

OVERVIEW AND SCRUTINY BOARD

A meeting of **Overview and Scrutiny Board** will be held on

Friday, 13 January 2012

commencing at **2.00 pm**

The meeting will be held in the Meadfoot Room, Town Hall, Castle Circus,
Torquay, TQ1 3DR

Members of the Committee

Councillor Thomas (J) (Chairman)

Councillor Barnby	Councillor Kingscote
Councillor Bent	Councillor Parrott
Councillor Butt	Councillor Pentney
Councillor Darling (Vice-Chair)	Councillor Pountney

Co-opted Members of the Board

Penny Burnside, Diocese of Exeter

Our vision is working for a healthy, prosperous and happy Bay

For information relating to this meeting or to request a copy in another format or language please contact:

James Dearling, Town Hall, Castle Circus, Torquay, TQ1 3DR
01803 207035

Email: scrutiny@torbay.gov.uk

OVERVIEW AND SCRUTINY BOARD AGENDA

5. Residents and Visitors

To discuss the Revenue Budget 2012/13 Provisional Spending
Targets for Residents and Visitors

(Pages 37 - 86)

Budget Proposals 2012/13: Major Decision: Business Unit : Residents and Visitor Services (Parking Services)

Combined Impact Assessment: Full assessment (Part 2)

The council and its partners are facing a significant challenge in the savings it needs to make over the next couple of years. This Full Impact Assessment has been developed as a tool to enable business units to fully consider the impact of proposed major decisions on the community. As a council we need to ensure that we are able to deliver the savings that we need to make from the 1st April and be able to justify our decisions through any legal challenge.

This full assessment, combined with the initial review, will evidence that you have fully considered the impact of your proposed changes and carried out appropriate consultation on those changes with the key stakeholders. The Combined Impact Assessment will allow Councillors to make informed decisions as part of the decision-making process regarding the council's budget.

Name: Sue Cheriton

Position: Executive Head Residents and Visitor Services

Business Unit: Residents & Visitors Services

Department: Parking Services

Date: January 2012

Please see agenda item 5, page 4, proposal 1 & 2

Summary from Overall Proposal (Updated as required)

Proposals – Outline	Savings 2012/13		Implementation Cost Include brief outline + year incurred	Delivery In place 01/04/12 If earlier or later state date	Risks / impact of proposals	Type of decision*		
	Income £ 000's	Budget reduction £ 000's				Internal	Minor	Major
Additional on-street parking areas, commercial income opportunities and service reductions for the parking review	415	-	Implementation costs for projects including Pay on Exit development = £339k. this will be paid back over 10 years from Prudential borrowing allocation - £47k per annum	From 02/2012 if agreed early	<ul style="list-style-type: none"> • Potential risks • Impact on community • Knock on impact to other agencies <ul style="list-style-type: none"> ▪ Volatile market as relates to demand led service – could impact on income year on year ▪ Customer resistance to pricing policy and additional on street meters 			✓
Re-structure parking of parking changes – on-street and off-street (subject to choosing Option C of the proposals)	600	-	This will reduce the number of tariff options available to customers across on street and off street parking areas. There are minimal cost relating to statutory 21 day advertising of parking structure changes and updating parking meter machines	02/2012	<ul style="list-style-type: none"> ▪ Customer resistance to pricing policy which will reduce number of tariff options available ▪ Loss of income due to alternative travel options being taken by customers ▪ Town Centre usage may be reduced ▪ Residents parking areas (CPZ's) may have to be extended ▪ May move demand to car parks from on street where there is ample capacity ▪ Visitors to area will be affected by pricing structure changes 			✓

Stage 1: Purpose of the proposal

No	Question	Details
1.	Clearly set out the purpose of the proposal	<ul style="list-style-type: none"> Additional on-street parking areas, commercial income opportunities and service reductions for the parking review . Re-structure of parking charges – on-street and off-street. <p>Parking charges and the pricing have remained static for over four years. The pricing structure will be reviewed to reduce the number of tariff options which will improve turnover of spaces in areas of high demand, simplify charging tariffs across Torbay, introduce new commuter parking options, and removal of seasonality in charging enable greater investment in front line services and will encourage use of other forms of transport.</p> <p>This will affect all users of the on-street and off-street parking facilities. This is likely to affect all car users who are resident in Torbay. In particular disabled people for the first time in Torbay. Although many areas charge the same parking fees for disabled drivers Torbay has not. This is due to concerns over more disabled drivers parking on double and single yellow lines to avoid charges.</p> <p>Commuters will have a better choice of parking based on demand. The proposals will also reduce the number of combinations of coins required for the new tariff structure. This is likely to encourage some users to use other forms of transport or walk when they are making short journeys.</p> <p>This will result in higher costs to the users of the service for allocating new chargeable areas, changes in the structure of tariffs, and changes to permit charging policy.</p>
2.	Who is intended to benefit?	<p>The proposal to Review Parking Services is to maximise commercial income opportunities in the car park areas where space allows, to improve the management of parking in areas of high demand and encourage turnover of parking spaces in specific locations, rationalise the structure of charging and remove seasonal differences, and to provide commuter charged areas which are fair and affordable and provide income to be re-invested into frontline services.</p> <p>The proposal to change the pricing structure for on street and off street parking is intended to re-align the parking charge structure to enable it to be easier to use, will bring charging in line current costs which will generate additional funding to the increased need to improve the infrastructure and front line services. This proposal will also improve bus services through increased usage overall.</p>
3.	What is the intended outcome?	

Page 33

Stage 2: Evidence, Consultation and Engagement

No	Question	Details
4.	Have you considered the available evidence?	<p>In designing the new pricing structure other towns locally have been considered and ensure that charging is comparable with the demand. The proposal is subject to a Traffic Regulation Order which allows local people and users to put their objections</p>

No	Question	Details																			
		<p>forward before implementation of the scheme. Users have 21 days to object and these are considered by the Transport Working Party. The scheme has been consulted on and adjusted to take on board a number of the objections from residents. Different groups have been considered in particular those who live on streets where charging is applicable. The timings of these streets and the introduction of pay on exit in some locations are being considered.</p> <p>There is a formal legislative process in place where objections can be received. The proposal for increase on street parking has also been conducted in advance of making the proposal with the public through a number of channels.</p> <p>Please see below for details of the consultation activity carried out.</p>																			
5.	<p>How have you consulted on the proposal?</p>	<p>There has been extensive consultation prior to the formal advertising process taking place, with general open public meetings being held on 5th September (http://www.torbay.gov.uk/DemocraticServices/ieListDocuments.aspx?Cid=470&Mid=3524&Ver=4) and 18th October (http://www.torbay.gov.uk/DemocraticServices/ieListDocuments.aspx?Cid=470&Mid=3568&Ver=4) and at public meetings held by all Community Partnerships in areas where additional meters were proposed as well as by inviting written objections. There were also two meetings held with a local trader group made up of businesses from Torquay and Paignton on charging structures. Wider public "budget consultation" events have taken place and a questionnaire completed.</p> <p>In all there were 11 meetings held in respect of the Parking Review, where representations were made verbally, by telephone in advance and in writing. Some 38 individual responses were written in advance of the meetings, two petitions submitted and 8 verbal representations were made at the public meetings. Following the formal Traffic Regulation Order being advertised a further 38 group and individual objections were received. No objections were received on the parking structure charging proposals following the advertising of this at all on-street and off street parking areas.</p> <p>A full breakdown of the initial objections can be viewed on the minutes/reports of the 5th September and 18th October's Transport Working Party, which are further summarised in the Parking Review Report to Council on 31st October 2011 (http://www.torbay.gov.uk/DemocraticServices/ieListDocuments.aspx?Cid=163&Mid=3539&Ver=4). Following the advertising of the formal Traffic Regulation Orders a report was submitted to the Transport Working Party and can be reviewed on that agenda published for the meeting of 5th January 2012. There were a number of concerns raised including affordability, the impact on local residents, businesses and key workers in commuter areas. The proposals were adjusted to take into account some of those concerns raised.</p> <p>Public meetings:</p>																			
7.	<p>How many people responded?</p>	<p>Public meetings:</p>																			
8.	<p>Outline the key findings?</p>	<p>Public meetings:</p> <p>Would you support a proposal to increase the number of On Street Pay and Display Parking Areas? (£566k)</p> <table border="1" data-bbox="1209 264 1327 1697"> <thead> <tr> <th rowspan="2">Venue</th> <th colspan="2">Yes</th> <th colspan="2">No</th> </tr> <tr> <th>Count</th> <th>%</th> <th>Count</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Westlands</td> <td>6</td> <td>55%</td> <td>5</td> <td>45%</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>11</td> </tr> </tbody> </table>	Venue	Yes		No		Count	%	Count	%	Westlands	6	55%	5	45%					11
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No	Question	Details				
		T.C.C	10	53%	9	47%
		Paignton	9	39%	14	61%
		Dunboyne	4	57%	3	43%
		Total	29	48%	31	52%

9.	<p>What amendments may be required as a result of the consultation?</p> <p>As a result of the consultation, changes have been made through both stages of the informal and formal consultation process of the parking review. They reflect the following:</p> <ul style="list-style-type: none"> ▪ Secondary Shopping areas were removed from the pay and display scheme to ensure in the current economic climate traders could sustain their businesses. ▪ Those areas where cost of infrastructure would not justify charging were removed. ▪ Residential areas were withdrawn and adjusted or Controlled Parking Zones proposed to protect those living in some of the affected streets. ▪ A delay in implementation of some schemes where a wider review of a whole area and impacts considered applied. ▪ There were amendments to lengths of stays in some areas and free days like Sunday's where there were significant church users expected for example.
10	<p>How will the results be published?</p> <p>The consultees will be able to review the results and outcome of the consultation in the Reports submitted to Council on 31st October and at the Transport Working Party on 5th January. These will be published on the web site. Individuals requesting specific feedback will be formally written to follow the consideration of all objections.</p>

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Stage 3: Impact Assessment

No	Question	Details				
11.	<p>Identify the potential positive and negative impacts on specific groups</p> <p>All groups in society generally</p>	<table border="1"> <thead> <tr> <th>Positive Impact</th> <th>Negative Impact</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> ▪ Better access to spaces where the turnover of users is increased. Additional longer term parking available to commuters and beach users. ▪ Residents will be able to park more easily where Controlled Parking Zones (CPZ's) will be implemented in </td> <td> <ul style="list-style-type: none"> ▪ Higher costs for short stays due to the change in the structure of the tariffs ▪ Potential increase of congestion at Torquay Seafront due to removal of parking free periods for at rush hour times ▪ Additional charging areas for on street parking close to </td> </tr> </tbody> </table>	Positive Impact	Negative Impact	<ul style="list-style-type: none"> ▪ Better access to spaces where the turnover of users is increased. Additional longer term parking available to commuters and beach users. ▪ Residents will be able to park more easily where Controlled Parking Zones (CPZ's) will be implemented in 	<ul style="list-style-type: none"> ▪ Higher costs for short stays due to the change in the structure of the tariffs ▪ Potential increase of congestion at Torquay Seafront due to removal of parking free periods for at rush hour times ▪ Additional charging areas for on street parking close to
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No	Question	Details
	<p>response to implementing parking meters.</p> <ul style="list-style-type: none"> ▪ Increase in loading bay or free short term parking spaces for those wishing to stop for less than 5 minutes in hotel areas ▪ Less confusing pricing structure with limited coin requirements ▪ Options for Pay on Exit facilities being considered ▪ Potential moves to greater use of public transport offering enhanced service overtime and improvements to the environment ▪ Improved parking available to motorbike users 	<p>town centres and shopping areas for visitors</p>
Older or younger people	N/A	<ul style="list-style-type: none"> ▪ Free access to seafront areas may restrict use by older more infirmed people on low incomes
People with caring responsibilities	N/A	
People with a disability	<ul style="list-style-type: none"> ▪ Parking will remain free in all Council car parks for Disabled badge holders, which is a better position than many other authority areas. 	<ul style="list-style-type: none"> • Disabled drivers will be adversely affected in Torbay. However this is in line with other authority areas who already charge disabled drivers parking fees. Torbay has a higher level of Blue Badge parking permit holders than other areas with currently 8,000 users (5000 severely disabled). The cost proposed (£20 per Blue Badge parking permit issued to cover administration fees) will still be significantly lower than in neighbouring authority areas.
Women or men	N/A	N/A
People who are black or from a minority ethnic background (BME)	N/A	N/A
These groups are equally affected	N/A	N/A
People who are lesbian, gay or bisexual	N/A	N/A
People who are transgendered	N/A	N/A
People who are in a	N/A	N/A

No	Question	Details
	marriage or civil partnership	
	Women who are pregnant / on maternity leave	N/A
	Socio-economic considerations	Action has been taken, since the consultation activity began, to remove secondary shopping areas to help to sustain local businesses. There have also been amendments to the length of stays in some areas, and free days (i.e. Sundays) have been introduced.
		N/A
12.	What are the impacts of your proposals to other agencies?	N/A
13.	Does your proposal link to other decisions you are making?	Both options Parking Review and Review of Parking Pricing Structure have been concluded with reference to both proposals to ensure minimising the impact where possible is achieved across Torbay.
14.	Is there scope for your proposal to eliminate discrimination, promote equality of opportunity and/or foster good relations?	Further to the consultation activity carried out the proposal has been amended. Secondary shopping areas were removed from the on-street pay and display scheme to ensure that in the current economic climate traders could sustain their businesses. There were also amendments to lengths of stays in some areas and free days (i.e. Sundays) where there were significant church users expected. The proposal brings Torbay in line with other Local Authorities who also charge an administration fee to issue Blue Badge parking permits.
Stage 4: Course of Action		
No	Action	Details
15.	State a course of action	Outcome 2: Adjustments to remove barriers – Action has been taken, since the consultation activity began, to remove secondary shopping areas to help to sustain local businesses. There have also been amendments to the length of stays in some areas, and free days (i.e. Sundays) have been introduced.
16.	Identify any plans to alleviate any negative impacts	Work has already been undertaken to alleviate negative impacts – please see section 14 and 15 above
Stage 5: Monitoring		
No	Action	Details
17.	Outline plans to monitor	This proposal will be monitored, once introduced, via the following:

	<p>the actual impact of proposals</p>	<ul style="list-style-type: none"> ▪ Parking Enforcement (I.e. the levels of enforcement notices issued and monitor any increases of parking on double yellow lines) ▪ Increases in Parking Income ▪ Customer feedback & complaints
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COMBINED IMPACT ASSESSMENT (PARTS 1 & 2) NEEDS TO BE SENT TO THE BUSINESS SERVICES TEAM FOR QUALITY ASSURANCE. IT WILL THEN BE SENT TO THE FINANCE BOARD AND USED AS PART OF THE DECISION MAKING PROCESS BY COUNCILLORS.

Notes:

- *The Equality Duty needs to be an integral part of the decision making process. Decision makers must consider what information he/she has and what further information may be needed in order to give proper consideration to the Equality Duty.*
- *Commissioned services – No delegation. Public bodies are responsible for ensuring that any third parties which exercise functions on their behalf are capable of complying with the Equality Duty, are required to comply with it and that they do so in practice.*

Action plan / mitigating actions

Please detail below any actions / mitigating actions you need to take: -

No.	Action	Reason for action / mitigating action	Responsibility	Deadline date
1	Transportation Working Party Meeting – 05/09/11	Open public meeting to be held	Sue Cheriton	5 th September 2011 - Complete
2	Transportation Working Party Meeting – 18/0/11	Open public meeting to be held	Sue Cheriton	18 th October 2011 – Complete
3	Full Council meeting – 31/10/11	Full Council decision on proposals required	Sue Cheriton	31 st October 2011 – Complete
4	Transportation Working Party Meeting – 05/01/12	To consider objections made by the general public	Sue Cheriton	5 th January 2012 - Complete
5	Full implementation of price policy structure changes increases by 1 st January 2012	Price structure changes to be in place	Sue Cheriton	1 st January 2012 – Complete
6				

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Budget Proposals 2012/13: Major Decision: Business Unit : Residents And Visitor Services (Beach Huts)

Combined Impact Assessment: Full assessment (Part 2)

The council and its partners are facing a significant challenge in the savings it needs to make over the next couple of years. This Full Impact Assessment has been developed as a tool to enable business units to fully consider the impact of proposed major decisions on the community. As a council we need to ensure that we are able to deliver the savings that we need to make from the 1st April and be able to justify our decisions through any legal challenge.

This full assessment, combined with the initial review, will evidence that you have fully considered the impact of your proposed changes and carried out appropriate consultation on those changes with the key stakeholders. The Combined Impact Assessment will allow Councillors to make informed decisions as part of the decision-making process regarding the council's budget.

Name: Sue Cheriton

Position: Executive Head Residents and Visitor Services

Business Unit: Residents and Visitor Services

Department: Resort Services

Date: January 2012

Please see agenda item 5, page 5, proposal number 2

Summary from Overall Proposal (Updated as required)

Proposals – Outline	Savings 2012/13		Implementation Cost Include brief outline + year incurred	Delivery In place 01/04/12 If earlier or later state date	Risks / impact of proposals	Type of decision*		
	Income £ 000's	Budget reduction £ 000's				Internal	Minor	Major
Beach Huts – Increased income – Increase charges on current charging in selected locations with waiting lists	37	-	Graduated increase on charges apply in yr1 linked to areas with waiting lists	04/2012	<ul style="list-style-type: none"> • Potential risks • Impact on community • Knock on impact to other agencies <ul style="list-style-type: none"> ▪ Customer Resistance to pricing policy ▪ Waiting list significantly reducing due to increases ▪ Some loss of clients 			X

Stage 1: Purpose of the proposal

No	Question	Details
1.	Clearly set out the purpose of the proposal	To increase the charges for beach hut rentals to reflect the demand at each beach. The new pricing structure will relate to seasonal site rentals (where customers provide their own huts, winter storage of owners huts, or use of these in winter locations, beach hut rentals on a seasonal basis and daily/weekly rental charges across the beaches. The charges proposed are still average in regard of other comparable resorts. The cost of beach services have increased and this needs to be reflected in the charging structure together with demand on certain beaches. Current and future beach hut users/ seasonal and weekly rentals. Both residents and tourists will be affected. It will reduce the costs to the wider public and loss of services across Residents & Visitors Services (RVS). The purpose is to ensure other general services are not reduced as a result of the savings targets and increase costs and that users pay on levels of demand and usage.
2.	Who is intended to benefit?	The proposals will be fairer to those who have been on waiting lists for many years on specific high demand beaches, and ensure that the pricing structure reflects usage on certain beach areas but enable beaches where traditionally there has been lower demand are not penalised by a flat rate overall increase which has happened in previous years.
3.	What is the intended outcome?	

Stage 2: Evidence, Consultation and Engagement

No	Question	Details																																		
4.	Have you considered the available evidence?	There has been benchmarking of other resorts to ensure that the charging structure is comparable to other resorts. The increases have considered increased costs of general beach services that support the beaches in general and the facilities provided. The prices also reflect the increased cost of national non-domestic rates on provided units.																																		
5.	How have you consulted on the proposal?	The Beach Huts User Group (BHUGS) has been consulted on the proposals. All users will be written to in January and advised of the increase charges. They will be given the opportunity to change sites subject to availability or to not continue with their seasonal rentals. Availability of free sites/huts will then be offered to the waiting list on a 'next' on the list basis.																																		
6.	Who have you consulted with?	The beach hut user group 'BHUGS' have been consulted. Some Community Partnerships have also been consulted on the increases at their public meetings. This has also been subject to a Full Council Report which was presented on 8th December (http://www.torbay.gov.uk/DemocraticServices/ieListDocuments.aspx?CIId=163&MIId=2487&Ver=4) All members of the public had access to the report and the full proposals. This was also reported in the local paper. The BHUGS send out newsletters to over 1000 users with a paid up membership for last year of 180 with over hundred members actually attending the meetings. Wider public "budget consultation" events have taken place and a questionnaire completed.																																		
7.	How many people responded?	BHUGS have been consulted who represent over 1000 users across the bays beaches.																																		
8.	Outline the key findings?	The BHUGs group were concerned about the charges but understood that prices would be rising significantly. The original proposal, following benchmarking, suggested that 23% across the board could be charged and still remains in line with the upper level of charges in other resorts. However following further investigation and discussion the proposal was reviewed to have a demand based structure with a maximum charge of 18% in the areas where there were high levels of demand and very long waiting lists spanning many years.																																		
Public Consultation:																																				
<u>Would you support a proposal to increase the charges for beach huts? (£50k)</u>																																				
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No	Question	Details
9.	What amendments may be required as a result of the consultation?	See above – after consultation it was agreed that the proposed increase of 23% would be reduced to a maximum of 18% in areas of high demand, and would be on average a 12% increase in other areas.
10.	How will the results be published?	The final proposals were agreed unanimously at Full Council on <u>8th December</u> (http://www.torbay.gov.uk/DemocraticServices/ie/ListDocuments.aspx?CIId=163&MIId=2487&Ver=4) and are part of the public record. Users will be informed via letter in January when invoicing for 2012 season commence.

Stage 3: Impact Assessment

No	Question	Details
11.	Identify the potential positive and negative impacts on specific groups	
	All groups in society generally	Positive Impact Gives an opportunity for people on very long waiting lists to get beach huts at the site of their choice
	Older or younger people	Negative Impact Some customers may not be able to afford their preferred option on sites where beach huts are located and may have to move or let huts go to others on the waiting list. People on low incomes may not be able to afford to take on beach huts in the future.
	People with caring responsibilities	Individuals outside these care groups may not be able to afford this discretionary service.
	People with a disability	No change in access
	Women or men	Men and women are equally effected by the changes
	People who are black or from a minority ethnic background (BME)	All ethnic groups are equally affected by the changes
	People with particular religion or belief / no belief	These groups are equally affected

No	Question	Details
	People who are lesbian, gay or bisexual	These groups are equally affected
	People who are transgendered	These groups are equally affected
	People who are in a marriage or civil partnership	These groups are equally affected
	Women who are pregnant / on maternity leave	These groups are equally affected
	Socio-economic considerations	N/A
12.	What are the impacts of your proposals to other agencies?	No
13.	Does your proposal link to other decisions you are making?	No
14.	Is there scope for your proposal to eliminate discrimination, promote equality of opportunity and/or foster good relations?	The positive impacts of this proposal are as follows: The proposal gives people an opportunity on long waiting lists to obtain a beach hut at a site of their choice. Older and younger people will still have access to the beach huts and may get a greater choice of site as a result of the price structure changes. There are free use beach huts offered for a number of care groups and there is an option for people with caring responsibilities to share beach huts for those that are unable to afford sole use. Beach huts that are currently accessible for people with a disability will not be affected. People from all other groups (i.e. women/men, BME, lesbian, gay, bisexual, transgender, and people in a civil partnership or women who are pregnant or on maternity leave) are equally affected by the change.

Stage 4: Course of Action

No	Action	Details
15.	State a course of action	Outcome 2: Adjustments to remove barriers – Socio-economic impact identified therefore an adjustment to the increase in charges has been made from 23% to a maximum of 18%
16.	Identify any plans to alleviate any negative impacts	No major impacts have been identified.

Stage 5: Monitoring

No	Action	Details
17.	Outline plans to monitor the actual impact of proposals	We will monitor the impact of the proposal by monitoring the waiting lists at all sites to see if they increase or diminish. We will also monitor the number of bookings or beach huts on a daily, weekly and seasonal basis.

COMBINED IMPACT ASSESSMENT (PARTS 1 & 2) NEEDS TO BE SENT TO THE BUSINESS SERVICES TEAM FOR QUALITY ASSURANCE. IT WILL THEN BE SENT TO THE FINANCE BOARD AND USED AS PART OF THE DECISION MAKING PROCESS BY COUNCILLORS.

Notes:

- *The Equality Duty needs to be an integral part of the decision making process. Decision makers must consider what information he/she has and what further information may be needed in order to give proper consideration to the Equality Duty.*
- *Commissioned services – No delegation. Public bodies are responsible for ensuring that any third parties which exercise functions on their behalf are capable of complying with the Equality Duty, are required to comply with it and that they do so in practice.*

Action plan / mitigating actions

Please detail below any actions / mitigating actions you need to take: -

No.	Action	Reason for action / mitigating action	Responsibility	Deadline date
1	Full Council meeting for Council decision	To obtain a decision to proceed with proposal	Sue Cheriton	8 th December 2011 - Complete
2	New bills to all beach hut owners incorporating the increased charges need to be issued (Bills to be sent in January	Part of the annual billing process and to advise customers - in advance, of the increase charge	Sue Cheriton	January 2012
3				
4				
5				
6				

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Budget Proposals 2012/13: Major Decision: Business Unit : Resident and Visitor Services (Libraries – High Level)

Combined Impact Assessment: Full assessment (Part 2)

The council and its partners are facing a significant challenge in the savings it needs to make over the next couple of years. This Full Impact Assessment has been developed as a tool to enable business units to fully consider the impact of proposed major decisions on the community. As a council we need to ensure that we are able to deliver the savings that we need to make from the 1st April and be able to justify our decisions through any legal challenge.

This full assessment, combined with the initial review, will evidence that you have fully considered the impact of your proposed changes and carried out appropriate consultation on those changes with the key stakeholders. The Combined Impact Assessment will allow Councillors to make informed decisions as part of the decision-making process regarding the council's budget.

Name: Sue Cheriton

Position: Executive Head Resident and Visitor Services

Business Unit: Resident and Visitor Services

Department: Library Service

Date: January 2012

Note: Please note that this is a high level impact assessment for the Library Service at this time. A more comprehensive impact assessment and specific budget proposals will be made available at the 25th January Overview and Scrutiny meeting. Comprehensive consultation results will also be made available at this time. This impact assessment is based on preliminary consultation findings.

Please see agenda item 5, page 8, proposal 2

Agenda Item 5
Appendix 3

Summary from Overall Proposal (Updated as required)

Proposals – Outline	Savings 2012/13		Implementation Cost Include brief outline + year incurred	Delivery In place 01/04/12 If earlier or later state date	Risks / impact of proposals	Type of decision*		
	Income £ 000's	Budget reduction £ 000's				Internal	Minor	Major
Reduction of Library Services – opening hours and service provision		170	There are some vacant post which will be deleted but redundancies are expected : it is estimated this could be around 6 FTE's – estimated cost of up to £100k for redundancy and pension payments	04/2012	<ul style="list-style-type: none"> Potential risks Impact on community Knock on impact to other agencies Adverse public reaction to reduced opening hours Risk of legal challenge as now case law set on Library1964 Act this year at other Council's Reduced demand due to reduced hours Groups including the voluntary sector may be affected by reduced operational times If closure between Christmas and New Year is agreed staff will be affected as they would be required to take annual leave 			X

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Stage 1: Purpose of the proposal

No	Question	Details
1.	Clearly set out the purpose of the proposal	Reduction of Library Services – opening hours and service provision. The detail is still being determined subject to the results of the questionnaire and consultation completed at the end of December. There will be some internal changes to the structure which will not affect the public. Internal restructuring will take place with limited affect on the counter service points. This CIA will focus on reductions in public services specifically and any increase in charges and new charging policies where this will affect the users.
2.	Who is this proposal likely to affect?	Reductions have to be made to this service and it is expected that this will result in the loss of 37 hours across the Library Service provision. The final reduction of hours proposed will be determined by consultation from users, local residents and by analysis of numbers visiting the library at specific times.
3.	What is the intended outcome?	To minimise the impact on users by any reduction in service by identifying the least popular times and ensure the maximum level of service can continue to be provided within the revised budget allocations.

Stage 2: Evidence, Consultation and Engagement

No	Question	Details																		
4.	<p>Have you considered the available evidence?</p>	<p>Locally – extensive consultation is taking place to identify the current uses of the library, when the facilities are used and the level of usage across the current opening times. This evidence will be used to reduce the service by 37 hours across all service areas – based on demand and best use of resources.</p> <p>General Data</p> <ul style="list-style-type: none"> • There are 4 libraries within Torbay – Torquay, Paignton, Brixham, Churston as well as mobile library provision. • All libraries at present are open 6 days a week including half day opening and late night provision. The links below outline library opening times. <ul style="list-style-type: none"> ○ http://www.torbay.gov.uk/index/yourservices/libraries/librarylocations/torquaylibrary.htm ○ http://www.torbay.gov.uk/index/yourservices/libraries/librarylocations/paigntonlibrary.htm ○ http://www.torbay.gov.uk/index/yourservices/libraries/librarylocations/brixhamlibrary.htm ○ http://www.torbay.gov.uk/index/yourservices/libraries/librarylocations/churstonlibrary.htm • Torbay Mobile Library Service - There is a mix of fortnightly and weekly stops covering all of Torbay. Link provides the mobile library schedule for a specified postcode area – <ul style="list-style-type: none"> ○ http://www.torbay.gov.uk/index/yourservices/libraries/librarylocations.htm <p>Footfall data</p> <p>Footfall data for 2011/12 up to December 2011 is as follows:</p> <table border="1" data-bbox="890 595 1129 1868"> <thead> <tr> <th>Items issued</th> <th>Visitors</th> <th>Enquiries</th> </tr> </thead> <tbody> <tr> <td>Brixham</td> <td>78,440</td> <td>17,275</td> </tr> <tr> <td>Churston</td> <td>46,869</td> <td>10,113</td> </tr> <tr> <td>Mobile Library</td> <td>8,195</td> <td>1,985</td> </tr> <tr> <td>Paignton</td> <td>233,562</td> <td>31,346</td> </tr> <tr> <td>Torquay</td> <td>178,237</td> <td>57,585</td> </tr> </tbody> </table>	Items issued	Visitors	Enquiries	Brixham	78,440	17,275	Churston	46,869	10,113	Mobile Library	8,195	1,985	Paignton	233,562	31,346	Torquay	178,237	57,585
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<p>Benchmarking – Unitary comparisons (Appendix 1)</p>																				

No	Question	Details
		<ul style="list-style-type: none"> • Benchmarking based on service points open to the public as at 31st March 2011 (Cipfa Stats) • Population by Service Point – Torbay has a 26,860 population per service point (service points open to the public as at 31st March 2011 where services are open for more than 10 hours or more per week including mobile libraries). Torbay’s population = 134,300 • This compares to <ul style="list-style-type: none"> ▪ Poole - population by service point = 14,210 Total Population = 142,100 ▪ Southend-on-Sea - population by service point = 23,614 Total Population = 165,300 ▪ Bournemouth - population by service point = 14,008 Total Population = 168,100 • Mobile libraries – average hours of opening per week – Torbay performs within the middle quartile with, on average, mobile library provision available for 22 hours. The top performer for all unitary authorities was Southampton.
	<p>How have you consulted on the proposal?</p>	<p>Consultation has taken place in the following ways: -</p> <ul style="list-style-type: none"> • Through presenting to user groups and Friend of Library Groups. • By individual questionnaire on line and distributed through the library service points. • A wider general public ‘budget consultation’ has taken place.
5.	<p>Who have you consulted with?</p>	<ul style="list-style-type: none"> • User groups and Friend Groups have been consulted. • General public who use libraries via questionnaires.
6.	<p>How many people responded?</p>	<ul style="list-style-type: none"> • Two letters of objection from the Friends of Library Groups have been received (please refer to appendix 2) • Approx. 2500 questionnaires have been received by individuals on the proposed reduction in service for the Libraries.
7.	<p>Outline the key findings?</p>	<p>Awaiting detailed final analysis.</p> <p>Preliminary Findings Responses from Questionnaires – Initial feedback (400 respondents part way through consultation 2nd December)</p> <ul style="list-style-type: none"> • Most popular visiting time – Mornings 9.30 to 13.00 – Highest % = Monday and Tuesday • Least popular visiting time – Evenings 17.00 to 19.00 – Least % = Tuesday • Least popular times in the day – 9am – 10am and 5pm – 7pm

No	Question	Details																								
	<p>Public Meetings:</p> <p><u>The Council is considering reducing the Library budget by £170k in the next financial year, how would you prefer this to happen?</u></p>	<table border="1" data-bbox="331 555 523 1870"> <thead> <tr> <th colspan="2">Reduce the number of libraries</th> <th colspan="2">Keep all libraries open but on reduced number of days</th> <th colspan="2">Keep all libraries open and reduce opening hours evenly across all</th> </tr> <tr> <th>Count</th> <th>%</th> <th>Count</th> <th>%</th> <th>Count</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>14</td> <td>25%</td> <td>12</td> <td>22%</td> <td>29</td> <td>53%</td> </tr> <tr> <td>Total</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p style="text-align: right;">55</p>	Reduce the number of libraries		Keep all libraries open but on reduced number of days		Keep all libraries open and reduce opening hours evenly across all		Count	%	Count	%	Count	%	14	25%	12	22%	29	53%	Total					
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8.	<p>What amendments may be required as a result of the consultation?</p>	<p>Awaiting detailed final analysis.</p> <p>In light of the preliminary findings the following potential unintended consequences need to be considered: –</p> <ul style="list-style-type: none"> • Uses of the library by under 5's with parents - 58.8% who responded to 'taking part in activities' participated in under 5 activities. Therefore consideration needs to be given to access for parents and carers with young children. • 10% of those responded took part in Blind or Visually Impaired activities. • Those reading magazines and newspapers made up 26.6%, and usage for reference and information is made up of 21.6% respondents – this needs to be taken into account as the impact of the proposal does not only affect issues or service usage information. • Need to consider users who use the libraries for uses not identified in the questionnaire – somewhere to go to meet people, use as a place to keep warm, as a safe and neutral environment, or as the place to go when you don't know where to go etc. • Implications for other voluntary sector groups who traditionally use the library for drop in sessions needs to be taken into account. • Use of hired meeting rooms and loss of income where applicable 																								
9.	<p>How will the results be published?</p>	<p>The results of the consultation will be published via Overview and Scrutiny meeting reports in conjunction with the budget process.</p>																								

Stage 3: Impact Assessment

No	Question	Details	
10.	Identify the potential positive and negative impacts on specific groups		
	All groups in society generally	<p>Positive Impact</p> <ul style="list-style-type: none"> A comprehensive library service, as per the Public Libraries and Museums Act, will still be maintained. The least impact possible to the Torbay community will be considered in how to reduce library opening hours and service provision. 	<p>Negative Impact</p> <ul style="list-style-type: none"> Potential implications for voluntary sector groups who traditionally use the library for drop in sessions. Provision of services for vulnerable people could be at risk. Reduced access to services
	Older or younger people	N/A	<ul style="list-style-type: none"> Need to consider users of libraries for uses not identified in the questionnaire – somewhere to go for meeting people, use as a place to keep warm etc. This may impact on the elderly particularly. Uses of the library by under 5's with parents - 58.8% who responded to 'taking part in activities' participated in under 5 activities. Therefore consideration needs to be taken regarding access for parents and carers with young children. Need to consider potential impact if any of the libraries were to close on a Thursday morning which may impact the elderly and those of pensionable age collecting pensions at that time. Likewise, consideration into the potential impact if libraries are closed around school hours that may impact access to study material for young people.
	People with caring responsibilities	N/A	<ul style="list-style-type: none"> Consideration needs to be given to any potential impact of reducing the mobile library provision throughout Torbay on vulnerable people, specifically those people who are unable to leave their home and rely on carers.

No	Question	Details
	People with a disability	N/A
	Women or men	N/A
	People who are black or from a minority ethnic background (BME)	N/A
	People who are lesbian, gay or bisexual	N/A
	People who are transgendered	N/A
	People with particular religion or belief / no belief	N/A
	People who are in a marriage or civil partnership	N/A
	Women who are pregnant / on maternity leave	N/A
	Socio-economic considerations.	<ul style="list-style-type: none"> Libraries provide access to books, reading material, ICT resources and other groups and sources of information for those individuals that cannot afford to purchase their own – this will be taken into account when determining final proposals.
11.	What are the impacts of your proposals to other agencies?	Potential implications for voluntary sector groups who traditionally use the library for drop in sessions. Potential reductions in opening hours for Paignton and Brixham libraries could impact upon partners and other service providers that use the same buildings.
12.	Does your proposal link to other decisions you are making?	N/A
13.	Is there scope for your proposal to eliminate	The least impact possible to the Torbay community will be considered in how to reduce library opening hours and service provision. Specifically consideration will be given to single mothers, children, elderly, and the disabled.

No	Question	Details
	discrimination, promote equality of opportunity and/or foster good relations?	

Stage 4: Course of Action

No	Action	Details
14.	State a course of action	<p>Outcome 2: Adjustments to remove barriers – Action to remove the barriers identified or to better promote equality.</p> <p>There is potential for negative impact on vulnerable groups as outlined in Q10 depending on the specific proposals put forward as to how the 37 hours reduction will be achieved following the analysis of the full consultation results. Full consideration will be given to vulnerable groups with the least impact achievable.</p>
15.	Identify any plans to alleviate any negative impacts	<p>The specific proposals as to how the 37 hours service reduction will be achieved will be based on footfall figures and comprehensive consultation results. This will ensure the least impact possible is achieved.</p>

Stage 5: Monitoring

No	Action	Details
16.	Outline plans to monitor the actual impact of proposals	<p>Monitoring will include: -</p> <ul style="list-style-type: none"> ▪ Footfall to libraries; ▪ Use of libraries by groups, session take up; ▪ Customer feedback.

Notes:

- *The Equality Duty needs to be an integral part of the decision making process. Decision makers must consider what information he/she has and what further information may be needed in order to give proper consideration to the Equality Duty.*
- *Commissioned services – No delegation. Public bodies are responsible for ensuring that any third parties which exercise functions on their behalf are capable of complying with the Equality Duty, are required to comply with it and that they do so in practice.*

Action plan / mitigating actions

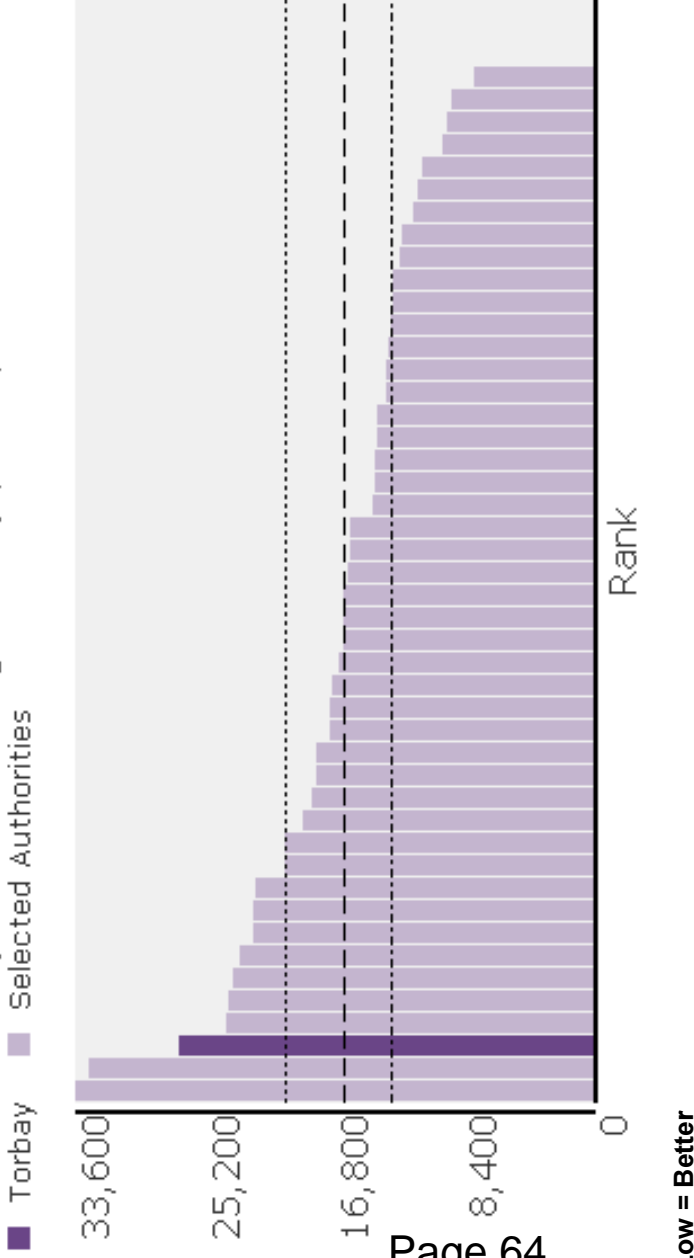
Please detail below any actions / mitigating actions you need to take: -

No.	Action	Reason for action / mitigating action	Responsibility	Deadline date
1	Full consultation results	<ul style="list-style-type: none"> ▪ Comprehensive consultation results from libraries questionnaire. ▪ Feed into determining specific detail of proposal. 	Business Services (consultation results)	20 th January 2012
2	Staff consultation process	<ul style="list-style-type: none"> ▪ In line with HR policy – staff consultation required on 	Sue Cheriton (with HR Change Lead)	31 st March 2012
3	Full implementation of proposal		Sue Cheriton (with HR Change Lead)	31 st March 2012
4				
5				
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Appendix 1

Benchmarking – Unitary Authority Comparisons [Source: Cipfa Stats]

Service Points Open to the Public at 31 March 2011 - Population per Service Point (open 10 hours or more per week including Mobiles) (Number)



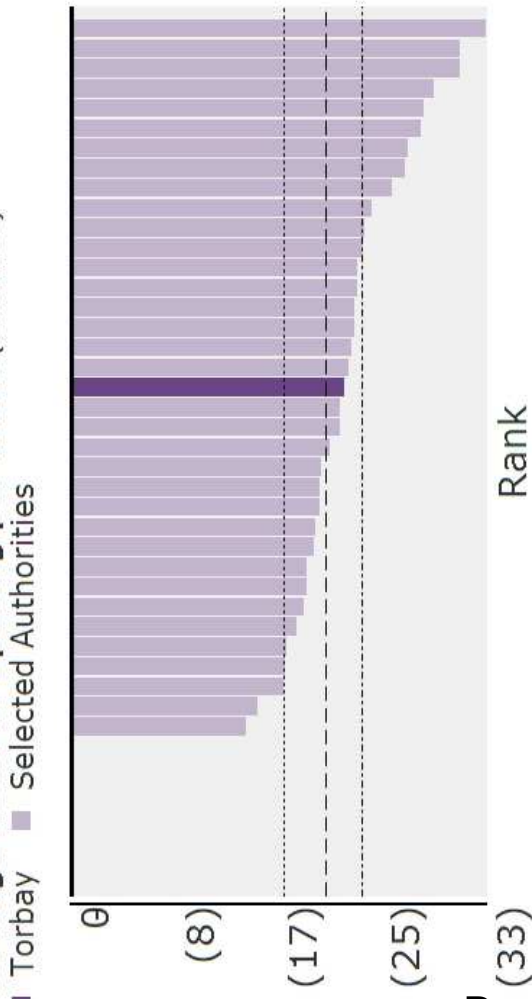
Low = Better

Comparisons with Unitary authorities with a similar profile in terms of population size within a small area (hectares)

	Area (hectare)	Population	Population per Service Point
Torbay	6362.4	134,300	26,860
Southend-on-Sea	5581.68	165,300	23,614
Poole	6827.89	142,100	14,210

Bournemouth	4673.88	168,100	14,008
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Service Points Open to the Public at 31 March 2011: Mobile Libraries
- Average Hours of Opening per Week (Number)



Letters of Objections

Friends of Brixham library
xxxxxxx
xxxxxxx
xxxxxx
xxxxxxx
xxxxxxx

Dear XXXXXXX,

Re: Closure or reduction of library services in Torbay

Following a briefing on the financial challenges faced by Torbay Council, and a proposed funding cut that amounts to 10% of the library budget for 2011-12, the Friends of Brixham Library met to consider an appropriate response. We understand that a successful way forward for the Bay can only be achieved by partnership between the Council Services and local communities. We hope that this will increase opportunities to use the library more rather than less.

The Library Services have already established this model and are supported by a growing membership of 'Friends'. These groups already work together and network with other community/charitable organisations in Torbay.

Our members represent the broad spectrum of library users who access the wide-range of services provided within branches, mobiles and outreach activities. Access to libraries builds a community which is culturally enriched, economically sustainable, and educationally enabled. Reductions to the Library Service would threaten the very aims of the Council which are listed in its Library Service policy statements as:

- ICT as a key enabler for accessing current information and interactive services for all sections of the public. The ICT strategy leads in the pursuit of local, regional and national objectives.
- The Inclusion Services unit aims to provide and develop library services to elderly, disadvantaged and socially excluded people.
- Promoting a policy of equal opportunities for disabled customers and staff. Aiming to create an environment which enables full participation in the service.
- Reference and Information Service assists with enquiries through the provision of a broad range of relevant and up-to-date print and non-print resources, delivered by knowledgeable and well-trained staff.
- Local studies service assists enquiries through the provision of a wide range of resources reflecting the history of, primarily, Torbay, but also Devon.
- To foster and nurture a love of books and reading that will remain with children and young people throughout their lives so that they will view the library as a resource to support lifelong learning and reading for pleasure.
- To purchase stock supporting learning, providing inspiration and enjoyment and promoting reading and developing literacy.

We celebrate the advantages to our community of a vibrant library service that currently meets these policies. Library services remain at the forefront of personal growth for the whole community; providing books, library events, internet access, DVDs and CDs for cultural stimuli. Many library users, especially from economically disadvantaged groups, use

the libraries for internet access - especially for making job applications. Reducing this service will impact on the ability of these groups to obtain employment and thus undermines economic sustainability of the Torbay economy.

The skills and achievement of frontline staff and the professional librarians in serving the needs of all library users should not be under estimated. They help provide freely available information on anything for anyone, plus guidance to those lost in the maze of information.

The service reaches out, inclusively, to all members of our community, especially disabled, elderly, babies, unsupported single mothers, grandparents, carers, those seeking personal development and those following unusual educational pathways. It generates confidence in the use of new information skills and provides relaxation and mental stimulation. The buildings are accessible to all.

Our Friends' network may be relatively new but we have a loyal membership, with libraries playing a key part in their lives. We are concerned that Torbay Council may not recognise the impact of major reductions on the quality of the cultural and educational development of our community. We are unanimous in our belief that reducing the number of library branches opening hours, mobile service, or staffing levels any further will not give a sustainable service fit for the future of Torbay.

We would ask you to consider new ways of providing a Library service fit for the 21st century which offers more choice and increased activities rather than reductions that will ultimately make the service non-viable. The Brixham Friends have been asked to consider new ways of increasing access and generating revenue and to bring ideas for discussion to our next meeting on January 10th. We will then share them with Officers and Councillors.

Yours sincerely,

XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX

Tel: XXXXXXXXXXXXXXX

I am emailing you to express my extreme concern about the proposed cuts to Torbay Library service budget. I sympathise with the fact that cuts must be made, but I am outraged that the proposed amount of £170,000 represents a disproportionate percentage of what is one of the smaller council budgets. The amount of public outcry there has already been in Torbay re this proposal signifies the strength of people's feelings about any proposed cuts to this service.

The British free public library service was the first in the world and has remained a shining example of enlightened, inclusive and accessible access to information and literature for human beings from the cradle to the grave. For over 150 years, through every change of political party and government, Britain's public library service has made an essential and unique contribution to the social, educational, cultural and economic well-being of local communities and individuals throughout the country. Are we now come to a point where we will render this enormous benefit unavailable to vast swathes of the public? Could this be called progress? No! What a retrograde step this would surely be!

I am a prime example of the immeasurable value of the public library service. It has completely shaped my whole life. I come from a large and very poor family from which no-one before me had ever stayed in education past the age of 15. In our house we had only 3 or 4 books. At about the age of 6 my parents enrolled me at our small branch library in Crayford Kent because they thought I was learning to read very well. From the first moment I understood that here were books that I could take home FREE whenever I wanted to, it was difficult to keep me away. By the time I was 10 I had read every fiction and non-fiction book in the children's library in Crayford, so I used to walk all the way to the next town, where there was a bigger library. It was my favourite place. Once I was at secondary school I went most evenings to do my homework there, to get away from the noise and bustle of the household. It was a safe, quiet haven.

No-one on either side of my family had ever gained any form of academic qualification. From that background I went on to gain 10 O Levels, 4 A Levels, a university degree in Latin and two post-graduate diplomas. How likely would I have been to do any of that- a girl from a very poor, working class background - if I had not had access to those public libraries? Virtually none I suspect. That is just one story of one individual. How is it possible to begin to measure or quantify how much benefit a free library service bestows? Is anyone able to collect those stories and measure them? Will our young people in Torbay today be able to tell such a story when they are 50?

Time and again throughout the ensuing years I have happened upon non-fiction books in libraries that have literally changed my life in some way- that is no exaggeration. The power of that cannot be quantified.

The libraries in Torbay are outstanding. Having moved here four years ago from Kent, I was delighted to find them such wonderful, helpful and efficient places. They continue to enrich my life on a weekly basis- providing free education, relaxation and information. For example in my branch in Brixham I asked if any information existed about the building of the estate I now live on. An article from an obscure 30 year old magazine was identified and a couple of weeks later, it had been ordered from the British Library and was in my hand!

Who would bear all of this in mind when you are deliberating re the library budget on Friday and please oppose this ridiculously high level of proposed cuts, from which the service would certainly never recover.

XXXXXXXX XX XXXX XXXX XXXX XXXXXXXX XXX XXX

APPENDIX

Feedback from Friends to date:

Library services:

Membership cards - consider the creation of an annual membership with an annual charge e.g. £25.00 for any 2 AV items borrowed at any one time with no limit on the number of items borrowed over the course of a year.

Free DVD after every 20 books borrowed.

Provide a direct DVD to customers either by delivery or via the post with an extra annual subscription charge for this service as a local alternative to Love.Film.com
Increase fines BUT avoid overdue charges by:

- Use of drop boxes in libraries and at other sites
- Longer opening hours

- On-line renewals

- E-mail notifications / txt / automated telephone call reminders

Reservations: Keep costs of reservations made for Torbay Library stock down but make increases in charges for Inter-Library Loans e.g. £2.50 per item (Items borrowed from BL costs approaching £10.00 per item and from other regions via Conarls estimated at about £5.50 per item). Suggest introduction of annual user subscription of £35.00+ for ILL's with no further charge. If items borrowed from outside UK charge appropriately e.g. £10.00 per item.

Reading Groups - charge 50p per book borrowed in a collection.

Personal searches - introduce a charge for any personal search taking over 30 minutes at e.g. £25.00 an hour.

Radio masts - investigate how libraries could be used to help enhance broadband coverage in vicinity of local libraries.

Set up an "housebound" service in Torbay Libraries using volunteers from among library members who could be matched with a housebound person and could choose items for them and deliver them/return them. This would increase borrowing figures.

Improve short term parking: Any scope to link with the Royal Mail, do the police need their spaces?

Improve the outside appearance of the library building - pull the blinds back when it is open, put bright coloured info boards on the outside, have flowers in window boxes.

Less backroom staff - investigate DCC running Bibliographical Services

Saturday enhancement - How many staff used? If they only work on a Saturday do not pay enhancement. In future new staff should not be paid the time and a half rate. Employ shelvees at a lower rate of pay

Is the meetings room paying for itself? Increased footfall by putting IT in workroom and workroom in meetings room

Better use could be made of the space, including the ledge for art displays

Torbay Council should have a webpage for each Friends group or a link to their pages

Develop links with Doctors to encourage reading as a way of keeping well - book lists needed. Funding could come from Health

O

Income Generation

Creation of library shops with use of sale or return deals with suppliers. Sell Cards 4 Christmas as another income stream.

Drinks vending machines: many Library Authorities hire these but more realistic to buy rather than rent with aim of making money within one year.

Would the meeting room make more money as a coffee shop with (donated?) homemade cakes on sale on Fridays?

Improve 'book sale' to make greater profit

Charge for display of tourist information

Act as shop window for local bookshop partners - no real bookshop in BxM

Promote libraries to other organisations who will pay to use the premises outside core library hours

Art in Libraries - adopt a strategy of encouraging local art and crafts to display in local libraries taking 20-35% commission on each sale. (Cornwall take 35% commission). Ensure all events are on Creative Torbay

Advertising on plasma / LCD screens use this as a vehicle to raise income as well as advertising local and library events and promotions etc. e.g. High Wycombe Library Bucks.

Specialist Collection - make information / photographs available for sale on DVDs.

Charge for Family History/local history studies etc

Legacy Funding - make Torbay residents aware that this facility can be made use of.

Reach out to tourists to bring them in to spend their disposable income via a WI style market? Local producers sell in the library and pay commission/table fee. Would also attract locals.

Friends support

Offer free coffee in the actual library, so people drink and socialise, discuss and borrow books. Time them to coincide with all 7-day book and DVD loans being extended to 3 weeks and encourage everyone who comes to the coffee morning to join the Friends.

Arrange a "promote the library" day - cover the outside with balloons and give information about what the library offers to people outside/around town, plus guided tour of the facilities, free coffee.

Start a film club in the library.

Develop art installations that involve users.

Offer variable timings for Friends activities to include Saturday mornings and some evenings (with wine included in the ticket price). Whatever takes place should promote the library with a range of activities organised by members, not just the committee. These activities should be in the main part of the library not shut away on the dark, little upstairs room which does not encourage people to come in. Offer raffle and a book stall in the main area.

Bookcases on wheels would allow easy opening up of the children's area for meetings

Coach trips that have a link to the library stock

Market research needed to find out when is the best time/days for events etc. Ensure all events are on Creative Torbay

Promote David James postcard project via volunteers scanning then joining friends. Contact BxM News and College to try to get some youngsters involved.

Develop links with Doctors to encourage reading as a way of keeping well - book lists needed. Funding could come from Health

Reading group specifically designed for those who do not read - use quick reads

Help OAP's write their life story and create into a local history book and build story telling skills

Promote activities that tie into specific events such as World Book Night

Request Churston, Paignton and Torquay Friends Groups send us a copy of their 2011 programmes so we could see what they've been doing and what has worked well.

Link to BATS for publicity via their website/ Saturday morning coffee lounge at folk nights.

Link to the EDGE to reach young people and other voluntary groups.

Put together a programme (plus an interests questionnaire) and promote it in the library with a rota of Friends on hand to chat throughout the week.

Lottery and other charitable monies - Friends to apply for funding that libraries can't apply for e.g. Reading Garden at Churston Library.

Use of scrapstore for cheap purchase of materials for craft events for children

Dear xxxxxxx,

Thank you for your email of 2nd December which will be considered in the formal consultation currently taking place on reductions in the library service.

The Council has to save £11m over the next three years and this is a significant amount for an authority of our size. We are doing everything possible to minimise the impact on our front line services whilst trying to reach this challenging target.

The process will be that the Mayor will table his initial draft budget on 6th December. There will then be a period of consultation and challenge where there will be a further opportunity for you and others to make your case directly to the Overview and Scrutiny panel. The consultation responses such as yours on the library service and the usage data will feed into any proposals, we as the service put forward to meet our target.

I will keep you informed of the timetable of Overview and Scrutiny Meetings where you can make further representations on the budget proposals.

I thank you for taking the time to respond on the consultation and will ensure this is fed into the ongoing process.

Kind Regards

Sue Cheriton

Dear Ms Cheriton

Re: Consultation on Budget Review 2012/13

Response from the Friends of Paignton Library and the Mobile Library services

Following your briefing on the financial challenges faced by Torbay Council, the Friends of Paignton Library (including the Mobile Library Service) met with the other Friends groups to consider an appropriate response.

We understand the Council has prioritised the need to foster partnership working with local communities as the way forward for the Bay.

As active library users ourselves we celebrate the advantages to our community of a vibrant library service across the whole Bay. The library services in Torbay support numerous individuals and groups to improve the quality of their lives and work. The Friends would like to make sure the Council is aware of:

- the knowledge of professional librarians applying evidence and research to the needs of the communities they serve
- the patience and experience of front of house staff members
- the provision of freely available information on anything for anyone
- the value of guidance given to those lost in the maze of information whether for job seeking or personal interest
- the amount of activity which involves reaching out to encourage reading and use of information for all members of our community. This includes those who are disabled, elderly, babies and their mothers, grandparents, carers, those seeking personal development and those following unusual educational pathways
- the welcome given to holiday makers away from their own library service
- new confidence in using computers and the internet given to older people, as a direct result of library services courses
- a happier community enjoying their reading.

Reduction of funding to the library service will inevitably undermine this excellence at a time when we need these services the most. We were shocked that the consultation road-show did not give any option other than cuts to the service.

To be specific about Paignton Library and its Mobile service we are especially concerned that you may consider a reduction in opening hours as an "easy" option. Please be assured that this will cause chaos. Paignton front-desk is for all services in the building. The library staff are already filling the gaps left by staff reductions in other services. It would be impossible to reduce the opening hours of one service only. A muddle and stress would be the only outcome.

We are unanimous in our belief that reducing the number of library branches, or mobile service, or staffing levels any further will not ensure a sustainable service fit for the future of Torbay.

Yours sincerely

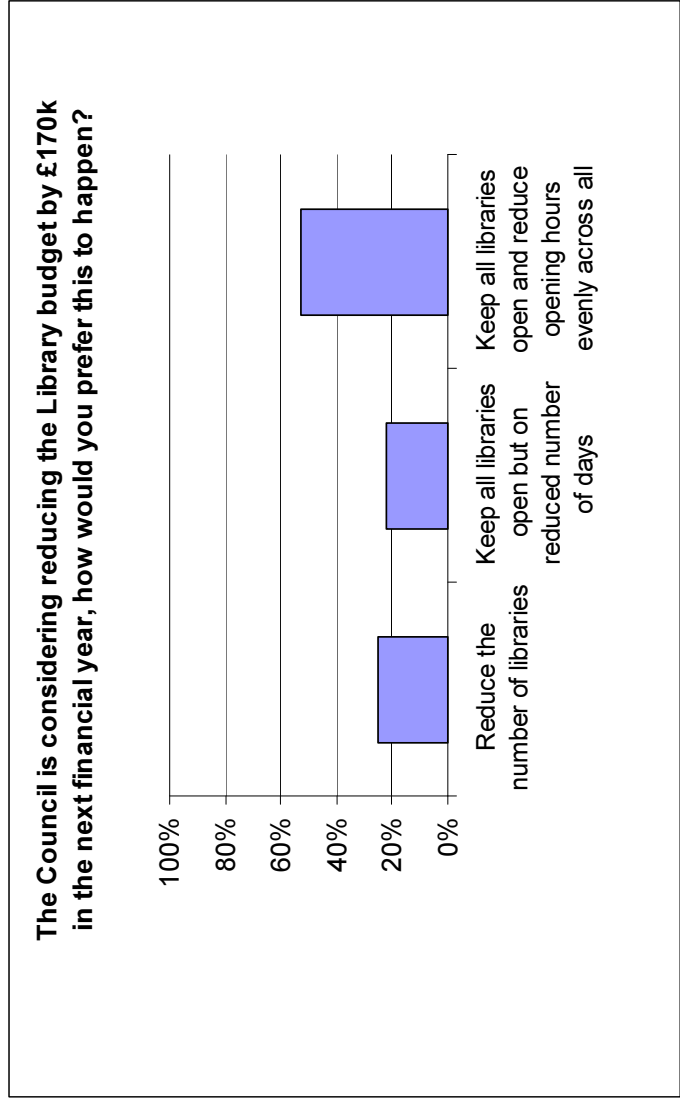
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PP Friends of Paignton Library

Results from general budget consultation

The Council is considering reducing the Library budget by £170k in the next financial year, how would you prefer this to happen?

Venue	Reduce the number of libraries		Keep all libraries open but on reduced number of days		Keep all libraries open and reduce opening hours evenly across all	
	Count	%	Count	%	Count	%
Westlands	2	18%	4	36%	5	45%
T.C.C	5	26%	3	16%	11	58%
Paignton	5	25%	4	20%	11	55%
Dunboyne	2	40%	1	20%	2	40%
Total	14	25%	12	22%	29	53%





Library Budget Questionnaire Preliminary Report 02 December 2011 Results

Number of questionnaires returned	
Method of collection	Number
Paper survey	342
Full survey online	63
Total	405



1. Respondents use libraries at least:

	Number	Percent
At least once a week	191	47.5%
Every 2 - 3 weeks	121	30.1%
Every day	37	9.2%
Every month	35	8.7%
A few times a year	16	4.0%
Less often	2	0.5%
Total	402	100%

2. Which library(ies) do you use?

The following libraries are used by (includes main libraries):

	Number	Percent
Torquay	270	69.1%
Paignton	149	38.1%
Brixham	114	29.2%
Churston	66	16.9%
Mobile library	13	3.3%

The main library used by respondents is:

	Number	Percent
Torquay	219	58.9%
Brixham	76	20.4%
Paignton	54	14.5%
Churston	22	5.9%
Mobile Library	1	0.3%
Total	372	100%

3. Reasons respondents visit the library:

	Number	Percent
Fiction books	293	73.4%
Non-fiction books	242	60.7%
Read newspapers and magazines	106	26.6%
To use computers	99	24.8%
Films / DVDs	91	22.8%
Reference information from various sources	86	21.6%
Music	47	11.8%
Torquay Local Studies Library	36	9.0%
Audio books	28	7.0%
Use online databases	25	6.3%

Respondents take part in the following:

	Number	Percent
Activities for the under 5 yrs	50	58.8%
Reader Group	26	30.6%
Book Club for the Blind and Visually Impaired	9	10.6%
Poetry for Pleasure	8	9.4%
Prime Time Club for Older Adults	5	5.9%
The Red Fox Club	2	2.4%

5. Respondents prefer to visit the library during:

	Morning (9:30 - 13:00)		Afternoon (13:00 - 17:00)		Evening (17:00 - 19:00)	
	Number	Percent	Number	Percent	Number	Percent
Monday	198	50.6%	141	36.1%	62	15.9%
Tuesday	195	49.9%	135	34.5%	46	11.8%
Wednesday	175	44.8%	129	33.0%	57	14.6%
Thursday	161	41.2%	123	31.5%	51	13.0%
Friday	168	43.0%	128	32.7%	49	12.5%
Saturday	171	43.7%	112	28.6%		

6. Respondents are least likely to visit the library:

	Number	Percent
9am to 10am	160	42.2%
10am to 11am	63	16.6%
11am to 12noon	47	12.4%
12noon to 1pm	51	13.5%
1pm to 2pm	63	16.6%
2pm to 3pm	48	12.7%
3pm to 4pm	71	18.7%
4pm to 5pm	104	27.4%
5pm to 6pm	158	41.7%
6pm to 7pm	213	56.2%

7. The library must save around a £170K in the next financial year, how would you prefer this to happen?

	Number	Percent
Keep all libraries open and reduce opening hours evenly across all	284	70.1%
Keep all libraries open but on reduced number of days.	72	17.8%
No preference or Neither	49	12.1%
Total	405	100%

8. Would be prepared to pay for any of the following services:

	Number	Percent
Computers and the internet	161	61.0%
Events and activities for adults	157	59.5%
Events and activities for children and young people	72	27.3%

9. Would support raising charges on:

	Number	Percent
Lost or damaged items	276	74.2%
Overdue books	233	62.6%
Using the fax machine	203	54.6%
Copying or printing	178	47.8%
Booking rooms	172	46.2%
Replacement library cards	170	45.7%
Using the computers	154	41.4%
Borrowing music or films	144	38.7%

DVDs	137	36.8%
Reserving items	126	33.9%
Recorded music	119	32.0%
Charging for overdue children books	95	25.5%
Music and play sets	90	24.2%
Charging for audio books	73	19.6%
Charging for reserving children books	48	12.9%
Other	11	3.0%

Please tell us what suggestion(s) you have for raising money through charging

A joining fee

Basically I would be happy to pay for pretty much anything as long as it was good value for money i.e. Very cheap and definitely less expensive than buying books and CDs or using an internet cafe.

A small charge for borrowing books

A small fee for some items would help.

An occasional raffle (lottery)

Ask for money by direct debit for purchase of books

Assessed reference search - but not for school children

Charge for more services but keep charges reasonable!

Charge for phone reservations etc

Charge for reading magazines

Charge more realistic prices for the books that you sell off. Some of the books are extremely low priced compared to eBay in some cases

Charge realistic prices for non-educational items bearing in mind the cost on the high street. The cost would obviously need to be a bit lower so as to entice customers through the door. Advertise all the services the library supplies more aggressively in the local press, stressing the convenience of the fax and printing facilities.

Charge tourists & foreign students

Charging a yearly amount for a card ever if it's a small amount.

Children's books don't get overdue fines, should be a lesson to them to return things and anyway is parent's responsibility to return them.

Library car park charge for members

Diversify into other community needs and raise revenue that way

Don't give the first hour free on computers

Donation box on doors

For new books

Have a sale of old and unused books hopefully

I think children should not be exempt from charges; they should learn to return books on time like everyone else. Indeed, they have far more time available to go to the library than most working adults.

I think a small charge could be made for children's activities to cover cost of materials

Is it possible to make a small charge for new books or perhaps a charge to extend a 7 day loan

Keep basic library service free, i.e. Books, papers, computers all periphery services to be charged for

Renting space for exhibitions

Request donation of books for lending or sale

Sell local history books and maps

Sliding scale of charges depending on the length of time

Structure tiered charges in line with inflation for members & a higher charging system for non members.

Using the computers for family research

Charge a small entrance fee

10. Do you have any other suggestions about possible ways to save money or raise income for libraries? Do you have any other ideas for assisting the library service?

Pay to use

£10 annual subscription

50p entrance fee

A scheme where users can pay a fixed monthly fee in lieu of incurring late charges

Have a "gold" membership, charged at an annual rate or monthly by direct debit, which allows you to borrow music for free and never pay over dues, and receive reduced rates for events

I would be happy to pay for time to read the newspaper and mags thank you

Make a small charge for anything that costs the library money.

Staffing

A more active approach recruiting volunteers for library work including the cleaning of the library.

Streamline working hours & increase efficiency in all areas.

Sack some of the bosses we never see, with their feet up in the office

Review the salaries of all council employees and let the people decide what their salary should be. After all council tax payers have no say on the salaries paid.

Avoid cutting staff

Offer redundancies & shorter working weeks for existing staff as most other services/businesses are having to.

Charitable fundraising

A Christmas or summer bazaar organised and run by volunteers the charity organisations do well out of these

Activity days to raise money

Get the local people involved in fund raising. People don't mind making cakes / bringing in bits to sell.

Voluntary donations

Accept books donated by the public, thus reduce spending on new ones

An honesty + loyalty box - a charitable option. Regulars + those who love the service would have a facility within the library to leave small donations when they visit the resave the library fund box.

Changes of working practice

- Run web design courses,
- Advertise more to increase users
- Be more strict on collecting fines.
- Charge for toilet facility
- Become a retail outlet for community equipment for private (out of fair access to care clients within the borough)

- Coffee bar
- Could libraries sell magazines / books by order?
- Invite other groups to use the library such as crafts / knitting / crochet etc + art groups.
- Cut down on the number of books purchased in a year, if this is possible
- Cut down on worthless, puerile magazines. I.e. Heat/ match of the day etc.
- Discontinue library + leisure cards,
- Explore the possibility of providing agency services. Musical evenings? Sutton libraries provided these at their Wallington branch.

- General advertising for local firms.
- Stop buying daily papers or just the more popular ones (if you have to pay for them)
- Open more evenings maybe to encourage workers to use them with events such as readings etc too many services aimed at retired folk - aim libraries more to working people - big promotions & families

- Open later in the mornings. Since it closes Thursday afternoons anyway might as well close the whole day on Thursday.

- Library could be open on a Sunday for more access. Later opening in the mornings. Evenings could be increased as my children do not get home from school until 4:30pm.

- I propose to keep Torquay library open as it is now and to reduce opening hours to other libraries - Torquay library is the hub within the town centre and it is well used by a lot of the people most of the time - it will be a big loss to us ratepayers if

- Hold courses at the library (short) i.e. 11+ tutor, homework clubs, art and craft
- When you do the activities, charge a small fee to participate in it.

Using a business advertising screen on a wall
Stop duplication of books in one library
Emailing reservations instead of posting to save on postage
Put films on in the evening, have talks, crafts
Hold special events / festivals with a library there guest speakers etc similar to a mini 'ways with words' held at Dartington
Perhaps libraries could sell extra items like envelopes, paper, stamps attractive book marks and other small items associated with books etc. In the same way that they now sell greetings cards.

Buildings

Turn the heating down
Charge connections and the police more rent for using the library
Close Churston
Close off / shut down areas not in use, e.g. Upstairs, children's area, to save electric
Turn heating down slightly.
Find efficient way of distributing books rather than mobile
Rent out space to reputable firms, companies and organisations for holding meetings, seminars and selling opportunities.
Turn off the lights when not necessary
Scrap the mobile library & let branch library's deliver books to house bound people
I feel there are cheaper alternative to running a mobile library - after all each town has an easily accessible library.
Turn the heating down to save money.
I think that you could shorten the opening hours by one hour each morning.
Perhaps any unused or under used rooms in libraries could be hired out to small outside organisations who need a small facility with access to members of the public.
Possibly reduce / turn off lights in kids section at times
Close libraries that have fewer custom
I think you should start lowering the hours
Have never understood why Churston + Brixham libraries have same 1/2 days inconvenient!

Other

Scale back re-development expenditure & plans for Council buildings.

Fewer staff on at the same time

Get in touch with labour party to raise the issue in newsletters etc

Libraries are essential to the intellectual and artistic life of any community. Perhaps it would be better to make cuts from areas other than the libraries, such as the salaries, perks and expenses of politicians who probably never look at a book in their lives.

A wider range of books in Paignton library. The choice seems to have deteriorated since leaving Courtland Road. Large print books seem to dominate. More travel would be appreciated.

Do not mess with this resource, put up council tax & promote libraries more

Do not penalise pensions or disabled or the young essential services

Further advertising of rooms available for other organisation to use would probably generate more income.

Have more events e.g. Speakers social events

Have workshops maybe afternoon and evenings

How about a weekly draw with the prize value being in books. The weekly winner(s) could choose from a published list of 20 titles chosen by the individual library. A won book could be replaced, or a similar book added to the list of 19 titles for the following week. The winning ticket holder would have two months to claim their prize, after the two months the prize in question would be added to the next available prize list.

I didn't know you had play sets. I travel to Exeter to get them from Devon libraries.

In comparison to other areas Torquay is already costly - other libraries do not charge for reserving items

Raising money is not necessary if libraries return to their traditional function which is giving access to books and enlightening music.

Reduced borrowing days

Why not find space for tea / coffee etc

Support from local wealthy businesses & residents in exchange for recognition of their support

The library could charge the bus station for all the replacement bus cards!

1). As above with regard to so-called social networking - we don't have (quite rightly) access to gambling sites or pornographic sites, so why subsidise the activities of facebook etc on the rates? 2). Put up signs telling people to turn their ruddy phone

Computers should not be paid for by council tax. They seem to be mostly used by people sending emails which should not be a library function. They also take up table space previously available for quiet private study. If the council wants email access for everybody then that should not come from library budgets. DVD's and recorded music should also not be subsidised by council tax unless they have educational value, rather than entertainment value.

Invite a cross section of library users to form a steering group to assist budgetary/ future decision making.

11. Are you male or female?

	Number	Percent
Male	134	36.0%
Female	238	64.0%
Total	372	100%

12. Which of the following age groups apply to you?

	Number	Percent
0 - 15	3	0.8%
16 - 24	17	4.4%
25 - 34	36	9.4%
35 - 44	54	14.1%
45 - 54	40	10.4%
55 - 64	89	23.2%
65 - 74	96	25.0%
75+	49	12.8%
Total	384	100.0%

13. Working Status

	Number	Percent
Working full-time	56	14.7%
Working part-time	63	16.5%
Retired	177	46.3%

Unemployed	25	6.5%
Training / Education	14	3.7%
Looking after the home	18	4.7%
Permanently sick or disabled	16	4.2%
Doing something else	13	3.4%
Total	382	100%

14. Do you consider yourself to be disabled in any way?

	Number	Percent
Yes	43	13.4%
No	279	86.6%
Total	322	100%

Type of disability

	Number	Percent
It affects my mobility	39	72.2%
It affects my hearing	19	35.2%
It affects my vision	9	16.7%
It affects me in another way	14	25.9%