

Plan for libraries

Consultation questionnaire

Section 1 Introduction

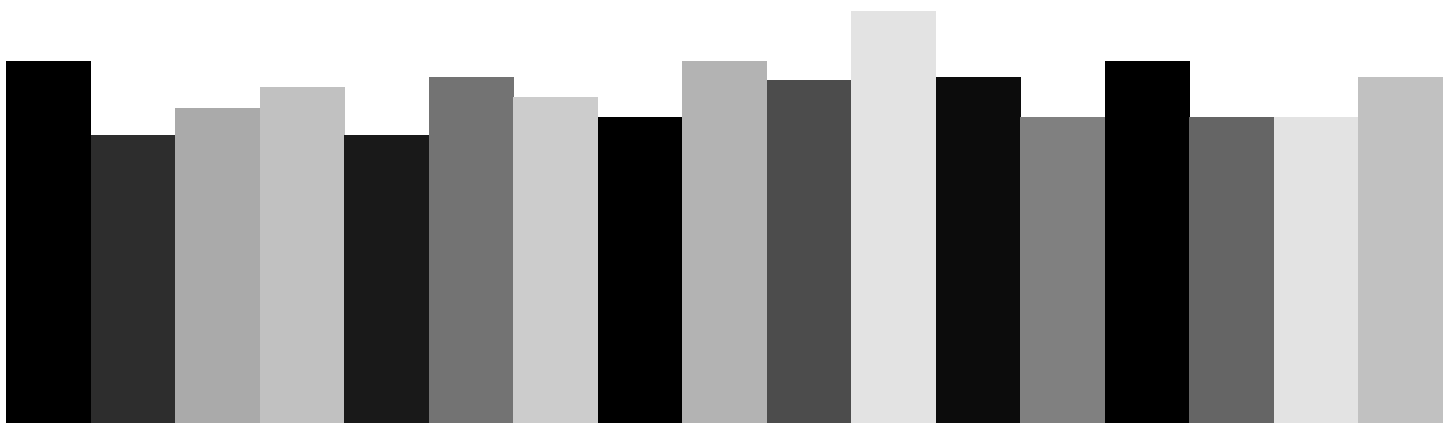


The way people use libraries is changing. Services are no longer delivered just through our library buildings, but increasingly online and out in communities.

We have a statutory duty under the Public Libraries and Museums Act 1964 to provide 'a comprehensive and efficient library service'. There are currently 17 public libraries in Plymouth providing different levels of service, opening hours and staffing. The Plan for Libraries sets out a proposal for the future of the library service, taking into account the changing needs of users and ensuring that we make the best use of our resources.

The Plan for Libraries is a proposal that we are now consulting on. Our consultation will run between 25 January 2017 and 19 April 2017.

We encourage you to share your views and to make additional comments in as much detail as possible to support your response. We want to be able to understand any concerns you may have and ensure that the library service responds accordingly going forward.



Question 1 Are you responding to this consultation as one or more of the following?

Tick all that apply

- I am a resident of Plymouth
- I am not resident of Plymouth
- I am a parent/carer of a library user
- I am a Home Library Service user
- I am a Plymouth City Council employee
- I represent a voluntary organisation
- I represent a local business
- I represent a community group
- Other (please state)

1a If you stated 'Other' please give further information below

I am responding on behalf of Pupils, Parents of Pupils and Governors of High View Primary School. Verbal responses were collected and a petition circulated both within the school and the wider community; shops and businesses on Torrridge Way in order to inform this response. The petition collected as part of our consultation process has already been submitted to Councillor Glen Jordan. Please note that the large number of people who have signed the petition is an indication of the level of concern and strength of feeling regarding these proposals within the Efford Community. The signatories of the petition have asked me to submit this official response to the consultation on their behalf.

Question 2 Which library or library service do you use the most?

Tick one only

- | | | |
|--|---|---|
| <input type="checkbox"/> Central Library | <input type="checkbox"/> Crownhill Library | <input type="checkbox"/> Devonport Library |
| <input checked="" type="checkbox"/> Efford Library | <input type="checkbox"/> Egguckland Library | <input type="checkbox"/> Ernesettle Library |
| <input type="checkbox"/> Estover Library | <input type="checkbox"/> Laira Library | <input type="checkbox"/> North Prospect Library |
| <input type="checkbox"/> Peverell Library | <input type="checkbox"/> Plympton Library | <input type="checkbox"/> Plymstock Library |
| <input type="checkbox"/> Southway Library | <input type="checkbox"/> St Budeaux Library | <input type="checkbox"/> Stoke Library |
| <input type="checkbox"/> Tothill Library | <input type="checkbox"/> West Park Library | <input type="checkbox"/> 24/7 online service |
| <input type="checkbox"/> Home Library Service | <input type="checkbox"/> Do not use a library/ library service | |

Question 3 When was the last time you visited a library or used the library service?

Tick one only

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> In the last week | <input type="checkbox"/> In the last month | <input type="checkbox"/> In the last six months |
| <input type="checkbox"/> In the last year | <input type="checkbox"/> Over a year ago | <input type="checkbox"/> Never |

Question 4 Please enter your postcode below

Section 2 Our proposal



Please **read the following before answering the questions below**. Visits to library buildings in Plymouth have declined significantly in the last decade and although recent research shows that book lending remains a high priority for customers, we have an ambition to deliver much more, including services based around reading and literacy, information and history, digital (getting online), health and wellbeing and learning.

Our proposal aims to secure the future of Plymouth Library Services by closing 10 libraries and enhancing and investing in the remaining seven to ensure that they are fit for purpose and can provide a full, consistent and quality service across the city; meeting the needs of the library service and local communities.

To achieve this it is our intention that the new library service will consist of three key offers:

Online service: An enhanced online service which is accessible 24 hours a day, 365 days a year and provides an online library catalogue, eBooks, audiobooks and magazines, plus a range of premium online resources.

In-library service: Our remaining library buildings will be fit for purpose and include meeting spaces so we are able to offer a full range of services based around reading and literacy, information and history, digital (getting online), health and wellbeing and learning. They will be clean, modern and welcoming and run by friendly and trained staff.

Outreach service including the Home Library Service: Our outreach service will increase. Investment in technology will mean we are able to take the library into communities, providing pop-up libraries with click and collect, activities and services. This will include our Home Library Service for those who need it.

Question 5

More people are starting to use our online library service. Our proposal is to enhance and invest in this area to include a wider selection of eBooks, audiobooks and other online resources.

To what extent do you agree or disagree with the proposal to enhance our online service? Please select one answer

- Strongly agree Agree Neither agree nor disagree
 Disagree Strongly disagree Don't know

5a Please tell us more about why you have either agreed or disagreed with this proposal.

People are increasingly using online services to access digital content. At present a small selection of books are available online which means that if people are attempting to read a series of books by an author, all the books in the series are not always available. It would also be useful to have access to a wider selection of magazines and newspapers on-line to better reflect the different interests within the population of Plymouth.

It is recognised that the Council would like to promote channel shift enabling more people to access council services online. Within the Plan for Libraries the Council states that "We'll support those who may otherwise be excluded from digital interaction by providing equipment, training and support". Therefore post restructure of the library service in order to meet the desired outcomes; all libraries should have sufficient infrastructure to deliver access to computer terminals and staff trained to be able to deliver the channel shift required to increase the availability and take up of digital library services. Additionally [Government Guidance](#) states that in order to meet the digital service standard; Councils should carry out research with users who aren't using their digital service. No information on the outcome of the Council's research with those who are digitally excluded has been included within the Council's documents. It is therefore unclear whether such research has been carried out.

[Research](#) carried out by the LSE on behalf of the Department for Communities and Local Government shows "A strong, statistically significant association between the social disadvantages an individual faces and their inability to access and use digital services. Those who are most deprived socially are also least likely to have access to digital resources such as online services"

According to the [Index of Multiple Deprivation \(IMD2015\)](#) Efford & Lipson ward overall falls into quartile 4 of the most deprived (Quartile 5 most deprived and Quartile 1 least deprived). However parts of Efford fall into quartile 5 meaning that a significant percentage of the population is unlikely to have access to digital resources so will be unable to benefit from the improved on-line offer. Parents, Pupils, Governing Body and Community Members felt that a library is essential to the Efford Community in order to provide access to digital content. The existing site on Torrridge Way continues to be supported by all as the best place to provide such access to library facilities as it is already a community hub with the School, Doctors Surgery, Children's Centre (located within the school), Church, Supported Housing, Shops and Businesses already located on Torrridge Way, and accessible via local public transport routes.

It was commented on that other community buildings in the Efford area, such as the Youth & Community Centre and Children's Centre on Blandford Road would **not** be suitable as an outreach service due to their location, lack of accessibility (both have limited open access facility), lack of wheelchair and other disability access, and in the case of the Children's Centre safeguarding concerns (Blandford Road is the site for targeted enhanced/higher risk service provision).

Efford has the highest proportion of population in each ward aged 0-17. Literacy skills are the foundation stone for success in educational attainment, employability, community participation, individual confidence and well-being. The Millennium Cohort Study found that by age five, children from low-income households were over a year behind in vocabulary compared with children from high-income households. Other research has demonstrated that the literacy gap emerges before school; one study found that by the age of three, children from the most prosperous households have heard 30 million more words than children from impoverished households.

The National Literacy Trust has demonstrated that parental involvement in their child's reading has been found to be the most important determinant of language and emergent literacy. However, the realities of living in poverty mean that the resources that facilitate a learning environment in the home are less readily available.

Increased access to materials such as books can reduce the effects of living in poverty for children. Children's literacy levels are strongly influenced by the number of books they are exposed to in the home, irrespective of household income or parental education. Studies also confirm that increased access to books is related to reading achievement and longer engagement in the education system. The Council's own research showed that 75% of journeys to a library are carried out on foot; talking to the parents of young children, the majority of parents of children under 5 said that they would be unlikely to travel to a library if they had to use public or private transport. It was also found that the more children within a household the less likely they would be to access a library if they had to use public or private transport.

The Council's annual report 2016/17 states that the Council's priority is to improve the attainment and progress of all pupils - especially disadvantaged pupils. Its focus is on prevention and early intervention and to continue to improve the proportion of five-year-old children with the necessary level of skills and understanding.

The Efford community believe that due to the population demographics and level of deprivation in Efford that access to traditional books and services, as well as an enhanced digital offer through, either the existing or an enhanced library on Torridge Way will be essential if the Council wants to achieve its aims, as outlined in the Corporate Plan.

Question 6

Our proposal is to provide libraries that are fit for purpose and will deliver services and activities based around reading and literacy, information and history, digital (getting online), health and wellbeing and learning.

To what extent do you agree or disagree with our proposal to provide a library service based around reading and literacy, information and history, digital (getting online), health and wellbeing and learning?

Please select one answer

- | | | |
|--|--|---|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree | <input type="checkbox"/> Neither agree nor disagree |
| <input checked="" type="checkbox"/> Disagree | <input type="checkbox"/> Strongly disagree | <input type="checkbox"/> Don't know |

Continued on page 4 3

6a Please tell us more about why you have either agreed or disagreed with this proposal

The aim of the Council to provide libraries that are fit for purpose and deliver services and activities based around reading, literacy, information and history, digital(getting online), health and well being and learning is a good one.

However the proposals contained within the Plan for Libraries do not have any supporting documentation and insufficient analysis has been carried out in order to evaluate whether the proposals contained within the plan will support these aims. Questions to the Council Cabinet revealed that Equality Impact Assessments have not yet been carried out on any of the libraries earmarked for closure or those libraries that it is proposed to remain open. In addition it was revealed at Cabinet that officers had not ascertained whether money would have to be repaid due to the closure of Efford Library.

Of particular concern is the proposal to close libraries in some of the most deprived wards in the City (IMD2015) in favour of keeping open libraries in areas of the least deprivation.

The IMD is calculated on the following factors and weighting:-

Income deprivation 25%
Employment deprivation 22.5%
Education, skills, training 13.5%
Health & disability 13.5%
Crime 9.3%
Barriers to housing and services 9.3%

Income, Employment, Education Skills, Training, Health and Housing are all identified as key themes within the Councils' Corporate Plan. It is therefore reasonable to assume that a change to the services provided within those wards in the 5th and 4th quintile (most deprived) will have an impact either positively or negatively on the Council's ability to deliver its corporate plan. Given that no evaluation of the removal of libraries on these communities and no evaluation of what mitigating actions could be taken to prevent a negative impact on service users we are unable to support the current proposals.

Question 7

Our proposed outreach service means that we will be able to deliver more library services out in communities, investing in technology to take a library service to where people live.

To what extent do you agree or disagree with our proposal to deliver more services and activities in the community?

Please select one answer

- Strongly agree Agree Neither agree nor disagree
 Disagree Strongly disagree Don't know

7a Please tell us more about why you have either agreed or disagreed with this proposal.

Insufficient information has been provided in order to evaluate these proposals. When asked most people supported the idea of a home library service, however concerns were raised over the capacity to deliver this service through volunteers. It was felt that those areas with the greatest demand for these services would be least likely to have the volunteer capacity to deliver this service. Concerns were also expressed that pop-up libraries would limit 'resident choice' as new authors and genres were often based on recommendations, and the experience and knowledge of library staff.

Pop-up libraries have also been adopted in the United States as a means to improve literacy rates for children living in poverty, and thereby reducing the attainment gap between children in high-income and low-income households. This initiative is supported by research that shows that children in low-income households fail to develop reading skills outside of term time, while children from affluent households continue to improve. Norfolk County Council has worked with businesses to set up a number of pop-up libraries around the community. As well as increasing library membership numbers, this initiative removes some of the perceived barriers in visiting traditional libraries and increases access to learning materials, particularly for those who would otherwise not engage with library resources.

A similar approach working with businesses could work in Plymouth, particularly in areas of deprivation, where there are significant numbers of hard to reach users who do not traditionally engage with library services. The key to successful engagement with pop up libraries is the identification of businesses that could house such services. Research has found that pop up libraries housed in business premises attract a greater demographic than those provided in community centres.

7b Are there any buildings or community facilities you would like us to consider for a pop-up library and other outreach activities where you live? e.g. Community Centre

Efford has a lack of community facilities available for use as a pop up library. The Youth and Community Centre is located on a hill on Blandford Road. The physical location of the premises means that it is difficult to access for elderly disabled, wheelchair users or those pushing prams or buggies. The Children's Centre on Blandford Road is out on a limb and has limited space. The majority of services run by Barnardos from this centre are targeted/enhanced services or require advanced booking (involving children and families who are high risk). This means that there is limited through traffic to drive usage of a pop up centre. Efford Library is currently used as a community hub for various groups and services. There are a number of businesses, a church and school housing a children's centre on Torridge Way. Consideration could be given to using some of these facilities to run pop up library events however these would be best used to supplement the existing library provision rather than replace it.

Library Assessment

We carried out a detailed assessment for each library which considered both the needs of the community and the library service, including information about how each library is currently being used. This helped to inform the Plan for Libraries. The criteria used are as follows:

- Proportion of population in each ward aged 0-17
- Proportion of population in each ward aged over 60
- Number of issues of books and other items
- Indices of Multiple Deprivation (IMD) score 2015, based on standard indicators such as income, employment, health, education, housing, crime and living environment
- Number of library visits
- Cost per visit
- Hours of computer use
- Total attendance at library events and activities
- Suitability of the library to deliver the full offer, for instance size of library, location and meeting space availability.

Question 8

Using the criteria set out on page 4 the assessment identified the following libraries as being the most suitable to deliver a full, consistent and quality library service.

To what extent do you agree or disagree that these are the right library buildings to remain open and provide our proposed full in-library service?

Please select one answer for each library

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Don't know |
|------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Central | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Crownhill | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Devonport | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Plympton | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Plymstock | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Southway | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| St Budeaux | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

8a Please tell us more about why you have either agreed or disagreed with any of these libraries remaining open and being the focus of our proposed full in-library service.

The assessment criteria used focuses on current library use rather than the proposed enhanced service. No EIA has been carried out on proposed changes to the library service. It is therefore not possible to evaluate the suitability of these libraries to remain open and provide an enhanced service using the assessment criteria identified. In particular assessment identifying current numbers of books issued, number of library visits, cost of visit and hours of computer use are not helpful assessment criteria when assessing capacity for increased uptake of a new enhanced library service. The majority of those libraries identified to remain open have already received substantial investment in the buildings and services available. It is therefore not possible to make a direct comparison with those libraries which have not received such an investment and therefore are open for fewer hours and have less computer terminals, books, events and services available. Direct comparison using the assessment criteria suggested across the library estate is not possible.

Plymouth City Council has a statutory obligation under the Public Libraries and Museums Act of 1964 to provide a 'comprehensive and efficient library service for all persons' in the area that want to make use of it. It is acknowledged that deprivation (IMD2015) creates significant barriers for people accessing services. Given the decision to site three of the libraries in the least deprived wards it is unclear using the assessment criteria how this will improve take up of services for the most deprived in the City.

Question 9

We propose to close the following library buildings which have been identified through the assessment as being unsuitable for delivering a full, consistent and quality library service?

To what extent do you agree or disagree with the proposal to close these libraries? Please select one answer for each library

| | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Don't know |
|----------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Efford | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Eggbuckland | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ernesettle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Estover | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Laira | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| North Prospect | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Peverell | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Stoke | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Tothill | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| West Park | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

9a Please tell us more about why you have either agreed or disagreed with the proposal to close these library buildings.

When looking at the assessment criteria used against Efford Library it is clear that there are inaccuracies with the assessment scoring and data.

Reading and literacy

Efford Library was scored 0.5 for reading and literacy. The criteria states that "each library will be large enough to house a wide and varied selection of books and other printed material. There'll be room and meetings spaces to deliver activities for both children and adults to encourage cultural engagement and a joy of reading. Activities will include Rhymetimes/Storytimes, book groups for all ages, writing groups, Summer Reading Challenge activities, author visits and more".

It can be argued that the space in Efford Library is very badly utilised and that it has capacity to expand the selection of books and printed material. The library already delivers Rhymetimes and Storytimes and it hosts a regular reading group. Its close proximity to the local primary school means that the summer reading challenge is promoted through the school leading to a high take up of the scheme. The school has already close links with the library as many parents and children access the facilities whilst siblings attend various clubs and activities at the school. The school regularly hosts children's author visits and would be happy to work with the library to increase access to these authors by the wider community. The school would also be happy to help facilitate author visits from a greater range of authors in order to better engage with parents and the wider community.

The school also has close links with Take-A-Part which has received support and funding from Plymouth Culture (via Arts Council England's Ambition for Excellence funded Horizon project) to re-establish the Crazy Glue model of working with High View Primary School. Via this year long project, we hope to engage with new families within Efford and explore the arts again to re-develop a community based group that engages with artists and art projects at their level. We will be running regular sessions with artist Soraya Phillips to develop skill and confidence. We will be developing strong links with Horizon and Crazy Glue will be working with artists on the 'We The People (are the work)' programme and delivering Plain Speaking tours for other community members across the city. We are also working with Active Neighbourhoods back in Efford to help deliver creative aspects of their planned work in Efford Marshes. By redeveloping the model we then hope to support other communities and schools to roll out their own arts group- creating a very real and true network of arts audiences across the city. We are very excited to be working on this and will share more as we develop the project further. Given the funding already in place for this project school governors would be happy to help facilitate the use of the library to help engage wider members of the Efford Community with this project.

Meeting Space Potential

Efford Library is scored 0 for meeting space potential, yet the library already has a bookable meeting space **which is used** by various community groups and organisations. Torridge Way also has bookable meeting facilities available at St Paul's Church and Community Hall and at High View School. School Governors are happy to help facilitate closer working between these three organisations to ensure that there is adequate meeting space for the Efford Community based around the library in Torridge Way.

• Information and history

Efford library was scored 0 against this criteria. The criteria states "that the library will have enough space and PCs to run regular job clubs, helping people into employment. Support for small businesses and entrepreneurs will be available through our Patlib and Google Digital Garage initiatives. We're looking to grow our offer to include other online resources to support local business. The libraries will have meeting spaces to allow us to work with partner agencies and local businesses to promote job seeking and economic development. Knowledgeable staff and volunteers will offer family and local history sessions to support research through our in-library online resources".

Efford library has a relatively high computer usage (9th) and many Efford residents, when questioned, stated that they used the available PCs in Efford **to access job searches and for registering for benefits and other services**. Efford library has run a job club in the past and residents would benefit if this was re-established at Efford Library. As stated above Efford Library in combination with the church and school has access to a plentiful supply of meeting rooms to allow work with partnership agencies

• Digital

Efford Library was scored 0 against this criteria. As previously stated the space within Efford Library is very poorly utilised. It could be easily reconfigured to offer the minimum of 12 public access PCs. It currently offers WiFi and printing and photocopy facilities. It is the only access point available within the Efford Community to access these services. As previously discussed deprivation is a key barrier to digital engagement, so Efford library could play a key role in providing support for those who may otherwise be excluded from digital interaction by providing equipment, training and support.

High View School offer coding as part of its existing after school club offer. We are working closely with the University to access support to facilitate this. Governors would welcome the opportunity to work more closely with the library to expand the digital offer. We feel that by Efford Community partners working together we should be able to introduce Fablabs or Maker

Spaces into the library and wider community.

- **Health and wellbeing**

Efford Library was scored 0 against this criteria. The criteria states that Libraries will support health and wellbeing in the community. We will utilise our meeting spaces to work with partners to offer health information, advice and signposting. Initiatives will include Books on Prescription and Dementia Friends sessions. Efford Library **is already well used** to support the health and wellbeing agenda. It holds regular stop smoking sessions and weekly counseling sessions are run by Eclipse Counseling at the library. They also support the mental health foundation and dementia friends. The Library is next door to the Efford Medical Centre which is part of the Pathfields practice which serves the whole of Efford. The local pharmacy is also in close proximity to the library on Torridge Way. This means that by working in partnership with Health Partners Efford Library is ideally located to build on its already successful health initiatives and act as a centre for health information, advice and signposting.

In addition Efford Library is used by Timebank South West to meet and facilitate community volunteering opportunities in Efford. Efford library is used as the starting point for the Livewell Southwest Health Walks which run regularly in Efford Valley, accessed directly opposite the library.

Efford has recently seen an increase in anti-social behaviour. Local Councillors have been working with residents and Efford Library to tackle this problem. They hope to install CCTV in the area around Torridge Way, however if the decision to shut Efford Library goes ahead the project will be unable to be completed.

High View School used to provide access to a credit union. Following the changes to the credit union structure within the City this has now stopped. Ideally we would like to reestablish the link to the credit union within the Efford ward. Governors would be happy to work with the library and credit union in order to help facilitate this.

Given the clear inaccuracies in the data gathering and scoring process of the assessment criteria we would ask that this be redone in order to provide an accurate assessment upon which to base the Council's proposals for the future of libraries in the City.

Question 10

To what extent do you agree or disagree with the criteria used in the assessment which we have used to inform our proposal?

Please select one answer

- Strongly agree Agree Neither agree nor disagree
 Disagree Strongly disagree Don't know

10a Please tell us more about why you have either agreed or disagreed with the criteria used to inform the proposal.

Unfortunately upon detailed examination the assessment criteria is flawed for these proposals. The lack of an EIA for each library for which changes are proposed means that there is no data on the impact of the proposed closures or library retention on their local communities. The lack of an EIA on the proposals means that it is impossible to assess whether the enhanced digital offer and outreach service will mitigate the impact of library closures on communities.

The plan for libraries does not give any information about how or why the assessment criteria were chosen. Specifically the assessment criteria identified as current usage; number of books issued, number of library visits, costs of visit and hours of computer use do not inform whether each library is capable of providing the enhanced offer specified and whether they will be able to be accessed by those living in the City's most deprived neighbourhoods which are losing a local library.

The majority of those libraries identified to remain open have already received substantial investment in the buildings and services available. They therefore score very well under the criteria measuring current usage. It is not possible to make a direct comparison with those libraries which have not received such an investment and therefore are open for fewer hours and have less computer terminals, books, events and services available. Direct comparison using the assessment criteria suggested across the library estate is not possible.

The Council's corporate plan specifies the City vision and identifies key themes in order to deliver this vision. The assessment criteria chosen does not reflect the themes identified in the vision or specify how they will contribute to the achievement of the City vision. Of particular concern is the proposal to close libraries in some of the most deprived wards in the City (IMD2015) in favour of keeping open libraries in areas of the least deprivation.

The IMD is calculated on the following factors and weighting:-

- Income deprivation 25%
- Employment deprivation 22.5%
- Education, skills, training 13.5%
- Health & disability 13.5%
- Crime 9.3%
- Barriers to housing and services 9.3%

Income, Employment, Education Skills, Training, Health and Housing are all identified as key themes within the Council's Corporate Plan. It is therefore reasonable to assume that a change to the services provided within those wards in the 5th and 4th quintile (most deprived) will have an impact either positively or negatively on the Council's ability to deliver its corporate plan.

As demonstrated in section 9 the scoring relating to the assessment criteria appears inaccurate in the case of Efford Library. Given this and the lack of evaluation of the removal of libraries on communities together with no evaluation of what mitigating actions could be taken to prevent a negative impact on service users we are unable to support the assessment criteria used to inform the current proposals.

Question 11

Overall, to what extent do you agree or disagree with the Plan for Libraries proposal?

Please select one answer

- Strongly agree Agree Neither agree nor disagree
 Disagree Strongly disagree Don't know

11a Please tell us more about why you have agreed or disagreed with this proposal overall.

Due to cuts to Council budget and increased demand on social care budgets it is essential that the Council re-evaluate the services it provides, agree priorities and where necessary makes service changes in order to reduce Council spend on non-statutory services. The stated aim of the proposals; to reduce spend on library services whilst providing an enhanced service is a good one. Unfortunately the proposed options outlined in the Plan for Libraries consultation provides no data or analysis to support these aims. In addition the flawed assessment criteria and inaccuracy in data collection and scoring of the assessment criteria makes it impossible to reliably know the impact of the proposals on service users. As a representative of the Governors, parents and pupils of High View School we would ask that a revised assessment criteria be used and a full EIA carried out prior to any decision being made about the proposal to close Efford Library.

We would also ask that we be invited to attend the scrutiny panel that is examining these proposals in order to give evidence to the committee.



In some areas of the country, libraries are being run by volunteers or community groups and organisations.

If this is something you would be willing to consider and would like to know more about, please leave your name and contact details below.

Nicky Williams. Vice Chair of Governors. High View School.

I can also be contacted at my home address 197 Old Laira Road, Laira, Plymouth, PL3 6BW,
email: nickyjwilliams@mac.com

Question 12 Finally, please tell us if you have any alternative ideas about how we can protect the future of Plymouth's library service?

A number of proposals to secure the future of Efford library and deliver an enhanced service have already been put forward within the responses above.

Section 4 About you



You do not have to answer these questions, but the information you provide will help us to ensure we are capturing the views of different groups of people and will help us to identify differences between the views of different residents.

All the information you give will be kept completely confidential.

Age Please tick one box

- | | |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> 16 or under | <input type="checkbox"/> 17 to 18 |
| <input type="checkbox"/> 19 to 24 | <input type="checkbox"/> 25 to 34 |
| <input type="checkbox"/> 35 to 50 | <input type="checkbox"/> 51 to 65 |
| <input type="checkbox"/> 66 to 75 | <input type="checkbox"/> 76 and over |

Gender Select an option

- | | |
|--|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
| <input type="checkbox"/> Transgender | <input type="checkbox"/> Any other gender identity |
| <input type="checkbox"/> Prefer not to say | |

If you answered "any other gender identity", please give details.

Disability, are you a disabled person? Please tick one box

- | | |
|--|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <input type="checkbox"/> Prefer not to say | |

If yes, could you tell us about your disability?

Sexual orientation Select an option

- | |
|---|
| <input type="checkbox"/> Gay man |
| <input type="checkbox"/> Gay woman/lesbian |
| <input type="checkbox"/> Hetrosexual/straight |
| <input type="checkbox"/> Bisexual |
| <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other |

Faith, belief or religion Please tick one box

- | |
|--|
| <input type="checkbox"/> Buddhist |
| <input type="checkbox"/> Jewish |
| <input type="checkbox"/> Christian (Including Church of England, Catholic, Protestant and all other Christian denominations) |
| <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Hindu |
| <input type="checkbox"/> Sikh |
| <input type="checkbox"/> None |
| <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other |

If you answered "other", please give details

Marital status Please tick one box

- | |
|--|
| <input type="checkbox"/> Single |
| <input type="checkbox"/> Married |
| <input type="checkbox"/> Civil Partnership |
| <input type="checkbox"/> Prefer not to say |

Dependants Please tick one box for each

Are you pregnant?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Are you currently on maternity/paternity leave?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Do you have children under 16?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Do you have children over 16?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Do you consider yourself as a carer for a relative or friend?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Ethnicity

Please select an option

- White Mixed Asian or Asian British
 Black or Black British Chinese or any other ethnic group

If you specified “White” as your answer to “Ethnicity” above, please select an answer below to give more detail. Please select an option

- British Gypsy or Traveller
 Irish Any other white background

If you specified “Mixed” as your answer to “Ethnicity” above, please select an answer below to give more detail. Please select an option

- White and Black Caribbean White and Black African
 White and Asian Any other mixed background

If you specified “Asian or Asian British” as your answer to “Ethnicity” above, please select an answer below to give more detail.

Please select an option

- Bangladeshi Indian
 Pakistani Any other Asian background

If you specified “Black or Black British” as your answer to “Ethnicity” above, please select an answer below to give more detail.

Please select an option

- African Caribbean Any other Black background

If you specified “Chinese or other ethnic group” as your answer to “Ethnicity” above, please select an answer below to give more detail.

Please select an option

- Chinese Kurdish British Kurdish
 Any other Chinese or other Ethnic group background

Thank you for taking the time to complete this questionnaire. Please return your completed questionnaire and any further comments by Wednesday 19 April 2017.

This questionnaire is available in other languages and formats.

Please call: 01752 668000