

Cabinet Member's Decision - Localism and Communities

Tuesday, 23 December 2014,

Agenda

Item No	Subject	Page No
1	MOBILE LIBRARIES AND LIBRARY SERVICE AT HOME (LSAH) REMODELLING	1 - 46

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Cabinet Member Decision 23 December 2014

MOBILE LIBRARIES AND LIBRARY SERVICE AT HOME (LSAH) REMODELLING

**Relevant Cabinet
Member**

Mrs L C Hodgson

Relevant Officer

Director of Business, Environment and Community

Recommendation

1. **The Director of Business, Environment and Community recommends the Cabinet Member with Responsibility for Localism and Communities:**
 - a) **has regard to the consultation findings set out in this report and Appendices; and**
 - b) **approves the proposals and future provision for the Mobile Library Service and Library Service at Home (LSAH) as part of a comprehensive service as set out in the 1964 Museum and Libraries Act and having due regard to the Equality Duty of the County Council as outlined in the report to:**
 - (i) **reduce the size of the Mobile Library Service from 3 vehicles to 1 together with the consequential changes to the number of routes and stops; and**
 - (ii) **integrate the Library Service at Home into the mobile library service or other provision to meet customer need including volunteer deliveries, help to access online resources or RNIB Talking Books service (paid for by the Library Service).**

Background Information

2. The Mobile Library Service and Library Service at Home (LSAH) was tasked with making savings of £100,000 per annum in April 2014. In order to do this the service was reviewed and a proposal was considered and agreed by Cabinet on 17 July 2014 to consult on the possibility of reducing the number of Library mobile vehicles in the service from 3 vehicles to 1 vehicle and changing mobile routes in order that they concentrated on reaching people who live more than 3 miles from their nearest static Library (in line with previously used library standards). Cabinet also agreed to commence a consultation on proposed changes

to the LSAH to remove that vehicle but still reach all current customers through a combination of the remaining Mobile Library and also via volunteers based at local branch libraries. Two separate consultations began on 11 August 2014 and ran for almost 3 months, ending on 31 October 2014. The collated responses to these consultations are attached as Appendices 1 and 2.

3. The mobile library consultation was made available to all residents online via the Worcestershire County Council website and in paper copies on the vehicles and in libraries. Parish Councils and County Councillors were notified that the consultation was taking place. There are 1233 customers of the mobile library service and 940 consultation responses were received with 99% of the respondents indicating that they were current users of the mobile library service.

4. The LSAH consultation was sent out in the post with prepaid envelopes to all 141 customers and to 8 residential care homes and 120 responses were received.

5. Responses demonstrated that customers valued the service that they received, however consultation showed that some people would need to travel further to a stop or receive less frequent visits.

Mobile Library Service

6. It is proposed to reduce the number of mobile library vehicles from 3 to 1, and as a consequence reduce the number of routes from the current 42 with 430 stops to 20 routes with 267 stops (equating to a 38% reduction in stops overall). The proposal would see the mobile library service continue to visit 175 villages. 48 towns or villages will no longer receive a mobile service as they are less than 3 miles distance from a static service point. It is proposed to retain at least one stop in an area where there has previously been more than one stop. The newly located stop will be accessible to as many current customers as possible. A list of the proposed new stops is attached as Appendix 5.

7. In light of the consultation responses it is proposed to retain the following stops which were 'at risk' in response to customer need (see paragraph 16):

Croptorne - Lower Croft & The Green, Pinvin - Spion Kop, Castlemorton - New Rd & Orchard House Farm, Upper Broadheath - The Bell, Hallow - Oakleigh Ave, Drakes Broughton - Keepers Close, Hanley Swan - Oakmere Caravan Park & The Swan Inn, Strensham - Court Road, Cookley - Statie Drive, Pensax - Penn Hall, Callow Hill, - Abberley View, Romsley - Hillcrest Road, Fernhill Heath -Station Road & Agatha Gardens, Chatley - The Barons.

8. Further investigations will be undertaken for 24 possible

locations for Community Collections in addition to the current ones as suggested by customers. Community Collections are sets of books in community locations supported and exchanged on a regular basis by staff from the nearest branch library. The library service already has approximately 200 of these across the county.

9. Time between visits will be increased to 4-5 weeks from the current three week rotation e.g. the vehicle will visit on the first Monday of the month or the second Tuesday. On spare days bookings can be taken by community groups who can make use of the Wi-Fi and meeting room facilities. This should be a potential source of additional income.

10. The consultation responses identified 40 customers who indicated they would be interested in volunteering to maintain services, and officers will be making contact with these individuals in the near future to explore this possibility.

11. It is proposed to integrate some of the LSAH customers into the mobile library service where routes permit., with other provision to meet customer need where this is not the case, for example a volunteer delivery, RNIB Talking Book Service, help to visit a library or help to access on-line books and services.

12. 50 (5.3%) of the anonymous consultation responses received stated that the customer would no longer be able to get to the mobile library in its new location due to disability or infirmity. Officers are attempting to identify these individual customers by postcode to offer LSAH deliveries by a volunteer or an alternative service.

13. All customers on the Council's mobile library user database will be contacted individually with the outcome of the review for their mobile library stop. The outcome will be that either:

- their stop will be retained but visiting less frequently; or
- their stop will be removed and they will be transferred to LSAH; or
- their stop will be deleted and they will be signposted to their nearest branch library.

14. Any responses to this letter will highlight any customers still requiring support.

15. 42% (374) of those who answered the question *'If your mobile library stop was removed, how would you access library services?'* were customers who indicated that they would not use a library at all if their mobile stop was removed. Of those, 58.5 % (219) are service users who will continue to receive a visit from a mobile library, 19% (72) will be offered a LSAH service and 13%(50) customers do not have a disability or infirmity but live within three miles of

Library Service at Home

a static service or community collection. These customers will lose their mobile service but be encouraged to use their static service or nearest community collection. 892 individuals (of the 940 respondents) answered this question and could choose more than one answer.

16. LSAH customers are unable to access other library services (other than on-line provision) due to age, disability and/or rural isolation. The LSAH driver currently makes deliveries to them in their own home rather than at a particular stop. We are committed to ensure that every LSAH customer continues to receive a service. Options for alternative service are outlined below with responses.

17. The consultation asked customers which means of service delivery they preferred:

- Deliveries to be made by a trained volunteer, supported staff from the local library – 58.5 % (70 customers)
- A visit from the mobile library – 58.5% (70 customers)
- Help from library staff to access online resources in their own home 3.4% (4 customers)
- Help from volunteers to visit a static library 3.4 % (4 customers)
- Receive spoken word items through the post from RNIB or Calibre (funded by Library Service) 4.2% (5 customers)
- Books selected by library staff and collected by a friend or relative. 3.4% (4 customers).

18. Wherever possible these preferences will be met.

19. It is proposed to retain the former LSAH vehicle as this will ensure cover for routes when maintenance is required and for routes not accessible using the large vehicle. The new mobile library vehicle will also be made available for bookings and to generate income. One of the old disused mobile library vehicles will be transferred to the Schools Library Service (SLS) who will scrap their old vehicle. This will reduce the maintenance and running costs of the service. It is additionally proposed to sell 3 vehicles with income from sales reinvested in new livery for the SLS mobile and LSAH vehicle to better represent the image of the Council.

Legal, Financial, HR and Equality Implications

20. The Council recognises the significant level of Equality Duty due regard which is appropriate when considering changes to these services. A full Equality Impact Assessment (EIA) was carried out for both the mobile library and LSAH services in June 2013 and this has now been

updated to take account of the results of the consultations. The EIA (as updated) identifies that there may be implications for those with protected characteristics of age or disability but the Council has mitigated these implications where possible by offering a range of delivery options and location of stops (Appendices 3 and 4).

21. In respect of staffing implications, mobile and LSAH drivers were formally consulted on changes to the service between 4 October and 15 November 2014. This consultation is pending the outcome of this Cabinet Member with Responsibility decision.

22. If the recommendations are agreed savings of £100,000 per annum will be made through staff reductions and lower maintenance and running costs.

23. The Libraries Scrutiny Task Group considered consultation responses and its comments are attached as Appendix 6.

Supporting Information

- Appendix 1 – Mobile Library Consultation analysis
- Appendix 2 – LSAH consultation analysis
- Appendix 3 – EIA Mobile library service
- Appendix 4 – EIA LSAH
- Appendix 5 – Proposed Mobile Library Service stops
- Appendix 6 – Comments of the Libraries Scrutiny Task Group

Contact Points

County Council Contact Points

Worcester (01905) 763763, Kidderminster (01562) 822511 or Minicom: Worcester (01905) 766399

Specific Contact Points for this report

Neil Anderson, Head of Community and Environment.
(01905) 766580 Email: nanderson@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer (in this case the Director of Business, Environment and Community) the following are the background papers relating to the subject matter of this report:-

Agenda and background papers for the meeting of the Cabinet held on 17 July 2014

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Analysis of Questionnaire
**Mobile Libraries
Consultation**

November 2014

For more information contact:

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Research and Marketing

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Phone: 01905 822898

www.worcestershire.gov.uk

940 responses were received

Demographics

Gender

22% male, 77% female (1% prefer not to say)

Base: 858 responses

Age	%
16 to 24	0.2
25 to 34	0.8
35 to 44	1.1
45 to 54	3.5
55 to 64	10.9
75 to 84	37.5
85 plus	15.9
Prefer not to say	0.9

Base: 894 responses

Ethnicity

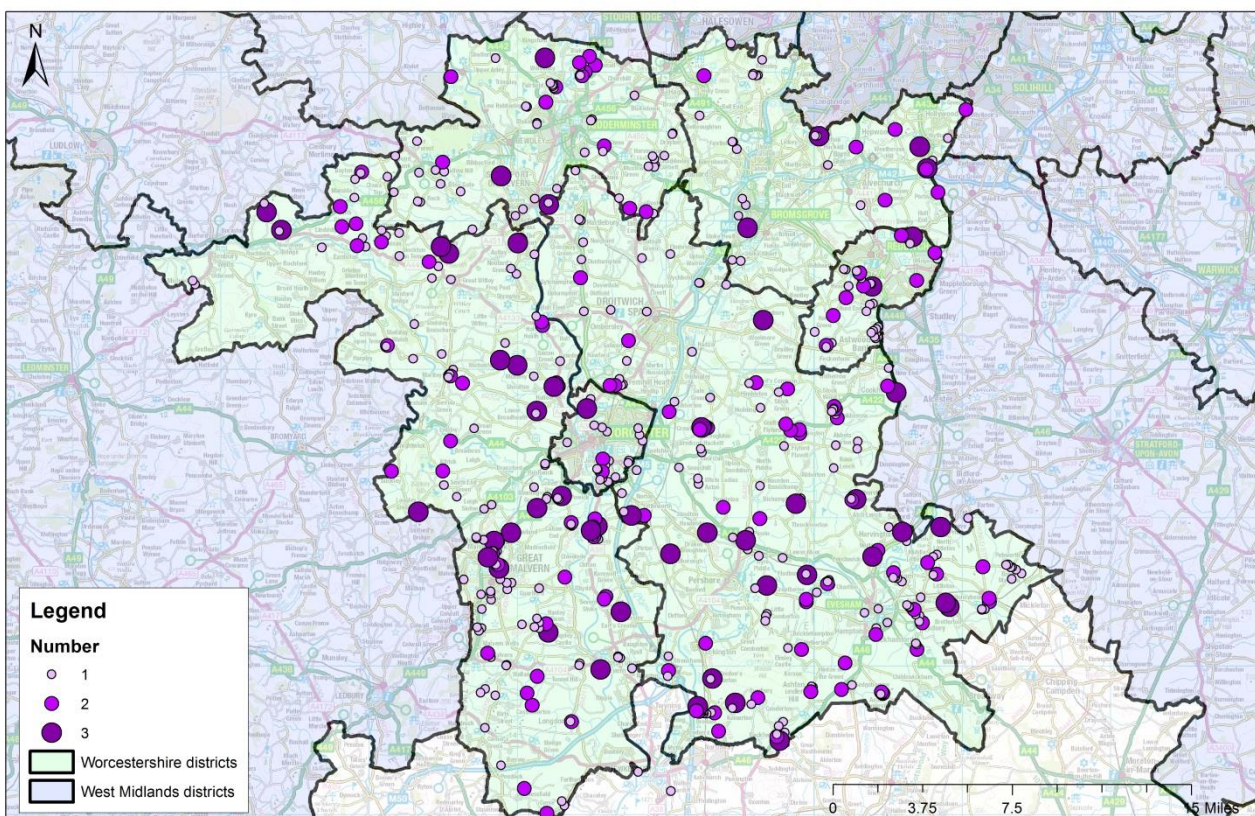
99% of respondents were 'White English/Welsh/Scottish/Northern Irish/British'.

Disability

We asked if respondents had a long standing illness, disability or infirmity and 42% answered 'Yes' (Base: 857 responses). Of those 90% stated that the illness or disability limited them in some way.

Home Postcode

We also asked for postcode of respondents. 844 people provided a full valid Worcestershire and surroundings postcode. These home postcodes are indicated on the maps below.



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Mobile Library Questionnaire Respondents

Produced by the Research Unit
November 2014
ECA

 **worcestershire**
county council

Q1: Do you currently use the mobile library service in Worcestershire?

99% of respondents currently use the mobile library service in Worcestershire. (Base: 857 responses). Respondents were asked to state which library stop they used, this was a free text box and 813 people included this information. Full text of these responses is available in Annex 1.

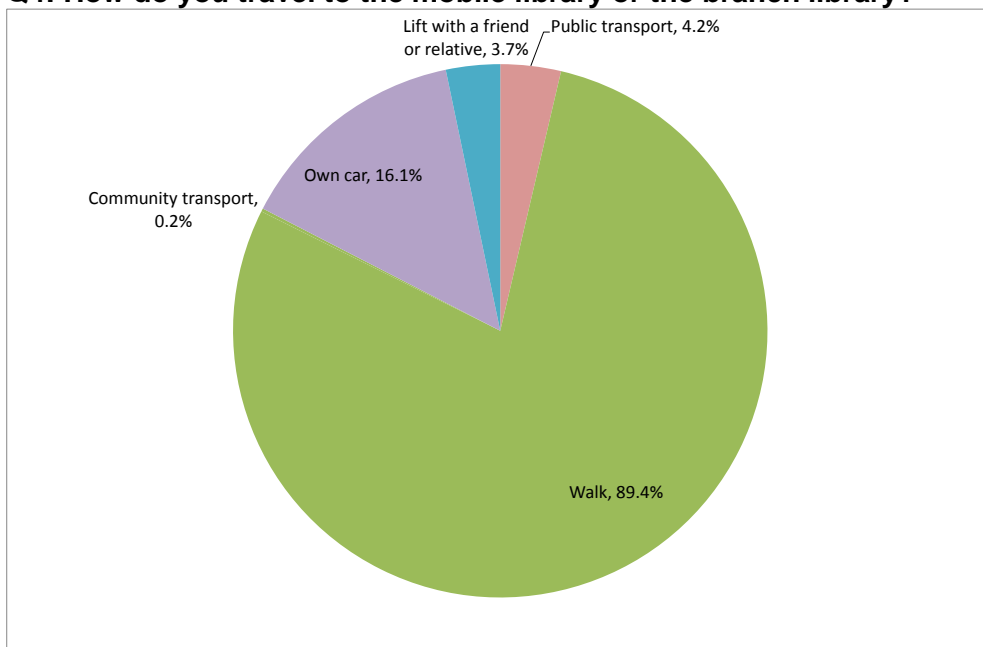
Q2: Do you use a static library?

23% of respondents stated that they use a static library. (Base: 891 responses) Respondents were asked to state which library they used, this was a free text box and 189 people included this information. Full text of these responses is available in Annex 1.

Q3: How often do you use the mobile library?

97% of respondents use the mobile library every three weeks, and 3% use it less often. (Base: 917 responses)

Q4: How do you travel to the mobile library or the branch library?

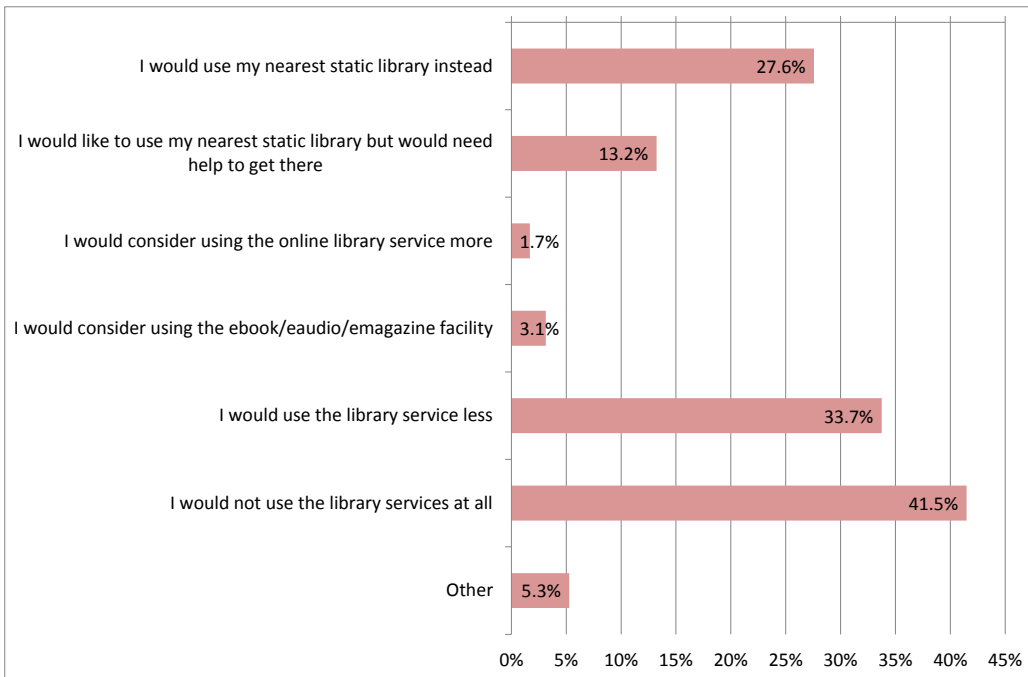


Base: 915 responses. Please note figures do not add up to 100% as respondents could choose more than one option.

Almost 90% of respondents walk to the mobile or branch library, with a further 16% travelling in their own car.

Q5: If your mobile library stop was removed, how would you access library services?

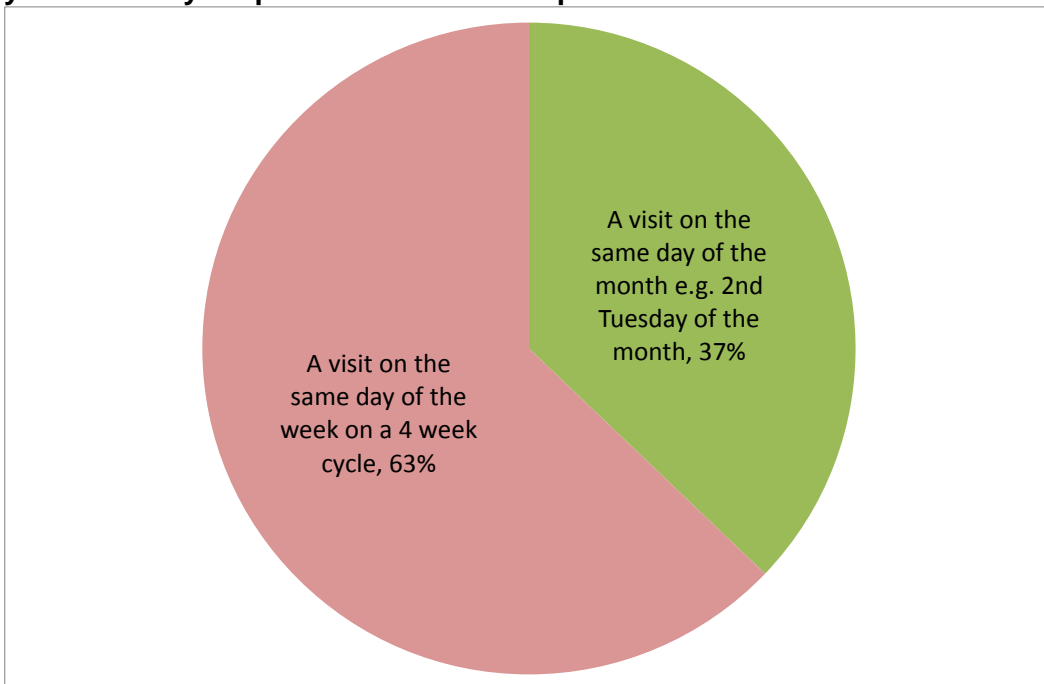
Almost 42% of respondents would not use library services at all if their mobile library stop was removed. A further 34% would use library services less and 28% would use their nearest static library instead. Around 13% of respondents would use their nearest static library, however they would need help to get there.



Base: 892 responses. Please note figures do not add up to 100% as respondents could choose more than one option.

About 5% of respondents selected other as an option, this was a free text box and free text box and full text of these responses is available in Annex 1.

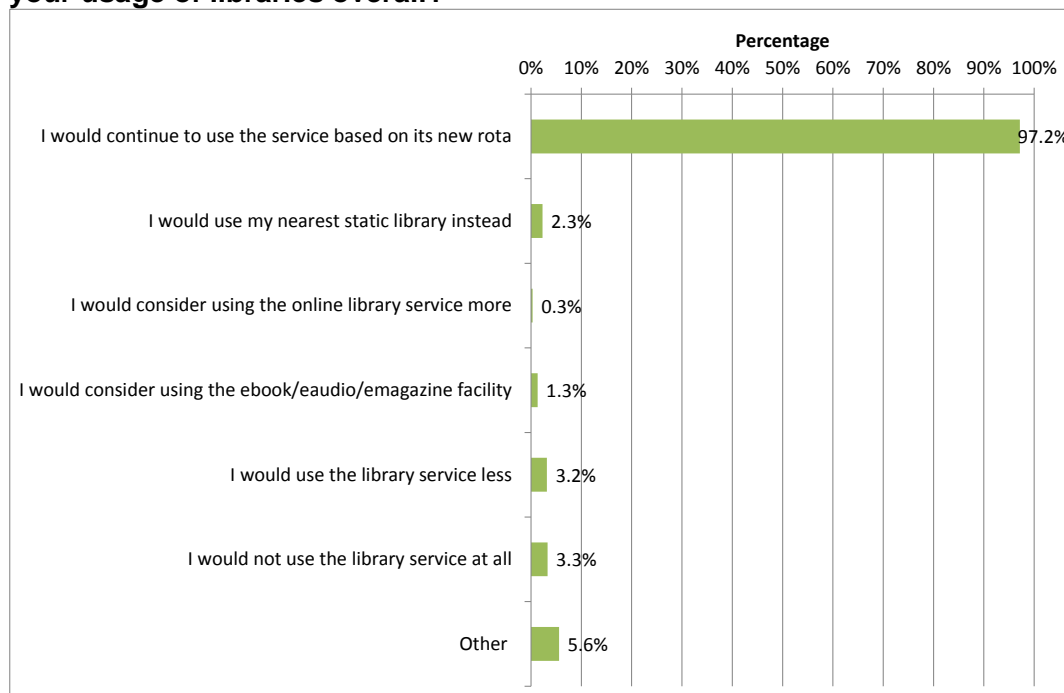
Q6: We are proposing to change the mobile library stop to a 4 week visit time. Please can you indicate your preference from the options below.



Base: 902 responses.

63% of respondents would prefer a visit on the same day of the week on a 4 week cycle, and 37% would prefer a visit on the same day of the month e.g. the 2nd Tuesday of the month.

Q7: If your current mobile stop was reduced to a four weekly service how would this affect your usage of libraries overall?



Base: 914 responses. Please note figures do not add up to 100% as respondents could choose more than one option.

The majority of respondents stated that they would continue to use the service based on its new rota, with 97% selecting this option.

51 people left a comment in the 'other' box, this was a free text box and full responses can be found in Annex 1.

Q8: Would you be interested in volunteering to help provide library services in your community?

57 people stated that they would be interested in volunteering to help provide library services in their community. Of those 40 people provided their contact details, these are provided in Annex 1.

Q9: Do you know of anywhere in your community where it might be possible to provide a community collection where people could exchange books?

Almost 19% of respondents knew of somewhere in their community where it might be possible to provide a community collection where people could exchange books.

163 respondents added a comment to the 'please specify' field. Full text of these responses can be found in Annex 1.

Q10: Do you have any further or alternative suggestions which you feel would help maintain the mobile library service on a reduced budget?

This was a free text box and 141 respondents left a comment other than 'no' or 'none', full text of these responses can be found in Annex 1.

ANNEX 1: Free text comments

Q1: Do you currently use the mobile library service in Worcestershire?

Which stop do you use?

- (Headless Cross) Hanover Court or Guinness Close.
- Lower Chadswell Lane
- Norton Barn
- Beach Hay (Far Forest)
- Abberley - Beehive x2
- Abberley Beehive Suffolk Lance.
- Abberley Beehive, Mondays regularly
- Abberley view, callow hill
- Abberley Village Square x2
- Abberley, Home farm x2
- Acton Cottages
- Agatha Gardens, Fernhill heath x2
- Aldington
- Aldington 2nd stop
- Aldington Village
- Alfrick Village Hall x2
- Arley Lane Houses, Goods Green, Shatterford. DY12 1RZ
- Ashton under Hill, Gorse Hill
- Ashton-under-hill. Usually, Gorse Hill
- Astley Burf x2
- Aston Somerville x5
- Aston Somerville Village Hall
- Astwood Lane
- Avon Green,Wyre Piddle
- Badger Cottage, Pound Lane, Rock
- Bakers Lane, Wythall.
- Barkers Lane
- Barkers Lane, Wythall, B47 6B
- Bastonford
- Bastonford nr Powick x2
- Baughton lane, Lower Strensham
- Bayton x3
- Bayton Village x2
- Beauchamp Community Newland x2
- Beauchamp Community, Malvern Link
- Becford Close
- Beckford x3
- Beckford Church
- Beckford Close, Beckford.
- Beckford or Overbury/Conderton
- Beckford Post Office
- Beckford Stores
- Beckford Store or Overbury/Conderton
- Beckford, Western Hill Road.
- Beechcote Avenue, Wolverley
- Beechcote Avenue, Wolverley, Kidderminster, DY11 5TS
- Belbroughton
- Bell at Broadheath
- Berkeley Cottages, Edwards Lane, Sneachill, WR7 4QG
- Bickmarsh
- Bickmarsh Tues B6
- Binyon Close, Badsey
- Birts Street, Birtsmorton
- Bishampton – Celandine x2
- Blackminster
- Blackstone, Severn Bank Park
- Blissgale Road, Quarry Cottage
- Bluebell Close, Malvern x2
- Borrowdale Road
- Bournmouth Road, Fairfield, Bromsgrove
- Bow Hill, Callow End
- Bradford House
- Bredon x2
- Bredon (Old School)/Building Green Car Park
- Bredon Car Park Dock Lane
- Bredon Lodge x3
- Bredon School, Church Street
- Bredon School, Church Street, Bredon
- Bredon, Dock Lane x2
- Bredon's Norton x4
- Bretforton
- Bretforton - Station Road x2
- Bridge Stone, Alfrick
- Bridgend Eldersfield x3
- Bridges Stone, Alfrick
- British Legion Offenham. I would disput that Offenham is < 3 miles from main library in Evesham
- Broad Green, Broadwas
- Broadfield, Elmbridge, Droitwich, WR9 0DA
- Broadfields, Elmbridge
- Broadheath.
- Broadwas by the church
- Broadway Lane, Fladbury
- Brookfield, Little Comberton
- Brookfield, Little Comberton, Pershore
- Brookfields via Pool Close Little Comberton
- Broughton Hackett x2
- Broughton Hackett Church
- Burford Gardens
- Butts Lane
- By Clifton on Teme Village Hall
- Callow Hill, Forestry Houses
- Castle Street, Astwood Bank x3
- Caunsell
- Cedar Close x4
- Celandine Bishampton, Nr. Pershore, Worcs
- Celandine, Main Street, Bishampton. WR10 2NL
- Chaddesley Corbett Village Hall
- Chaddesley Corbett, Hemming Way x3
- Chantry, Fladbury x2
- Charlton x2
- Charlton, Ryden Lane
- Chaston Close, Inkberrow x2
- Cherry Orchard
- Cherry Orchard, Holt Heath.
- Chestnut Close Aldington
- Chestnut Drive
- Chestnut drive, Cofton Hackett
- Childs Wickham
- Chirch hill Drive, Malvern Link.
- Church Drive, Malvern.
- Church Hill Drive
- Church Lane, Broadwas-on-Teme,Worcs.
- Church Lench
- Church Lench - The Cross
- Church Street, Kempsey
- Church Street, Kempsey, Worcs.
- Church, Martley
- Churchill Drive, Malvern Link
- Claywood Menith Wood/ Stockton
- Claywood Menith/ Stockton
- Cleeve Prior
- Cleeve Prior The Close x2
- Clent Adams Hill x2
- Clifton Upon Teme x4
- Clows Top
- Coach & Horses, Harvington x4
- Cockshot lane x2
- Cofton Hackett - Chestnut Drive
- Cofton Hackett Chestnut/Ashmead Drive
- Colletts Green x2
- Colletts Green, Powick
- Community Centre, Off Farme Estate, Kidderminster.
- Cookhill - Oak Tree Lane
- Cookley Bridge Road
- Cookley Woodlands Road x2
- Coppice Close Council Houses, Menith Wood, WR6 6UG
- Cornfield Way. Ashton-under-Hill
- Corse Lawn
- Cottage Farm, Portway
- Cottage Farm, Portway, B48 Worcs.
- Court Road, Strensham
- Courts Close Bungalow, Hanbury
- Crophorn Green
- Crophorne the lay-by by the New Inn.
- Cross Keys Suckley Knowl
- Cross, Kemerton and Bayliss Road, Kemerton
- Crowle Church Road
- Crowle School x2
- Crowle, Froxmere Road x3
- Crown Meadow, Lower Broadheath
- Cutmill Bridge, Eardiston, Tenbury Wells, WR15 8JN
- De Wyche Road, Wychbold
- Deansway, Bromsgrove
- Dodford VH
- Dormston x3
- Downsel House, Web Heath.
- Downsell Road, Webheath
- Dowsell House, Webheath, Redditch.
- Drakes Broughton, Huntsmans Close.
- Drayton
- Drayton Or Hemmingway Chaddesley Corbett
- Eardiston
- Eardiston Garage

- Earls Common
- Earls Common, Pool Cottage
- Edwin Court, Charford Bv
- Edwin Court, Charford, Bromsgrove
- Elmley Castle
- Evendene Road
- Eversley Grove Wr14 2ly
- Eversly Grove X2
- Fairfield, Bromsgrove (Pepperwood Close)
- Fairview
- Fairview, Pebworth X2
- Faith Common. Telephone Kiosk.
- Fe
- Feckenham X6
- Fernhill Heath - Morton Ave.
- Ferry Lane, Offenham, Evesham.
- Ferry View, Merstow Green, Evesham
- Firth Common, Little Hatch
- Forestry Cottages - Callow Hill
- Foxholes Gazebo Callow Hill X2
- Frith Common
- Frith Common Telephone Kiosk
- Froxmere Close
- Froxmere Road, Crowle X2
- Fruitlands X2
- Fruitlands Malvern
- Furze Lane X2
- Furze Lane, Win Green
- Furze Lane, Winyates Green
- Geraldine Close
- Giffard Drive, Welland X2
- Gilberts End X3
- Glebe Farm, Pinvin
- Goodrest
- Goodrest Car Park, Worcester
- Gordons Farm Tibberton X2
- Gorse Hill. Ashton Under Hill
- Grange Lane
- Grange Lane, Alvechurch
- Great Whitley, Woodbury Close.
- Grove Avenue, Honeybourne
- Grundys Lane
- Guarlford (Penny Lane)
- Guarlford Penny Lane ("Guarlford Church")
- Guinness Close, Headless Cross, Redditch
- Habberly Post Office X2
- Ham Green X2
- Hanley Swan - Swan Inn
- Hanley Swan. WR8 0DQ
- Hanover Court X2
- Hanover Court (Worc)
- Hanover Court, Elkstone Close
- Hanover Court, Evesham Rd, Redditch.
- Hanover Court, Evesham Road, Redditch.
- Hanover Court, Worcester
- Hanover Court, WR4 9XH
- Hastings Road, Malvern, WR14 2SS
- Hayes Rd, Wolverley
- Hayes Road/Fairfield Lane, Wolverley
- Haynes Court
- Hazledene, Harlebury Park - Stourport
- Hazledne, Hartlebury Park
- Heaton House, Martley x2
- Hemming Way, Chaddesley Corbett x4
- High House Drive x2
- High House Drive, Inkberrow
- High Street, Astwood Bank x4
- Hillcrest Park x14
- Hillcrest Road 4
- Hillend Court, Castlemorton, WR13 6BL x2
- Hinton On The Green x2
- Hollybed Street in Castlemorton
- Hollybed Street, Castlemorton x5
- Holywell Lane
- Home - Forestry Cottages, Callow Hill
- Honeybourne Perrie Drive
- Honeybourne Village Hall
- Hook Bank
- Hook Bank, Mobile Home Park, Hanley Castle x3
- Hook bank.
- Horsebridge Avenue Badsey
- Inkberrow (1) Pepper St. (2) Village Green
- Inkberrow Village Green
- Jamaica Road, Malvern, WR14 1TU.
- Kemerton - The Cross
- Kemerton Cross or Kemerton, Bayliss Road
- Kemerton, Bayliss Road
- Kemerton, The Cross x2
- Kempsey
- Kempsey, The Firs
- Kenverdale
- Kilbury Drive
- Kilbury Drive, Worcester
- King Green Farm
- King Lane, Norton.
- Kings Green Farm, Wichenford
- Kings Green, Wichenford x4
- Kings Hill, Kempsey
- Kings Lane Norton WR11 4TJ
- Kings lane, Norton, Evesham
- Kings lane, Norton, Evesham. WR11 4 TJ
- Kingshill, Kempsey, Worcs
- Kington x4
- Kinnersley x2
- Kinsham x2
- Kinverdale Park x2
- Langdale road
- Laurel Close (Drakes Broughton) x4
- Laurel Close, Drakes Broughton
- Lay-by in Holt Heath.
- Layby on 4084, Main Road, Cropthorn.
- Lea Croft Road Meeting Rooms X2
- Lea Croft. Crabbs Cross.
- Leigh Sintence Road
- Little Beckford
- Little Beckford Bus Stop
- Littleworth
- Littleworth School
- London Road, Worcester X2
- Longdon
- Longdon Village Hall X2
- Longley Green X2
- Low Habberley x2
- Lower Cladswell Lane, Cookhill. B49 5JY
- Lower Moor (Post Office)
- Lucerne Ave also ST. Andrews. x2
- Lynn Close Leigh Sinton
- Lyppards Community Centre
- Lyppards Community Centre, Warndon
- Lyppars (by school) Warndon Villages
- Main Street, Wick, Pershore
- Majors Green
- Malvern Court, Malvern Link.
- Malvern View
- Malvern View, Wichenford
- Malvern View, Wichenford, Worcs
- Mamble x3
- Marlpool Kidderminster
- Marlpool, Kidderminster.
- Marsh End, Eastham
- Martin Avenue, Hampton.
- Martley - Heaton House
- Martley Church
- Martley Church - Church Lane.
- Martley, Heaton House
- Mason Road P.Office. Headless Cross, Redditch.
- Mason Road Shops, Headless Cross or Callow Hill if I miss it at Headless Cross.
- Mason Road, Headless Cross, Redditch x2
- Masons Arms, Wadborough, Worcs.
- Matchborough
- Matchborough West x2
- Matravers Road
- Meadow Close, Kempsey x2
- Michael Crescent
- Middle Littleton Village Hall
- Mobile Burford Gardens
- Monday C Guinness Close 12.45-1.00
- Monkwood Green
- Moreton Avenue, Fernhill Heath x2
- Morgan Court x2
- Morgan Court Worcs Rd.
- Morgan Court, Malvern Link.
- Morgan Court, Malvern WR14 1EX
- Morrisons
- Morrisons Super market, Evesham.
- Morrisons, Evesham, Springfield Drive.
- Morton Ave, Fernhill Heath x2
- Morton Avenue, WR3 7TD
- Morton Road, Fernhill Heath, Worcs.
- Nasby Close, Redditch
- Naseby Close, Church Hill North, Redditch x2
- Naseby Close, Redditch
- Nauntoh Village
- Navigation Inn - Stoke Prior
- Newland Beauchamp Community x2
- Netherton Compton House
- Nevill Arms
- Nevill Arms, New End, N Worcs
- New House Farm, Dunley, Stourport
- New House Stockton (Pensax Road)
- New Road – Castlemorton x2
- Newland, Malvern, WR13 5AX Thurs A-3
- Nib Green Farm
- Nixon Court, Callow End
- Nixon Court, Callow End.
- No 10 Holly Well Lane, Bayton Common
- North Littleton
- Norton Beachamp
- Norton St Peter's Garden Centre
- Notchcut

- Oak Leigh Avenue.
- Oakdene - The Grove - Stourport
- Oakleigh Ave, Hallow. X2
- Oakleigh Avenue, Hallow.
- Oakleigh avenue.
- Oakmere Park, Hanley Swan, WR8 0DZ
- Offenham Legion carpark x2
- Offenham Village Hall / Legion x2
- Old Bakery, White Ladies Aston
- Old House at Home, Blakedown
- Ombersley
- Orchard Crescent, Stoke Prior
- Orchard Croft, Barnt Green x4
- Orchard Grove, Littleworth
- Orchard House Farm Birtsmorton
- Orchard Place, Harvington
- Outside Florist's Shop in Cookley x2
- Overbury x2
- Owletts End Pinvin
- Park Garage, Dormston x2
- Park Health, Hallow
- Park Heath x3
- Park Heath Hallow
- Park Heath Hallow Worcester. WR2 6HZ
- Park Road, West Malvern
- Parkheath Hollow Worcs
- Peachley Gardens x3
- Peachley Gardens, Lower Broadheath
- Pebworth Fairview x2
- Pebworth Old Peoples Bungalow x2
- Pendock
- Penn Hall
- Penn Hall, Menith Wood
- Peopleton : St Nicholas Road x3
- Pepper Street, Inkberrow x2
- Pepperwood Close x2
- Pepperwood Close, Fairfield, Bromsgrove
- Perry Drive, Honeybourne
- Picken End x2
- Picken End, Hanley Swan
- Pinvin
- Pinvin Spion KOP
- Pitchers Hill, Wickhamford x2
- Players Avenue
- Plovers Ris
- Pool Cottage, Earls Common 1
- Poolhay
- Poolhay Close
- Poplar Road or Droitwich
- Portlocks End x2
- Powycke Court Close, Powick
- Powycke Court, Powick
- Powyke Court Close 3
- Prince Rupert Road, Areley Kins, Stourport On Severn
- Princess Margaret Avenue
- Queensmeap Bredon or Village Hall
- Radford
- Rectory Lane Rock x2
- Redditch - Bentley Close
- Rednal Social Club Car Park. Cofton Hackett
- Rednal Social Club, Narnt Green Road, Crofton Hackett
- Ridings Lane Church Hill North x2
- Ridleys Cross, Astley, Stourport on Severn
- Ripleys Cross
- Robin Hood, Drayton x3
- Robney Green, Tuesday A
- Rock - Rectory Lane
- Romsley
- Romsley - Hillcrest
- Rose Avenue, Tolladine, Worcester WR4 9QZ.
- Ross Green, Wichenford
- Rosses Lane, Wichenford
- Rous Lench - The Green
- Rowney Green (Tuesday A) x3
- Rowney Green, Tuesday A x2
- Rushleigh Road, Majors Green
- Rushock - outside Wichello
- Rushock Clattercut Lane x2
- Rushwick x 2
- Ryall Grove x2
- Ryden Lane, Charlton
- Sale Green
- Sally Close, Wickhamford
- Salwarpe Church
- Salwarpe Village
- Sandhampton Astley x2
- Sandhampton, Astley, Stourport On Severn
- Sandpiper Crescent x2
- School Sedgeberrow
- Sedgeberrow First School x2
- Severb Vabj Oarj
- Severn Bank Park
- Severn Bank Park (Blackstone)
- Severn Stoke x3
- Shelsley and abberley
- Shelsley Beauchamp
- Sheraton (Hatfield)
- Sheraton Hatfield (My Home)
- Shrawley Village Hall
- Shrawley, Walnut Nursery
- Silver Oaks, Ockeridge
- South littleton
- South Littleton, Shinehill Lane
- Spennells - Avocet Drive
- Spion Kop, Pinvin
- Springfield Drive, Evesham
- St Martins Church, London Road
- St Marys Park, Chapel Lane, Wythall.
- St Michaels
- St Michael's, Dog House Inn
- St Nicholas Road Peopleton
- St Peter's - Grundys Lane
- St Peter's or Tesco
- St Peter's Tesco
- St Peters Tesco/Baptist Church
- St Peter's, Malvern Wells x2
- ST. Andrews Road
- ST. Andrews Road, Malvern.
- St. Martin's Church, London Road.
- ST. Mary's Mobile Home Park, Wythall.
- ST. Mary's Park, Wythall.
- ST. Marys Park. x2
- Staitte Drive, Cookley
- Stanklyn Lane
- Stanklyn Lane Stone
- Stanley Street
- Station Road by the footbridge, Fernhill Heath
- Station Road, Bretforton x3
- Station Road, Fernhill Heath
- Stock Green x3
- Stocks Lane
- Stocks Lane, Newland, Malvern
- Stone Pit Lane, Inkberrow
- Stone Pit Lane.
- Stonehouse Close, Headless Cross, Redditch x4
- Stonehouse.
- Stoney lane, Crossway Green.
- Storer - Court. Barnards Green
- Storer Court.
- Stourport Thursday C Ladywood, The Spinney
- Strensham x2
- Sturey - Count.
- Suckley Knowl
- Sugars Lane, Far Forest
- Summerfield Lane.
- Summit Road
- Summit Road, Clows Top x2
- Sydney Road.
- Sytchampton, Brakes Hill x2
- Tavern Lane, Newham Bridge x2
- Tavern Lane, Newnham Bridge, Tenbury Wells
- Telephone Box, Severn Stoke
- Tesco x2
- Tesco St Peters or St Peters Baptist Church
- Tesco, ST. Peters, ST. Martins
- The Beeches
- The Beeches, near Upton upon Severn
- The Beeches, Upton x2
- The Beeches, Upton upon Severn
- The Boot Inn, Flyford Flavell
- The Chantry, Fladbury
- The Close Cleeve Prior x2
- The Close Hunnington x2
- The Close, Cleeve Prior
- The Cotch x2
- The Croft, Church Lench.
- The Cross at Church Lench
- The Cross, Church Lench.
- The Cross, Kemerton
- The Firs Kempsey x2
- The First at Kempsey
- The Glebe
- The Glebe, Great Whitley x3
- The Graftons, Upton
- The Graftons, Upton on Severn x2
- The Graftons, Upton-upon-Severn. WR8 0NF
- The Green, Copthorn.
- The Green, Copthorn. WR10
- The Grove, Hartlebury Park, Stourport
- The Hamptons Ombersley
- The Ivy, North Littleton
- The lay-by, Holt Heath
- The New Inn, Shrawley
- The Orchard
- The Orchard, Colletts Green, Powick
- The Orchards, Colletts Green, Powici
- The Square (Village) Abberley
- The Swan Inn, Hanley Swan x3
- The Village Green, Inkberrow
- Throckmorton
- Tibberton P.O.
- Tolladine x3
- Top Orchard Pensax
- Tudor Cottage - Abbots Morton
- Upper End Eckington x2
- Upper Welland x2
- Upper Welland Shop
- Upton-upon-Severn - Old Orchard Tunnel Hill.
- Vampla Cottage, Little Welland Lane, Castlemorton.

- Victoria Park Malvern Link
- Victoria Park.
- Village hall Chaddesley Corbe
- Village Hall, Honeybourne
- Village Hall, Middle Littleton
- Viscount Cobham Court x2
- Viscount Cobham Court,
Malvern
- Viscount Cobham Court,
Pickersley Roadm, Malvern,
WR14 2RJ
- Wadborough
- Wadborough, Masons Arms
- Walnut Nursery & Cherry
Orchard.
- Walnut Nursery.
- Waterside Orchard x2
- Wesley Court, Cookley Village
- Westlands
- Westley Court, Cookley
- Westmere, Hanley Swan
- White Ladies Aston, nr
Worcester
- Wichello x3
- Wick, Owletts Lane
- Wickham Court
- Wickhamford - Sally Close
- Wilden Top Road x2
- Willow Bank Close
Throckmorton
- Willow Grove, Grafton Flyford.
- Willowbank Close,
Throckmorton.
- Winsmore x3
- Winsmore, Powick
- Wisteria Cottage Bliss Gate
10.30 - 10.45
- Wolverley Beechcote
- Wolverley Fairfield Lane
- Wood Court, Headless Cross.
Yarrington Garage, Eardiston,
Near Tenbury Wells
- Woodgate Green, Kighton on
Teme
- Woodgate Green, Knighton on
Teme, Tenbury Wells, WR155
8LY
- Woodgate Way, Belbroughton
x2
- Woodgates Green Knighton On
Teme x2
- Woodlands Road
- Worcester Rd, lay by,
Hartlebury. X2
- Wychavon Court,
Childswickham
- Wychbold
- Wychbold - De Wyche Road
- Wyre Brook Orchard (Newnham
Bridge)
- Wythall, ST. Mary's park.
- Wythall, Station Road.
- Yard House, Heightington,
Bewdley, Worcs

Q2: Do you use a static library?

Which static library do you use?

- Alvechurch
- Alvechurch & Rubery
- Bewdley x2
- Broadway - Very Rare
- Bromsgrove x5
- Bromsgrove/Kidderminster
- Droitwich x4
- Droitwich - Infrequently.
- Droitwich Spa
- Droitwich, Kidderminster
- Droitwich, Pershore.
- Droitwich, The Hive.
- Droitwicy
- Evesham x16
- Evesham - rarely
- Evesham & Pershore - now badly affected by new bus timetable
- Evesham and Tewkesbury
- Evesham and The Hive
- Evesham but very rarely
- Evesham, Pershore
- Evesham, Pershore.
- Evesham; Bodleian Libraries, Oxford
- Graham Road Malvern
- Great Malvern x6
- Great Malvern (occasionally)
- Great Malvern (only when Mobile Library is not available)
- Great Malvern and Hive (Worcester)
- Great Malvern and The Hive.
- Great Malvern, very occasionally
- Great Malvern. But I have great difficulty getting from the car parks.
- Hagley x2
- Halesowen Library, Birmingham Central Library
- Hive in the City
- Hive or St Johns
- I boycott them all!
- I use May Lane, Wythall Libraary very occasionally
- If I am well I use Redditch
- Kidderminster x6
- KIDDERMINSTER (RARELY)
- Kidderminster Library
- Kidderminster very rarely
- Kidderminster, Cleobury Mortimer
- Kidderminster, when the mobile is unavailable.
- Kidderminster.
- Kinver (which could soon be closing !!)
- Long Lane Library, Halesowen
- Malvern x16
- Malvern (rarely, as I am dependent upon family to provide transport)
- Malvern / Worcester / Upton
- Malvern and Upton
- Malvern and Welland
- Malvern and Worcester x2
- Malvern Infrequently
- Malvern occasionally
- Malvern, I get there on a bus.
- Malvern, Upton, Welland, Worcester
- Malvern, Worcester St John's
- Malvern/Worcester
- MNAIvern
- occasionally Droitwich
- Occasionally Evesham
- Occasionally Malvern
- Pershoe/Evesham 2/3 times a year
- Pershore x8
- Pershore and Evesham
- Pershore or Evesham 2 or 3 times a year
- Pershore, Evesham
- Pershore, Redditch, The Hive.
- Pershore.
- Rarely but Malvern (Main library) and St John's Worcester (very rarely)
- Rarely Malvern or St John's Worcester
- Redditch x9
- Redditch - I only if I forget to go to te mobile.
- Redditch & Wythall
- Redditch Library
- Redditch Public x2
- Rubery x2
- Seldom but if I do, Malvern
- Sometimes - Stourport on Severn or Hive for research (Hive) or reference book (Local History)
- Sometimes - Upton or Malvern
- Sometimes Great Malvern
- St John's Or Pershore Sometimes
- St John's, Tenbury, Worcester
- Stourport - Kidderminster
- Stourport (very occasionally)
- Stourport Library/Hive
- Stourport on Severn
- Stourport, occasionally.
- Stourport/Bewdley
- Stourport-on-Severn and Kidderminster
- Tenbury
- Tenbury - but rarely.
- Tenbury Wells x3
- Tenbury Wells - I now need talking books, not much choice on van.
- Tewkesbury x4
- Tewkesbury - but not very often
- Tewksbury
- The Hive or Droitwich
- THE RUBERY LIBRARY
- Upton x2
- Upton and Malvern
- Upton and The Hive.
- Upton Upon Severn
- Upton Upon Severn And Malvern
- Upton/Malvern
- Upton-upon-Severn.
- Very rarely, if taken near one, in order to note titles. Particularly audio.
- Very very occasionally
- Victoria Square, Droitwich
- Woodrow
- Worcesgter and Redditch
- Worcester
- Worcester Street, Stourport
- Wythall - Infrequently
- Yardley Wood, B14 4DU x2

Q5: If your mobile library stop was removed, how would you access library services?

Responses to 'other':

- 79 years old & can only walk short distances (no transport).
- Also visit static library
- As I no longer drive, it would prove to be difficult
- As I use a wheelchair I don't have a computer, no other option is available to me.
- At the age I am, who knows how I will be able to reach the static library.
- Because of the extra effort to get to the library
- Because we could not get there. x2
- Being disabled would make it almost impossible to go to the Hive.
- Being Disabled the library is a god send
- Books are too heavy to carry from Pershore to @Wick therefore I would not use main library.
- Books too heavy to carry to town.
- Bromsgrove Static Library
- can't get out so rely on a house call
- Convenience and I like to read x2
- Could not get to main library. x2
- could only use static library occasionally
- Current bus service - poor - Limited ability to carry several books
- Currently able to drive, but will struggle when older.

- Disappointing news, even more cuts to County Council services. A disgraceful/disgusting situation.
- Do not drive. Can't walk very well. The mobile library is wonderful.
- Do without, despite constant encouragement to exercise our brains.
- Don't know about future of Kinver Library
- Don't Know
- Drive to Horne Lane Bungalow Martley, walk to Heaton House Martley.
- Drive to nearest mobile library stop.
- Evesham
- Find another stop in the village.
- Find it very difficult to park for Pershore, and don't go to Evesham very often.
- For older people the books are too heavy to carry.
- Glos., or static library
- Great Malvern or Hive
- Hagley
- Have had a stroke, so unable to drive and can't walk very far.
- Have never heard of the online library service.
- Hopefully walk to mobile library.
- I am 80years old and would have great difficulty in using static library especially winter time
- I am 83 and could not carry the books.
- I am 88 so if the mobile closed I would miss it very much
- I am only interested in the mobile library.
- I am registered as disabled
- I am too old to walk far, so it would not be possible to go anywhere
- I can not walk very far.
- I cannot drive or walk far - no computer access.
- I cannot walk from the carparks to the library - I'm sure that i'm not alone.
- I can't carry heavy books.
- I can't drive or walk too far. Buses useless.
- I can't walk at all well and need two sticks.
- I could not use any other library. Please see letter.
- I couldn't access other libraries as have no transport.
- I couldn't access other libraries as I have no transport
- I don't drive so it would be difficult for me to get to Evesham.
- I have no online. Can't walk very far.
- I have no Transport
- I have no transport and it is difficult getting on and off buses.
- I use the online service to find the books I want and get the ordered for delivery to Evesham
- I will not be able to
- I would be devastated. I am old and arthritic.
- I would be devastated. I am old and arthritic
- I would buy (as I do now).
- I would drive to the next-nearest stop
- I would find it difficult to carry books from static library - Malvern.
- I would find out where my nearest mobile library stop is going to be & still use the mobile library
- I would like to have library books always as I do enjoy them as an OAP:
- I would like to know more about the online service before I can comment
- I would need a volunteer to bring books to me - this is what the mobile driver does.
- I would need to use Malvern library as the easiest to get to rather than the nearest static.
- I would re-read all the books in my own little library
- I would research all the books in my own little library.
- I would try to use the other stop in Crowle, but could only do so if it was retained
- I would use charity shops and Healthy Planet Shop
- I would use my nearest static library very occasionally as it would involve a specific car journey
- I would use nearest mobile library Fernhill Heath, Dilmore Lane
- I would use Redditch Library when I was well
- I would use St John's Library
- I would use static library, but only if I had other business in the area.
- I would use Tewkesbury (Glos) unless I could no longer drive a car (I am 83 nearly 84)
- I would use the library in Pershore but not very often.
- I would use the nearest mobile service available, if not to far away.
- I would use the RNIB audio books by post for which I would have to pay.
- I would use the static library in Malvern, but much less often.
- I would use Victoria Park mobile stop if it was available.
- If I did not drive, there is no public transport to a public library.
- I'll be 80 in 2015 & look forward to the mobile library coming. Local transport is out of the question
- It stops outside my house and convenient
- It would be doubtful if I used a library at all because of getting there . I would miss it!
- It would be too inconvenient
- It would be very difficult to access the main library, as it is a mile to the nearest bus stop.
- Kidderminster
- Limited availability/opening times in Upton on Severn (7 miles)/Wellands (4 miles)
- Limited parking at St John's library
- Listen to the radio - Re Lack of buses.
- Living 20 minutes from the nearest library.
- Malvern Library approximately 6 miles by car.
- Maybe I would not use the library service at
- My daughter, who lives in Worcester, would bring me books from charity shops.
- My friend fetches my books for me.
- My husband is terminally ill, so walking distance is very important to me.
- My journey has gradually taken longer.
- My relative would have to get books for me.
- My use is dependent on a car, rural areas do not have a bus service
- Nearest mobile
- Nearest mobile stop
- New bus service makes access more difficult to static
- No alternative due to disability, both myself and husband.
- No transport, unable to get to library in town.
- Not able to walk
- Not keen on travelling to local library
- Not mobile - would ask for LSAH. Difficulty in carrying books and walking.
- or use a Glos CC static library
- Over ninety.
- Own car and public transport
- parking charges in both Halesowen and Bromsgrove would limit visits
- Parking hopeless at Upton Library. Driving is a nightmare in the street outside, people park everywhere
- Poor public transport from the village of Overbury.
- Probably not at all due transport.
- Probably not at all, as it would be difficult to get there and carrying on the bus wld be a problem.
- Providing rural bus service still exists x2
- Read on Kindle or buy in charity shops
- Redditch
- Registered Disabled
- Senior: partially sighted.
- So difficult to get to.
- St Johns
- Static library is a 2 hour round trip due to current bus service.
- Tewkesbury
- The bus service does not go near the library. No transport.
- The library would need to be accessible for me in a wheelchair.
- The nearest library is in Evesham, for which you need a car.
- the nearest library is some 6 miles away
- There are no buses there and I would not keep asking neighbours for lifts
- Travelling to evesham library by bus would be difficult as i am 80yr plus bus service greatly reduced
- Try to use the nearest mobile stop if possible.
- Unable to access due to mobility, use a mobility scooter
- Unable to travel no transport
- Unable to use static library. Do not have computer
- Unable to walk any distance or get on and off transport.
- Upton Library too far to walk and access by car is spoilt by bad library parking and narrow road access
- Upton or The Hive.
- Upton-upon-Severn and Welland
- Use another stop in the village.

- Use kindle
- Use Kindle.
- Use village - part-time library
- Very poor eyesight. Can only read large print. And deaf. Would make it very difficult to continue
- Walk to the nearest place, hopefully.
- Walking not good
- We live 5 min walk to mob stop & have used it for over 30 years, same stop. We would have to use a car
- With Difficulty.
- Without the stop outside my home I could not use any other as I am virtually housebound.
- Would drive to nearest mobile library, because don't like way books are arranged in Kidderminster Library
- Would mean paying a parking fee and walk using a stic
- Would need to use other stops in the area around Abberley.
- Would not have time to drive to Evesham, park and get to library there.
- Would use a static library in winter as work every day in summer. Or buy books from charity shop.
- Would use nearest mobile library stop.
- Would use Tewkesbury, Glos.
- Would use The Hive being easiest to reach by bus but not the nearest
- Wythall

Q7: If your current mobile stop was reduced to a four weekly service how would this affect your usage of libraries overall?

Responses to 'other':

- 4 weekly visits would suit me better as I struggle to make every 3rd Tuesday
- Because I can not walk very far.
- Better once a month
- Bretforton
- Could not use any other library.
- Every 4 weeks would be fine. It is so handy for me.
- Furze Lane is about the limit I can manage.
- Great Malvern or Hive
- Have used library for many years and would be lost without it.
- I can walk
- I like my library service - very helpful drivers. Service is very good.
- I like to read library books
- I would be devastated! To lose the mobile library
- I would probably just take more books to last the four weeks.
- I would sometimes visit the static library.
- I would take 2 extra books each month.
- I would take more books each time and CDs
- I would take more books from the library to cover the extra week.
- I would take more books I have 4 or 5. I would take 6-8 books
- I would take out more books
- If convenient
- If it continued to stop at existing stop in Norton.
- It always used to be a four week cycle - you change it to 3!
- It is a really good service, handy for us elderly. X2
- It is the only service for me.
- It used to be on a 4 weekly basis. It is so convenient: What rota isn't an issue.
- May also use static library.
- N.B. Proposed 4 week visit time not Monday - a 4 week cycle this repeatedly hits Bank Holiday.
- No other choice
- Once a month is quite sufficient, I think. I don't know why they made it three weeks.
- Read library books
- Same time each month would be better
- See answer to Q5
- See my answer to Q5 above
- Take an extra book
- Take more books to cover extra week.
- Taking an extra book.
- Taking out larger number of books x2
- That would be ok for me.
- The Graftons
- The mobile library is a godsend.
- This would not be ideal as I read so many books in the current three weeks I could not carry enough
- try to keep the service going for other older folks in the village. It's a communal get together.
- Useless because of availability. Take more books to loan (van then has less choice for others).
- We would probably fill in by using Upton and Welland too.
- Will the renewal dates be extended to four weeks, rather than the current three weeks.
- Would prefer 4 weeks - easier to remember date.
- You say the service will be cut completely to this area of Redditch.
- Your mobile or no books

Q8: Would you be interested in volunteering to help provide library services in your community?

40 individual responses to this question (names and addresses in another document)

Q9: Do you know of anywhere in your community where it might be possible to provide a community collection where people could exchange books?

- ? Lyppard grange community centre
- 2 churches
- Abberley village hall.
- Abbots morton village hall
- Allocated room in cookhill village hall.
- Astley parish room
- Beauchamp community
- Beckford village hall
- Beckford village shall rear committee room
- Bentley close community room (b97 4pu)
- Bradley green village hall.
- Bredon village hall but we have no bus service in kinsham
- Bretforton community social club
- British legion possibly?
- Brittish legion club Offenham.
- But i think this is an excellent idea, should premises become available.
- Callow end village hall
- Car park octagon
- Church
- Church hall
- Church hall or public house
- Church hill community centre
- Church lench village hall
- Church or village hall
- Cleeve prior, memorial hall
- Community centre but people would need to fit to use that venue.
- Community centre, winyates, furze lane
- Community hall, the orchard, collets green, powick
- Cookhill village hall - (if they would agree).
- Cookley sports and social club x2
- Could the village hall be used?
- Cropthorn village hall
- Dodford vh?
- Drakes broughton village hall?
- Elmbridge village hall, elmbridge, droitwich, wr9 Oda
- Existing place (woodgate green) at least 3 disabled users
- Flats for warden control by the pub at forge mill. Meeting room at headless cross evesham road.
- Friends meeting house or parish centre, sandhills road
- Geraldine court
- Grey gables surgery
- Hallow village hall
- Hill centre?
- Hillcrest park club house
- I think the range of differing interests by people would prevent this from being workable.
- Kempsey parish hall
- Kempsey parish hall and st mary's church
- Lindridge parish hall
- Local village hall
- Longdon village hall or longdon school n.b. both premises currently have uncertain futures.
- Malvern wells village hall
- Martley vilage hall. Not many non-fiction books kept. Van has more stock of non-fiction.
- Maybe - church, village hall on specified dates, pub.
- Maybe the parish hall
- Maybe the village hall on a regular date.
- Need to check but probably church/or local cafe.
- New village hall, when built. X2
- No that's why we have libraries
- Norton parish hall at littleworth
- Norton village hall
- Not yet
- Offenham british legion x2
- Old chapel hall, menith wood
- Old defunct telephone box is a possibility
- Our new village community shop-opening soon.
- Park heath.
- Part of the village hall or a room in the former school (currently rented from the diocese)
- Peace hall, rowney green
- Pebworth village hall? Old telephone box at ullivan (no library stops here)
- Possibly the village hall, but not sure.
- Possible st kenelm's church hall, romsley
- Possibly cleeve prior memorial hall
- Possibly house/office on site if the park owner would agree to this.
- Possibly the village hall.
- Possibly village hall
- Possibly village hall although in use 5 days a week pre school and toddler group
- Possibly village hall.
- Possibly village hall?
- Ripple village hall
- Rowney green peace hall
- Santler court, malvern link.
- School, pre-school, village hall? Surely you should be linking with current county council services.
- Severn stoke village hall or church
- St peters baptist church
- St peter's baptist church.
- St. James church if they would allow.
- St. Peters education centre
- Stock & bradley village hall
- Stoke prior village hall?
- Strensham village hall
- The community (village hall) on the barnt green road
- The old chapel in menith wood village
- The old chequers or crowle church
- The old chequers pub in crowle green? The church but less suitable as insecure and in winter codamp!
- The old grammar school
- The old grammar school building in chaddesley corbett - in the neighbourhood plan it is proposed that this building be used for educational purposes.
- The pantry peopleton
- The place that replaced alexander gardens
- The service seems very efficient with a very helpful, polite person in john.
- The shack, prior avenue
- The village hall - but this would probably be more expensive than the van!
- Think about sheltered housing courts in the area and approach for use of their communal facilities.
- This would be a westley court management decision.
- Try arley memorial hall or shatterford village hall.
- Unless pub - but you would have to contact them direct.
- Village community centre
- Village hall x22
- Village hall but would involve renting and opening/closing etc.
- Village hall or british legion
- Village hall or old post office in overbury.
- Village hall or the swan inn
- Village hall, baptist hall
- Village hall, bredon, but would not gie access to other books apart from those brought for exchange.
- Village hall, martley x2
- Village hall, rock
- Village hall, school, the pub
- Village hall.
- Village hall/local church
- Village hall?
- Village hall? With some sort of v.h. committee.
- Village hall?? But not sure whereabouts or how those who run the hall feel about this.
- Village pub
- Village shop, stourbridge road, fairfield, bromsgrove
- W.I.a. parish room

- We have a good one already
- We have a schoolroom in Charlton. Cropthorne has a community library.
- Webheath village hall
- Webheath village hall.
- White Ladies Aston parish room
- Wilden Villages hall? Wilden church? Both venues next to primary school.
- Winsmore x2
- Winyates Green Community Centre.
- Wolverley Memorial Hall and Church Hall
- Would Tesco have a spare room?
- WR6 6YG
- Wychbold First School
- Yes, future of two possible premises uncertain/insecure.
- Yes, if you had knocked the old Little Library down.

Q10: Do you have any further or alternative suggestions which you feel would help maintain the mobile library service on a reduced budget?

- . . . Continued from above A reduced budget would mean only a reduced service. A very community service - more advertising would help. What about a £5/£10 year membership card? Pay when first visit to mobile. Perhaps a Saturday service every 6 - 8 weeks?
- Reduce number of stops. 2. Advertise your service.
- A small charge.
- A small fee, eg 50p-£1 to be paid by each customer when using library mobile service or 10p per book from shelf.
- A small matter. Reducing the quality of paper used for the questionnaire and other items could provide a small reduction in costs.
- A small monetary contribution (say per book) or visit.
- A volunteer who would be willing to visit the housebound (see question 17).
- Advertise the mobile library service more as a lot of people don't know about it.
- ALAS NO, SUSPECT AS AN EX TEACHER raf instructor, college lecturer, THEN tv HAS REPLACED A WRITTEN PLOT OR AS A SOURCE OF INFORMATION.
- Amalgamate some stops into one central stop.
- As I can have as many books as I want, a two monthly visit would be enough.
- Ask for 50p/person/visit as a contribution
- Ask MPs for a subscription!
- Ask the MPs for a subscription!
- At 86 and with reduced mobility, I value the services of the mobile library very much.
- Both venues next to Primary School. Could operate at a time when children could use the facility.
- Carpark - Headless Cross. The Webheath - Headless Cross areas have at least 3 sheltered homes with people unable to use public transport or carry more than one or two books.
- CHARGE THE £3.11 PER VISIT
- Combine stops in area for efficiency savings.
- Combine the Hanley Swan stops and provide one stop at the pub, opposite the village stores.
- Cost out what all your administrative salaries are etc, and the time spent in meetings, and you could probably save thousands of £'s.
- Cut the excessively large salary of the Chief Executive of the County Council. In fact the post of CE could be cut completely. The CC could save money by not having 'consultations' that simply deliver news of events (more cuts etc.) that the majority party of the Cabinet members and/or the majority party of the full CC have already decided! A very sad situation.
- Cut the high pay that some of the higher up councillors get. That would be good housekeeping!
- Do not count the Welland Library as a real library as it is only a volunteer one and not open all the time, with very limited stock. The nearest real library is 6 miles away in Upton which I can't get to.
- Don't get rid of the library bus, it is an essential part of community life. It provides a resource of information and enjoyment for residents as it helps you with hobbies and school/college work. However people living in our area don't know the library bus exists because it is not advertised.
- Duplication of hardback/paperback fiction (same title)
- Encourage people to donate their unwanted good condition books - fiction/non fiction. Advertise - e.g. In Community Centres/ Doctors etc.
- Even a visit every two months would be better than none.
- Every 4 weeks on a set day a month is far easier for people to remember. However, can some consideration be given to using the days at the end of a month to "fill in" for bank holidays otherwise some readers will seriously lose out - eg the unfortunate souls who have the first Monday in 2015 will have a visit in March, and then the next in June owing to Easter and the 1st May Bank Holiday falling on the first Monday. Ordinary Bank holidays will still be an 8 week gap.
- Every 6 weeks would be very helpful. One could have more books to help.
- Have just one stop in Hanley Swan. Eg: Outside the pub every 4 weeks. Access would be very easy & lifts to the elderly could / would be provided by other library users.
- Have more selection of books like jokes books that make people laugh and big words and nice words and poem books too.
- Having looked at the opportunities for volunteers page, it is hard to see how volunteers could help maintain the mobile libraries as such. But I would be interested in helping with e.g. Book delivery to homes, although this hardly replicates the mobile service?
- How about a small cash contribution? Rather than lose the door to door service. When Upton floods in the winter it is impossible sometimes to get to the library.
- I do not have any information about your budget so sadly cannot suggest any future suggestions.
- I do not have any information about your budget so sadly cannot suggest any future suggestions.
- I enjoy my books very much so I would be pleased to pay a small charge.
- I enjoy my library bus visits and I am sad that I cannot think of anything useful to suggest.....how about cancelling HS2.
- I have arthritis in knees and most joints as many of your customers will have, and it's somewhere less to walk if the mobile comes to us. Books are so heavy to carry on the bus from town that's why we love mobile service. PLEASE DON'T TAKE THIS AWAY FROM US.
- I might one day volunteer to assist LSAH. At present, as a relief driver on Malvern Mobile, I observe that even at urban stops within 3 miles of a town library, maybe a third or more of borrowers are of restricted mobility; I suspect few of these would make regular visits to a library building, and would be lost from the library service. That said, I also observe that some stops attract few or no borrowers, and would need to be reviewed even if major reductions were not required.
- I order books for delivery, and would be happy to pay an extra 15p per book for adults.
- I put out parking cones to help him.
- I suggest a six week visit time - much better than none!
- I think having a four weekly visit to our 'stop' is certainly better than having no mobile library at all and should help costs!!
- I think monthly or even five weeks could help. It's better than nothing especially in winter.

- I think the mobile service is of use to very few people - the immobile cannot get to it and the books at home service is much more useful to them. Those who can get to a van can probably get to a library. I think the money would be much better used to support community libraries in locations such as village halls or to support the work of volunteers who provide not only books but also a friendly face.
- I would be happy if library stopped at Magic Moments Nursery giving the nursery a bit more time to get their book first.
- I would be happy to make a small payment to maintain the service.
- I would be prepared to pay cost of mobile library based on the per visit mentioned of £3.11 per visit. The alternative cost to visit library would far out weigh this cost. Do not believe in volunteers as this only replaces paid personnel. It is clear that those affected by the austerity measures have no relationship to those that caused it. Cost reductions are made to the soft underbelly. Some services obviously need to be paid for. This could be one of them. Rather than just cut why not ask users if they would pay per year in advance.
- I would be prepared to pay for each book.
- I would be prepared to pay for each book.
- I would be willing to pay a reasonable annual fee to maintain the service.
- I would be willing to pay something to keep the mobile service going.
- I would be willing to put donations in a box to help pay for this service, do not see why a small charge cannot be made.
- I would consider paying a modest annual subscription (e.g. £10 pa). Many mobile library customers also take out books for their partners, I do so. I am the registered carer for my wife. Data for usage of mobile libraries (quoted in the proposals) do not necessarily provide an accurate picture of the true facts.
- I would not care if the mobile library only came every 6-10 weeks, I would still use it.
- I would pay the £3.11p for the service - because of the lack of transport
- If mobile library vehicle could stop for area on village green.
- If one of the options is to visit Holt Heath at one location, I would suggest that you do not choose the Heath, as it is a narrow road with lots of parked cars. The lay-by or Cherry Orchard would be better.
- If the frequency was changed to five or even six weeks, we could just take out more books to cover the extra time.
- If there was only one stop in Lower Broadheath I would still continue to use the service.
- If you can appeal to elderly people - as we rely on the mobile.
- If you can appeal to elderly people - as we rely on the mobile.
- I'm happy for the visits to go from 3 to 4 weeks but I would want to keep the stop in Bayliss Road - this is used regularly by elderly people who would have difficulty getting to a stop further away.
- Instead of every 3 weeks extend the time between visits.
- Introduce a small charge, either per book or visit.
- It is noted that in some villages there are still to be 3 stops very close together, would it not be more sensible to have just one stop, whereas other villages are only getting one stop or non at all
- It should be advertised. Nobody on Offmore Farm Estate uses the mobile library which I find incredible. I order books for a fee, which is worth every penny to me. With more usage & more fees, the costs of running the mobile library could be cut.
- It would be a pity to lose this service as its the only time when people without transport get to see people and chat. This is especially important in rural areas.
- It's important that all books get 1 month before renewal if visits are monthly in future & the static libraries need to follow suite.
- Just like to say residents on this estate use the library service and it would be sad to see it go. Thought Council and Government were meant to look after its elderly people.
- Keep Budget
- Keep our driver on our route. He is most helpful with regards to type of book as people like me can get to bus but have difficulty walking around - use mobility scooter - also most considerate regarding disability
- Leave it as it is.
- Less frequent service, so first take out more books. I know I would really miss this service, but understand the necessity to make savings.
- Less frequent visits
- Less money spent on internet services in libraries, as most people now have access in their own home, and more on retaining enough mobile libraries so that those older residents of rural villages unable to travel independently can get out and see someone to talk to more often than once every four weeks. For some it is the highlight of their (currently) three weeks.
- Less often is better than nothing at all.
- Link library bus stop times around schools starting and finishing for increased uptake in rural areas. Childrens centres link with rural/outreach areas, why not link with them? As example Norton toddler group (Tue & Thur) supported by Blossom Vale CC. Could you park bus when group is on? Pre-school. On site as well. Or Kempsey Kangaroos (Thur) run by Riverboats CC, once a month health visitor come as well. I feel the suggestions of 4 week and one service bus is okay but it's a shame to lose current service. My children love picking books and means we get to read different books; our library books reading at the end of the day is a highlight.
- Longer lending period during Bank Holidays/adverse winter weather i.e. There is a 6-week delay Xmas/New Year which works well.
- Maybe make visits every 6 weeks saving duel and man hours.
- Mobile libraries are important and the new vehicle has improved the image and the experience. Whilst understanding that costs need to be controlled and changes to services will / must occur, I believe that WCC needs to pay more attention to cost control at County Hall, rather than reduce a service which I find invaluable in this remote and poorly served area of the County. You could save more than you propose by cutting the amounts you pay some of the County Councillors for a start.
- Mobile Library stop be for 15 mins.
- Money would be saved by using the reverse of this questionnaire on all pages
- More paper backs as they are cheaper - (but perhaps they are not as durable).
- More publicity. No point preaching to the converted.
- My neighbour and I put out parking cones to assist the Librarian/Driver to park. It can become very crowded outside the school. It helps.
- My suggestion is that I feel it would be better to have less visits per year than lose the service all together.
- No - it would be a greatly missed service in Church Lench as we have an elderly and aging community here, especially in The Croft which has housing for this age group. Local transport is infrequent, so many people would miss out on this excellent service.
- No - like it as it is but reduced to once a month
- No - like it as it is but reduced to once a month.
- No as I prefer current mobile unit.
- No. But it was a shame that its time at Martley Church was altered from about 3:30 when many school children & parents (our children) would visit the van on the way home. This is an ideal opportunity to attracting children was removed when it was well used. How better to start and supply an interest in books & reading. Now only a few of us use this stop. Moving back to end of school time would make it more effective of costs.
- No. Four weekly or monthly service would be preferable, but no longer. I use the service for myself and young grandson.
- No. There are no facilities for a meeting place for groups of people in this village (Upper Welland).
- None, it is mobile or nothing for me! Please do not take it away.
- Not at this point in time.

- Not really because renting space locally may not save any money.
- Once every 6 weeks, taking more books.
- Once every four weeks is a reduced schedule - and we old age pensioners look forward to the Mobile Library coming as we cannot afford to buy books and would miss this service very much.
- Our nearest static library is 6 miles away at Upton, therefore we should not lose the Mobile Library. The "library" at Welland should not be in the calculations as it is not a permanent one, it's staffed by volunteers so could close at any time. It also has very limited stock & not open every day. A more acceptable alternative to all those readers dependent on this rural service is to come less frequently ... But still come! Hollybed St. Has had a Mobile service for over 30+ years ... Please don't cancel it completely!
- Paying full rates I don't think there should be any alternatives
- Perhaps Broadheath library users could have one stop central visit from mobile, e.g. The Bell car park every 4/6 weeks.
- Possibly 8 weeks. I count reading as essential.
- Possibly a larger vehicle carrying a wider range/number of books loaned for a longer period of time of say eight weeks. This would allow you to make more visits to sites and still provide a vital service to those people who cannot travel or get about. You can thus have the vehicle number reduction but give a good service to all of us. It would be very important to regularly change all books/topics for this to work for us and the library service.
- Q8 - but now rather older - would consider doing a "shift" if a community collection was decided - I am an ex mobile library assistant! (Herts.)
- Q8 - would depend what this involves/when/where etc. I would like to say how much I have appreciated the mobile library and the helpful staff over the many years I have been using the service.
- Quality book donation scheme? Many good quality books are given to charity shops/second hand book shops. Could they not go to the library service?
- Questionnaires are a waste of time. You have already decided what you are going to do. Eg Councillor
- Reduce other 'specialist' services. I.E. Foreign Languages Provisions.
- Reduced service is better than no service
- Reducing to four weeks or possibly even six weeks could help.
- Regularly would be the best for service.
- Residents in the parish of Martin Hussingtree would use the Dilmore Lane mobile stop in Fernhill Heath. The residents of Salwarpe village would use either Dilmore Lane, Fernhill Heath or Droitwich Town Library. It is important that the few Aged or disabled residents or those with caring responsibilities in both rural parishes of Martin Hussingtree & Salwarpe be made aware of the Library Service at Home book delivery scheme and that this scheme is more widely publicised within the parishes. There is a community magazine where the information could be publicised.
- Several trained local volunteers who could supervise local exchanges to avoid loss of library books and know exactly where the books are.
- Sorry can't think of any. Need to encourage more users
- Surely we were on a 4-week cycle before?
- The mobile library needs to be advertised more in areas, to encourage more frequent use. - i speak on behalf of 6/7 other people who also use this service and all are in agreement that it will be a great shame to see it go. We use this service and we enjoy the visits. We dont use the library much so having the library come to us really is a great service. It needs to be better advertised in smaller areas like Ham Green so people know its here. - im not sure many people in the area know it exists. Please dont cancel the service since its what we pay our taxes for, so services like this can be provided. All i can say is to ADVERTISE MORE!!! I hope this service will survive and will be disappointing to see it go. Please let me know on any further developments on. Thanks, and i hope you keep this service available.
- The mobile library service is really essential to elderly and disabled people in villages of which there will be an increase acc to statistics! Books are heavy to carry, petrol expensive, etc etc. We need you!
- The North of the County is always the first for cuts and last for investment. A socially deprived area such as Church Hill needs all the help it can get.
- The Welland library should not be considered a viable alternative option under the 3 mile radius scheme as it is not open every day, has very little choice and completely run by volunteers, this 'library' could close at any time i.e. Upton Library is 6 miles away!
- There does not appear to be any option in this survey to comment on the proposed cuts, but I feel the need to say something on the proposed removal of the mobile library at St Peters. While it does seem pointless having two stops, virtually next door to each other, the argument that the Hive and St Johns are less than three miles away is not correct. St Johns is 3.9 miles from Tesco's (with limited parking). And while the Hive IS exactly 3 miles, if you do not have your own transport then it means a bus ride both ways (an expensive bus ride!) And then having to carry books back. I frequently have 10/12 books at a time as I collect my mothers books from the mobile library as well as my own. I am not alone in thinking that this will put people off using the library completely. However, I do feel that many people do not realise that the mobile library service is available at St Peters. More advertising could be done to encourage people to use the service and make it more widely known.
- There must not be a reduction on any library service. It is not an option to be discussed. It would appear from the paper, decision has already been made.
- Use one central stop in the village. Eg: Outside the Swan pub by the village green.
- Use paperbacks instead of hardbacks; reduce stock quantities of some fiction titles ie have less copies of each; keep books for longer; especially for history or other less time-sensitive titles. Have ability on van to order books for next visit using ipad or PC - one persistent complaint is that titles are not "refreshed" sufficiently often.
- Very sorry no.
- Visit every 5 or 6 weeks
- Visits once a fortnight
- Visits once a fortnight.
- We could manage with a reduced service but if it was to be removed entirely it would be a very sad loss to this community. There are a lot of people who rely on this service.
- We feel that numbers using mobile library has fallen due to lack of advertising - perhaps "if you don't use us you may lose us" with brief pamphlets that users could circulate may help to create new users. Especially mums with under 5s.
- We moved to Grafton because it had a bus service and mobile library.
- Weekend Service. Eg. Saturday Morning - may enable people who work, or are carers, or school children use mobile library. Have younger volunteers.
- Welland Volunteer Library is not a proper library, it hasn't got a good stock of books, opening hours are very limited, and its run by volunteers so could close at any time. Proper library is 6 miles away.
- Why not make it 6 week at one stop in the village, e.g. The Bell Lower Broadheath.
- With the facility to borrow several books at one time and the ability to renew these on line if required it would seem feasible to extend the frequency of mobile library visits to 6 weeks thus halving the current commitment.
- Without your own transport, only one local bus per week from the village, no shop in the village where collection/ delivery of library books possible , obtaining library books would be very difficult.

- Yes. Stop wasting money in other Departments. I.E. Free Firework displays, Free music festivals, cut unnecessary Executives on council.
- You could do the library stops every two months.
- You could sack the present library management. They have wilfully participated in the destruction of sustainable library services in Worcestershire. The savings could then be directed back to maintaining the service.
- Your service is enjoyed not only for the books but is also a social event for us and our neighbours. A small cash contribution would be acceptable rather than lose our door to door library

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Analysis of Questionnaire

Library Service at Home Consultation

November 2014

For more information contact:

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Research and Marketing

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120 responses were received

Demographics

Gender

12% male, 86% female

Base: 115 responses

Age	%
16 to 19	0.0
20 to 29	0.0
30 to 44	0.9
45 to 64	3.5
65 to 74	9.7
75 to 84	31.6
85 plus	50.9
Prefer not to say	3.5

Base: 114 responses

Ethnicity

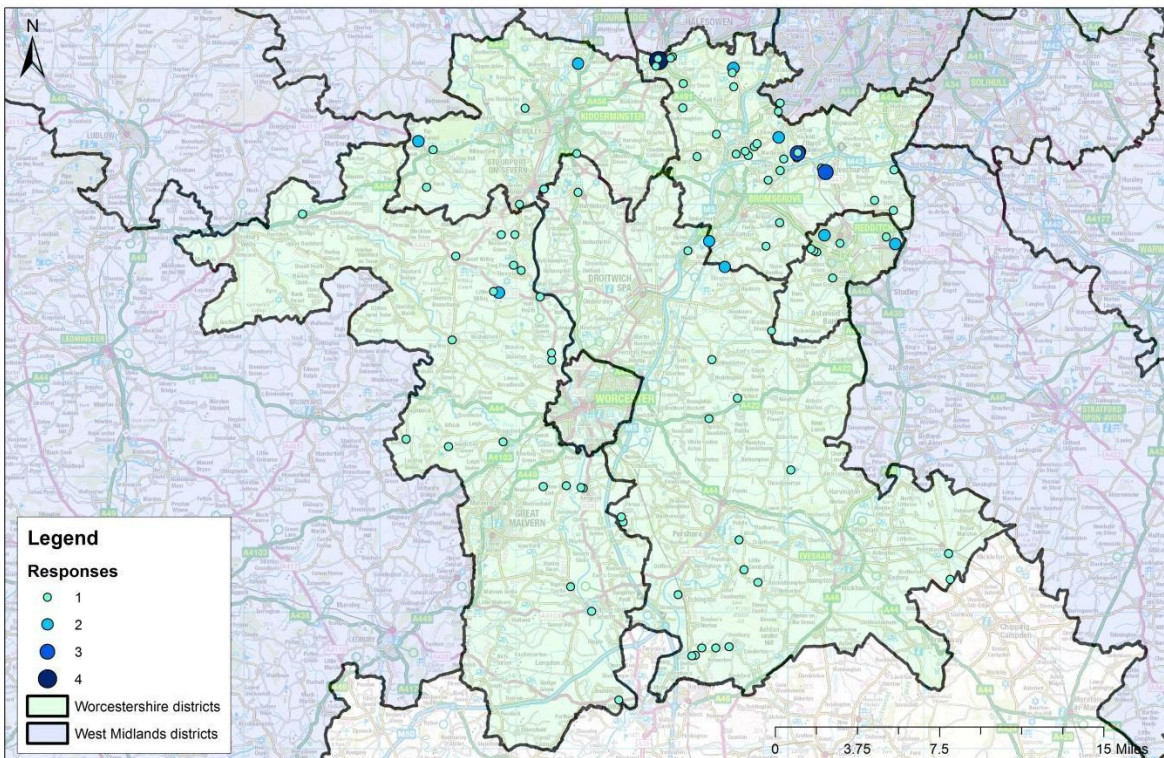
97% of respondents were 'White English/Welsh/Scottish/Northern Irish/British'.

Disability

We asked if respondents had a long standing illness, disability or infirmity and 93% answered 'Yes' (Base: 115 responses). Of those 96% state that this illness or disability prevents them from doing some of the things they would like to do.

Home Postcode

We also asked for postcode of respondents. 114 people provided a full valid Worcestershire postcode. These home postcodes are indicated on the map below.



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LSAH Questionnaire Respondents

Produced by the Research Unit
November 2014
VN



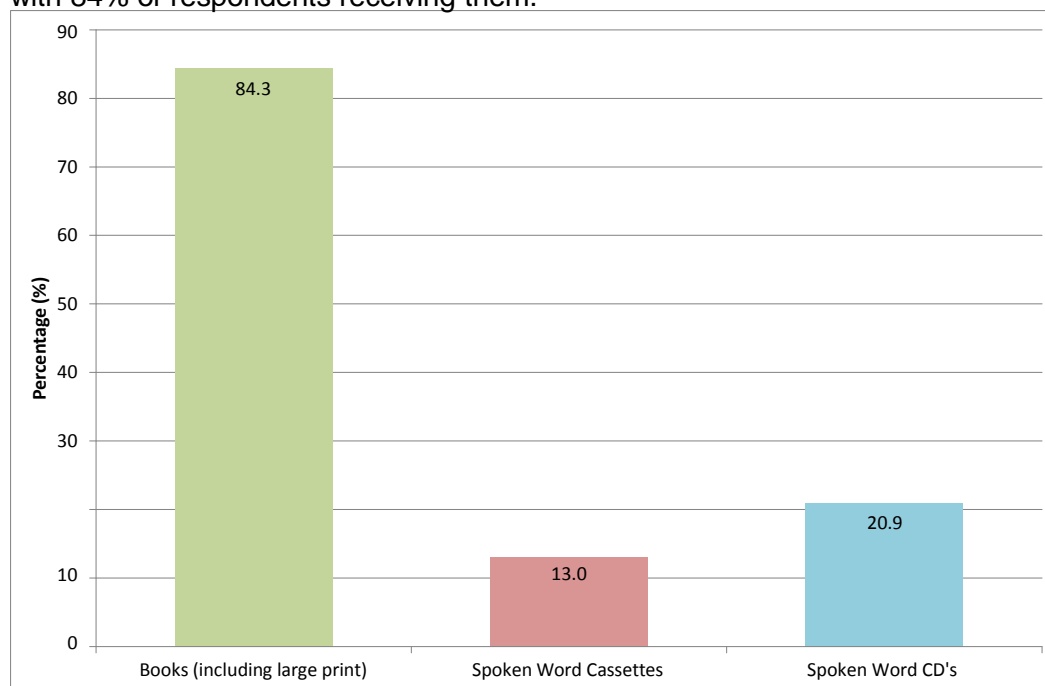
Q1: For approximately how long have you been a Library Service at Home customer?

Response	Number	%
Less than a year	10	8.7
1-2 years	10	8.7
3-4 years	21	18.3
5-6 years	21	18.3
7-8 years	17	14.8
9 years plus	36	31.3

Base: 115 responses

Q2: What material is delivered to you at home?

The most common material to be delivered to customers at home are books (including large print) with 84% of respondents receiving them.



Base: 115 responses. Please note figures do not add up to 100% as respondents could choose more than one option.

Q3: Do you have any of the following?

RNIB talking book subscription, Calibre subscription, National talking newspapers or magazines, or Local talking newspaper

Of the respondents only 6 people have a Local talking newspaper, 2 people have an RNIB talking book subscription, 2 people have a Calibre subscription and 1 person has a National talking newspaper or magazine.

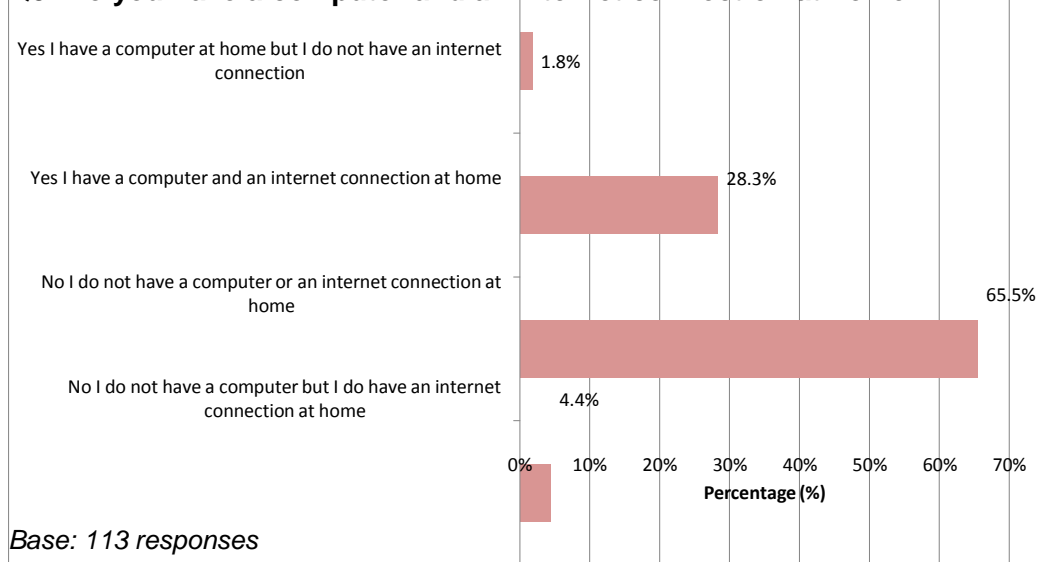
Q4: Which of the services in the following list would you like to receive in the future?

Almost 60% of respondents would like their deliveries to continue, but to be made by a volunteer who is trained and supported by staff in the local library. Nearly 60% would like a visit from a mobile library so that they can select their own books.

Service	%
Your deliveries to continue, but made by a volunteer who would be trained and supported by staff in a local library	58.5
A visit from the mobile library so that you can select your own books	58.5
Help from library staff so that you can access online resources including e-books, e-magazines and reference services in your own home	3.4
Help to visit a static library.	3.4
To receive spoken word titles through the post from RNIB or Calibre (funded by the Library service)	4.2
Books (either spoken word or print) to be selected by library staff and collected by a relative or friend.	3.4

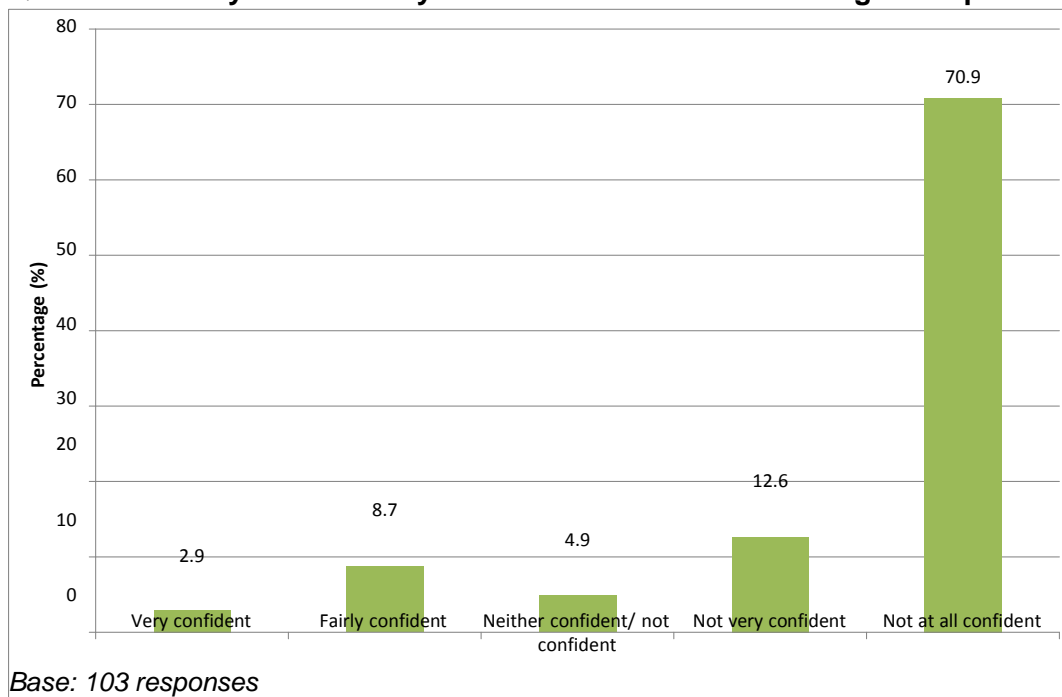
Base: 118 responses. Please note figures do not add up to 100% as respondents could choose more than one option.

Q5: Do you have a computer and an internet connection at home?



Just over 65% of respondents do not have a computer or an internet connection at home, whilst nearly 30% have both a computer and the ability to connect to the internet.

Q6: How would you describe your level of confidence in using a computer?



The majority of respondents, over 70%, are 'not at all confident' in using a computer. Only around 12% of respondents would describe their level of confidence as being either 'very confident' or 'fairly confident'.

Q7: Is there anything else that you would like to tell us?

This was a free text box, 66 people included a comment and full text of the responses received is available in Annex 1

ANNEX 1: Free text comments

Q7: Is there anything else that you would like to tell us?

- Appreciate this service as I am unable to get out of the house very often due to my mobility.
- As a resident in a care home the library service is very important to me.
- At 90 years of age and disabled I think the mobile library service is getting more and more vital to my wellbeing. Reading a book is one of the few pleasures - so many things I can't do - especially as I have no transport.
- At The Lawns we do not have shelves of books which are not read. Residents do not use computers. LSAH driver meets all our Residents on the morning she visits and discuss books that they like to read. If the mobile library was to finish it would be a very sad day especially for our residents who like to read or just talk about books with LSAH driver. The mobile library is a most important service to our residents.
- At The Lawns we do not have shelves of books, which are not read. LSAH driver meets all our Residents on the morning she visits and discuss books that they may like to read. If the mobile library was to finish it would be a very sad day especially for our residents who like to read of just talk about books with LSAH driver. The mobile library is a most important service to our residents.
- Blind and unable to leave house.
- Clients at Casa Mia look forward to the library van coming. They are very thoughtful and easily accessible for clients who cannot get into town. We would not like to lose the service.
- Clients at Casa Mia look forward to the library van coming. They are very thoughtful and easily accessible for clients who cannot get into town. We would not like to lose the service.

- Computer does not work for me at 84 years. I have difficulty with all the options. I find it too time consuming.
- Computer for family not for me due to sight impairment.
- Could you instead of delivering books monthly would every 6 weeks save money? As i am unable to get to the main library. So enjoy the library bus coming to the sheltered scheme. Perhaps more people would join.
- Feel it is the mobility of borrower that needs to be factor. At 94 am pretty well housebound and loss of this service serious.
- Housebound
- I am 78 able-bodied but the carer for my husband. He has 1 dementia and 2 can walk only short distances using a walking frame. He cannot read or write his name. I do not drive or have a bus service. I cannot leave him along and would need paid carers and taxis to get to a library and so would not go and really appreciated the LSAH. If the Only alternative would be less frequent visits from LSAH I should be very pleased and hope the service will continue.
- I am 86 this year and very satisfied with the library service. Thank you very much.
- I am 97 years old and need large print books. Monthly visits would suit me.
- I am disabled - cannot walk easily. I rely on LSAH driver choosing and bringing my books as I cannot get out easily it is a link with humanity. Books are essential - to be held and lent. Electronic books are not the same - also no human contact. I could not get into a mobile library, the steps and standing would make it impossible.
- I am enjoying the books and the regular visits of LSAH driver. I am 93 years, disabled and have the use of a wheelchair. I am in a housing flat downstairs and live on my own. My daughter, a pensioner, visits daily and supervises my shower and weekly shopping. I have a weekly cleaner. I have television but prefer to read as I wear a hearing aid. I enjoy puzzles in the daily paper. If necessary would accept a volunteer and perhaps pay a small fee but it would be wonderful if LSAH driver could continue. While able I used the mobile library and have a card.
- I am unable to use a computer. Completed by carer.
- I am very dependent on my library cassettes as I have no other means of communicating with a book, as I cannot read at all since my embolism in 1996. I have answered these questions with the help of my husband and full-time carers.
- I am very disappointed to hear about the changes being decided. I have received very good service and hope that LSAH continues.
- I am very happy with the service, also the very friendly lady who delivers my books. Thank you.
- I am very happy with your service.
- I am writing this on behalf of my mother. She is housebound and very confused now but still enjoys books. Library staff have selected books for her as they know her taste, they deliver them from the mobile to her house. I hope this will continue.
- I have access to a computer.
- I have agoraphobia. This is one of the reasons it is difficult for me to visit a library. Also I'm disabled so seeing the librarian cheers me up.
- I have had a stroke which has affected hearing 60% loss and speech impairment. I have an implant in right leg from knee to ankle and in right arm and shoulder and down to elbow. I also had a fall in my garden which dislocated my left shoulder. I am asthmatic and have day macular degeneration in eyes. I only have my driving licence 1 year at time and cannot walk far. Cannot lift arms to high shelves or low. Reading is and always has been my greatest pleasure. While I can read I do not want to lose. Having LSAH driver call with books of my authors is WONDERFUL. She is a friend as well as I see so few.
- I hope that LSAH driver will still be employed by you if the present service is discontinued
- I hope that LSAH driver will still be employed by you if the present service is discontinued
- I know how to use a computer, but would not sit up and watch books. I also have an ipad but ibooks are not the answer because ipad is too heavy to hold. Books are ideal to read in bed.
- I need large print books, I am disabled and LSAH driver is very kind, she knows the kind I like and brings me a selection. I am 95. Please keep LSAH driver!
- I rely on the delivery and choice of books so much and over the years have been so grateful for this facility. I am very interested in the politics and life of the early Christians, including for example Quman and the dead sea scrolls. At present, through the excellent mobile library, I am reading "The History of the Church". LSAH driver of the library service obtained this for me to read - good service indeed! I live alone and am housebound except when I am taken to see a doctor or to hospital and dread not having a further contact with the world through books from the mobile library. I do, of

course, read library books more modern, all from the mobile service, therefore, yes, please may I have further visits from the mobile library.

- I shall miss LSAH driver visit, she is so helpful in book selection. She is so very helpful in so many ways.
- I welcome the opportunity to comment on this survey and hope that the answers that i give will be taken seriously by the elected representatives and cabinet members responsible for mobile libraries and outreach services. I greatly appreciate the help, friendship and expert knowledge given by a graduate librarian in the choice of books i receive. I would like to invite the chairperson responsible for the decision to visit me by appointment to discuss the continuation of this excellent service. I also query the accuracy of the £20.84 quoted per vehicle.
- I would be OK with the mobile library delivering my CDs as it comes close to my home.
- I would be unable to use a computer because I am visually impaired. I am registered blind.
- I would like my books to continue to be selected for me.
- I would like service to continue as it is. I cannot climb steps so cannot visit mobile library and I have always been more than satisfied with the service which LSAH driver has delivered to me.
- I would like the mobile service to continue because I love books and my age and infirmities prevent me from getting to a library.
- I would like the service to stay as it is, I am very happy with the service I am having.
- I would like things to continue as they are.
- I would like to say that LSAH driver has been a fantastic librarian and so helpful to me as I have been very immobile for nearly 7 years. She is a delightful lady and will be sadly missed. I do hope her successor will be as efficient as she. Please do not remove our Library at Home service, so helpful to non-drivers or immobile people like myself.
- I would like to thank you for all your kind help during the past. I really enjoy your visits as I am a 100 years old and am housebound. I look forward to LSAH driver's visits as she knows what I like to read!
- If this service is withdrawn I will sorely miss it. As I can no longer hold a pen this has been filled in by a member of the family.
- Just want the existing service to continue with paid, trained library employees. Very valuable service, especially for people with mobility problems. Believe person should be paid. Don't use computer.
- Keep LSAH driver! because she's a friend as well as a librarian.
- My eyesight is very poor. My arthritis makes it difficult to use my hands and difficult to get around.
- My husband is severely disabled and cannot be left for more than a few minutes if appropriate. He is also partially sighted but enjoys listening to tapes. We did use the Calibre Library a few years ago but we were sent many that were not suitable. We prefer the choice on the van.
- Now that I am in my nineties - I look forward more and more to my delivery of books by LSAH driver who is always cheerful and makes every attempt to get books that she thinks I would like.
- Prefer to be contacted verbally or in writing.
- Registered partially sighted. Talking books essential also delivery as I live in the country
- Residents don't have access to computers. We are a 72 bedded nursing home.
- LSAH driver is a great librarian, so helpful and chooses books just right for me. I would like her to continue selecting my books. I wish to continue reading books.
- LSAH driver should receive an achievement award for her superb service and dedication to the LSAH. I look forward to her visits because she knows my interests and finds books for me that i would otherwise have missed. If i request a particular book she does her best to obtain it for me.
- The CD that I receive are a great help to me. I live alone and am house bound. I can only read for a short time, due to poor eyesight. So the CD's are a great when sleeping at night is difficult.
- The lady who calls at present is very helpful and charming
- The library is our one and only helpline. I am a carer for my husband and my husband is a carer for me. I look forward to the mobile library coming once a month. As reading is what has helped me recover from stroke 10 years ago. I was unable to read after a very debilitating stroke.
- The mobile library is a lifeline for me since I had my stroke. it is beneficial to me as I do not sleep well and read a lot at night. I cannot walk far and the door to door is brilliant. Without this service I would be lost.
- The present system i find suits my needs and the driver is excellent. LSAH driver goes out of her way to select books she knows will be of the type i read. She also looks out for books i might request. I get an absolutely brilliant service.
- The service you supply is wonderful for people unable to get to a library, being elderly I read a lot.
- This library service is a lifeline to me as I am elderly, disabled and housebound.

- Visually Impaired. I have been really pleased with the service I have received. LSAH driver is the ideal person for the job and always has a cheery smile.
- We are a specialist care centre and a number of our patients currently use the service.
- We are a specialist care centre and a number of our patients currently use the service.
- Will be so grateful if I can have books delivered here at the house. Thank you.
- Would like service to carry on as it. Cannot see.

WORCESTERSHIRE COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT TEMPLATE

Please read the brief guidance which provides essential information for anyone who is unfamiliar with the County Council Equality Impact Assessment process.

Background information:

Name:	Nicki Hitchcock
Job Title:	Outreach and Mobile Services Manager
Service area:	Libraries and Learning
Directorate:	BEC
Telephone:	01905 766969
Email address:	nhitchcock@worcestershire.gov.uk
Date assessment commenced:	26/06/2013
Date assessment completed:	05/12/2014

Function, strategy, project, policy or procedure being assessed:

Name of the function, strategy, project, policy or procedure being assessed:	Reduction in the Mobile Library Service from the current 3 vehicles covering 42 routes over 3 weeks to one vehicle covering 20 routes over a four week rota. Criteria will be used to determine routes to be retained including distance from and use of a static library and access to commercial public transport and use. All routes will need to be redesigned to optimise routes.
Is this a new or an amended policy?	New
Does the policy form part of a wider programme which has already been screened for equality relevance?	Yes

Stage 1 - Please summarise the main objectives, aims and intended outcomes of this policy

Aims/Objectives:	Remodel the mobile library service and the library service at home. Ensure sustainable future for the service, reduce costs by £100000 and continue to meet our Equality Duty.
Intended outcomes:	More targeted service aimed at groups/areas of highest need using revised criteria.
Please summarise how these outcomes will be achieved?	Amalgamation of existing services to be delivered centrally using one brand new vehicle and one member of staff. Increase in provision of community collections, volunteer support to deliver books or collect readers to bring them to the library on a regular basis.
Where an existing policy is to be amended please summarise principle differences between the existing and proposed policies?	Existing mobile stop criteria – stops must be more than 500metres apart, have more than 2 customers and more than 10 issues. These will be changed to include distance from a static service point (including library link), provision of public transport, areas of deprivation and individual need. Number of customers



will cease to be a criteria as it will be replaced by need. May need to increase time between visits to 4 weeks from current 3.

Stage 2 - Information gathering/consultation

<p>Please give details of data and research which you will use when carrying out this assessment:</p>	<p>CIPFA stats which compare WCC to other library similar library services. Mapping data of existing stops, location, usage. Data on age of existing users and whether they also use a static service point. Results of consultation with customers and parish councils Service provision models from other authorities Current transport/maintenance costs</p>
<p>Please give details of any consultation findings you will use when carrying out this assessment:</p>	<p>All current users will be consulted if changes are to occur. Local members and parish councils will also be consulted. Press releases, roadshows and web information Will also use information from consultations and changes to services in other local authorities to inform thinking.</p>
<p>Do you consider these sources to be sufficient?</p>	<p>Yes</p>
<p>If this data is insufficient, please give details of further research/consultation you will carry out:</p>	<p>Yes</p>
<p>Please summarise relevant findings from your research/consultation:</p>	<p>Following on from the public consultation our recommendations are:-</p> <ol style="list-style-type: none"> 1. To reduce the number of mobile library vehicles from 3 to 1, and as a consequence reduce the number of routes from the current 42 with 430 stops to 20 routes with 267 stops (equating to a 38% reduction in stops overall). The proposal would see the mobile library service continue to visit 175 villages. 48 towns or villages will no longer receive a mobile service as they are less than 3 miles distance from a static service point. It is proposed to retain at least one stop in an area where there has previously been more than one stop. The newly located stop will be accessible to as many current customers as possible 2. To retain the following stops which were 'at risk' in response to customer need (see paragraph 16): Crophorne - Lower Croft & The Green, Pinvin - Spion Kop, Castlemorton - New Rd & Orchard House Farm, Upper Broadheath - The Bell, Hallow - Oakleigh Ave, Drakes Broughton -



Keepers Close, Hanley Swan - Oakmere Caravan Park & The Swan Inn, Strensham - Court Road, Cookley - Statie Drive, Pensax - Penn Hall, Callow Hill, - Abberley View, Romsley - Hillcrest Road, Fernhill Heath -Station Road & Agatha Gardens, Chatley - The Barons.

3. Further investigations will be undertaken for 24 possible locations for Community Collections as suggested by customers. Community Collections are sets of books in community locations supported and exchanged on a regular basis by staff from the nearest branch library. The library service already has approx. 200 of these across the county.

4. Time between visits will be increased to 4-5 weeks e.g. the vehicle will visit on the first Monday of the month or the second Tuesday. This will give additional days in a five week month to make up for Bank Holidays. On spare days bookings can be taken by community groups who can make use of the Wi-Fi and meeting room facilities this should be a potential source of additional income. Currently the time between visits is three weeks. 19 consultation responses (2%) recommended 6 or even 8 weeks between visits so a move to 4/5 week visits would be acceptable.

5. The consultation responses identified 40 customers who indicated they would be interested in volunteering to maintain services, and officers will be making contact with these individuals in the near future to explore this possibility.

6. It is proposed to integrate some of the LSAH customers into the mobile library service where routes permit., with other provision to meet customer need where this is not the case, for example a volunteer delivery, RNIB Talking Book Service , help to visit a library or help to access on-line books and services

7. 50 (5.3%) of the anonymous consultation responses received stated that the customer would no longer be able to get to the mobile library in its new location due to disability or infirmity. Officers are attempting to identify these individual customers by postcode to offer LSAH deliveries by a volunteer or an alternative service.

8. All customers on the Council's mobile library user database will be contacted individually with the



outcome of the review for their mobile library stop. The outcome will be that either:-

- Their stop will be retained but visiting less frequently
- Their stop will be removed and they will be transferred to LSAH
- Their stop will be deleted and they will be signposted to their nearest branch library.

9. Any responses to this letter will highlight any customers still requiring support.

10. 42% (374) of those who answered the question 'If your mobile library stop was removed, how would you access library services?' were customers who indicated that they would not use a library at all if their mobile stop was removed. Of those, 58.5 % (219) are service users who will continue to receive a visit from a mobile library, 19% (72) will be offered a LSAH service and 13%(50) customers do not have a disability or infirmity but live within three miles of a static service. These customers will lose their mobile service but be encouraged to use their static service or nearest community collection. 892 individuals (of the 940 respondents) answered this question and could choose more than one answer.

Stage 3 - Assessing the equality impact of the policy

Based on your findings, please indicate using the table below whether the policy could have an adverse, neutral or positive impact for any of the protected groups:

Protected characteristic	Adverse	Positive	Neutral
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion and belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please provide details of all positive and adverse impact you have identified:

By targeting service it is less likely to impact on customers with protected characteristics of age and disability. Without a new vehicle the service is not sustainable into the future.



Where possible please include numbers likely to be affected:	Approx 1500 mobile customers use a static service point as well as a mobile. They could potentially lose access to the mobile if they do not meet the new criteria.
Where potential adverse impact has been identified, can continuation of the proposed policy be justified?	Yes Changes to the service will endeavour to ensure that users with protected characteristics will still receive a service from either the mobile or the LSAH volunteers. All customers will be written to with the outcome of the consultation and will have a further opportunity to respond if changes are unsuitable
Do you consider that this policy will contribute to the achievement of the three aims of the Public Sector Equality Duty ?	Revised criteria and single countywide service makes equality of access more likely for those with the protected characteristics of age/disability than current service. Also potential for increased interaction between these people.
<p>The Public Sector Equality Duty has the following three aims:</p> <ol style="list-style-type: none"> 1. To eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010. 2. To advance equality of opportunity between persons who share a relevant Protected Characteristic and persons who do not share it. 3. To foster good relations between persons who share a relevant Protected Characteristic and persons who do not share it. 	

[Stage 4 - Action planning and time frames](#)

Please list any actions you will take to mitigate any adverse impact you have identified:

Planned action	By who	By when	How will this be monitored
Review data	Nicki Hitchcock	July 2013	
Business case to cabinet	Nicki Hitchcock	July 2014	
Review eligibility criteria	Nicki Hitchcock and colleagues	September 2013	New criteria determined
Produce consultation document with service options	Nicki Hitchcock and colleagues	August 2014	Document completed
Consult users and non-users	Nicki Hitchcock, drivers, voluntary organisations	Mon 11/8/14 31/10/14	Responses to consultation
HR staff/union consultation	Nicki Hitchcock Kathy Kirk Julie Morris	4/10/14- 15/11/14	Staff response
Customers will receive individual letters showing the outcome for them	Nicki Hitchcock Maureen Hobbs Sonia Alton	7 th January 2015	Mobile database used to identify customers. Queries will be responded to.
Promotional campaign for new routes	Miranda Sowden	January 2015	
New service to commence	Nicki Hitchcock and colleagues	Feb 2015	



New service to be reviewed	Leadership team and service lead for mobiles	June 2015	Tweaks to routes made if required
Review of service	Leadership team and service lead for mobiles	December 2015	Tweaks to routes for the new year.

Please indicate how these actions will be taken forward as part of your team/service/directorate planning:	Remodelling of library services, partnership working, increased involvement of volunteers in service delivery is all part of Libraries and Learning Plan 2013/14
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Stage 5 - Monitoring & Review

How frequently will proposed action be monitored?	Monthly one to one meetings with Head of Libraries and Learning
How frequently will intended outcomes be evaluated?	Throughout the process to make changes and amend proposal
Who will be responsible for monitoring and evaluation?	Nicki Hitchcock and Head of Libraries and Learning. Cabinet?
How will you use the monitoring and evaluation results?	To amend the process and ensure it is right for customers and is sustainable.

Stage 6 - Publication

Worcestershire County Council requires all assessments to be published on our website. Please send a copy of this assessment to the Corporate Equality and Diversity Team for publication.

	Signature	Date
Completing Officer:	Nicki Hitchcock	<u>26/06/2013</u>
Lead Officer:		Click here to enter a date.
Service Manager:		Click here to enter a date.

WORCESTERSHIRE COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT TEMPLATE

Please read the brief guidance which provides essential information for anyone who is unfamiliar with the County Council Equality Impact Assessment process.

Background information:

Name:	Nicki Hitchcock
Job Title:	Outreach and Mobile Services Manager
Service area:	Libraries and Learning
Directorate:	BEC
Telephone:	01905 766969
Email address:	nhitchcock@worcestershire.gov.uk
Date assessment commenced:	26/06/2013
Date assessment completed:	01/12/2014

Function, strategy, project, policy or procedure being assessed:

Name of the function, strategy, project, policy or procedure being assessed:	Worcestershire Libraries and Learning service is proposing to reduce the mobile library service to one vehicle and integrate the Library Service at Home customers and services to reconfigured mobile library service and existing static service provision. It is intended that these changes will deliver savings of £100,000 per annum and ensure services are targeted to still meet the needs of service users.
Is this a new or an amended policy?	New
Does the policy form part of a wider programme which has already been screened for equality relevance?	Yes

Stage 1 - Please summarise the main objectives, aims and intended outcomes of this policy

Aims/Objectives:	Remodel the Library Service at Home. Look at a menu of alternative service delivery offers to ensure that we continue to meet our Equality Duty.
Intended outcomes:	Ensure eligible customers still have access to books and other materials but at a lower cost than currently.
Please summarise how these outcomes will be achieved?	Consultation with users, partners and library staff offering a choice of alternative service delivery methods including amalgamation of existing services with the mobile library service to be delivered centrally using one brand new vehicle and one member of staff; increase in provision of community collections; volunteer support to deliver books or collect readers to bring them to the library on a regular basis; Subscriptions to RNIB or Calibre where appropriate. Other solutions that come from the consultation will be considered.



Where an existing policy is to be amended please summarise principle differences between the existing and proposed policies?	Existing mobile stop criteria – stops must be more than 500 metres apart, have more than 2 customers and more than 10 issues. These will be changed to include distance from a static service point (including library link), provision of public transport, areas of deprivation and individual need. Number of customers will cease to be a criteria as it will be replaced by need. Library Service at Home customers currently receive a monthly delivery so we would look to maintain this where this service is the preferred service delivery option.
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Stage 2 - Information gathering/consultation

Please give details of data and research which you will use when carrying out this assessment:	CIPFA stats which compare WCC to other library similar library services. Mapping data of existing customers and whether they are able to visit the vehicle. Results of consultation with customers and parish councils Service provision models from other authorities Current transport/maintenance costs
Please give details of any consultation findings you will use when carrying out this assessment:	All current users have been consulted on changes. Local members and parish councils will also be consulted. Press releases, roadshows and web information Will also use information from consultations and changes to services in other local authorities to inform thinking.
Do you consider these sources to be sufficient?	Yes
If this data is insufficient, please give details of further research/consultation you will carry out:	
Please summarise relevant findings from your research/consultation:	The consultation engaged 120 LSAH from a total of 141. Customers valued the service and the majority chose the option to retain the current service but delivered by a volunteer or to still be visited by a mobile library. Small numbers of customers wanted RNIB subscriptions of assistance to use e-books (see consultation report for more details).

Stage 3 - Assessing the equality impact of the policy

Based on your findings, please indicate using the table below whether the policy could have an adverse, neutral or positive impact for any of the protected groups:

Protected characteristic	Adverse	Positive	Neutral
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion and belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please provide details of all positive and adverse impact you have identified:	By targeting service it is less likely to impact on customers with protected characteristics of age and disability. Alternative service delivery models may not be popular due to relationship built up over time with LSAH staff member
Where possible please include numbers likely to be affected:	LSAH currently has 141 customers. Volume of customers enables us to look at individuals and put the best solution in place. Some will be served by mobile service, others by local libraries and volunteers, subscriptions to specialised postal services and deliveries to continue by paid staff if alternatives are not suitable.
Where potential adverse impact has been identified, can continuation of the proposed policy be justified?	Yes Any adverse impacts can be addressed by the menu of alternative solutions on offer
Do you consider that this policy will contribute to the achievement of the three aims of the Public Sector Equality Duty ?	revised criteria and single countywide service makes equality of access more likely for those with the protected characteristics of age/disability than current service. Also potential for increased interaction between these groups of people.
<p>The Public Sector Equality Duty has the following three aims:</p> <ol style="list-style-type: none"> 1. To eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010. 2. To advance equality of opportunity between persons who share a relevant Protected Characteristic and persons who do not share it. 3. To foster good relations between persons who share a relevant Protected Characteristic and persons who do not share it. 	

Stage 4 - Action planning and time frames

Please list any actions you will take to mitigate any adverse impact you have identified:

Planned action	By who	By when	How will this be monitored
Review data	Nicki Hitchcock	July 2013	
Business case to cabinet	Nicki Hitchcock	July 2014	
Review eligibility criteria	Nicki Hitchcock and colleagues	September 2013	New criteria determined
Produce consultation	Nicki Hitchcock and	August 2014	Document completed



document with service options	colleagues		
Consult users and non-users	Nicki Hitchcock, drivers, voluntary organisations	Mon 11/8/14	Fri 31/10/14
HR staff/union consultation	Nicki Hitchcock Kathy Kirk Julie Morris	4/10/14 – 15/11/14	
Customers receive individual letters with outcome for them	Nicki Hitchcock Maureen Hobbs Sonia Alton	7 th Jan 2015	
New service to commence	Nicki Hitchcock and colleagues	February 2015	
Monthly monitoring of issue figures, customers, volunteer hours	Library Managers Leadership team member	Ongoing	

Please indicate how these actions will be taken forward as part of your team/service/directorate planning:	Remodelling of library services, partnership working, increased involvement of volunteers in service delivery is all part of Libraries and Learning Plan 2013/14
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Stage 5 - Monitoring & Review

How frequently will proposed action be monitored?	Monthly one to one meetings with Head of Libraries and Learning
How frequently will intended outcomes be evaluated?	Throughout the process to make changes and amend proposal
Who will be responsible for monitoring and evaluation?	Nicki Hitchcock and Head of Libraries and Learning. Cabinet
How will you use the monitoring and evaluation results?	To amend the process and ensure it is right for customers and is sustainable.

Stage 6 - Publication

Worcestershire County Council requires all assessments to be published on our website. Please send a copy of this assessment to the Corporate Equality and Diversity Team for publication.

	Signature	Date
Completing Officer:	Nicki Hitchcock	26/06/2013



Lead Officer:		Click here to enter a date.
Service Manager:		Click here to enter a date.

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Comments to the CMR for Localism and Culture from the Libraries Scrutiny Task Group 13th December 2014 –

Mobile Libraries and Library Service at Home

It is clear to the Task Group that comprehensive consultations have been carried out for both the Mobile Library Service and the Library Service at Home (LSAH).

The Task Group find it commendable that:

- all of the LSAH customers will still receive a service and this will be more consistent across the County
- the views of service users have clearly been taken into account and that some stops on the mobile at risk list will be retained
- 24 locations identified by customers for community collections will be followed up and some of these will be within 3 miles of a fixed library. This will help the 50 or so users (or 5.3%) who will lose the mobile service.
- high response rates have been achieved.

The staff responsible for the consultations should be congratulated.

The proposed £100,000 savings will still be achieved and the Task Group acknowledge that this is a necessity due to reducing Government funding.

However, the Lead Member of the Task Group is very concerned about the loss of the LSAH staff member and would like assurances that every effort will be made to keep that member of staff and their experience within the library service.

The Task Group are concerned about whether there will be enough volunteers coming forward and whether the remaining existing library staff have the capacity to find, train and manage the number of volunteers needed to provide a good quality LSAH service.

Whilst the Task Group is pleased that further efforts are being made to contact and help anonymous questionnaire responders who felt they would no longer be able to get to a mobile library due to a disability, Members are concerned that some of those losing the mobile library service might just stop using library services.

The Task Group would like to see a future review include sending a questionnaire to all current mobile and LSAH customers to find out their views on the quality of service and establish the level of drop off.

The Task Group acknowledge this is a continuing piece of work and would like to look again at the service following a review in 12 months.

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