

People and Communities Overview and Scrutiny Committee

Dorset County Council



Date of Meeting	16 June 2016
Officer	Interim Director for Adult and Community Services
Subject of Report	Mobile Library Service
Executive Summary	<p>The County Council currently provides mobile library services to:</p> <ol style="list-style-type: none">i) The general public via three public mobile library vehicles, visiting 196 stops across the countyii) To residents in residential homes for older people via the Home Library Service mobile vehicle. <p>The purpose of this report is to consider how mobile library services are provided in the future.</p> <p>The County Council's Medium Term Financial Plan includes savings for the library service and change for the service is required. This report focusses on proposed change for the mobile library service and considers the impact of change on members of the public. The proposal is to:</p> <ol style="list-style-type: none">i) Maintain the mobile library service provided through the Home Library Service vehicle provided by Dorset County Councilii) Cease the provision of the current public mobile library service but develop a level of library service for people who are unable to access services which will include:<ul style="list-style-type: none">• focus on providing access for people who are housebound by extending the Home Library Service for individuals in partnership with the Royal Voluntary Service

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	<ul style="list-style-type: none"> • Develop work in and with communities to enable some people to have access to library services through car sharing and/or good neighbour type schemes etc. <p>The proposal will allow the County Council to provide access to library services to those who cannot access the service in any other way within the financial resources available.</p> <p>Consultation with the public and communities has been carried out during April and May 2016. This report includes the consultation results to help understand the impact of the proposal on mobile library users and how the users could access library services in alternative ways and has informed the recommendations for decision. The headline results indicate that 42% initially said that they would still be able to continue to use library services with 32% responding that they would not be able to and a further 26% saying 'don't know'. Further analysis of these results shows that 66% of all respondents to this question indicated an alternative way in which they would be able to access the service.</p>
<p>Impact Assessment:</p>	<p>Equalities Impact Assessment:</p> <p>An Equalities Impact Assessment has been drafted based on the proposed changes. Customers of public mobile libraries when compared to customers of library buildings comprise:</p> <ol style="list-style-type: none"> i) Higher proportion of females although the proposal would impact equally on men and women ii) Higher proportion of people aged over 75 years iii) Higher proportion of people with mobility related conditions or disabilities iv) Lower proportion of people in employment. <p>This information has been used to shape the approach to consultation and to developing the plans to mitigate the impact on people who are unable to travel to a library building.</p> <p>The assessment is that there will be some impact on some people particularly older people and those in rural communities. Consideration has been given to how people can continue to access to library services in an alternative way to mitigate or minimise any impact.</p> <p>Further information is provided in Appendix 5.</p> <hr/> <p>Use of Evidence:</p> <p>Information on the level of visits and issues of library books and the results from the Public Library User Survey undertaken in November 2015 have been used in the preparation of this report. The results of the consultation on mobile library services have also been included.</p>

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	<p>The number of active borrowers on the four public mobile libraries for the 12 months prior to October 2015 was 1847. This equates to 2.5% of the total number of active borrowers using Dorset Library Service (72,776). Of these mobile library active users, 200 (10.83%) were aged under 18.</p> <p>In broad terms the use of the four public service mobile libraries has declined while the Home Library Service mobile has been stable. 9,313 children's books were issued in 2015/16 which was 12.2% of the 76,459 items issued on the public service mobiles.</p>
	<p>Budget:</p> <p>The Medium Term Financial Plan, approved by the County Council, estimated savings of £126,000 for the mobile library service over the next two years. The current budget for 2016/17 is £168,000.</p> <p>Reducing the fleet of mobile library vehicles will mean that there will be a reduced need to replace vehicles at a cost of approximately £100,000 each. This means that there is a capital avoidance cost for the County Council.</p> <p>There will be some residual value in disposing of the vehicles as a one off contribution to the savings.</p>
	<p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council's approved risk management methodology, the level of risk has been identified as: Current Risk: LOW Residual Risk: LOW.</p> <p>There is the risk of change to the network of library buildings arising from other changes. This is a consideration but any impact from other change can be assessed at that future point in time. The alternative is to wait until there is certainty. However this means that savings could not be achieved.</p>
	<p>Other Implications:</p> <p>Providing service for people who are unable to access a library building will require additional services to be commissioned from an existing contract, currently let to a voluntary organisation. Part of the mitigating action plan for providing alternative access to library services includes extending the Home Library Service delivered in partnership with the Royal Voluntary Service. There are potential risks that there may not be sufficient volunteers in the areas where they are required. There are currently 211 active volunteers plus reserves providing the service to over 590 clients. Based on consultation when 42 people indicated an interest in the Home Library Service (approximately 10% of respondents) it is judged that</p>

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	<p>it will be feasible to provide this service.</p> <p>It should be noted that the proposed change is likely to result in more people needing to drive to their nearest static library rather than walk to the mobile library vehicle. The proposed changes would mean that there would no longer be three mobile library vehicles on the road; these vehicles currently travel approx. 36,500 miles per annum in total (based on routes operated by four mobile vehicles in 2015/16).</p>
Recommendation	<p>The Committee is asked to recommend to the Cabinet that:</p> <ul style="list-style-type: none"> i) It notes the consultation responses about the proposed changes to the mobile library service. ii) Maintains the mobile library service provided by the County Council to residential homes and sheltered accommodation units. iii) Approval is given to the closure of the public mobile library service by end of December 2016 (earliest) and by end of March 2017 (latest) and the development of alternative access to library services (see paragraph 9.2) where required within resources available.
Reason for Recommendation	<p>To meet the council's Medium Term Financial Plan, ensuring that the County Council achieves a balanced budget.</p>
Appendices	<p>Appendix 1 – Consultation questionnaire about proposed changes to the mobile library service.</p> <p>Appendix 2 – Supporting information provided as part of consultation</p> <p>Appendix 3 – Summary of consultation results about proposed changes to the mobile library service from members of the public</p> <p>Appendix 4 – Consultation responses from parish and town councils and district and borough councils.</p> <p>Appendix 5 – Risks and Impact assessment</p>
Background Papers	<p>Report to Adult and Community Services Overview Committee – Mobile Library Services 14 March 2016.</p>
Officer Contact	<p>Name: Tracy Long, Dorset Library Service Manager Tel: 01305 224458 Email: t.long@dorsetcc.gov.uk</p> <p>Name: Paul Leivers, Head of Early Help and Community Services Tel: 01305 224455 Email: p.leivers@dorsetcc.gov.uk</p>

1. Background

- 1.1 The County Council has to provide a public library service under the 1964 Public Libraries and Museums Act. The requirement is to provide a “comprehensive and efficient” service for all persons desiring to make use thereof. The Act does not set out any detail on how this should be provided in practice. Guidance from government highlights the need for a clear strategy for the service. The last major review of policy for the library service was undertaken in 2011/12.
- 1.2 In 2011, the County Council approved the strategy for the library service which set out a new strategic approach for the library service in order to meet its statutory responsibilities of the Public Libraries and Museums Act 1964. In order to fulfil the responsibility to provide a comprehensive and efficient service for all persons who wish to use it, the key features of the library service are:
- a) A core network of libraries geographically spread across the county
 - b) A mobile library service
 - c) Supported by a resources fund
 - d) Access to a range of online resources and services via the website
 - e) Work with partners to provide services including enabling local communities to provide a local library service and use of the building for wider community benefit.

2. Budget context

- 2.1 The Medium Term Financial Strategy identifies the library service and other early help and community services needing to reduce the base budget by £1.065 million over the next three years. This means that by 2019/20 there will be a budget which is some 78% of the budget in 2015/16. Budget savings on this scale means that the savings need to come from a range of areas and initiatives. The mobile library service is one of the areas for consideration.
- 2.2 The Medium Term Financial Plan approved by the County Council estimated savings of £126,000 for the mobile library service over the next two years. The current budget for the mobile library service for 2016/17 is £168,000.

3. Proposal for change for the mobile library service

- 3.1 The County Council has to consider how it can best provide library services with a significantly reduced budget. In doing so it has to consider the impact of change on members of the public and how it can maximise access to services through the combination of library buildings, mobile libraries, online access and work with partners and local communities.
- 3.2 The proposal is to:
- a) Maintain the mobile library service provided through the Home Library Service vehicle provided by Dorset County Council
 - b) Cease the provision of the public mobile library service with a view to ensuring that some library service is provided for people who are unable to access services which will include:

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- Focus on providing access for people who are housebound by extending the Home Library Service for individuals in partnership with the Royal Voluntary Service
- Develop work in and with communities to enable some people to have access to library services through car sharing and/or good neighbour type schemes etc.

3.3 In March 2016, the Adult and Community Services Overview Committee considered a report on Mobile Library Services and approved that consultation on the mobile library service be undertaken.

3.4 The report included an overview of the current mobile library service arrangements.

4. Alternative access to library services

4.1 The proposal is to cease the public library mobile service and for users to access library services through:

- a) The network of 25 DCC managed libraries. In addition there are 8 community managed libraries supported by the County Council
- b) Promoting the availability of the good neighbour facility where family/friends/neighbours can borrow on behalf of a user with an extended loan period and no overdue charges.
- c) Access to online resources, information and services.
- d) Providing the volunteer based Home Library Service for individuals (subject to criteria). This is a different service to that which is provided by the Home Library Service mobile library. The County Council commissions the Royal Voluntary Service to provide a service for individuals who are housebound and unable to access conventional library services and wish to have books and other materials delivered to their home. It is available to individuals living in their own homes, including residents of sheltered housing, within the administrative area of Dorset County Council. It enables such individuals to have access to library materials based on their personal preferences and also provides an opportunity for social contact. The service is available to those, for example, who may be unable to leave the home for health reasons or because they are caring for someone or have difficulty gaining access to a library due to restricted mobility.
- e) Work with the Partnership for Older People Programme (POPPs) team and local communities to develop good neighbour and car sharing schemes where there is a need and interest.

5. Approach to consultation about the mobile library service

5.1 During April and May 2016, consultation about the proposals for change for the mobile library service has been undertaken with:

- a) Library users, with a particular focus on public mobile library users.
- b) Local communities through parish and town councils. Information was also sent to the district and borough councils.
- c) Mobile library staff and trade unions.

5.2 The purpose of the consultation with the public was to help better understand the impact of the proposed change on mobile library users. Hard copies of the consultation

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form (Appendix 1) together with supporting information (Appendix 2), were made available on all the public library mobiles from Monday 4 April to Friday 13 May (6 week period). Forms were also available in all libraries in Dorset. There was an online version on the Dorset for You website.

- 5.3 During the same period, all parish and town councils, together with district and borough councils were invited to comment on the proposals. In particular, local councils were asked about any support that they could provide to enable community development work that would facilitate access to library services.
- 5.4 For the Christchurch area, contact was also made with a number of Resident Associations. This follows on from a suggestion from one of the local members as there are no parish or town councils for some of this area.
- 5.5 Mobile library staff and trade unions have been consulted about the proposals and the likely impact on the staff and there has been the opportunity for staff to comment.

6. Responses to consultation

Consultation with public

- 6.1 There have been 453 survey forms completed and returned, of which 91% of the respondents are mobile library users.
- 6.2 The headline results of the consultation are as follows:
 - a) The majority of the respondents are mobile library users
 - b) 78% use the mobile library every time it visits
 - c) 34% of respondents are getting items on behalf of other people
 - d) 87% walk to the mobile library stop and 8% drive or are taken by car
 - e) Over 90% of respondents are less than 10 minutes from home to the mobile library stop.
 - f) 426 people answered the question about whether they would be able to continue to use the library service in alternative ways. The headline results indicate that 42% initially said that they would still be able to continue to use library services with 32% responding that they would not be able to and a further 26% saying 'don't know'. Further analysis of these results shows that 66% of all respondents to this question indicated an alternative way in which they would be able to access the service.
 - g) In response to the question about how people would access the library service if the mobile library service was withdrawn, the responses (multiple options available) were:
 - 61% would use their nearest static library
 - 10% would look to use the home library service
 - 5% would ask someone else to collect books from a library on their behalf
 - 7% would consider using the online library
 - 29% said none of the above.(These do not sum to 100% because people could choose more than one option)
- 6.3 Further analysis of the questions relating to f) and g) have been undertaken as some people initially answered 'don't know' to the question about continued use of the library service and then when presented with the alternative ways in which to access the service, the respondent went on to specify an option for continued use. This further analysis illustrates that those "able to use the library service" increases from 42% to 57%. In addition, there were a number of people who answered 'no' to the question

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about continued use and then proceeded to select an option when presented with this information. Taking this into account, 66% of people who responded to the question about being able to continue to use the library service (either by yes/no/don't know) then went onto specify in some way that they could access library services.

- 6.4 The summary consultation results are attached at Appendix 3. The full consultation results about the proposals for change for the mobile library service will be made available for member reference in the Members' room.

Consultation with local councils

- 6.5 5 local councils responded to the consultation. It should be noted that some of the local councils included in the consultation are not served by a mobile library service. Appendix 4 shows the responses from the local councils in detail.

7. Human Resources considerations

- 7.1 There are eight members of library service staff directly affected by the proposal. These include the three full time Mobile Library Managers and support staff.
- 7.2 Consultation about the proposals has already been initiated with this group of staff. Subject to any decision, a change management process, in accordance with County Council policies and standard approach, would be undertaken with these staff.

8. Financial considerations

- 8.1 The Medium Term Financial Plan includes estimated savings for the library service of £1.065 million. Of these, £126,000 savings are estimated from the mobile library services budget over the next two years. If the savings are not realised through the mobile library service, then additional savings will need to be found from other areas of the library service.
- 8.2 There will be additional costs involved in extending the contract with the Royal Voluntary Service to deliver the Home Library Service. These will need to be negotiated with the RVS as part of the implementation plan. This would be managed within the budget available for the service.
- 8.3 Reducing the fleet of mobile library vehicles will mean that there will a reduced need to replace vehicles at a cost of approximately £100,000 each. This means that there is a capital avoidance cost for the County Council.
- 8.4 Following decommissioning, the three mobile library vehicles would be declared surplus and be disposed of at auction in line with normal County Council procedure. There would be some residual value in each of the vehicles which is estimated to be in the region of £2,000 per vehicle (subject to vehicle age and condition).

9. Timescales

- 9.1 The report to the Adult and Community Services Overview committee in March 2016 identified that a further report would be provided to the next Adult and Community Services Overview committee in June 2016. The committee structure has changed and consequently the report is being presented to People and Communities Overview and Scrutiny committee for their consideration.
- 9.2 Subject to any decision taken by elected members, it is estimated that the implementation could be from December 2016. The principle that the service will be

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working to will be to set up and make available alternative service arrangements before the mobile library service is ceased in a local area. This would allow for the alternative service arrangements to be developed to ensure that as the mobile library service is withdrawn, users continue to have access to the library service. This also allows for the conclusion of the staff change process and any redundancy notice periods.

10. Conclusions

- 10.1 The mobile library service is a much appreciated one for rural areas. However the order of budget challenges facing the Council means that we now need to consider asking people who can travel to a library building to do so and to focus on providing alternative access to library services for those who are unable to access library buildings or online resources.
- 10.2 The headline results indicate that 42% initially said that they would still be able to continue to use library services with 32% responding that they would not be able to and a further 26% saying 'don't know'. Further analysis of these results shows that 66% of all respondents to this question indicated an alternative way in which they would be able to access the service.
- 10.3 There appears to be some interest in potential opportunities to help people with a small number of people asking for information about community transport schemes or expressing an interest in volunteering in their local community to help people use library services. As part of the implementation of any change, work will be undertaken with the Service Manager, Early Help to develop community activity to support the continued use of the library service.

Helen Coombes
Director for Adult and Community Services
June 2016



Proposed changes to the Mobile Library Service 2016

Please read the supporting information before completing the survey. The survey should take no longer than 10 minutes to complete. Thank you in advance for your time.

You can return this survey via your local library or mobile library and online at www.dorsetforyou.com/mobile-library-consultation

1. Which of the following ways do you currently use Dorset library service? Please tick all that apply.

- A – Use the mobile library
- B – Visit a library building
- C – Online library
- D – Other

If you selected 'D – Other' please specify:

2. Which mobile library stop do you currently use most often?

3. How regularly do you use a mobile library?

- Every time it visits
- About once a month
- Less often

4. When you visit the mobile library, how many people are you getting items for?

- Just myself
- 2 people
- 3 people
- 4 or more people

5. How do you currently get to your mobile library stop?

- Walk
- Cycle
- With a neighbour
- By car – driver
- By car – passenger
- Other

If you selected 'Other' please specify in the space provided below:

6. How long does it take you to get to the stop from your home?

- Up to 5 minutes
- 5 to 10 minutes
- 10 to 20 minutes
- 20 to 30 minutes
- 30+ minutes

7. After considering the alternative ways of using the library service, will you still be able to use library services?

- Yes
- No
- Don't know

8. Having read the different ways to access library services, which of the following options would be best for you? (Please tick as many as appropriate).

- I would use my nearest static library
- I would look to use the home library service
- I would ask a friend/family member or neighbour to collect books from a static library on my behalf
- I would use the online library service
- None of the above

9. If you would use a static library, which library would you use?

- Beaminster
- Blandford
- Bridport
- Burton Bradstock
- Charmouth
- Chickerell
- Christchurch
- Colehill
- Corfe Castle
- Corfe Mullen
- Crossways
- Dorchester
- Ferndown
- Gillingham
- Highcliffe
- Littlemoor
- Lyme Regis

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- Lytchett Matravers
- Portland Tophill
- Puddletown
- Shaftesbury
- Sherborne
- Stalbridge
- Sturminster Newton
- Swanage
- Upton
- Verwood
- Wareham
- West Moors
- Weymouth
- Wimborne
- Wool
- Wyke Regis

10. How would you get to this library?

- Walk
- Cycle
- With a neighbour
- By car – driver
- By car – passenger
- Other

If you selected 'Other' please specify in the space

- 11. If you cannot get to a library or are not able to use the home library service, do you have a friend or neighbour who is able to help you access library services?**

- Yes
 No
 Don't know

- 12. Would you like details of local community transport scheme?**

- Yes
 No

If so, please provide name and contact details in the box below

- 13. Would you be interested in volunteering in your local community to help people use library services? For example, offering to collect books from a static library, taking someone to the library or helping provide local library services?**

- Yes
 No

If so, please provide name and contact details in the box below

14. Please give some further detail about the impact of the proposed change on your ability to use the library.

15. Do you have any further comments?

About You

In order for us to understand what services are important to different areas and groups of people, we would like to gather a bit more information about you. All information from this survey will be kept confidential and you are under no obligation to provide details.

16. What is your postcode?

17. Are you?

- Male
 Female
 Prefer not to say

18. Age group

- Under 16 25-44 65-74 Prefer not to say
 16-24 45-64 75 or over

19. Sexuality

- Bisexual Heterosexual Other
 Gay man Lesbian Prefer not to say

20. Religion

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Other faith/religion/belief |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Jewish | |

21. Ethnicity

- | | |
|--|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> Black/Black British – Caribbean |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Any other Black background |
| <input type="checkbox"/> Gypsy/Irish traveller | <input type="checkbox"/> Mixed ethnic background – White and Asian |
| <input type="checkbox"/> Any other White background | <input type="checkbox"/> Mixed ethnic background – White and Black African |
| <input type="checkbox"/> Asian/Asian British – Bangladeshi | <input type="checkbox"/> Mixed ethnic background – White and Black Caribbean |
| <input type="checkbox"/> Asian/Asian British – Chinese | <input type="checkbox"/> Any other mixed background |
| <input type="checkbox"/> Asian/Asian British – Indian | <input type="checkbox"/> Any other ethnic group |
| <input type="checkbox"/> Asian/Asian British - Pakistani | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Any other Asian background | |
| <input type="checkbox"/> Black/Black British – African | |

22. Do you consider you have a disability under the Disability Discrimination Act?

The Equalities Act 2010 defines a disability as: 'A physical or mental impairment that has a 'substantial' and 'long term' negative effect on your ability to do normal daily activities.' In this definition, long-term is taken to mean a minimum of 12 months.

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

**Dorset County Council's Mobile Library Service –
consultation about proposed changes to the service**



Introduction

Budget implications and good business practice has led us to reassess the service we offer and it will help us prioritise the delivery of a library service to residents who are unable to access library buildings.

Dorset County Council is facing unprecedented budget pressures and has to consider how it can best provide library services with a significantly reduced budget.

Currently there are four public library mobile vehicles serving stops across the county. From May 2016, this will change to three vehicles following re-timetabling of routes and the withdrawal of one vehicle. Another mobile, the Home Library Service mobile visits residential homes for older people and sheltered accommodation.

The proposal that we are consulting on is about more change to the mobile library service due to further budget reductions. The consultation is to help us better understand the impact of the proposed change on mobile library users.

What is the proposed change?

- To maintain the Home Library Service mobile to residential homes and sheltered accommodation
- To cease providing the public library mobile service and to ensure that people who are unable to access the service in other ways can continue to be provided with a library service.
-

Why are we reviewing the service?

- Use of the public library mobile service has been in decline over a number of years. This is partly due to changing needs and a growth in car ownership.
- The budget for the library service is reducing and the need to find savings means that change is required from a range of areas including the mobile library service.
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Alternative ways of accessing the library service

Static libraries

There are 25 libraries managed by Dorset County Council and eight community managed libraries.

Home Library Service for individuals

The Home Library Service is delivered by Royal Voluntary Service (RVS) for people who are housebound and cannot get to a library. This bespoke service delivers books and other resources to customers at home free of charge at regular intervals. This service will continue and be expanded.

Please note that this is a different service to that provided by the Home Library Service mobile.



Good Neighbour (or family or friend)

If you are unable to visit the library and have a friend, family member or neighbour who would be willing to collect books on your behalf you can sign up under our “good neighbour” library membership category.

This will enable you to borrow the same number of items as a regular user although you will not be charged for overdue items. You will be sent a reminder if any items are overdue for return.

Online Services

You can access the library service online. You can download e-books and e- audio book services, which are free to use and can be accessed 24/7 via the Dorset for You website. You can also reserve books for collection from a library. For more information, visit www.dorsetforyou.com/libraries

Other

There is also the opportunity for community development work to enable some people to have access to library services through car sharing, befriending schemes etc.

What happens next?

Once the consultation feedback has been analysed, the results will be presented to the People and Communities Overview and Scrutiny Committee at a future meeting in summer 2016 and then a decision will be taken by Cabinet.

Have your say

Your views are important so that we can better understand how the proposals will impact on you.

Please take the time to complete the survey so that we can understand the impact that the proposals may have. You can give your views online at www.dorsetforyou.com/mobile-library-consultation or return this form via the mobile library or any static library.

The consultation is open from 4 April to 14 May 2016.



Summary of consultation results about proposed changes to the mobile library service

There were 453 questionnaires completed in total. In response to the question about how people use the library service currently, the following responses were received.

No. of respondents	%	Answer to question
413	91	Use the mobile library
113	25	Visit a library building
20	4	Online library
8	2	Other

Table 1: Number of respondents and % of responses to question: Which of the following ways do you currently use Dorset library service? Please tick all that apply.

Most respondents use the mobile library service every time it visits.

No. of respondents	%	Answer to question
336	78	Every time it visits
68	16	About once a month
26	6	Less often

Table 2: Number of respondents and % of responses to question: How regularly do you use a mobile library?

A question was included about how do users

No. of respondents	%	Answer to question
364	87	Walk
6	1	Cycle
2	0	With a neighbour
27	6	By car - driver
10	2	By car - passenger
8	2	Other

Table 3: Number of respondents and % of responses to question: How do you currently get to your mobile library stop?

The consultation included a question about continued use of library services if the mobile library should cease after considering the alternative ways of using the service.

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No. of respondents	%	Answer to question
177	42	Yes
137	32	No
112	26	Don't know

Table 4: Number of people and % of responses to question: After considering the alternative ways of using the library service, will you still be able to use library services?

In the consultation, a question was asked on how people would access the library service if the mobile library service was withdrawn. 470 responses were received to this question – please note that multiple options could be selected. The responses to that question were:

No. of respondents	%	Answer to question
253	61	I would use my nearest static library instead
42	10	I would look to use the home library service instead (criteria apply)
21	5	I would ask a friend/family member or neighbour to collect books from a library on my behalf
31	7	I would consider using the online library service
123	29	None of the above.

Table 5: Number of people and % of responses to question: Having read the different ways to access library services, which of the following options would be best for you? Please tick as many as appropriate

Of the respondents that replied that they would use a static library, 70% said that they would drive or be taken by car to the library.

No. of respondents	%	Answer to question
30	9	Walk
3	1	Cycle
4	1	With a neighbour
191	57	By car – driver
45	13	By car – passenger
61	18	Other

Table 6: Number of respondents and % of responses to question: how would you get to this library?

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For those who said that they cannot get to a library or are not able to use the home library service, a question was asked about accessing library services with the support of a friend or neighbour.

No. of respondents	%	Answer to question
43	13	Yes
199	58	No
101	29	Don't know

Table 7: Number of people and % of responses to question: If you cannot get to a library or are not able to use the home library service, do you have a friend or neighbour who is able to help you access library services?

There was very little interest in having more details of community transport scheme with only 11% of respondents requesting this.

There was question asked about interest in volunteering in the local community to help people use library services.

No.	%	Answer to question
32	8	Yes
358	92	No

Table 8: Number of people and % of responses to question: Would you be interested in volunteering in your local community to help people use library services?

The consultation questionnaire also allowed for respondents to provide further detail about the impact of the proposed change on a customer's ability to use the library. There was also space provided for any other comments. There were over 500 comments received in total to these two sections. The comments have been analysed and the key themes in the responses can be categorised as follows:

- a) Concerns about the loss of a convenient and local service and an opportunity for social, community contact
- b) Difficulty in accessing their nearest static library due to:
 - Availability and cost of public transport
 - Travel distances by car
 - Fuel and parking costs
 - Ability to carry books particularly if also carrying shopping
- c) Important in rural area to provide equality of access
- d) View that the proposals would negatively impact or isolate elderly people particularly those in rural communities.

There were also other comments made by a number of respondents about:

- a) Concerns about the opportunities for children to use the service

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- b) For some, there would be no impact as they would be able to use library services in alternative ways
- c) For some, the proposal would mean that they stop or use the service less
- d) Some suggested that the mobile library visit on a monthly basis rather than fortnightly.

In addition to the consultation, a number of individuals contacted the library service directly to make comments either by email or by phone. It should be noted that these people also completed the consultation questionnaire.

Information about respondents

Respondents were asked to complete a section to provide information about their background. The results are as follows:

Gender

No. of respondents	%	Answer to question
126	30	Male
284	68	Female
10	2	Prefer not to say

Age Group

No. of respondents	%	Answer to question
5	1	Under 16
1	0	16 -24 years
10	2	25 – 44 years
70	17	45 – 64 years
127	30	65 – 74 years
188	45	75 or over
17	4	Prefer not to say

Sexuality

No. of respondents	%	Answer to question
10	3	Bisexual
0	0	Gay man
254	75	Hetrosexual

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1	0	Lesbian
3	1	Other
70	21	Prefer not to say

Religion

No. of respondents	%	Answer to question
65	17	No religion
1	0	Buddhist
258	68	Christian
0	0	Hindu
0	0	Jewish
0	0	Muslim
0	0	Sikh
3	1	Other faith/religion/belief
53	14	Prefer not to say

Ethnicity

No. of respondents	%	Answer to question
350	90	White British
1	0	White Irish
0	0	Gypsy/Irish traveller
5	1	Any other White background
0	0	Asian/Asian British – Bangladeshi
0	0	Asian/Asian British – Chinese
2	1	Asian/Asian British – Indian
0	0	Asian/Asian British – Pakistani
0	0	Any other Asian background
0	0	Black/Black British – African
3	1	Black/Black British – Caribbean
0	0	Any other Black background
0	0	Mixed ethnic background – White and Asian

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0	0	Mixed ethnic background – White and Black African
0	0	Mixed ethnic background – White and Black Caribbean
1	0	Any other mixed background
0	0	Any other ethnic group
27	7	Prefer not to say

Disability

The Equalities Act 2010 defines a disability as: 'A physical or mental impairment that has a 'substantial' and 'long term' negative effect on your ability to do normal daily activities.' In this definition, long term is taken to mean a minimum of 12 months.

No. of respondents	%	Answer to question
67	17	Yes
307	77	No
27	7	Prefer not to say

Consultation responses from parish and town councils and district and borough councils (consultation period 4 April – 20 May 2016)

Date	Parish/Town Council	Comments
06- Apr	Sixpenny Handley & Pentridge Parish Council	Support the continuation of the service to Sixpenny Handley and Woodyates as Sixpenny is identified as a Rural Service Centre in the Local Plan being 10 miles from the main towns of Wimborne, Blandford, Salisbury and Shaftesbury. We would be pleased to make the Parish Office at 6 Town Farm Workshops available if helpful to the service.
06- Apr	Dorset Councils Partnership	The council partnership understands the context in which these proposals are made and supports the continuation of the Home Library Service mobile to residential homes. We also support the continued access to service by those who are housebound via the RVS. We would be happy to enable access to this service and that of the Good Neighbour scheme through our community contacts should this be of help. The future of our discretionary services is currently under review and we will look at opportunities for collaborative working at a local level as we review them this year.
19- Apr	Blandford Forum Town Council	Concerns about the possibility of losing such a valuable service. Each Cllr is to complete a survey but it was considered that a letter expressing their concern should be sent additionally.
13- May	Hurn Parish Council	The proposals for the mobile library service in Dorset were discussed at the Hurn Parish Council meeting on Monday 9 May 2016. Councillors object to the proposal to withdraw the mobile library service which would have an adverse impact on Residents especially the elderly.
	Hurn continued	The mobile library is an invaluable service to Residents who cannot access static libraries. Public transport links are poor in Hurn as in other rural areas of Dorset. The elderly in particular cannot walk any distance to access public transport. Without the mobile library service, they would become more isolated, with the associated potential health and wellbeing issues.

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The parish council has concerns regarding the proposal to stop the Mobile library service.

1. The only realistic alternatives are either a separate visit to a library or (if relevant) use of the Home Library Service.

2. The Parish council is concerned that library usage will drop as fewer people will be able to make the trip to a library compared to the number who currently use the Mobile Library Service.

3. The terms for use of the Home Library Service are very limited - many people who use the mobile library service will not qualify but will not be able to visit a library and will thus be marginalised.

4. The Parish Council asks for historical data on use of the Chideock Mobile Library service.

15-
May Chideock Parish Council

Risks and impact assessment

Impact assessment

The Public Library User Survey undertaken in November 2015 and the consultation on mobile library services show that customers of mobile libraries when compared with users of library buildings have:

- a) Higher proportion of females – however the proposal to withdraw the service will impact equally on both men and women.
- b) Higher proportion of people aged over 75 years
- c) Higher proportion of people with mobility-related conditions or disabilities
- d) Lower proportion of people in employment.

Access to library service buildings requires consideration. 15.5% of households in the 2011 census had no car or van. The drive time to the current network of 25 DCC libraries and the proportion of Dorset's population within a two and five mile radius of a library are shown in the tables below:

Estimated drive time for population to a library building.

<u>Drive time</u>	<u>Percentage of population for 25 DCC libraries</u>
5 minutes	77.8%
10 minutes	92.7%
20 minutes	100%

Proportion of population within two and five miles of library buildings

<u>Distance from library buildings</u>	<u>Percentage of population within specified distance of 25 DCC libraries</u>
2 miles	76.2%
5 miles	94.8%

An Equalities Impact Assessment has been drafted on the basis of the proposal. The implications of the proposal will impact on people of all ages. However the consultation results evidences that there is a higher proportion of older people using the service. There are a number of alternative service options available, or will be developed, to ensure access to library services can continue. These are:

- Home Library Service delivered in partnership with the Royal Voluntary Service (RVS). Individuals who are housebound are provided with a regular visit from a RVS volunteer, delivering a collection of selected books to meet the reader's profile.
- Online library services
- Static libraries
- Good neighbour/family/friend facility.

There may be an impact on the access to local rural communities because at present the passenger seat on the mobile is used occasionally by partner organisations to access isolated people. In some communities local people have organised regular activities and events coinciding with the mobile library visit e.g., coffee mornings and in one locality a mobile post office visits at the same time.

Mobile Library Service

Risks

There is the risk of change to the library network arising from other changes. This is a consideration but any impact from other change can be assessed at that future point in time. The alternative is to wait until there is certainty. However this means that savings could not be achieved.

Part of the mitigating action plan for providing alternative access to library services includes extending the Home Library Service delivered in partnership with the Royal Voluntary Service. There are potential risks that there may not be sufficient volunteers in the areas where they are required. There are currently 211 active volunteers plus reserves providing the service to over 590 clients.