

Budget Proposals 2014/15 and 2015/16: Equality Impact Assessment (EIA): Libraries

Officer Name:	Sue Cheriton/Nick Niles	Position:	Executive Head Residents & Visitor Services/Library Manager
Business Unit:	Residents & Visitor Services	Directorate:	Place
Executive Lead :	Cllr Dave Butt	Date of current version:	6th February 2014

The council and its partners are facing a significant challenge in the savings it needs to make over the next couple of years. This Equality Impact Assessment (EIA) has been developed as a tool to enable business units to fully consider the impact of their proposals on the community. As a council we need to ensure that we are able to deliver the savings that we need to make while mitigating against any negative or adverse impacts on particular groups across our communities.

This EIA will evidence that the Council have fully considered the impact of the proposed changes and has carried out appropriate consultation on those changes with the key stakeholders. This EIA and the evidence provided within it will allow Councillors to make informed decisions as part of the decision-making process regarding the council's budget.

Executive Lead / Head Sign off

Executive Lead(s)	Cllr Dave Butt	Executive Head:	Sue Cheriton/Nick Niles
Date:	6th February 2014	Date:	6th February 2014

Summary from Overall Budget Proposals:

Proposals – Outline	Savings for 2014/15 and 2015/16		Implementation Cost <i>Include brief outline + year incurred</i>	Delivery <i>When will this proposal realise income / savings</i>	Risks / impact of proposals <ul style="list-style-type: none"> • <i>Potential risks</i> • <i>Impact on community</i> • <i>Knock on impact to other agencies</i> 	Type of decision		
	Income £	Budget reduction £				Internal	Minor	Major
<p>Review of library services to include:</p> <ul style="list-style-type: none"> • Vacancy management • A review of opening hours in static libraries • Cessation of mobile library provision • Options for partnership delivery of library services • Review of the management and support services 	0	364,500	Potential redundancy costs which would be identified as part of the review	<p>£127,000 2014/15</p> <p>£237,500 2015/16</p>	<p>As a result of the review there is now the proposal to remove the mobile library service.</p> <p>A variety of factors have been taken into account in terms of removing the current vehicle including current usage and the fact that the vehicle is at the end of its useful life. Alternative provision will be considered for users who are housebound.</p> <p>The budgetary reductions will also be met by the deletion of 2 x vacant posts and 1 x post due to become vacant in April 2014. The duties and responsibilities of these positions have been/will be assimilated by other members of staff. There will be no adverse impact on service users.</p> <p>There will be further work in 2014 to review the entirety of future library delivery.</p>			x

Section 1: Purpose of the proposal/strategy/decision

No	Question	Details
1.	<p>Clearly set out the proposal and what is the intended outcome.</p>	<p>This proposal sought to review library services across the Bay including - Torquay Library, Paignton Library, Brixham Library, Churston Library and the Mobile Library, with a view to achieving the budgetary reductions. This included a review of:</p> <ul style="list-style-type: none"> • Vacancy management • A review of opening hours and mobile library provision • Options for partnership delivery of library services • Review of the management and support services <p>As a result of the review there is now the proposal to remove the mobile library vehicle.</p> <p>A variety of factors have been taken into account in terms of removing the current vehicle:</p> <ol style="list-style-type: none"> 1. Only a very small proportion (approximately 3%) of current customers, live further than 2 miles from a static library. The needs of these customers, and of others who might be unable to access a local library for reasons of disability and mobility, will be assessed to establish alternative ways of meeting those needs. 2. The current vehicle continues to operate beyond its original lease period of 7 years, and subsequent extensions to the lease totalling 3 years, and is now at the end of its useful life. 3. An annual renewal of the lease is not a cost effective option and could not continue indefinitely. £2750 is the extension cost for 2014/15 which is in addition to the current vehicle costs of £23,000 per year. 4. As the vehicle gets older it is, inevitably, in need of an increasing level of maintenance, both planned and unforeseen, to ensure it is roadworthy. This could be increasingly expensive, as was the case in 2011 when £5,000 of unforeseen maintenance was required to get the vehicle back on the road following a major failure. There is also a likelihood of increased disruption to planned service delivery. 5. As the vehicle gets older, there is increasing likelihood that the vehicle will fail completely. Torbay has no back up vehicle and arrangements with TOR2 in respect of the provision of an alternative delivery method, as part of the cyclical maintenance contract, are not robust enough to cope with such a failure. 6. The cost of a replacement vehicle is likely to be in the region of £115,000 and would commit Torbay to an increased level of revenue expenditure for a period of 7 years minimum <p>The budgetary reductions will also be met by the deletion of 2 x vacant posts and 1 x post due to become vacant in April</p>

No	Question	Details
		2014. The duties and responsibilities of these positions have been/will be assimilated by other members of staff. There will be no adverse impact on service users.
2.	Who is intended to benefit / who will be affected?	<p>This section will be updated following the development of any proposals in relation to libraries However; any proposals may affect current and potential service users, friends of library groups, residents associations, other service providers that use the library venue i.e. parents groups and staff working within the libraries.</p> <p>In respect of the deletion of posts, the duties and responsibilities of these positions will be assimilated by other members of staff and there will be no adverse impact on service users.</p> <p>In respect of the deletion of the mobile library service, current service users will be affected.</p>

Section 2: Equalities, Consultation and Engagement

Torbay Council has a moral obligation as well as a duty under the Equality Act 2010 to eliminate discrimination, promote good relations and advance equality of opportunity between people who share a protected characteristic and people who do not.

The **Equalities, Consultation and Engagement** section ensures that, as a council, we take into account the Public Sector Equality Duty at an early stage and provide evidence to ensure that we fully consider the impact of our decisions/proposals on the Torbay community.

Evidence, Consultation and Engagement

No	Question	Details															
3.	Have you considered the available evidence?	<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. • 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 - 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>A variety of historical statistical information exists which will be subject to analysis through the needs assessment:</p> <ul style="list-style-type: none"> • Specific data – mobile library <ol style="list-style-type: none"> 1. Use of the service is declining both in terms of number of items being borrowed and numbers visiting the vehicle. <table border="1" data-bbox="658 1042 2132 1150"> <thead> <tr> <th></th> <th>2010</th> <th>2011</th> <th>2012</th> <th>2013 to December</th> </tr> </thead> <tbody> <tr> <td>Items issued</td> <td>37,705</td> <td>30,336</td> <td>27,803</td> <td>21,320</td> </tr> <tr> <td>Visits</td> <td>12,579</td> <td>10,302</td> <td>10,118</td> <td>7,334</td> </tr> </tbody> </table> 2. The average (mean) number of visits per customer is 10, ranging from 1 to 46 per year. 3. Torbay has a population of 131,000. There are currently 740 active borrowers through the mobile library, who have used the service in the last year. These can be broken down by category: 		2010	2011	2012	2013 to December	Items issued	37,705	30,336	27,803	21,320	Visits	12,579	10,302	10,118	7,334
	2010	2011	2012	2013 to December													
Items issued	37,705	30,336	27,803	21,320													
Visits	12,579	10,302	10,118	7,334													

No	Question	Details
		<ul style="list-style-type: none"> • Adults 656 • Age 16/17 2 • Age 5 – 15 44 • Under 5 14 • Playgroup 4 • School 1 <p>4. Over 75% of current users are aged 60 or above. Over 60% are aged 70 or above.</p> <p>5. 69% of customers are female</p> <p>6. Torbay currently has 4 static libraries. 97.2% of mobile library customers live within a 2 mile radius of a static library and 45.9% live within a 1 mile radius as shown in appendix 2</p>
4.	How will / have you consulted on the proposal?	<p>Consultation was undertaken via an online and paper survey which was made available to library customers and the general public from 11 December 2013 to 16 January 2014. This was a specific libraries survey which ran alongside a more general council survey. 2038 responses were received in response to the libraries survey.</p> <p>1 petition against reductions, containing 37 signatures, was received from the Friends of Paignton Library.</p> <p>29 letters/emails were received against proposed reductions.</p> <p>Senior officers met separately with the friends groups of Torquay and Brixham, at their request, to discuss the proposals and how they could help the service.</p> <p>Please see appendix one for detailed consultation results.</p>
5.	Outline the key findings	<ul style="list-style-type: none"> • 99.2% of responses received were from customers who made use of library services • Over half (52.9%) of respondents use libraries at least once a week. 81.8% of respondents use libraries at least once a month. • Borrowing books was the main reason for using a library (70%) • Paignton was the most used library by all respondents (48.77%), followed by Torquay (46.86%), Brixham(36.65), Churston (32.19%) and the mobile library (9.67%)

No	Question	Details
		<p>For each library there was strong support shown for multi-use of premises, though comments received also acknowledged the Paignton and Brixham were already maximising service delivery with other services co-located.</p> <p>Partnership delivery of services received the second highest level of support, though comments expressed concern about the deprofessionalisation of the service if volunteers take over the running of a library.</p> <p>Although there was consistent support for reduction in opening hours (around 20%) this was tempered by comments about a salami slicing approach resulting in less accessibility, reduced usage and lack of service viability.</p> <p>Library closure received negligible support for Brixham, Paignton and Torquay. The results were higher for Churston – (8.5%) and the mobile library (7.1%) – please see appendix one for more details.</p> <p><i>Please see appendix one for the consultation results.</i></p>
6.	What amendments may be required as a result of the consultation?	Whilst there was significant opposition to the cessation of the mobile library service, given the mitigating action/proposed alternative provision, there are no amendments to the proposal as a result of the consultation responses.

Positive and Negative Equality Impacts

No	Question	Details		
7.	Identify the potential positive and negative impacts on specific groups			
		Positive Impact	Negative Impact	Neutral Impact
	Older or younger people		<p>A large percentage of customers are over 60 and this could be a barrier in terms of mobility and their ability to access other libraries.</p> <p>Alternative means of service provision will need to be explored for people who find it difficult to access static libraries. This could involve accessing the RNIB talking books service, use of volunteers or extension of existing housebound delivery service, as well as the use of e-books.</p>	
	People with caring responsibilities		<p>This group could be affected if a locally accessible service is removed. No figures are known for the number of customers in this category.</p>	
	People with a disability		<p>Travelling to other libraries could be a barrier for some disabled customers. However all static libraries are accessible (level/ramped access, automatic doors, lifts). Alternative means of service provision will need to be explored for people who find it difficult to access static libraries. This could involve accessing the RNIB talking books service, use of volunteers or extension of existing housebound delivery service, as well as the use of e-books.</p>	

No	Question	Details	
	Women or men		The majority of mobile library customers are women. Both genders will be affected adversely. Pregnant women and women on maternity leave may find barriers in getting to static libraries.
	People who are black or from a minority ethnic background (BME)		No differential impact
	Religion or belief (including lack of belief)		No differential impact
	People who are lesbian, gay or bisexual		No differential impact
	People who are transgendered		No differential impact
	People who are in a marriage or civil partnership		No differential impact
	Women who are pregnant / on maternity leave		The majority of mobile library customers are women. Pregnant women and women on maternity leave may find barriers in getting to static libraries.
	Socio-economic impacts (Including impact on child poverty issues and deprivation)		Potential adverse effect relating to availability of own car or ability to afford public transport
	Public Health impacts (How will your proposal impact on the general health of the population of Torbay)	None	
8a.	Cumulative Impacts – Council wide (proposed changes elsewhere which might worsen the impacts identified above)	There are no other Council proposals which will impact upon current service users.	

No	Question	Details
8b.	Cumulative Impacts – Other public services (proposed changes elsewhere which might worsen the impacts identified above)	There are no other known public service proposals which will impact upon current service users.

Section 3: Mitigating action

No	Action	Details
9.	Summarise any negative impacts and how these will be managed?	<p>Loss of locally accessible service , particularly to the elderly, disabled or those who are unable to access a static library for reasons of mobility</p> <p>Alternative delivery to those identified as being housebound for any reason:</p> <ul style="list-style-type: none"> • replicate current service to individuals' homes via library courier van • work with Brixham Does Care for customers in that area • consider use of volunteers as part of a home delivery service • explore other means of provision such as e-books and RNIB Talking Book Service • increase awareness of library housebound ticket whereby friend/relation etc can collect books on behalf of customers • offer our residential homes service for those facilities currently serviced by a mobile library stop • explore deposit collections in other local facilities – post office/shop/pub/community centre etc

Section 4: Monitoring

No	Action	Details
10.	Outline plans to monitor the actual impact of your proposals	Monitoring of uptake of alternative service delivery methods by Library Manager.

Section 5: Recommended course of action –

No	Action	Outcome	Tick ✓	Reasons/justification for recommended action
11.	State a recommended course of action	Outcome 1: No major change required - EIA has not identified any potential for adverse impact in relation to equalities and all opportunities to promote equality have been taken		
		Outcome 2: Adjustments to remove barriers – Action to remove the barriers identified in relation to equalities have been taken or actions identified to better promote equality	✓	A range of alternative options will be considered to ensure that customers are offered alternative provision where reasonable and practical.
		Outcome 3: Continue with proposal - Despite having identified some <u>potential</u> for adverse impact / missed opportunities in relation to equalities or to promote equality. Full justification required, especially in relation to equalities, in line with the duty to have 'due regard'.		
		Outcome 4: Stop and rethink – EIA has identified actual or potential unlawful discrimination in relation to equalities or adverse impact has been identified		

APPENDIX ONE:

Consultation Data: Review of Library Services

1. Review of Library Services

1.1 Methodology

The consultation was conducted via online and paper surveys which were made available to the general public.

The online survey opened on 11 December 2013 and closed on 16 January 2014. 412 responses were received.

Paper copies were made available in all of the libraries: Brixham, Churston, Paignton, Torquay and the mobile library, from 13 December 2013 to 16 January 2014. 1,626 completed questionnaires were returned.

2,038 responses were received in total.

1.2 Results

The following set of tables show the consultation results of the Review of Library Services survey.

The percentages in data tables have been calculated using the overall number of responses received (2,038) as the denominator unless otherwise stated.

For free text (open ended questions) the responses have been categorised into popular themes with the most frequent listed first. The numbers in brackets indicate the number of responses in that category. Individual comments may be classified under more than one category.

Using the Library

Q1) How often do you use a Library in Torbay?

	Number	Percent
Every day	189	9.3%
At least once a week	1,078	52.9%
At least once a month	589	28.9%
A few times a year	120	5.9%
Never	17	0.8%
No response	45	2.2%
Total	2,038	100%

Q2) Which library do you use the most?

	Number	Percent
Torquay	612	30.0%
Brixham	500	24.5%
Churston	401	19.7%
Paignton	314	15.4%
Mobile	113	5.5%
No response	98	4.8%
Total	2,038	100%

Q3) Which library(ies) do you also use?

	Number	Percent
Paignton	680	33.4%
Torquay	343	16.8%
Churston	255	12.5%
Brixham	247	12.1%
Mobile	84	4.1%

Q4) What is the main reason(s) you visit the library

	Number	Percent
Fiction books	1,613	79.1%
Non-fiction books	1,242	60.9%
Reference information from various sources	594	29.1%
Read newspapers and magazines	569	27.9%
Films / DVDs	552	27.1%
Use computers	497	24.4%
Ask for information or advice	462	22.7%
Children's books	438	21.5%
Use photocopier or fax machine	391	19.2%
Music	315	15.5%
Family or local history	285	14.0%
To study	235	11.5%
Audio books	199	9.8%
Get help using a computer	168	8.2%
Use online databases	153	7.5%
Use meeting rooms	150	7.4%

	Number	Percent
To look for jobs	142	7.0%
Other	133	6.5%
Torquay Local Studies Library	129	6.3%
Use WIFI	106	5.2%

Frequent responses in the other category included: childrens activities (49), to use the café or coffee mornings (18) and part of a library “friends” group (14).

Q5) Do you take part in any of the following groups?

	Number	Percent
Library “Friends” group	293	14.4%
Activities for the under 5 years	242	11.9%
Reader groups	118	5.8%
Local history group	82	4.0%
Prime Time Club for Older Adults	40	2.0%
Poetry for Pleasure	38	1.9%
The Red Fox Club	17	0.8%
Book Club for the blind and visually impaired	11	0.5%

Q6) When do you prefer to visit the library?

All respondents:

	09:30 – 13:00	13:00 – 17:00	17:00 - 18:00
Monday	49.7%	37.6%	14.3%
Tuesday	46.7%	31.1%	12.6%
Wednesday	46.6%	31.8%	12.9%
Thursday	45.7%	33.6%	13.7%
Friday	45.6%	34.6%	13.9%
Saturday	47.0%	27.1%	

Respondents who use Brixham Library the most:

	09:30 – 13:00	13:00 – 17:00	17:00 - 18:00
Monday	57.6%	40.2%	12.8%
Tuesday	54.4%	38.4%	14.8%
Wednesday	55.0%	29.8%	12.0%
Thursday	52.2%	38.2%	12.2%
Friday	56.6%	29.8%	14.6%
Saturday	60.8%	24.4%	

Percentages calculated as a proportion of those respondents who named Brixham as the library they used the most.

Respondents who use Churston Library the most:

	09:30 – 13:00	13:00 – 17:00	17:00 - 18:00
Monday	52.4%	40.6%	12.7%
Tuesday	53.4%	33.9%	12.0%
Wednesday	48.6%	29.9%	10.2%
Thursday	52.1%	43.9%	18.0%
Friday	46.6%	41.6%	11.0%
Saturday	43.9%	22.2%	

Percentages calculated as a proportion of those respondents who named Churston as the library they used the most.

Respondents who use Paignton Library the most:

	09:30 – 13:00	13:00 – 17:00	17:00 - 18:00
Monday	44.9%	33.8%	11.8%
Tuesday	39.2%	32.5%	11.1%
Wednesday	38.9%	32.8%	8.6%
Thursday	42.4%	35.4%	13.1%
Friday	40.8%	33.1%	8.6%
Saturday	51.9%	30.6%	

Percentages calculated as a proportion of those respondents who named Paignton as the library they used the most.

Respondents who use Torquay Library the most:

	09:30 – 13:00	13:00 – 17:00	17:00 - 18:00
Monday	51.6%	40.7%	20.4%
Tuesday	44.8%	26.8%	14.1%
Wednesday	48.0%	38.2%	19.6%
Thursday	44.1%	26.3%	14.9%
Friday	45.9%	37.9%	19.9%
Saturday	45.1%	35.6%	

Percentages calculated as a proportion of those respondents who named Torquay as the library they used the most.

Respondents who use the Mobile Library the most:

	09:30 – 13:00	13:00 – 17:00	17:00 - 18:00
Monday	24.8%	18.6%	1.8%
Tuesday	27.4%	16.8%	1.8%
Wednesday	21.2%	14.2%	0.9%
Thursday	24.8%	22.1%	1.8%
Friday	15.9%	20.4%	2.7%
Saturday	4.4%	3.5%	

Percentages calculated as a proportion of those respondents who named the Mobile Library as the library they used the most.

Q7) What time of day are you least likely to want to use the library?

	All respondents	Brixham	Churston	Paignton	Torquay	Mobile
09:30 – 10:30	29.4%	25.8%	33.9%	32.8%	32.4%	30.1%
10:30 – 11:30	11.7%	11.4%	12.5%	13.4%	12.6%	11.5%
11:30 – 12:30	9.8%	12.4%	10.2%	11.1%	8.8%	6.2%
12:30 – 13:30	14.3%	15.2%	18.0%	15.3%	13.1%	14.2%
13:30 – 14:30	14.0%	16.6%	15.2%	15.6%	12.9%	12.4%
14:30 – 15:30	12.3%	16.4%	10.0%	14.6%	11.1%	12.4%
15:30 – 16:30	17.8%	23.6%	16.0%	19.4%	16.0%	18.6%
16:30 – 17:30	31.8%	35.6%	32.2%	37.3%	29.9%	36.3%
17:30 – 18:00	53.6%	58.4%	56.1%	57.6%	51.3%	70.8%

Proposals for Library Services

Q8) For the library in Brixham would you support any of the following options?

	Yes		No		No answer	
	Number	Percent	Number	Percent	Number	Percent
A reduction in opening hours	418	20.5%	755	37.0%	865	42.4%
Partnership delivery of service e.g. volunteers / community run library / community interest company	558	27.4%	479	23.5%	1,001	49.1%
Re-development of library site e.g. to permit other usage	329	16.1%	700	34.3%	1,009	49.5%
Multi-use of library site e.g. additional services also provided from the library site	940	46.1%	225	11.0%	873	42.8%
Close the library	43	2.1%	1,121	55.0%	874	42.9%

Q9) If you do not support any of the options for Brixham Library please tell us why.

Theme	Comments made by respondents who did not support one or more of the options for Brixham Library.
Don't close the library (190)	<p><i>"Closure must be the very very last resort, because once they go, they will never return. All other options must be duly considered first."</i></p> <p><i>"For the people of Brixham it would be a great loss."</i></p> <p><i>"DO NOT CLOSE. It is a valuable community resource - about the only one left."</i></p>
Community asset / hub (176)	<p><i>"Libraries are a very important community resource a life line to many older and vulnerable people and should be preserved at all costs."</i></p> <p><i>"Library is part of our community and is an asset which we cannot lose."</i></p> <p><i>"The library is more than a collection of books. It is and always has been the hub of the community. By all means add other services if you need to, but closure is NOT an option."</i></p>
Opening hours (95)	<p><i>"A library is in my opinion such a valuable part of a community. Opening of the library has been cut enough already."</i></p> <p><i>"Recent opening hours reduction have curbed access- further cuts may reduce footfall."</i></p>

<p>Partnership delivery / volunteers (55)</p>	<p><i>"I rely on specialist help - you will not get this from volunteers. Do not put volunteers in libraries - what happens when they don't turn up? Volunteers are ok for small libraries but not for Brixham, Paignton or Torquay."</i></p> <p><i>"The library is far too important to consider closing and the help given in the library needs to be of a high standard which might not be possible if it is run by volunteers."</i></p>
<p>Children's / family resource (53)</p>	<p><i>"I visit the library with my children and it is difficult since the reduction in hours last year. We cannot take another cut in hours. I rely on their books to help my children with reading and development we need the library to help with education and support."</i></p> <p><i>"It is important to have libraries in town. It encourages children to read a variety of books and provides a quiet place for students to study."</i></p>
<p>Multi-use (45)</p>	<p><i>"Brixham already multi-use & further sub-letting would restrict book areas."</i></p> <p><i>"Brixham Library is already used for connections and can't support additional services without impacting on the service provided."</i></p>
<p>Educational / cultural resource (41)</p>	<p><i>"Library facilities are an essential cultural asset that must not be allowed to close."</i></p> <p><i>"Because libraries are very important to the whole community and reading should be encouraged if we want a literate and well-educated society."</i></p>
<p>Older people (28)</p>	<p><i>"An important meeting/social place particularly for the elderly, somewhere warm and safe and a good all round information centre."</i></p> <p><i>"Accessible local service essential for children's and elderly resident's` use".</i></p>
<p>Re-development (23)</p>	<p><i>"Closing the library is not a reasonable option and it is not big enough to redevelop or to consider multi-use."</i></p> <p><i>"I am against closure/redevelopment as it provides an invaluable service to the community. Access to books and computers are one of the most valuable services you supply."</i></p>

Q10) For the library in Churston would you support any of the following options?

	Yes		No		No answer	
	Number	Percent	Number	Percent	Number	Percent
A reduction in opening hours	475	23.3%	597	29.3%	966	47.4%
Partnership delivery of service e.g. volunteers / community run library / community interest company	562	27.6%	401	19.7%	1,075	52.7%
Re-development of library site e.g. to permit other usage	361	17.7%	586	28.8%	1,091	53.5%
Multi-use of library site e.g. additional services also provided from the library site	861	42.2%	206	10.1%	971	47.6%
Close the library	173	8.5%	936	45.9%	929	45.6%

Q11) If you do not support any of the options for Churston Library please tell us why.

Theme	Comments made by respondents who did not support one or more of the options for Churston Library.
Community asset / hub (112)	<p><i>“Library is v important community service and is always busy when we come here - should not be closed down. Staff are excellent. Service is very valuable to both children and elderly in local area. Accessible on foot by lots of people.”</i></p> <p><i>“The library service is too good to lose and is part of the local community. It serves all age groups and is a great asset to Torbay.”</i></p> <p><i>“I feel that the library is a community hub and should not be interfered with”.</i></p>
Don't close the library (92)	<p><i>“Churston is well supported by its local community therefore its closure would be wrong.”</i></p> <p><i>“Invaluable resource - used extensively closure is not an option to be considered.”</i></p>
Parking / Accessibility (49)	<p><i>A lovely little library for local users, with some car parking for those visiting from outside the area. For those living in the area, closing the library would mean a long and, for some, difficult trip to find another library to use.</i></p> <p><i>“Churston library is the only one to have its own car park (and free) - invaluable for people with small children and elderly/disabled people.”</i></p>

<p>Children's / family resource (42)</p>	<p><i>"For the children the activities are brilliant as on a small scale and the children are known to the staff as we go regularly so they feel important and want to share their reading experiences."</i></p> <p><i>"If reducing hours saved money and kept the library open, I would volunteer. Libraries are too important for our children to close and for my older parents."</i></p>
<p>Older people (40)</p>	<p><i>"Churston is vital part of local community, vital for local residents & elderly."</i></p> <p><i>"Many elderly residents live in the Churston area. The library is a source of social contact for them."</i></p>
<p>Opening hours (38)</p>	<p><i>"The opening hours are already at the minimum requirement."</i></p> <p><i>"The library needs to keep open for as many hours as possible so that working people or people in education can also use the facilities."</i></p>
<p>Partnership delivery / volunteers (33)</p>	<p><i>"Libraries should be run by trained professional staff."</i></p> <p><i>"Volunteers would not have the same commitment as the staff."</i></p>
<p>Re-development (18)</p>	<p><i>"If the site were redeveloped that would be the end of the library."</i></p> <p><i>"Wouldn't support closure or redevelopment of the site as it would take away resources from the local community."</i></p>
<p>Cut / close Churston Library (16)</p>	<p><i>"Churston is probably the best to cut as without it people in the bay still aren't that far from a library."</i></p> <p><i>"If the costs savings are sufficient, then closure would enable the larger libraries to survive with all their extra reference facilities. Retired people have access to public transport to Paignton."</i></p>
<p>Multi-use (13)</p>	<p><i>"Because you have already cut back the opening hours and the site is too small for mixed usage. Please leave Churston alone."</i></p> <p><i>"It is not large enough to have other services too."</i></p>
<p>Leave it as it is (13)</p>	<p><i>"The library should be left as it is."</i></p> <p><i>"Churston is an excellent library run by excellent staff. It would be a shame to change it or close it."</i></p>

Q12) For the library in Paignton would you support any of the following options?

	Yes		No		No answer	
	Number	Percent	Number	Percent	Number	Percent
A reduction in opening hours	406	19.9%	731	35.9%	901	44.2%
Partnership delivery of service e.g. volunteers / community run library / community interest company	594	29.1%	442	21.7%	1,002	49.2%
Re-development of library site e.g. to permit other usage	374	18.4%	624	30.6%	1,040	51.0%
Multi-use of library site e.g. additional services also provided from the library site	940	46.1%	197	9.7%	901	44.2%
Close the library	30	1.5%	1,102	54.1%	906	44.5%

Q13) If you do not support any of the options for Paignton Library please tell us why.

Theme	Comments made by respondents who did not support one or more of the options for Paignton Library.
Community asset / hub (107)	<p><i>"Libraries are extremely important to the community."</i></p> <p><i>"It's an essential amenity for all ages - when opened there was a public need and I don't think that has changed."</i></p> <p><i>"The library acts as a hub for the local community & it is paramount that this venue continues to be supported & accessible."</i></p>
Recently opened (72)	<p><i>"Sad to waste money spent on such a recent investment."</i></p> <p><i>"So much money was spent on that library; I can't justify any changes or losing it."</i></p>
Don't close the library (69)	<p><i>"I would not support the closure of the library."</i></p> <p><i>"Paignton is a fabulous library and should NOT be closed for any reason at all."</i></p>
Multi-use (39)	<p><i>"Paignton has multi functions already."</i></p> <p><i>"Paignton library already provides a home for other community services and is a valuable resource."</i></p>

Opening hours (37)	<p><i>“Library is a valuable community resource and should be accessible to all at various times of the day; reduction in staff hours seems extreme.”</i></p> <p><i>“To reduce the hours means less access for the public and ultimately less usage.”</i></p>
Leave it as it is (13)	<p><i>“Paignton library is needed as it is, with all its staff and resources, no cuts!”</i></p> <p><i>“Paignton library is a valuable service to the community and should left as it is.”</i></p>
Partnership delivery / volunteers (26)	<p><i>“Properly qualified and paid librarians are needed not cheap volunteers.”</i></p> <p><i>“Paignton really needs a library and such a large one cannot be managed by volunteers.”</i></p>
Children’s / family resource (25)	<p><i>“Used by family, daughter, son and family extensively increasing as family grow library should be developed as key resources and community resource centre.”</i></p> <p><i>“It is a vital lifeline for many especially older/elderly folk and children.”</i></p>
Educational / cultural resource (20)	<p><i>“Excellent learning resource for children and adults.”</i></p> <p><i>“Reading is learning – invaluable for education.”</i></p>

Q14) For the library in Torquay would you support any of the following options?

	Yes		No		No answer	
	Number	Percent	Number	Percent	Number	Percent
A reduction in opening hours	399	19.6%	789	38.7%	850	41.7%
Partnership delivery of service e.g. volunteers / community run library / community interest company	586	28.8%	485	23.8%	967	47.4%
Re-development of library site e.g. to permit other usage	392	19.2%	664	32.6%	982	48.2%
Multi-use of library site e.g. additional services also provided from the library site	929	45.6%	251	12.3%	858	42.1%
Close the library	31	1.5%	1,143	56.1%	864	42.4%

Q15) If you do not support any of the options for Torquay Library please tell us why.

Theme	Comments made by respondents who did not support one or more of the options for Torquay Library.
Community asset / hub (113)	<p><i>"The library is a vital part of the local community and needs to be available to the public without the need to travel further."</i></p> <p><i>"The library is a vital part of our community and I (we) c/o don't want any reductions in any of its services."</i></p> <p><i>"Torquay library is an important facility which offers a varies amount of facilities to people who could struggle without them i.e. computers, use of meeting rooms."</i></p>
Don't close the library (70)	<p><i>"Wouldn't support closure or redevelopment of the site as it would take away resources from the local community."</i></p> <p><i>"Torquay Library should not be closed - how can a town like Torquay not have a Library - however, multi-use should be a viable option."</i></p>
Opening hours (40)	<p><i>"The library is vital for Torquay, it is well supported, it should not have its opening hours reduced - many working people can only use it evenings."</i></p> <p><i>"The library offers services to the young and old in the community. As a working person, I sometimes find it difficult to get to the library during the week and reducing hours (again) would make that more of a problem for me."</i></p>
Leave it as it is (30)	<p><i>"Generally, I know it's all very difficult but you really must leave the libraries alone. To damage our libraries is to damage our cultural scene."</i></p> <p><i>"I think you should leave Torquay library as it is."</i></p>
Service provided / staff (25)	<p><i>"The staff are really helpful; please don't get rid of them. I love going to the library, please don't close it."</i></p> <p><i>"The library offers very good service in all departments and the staff are always helpful and polite."</i></p>
Children's / family resource (24)	<p><i>"Because the support libraries provide makes a big difference to the progress of children's reading and writing, especially those from disadvantaged families."</i></p> <p><i>"The library is valuable in promoting children's literacy and it runs lots of free activities for families, which are all very well attended."</i></p>
Partnership delivery / volunteers (20)	<p><i>"Volunteers not always available or reliable."</i></p> <p><i>"The library should be run by professionals, not volunteers who are not reliable and poor knowledge."</i></p>

Computers / Internet (14)	<p><i>“Torquay library is an important facility which offers a varies amount of facilities to people who could struggle without them i.e. computers.”</i></p> <p><i>“The library service is a life line for many people...a great number of the residents of Torbay only have access to computers and books via the library.”</i></p>
Educational / cultural resource (12)	<p><i>“A Library is a precious facility providing a wealth of opportunities for learning and development and should be available to all as an investment in every ones future.”</i></p> <p><i>“Libraries are very important for education and leisure and should remain open with no cuts to hours or services.”</i></p>

Q16) For the mobile library would you support any of the following options?

	Yes		No		No answer	
	Number	Percent	Number	Percent	Number	Percent
A reduction in opening hours	372	18.3%	662	32.5%	1,004	49.3%
Partnership delivery of service e.g. volunteers / community run library / community interest company	613	30.1%	378	18.5%	1,047	51.4%
Multi-use of library site e.g. additional services also provided from the library site	805	39.5%	243	11.9%	990	48.6%
Close the library	144	7.1%	945	46.4%	949	46.6%

Q17) If you do not support any of the options for the mobile library please tell us why.

Theme	Comments made by respondents who did not support one or more of the options for the mobile library.
Vital service for people unable to visit static libraries (145)	<p><i>“As my husband and I are both in our 80s we would find it difficult to get to the main library regularly, so we'd like to keep the mobile library running.”</i></p> <p><i>“The mobile library is a cohesive community facility that provides access to library facilities to those who are unable to access the static library service”.</i></p> <p><i>“I believe the mobile library provides a vital lifeline to outlying areas and to those members of 'our' society who do not have transport, access to transport or who are unable to travel for other reasons.”</i></p>

Older people (49)	<p><i>“A free outreach service meeting the need of elderly and vulnerable out in the community.”</i></p> <p><i>“The mobile library is a real lifeline to the elderly and those without transport. Most of the people who use this service would be unable to carry heavy books using public transport. It is also a meeting place for local people. Please do not abolish this service.”</i></p>
Don't close the library (44)	<p><i>“Do not close the library as it is the only easy access to the library facilities for those without transport and for those with physical difficulties in getting to a main library.”</i></p> <p><i>“I would not want the mobile library to close, but could understand if it is reduced to every other week.”</i></p>
Partnership delivery / volunteers (17)	<p><i>“All Libraries need experienced professional staff.”</i></p> <p><i>“A professional experienced person is essential.”</i></p>
Leave it as it is (17)	<p><i>“I think the mobile library should be left as it is as it performs a specific role.”</i></p> <p><i>“Once again it is a wonderful service so would not like to see it changed.”</i></p>
Meeting place / social (15)	<p><i>“This is the only physical contact many communities have with the rest of the area. It is their focal point for meeting like minded people to discuss books etc. It is a vital service to the community.”</i></p> <p><i>“The Mobile Library is excellent at making contact with isolated people.”</i></p>

Q18) If you have any other suggestions about possible ways to save money or generate income for library services please tell us.

Theme	Suggestions
Membership / hire charges (53)	<p><i>“I would support an annual charge for use of library services something in the region of £5.”</i></p> <p><i>“Many of us, I`m sure would agree to a small charge for annual library usage, though I can see that this works against the unemployed and those on low wages. Politically not desirable. Still, I`d rather pay something than have the service severely reduced.”</i></p> <p><i>“Charge a very modest fee and I mean modest, for borrowing books etc.”</i></p>
Increase multi usage (49)	<p><i>“Introduce a retail approach to each library - hire the premises out, when library is closed to create multifunctional community buildings.”</i></p> <p><i>“Use the venue for night school type courses but available during the day. Toddler activities. Coffee shop for Churston and Torquay libraries.”</i></p>

<p>Sell refreshments (44)</p>	<p><i>“Possibility of cafe - generates income and gets people into libraries - possibly run by volunteers (keeps costs down).”</i></p> <p><i>“Drinks / vending machines so you can sit and read and have a drink”</i></p>
<p>Charge for sessions / activities (42)</p>	<p><i>“Start charging people to attend toddler groups.”</i></p> <p><i>“Establish regular talks and short courses from communities and organisation. Charge a small fee to attend.”</i></p>
<p>Library shop (25)</p>	<p><i>“Sell some books and DVDs.”</i></p> <p><i>“You could have a library shop of some sort e.g. book exchanges / DVD / music. Leaflet drop to advertise what the library does. Very active promotion in schools or is this already done.”</i></p>
<p>Book donations (24)</p>	<p><i>“Request more book donations to save buying costs?”</i></p> <p><i>“Encourage users to donate recent issue books/unwanted presents, and separate sponsor publications to avoid library purchases.(this book was donated by.....).”</i></p>
<p>Charge for computer / WIFI use (24)</p>	<p><i>“Charge everybody a pound to use the computer”.</i></p> <p><i>“If any Torbay libraries are faced with shorter open hours or staff cuts it is surely time to charge for computer usage, even 50p per hour would generate an income (ticket holders included).”</i></p>
<p>Make savings elsewhere (20)</p>	<p><i>“Life is not just about money but I would support putting Council Tax up if it meant leaving the libraries alone.”</i></p> <p><i>“Cut other services, cut non-vital services, libraries are vital.”</i></p>
<p>Charge more for meeting rooms (18)</p>	<p><i>“Charge more for the meeting rooms in Paignton.”</i></p> <p><i>“Try to rent out the rooms a bit more especially the smart new ones in Paignton - charging people access public insurance puts them off renting.”</i></p>
<p>Use volunteers (18)</p>	<p><i>“Try to enlist the help of more volunteers maybe.”</i></p> <p><i>“It might be possible to have a partnership of volunteers etc.”</i></p>
<p>Reduce opening hours (16)</p>	<p><i>“Overall, I suppose a reduction in opening hours might be acceptable.”</i></p> <p><i>“As a last resort reduce opening hours am/pm.”</i></p>
<p>Close Churston Library (15)</p>	<p><i>“I would just like to emphasise that the most sensible and economic proposal is to close Churston library as there are two suitable alternatives - Paignton and Brixham libraries within a reasonable distance from Churston.”</i></p> <p><i>“Perhaps selling off Churston library as it’s a valuable site and you would still have the library in the town centres.”</i></p>

Respondent Profile

Q19) Gender

	Number	Percent
Male	710	34.8%
Female	1,237	60.7%
No response	91	4.5%
Total	2,038	100%

Q20) Age

	Number	Percent
0 – 15	62	3.0%
16 – 24	49	2.4%
25 – 34	117	5.7%
35 – 44	214	10.5%
45 – 54	232	11.4%
55 – 64	410	20.1%
65 – 74	545	26.7%
75+	377	18.5%
No response	32	1.6%
Total	2,038	100%

Q21) Postcode

	Number	Percent
TQ5 (Brixham)	612	30.0%
TQ4 (Paignton)	346	17.0%
TQ1 (Torquay)	340	16.7%
TQ2 (Torquay)	291	14.3%
TQ3 (Preston/Paignton)	194	9.5%
TQ9 (Totnes)	6	0.3%
TQ6 (Dartmouth)	5	0.2%
EX7 (Dawlish)	2	0.1%
TQ7 (Kingsbridge)	2	0.1%
BA20 (Yeovil)	1	0.1%
EX9 (Budleigh Salterton)	1	0.1%
PL2 (Plymouth)	1	0.1%
TA5 (Bridgwater)	1	0.1%
TQ12 (Newton Abbot)	1	0.1%
No response	235	11.5%
Total	2,038	100%

Q22) Employment status

	Number	Percent
Retired	981	48.1%
Employed part time	271	13.3%
Employed full time	260	12.8%
Self-employed	120	5.9%
Full time education	78	3.8%
Looking after the home	75	3.7%
Unemployed	73	3.6%
Sick / disabled	50	2.5%
Other	26	1.3%
Full time carer	21	1.0%
On a gov't supported training programme	3	0.1%
No response	80	3.9%
Total	2,038	100%

Q23) Disability – Do you consider yourself to be disabled in any way?

	Number	Percent
Yes	294	14.4%
No	1,625	79.7%
No response	119	5.8%
Total	2,038	100%

If yes, please tell us how it affects you:
(respondents could tick more than one box)

	Number	Percent
Mobility	215	10.5%
Hearing	73	3.6%
Vision	58	2.8%
Other	43	2.1%

2. Feedback from other correspondence.

1 petition was received from the 'Friends of Paignton Library' this contained 37 signatures against the proposed reductions to the library service.

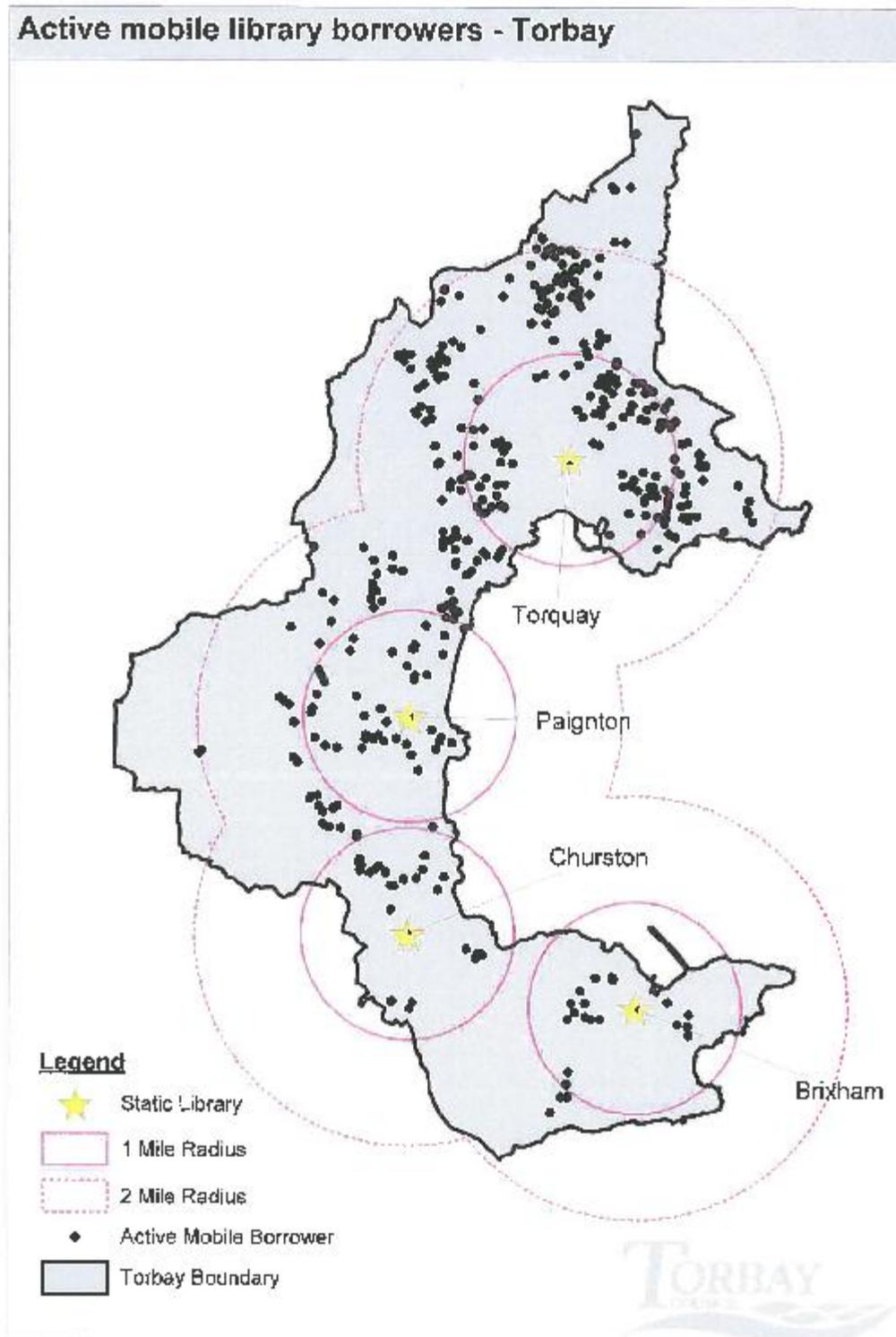
29 letters/emails were also received against the proposed reductions to the library service.

Theme	Examples of comments
<p>Against the proposed reductions to the library service (29)</p>	<ul style="list-style-type: none"> • <i>"I am very concerned about the proposed cuts to funding to this excellent library. The library has become a community hub for Paignton with many amenities offered...."</i> • <i>"...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...."</i> • <i>"...I feel that it must be a very difficult position that your Council is in but please be fairer when making cuts to the library service in Torbay and think of the valuable service that they endeavour to provide to the public...."</i> • <i>"...please do not reduce the library service – the loss of even one librarian would be tragic"</i>

Theme	Examples of comments
	<ul style="list-style-type: none"><li data-bbox="539 241 1396 353">• <i>“I am dismayed to hear of the proposed drastic cuts to Torbay library service. This facility is of great importance to our community....”</i>

APPENDIX 2

Distribution of current mobile library customers



© Crown copyright and database rights 2013 Ordnance Survey 100022695.