on the Public Consultation

Nuneaton
Proposal
Retain Library. Proposal to reduce opening hours from 58 to 50 hours per week The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, in terms of value for money Nuneaton Library is the 3rd most expensive library to run in the county (£462,591 per annum) and the 3rd most expensive in terms of cost per hour (£153.38). With visits per year the library is ranked 3rd with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.93 making Nuneaton Library 12th most expensive library per visit, with on average 79.40 visits per opening hour. As part of the library savings Nuneaton library has been identified as remaining open but it is proposed to reduce opening hours from 58 to 50 hours per week.
Nearest Warwickshire Library
3 miles – Stockingford
Nearest library operated by neighbouring authority
Hinckley Library (Leicestershire) 5 miles
Suggestions from Community
Await results of consultation
Youth Service Status
Park House Youth Centre and Area Office (1132) - Houses 9 staff, Income £13,830pa 2 expressions of interest received. Nuneaton Women's Multicultural Resource Centre & Nuneaton African Caribbean Organisation. Further discussions to be held
Childrens Local Delivery Centre
A Local Delivery Centre is required in Nuneaton - no building has been identified but 606sq.m. are required for 273 staff
Fire and Rescue review
Fire Station Retained - no change
Adult Service Provision
A central office is required in Nuneaton & Bedworth - no building has been identified. Possibility of collocating with Children's to be considered. To house Nuneaton & Bedworth OPPD; Reablement North; Learning Disabilities North; Finance Stage 2 Requirement - Hot desking facilities for Care Management Tier Two
Bus Timetable Changes for services within Warwickshire
Flexibus 206 Withdrawn Severely reduced evening services and revised timetable for other services
Savings from proposals
To be determined
Recommendations for the future library service
Decision awaiting Cabinet approval
Locality Information and Impact
The library provides a service to the community in the Nuneaton & Bedworth Borough area. Nuneaton is part of the Abbey and Wem Brook locality, this narrative is specific to Nuneaton but the data is for the wider locality area.

The locality overall is fairly representative of the county in terms of its population age profile however the percentage of the population from ethnic minority communities is more than double the County average (8.1% more than the County average).

The levels of unemployment in the area are significantly higher than the Warwickshire average 7.0% (734) as opposed to 2.6%, there are also significantly higher levels of working-age benefit claimants compared to the Warwickshire Average 24.7% (2,609) as opposed to 11.3%. A higher number of older people claimed pension credits 39.5% (1,121) as opposed 18.6%. There are more families claiming child tax credits 93.3% (2,187) as opposed to Warwickshire average of 74.2% and in 2008 higher levels of children in the area lived in poverty compared to the Warwickshire average 25.4% (1,100) as opposed to 11.9%. In relation to education and skills 41.7% (4,727) of 16 -74 year olds have no qualifications Warwickshire average is 27.8%, 26.9% (662) of pupils have Special Educational Needs Warwickshire average is 20.8%, 22.9% (565) of pupils receive free schools meals Warwickshire average is 10.9% and 10.4% (71) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health, 23.3% (3,749) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 12.3% (1,973) are not in good health Warwickshire average is 8.1% and 8.0% are in receipt of Disability Living Allowance Warwickshire average is 4.3%. There are higher number of households with no car/van, 37.4% (2,655) compared to the Warwickshire average of 19%.

Abbey & Wem Brook locality has a higher crime rate of 173 per 1,000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

According to the Index of Multiple Deprivation, Abbey and Wem Brook is the most deprived locality in Warwickshire and some of its constituent parts are among the top 10% most deprived nationally particularly in the categories of employment, health and disability, education, skills & training, income, crime and disorder and living environment. A reduction in the opening hours of the library will therefore have a significant impact on local people seeking to access services and on improving education, skills and training.

According to the MOSAIC profile the most over-represented groups are the most deprived and there is a significantly higher proportion of 'lower income workers in urban terraces in often diverse areas'.

With the proposal to close Camp Hill Library and reduce the hours of Stockingford Library this will put additional demands for service on Nuneaton library. Reducing the hours of the library will have a wider impact on child poverty in an area with high levels of poor health, high levels of worklessness, low levels of educational attainment and low income. The evidence above suggest that a reduction in the library hours will have an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- One-stop shop
- Police station
- Fire Station
- Warwickshire Justice Centre
- Riversley Park
- Sure Start children's centre.
- Newtown Centre and the Pingles Leisure Centre
- Hatters Space
- Edward Street Day Centre
- Wembrook Community Centre
- Nuneaton Club for Young People
- Voluntary groups represented in the locality include the Nuneaton & Bedworth office of both Warwickshire Community and Voluntary Action and the Citizen's Advice Bureau.

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 120 Meeting – N/A
	Number of survey responses received % online % paper	369 205 164
	Number (and %) responding on this library only	139
	Number responding on other Libraries (multiple responses)	230
	Q1 – The main way involved with libraries (Number)	• Library Customer – 324 • Friend or relative of a library customer – 3 • Work in a library location – 9 • Work voluntarily in library location – 0 • Represent partner/ potential partner – 1 Represent/own a local business – 0 • Represent a community group – 2 • Responding on behalf of an organisation – 9 • Other 1
	Number of comments made from survey (impact)	113
	Number of letters/emails received	3
	Formal response by organisations	Nuneaton and Bedworth Borough Council
Impact on Customer	Themes from Public Meetings	• N/A
	Themes from Road Shows	• No issues raised
	Themes from letters/emails	• 3 impact letters received • 67% of correspondents mentioned Restrict my use - Opening times • 33% of correspondents mentioned Service Impact - Loss of personal service • 33% of correspondents mentioned Service Impact - Poorer service • 33% of correspondents mentioned Educational Impact - Access to information/reference/ borrow books
	Themes from survey comments (Q6)	• Restrict my use - Opening times (20%) • Impact on Community – Other (19%) • Impact on vulnerable – Children (14%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 100 – 30.2% Some – 141 – 42.6% No – 60 – 18.1% Don't Know – 30 – 9.1% (No reply – 38)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 168 – 49.4% Neither – 65 – 19.1% Strongly Disagree & Disagree – 107 – 31.5% (No reply –29)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 247 – 74.8% Neither – 46 – 13.9% Strongly Disagree & Disagree – 37 – 11.2% (No reply – 39)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 185 – 56.9% Neither – 49 – 15.1% Strongly Disagree & Disagree – 91 - 28.0% (No reply – 44)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 133 – 40.7% Neither – 74 22.6% Strongly Disagree & Disagree – 120 – 36.7% (No reply – 42)
	Q4e - % interest in sharing a building	Strongly Agree & Agree – 77 – 24.6%

Section	Information Required	Information
	(Count & %)	Neither – 114 36.4% Strongly Disagree & Disagree – 122 – 39.0% (No reply – 56)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	59,061
	Bus service (Kevin McGovern – proposed changes to bus services)	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	56,802 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 105 Businesses – 3 Local Organisations – 6 Charitable Organisations – 10 Other Public Organisations – (3)
	Q8 – Number of organisations offering space to house library	Yes - 5 Contact details left – 3
	Q9 – Number of organisations interested in moving into library	Yes - 10 Contact details left – 5
	Q10 – other involvement Other expressions of interest	Yes – 36 Contact details left – 24
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 74 Contact details left – 47
	Q11a – Number of hours	2 – 4 hours – 48 5 – 8 hours – 13 9 – 16 hours – 3 16 or more – 1 Any day – 15 Weekends – 13 Evenings – 15
	Q12 – Number interested in supporting activities	Yes - 140 Contact details left –60
	Q13 – Number interested for mobile library	Yes – 54 Contact details left – 34
	Q13a – Number of hours for mobile	2 – 4 hours – 40 5 – 8 hours – 9 9 – 16 hours – 2 16 or more – 0 Any day – 9 Weekends – 7 Evenings – 10
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 4 Nuneaton & Bedworth – 0 Rugby – 3 Stratford – 0 Warwick – 0 Any district – 0

Section	Information Required	Information
Financial Support	Q14 –Offer financial support?	An existing Library – 14 A mobile Library – 9 Alternative Library/building – 4 Maintaining current opening hours – 14 Contact details left – 14
	Left Any Contact Details	106
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual –293 Representing a public service provider –7 Representing a private business –1 Representing a voluntary group/organisation –9
	Equality data from survey – Gender (count & %)	Male – 117 – 39.3% Female – 181 – 60.7%
	Equality data from survey – Age (count & %)	Under 17 years – 8 – 2.6% 17 – 24 years – 14 – 4.6% 25 – 44 years – 82 – 27.1% 45 – 64 years – 129 – 42.6% 65 – 74 years – 50 – 16.5% 75+ years – 20 – 6.6%
	Equality data from survey – Disability (count & %)	Yes – 75 – 26.2%
	Equality data from survey – Ethnic Group (count & %)	White – All – 275 – 94.8% Mixed – All – 1 – 0.3% Asian – All - 8 – 2.8% Black – All – 2 – 0.7% Other – All – 4 – 1.4%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 90 – 96.8% Jewish – 1 - 1.1% Muslim – 2 2.2%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 96 – 84.2% Gay or lesbian – 1 – 0.9% Bisexual – Other – Prefer not to say – 17 14.9%

Community Analysis on the Public Consultation

Polesworth

Original Proposal & criteria used to establish this

Retain Library. Proposal to increase opening hours from 27 to 35 hours per week

The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable:
- Visits per hour open (2009/10)
- Issues per hour open (2009/10)
- Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services

Background

Of the 34 libraries in Warwickshire, in terms of value for money Polesworth Library is the 18th most expensive library to run in the county (£38,681 per annum) and the 27th most expensive in terms of cost per hour (£22.56). With 33,350 visits per year the library is ranked 16th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £0.95 making the library the 31st most expensive library per visit, with on average 23.75 visits per opening hour (1,404 annually). As part of the Library savings it is proposed that Polesworth Library has been identified as remaining open and is increasing its opening hours, from 27 to up to 35 hours per week to bring it in line with similar performing libraries.

Nearest Warwickshire Library

6 miles – Atherstone

Nearest library operated by neighbouring authority

Glascote library (Staffordshire) 2.5 miles

Suggestions from Community

Await results of consultation

Youth Service Status

Polesworth Youth Wing (2163)- transferred to school when it became an academy - Feb 2011

Childrens Local Delivery Centre

Fire and Rescue review

Fire station retained - no change

Adult Service Provision

Information not available on any future transformation plans

Bus Timetable Changes for services within Warwickshire

Evening service withdrawn. Additional Atherstone journeys withdrawn. Flexibus withdrawn

Savings from proposals

To be determined

Recommendations for the future library service

Decision awaiting Cabinet approval

Locality Information and Impact

The library provides a service to the community in Polesworth and surrounding area, but is part of the wider North Warwickshire North locality, this narrative is specific to Polesworth but the data is for the wider locality. The other nearest or alternative libraries are Atherstone (6), Dordon and 1 within Staffordshire (3)– however, the opening hours of Atherstone are also proposed for decrease from 52 to up to 35 and Dordon is proposed as unsustainable and if alternatives are not found it may close.
The locality overall is fairly representative of the county in terms of its population age profile but the area has

lower levels of ethnic minority population (5% less than the County average).

Whilst levels of unemployment in the area are lower than the Warwickshire average 2.4% (248) as opposed to 2.6%, there are higher levels of working-age benefit claimants compared to the Warwickshire Average 12.5% (1,310) as opposed to 11.3%, higher levels of pension credit claimants 21.9% (810) as opposed to 18.6%, more families claiming child tax credits (80.3% (1,770) as opposed to 74.2%) and in 2008 slightly lower levels of children in the area lived in poverty compared to the Warwickshire average 11.6% (470) as opposed to 11.9%. In relation to education and skills 34.8% (4,563) of 16 -74 year olds have no qualifications Warwickshire average is 27.8%, 20.7% (509) of pupils have Special Educational Needs Warwickshire average is 20.8%, 9.9% (243) of pupils receive free schools meals Warwickshire average is 10.9% and 5% (36) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health, 18.2% (3,230) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 9.1% (1,611) are not in good health Warwickshire average is 8.1% and 5.7% (985) are in receipt of Disability Living Allowance Warwickshire average is 4.3%. There are a lower number of households with no car/van 17.2% compared to the Warwickshire average of 19%.

The North Warwickshire North locality is a relatively safe place to live with 40.5 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

In terms of the sub-divisions of Index of Multiple Deprivation, 3 out of 11 areas are within top 10% and 20 – 30% most deprived in England for the category, Employment and Education, Skills & Training and 6 out of 11 areas are within top 10% and 10 – 30% most deprived area in England for the category, Barriers to Housing and services.

These figures suggest that whilst the area is not a significantly deprived one there is evidence of social inequality and poor health combined with high levels of vulnerability in relation to rurality and peripherally (distance from services) than in other parts of Warwickshire.

In terms of MOSAIC classification, there is a higher proportion of 'residents of small and mid-sized towns with strong local roots', 'middle income families living in moderate suburban semis', 'owner occupiers in older-style housing in ex-industrial areas', 'residents with sufficient incomes in right-to-buy social housing' and 'elderly people reliant on state support'. This suggests people have a strong commitment to their area, have relatively good standards of living whilst working age but that this reduces as people get older and retire. The data also shows slightly higher levels of 'residents of isolated rural communities' than the rest of Warwickshire thus reflecting the rural nature of the locality.

Where people do not have access to a car, good public transport is crucial, especially if hours are reduced to such an extent that people have to visit other libraries.

The evidence above suggests that even if the hours are increased at Polesworth library to bring them in line with other similar performing libraries, there will be still be an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- 1 school – WCC
- Fire Station – WCC
- |Former Polesworth Clinic – WCC
- Dental Centre
- Surgery
- Pharmacy
- Optometrist
- Congregational Church
- Baptist Church
- Sports & Social Club
- Parish Council
- Memorial Hall
- Learning Centre
- Post Office
- St Editha's Church

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 35 Meeting – N/A
	Number of survey responses received % online % paper	151 27 – 17.9% 124 – 82.1%
	Number (and %) responding on this library only	86 – 57.0%
	Number responding on other Libraries (multiple responses)	Library name (s) – 65 – 43.0%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 132 – 89.8% • Friend or relative of a library customer – 3 – 2.0% • Work in a library location – 7 – 4.8% • Work voluntarily in library location – 0 – 0.0% • Represent partner/ potential partner –0 – 0.0% • Represent/own a local business – 0 – 0.0% • Represent a community group – 2 – 1.4% • Responding on behalf of an organisation – 3 – 2.0%
	Number of comments made from survey (impact)	16
	Number of letters/emails received	0
	Formal response by organisations	North Warwickshire Borough Council
Impact on Customer	Themes from Public Meetings	• N/A
	Themes from Road Shows	• No issues raised
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Educational Impact - Access to information/ reference/borrow books (38%) • Service Impact - Access to IT/Internet (19%) • Personal Impact - Denied access to hobby/ pleasure (19%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 40 – 27.8% Some – 37 – 25.7% No – 53 – 36.8% Don't Know – 14 – 9.7% (No reply – 7)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 73 – 50.3% Neither – 29 – 20.0% Strongly Disagree & Disagree – 43 – 29.7% (No reply – 6)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 105 – 78.4% Neither – 12 – 9.0% Strongly Disagree & Disagree – 17 – 12.7% (No reply – 17)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 59 – 46.1% Neither – 22 – 17.2% Strongly Disagree & Disagree – 47 – 36.4% (No reply – 23)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 51 – 39.5% Neither – 25 – 19.4% Strongly Disagree & Disagree – 53 – 41.1% (No reply – 22)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 29 – 24.0% Neither – 40 – 33.1% Strongly Disagree & Disagree – 52 – 43.0% (No reply – 30)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	11,735
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by

Section	Information Required	Information
		a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	2,542 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 28 Businesses – 2 Local Organisations – 3 Charitable Organisations – 1 Other Public Organisations – (Anon) 3
	Q8 – Number of organisations offering space to house library	Yes - 3 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 3 Contact details left – 1
	Q10 – other involvement Other expressions of interest	Yes – 11 Contact details left – 7
	Number of expressions of interest from other sources	0
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 20 Contact details left –11
	Q11a – Number of hours	2 – 4 hours – 12 5 – 8 hours – 6 9 – 16 hours – 0 16 or more – 1 Any day – 4 Weekends – 4 Evenings – 5
	Q12 – Number interested in supporting activities	Yes - 69 Contact details left – 26
	Q13 – Number interested for mobile library	Yes – 13 Contact details left – 9
	Q13a – Number of hours for mobile	2 – 4 hours – 7 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 5 Weekends – 3 Evenings – 5
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 2 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 8 A mobile Library – 3 Alternative Library/building – 1 Maintaining current opening hours – 4 Contact details left – 7
	Left Any Contact Details	
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 122 Representing a public service provider –3 Representing a private business – 1

Section	Information Required	Information
		Representing a voluntary group/organisation – 3
	Equality data from survey – Gender (count & %)	Male – 35 Female – 95
	Equality data from survey – Age (count & %)	Under 17 years – 1 – 0.8% 17 – 24 years – 8 – 6.1% 25 – 44 years – 31 – 23.5% 45 – 64 years – 47 – 35.6% 65 – 74 years – 34 – 25.8% 75+ years – 11 – 8.3%
	Equality data from survey – Disability (count & %)	Yes – 36 – 28.3%
	Equality data from survey – Ethnic Group (count & %)	White – All – 134 – 100.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 10 – 83.3% Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 2 – 16.7%

Community Analysis on the Public Consultation

Rugby
Original Proposal & criteria used to establish this
Retain Library. Proposal to reduce opening hours from 55.5 to 50 hours per week The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, in terms of value for money, Rugby Library is the most expensive library to run in the county (£613,132 per annum) and the most expensive in terms of cost per hour (£212.45). With 581,244 visits per year the library is ranked first. Cost per visit is £1.05 making Rugby 28th most expensive library per visit with on average 201.71 visits per opening hour (2,886 per annum). As part of the library savings Rugby library has been identified as remaining open but reducing its opening hours from 55.5 to 50 hours per week.
Nearest Warwickshire Library
7 miles – Wolston
Nearest library operated by a neighbouring authority
Lutterworth Library (Leicestershire) 8 miles
Suggestions from Community
Await results of consultation
Youth Service Status
Hill Street Rugby to close unless transferred to the community.
Childrens Local Delivery Centre
A Local Delivery Centre is required in Rugby - no building has been identified but 604sq.m. are required for 315 staff
Fire and Rescue review
Rugby station retained, no service change, station now providing cover for Brinklow which will close
Adult Service Provision
A central office is required in Rugby- no building has been identified. Possibility of collocating with Children's to be considered. To house Rugby OPPD; Services to the Deaf; Adult & Community Learning; OPPD Management Stage 2 Requirement - Hot desking facilities for Care Management Tier Two
Bus Timetable Changes for services within Warwickshire
Flexibus 200, 202, 204, 217,244,242 withdrawn Severely reduced evening services and revised timetable for other services. Service to Northampton withdrawn
Savings from proposals
To be determined
Recommendations for the future library service
Decision awaiting Cabinet approval
Locality Information and Impact
The library provides a service to Rugby town and borough but is part of Brownsover, Benn & Newbold locality,

this narrative is specific to Rugby but the data is for the wider locality.

Levels of unemployment are higher than the Warwickshire average (4.9% (669) as opposed to 2.6%) and working age benefit claimants are also higher (17.3% (2,375) as opposed to 11.3%), more older people claimed pension credits 29.2% (830) as opposed to 18.6% the Warwickshire average, more families claiming tax credit (87.9% (2,510) as opposed to 74.2%), child poverty is also higher at (17.3% (945) as opposed 11.3%) In relation to education and skills (26.5% (3,925) of 16-74 year old have no qualifications, close to the Warwickshire average 27.8%) 24.6% (747) of pupils have special educational needs higher than the Warwickshire average of 20.8%), 15.4% (467) of pupils receive school meals, the number of 16-18 years olds are Not in Education, Employment or Training (NEET) 7.6%(73) with 4.5% being the Warks average. In terms of health, 15.6% (3,193) of residents have a limiting illness close to the Warwickshire average of 16.8%, (8.1% (1,671) are not in good health matching the Warwickshire average 8.1%) and slightly more are in receipt of Disability Living Allowance (5.2% (1,080) against the Warwickshire average of 4.3%). There are a higher number of households with no car/van 27.5% (2,411) compared to the Warwickshire average of 19%.

The locality has a higher crime rate with 109.5 crimes per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

There is clear evidence of deprivation, 3 out of 14 areas within the town appear in the top 10-30% on the index of deprivation. Three areas are in the top 10-20% for health and disability, three in the top 10-30% for Education Skills and Training, two in the top 10-20% for crime and disorder and three for living and environment. Maintaining the library's hours is clearly key to avoiding a negative impact on local people seeking to access services and on improving education, skills and training.

In terms of MOSAIC classification, there is a higher proportion of residents in urban terraced homes with diverse communities, elderly people reliant on state support, young people renting flats in high density social housing, families in low rise social housing with high levels of benefit need and couples and young singles in small modern starter homes.

The evidence above suggests that the reduction in hours will have an adverse impact on the community as a whole but specifically:
- Older people
- Disabled people
- Children and younger people

While there are a number of other buildings within Rugby the library currently sits in a purpose built shared building and is unlikely to benefit from moving, renting space within this building to businesses or other services is proving a successful option. It is not clear whether there will be any community interest in volunteering to increase / protect the opening hours.

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 154 Meeting – N/A
	Number of survey responses received % online % paper	504 345 – 68.5% 159 – 31.5%
	Number (and %) responding on this library only	306 – 60.7%
	Number responding on other Libraries (multiple responses)	198 – 39.3%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 452 – 93.4% • Friend or relative of a library customer – 4 – 0.8% • Work in a library location – 14 – 2.9% • Work voluntarily in library location – 2 – 0.4% • Represent partner/ potential partner – 1 – 0.2% • Represent/own a local business – 1 – 0.2% • Represent a community group – 5 – 1.0% • Responding on behalf of an organisation –5 – 1.0%
	Number of comments made from survey (impact)	131
	Number of letters/emails received	0
	Formal response by organisations	Rugby Borough Council
Impact on Customer	Themes from Public Meetings	• N/A
	Themes from Road Shows	• Restrict my use – opening times
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Restrict my use - Opening times (32%) • Educational Impact - Access to information/ reference/borrow books (15%) • Restrict my use - Distance/Travel to another library (14%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 113 – 26.6% Some – 177 – 41.6% No – 90 – 21.2% Don't Know – 45 – 10.6% (No reply – 79)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 269 – 59.1% Neither – 66 – 14.5% Strongly Disagree & Disagree – 120 – 26.4% (No reply – 49)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 340 – 76.4% Neither – 63 – 14.2% Strongly Disagree & Disagree – 42 – 9.4% (No reply – 59)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 285 – 65.7% Neither – 62 – 14.3% Strongly Disagree & Disagree – 87 – 20.0% (No reply – 70)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 164 – 37.6% Neither – 142 – 32.6% Strongly Disagree & Disagree – 130 – 29.8% (No reply – 68)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 94 – 23.0% Neither – 161 – 39.4% Strongly Disagree & Disagree – 154 – 37.7% (No reply – 95)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	64,495
	Bus service	Warwickshire County Council currently spends £2.9

Section	Information Required	Information
		million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	65,564 sessions (2009/10)
	Local Briefing held? (Yes/No)	N/A
Interest in being involved/ Business Cases	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 128 Businesses – 8 Local Organisations – 4 Charitable Organisations – 6 Other Public Organisations – (9)
	Q8 – Number of organisations offering space to house library	Yes - 7 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 8 Contact details left – 3
	Q10 – other involvement Other expressions of interest	Yes – 42 Contact details left – 24
	Number of expressions of interest from other sources	0
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 79 Contact details left – 51
	Q11a – Number of hours	2 – 4 hours – 55 5 – 8 hours – 17 9 – 16 hours – 4 16 or more – 1 Any day – 14 Weekends – 13 Evenings – 20
	Q12 – Number interested in supporting activities	Yes - 198 Contact details left – 76
	Q13 – Number interested for mobile library	Yes – 57 Contact details left – 36
	Q13a – Number of hours for mobile	2 – 4 hours – 42 5 – 8 hours – 12 9 – 16 hours – 5 16 or more – 0 Any day – 12 Weekends – 10 Evenings – 11
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 32 Stratford – 0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 24 A mobile Library – 10 Alternative Library/building – 6 Maintaining current opening hours – 27 Contact details left – 22
	Left Any Contact Details	131
Equality	Last question – position (ie individual, on	Individual – 374 – 96.1%

Section	Information Required	Information
Impact Assessment	behalf of organisation etc)	Representing a public service provider – 6 – 1.5% Representing a private business – 3 – 0.8% Representing a voluntary group/organisation – 6 – 1.5%
	Equality data from survey – Gender (count & %)	Male – 147 – 39.5% Female – 225 – 60.5%
	Equality data from survey – Age (count & %)	Under 17 years – 4 – 1.0% 17 – 24 years – 16 – 4.2% 25 – 44 years – 115 – 29.9% 45 – 64 years – 162 – 42.1% 65 – 74 years – 61 – 15.8% 75+ years – 27 – 7.0%
	Equality data from survey – Disability (count & %)	Yes – 62 – 16.4% No – 317 – 83.6%
	Equality data from survey – Ethnic Group (count & %)	White – All – 348 – 92.8% Mixed – All – 4 – 1.1% Asian – All – 8 – 2.1% Black – All – 9 – 2.4% Other – All – 6 – 1.6%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 142 – 96.6% Buddhist – 2 – 1.4% Hindu – 1 – 0.7% Jewish – 1 – 0.7% Sikh – 1 – 0.7%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 175 – 86.2% Gay or lesbian – 2 – 1.0% Bisexual – 1 – 0.5% Other – 2 – 1.0% Prefer not to say – 23 – 11.3%

Community Analysis on the Public Consultation

Shipston
Original Proposal & criteria used to establish this
Retain Library. Proposal to reduce opening hours from 30 to 20 hours per week The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, Shipston Library is the 12th most expensive library to run in the county (£55,821 per annum) and the 12th most expensive in terms of cost per hour (£35.78). With 31,008 visits per year the Shipston library is ranked 18th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.80 making Shipston the 13th most expensive library per visit with on average 19.88 visits per opening hour. As part of the library savings it is proposed that Shipston library has been identified as remaining open but with a reduction in its opening hours from 30 to 20 per week.
Nearest Warwickshire Library
10 miles – Wellesbourne or Stratford
Nearest library operated by neighbouring authority
Moreton in the Marsh (Gloucestershire) 7.1 miles
Suggestions from Community
Await results of consultation
Youth Service Status
The Outhouse (4192) - Income £2,000pa - low priority community - no other facilities. There have been 2 complimentary Expressions of Interest. Transfer responsibility of premises to the school and support the Management Committee to become an independent body to secure ongoing youth provision from the centre
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
Fire Station Retained - no change
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Service 573, 577, F and H service withdrawn Evening services withdrawn and revised timetable for other services Service to Moreton in Marsh withdrawn
Savings from proposals
To be determined
Recommendations for the future library service *Decision awaiting Cabinet approval*
Locality Information and Impact

The library provides a service to the Shipston locality and the data is for the wider locality.

The locality overall is very different to the county in terms of its population age profile, has a low 0-15 year profile (0.4% less than the county average) low levels of working age (5% less than the County average) and low levels of ethnic minority population (4% less than the County average)

Levels of unemployment in the area are lower than the Warwickshire average (1.4% (150) as opposed to 2.6%), there are lower levels of working-age benefit claimants compared to the Warwickshire average (7.5% (785) as opposed to 11.3%), lower levels of pension credit claimants (13.6% (680) as opposed to 18.6%), less families claiming child tax credits (60.3% (1,305) as opposed to 74.2%) and in 2008 slightly lower levels of children in the area lived in poverty compared to the Warwickshire average (6.8% (280) as opposed to 11.9%). In relation to education and skills 22.9% (2,909) of 16-774 year olds have no qualifications (Warwickshire average is 27.8%), 20.9% (399) of pupils have Special Educational Needs (Warwickshire average is 20.8%), 5.4% (103) of pupils receive free school meals (Warwickshire average is 10.9%) and 2.8% (18) of 16-18 year olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health, 15% (2,612) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 6.5% (1.122) are not in good health (Warwickshire average is 8.1%) and 2.7% (510) are in receipt of Disability Living Allowance (Warwickshire average is 4.3%). There are lower number of households with no car/van, 11% (812) compared to the Warwickshire average of 19%.

In terms of the Super-Output Areas (SOAs) 7 out of 10 are ranked within the top 20% most deprived SOAs in relation to 'barriers to housing and services' within the Index of Multiple Deprivation (England). Of the 7, 5 are ranked in the top 10% most deprived within this housing/services measure therefore reflecting the rural nature and rural isolation of the area. The service therefore serves an area where there are high levels of vulnerability in relation to the rurality and periferality (distance from services) than in other parts of Warwickshire.

These figures do not suggest that the potential reduction in opening hours will have a significant impact on social inequality issues however it is likely to have a significant impact when considered in the light of rural isolation and the older population in the area (26.6% of residents are 60/65+ compared to the Warwickshire average of 21.2%). In addition, should Kineton Library close then Shipston may become an alternative not only for those who have their own transport but also for those using public transport as there is a direct bus route between Kineton and Shipston.

The evidence above suggest there will be an adverse impact on:
- older people
- disabled people
- younger people

There will also be a wider impact on rural isolation as the reduction in opening hours will limit services in the area. Whilst the option exists for people to use Stratford Library for a significant number of people this will not be an option because of cost of public transport and the time taken to travel. In reality however people may be more inclined to access libraries located within a few miles but belonging to Gloucestershire and Oxfordshire County Councils.

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include::
- 2 schools
- Fire station
- Hospital
- Care home
- Youth centre
- Social club
- Church
- Leisure centre
- 3 health providers
- 2 sheltered accommodation

Section	Information Required	Information
	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 55 Meeting – 15
	Number of survey responses received % online % paper	196 74 37% 122 62%
	Number (and %) responding on this library only	95 48%
	Number responding on other Libraries (multiple responses)	101 51%
Level of local interest	Q1 – The main way involved with libraries (Number)	• Library Customer – 168 91% • Friend or relative of a library customer – 0 0. 0% • Work in a library location – 4 2.2% • Work voluntarily in library location – 2 1.1% • Represent partner/ potential partner – 0 0.0% • Represent/own a local business – 0 0.0% • Represent a community group – 8 4.3% • Responding on behalf of an organisation – 0 0.0%
	Number of comments made from survey (impact)	88
	Number of letters/emails received	6
	Formal response by organisations	Warwickshire Police
Impact on Customer	Themes from Public Meetings	• Impact on community – rural isolation • Financial impact – cost of travel to another library • Service impact – poorer service
	Themes from Road Shows	• Restrict my use – opening times • Impact on community – loss of meeting place / community focus • Educational impact – access to information / reference • Impact on vulnerable – elderly / infirm • Impact on library staff
	Themes from letters/emails	• 6 impact letters received • 83%of correspondents mentioned Service Impact - Loss of personal service • 67%of correspondents mentioned Unable to use - Due to proposed opening times • 67% of correspondents mentioned Service Impact - Access to IT/Internet • 67% of correspondents mentioned Educational Impact - Help with home work
	Themes from survey comments (Q6)	• Restrict my use - Opening times (45%) • Educational Impact - Access to information/ reference/borrow books (10%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 43 24% Some – 97 54.5% No – 31 17% Don't Know – 7 3.9% (No reply – 18)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 105 58% Neither – 22 12.2% Strongly Disagree & Disagree – 54 29.8% (No reply – 15)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 147 83.6% Neither – 12 6.8% Strongly Disagree & Disagree – 17 9.7% (No reply – 20)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 109 65.6 % Neither – 14 8.4% Strongly Disagree & Disagree – 43 25.9%

Section	Information Required	Information
		(No reply – 30)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 75 44.3% Neither – 39 23.1% Strongly Disagree & Disagree – 55 32.6% (No reply – 27)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 37 24% Neither – 48 31.2% Strongly Disagree & Disagree – 69 44.8% (No reply – 42)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	8,309
	Bus service (Kevin McGovern – proposed changes to bus services)	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	4,223 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 59 Businesses – 3 Local Organisations – 4 Charitable Organisations – 1 Other Public Organisations – (3)
	Q8 – Number of organisations offering space to house library	Yes - 3 Contact details left – 3
	Q9 – Number of organisations interested in moving into library	Yes - 3 Contact details left – 2
	Q10 – other involvement Other expressions of interest	Yes – 19 Contact details left – 15
	Number of expressions of interest from other sources	0
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 36 Contact details left –28
	Q11a – Number of hours	2 – 4 hours – 26 5 – 8 hours – 6 9 – 16 hours – 3 16 or more –1 Any day – 12 Weekends – 5 Evenings – 9
	Q12 – Number interested in supporting activities	Yes - 82 Contact details left – 32
	Q13 – Number interested for mobile library	Yes – 26 Contact details left – 19
	Q13a – Number of hours for mobile	2 – 4 hours – 18 5 – 8 hours – 4 9 – 16 hours – 1 16 or more – 0 Any day – 9 Weekends – 6 Evenings – 5
	Q16 (*electronic only) – Where would you	North Warks – 0

Section	Information Required	Information
	be interested in volunteering?	Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 7 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 13 A mobile Library – 4 Alternative Library/building – 3 Maintaining current opening hours – 10 Contact details left – 6
	Left Any Contact Details	55
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 160 94.1% Representing a public service provider – 1 0.6% Representing a private business – 2 1.2% Representing a voluntary group/organisation – 7 4.1%
	Equality data from survey – Gender (count & %)	Male – 55 34% Female – 107 66.0%
	Equality data from survey – Age (count & %)	Under 17 years – 1 0.6% 17 – 24 years – 1 0.6% 25 – 44 years – 28 16.8% 45 – 64 years – 44 26.3% 65 – 74 years – 56 33.5% 75+ years – 37 22.2%
	Equality data from survey – Disability (count & %)	Yes – 36 23.1% No – 120 76.9%
	Equality data from survey – Ethnic Group (count & %)	White – All – 156 99.4% Mixed – All – 0 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 31 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 36 92.3% Gay or lesbian – 0 0.0% Bisexual – 0 0.0% Other – 0 0.0% Prefer not to say – 3 7.7%

Community Analysis on the Public Consultation

Southam
Original Proposal & criteria used to establish this
Retain Library. Proposal to reduce opening hours from 47.5 to 35 hours per week The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, in terms of value for money Southam Library is the 9th most expensive library to run in the county (£84210 per annum) and the 15th most expensive in terms of cost per hour (£34.09). With 53,688 visits per year the library is ranked 10th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.57 making the library 19th most expensive library per visit, with on average 21.74 visits per opening hour. As part of the Library savings it is proposed that Southam library remains open but with reduced opening hours, from 47.5 to up to 35 hours per week (26% decrease).
Nearest Warwickshire Library
7.5 miles – Leamington
Nearest library operated by a neighbouring authority
Daventry Library (Northamptonshire) 10 miles
Suggestions from Community
Await results of consultation
Youth Service Status
Southam Youth Centre (4179) - good value for money (for next 2 years as rent free) - low priority community - no other facilities - There has been one Expression of Interest from Southam Church & Community project. Surrender lease
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
Fire Station Retained - no change
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Additional journeys to Banbury withdrawn. Service to Coventry withdrawn. Evening service withdrawn. Flexibus withdrawn
Savings from proposals
To be determined
Recommendations for the future library service
Decision awaiting Cabinet approval
Locality Information and Impact
The library provides a service to Southam and surrounding area, but is part of Southam and Feldon locality, this narrative is specifically for Southam but the data is for the wider Southam and Feldon locality. The library building is also used by the police and as a one stop shop (Warwickshire Direct). The locality overall is fairly representative of the county in terms of its population age profile but is the area with the lowest recorded levels of ethnic minority population (3.7%, much less than the County average of 7.2%).

Levels of unemployment in the area are lower than the Warwickshire average (1.5% (156) as opposed to 2.6%), working-age benefit claimants are also lower, compared to the Warwickshire Average (8.4% (845) as opposed to 11.3%), less older people claimed pension credits 14.5% (565) as opposed to 18.6% the Warwickshire average). Less families claiming child tax credits (66.8% (1,490) as opposed to Warwickshire average of 74.2%) and in 2008 slightly lower levels of children in the area lived in poverty compared to the Warwickshire average (7.5% (320) as opposed to 11.9%). In relation to education and skills 25.1% (3,110) of 16 -74 year olds have no qualifications compared to the Warwickshire average of 27.8%), 17.9% (453) of pupils have Special Educational Needs (below the Warwickshire average of 20.8%), 7.2% (182) of pupils receive free schools meals below the Warwickshire average is 10.9%) and 3% (19), of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health, 13.3% (2,276) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 6.5% (1,117) are not in good health (Warwickshire average is 8.1%) and 3% (530) are in receipt of Disability Living Allowance below the Warwickshire average is 4.3%. There are lower numbers of households with no car/van, 12.8% (874) compared to the Warwickshire average of 19%.

Southam and Feldon contains several areas which have been identified as Super Output areas. Of the 12 areas within Southam and Feldon, one is in the top 10% for Education, Skills and Training, three in the top 20% and one in the top 30% for barriers to housing.

The Southam and Feldon locality is a relatively safe place to live with 43.6 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

These figures suggest that there is some deprivation and evidence of social inequality and poor health combined with high levels of vulnerability in relation to rurality and peripherality (distance from services) than in other parts of Warwickshire. The figures in relation to education and skills suggest that the absence of a library may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

In terms of MOSAIC classification, there is a higher proportion of 'residents of small and mid-sized towns with strong local roots' but 'The data also shows slightly higher levels of 'residents of isolated rural communities' than the rest of Warwickshire thus reflecting the rural nature of the locality.

The evidence above suggests that the reduction in hours at Southam library will have an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- Southam College
- St James CE Primary School
- Graham Adams Centre
- Southam Primary School
- St Marry's Catholic Primary school
- The Fire Station
- The Grange
- Day Centre.
- Pharmacy
- Opticians
- Dental Surgery
- Southam Clinic
- Police Station
- Town Council office
- Two Nurseries
- Post Office
- Southam Community Church
- Southam Sports and Social Club
- Doctors Surgery
- Dental Surgery
- Wattons Lodge Sheltered Housing.

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 32 Meeting – 6
	Number of survey responses received % online % paper	242 126 – 52.1% 116 – 47.9%
	Number (and %) responding on this library only	107 – 44.2%
	Number responding on other Libraries (multiple responses)	135 – 55.8%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 215 – 92.7% • Friend or relative of a library customer – 4 – 1.7% • Work in a library location – 3 – 1.3% • Work voluntarily in library location – 0 – 0.0% • Represent partner/ potential partner – 0 – 0.0% • Represent/own a local business – 3 – 1.3% • Represent a community group – 1 – 0.4% • Responding on behalf of an organisation – 6 – 2.6%
	Number of comments made from survey (impact)	71
	Number of letters/emails received	0
	Formal response by organisations	Warwickshire Police
Impact on Customer	Themes from Public Meetings	• Service impact – poorer service
	Themes from Road Shows	• Impact on community – loss of meeting place / community focus
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Restrict my use - Opening times (23%) • Restrict my use - Distance/Travel to another library (14%) • Service Impact - Loss of personal service (8%) • Personal Impact - Denied access to hobby/ pleasure (7%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 55 27.2% Some – 82 40.6% No – 43 21.3% Don't Know – 22 10.9% (No reply –) 40
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 127 60.5% Neither – 23 11% Strongly Disagree & Disagree – 60 28.6% (No reply –) 32
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 177 84.7% Neither – 15 7.2% Strongly Disagree & Disagree – 17 8.1% (No reply –) 33
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 142 68.6% Neither – 20 9.7% Strongly Disagree & Disagree – 45 21.7% (No reply –) 35
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 93 44.5% Neither – 55 26.3% Strongly Disagree & Disagree – 61 29.2% (No reply –) 33
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 41 21.9% Neither – 75 Strongly Disagree & Disagree – 71 38.0% (No reply –)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	10,585

Section	Information Required	Information
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	11,343 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 46 Businesses – 0 Local Organisations – 2 Charitable Organisations – 3 Other Public Organisations – 5(Anon)
	Q8 – Number of organisations offering space to house library	Yes - 5 Contact details left – 4
	Q9 – Number of organisations interested in moving into library	Yes - 6 Contact details left – 4
	Q10 – other involvement Other expressions of interest	Yes – 14 Contact details left – 9
	Number of expressions of interest from other sources	0
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 37 Contact details left – 23
	Q11a – Number of hours	2 – 4 hours – 30 5 – 8 hours – 1 9 – 16 hours – 2 16 or more –1 Any day – 6 Weekends –3 Evenings – 3
	Q12 – Number interested in supporting activities	Yes - 95 Contact details left – 34
	Q13 – Number interested for mobile library	Yes – 23 Contact details left – 14
	Q13a – Number of hours for mobile	2 – 4 hours – 16 5 – 8 hours – 3 9 – 16 hours – 0 16 or more – 0 Any day – 5 Weekends – 3 Evenings – 3
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 2 Nuneaton & Bedworth – 0 Rugby – 2 Stratford –3 Warwick – 4 Any district –0
Financial Support	Q14 –Offer financial support?	An existing Library – 8 A mobile Library – 11 Alternative Library/building – 4 Maintaining current opening hours – 6 Contact details left – 8
	Left Any Contact Details	51

Section	Information Required	Information
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual –176 95.1% Representing a public service provider – 5 2.7% Representing a private business – 1 0.5% Representing a voluntary group/organisation –3 1.6%
	Equality data from survey – Gender (count & %)	Male – 61 Female – 120
	Equality data from survey – Age (count & %)	Under 17 years – 4 2.2% 17 – 24 years – 2 1.1% 25 – 44 years – 56 30.4% 45 – 64 years – 66 35.9% 65 – 74 years – 35 19.0% 75+ years – 21 11.4%
	Equality data from survey – Disability (count & %)	Yes – 24 14% No- 148 86.0%
	Equality data from survey – Ethnic Group (count & %)	White – All – 174 97.8% Mixed – All – 0 0.0% Asian –All – 3 1.7% Black-All- 1 0.6%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 46 95.8%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 50 86.2% Gay or lesbian – 0 0.0% Bisexual – 1 1.7% Other – 0 0.0% Prefer not to say – 7 12.1%

Community Analysis on the Public Consultation

Library: Southam Mobile		

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 35 Meeting – N/A
	Number of survey responses received % online % paper	111 20 – 18.0% 91 – 82.0%
	Number (and %) responding on this library only	48 – 43.2%
	Number responding on other Libraries (multiple responses)	63 – 56.8%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 100 • Friend or relative of a library customer – 1 • Work in a library location – 1 • Work voluntarily in library location –0 • Represent partner/ potential partner –0 • Represent/own a local business –0 • Represent a community group – 2 • Responding on behalf of an organisation – 3
	Number of comments made from survey (impact)	54
	Number of letters/emails received	0
	Formal response by organisations	Shotswell Parish Council
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	• Unable to use – due to distance • Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – loss of meeting place / community focus • Impact on community – rural isolation / village cut off • Financial impact – cost of parking at another library • Financial impact – cost of travel to another library • Service impact – wouldn't use service • Educational impact – loss of social inclusion • Personal impact – denied access to service I pay for • Personal impact – social isolation as a result of closure • Impact on vulnerable – impact on elderly / infirm • Impact on vulnerable – disabled
	Themes from letters/emails	• 1 impact letters received (Cleopatra mobile) The correspondent mentioned: • Restrict my use - Distance/Travel to another library • Impact on Community - Loss of meeting place/community focus • Impact on Community - Rural isolation/village cut off
	Themes from survey comments (Q6)	• Impact on vulnerable - Elderly/infirm (26%) • Restrict my use – Other (22%) • Personal Impact - Denied access to hobby/ pleasure (13%) • Restrict my use - Distance/Travel to another library (11%) • Impact on vulnerable – Disabled (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 33 – 32.7% Some – 44 – 43.6%

Section	Information Required	Information
		No – 14 – 13.9% Don't Know – 10 – 9.9% (No reply – 10)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 63 – 66.3% Neither – 16 - 16.8% Strongly Disagree & Disagree – 16.8% (No reply – 16)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 52 – 56.5% Neither – 17 – 18.5% Strongly Disagree & Disagree – 23 – 25.0% (No reply – 19)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 34 – 43.6% Neither – 11 – 14.1% Strongly Disagree & Disagree – 33 – 42.3% (No reply – 33)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 38 – 46.3% Neither – 25 Strongly Disagree & Disagree – 19 – 23.2% (No reply – 29)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 13 – 19.1% Neither – 25 – 36.8% Strongly Disagree & Disagree – 30 – 44.1% (No reply – 43)
Area Facts	Distance to next library	N/A
	Bus service (Kevin McGovern – proposed changes to bus services)	N/A
	People's network usage	N/A
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 16 Businesses – 0 Local Organisations – 2 Charitable Organisations – 0 Other Public Organisations – (1)
	Q8 – Number of organisations offering space to house library	Yes - 0 Contact details left – 0
	Q9 – Number of organisations interested in moving into library	Yes - 0 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 7 Contact details left – 2
	Number of expressions of interest from other sources	N/A
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 14 Contact details left – 12
	Q11a – Number of hours	2 – 4 hours – 9 5 – 8 hours – 5 9 – 16 hours – 0 16 or more – 0 Any day – 3 Weekends – 3 Evenings – 3
	Q12 – Number interested in supporting activities	Yes - 30 Contact details left – 10
	Q13 – Number interested for mobile library	Yes – 16 Contact details left – 13
	Q13a – Number of hours for mobile	2 – 4 hours – 10 5 – 8 hours – 4 9 – 16 hours – 1 16 or more – 0 Any day – 5 Weekends – 3 Evenings – 4

Section	Information Required	Information
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 2 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 2 A mobile Library – 20 Alternative Library/building – 1 Maintaining current opening hours – 1 Contact details left – 8
	Left Any Contact Details	30
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 92 – 95.8% Representing a public service provider – 1 – 1.0% Representing a private business – 0 – 0.0% Representing a voluntary group/organisation – 3 – 3.1%
	Equality data from survey – Gender (count & %)	Male – 27 – 27.8% Female – 70 – 72.2%
	Equality data from survey – Age (count & %)	Under 17 years – 1 – 1.0% 17 – 24 years – 0 – 0.0% 25 – 44 years – 12 – 11.8% 45 – 64 years – 20 – 19.6% 65 – 74 years – 33 – 32.4% 75+ years – 36 – 35.3%
	Equality data from survey – Disability (count & %)	Yes – 25 – 28.1%
	Equality data from survey – Ethnic Group (count & %)	White – All – 91 – 100.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 6 – 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 8 – 100.0% Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 0

Community Analysis on the Public Consultation

Stockingford

Original Proposal & criteria used to establish this

Retain Library. Proposal to reduce opening hours from 53 to 20 hours per week

The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable:
- Visits per hour open (2009/10)
- Issues per hour open (2009/10)
- Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services

Background

Of the 34 libraries in Warwickshire, in terms of value for money the costs of Stockingford Library are integrated into the One-Stop-Shop therefore making it difficult to establish the actual cost of running the service. In 2009/10 the One-Stop-Shop received 92,443 visits and is therefore ranked 9th in terms of overall visits with the 1st being Rugby Library with 582,144 visits per year. It must however be noted that the level of visits is not only for the library but also includes visits to Warwickshire Direct and the Children's Centre, therefore making it difficult to establish actual numbers. In real terms however the library issued 22,547 loans and supported 3,995 computer sessions during this same period of time. The proposal is to reduce library opening hours in Stockingford to 20.

Nearest Warwickshire Library

3 miles – Nuneaton

Suggestions from Community

Await results of consultation

Youth Service Status

No service currently provided

Childrens Local Delivery Centre

Information not available on any future transformation plans

Fire and Rescue review

N/A

Adult Service Provision

Information not available on any future transformation plans

Bus Timetable Changes for services within Warwickshire

Evening service withdrawn and revised timetable

Savings from proposals

To be determined

Recommendations for the future library service

Decision awaiting Cabinet approval

Locality Information and Impact

The library provides a service to the community in Stockingford and surrounding area, but is part of the Arbury & Stockingford locality, this narrative is specific to Stockingford but the data is for the wider locality. The other nearest or alternative library is Nuneaton, Camp Hill and Hartshill – however, the opening hours of Nuneaton are also proposed to decrease and Hartshill and Camp Hill libraries are currently proposed as being unsustainable.

The locality overall is slightly different to the rest of the county with higher levels of 0-15 year olds (21% as opposed to the Warwickshire average of 18.3%), higher levels of working age people (61.7% as opposed to 60.5%) and significantly lower numbers of ethnic minority community members compared to the county average 3.9% as opposed to 7.2%.

Whilst levels of unemployment in the area are higher than the Warwickshire average 4.3% (557) as opposed to

2.6%, there are higher levels of working-age benefit claimants compared to the Warwickshire Average 18.4% (2355) as opposed to 11.3%, higher levels of pension credit claimants 26.3% (945) as opposed to 18.6%. More families claiming child tax credits 91.8% (2580) as opposed to 74.2% and in 2008 higher levels of children in the area lived in poverty compared to the Warwickshire average 20.1% (1095) as opposed to 11.9%. In relation to education and skills 38.8% (5564) of 16 -74 year olds have no qualifications (Warwickshire average is 27.8%), 24.7% (777) of pupils have Special Educational Needs (Warwickshire average is 20.8%), 18.6% (584) of pupils receive free schools meals (Warwickshire average is 10.9%) and 6.2% (51) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health, 18.7% (3716 of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 9.9% (1973) are not in good health (Warwickshire average is 8.1%) and 6.6% (1375) are in receipt of Disability Living Allowance (Warwickshire average is 4.3%). There are higher levels of households with no car/van than the Warwickshire average 25.7% (2038) as opposed to 19%.

The Arbury & Stockingford locality has higher levels of crime, 76.9 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

In relation to the Super-Output Areas 5 out of 14 of the Super-Output Areas (SOAs) are ranked within the top 30% most deprived SOA's within the Index of Multiple Deprivation (England) and the Bar Pool North & Crescents and Kingswood Grove Farm and Rural areas appear within the top 10% of most deprived SOAs in England. The service therefore serves an area where there are high levels of vulnerability than in other parts of Warwickshire.

These figures suggest that the Arbury & Stockingford locality has significant areas of social inequality and deprivation. There is clear evidence that the highest levels of social inequality, poor health and low income, high levels of unemployment, skills education and training and access to services are prevalent throughout the locality. The figures suggest that the proposed reduction in hours may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area combined with the use of the library by those seeking employment. The process of reducing opening hours is also more complex due to the integration of the service with the Children's Centre and the One-Stop-Shop, a reduction will impact on these services also with the Children's Centre clearly focusing on those most vulnerable.

In terms of MOSAIC classification – there is a higher proportion of lower income workers in urban terraces in often diverse areas, owner occupiers in older-style housing in ex-industrial areas, residents with sufficient incomes in right-to-buy social houses, young people renting flats in high density social housing and families in low-rise social housing with high levels of benefit need.

A higher proportion of people do not have access to a car, therefore, good public transport is crucial, especially if hours are reduced to such an extent that people have to visit other libraries.

The evidence above suggests that the reduction in hours will have an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- 7 schools - WCC
- Business Centre – WCC
- Children's services – WCC
- Hillcrest – WCC
- Family Community Care Centre –WCC
- Nursery Group
- Post Office
- 2 Churches
- Working Mens Club
- Medical Centre
- Homestart
- Camp Hill Education Sports & Social Club

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 27 Meeting – 9
	Number of survey responses received % online % paper	65 24 – 36.9% 41 – 63.1%
	Number (and %) responding on this library only	19 – 29.2%
	Number responding on other Libraries (multiple responses)	46 – 70.8%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 53 – 86.9% • Friend or relative of a library customer – 1 – 1.6% • Work in a library location – 2 – 3.3% • Work voluntarily in library location – 0 • Represent partner/ potential partner – 0 • Represent/own a local business – 0 • Represent a community group – 2 – 3.3% • Responding on behalf of an organisation – 3 – 4.9%
	Number of comments made from survey (impact)	25
	Number of letters/emails received	0
	Formal response by organisations	Warwickshire Direct
Impact on Customer	Themes from Public Meetings	• Service Impact – access to IT/ Internet • Service Impact – poorer service • Educational impact – help with homework and access to IT/ Internet • Impact on vulnerable - children
	Themes from Road Shows	• No issues raised
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Restrict my use - Opening times (24%) • Educational Impact - Access to information/ reference/borrow books (20%) • Impact on vulnerable – Children (16%) • Impact on Community - Loss of meeting place/ community focus (12%) • Impact on Community - loss of access to library events (12%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 21 – 35.0% Some – 27 – 45.0% No – 9 – 15.0% Don't Know – 3 – 5.0% (No reply – 5)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 23 – 38.3% Neither – 5 – 8.3% Strongly Disagree & Disagree – 32 – 53.3% (No reply – 5)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 38 – 65.5% Neither – 9 – 15.5% - Strongly Disagree & Disagree – 11 – 19.0% (No reply – 7)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 24 – 41.4% Neither – 8 – 13.8% Strongly Disagree & Disagree – 26 – 44.8% (No reply – 7)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 25 – 42.4% Neither – 7 – 11.9% Strongly Disagree & Disagree – 27 – 45.8% (No reply – 6)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 23 – 38.3% Neither – 15 – 25.0%

Section	Information Required	Information
		Strongly Disagree & Disagree – 22 – 36.7% (No reply – 5)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	51,358
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	3,995 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 13 Businesses – 1 Local Organisations – 2 Charitable Organisations – 1 Other Public Organisations – (1)
	Q8 – Number of organisations offering space to house library	Yes - 2 Contact details left – 1
	Q9 – Number of organisations interested in moving into library	Yes - 2 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 5 Contact details left – 2
	Number of expressions of interest from other sources	0
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 9 Contact details left – 6
	Q11a – Number of hours	2 – 4 hours – 4 5 – 8 hours – 3 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends – 2 Evenings – 1
	Q12 – Number interested in supporting activities	Yes - 20 Contact details left – 8
	Q13 – Number interested for mobile library	Yes – 5 Contact details left – 3
	Q13a – Number of hours for mobile	2 – 4 hours – 3 5 – 8 hours – 2 9 – 16 hours – 0 16 or more – 0 Any day – 0 Weekends – 0 Evenings – 1
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford – 0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 2 A mobile Library – 3

Section	Information Required	Information
		Alternative Library/building – 2 Maintaining current opening hours – 1 Contact details left – 2
	Left Any Contact Details	17
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 54 – 91.5% Representing a public service provider – 2 – 3.4% Representing a private business – 1 – 1.7% Representing a voluntary group/organisation – 2 – 3.4%
	Equality data from survey – Gender (count & %)	Male – 17 – 30.9% Female – 38 – 69.1%
	Equality data from survey – Age (count & %)	Under 17 years – 2 – 3.6% 17 – 24 years – 2 – 3.6% 25 – 44 years – 20 – 36.4% 45 – 64 years – 19 – 34.5% 65 – 74 years – 11 – 20.0% 75+ years – 1 – 1.8%
	Equality data from survey – Disability (count & %)	Yes – 13 – 24.5% No – 40 – 75.5%
	Equality data from survey – Ethnic Group (count & %)	White – All – 50 – 96.2% Mixed – All – 2 – 3.8%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 100.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 12 – 92.3% Gay or lesbian – Bisexual – Other – Prefer not to say – 1 – 7.7%

Community Analysis on the Public Consultation

Stratford

Original Proposal & criteria used to establish this

Retain Library. Proposal to reduce opening hours from 53 to 35 hours per week

The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable:
- Visits per hour open (2009/10)
- Issues per hour open (2009/10)
- Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services

Background

Of the 34 libraries in Warwickshire, in terms of value for money Stratford Library is the 4th most expensive library to run in the county (£412,862 per annum) and the 4th most expensive in terms of cost per hour (£149.80). With visits per year the library is ranked 4th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.74 making Stratford Library 14th most expensive library per visit, with on average 85.92 visits per opening hour (236,801). As part of the library savings Stratford library has been proposed as remaining open but reducing its opening hours from 53 to up to 35 per week.

Nearest Warwickshire Library

6 miles – Wellesbourne

Suggestions from Community

Await results of consultation

Youth Service Status

Tyler House (4232) - Income £7,800pa - reasonable reputation - good base- There has been one Expression of Interest, from Avon Support Ltd. - Explore the possibility of transferring to Avon Support Ltd leading on behalf of current users

Childrens Local Delivery Centre

Information not available on any future transformation plans

Fire and Rescue review

Fire Station Retained - no change

Adult Service Provision

Information not available on any future transformation plans

Bus Timetable Changes for services within Warwickshire

Service 24, 29 withdrawn
All evening services withdrawn and revised timetable for other services

Savings from proposals

To be determined

Recommendations for the future library service

Decision awaiting Cabinet approval

Locality Information and Impact

Stratford library provides a service for the Stratford locality and the data is for the wider locality.

There is relatively very little deprivation in the Stratford locality with only 5 of the 14 Super Output Areas (sub-divisions) appearing within the top 30% nationally in the categories 'barriers to housing and services', 'employment' and 'living environment'.

Stratford locality has an older population profile than that for Warwickshire as a whole, the locality also has a lower than average proportion of under 16s and lower ethnic minority population (1.7% less than the County average).

The levels of unemployment in the area are lower than the Warwickshire average (1.7% (271) as opposed to 2.6%), there are also lower levels of working-age benefit claimants compared to the Warwickshire Average (10.0% (1,570) as opposed to 11.3%), a slightly lower number of older people claiming pension credits (15.4% (970) as opposed 18.6%, less families claiming child tax credits (66.8% (1,950) as opposed to Warks average of 74.2%) and in 2008 slightly lower levels of children in the area lived in poverty compared to the Warwickshire average (9.0% (495) as opposed to 11.9%). In relation to education and skills 22.4% (3,653) of 16 -74 year olds have no qualifications (Warks average is 27.8%), 18.6% (582) of pupils have Special Educational Needs (Warks average is 20.8%), 7.7% (241) of pupils receive free schools meals (Warks average is 10.9%) and 2.7% (23) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warks average.   In terms of health, 17.4% (3,828) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 7.4% (1,629) are not in good health (Warks average is 8.1%) and 3.6% (960) are in receipt of Disability Living Allowance (Warks average is 4.3%). There are higher number of households with no car/van, 20.8% (2,098) compared to the Warwickshire average of 19%.

In terms of recorded crime, Stratford has an overall crime rate above the County average, 72.7% crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

The MOSAIC social-demographic classification 'wealthy people living in the most sought after neighbourhoods' and 'active elderly people living in pleasant retirement locations' are over represented and 'families in low rise social housing with high levels of benefit need' are low.

Options are currently being explored to find alternative means of not reducing the library service and whether there is a possibility of combining the service with the Tourist Information Centre (65k which is funded by Stratford District Council) and the Post Office and provide a wider service thus helping to generate more income.

The evidence above suggest that a reduction in the library hours will have an adverse impact on the community as a whole but specifically on:
- disabled people and
- older people who use the library on a daily basis.

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:

- Four schools
- Leisure Centre
- Police Station,
- Fire Station
- Mental Health Resource Centre
- Avon Bank Satellite Social Education Centre
- Stratford High School also provides a Community Sports Centre outside school hours
- Other Community groups and volunteer groups include Voluntary Action Stratford-on-Avon whose main aim is to support, develop and promote voluntary sector activity in Stratford-upon-Avon District.

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 77 Meeting – 5
	Number of survey responses received % online % paper	629 292 46.4% 337 53.6%
	Number (and %) responding on this library only	251 39.9%
	Number responding on other Libraries (multiple responses)	378 60.0%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 566 93.9% • Friend or relative of a library customer – 7 1.2% • Work in a library location – 14 2.3% • Work voluntarily in library location – 3 0.5% • Represent partner/ potential partner – 0 0.0% • Represent/own a local business – 1 0.2% • Represent a community group – 7 1.2% • Responding on behalf of an organisation – 5 0.8%
	Number of comments made from survey (impact)	184
	Number of letters/emails received	3
	Formal response by organisations	Stratford District Council Stratford Upon Avon High School
Impact on Customer	Themes from Public Meetings	• Impact on community – loss of access to library events • Restricted use due to reduced opening hours • Impact on vulnerable - children
	Themes from Road Shows	• No issues raised
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Restrict my use - Opening times (35%) • Restrict my use – Other (13%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 142 25.5% Some – 267 48.0% No – 117 21.0% Don't Know – 30 5.4% (No reply – 73)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree –346 58.7% Neither – 78 13.2% Strongly Disagree & Disagree – 165 28.0% (No reply – 40)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 461 80.9% Neither – 62 Strongly Disagree & Disagree – 47 8.2% (No reply – 59)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 333 61.0% Neither – 87 15.9% Strongly Disagree & Disagree – 60 11.0% (No reply – 83)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 223 41.9% Neither – 159 29.9% Strongly Disagree & Disagree – 150 28.2% (No reply – 97)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 131 26.6% Neither – 186 37.8% Strongly Disagree & Disagree – 99 20.1% (No reply – 137)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	23,316
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services

Section	Information Required	Information
		which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	52,509 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 183 Businesses – 1 Local Organisations – 9 Charitable Organisations – 7 Other Public Organisations – (4)
	Q8 – Number of organisations offering space to house library	Yes - 9 Contact details left – 5
	Q9 – Number of organisations interested in moving into library	Yes - 10 Contact details left – 8
	Q10 – other involvement Other expressions of interest	Yes – 54 Contact details left – 39
	Number of expressions of interest from other sources	0
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 122 Contact details left –87
	Q11a – Number of hours	2 – 4 hours – 89 5 – 8 hours – 24 9 – 16 hours – 4 16 or more –1 Any day – 29 Weekends – 16 Evenings – 28
	Q12 – Number interested in supporting activities	Yes - 260 Contact details left – 109
	Q13 – Number interested for mobile library	Yes – 83 Contact details left – 65
	Q13a – Number of hours for mobile	2 – 4 hours – 58 5 – 8 hours – 20 9 – 16 hours – 2 16 or more – 0 Any day – 19 Weekends – 14 Evenings – 17
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 2 Nuneaton & Bedworth – 0 Rugby – 0 Stratford –20 Warwick – 3 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 23 A mobile Library – 12 Alternative Library/building – 6 Maintaining current opening hours – 24 Contact details left – 20
	Left Any Contact Details	171

Section	Information Required	Information
Equality Impact Assessment	Last question – position (i.e. individual, on behalf of organisation etc)	Individual – 492 96.5% Representing a public service provider – 6 1.2% Representing a private business – 2 0.4% Representing a voluntary group/organisation –10 2.0%
	Equality data from survey – Gender (count & %)	Male – 173 Female – 318
	Equality data from survey – Age (count & %)	Under 17 years – 7 1.4% 17 – 24 years – 16 3.1% 25 – 44 years – 110 21.7% 45 – 64 years – 190 37.4% 65 – 74 years – 113 22.2% 75+ years – 72 14.2%
	Equality data from survey – Disability (count & %)	Yes – 98 20.4% No – 383 79.6%
	Equality data from survey – Ethnic Group (count & %)	White – All – 483 97.6% Mixed – All – 3 0.6% Asian – All – 4 0.8% Black – All – 0.4% Other – All – 3 0.6%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 124 95.4%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 145 90.6% Gay or lesbian – 4 2.5% Bisexual – 1 0.6% Other – 0 0.0% Prefer not to say – 10 6.3%

Community Analysis on the Public Consultation

Studley
Original Proposal & criteria used to establish this
It is proposed that Studley Library is no longer sustainable in its current form. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, Studley Library is the 24th most expensive library to run in the county (£24,923 per annum) and the 22nd most expensive in terms of cost per hour (£25.23). With 21,680 visits per year the Studley library is ranked 21st with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.15 making Studley the 26th most expensive library per visit with on average 21.94 visits per opening hour. On a monetary basis Studley library is not value for money.
Nearest Warwickshire Library
5 miles – Alcester
Nearest library operated by neighbouring authority
Woodrow Library (Worcestershire) 1.4 miles
Proposed alternative solution
Business Case submitted
Youth Service Status
Studley Youth & Community Centre (4264) - Income £4,600pa - medium priority community - good base- There has been no Expression of Interest. Develop as Centre of Excellence. <u>Work with the Library service re: continuation of a local service from the centre</u> see OFD recommendation
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
Studley Fire Station is to close by March 2013, cover to be provided by upgrade Alcester station (4.5 miles) to whole time with retained fire-fighters as extra cover.
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Service 26, (Stratford - Alcester - Studley – Redditch) - Revised timetable. The 1750 Stratford to Redditch is retimed earlier to 1715 with the 1850 return from Redditch retimed earlier. The 1830 Stratford to Alcester is retimed to 185 and is extended to Redditch and then returns to Stratford.
Savings from any alternative and the shortfall (if any)
Operational: Full costs p.a. £24,923 Property Asset Capital Receipt: £123,000
Recommendations for the future library service

Decision from Business Case evaluation

Locality Information and Impact

The library provides a service to the population of Studley but is part of Studley & Henley locality, this narrative is specific to Studley but the data is for the wider locality area. The nearest town is Alcester which is 5 miles away.

It is proposed that Studley Library in its current form is unsustainable, unless alternatives can be found the Library will close.

The library provides a service in the Studley and Henley locality where 7 out of 12 of the Super-Output Areas (SOAs) are ranked within the top 30% most deprived SOA's in relation to *'barriers to housing and services'* within the Index of Multiple Deprivation (England). Of the 7, 2 are ranked in the top 10% most deprived within this housing/services measure therefore reflecting the rural nature and rural isolation of the area. Studley East & Priory SAO also appears in the top 30% of areas in England for *'crime and disorder'.* The service therefore serves an area where there are high levels of vulnerability in relation to the rurality and periferality (distance from services) than in other parts of Warwickshire.

The locality has a slightly different population age profile than the County, the 0-15 year olds are less (17.3% as opposed to 18.3%), working age population is also less (54.8% as opposed to 60.5%), 60+/65+ is higher (27.9% as opposed to 21.2%) and ethnic minority population is less (4.4% as opposed to 7.2%).

Levels of unemployment in the area are lower than the Warwickshire average 1.7% (181) as opposed to 2.6%. There are also lower levels of working-age benefit claimants compared to the Warwickshire Average 9.2% (971) as opposed to 11.3%. Less families claim child tax credits 60.1% (1,303) as opposed to Warwickshire average of 74.2% and in 2008 8.3% of children in the area lived in poverty 8.3% (345) compared to the Warwickshire average which was 11.9%. In relation to education and skills, 26.2% (3,653) of all 16-74 year olds in the area have no qualifications Warwickshire average is 27.8%, 18.5% (417) of pupils have Special Educational Needs Warwickshire average is 20.8%, 6.9% (155) of pupils receive free schools meals Warwickshire average is 10.9% and 1.2% (8) of 16-18 years olds are Not in Educations, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health, 16.2% (3,104) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 7.7% (1477) are not in good health Warwickshire average is 8.1% and 3.3% (648) are in receipt of Disability Living Allowance (Warwickshire average is 4.3%). There are lower levels of households with no car/van 12.3% (999) than the Warwickshire average of 19%.

The Studley & Henley locality is a relatively safe place to live with 48.2 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

These figures highlight that the area is fairly affluent and the reliance on the state is lower than other areas of Warwickshire but it is also a rural area where access to services is limited often by distance.

In terms of mosaic socio-demographic classification, 13.3% of households (more than 50% of the County average) live in isolated rural communities, in small & mid-sized towns with strong local roots, active elderly people living in pleasant locations and successful professionals living in suburban or semi-rural homes.

There will also be a wider impact on rural isolation as the potential closure of the library will remove services from a rural area. Whilst an option exists for people to use Alcester Library, for a significant number of people this will not be an option because of costs of public transport, the time taken to travel and the limited service within the area which has been reduced further by recent service withdrawls. In reality however people may be more inclined to access libraries located within a few miles but belonging to Worcestershire County Council for example Redditch is 2 miles away and on a direct bus route.

The evidence above suggest that should the library close there will be an adverse impact on the community as a whole but specifically:
- older people
- disabled people

The number of WCC owned premises in the area combined with those in community/private use potential provide opportunities for developing shared premises for delivery. These include:
- 3 schools
- Youth centre
- Leisure Centre
- Fire Station
- Car Home
- 4 health providers

- Village hall
- Sports & social club
- Conservative club
- 2 churches
- Post office
- Residential home
- Sheltered housing

Section	Information Required	Information
Level of local interest	Number of petitions received	1 – 700 signatures
	Level of attendance at public meetings/road shows	Roadshow – 23 Meeting – 35
	Number of survey responses received % online % paper	91 38　　　41.8% 53　　　58.2%
	Number (and %) responding on this library only	48　　　52.7%
	Number responding on other Libraries (multiple responses)	43　　　47.3%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 80　　87.9% • Friend or relative of a library customer – 3　3.3% • Work in a library location – 3　　　　3.33% • Work voluntarily in library location – 0　0.0% • Represent partner/ potential partner – 2　2.2% • Represent/own a local business – 0　　0.0% • Represent a community group – 　3　　3.3% • Responding on behalf of an organisation – 0　0.0%
	Number of comments made from survey (impact)	56
	Number of letters/emails received	4
	Formal response by organisations	Stratford-on-Avon District Council Studley Parish Council
Impact on Customer	Themes from Public Meetings	• Educational impact • Impact on vulnerable- children and elderly
	Themes from Road Shows	• Restrict my use – distance / travel to another library • Impact on community – rural isolation / village cut off • Impact on vulnerable – elderly / infirm • Impact on vulnerable – children • Decisions made and the use of statistics
	Themes from letters/emails	• 4 impact letters received • 50% of correspondents mentioned Impact on Community - Rural isolation/village cut off • 50% of correspondents mentioned Personal Impact - Denied access to hobby/pleasure • 50% of correspondents mentioned Impact on vulnerable-children
	Themes from survey comments (Q6)	• Restrict my use - Distance/Travel to another library (25%) • Educational Impact - Access to information/ reference/borrow books (16%) • Personal Impact - Denied access to hobby/pleasure (16%) • Impact on vulnerable - Elderly/infirm (14%) • Impact on vulnerable – Children (13%) • Restrict my use - Opening times (13%) • Impact on Community - Loss of meeting place/community focus (13%) • Unable to use - Due to lack of public transport (11%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 52　　　　59.8% Some – 　　31　　　　35.6% No – 　　　2　　　　2.3% Don't Know – 2　　　　2.3 % (No reply – 4)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree –38　　43.2% Neither – 7　　　　　　8.0% Strongly Disagree & Disagree – 43　48.9%

Section	Information Required	Information
		(No reply – 3)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 36 42.4% Neither – 15 17.6% Strongly Disagree & Disagree – 34 40.0% (No reply – 6)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 37 45.1% Neither – 11 13.4% Strongly Disagree & Disagree – 34 41.5% (No reply – 9)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 44 53.7% Neither – 18 22.0% Strongly Disagree & Disagree – 20 24.4% (No reply – 9)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 27 37.0% Neither – 20 27.4% Strongly Disagree & Disagree – 26 35.6% (No reply – 18)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	7,596
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	1,411 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 37 Businesses – 0 Local Organisations – 2 Charitable Organisations – 3 Other Public Organisations –(1)
	Q8 – Number of organisations offering space to house library	Yes - 4 Contact details left – 3
	Q9 – Number of organisations interested in moving into library	Yes - 1 Contact details left – 1
	Q10 – other involvement Other expressions of interest	Yes – 14 Contact details left – 12
	Number of expressions of interest from other sources	1
	Number of business cases put forward	1
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 28 Contact details left – 19
	Q11a – Number of hours	2 – 4 hours – 16 5 – 8 hours – 9 9 – 16 hours – 0 16 or more –0 Any day – 5 Weekends 5– Evenings – 7
	Q12 – Number interested in supporting activities	Yes - 46 Contact details left – 26
	Q13 – Number interested for mobile	Yes – 10

Section	Information Required	Information
	library	Contact details left – 7
	Q13a – Number of hours for mobile	2 – 4 hours – 6 5 – 8 hours – 3 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends– 1 Evenings – 3
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 0 Stratford –2 Warwick – 1 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 8 A mobile Library – 7 Alternative Library/building – 3 Maintaining current opening hours – 3 Contact details left – 8
	Left Any Contact Details	35
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual –83 97.6% Representing a public service provider – 1 1.2% Representing a private business – 0 0.0% Representing a voluntary group/organisation – 1 1.2%
	Equality data from survey – Gender (count & %)	Male – 28 35.4% Female – 51 64.6%
	Equality data from survey – Age (count & %)	Under 17 years – 1 17 – 24 years – 1 25 – 44 years – 21 45 – 64 years – 27 65 – 74 years – 21 75+ years – 11
	Equality data from survey – Disability (count & %)	Yes – 18 22.2% No- 63 77.8%
	Equality data from survey – Ethnic Group (count & %)	White – All – 83 100% Mixed – All – 0 0.0% Asian – All – 0 0.0% Black – All – 0 0.0% Other – All - 0 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 19 95.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 22 84.6% Gay or lesbian – 0 0.0% Bisexual – 0 0.0% Other – 0 0.0% Prefer not to say – 4 15.4%

Community Analysis on the Public Consultation

Warwick
Original Proposal & criteria used to establish this
Retain Library. Proposal to reduce opening hours from 51.5 to 35 hours per week. Reconfigure Service in Shire Hall. The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, in terms of value for money Warwick is the 5th most expensive library to run in the county (£385,513 per annum) and the 5th most expensive in terms of cost per hour (£143.96). With 133,123 visits per year the library is ranked 6th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £2.90 making Warwick 5th most expensive library per visit, with on average 49.71 visits per opening hour.
Nearest Warwickshire Library
3 miles – Leamington
Suggestions from Community
Await results of consultation
Youth Service Status
Warwick Youth Centre (5242) - Income £10,100pa low value for money - low priority community There has been one Expression of Interest from the local primary school . Consider continuing discussions with the school to pursue Community Asset Transfer OR make surplus to requirement to gain capital receipt NB a valuable property Disposal of site has been approved by Cabinet June 2011
Childrens Local Delivery Centre
A Local Delivery Centre is required in Warwick 947sq.m. are required for 397 staff. It is proposed to use Barrack Street with OFD at Shire Hall being used as the Meet & Greet for their facilities
Fire and Rescue review
Fire Station is to close by September 2011, cover provided from Leamington Fire Station.
Adult Service Provision
At Stage 2 the Care Management Tier One will come into the Customer Service Centre at Shire Hall
Bus Timetable Changes for services within Warwickshire
Majority of Evening services withdrawn and revised timetable for other services Flexibus 60 (Leamington – Warwick – Solihull) withdrawn
Savings from proposals
To be determined
Recommendations for the future library service *Decision awaiting Cabinet approval*
Locality Information and Impact

The Warwick library provides a service to the community in the Warwick area. Warwick is part of the Warwick Locality which encompasses the medieval County town of Warwick and its immediate surrounding area. The other or nearest or alternative libraries are Lillington, Leamington and Whitnash.

The composition of Warwick Locality's population is fairly representative of that of the County in terms of age and gender, with the most notable difference being the higher proportion of ethnic minority population (3.1% more than the County average).

The levels of unemployment in the area are lower than the Warwickshire average (2.4% (460) as opposed to 2.6%), there is also a lower level of working-age benefit claimants compared to the Warwickshire Average (10.1% (1, 915) as opposed to 11.3%), a slightly higher number of older people claimed pension credits (20.2% (1,100) as opposed 18.6%), less families claiming child tax credits (70.7% (2,515) as opposed to Warks average of 74.2%) however in 2008 slightly higher levels of children in the area lived in poverty compared to the Warwickshire average (12.6% (870) as opposed to 11.9%). In relation to education and skills 25.4% (4,726) of 16 -74 year olds have no qualifications (Warks average is 27.8%), 17.8% (672) of pupils have Special Educational Needs (Warks average is 20.8%), 11.6% (440) of pupils receive free schools meals (Warks average is 10.9%) and 5.5% (55) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warks average. In terms of health, 16.2% (4,133) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 7.7% (1,964) are not in good health (Warks average is 8.1%) and 3.6% (1,090) are in receipt of Disability Living Allowance (Warks average is 4.3%). There are higher number of households with no car/van 20.8% (2,295) compared to the Warwickshire average of 19%.

The Warwick locality has a slightly higher figure in relation to crime, 65.6 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

Over half of the locality's Super-Output areas (10 of the 18) are ranked within the top 30% most deprived SOAs in England in this respect. However, according to the Index of Multiple Deprivation, there is one small, isolated pocket of deprivation within the locality on the Packmores housing estate. This Super-Output Area (SOA) suffers deprivation particularly linked to 'education, skills and training' and is ranked within the top 10% most deprived SOAs nationally on this measure; it is ranked within the top 20% most deprived in relation to 'barriers to housing and services' and also in the top 30% most deprived in relation to 'income'. A reduction in the opening hours of the library will therefore have a significant impact on local people seeking to access services and on improving education, skills and training.

These figures suggest that although Warwick is perceived as an affluent area there are pockets of deprivation and evidence of social inequality and poor health. The figures in relation to education and skills suggest that the proposed reduction in the opening hours of the library may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

The MOSAIC dataset also shows that 'Couples with young children in comfortable modern housing' and 'middle income families living in moderate suburban semis' are twice as prevalent as in the County as a whole; and the area is typically underrepresented within those groups characterised by social deprivation, low incomes and low aspiration.

The evidence above suggest that the proposed reduction in the library hours will have an adverse impact on the community as a whole but specifically on:
- older people
- disabled people
- younger people

There are also areas within the locality where there is the potential for an adverse impact on those on lower income. With Lillington, Leamington and Whitnash Libraries all who have also been proposed for a s reduction in hours, this will put additional demands for service on Warwick library.

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery. These include:
- Shire Hall One-Stop Shop
- Children's Centre and Nursery
- Police station
- Fire Stations
- GAP community project
- St. Nicholas Park Sports Centre
- Coten End Youth Centre and a variety of sport and social clubs

- Packmores Community Centre based on the Packmores Estate

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 85 Meeting – N/A
	Number of survey responses received % online % paper	801 458 57.2% 343 42.8%
	Number (and %) responding on this library only	221 27.6%
	Number responding on other Libraries (multiple responses)	580 72.4%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 730 95.1% • Friend or relative of a library customer – 11 1.4% • Work in a library location – 13 1.7% • Work voluntarily in library location – 2 0.3% • Represent partner/ potential partner – 2 0.3% • Represent/own a local business – 1 0.1% • Represent a community group – 4 0.5% • Responding on behalf of an organisation – 1 0.1%
	Number of comments made from survey (impact)	201
	Number of letters/emails received	3
	Formal response by organisations	Warwick District Council The Warwick Society
Impact on Customer	Themes from Public Meetings	• N/A
	Themes from Road Shows	• Service impact – less choice of stock • Service impact – poorer service • Educational impact – access to information / reference • Impact on vulnerable - children
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Restrict my use - Opening times (35%) • Educational Impact - Access to information/ reference/borrow books (10%) • Service Impact - Poorer service (9%) • Restrict my use – Other (9%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 146 21.1% Some – 325 46.9% No – 159 22.9% Don't Know – 63 9.1% (No reply – 108)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 471 64.5% Neither – 89 12.2% Strongly Disagree & Disagree – 170 23.3% (No reply – 71)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 604 84.2% Neither – 73 10.2% Strongly Disagree & Disagree – 40 5.6% (No reply – 84)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 465 67.1% Neither – 107 15.4% Strongly Disagree & Disagree – 121 17.5% (No reply – 108)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 253 37.3% Neither – 215 31.7% Strongly Disagree & Disagree – 210 31% (No reply – 123)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 160 25.6% Neither – 268 42.9% Strongly Disagree & Disagree – 197 31.5% (No reply – 176)

Section	Information Required	Information
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	30,009
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget.

Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained. |
| | People's network usage | 16,709 sessions (2009/10) |
| **Interest in being involved/ Business Cases** | Local Briefing held? (Yes/No) | N/A |
| | Q7 - Number of individuals, businesses etc expressing a wish to be involved | Individuals – 199
Businesses – 3
Local Organisations – 6
Charitable Organisations – 12
Other Public Organisations –(6) |
| | Q8 – Number of organisations offering space to house library | Yes - 15
Contact details left – 8 |
| | Q9 – Number of organisations interested in moving into library | Yes - 11
Contact details left – 7 |
| | Q10 – other involvement
Other expressions of interest | Yes – 60
Contact details left – 40 |
| | Number of expressions of interest from other sources | 0 |
| | Number of business cases put forward | N/A |
| **Volunteering** | Q11 – Number of expressions of interest to volunteer | Yes - 135
Contact details left – 93 |
| | Q11a – Number of hours | 2 – 4 hours – 100
5 – 8 hours – 22
9 – 16 hours – 3
16 or more –0
Any day – 33
Weekends – 17
Evenings – 37 |
| | Q12 – Number interested in supporting activities | Yes - 312
Contact details left – 116 |
| | Q13 – Number interested for mobile library | Yes – 92
Contact details left – 63 |
| | Q13a – Number of hours for mobile | 2 – 4 hours – 66
5 – 8 hours – 16
9 – 16 hours – 4
16 or more – 0
Any day – 13
Weekends – 14
Evenings – 19 |
| | Q16 (*electronic only) – Where would you be interested in volunteering? | North Warks – 1
Nuneaton & Bedworth – 0
Rugby – 3
Stratford –4
Warwick – 35
Any district –1 |

Section	Information Required	Information
Financial Support	Q14 –Offer financial support?	An existing Library – 34 A mobile Library – 18 Alternative Library/building – 14 Maintaining current opening hours – 28 Contact details left – 21
	Left Any Contact Details	197
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual –625 97.0% Representing a public service provider – 10 1.6% Representing a private business – 2 0.3% Representing a voluntary group/organisation – 7 1.1%
	Equality data from survey – Gender (count & %)	Male – 233 37.6% Female – 386 62.4%
	Equality data from survey – Age (count & %)	Under 17 years – 4 0.6% 17 – 24 years – 13 2.1% 25 – 44 years – 154 24.4% 45 – 64 years – 263 41.7% 65 – 74 years – 125 19.8% 75+ years – 72 11.4%
	Equality data from survey – Disability (count & %)	Yes – 122 20.1% No – 486 79.9%
	Equality data from survey – Ethnic Group (count & %)	White – All – 586 96.1% Mixed – All – 5 0.8% Asian – All – 12 2.0% Black – All – 3 0.5% Other – All - 4 0.7%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 172 96.1%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 202 86.7% Gay or lesbian – 0 0.0% Bisexual – 2 0.9% Other – 0 0.0% Prefer not to say – 29 12.4%

Community Analysis on the Public Consultation

Water Orton

Original Proposal & criteria used to establish this

It is proposed that Water Orton Library is no longer sustainable in its current form.

The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable:
- Visits per hour open (2009/10)
- Issues per hour open (2009/10)
- Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services

Background

Of the 34 libraries in Warwickshire, in terms of value for money Water Orton Library is the 27th most expensive library to run in the county (£21,597 per annum) and the 14th most expensive in terms of cost per hour (£34.61). With 13,253 visits per year the library is ranked 26th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.63 making the Library the 16th most expensive library per visit with on average 13.84 visits per opening hour.

Nearest Warwickshire Library

3 miles – Coleshill

Nearest library operated by neighbouring authority

Castle Bromwich (Solihull) Library 2.2 miles

Proposed alternative solution

Business Case submitted from the Community recommending delivery of a Community Run Library Service from Library Building

Business Case received from Water Orton Primary School

Youth Service Status

No service provision currently

Childrens Local Delivery Centre

Information not available on any future transformation plans

Fire and Rescue review

N/A

Adult Service Provision

Information not available on any future transformation plans

Bus Timetable Changes for services within Warwickshire

Direct service to Birmingham International withdrawn. Reduced to two hourly service to Sutton Coldfield. Flexibus 231 to Tamworth withdrawn.

Savings from any alternative and the shortfall (if any)

Operational:

Full costs p.a. £21,597

Property Asset Capital Receipt:

£157,000

Recommendations for the future library service

Decision from Business Case evaluation and Cabinet approval

Locality Information and Impact

The library provides a service to Water Orton and surrounding villages but is part of North Warwickshire West locality, this narrative is specific to Water Orton but the data is for the wider locality. The nearest towns are Coleshill which is approximately 2 miles away and Sutton Coldfield which is 9 miles away.

It is proposed that Water Orton library, in its current form is unsustainable, unless alternatives can be found the library will close. However, 5 out of 8 Super Output Area (SOA) is ranked within the top 10% and top 20-30% most deprived areas in England for the categories Education, Skills & Training and Barriers to Housing and Services. Therefore, the library closure will have a significant impact on improving education, skills and training and people accessing services

The locality overall is similar to that of the County in terms of its population age profile, however, the ethnic minority population is lower (4.1% less than the County average).

Levels of unemployment are the same as Warwickshire average 2.6% (232), there are lower levels of working age benefit claimants compared to the Warwickshire average 10.5% (945) as opposed to 11.3%, slightly higher number of older people claimed pension credits 18.8% (575) as opposed to 18.6%, more families claiming child tax credit 76.7% (1,300) as opposed to 74.2% and in 2008 lower levels of children lived in poverty 8.7% (285) as opposed to 11.9%. In relation to education & skills, 31.2% (3,315) of 16 -74 year olds have no qualifications Warwickshire average is 27.8%, 18.2% (311) of pupils have Special Educational Needs Warwickshire average is 20.8%, 10% (171) of pupils receive free school meals Warwickshire average is 10.9% and 4.3% (26) of 16 – 18 year olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health 16.1% (2,303) of residents have a limiting long term illness Warwickshire average is 16.8%, 7.5% (1,073) are not in good health Warwickshire average is 8.1% and 4.2% (610) are in receipt of Disability Living Allowance Warwickshire average is 4.3%. There are lower levels of households with no car/van 13.5% (771) compared to the Warwks average of 19%.

North Warwickshire West locality has slightly lower crime rates than the Warwickshire average (52 crimes as opposed to 63.3 crimes recorded per 1000 population).

These figures suggest that the profile is very similar to that of the Warwickshire average, however, the figures in relation to education and skills suggest that the absence of a library may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area. The area is also vulnerable relation to rurality and peripherality (distance from services) than in other parts of Warwickshire**.**

In terms of MOSAIC classification – there is a higher proportion of residents in isolated rural communities, residents in small and mid-sized towns with strong local roots, successful professionals living in suburban or semi-rural homes and residents with sufficient incomes in right-to-buy social houses.

Should the library close, then the Atherstone, Coleshill, Castle Vale (Birmingham), and Castle Bromwich (Solihull) libraries will become the closet services available. However, for those with no access to their own transport this may not be an option due to the cost of using public transport combined with the reduction in service and withdrawal of the flexiservice.

The evidence above suggests that should the library close there will be an adverse impact on the community as a whole but specifically:
- Older people
- Disabled people
- Children and young people

The number of WCC owned premises in the area combined with those in community/private use potential provide opportunities for developing shared premises for delivery. These include:
- 1 school – WCC
- Community Health team
- Statis House Surgery
- Campbells Dental Care
- Dental Surgery
- Lloyds Pharmacy
- St Peter & St Paul's Church Hall

Section	Information Required	Information
Level of local interest	Number of petitions received	1 – 256 signatures
	Level of attendance at public meetings/road shows	Roadshow – 17 Meeting – 34
	Number of survey responses received % online % paper	129 34 26.4% 95 73.6%
	Number (and %) responding on this library only	89 69%
	Number responding on other Libraries (multiple responses)	40 31.0%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 106 90.6% • Friend or relative of a library customer – 3 2.6% • Work in a library location – 3 2.6% • Work voluntarily in library location – 0 0.0% • Represent partner/ potential partner – 0 0.0% • Represent/own a local business – 0 0.0% • Represent a community group – 2 1.7% • Responding on behalf of an organisation – 0.%
	Number of comments made from survey (impact)	57
	Number of letters received	16
	Formal response by organisations	North Warwickshire Borough Council Dan Byles, MP
Impact on Customer	Themes from Public Meetings	• Unable to use another library due to distance • Impact on community – loss of meeting place/ community focus • Service impact – less choice of stock • Educational impact – access to information/ reference • Impact on vulnerable – children and elderly
	Themes from Road Shows	• Unable to use – due to lack of public transport • Restrict my use – distance / travel to another library • Impact on community – rural isolation / village cut off
	Themes from letters	• 11 impact letters received • 55% of correspondents mentioned Impact on the community-loss of meeting place /community focus • 45% of correspondents mentioned Educational Impact **-** Access to information/ reference • 36% of correspondents mentioned Restrict my use - Distance/Travel to another library • 27% of correspondents mentioned Service Impact - Access to IT/Internet • 27% of correspondents mentioned Educational Impact - Access to IT/Internet
	Themes from survey comments (Q6)	• Impact on Community - Loss of meeting place/ community focus (21%) • Unable to use - Due to distance (19%) • Restrict my use - Distance/Travel to another library (19%) • Impact on vulnerable – Children (18%) • Personal Impact - Denied access to hobby/ pleasure (16%) • Educational Impact - Access to information/ reference/borrow books (12%) • Restrict my use – Other (11%) • Impact on vulnerable - Elderly/infirm (11%)

Section	Information Required	Information
		• Impact on Community - loss of access to library events (9%) • Service Impact - Access to IT/Internet (9%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 72 59.0% Some – 42 34.4% No – 5 4.1% Don't Know – 3 2.5% (No reply – 7)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree –35 - 28.7% Neither – 17 - 13.9% Strongly Disagree & Disagree – 70 - 57.4% (No reply – 7)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 38 - 32.8% Neither – 23 - 19.8% Strongly Disagree & Disagree – 55 - 47.4% (No reply – 13)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 28 - 24.6% Neither – 15 - 13.2% Strongly Disagree & Disagree – 71 - 62.3% (No reply – 15)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 53 - 47.7% Neither – 24 - 21.6% Strongly Disagree & Disagree – 34 - 30.6% (No reply – 18)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 27 - 28.7% Neither – 32 - 34% Strongly Disagree & Disagree – 35 - 37.2% (No reply – 35)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	10,142
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	1,524 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	Yes
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 50 Businesses – 1 Local Organisations – 2 Charitable Organisations – 0 Other Public Organisations - (0)
	Q8 – Number of organisations offering space to house library	Yes - 1 Contact details left – 0
	Q9 – Number of organisations interested in moving into library	Yes - 2 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 19 Contact details left – 11
	Number of expressions of interest from other sources	1
	Number of business cases put forward	2
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 36 Contact details left – 24

Section	Information Required	Information
	Q11a – Number of hours	2 – 4 hours – 24 5 – 8 hours – 5 9 – 16 hours – 1 16 or more –1 Any day – 4 Weekends- 9 Evenings – 9
	Q12 – Number interested in supporting activities	Yes - 59 Contact details left –27
	Q13 – Number interested for mobile library	Yes – 15 Contact details left – 10
	Q13a – Number of hours for mobile	2 – 4 hours – 11 5 – 8 hours – 1 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends– 3 Evenings – 4
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 5 Nuneaton & Bedworth – 0 Rugby – 0 Stratford –0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 6 A mobile Library – 3 Alternative Library/building – 2 Maintaining current opening hours – 9 Contact details left – 5
	Left Any Contact Details	50
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 107 96.4% Representing a public service provider – 1 0.9% Representing a private business – 1 0.9% Representing a voluntary group/organisation – 2 1.8%
	Equality data from survey – Gender (count & %)	Male – 42 36.8% Female – 72 63.2%
	Equality data from survey – Age (count & %)	Under 17 years – 1 0.8% 17 – 24 years – 2 1.7% 25 – 44 years – 18 15.1% 45 – 64 years – 48 40.3% 65 – 74 years – 28 23.55 75+ years – 22 18.5%
	Equality data from survey – Disability (count & %)	Yes – 32 28.15 No – 82 71.9%
	Equality data from survey – Ethnic Group (count & %)	White – All – 115 98.3% Mixed – All – 0 0.0% Asian- All – 0 0.0% Black – All – 2 0.0% Other – All - 0 0.0%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 16 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 16 84.2% Gay or lesbian – 1 5.3% Bisexual – 0 0.0% Other – 0 0.0% Prefer not to say – 2 10.5%

Community Analysis on the Public Consultation

Wellesbourne
Original Proposal & criteria used to establish this
Retain Library. Proposal to reduce opening hours from 29 to 20 hours per week The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services
Background
Of the 34 libraries in Warwickshire, Wellesbourne Library is the 16th most expensive library to run in the county (£35,376 per annum) and the 26th most expensive in terms of cost per hour (£23.46). With 31,976 visits per year the Wellesbourne library is ranked 17th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £1.11 making Wellesbourne the 27th most expensive library per visit with on average 21.20 visits per opening hour. As part of the library savings it is proposed that Wellesbourne library remains open but reduces its opening hours from 29 to 20 hours open per week.
Nearest Warwickshire Library
6 miles – Stratford
Suggestions from Community
Await results of consultation
Youth Service Status
Wellesbourne Youth & Community Centre(4304) - low priority community - poor base - There has been one Expression of Interest from the Management Committee. Discussions to continue with representatives of Wellesbourne Youth and Community Centre to take on the responsibility for work with young people in the village including the responsibility of the Centre.
Childrens Local Delivery Centre
Information not available on any future transformation plans
Fire and Rescue review
Fire Station Retained - no change
Adult Service Provision
Information not available on any future transformation plans
Bus Timetable Changes for services within Warwickshire
Evening service withdrawn and revised timetable for other services Service to Moreton in Marsh withdrawn
Savings from proposals
To be determined
Recommendations for the future library service
Decision awaiting Cabinet approval
Locality Information and Impact
The library provides a service in Wellesbourne but is part of the wider Wellesbourne Kineton locality, this narrative is specifically for Wellesbourne but the data is for the wider locality. The locality has a very different population age profile than that of the County, it has a lower working age population, higher over 60+/65+ (2,.1% higher than County) and a lower proportion of ethnic minority population (3.4% lower than County). Levels of unemployment in the area are lower than the Warwickshire average (1.4% (126) as opposed to

2.6%), low levels of working-age benefit claimants compared to the Warwickshire Average (8.4% (764) as opposed to 11.3%), lower levels of pension credit claimants (14.9% (546) as opposed to 18.6%), less families claiming child tax credits (60.2% (1,157) as opposed to 74.2%) and in 2008 lower levels of children in the area lived in poverty compared to the Warwickshire average (7.4% (270) as opposed to 11.9%). In relation to education and skills 22.6% (2,539) of all 16-74 year olds have no qualifications (Warwickshire average is 27.8%), 20.9% (418) of pupils have Special Educational Needs (Warwickshire average is 20.8%), 7.5% (150) of pupils receive free schools meals (Warwickshire average is 10.9%) and 1.8% (10) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health, 14% (2,125) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 6.4% (978) are not in good health (Warwickshire average is 8.1%) and 3.3% (527) are in receipt of Disability Living Allowance (Warwickshire average is 4.3%). There are lower number of households with no car/van, 10.1% (626) compared to the Warwickshire average of 19%.

The Wellesbourne and Kineton locality is a very safe place to love with 30.8 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

Of the Super-Output Areas (SOAs) 8 out of the 11 appear within the top 30% most deprived in England on the category *'barriers to housing and services'* therefore reflecting the rural nature and rural isolation of the area. The service therefore serves an area where there are high levels of vulnerability in relation to the rurality and periferality (distance from services) than in other parts of Warwickshire.

In addition the proposals suggest that Kineton Library may close then Wellesbourne becomes the nearest alternative for those who have their own transport (it is not viable for those who do not as this involves going into Stratford by bus then out again to Wellesbourne) and is likely to see an increase in demand for services. There will also be a wider impact on rural isolation as the reduction in opening hours will limit services in the area.

The evidence above suggests there will be an adverse impact on:
- older people
- disabled people
- younger people

The number of WCC owned premises in the area combined with those in community/private use potential provide opportunities for developing shared premises for delivery. These include:
- a youth and community centre
- 2 schools
- Fire Station
- Village Hall
- Police Station
- Church Hall
- Sheltered Accommodation
- 2 community organisations
- GP surgery
- Dental surgery
- Pharmacy

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 39 Meeting – Kineton and Wellesbourne Joint Meeting – 10
	Number of survey responses received % online % paper	178 75 – 42.1% 103 – 69.7%
	Number (and %) responding on this library only	54 – 30.3%
	Number responding on other Libraries (multiple responses)	124 – 69.7%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 162 – 94.2% • Friend or relative of a library customer – 2 – 1.2% • Work in a library location – 2 – 1.2% • Work voluntarily in library location – 0 • Represent partner/ potential partner – 1 – 0.6% • Represent/own a local business – 1 – 0.6% • Represent a community group – 3 – 1.7% • Responding on behalf of an organisation – 1 – 0.6%
	Number of comments made from survey (impact)	64
	Number of letters/emails received	1
	Formal response by organisations	0
Impact on Customer	Themes from Public Meetings	N/A
	Themes from Road Shows	• Restrict my use – opening times
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Restrict my use - Opening times (33%) • Restrict my use – Other (11%) • Impact on Community – Other (8%) • Educational Impact - Access to information/ reference/borrow books (8%) • Impact on vulnerable - Elderly/infirm (8%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 33 – 20.8% Some – 86 – 54.1% No – 33 – 20.8% Don't Know – 7 – 4.4% (No reply – 19)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 96 – 57.5% Neither – 29 – 17.4% Strongly Disagree & Disagree – 42 – 25.1% (No reply – 11)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 129 – 80.1% Neither – 25 – 15.5% Strongly Disagree & Disagree – 7 – 4.3% (No reply – 17)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 93 – 61.2% Neither – 21 – 13.8% Strongly Disagree & Disagree – 38 – 25.0% (No reply – 26)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 73 – 47.7% Neither – 40 – 26.1% Strongly Disagree & Disagree – 40 – 26.1% (No reply – 25)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 33 – 25.2% Neither – 58 – 44.3% Strongly Disagree & Disagree – 40 – 30.5% (No reply – 47)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	6,877

Section	Information Required	Information
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	3,481 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 44 Businesses – 2 Local Organisations – 2 Charitable Organisations – 3 Other Public Organisations – (2)
	Q8 – Number of organisations offering space to house library	Yes - 3 Contact details left – 3
	Q9 – Number of organisations interested in moving into library	Yes - 4 Contact details left – 4
	Q10 – other involvement Other expressions of interest	Yes – 16 Contact details left – 11
	Number of expressions of interest from other sources	0
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 36 Contact details left – 27
	Q11a – Number of hours	2 – 4 hours – 23 5 – 8 hours – 8 9 – 16 hours – 0 16 or more – 1 Any day – 10 Weekends – 4 Evenings – 6
	Q12 – Number interested in supporting activities	Yes - 70 Contact details left – 30
	Q13 – Number interested for mobile library	Yes – 20 Contact details left – 16
	Q13a – Number of hours for mobile	2 – 4 hours – 12 5 – 8 hours – 4 9 – 16 hours – 1 16 or more – 0 Any day – 6 Weekends – 4 Evenings – 5
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 5 Warwick – 1 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 8 A mobile Library – 10 Alternative Library/building – 5 Maintaining current opening hours – 7

Section	Information Required	Information
		Contact details left – 10
	Left Any Contact Details	53
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 148 – 97.4% Representing a public service provider – 0 Representing a private business – 2 – 1.3% Representing a voluntary group/organisation –2 – 1.3%
	Equality data from survey – Gender (count & %)	Male – 53 – 35.3% Female – 97 – 64.7%
	Equality data from survey – Age (count & %)	Under 17 years – 1 – 0.6% 17 – 24 years – 5 – 3.2% 25 – 44 years – 32 – 20.6% 45 – 64 years – 57 – 36.8% 65 – 74 years – 39 – 25.2% 75+ years – 21 – 13.5%
	Equality data from survey – Disability (count & %)	Yes – 31 – 21.1% No – 116 – 78.9%
	Equality data from survey – Ethnic Group (count & %)	White – All – 142 – 99.3% Mixed – All – 1 – 0.7%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 38 - 100%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 43 – 91.5% Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 3 – 6.4%

Community Analysis on the Public Consultation

Whitnash

Original Proposal & criteria used to establish this
Retain Library. Proposal to reduce opening hours from 45 to 15 hours per week The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable: • Visits per hour open (2009/10) • Issues per hour open (2009/10) • Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services

Background
Of the 34 libraries in Warwickshire, in terms of value for money Whitnash library is the 21st most expensive library to run in the county (£29,099 per annum) and the 32nd most expensive in terms of cost per hour (£12.40). With 34,784 visits per year the library is ranked 15th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £0.83 making Whitnash 33rd most expensive library per visit, with on average 14.86 visits per opening hour. As part of the Library savings it is proposed that Whitnash Library remains open but with reduced opening hours, from 45 to up to 20 hours per week (55% decrease).

Nearest Warwickshire Library
2 miles – Leamington

Suggestions from Community
Await results of consultation

Youth Service Status
No service currently provided

Childrens Local Delivery Centre
Information not available on any future transformation plans

Fire and Rescue review
N/A

Adult Service Provision
Information not available on any future transformation plans

Bus Timetable Changes for services within Warwickshire
Service G 1, Whitnash to Leamington service, reduced frequency and end of evening services except Friday and Saturday.

Savings from proposals
To be determined

Recommendations for the future library service
Decision awaiting Cabinet Approval

Locality Information and Impact
The library provides a service to the community in Whitnash and surrounding area, but is part of the wider Whitnash locality, this narrative is specific to Whitnash but the data is for the wider locality. The locality overall is fairly representative of the county in terms of its population age profile but it has the second highest level of ethnic minority population (10.3% more than the County average). Levels of unemployment in the area are lower than the Warwickshire average (1.8% (116) as opposed to 2.6%), working-age benefit claimants are lower (9.5% (600) as opposed to 11.3%), with less older people claiming pension credits (16.8% (295) as opposed to 18.6%), more families claiming child tax credits (82%

(1,000) as opposed to 74.2%) and in 2008 slightly lower levels of children in the area lived in poverty compared to the Warwickshire average (9.8% (235) as opposed to 11.9%). In relation to education and skills 29.9% (1,667) of 16 -74 year olds have no qualifications (Warwickshire average is 27.8%), 18.1% (250) of pupils have Special Educational Needs (Warwickshire average is 20.8%), 10.1% (139) of pupils receive free schools meals (Warwickshire average is 10.9%) and 2% (7) of 16-18 years olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health, 16% (1,245) of residents have a limiting long term illness compared to the Warwickshire average of 16.8%, 7.4% (579) are not in good health (Warwickshire average of 8.1%) and 3.5% (350) are in receipt of Disability Living Allowance (Warwickshire average of 4.3%). There are lower number of households with no car/van 16.2% (493) compared to the Warwickshire average of 19%

The Whitnash locality is a fairly safe place to live with 28.8 crimes recorded per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

None of the Super Output areas in Whitnash fall within the definition of Index of Multiple Deprivation in England.

These figures suggest that there is some evidence of low incomes which are affecting children. The figures in relation to education and skills suggest that the absence of a library may well have a significant impact on engaging children to help them increase their literacy and numeracy skills and overall educational attainment, therefore having a negative impact on the improvement of education and skills in the area.

In terms of MOSAIC classification, there is a higher proportion of 'successful professionals in semi rural homes' residents in isolated rural communities, wealthy people in most sought after neighbourhoods, young well educated city dwellers and lower income workers in urban terraces in often diverse needs..

The evidence above suggests that the proposed reduction in hours will have an adverse impact on the community as a whole but specifically:
- older people
- disabled people
- children and younger people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery.

In addition to the library, Warwickshire County Council runs four schools in Whitnash.

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 19 Meeting – 21
	Number of survey responses received % online % paper	156 82- 52.6% 74- 47.4%
	Number (and %) responding on this library only	33- 21.2%
	Number responding on other Libraries (multiple responses)	123- 78.8%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 135 • Friend or relative of a library customer –1 • Work in a library location – 8 • Work voluntarily in library location –0 • Represent partner/ potential partner –2 • Represent/own a local business –1 • Represent a community group –0 • Responding on behalf of an organisation –2
	Number of comments made from survey (impact)	31
	Number of letters/emails received	36
	Formal response by organisations	Warwick District Council Whitnash Town Council Warwickshire Direct
Impact on Customer	Themes from Public Meetings	• Unable to use due to opening times • Service impact – poorer service • Educational impact – loss of social inclusion • Impact on vulnerable - children
	Themes from Road Shows	• Restrict my use – opening times
	Themes from letters/emails	• 36 impact letters received • 100% of correspondents mentioned Restrict my use –opening times • 75% of correspondents mentioned Impact on Community-loss of access to library events • 75% of correspondents mentioned Impact on vulnerable- Elderly/infirm • 72% of correspondents mentioned Educational Impact- loss of access to IT/internet
	Themes from survey comments (Q6)	• Restrict my use - Opening times (55%) • Impact on Community – Other (16%) • Impact on Community - Loss of meeting place/ community focus (10%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 51- 36.7% Some – 62- 44.6% No – 21- 15.1% Don't Know – 5- 3.6% (No reply – 17)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree –89- 61.4% Neither – 20- 113.8% Strongly Disagree & Disagree – 36- 24.8% (No reply – 11)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 106- 75.2% Neither – 19- 13.5% Strongly Disagree & Disagree – 16- 11.3% (No reply – 15)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 85- 62.5% Neither – 20- 14.7% Strongly Disagree & Disagree – 31- 22.8% (No reply – 20)
	Q4d - % interest in using community run	Strongly Agree & Agree – 61- 44.5%

Section	Information Required	Information
	library (Count & %)	Neither – 30- 21.9% Strongly Disagree & Disagree – 46- 33.6% (No reply – 19)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 33- 24.8% Neither – 48- 36.1% Strongly Disagree & Disagree – 52- 39.1% (No reply –23)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	42,924
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	5,265 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 46 Businesses – 1 Local Organisations – 1 Charitable Organisations – 0 Other Public Organisations – 6 (Anon)
	Q8 – Number of organisations offering space to house library	Yes - 2 Contact details left – 2
	Q9 – Number of organisations interested in moving into library	Yes - 6 Contact details left – 4
	Q10 – other involvement Other expressions of interest	Yes – 15 Contact details left – 10
	Number of expressions of interest from other sources	0
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 27 Contact details left – 19
	Q11a – Number of hours	2 – 4 hours – 14 5 – 8 hours – 6 9 – 16 hours – 1 16 or more –0 Any day – 4 Weekends – 7 Evenings – 8
	Q12 – Number interested in supporting activities	Yes - 75 Contact details left – 31
	Q13 – Number interested for mobile library	Yes – 20 Contact details left – 15
	Q13a – Number of hours for mobile	2 – 4 hours – 11 5 – 8 hours – 5 9 – 16 hours – 1 16 or more – 0 Any day – 3 Weekends – 4 Evenings – 4

Section	Information Required	Information
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 2 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 0 Warwick – 7 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 11 A mobile Library – 5 Alternative Library/building – 4 Maintaining current opening hours – 4 Contact details left – 3
	Left Any Contact Details	46
Equality Impact Assessment	Last question – position (ie individual, on behalf of organisation etc)	Individual – 126- 95.5% Representing a public service provider – 6- Representing a private business – 0- Representing a voluntary group/organisation –0-
	Equality data from survey – Gender (count & %)	Male – 42- 31.1% Female – 93- 68.9%
	Equality data from survey – Age (count & %)	Under 17 years –1- 0.7% 17 – 24 years – 4- 3.0% 25 – 44 years – 58- 43.3% 45 – 64 years – 40- 29.9% 65 – 74 years – 22- 16.4% 75+ years – 9- 6.7%
	Equality data from survey – Disability (count & %)	Yes – 32- 24.1%
	Equality data from survey – Ethnic Group (count & %)	White – All – 121- 91.0% Mixed – All – 1- 0.8% Asian-All- 8- 6.0% Black-All-0- 0.0% Other-All- 3- 2.3%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 34- 89.5% Buddhist-1- 2.6% Hindu-1- 2.6% Jewish-1- 2.6% Sikh-1- 2.6%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 40- 88.9% Gay or lesbian – 0- 0.0% Bisexual – 1- 2.2% Other – 0- 0.0% Prefer not to say – 4- 8.9%

Community Analysis on the Public Consultation

Wolston

Original Proposal & criteria used to establish this

Retain Library. Proposal to retain opening hours at 15 hours per week

The following criteria were used to assess all of the static libraries in Warwickshire and to decide which of the 34 libraries were no longer sustainable:
- Visits per hour open (2009/10)
- Issues per hour open (2009/10)
- Partnership – if a building/staff was working in partnership to share delivery of another service e.g. staff are trained to deliver joined up services on behalf of other partners and sharing the costs of delivering those services

Background

Of the 34 libraries in Warwickshire, Wolston Library is the 22nd most expensive library to run in the county (£27,171 per annum) and the 20th most expensive in terms of cost per hour (£34.83). With visits per year the library is ranked 13th with the 1st being Rugby Library with 582,144 visits per year. Cost per visit is £3.07 making Wolston 3rd most expensive library per visit with an average 11.36 visits per opening hour (780 per annum).

Nearest Warwickshire Library

7 miles – Rugby

Nearest library operated by neighbouring authority

Willenhall Library (Coventry) 5 miles

Suggestions from Community

Await results of consultation

Youth Service Status

Wolston Youth Centre (3222) - low priority community - There has been no Expression of Interest, none being anticipated. Serve notice of intention to cease offering youth club from Centre

Childrens Local Delivery Centre

Information not available on any future transformation plans

Fire and Rescue review

N/A

Adult Service Provision

Information not available on any future transformation plans

Bus Timetable Changes for services within Warwickshire

Evening service withdrawn. Flexibuses withdrawn

Savings from proposals

To be determined

Recommendations for the future library service

Decision awaiting Cabinet approval

Locality Information and Impact

The library provides a service to the population of Wolston and the surrounding areas, but is part of the Earl Craven locality, the narrative is specific to Wolston but the data is for the wider Earl Craven locality. The other library close by is at Binley Woods and it has been identified for closure.

Levels of unemployment are slightly below the Warwickshire average (2.5% (173)as opposed to 2.6%), there

are lower levels of working age benefit claimants (10.8% (760) as opposed to 11.3%), fewer older people claiming pension credits (15.3% (414) as opposed to 18.6%), less families claiming child tax credit (69.9% (1035) as opposed to 74.2%) and in 2008 fewer children lived in poverty (9.7% (275) as opposed to 11.9%). In relation to education & skills, 27.6% (2,385) of 16 -74 year olds have no qualifications, Warwickshire average is 27.8%, 19.9% (322) of pupils have Special Educational Needs (Warwickshire average is 20.8%), 8.7% (141) of pupils receive free school meals (Warwickshire average is 10.9%) and 4.7% (23) of 16 – 18 year olds are Not in Education, Employment or Training (NEET) with 4.5% being the Warwickshire average. In terms of health 15.8% (1,842) of residents have a limiting long term illness (Warwickshire average is 16.8%), 7.8% (905) are not in good health (Warwickshire average is 8.1%) and 3.9% (464) are in receipt of Disability Living Allowance (Warwickshire average is 4.3%). There are lower number of households with no car/van 12.5% (597) compared to the Warwickshire average of 19%.

The Earl Craven locality is a fairly safe place to live with 54.6 crimes per 1000 population in 2009/10 compared to the Warwickshire average of 63.3 per 1000 population.

Of the 6 Super Output Areas (sub divisions) Church Lawford, Kings Newham and Long Lawford North appear in the top 30% most deprived in England in the category 'Barriers to housing and services' within the Multiple Index of Deprivation.

These figures suggest that whilst the area is one with no significant deprivation or social inequality issues there are pockets of vulnerability in relation to rurality and peripherality (distance from services) than in other parts of Warwickshire.

In terms of MOSAIC classification, there is a higher proportion of 'residents of isolated rural communities', 'residents of small and mid-sized towns with strong local roots', 'successful professionals living in suburban or semi-rural homes', 'couples with young children in comfortable modern housing' and 'couples and young singles in small modern starter homes. This supports the evidence above which suggests there are some pockets of rural isolation but overall this is an area which mirrors the average picture for Warwickshire.

Should Binley Woods close as proposed, then the Wolston and Rugby Libraries become the only available services. However for those with no access to their own transport this may not be an option due to the cost of using public transport combined with the limited service in the area which has been reduced further by recent service withdrawals.

The evidence suggests should the library close there will be an adverse impact on the community as a whole but specifically:
- Children and young people
- Older people
- Disabled people

The number of WCC owned premises in the area combined with those in community/private ownership provide potential opportunities for developing shared premises for delivery.

Warwickshire County Council operates one school in Wolston in addition to the library and there is a doctor's surgery.

Section	Information Required	Information
Level of local interest	Number of petitions received	0
	Level of attendance at public meetings/road shows	Roadshow – 17 Meeting – N/A
	Number of survey responses received % online % paper	43 20- 46.5% 23- 53.5%
	Number (and %) responding on this library only	5- 11.86%
	Number responding on other Libraries (multiple responses)	38- 88.4%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 33 • Friend or relative of a library customer – 0 • Work in a library location – 5 • Work voluntarily in library location –1 • Represent partner/ potential partner –0 • Represent/own a local business –0 • Represent a community group –0 • Responding on behalf of an organisation –1
	Number of comments made from survey (impact)	12
	Number of letters/emails received	0
	Formal response by organisations	0
Impact on Customer	Themes from Public Meetings	• N/A
	Themes from Road Shows	• No issues raised
	Themes from letters/emails	• No impact letters received
	Themes from survey comments (Q6)	• Impact on Community – Other (25%) • Restrict my use - Opening times (17%) • Restrict my use – Other (17%)
	Q5 – % will not affect/significant impact (Count & %)	Significant – 17- 44.7% Some – 13- 34.2% No – 5- 13.2% Don't Know – 3- 7.9% (No reply – 5)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree –20- 52.6% Neither – 4 Strongly Disagree & Disagree – 14- 36.8% (No reply – 5)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 25- 64.1% Neither – 6- 15.4% Strongly Disagree & Disagree – 8- 20.5% (No reply – 4)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 20- 52.6% Neither – 7-18.4% Strongly Disagree & Disagree – 11- 28.9% (No reply –5)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 16- 41% Neither – 11- 28.2% Strongly Disagree & Disagree – 12- 30.8% (No reply – 4)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 14- 37.8% Neither – 11- 29.7% Strongly Disagree & Disagree – 12- 32.4% (No reply – 6)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	8,559
	Bus service	Warwickshire County Council currently spends £2.9 million per year on financial support for bus services which would not be operated on a commercial basis by a bus operator. At full Council on 15th February 2011, the decision was taken to reduce this budget

Section	Information Required	Information
		by 45%. Substantial revisions to the passenger transport network had to be planned to ensure that the needs of as many people as possible are met within the new budget. Priority has been given to ensuring that no communities are left totally isolated and that essential links between rural areas and local towns are maintained.
	People's network usage	1,369 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	N/A
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 10 Businesses – 1 Local Organisations – 1 Charitable Organisations – 2 Other Public Organisations – 2 (Anon)
	Q8 – Number of organisations offering space to house library	Yes - 0 Contact details left – 0
	Q9 – Number of organisations interested in moving into library	Yes - 1 Contact details left – 0
	Q10 – other involvement Other expressions of interest	Yes – 6 Contact details left – 4
	Number of expressions of interest from other sources	0
	Number of business cases put forward	N/A
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes - 6 Contact details left – 4
	Q11a – Number of hours	2 – 4 hours – 5 5 – 8 hours – 2 9 – 16 hours – 0 16 or more – 0 Any day – 1 Weekends – 0 Evenings – 1
	Q12 – Number interested in supporting activities	Yes - 20 Contact details left – 4
	Q13 – Number interested for mobile library	Yes – 5 Contact details left – 4
	Q13a – Number of hours for mobile	2 – 4 hours – 5 5 – 8 hours – 0 9 – 16 hours – 0 16 or more – 0 Any day – 2 Weekends – 1 Evenings – 2
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 0 Nuneaton & Bedworth – 0 Rugby – 1 Stratford – 0 Warwick – 0 Any district – 0
Financial Support	Q14 –Offer financial support?	An existing Library – 1 A mobile Library – 1 Alternative Library/building – 1 Maintaining current opening hours – 2 Contact details left – 2
	Left Any Contact Details	10
Equality Impact	Last question – position (ie individual, on behalf of organisation etc)	Individual – 33 Representing a public service provider – 0

Section	Information Required	Information
Assessment		Representing a private business – 1 Representing a voluntary group/organisation – 0
	Equality data from survey – Gender (count & %)	Male – 11- 35.5% Female – 20- 64.5%
	Equality data from survey – Age (count & %)	Under 17 years – 1- 3.0% 17 – 24 years – 1- 3.0% 25 – 44 years – 5- 15.2% 45 – 64 years – 18- 54.5% 65 – 74 years – 8- 24.2% 75+ years – 0- 0.0%
	Equality data from survey – Disability (count & %)	Yes – 7- 20.6%
	Equality data from survey – Ethnic Group (count & %)	White – All – 33- 97.1% Black – All – 1- 2.9%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 3- 60.0% Buddhist-1- 20.0% Jewish-1- 20.0%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 7- 77.8% Gay or lesbian – 0 Bisexual – 0 Other – 0 Prefer not to say – 2- 22.2%

Community Analysis on the Public Consultation

Section	Information Required	Information
	Number of petitions received	15 (10,041 signatures)
	Level of attendance at public meetings/road shows	Roadshows – 1,621 Meetings - 763
	Number of survey responses received % online % paper	4,977 2,247 – 45% 2,730 – 55%
	Number (and %) responding on this library only	3,098 – 62.2%
	Number responding on other Libraries (multiple responses)	1,777– 35.7%
	Q1 – The main way involved with libraries (Number)	• Library Customer – 4,402 - 94% • Friend or relative of a library customer – 82 - 1.8% • Work in a library location – 77 - 1.6% • Work voluntarily in library location – 18 - 0.4% • Represent partner/ potential partner – 11 - 0.2% • Represent/own a local business – 3 - 0.1% • Represent a community group – 40 - 0.9% • Responding on behalf of an organisation – 38 - 0.8% • Other – 7 - 0.1%
	Number of comments made from survey (impact)	4,765
	Number of impact letters/emails received	426
Level of local interest	Formal response by organisations	**District Councils** • Warwick District Council • Rugby Borough Council • North Warwickshire Borough Council • Nuneaton and Bedworth Borough Council • Stratford District Council **Parish and Town Councils** • Harbury Parish Council • Bidford on Avon Parish Council • Salford Priors Parish Council • Shotswell Parish Council • Welford-on-Avon Parish Council • Studley Parish Council • Warwick Town Council • Whitnash Town Council • Royal Leamington Spa Town Council • Hartshill Parish Council **Members of Parliament** • Marcus Jones • Dan Byles **Schools** • Hartshill School of Science and the Arts • Dunchurch Infant School and Nursery • Dordon Community Primary School • Birchwood Primary School, Dordon • Stratford Upon Avon High School **Other organisations** • NHS Warwickshire • Warwickshire Police • Hartshill Parish Project • Holy Trinity Church PCC, Hartshill • Dunchurch Community Forum • Warwickshire Direct • Alcester Civic Society

Section	Information Required	Information
		• The Warwick Society • Dunchurch Hall Residents Group • MLA
Impact on Customer	Themes from Public Meetings	**Impact on Community -** loss of access to library events 7 **Impact on Community -** Rural isolation/village cut off 7 **Service Impact -** Access to IT/Internet 5 **Service Impact -** Poorer service 7 **Educational Impact -** Help with home work 6 **Educational Impact -** Access to IT/Internet 5 **Impact on vulnerable -** Elderly/infirm 6 **Impact on vulnerable –** Children 12
	Main Themes from Road Shows	**Impact on vulnerable –** Elderly/infirm **Restrict my use –** Distance/Travel to another library **Unable to use –** Due to lack of public transport **Impact on Community –** Loss of meeting place/community focus **Impact on Community –** Rural isolation/village cut off **Restrict my use –** Opening times **Impact on vulnerable –** Children **Impact on Library Staff -** Impact on Library Staff **Unable to use –** Due to distance **Financial Impact –** Cost of parking at another library **Financial Impact –** Cost of travel to another library **Service Impact -** Wouldn't use service
	Themes from letters/emails	**Restrict my use -** Distance/Travel to another library 199 **Impact on Community -** Loss of meeting place/community focus 234 **Impact on Community -** loss of access to library events 91 **Financial Impact -** Cost of parking at another library 148 **Financial Impact -** Cost of travel to another library 154 **Educational Impact -** Access to information/reference 100 **Educational Impact -** Help with home work 118 **Personal Impact -** Denied access to hobby/pleasure 94 **Impact on vulnerable -** Elderly/infirm 244
	Themes from survey comments (Q6)	**Restrict my use -** Distance/Travel to another library **Educational Impact -** Access to information/reference/borrowing books **Impact on vulnerable –** Children **Personal Impact -** Denied access to hobby/pleasure **Impact on vulnerable -** Elderly/infirm **Unable to use -** Due to distance **Impact on Community -** Loss of meeting place/community focus **Restrict my use –** opening times **Educational Impact -** Access to information/reference/borrowing books
	Q5 – % will not affect/significant impact (Count & %)	Significant – 1,440 - 33.2% Some – 1,720 - 39.7% No – 824 - 19% Don't Know – 354 - 8.1% (No reply – 639)
	Q4a – % understand why changes needed (Count & %)	Strongly Agree & Agree – 2,405 - 53.2% Neither – 669 - 14.8% Strongly Disagree & Disagree – 1,449 - 32% (No reply – 454)
	Q4b – % able to access a library (Count & %)	Strongly Agree & Agree – 2,974 - 68.7% Neither – 511 - 11.8% Strongly Disagree & Disagree – 844 - 19.5% (No reply – 648)
	Q4c – % able to access online (Count & %)	Strongly Agree & Agree – 2,276 - 54.6% Neither – 615 - 14.8% Strongly Disagree & Disagree – 1,274 - 30.5%

Section	Information Required	Information
		(No reply – 812)
	Q4d - % interest in using community run library (Count & %)	Strongly Agree & Agree – 1,720 - 41.5% Neither – 1,130 - 27.3% Strongly Disagree & Disagree – 1,290 - 31.1% (No reply – 837)
	Q4e - % interest in sharing a building (Count & %)	Strongly Agree & Agree – 941 - 24.6% Neither – 1,400 - 36.7% Strongly Disagree & Disagree – 1,473 - 38.7% (No reply – 822)
Area Facts	Population (within two miles of Library. Based on best fit of super output areas)	88% of households = approx 470,888 population of Warwickshire
	Bus service	
	People's network usage?	383,335 sessions (2009/10)
Interest in being involved/ Business Cases	Local Briefing held? (Yes/No)	All 16 communities
	Q7 - Number of individuals, businesses etc expressing a wish to be involved	Individuals – 1,320 Businesses – 25 Local Organisations – 52 Charitable Organisations – 55 Other Public Organisations – 38
	Q8 – Number of organisations offering space to house library	Yes - 77 Contact details left – 44
	Q9 – Number of organisations interested in moving into library	Yes - 62 Contact details left –36
	Q10 – other involvement Other expressions of interest	Yes – 381 Contact details left – 269
	Number of expressions of interest from other sources	16
	Number of business cases put forward	16
Volunteering	Q11 – Number of expressions of interest to volunteer	Yes – 910 Contact details left –
	Q11a – Number of hours	2 – 4 hours – 652 5 – 8 hours – 152 9 – 16 hours – 30 16 or more –12 Any day – 200 Weekends – 140 Evenings – 192
	Q12 – Number interested in supporting activities	Yes – 1,917 Contact details left – 802
	Q13 – Number interested for mobile library	Yes – 548 Contact details left – 395
	Q13a – Number of hours for mobile	2 – 4 hours – 378 5 – 8 hours – 113 9 – 16 hours – 22 16 or more – 8 Any day – 116 Weekends – 81 Evenings – 98
	Q16 (*electronic only) – Where would you be interested in volunteering?	North Warks – 16 Nuneaton & Bedworth – 18 Rugby – 20 Stratford – 34 Warwick – 48 Any district – 2
Financial Support	Q14 –Offer financial support?	An existing Library – 214 A mobile Library – 132 Alternative Library/building – 53 Maintaining current opening hours – 206 Contact details left – 105
	Left Any Contact Details	1,387 – 27.9%
Equality Impact	Last question – position (ie individual, on behalf of organisation etc)	Individual – 1,242 - 96.8% Representing a public service provider – 25 - 1.2%

Section	Information Required	Information
Assessment		Representing a private business – 10 - 0.4%
		Representing a voluntary group/organisation – 34 - 1.7%
	Equality data from survey – Gender (count & %)	Male – 1,343 - 33.9%
		Female – 2,618 - 66.1%
	Equality data from survey – Age (count & %)	Under 17 years – 71 - 1.7%
		17 – 24 years – 106 - 2.6%
		25 – 44 years – 941 - 23.1%
		45 – 64 years – 1,431 - 35.1%
		65 – 74 years – 876 - 21.5%
		75+ years – 648 - 15.9%
	Equality data from survey – Disability (count & %)	Yes – 1,000 - 26%
	Equality data from survey – Ethnic Group (count & %)	White – All – 3,829 - 96.7%
		Mixed – All – 22 - 0.6%
		Asian – All – 59 - 1.4%
		Black – All – 22 - 0.6%
		Other Ethnic – All – 28 - 0.7%
	Equality data from survey – Religion (Online only) (count & %)	Christian – 903 - 95.7%
		Buddhist – 11 - 1.2%
		Hindu – 12 - 1.3%
		Jewish – 8 - 0.9%
		Muslim – 4 - 0.4%
		Sikh – 6 - 0.6%
	Equality data from survey – Sexuality (Online only) (count & %)	Heterosexual – 1,074 - 88.1%
		Gay or lesbian – 16 - 1.3%
		Bisexual – 6 - 0.5%
		Other – 5 - 0.4%
		Prefer not to say – 118 - 9.7%
	Equality Impact Assessment completed	Yes

FACING THE CHALLENGE

Libraries Consultation • Warwickshire County Council

Have your say about the proposed changes to the Warwickshire Library and Information Service.

Nuneaton & Bedworth Libraries Consultation Events

Public Meetings

29/3/2011	Bulkington War Memorial Club Bulkington Stafford Close Bedworth CV12 9QX	7.30 pm
5/4/2011	Camp Hill Library Camp Hill Education Sports and Social (C.H.E.S.S) 460 Cedar Road Camp Hill Nuneaton CV10 9DN	7.00pm
11/4/2011	Bedworth Heath Goodyers End Primary School Bowling Green Lane Bedworth CV12 0HP	6.30 pm
12/4/2011	Keresley Keresley Village Community Centre Howat Rd, Keresley End, Coventry CV7 8JP	6.30 pm
10/5/2011	Stockingford The Cabbage Club Stockingford Nuneaton CV10 8LG	7.00 pm

Roadshows (Drop-in sessions)

30/3/2011	Stockingford Library St Paul's Road Stockingford Nuneaton CV10 8HW	11.30 am - 2.30 pm
7/4/2011	Bedworth Library 18 High Street Bedworth Nuneaton CV12 8NF	11:30 am -2:30 pm
15/4/2011	Bulkington Library School Road Bulkington Nuneaton CV12 9JB	3.30 pm - 6.30 pm
19/4/2011	Keresley Newland Bennetts Road Keresley End Coventry CV7 8HX	2.00 pm - 5.00 pm
4/5/2011	Stockingford Library St Paul's Road Stockingford Nuneaton CV10 8HW	9.00 am - 12.00 pm
6/5/2011	Camp Hill Library Camp Hill Education, Sport & Social (C.H.E.S.S.) Cedar Road Nuneaton CV10 9DN	2.00 pm - 5.00 pm
7/5/2011	Nuneaton Library Church Street Nuneaton CV11 4DR	11.30 pm - 2.30 pm

Mobile Libraries Roadshows

10/5/2011	Alcester Mobile - Titania	All day
11/5/2011	Bedworth Mobile - Othello	All day
13/5/2011	Southam Mobile - Cleopatra	All day
16/5/2011	Atherstone Mobile - Hamlet	All day
17/5/2011	Kenilworth Mobile - Romeo	All day

Warwickshire County Council

Working for Warwickshire

FACING THE CHALLENGE
Libraries Consultation • Warwickshire County Council

Have your say about the proposed changes to the Warwickshire Library and Information Service.

North Warwickshire Libraries Consultation Events

Public Meetings

11/5/2011	Water Orton Water Orton Primary School Attleborough Lane Water Orton Birmingham B46 1SB	6.00 pm
16/5/2011	Kingsbury Kingsbury Youth Centre Coventry Road Tamworth B78 2LN	6.00 pm
17/5/2011	Dordon St Leonards Church Hall Church Road Dordon B78 1RW	6.00 pm
18/5/2011	Hartshill Michael Drayton School The Woodlands Hartshill Nuneaton CV10 0SZ	6.00 pm
19/5/2011	Baddesley St Nicholas Church Hall Hill Top Baddesley Ensor CV9 2BG	6.00 pm

Mobile Libraries Roadshows

10/5/2011	Alcester Mobile - Titania	All day
11/5/2011	Bedworth Mobile - Othello	All day
13/5/2011	Southam Mobile - Cleopatra	All day
16/5/2011	Atherstone Mobile - Hamlet	All day
17/5/2011	Kenilworth Mobile - Romeo	All day

Roadshows (Drop-in sessions)

29/3/2011	Hartshill Library Holy Trinity Church Church Road Hartshill CV10 0LY	10.00 am - 1.00 pm
8/4/2011	Baddesley Library Little Brum Grendon Atherstone CV9 2ET	3.30 pm - 6.30 pm
11/4/2011	Kingsbury Library Bromage Avenue Kingsbury Tamworth B78 2HN	2.00 pm - 5.00 pm
12/4/2011	Atherstone Library Long Street Atherstone CV9 1AX	11.30 am - 2.30 pm
16/4/2011	Polesworth Library Bridge Street Polesworth Tamworth B78 1DT	10.00 am - 1.00 pm
11/5/2011	Dordon Library Roman Way Dordon Tamworth B78 1RD	2.00 pm - 5.00 pm
13/5/2011	Water Orton Library Mickle Meadow Coleshill Road Water Orton Birmingham B46 1SN	10.00 am - 1.00 pm
17/5/2011	Coleshill Library 19a Parkfield Road Coleshill Birmingham B46 3LD	11.30 am - 2.30 pm
25/5/2011	Water Orton Library Mickle Meadow Coleshill Road Water Orton Birmingham B46 1SN	4.00 pm - 7.00 pm

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Rugby Libraries Consultation Events

Public Meetings

6/4/2011	Dunchurch Dunchurch Junior School Dew Close Dunchurch Rugby CV22 6NE	7.00 pm
13/4/2011	Binley Wood Binley Woods Village Hall Rugby Road Binley Woods CV3 2JH	7.00 pm

Roadshows (Drop-in sessions)

1/4/2011	Wolston Library Warwick Road Wolston Coventry CV8 3GX	2.00 pm - 5.00 pm
2/4/2011	Binley Woods Library Monks Road Binley Woods Coventry CV3 2BQ	10.00 am - 1.00 pm
26/4/2011	Dunchurch Library The Green Dunchurch Rugby CV22 6PA	3.30 pm - 6.30 pm
16/5/2011	Rugby Library Little Elborow Street Rugby CV21 3BZ	11.30 am - 2.30 pm

Mobile Libraries Roadshows

10/5/2011	Alcester Mobile - Titania	All day
11/5/2011	Bedworth Mobile - Othello	All day
13/5/2011	Southam Mobile - Cleopatra	All day
16/5/2011	Atherstone Mobile - Hamlet	All day
17/5/2011	Kenilworth Mobile - Romeo	All day

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Stratford-upon-Avon Libraries Consultation Events

Public Meetings

Date	Venue	Time
9/5/2011	Alcester/Bidford Community Forum Crawford Memorial Hall Salford Road, Bidford-on-Avon, B50 4EZ	7.00 pm
12/5/2011	Stratford Community Forum Stratford Methodist Church, Old Town Stratford-upon-Avon CV37 6BG	7.00 pm
12/5/2011	Harbury Parish Council Annual Meeting Harbury Village Hall South Parade , Harbury CV33 9JE	7.30 pm
13/5/2011	Wellesbourne/Kineton Community Forum Kineton Village Hall Mill Street, Kineton CV35 0LB	7.00 pm
18/5/2011	Southam/Feldon Community Forum Southam Fire Station Coventry Street, Southam CV47 0EL	7.00 pm
19/5/2011	Studley Community Forum Studley Village Hall High Street, Studley B80 7HJ	7.00 pm
20/5/2011	Stour/Shipston Community Forum Shipston High School Darlingscote Road Shipston-on-Stour CV36 4DY	7.00 pm
24/5/2011	Henley in Arden Henley in Arden VA C of E Primary School Arden Road Henley-in-Arden B95 5LT	7.00 pm

Mobile Libraries Roadshows

Date		
10/5/2011	Alcester Mobile - Titania	All day
11/5/2011	Bedworth Mobile - Othello	All day
13/5/2011	Southam Mobile - Cleopatra	All day
16/5/2011	Atherstone Mobile - Hamlet	All day
17/5/2011	Kenilworth Mobile - Romeo	All day

Roadshows (Drop-in sessions)

Date	Venue	Time
28/3/2011	Alcester Library Priory Road Alcester B49 5DZ	3.30pm - 6.30 pm
6/4/2011	Southam Library High Street Southam Leamington Spa CV47 0HB	11.30 am - 2.30 pm
18/4/2011	Kineton Library Kineton Village Hall Mill Street Kineton CV35 0LB	3.30 pm - 6.30 pm
27/4/2011	Wellesbourne Library Kineton Road Wellesbourne Warwick CV35 9NF	2.00 pm - 5.00 pm
12/5/2011	Studley Library High Street Studley B80 7HJ	10.00 am - 1.00 pm
14/5/2011	Henley in Arden Library The Guild Hall High Street Henley-in-Arden B95 5AU	9.30 am - 12.30 pm
19/5/2011	Harbury Library High Street Harbury Leamington Spa CV33 9HW	10.00 am - 1.00 pm
24/5/2011	Stratford upon Avon Henley Street Stratford-upon-Avon CV37 6PZ	11.30 am - 2.30 pm
27/5/2011	Bidford Library Bramley Way Bidford on Avon B50 4QG	3.30 pm - 6.30 pm
28/5/2011	Shipston-on-Stour Library 12 Church Street Shipston-on-Stour CV36 4AP	9.30 am - 12.30 pm

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CHALLENGE

Warwick Libraries Consultation Events

Public Meetings

23/3/2011	Warwick Town Council Court House Jury Street Warwick CV34 4EW	6.30 pm
11/5/2011	Whitnash/South Leamington St. Joseph's Church Hall Murcott Road East Whitnash CV31 2JJ	6.30 pm
19/5/2011	Warwick Rural East Community Forum Offchurch Village Hall Leamington Spa CV33 9AP	7.30 pm
26/5/2011	Warwick Rural West Community Forum Bishops Tachbrook Sports & Social Club Kingsley Road Bishops Tachbrook CV33 9RR	7.30 pm
6/6/2011	Kenilworth Community Forum Kenilworth School Upper School Hall Leyes Lane Kenilworth CV8 2DA	7.00 pm
9/6/2011	North Leamington Community Forum Lillington Primary School Cubbington Road Leamington Spa CV32 7AG	6.00 pm

Roadshows (Drop-in sessions)

4/4/2011	Lillington Library Valley Road Lillington Leamington CV32 7SJ	10.00 am - 1.00 pm
5/4/2011	Whitnash Library Franklin Road Whitnash Leamington Spa CV31 2JH	3.30 pm - 6.30 pm
5/5/2011	Kenilworth Library Smalley Place Kenilworth CV8 1QG	3.30 pm - 6.30 pm
20/5/2011	Leamington Spa Library Royal Pump Rooms The Parade Leamington Spa CV32 4AA	11.30 am - 2.30 pm
21/5/2011	Warwick Library Barrack Street Warwick CV34 4TH	10.00 am - 1.00 pm

Mobile Libraries Roadshows

10/5/2011	Alcester Mobile - Titania	All day
11/5/2011	Bedworth Mobile - Othello	All day
13/5/2011	Southam Mobile - Cleopatra	All day
16/5/2011	Atherstone Mobile - Hamlet	All day
17/5/2011	Kenilworth Mobile - Romeo	All day

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Warwickshire Library and Information Service

Facing the Challenge

Report of Public Consultation

18th March – 9th June 2011

Warwickshire Direct
working together for you

Warwickshire
County Council

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Contents

1 Executive summary

Public Consultation on the Warwickshire Library Service budget proposals took place between March 18th and June 9th 2011. It was undertaken through a questionnaire, and a series of public meetings and local roadshows. It was widely publicised using a variety of methods including press releases, posters, engagement events and the County Council website.

The purpose of the Libraries Consultation 'Tell us what you think' was to understand the value placed on library services by the communities they serve and to discuss the reality of the significant savings required of both the Library Service and the County Council as a whole. Importantly, it was also an opportunity to explore alternatives for sustaining services. Communities were encouraged to participate and discuss the proposals as presented, and were assured that their concerns and suggestions would influence the final decision on the future shape of the library service.

The views of people living, working or being educated in Warwickshire were invited, along with those of key stakeholders. A wealth of information was made available, with the consultation questionnaire, in all libraries and online on the Warwickshire County Council website.

There was a good response to the questionnaire with nearly 5,000 people completing it and over 750 people attending the public meetings and roadshows. The results have clearly indicated the impact which the proposals will have on the lives of the people living, working and studying in Warwickshire and highlighted concerns about the future of the Library Service. There has been significant interest from communities wishing to investigate options to volunteer and to deliver services locally.

This report presents the key findings of the consultation.

2 Purpose and Scope

The purpose of the consultation was to engage the public in understanding and discussing the challenge facing the County Council, in maintaining a 'comprehensive and efficient' library service whilst making unprecedented cuts to the Service budget. Primarily to consider the impact on local communities of withdrawing services at the 16 libraries which were identified as unsustainable and to investigate alternative ways to provide services in those communities; to consider the impact of the proposed reductions in opening hours at the remaining 18 libraries; and to consider the impact of reducing the mobile library service from five vehicles to three. We also sought to gauge levels of support from the community in providing voluntary help to maintain services at existing libraries and providing volunteer-run local libraries.
.
The report draws on the results of the following:
- Facing the Challenge questionnaire
- Library Service Review Public Meetings
- Library Service Review Roadshows
- Feedback from key Stakeholders

3 Methodology

3.1 The following Stakeholders were identified:
Library members and non-users
Warwickshire MPs
County, Parish, Town, District and Borough Councillors
Community Forums and Area Committees
Warwickshire Police
NHS
Warwickshire schools
Our partners and wider stakeholders
Local businesses
Unions

3.2 Engagement and Promotion
We engaged with the public at a variety of local events and meetings eg The Warwickshire Race Action Partnership, Older People's Forums, Youth Service Consultation, Camp Hill Participation Task Group, Whitnash WI and Warwickshire Community and Voluntary Action Group meeting.
The consultation was publicised through press releases, radio interviews, posters, the Warwickshire website, Library and Information Service web pages, and by email to library members. In addition we used less formal ways to engage hard-to-reach groups who could be affected by the proposed changes - including Twitter and, for the first time, a consultation 'blog'.
At the beginning of the consultation we contacted all Parish and District Councils, and all schools to raise awareness and encourage participation through filling in the questionnaire and attending local events.

3.3 Methods
The Consultation used a variety of methods to gain feedback from individuals and communities in Warwickshire:

a) Questionnaire
The survey questionnaire was developed with advice from the Consultation Institute to inform people about the proposed changes to the Library and Information Service, to understand the perceived impact on individuals and organisations, to identify specific concerns, and to explore the level of interest in community-run libraries and volunteering proposals.

The questionnaire was made available in both printed and online formats. It was distributed throughout Warwickshire libraries, and was handed out at public meetings, roadshow venues and to existing consultative groups.

b) Public meetings
During the period of the consultation a series of public meetings were held at non library venues. These were led by Senior Officers and County Councillors and gave local communities the opportunity to ask questions about the proposals and to raise their concerns. The format of the meetings was:
- presentation by Council Portfolio Holder (or representative) outlining the background and the proposals
- questions and answer session involving the panel

Afterwards the notes from each meeting were posted on the Library website.

c) Roadshows
Roadshows were organised across the county at all 34 static libraries and on 5 mobile libraries. They included displays and information and were accompanied by library service staff. The events particularly aimed to engage users and provide an informal opportunity for the public to talk to library staff, to ask questions about the background to the consultation and the implications of the proposals at a local level.

3.4 Professional advice
Advice was taken from a range of experts including The Consultation Institute and from within Warwickshire County Council: Corporate Communications, Legal Services, Property Services, Equalities and Diversity Team and Finance Team

4 Results of consultation/ feedback

4.1 Questionnaire
Previous national survey guidelines for Warwickshire advised that a return of 1,100 questionnaires would provide a statistically valid sample. The actual number of responses received was 4,977 – 54.9% (2,730) in paper format and 45.1% (2,247) online.

Tables of results
The tables present the results in total and also with an analysis showing which libraries respondents use. It should be noted that responses may include more than one library and libraries from more than one section. The key findings are highlighted.

Total responses to the consultation

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
On-line responses	468	1,988	41	2,247
Paper responses	961	1,881	336	2,730
Total responses	1,429	3,869	377	4,977

Of all the responses, 55% are the paper version and 45% the online version. However, responses from mobile library customers are 11% online and 89% paper.

What is the main way you are involved with Warwickshire libraries?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
I am a library customer	91.6%	94.4%	94.5%	94.0%
I am a friend or relative of a library customer	2.6%	1.4%	1.7%	1.8%
I work in a library location	2.2%	1.7%	1.1%	1.6%
I work voluntarily in a library location	0.4%	0.3%	0.0%	0.4%
I represent a partner / potential partner	0.4%	0.3%	0.0%	0.2%
I represent / own a local business	0.1%	0.1%	0.0%	0.1%
I represent a community group	1.3%	0.8%	1.1%	0.9%
I am responding on behalf of an organisation	1.1%	0.8%	1.4%	0.8%
Other	0.1%	0.1%	0.3%	0.1%

Regardless of whether the library was sustainable or not, over 90% of respondents are involved with Warwickshire Libraries as a customer,

To what extent do you agree or disagree with the statement 'I understand why the Council needs to make changes to the library service'

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Strongly agree	5.6%	11.5%	8.1%	10.1%
Agree	33.9%	46.6%	48.4%	43.1%
Neither agree nor disagree	14.8%	14.5%	15.2%	14.8%
Disagree	25.1%	16.4%	15.8%	18.1%
Strongly disagree	20.7%	11.0%	12.5%	13.9%

Over 50% of the respondents understand why the Council needs to make changes to the library service, whereas about 30% don't.

To what extent do you agree or disagree with the statement 'I will be able to access a library'

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Strongly agree	9.6%	26.0%	14.1%	22.3%
Agree	36.5%	52.3%	34.5%	46.4%
Neither agree nor disagree	14.0%	11.5%	12.2%	11.8%
Disagree	21.5%	6.2%	17.8%	10.6%
Strongly disagree	18.3%	4.0%	21.4%	8.9%

About 69% of respondents would still be able to access a library if the proposed changes were to happen and around 20% wouldn't.

To what extent do you agree or disagree with the statement 'I will be able to access the library online'

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Strongly agree	7.8%	18.3%	6.1%	15.5%
Agree	33.3%	43.5%	19.9%	39.1%
Neither agree nor disagree	13.2%	15.2%	15.3%	14.8%
Disagree	17.3%	10.4%	15.3%	12.2%
Strongly disagree	28.5%	12.7%	43.4%	18.3%

Over 50% of the respondents would be able to access the library online, whereas around 30% wouldn't.

To what extent do you agree or disagree with the statement 'I would be interested in using a community-run library'

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Strongly agree	15.0%	9.8%	7.7%	10.2%
Agree	37.3%	30.5%	29.2%	31.3%
Neither agree nor disagree	18.4%	28.7%	31.8%	27.3%
Disagree	13.0%	16.2%	13.9%	15.3%
Strongly disagree	16.3%	14.9%	17.5%	15.8%

Over 40% of respondents would be interested in using a community run library, whereas around 30% wouldn't.

To what extent do you agree or disagree with the statement 'I would be interested in sharing a building with a library service'

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Strongly agree	7.0%	5.5%	2.1%	5.6%
Agree	21.8%	19.2%	17.4%	19.0%
Neither agree nor disagree	31.0%	38.7%	30.2%	36.7%
Disagree	15.5%	17.3%	17.4%	17.1%
Strongly disagree	24.7%	19.3%	33.1%	21.6%

About 25% of respondents would be interested in sharing a building with a library service, whereas around 40% wouldn't.

Which of the following statements best describes the impact you feel the proposed changes to the library service will have on you / your organisation …

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Not affect me / my organisation	3.7%	23.0%	12.2%	19.0%
Some impact on me / my organisation	34.3%	43.5%	32.3%	39.7%
Significant impact on me / my organisation	59.3%	24.3%	45.6%	33.2%
I don't know	2.7%	9.3%	9.9%	8.1%

If the proposed changes were followed through it would have a significant impact on over 30% of the respondents, some impact on 40% and no impact on 19%.

Would you be interested in getting involved in your local library service as …

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
An individual	512	984	47	1,320
A business	10	22	1	25
A local organisation	24	38	5	52
A charitable organisation	18	46	1	55
An other public organisation	15	28	2	38

A majority of respondents that would be interested in getting involved with their local library service are individuals.

Would you be interested in having a library service occupy space in your premises?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Yes	27	56	10	77

Of the 77 that are interested, 45 left contact details.

Would you be interested in moving your business / service into an existing library building?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Yes	20	50	1	62

Of the 62 that are interested, 36 left contact details.

Are you interested in volunteering to run / help to run an alternative library service or maintain current opening hours?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Yes	389	674	32	910

Of the 910 that are interested, 638 left contact details.

How many hours per week, and when, might you be prepared to work?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
2 – 4 hours	280	480	24	652
5 – 8 hours	57	118	6	152
9 – 16 hours	6	23	1	30
Over 16 hours	4	10	1	12
Any day	90	143	7	200
At weekends	66	102	5	140
In evenings	78	148	8	192

A majority of respondents that are interested in volunteering can offer 2-4 hours per week and a majority of those could work any day.

Would you be interested in supporting activities and events?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Yes	671	1486	87	1917

Of the 1917 that are interested, 802 left contact details.

Would you be willing to volunteer to provide support on a mobile library?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Yes	190	442	38	548

Of the 548 that are interested, 395 left contact details.

How many hours per week, and when, might you be prepared to work, to support a mobile library?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
2 – 4 hours	129	304	29	378
5 – 8 hours	31	95	5	113
9 – 16 hours	7	17	1	22
Over 16 hours	2	6	0	8
Any day	48	91	11	116
At weekends	31	62	3	81
In evenings	36	81	5	98

A majority of respondents that are interested in volunteering can offer 2-4 hours per week and a majority of those could work any day.

Would you be prepared to provide financial support for …

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
An existing library building	96	149	6	214
A mobile library	35	79	58	132
An alternative library building	24	37	2	53
Maintaining current hours in an existing library	84	147	4	206

Of all those that are prepared to provide financial support, 105 left contact details.
Overall 1,387 respondents left contact details.

Which category best describes your position within the consultation?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
An individual	96.0%	96.7%	97.0%	96.8%
Representing a public service provider	1.2%	1.3%	0.9%	1.2%
Representing a private business	0.4%	0.4%	0.0%	0.4%
Representing a voluntary group / organisation	2.4%	1.7%	2.1%	1.7%

A majority of respondents completed the survey as individuals, representing themselves.

What is your gender?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Male	32.8%	35.4%	21.2%	33.9%
Female	67.2%	64.6%	78.8%	66.1%

Two thirds of the respondents are female, whilst a third are male.

Which age category are you in?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Under 17	2.6%	1.6%	0.3%	1.7%
17 – 24	2.9%	3.0%	0.3%	2.6%
25 – 44	21.4%	25.5%	8.2%	23.1%
45 – 64	33.6%	37.7%	20.1%	35.1%
65 – 74	23.4%	19.6%	30.0%	21.5%
75 and over	16.1%	12.7%	41.1%	15.9%

Nearly 40% of respondents are over 65 years old, and nearly 60% are aged between 25 and 64 years, very few young people (aged 24 years or under) completed the survey, however, the survey was targeted at adults.

Do you have a long-standing illness, disability or infirmity?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Yes	28.4%	22.6%	44.9%	26.0%
No	71.6%	77.4%	55.1%	74.0%

Nearly 75% of respondents do not have a long standing illness, disability or infirmity.

Which Ethnic Group do you belong to?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
White - British	94.4%	91.5%	96.4%	92.6%
White - Irish	1.3%	1.2%	0.9%	1.2%
White - Any other White background	2.2%	3.3%	2.7%	2.9%
Mixed - White and Black Caribbean	0.2%	0.4%	0.0%	0.3%
Mixed - White and Black African	0.1%	0.1%	0.0%	0.1%
Mixed - White and Asian	0.0%	0.2%	0.0%	0.1%
Mixed - Any other Mixed background	0.1%	0.1%	0.0%	0.1%
Asian or Asian British - Indian	0.4%	1.6%	0.0%	1.2%
Asian or Asian British - Pakistani	0.0%	<0.1%	0.0%	<0.1%
Asian or Asian British - Bangladeshi	0.0%	<0.1%	0.0%	<0.1%
Asian or Asian British - Any oth. Asian background	0.1%	0.3%	0.0%	0.2%
Black or Black British - Caribbean	0.6%	0.4%	0.0%	0.4%
Black or Black British - African	0.3%	0.1%	0.0%	0.2%
Black or Black British - Any other Black background	0.0%	0.0%	0.0%	0.0%
Other Ethnic Group - Chinese	0.2%	0.2%	0.0%	0.2%
Other Ethnic Group - Gypsy or Traveller	0.1%	<0.1%	0.0%	<0.1%
Any other Ethnic Group	0.3%	0.5%	0.0%	0.5%

Nearly 97% of respondents say they are White, with a majority of those being British. 1.4% are Asian, 0.6% are Mixed and the same for Black, and 0.7% are another ethnic group.

What is your religion, even if you are not currently practicing?

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Christian	97.6%	95.2%	100.0%	95.7%
Buddhist	1.5%	1.3%	0.0%	1.2%
Hindu	0.5%	1.3%	0.0%	1.3%
Jewish	0.0%	1.0%	0.0%	0.9%
Muslim	0.0%	0.5%	0.0%	0.4%
Sikh	0.5%	0.7%	0.0%	0.6%

A high majority of respondents are Christian.

Do you consider yourself to be …

	Responses from non sustainable libraries	Responses from sustainable libraries (reduced hours)	Responses from mobile libraries	All responses
Heterosexual or straight	87.9%	88.0%	90.5%	88.1%
Gay or lesbian	2.0%	1.5%	0.0%	1.3%
Bisexual	0.4%	0.5%	0.0%	0.5%
Other	0.0%	0.5%	0.0%	0.4%
Prefer not to say	9.7%	9.6%	9.5%	9.7%

A high majority of respondents are heterosexual and nearly 10% didn't want to answer the question.

Impact

As part of the survey, respondents were asked if the proposed changes to the library service will have an impact on them or their organisation. If they felt that the changes would have some or a significant impact, they were asked to provide some details of the impact the changes would have.

For analysis purposes these comments have been categorised into 'themes of impact'. Thirty nine categories of impact were identified under nine overarching themes:

- Unable to use
- Restrict my use
- Impact on Community
- Financial Impact
- Service Impact
- Educational Impact
- Personal Impact
- Impact on the vulnerable
- Impact on Library Staff

The comments for each library have been read and categorised into one or more of the 39 categories.

Libraries identified as not sustainable

Of the 16 libraries identified as not sustainable, the most frequently mentioned impacts are:

1. Restrict my use - Distance/Travel to another library
2. Educational Impact - Access to information/reference/borrowing books
3. Impact on vulnerable – Children
4. Personal Impact - Denied access to hobby/pleasure
5. Impact on vulnerable - Elderly/infirm
6. Unable to use - Due to distance
7. Impact on Community - Loss of meeting place/community focus

Libraries remaining open (some reduced hours)
Of the 18 libraries facing reductions in opening hours, the most frequently mentioned impacts by far is 'Restrict my use – opening times', followed to a lesser extent by 'Educational Impact - Access to information/reference/borrowing books'.

Mobile Libraries
The most frequently mentioned impacts for respondents for all 5 mobile libraries are:

1. Impact on vulnerable - Elderly/infirm
2. Personal Impact - Denied access to hobby/pleasure

4.2 Formal Public meetings

There were a total of 25 public meetings with 763 attendees. 16 of the meetings were in areas where libraries have been identified as unsustainable. The remaining ones were held in areas where libraries have a proposed reduction in opening hours. Notes were taken at each meeting and were analysed for impacts as defined in section 4.1. The following the key impacts were identified:
1. **Impact on Community -** loss of access to library events
2. **Impact on Community -** Rural isolation/village cut off
3. **Service Impact -** Access to IT/Internet
4. **Service Impact -** Poorer service
5. **Educational Impact -** Help with home work
6. Educational Impact - Access to IT/Internet
7. Impact on vulnerable - Elderly/infirm
8. Impact on vulnerable – Children 1

There were wider issued which communities were also concerned about. These include:

- Combined impact of wider cuts in county council services - library/ youth service/transport
- Need help to recruit volunteers
- Need ongoing support for volunteers
- Not enough people to volunteer
- Disposal of library buildings
- Area of deprivation - need library service
- Concern that decision has already been made
- Concern that not enough time available to produce Business Case
- Library would be used more if open more hours
- Library would be used more if computers were free
- Concern at size/ proportion of cut
- Inequality in the North/ South of the County

4.3 Roadshows

There were a total of 41 roadshows with a total of 1,621 attendees; 156 on Mobiles, 488 at the 16 libraries that are no longer sustainable and 977 at the 18 that have a proposed reduction in opening hours.

Key Findings

- New opening hours, where a reduction is proposed, need to meet local community needs
- Needs to be a pattern to the new opening hours so they can be easy to remember
- Concerns regarding the impact on children and educational levels
- Concerns for older people – will cause social exclusion and isolation as unable to get out of villages
- Impact on accessing libraries due to lack of public transport, cost of fuel & cost of parking
- Books are too heavy to carry over long distances
- Criteria for selecting non sustainable libraries was questioned
- Concerns regarding villages losing their amenities
- Need to keep input of experienced staff
- Impact on carbon footprint, asking customers to travel to main towns
- Suggestion that service could charge annual fee for membership
- Concerns of loss of jobs for existing staff
- If libraries reduce opening hours then can daily PC free time be increased
- If mobile library service frequency goes from three weekly to four weekly, this is better than losing service altogether and would borrowing allowance be increased
- Need to ensure library activities continue
- Volunteer led libraries not the right way forward

Analysis of Mobile Library Roadshows

Of the 156 customers that visited the five mobile libraries, 132 of them took part in another mobile library specific survey.

- If the mobile library stop was removed, would the customer be able to travel to another stop or library?
  16% yes, 12% no, 29% unable to, 17% not prepared to, 27% only if within the village
- Would the customer have difficulty in accessing an alternative stop or library?
  53% yes, 47% no
- Would a regular delivery from one of the Home Library Delivery Service volunteers be an acceptable alternative?
  14% yes, 86% no
- How do customers get to their mobile library stop?
  94% walk, 6% drive
- Approx how far do customers travel to their stop?
  90% on the doorstep, 3% ¼ mile, 4% ½ mile, 2% 1 mile, 1% 3 miles
- Do customers use a branch library in addition to the mobile library?
  24% yes, 76% no
- If it were no longer possible for mobile library to visit customers sheltered housing complex, would they be happy to receive books from a Home Library Deliver Service volunteer?
  57% yes, 43% no (baseline 14 people)

- Would it be acceptable to change the frequency of the mobile library visit from three weekly to four weekly?
  96% yes, 2% no, 2% don't know

The mobile library specific survey also asked some 'about you' questions, this was completed by 131 customers.

Age category
1% - 17-24 years, 6% - 25-44 years, 18% - 45-64 years, 31% - 65-74 years, 44% - 75+
Gender
24% male, 76% female
Disability
37% yes, 63% no
Ethnicity
97% White British, 1% White Irish, 1% any other white background, 1% Asian Indian
Religion
76% Christian, 1% Sikh, 1% other, 23% none
Sexuality
100% heterosexual, 1 person declined to answer

4.4 Individual contacts by letter, email and blog
426 letters and emails were received during the consultation. These all received replies or acknowledgements. The following impacts were highlighted :

Restrict my use - Distance/Travel to another library
Impact on Community - Loss of meeting place/community focus
Impact on Community - loss of access to library events
Financial Impact - Cost of parking at another library
Financial Impact - Cost of travel to another library
Educational Impact - Access to information/reference
Educational Impact - Help with home work
Personal Impact - Denied access to hobby/pleasure
Impact on vulnerable - Elderly/infirm

Blog
During the 12-week consultation, the blog was visited more than 2,500 times and there were 41 different blog posts. There were 87 dedicated library consultation tweets and 77 retweets which reached a total of 56,190 followers.

4.5 Local briefings with community groups:
Officers were allocated to local groups within each of the five districts to provide support and advice in developing a business case to run a community library. There were meetings with groups from each of the 16 libraries which were identified as non sustainable, with additional support via emails and phone calls. 20 Registers of Interest were received and 20 business cases were submitted by the deadline of 9th June 2011.

4.6 Formal Responses received
30 formal responses were received from District, Town and Parish Councils, local MP's, Schools, NHS Warwickshire, Warwickshire Police and other organizations and themes are summarised below.

District Council
- General acknowledgement that savings need to be made
- Partnerships should be considered to save costs and make libraries sustainable
- Concern about reduction in number of pc's
- Possible negative impact on existing partnerships of staffing reductions/ reduced operational costs
- Concern about reduction of mobile services and impact on elderly
- Concern about reduction in opening hours – preference for new pattern of opening hours to be for whole days
- Happy to work together on marketing service
- Need to look at alternative options to maintain existing opening hours
- Alternative options for communities to provide services should be considered
- Very poor consultation
- Library provision in poor areas is being cut
- Difficult for residents to travel to other libraries due to limited bus services
- Biggest number of libraries are being closed in the north of the county
- Mobile library service should be enhanced to cater for vulnerable residents (elderly and infirm)
- Needs of rural communities and travelling distance to libraries should be considered
- Public expense of maintaining empty properties should be considered

Town and Parish Councils
- Acceptance that WCC has been forced to make cuts
- Library serves surrounding villages
- Large proportion of residents are elderly and/ or vulnerable and would suffer if library closed
- Library hours should be reviewed and services extended
- Parish Council wishes to engage with Warwickshire County Council to investigate more effective use of library
- Acknowledge importance of library to the community using footfall and aggregate use as criteria for decision will favour larger libraries – this is unfair to rural areas
- Recommends using cost per library as criteria. Larger libraries need to make efficiencies to ease pressure on small libraries
- Recommends that business plan to maintain a service in village be considered
- Retention and enhancement of library facilities is crucial to the successful outcome of Parish project
- Closure of library would represent less than 1% of total savings needed
- Community feel they have already paid for service through Council tax
- Local bus services have been reduced making travel outside the parish difficult
- People still wish to visit a library
- Demand for library service will increase due to local population increase and increase in numbers of school age children
- Value having a professional librarian on site to provide advice
- Disappointment in proposal to reduce opening hours in town's libraries
- Will have adverse impact on areas of deprivation in the town
- Would be interested in being involved in discussion about alternative options if reductions go ahead
- Mobile library service is much valued in the community as they are isolated

- Mobile library acts as community focus
- Public transport to nearest town is very limited therefore difficult to access alternative library facilities
- Residents are very happy with current mobile stop routine
- Suggestion that 3 weekly visit be changed to 4 weekly visit to save money in the mobile service
- Many local residents are elderly and would find it difficult to access alternative services
- Alternative uses for the building should be considered
- Reduction in opening hours would reduce access to partner services

MPs
- Should consider sharing staff with partner services
- Doubtful whether there will be enough volunteers
- There are transport problems for people accessing services in other libraries
- Elderly population will have problems accessing libraries in other communities
- Warwickshire County Council should consider the community proposals to run a library service
- Loss of library would endanger viability of building and have adverse impact on community regeneration
- Recognise need to make savings
- Concern that proposals will have disproportionate impact on north of county
- Concern about impact on rural and deprived areas
- Concern that communities would lose access to the internet, reading materials and advice
- Concern that these areas have low incidence of volunteering
- Rather than close libraries could all libraries be challenged to offer services in innovative way
- Concern that wider demographics haven't been used as additional criteria for deciding which libraries should close
- Concern that poor transport links would make it difficult for constituents to access alternative services
- Warwickshire County Council urged to consider business cases developed by local constituents to keep services open

Schools
- Library has an important and positive impact on learning outcomes of students
- Library supports parents and carers with supporting their children in their learning
- Library staff are inspirational
- Library well used by school children
- Access to computers valuable for children
- Alternative option should be considered by Warwickshire County Council if a library has to close
- Would like to be considered as a possible partner to deliver future service
- Concern about reduced access to computers and internet
- Concern about reduced access for homework

NHS Warwickshire
- Potential negative impact on reducing inequalities and narrowing the gap due to the proposed closure of Camp Hill Library and Information Centre

- Potential negative impact on access to the Books on Prescription Service at Dordon, Camp Hill and Bulkington

Warwickshire Police
- Concern that revised opening hours are clear and understood for Southam and Shipston
- Concern that reduction in hours for Coleshill will not be adequate for provision of policing facility

Other organisations
- Need to investigate demand before deciding new pattern of opening hours
- Partners should explore alternative possibilities for delivering services if opening hours in libraries are reduced
- Criteria that has been used is cost, not benefit to users
- Rural area will suffer the most
- Concern at negative impact of closure on Parish Community centre
- Value role of librarians is supporting library users
- Library is valued for supporting reading, for information provision, for internet access and as a meeting place
- Concern about reduction in hours
- Concern about reduction in size of library
- Concern about reduced opening hours
- Travel to alternative library would be difficult
- Library within walking distance of residents
- Residents would have difficulty travelling to alternative Library
- Local access to library services preferred

4.7 Govmetric responses
During the course of the Consultation period 24 comments were received through Govmetric. 11 rated the Consultation process as good, 5 as average and 8 as poor. The good comments related generally to staff and the service, average and poor were generally about the Facing the Challenge webpage, the survey questions and structure, and about the perceived decision to close libraries.

4.8 Petitions
15 petitions (with a total of 10,041 signatures) were handed in from communities objecting to the proposals.

5 Outcomes

5.1 Suggestions
Here is a summary of suggestions from individuals, taken from questionnaires, public meetings, roadshows, emails and letters during the consultation period, to address the budget pressures facing the library service and to improve services.

- Reduce frequency of mobile visits
- Reduce opening hours of small libraries
- Use volunteers for other council services e.g. litter picking and use the money saved for keeping libraries open
- Café franchise as no facilities in Whitnash or Warwick Gates

- Sell newspapers to encourage visits
- Combine services of other agencies in the library e.g police service, social services, health centres
- Accommodate libraries in local schools
- Sponsorship
- Merge with local community centre/school/post office/village hall
- Reduce amount spent on new books
- Reduce running costs in other ways
- Investigate ways of cutting other council spending and protect library budget
- Encourage people to donate books
- Charge for library card
- Extra money paid through council tax
- Fund-raising events
- Rent out buildings when closed

5.2 Actions already achieved following suggestions raised:
- Additional roadshows were held at Stockingford and Water Orton and an additional public meeting was arranged at Whitnash in response to local demand.
- Additional time was allocated after the 9th June deadline to enable groups to submit completed business cases
- Acknowledgement that ongoing support would be needed for community run libraries from library service
- Information made available on the website including FAQs, meeting notes
- Offer from voluntary groups to open up library at Camp Hill at lunchtime followed up
- Local businesses have been contacted to ask for sponsorship
- On 2nd June a meeting was arranged for community groups interested in developing business cases to run volunteer libraries. Groups from other local authorities who are already running community libraries with volunteers were invited to share their experiences and discuss good practice arrangements. This meeting was attended by 27 representatives from 13 local community groups
- Groups in all 16 communities with libraries at risk have submitted Business cases to run local libraries

6 Conclusion

The 12-week consultation process has generated a great deal of interest and engagement. Nearly 8,000 individual contacts were made through the range of consultation methods used.

For the group of libraries which were identified as unsustainable and mobile libraries the consultation was aimed at investigating alternative ways of continuing to provide services. There was much discussion about the principle of closing libraries with communities raising a number of objections to this. There was however a general understanding of the need for the savings and a willingness to explore alternative options rather than lose services completely.

For the group of libraries where the proposal was to reduce opening hours there were concerns about reduced access to services but on the whole communities were more concerned about the spread and pattern of the remaining hours – making sure that they reflected local need and were promoted effectively.

Impact of saving £1 million from opening hours alone

Introduction

The analysis below assumes no library closures, but that the opening hours in the 34 libraries would be reduced in order to achieve a saving of £1 million.

Retaining all the buildings would make reductions in management or support costs very hard to achieve.

Library	Scheduled Opening Hours January 2011	Revised Opening Hours	Hours lost
Alcester	40	20	20
Atherstone	52	23	29
Baddesley Ensor	16	7	9
Bedworth	48	23	25
Bedworth Heath	12	8	4
Bidford	28.5	8	20.5
Binley Woods	14	8	6
Bulkington	31.5	8	23.5
Camp Hill	21	7	14
Coleshill	32.5	8	24.5
Dordon	15	8	7
Dunchurch	25	20	5
Harbury	12	8	4
Hartshill	16.75	7	9.75
Henley in Arden	18	8	10
Kenilworth	51	23	28
Keresley Newlands	14	8	6
Kineton	13.5	8	5.5
Kingsbury	22	8	14
Leamington	56.5	38	18.5
Lillington	37.5	8	29.5
Nuneaton	58	38	20
Polesworth	27	20	7
Rugby	55.5	38	12.5
Shipston on Stour	30	8	22
Southam	47.5	20	27.5
Stockingford	53.5	53	0
Stratford upon Avon	53	23	30
Studley	19	8	11
Warwick	51.5	23	28.5
Water Orton	22	8	14
Wellesbourne	29	8	21
Whitnash	45	7	38
Wolston	15	8	7

Summary

Opening hours in 21 libraries would be the equivalent of one day a week, or two half days, with three days a week in nine town libraries, and four days a week in the three larger libraries. At Stockingford, where library employees do not provide the service and there is a SLA in place, the hours would remain the same. There would be no Sunday opening in any libraries.

Staffing

We calculate that the equivalent of 53 full-time staff members (approximately 86 individual staff members) would have to be made redundant at a cost of approximately £900,000 – 1,230,000.

It is important to note that, in January 2010, 48 Library Assistants were over 55, so there would be a call on the pension fund for early payment.

It would not be possible to make any of these savings through natural wastage because WLIS must save £2 million in total, and the proposals to save the other £1 million already contain considerable staffing reductions.

If more buildings were retained, more staff redundancies may have to be considered as less savings would be made from property costs. However, it would be difficult to reduce local support staff if all current buildings were retained.

Income

WLIS currently has an income target of £1 million this year built into the budget. Most of the income generated comes from our larger, busier libraries so reducing opening hours and limiting income potential, and make the target much harder - if not impossible - to achieve.

Partnerships

Severely reduced opening hours would compromise our capacity for partnership working. Such limited opening hours would reduce public access and be far less attractive to both current and potential partners - who might decide not to work with WLIS. This would have implications for current and planned arrangements including One Stop Shops, police enquiries, and joint working with NHS Warwickshire.

Risks

This approach would seriously jeopardise WLIS's ability to make £1 million savings by reducing management, administration and support costs. If we kept all 34 council-run libraries, existing management obligations and requirements would remain. We could not, realistically, reduce the van delivery fleet or book fund. The planned infra-structure savings would not be possible either. For example, the number of public PCs could not be cut significantly nor support service savings realised.

Local authorities have a statutory duty, under the Public Libraries and Museums Act 1964, to 'provide a comprehensive and efficient library service'. The Act has not yet been tested in respect of such a drastic reduction in opening hours. But, based on the outcome of the Wirral Enquiry, it would seem likely that concern would focus on the ability of school-aged children, and people who work full time, to access the library service with opening hours so greatly reduced.

Property Rationalisation

Operating a Library building over a limited number of hours each week will not alter the fixed costs of running that building. Little or no savings would be made on property costs.

WCC One Front Door policy

WLIS would be unable to deliver fully on WCC targets and objectives in connection with its One Front Door policies. Buildings would not be used efficiently, or to their maximum potential.

Community Library/Community-run Library Services Business Case (BC) Appraisal Form

Name of assessor	
Supplementary input	
Scoring	Please score each section out of 5
5	Meets criteria **excellently:** robust & comprehensive evidence submitted
4	Meets criteria **well:** minor concerns, but evidence submitted indicates criteria well-matched & understood
3	Meets criteria **adequately:** matches criteria in some areas, but concerns over some aspects of business case (eg:lack of detail)
2	Meets criteria **less than adequately:** does not match criteria in key areas: eg: financial projections, few details
1	Meets criteria **poorly:** fails to match criteria, or give details across all aspects of business case
0	**Does not** meet the criteria

Total Score:	
General Information:	
Application from:	
Type of organisation/proposed governance model	
Supporting/partner bodies/level of individual support:	
Timescale for taking on service	
Which location:	

Panel	
David Soanes	Property
Nick Gower-Johnson	Communities
Tejay De Krester	Equalities
Jane Pollard	Legal
Jonathan Chedzgoy	External Peer
Chris Kaye	Finance

Summary of Appraisal against Criteria:

Section Reference No.	Criteria	Score	Weighting	Overall Score
2	**Proposals**	XXXXX	XXXXXXX	XXXXXXXX
	Vision		**2**	
	Purpose – Community Benefits identified		**3**	
3	**Evidence**	XXXXX	**XXXXXXX**	XXXXXXXX
	Understanding and evidence of Community requirements from the Library Service		**2**	
	Evidence of Community commitment for the proposal		**2**	
	Details	XXXXX	**XXXXXXX**	XXXXXXXX
4.1	Volunteer management		**1**	
4.2	Short Term Support		**2**	
4.3	Resources and Business Planning		**2**	
4.4	Annual financial projection		**3**	
4.5	Understanding of users needs – opening hours		**2**	
4.6	Identification of and assurance that legal requirements are met		**3**	
4.7	Assets required for provision of service		**1**	
4.8	LMS arrangements		**1**	
4.9	Capital Bid		**1**	
4.10	Proposer's Risk awareness and Mitigation		**2**	
	TOTAL			

Section	Assessment Criteria	Comments and Further Action required	Score
1.Application details	Provided Y/N, if N ask to re submit Evidence of identification		
2. Proposals Details	The BC clearly describes the aspirations of the group providing a concise description of the services planned and demonstrates the value of the venture to the community. Location/Community Vision Purpose		
3. Proposal Evidence	The BC identifies evidence that the community wants and will support the services described in the proposal. There is justification for the proposal and the future sustainability of the proposal is credible. All assumptions and rationale are clearly documented. The information submitted demonstrates 1. Strong evidence of future demand for proposed services 2. How they will be provided 3. The community supports the		

Section	Assessment Criteria	Comments and Further Action required	Score
	proposal		
4.1 Management and Staffing	The information submitted demonstrates that the there is a sufficient level of skills, knowledge and experience to support the community group.

Does the proposal detail relevant structures and procedures in place or plans to develop them (and is this included within the Risk assessment for example)

Does the proposal need existing staff to transfer and has TUPE and pensions issues been considered? | | |
| 4.2 Short Term Support | Is there a plan which considers all the initial business requirements and have the capital and revenue aspects been included within the financial projection? | | |
| 4.3 Ongoing Resources | Does the proposal include all known costs such as:
- Premises – light, heat, power, repairs and renewals
- ICT equipment
- Security
- Insurance | | |

Section	Assessment Criteria	Comments and Further Action required	Score
	• Finance: Revenue – any support being sought to underwrite the business plan/proposal? • Finance: Capital – any capital support being sought to make the plan more viable? (Linked to the Financial Projection)		
4.4 Financial Projection	Is the financial plan robust, viable and sustainable? Submission has provided a cash flow statement and included realistic estimates of expenses and income to demonstrate the viability and sustainability of the proposal. Income Expenditure Cashflow Evidence of all investment monies provided		
4.5 Opening Hours	Have considered meeting the needs of the whole community and submission provides evidence of this.		

Section	Assessment Criteria	Comments and Further Action required	Score
	Rationale of the hours proposed including evidence of demand linked to the needs of the whole community.		
4.6 Legal Requirements	BC clearly identifies legal requirements for the proposal. There is a clear plan to ensure that all requirements are met and that any constraints these may have on proposal have been properly considered		
4.7 Assets required	Does the proposal identify the assets required to deliver the service? Has provision of any costs been made in the financial projection?		
4.8 LMS Access	The proposal recognises the specific requirements from the business to enable access to the system.		
4.9 Capital Fund Bid	The proposal provides details of specific amount required, clearly identifying the need? Is this included within the financial projection?		
4.10 Risk Assessment	The BC includes a risk analysis which includes risk mitigation		

Section	Assessment Criteria	Comments and Further Action required	Score
	actions/strategies. Submission demonstrates that risks have been considered, evaluated and planned for mitigating actions		
4.11 Supporting Information			
Total Score			

Additional information:	
Further questions to ask before final decision made by WCC on proposal – e.g. detailed budget breakdown, additional information on plans for activity	
Recommendations- e.g. Proceed to detailed negotiations	
Any suggestions for improvement?	

Future vision for libraries: the digital society

Context
Our world is changing rapidly, and although future developments are difficult to predict, the evidence from the last few years tells us that Libraries need to ensure that they are innovative and flexible enough to meet the need, in 2021.

Globally Libraries are a network of neutral, trusted and accessible community spaces - a recognised worldwide brand.

Introduction
This paper considers the variety of ways in which Library Services will adapt to meet user demand, specifically groups who depend heavily on technology for all aspects of their lives.

The key areas identified as:
   A. **Daily life for people in 10 years time**
   B. **Role in information in 10 years time**
   C. **New technologies and channels**
   D. **Targeting the needs of specific groups**
   E. **The business of meeting the challenge (localism)**

A.   Daily life for people in 10 years time
- **Almost everyone will be online**, using a variety of channels and devices e.g. interactive television / web / games console, smart phone / hand held device. Users will have access to some but not necessarily all channels, for economic or technical reasons. General ICT skill levels will be higher *e.g. The teenagers of today will be the twenty somethings of 2021*

- **People will expect, challenge and question more**. *E.g. 10 years ago people would just accept the diagnosis from a GP, now and in the future that diagnosis will be regularly challenged with patients self-researching from the internet, asking for a second opinion, using hospital league tables to decide which hospital to choose to use.*

- **Individuals will be more self focused** about issues and how they directly impact upon them *e.g. impact of HS2 on residential dwellings*. The focus will be on an individual's own or a community's interests which may be physical and local or virtual and remote.

- **First point of contact with organisations will be online** rather than face to face *e.g. there is a continuous drive by the NHS to encourage use of NHS Direct*

- **People will work flexibly 24/7**, outside of the current 'accepted norms' (e.g. 9-5)

- **Working from home** with web technology connecting with international colleagues will become part of everyday life. Globalisation will require people to increase their multi-lingual skills.

- **Re-training and re-skilling** as a result of the economic downturn will become a major part of working life. Librarians are at the forefront of the battle against illiteracy in the UK. A Skills for Life survey published a couple of years ago estimated that there are some 5.2 million adults in the UK with poor literacy skills. Helping reluctant or returning readers to get back to reading, advising and guiding their book choices, is an essential and skilled service

- **Home learning via online classrooms** will become part of the education of Children and young people. Learning will stretch across a wider geographical community using video conferencing and other technological innovations.

- **Peer approval and recommendation** will become a major source of information. *e.g. people will look to online sources such as 'Trip Advisor' before choosing which hotel to use*

tripadvisor.co.uk The world's largest travel review site

1-10 of 25 reviews
"unsafe & completely disgusting"
glennskimoto   1 contribution
rutland,vt
20 Sep 2010 | Trip type: Family

7
people found this review helpful

just dont do it…not only is it total filth but there are crack heads living here weekly selling drugs and talking about how there not sure how to load there guns…I read the reviews after i booked and could not get a refund.hopefully you read these reviews before you book!!! this place should be shutdown!! more

"HORRENDOUS….SHOULD BE CONDEMMED….DO NOT STAY HERE!!!!!"
POPSEVEN   1 contribution
Hubbardston, Massachusetts
8 Sep 2010 | Trip type: Couples

9
people found this review helpful

- **The role of Information in 10 years time** 'Time Poverty and the 'Time Poor'**. The pressures of work and the 24/7 society will increase 'time poverty' and the 'time poor'. This creates the scenario where people will want to access services at times that are convenient to them, not those prescribed by a physical service provider.

- **Information will be a 'fast food' commodity**. People will expect information and answers faster and from their preferred channel.

- **Enquiry Services**. There will be an increase and refinement of Enquiry services, from email to chat to virtual face to face (e.g. virtual face to face (Skype style).
  Much more collaborative approach within information services – a universal information service in relation to virtual resources as well as staffing, along the lines of

- **Neutral, impartial, accurate, authoritative, trusted information**. People will need a widely recognised 'brand' that they can trust and that has a global image. The 'Library' brand is seen as being accessible to all in society and that brokers services in an equitable way.

- **Economic downturn** could see people paying for information -
- e.g. **Times online** is now subscription:
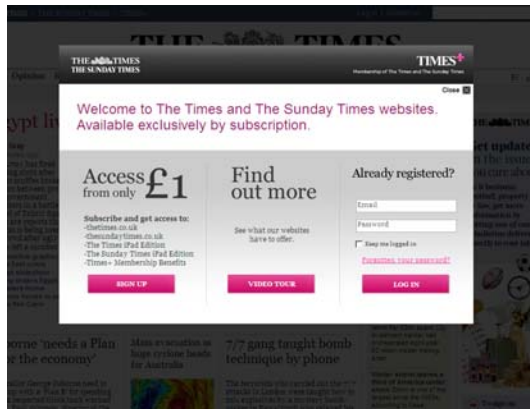
- If **Wikipedia** was a paid for service it would mean that those with the least resource would be unable to pay for information:

'If you feel it's your turn, please make a donation of £5, £20, £35 or whatever you can to keep Wikipedia free.' Jimmy Wales. Wikipedia Founder.

- **Re-training and re-skilling** as a result of the economic downturn will become a major part of working life. Librarians are at the forefront of the battle against illiteracy in the UK. A Skills for Life survey published a couple of years ago estimated that there are some 5.2 million adults in the UK with poor literacy skills. Helping reluctant or returning readers to get back to reading, advising and guiding their book choices, is an essential and skilled service.

- **Exploiting Information for profit.** 'Ask Ollie' targets the teenage market with a heavy TV advertising campaign. The information provided is very basic and could be sources from any library for free but the company is using the Mobile phone 'text' which appeals to this target audience.

http://www.youtube.com/watch?v=TzYMaB-n4m4:

'Ask OLLIE is like the brilliant friend you can ask any question to and ALWAYS get an answer back in a couple of minutes, guaranteed!

1. Text any question to Ask OLLIE at 65543
Example questions:
TRIVIA
Who was the youngest ever world cup player?
What is the brightest star in the sky?
How do you say "I love you" in Spanish?
Do fish have ears? Who sold the most albums worldwide last year?

Text to 65543 cost £1.50'

- **Copyright, plagiarism and digital rights** will play a larger role in peoples lives *e.g. Court case against LimeWire sharing mp3 files*

C. New Technologies and channels

There will be an ever increasing expectation for better, faster and reliable technologies. Libraries need to actively keep pace with this expectation and be prepared to invest and support access to new technologies *e.g. loaning e-book readers*.

- The future vision for the Library Service is informed by projected developments by market leaders e.g. Microsoft. Microsoft's long-term productivity vision explores how we will create and share content. All these scenarios are showcasing real, emerging technologies explored with various Microsoft product and research teams as well as at Microsoft partners and across the industry.

http://www.youtube.com/embed/HvA9lA7_5FE

Or view at Microsoft
http://www.microsoft.com/showcase/en/us/details/e7728af1-3fe4-4e25-a907-3dbf689fe11a

- People will want services tailored to their own expectations and requirements - a packaged product. Library services are part of the new platforms that people use to access information *e.g. Library Services are promoted as part of the WCC iphone app.*

## D. Targeting the needs of specific groups

'Sofa-lite' is the term used to describe the increasing cohort of people who use a variety of channels simultaneously to live their social life from 'their sofa'. To attract this group, library information needs to be accessible via multiple channels in a format that can be reused, re-packaged and personalised *e.g. RSS feeds, Facebook, Twitter and QR codes*
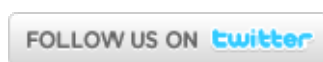
The Library Service currently places information of interest to this cohort on their channels of choice e.g. Flickr, Audioboo to promote live music bands playing in libraries
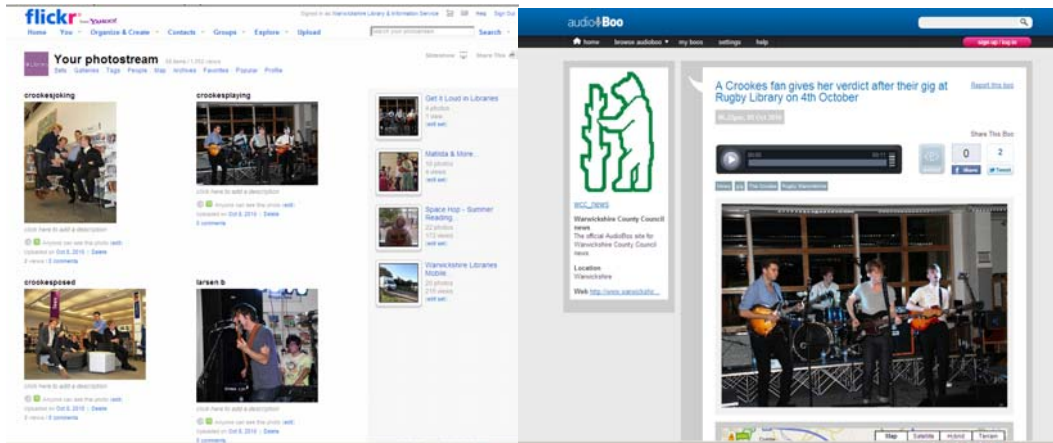

Future technology will enhance access to services, for example at home:

1. Library services will remain a vital part of people's lives by promotional techniques aimed at meeting individual needs via the personalisation agenda. People will register to receive direct mails / texts / alerts which will be tailored to their preferences, including new books, events, activities, learning courses, changes to childcare payments etc.

2. Browse the library catalogue at home via their entertainment console - options:
   - order items from the library to be delivered to home,
   - print and download copy on demand and pay when required
   - select online streamed delivery – view, listen

3. Parents and carers will be able to watch a Rhyme Time session on television with the option to download the book and read it again on screen later, a signer to enable everyone to join in, a translate option, link through to a librarian to advise on other appropriate books for their age.

4. People will be able to join an online interactive reader group using a virtual face to face (Skype type) view to share their experiences and joy of reading – this could include people from across the global community. Libraries could offer shared virtual spaces for customer interaction – e.g. local studies groups, reading groups. The form of these virtual spaces will develop with technological advancements from existing text and image chat and forum spaces to embrace second life and 3D virtual environments.

5. Cultural Identity and Heritage - exploiting the desire to understand about both our own and our shared cultural heritage. Merge together both online resources, wikis and groups with expert knowledge and advice and groups meeting in the library space to share their history

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Welcome to Leeds the Library & Information Service Local History Wiki - help us to build up this site. It's so easy to add to!

History Wiki, Leeds, West Yorkshire

Leeds Library and Information Service invites you to join in and contribute you can click on any of the links on the left and contribute your own information. You can also click on the **'add new page'** link if we haven't already covered your area in Leeds. To see some of the more recent contributions have a look at the Hunslet and Cottingley sections .
Many visitors come to this site to learn and build their knowledge, others to contribute to the site and share knowledge. In fact, we hope you will help us to build up this wiki by contributing your information about any location in and around Leeds, share with the world your memories of Leeds - its easy!

Garden Gate Pub
Hunslet, **Leeds.**
Photograph - Leodis Database
Use the nav bar on the left to locate other entries for the Leeds area

Welcome to the Leeds Local History Portal

The Local Studies Library is a department within Leeds Library and Information Service, and is located on the second floor of the Central Library, Calverley St, Leeds in West Yorkshire, England.

This image shows the newly refurbished tiled hall at the Central Library in Leeds which

6. Re-training and learning new skills packages will be accessed from the home with direct access to learning packages and support materials, books and articles available from the library catalogue

7. Access to online services, currently reliant on card number and PIN, may move toward biometric or gesture recognition.
8. Library services may become initially controller free and eventually truly virtual with the ability to enter a library, browse shelves and select items, from your own home. Recent developments in controller free gaming technologies and accessible 3D visualisation brings this scenario closer to reality.

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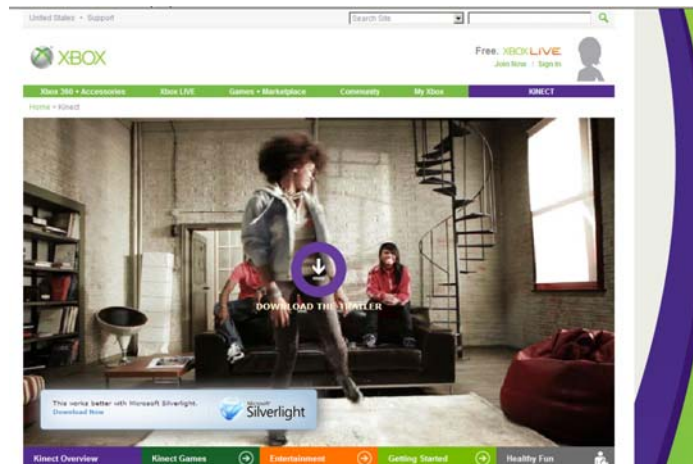
9. Knowledge bases will become further integrated and search results aggregated. E.g. a user will be able to search the catalogue, community information database and other online information as one task rather than multiple searches. Libraries are seen as providing a cross spectrum of information reflecting all points of view. Aggregating tools are a way of delivering this service virtually. The example below shows how one aggregating tool pulls in information from Wikipedia and Oxford Reference

10. Library data will be available for aggregated and semantic searching. Semantic web searching will suggest other things you may be interested in (other knowledge, purchases) based on your search or on the pages you have visited. In the example of a search on Amazon for 'Barcelona', careful key word identification of product entries allows the search engine to provide the user with items from across their product range e.g. travel guides, football team merchandising and fiction stories.

In the future Library Services will want to utilise this technology

Example Mr Smith is thinking of holidaying in Barcelona

Ask the library about 'Barcelona' they would be provided links to flights & hotel information, the weather in Barcelona, the forecast exchange rate for the dates, health information about sun exposure, travellers information, history, cultural sites, nightlife information, music, fiction, learn Spanish in a week, Spanish cookery books etc. This will be packaged and delivered to wherever the person want's it - on your mobile device, your home console, your laptop, hard copy print?

E. The business of meeting the challenge (localism)

- Local people will be more engaged in deciding which services are delivered and will be actively involved in managing services.

- Libraries need to capitalise on new social centres where people spend their time. Major town centres and out of town shopping malls are ideal sites to encourage use by a broad mix of people. *This is an example of a Library in a Tesco extra store in an out of town shopping centre*

- As people spend more physical time in their local community and play an integral part in managing their community, community buildings will be valued as playing a central role in delivering services to meet the needs of that community. Library buildings are already changing and remodelling to start to meet these needs by developing partnerships e.g. shared use Children's Centres and Libraries at Wellesbourne and Wolston, Warwickshire Direct services at Stockingford.

- Virtual Community engagement. New technology will enable Libraries to:
  o engage with the local community and being innovative to meet their needs, promoting intergenerational work and targeting services to meet the needs of the most disadvantaged
  o Provide information about local community events
  o Manage services with the local community
  o facilitate volunteer networks, building local connections and enhancing capacity
  o supporting local democracy and facilitating access to local councillors

- Currently 54% of Warwickshire residents voluntarily choose to join their library. As services become more relevant and offer a wider range of services this figure could increase. Libraries have unrivalled community access reaching older people, children and families, Black, ethnic minorities and deprived communities. The appeal of libraries in the physical form can be replicated in the virtual world.

- As the range of and demand for virtual resources increases, the case for a centralised, national library will become stronger. The range of resources will be tailored to meet local requirements. Providers could select relevant resources from a national roster of applications. Local community groups could be involved in the selection of resources which they feel are appropriate to their community.

- Remoter locations, with no physical library, will be able to benefit from virtual access. Increased technical developments will enable libraries to deliver location and community specific initiatives – *e.g. Local Studies Wiki*. This may be particularly beneficial in new developments where a sense of shared values needs to be engendered.

Online, interactive self service kiosks in town, city and village centres as the norm - taking current and previously tested ideas for this form of public information service a step further.