#### **BARNSLEY METROPOLITAN BOROUGH COUNCIL**

This matter is a Key Decision within the Council's definition and has\* been

Report of the Executive Director
of Adults & Communitie

CR218 - Consultation Report - permanent cessation of Library provision on Shambles Street and Proposed temporary re-location of Central Library to Wellington House

## 1. Purpose of Report

included in the relevant Forward Plan

1.1 This report provides Cabinet with the findings from the recent consultation with regards to the proposed re-location of Central Library from its current location on Shambles Street to re-locate on a temporary basis to Wellington House.

#### 2. Recommendations

#### 2.1 That Cabinet:

- Receives the findings from the consultation
- Considers the proposed mitigations from the key impacts identified
- Considers the potential relocation of the Central Library on the basis of the analysis of the issues arising from the consultation and the implications of any re-location referred to in Section 3 of the report, including the impact if the core proposal is not supported.
- In light of the findings from the formal consultation (and broader responses), to progress with option 2 which is to proceed with the re-location of Central Library, on a temporary basis to Wellington House, pending building a new purpose built Library in the town centre; which will also support the development of a Sixth Form College on Shambles Street and investment in the development of the town centre.

## 3. Introduction

3.1 Following briefing from Barnsley College to Cabinet members on 9th October 2013 action was taken under Paragraph B6 of the Responsibility for Executive Functions - Officer Delegations (Cab.23.10.2013/5). Fundamentally the request was for Council support for the development of a new purpose built sixth form college on Shambles Street.

This would provide a high quality sixth form and support the borough to deliver against the key priorities in "improving people's potential" via educational

attainment, plus the "local economy" by supporting development of locally skilled workforce and people into employment, plus inward investment into the town centre creating jobs .The preferred site on Shambles Street would also necessitate including the Central Library.

Therefore given the timescales involved in accessing government funding it was agreed as a key action that the Library service undertakes specific consultation to explore potential impact of re-locating Central Library, albeit on a temporary basis pending building a new purpose built Library in the town centre.

The above decision was the subject of an officer delegated decision given the need for there to be a clear authorisation to commit the Council to the demolition of the adjacent Shambles Street buildings prior to an imminent Court hearing to secure their vacant possession prior to the next available Cabinet meeting.

Any decision on the location of the central library was a separate decision which could only be taken by the Cabinet following a consultation exercise and so the formal authority to consult was given through the same officer decision.

The initial consultation period was to run from 6th November for a period of 4 weeks however following a request from the public to extend this a revised closing date for the consultation was set to 31st December 2013.

## 3.2 <u>An introduction to Central Library</u>

## Central Library facts:

- There are currently 7,414 active borrowers ( a member who has borrowed an item )
- The service offers group based activities (job clubs, reading groups community meeting rooms, cafe facilities, public pc's, wi-fi access)

The indicative user base therefore is much higher than active borrowers alone.

A consultation report has been produced which can be found at Appendix B

## 3.3 Approach to the consultation :

3.3.1 The consultation questionnaire (Appendix C) was made available through paper copies (850) provided for Central Library and on-line through U-Engage. Supporting information was made available and a Frequently Asked Questions (Appendix D) was produced.

The consultation was publicised through social media and usual media channels.

Two public meetings took place at Central Library on the following dates:

21st November 2013 25th November 2013

In addition 2 petitions were received:

- Petition One with 4,808 signatures ( Hands off Barnsley Libraries )
- Petition Two with 8,243 signatures ( Hands off Barnsley Central Library)
- A further smaller petition by way of a letter to the Leader of the Council with 25 signatures (raising issues with regard to the decision making process)

These are considered at section 3.7 of this report.

## 3.4 **Key findings**:

- 268 responses were received (3.6 % of active users)
- 41% of respondents are aged over 60
   93.6 % of respondents indicated they were users of Central Library
- 40% of respondents visited Central Library weekly with 68% of these aged over 60.
- Methods of travel to Central Library were in the main car or bus.
- 45% of responders stated they would find Wellington House easy to get to , 51.5% stated not.
- 48% of respondents felt that the move would have a significant effect on them
- 14% of responders felt that Wellington House would not have the same service offer
- 59% of responders stated that they would continue to use Central Library if it relocated to Wellington House.

## 3.5 Key impacts for consideration :

Accessibility

Of the 32% (85 people) who stated that the re-location to Wellington House would change their method of travel almost two thirds were aged over 60.

From the 138 responders who stated that Wellington House would not be easy to get to the main issues recorded were that of Public Transport, Wellington House being further to walk and parking provision.

In terms of considering mitigating actions this should be set in the context of only 3.6% (268) of current active users having responded to the consultation.

These accessibility issues are nevertheless relevant to the Council's Public Sector Equality duty. The Council must in the exercise of its functions have due regard to the need to eliminate discrimination and advance equality of opportunity between persons who share a relevant protected characteristic and other persons. In the current context the relevant characteristics are principally age and disability as identified in the Equality Impact Assessment contained in Appendix G. This issue is addressed further in paragraph 3.7 following an analysis of the key impacts arising from the proposed relocation and informed

by the responses to the consultation and the issues raised by the petitions.

#### 3.5.1 Location and related service offer

The petitions realistically need to be viewed as representing opposition to the principle of whether the Central Library should be re-located at all as well as concerns as to the implications of a re-location to Wellington House.

This therefore requires an assessment of the comparable service offer that would be provided at Wellington House as against the existing offer at the current location, weighing any perceived advantages and disadvantages of either option and also what would be the implications of the loss of the wider opportunity presented by the College proposal for a new Sixth Form Centre if the Central Library were not to be re-located.

However the question of whether or not the existing building should be demolished with reference to the merits of its physical characteristics, are a material consideration in the determination of the related planning application which has been submitted by Barnsley College for the future use of the site.

### 3.5.2 Key impacts identified

## a) Public transport

Currently Central Library is served by public transport on Shambles St with over 10 bus services operating stops on Shambles St.

Should the Library relocate to Wellington House the public would have access to public transport provision within a minimum distance of 200 metres albeit reduced - data shows that it is only bus service 43 and 43A that would stop on Westway (Morrison's side).

Appendix E shows the comparisons of public transport between both locations.

In considering this the service has made representation to SYPTE and furthermore to Stagecoach as the provider with regards to changes to bus service 44 to accommodate a stop on Westway to the rear of Wellington House. Feedback from them has been that rerouting would be longer, slower, omit the Market Hill stop and by not serving Regent Street would reduce the attractiveness of the service to Barnsley College students. This requires further investigation with SYPTE.

We must also remember the Library Service retains a Home Delivery Service and a Mobile Library Service which is available to those people with mobility challenges.

Should members feel that mitigation be required then other options to mitigate this is for alternative transport provision to be sourced that would accommodate a transfer service from Barnsley Interchange to Westway.

Initial possibilities could be Adult Social Care transport (availability limited to 10-2.30 pm) or alternatively commissioning an separate shuttle service however this should be considered in the light of the small number of people who have highlighted this (39 people - which if expressed as a % of active library users would be 0.5 %)

## 3.5.3 b) Parking

10.5% (13 people) respondents stated that they had concerns regarding parking provision.

Appendix F shows the current parking provision at Shambles St and the parking availability at Wellington House.

A comparison of off street and on street parking spaces within 200m of the Central Library and Wellington House shows that there are 483 more car parking spaces available in the vicinity of Wellington House.

A comparison of dedicated blue badge holder spaces shows 22 spaces available around Wellington House, plus 12 on John Street, compared to 14 around the Central Library area. In addition blue badge holders can park free of charge with no time restrictions in Morrison's and Wellington House car parks. There would be an entrance into the library on the Wellington Street side of the building.

In addition Wellington House Car Park will be a public car park accommodating disabled parking also.

In summary, there are more parking advantages at Wellington House than within the Shambles Street vicinity.

### 3.5.4 c) Location

Of those that thought that Wellington House would not be easy to get to (51.5% / 138 people) the main issues expressed were that the Wellington House area was not a part of Town they visited (eg. not central), a feeling that it was not a safe area of the town and a further view that it would be an arduous walk for older or disabled people (particularly with books).

Whilst we have already considered public transport changes earlier in the report should mitigation be required then the service suggest that consideration could be given to the use of the Home Library delivery service ( with a criteria ) or the Mobile Library Service that would enable those older people who may struggle to receive their books through this service - this could be operated as a pilot from May - September 2014. This may incur some costs.

With regards to public safety concerns information gained from Community Safety confirms that there are no disproportionate public safety issues relating to Wellington St in comparison to any other area of the Town Centre during the daytime or early evening. Any Public Order issues which may occasionally

occur on Wellington St are generally associated with the night time economy. Central Library has two late opening days, Monday and Wednesday until 7pm.

## 3.5.5 d) Service Offer

14% (39) responders felt that Wellington House was not fit for purpose as a Library.

In response to this it should be noted that the service has worked with architects to consider the current service offer and how this may be accommodated at Wellington House. The proposed provision at Wellington House will provide a full range of reading resources for pleasure and information.

In accordance with Priority 3 in our Future Library Strategy - 'Being Modern and Responsive' we have been seeking across the whole library service to cleanse stock, refresh our book offer and be more efficient with customer intelligence driving our decisions on the level and range of stock for open shelves with other less requested stock remaining available for request. This naturally has an impact on the volume of floor space required as stock is rotated to better effect.

The following services will also be offered:

- Public PC's
- Wi-Fi
- Community meeting space
- Quiet study area
- Childrens Library
- Cafe

In addition to the current offer at central people will be able to access customer service advice at Wellington House and be signposted to other services that may occupy the building such as Citizens Advice Bureau and possibly other learning activities.

#### 3.6 **Letters of support**

A number of letters of support were received :

Chief Executive, Citizens Advice Bureau
Barnsley Civic Trust
Deputy Chair, Barnsley Voice
Chair, Barnsley Economic Partnership
Chief Executive, Barnsley & Rotherham Chamber of Commerce
President, Barnsley & Rotherham Chamber of Commerce

MP's:

Barnsley East Penistone & Stocksbridge

# Wentworth & Dearne Barnsley Central

The benefits expressed within the letters are as follows

- Regeneration of the Wellington Street area of town
- Improved Sixth Form College located in the town centre will bring new people into the town
- The new College will complement and enhance the public realm works (fountains) by the Town Hall
- Benefits for customers of co-locating Citizens Advice Bureau with the library
- Major improvement to the gateway to the town via Shambles Street
- Value of the construction project (£13m estimate) will boost the local economy and construction industry, with local jobs available under the 'Buy Local' scheme
- Increased business opportunities for retailers from new student market
- The new state of the art library development nearer the Interchange will bring further opportunities for the construction industry and retail development
- The new Sixth Form College will provide an improved educational offer for young people and encourage more Barnsley students to study in the town as well as attracting students from elsewhere.

## 3.7 <u>Petitions</u>:

The Council's formal arrangements for handling petitions require the referral for petition for appropriate consideration. Such consideration and response to the petitions is being addressed through this report and the associated report on the consultation contained in Appendix B.

In addition to the petitions, an informal ballot was conducted, apparently by the same group, asking people to respond to the question "should Barnsley council demolish the central library". 1,059 slips were received, 1,047 responding "no" and 12 responding "yes" where a preference was expressed. It is not known how secret or secure the ballot was, or in what circumstances it was conducted, so, as an expression of public sentiment, the Council would give this the same weight as the petitions

## 3.7.1 Petition One:

'Hands off Barnsley Libraries'

Don't let Barnsley Council demolish our Central Library

We, the undersigned, call on Barnsley Council to reject the plan to demolish our purpose built, excellent Central Library and relocate it to Wellington House. We further call on the Council not to downgrade any of our branch libraries to neighbourhood libraries and to reverse plans to cut branch opening hours. We believe libraries have an essential role to play in our community, even more so in an age of austerity.

- No second class libraries. All branch libraries must remain community libraries run by the council.
- No cuts in hours at branch libraries
- Keep Central Library in its current building'

With regards to first two bullet points above - the Future Library Strategy has already been fully consulted on within which the proposed model for the Library Service was agreed. No branch library closures have been required and following further feedback from the public revised opening hours were adopted. We continue to refresh our Library profiles that are intelligence based (information on footfall and general feedback from public, staff and community groups) and this drives our thinking regarding opening hours.

We continue to seek opportunities for investment for our Libraries an example being the current development at Wombwell Library where the service is being extended to better create a Community Hub for local people.

## 3.7.2 Petition Two

'Hands off Barnsley Libraries' Don't let Barnsley Council demolish our Central Library

We, the undersigned, call on Barnsley Council to reject the plan to demolish our purpose built, excellent Central Library and relocate it to Wellington House. We believe that if we let the Council get away with this we will never have such good library facilities in the Town Centre again. We are therefore determined to force the council to think again and find a new Sixth Form College'

The service offer will be the same at Wellington House along with the same quality staff supporting the public. The service will continue to work with other agencies to accommodate the provision of co-located advice services where appropriate within Central area s reflected within the priorities of the Future Library Strategy. Furthermore the council will use this as an opportunity to work with a range of stakeholders to design a new Library in the Town Centre .

Neither petition comments directly on the future delivery of the library service from Wellington House but it is recognised that the consideration of the issue does involve a recognition that there is opposition to the principle of re-locating from the existing site.

It is for the Cabinet to consider the impacts of the proposed move to Wellington House and reflect upon any mitigating actions required weighing the comparable service offers at the existing Central Library location and what would be provided at Wellington House and also the wider implications if the College proposal were not to be implemented.

## 3.7.3 Petition Three

The third much smaller petition is in the form of a letter which whilst also calling on the Council to maintain the Central Library service at its present location

also raises issues about the process leading to the current proposal. Reference is made to the consultation exercise on the Future Library Strategy in April 2013 and the timing of that exercise with reference to emerging proposals from the College with regard to the Six Form centre. The letter asserts that " ... whilst conducting a consultation in April about library services elements of the Council were actively supporting a bid which would see the demolition of the Central Library and a move to a smaller site ....... It is misleading and unreasonable to negotiate one proposal whilst consulting on another "

This is some misunderstanding of both the nature and purpose of the consultation on the Future Library Strategy and also the nature of the necessary informal dialogue which takes place between the Council and partners around the progression of potential future proposals prior to seeking any formal authorisation through the Cabinet.

The Future Library Strategy clearly contemplated the continuation of a Central Library facility in the Town Centre. As a Strategy document it was concerned primarily with defining strategic priorities and the future model of delivery rather than the respective merits of the existing location of the Central library against alternative town centre locations. The emerging opportunities which the Shambles Street site presented for the ambition of the College to build a new Sixth Form Centre were not sufficiently developed for it to be appropriate to refer to them in such a Strategy document.

The petitioners seem to infer that it was inappropriate for there to be ongoing informal dialogue at that time between officers of the Council and the College about the potential opportunities afforded by the Shambles Street site or for the College to make reference to such opportunities in submitting bids for funding to central government.

Such informal and necessary discussions between partners as potential opportunities and proposals emerge reflect common practice and are not binding on either parties. The petitioners appear to have concluded erroneously that the Council had given assurances that it had no authority to give about the availability of the Shambles Street site prior to any formal Cabinet approval on which basis the College submitted its funding bid in May 2013. It is suggested by the petitioners that

"[The College] had the confidence to make a bid based on the library site in May to which the town is apparently tied. That confidence can only have arisen as a result of unpublished assurances."

Members will appreciate that this represents a misunderstanding given that prior to any formal Cabinet decision it is accepted there was no authority for the Council to give any binding commitment to the College and this duly did not occur. Equally, the College did not require any such binding commitment to progress a funding bid.

## 3.8 Public Sector Equality Duty

As identified above the Council must have regard to the need to eliminate discrimination and advance equality of opportunity between people who share protected characteristics and others. The Equality Impact Assessment (Appendix G ) identifies potential impacts on older and disabled people, and to a lesser extent children, in relation to the accessibility of Wellington House as a location ( as oppposed to the accessibility of the building itself ) and in particular with reference to:

- public transport
- car parking generally
- disabled parking
- additional walking distance
- additional distance to carry books
- safety of area
- children walking additional distances
- suitablity of area for children using the service

The customer satisfaction section of the Assessment identifies that 32.8% of those responding said they would not use Wellington House.

These issues have been analysed through the Equality Impact Asseement and in considering responses to the consulation. It is considered that such impact can be appropriately addressed and mitigated as identified in the Action Plan contained within the Assessment.

The Pubic Sector Equality Duty requires the Cabinet to give due consideration to these issues in making its decision. and determine what weight should be attached to them in addressing the quesion of whether or not it would be apporpriate to relocate the central libary to Wellington House. It is not a duty to achieve the elimination of discrimination or to achieve equality of opportunity. But it is a duty to have regard to the need to achieve these goals which needs to be considered by the Cabinet in arriving at a conclusion as to its ultimate decision.

#### 3.9 Conclusion

To conclude, whilst there are a range of views and concerns the service cannot see anything arising from the consultation which would suggest that there are compelling reasons which would preclude a change in location of Central Library

## In summary:

- there will be improvements in parking availability at Wellington House
- the service offer at Wellington House is to be the same as currently provided at Shambles St
- the move is temporary pending further development of the Town Centre

- further consideration is to be given by Cabinet elsewhere on the agenda with regard to a revised Town Centre regeneration plan which includes provision of essential Library.
- The Equality Impact Assessment identities the impact of the move on equalities issues and how these can be mitigated

Neither is there any basis to suggest that the Council's decision making processes are open to question.

A significant concern has been expressed particularly through the public consultations events that, accepting that the current site on Shambles Street would be required to support the development of a Sixth Form College, the relocation to Wellington House would necessarily become permanent. This is clearly not the Council's stated intention, and as such the council has clarified its plan to build a new purpose built town centre Library.

Given that the proposed move to Wellington House would be a temporary location pending the development of a new purpose built library in the town centre it is reasonable and appropriate for the service to conclude that it should support the decision to proceed as outlined recognising as this will result in a major investment in Barnsley Town Centre with both a new Sixth Form College for the youth of the borough and a new purpose built Library for our residents.

## 4. <u>Consideration of Alternative Approaches</u>

4.1 Largely due to the timescales set by government in respect of the funding available to support the development of a new Sixth Form College, there are limited options in respect of potential sites. On this basis Shambles St is the college's preferred option which was presented to Cabinet. This would necessarily require the relocation of Central Library. If this does not happen the College would not be able to access the available funding and the Sixth Form development would not be viable.

It is important to note in this context that the proposed transfer of Central Library to Wellington House would be on a temporary basis, pending the development of a new purpose built Library being developed in the town centre, nearer to the transport interchange.

That Cabinet needs to consider and balance the argument that the Central Library should not move from its current location having regard to any potential implications for service users against the potential opportunities arising from Sixth Form development at this location which would not materialise.

## 5. Options

## 5.1 **Option 1:**

No action - that Cabinet do not support the re-location of Central Library forgo the opportunity for the development of a Sixth Form College and the redevelopment of Shambles Street.

## Option 2:

That Cabinet agrees the re-location of Central Library, on a temporary basis to Wellington House, pending building a new purpose built Library in the town centre; which will also support the development of a Sixth Form College on Shambles Street and investment in the development of the town centre.

## Option 3:

That Cabinet does not support the temporary re-location of Central Library and therefore forgoes the development of a new Sixth Form College and the development of Shambles Street. The Library remains therefore on its current site pending the development of a new purpose built Library in the town centre

#### 5.2 Recommendations

## That Cabinet:

- Receives the findings from the consultation
- Considers the proposed mitigations from the key impacts identified
- Considers the potential relocation of the Central Library on the basis of the analysis of the issues arising from the consultation and the implications of any re-location referred to in Section 3 of the report, including the impact if the core proposal is not supported.
- In light of the findings from the formal consultation (and broader responses), to progress with Option 2 which is to proceed with the re-location of Central Library, on a temporary basis to Wellington House, pending building a new purpose built Library in the town centre; which will also support the development of a Sixth Form College on Shambles Street and investment in the development of the town centre.

## 6. <u>Implications for local people / service users</u>

- Taken into context only 3.6% of active users responded to the survey. Whilst issues have arisen the top 2 issues are :
  - Parking
  - Public transport

Given the numbers of responders it is for Cabinet to consider whether beyond the responses held within this report any further mitigating actions are required.

6.2 Should cabinet make a decision to proceed with the proposed re-location the

proposed period of closure would be as follows:

Central Library would close Friday 21st March 2014 with a planned re-opening of the service on Thursday 15th May 2014.

During this period the neighbourhood libraries would continue to operate and the service would consider use of the home library service and the mobile library during the closure period.

Should Cabinet approve the re-location the service recommends the establishment of a library user and staff reference group to inform the new design of a new purpose built library.

## 7. Financial Implications

The financial implications of the potential temporary relocation of the Central Library to Wellington House were covered in a previous report to members from which action was taken under Paragraph B6 of the Responsibility for Executive Functions - Officer Delegations (Cab.23.10.2013/5).

## 8. <u>Employee Implications</u>

- 8.1 Given the proposed closure period above the service would utilise staff during the closure period on :
  - planning for transition to Wellington House
  - training with regards to customer services
  - relief cover for branch libraries
  - support with stock management cleansing plan.
  - annual leave
- **Consultations** [List who has been consulted, and incorporate their comments into the relevant sections of the report]
  - a) Chief Executive
  - b) Assistant Chief Executive (Human Resources)
  - c) Executive Director, Finance, Property and IT
  - d) Executive Director, Development, Environment & Culture
  - e) Assistant Chief Executive (Legal and Governance)
  - f) Trade Unions
  - g) Adults & Communities Directorate Management Team
  - h) Adults & Communities, Risk Management
  - i) Adults & Communities, Equalities & Diversity

# 10. <u>Community Strategy and the Council's Performance Management</u> Framework

10.1 The Future Library Strategy holds a map showing the linkages between

Community strategy, Corporate Priorities and the Library Service outcomes - this remains the same.

It should be noted that the performance of the service would clearly be impacted during 2014.

## 11. Tackling health inequalities

11.1 Interim arrangements would be made for those groups that utilise the Central Library for broader wellbeing activities and active dialogue would take place with them to support them with this.

## 12. Climate Change & Sustainable Energy Act 2006

12.1 No implications

## 13. Risk Management Issues

13.1 The project benefits from a detailed risk register that is reviewed on a regular basis.

The following risks, assessments and mitigations logged in the project risk register are of note:

Risk	Current Assessment	Mitigations	Target Assessment
Failure to consult stakeholders or to have regard to the Public Sector Equality duty leading to legal challenge	Medium	Consideration of the issues identified arising from the consultation and the Equalities Impact Assesment in approving this Cabinet report	Low
Failure to ensure preparatory works to Wellington House enable a smooth transition for service users	Medium	Monitoring or preparatory works and escalation of issues to Project Board	Low
Failure to ensure the customer offer for BLIS is not disjointed	High	Development and delivery of Communications Strategy	Medium
Failure to provide assurances regarding the	High	Cabinet report on Town Centre development	High

long term future of the Central		
Library		

Essentially, the consideration of all the relevant issues raised in this report prior to its approval will act as considerable mitigation to the risk regarding the need to demonstrate a sound approach to the need to undertake consultation. Without this significant mitigation in place, there will be a potential increased likelihood of further petitions, and possibly a full legal challenge of the Authority's decision making processes relating to this activity.

Following approval, the risk relating to consultation will be re-assessed, and it is envisaged at this stage the risk will be considered more tolerable. This will allow the Project Team to focus their efforts on other significant elements of the Project itself.

## 14. Health & Safety Issues

14.1 No specific issues are highlighted with regard to health & safety - specific issues would be managed as part of any re-location project plan. Should the proposal proceed a managed mover would be procured to enable the relocation of service to Wellington House.

## 15. Compatibility with the European Convention on Human Rights

Given that the report addresses an issue of general service provison no issue of interference withConvention Rights specifically arises. The procedural expectations contained in Article 6 of the Convention are addressed through the Councils approach to the need to consult and its Public Sector Equality Duty.

## 16. Promoting Equality & Diversity and Social Inclusion

A refreshed equality impact assessment has been completed (Appendix G) and information from the consultation incorporated and adjustments made to the action plan. Detailed consideration is given to Council's Public Sector Equality duty earlier in the report.

## 17. Reduction of Crime & Disorder

17.1 No implications.

## 18. <u>Conservation of Biodiversity</u>

18.1 No implications

## 19. Glossary

19.1 Not required

## 20. <u>List of Appendices</u>

- 20.1 b) Consultation Report
  - c) Consultation Questionnaire
  - d) Frequently Asked Questions
  - e) Public Transport Profiles
  - f) Parking profiles
  - g) EIA

## 21. Background Papers

a) Future Library Strategy

Office Contact W Lowder / Kathryn Green Tel. No: 775834

Date: 10/01/14

## FEEDBACK REPORT FOLLOWING PUBLIC CONSULTATION ON RE-LOCATION OF CENTRAL LIBRARY TO WELLINGTON HOUSE

### 6th November - 31st December 2013

#### 1. Background to the Consultation

Barnsley College have been successful in a funding application to the Skills Funding Agency for £16 million to develop a new Sixth Form College by August 2015, with their preferred site being on Shambles Street, encompassing the shops, Citizens Advice Bureau and Courts Tribunal Service at 1 - 17 Shambles Street and the Central Library.

At a collective briefing for Cabinet members on 9th October 2013, the College Principal presented the Sixth Form College proposal to the members and discussed how the preferred site had been selected, the benefits to both young people and teachers and the socio-economic benefits to the local area and town centre.

Following the presentation the Assistant Chief Executive's report was also presented to members and urgent action was proposed under Paragraph B6 of the responsibility for Executive Functions - Officer delegations Contained in the Council Constitution and subsequently reported to the following Cabinet on 23 October 2013 (Cab.23.10.2013/5).

The action recorded and resolved, relevant to the consultation was for the Executive Director - Adults and Communities "To undertake specific library user consultation on exploring the development option in more detail before entering legal agreements."

#### 2. Purpose and Scope of the Consultation

The purpose of the consultation is to enable the Council to properly consider representations made about the impact on library users and non-users of the proposal to re-locate the Central Library to Wellington House. The scope of the consultation was therefore not about whether the building should be demolished, but about how library users would be affected, positively or negatively by re-locating the service to Wellington House.

### 3. Consultation Methodology

The original consultation period commenced on 6th November 2013 and was scheduled for a period of 4 weeks, but following concerns from members of the public that this was an insufficient period of time, the consultation was extended to 8 weeks and closed on 31st December 2013.

A quantitative survey was created and carried out to enable all residents to comment on the proposal. A total of 850 hard copies of the survey were printed and made available to members of the public in libraries and the Civic. Respondents also had the option to complete the survey online via uEngage which was accessed through the Barnsley Council website. The survey was publicised via usual media channels and through social media. Supporting information was made available on the website as it became available and a set of FAQs was also produced responding to some of the most common questions.

The survey was also promoted at the Barnsley Reach Steering Group with a request to publicise amongst the member organisations.

Two public meetings were held at the Central Library on 21st and 25th November 2013 respectively with both Member and Officer representation on the panel, with approximately 70 people attending each session.

Currently the Central Library has 7,414 active borrowers (a member who has borrowed an item between 1st April 2013 - 7 January 2014). Of these, 1,624 are under 18 years of age, leaving 5,790 adult active borrowers with a potential interest in completing the consultation.

A total of 268 responses were received for the Survey, with 92 completed online and 176 with a paper copy.

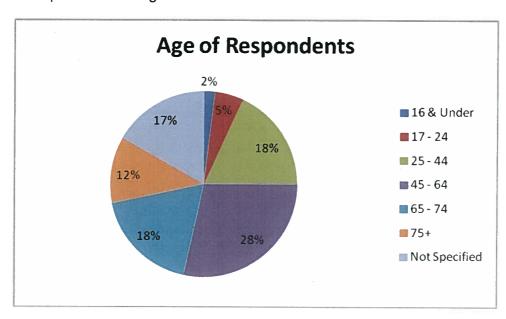
In construction of this report into the results of the consultation process we have consulted with the Equalities and Diversities Officer on the impacts identified in relation to our Equalities duties and the Equalities Impact Assessment has been updated accordingly.

### 4. Key findings from the consultation

#### Survey:

50% of respondents are female in comparison to 38.8% who are male (11.2% did not respond to the question).

28% of respondents are aged between 45 and 64. Further analysis shows that 41% of respondents are aged 60 or over.



The majority of respondents are Christian (51.1%, 137) and White British (79.5%, 213).

70.9% (190) of respondents do not have a disability.

36.6% (98) of respondents are retired from work and 31.7% (85) of respondents are in full-time employment.

## 4.1 Do you currently use Central Library?

Do you currently use the Central Library?	Number	%
Yes	251	93.6
No	12	4.5
No response	5	1.9

93.6% of respondents indicated that they currently use Central Library. It should be noted that a member of the public does not have to be a member of the library to use its resources for reference purposes and the library is not just available for residents of Barnsley, but also to those who work or study in the borough. The 1964 Public Libraries and Museums Act states:

"It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof, . . .

Provided that although a library authority shall have power to make facilities for the borrowing of books and other materials available to any persons it shall not by virtue of this subsection be under a duty to make such facilities available to persons other than those whose residence or place of work is within the library area of the authority or who are undergoing full-time education within that area." (Section 7)

## **4.2** How often do you visit the Central Library? (excludes those who don't currently use the library)

How often do you visit the Central Library?	Number	%
Daily	12	4.7
2-3 times a week	59	23.1
Once a week	103	40.2
Once a month	61	23.8
About every 6 months	17	6.6
Once a year	3	1.2
Less than once a year	1	0.4
Total	256	

The majority of respondents visit the Central Library once a week or more frequently, and of these 68% are aged 60 or over.

## 4.3 How do you currently travel to Central Library?

(excludes those who don't currently use the library)

How do you currently travel to Central Library?	Number	%
Car	89	34.8
Bus	89	34.8
Walk	72	28.1

## Appendix B

Train	5	1.9
Other	1	0.4
Bicycle	0	0
Total	256	

The joint most used methods of travel overall were by car or bus, with walking also significantly recorded. For respondents aged 60 or over, the % walking was lower (21.2%) and those using the bus was higher (42.5%).

## 4.4 Would re-location to Wellington House change your method of travel?

Would re-location to Wellington House change your method of travel?	Number	%
Yes	85	31.7
No	176	65.7
No response	7	2.6
Total	268	

Overall, two thirds of respondents would not change their method of travel if the library re-located to Wellington House. However, in the over 60's group 61.1% would change their method of travel.

If yes, why?	Number	%
No bus stop at Wellington House/ too far from bus routes	39	31.5
Not a convenient location/ not accessible	23	18.5
No car parking facilities	13	10.5
Further distance	10	8.1
Mobility Issues	8	6.5
Easier to get to/ nearer shops	8	6.5
Need to use a car	7	5.6
Will need to walk	6	4.8
Would not go to Wellington House	4	3.2
Too far for children to walk	3	2.4
I have no car	1	0.8
Will need to use a taxi	1	0.8
Other	1	0.8
Total responses	124	

(The table includes all comments from those responding 'Yes' or 'No', and some respondents gave more than one reason, so all are included)

Annandia D

## Concerns Raised

The main reason for a change was the lack of access to public transport, followed by Wellington House being perceived as in a less convenient location. Linked to this are the responses about increased distance, needing to use a taxi or having to walk. This was a particular concern for those with mobility issues.

There were concerns about the lack of parking facilities, including spaces for disabled parking and blue badge holders.

### Response

Representation has been made to SYPTE and furthermore to Stagecoach as the provider with regards to changes to bus service 44 to accommodate a stop on Westway to the rear of Wellington House. feedback from them has been that rerouting would be longer, slower, omit the Market Hill stop and by not serving Regent Street would reduce the attractiveness of the service to Barnsley College-students. This leaves only the 43 and 43A bus service that would stop on Westway (Morrison's side). The service will continue to pursue any opportunities with SYPTE.

A comparison of off street and on street parking spaces within 200m of the Central Library and Wellington House shows that there are 483 more car parking spaces available in the vicinity of Wellington House.

A comparison of dedicated blue badge holder spaces shows 22 spaces available around Wellington House, plus 12 on John Street, compared to 14 around the Central Library area. In addition blue badge holders can park free of charge with no time restrictions in Morrisons and Wellington House car parks. There would be an entrance into the library on the Wellington Street side of the building.

The Council will also take on the management of Wellington House car park thereby creating further parking opportunities for the public.

There were also positive comments made that Wellington House would be easier to get to, closer to home and to the shops.

Should any additional mitigations be required then suggestions are around alternative transport provision being sourced that would accommodate a transfer service from Barnsley Interchange to Westway. Initial possibilities could be Adult Social Care transport (availability limited to 10 - 2.30pm) or alternatively commissioning a separate shuttle service.

## 4.5 Do you find the current Central Library easy to get to?

Do you find the current Central Library easy to get to?	Number	%
Yes	240	89.6
No	25	9.3

## Appendix B

No response	3	1.1
Total	268	

If no, why not?	Number	%	
Top of a steep hill/climb	22		8.2
No parking nearby	6		2.2
Too far out of town (for elderly)	5		.9
Disabled find difficult	3		1.1
Not on a bus route	2		0.7
Busy roads to cross	1		0.4
Total responses	39		

<sup>%</sup> of total number of respondents (268)

The majority of respondents find the Central Library easy to get to, and of those who do find it difficult the major reason cited was its position up a steep hill.

# 4.6 If the library re-located to Wellington House, would you find it easy to get to?

If the library re-located to Wellington House, would you find it easy to get to?	Number	%
Yes	121	45.1
No	138	51.5
No response	9	3.4
Total	268	

If no, why not?	Number
No bus stop or public transport links	44
Further distance/ longer walk	33
Parking an issue/ insufficient spaces	28
No longer a central/convenient location/ not a part of town visited	23
Not a safe/appropriate part of town/considered dangerous	14
Long walk, arduous for elderly/disabled	13
Unable to carry books	9
Wellington House easier to get to	6
Area of Market Street to busy to negotiate	5
Too far for children to walk	4
Need to cross a busy road (Westway)	4
Increased cost of parking	3
Return journey from Wellington House is uphill	2

Unsafe access with schools unlikely to visit	1
One-way system confusing	· 1
Too far from College	1
Total responses	191

(Some respondents gave more than one reason, so all are included)

A slightly higher number of people felt that Wellington House would be less accessible with only 45.1% feeling it would be easy to get to.

#### Concerns Raised

Again, the main reasons cited for this were the lack of public transport links, increased distance to walk, lack of parking and an inconvenient location.

There was also a perception that the Wellington Street area of town was less safe and as such was an inappropriate location for the library, which could result in a decrease in usage including access by families, children and schools.

#### Response

As previously stated, investigations around improvements to public transport access are ongoing, and there are 1,162 parking spaces available in the vicinity of Wellington House (200m radius).

The Safer Neighbourhoods Team also report that there are no disproportionate public safety issues relating to Wellington Street in comparison to any other area of the Town Centre during the day time or early evening (i.e. during library opening hours). Public order issues on Wellington Street are generally associated with the night time economy.

# 4.7 Do you feel you would be affected by the Central Library moving to Wellington House?

Do you feel you would be affected by the Central Library moving to Wellington House?	0	31
	Number	%
It will not affect me at all	45	16.8
It will have some effect on me	94	35.1
It will have a significant effect on me	129	48.1
Total	268	

83.2% (223) of respondents felt that they would be affected by the Central Library moving to Wellington House in some way with 48.1% feeling that they would be significantly affected. The specifics of the concerns are considered in the next section.

In the over 60 age group the % who felt they would be significantly affected was slightly higher at 54.9% than the overall % and the combined total was 88.5%.

## 4.8 If you feel you will be affected by the re-location, please describe how.

## Analysis of responses - Significantly affected:

(some respondents gave more than one reason, so all are included. The responses have been split into those cited which have an impact on the individual and those which are a comment on the proposal)

Significantly affected - individual impact	Number	%
Central Library purpose built/ Wellington House not fit for purpose/ smaller space/ fewer books	39	14.6
Unsuitable part of town/ further away/ location worse	34	12.7
Difficult to access public transport to Wellington Street/ no bus stops	15	5.6
Effect on disabled/elderly, need for disabled parking	11	4.1
Difficult to access Wellington House	9	3.4
Harder to access Archives & Local Studies/ Cultural Quarter diminished	6	2.2
Better location at Wellington House/ not up a hill	6	2.2
Harder to access with children/ needs to be closer to schools	5	1.9
Unable to carry books across town centre	4	1.5
Atmosphere in Wellington House worse/ proximity to other Services	4	1.5
Length of closure period	3	1.1
Effect on mental health	3	1.1
Need to use car - increased pollution, cost, parking	™ 3	1.1
Less inclined to use Wellington House	2	0.7
Total responses	144	

Significantly affected - comments	Number	%	
Against the move/ concerns over proposal/ wrong place for Sixth Form College	19		7.1
Costs of demolition, refurbishment(s), dilapidation costs	12		4.5
Fears Wellington House will become a permanent location	10		3.7
Detrimental effect on education and literacy	4		1.5
Loss of architectural landmark	4		1.5
Other general statements	3		1.1
Total responses	52		

<sup>%</sup> of total number of respondents (268)

#### Analysis of responses - Some effect:

(some respondents gave more than one reason, so all are included. The responses have been split into those cited which have an impact on the individual and those which are a comment on the proposal)

Some effect - individual impact	Number	%
Unsuitable part of town/ further away/ location worse	28	10.4
Central Library purpose built/ Wellington House not fit for purpose/ smaller space/ fewer books	17	6.3
Difficult to access Wellington House/ poor parking	5	1.9
Better location at Wellington House/ not up a hill	5	1.9
Difficult to access public transport to Wellington Street/ no bus stops	4	1.5
Atmosphere in Wellington House worse/ proximity to other Services	3	1.1
Concern over finding Wellington House or layout of building	3	1.1
Effect on disabled/elderly, need for disabled parking	3	1.1
Need to use car - increased pollution, cost, parking	2	0.7
Harder to access Archives & Local Studies/ Experience Barnsley	1	0.4
Harder to access with children	1	0.4
Unable to carry books across town centre	1	0.4
Effect on mental health	1	0.4
Personal reasons	1	0.4
Total responses	75	

Some effect - comments	Number	%	
Against the move/ concerns over proposal/ wrong place for Sixth Form College	6		2.2
Waste of money	5		1.9
Fears Wellington House will become a permanent location	3		1.1
Loss of architectural landmark	2		0.7
Other general statements	4		1.5
Total responses	20		

## % of total number of respondents (268)

#### Main issues

## Purpose built library v. refurbished building

The main concerns, were about the loss of the Central Library building as a purpose built library and that the library offer in Wellington House would not therefore be as good, with a smaller book stock, space for activities, reduced meeting room space and range of services.

A library service is primarily about the availability of the range of resources, information provision and activities to meet community needs and above all helpful and knowledgeable staff to deliver the service and meet customers' needs. The library offer at Wellington House will provide a full range of reading resources for pleasure and information, but in line with the Future Library Strategy customer intelligence on the stock which is most in demand will be utilised to determine the titles for the open shelves with frequent refreshes of alternative stock. Other stock will still be available from the building, identifiable from the library catalogue and able to be retrieved by staff for loan

This ensures that the Service's stock management is responsive and cost effective, ensuring that stock works harder and is identified more quickly for recirculation if there is no demand, rather than remaining unused on shelves for an indeterminate length of time.

The customer also benefits by having a more varied choice on each visit, whilst still having a broad collection available on demand.

#### Loss of library services or dedicated areas

Concerns have been raised that there will no longer be a children's library, quiet study area, cafe, meeting rooms or ICT for individual or group use. The intention is for all of these to still be available, along with new ways of accessing ICT. The same staff will be delivering the library service at Wellington House but will work differently to offer support for customers assisting them with their reading choices, ICT use and promoting the wider services available. The staff will also be able to signpost customers to other Services both within the building and elsewhere to meet their information and learning requirements. Wellington House will also offer access to other Council Services and move towards becoming the central hub as proposed in the Future Library Strategy. The permanent Central hub will be the new state of the art library to be developed in the town centre close to transport links and members of the public will be invited to contribute to the design of the new library, alongside library staff, to ensure that it meets the future needs and wishes of residents.

#### Location, access and public transport

Concerns relating to location suitability, public transport links, parking and increased distance to travel were raised in this section as under previous questions.

#### Closure period impact

There were a small number of respondents concerned at the length of the closure period and the impact this would have on them, in particular the need to access ICT on a regular basis for universal jobmatch. Whilst the closure period will be kept to a minimum it is likely that in order to complete the works required to create the library space at Wellington House and the library fit-out that the revised closure period will be approximately 8 weeks. Options for borrowing and returning books and access to ICT will be via the branch libraries, CLLICs and Resource Centres.

## 4.9 Would you use the Central Library if it moved to Wellington House?

Would you use the Central Library if it moved to Wellington House?	Number	%
Yes	158	59.0
No	88	32.8
No response	22	8.2
Total	268	

If no, why not?	Number	%
Will use, but less often and only if have to	31	11.6
Wellington House not fit to be a library/ shabby building	25	9.3
Inconvenient location/ too far away	24	9.0
Unsafe area/ populated by clubs/ backwater away from town centre	22	8.2
Will use Wellington House, but reluctantly/ don't support the move	16	6.0
Undemocratic decision/ Councillors do not value Library Service/ protest	8	3.0
Will not use for family activities or services for young children	5	1.9
Will use a different library	5	1.9
Will use Wellington House more than Central Library	5	1.9
Difficult to access due to disability or age	4	1.5
No parking	4	1.5
No public transport	4	1.5
Too far to carry books	3	1.1
Libraries are an outdated concept	1	0.4
Total responses	157	

(Some respondents gave more than one reason, so all are included)

## % of total number of respondents (268)

Approximately a third of respondents did not think that they would use the library at Wellington House and a further 47 would use but reluctantly or less often. The reasons centred on doubts that the library facility would be as good and the issues raised previously regarding access and distance.

As per the response above at 4.8, the service offer at Wellington House will be the same offer as currently provided at Shambles St.

#### 4.10 Others

Members of the public also used other communication methods to voice their concerns, ask questions or show support for the proposals.

#### **Petitions:**

Two petitions have been received by the council during the consultation period, with different propositions.

**Petition 1** has 4,808 signatures (4,428 with addresses in the borough, 380 out of the borough or no address) and the statement detailing the action requested by the petitioners reads:

# "HANDS OFF BARNSLEY LIBRARIES Don't Let Barnsley Council Demolish Our Central Library

We, the undersigned, call on Barnsley Council to reject the plan to demolish our purpose-built, excellent Central Library and relocate it to Wellington House. We further call on the Council not to downgrade any of our branch libraries to neighbourhood libraries and to reverse plans to cut branch opening hours. We believe libraries have an essential role to play in our community, even more so in an age of austerity.

- No second class branch libraries. All branch libraries must remain community libraries run by the council.
- No cuts in hours at branch libraries
- Keep Central Library in its current building

**Petition 2** has 8,243 signatures (7,771 with addresses in the borough, 472 out of the borough or no address) and the statement reads:

# "HANDS OFF BARNSLEY CENTRAL LIBRARY Don't Let Barnsley Council Demolish Our Central Library

We, the undersigned, call on Barnsley Council to reject the plan to demolish our purpose-built, excellent Central library and relocate it to Wellington House. We believe that if we let the Council get away with this we will never have such good library facilities in the town centre again. We are therefore determined to force the Council to think again and find a new sixth form college."

The scope of the consultation is the impact the relocation of the library to Wellington House would have on members of the public, not on agreement with the physical demolition of the building. The council has stated that the library at Wellington House will have the same range of services and functions and that this is a temporary facility until a new library is built in the town centre in 3 years time.

The Future Library Strategy outlined a new operating model which specified a tiered approach to delivering the library service based on Community Libraries which acted as hubs bringing a range of services together in one building, and more traditional Neighbourhood Libraries which due to their physical size would offer a core service but would be unable to act as a community access point.

A minor revision to opening hours was taken based on current usage and all proposals were consulted on between April - July 2013, receiving broad support from members of the public and local organisations.

The council also gave a public commitment that there were no intentions to close any libraries in Barnsley and this is the current position. All libraries are under the governance of the Council and staffed by council employees or staff in partner organisations delivering the service under a legal agreement.

#### 'Alternative Referendum'

In addition, a further 1,059 slips were received from a campaign group who organised their own 'alternative referendum' asking people to respond to the question "should Barnsley council demolish the Central Library?"

### Media & Social Media coverage:

Since the launch of the consultation at the beginning of November 2013 there have been 30 items of coverage in both the local and regional media. There have also been a number of letters in the local newspaper, Barnsley Chronicle, the sentiments of which have mainly been negative about the proposal.

Timely posts were sent out via the council's corporate Facebook page and Barnsley Libraries page during the consultation period. Although these posts did not generate a huge amount of engagement on the page they were shared by followers of the page and had a total reach of 1,801 posts.

The council's corporate twitter account and Barnsley Libraries account have been frequently used throughout the consultation period to encourage participation. A number of these posts have been retweeted. A blend of supportive, negative and neutral comments were recieved.

### Comments of people who were supportive of the move

- ... Why are people complaining. For all we know the new place could be modern and fab
- Its moving not closing its moving not closing ITS MOVING NOT CLOSING!!!
   How many times!!!?
- Is the Library being knocked down to provide space for another College building? Is it not a good thing that there will be, in Barnsley, a modern, state of the art Learning Facility to better educate the people of Barnsley, to give them better opportunities, to prepare them for better jobs and careers in later life? Is that not important to the people of Barnsley? And in the process, with a little bit of upheaval, a new library into the bargain? It's clear from all reports that Barnsley is in desperate need of more learning facilities...
- ...an ugly looking building and nobody will use it in 20 years time anyway the
  powers of internet will see to that and for 13000 signatures most of them will
  not give a dam they only signed to be polite
- ... Want more business? Want increased town pride? Modernise.
- ...l don't see what the exact issue is , there's still going to be a library and a modern college which will bring new students to Barnsley...
- ...The library will be relocated to a great, new home within a couple of years.
  But a new, modern 6th form will send out the right message about Barnsley.
  Telling everyone that this is a place that is committed to learning and drawing students from further afield than Barnsley
- ...it is sad the library has to go, but hopefully it will attract a bit more interest in this end of the town

## Appendix B

- I'd say go for it and redevelop the site. It certainly needs it and the abandoned shops further up shambles street need to go too
- as long has it is in a better place that would mean it gets used more then all the better.
- We are still keeping the library but in an easier to reach location, getting rid of an ugly building and having a better more purpose build education establishment. I see nothing wrong here!
- Great News! Sort out those eyesores up Shambles Street at the same time.

#### Comments from people that are neutral

why cant the library be incorporated with in the new collage?

## Comments from people who were negative about the move

- ..theres nothing wrong with the old one every1 uses it all time
- It's not a waste of time. it may be a done deal, but at least it makes things difficult for them. They may realise they can't ignore the views of thousands of people. people they are PAID to represent.
- the council spent thousands of pounds remodernising it.. what a waste of money. The library is quite okay as it is and well situated, fairly modern inside...
- I'd rather the library stay. We do get customers coming in to us who've been to the library.
- The library needs to stay where it is and the parade of shops demolished and the area landscaped to make a much better gateway to the town. A Sixth Form College on that site is inappropriate as it will place students in an accident prone zone due to the amount of traffic in the area during the morning rush hour and an unhealthy environment due to traffic pollution. A better location for the college would be Honeywell where there is plenty of room to build the college, a playing field and more room to socialise.
- Council plans to demolish the Central Library for a Sixth Form College and move the facilities to Wellington Street are an act of corporate vandalism. That this fine purpose built building be lost when the College could be built elsewhere would be a disgrace.

Throughout the consultation period there have also been a number of activists opposing the proposed relocation, via the Save Barnsley Libraries twitter account. While the site has been sending out almost daily posts they appear to receive low levels of attention and interaction.

There have been a number of news articles posted on the Barnsley Chronicle Website and We Are Barnsley Facebook page. Generally these were balanced items and received both positive and negative comments.

#### Letters:

40 letters and emails were received during the consultation period declaring their opposition to the proposal or asking for clarification or information. All letters and emails have been responded to. The nature of the comments reflect the same topics which have emerged from the consultation survey responses.

One Freedom Of Information request was also received on 31st December 2013. This is currently being answered and is still within the time period for a response.

#### Post-Its:

Draft plans were displayed for the public to comment on layouts and make suggestions. Protesters used this opportunity to leave further comments on their opposition to the proposal to re-locate which repeated the comments already reported on from the survey.

### **Campaign Group activities:**

A campaign group was formed and arranged various protest activities including public meetings, hands round the library event, marches, alternative carol service and a social media campaign.

#### 5. Letters of Support

The council has received letters of support from the following organisations for the proposal:

- Dan Jarvis MBE MP, Barnsley Central
- Michael Dugher MP, Barnsley East
- Angela Smith MP, Penistone & Stocksbridge
- John Healey MP, Wentworth & Dearne
- Andrew Ibbotson, Deputy Chair, Barnsley Voice
- Pat Heath, Chief Executive, Barnsley Citizens Advice Bureau
- Owen Gleadall, President, Barnsley & Rotherham Chamber of Commerce
- Andrew Denniff, Chief Executive, Barnsley & Rotherham Chamber of Commerce
- Barnsley Civic Trust
- Ged Shields, Chair, Barnsley Economic Partnership

The benefits identified in the letters of support include:

- Regeneration of the Wellington Street area of town
- Improved Sixth Form College located in the town centre will bring new people into the town
- The new College will complement and enhance the public realm works (fountains) by the Town Hall
- Benefits for customers of co-locating Citizens Advice Bureau with the library
- Major improvement to the gateway to the town via Shambles Street
- Value of the construction project (£13m estimate) will boost the local economy and construction industry, with local jobs available under the 'Buy Local' scheme
- Increased business opportunities for retailers from new student market

### Appendix B

- The new state of the art library development nearer the Interchange will bring further opportunities for the construction industry and retail development
- The new Sixth Form College will provide an improved educational offer for young people and encourage more Barnsley students to study in the town as well as attracting students from elsewhere.

#### 6. Conclusions

Whilst some concerns have been expressed about the relocation of the Central Library amongst library users from a practical perspective, e.g. public transport links and also queries about the quality of service which can be provided from Wellington House - the numbers are quite small..

However, placing these concerns in the context of the Central Library's 7, 400 active borrowers, the numbers responding to the consultation and expressing their issues is small in proportion.

This is not to say that the issues are not important to library users however the Service has a commitment to ensure that the same range of services to the same high standard are available from Wellington House should the proposal be approved.

The council will continue to discuss amendments to public transport with local operators to address these issues.

We must also remember that the council has also given a commitment that the move to Wellington House is a temporary arrangement until a new state of the art public library and information hub is built in the town centre.

Members of the public will be fully consulted on the design of this space and future asset to ensure that the new building is fit for purpose to deliver a 21st century library service.

#### Reference

Comments received from the public through the consultation period can be obtained from the service

#### Introduction

Barnsley Council wish to consult residents on the plans to re-locate the Central Library to Wellington House, Wellington Street, Barnsley, in order to enable the current site on Shambles Street to be used for a new Sixth Form College.

The public library accommodation would be on the ground and first floors.

The consultation will run from 6 November - 31 December and the short survey is available from all libraries in the borough or can be completed online at <a href="http://consult.barnsley.gov.uk/portal/adcs/consultation">http://consult.barnsley.gov.uk/portal/adcs/consultation</a> - central library relocation.

The proposal to re-locate the Central Library was approved in principle for exploring the development option in more detail .

The new library would still offer the same range of services, with public access computers, community/meeting spaces, self service, the same opening hours, as well as a comprehensive range of books, CDs and DVDs.

The new library plans would also include co-locating the Citizens Advice Bureau and Court Tribunal Service on the premises, and the possibility of an access point to the Council's Customer Services currently based in the Civic.

Barnsley College's current Sixth Form College building at Eastgate has pressing health and safety problems and to address these deficiencies Barnsley College proposes a major capital investment in a new Sixth Form College. The new building will provide an inspirational learning environment with progression to universities and higher level apprenticeships. A new Sixth Form college will support Barnsley's aims to create more jobs and support the development of higher level skills and an aspirational culture amongst young people.

The longer term location of the library is still to be decided but it is hoped that a new state of the art public library will be included in plans for the development of the town centre.

The re-location would take place around May 2014 and would require the Central Library to be closed for approximately 3 weeks.

Councillor Jenny Platts, Cabinet Member for Adults and Communities, said: "I urge people in the community to examine the proposals for the Central Library and share their views with us. The response to this consultation will be crucial in informing the Council of any issues it needs to consider when shaping these proposals."

The results of the consultation will be reported to Cabinet before the end of the year.

Your Views	
Please tell us your postcode below.	
Do you currently use Central Library? (please select one answer)	9 9
	○ No
If so, how often do you visit Central Lik	-
Daily	(
2-3 times a week	
Once a week	(
Once a month	(
About every 6 months	(
About once a year	(
Less than once a year	(
How do you currently travel to Central Lil	brary?
Car	
Bus	O
Walk	
Train	0
	0
Other	
Would relocation to Wellington House ch (please select one answer)	ange your method of travel?
Yes	. O No

If yes, why?			
		192	
Do you find the current C (please select one answer)		get to?	
Yes	O N	lo	
If not, why not?			
10			
₩ =			
If the library relocated to House is located on Welli (please select one answer)	ington Street, Barnsle	ould you find it easy y, opposite Wilkins	to get to? (Wellington on's)
Yes		0	$\circ$
If not, why not?		•	
Do you feel you would be	affected by the Centr	al Library moving t	o Wellington House?
It will have a significant effe			_
It will not affect me at all			
It will have some effect on i			
ic will have going check on a	III		\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \

lease select one answer)	ry if it moved to Wellington House?	
es If not, why not?	O No	

### Public Consultation Central Library

### **Equalities**

Barnsley MBC wants to deliver high quality services to everyone, whatever their background. It is also important that everyone feels their views are valued and included. You are not required to complete any of these sections, but telling us about your background will help us to make sure that we are meeting the needs of all our communities. If you feel that the group you identify with is not listed feel free to write this in. All responses will be treated in confidence.

Gender	
Please specify your gender: (please select one answer)	
Female	
Male	
Age	*
Please tell us your age:	¥
Religion and Belief	
What is your religious belief? (please select one answer)	
Prefer not to say	
No Religion	
Christian including Church of England, Catholic,	
Buddhist	
Hindu	O
Jewish	O
Muslim	
Sikh	

### Public Consultation Central Library

### **Ethnicity** What is your ethnic group? (please select one answer) White British, English, Northern Irish, Scottish, Welsh ...... Irish ...... Gypsy or Irish Traveller ...... Any other white background ...... Black/Black British/African/Caribbean African ........ Caribbean ...... Any other black background ...... Asian/Asian British Indian ....... Pakistani ...... Bangladeshi ...... Chinese ...... Any other Asian background ....... Mixed/Multiple Ethnic Groups White and Black Caribbean ...... White and Black African White and Asian ...... Any other mixed/multiple ethnic background ...... Other Ethnic Group Arab ....... Any other ethnic group ...... If other, please specify here:

### Public Consultation Central Library

Access needs	
Do you have any disability/language access requirements? (please select one answer)	
Yes O No	
If you answered 'Yes', please tick all that apply: (please select all that apply)	
Information in large print	
Information in Easy Read (simple words and pictures)	
Information in Braille	
Sign language interpretation	
Information in other format eg, audio tape or language	
If you chose 'information in other format', please tell us what you i	equire:
Employment situation	
Which of these activities best describes what you are doing at prese	nt?
Employee in full-time work	
Employee in part-time work	
Self-employed full-time or part-time	
On a Government-supported training programme	О
Full time education at school college or university	
Unemployed and available for work	
Unable to work due to sickness or disability	
Wholly retired from work	
Unable to work due to caring responsibilities	
Not actively seeking employment	
Volunteer (full/part time)	
Other	

### Consultation on the proposed relocation of Barnsley central library Frequently asked questions

### Q1: What is the purpose of the consultation?

A: We are currently consulting about the proposed temporary relocation of Barnsley central library.

As part of this, we are asking people a wide range of questions, including how they use their library and how accessible they find their library building. We are inviting them to share with us their views on the proposed relocation of central library to Wellington House at Wellington Street.

### Q2: How long is the consultation open for? How can people take part?

The consultation is open until 31 December. We encourage people to give their views by visiting the consultation page on our website <a href="http://consult.barnsley.gov.uk/portal/adcs/consultation">http://consult.barnsley.gov.uk/portal/adcs/consultation</a> - central library relocation

Alternatively, people can pick up a paper copy from their local library.

### Q3 Why is the consultation not longer?

A: Consultation of this nature should be proportionate, reasonable and fair. Having listened to feedback from the public, we have extended the consultation period for anyone interested in the proposed relocation of Barnsley's central library from four weeks to eight weeks, finishing now on Tuesday, 31 December.

### Q4: The consultation doesn't ask the right questions - Doesn't the council need to consult about the change of venue?

A: The consultation is for people to tell us their views on the proposed relocation of Barnsley's central library to Wellington House and how they would get there, how the space in the building would be allocated, and to consider any impacts that the move may have on them.

No decision will be made until after the consultation on the proposed relocation of Barnsley's central library has finished on 31 December. We encourage people to tell us their views by visiting the following consultation page on our website <a href="http://consult.barnsley.gov.uk/portal/adcs/consultation">http://consult.barnsley.gov.uk/portal/adcs/consultation</a> - central library relocation

Alternatively, people can pick up a paper copy from their local library.

### Q5: What will happen to the independent canvass that has taken place? Will all of those voices be listened to?

**A:** All information gathered throughout the consultation period, including the independent canvass will be taken into consideration and feedback to cabinet in the new year.

### Q6: Why can't the library be left and just demolish the shops along Shambles Street?

A: The required student capacity would not be achieved by reducing the footprint of the proposed college building. The town centre tall buildings strategy outlines that no building built within a certain parameter (distance?) of the town hall should impact on the view of the town centre and town hall clock; therefore a taller building is not feasible.

### Q7: Why was the demolition of central library not included as part of the Future Library Strategy consultation?

A: The proposals for the Sixth Form College's development were not known by the service at the time of the Future Library Strategy consultation, which took place from 15<sup>th</sup> April to 1<sup>st</sup> July 2013.

The Future Library Strategy included an action point to "review the central library/Civic to ensure an optimised design of the central offer".

### Q8: Why was there not a separate consultation about the proposed demolition?

A: The proposal is to relocate the central library and therefore the consultation relates to accessibility and to understand the potential impact of moving the library to Wellington House. Understanding those impacts will enable the council to consider any changes required to the design of the library space and access issues.

### Q9: How big will the new library at Wellington Street be? Will it offer the same services? Will it be of comparative size?

A: The proposed library in Wellington House will offer the same range of services as the central library. The area in Wellington House is smaller than the existing library. However, it would be redesigned to maximize the area available and offer best use of space. Following feedback from people as part of the Future Library Strategy, a need was indentified to rotate the library stock more often to offer a varied choice for the customers and ensure the stock was used to its full potential. If the library was to move into Wellington House it would adopt these principles with staff proactively ensuring a fresh choice of books at all times. The range of titles for all ages would be unaffected.

Plans showing the initial proposed design layouts are available on the <u>consultation</u> website and to view at central library.

Further details regarding the development will be released in the coming months.

### Q10: How long will the library temporarily be at Wellington House?

A: The proposed move to Wellington House would only be for the short-term. We plan to build a new state-of-the-art library in the next few years. This will either be by incorporating it into the wider regeneration of the town centre, or as a standalone development. Decisions about this will be taken over the next few months.

### Q11: Will there be a new purpose built town centre library?

A: Depending on the outcome of the consultation, the move to Wellington Street would be temporary, and there would be a new state-of-the-art new town centre library building built in the next few years.

### Q12: Are there any more details about this new library building?

A: We will be able to provide more details about the new library building in the new year. This will be followed by an outline of the scheme and timescales by the summer. Our aim is to start the project in early 2015.

### Q13: What's this costing the council?

A: The council will provide the land, but the lease will not transfer until the development is complete. The college will pay rent on the land, to recoup the costs to the council. We had resolved to spend £830,000 on the Shambles Street site as part of the town centre plan, so the spend on this development is within this, not additional.

### Q14: What are the timescales?

A: Cabinet will consider the proposal on Wednesday 29 January 2014. If it is agreed by Cabinet and approved by Full Council on Thursday 6 February to go ahead, the demolition would start in late spring.

### Q15: Why does the library have to move to Wellington House aren't there any other options available?

A: The other sites considered for the Six Form College were discounted for the following reasons:

- Belle Vue The college deemed this to be too far from existing college facilities and would not keep the footfall of young people in the town which is important for economic wellbeing.
- Court House Car Park adjacent to Old Mill Lane was ruled out due to geological conditions.
- Court House car park itself was unsuitable due to planning issues related to removing large volumes of car parking spaces and requirement to replace these elsewhere at significant cost.
- Honeywell old school was too expensive and too far from the town centre
- Berneslai Close was not practical to refurbish and was too expensive.

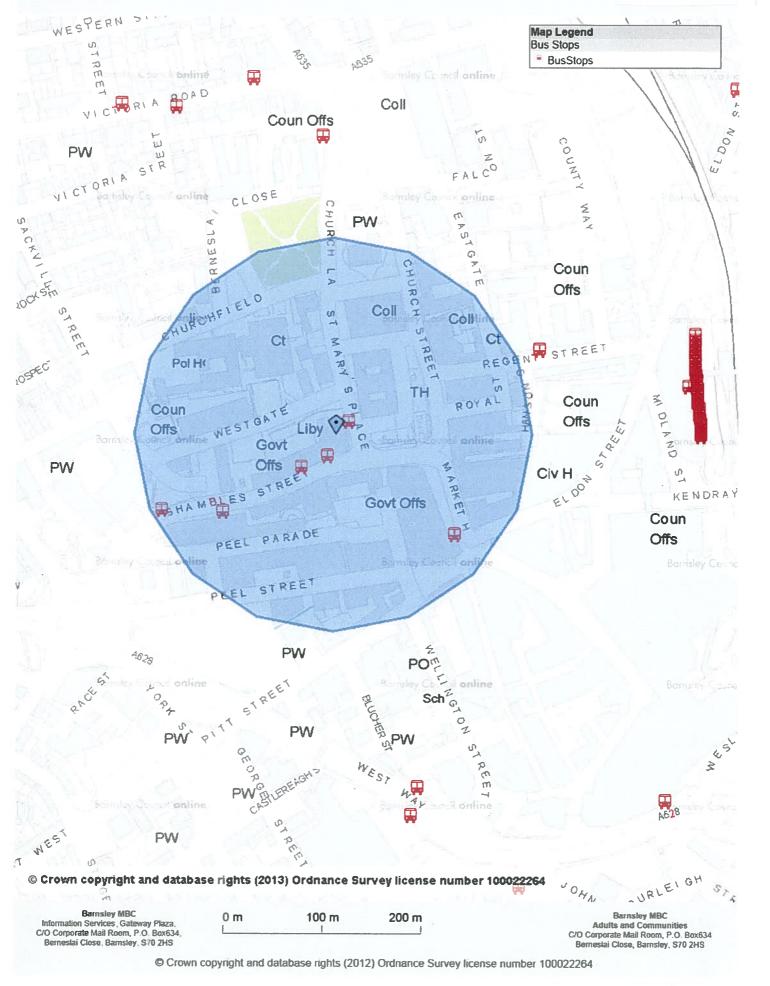
### Q16: What happens if the project doesn't go ahead?

A: The proposal to relocate the library is part of the overall plan to redevelop the town centre to improve the local economy and provide accessible services to the community.

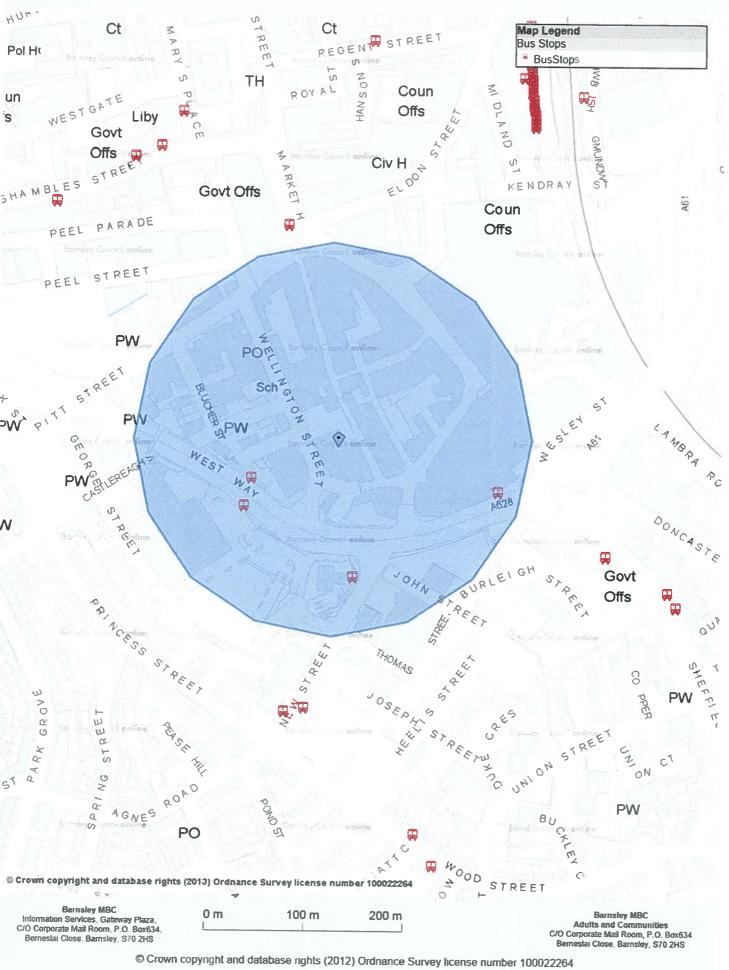
If the project doesn't go ahead, the college will lose out on millions of pounds of investments and our young people will miss out on having a facility that will ensure they are in the best place for future prosperity and employment.

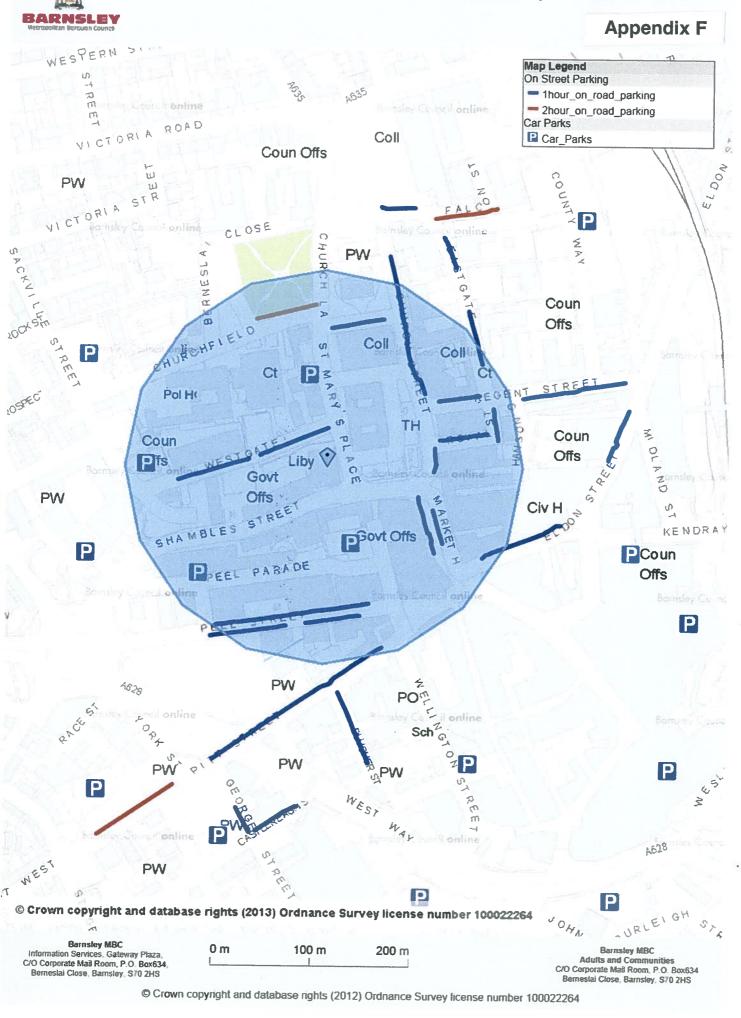


### Appendix E

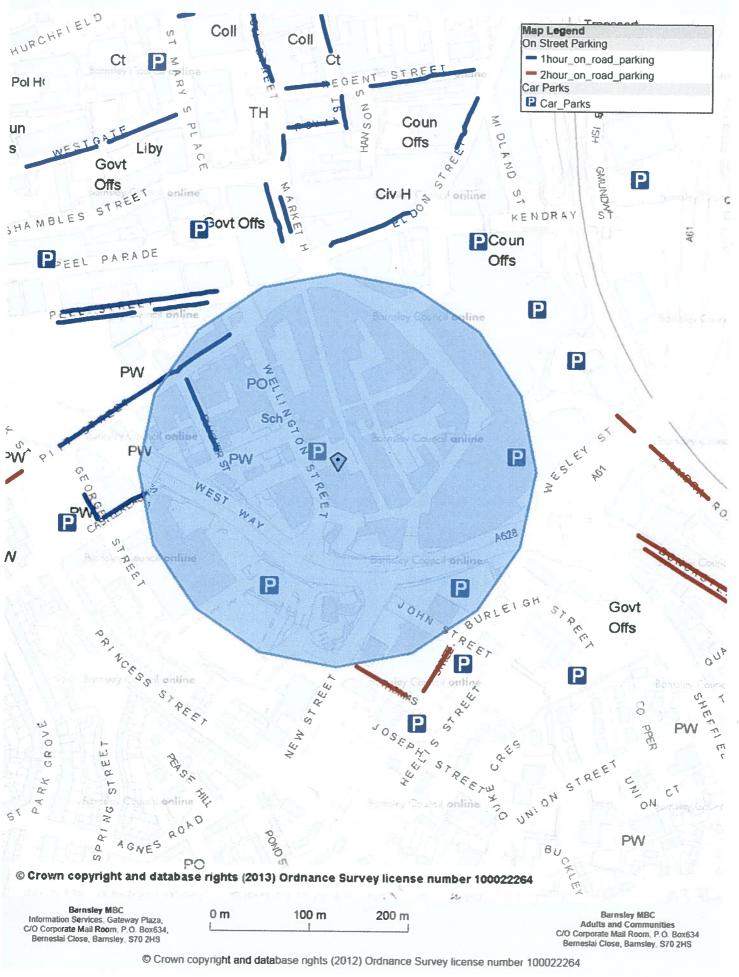












# **Equality Impact Assessment**



Name of service responsible for activity	Directorate	Lead Officer
Barnsley Library & Information Service	Adults and Communities	Wendy Lowder

The Activity			
Name of activity	Type of activity	Period of activity	Date of next EIA
Potential temporary re-location of Central Library to Wellington House	Service re-location	Public Consultation start date 6th November 2013	Post public consultation Revised 9.1.14
Purpose/object	Purpose/objectives of activity:	How is the activity evaluate puri	How is the activity evaluated against these objectives or purpose?
To consider potential impact on customers of temporarily relocating the Central Library to Wellington House, Wellington Street, Barnsley.	istomers of temporarily re- lington House, Wellington Street,	The re-located library will need to provide an efficient, comprehensive and accessible public library service equipped to	provide an efficient, blic library service equipped to

Process Checklist How will the EIA be carried out?	ied out?	
Stage 0 - Planning and accountability	How will this be done / was this done?	When completed
EIA produced for wider project of new Sixth Form College on Shambles Street and re-	It is anticipated that the College would undertake EIA with regards to the college development. The scope of this EIA	

	location of Central Library to Wellington House.	is focused on the potential key impact with regards to the proposed temporary re-location of Central Library.	
>	Initial EIA produced for re-location of Central Library element of project.	Based on intelligence from Future Library Strategy EIA, service knowledge and performance data.	November 2013
Stage :	a 1 - Process and Prioritising	How will this be done / was this done?	When completed
7	Identify stakeholders / partners	This has been completed at the outset of the public consultation, with support from Council Officers.  Consultation is ongoing with:  Internal stakeholders  Barnsley Library & Information Service staff  External stakeholders  WAB  Customer stakeholders  Customer stakeholders  Library users  Library users - adults and children  Customer Service users  Customer Service users	November 2013
7	Identify and gather evidence on the impact of the proposed re-location	This will be done through a public consultation process	6th November - 4th December 2013 Consultation extended to 31st December 2013

7	Agree process for updating EIA	This will be done in 5 stages:  1. Initial EIA completed 2. Collate responses to public consultation 3. Analyse results from consultation 4. Distribute to Managers for review 5. Feedback results and revised EIA to Project Board	November 2013 January 2014
7	Assess extent to which consultation meets Public Sector Equality Duty	The EIA has been discussed with the Council's Equality and Diversity Manager.	January 2014
	Prioritise EIA - review process.	Project Manager to include Central Library relocation EIA into wider project plan, assessing any impact and resulting changes in circumstance at the end of the public consultation.	February 2014
Stag	Stage 2 - Assessment	How will this be done / was this done?	When completed
> _	Conduct public consultation on impact of re- location proposal	Survey available via uEngage and paper copies in libraries and the Civic. Public meetings	31st December 2013
7	Consult with stakeholders	Letters to agreed stakeholders to raise awareness of public consultation General publicity and media distribution utilised to inform individuals and groups.	November 2013
>	Consult with equality target groups	Engaging with the Equality Forums, e.g. Older People's Forum, My Barnsley Too (Disability Equality Forum), etc	November 2013 Via Barnsley Reach Steering Group
7	Assess impact	This will be done in 5 stages:  1. Initial EIA completed 2. Collate responses to public consultation 3. Analyse results from consultation 4. Distribute to Managers for review 5. Feedback results and revised EIA to Project Board 6. Build into the final report on consultation and	January 2014

		report to Cabinet.	
Stag	Stage 3 - Action Planning	How will this be done / was this done?	When completed
7	Identify any impact to customers and mitigating actions	By BLIS and the project board	January 2014
	Plan collection of any additional information	Integrated into review process	
>	Produce revised EIA	Final version of EIA to be reported to Project Board	January 2014
	Publish key outcomes - to stakeholders and on internet	The current version of the EIA will be published with the public consultation documents. The final version of the EIA will be published with the Cabinet report and, if passed, on the BMBC website.	
	Feed key outcomes into project plan	The final version of the EIA will be integrated into the Sixth Form College project plan	

The Stakeholders Who ne	The Stakeholders Who needs to be involved in assessing the impact?	ng the impact?	
Internal stakeholders (staff, services, project groups)	Customers or service users	Wider public or community groups	Partners and providers (public, voluntary, others)
These stakeholders are	These stakeholders are included	These stakeholders are	These stakeholders are
represented on the Project	in the public consultation	represented through	represented through
Board or are feeding into the	detailed above:	consultation:	consultation:
consultation:	<ul><li>Library users - adults and</li></ul>	■ ACE	• VAB
	children	■ JCP	<ul> <li>Barnsley Primary and</li> </ul>
<ul> <li>Barnsley Library &amp;</li> </ul>	<ul> <li>Customer Service users</li> </ul>	<ul> <li>Non-library users</li> </ul>	Secondary Schools
Information Service staff	<ul> <li>CLLIC users</li> </ul>		<ul><li>Citizens Advice Bureau</li></ul>
<ul> <li>Elected Members</li> </ul>	<ul><li>Community groups</li></ul>		
		:4	

EIA History	Previous EIA's associated with the service area.	rvice area.
Has there been a	Has there been a previous EIA relating to the service area?	If yes - what were the main findings / outcomes of the EIA?
Yes – 30 <sup>th</sup> January 12 (	Yes – 30 <sup>th</sup> January 12 (Libraries & Archives EIA)	<ol> <li>Monk Bretton Library is not DDA compliant</li> <li>There is a need to improve analysis of equalities data within the service</li> </ol>
		3. There is a lack of provision for library information and services in alternative formats/languages. This has subsequently been mitigated in part with the introduction of the 'Rig Word' initiative
18th September 2013	18th September 2013 (Future Library Strategy)	1. Identify alternative provision for Monk Bretton Library in
		2. Analyse results of public consultation and review draft Future Library Strategy and proposed opening hours.  3. Review all comments from public consultation and incorporate key actions into service planning

Evidence and Data	What ev	What evidence and data do you have that could help you in your assessment?	that could help you in your	assessment?
Service/performance data (service take-up, customer feedback, surveys, etc)	data omer etc)	Research (demographics, assessments of needs, research reports etc)	Engagement (customer / service users, staff, partners, stakeholders)	Other (benchmarking with other LA's, staff knowledge/experience)
The needs assessment using LMS data as part of FLS work.	sing LMS ork.	The borough profile data supplied by BMBC central research team as part of FLS work.	<ul> <li>The FLS community engagement process (March-June 12)</li> <li>The FLS community consultation process (Sep- Nov 12)</li> </ul>	<ul> <li>Benchmarking against the CIPFA 'Public Library Actuals'</li> <li>CIPFA PLUS results</li> <li>Staff intelligence, fed in through project board.</li> <li>Results of consultation survey</li> </ul>

Equi	Equality Act 2010	Assess the extent the public sector 6	t to which you consider the service area / contract meets the three aims of equality duty.	/ contract meets the three aims of
di grou	Will the re-location unlawfully discriminate, harass or victimise on vunds of the protected characteristic	Will the re-location unlawfully discriminate, harass or victimise on grounds of the protected characteristics?	Will the re-location advance equality of opportunity?	Will the re-location help to foster good relations?
> [	No		<ul> <li>Not relevant</li> <li>√ To be determined</li> <li>□ Yes – fully</li> </ul>	<ul><li>☐ Not relevant</li><li>✓ Dependent on outcome</li><li>☐ Yes – fully</li></ul>
	Nore investigation needed Specific concern identified	identified	Until the public consultation is completed the extent to which the re-location will	Until the public consultation is completed the extent to which the re-location will
-			advance equality of opportunity is still to be determined	advance equality of opportunity is still to be determined, although opportunities to work
			For some people the relocation will improve access to Services, both library and	more closely with Citizens Advice Bureau will exist.

	organisations sharing the building e.g. CAB.	Opportunities to work in partnership with
5	For others, the consultation results show	CAB are a positive benefit of the relocation.
	that some respondents feel significantly	The impact of the move on businesses in the
	affected by the relocation in terms of	area is also seen as a benefit.
	distance, access to public transport and	268 responses to the consultation survey
	convenience of the location.	were received with 212 feeling they would
		be negatively impacted in some way. This is
		set against the Central Library currently
		having 5, 790 adult active borrowers (7,414
		in total).

The Equality and Diversity Manager has been consulted on this EIA, and has agreed that the potential equalities issues highlighted throughout can be considered in accordance with the EIA review process following the conclusion of the public consultation.

Prioritising	To determine the priorit	priority of the activity score it against the following five factors.	ainst the following five	e factors.
Number of customers affected	Degree of impact on customers' health and well-being	Type of customers affected	Impact on wider community	Employees affected
Whilst the new central	Libraries function as a	As detailed below, there are	Since libraries function	It is not intended to
library service will retain	neutral community	several types of customers	as a neutral community	amend the current
the current library	space which anyone can	more likely to be affected by	space, they are a venue	opening hours so staff
service offer, opening	freely access and	these changes:	for community groups to	working patterns will not
times and staffing, the	because of this, libraries	Older people	hold meetings, and a	be affected. However,
delivery options will be	contribute to the social	Disabled people	place where people from	the physical change of
different. The changes	and mental health and	Economically	different backgrounds	location may have a
will affect every	well-being of a	deprived people	and communities come	minimal impact on
customer in some way as	population, as well as	Children/vounger	together and interact.	individual members of
a result of the physical	contributing to learning.	people	This new Central Library	staff and this will be
re-location, but the	The new Central Library	People from BMF	is therefore being	determined as part of
consultation will	is therefore being		designed to minimise the the consultation process.	the consultation process.

				,
None	□ Low	Medium	/ High	Overall Priority
None	□ None	□ None	□ None	□ None
√ Low	□ Low	□ Low	□ Low	□ Low
☐ Medium	√ Medium	☐ Medium	√ Medium	☐ Medium
□ High	□ High	√ High	□ High	√ High
			further.	
-			carrying heavy books	
			distances (elderly) and	
		5	parking, walking longer	
			concerns over disabled	
		9	change. Others cited	
			health as a result of the	ncluding positively.
			impact on their mental	ffected in some way,
			4 respondents cited an	nat they would be
access.			same range of services.	23 respondents felt
process relating to			providing access to the	elation to access.
raised by staff during the	on the wider community.		impact of any changes by	ositive change in
No issues have been	impact of any changes	groups	designed to minimize the	etermine if this is a

### Stage 2: Assessment

Service Need and Take-up	dn-e	
Service Need		
Do all equality groups have equal need for the Central Library or are some groups more in need?	What information/evidence do you have about needs for the library that will inform the re-location?	What action could you take to improve your knowledge about the needs of different sections of the community?

ibrary service more than other age groups. The also use the community Staff intelligence would suggest that generally Older people use the space and cafe within the Central Library in order to socialize.

LMS data will give an

indication of the

of library users.

nternet at home as others, so the Central Library's free internet is of value in accessing services, along with support from library staff with Job Clubs public transport, and therefore the consultation focuses on any potential and basic ICT assistance. They may also have limited access to a car or to Economically deprived people may not have as much access to the impact around ease of access to the new site.

The public consultation

and needs.

Library User Surveys

- Staff intelligence and feedback from customer satisfaction surveys would location being on a hill with no disabled parking nearby. The Service are suggest that Disabled people have increased difficulty with the current looking to confirm this via the public consultation.
  - they tend to visit with parents or carers (2010 Children's PLUS only 3% of retain resources and space for children's activities. It is not thought that develop their language and social skills. The new Central Library would the new location would present increased access issues for children as respondents came on their own), but the consultation will identify any information needs and reading for pleasure. Parents and pre-school Children/younger people use the Central Library for their learning, children attend the Central Library for story and rhyme sessions to specific needs and areas of concern with the new site.
- People from BME groups access the Central Library service more in order than other groups in order to find out about life in Britain and to find out accommodation without internet access may use the free internet more to attend community groups e.g. Conversation Cafe and books in languages other than English. Recent migrants in temporary about the residency/asylum process.
- public consultation inability to carry heavy reviewing process concerns over links to Analyse results of produced. Identified and feed into the public transport, lack of parking, increased safety of the area as Full feedback report children visiting the on the consultation A s**mall** number of books, fears over the key concerns reports has been walking distance, parents (6) had for the EIA will capture specific views Feedback from the Public demographic breakdown
- relocation to provide a concerns about young area and walking the longer distance and perceived the barrier.
  - with Town centre Ensure interface Access group

### Service Take-Up

What information do you have on service take-up?

Do all equality groups who use the service do so in fair proportion to their need?

improve your knowledge about What action could you take to the take-up of the service by

						) difi	different groups?	
There is no otherwise, i location ma people	There is no evidence to suggest otherwise, although the present location may deter some disabled people	suggest present e disabled	The LMS s alongside da information e surveys will	The LMS system will give basic demographic information alongside daily and hourly issue figures. Other performance information e.g. visits and feedback from customer satisfaction surveys will capture opinions on any equalities barriers that hinder take-up.	ormation :rformance : satisfaction irriers that	• Cen be u • Mol relo prot	Central Library Profile to be updated Monitor performance if relocation approved and proceeds.	ifile to nce if ed and
Pleas	e indicate	Please indicate if any people with the numbers you wou		y people with the following protected characteristics may not be using the service in the numbers you would expect if all groups were being served equally?	s may not b served equa	e using the	service in t	he
Age	Sex	Disability	Gender re- assignment	Pregnancy / Maternity	Race	Religion / belief	Sexual Orientation	Other
		7					٨	
		What action	on could you	What action could you take to improve the equal take-up of the service?	-up of the se	ervice?		
The re-loca and car pari investigatio	tion of the Ce king facilities In there are n	The re-location of the Central Library to Wellington and car parking facilities alongside. Concern was ra investigation there are more spaces within a 200m	o Wellington Str ncern was raised thin a 200m radi	The re-location of the Central Library to Wellington Street may enable more disabled people to access the building due to the flat approach and car parking spaces for blue badge holders, but on further investigation there are more spaces within a 200m radius of Wellington House, than the Central Library.	to access the paces for blue tral Library.	building due badge holde	to the flat appirs, but on furth	roach
The relocati	ion could hav	e a positive im	pact on both 'yc	The relocation could have a positive impact on both 'young people' and 'males'' access as closer to Town Centre core	ser to Town Co	entre core		2
Proposed co	o-location wi	Proposed co-location with CAB could also improve	so improve equ	equal take-up with regards to young people / males	ole / males	48		

	Se	Service Effect and Quality		
	How do you m	How do you measure the quality / effect of the service?	vice?	
For example:	Waiting times Complaints and compliments	Application success rates Those who benefit directly / indirectly	Quantity of service provided	
• Take-up	Take-up of the service – number of active borrowers, number of visits	vers, number of visits		
Compla	Complaints and compliments			
• Issues				
Room b	Room bookings – community groups			
Custom	Customer satisfaction surveys			

Service Effect or Quality

Are all equality groups likely to experience an equal change in quality after the re-location?	What information do you have surrounding this issue?	What action could you take to improve your knowledge about the needs of different sections of the community?
	This will become clearer	Analyse results of public consultation.
	once designs for the new	A full report has been produced as an
	Central Library are	appendix to the Cabinet Report in order
	available, but actions	to inform Members and the decision
	would be taken to	making process.
	minimise the effect and to	Research alternative service delivery
	utlilise alternative delivery	options and use of technology.
	options e.g. ICT, minimal	It is planned to offer alternative
	staff areas, alternative	technological solutions to ensure a
	storage, increased	continued level of access to ICT.
the impact on,	frequency of stock	
npt awareness in relation to	rotation, flexible spaces	
100	It is planned to have a	
	dedicated children's area,	
ICT may affect economically	addressing some concerns	
	raised during the	
<ul> <li>Less space within Central Library may affect the community</li> </ul>	consultation. Stock on the	
	open shelves is likely to be	
oort may change, adversely affecting	reduced in number, but	
older/disabled people.	would be targeted to the	
	borrowing patterns of the	
	library users. Meeting	
	room provision has been	
	included in the initial	
	designs.	
	Wellington House is	
	planned as a temporary	
	location and there would	
27	be public and staff	
	involvement in the design	

		Other	Community groups		Silding at the good and
	Š	Sexual Orientation			
ar	aracteristic	Religion / belief			J
of a new state of the art library over the next 3 years.	Please indicate if any people with the following protected characteristics may not be receiving an equal effect or quality?	Race		What action could you take to improve the equal quality /effect of the service?	
of a ne library years.	ole with the fol ceiving an equ	Pregnancy / Maternity		ion could you take to improve quality / effect of the service?	
	ate if any peol may not be re	Gender re- assignment		What action con qual	
	Please indica	Disability	×		
		Sex			
		Age	×		

Analyse results of public consultation. The results have been analysed and comments on the initial plans requested from members of the public. The design brief is to maintain the full range of services currently available at Central Library and to make the offer vibrant, relevant and accessible.

Research alternative service delivery options and use of technology, including minimal staff areas, alternative storage, increased frequency of stock rotation, flexible spaces

	Customer Satisfaction	
How d	How do you monitor or measure customer satisfaction?	faction?
PLUS yearly surveys, divided into ac	PLUS yearly surveys, divided into adult, Children and ePLUS categories by year	
<ul> <li>Number of issues</li> </ul>		
<ul> <li>Number of visits</li> </ul>		
<ul> <li>Computer usage statistics</li> </ul>		
<ul> <li>Complaints and compliments</li> </ul>		
<ul> <li>Staff intelligence</li> </ul>		
<ul> <li>Active borrower numbers</li> </ul>		
	Customer satisfaction	
Are customers from all equality groups equally satisfied?	What information do you have about the satisfaction of customers from different	What action could you take to improve your knowledge about satisfaction of

Whilst there are indications that some current users will be less satisfied, this will only be truly known by monitoring usage and satisfaction levels if the proposal proceeds.

	Custom	Customer Access	
Are all potential customers equally	AL CORRECT	aware that the current service exists and how to enquire about it further?	to enquire about it further?
What information do you have about this?	Are some groups less likely to be aware?	How could service awareness be improved?	What could you do to improve your knowledge?
The Future Library Strategy identified a need for improved marketing of the whole Library Service.	<ul> <li>Non native-English speaking people may suffer from awareness issues due to language barriers</li> <li>Economically disadvantaged people may not have the internet access required to access certain services</li> <li>Marketing identified as a key issue, along with information in languages other than English.</li> </ul>	<ul> <li>Provision for translation of information</li> <li>Marketing activity included in project plan</li> <li>Equalities Groups suggested volunteering opportunities within the Service for BME community.</li> </ul>	Further community engagement.
Will the re-location affect	ation affect customers' ability	customers' ability find out about the service and apply equally?	nd apply equally?
What information do you have about this?	Do some groups face barriers?	How could this be improved?	What could you do to improve your knowledge about this?
There is no change in the ability of customers to apply for the service.	There is no indication that the re-location will affect specific groups applying equally for the service, as it is a free facility.	Marketing of the new location along with services available and how to apply would seek to retain existing customers and attract new ones.	Monitor take up of Service in new location and conduct further satisfaction surveys.
What aspects of the	What aspects of the re-location would affect customers' ability to use the service equally and fairly?	tomers' ability to use the ser	vice equally and fairly?
What information do you have about this?	Will some groups face more barriers?	How could this be improved?	What could you do to improve your knowledge about this?

This will be id	This will be identified by the	Potentially:		This will	This will be identified by the		his will be identif	This will be identified by the public
public consultation results.	tation results.	• Dis	Disabled people	public	public consultation results.	5	consultation results	ts.
		• Olo	Older people			<u> </u>	From the survey responses 88.5%	esponses 88.5%
		• Chi	Children/younger people	e			of respondents over the age of 60	er the age of 60
		• Ecc	Economically			fe	felt they would be affected to	affected to
		dis	disadvantaged people			S	some degree.	
		There is no	There is no proposal to close the	-е -			89.6% of respondents found	ents found
		Central Lib	Central Library or change the			<u> </u>	Central Library easy to get to.	sy to get to.
		opening hours.	ours.			45	45.1% would find Wellington	Wellington
						Ĭ	House easy to get to. Some	to. Some
						re	respondents would find	d find
-						<u> </u>	Wellington House better from an	better from an
						oe	access perspective. The main	e. The main
				-		iss	issues relate to public transport	blic transport
		-		-		=	links, further walking distance and	ing distance and
						es Ca	car parking issues. Information	Information
							provided indicates that there is	that there is
						=	more car parking, including for	including for
-						q	blue badge holders, available in	s, avaílable in
						t t	the Wellington House area. Only	use area. Only
						_ o	one bus route stops on Westway,	os on Westway,
							but alternative mitigating options	tigating options
				·		ar	are still being investigated.	stigated.
Is there no	tential that who	en the re-lo	Is there notential that when the re-location proposals have been developed certain quetomore with the following	and eved	ponolonop u	Cortoin Out	dtim oxomoto	the following
	may may	y not be ab	may not be able to access the service equally after implementation?	service eq	n developeu, ually after im	plementat	stoffiers with	
Age	Sex	Disability	Gender re- assignment M	Pregnancy / Maternity	Race	Religion / belief	Sexual Orientation	Other
;	[		į	ı				Economically
×		×			×			disadvantaged people

## Stage 3: Action Planning

Action	Lead	Completion date	Review date	Priority (H/M/L)
Conduct public consultation on impact of re-location on access to library services.	Kathryn Green	Ongoing	N/A	I
Collate responses to public consultation	Kathryn Green	December 2013 January 2014	N/A	I
Analyse results from public consultation	Kathryn Green	December 2013 January 2014	N/A	Ξ
Distribute results to Managers for review	Kathryn Green	December 2013 January 2014		Ξ
Revise EIA	Kathryn Green	December 2013 January 2014		Ξ
Feedback results and revised EIA	Kathryn Green/Wendy Lowder	December 2013 January 2014		I
Ensure that actions in relation to EIA impacts are fed into report on consultation - report to Cabinet on consultation findings	Kathryn Green / Wendy Lowder	January 2014		=
Monitor usage and satisfaction levels if proposal proceeds	Kathryn Green	May 2014 onwards		I
Implement any agreed mitigating actions agreed / proposed arising from cabinet report in Jan 14.	Kathryn Green / Jeremy Sykes	Feb 2014 onwards		I

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