



## Joint Overview Committee

**Date:** Wednesday, 29 June 2022  
**Time:** 10.00 am  
**Venue:** Council Chamber, County Hall, Dorchester, DT1 1XJ

### Members (Quorum 3)

Tony Alford, Beryl Ezzard, Sherry Jespersen, Carole Jones, Stella Jones, Rebecca Knox, Cathy Lugg, Mike Parkes and Andrew Starr

**Chief Executive:** Matt Prosser, County Hall, Dorchester, Dorset DT1 1XJ

For more information about this agenda please contact Democratic Services Meeting Contact 01305 252209 or 224185 [lindsey.watson@dorsetcouncil.gov.uk](mailto:lindsey.watson@dorsetcouncil.gov.uk) or [george.dare@dorsetcouncil.gov.uk](mailto:george.dare@dorsetcouncil.gov.uk)

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## Agenda

Item	Pages
<b>1. APPOINTMENT OF CHAIRMAN FOR THE MEETING</b>	
To appoint a Chairman for the meeting.	
<b>2. APOLOGIES</b>	
To receive any apologies for absence.	
<b>3. DECLARATIONS OF INTEREST</b>	
To disclose any pecuniary, other registrable or non-registrable interests as set out in the adopted Code of Conduct. In making their disclosure councillors are asked to state the agenda item, the nature of the interest and any action they propose to take as part of their declaration.	
If required, further advice should be sought from the Monitoring Officer	

in advance of the meeting.

#### **4. PUBLIC PARTICIPATION**

Representatives of town or parish councils and members of the public who live, work or represent an organisation within the Dorset Council area are welcome to submit up to two questions or two statements for each meeting. Alternatively, you could submit one question and one statement for each meeting.

All submissions must be emailed in full to [lindsey.watson@dorsetcouncil.gov.uk](mailto:lindsey.watson@dorsetcouncil.gov.uk) by 8.30am on 24 June 2022.

When submitting your question(s) and/or statement(s) please note that:

- no more than three minutes will be allowed for any one question or statement to be asked/read
- a question may include a short pre-amble to set the context and this will be included within the three minute period
- please note that sub divided questions count towards your total of two
- when submitting a question please indicate who the question is for (e.g. the name of the committee or Portfolio Holder)
- Include your name, address and contact details. Only your name will be published but we may need your other details to contact you about your question or statement in advance of the meeting.
- questions and statements received in line with the council's rules for public participation will be published as a supplement to the agenda
- all questions, statements and responses will be published in full within the minutes of the meeting.

[Dorset Council Constitution](#) Procedure Rule 9

#### **5. QUESTIONS FROM MEMBERS**

To receive questions submitted by councillors.

Councillors can submit up to two valid questions at each meeting and sub divided questions count towards this total. Questions and statements received will be published as a supplement to the agenda and all questions, statements and responses will be published in full within the minutes of the meeting.

The submissions must be emailed in full to [lindsey.watson@dorsetcouncil.gov.uk](mailto:lindsey.watson@dorsetcouncil.gov.uk) by 8.30am on 24 June 2022.

[Dorset Council Constitution](#) – Procedure Rule 13

**6. LIBRARY STRATEGY DEVELOPMENT**

5 - 150

To consider a report of the Service Manager for Libraries.

**7. URGENT ITEMS**

To consider any items of business which the Chairman has had prior notification and considers to be urgent pursuant to section 100B (4) b) of the Local Government Act 1972. The reason for the urgency shall be recorded in the minutes.

**8. EXEMPT BUSINESS**

To move the exclusion of the press and the public for the following item in view of the likely disclosure of exempt information within the meaning of paragraph x of schedule 12 A to the Local Government Act 1972 (as amended).

The public and the press will be asked to leave the meeting whilst the item of business is considered.

**There is no exempt business.**

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## Joint Overview Committee 29 June 2022 Library Strategy Development

### For Review and Consultation

**Portfolio Holder:** Cllr L Miller, Customer and Community Services

**Local Councillor(s):** ALL

**Executive Director:** J Sellgren, Executive Director of Place

Report Author: Liz Crocker

Title: Service Manager for Libraries

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**Report Status:** Public

**Brief Summary:** The current library strategy was created under a predecessor authority and is over 10 years old. A new Dorset Council Library Strategy will guide how we develop and deliver our library service over the next 10 years, delivering services in line with the needs of our residents and Dorset Council's strategic priorities.

The new library strategy is being developed across two phases of public consultation: phase one Let's Talk Libraries consultation took place in October 2021 to January 2022 and heard from over 7,500 Dorset residents, partners, employees, Councillors and businesses. The feedback gathered during phase one has directly informed the draft library strategy (Appendix 1).

The phase two Let's Talk Libraries consultation will take place over 12 weeks during the autumn months of 2022 and will gather feedback from our communities, stakeholders and partners on the draft strategy. Responses and feedback received will help to refine the final strategy and will inform strategy implementation plans.

**Recommendation:** That the Joint Overview Committee:

1. Notes strong engagement and consultation with our communities during our phase one consultation, involving residents, partners, businesses, Councillors, our workforce and all council services. (Appendix 2, 3, 4, 5)
2. Recognise the benefits of having worked together to co-create our draft strategy by listening to views and feedback in addition to reflecting on community needs.
3. Supports and agrees that the draft library strategy and accompanying Strategic Needs Assessment and Equalities Impact Assessment are publicly consulted on, as part of the phase two Let's Talk Libraries consultation. (Appendix 1, 6 & 7)

4. Supports and agrees with our strategy mission to “inspire, connect and enable our communities through our services”; strengthening our service to provide modern, sustainable and inclusive access to our services that are relevant, make a difference to people’s lives and improve future outcomes.
5. Agree a further report is brought back to Joint Overview Committee following phase two consultation. The report will present: phase two consultation feedback, recommended refinements to the library strategy, implementation plans, updated EqlA and associated financial implications.

**Reason for Recommendation:**

Dorset Council, as a library authority, has a statutory duty under Section 7 of the Public Libraries and Museums Act, 1964<sup>1</sup> “to provide a comprehensive and efficient” library service for all those who live, work or study in the authority area.

The draft library strategy 2023 – 2033, reflects the wealth of feedback received during our extensive engagement and consultation exercise undertaken during phase one of our strategy development consultation. (Appendix 2-5).

The strategy has an agreed set of ambitious priorities and aims that contribute to the Dorset Council Plan<sup>2</sup> objectives, national Library Vision<sup>3</sup> and the council’s transformation priorities. With a clear vision, following the strong engagement with communities and partners during phase one, we now have a strong partnership platform and framework for phase two that will enable us to refine priorities and produce a clear, costed delivery plan with options.

**1. Report**

- 1.1 Local authority library services are a statutory service<sup>4</sup> and our draft strategy meets our legal duties and responds directly to the voice of our communities and presents their views and what they have told us they need in the future. The strategy presents aspirational opportunities for the library service, and by using its already successful partnership approach, will deliver continuous positive outcomes for our communities.

**Strategic Ambition**

- 1.2 During the pandemic we adapted to new, inspirational ways of working and delivering services. We are now excited to imagine what libraries could look like, in 10 years’ time, with our communities. During consultation, our communities, partners and workforce confirmed the importance of looking wider than the traditional resources, events and activities we provide in buildings to ensure we include new and future ways of connecting customers with our services.
- 1.3 We heard how important out-reach services are, as well as, having somewhere to connect with other people and library services in modern inspirational spaces or virtually. This feedback will push us to explore how we provide services that are innovative, digital, co-located with others and in spaces our communities want to visit.

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<sup>1</sup> The Public Libraries and Museums Act, 1964 [Public Libraries and Museums Act 1964 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1964/11)

<sup>2</sup> DC Plan: [Dorset Council's Plan - Dorset Council](#)

<sup>3</sup> DCMS, 2018: [Libraries Deliver: Ambition for Public Libraries in England 2016 to 2021 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/728222/libraries-deliver-ambition-for-public-libraries-in-england-2016-to-2021.pdf)

<sup>4</sup> The Public Libraries and Museums Act, 1964 [Public Libraries and Museums Act 1964 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1964/11)

- 1.4 Our strategy will encourage us to think commercially and support economic growth. Businesses, partners and colleagues presented commercial initiatives for generating income and support for small and medium enterprise business. We have been asked to create more space for local people to work, collaborate and receive business advice.
- 1.5 In 2021 the council integrated essential customer services in four of our libraries to provide a 'one council front door' (this will increase to five libraries by the close of 2022). This initiative ensured that local access was available when most needed. Our customer access points have proven popular, have supported people with council enquiries which increases awareness and use of our libraries for cultural activity, reading and learning which in turn improve health and wellbeing outcomes. In future we want to encourage health providers to socially prescribe our services and ensure those links to us are supported and strong.
- 1.6 Our strategy must now explore how we provide customer services more consistently across our libraries network, even in our smaller libraries, to ensure the communities in most need have essential access to the advice and information they need to support their life journeys.
- 1.7 During February and March 2022 we were honoured to be part of a Local Government Association (LGA) peer review<sup>5</sup> of how Libraries and Family Hubs can collaborate to improve outcomes for our children and families. As part of the review we published a case study of how we implemented an initiative to support early language development in Portland which will now form the basis of a further roll-out across the Dorset library network.
- 1.8 Our strategy will provide opportunity for the LGA's peer review recommendations to be incorporated within libraries and our integration with family hubs. Including how we might create space for speech and language professionals to work and meet with our families, as well as developing new activities for our children with special educational needs and disabilities. Our strategy, in collaboration with children's services and partners, will consolidate our offer to enlighten, stimulate and improve life chances for our young people.
- 1.9 Transformation funding, supported by Dorset Councillors, provided an opportunity to commission Shared Intelligence<sup>6</sup> to support a rich programme of engagement with groups in our communities who are seldom heard, including our non or lapsed library users, young, future members, our schools and communities with protected characteristics.
- 1.10 The research revealed opportunities for library services to have greater impact on communities within Dorset. More importantly, the research and engagement process revealed the willingness and appetite of council and community services to work more closely with the library service to achieve shared priorities and meet community needs both now and in the future.

#### **Further Strategic Opportunity**

- 1.11 The paragraphs and sections that follow will detail our consultation approach, research, highlights from the needs analysis and the approach we have taken to developing our strategy. We will then move to summarise the draft strategy vision, mission, aims and themes that we intend on taking back to our communities for phase two consultation.
- 1.12 Our consultation has informed us that our future strategy must not only consider how to ensure we provide fair and equal access to services, in a more consistent way across our network of libraries, but also how our offer needs to fit individual community needs. Our strategy will

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<sup>5</sup> LGA Peer Review: [Dorset Council Libraries: Toddler Time and Talk | Local Government Association](#)

<sup>6</sup> Shared Intelligence Research: [ca07decf-8de5-abec-dca3-e45fedc01633 \(dorsetcouncil.gov.uk\)](#)

explore ways to open our doors to communities wishing to use space outside of existing and future opening hours.

- 1.13 Within the '*local need*' section of our draft strategy we start to develop our presentation of a tiered library model which, following consultation with communities, will be shaped according to local need, including the size of library, services provided and co-located, number of opening hours and where services are offered by our teams, volunteers or wholly community managed.
- 1.14 Our strategy, within phase two consultation, will offer greater opportunities to build on our already successful community managed library (CML) network. Our CML's are held as a National exemplar by Department of Culture, Media and Sport and by extending an offer to expand the network, our communities can open up a conversation with us about taking responsibility for smaller libraries in lower need community areas.
- 1.15 Following our phase two consultation, when we have considered, and listened to, the streamlined priorities of our communities, we will produce a delivery plan for transformation, investment and partnerships.
- 1.16 We are committed to working with our partners, services and agencies operating in our communities to deliver shared goals and objectives, delivering value for money whilst meeting community needs.

## 2. **Background**

- 2.1 Our phase one consultation approach was to have an open conversation with our communities, stakeholders and partners, exploring what they value about the service, what would make them use the service in the future and identifying new opportunities for collaboration.
- 2.2 Analysis of phase one consultation survey responses have been brought together with the findings from engagement workshops and evidence around local need, to inform this draft library strategy.
- 2.3 Following an extensive promotion and marketing exercise. We received over 7,500 responses to a full public consultation titled "Let's Talk Libraries". We conducted three consultation surveys: one for children up to age 15; one for everyone over 16 and one for employees, partners and business. The survey analysis reports are included in Appendix 2-4.
- 2.4 Engagement workshops and interviews were commissioned to compliment the survey data. This important work supported our ambition to engage with those in our community who are traditionally underrepresented during library consultations: Dorset residents who do not currently access library services or individuals and communities with protected characteristics.
- 2.5 This allowed us to better understand the barriers individuals face when trying to access our services and how we can better meet their needs in the future. The contracted research agency also facilitated some deeply insightful workforce, peer council support and external partner workshops. The findings of this work, in terms of identified need and recommended action, is presented within Appendix 5.

### **Strategic Needs Assessment**

- 2.6 Dorset Council are committed to working in partnership with communities and stakeholders to design and deliver services around local need. Allowing our services to be shaped by local

needs is a key design principle when developing Dorset Council's library service, this approach is supported by Department for Digital, Culture, Media & Sport's (DCMS) Library Strategy for England<sup>7</sup>.

- 2.7 We have looked at a series of measures to determine where need is greatest. In recognition of the broad range of interventions which a library service can help support, we have taken a range of measures which indicate need across the breadth of society and an individual's life course which is presented within our Strategic Needs Analysis Appendix 6.

#### **Headline insight, data and research that will inform our strategy**

- 2.8 We estimate from data for the southwest region that library users make up around 27% of the 16+ population and around 38% of the 5–15-year-old population (Appendix 5).
- 2.9 We know from our own Dorset library demand data that behaviours and trends have changed significantly over the past 5 years which will have been impacted by the pandemic but also in terms of customer preferences.
- 2.10 Physical library use has declined since 2016 by between 25% – 30%, when we consider active users and physical items borrowed. Comparatively online resources for e-books and audio books has increased by over 350% and continues to increase as we come out of the pandemic (Appendix 6).
- 2.11 We have seen new trends in accessing content, events and activities online and although people are returning to preferred "in-person" activities and events, we remain aware that the online library requirement must be embedded in our future thinking.
- 2.12 Our CIPFA value for money indicators (2019/20) provides graphs that show we operate with more libraries, per 100,000 population, than the average. However, we also have the highest number of active users and above average number of items borrowed compared to our nearest comparative authorities (Appendix 6).
- 2.13 Overall, the wide-range of indicators that were tested across our needs assessment identified a great number of areas where library services, delivering at the heart of our communities, could improve life outcomes for the people of Dorset.

### **3. Developing Our Draft Strategy**

- 3.1 With our member led Library Strategy Steering Group we have considered, based on the vast evidence gathered, how we could prioritise our existing core library service offer and develop newly identified targeted services.
- 3.2 The strategic opportunity this has presented will enable us to design and rebrand our service as a modern, sustainable, and enabling service. Through transformation and collaboration we will create services and spaces that our customers and future generations value, connect with and want to use. And our community partnership offer will be attractive for new partners to want to join us too.
- 3.3 We know that the modern ways in which we all interact continues to transform our lives. Dorset library service will provide a fresh outlook that enables people of all ages, to be informed, get online and ensure they have the relevant skills to navigate the digital world

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<sup>7</sup> DCMS, 2018 [Libraries Deliver: Ambition for Public Libraries in England 2016 to 2021 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/724222/libraries-deliver-ambition-for-public-libraries-in-england-2016-to-2021.pdf)

safely and securely. This will enable cost savings for the Dorset Council and greater interactions and satisfaction for our communities.

### **The strategy framework**

- 3.4 Our strategy framework will envisage library services delivered differently than today; perhaps from different buildings located with other council services or new partners; investing in community spaces that bring access to resources and people where we need it the most. Importantly it needs to be a service that is responsive with a future focus to remain relevant and meet the needs of our community.

### **Our strategy vision, mission and aims**

- 3.5 Our vision for the library service is:

***“Trusted community spaces for everyone, with services to inspire your future”***

- 3.6 Our mission statement is:

***“To Inspire, Connect and Enable our communities through our services”***

- 3.7 We have structured our strategy around three strategic themes that came out of our consultation and research:

- **Inspire:** To enrich lives through universal access to information, knowledge, learning and literacy
- **Connect:** To connect with and meet the needs of our communities
- **Enable:**
  - **our communities** to create accessible, inclusive spaces for our communities to share and use
  - **our library teams** to invest in the development of our workforce and volunteers to deliver services that meet future community needs and exceed customer expectations

## **4. Our Strategic Aims**

The following section will delve deeper into our strategic aims and how they answer the main themes that have come out of our consultation.

### **Inspire**

- 4.1 We asked existing library customers what 3 words they would like to use to describe the service in 10 years' time. The word *“inspiring”* was used 74 times (Appendix 3). This theme also came across clearly in the service led strategy vision workshops.
- 4.2 We aim to inspire more people to read, gain knowledge and share their enjoyment of learning with others. Strong literacy skills provide long term social and economic benefits and libraries are at the forefront by providing free access to books and other reading materials, IT, events, and activities.

The outcome-based aims that sit under the “Inspire” heading that we will consult upon are:

1. Support language and literacy for everyone through lifelong learning; acquiring knowledge; developing skills and pursuing personal goals
2. Host and deliver events & activities to inspire cultural connection and new experiences
3. Support people to develop digital skills, removing digital barriers and building confidence
4. Support an innovative and thriving Micro and Small Medium Enterprise business network

5. Inspire, inform and facilitate climate and ecologically positive actions and decisions.

4.3 Key themes from the phase one consultation which this priority seeks to address:

- valued role of libraries in supporting learning, speech and literacy
- importance of resources which meet residents' interests, (i.e. quality and range of physical and digital stock for borrowing)
- cultural enrichment and the positive impact of library activities and events (including online and outreach)
- libraries as digital spaces, providing access to digital equipment and supporting digital skills
- libraries providing space for enterprise and community spaces for growth
- libraries as enablers of climate positive actions (including events which encourage the reuse or borrowing of items)

### **Connect**

4.4 Throughout engagement workshops there was a clear theme that library services offer a highly valued sense of connection; whether that's connection to communities, connection to friends, connection to opportunities or connection to services and trusted information. As a largely rural county, with 30% of our population aged 65 or over (compared to 19% across England and Wales), having local access to a friendly community space to connect was really important.

4.5 We believe that the library service is more than just a place to borrow books, it is a service which brings people together to interact and connect with other members of their community, fosters culture and creativity and helps people to learn and develop lifelong skills.

The outcome-based aims that sit under the "Connect" heading that we will consult upon are:

1. Residents and partners are aware of everything the library service has to offer
2. Our service is designed to meet customer needs and supports community connection
3. Local libraries thrive as part of a co-ordinated network of libraries including Dorset's Community Managed Libraries
4. Our open and inclusive service will ensure access is barrier free
5. Libraries are at the heart of delivering council services to communities, acting as the council's front door.

4.6 Key themes from the phase one consultation which this priority seeks to address:

- promote the library services more effectively, building a greater understanding of the services available at libraries
- customer focused library service design and delivery
- a more inclusive, consistent and accessible user experience
- libraries as places of human help and trusted information

### **Enable - our communities**

4.7 Dorset has a strong, vibrant and thriving community and voluntary sector, they have played an active part, in supporting the development of this strategy. We want to include our community partners at the heart of everything we do, from supporting early preventative actions, social prescribing and community-based activities.

4.8 Delivering a modern, sustainable and responsive library service, that meets the expectations of our communities requires facilities that are fit-for-purpose and reflect the quality of services being delivered.

The outcome-based aims that sit under the “Enable” heading that we will consult upon are:

1. Create inviting, flexible, well used spaces
2. Provide safe trusted spaces
3. Sustainable buildings which keep pace with community growth
4. Library services form part of community hubs
5. Provide space where residents can connect with health and wellbeing opportunities

- 4.9 Key themes from the phase one consultation which this priority seeks to address:
- more flexible use of the library spaces (including community use of the space and cafes)
  - libraries providing safe face-to-face spaces
  - fit for purpose library buildings
  - co-location of library services with partners and other council services (one front door)
  - positive role in supporting mental health and wellbeing

### **Enable- our library teams**

- 4.10 Our workforce and volunteers provide the passion for delivering better outcomes for our communities.
- 4.11 We know that to respond well to the future needs of our communities, and to deliver high quality, modern and transformational services our individuals need the right skills and opportunities to develop and achieve their future potential.

The outcome-based aims that sit under the “enable” heading that we will consult upon are:

1. Each employee feels valued and empowered, with career opportunities in the library service and Dorset Council more broadly
2. Flexible resourcing across our library network, allows employees to develop a range of skills and experience
3. We offer inclusive routes to employment and development opportunities via apprenticeship programmes
4. We have a strong partnership with, and wholly value the contribution of, our volunteers to the library service. We have a framework in place for supporting future partnerships to build on their success.

- 4.12 Key themes from the phase one consultation which this priority seeks to address:
- valuing and investing in the development of library employees and
  - celebrating volunteer contributions.

## **5. Financial Implications**

- 5.1 The strategy remains in draft and does not include a costed implementation plan at this stage.
- 5.2 Phase two consultation will allow communities to feedback on what strategic aims should be the service priorities. Financial implications of delivering the resulting priorities will be incorporated into the next report to the Joint Overview Committee. Existing library budgets and cases for investment will be used to deliver the library strategy.

## 6. **Climate Implications**

- 6.1 The draft strategy includes a strategic aim 1.5, which proposes that libraries have a role in inspiring, informing and facilitating climate and ecologically positive actions and decisions which would have a positive impact on our unique environment and carbon footprint reductions. The service are also committed to increasing the number of solar and low carbon solutions on our libraries network.

## 7. **Well-being and Health Implications**

- 7.1 The draft strategy includes a strategic aim 3.5, which proposes that libraries provide space where residents can connect with health and wellbeing opportunities which would have a positive impact in terms of improved accessibility and improved health outcomes in our communities.

## 8. **Other Implications**

### **Property & Assets**

- 8.1 The Assets & Property Service have been engaged in the development of this draft strategy and will be a key partner in strategy delivery. The service will provide a full review of assets as part of the wider Dorset Council assets and estate review to identify and support a future investment and development plan.

### **Voluntary Organisations**

- 8.2 This draft strategy seeks to deepen our connection with our communities, including voluntary organisations. We propose a business partner model to work more strategically with partners and clearly define the delivery of shared priorities.

### **Human Resources**

- 8.3 Library employee views and ideas have directly helped to shape the draft strategy including the "Enable" [our teams] strategic theme. Employees have contributed via employee surveys, workshops and strategy development task and finish groups.
- 8.4 Regular whole service meetings include strategy development updates and we are supporting any employees who may feel this is an uncertain time, signposting to the support available via the Council's wellbeing offer.
- 8.5 The draft strategy commits to develop our workforce and will continue to work with our HR & Organisational Development colleagues to support current and future workforce development plans.
- 8.6 The service continues to engage and consult with trade unions throughout the strategy development process.

## 9. **Risk Assessment**

- 9.1 There are no risks associated with this report as there is no decision required. However, it should be noted that by developing the library strategy across two phases of public consultation, this helps to mitigate the risk of failing to effectively engage with our communities.

9.2 This risk is mitigated further by the development of a comprehensive phase two consultation and engagement plan. The level of risk has been identified as:

Current Risk: Medium

Residual Risk: Accepted. Tolerate- monitor the risk with contingency planning in place.

## 10. Equalities Impact Assessment

10.1 A draft Equalities Impact Assessment (EqIA) accompanies the draft strategy, available at Appendix 7.

10.2 The strategy and the EqIA will be refined and updated in light of the feedback received during the phase two consultation.

10.3 The EqIA will be updated again, when delivery plans are developed. All strategy plans will consider protected characteristics.

## 11. Appendices

- Appendix 1 Draft Library Strategy
- Appendix 2 [Ages 5 to 15 public survey consultation analysis report](#)
- Appendix 3 [16years+ \(Main\) public survey consultation analysis report](#)
- Appendix 4 [Employee, partner and business survey consultation analysis report](#)
- Appendix 5 Shared Intelligence Report: [Research to inform a new library strategy for Dorset Council](#) and accompanying [appendix](#)
- Appendix 6 Draft Strategic Needs Assessment
- Appendix 7 Draft EqIA for Library Strategy

## 12. Background Papers

- Informal Joint Overview Committee session 4<sup>th</sup> April 2022 presentation- available to Dorset Council Councillors on request.

**INSPIRE**

**Dorset Council Library  
Strategy 2023-2033**

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## Contents

Foreword– Cllr Miller.....	2
Introduction.....	3
Our journey.....	4
Phase one Let’s Talk Libraries .....	4
Evidence: local need .....	4
Phase two Let’s Talk Libraries consultation.....	7
Next steps.....	7
Our values.....	8
Our vision.....	9
Our mission.....	9
Strategic themes .....	10
Inspire .....	11
Connect .....	14
Enable - our communities .....	15
Enable – our library teams.....	18
How we fit in.....	20
Partnership working .....	22
Acting local.....	22
Implementation and strategy monitoring and review .....	23
Appendix 1 Phase one Let’s Talk Libraries engagement.....	24

Foreword– Cllr Miller

Foreword to be added ahead of phase two consultation

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## Introduction

As Dorset Council, under the Public Libraries and Museums Act, 1964 we have a statutory duty<sup>1</sup> to provide a “comprehensive and efficient” library service for all those who live work or study in the authority area.

Our statutory library service is made up of: 23 council run libraries, a 24/7 online library service and a home library service, which delivers services to house bound residents.

In Dorset we also have a proud history of community managed libraries. We support<sup>2</sup> eight community managed libraries who provide library services outside of the statutory service, resulting in a rich network of 31 libraries across the Dorset Council authority area. We value our community managed libraries as key stakeholders and community-based delivery partners.



Figure 1. Map of libraries network in Dorset Council area, including council run and community managed libraries. A list of libraries within the Dorset Council area [is available here](#). **Map to be replaced with improved version ahead of phase two consultation.**

The work of the library service is currently guided by the Universal Library Offers<sup>3</sup>:

- culture and creativity
- health and wellbeing
- information and digital
- reading

These aim to connect communities, improve wellbeing, and promote equality through learning literacy and cultural activity.

A new Dorset Council Library Strategy will guide how we develop and deliver our statutory library service over the next 10 years; shaping our services around local need and Dorset Council’s strategic priorities.

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<sup>1</sup> DCMS, 2022 [Libraries as a statutory service - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

<sup>2</sup> DCMS, 2016 [Community libraries in Dorset - Case study - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

<sup>3</sup> Libraries Connected, 2019 [Universal Library Offers | Libraries Connected](#)

## Our journey

Our approach to developing a new library strategy has been community led, evidence based, and partnership focused.

We are developing this library strategy based on two phases of public consultation. Analysis of phase one consultation survey responses have been brought together with the findings from engagement workshops and evidence around local need, to inform this draft library strategy.

### Phase one Let's Talk Libraries

We ran an extensive phase one Let's Talk Libraries consultation in October 2021 – January 2022. This open conversation with our communities, stakeholders and partners allowed us to hear what library customers valued, what would encourage non library users to use the service in the future and what opportunities there are to work collaboratively with partners. We received over 7,500 responses to our phase one survey.

To complement the surveys and to help add depth to the consultation, we ran a range of targeted workshops and research interviews with those groups who are traditionally underrepresented during library consultations: Dorset residents who do not currently access library services or individuals and communities with protected characteristics. This allowed us to better understand the barriers individuals face when trying to access our services and how we can better meet their needs in the future. The findings of this work, in terms of identified need and recommended action, is presented in a research [report available here](#) and its [accompanying appendix here](#).

The results and analysis of the three phase one consultation surveys are [available to read here](#):

- ages 5 to 15 public survey
- 16 years+ (main) public survey
- employee, partner, and business survey

A list of phase one engagement activity can be found at Appendix 1, we extend our thanks to all phase one participants.

### Evidence: local need

Dorset Council are committed to working in partnership with communities and stakeholders, placing residents at the heart of service design and delivering services around local need. This approach is supported by the Department for Digital, Culture, Media and Sport (DCMS) Library Strategy for England<sup>4</sup>.

Development of this library strategy will enable the repositioning of the library service as a strategic delivery partner for a range of council priorities. Libraries can work within strategic partnerships to deliver outcomes which help to: close the education attainment gap, help break the cycle of poverty and reduce inequality, tackle the mental health crisis, close the digital divide, tackle social isolation, improve wellbeing, and promote environmental awareness. Activity in these areas are all part of our core library offer<sup>5</sup>, but we can amplify our impact by delivering in closer partnership with others.

As we continue to work with services and partners during the development of this strategy, we are encouraging them to think "libraries first" when considering service delivery within Dorset's communities. Our customer focused library teams adapt our community-based services to help

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<sup>4</sup> DCMS, 2018 [Libraries Deliver: Ambition for Public Libraries in England 2016 to 2021 - GOV.UK \(www.gov.uk\)](#)

<sup>5</sup> Libraries Connect, 2018 [Universal Library Offers | Libraries Connected](#).

respond to issues of the day, for example we will support communities with managing everyday cost of living, food insecurity and fuel poverty through advice; access to services and signposting to partners or agencies.

To understand the picture of local need across Dorset, we have looked at an array of data. In recognition of the broad range of interventions which a library service can help support, we have taken a series of measures which indicate need across the breadth of society and an individual's life course. These measures are set out below and are grouped in themes of need:

### **Education**

- percentage of reception age children reaching "Good" general level of development
- percentage of children passing KS1 assessment (reading, writing and maths)
- percentage of children passing KS2 assessment (reading, writing and maths)
- children with education, health and care (EHC) plan
- unemployment support claimants aged 18 to 21 as a proportion of all 18 to 21 year olds

### **Demographic**

- overall population
- percentage of population aged 0 to 4
- percentage of population aged 0 to 18
- percentage of population aged 65+
- population projections (dwelling led projections)

### **Deprivation**

- index of multiple deprivation
- deprivation affecting children
- claimant unemployment rate (as a proportion of the population aged 16-64)
- percentage of households with no car or van

### **Health**

- indices of deprivation: mood and anxiety disorders
- indices of deprivation: years of potential life lost
- percentage of population with a health condition where day to day activity is limited a lot
- conception rate for women under 18 years
- percentage of children in year six who were obese
- social isolation loneliness (across the life span)

### **Crime rate**

- crime deprivation indices

### **Digital exclusion**

- digital exclusion

### **Local economy**

- number of micro businesses
- number of small and medium-sized enterprises (SME) businesses

### Library demand

- number of active borrowers in the year
- number of issues in the year
- event participation in the year
- number of public access computer sessions
- number of public access computer user hours
- service isolation (proximity to other libraries)

A detailed draft Strategic Needs Assessment supports this library strategy and is available [here](#) [insert link when available].

The Strategic Needs Assessment presents the assessment of need geographically via heat maps and it also presents the assessment of need based on library catchment areas. Table 1 presents the tiers of library catchment areas based on overall need, which combines all themes of need together. Please refer to the full Strategic Needs Assessment for more detail, which provides a breakdown of catchment need across the different themes and looks at library demand trends over time.

Table 1. Summary of Dorset Council Library catchment areas, placed in tiers of overall need. Tier 1 (red) indicates greatest overall need and Tier 5 (blue) indicates least overall need in catchment.

Library Catchment	Overall Need
Weymouth Library & Learning Centre	Tier 1
Bridport Library	
Portland Library	
Littlemoor Library	
Dorchester Library & Learning Centre	
Swanage Library	Tier 2
Wareham Library	
Ferndown Library	
Sherborne Library	
Blandford Library	
Gillingham Library	Tier 3
Shaftesbury Library	
Sturminster Newton Library	
Beaminster Library	
Lyme Regis Library	
Wimborne Library	Tier 4
Crossways Library	
Wyke Regis Library	
Upton Library	
West Moors Library	Tier 5
Verwood Library	
Lytchett Matravers Library	
Corfe Mullen Library	

In developing the library strategy, we have given due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
- advance equality of opportunity between people who share a characteristic and those who don't
- foster good relations between people who share a characteristic and those who don't

A draft equalities impact assessment (EqIA) has been developed and is available for review [here](#) [insert link when available].

The EqIA and accompanying action plan will remain in draft and will be refined by feedback received during the next phase of public consultation.

### Phase two Let's Talk Libraries consultation

We are now entering the second phase of Let's Talk Libraries public consultation, which will run for 12 weeks, during the autumn of 2022.

We want to hear your views on our draft library strategy.

- do you support our strategic aims?
- what do you consider to be the most important aim?
- what opportunities are there for effective delivery of our aims in your community?

Consultation questions will be embedded throughout the draft strategy, seeking feedback after each section. We will also run a range of engagement activity including workshops to allow us to collaboratively refine the strategy and design delivery plans with our communities.

### Next steps

Following the close of the phase two consultation we will reflect on the feedback and refine the strategy and develop delivery action plans. The resulting strategy will be put before Dorset Council's Committees and Cabinet for endorsement in spring 2023.

## Our values

As part of the strategy development process the service have explored our values and beliefs.

We believe libraries can change lives through access to free, trusted, information and human help. We can open doors to new worlds, new skills, and opportunities. We stimulate aspiration and empower people to fulfil their potential.

*Library services are one of very few council services that are there for you at every stage of your life.*

We see you bounce to your first rhyme time, pick your first books, and read your first stories. We are there to entertain you after school, to help you study and to get your first job. We are there if you want to re-train, learn how use the latest technology, develop your skills, or when your family grows and you want to help give your children or those that you care for the best start in life. We are also there for you if feel lonely or need connection, providing safe spaces to get advice, to talk or make new friends.

The services you need from us may change, but we remain a trusted source of information that delivers a range of outcomes for Dorset's communities.

Our values which shape the activities and ambition of the service, as well as guide the way we work within our communities, with our partners and with each other, are presented below. When you combine our service values with Dorset Council employee behaviours, we generate these exciting outcomes for our service and communities.

*Values + behaviours = outcomes*

Dorset Council Library Service Values	Dorset Council Employee Behaviours	Outcome
<b>Welcoming.</b> Inviting and welcoming all visitors to our services.	Respect	Everyone feels at home at the library
<b>Inclusive &amp; Equitable.</b> Valuing all voices and supporting varying needs of our communities	Recognition	Increased creativity and innovation
<b>Enabling.</b> Supporting positive change for our residents	Collaboration	Improved life chances
<b>Responsive.</b> A customer focussed, evolving, adaptable service	Responsibility	We remain relevant and well used

## Our vision

Effective delivery of this strategy will make our vision for the future a reality.

Our vision is:

### **Trusted community spaces for everyone, with services to inspire your future**

The vision was developed in collaboration with Let's Talk Libraries phase one consultees, library employees, Dorset Council services and Dorset Councillors.

## Our mission

Our library service mission will support our delivery of this vision and comprises of three key themes. It strikes at the core of our existence and reflects what motivates our teams each day.

### **To Inspire, Connect and Enable our communities through our services**

We listened to our communities during the phase one Let's Talk Libraries consultation; reflecting on what our residents want our service to deliver. The mission statement evolved during service engagement and workshops; three key themes emerged:

#### **Inspire**

**To enrich lives through universal access to information, knowledge, learning and literacy**

#### **Connect**

**To connect with and meet the needs of our communities**

#### **Enable**

**To create accessible, inclusive spaces for our communities to share and use**

**To invest in the development of our workforce and volunteers to deliver services that meet future community needs and exceed customer expectations.**

These three strategic themes provide a framework for the strategy and for the delivery of our services.

## Strategic themes

Across the three strategic themes, there are 19 strategic aims, which sets out our transformational plan for the library service from 2023-2033. The aims are supported by an initial set of opportunities, the opportunities listed are not an exhaustive nor definitive list, we wanted to give a sense of our direction and seek your feedback on the opportunities which matter most to you. Please also share any new opportunities which would help to deliver the strategic aim in your community.

Phase two consultation will gather feedback on the strategic aims and opportunities.

DRAFT

## Inspire

To enrich lives through universal access to information, knowledge, learning and literacy.

**What does it mean to Inspire?** We aim to inspire more people to read, gain knowledge and share their enjoyment of learning with others. Strong literacy skills provide long term social and economic benefits and libraries are at the forefront by providing free access to books and other reading materials, IT, events, and activities. We acknowledge and celebrate the difference that a great learning experience makes to all, because everything changes when we can read.

This set of aims will bring structure to our role and provide opportunity for us to be creative in how we support reading, literacy and bridge the digital skills gap. We want to help to improve life chances, by supporting residents to pursue their personal goals to find a job, or by supporting their business to grow. Libraries create inspiration and innovation which can generate significant economic benefits. We also have a role in supporting the response to the council's climate and ecological emergency; inspiring and informing positive actions which individuals and communities can take to help us become a carbon neutral council and county.

<h1>Inspire</h1>	<p>To enrich lives through universal access to information, knowledge, learning and literacy</p>	Strategic aims	Opportunities which an action plan will explore:
		1.1 Support language and literacy for everyone through lifelong learning; acquiring knowledge; developing skills and pursuing personal goals	<ul style="list-style-type: none"> <li>a) partner with Dorset's speech and language service to support early years language and literacy programmes and deliver shared outcomes</li> <li>b) promote the range of free adult education provision available within Dorset</li> <li>c) pursue opportunities under the "Multiply" programme in collaboration with Skills and Learning, offering libraries as venues for "Maths Cafes"</li> <li>d) targeted events which improve literacy levels and builds confidence for English language learners and adults with low literacy skills</li> <li>e) careers promotions for priority areas of employment in Dorset Council's Economic Growth Strategy including STEM (Science, Technology, Engineering and Mathematics) especially in underrepresented groups</li> <li>f) improve use of business intelligence data to inform allocation of resource budgets, dynamically responding to customer trends and demand across physical and digital resources</li> </ul>
		1.2 Host and deliver events & activities to inspire cultural connection and new experiences	<ul style="list-style-type: none"> <li>a) contribute to the delivery of the Dorset Cultural Strategy by employing artists, creating activities, and working with partners to bring cultural events to our communities</li> <li>b) pursue cultural funding opportunities from a range of partners including the Arts Council under their Let's Create Strategy</li> <li>c) connect communities and improve wellbeing and inclusivity through creative and cultural participation</li> <li>d) an engagement platform which allows the service to seek regular resident feedback on what events they would like to see, allowing us to co-create library activity and events programmes</li> </ul>
		1.3 Support people to develop digital skills, removing digital barriers and building confidence	<ul style="list-style-type: none"> <li>a) host digitally engaging and accessible events and activities for all ages</li> <li>b) increase the digital champion support available at our libraries</li> <li>c) lending digital tablets to residents, allowing them to trial digital devices for access to employment</li> <li>d) Upgrade to full fibre internet connection at all library sites, utilising our library network to help spur on the roll out in local neighbourhoods</li> <li>e) work with partners to support them in signposting their clients / customers to our digital champion sessions for digital support</li> <li>f) roll out WIFI printing at libraries</li> <li>g) review public access computer provision to ensure it meets customer needs</li> </ul>
		1.4 Support an innovative and thriving Micro and Small Medium Enterprise business network	<ul style="list-style-type: none"> <li>a) Build relationships with local business networks and look to host networking and relevant events at libraries</li> <li>b) provision of free fast WIFI (e.g. full fibre) along with work and study spaces at our libraries</li> <li>c) explore opportunities under The British Library Business and Intellectual Property (IP) Centres. A Dorset centre could provide advice to micro and SMEs to help start up, protect and grow your business. The centre would also provide free access to business research databases and IP advice</li> </ul>
		1.5 Inspire, inform and facilitate climate and ecologically positive actions and decisions	<ul style="list-style-type: none"> <li>a) role model behaviour change as a library service and support Dorset Council to become a carbon neutral council by 2040</li> <li>b) support community engagement on the declared climate and ecological emergency</li> <li>c) provide outreach for Dorset Council's waste service. Facilitate customer collection of new containers from local libraries and provide advice on recycling practices and reducing waste</li> <li>d) provide outreach sessions for Dorset Council's partner agency providing residents with advice on energy efficiency and green grants</li> <li>e) look to scale up existing waste reduction initiatives such as Win on Waste</li> <li>f) explore opportunities and partnerships to launch a Library of Things, Repair Café, or Toy Libraries at feasible library sites</li> </ul>

## How will we know we have delivered?

Performance measures will be developed following phase two consultation. They will form part of the final library strategy.

### Inspire

#### Business support

An Economic Impact Analysis of the British Library Business and the Intellectual Property Centre National Network carried out in 2019 highlighted the unrivalled value for money and return on investment that libraries deliver, standing at £6.95 generated for every £1 of public funding.

**Source:** British Library (2019) Demonstrating Entrepreneurship: Libraries as Engines of Economic Growth: A three-year economic impact analysis 2016-2018 [9715 BIPC report v20b single\\_0.pdf \(artscouncil.org.uk\)](#)

### Inspire

#### Digital support

Dorset libraries offer weekly volunteer and employee led digital champion sessions, where residents can drop in and request digital assistance.

Many library employees have completed an embedded digital champion training programme offered in the Council. This training builds staff confidence when supporting those ad hoc customer queries where the customer may not necessarily require specific one to one digital champion support. Customers that visit the libraries with digital enquiries outside of the drop in sessions will receive support from embedded digital champion staff or will be offered one to one digital support sessions.

When the pandemic forced the libraries to close due to lockdown legislation, some library colleagues were trained to take calls from customers and continued to offer digital support through the advertised Digital Hotline. Following the reopening of the libraries, libraries continue to support the Digital Hotline, 5 days a week.

#### Impact:

Library teams have reported examples of how they have digitally supported residents to keep in contact with friends and family, apply for work, access government and organisational resources, find local information and more. In many cases, the customer has learnt new skills and have recommended the support to friends.

## Inspire

### Libraries as Cultural Hubs

The Libraries as Cultural Hubs is an Arts Council England National Lottery funded cultural development programme. The programme was supported by The Friends Groups of Corfe Mullen, Sturminster Newton, Weymouth, Wimborne and Wyke Regis Libraries and our partner The Arts Development Company.

As part of the second phase of this programme, an event was held to focus on Bali Rai's latest book 'Mohinder's War' - a thrilling World War II adventure set in occupied France, featuring an Indian RAF pilot. Children and young adult author, Bali Rai, has written over 50 books, including titles for Barrington Stoke, a publisher particularly aimed at children who are reluctant, under-confident and dyslexic readers. The event was promoted to schools, highlighting the diversity aspect of broadening childrens' reading to include books featuring diversity, inclusion, and identity.

Another programme initiative included transformative creative writing workshops 'Rewriting Your Script', which was aimed at adults with a lack of mental well-being and those diagnosed with mental health conditions. These workshops were organised by libraries in collaboration with our partners The Arts Development Company, and led by Weymouth Library Writer in Residence, Chris Jury.

The course was supported by Weymouth and Portland Community Mental Health team, who provided a practitioner for every session to support participants. The workshops were evaluated using a self - assessment questionnaire based on the Short Warwick- Edinburgh-Mental Wellbeing Scale at the start and at the end of the course.

#### Impact:

- The book event was attended by approximately 850 children from 20 different schools. Feedback received from the schools included:
- "Children are very keen for us to now get copies of his books - they loved how his knowledge of history tied in so well with their current learning. "
- "The children loved making the connections with their own learning and love of reading."
- "We LOVED this session!"
- 29 people booked onto the writing workshops, 25 attended 1 or more workshops and 14 people went on to complete the entire course. 93% of participants underwent a statistically significant positive change in their mental wellbeing, 14% went from low mental wellbeing to high mental wellbeing and 57% were lifted from low mental wellbeing to moderate mental wellbeing. Comments included:
- "The support from the rest of the group and their perspective on my main issue...has been incredibly liberating and therapeutic. And the teaching which has been extraordinarily stimulating has changed so much of my perspective in an amazing way."
- "The script technique that Chris takes you through enables you to step out of your locked-in way of thinking, out of repeated patterns of thought and behaviours...and galvanises you into DOING. Through the doing of the script you begin doing the changes that transform your life."

## Connect

To connect with and meet the needs of our communities.

**What does it mean to Connect?** We believe that the library service is more than just a place to borrow books, it is a service which brings people together to interact and connect with other members of their community, fosters culture and creativity, and helps people to learn and develop lifelong skills. Participation in library events and activities is proven to improve mental wellbeing and helps to reduce social isolation and feelings of loneliness. Libraries are also a place where residents come to access trusted information and support from all council services, public sector partners and a range of other organisations.

<h1>Connect</h1>	<p>To connect with and meet the needs of our communities</p>	Strategic aims	Opportunities which an action plan will explore:
		2.1 Residents and partners are aware of everything the library service has to offer	<ul style="list-style-type: none"> <li>a) review and update our core offer in line with the new strategy and clarify what services are available at each library site</li> <li>b) develop a marketing strategy, to include the re-branding of the service</li> <li>c) promote the library service offer to council services and strategic partners and support them in training to ensure their teams are signposting residents to use the library services</li> <li>d) identify new groups, partners, and communications routes to ensure all demographic parts of our communities understand what libraries offer them</li> </ul>
		2.2 Our service is designed to meet customer needs and supports community connection	<ul style="list-style-type: none"> <li>a) listen to and focus our service delivery plans on areas of most need in communities</li> <li>b) share community needs with partners and work collaboratively to address them</li> <li>c) co-create a calendar of events with communities and partners</li> <li>d) generate connections amongst event participants; to enable networks and friendship groups based on shared experiences</li> <li>e) explore the creation of friendship corners in libraries</li> <li>f) work with Armed Forces Covenant programme to develop the library service's role in supporting members of the Armed Forces and their families in Dorset</li> <li>g) establish a role for libraries within the refugee resettlement programmes, welcoming refugees/asylum seekers into their community and providing relevant resources in their language.</li> </ul>
		2.3 Local libraries thrive as part of a co-ordinated network of libraries including Dorset's Community Managed Libraries	<ul style="list-style-type: none"> <li>a) manage strategic partnerships centrally on behalf of the whole library service</li> <li>b) create a framework for localisation which library managers can use to tailor their activity to meet local needs</li> <li>c) provide time and space for the service to share best practice and learn from each other, partners, and the broader libraries sector</li> <li>d) collaborate with the Friends of Library Groups, both individually and collectively</li> <li>e) review and update Community Managed Libraries Service Level Agreement to ensure it remains relevant and keeps pace with library service development</li> <li>f) provide an open platform and framework for communities to propose delivery of new community managed libraries</li> </ul>
		2.4 Our open and inclusive service will ensure access is barrier free	<ul style="list-style-type: none"> <li>a) standardise our operating model and opening hours, reflective of community needs.</li> <li>b) deliver outreach activities and events outside of our buildings, taking the library to new places to engage with new customers who don't currently use the library, to include underrepresented groups and protected groups under the Equalities Act.</li> <li>c) expand access to autism friendly rooms and sensory equipment</li> <li>d) develop a SEND offer for children, young people, and their families e.g. hosting stay and explore sessions at the libraries</li> <li>e) invest in accessible technology so that our services can be accessed more easily by those residents with disabilities</li> <li>f) work closely with the Dorset Council equality, diversity and inclusion groups, networks, and governance</li> <li>g) find new ways to promote the Home Library Service offer and work with partners to ensure those eligible for the service are made aware and are encouraged to sign up</li> </ul>

		2.5 Libraries are at the heart of delivering council services to communities, acting as the council's front door.	<ul style="list-style-type: none"> <li>a) provide comprehensive customer service support at all libraries including dedicated customer access points in line with identified need and the customer transformation strategy</li> <li>b) provide booked appointment system, so residents can access different council services for a face-to-face or video/virtual meeting at library sites</li> <li>c) promote and role model the access of council services online by our communities</li> </ul>
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**How will we know we have delivered?**

*Performance measures will be developed following phase two consultation. They will form part of the final library strategy.*

**Connect**

**Knit & Natter participant, Weymouth Library**

**What's your favourite thing about Knit and Knatter?**

"I didn't know anyone before I came to Knit and Natter. But you get to know different people and might see them outside and in the street and stop and have a natter with them outside. So you know, just getting to know different people"

**Would you recommend Knit and Natter?**

"You don't have to do knitting, some crochet, some do cross stitch. Whatever you can bring and do here because it just, especially if you live on your own, is meeting with different people, so you are not as lonely"

**Source: Dorset Council, [Let's Talk Libraries YouTube Video](#)**

**Connect**

**Customer Service Support at Libraries**

A customer arrived in Dorchester Library to return his son's library books and was pleasantly surprised to find a customer access point located within the building, with Dorset Council Customer Service employees available to assist customers with accessing other council services.

The customer took the opportunity to collect a replacement food waste bin while he was there. In conversation with the Customer Services Officer, he spoke around the rising cost of living and difficulties he had recently experienced with regards to paying his council tax, rent and bills.

The Customer Services Officer was able to directly offer information and advice about council tax discounts, as well as make a referral to Citizens Advice, (also situated within the same building), for further support and guidance around any potential benefits that he or his son may be eligible for, to maximise his income. He was also sent a link to the Revenues & Benefits pages on the Dorset Council website, so that he could review information later that day or book an appointment for a conversation with a specialist Revenue & Benefits Officer.

**Impact:**

- The customer was provided with access to the library, waste collection, Citizen's Advice and Revenue and Benefits services, all in one short meeting, saving him considerable time and effort. He was able to attain a product he needed and helpful information that may go on to boost his income and facilitate him to go on to achieve financial stability.

## Enable - our communities

To create accessible, inclusive spaces for our communities to share and use

**What does it mean to Enable our communities?** Delivering a modern, sustainable, and responsive library service, that meets the expectations of our communities requires facilities that are inspiring, fit-for-purpose and reflect the quality of services being delivered. Our future spaces need to be appropriate and welcoming with facilities, equipment and technologies which support a range of uses – for example: study spaces, assistive technologies, innovation spaces, digital suites, and flexible workspaces.

We will think differently about how we work with other services & organisations to ensure we are responsive to our communities on wider issues. We will develop welcoming and inclusive library spaces that enable services and partners to locate with us and deliver their services for the community in which they are based.

<b>Enable</b>	To create accessible, inclusive spaces for our communities to share and use	Strategic aims	Opportunities which an action plan will explore:
		3.1 Create inviting, flexible, well used spaces	<ul style="list-style-type: none"> <li>a) work with the Dorset Council Assets and Property team to develop an Asset improvement plan for our libraries network, pursue both local and national investment opportunities</li> <li>b) invest in moveable fixtures, fittings and equipment which look inviting and open up our library spaces for broader community use</li> <li>c) design library spaces around customer need, starting with review of children and young people use of the space</li> <li>d) revamp room bookings arrangements and invest in building security to increase hiring of library buildings out of hours, increasing its use and community value</li> <li>e) dispel the myth that libraries are silent spaces through both our marketing and libraries outreach and activities and events held at the library</li> <li>f) explore feasibility of a social enterprise cafés at library sites</li> </ul>
		3.2 Provide safe trusted spaces	<ul style="list-style-type: none"> <li>a) work with partners to design safe spaces at our libraries</li> <li>b) establish what role libraires can play in offering refuge and supporting vulnerable members of our communities</li> <li>c) carry out an audit of all aspects of accessibility in our buildings and look at library layouts and service delivery points</li> <li>d) redesign library signs to meet all accessibility &amp; design standards</li> <li>e) explore quiet zones or quiet times to ensure all customer needs are catered for</li> </ul>
		3.3 Sustainable buildings which keep pace with community growth	<ul style="list-style-type: none"> <li>a) work with Dorset Council Planning team to feed in community need within local planning decisions</li> <li>b) utilise developer contributions and other sources of funding to invest in our libraries in areas of community growth and explore opportunities to ensure buildings remain in line with community need</li> <li>c) influence the Art's Council planned review of standard developer charges for public libraries expected in 2022/23</li> <li>d) ensure our library network is strategically located to support our communities in highest need, informed by local need assessment analysis</li> <li>e) work with Dorset Council Assets and Property team to pursue local and national funding opportunities to install low carbon solutions on our library network e.g. installing solar panels and improving heating systems</li> </ul>
		3.4 Library services form part of community hubs	<ul style="list-style-type: none"> <li>a) work with Assets and Property colleagues to input, engage and shape Dorset community hub initiatives</li> <li>b) collaborate with services, partners &amp; providers to help shape Dorset's hub initiatives around local need, to deliver appropriate spaces and places that incorporate our library services and support needs of our communities</li> <li>c) explore co-location with partners, at feasible sites, enhancing the support offered at our library buildings and developing hubs.</li> <li>d) reclassify library buildings to make it easy for customers to know what services are available where</li> <li>e) be more commercially minded about delivery of and use of library spaces</li> </ul>
		3.5 Provide space where residents can connect with health and wellbeing opportunities	<ul style="list-style-type: none"> <li>a) partner with Public Health Dorset and LiveWell Dorset to deliver outreach sessions at libraries connecting with communities in most need, guided by Joint Strategic Needs Assessment and Health and Wellbeing Strategy outcomes</li> <li>b) deliver events and work with partners to improve health and wellbeing and tackle social isolation across the lifespan</li> <li>c) create connections with Dorset's primary care networks and promote library's social prescribing offer. Work with Patient Participation groups to develop services which meet their needs</li> <li>d) develop central link to health visitors to deliver co-ordinated and complimentary sessions while engaging the same cohort e.g. baby weigh ins followed by rhyme times</li> <li>e) libraries host assistive technology "care lounge" and adult social care road shows to help people to live at home for longer.</li> <li>f) develop effective stakeholder network of those working on health and wellbeing in Dorset, with the view to signposting to key partner's services</li> <li>g) explore opportunities for libraries to provide community-based non-clinical setting for health-related service delivery</li> <li>h) support community led self-help and well-being groups through use of the library space</li> </ul>

## How will we know we have delivered?

Performance measures will be developed following phase two consultation. They will form part of the final library strategy.

### Enable

Public libraries deliver significant economic benefits on preventative spend and return on investment. The health and wellbeing offer from libraries is estimated to bring a cost saving to NHS England of £27.5 million each year.

**Source:** Arts Council (2015) The Health and wellbeing benefits of public libraries. [The health and wellbeing benefits of public libraries.pdf \(artscouncil.org.uk\)](https://www.artscouncil.org.uk/publications/the-health-and-wellbeing-benefits-of-public-libraries)

### Enable

#### LiveWell Dorset

The LiveWell Dorset Engagement Team were part of a 'Healthy Half-Term' promotion in conjunction with the local GP Practices of Blandford Forum, for which some activities had been designed to centre around Blandford Library. The library employees spoke with various members of the public, who were interested to know more about who LiveWell Dorset were and what support was available for people's health and wellbeing.

#### Impact:

- One resident stated that she was keen to go home and use the LiveWell Finder to help her become more active and link up with local groups in her area.
- Other local services were highlighted and library employees were able to signpost a client to Active Dorset for more information about outdoor activities in nature.

## Enable – our library teams

Invest in the development of our workforce and volunteers to deliver services that meet future community needs and exceed customer expectations.

**What does it mean to Enable our library teams?** Our service is underpinned by a committed and passionate library and volunteer workforce who see their role as essential in inspiring and empowering their communities. We know that to respond well to the future needs of our communities, and to deliver high quality, modern and transformational services, our individuals need the right skills and opportunities to develop and achieve their future potential.

<h1>Enable</h1>	<p>Invest in the development of our workforce and volunteers to deliver services that meet future community needs and exceed customer expectations.</p>	Strategic aims	Opportunities which an action plan will explore:
		3.6 Each employee feels valued and empowered, with career opportunities in the library service and Dorset Council more broadly	<ul style="list-style-type: none"> <li>a) invest in a new Workforce Development Plan which supports and empowers all employees in their employment pathway in the library service and Dorset Council</li> <li>b) workforce planning to include development time, providing time for staff to complete apprenticeships and to facilitate whole service development</li> <li>c) work with regional and national library bodies to learn from other authorities and pursue development opportunities for library employees</li> <li>d) maintain up to date library service guides and provide rolling re-fresher training to ensure operations and partner signposting is current and relevant</li> <li>e) update the recruitment process to ensure we are recruiting employees in line with our service values and strategy</li> </ul>
		3.7 Flexible resourcing across our library network, allows employees to develop a range of skills and experience	<ul style="list-style-type: none"> <li>a) celebrate the diverse talent in the library service via a skills audit, by utilising library employees' strengths to deliver services, we maximise individual's contributions to the service</li> <li>b) teams to foster an environment where individuals are encouraged to take ownership and responsibility of areas in which they are skilled</li> <li>c) rotate employees around library network and roles to share experiences, develop skills and share best practice</li> <li>d) review our operating and resourcing model across the network to ensure we can deliver a consistent and appropriate service in line with community need</li> </ul>
		3.8 We offer inclusive routes to employment and development opportunities via apprenticeship programmes	<ul style="list-style-type: none"> <li>a) develop rolling programme of apprenticeship opportunities to retain existing and attract future talent</li> <li>b) support Dorset Council's pathway to employment programme and care leaver apprenticeships</li> <li>c) develop library employees via apprenticeship programmes which build relevant skills for the service and for careers within the council</li> </ul>
		3.9 We have a strong partnership with, and wholly value the contribution of, our volunteers to the library service. We have a framework in place for supporting future partnerships to build on their success	<ul style="list-style-type: none"> <li>a) review &amp; improve the application process for volunteer library service roles</li> <li>b) co-ordinate promotion of volunteer opportunities across the library network</li> <li>c) update volunteer role requirements to keep pace with service changes</li> <li>d) work with our volunteer and partner network to share news, updates and an annual meeting which recognises successful partnership achievements and future joint ambitions</li> <li>e) promote use of Dorset Council employee's volunteering days in libraries</li> </ul>

### How will we know we have delivered?

Performance measures will be developed following phase two consultation. They will form part of the final library strategy.

## **Enable**

### **Kick Start Programme**

In September 2021, the Library Service advertised four Library Digital Assistant placements (25 hours per week, based at Dorchester, Ferndown, Gillingham and Weymouth Libraries) under the Department of Work and Pensions' Kickstart scheme. The scheme offered a six-month paid work opportunity for 16-24 year olds in receipt of universal credit, with the aim of helping participants gain confidence and work skills, leading to future employment.

Dorset Chamber acted as a gateway to the Kick Start scheme and four successful candidates took up their role as Library Digital Assistants in December 2021.

The Kick Start training programme was put together in collaboration with colleagues from across the Council, to ensure that the Kickstart participants would gain a wider understanding of digital services and Dorset Council. Specific training on on job applications was delivered towards the end of their placements, to support them in pursuing their next role.

The Kick Start participants were supported by their managers and teams in their role, to assist library customers with their digital queries, prepare social media posts and organise and deliver digital events such as the Digital Open Day at Dorchester Library and Learning Centre in March 2022, where they introduced customers to Ozobots, Makey Makey and other digital devices.

### **Impact:**

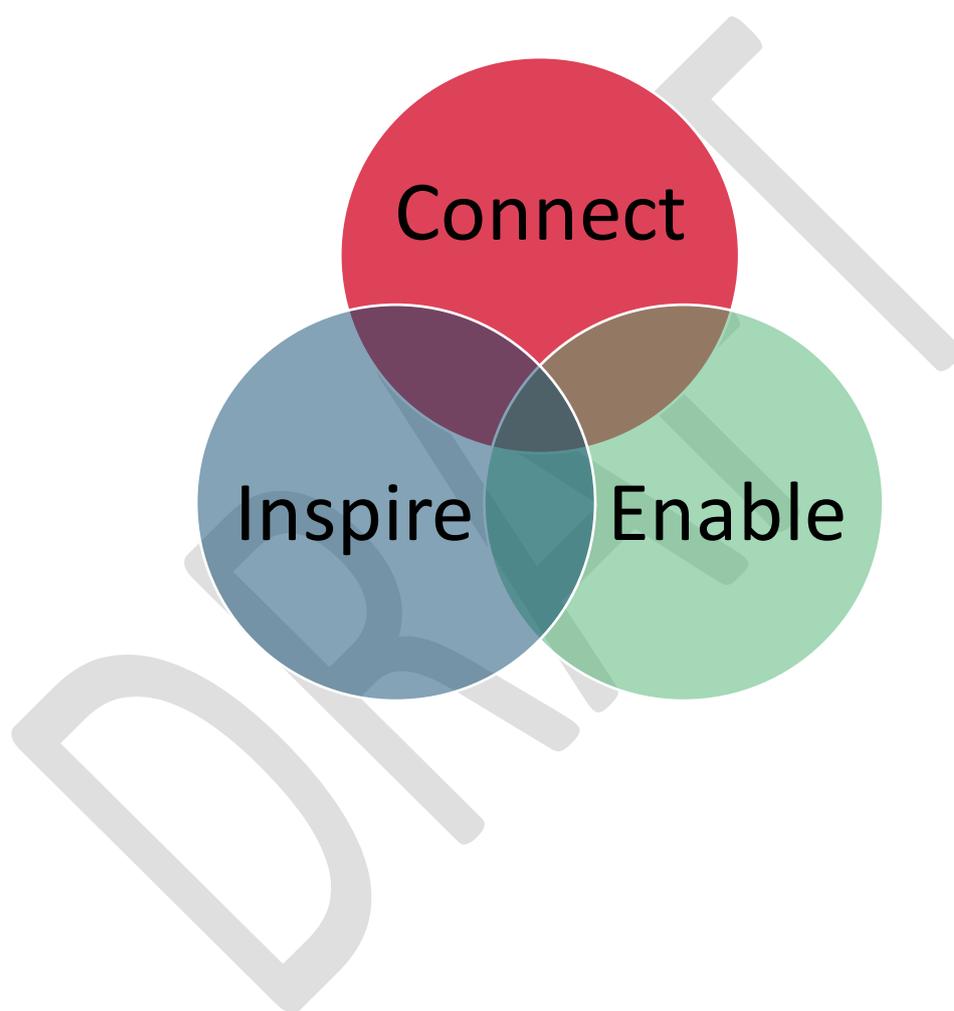
- One Kick Start participant reported that their confidence has grown, they have learnt new skills, learnt a lot about themselves, including what they would like their career path to be.
- All four Kick Start participants would consider taking part in future opportunities within the service.
- Three out of the four Kick Start participants have gone on to secure job roles within the Council.

## How we fit in

Development of this library strategy will enable the repositioning of the library service as a strategic delivery partner for a range of council priorities. Libraries can work within strategic partnerships to deliver a range of positive outcomes.

We have identified where we can support delivery of Dorset Council (and national) strategic priorities under the themes of our strategy.

Policy framework currently presented in table form p.19- plan for this to be designed in more visually interesting way (e.g. Venn diagram) ahead of phase two consultation.



	Dorset Council Library Strategy	
<b>Inspire</b> <i>To enrich lives through universal access to information, knowledge, learning and literacy.</i> <b>(Blue)</b>	<b>Connect</b> <i>To connect with and meet the needs of our communities</i> <b>(Red)</b>	<b>Enable</b> <i>To create accessible, inclusive spaces for our communities to share &amp; use</i>  <i>To invest in the development of our workforce and volunteers to deliver services that meet future community needs and exceed customer expectations.</i> <b>(Green)</b>
<a href="#">Universal library offers<sup>6</sup></a>	Dorset Council: <a href="#">Diversity and inclusion strategy 2021 to 2024 *</a>	Dorset Local Plan (in development)
<a href="#">Arts Council Let's Create</a>	Dorset Council: <a href="#">Homelessness &amp; Rough Sleeping Strategy 2021-2026</a>	Dorset Council Family Hubs Strategy (in development)
Dorset Council <a href="#">Digital strategy: Our digital vision</a>	<a href="#">Dorset Armed Forces Covenant</a>	Dorset Council: <a href="#">Dorset Domestic Abuse Strategy</a>
<a href="#">The best start for life: a vision for the 1,001 critical days</a> , Department for Health & Social Care		<a href="#">Dorset Council: Property Strategy &amp; Asset Management Plan</a>
Dorset Council: <a href="#">Children, Young People and Families' Plan 2020-23</a>		Dorset Council: Accessibility Strategy (in development)
Dorset Council: <a href="#">Dorset SEND strategy 2018 to 2021</a>		UNHCR: Refugee resettlement
Dorset Council: Pre-birth -5 strategy (in development)		UK Government: Levelling Up White Paper
NHS Speech and Language Strategy (in development)		<a href="#">Dorset Council: People Strategy</a>
Dorset Council: <a href="#">Cultural strategy 2021 to 2026</a>		Dorset Council: <a href="#">Diversity and inclusion strategy 2021 to 2024*</a>
Dorset Council: A better life		DC Commercialisation strategy (in development)
Dorset Council: <a href="#">Economic growth strategy 2020 to 2024</a>		Dorset Council Workplace Strategy
<a href="#">Joint Municipal Waste Management Strategy for Dorset 2008 – 33</a>		Dorset Council Stronger Neighborhoods
<a href="#">Joint Archive Service Plan 2018-2021</a>		Dorset Council: Customer Strategy (in development)
<a href="#">Dorset Council: Climate &amp; ecological emergency priority</a>		<a href="#">Dorset Council: Climate &amp; ecological emergency priority</a>
<a href="#">Ambition for Public Libraries in England 2016-2021</a>		
Dorset Council Communities Strategy (in development)		
<a href="#">Dorset Council Joint health and wellbeing strategy 2020-2023</a>		
Dorset's Integrated Care Partnership Strategy (in development)		
Dorset Council: Stronger, healthier communities		

<sup>6</sup> Updated Libraries Connected Strategy expected April 2022.

## Partnership working

We engaged with a range of strategic partners during the collaborative development of this strategy, this work identified a number of partnership opportunities. We will fully explore these opportunities and incorporate these within delivery action plans as appropriate.

Dorset library service will develop a business partner model to work centrally with strategic partners, to establish a consistent offer across the network. Via central co-ordination we can also facilitate targeted engagement in line with strategic aims and local need.

A list of some of the library service's key strategic partners, identified during phase one consultation (this will be developed further during phase two consultation):

- Libraries West Authorities
- Community Managed Library's
- Friends of Dorset Libraries Groups
- Royal Voluntary Service
- other Dorset Council services
- Children's Services Local Alliance Groups
- Public Health Dorset
- Town and Parish Councils
- NHS
- CCG (soon to be Integrated Care System)
- primary care networks
- speech and language therapy service, Dorset HealthCare
- Citizens Advice
- Arts Council
- Skills & Learning Adult Community Education
- Department for Work & Pensions & Job Centre Plus
- Armed Forces Covenant
- voluntary and community sector
- Dorset LEP, Dorset Chamber, Dorset Growth Hub, Dorset Gateway

Whilst we want to harness the power of the library network, we also want to empower our libraries to respond to their local needs.

## Acting local

Libraries are part of the social fabric of their communities, and they should reflect the local needs of their community. This strategy sets our strategic aims for the library service and provides a framework for localisation. It may not be feasible to deliver everything at each of our library sites, but it allows teams to draw down the services they require. Accessing the skills and expertise which the strategic library network provides, ensuring that Dorset's residents experience a consistent quality of our core services across the network.

In addition to work with our strategic partners. It's important that local libraries can develop local partnerships which deliver against our aims. Libraries may wish to work with a range of local stakeholders including:

- Business Improvement District Boards
- nurseries
- education settings

- registered childminders
- local businesses and sponsors
- faith groups
- community notice board owners and local newspapers

## Implementation and strategy monitoring and review

Once a library strategy and accompanying delivery actions plans are endorsed by Dorset Council's Committees and Cabinet, we will design a strategy performance monitoring framework, which will include impact analysis and outcome measures. Our performance monitoring will be embedded in our service planning and will integrate within the wider corporate performance monitoring framework.

This strategy will be a living document, guiding every aspect of service delivery. It will be embedded within service planning, employee's individual objectives and progress will be regularly reviewed by senior managers.

Performance and progress reporting will be transparent, and we are committed to continuous service improvement. Strategy delivery reports will be provided to the Council's Scrutiny Committees, and we plan to hold a mid-point review of the strategy in 2028-29.

## Appendix 1 Phase one Let's Talk Libraries engagement

The Dorset Council Library Service would like to thank all residents, stakeholders and partners who participated in the phase one Let's Talk Libraries consultation.

Whether you participated in one of our surveys or attended one of our engagement events. We thank you for your contributions.

During phase one we held a range of engagement workshops to compliment the survey data. This important work supported our ambition to engage with a wide range of stakeholders, including those in our community who do not currently use libraries and communities with protected characteristics.

- workshop with library employees
- workshop with Dorset Councillors
- focus group with existing library users
- interviews with parent/carers at two pre-school nurseries
- outreach workshop in area of socio-economic deprivation
- business network meeting
- street intercept interviews with 30 non-library users
- ethnographic research<sup>7</sup> with 10 non-library users
- equalities focused workshop
- disabilities focused workshop
- 'Speaking Up' session with People First Dorset and Dorset Abilities
- three primary school workshops
- three secondary school workshops
- Dorset Council services and external partner 3-part workshop series
- three library service led strategy development Task and Finish Groups

The findings of this work, in terms of identified need and recommended action, is presented in a research [report available here](#) and its [accompanying ethnographic<sup>7</sup> research appendix here](#).

We will be continuing the conversation with our communities, stakeholders, and partners in phase two Let's Talk Libraries consultation and look forward to hearing your views.

During phase two consultation we will also work through community networks to broker new connections and continue to seek our communities' views on how the library service can better meet their needs now and in the future.

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<sup>7</sup> Ethnography is a type of research that gathers rich, detailed data from individuals in their everyday environment. This normally involves the researcher meeting the research participant in a place that is natural for them, but this research can also be undertaken virtually. The research involves observing the participant's behaviour as they interact with their environment and the researcher asking questions to understand the participant's thoughts, feelings, and experiences.

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# Libraries Strategic Needs Assessment – data analysis

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## Contents

Introduction.....	3
1. Strategic Needs Assessment.....	4
1.1 Needs Assessment Measures.....	4
Geographical analysis: LSOAs.....	5
Geographical analysis: Library catchment areas.....	5
COVID-19 impacts on library demand data.....	5
1.2 Definition of Library Catchment Areas.....	6
1.3 Dorset Council Library Catchment Needs- Matrix.....	8
1.4 Dorset Council Library Catchment Need- Maps.....	9
Education Need Map.....	9
Demographic Need Map.....	10
Deprivation Need Map.....	11
Local Economy Need Map (LSOA).....	12
Health Need Map.....	13
Crime Need Map.....	14
Digital Exclusion Need Map.....	15
Library Demand Need Map.....	16
Overall Need Map.....	17
1.5 Community Managed Libraries Community Needs.....	18
2. Dorset Council Library Demand Expanded.....	19
2.1 Library Demand.....	19
2.2 Dorset Council Library Opening Hours.....	22
2.3 Library Demand Trend Analysis.....	23
2.4 Service Isolation (proximity to other libraries).....	28
3. Library Membership Analysis and Representation.....	31
3.1 Library Catchment Population.....	32
3.2 Age Profile of Library Memberships.....	33
3.3 Socio-Economic Profile of Library Memberships.....	37
3.4 Ethnicity Profile of Library Membership.....	40
3.5 Disability Profile of Library Membership.....	42
3.7 Sex Profile of Library Membership.....	43
3.8 Religious Profile of Library Membership.....	45
4 CIPFA Comparisons.....	48

4.1 Library Services Comparator Data (CIPFA)..... 48  
Appendix 1: List of Definitions and Sources ..... 51  
Appendix 2: Library Activity Trend Data by Dorset Council Library ..... 56  
Annex 1 LSOA Analysis of Need ..... 1

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## Introduction

The Dorset Council area has a population of 378,510 served by a network of 23 council run libraries who work in partnership with eight community managed libraries across the authority area. There is also a universally accessible online library service and a home library service delivering outreach for those residents who are housebound.

Dorset Council and its services are committed to working together, in a one council approach, as well as working collaboratively with partners to deliver our services effectively to our communities, focusing where possible, on the areas of greatest needs. Allowing our services to be shaped by local needs is a key design principle when developing Dorset Council's library service. This evidence-based approach; linking the design and delivery of our library service with identifiable local need is supported by Department for Digital, Culture, Media and Sport (DCMS) Library Strategy for England.

We have looked at a series of measures to determine where need is greatest. In recognition of the broad range of interventions which a library service can help support, we have taken a range of measures which indicate need across the breadth of society and an individual's life course. These include:

- education
- demographic information (including population growth)
- deprivation indicators
- health (including mental health and loneliness)
- crime
- digital exclusion
- local economy

These measures have been combined with library demand data (including event participation, computer use, issues, membership figures and service isolation) and plotted on library catchments, producing a matrix of need for each Dorset Council library catchment.

The evidence will enable the council to identify communities where it may need to focus its resources to provide services delivering both library strategy outcomes and broader Dorset Council priorities.

This needs assessment supports the draft library strategy and is complimented by the draft library strategy Equality Impact Assessment (EQIA) and the Let's Talk Libraries phase one consultation survey results which are all available on [the Dorset Council #LetsTalkLibraries webpage](#).

# 1. Strategic Needs Assessment

## 1.1 Needs Assessment Measures

These indicators have been chosen as they help to identify community need to access services which improve health & wellbeing, literacy, learning, digital skills and employability. These are all services which libraries can help provide in order to improve outcomes for our communities. Please see Appendix 1 for a list of definitions and sources for all needs measures.

### Education

- percentage of reception age children reaching “Good” general level of development
- percentage of children passing KS1 assessment (reading, writing and maths)
- percentage of children passing KS2 assessment (reading, writing and maths)
- children with education, health and care (EHC) plan
- unemployment support claimants aged 18 to 21 as a proportion of all 18 to 21 year olds

### Demographic

- overall population
- percentage of population aged 0 to 4
- percentage of population aged 0 to 18
- percentage of population aged 65+
- population projections (dwelling led projections)

### Deprivation

- index of multiple deprivation
- deprivation affecting children
- claimant unemployment rate (as a proportion of the population aged 16-64)
- percentage of households with no car or van

### Health

- indices of deprivation: mood and anxiety disorders
- indices of deprivation: years of potential life lost
- percentage of population with a health condition where day to day activity is limited a lot
- conception rate for women under 18 years
- percentage of children in year 6 who were obese
- social isolation loneliness (across the life span)

### Crime rate

- crime deprivation indices

### Digital exclusion

- digital exclusion

### Local economy

- number of micro business
- number of small and medium-sized enterprises (SME) business

### Geographical analysis: LSOAs

Each theme of need was initially plotted onto LSOAs (lower-layer super output areas). Each of these areas are designed to be of a similar population size, with an average of approximately 1,500 residents or 650 households. If a theme of need had multiple measures, these were combined to produce a rank of need for each theme. The Dorset Council area has 219 LSOAs and Annex 1 provides a matrix of need for each LSOA, ranking each theme of need; a rank of 1 indicates most need (colour red) and a rank position of 219 (colour blue) indicates least need. It is important to note that the data is ranked relative to other areas of Dorset, so being ranked highly (i.e. a lower number, or coloured red) does not necessarily mean there is a significant issue, but it could mean that in relative terms they are in greater need than other areas in Dorset.

An overall rank of need was produced by aggregating each theme of need. Annex 1 also presents the need data geographically via static maps.

The analysis presented in Annex 1 provides relevant evidence to help inform service delivery across a range of council services and partners.

### Geographical analysis: Library catchment areas

Incorporating the following library demand data into the need's assessment measures integrates a service specific element of need. This data was mapped onto library catchment areas (see section 1.2) rather than LSAOs.

#### **Library demand**

- number of active borrowers in the year
- number of issues in the year
- event participation in the year
- number of public access computer sessions
- number of public access computer user hours
- service isolation (proximity to other libraries)

### COVID-19 impacts on library demand data

The library demand data within Table 1 reflects the 2019/20 data year, as this is considered to represent a "normal" (pre COVID-19) year. During 2020/21 access to libraries was either not available, during national Government lockdowns, or was severely limited at other times. The service adapted its traditional in-person services to provide an extensive digital/virtual library offer. Dorset Council library service had been an early adopter of e-books, e-audio and e-magazines and during 2020/21, new services of e-newspapers and e-comics were added to the offer. This saw new people join to use the service and many existing users switch to the virtual offer.

In 2019/20, 70,871 e-books and e-audio were issued which was a 16per cent increase on the previous year and similar to the items issued from a large town library per annum. However, the figure is only approx. 5% of the total items issued. In 2020/21, during the pandemic, 301,480 e-items were issued, of which 127,821 were e-books and e-audio (to provide like for like comparison with 2019/20 figures).

A programme of digital events and activities grew as the period of the pandemic progressed. This offered people the opportunity to remain engaged with the library service and to connect with others which was critical at a time when loneliness and social isolation was a major factor affecting people's health and wellbeing. There were 5,981 participants in virtual events in 2020/21.

As lockdown restrictions eased in line with the Government's roadmap to recovery, libraries physically re-opened for longer hours for both borrowing books and other items, public computer use returned, followed by in person delivering of activities and events. Anecdotally customer feedback is that face to face service offers such as digital assistance, events for children and space to meet with others is still in demand. This was supported by the Let's Talk Libraries phase one consultation results, which highlighted that existing library users (69 per cent of respondents) plan to return to a hybrid use of the library service (combining online use and library visits) when COVID-19 impacts have reduced.

As we moved through the greatest impacts of the pandemic, 2021/22 saw libraries open and slowly continue to recover their services. Where relevant within this report, comparisons between 2019/20 and 2021/22 have been provided and trend analysis has been explored. However, it should be stressed that although 2021/22 did not include lockdowns or library closures, services were still restrained by public health measures and the emergence of variants of concern impacted public behaviours. As society adapts to live with COVID-19, we expect the coming data year: 2022/23 to become our new service baseline.

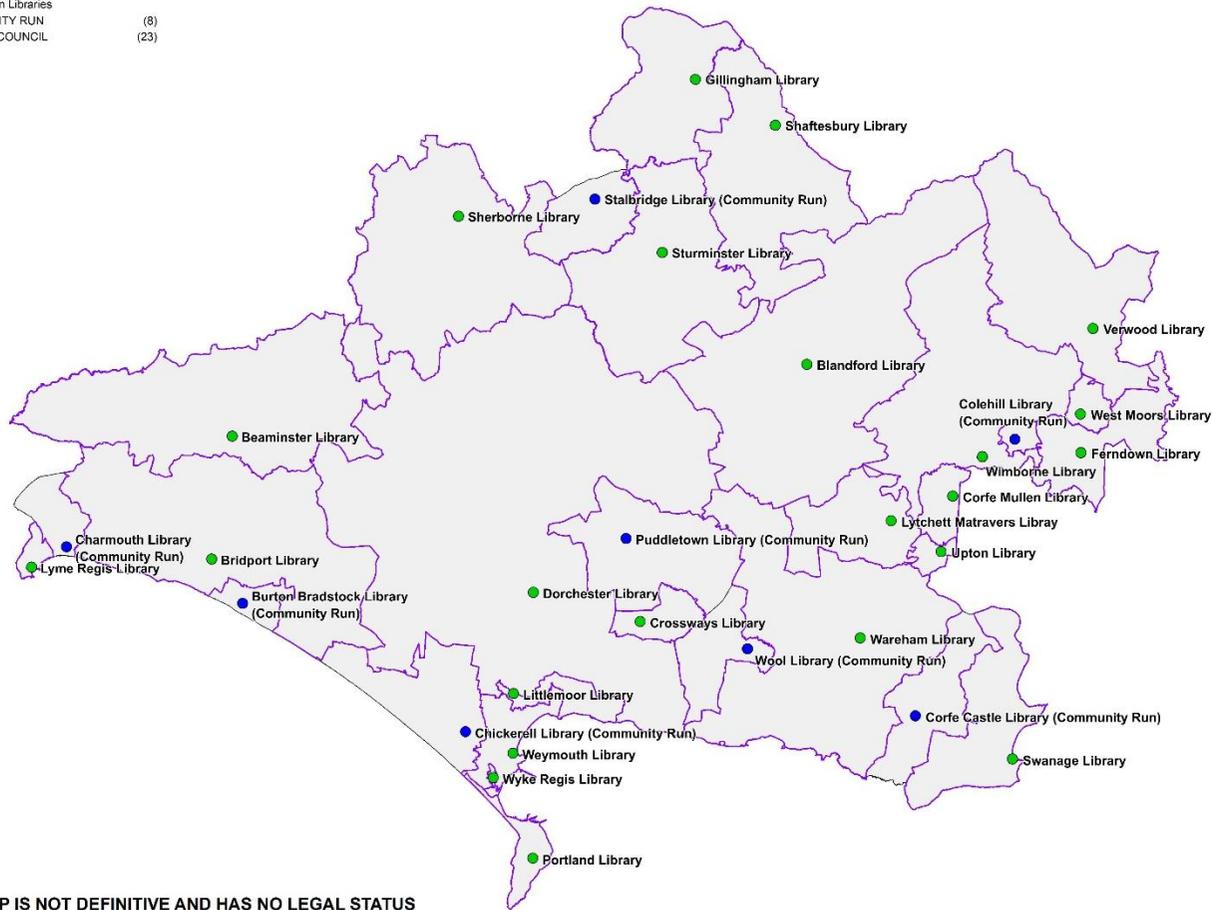
## 1.2 Definition of Library Catchment Areas

For the purpose of the needs assessment, library catchment areas have been defined based on the home postcode of active library users (active borrowers and computer users) using data from the service Library Management System, this data was re-checked to confirm catchment boundaries using 2019/20 data.

Each catchment area has been drawn up with reference to the location of the library this include , considering the proximity of home site customers to that library so that each catchment area comprises residents who predominantly use the library concerned. There will of course, in reality, be overlap between catchment areas, however, for the purposes of this analysis each Library has a distinct catchment area based on the above. Library catchment areas are presented in Figure 1 and present Dorset Council library catchments as well as community managed library catchments.

The catchment areas for each library were determined using the postcodes of where the majority of customers for each library live based on aggregated Census Output Areas (the lowest census geography approx. 150 households).

Dorset Council and  
community run Libraries (8)  
● COMMUNITY RUN (23)  
● DORSET COUNCIL



THIS MAP IS NOT DEFINITIVE AND HAS NO LEGAL STATUS

Figure 1: Library Catchment Map. Presenting both Dorset Council library catchments and community managed library catchments. A list of libraries within the Dorset Council area [is available here](#).

### 1.3 Dorset Council Library Catchment Needs- Matrix

Each individual theme of need was mapped to Dorset Council library catchment areas and ranked. Where a theme of need was made up of multiple measures, these were combined into an aggregate score. These were then ranked 1-23, where 1 indicates comparatively highest need (red) and 23 indicates comparatively lowest need (blue). Each theme of need was then combined to produce an aggregate rank total (Sum of Aggregate Rank), which produced an Overall Library Catchment Rank of Need. The resulting Matrix can be seen at Table. 1. This table is to be looked upon as a helpful guide to identify need mapped to library catchment areas, it is indicative. Please review in conjunction with Annex 1 which provides need mapped in a more granular way via LSOAs, with the library network laid over the top.

The matrix provided at Table 1 does not include Local Economy Rank because, due to data limitations, it is not possible to map the micro and SME business data onto library catchments. However, see Figure 5 for a map which presents micro and SME business numbers by LSOAs with library catchments overlaid. Library Performance Rank reflects 2019/20 demand data, please see .

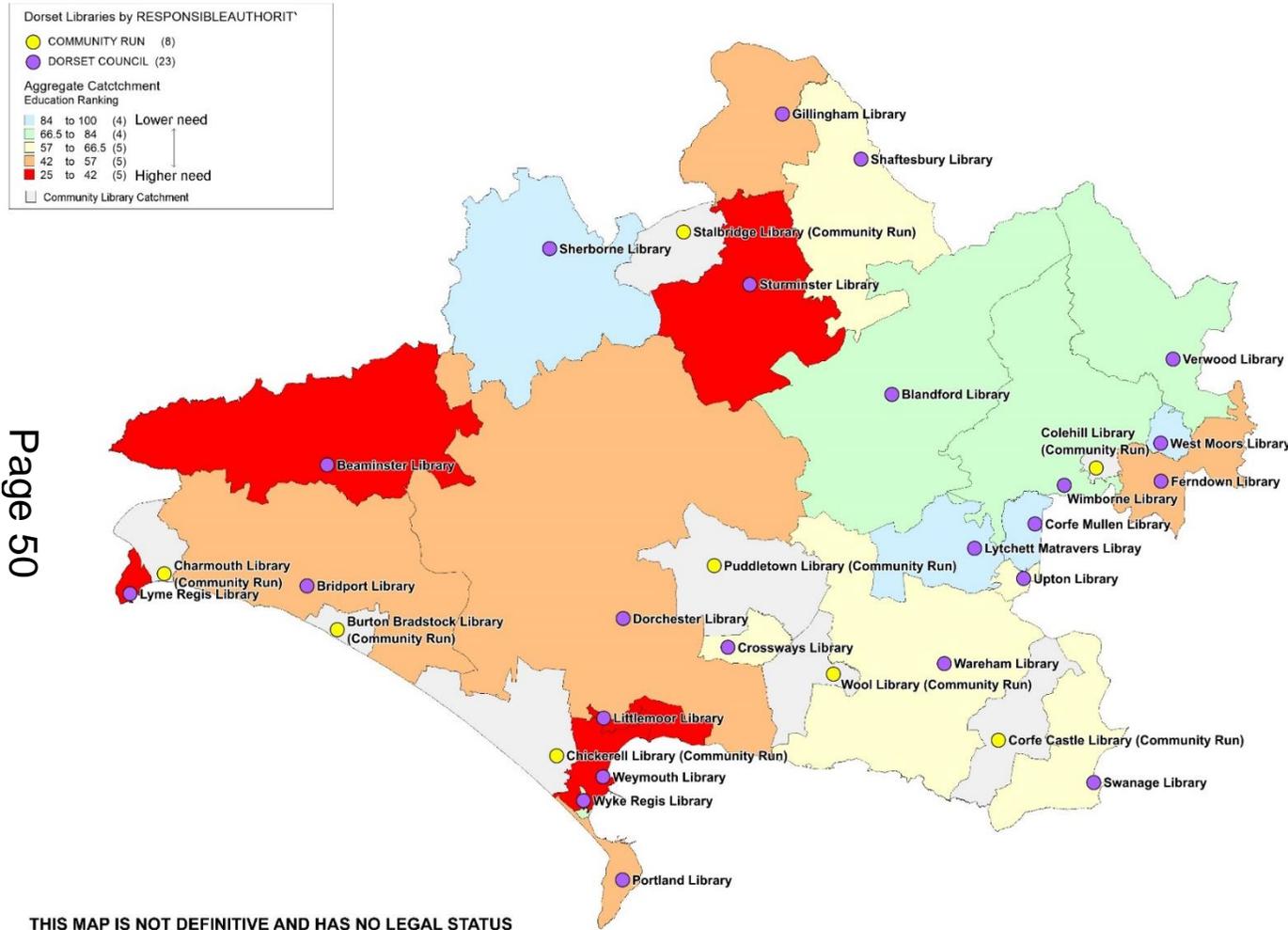
Table 1 does not include community managed library catchments- see Section 1.5.

Table 1. Summary matrix of need based on Dorset Council library catchment areas.

Library Catchment	Aggregate Education Rank	Aggregate Demographic Rank	Aggregate Deprivation Ranking	Aggregate Health Rank	Aggregate Rank of Crime Deprivation	Aggregate Digital Exclusion Ranking	Aggregate Library Performance Rank	Sum of aggregate Ranks	Overall Library Catchment Rank with 1 having greatest need in catchment and 23 least need
Weymouth Library & Learning Centre	5	5	2	1	2	7	6	181	1
Bridport Library	8	6	4	1	5	3	2	188.5	2
Portland Library	6	13	1	3	4	9	17	265	3
Littlemoor Library	2	17	2	4	1	13	20	279.5	4
Dorchester Library & Learning Centre	10	3	11	11	6	19	1	282	5
Swanage Library	14	19	5	5	15	8	5	287	6
Wareham Library	12	8	13	7	15	4	8	305.5	7
Ferndown Library	9	8	8	16	15	2	7	306.5	8
Sherborne Library	20	12	6	14	15	10	4	324	9
Blandford Library	17	1	10	17	15	20	3	334.5	10
Gillingham Library	7	11	16	15	15	16	9	336	11
Shaftesbury Library	11	1	18	19	3	18	12	355	12
Sturminster Newton Library	3	13	19	18	15	14	13	356.5	13
Beaminster Library	1	20	11	9	15	5	18	364.5	14
Lyme Regis Library	4	22	7	12	15	12	18	383.5	15
Wimborne Library	18	4	17	20	15	21	10	384	16
Crossways Library	15	6	21	8	15	6	22	405.5	17
Wyke Regis Library	16	23	8	6	15	11	23	410.5	18
Upton Library	13	17	14	13	15	23	21	424	19
West Moors Library	21	21	14	10	15	1	15	431.5	20
Verwood Library	19	8	22	23	15	17	11	440	21
Lytchett Matravers Library	23	15	20	21	15	15	15	471	22
Corfe Mullen Library	22	16	23	22	15	22	14	484.5	23

# 1.4 Dorset Council Library Catchment Need- Maps

## Education Need Map

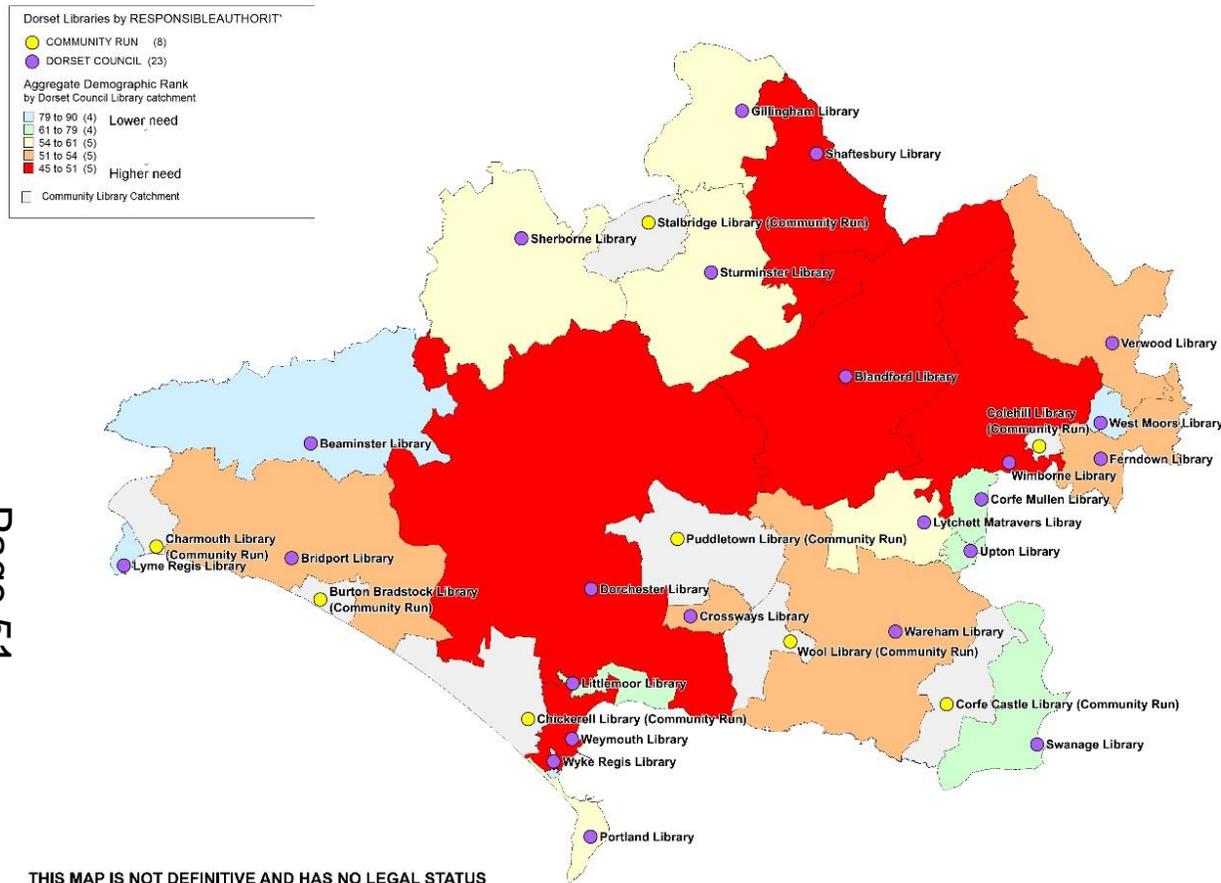


Page 50

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Figure 2. Education Need Map. The catchment areas of Lyme Regis, Beamminster, Sturminster, Weymouth and Littlemoor are highlighted as areas of higher need.

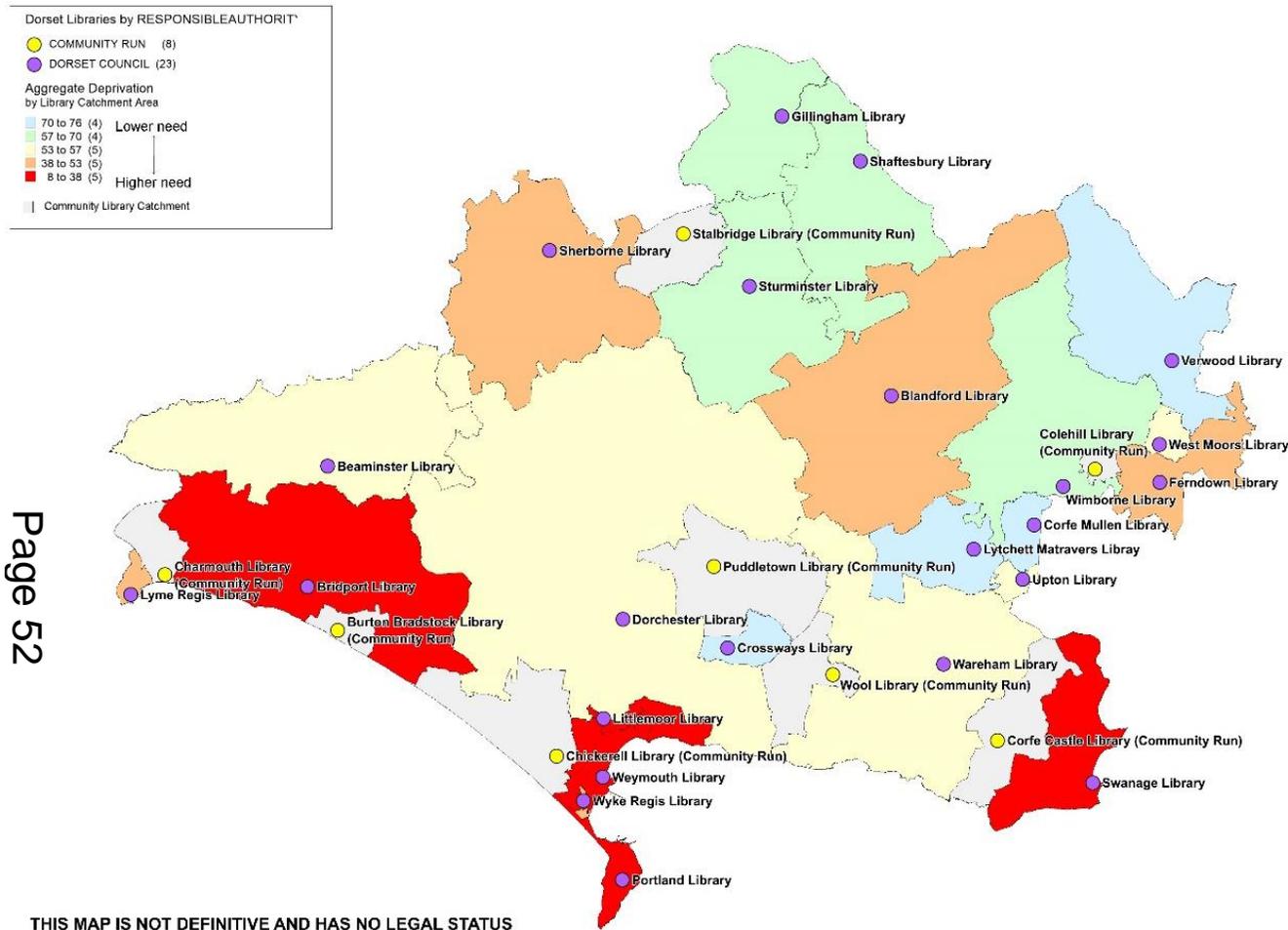
## Demographic Need Map



Page 51

Figure 3. Demographic Need Map. The catchment areas of Dorchester, Weymouth, Blandford, Shaftesbury and Wimborne libraries present with high need. A high proportion of Dorset's residents are aged 65 years or over (29 per cent compared to the rest of England and Wales (18 per cent)). Population projections indicate an increase in the number and proportion of residents aged 65 and over, in the region of 37 per cent over the next 20 years. A decline is expected in the number of people aged 16-64 years across the Council area within the next 20 years (- five per cent). Overall, the population is expected to increase by 25,000 people. Areas of Dorset likely to see greatest growth are across South Dorset, South East Dorset, Mid Dorset and East Dorset – they are all likely to see an increase of population between eight and 13 per cent. It is estimated that North and West Dorset will see a slight fall in population between one and three per cent over the next twenty years.

## Deprivation Need Map



Page 52

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Figure 4. Deprivation Need Map. Ten neighbourhoods in Dorset are in the top 20 per cent of areas of multiple deprivation, nine of those are within Weymouth and Portland (Index of Multiple Deprivation, 2019, Appendix 1). When Index of Multiple Deprivation data has been combined with other indicators of deprivation as listed on p.4, the catchment areas of Bridport, Weymouth, Portland, Littlemoor and Swanage libraries present with high need, followed by Lyme Regis, Wyke Regis, Sherborne and Blandford, Ferndown.

## Local Economy Need Map (LSOA)

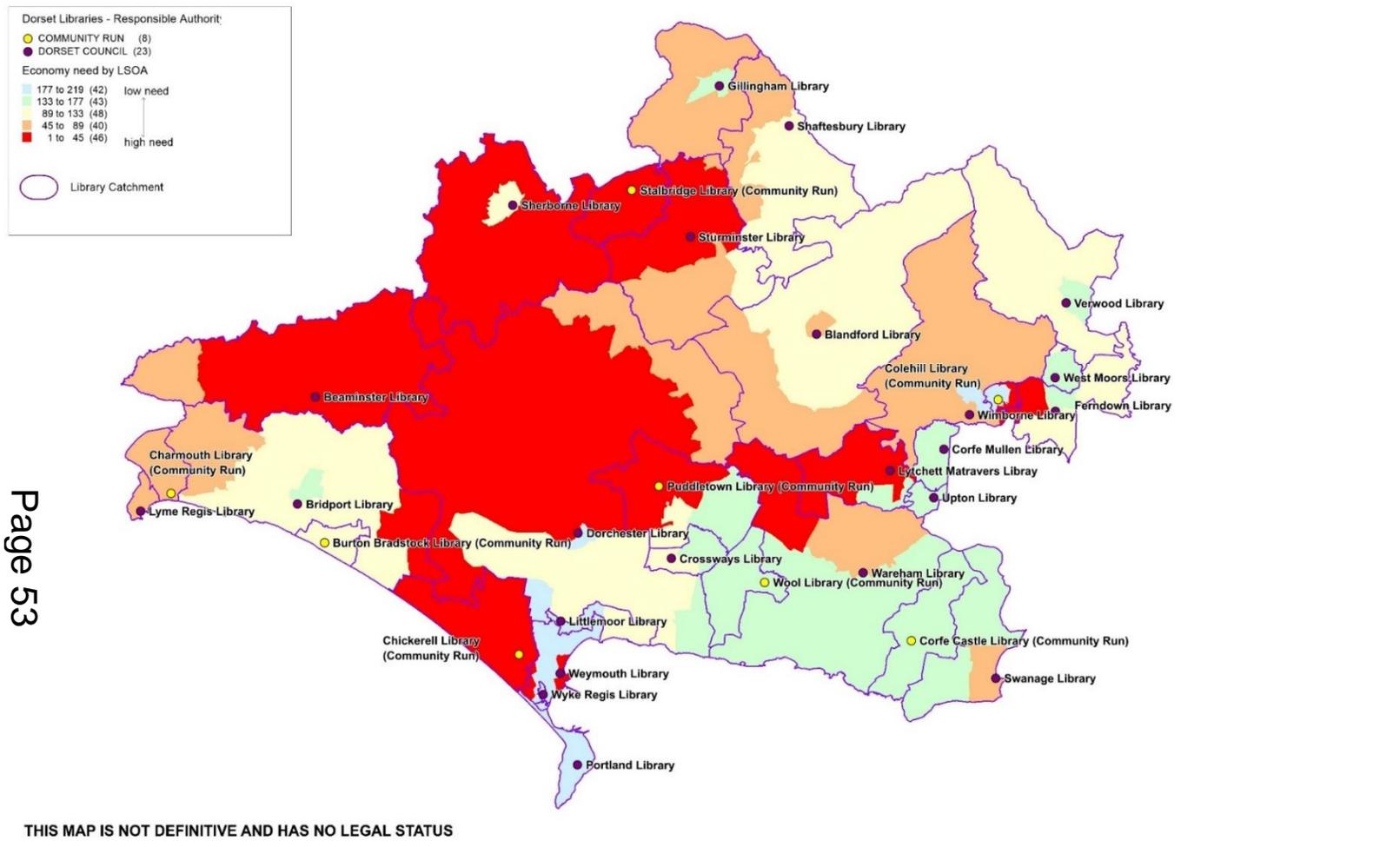
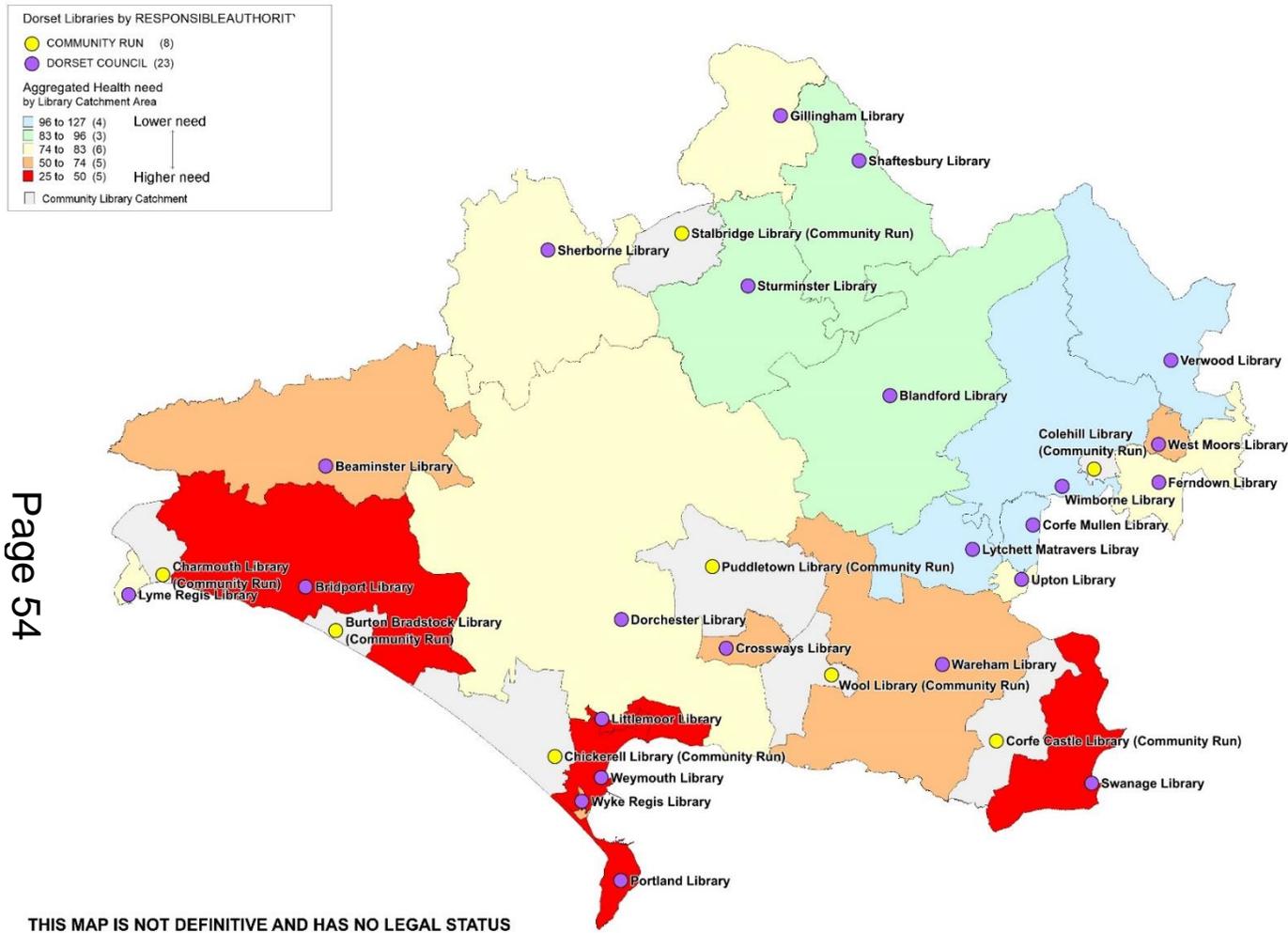


Figure 5. Local Economy Map- LSOA data. Due to data limitations, it is not possible to map the micro and SME business data onto library catchments, so this map presents micro and SME business numbers by LSOAs with library catchments overlaid. This indicates areas of higher need (i.e. larger number of SMEs and Micro businesses) in central Dorset with pockets in the east and within Weymouth Town and Chickerell. Dorset has 20,000 businesses with 147,000 employees. On average we have 7.3 employees per business unit compared with England average of 9.5. Self-employment is high in Dorset; about 18% of economically activity residents are self-employed compared with the England average of 14 per cent. In Dorset 86% of businesses are micro firms, 12 per cent are small firms, 2 per cent medium firms and less than 1 per cent are large firms.

# Health Need Map

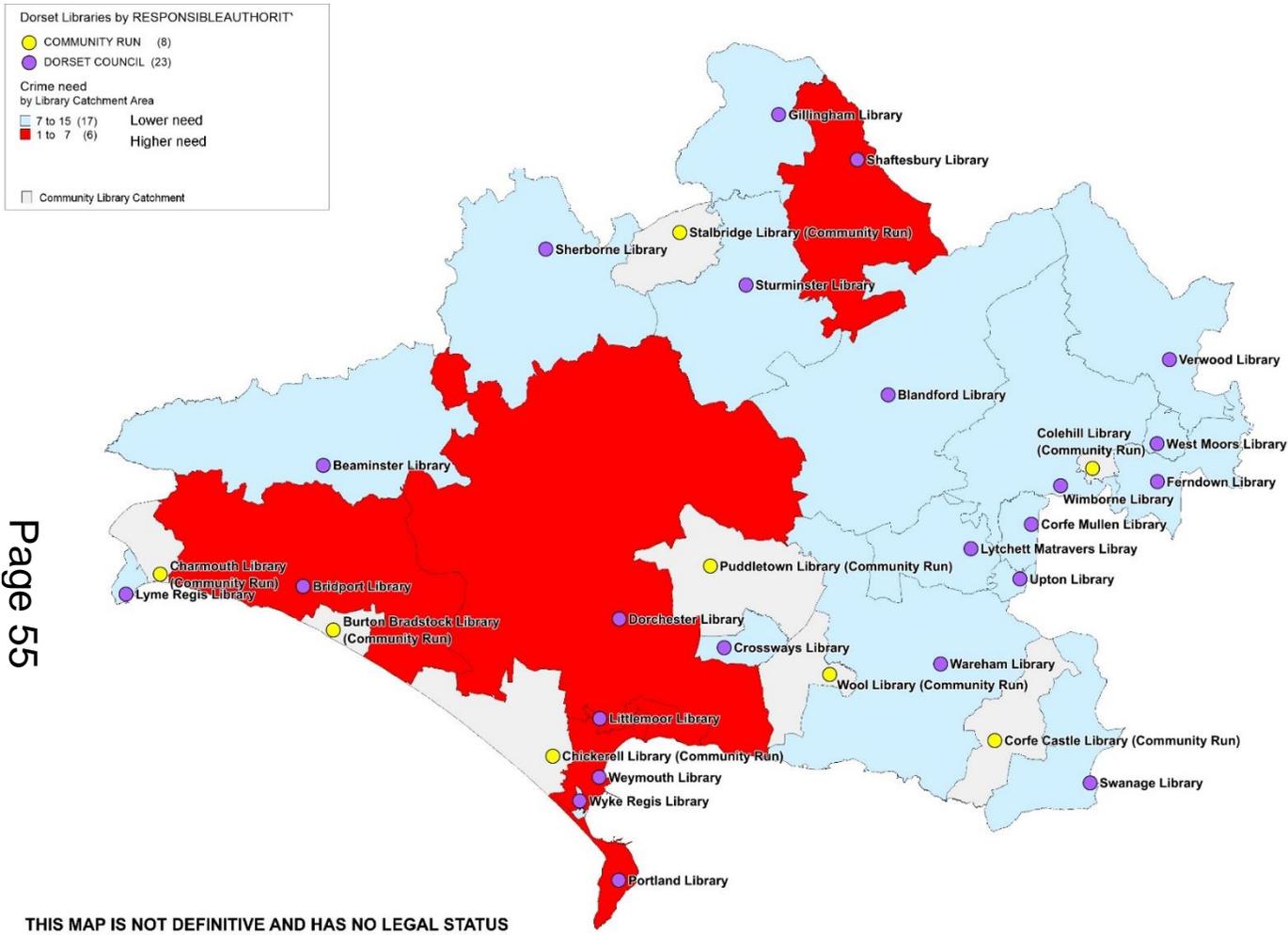


Page 54

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Figure 6. Health Need Map. Bridport, Weymouth, Portland, Littlemoor and Swanage library catchments are highlighted as areas of higher need, followed by Beaminstor, Crossways, Wareham and West Moors.

# Crime Need Map



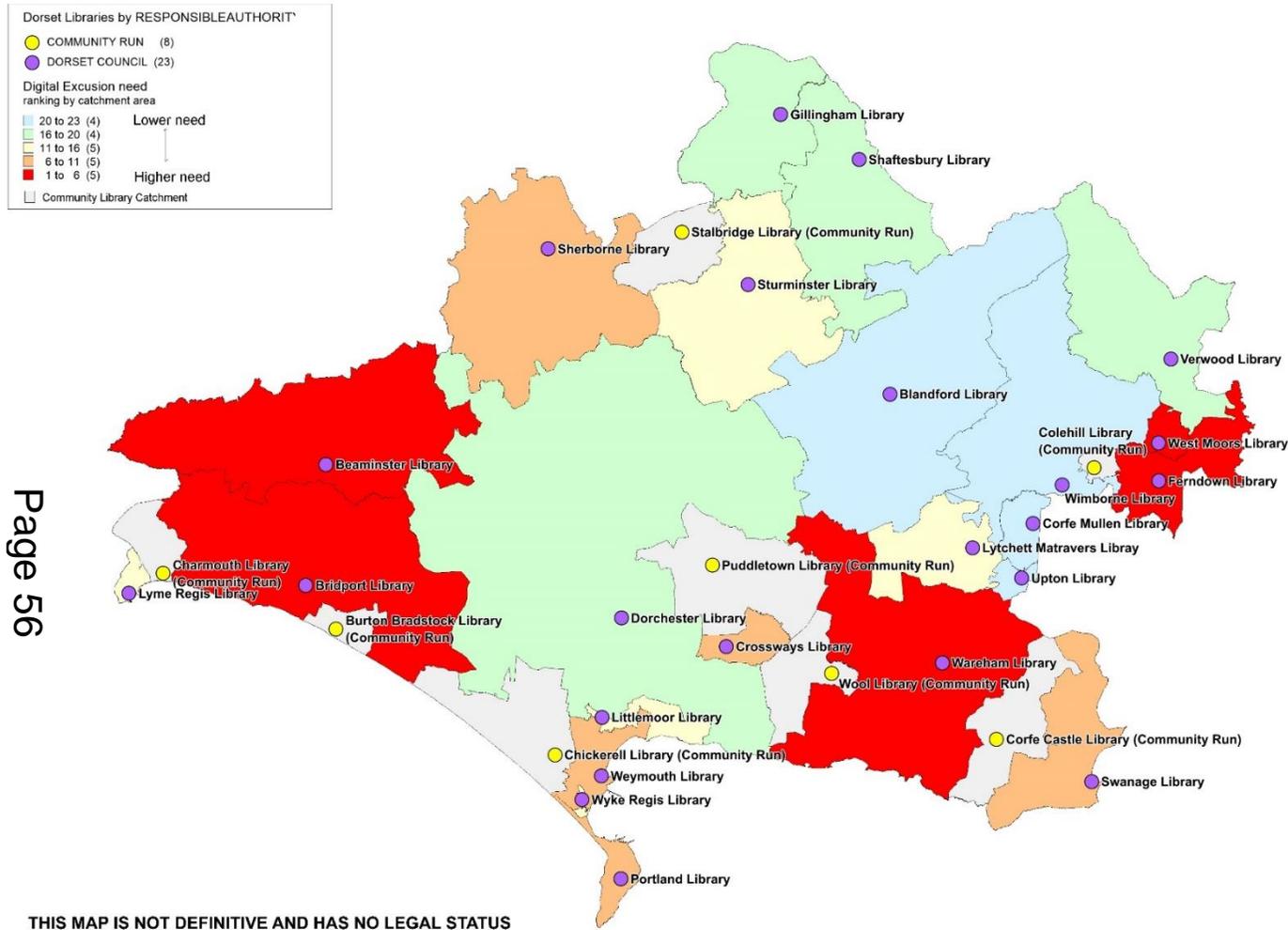
Page 55

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Figure 7. Crime Need Map. Library catchment areas of Bridport, Dorchester, Weymouth & Portland and Shaftesbury are indicated as areas of higher need.

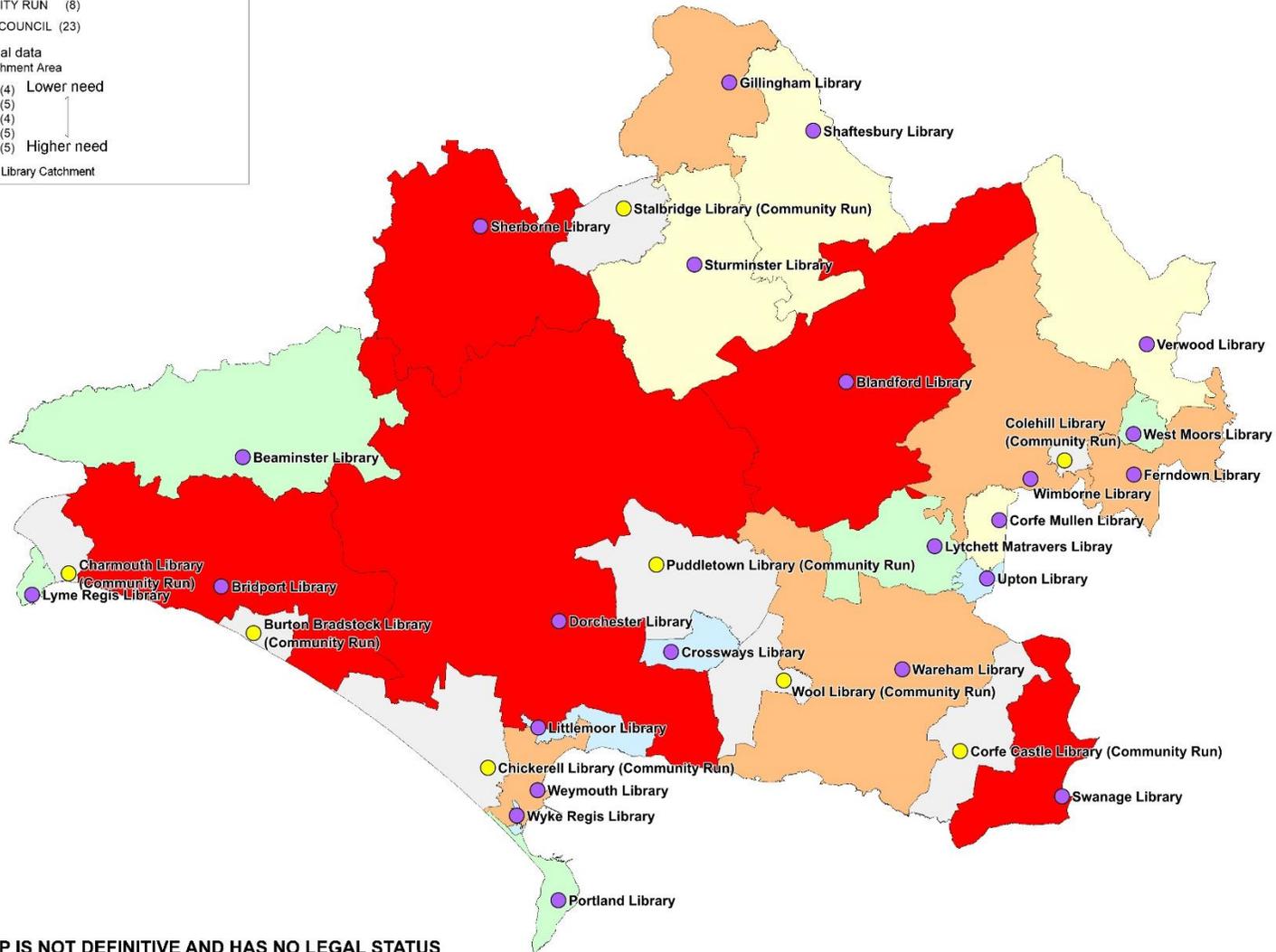
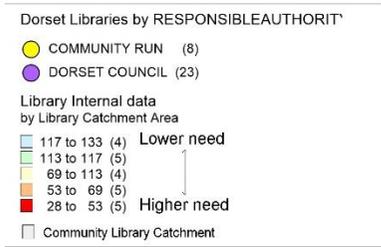
## Digital Exclusion Need Map



Page 56

Figure 8. Digital Exclusion Need Map. Library catchment areas of Bridport, Beaminster, Wareham, West Moors and Ferndown indicate higher needs, followed by Sherborne, Weymouth, Wyke Regis, Portland, Crossways and Swanage. Weymouth has quite large pockets of digital exclusion in Westham and the Town Centre and Littlemoor (Littlemoor library's broader catchment masks the pocket of digital exclusion). Portland has higher levels in the Underhill area.

# Library Demand Need Map

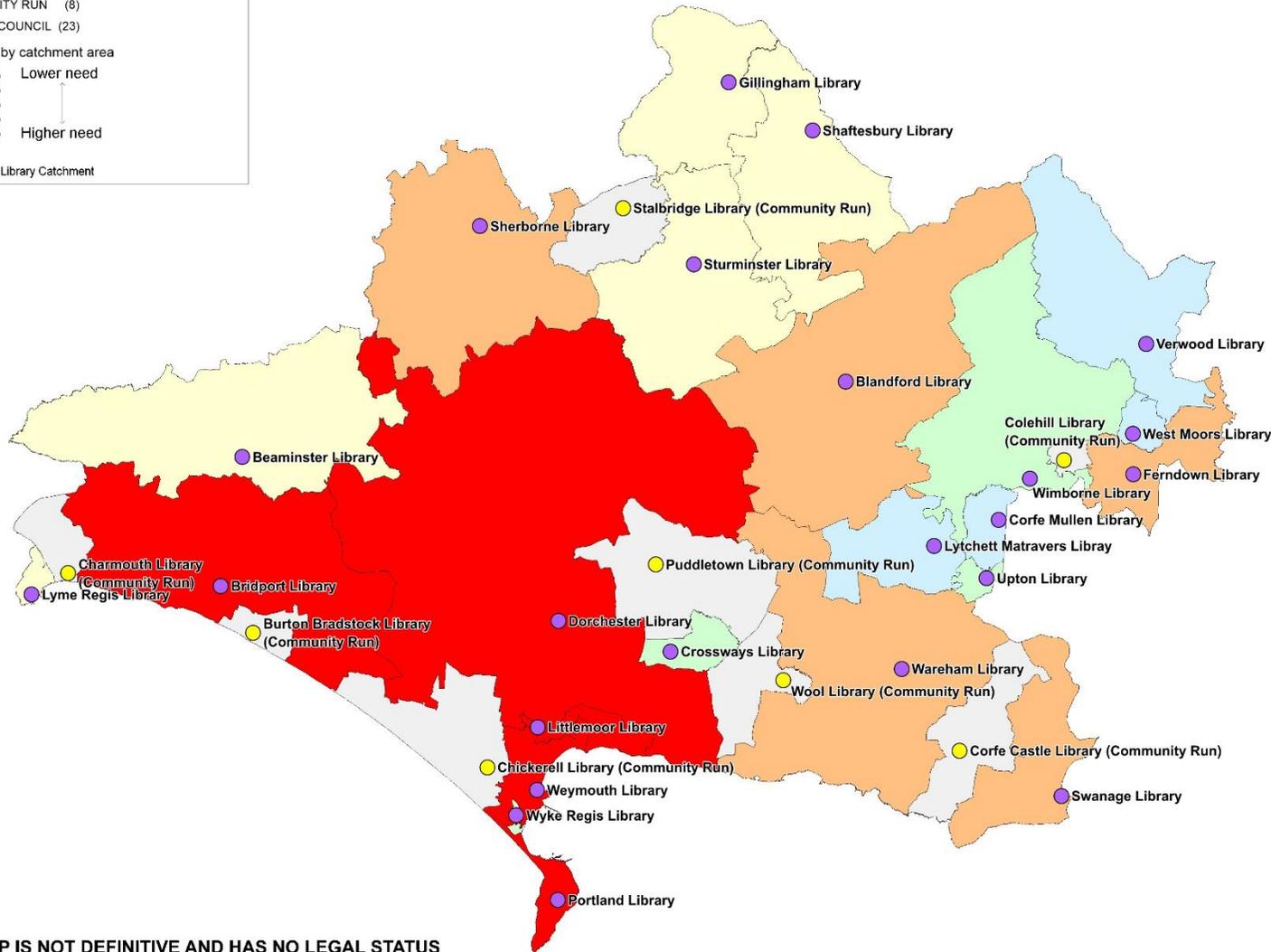
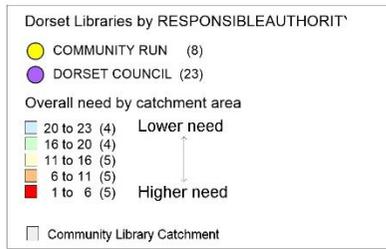


Page 57

**THIS MAP IS NOT DEFINITIVE AND HAS NO LEGAL STATUS**

Figure 9. Library Demand Need Map. Library catchment areas of Bridport, Dorchester, Sherborne, Blandford and Swanage indicate higher need, followed by Weymouth, Gillingham, Wareham, Wimborne, Ferndown. See Section 2 for detailed analysis of the data sets which make up this aggregate rank.

# Overall Need Map



Page 58

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Figure 10 Overall Need Map. This map presents the aggregated need rank when all the themes of need, are combined (Table 1- sum of aggregate rank). The library catchment areas indicated higher need are: Bridport, Dorchester, Littlemoor, Weymouth, Portland, followed by Sherborne, Blandford, Wareham, Swanage and Ferndown.

## 1.5 Community Managed Libraries Community Needs

Dorset Council Library Service works in partnership with and supports Dorset's valued community managed libraries (CMLs). To review the community needs within the community managed library catchments, please look at Annex 1, which presents the needs assessment data (excluding library demand data) geographically overlaid with community managed library catchments.

Dorset Council library service are committed to working in partnership with our valued CMLs to tailor support in accordance with the needs of their communities.

DRAFT

## 2. Dorset Council Library Demand Expanded

Library activity levels indicate the relative need of each library in terms of the extent to which a range of library services are used by the population. They provide a measure of the reach of each library. This needs to be balanced against the evolving digital offer of the service, which is universal in nature and cannot be attached to an individual library. We have explored usage trends in Section 2.3

### 2.1 Library Demand

Library demand indicators have been used to provide a measure of the amount of participation in five areas of library service provision at each library:

- number of active borrowers in the year
- number of issues in the year
- event participation in the year
- number of public access computer sessions
- number of public access computer user hours
- service isolation (proximity to other libraries)

Demand data was reviewed for each activity type and ranked 1-23, where 1 indicates comparatively highest demand (red) and 23 indicates comparatively lowest demand (blue). Table 2 presents the ranking based on 2019/20 data, Table 3 presents the ranking based on 2021/22 data. The 2021/22 demand data is still impacted by COVID-19 as in person activities could only resume in July 2021 and public behaviours were impacted by the emergence of variants of concern in winter 2021. Staff sickness absence has also impacted the ability to re-establish full-service provision in 2021/22.

When considering the libraries ranked in the top 10 in 2021/2022 compared with 2019/20, there has been some fluctuation, however the top three ranked libraries have remained the same. Shaftesbury library have joined the top 10, replacing Verwood. The Financial Times carried out research which explores local high street activity during the pandemic and now, this may indicate behaviour change in that people are preferring to stay local and are continuing to work from home which means they use their local library more, or perhaps they are keen to engage with services they were without during lockdowns. It is too early to identify any sustained behaviour changes and we hope to have a clearer understanding following the 2022/23 data year.

It is important to consider the demand data alongside the libraries opening hours (see Table 4) Dorchester, Weymouth and Ferndown libraries all have the longest opening hours. Crossways and Beaminster have the lowest demand rank and they are both opened for the shortest amount of time.

Table 2. Library demand rankings based on 2019/20 data

Library	Library band classification	Rank of active borrowers in the year	Rank of number of issues	Rank of event participation in the year	Rank of public computer user hours	Rank of total number of public computer sessions	Overall rank of activity
Dorchester	Main	1	1	4	2	2	1
Weymouth	Main	2	2	2	3	1	1
Ferndown	Main	3	3	6	1	3	3
Bridport	Town A	5	4	1	4	4	4
Wimborne	Town A	4	6	5	10	5	5
Sherborne	Town A	7	5	9	7	7	6
Blandford	Town A	6	7	8	8	8	7
Gillingham	Town A	9	10	3	11	9	8
Wareham	Town B	10	9	12	5	10	9
Verwood	Town B	8	8	13	6	12	10
Swanage	Town B	11	11	11	12	6	11
Shaftesbury	Town B	12	13	7	9	11	12
Corfe Mullen	Community A	13	12	10	13	13	13
Sturminster Newton	Community A	14	15	19	17	14	14
West Moors	Community A	18	16	16	14	17	15
Portland	Community A	16	20	14	19	15	16
Upton	Community A	17	18	15	16	19	17
Littlemoor	Community A	20	17	20	15	16	18
Lytchett Matravers	Community A	15	14	17	22	22	19
Wyke Regis	Community A	19	19	18	23	18	20
Lyme Regis	Community A	21	22	22	18	21	21
Beaminster	Community B	22	21	23	20	20	22
Crossways	Community B	22	23	21	22	23	23

Table 3. Library demand rankings based on 2021/22 data

Library	Library band classification	Rank of active borrowers in the year	Rank of number of issues	Rank of event participation in the year	Rank of public computer user hours	Rank of total number of public computer sessions	Overall rank of activity
Dorchester	Main	1	1	2	2	2	1
Weymouth	Main	2	3	1	1	1	1
Ferndown	Main	4	2	4	5	4	3
Sherborne	Town A	7	5	5	3	5	4
Bridport	Town A	5	6	11	4	3	5
Wimborne	Town A	3	4	17	8	6	6
Blandford	Town A	6	7	6	11	10	7
Wareham	Town B	9	8	9	6	9	8
Gillingham	Town A	12	10	7	7	8	9
Shaftesbury	Town B	10	13	3	10	11	10
Swanage	Town B	11	12	10	9	7	11
Verwood	Town B	8	9	21	12	12	12
Corfe Mullen	Community A	13	11	8	14	16	12
Portland	Community A	16	18	13	13	13	14
West Moors	Community A	18	14	12	17	18	15
Wyke Regis	Community A	21	20	14	15	14	16
Lytchett Matravers	Community A	15	15	16	21	20	17
Sturminster Newton	Community A	14	16	23	18	17	18
Upton	Community A	17	17	15	20	19	18
Littlemoor	Community A	20	19	19	16	15	20
Lyme Regis	Community A	19	21	20	22	20	21
Beaminster	Community B	22	22	22	19	22	22
Crossways	Community B	23	23	18	23	23	23

## 2.2 Dorset Council Library Opening Hours

There is a strong correlation between the hours opened and library demand.

Table 4. Summary table of Dorset Council library band classification and associated opening hours per week.

<b>Library (including band classification)</b>	<b>Opening hours per week</b>
<b>Main Band</b>	
Dorchester	45
Ferndown	45
Weymouth	45
<b>Town A Band</b>	
Blandford	35
Bridport	35
Gillingham	35
Sherborne	36 <sup>1</sup>
Wimborne	35
<b>Town B Band</b>	
Shaftesbury	30
Swanage	30
Verwood	30
Wareham	30
<b>Community A Band</b>	
Corfe Mullen	20
Littlemoor	20
Lyme Regis	20
Lytchett Matravers	21 <sup>2</sup>
Portland	20
Sturminster Newton	22
Upton	20
West Moors	20
Wyke Regis	20
<b>Community B Band</b>	
Beaminster	17
Crossways	16

<sup>1</sup> This additional opening hour is in agreement with, and funded by, the local Town Council.

<sup>2</sup> This additional opening hour is in agreement with, and funded by, the local Parish Council.

### 2.3 Library Demand Trend Analysis

Over the last five years there have been significant changes in consumer expectations, digitalisation of services and unprecedented behaviour change during a pandemic.

We have explored how these changes may have impacted library activity trends overtime, from 2016/17-2021/22 (where data is available). Figure 11a-e presents the data as trend lines and Table 5 presents the data including percentage change over time.

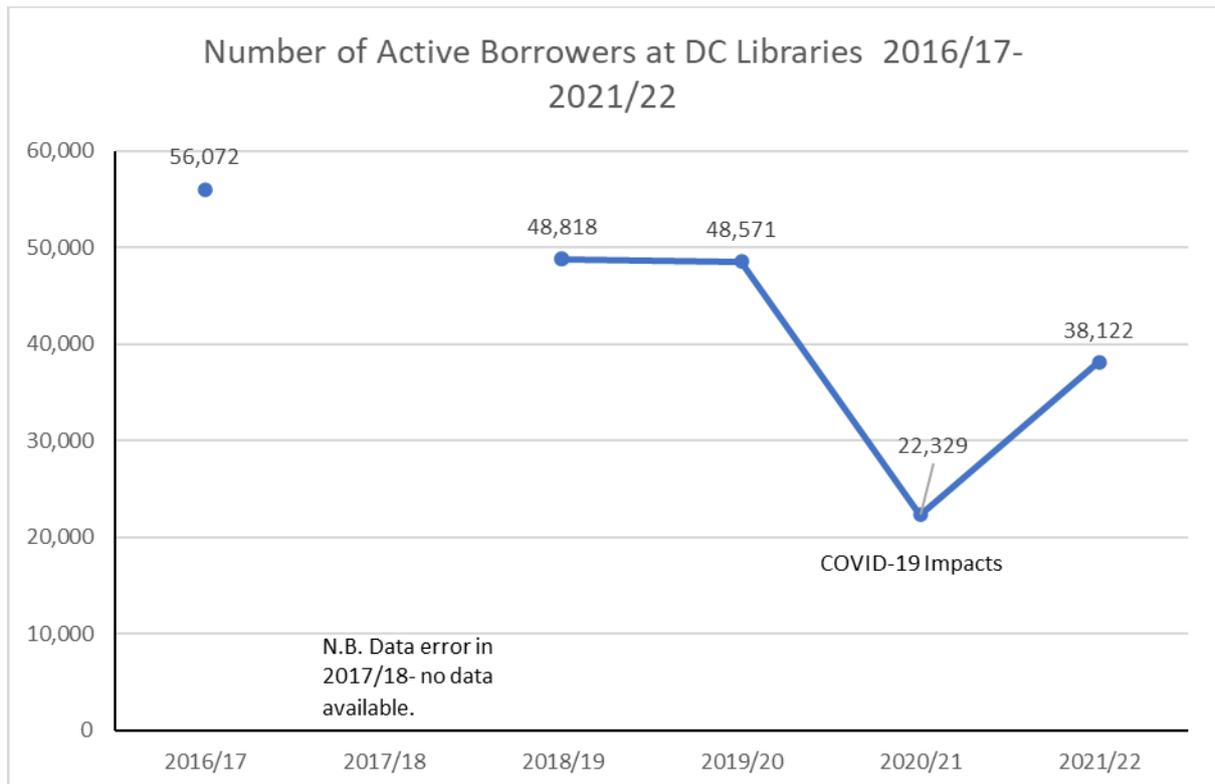


Figure 11a. Graph presenting the number of active borrowers at DC libraries 2016/17- 2021/22.

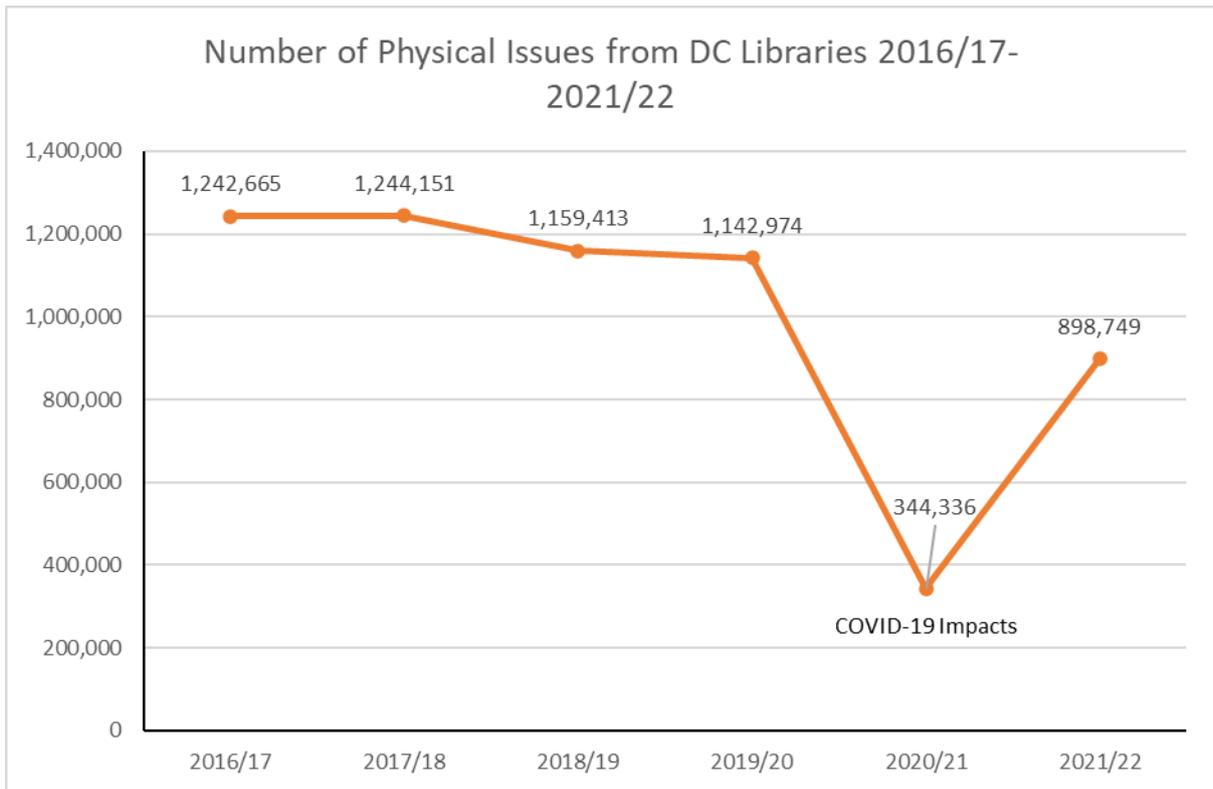


Figure 11b. Graph presenting the number of physical issues from DC libraries 2016/17- 2021/22.

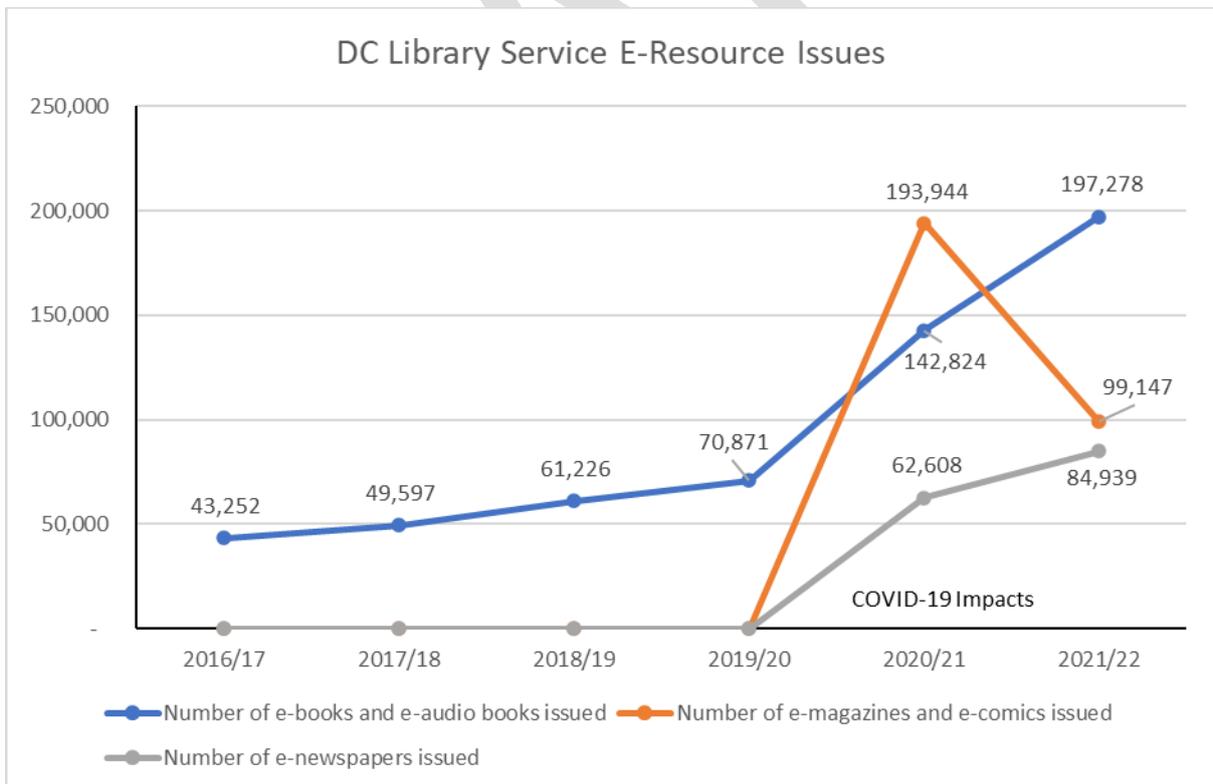


Figure 11c. Graph presenting the number of DC library service e-resource issues from 2016/17- 2021/22. Please note the provision of e-magazines, e-comics and e-newspapers only started in 2020. Please also note that there has been a change in reporting methodology in e-magazine and e-comic issues between 2020/21 and 2021/22 as we changed supplier. We believe 2020/21 data to be an

overestimate, based on the reporting methodology used. We await 2022/23 data to be confident in any trends.

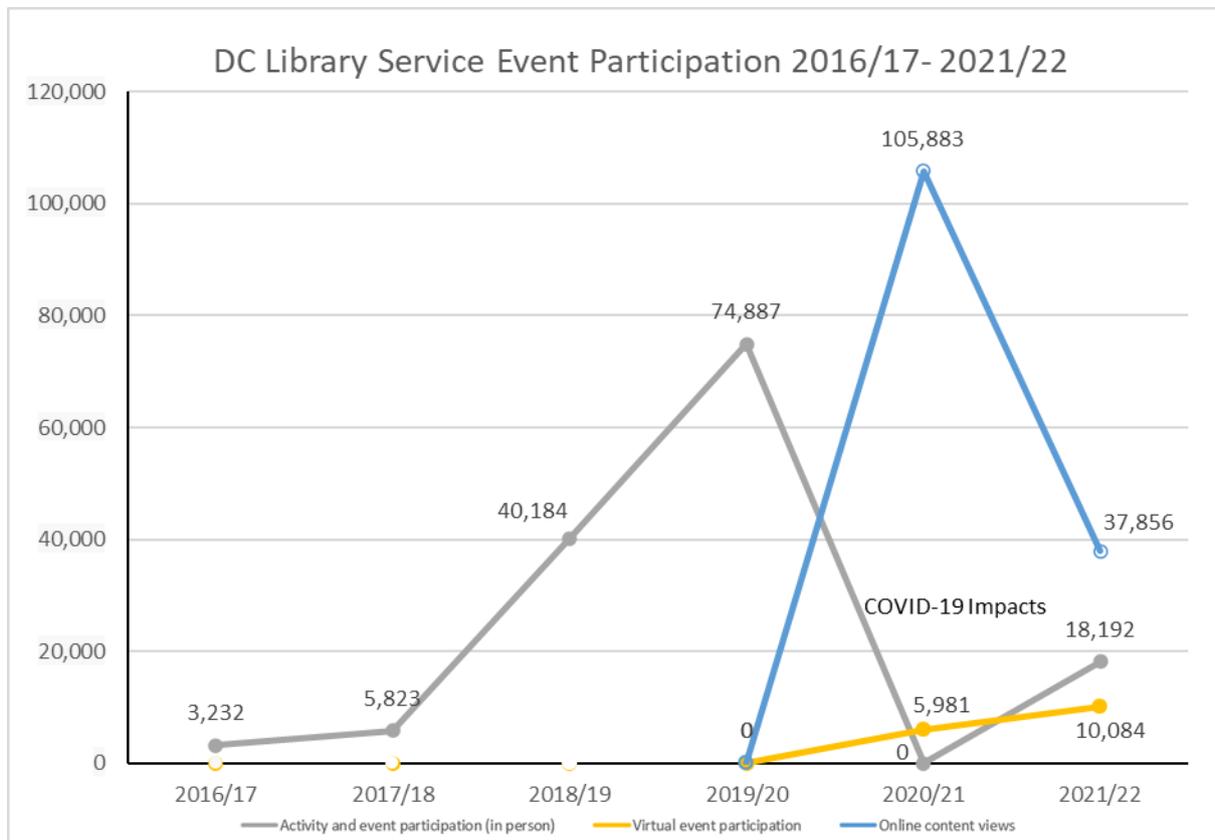


Figure 11d. Graph presenting the DC library service event participation from 2016/17- 2021/22. Please note the provision of virtual events and posting of online event content only began in 2020, in response to the COVID-19 pandemic, as the service pivoted its traditional in-person services to online.

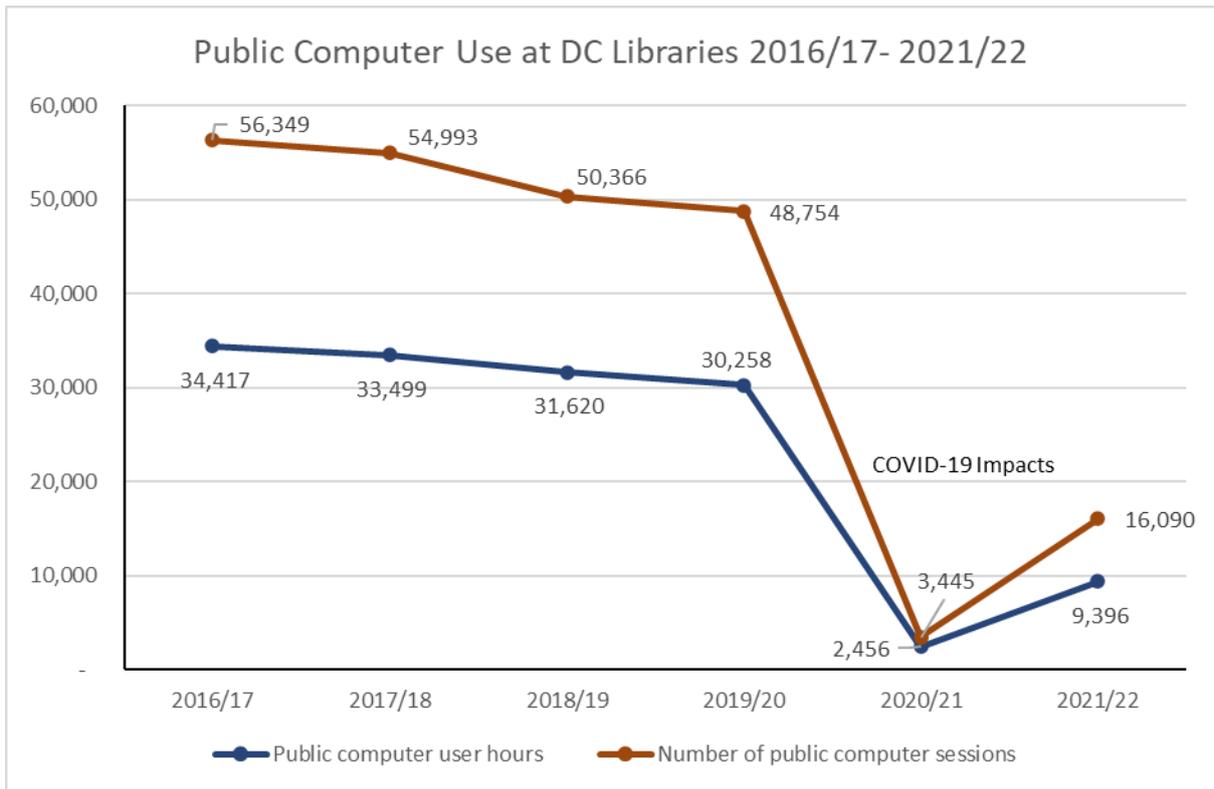


Figure 11e. Graph presenting the public computer use at DC libraries from 2016/17- 2021/22.

Table 5. Summary of overall Dorset Council library activity data over the last six years (where available).

DC Library activity type	2016/17	2017/18	2018/19	2019/20	2020/21 (COVID-19 impacts)	2021/22	Percentage change from earliest data record to 2021/22
Number of active borrowers in the year	56,072	Data error – no data available	48,818	48,571	22,329	38,122	-32%
Number of physical issues	1,242,665	1,244,151	1,159,413	1,142,974	344,336	898,749	-28%
Number of e-books and e-audio books issued	43,252	49,597	61,226	70,871	142,824	197,278	356%
Number of e-magazines and e-comics issued					193,944	99,147	Change in data recording methodology means percentage change is not feasible
Number of e-newspapers issued					62,608	84,939	36%
Activity and event participation (in person)	3,232	5,823	40,184	74,887	0- COVID-19 impacts	18,192	463%
Virtual event participation					5,981	10,084	69%
Online views of libraries content					105,883	37,856	-64%
Public computer user hours	34,417	33,499	31,620	30,258	2,456	9,396	-72%
Number of public computer sessions	56,349	54,993	50,366	48,754	3,445	16,090	-71%

See Appendix 2 for library activity trend data reported by Dorset Council library

## 2.4 Service Isolation (proximity to other libraries)

Within the phase one Let's Talk Libraries consultation which ran October 2021 – January 2022, we explored the way library users travelled to the library, the [full analysis is available here](#). Travelling 10-30 minutes is the most common travel time to the library for respondents (51.8% of all respondents). The main method of accessing the library buildings was by walking or cycling (55% of all respondents), nearly 42% travelled by car, motorcycle or mobility scooter, less than 3% travelled by public transport.

Table 6 below ranks libraries by distance to the next nearest library, setting out distance and travel time from that Library. The isolation ranking includes travel time by car<sup>3</sup> and public transport, indicator of the availability of public transport based on bus journey times and number of services available during library opening hours between 09:00 to 13:00 on a Tuesday<sup>4</sup>.

Table 6: Ranking of Dorset Council Libraries by isolation (Dorset Council authority area only)

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<sup>3</sup> Google Maps 2021

<sup>4</sup> SWPTI 2021

Library	Nearest Library	Distance (miles)	Distance (miles) RANK	Car Journey Time (mins)	Car Journey Time RANK	Public			Isolation Score (Jrny Dist + Car Jrny Time + Pub Tran Jrny Time + No. of Services RANKS)		Rank
						Transport Journey Time*	PT Journey Time RANK	Number of Services	Number of services rank		
Sherborne	Sturminster Newton Library	12.7	1	24	1	54	1	2	2	5	1
Blandford	Sturminster Newton Library	9.4	4	23	2	45	2	2	2	10	2
Lyme Regis	Bridport Library	10.2	2	20	3	43	3	4	8	16	3
Sturminster Newton	Shaftesbury Library/Gillingham PT	8.4	5	19	4	36	4	3	5	18	4
Swanage	Wareham Library	9.7	3	19	4	24	9	4	8	24	5
Beaminster	Bridport Library	6.4	6	14	6	21	13	3	5	30	6
Bridport	Beaminster Library	6.4	6	14	6	22	12	4	8	32	7
Wareham	Upton Library	6.3	8	11	11	29	6	5	13	38	8
Dorchester	Littlemoor Library	5.2	10	10	13	36	4	5	13	40	9
Crossways	Dorchester Library	5.8	9	12	10	28	7	7	15	41	10
Shaftesbury	Gillingham Library	4.7	12	13	8	23	10	7	15	45	11
Verwood	West Moors Library	5.2	10	11	11	19	16	4	8	45	12
Lytchett Matravers	Upton Library	2.9	17	7	19	26	8	2	2	46	13
Gillingham	Shafesbury Library	4.7	12	13	8	23	10	8	17	47	14
Upton	Lytchett Matravers Library	2.9	17	7	19	16	18	1	1	55	15
West Moors	Ferndown Library	1.9	22	6	21	21	13	3	5	61	16
Portland	Wyke Regis Library	4.5	14	10	13	20	15	12	20	62	17
Corfe Mullen	Wimborne Library	4	15	9	16	15	19	8	17	67	18
Littlemoor	Weymouth Library	3.8	16	10	13	19	16	17	23	68	19
Ferndown	West Moors Library	1.9	22	6	21	15	19	4	8	70	20
Wyke Regis	Weymouth Library	2.1	20	9	16	15	19	12	20	75	21
Wimborne	Corfe Mullen Library	2.6	19	6	21	15	19	8	17	76	22
Weymouth	Wyke Regis Library	2.1	20	9	16	13	23	12	20	79	23

The most geographically isolated library is Sherborne which is located 12.7 miles from the nearest Dorset Council library (Sturminster Newton). However, Sherborne is close to the border of Somerset and Yeovil Library is 6.6 miles, with a quicker more frequent Bus Service.

Blandford, Lyme Regis and Sturminster Newton are the next most isolated service points, located between eight and 10 miles from the nearest Dorset Council Library and with poorer public transport links.

Weymouth, Wimborne, Wyke Regis and Ferndown libraries are the least isolated libraries, located within three miles of another Dorset Council Library.

A number of Dorset Council libraries situated close to the County's borders are located close to out-of-county libraries. The above ranking does not include an adjustment to reflect proximity of Dorset Council libraries to out-of-county libraries as it cannot be assumed that library provision in other authorities will remain unchanged. An additional ranking, including out-of-county libraries, is included in Table 7.

Table 7: Ranking of Dorset Council Libraries by isolation (with consideration to out-of-county libraries)

Library	Nearest Library (ignores proximity of Links)	Distance (miles)		Car Journey Time (mins)		Car Journey Time RANK		Public Transport PT Journey Time*		Number of services		Number of services rank		Isolation Score (Jrny Dist + Car Jrny Time + Pub Tran Jrny Time + No. of Services RANKS)		Overall Rank	
		Distance	(RANK)	Time	(mins)	Time RANK	(RANK)	Journey Time*	Time RANK	Services	rank	Services	rank	Score	Rank	Overall Rank	Rank
Blandford	Sturminster Newton Library	9.4	2	23	1	45	1	2	1	2	1			5	1		
Sturminster Newton	Shaftesbury Library/Gillingham PT	8.4	3	19	2	36	2	3	3	3				10	2		
Swanage	Wareham Library	9.7	1	19	2	24	9	4	6					18	3		
Beaminster	Bridport Library	6.4	5	14	4	21	13	3	3					25	4		
Bridport	Beaminster Library	6.4	5	14	4	22	12	4	6					27	5		
Lyme Regis	Bridport Library	5.3	9	11	10	29	4	4	6					29	6		
Sherborne	Yeovil Library	6.6	4	14	4	26	7	8	15					30	7		
Wareham	Upton Library	6.3	7	11	10	29	4	5	11					32	8		
Crossways	Dorchester Library	5.8	8	12	9	28	6	7	13					36	9		
Dorchester	Littlemoor Library	5.2	10	10	13	36	2	5	11					36	9		
Verwood	West Moors Library	5.2	10	11	10	19	16	4	6					42	11		
Shaftesbury	Gillingham Library	4.7	12	13	7	23	10	7	13					42	12		
Lytchett Matravers	Upton Library	2.9	16	7	19	26	7	2	1					43	13		
Gillingham	Shafesbury Library	4.7	12	13	7	23	10	8	15					44	14		
West Moors	Ferndown Library	1.9	21	6	20	21	13	3	3					57	15		
Portland	Wyke Regis Library	4.5	14	10	13	20	15	12	20					62	16		
Littlemoor	Weymouth Library	3.8	15	10	13	19	16	17	23					67	17		
Ferndown	West Moors Library	1.9	21	6	20	15	21	4	6					68	18		
Corfe Mullen	Broadstone Library/Wimborne Library	2	20	9	16	15	18	8	15					69	19		
Wimborne	Corfe Mullen Library	2.6	17	6	20	15	18	8	15					70	20		
Wyke Regis	Weymouth Library	2.1	18	9	16	15	18	12	20					72	20		
Weymouth	Wyke Regis Library	2.1	18	9	16	13	22	12	20					76	22		
Upton	Creekmoor Library	1.3	23	3	23	5	23	8	15					84	23		

### 3. Library Membership Analysis and Representation

The profiles of active users (borrowers and computer users) in 2019/20 (or 2021/22) for each Dorset Council library has been mapped against those of the wider catchment population that the library serves. Providing insight into how representative library membership is and it helps to indicate possible gaps in our engagement with the local community.

This is relative comparison, exploring whether the library membership represents the overall catchment population –highlighting over representation or underrepresented.

Anonymised membership analysis has been carried out looking into the following membership characteristics:

- age
- socio-economic
- ethnicity
- disability
- sex
- religion

We do not collect data relating to gender, or sexual orientation, due to a historic data collection decision. Nor does the data allow for intersectional analysis.

Catchment population characteristics are based on the 2011 Census data and will be updated when 2021's Census data becomes available. Library membership protected characteristic data is optional when registering for library membership, so is dependent on individuals disclosing their protected characteristics. The individual may not update their protected characteristic data during the course of their membership, so may not reflect the fact they now have a disability for example. A possible reason for this is that an individual may not see the relevance. The protected characteristics data presented below for: ethnicity, disability, sex and religion reflects all members currently in our libraries management system that were created since June 2016. Therefore, the reported library membership characteristics will not necessarily be a true reflection of library membership characteristics.

Therefore, the analysis within this section **should be viewed as indicative only**. We are committed to becoming an inclusive and accessible library service and in order to understand how we are progressing towards that aim, we will need to improve the quality of our equalities and diversity monitoring data.

### 3.1 Library Catchment Population

Total population of catchment areas has been compared to total number of active service users of the library within the catchment area (Table 8)

Table 8: Total population of catchment areas compared to total number of active service users of the library within the catchment area (2018/19, 2019/20, 2021/22)

Library	18/19	19/20	21/22	Library Catchment Population	18/19 % Active Users	19-20 % Active users	21-22 % Active Users
Dorchester	6,835	6,812	5,580	44,183	15.5%	15.4%	12.5%
Weymouth	5,869	5,717	4,073	41,868	14.0%	13.7%	9.8%
Ferndown	3,777	3,809	2,860	27,871	13.6%	13.7%	10.1%
Blandford	3,088	3,051	2,294	24,443	12.6%	12.5%	9.5%
Verwood	2,246	2,219	1,797	20,849	10.8%	10.6%	8.6%
Bridport	3,421	3,366	2,574	20,277	16.9%	16.6%	12.7%
Sherborne	2,601	2,709	2,277	17,573	14.8%	15.4%	12.9%
Wimborne	3,462	3,468	2,881	17,023	20.3%	20.4%	16.6%
Shaftesbury	1,938	1,978	1,693	15,073	12.9%	13.1%	11.2%
Gillingham	2,279	2,183	1,576	14,736	15.5%	14.8%	10.7%
Wareham	2,114	2,164	1,712	13,840	15.3%	15.6%	12.3%
Portland	969	972	775	13,311	7.3%	7.3%	5.8%
Sturminster Newton	1,007	1,046	874	11,874	8.5%	8.8%	7.3%
Swanage	2,138	2,048	1,593	11,689	18.3%	17.5%	13.8%
Corfe Mullen	1,351	1,339	1,017	10,414	13.0%	12.9%	9.7%
Littlemoor	721	685	548	8,436	8.5%	8.1%	6.5%
Upton	909	935	729	8,082	11.2%	11.6%	8.9%
Beaminster	435	413	373	8,049	5.4%	5.1%	4.6%
West Moors	835	838	625	7,619	11.0%	11.0%	8.2%
Lytchett Matravers	1,118	1,023	859	4,569	24.5%	22.4%	18.8%
Lyme Regis	655	675	595	3,708	17.7%	18.2%	15.9%
Wyke Regis	610	707	504	3,197	19.1%	22.1%	16.0%
Crossways	440	413	313	2,831	15.5%	14.6%	11.2%

Dorchester and Weymouth Libraries have by far the largest catchment populations. Their active users in 2021/22 were 12.5 per cent and 9.8 per cent respectively.

Lytchett Matravers, Wyke Regis and Wimborne Libraries have the highest proportion of active users compared to their catchment population with 18.8 per cent , 16.0 per cent and 16.6 per cent respectively.

The smallest catchment population of a Council run library is for Crossways with just under 3,000 population but with 11.2 per cent active users. The lowest proportion of active users for a Dorset Council run library were for Beaminster Library 4.6 per cent , Portland Library 5.8 per cent , Littlemoor 6.5% and Sturminster Newton 7.3 per cent .

### 3.2 Age Profile of Library Memberships

Experian Mosaic Profiling has been used to support age and socio-economic profiling comparisons between catchment population and active library user populations. Experian profiling uses geodemographic profiling techniques to determine household characteristics. Households are segmented into sixteen main Groups. Data used includes house type and tenure, family structure, and residents' ages. Many of the inputs are government registers or data-sets available through government or private-sector channels and freedom of information requests.

Whilst the information is undoubtedly useful, Experian Mosaic is one of several such profiling tools that are based on the assumption that neighbourhoods can be categorised in terms of the characteristics of their resident population and should therefore be regarded as a helpful but *unofficial guide*. By contrast, deprivation rankings for Lower-layer Super Output Areas (LSOAs) are a much-used standard dataset derived by Ministry of Housing, Communities & Local Government (MHCLG<sup>5</sup>) and Oxford University and adhere to government standards for data-quality- deprivation rankings have been used elsewhere in our analysis.

The age profile of active Dorset Council library users (using 2019/20 data) has been compared with the age profile of Dorset's population identifies some clear trends.

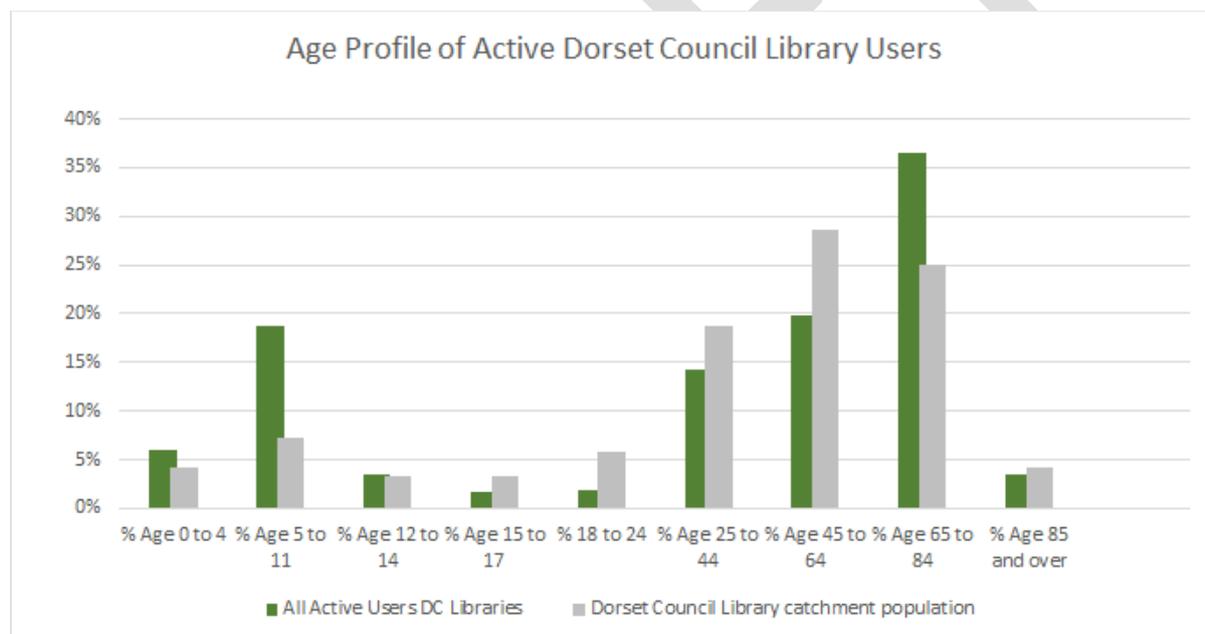


Figure 12. Comparison between Dorset Council Active User age profile and the age profile of Dorset's population

The 5-11 age group is one of the most over-represented age groups across Dorset active library users, with figures eleven percentage points higher than the catchment population. This is a key age group where reading development is very important. The 0 to 4 age groups are also over-represented across active library users.

The 12 to 14 active user age group matches that of the catchment population for Dorset Council Libraries. Active users aged 15 to 17 and over are under-represented in Dorset Council Libraries.

<sup>5</sup> Now known as the Department for Levelling Up, Housing and Communities

Based on the estimated data, between the ages of 18 to 64<sup>6</sup> all active users are under-represented as a proportion of the population for Dorset.

Between the ages of 65 and 84 the active user population is over-represented by 11 percentage points, when compared to the Dorset population. The active user population aged 85 and over is slightly lower than the proportion of the population aged 85 and over in Dorset.

Figure 13 highlights which libraries have a higher proportion of child users: Wyke Regis, Verwood, Upton and Corfe Mullen. Beaminster, Bridport, Ferndown and Lyme Regis all have the highest proportion of Adult Users and correspondingly lower levels of Child Active Users.

If the chart is viewed from the left to the right the younger age groups are highlighted from the left for each library by the dark blue for pre-school children and then orange for 5 to 11 year olds – with each band getting older as you move across to the right finishing with the brown and grey representing 65 to 84 year olds and 85+.

The width of each band representing the proportion of that age group in the active user population. e.g. Beaminster has a significant proportion (brown) of 65 to 84 year olds.

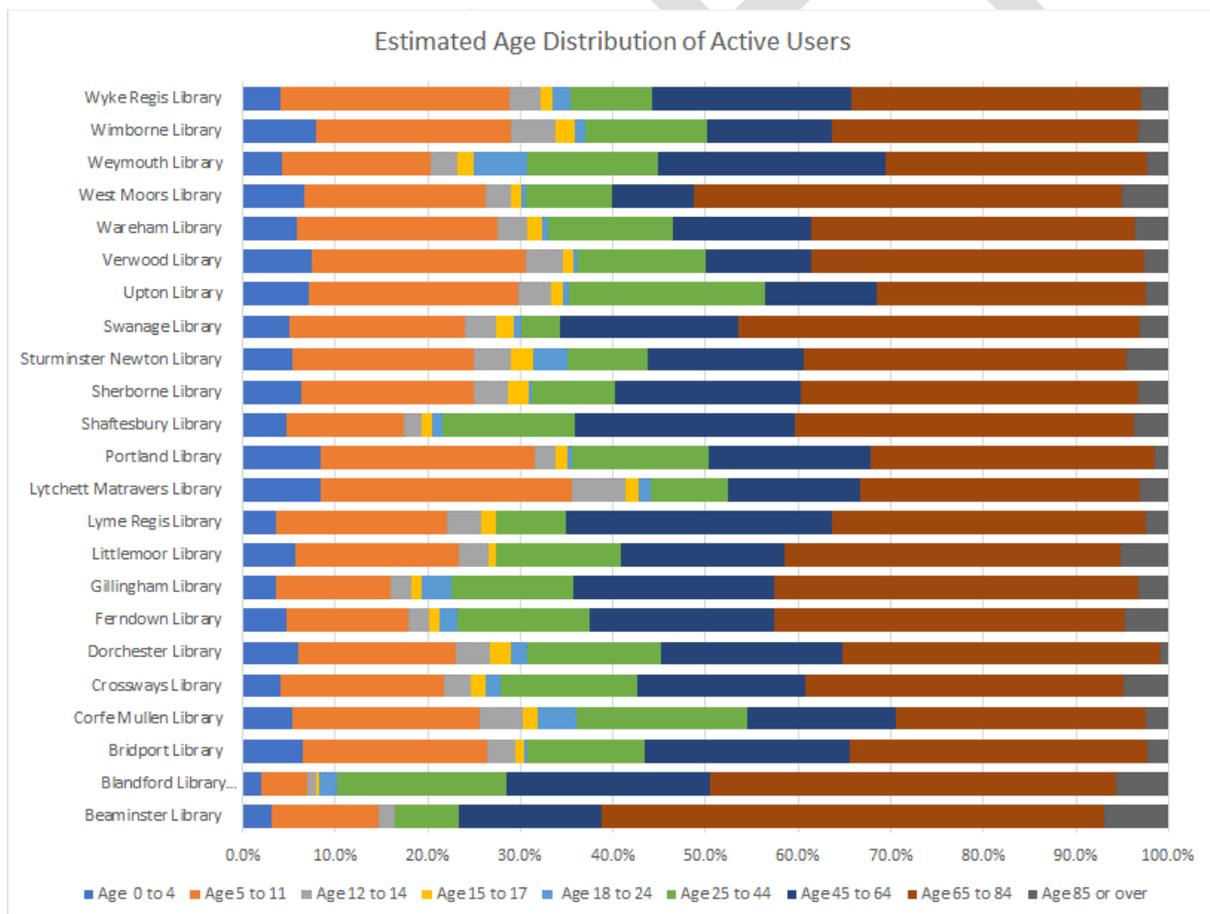


Figure 13 Age Distribution of active library users across each of Dorset Council run libraries.

<sup>6</sup> Data for Adults has been derived from survey data so is an estimate based on Adult PLUS Survey data, CIPFA 2020

Figure 14 illustrates the Age Distribution of the actual catchment population across each of Dorset Council run library catchments. The chart highlights which libraries have a higher proportion of children in their catchment: Upton, Shaftesbury, Sherborne, Corfe Mullen and Blandford. Beaminster, Ferndown, Lyme Regis, Swanage and West Moors all have the highest proportion of Adults in their catchment and they all have 35per cent or more residents aged 65 and over.

If the chart is viewed from the left to the right the younger age groups are highlighted from the left for each library by the dark blue for pre-school children and then orange for 5 to 11 year olds – with each band getting older as you move across to the right finishing with the brown and grey representing 65 to 84 year olds and 85+. The width of each band representing the proportion of that age group in the population. e.g. West Moors has a significant proportion (brown) of 65 to 84 year olds and 85+ compared to other libraries.

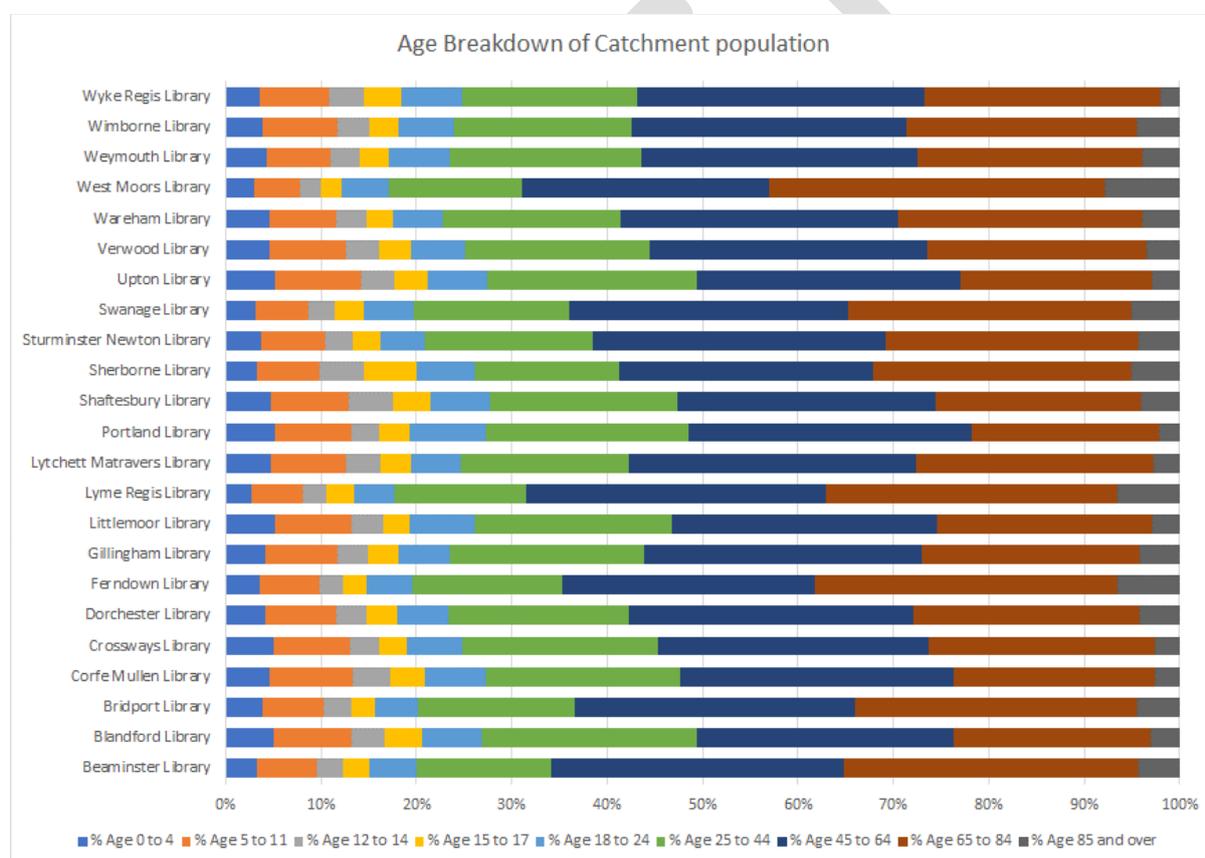


Figure 14. Age distribution of the actual library catchment population.

Following on from Figures 13 and 14, Table 9 sets out the **under** or over-representation of each age group in the active library user population when compared to the catchment population.

Table 9: Representation of each age group in the library member population

Library	Percentage-Point Difference in Active Library User Ages compared with Catchment Area Population								
	Over/Under representation								
	% Age 0 to 4	% Age 5 to 11	% Age 12 to 14	% Age 15 to 17	% Age 18 to 24	% Age 25 to 44	% Age 45 to 64	% Age 65 to 84	% Age 85 and over
Beaminster	0.2%	6.9%	-0.8%	-2.7%	-5.0%	-7.1%	-15%	23%	3%
Blandford	3.9%	13.3%	0.2%	-2.2%	-4.4%	-4.3%	-5%	23%	3%
Bridport	1.6%	10.1%	-0.4%	-1.7%	-4.2%	-3.7%	-7%	3%	-2%
Corfe Mullen	3.7%	22.7%	3.6%	-1.2%	-2.2%	-1.8%	-13%	6%	0%
Crossways	-0.6%	11.3%	0.2%	-1.1%	-4.3%	-5.7%	-10%	11%	2%
Dorchester	1.8%	9.7%	0.5%	-1.0%	-3.7%	-4.5%	-10%	11%	-3%
Ferndown	1.1%	7.1%	-0.3%	-1.3%	-3.0%	-1.4%	-7%	6%	-2%
Gillingham	0.9%	10.2%	-0.1%	-1.5%	-2.2%	-7.2%	-7%	17%	-1%
Littlemoor	2.7%	16.4%	1.1%	-1.6%	-6.8%	-7.2%	-10%	14%	2%
Lyme Regis	0.4%	10.5%	0.6%	-1.5%	-4.2%	-6.3%	-3%	3%	-4%
Lytchett Matravers	2.7%	15.8%	1.4%	-1.9%	-4.0%	-9.2%	-16%	5%	0%
Portland	3.4%	15.7%	-0.6%	-1.8%	-7.6%	-6.3%	-12%	11%	-1%
Shaftesbury	2.7%	11.8%	-1.6%	-2.0%	-5.2%	-5.4%	-3%	15%	0%
Sherborne	2.1%	9.5%	-1.6%	-3.7%	-5.8%	-6.2%	-6%	9%	-2%
Sturminster Newton	1.0%	10.4%	0.5%	-0.7%	-1.2%	-8.8%	-14%	8%	0%
Swanage	1.4%	11.4%	0.4%	-1.3%	-4.7%	-12.0%	-10%	14%	-2%
Upton	4.0%	20.1%	1.2%	-2.0%	-5.6%	-0.7%	-16%	9%	0%
Verwood	3.2%	16.2%	0.6%	-2.0%	-5.3%	-5.6%	-17%	13%	-1%
Wareham	1.0%	14.3%	0.0%	-1.2%	-4.6%	-5.0%	-14%	10%	0%
West Moors	2.6%	12.0%	0.2%	-1.2%	-4.5%	-4.7%	-17%	11%	-3%
Weymouth	0.0%	9.2%	0.0%	-1.4%	-0.7%	-5.8%	-4%	5%	-2%
Wimborne	3.1%	10.4%	0.8%	-1.0%	-4.7%	-5.4%	-16%	9%	-1%
Wyke Regis	1.8%	25.8%	0.7%	-2.3%	-4.5%	-9.5%	-9%	7%	1%

- the 0-4 age group are over-represented in virtually all libraries but best represented in Blandford, Corfe Mullen and Upton and under-represented in Crossways
- the 5-11 age group are over-represented in all libraries, but are best represented at Corfe Mullen, Upton and Wyke Regis
- the 12 to 14 age group are over-represented in most libraries but best represented in Corfe Mullen. They are under-represented in Beaminster, Portland, Shaftesbury and Sherborne.
- the 15 to 17 age group are under-represented in all libraries
- the 18 to 24 population are under-represented in all libraries particularly so in Portland and Littlemoor two of the most deprived areas
- the 25 to 44 age group are under-represented in all libraries but most under-represented in Swanage, Wyke Regis and Lytchett Matravers
- the 45 to 64 year age group are under-represented in all libraries with the highest levels of under-representation in Lytchett Matravers, Upton, West Moors and Wimborne
- the 65 to 84 year age group are over-represented in all of Dorset Council libraries, particularly so in Beaminster and Blandford
- the 85 and over age group are over-represented in some of Dorset's libraries, Blandford and Beaminster in particular are over-represented but Lyme Regis, Dorchester and West Moors show the highest levels of under representation
- as a library service we are committed to drawing on best practice from across the network of libraries, we will explore the ways libraries have engaged with their catchment communities and identify lessons we can learn/adopt as a network.

### 3.3 Socio-Economic Profile of Library Memberships (Household Characteristics)

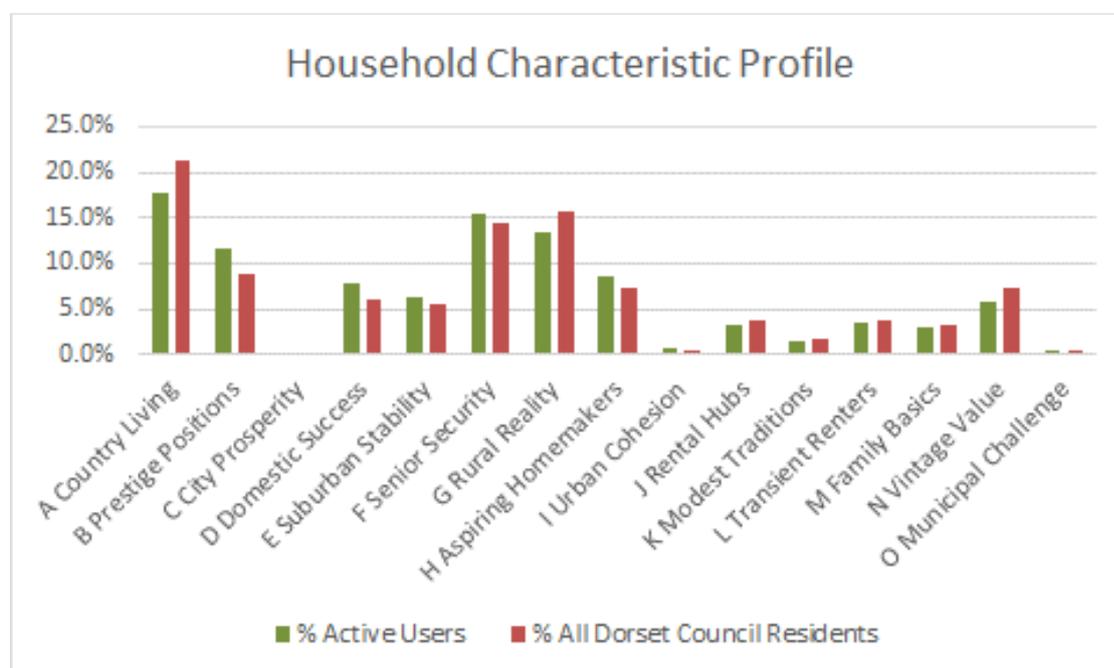


Figure 15. Profile of Household Characteristics based on Experian Data

The Household Characteristic profile based on Experian Mosaic<sup>7</sup> data of the active library users shows a somewhat different profile than for Dorset Council Residents as a whole. There is a higher proportion of more affluent households using Libraries: Prestige Positions, Domestic Success and Senior Security are all over-represented.

There is lower proportion of our Rural Residents ‘Country Living’ and ‘Rural Reality’ which together represent both affluent and ‘average income’ rural residents. The older less affluent households – typically relying on state pension ‘Vintage Value’ are less likely to use a library.

Other more deprived households are slightly under-represented but not significantly.

Table 10 compares the difference in household characteristics for each Library ‘Active User’ compared to the household characteristic within their catchment area. The Household Characteristics further to the right on the table - particularly from K onwards illustrate less affluent households.

<sup>7</sup> Experian Mosaic Classifications 2019

Table 10: Representation of each household characteristic in the library member population compared to catchment using 2019/20 data.

Library	Over/under represented														
	A Country Living	B Prestige Positions	C City Prosperity	D Domestic Success	E Suburban Stability	F Senior Security	G Rural Reality	H Aspiring Homemakers	I Urban Cohesion	J Rental Hubs	K Modest Traditions	L Transient Renters	M Family Basics	N Vintage Value	O Municipal Tenants
Beaminster	-13.0%	-0.1%	-0.2%	0.5%	-0.2%	7.7%	2.5%	-0.4%	-0.4%	0.0%	0.0%	0.7%	-0.1%	1.6%	0.9%
Blandford	-1.7%	0.8%	-0.2%	1.6%	0.2%	-1.9%	-2.3%	2.0%	-0.2%	0.6%	-0.6%	3.0%	-0.4%	-1.3%	-0.5%
Bridport	-2.5%	1.2%	0.0%	1.0%	-2.5%	3.1%	1.1%	2.1%	-0.1%	-0.4%	-1.0%	1.4%	-0.8%	-2.0%	-1.0%
Corfe Mullen	0.7%	0.0%	0.0%	1.9%	9.3%	-7.5%	-0.8%	-1.5%	-0.3%	0.3%	-0.5%	-0.5%	-1.1%	0.2%	-0.3%
Crossways	3.9%	-2.1%	0.0%	2.5%	-2.3%	-1.8%	-2.9%	3.4%	0.2%	0.0%	-0.2%	-1.1%	0.5%	0.2%	-0.3%
Dorchester	-3.2%	0.8%	-0.1%	4.1%	-1.0%	2.8%	-1.6%	0.3%	0.1%	-0.9%	-0.8%	1.1%	-0.6%	-1.6%	-0.5%
Ferndown	-1.4%	-4.9%	0.0%	-1.4%	0.7%	9.4%	-1.6%	-2.4%	0.1%	0.9%	-0.9%	-0.3%	0.9%	0.7%	-0.1%
Gillingham	1.7%	-1.6%	0.0%	5.0%	-4.2%	2.8%	-2.2%	2.4%	0.0%	-0.7%	-1.7%	-0.2%	0.2%	-1.6%	-0.5%
Littlemoor	-5.3%	-2.0%	0.0%	1.2%	0.7%	2.8%	4.6%	1.1%	0.3%	0.2%	-5.0%	3.3%	-2.2%	1.2%	-3.7%
Lyme Regis	9.9%	-1.5%	0.0%	-0.2%	-0.5%	0.9%	-4.7%	-1.4%	0.0%	-1.9%	-0.1%	-0.3%	-0.1%	-0.6%	-0.2%
Lytchett Matravers	-2.7%	2.2%	0.0%	1.9%	2.1%	-0.6%	-1.3%	0.8%	0.2%	0.2%	-0.8%	-0.4%	0.2%	-1.5%	-0.4%
Portland	-0.7%	0.3%	0.0%	-0.1%	-3.2%	0.9%	19.5%	0.0%	0.3%	-2.8%	-6.3%	-3.4%	-1.9%	-0.9%	-1.8%
Shaftesbury	-8.9%	1.4%	0.0%	3.1%	-2.3%	2.6%	-3.2%	9.4%	-0.1%	-0.9%	-2.5%	-0.9%	-1.0%	3.1%	-0.3%
Sherborne	1.9%	0.4%	0.0%	-1.1%	-1.3%	7.2%	-4.6%	-0.1%	0.0%	-0.6%	0.0%	-1.2%	-0.7%	0.1%	-0.6%
Sturminster Newton	-5.5%	0.4%	0.0%	0.9%	0.0%	2.6%	1.2%	-0.7%	0.0%	0.3%	0.1%	0.4%	-0.3%	0.5%	-0.1%
Swanage Mosaic	-2.4%	-1.6%	0.0%	0.6%	2.5%	5.8%	-1.6%	0.9%	0.5%	-1.8%	-1.6%	0.1%	0.8%	-2.9%	-0.1%
Upton	1.2%	1.2%	0.0%	-1.6%	3.1%	-2.0%	0.3%	4.2%	0.1%	0.7%	-4.2%	-1.9%	1.0%	-2.5%	0.1%
Verwood	-7.6%	5.6%	0.0%	6.7%	-2.4%	5.5%	-7.9%	0.4%	0.1%	0.4%	-0.7%	0.4%	-0.1%	-0.6%	-0.1%
Wareham	-1.3%	0.7%	0.0%	2.0%	-0.5%	0.6%	-3.9%	3.8%	0.2%	-0.4%	-1.2%	0.4%	0.0%	-0.3%	-0.3%
West Moors	0.7%	3.0%	0.0%	1.1%	-5.8%	6.3%	-4.6%	0.2%	0.1%	-0.5%	0.3%	-0.3%	1.2%	-2.4%	0.1%
Weymouth	2.4%	0.8%	0.0%	1.3%	-2.4%	-0.2%	4.6%	0.2%	-0.2%	0.0%	-4.1%	2.7%	-2.0%	-2.8%	-1.1%
Wimborne	-14.3%	11.3%	0.0%	4.6%	-0.1%	6.7%	-2.0%	0.0%	0.0%	-2.0%	-1.1%	0.2%	-1.1%	-2.6%	-0.3%
Wyke Regis	0.3%	1.7%	0.0%	-0.7%	-11.5%	-0.9%	2.4%	-0.4%	0.5%	1.4%	-1.2%	0.8%	4.2%	2.2%	0.8%

The data highlights a noticeable trend that for the majority of Dorset Council Libraries the 'Active User' population tend to be over-represented in the more affluent households: Group B Prestige Positions; Group D Domestic Success; Group F Suburban Security; Group H Aspiring Homemakers are over-represented in most of our Council Libraries.

Rural Residents (Country Living and Rural Reality) tend to be under-represented in most of the Council run libraries they may however be picked up in the Community Libraries.

Less affluent households tend to be under-represented in the Active User population.

However, some libraries buck this trend. Wyke Regis Library's Active User population is over-represented with the less affluent households and Beaminster Library has a slight over-representation of some of the less affluent households. Shaftesbury Library has a higher proportion of Older less affluent Users and Weymouth, Littlemoor and Blandford have a higher than expected proportion of Transient Renters using their services 'these tend to be younger singles – living in low cost short-term rentals'. As a library service we are committed to drawing on best practice from across the network of libraries, we will explore the ways in which these libraries have engaged with their catchment communities and identify lessons we can learn/adopt as a network.

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### 3.4 Ethnicity Profile of Library Membership

Table 11. Ethnicity profile in the library member population compared to catchment

Library Catchment Area	Ethnic Minority population as a percentage of catchment population <sup>8</sup>	Percentage Ethnic Minority library user membership (2021/22 data) <sup>9</sup>
Beaminster Library	3.0%	2.7%
Blandford Library	5.9%	3.5%
Bridport Library	3.6%	1.7%
Corfe Mullen Library	3.2%	3.0%
Crossways Library	2.8%	2.9%
Dorchester Library	4.7%	3.6%
Ferndown Library	4.3%	3.8%
Gillingham Library	5.2%	4.6%
Littlemoor Library	3.5%	3.5%
Lyme Regis Library	5.2%	1.5%
Lytchett Matravers Library	2.3%	1.9%
Portland Library <sup>10</sup>	3.2%	3.4%
Shaftesbury Library <sup>6</sup>	5.7%	2.5%
Sherborne Library	5.5%	2.7%
Sturminster Newton Library	3.9%	1.8%
Swanage Library	5.3%	3.1%
Upton Library	3.7%	4.1%
Verwood Library	3.7%	1.2%
Wareham Library	3.2%	1.9%
West Moors Library	3.4%	1.3%
Weymouth Library	5.2%	3.3%
Wimborne Library	3.6%	1.7%
Wyke Regis Library	2.5%	2.2%

Table 11 indicates that four library catchments reflect or exceed the ethnic minority make up of their catchment population: Crossways, Portland, Upton and Littlemoor. For the remaining 19 libraries there is an under representation of ethnic minority members. As a library service we are committed to drawing on best practice from across the network of libraries, we will explore the ways in which Crossways, Portland, Upton and Littlemoor have engaged with their catchment communities and identify lessons we can learn/adopt as a network.

Library membership protected characteristic data is optional when registering for library membership, so is dependent on individuals disclosing their protected characteristics. A possible

<sup>8</sup> Ethnic Minority Data Based on the Census 2011 (for all residents – not just working age). For the purpose of this analysis 'Ethnic minorities' includes all ethnicities except white British ethnicity.

<sup>9</sup> 2021/22 - all members currently in the libraries management system that were created 01/06/2016 – 31/03/2022

<sup>10</sup> Excludes Ethnic Minority data (Census 2011) for the Communal Establishments that includes Guys Marsh, Portland YOI and what was previously The Verne Prison.

reason for low disclosure is that an individual may not see the relevance. The protected characteristics data presented reflects all members currently in our libraries management system that were created since June 2016. Therefore, the reported library membership characteristics will not necessarily be a true reflection of library membership characteristics.

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### 3.5 Disability Profile of Library Membership

Table 12. Disability profile in the library member population compared to catchment using 2021/22 membership data.

Library Catchment Area	Residents with a declared disability as a percentage of the catchment population <sup>11</sup>	Percentage of library user membership with a declared disability (2021/22) <sup>12</sup>
Beaminster Library	8%	1%
Blandford Library	7%	1%
Bridport Library	10%	0%
Corfe Mullen Library	6%	0%
Crossways Library	9%	1%
Dorchester Library	8%	2%
Ferndown Library	10%	2%
Gillingham Library	7%	2%
Littlemoor Library	8%	1%
Lyme Regis Library	11%	1%
Lytchett Matravers Library	7%	0%
Portland Library <sup>1</sup>	8%	1%
Shaftesbury Library <sup>1</sup>	6%	0%
Sherborne Library	8%	1%
Sturminster Newton Library	8%	1%
Swanage Library	10%	1%
Upton Library	7%	0%
Verwood Library	7%	1%
Wareham Library	8%	1%
West Moors Library	12%	1%
Weymouth Library	10%	2%
Wimborne Library	8%	0%
Wyke Regis Library	7%	1%

Table 12 indicates that all 23 libraries there is an under representation of individuals who have shared that they have a disability. We do not collect disability type or impairment group data, due to a historic data collection decision.

Library membership protected characteristic data is optional when registering for library membership, so is dependent on individuals disclosing their protected characteristics. A possible reason for low disclosure is that an individual may not see the relevance. The protected characteristics data presented reflects all members currently in our libraries management system that were created since June 2016. Therefore, the reported library membership characteristics will not necessarily be a true reflection of library membership characteristics.

<sup>11</sup> Disability data based on the Census 2011 (for all residents – not just working age). Those who classify themselves as having a limiting long-term illness that affects their day to day activity a lot.

<sup>12</sup> 2021/22 - all members currently in the libraries management system that were created 01/06/2016 – 31/03/2022

### 3.6 Sex Profile of Library Membership

Table 13 highlights the under presentation of males and over representation of females across all 23 libraries.

Table 13. Sex profile in the library member population compared to catchment using 2021/22 membership data<sup>13</sup>.

Library Catchment	Males as a percentage of catchment population	Females as a percentage of catchment population	Males as a percentage of library user membership	Females as a percentage of library user membership	Sex unknown as a percentage of library user membership	Declined as a percentage of library user membership
Beaminster Library	50%	50%	32%	61%	0%	6%
Blandford Library	51%	49%	35%	63%	0%	1%
Bridport Library	48%	52%	36%	63%	0%	1%
Corfe Mullen Library	49%	51%	37%	61%	0%	2%
Crossways Library	48%	52%	33%	65%	0%	2%
Dorchester Library	48%	52%	36%	61%	0%	2%
Ferndown Library	48%	52%	36%	62%	0%	2%
Gillingham Library	49%	51%	37%	62%	0%	1%
Littlemoor Library	49%	51%	32%	65%	0%	2%
Lyme Regis Library	47%	53%	31%	67%	0%	2%
Lytchett Matravers Library	49%	51%	36%	62%	0%	1%
Portland Library	53%	47%	35%	63%	0%	2%
Shaftesbury Library	49%	51%	35%	63%	0%	2%
Sherborne Library	48%	52%	35%	63%	0%	2%
Sturminster Newton Library	49%	51%	32%	66%	0%	2%
Swanage Library	49%	51%	36%	62%	0%	1%
Upton Library	48%	52%	36%	63%	0%	1%

<sup>13</sup> 2021/22 - all members currently in the libraries management system that were created 01/06/2016 – 31/03/2022

<b>Library Catchment</b>	<b>Males as a percentage of catchment population</b>	<b>Females as a percentage of catchment population</b>	<b>Males as a percentage of library user membership</b>	<b>Females as a percentage of library user membership</b>	<b>Sex unknown as a percentage of library user membership</b>	<b>Declined as a percentage of library user membership</b>
Verwood Library	49%	51%	35%	64%	0%	2%
Wareham Library	48%	52%	36%	63%	0%	2%
West Moors Library	47%	53%	34%	64%	1%	1%
Weymouth Library	49%	51%	37%	62%	0%	2%
Wimborne Library	48%	52%	36%	62%	0%	2%
Wyke Regis Library	49%	51%	36%	62%	0%	2%

Library membership protected characteristic data is optional when registering for library membership, so is dependent on individuals disclosing their protected characteristics. A possible reason for low disclosure is that an individual may not see the relevance. The protected characteristics data presented reflects all members currently in our libraries management system that were created since June 2016. Therefore, the reported library membership characteristics will not necessarily be a true reflection of library membership characteristics.

### 3.7 Religious Profile of Library Membership

Table 14. Religious profile in the library member population compared to catchment using 2021/22 membership data<sup>14</sup>.

Library Catchment	Percentage of catchment population who are Christians	Percentage of Library User Membership who are Christian 21/22	Percentage of catchment population who are Buddhists	Percentage of Library User Membership who are Buddhist 21/22	Percentage of catchment population who are Hindus	Percentage of Library User Membership who are Hindus 21/22	Percentage of catchment population who are Jewish	Percentage of Library User Membership who are Jewish 21/22
Beaminstor Library	67.7%	5.6%	0.3%	0.3%	0.0%	0.0%	0.0%	0.0%
Blandford Library	63.3%	15.4%	0.6%	0.5%	0.7%	0.2%	0.1%	0.0%
Bridport Library	62.4%	2.8%	0.4%	0.1%	0.0%	0.0%	0.1%	0.0%
Corfe Mullen Library	64.5%	8.8%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%
Crossways Library	66.3%	11.5%	0.3%	0.6%	0.1%	0.6%	0.2%	0.0%
Dorchester Library	64.2%	11.9%	0.4%	0.4%	0.2%	0.4%	0.0%	0.0%
Ferndown Library	68.1%	16.9%	0.2%	0.2%	0.1%	0.2%	0.3%	0.0%
Gillingham Library	67.0%	11.6%	0.2%	0.3%	0.1%	0.1%	0.1%	0.1%
Littlemoor Library	62.4%	7.7%	0.2%	0.0%	0.1%	0.4%	0.2%	0.0%
Lyme Regis Library	63.9%	4.5%	0.2%	0.3%	0.0%	0.0%	0.3%	0.0%
Lychett Matravers Library	66.6%	8.5%	0.3%	0.0%	0.0%	0.1%	0.0%	0.0%
Portland Library	55.5%	11.6%	0.5%	0.3%	0.0%	0.1%	0.1%	0.0%
Shaftesbury Library	66.9%	2.7%	0.3%	0.2%	0.2%	0.0%	0.2%	0.2%
Sherborne Library	70.4%	4.6%	0.3%	0.1%	0.1%	0.0%	0.1%	0.1%
Syrminster Newton Library	69.8%	4.6%	0.2%	0.0%	0.0%	0.1%	0.2%	0.0%
Swanage Library	65.2%	5.1%	0.4%	0.2%	0.0%	0.0%	0.1%	0.0%
Upton Library	62.9%	11.0%	0.1%	0.3%	0.0%	0.4%	0.0%	0.0%
Verwood Library	67.7%	3.5%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%
Wareham Library	65.5%	6.6%	0.2%	0.1%	0.0%	0.1%	0.1%	0.2%
West Moors Library	69.4%	2.6%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%
Weymouth Library	62.4%	6.3%	0.4%	0.1%	0.1%	0.1%	0.1%	0.0%
Wimborne Library	63.9%	3.0%	0.2%	0.1%	0.2%	0.1%	0.2%	0.0%
Wyke Regis Library	66.0%	8.3%	0.2%	0.2%	0.0%	0.0%	0.2%	0.0%

<sup>14</sup> 2021/22 - all members currently in the libraries management system that were created 01/06/2016 – 31/03/2022

Table 14 continued. Religious profile in the library member population compared to catchment using 2021/22 membership data<sup>15</sup>.

Library Catchment	Percentage of catchment population who are Muslim	Percentage of Library User Membership who are Muslim 21/22	Percentage of catchment population who are Sikh	Percentage of Library User Membership who are Sikh 21/22	Percentage of catchment population who are an other religion	Percentage of Library User Membership who are another religion 21/22	Percentage of catchment population who have no religion	Percentage of Library User Membership who have no religion 21/22	Percentage of catchment population who have not stated religion	Percentage of Library User Membership who prefer not to say 21/22	
Beaminster Library	0.1%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	22.9%	5%	8.4%	9.7%
Blandford Library	0.4%	0.2%	0.0%	0.0%	0.1%	0.5%	0.9%	26.1%	18%	8.2%	3.1%
Bridport Library	0.1%	0.0%	0.0%	0.0%	0.0%	0.7%	0.2%	27.2%	4%	9.0%	3.6%
Corfe Mullen Library	0.2%	0.3%	0.0%	0.0%	0.3%	0.3%	0.3%	27.3%	12%	7.3%	3.8%
Crossways Library	0.1%	0.0%	0.0%	0.0%	0.0%	0.6%	0.6%	25.2%	10%	7.3%	3.2%
Dorchester Library	0.3%	0.2%	0.0%	0.1%	0.6%	0.4%	0.4%	25.9%	14%	8.4%	5.0%
Ferndown Library	0.6%	0.1%	0.0%	0.1%	0.4%	1.1%	22.4%	15%	7.8%	4.0%	
Gillingham Library	0.1%	0.1%	0.0%	0.0%	0.5%	0.8%	24.0%	10%	8.0%	2.8%	
Littlemoor Library	0.3%	0.0%	0.1%	0.0%	0.7%	1.5%	28.0%	7%	8.1%	3.8%	
Lyme Regis Library	0.4%	0.0%	0.0%	0.0%	0.8%	0.2%	25.7%	4%	8.5%	4.7%	
Lytchett Matravers Library	0.0%	0.1%	0.0%	0.0%	0.5%	0.0%	25.2%	11%	7.4%	1.7%	
Portland Library	0.9%	0.0%	0.1%	0.0%	0.8%	0.8%	34.1%	21%	8.0%	4.0%	
Shaftesbury Library	0.3%	0.1%	0.0%	0.1%	0.4%	0.2%	23.3%	2%	8.3%	3.6%	
Sherborne Library	0.5%	0.0%	0.0%	0.0%	0.5%	0.2%	20.4%	4%	7.7%	3.5%	
Sturminster Newton Library	0.2%	0.0%	0.0%	0.0%	0.5%	0.1%	21.5%	7%	7.6%	4.1%	
Swange Library	0.3%	0.1%	0.0%	0.0%	0.5%	0.3%	25.2%	4%	8.4%	1.8%	
Totton Library	0.1%	0.1%	0.0%	0.0%	0.4%	0.4%	28.2%	19%	8.2%	3.4%	
Verwood Library	0.4%	0.1%	0.0%	0.0%	0.4%	0.3%	23.6%	4%	7.5%	3.7%	
Weymouth Library	0.1%	0.1%	0.0%	0.1%	0.5%	0.6%	25.2%	10%	8.4%	3.0%	
West Moors Library	0.2%	0.0%	0.0%	0.0%	0.3%	0.2%	22.6%	3%	7.1%	2.9%	
Weymouth Library	0.4%	0.2%	0.1%	0.0%	0.7%	0.7%	28.2%	10%	7.8%	4.7%	
Wimborne Library	0.3%	0.1%	0.0%	0.0%	0.6%	0.2%	26.7%	5%	7.9%	4.1%	
Wyke Regis Library	0.1%	0.2%	0.2%	0.0%	0.8%	0.4%	24.9%	9%	7.6%	3.0%	

The predominate religions of our library members is Christianity and those with no religion, or no response, or prefer not to say.

Library membership protected characteristic data is optional when registering for library membership, so is dependent on individuals disclosing their protected characteristics. A possible reason for low disclosure is that an individual may not see the relevance. The protected characteristics data presented reflects all members currently in our libraries management system that were created since June 2016. Therefore, the reported library membership characteristics will not necessarily be a true reflection of library membership characteristics.

<sup>15</sup> 2021/22 - all members currently in the libraries management system that were created 01/06/2016 – 31/03/2022

Individual profiles have been prepared on an interactive dashboard for each library (including Community Managed Libraries) which present full data sets explored in the Needs Assessment including performance data, profiling data and demographic data. [Library Service Profiler Expanded Version GeoJSON 2021 update - Research Dorset | Tableau Public](#)

DRAFT

## 4 CIPFA Comparisons

### 4.1 Library Services Comparator Data (CIPFA)

The Council has a responsibility to ensure that its public library services are delivering value for money compared against the extent to which it is meeting needs and having a local impact. The needs assessment has sought to assess value for money by making comparisons between cost and use of library services in Dorset Council and other library authorities that have similar characteristics. This approach provides a useful high-level indicative analysis to benchmark but, due to a number of variables direct comparisons can be limited. All data looks at the Financial Year 2019/20

Figure 16 provides some comparison using CIPFA data to benchmark the total number of service points per 100,000 population in Dorset and other local (similar) authorities to consider the volume of service provision. The data indicates that Dorset has the highest number of service points than any of the comparator authorities. By using per 100,000 population the data standardises population differences to give an accurate representation of service.



#### CIPFA Public Libraries Profile 2020

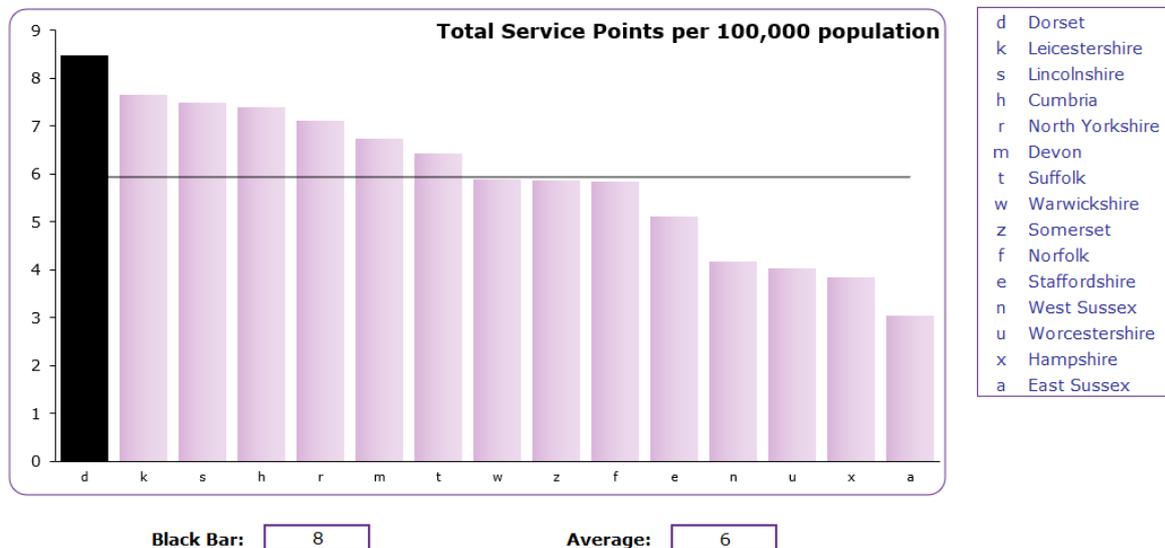


Figure 16. CIPFA Public Libraries Profile 2020: Total Service Points per 100,000 population.

Figure 17 provides comparison data for the number of active borrowers per 100,000 population and illustrates that Dorset has the highest rate of active borrowers of all comparative libraries.



### CIPFA Public Libraries Profile 2020

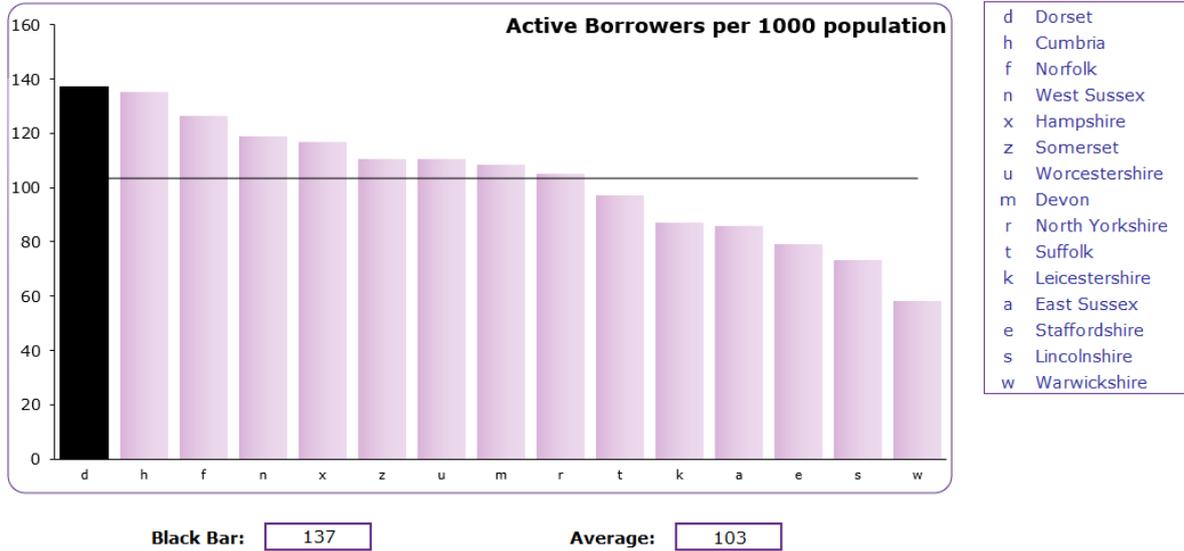


Figure 17. CIPFA Public Libraries Profile 2020: Active Borrowers per 100,000 population.

Figure 18 highlights the number of physical visits per 1,000 population across comparative authorities and illustrates that Dorset Council has just slightly higher than average number of visits when compared to our similar authority comparators.



### CIPFA Public Libraries Profile 2020

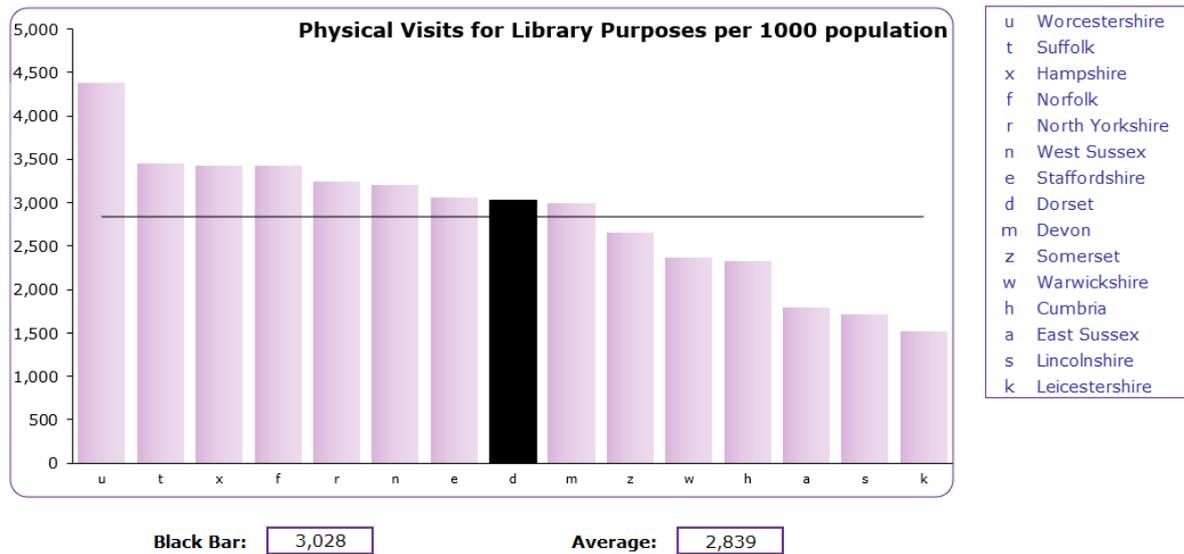


Figure 18. CIPFA Public Libraries Profile 2020: Physical visits for library purposes per 1000 population

Figure 19 highlights Total Book Issues per 1,000 population and illustrates that Dorset has a slightly lower than average number of book issues when compared to similar authorities.

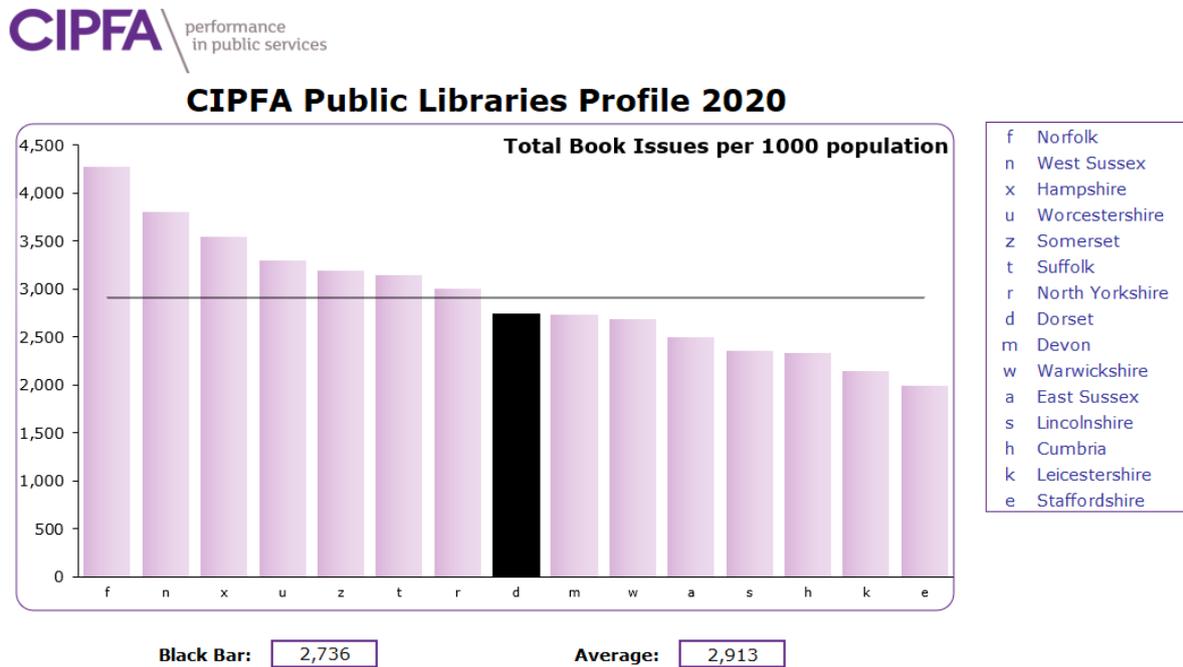


Figure 19 CIPFA Public Libraries Profile 2020: Total Book Issues per 1000 population

Figure 20 highlights the number of hours recorded using electronic workstation per 1,000 population and highlights that Dorset has the lowest level by far when compared to similar authorities.

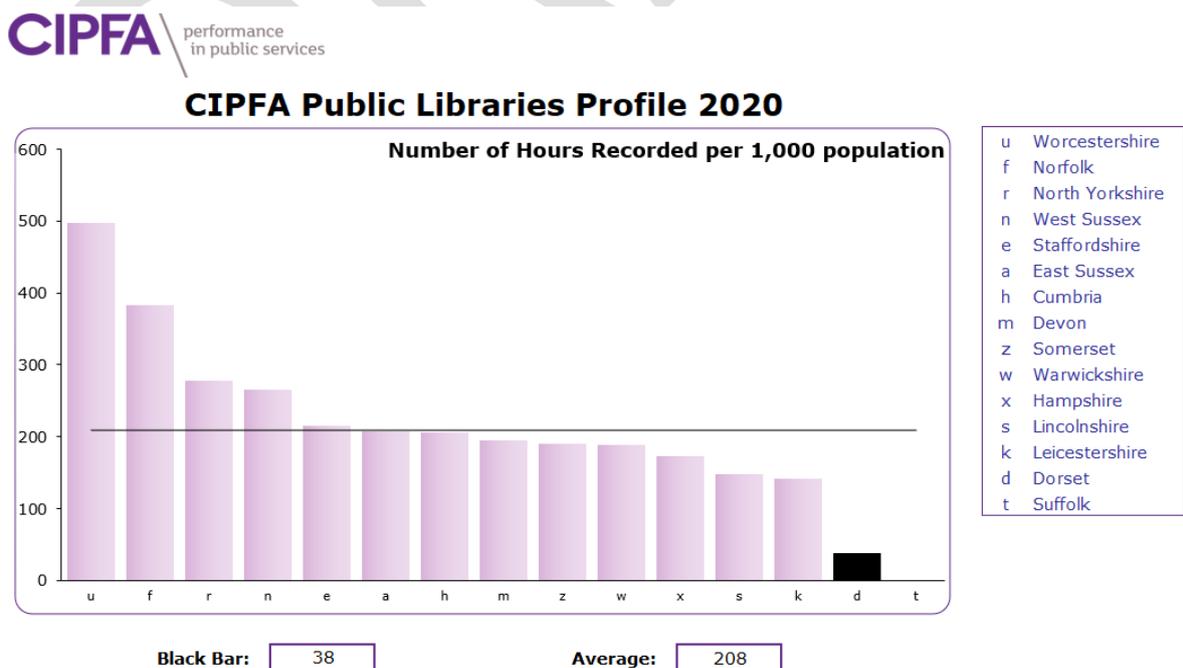


Figure 20 CIPFA Public Libraries Profile 2020: Number of Hours recorded per 1,000 population

## Appendix 1: List of Definitions and Sources

Measure	Definition/Explanation	Source (including year)
<b>Education</b>		
Percentage of reception age children reaching “Good” general level of development	This refers to an assessment judgement which is made for each child at the end of the Reception year.	Dorset Council, 2019
Percentage of children passing KS1 assessment (reading, writing and maths)	This refers to children passing an assessment at age 7 in each of these areas.	Dorset Council, 2019
Percentage of children passing KS2 assessment (reading, writing and maths)	This refers to children passing an assessment at age 11 in each of these areas.	Dorset Council, 2019
Children with education, health and care (EHC) plan	EHC plans identify educational, health and social needs, over and above standard Special Educational Needs, and set out the additional support to meet those needs.	Dorset Council, 2019
Universal Credit claimant aged 18 to 21 as a proportion of all 18 to 21 year olds	This is a proxy for identifying those young people not in employment, education or training.	ONS, 2021
<b>Health</b>		
Indices of deprivation: Mood and Anxiety Disorders	A composite based on the rate of adults suffering from mood and anxiety disorders.	ID Health Domain MHCLG, 2019
Indices of deprivation: Years of potential life lost	Years of potential life lost: an age and sex standardised measure of premature death	ID Health Domain MHCLG, 2019
Percentage of population with a health condition where day to day activity is limited a lot	Data from the 2011 Census giving the proportion of the population who self-identified with a long-term health issue, either causing ‘activities to be limited a little’, or ‘limited a lot’.	ONS Census, 2011
Conception rate for women under 18 years	Middle Layer Super Output Areas (MSOA). As a proxy for LSOAs. MSOAs are Census Geography of approx.: 8,000 people – in some instances data is not available at LSOA level (approx.: 1,500 people) So we have used the MSOA figure as a proxy.	Public Health England, 2017/2021

<b>Measure</b>	<b>Definition/Explanation</b>	<b>Source (including year)</b>
Percentage of children in year 6 who were obese	MSOA (As a proxy for LSOAs) MSOAs are Census Geography of approx.: 8,000 people –n some instances data is not available at LSOA level (approx.: 1,500 people) So we have used the MSOA figure as a proxy.	Public Health England, 2017/2021
Social isolation loneliness (across the life span)	Households were identified who are more vulnerable to suffer from loneliness based on a range of different indicators derived from Experian’s Mosaic Grand Index – which covers a range of socio-demographic, lifestyle and attitude indicators.	Experian Mosaic, 2017
<b>Deprivation</b>		
Index of multiple deprivation	MHCLG and Oxford University have produced a deprivation index based on a range of data sets that can be used to compare small geographic areas across England in terms of deprivation. The Index includes an aggregate rank given to each LSOA which combines data on: Income Deprivation, Employment Deprivation, Education Deprivation, Health Deprivation, Crime Deprivation, Housing and Barriers to Services Deprivation and Living Environment Deprivation. The aggregate dataset is referred to as the Index of Multiple Deprivation.	ID MHCLG, 2019
Deprivation affecting children	Calculated by the number of residents or 0 to 15 year olds in the catchment area that live in areas within the top 30% most deprived for these indicators	IDACI - Subdomain ID MHCLG, 2019

Measure	Definition/Explanation	Source (including year)
Claimant unemployment rate (as a proportion of the population aged 16-64)	Measures the number of people claiming unemployment related benefits	ONS, 2022
Percentage of households with no car or van	2011 Census data	ONS Census, 2011
<b>Local Economy</b>		
Micro business	Micro business numbers by MSOA (proxy for LSOAs)	ONS, 2021
SME business	SME business numbers by MSOA (proxy for LSOAs)	ONS, 2021
<b>Demographic</b>		
Overall population	2020 population estimates from the Office of National Statistics. The estimate is based upon the 2011 census population, adjusted with evidence taken from GP patient register data. (Note: data does not include people who enter the county or catchment for work or education, but these potential users are considered as part of the overall analysis)	ONS MYE, 2020
Percentage of population aged 0 to 4	See Overall population above	ONS MYE, 2020
Percentage of population aged 0 to 18	See Overall population above	ONS MYE, 2020
Percentage of population aged 65+	See Overall population above	ONS MYE, 2020
Population projections (dwelling led projections)	New dwellings proposed by DC Planning over next 10 years multiplied by average household size 2.3	Dorset Council, 2021
<b>Crime</b>		
Crime deprivation indices	Ranking based on the population living in the top 30% most deprived for Crime rank. It measures the risk of personal and material victimisation and is made up of several indicators based on the recorded numbers of violent crimes, burglaries, thefts and criminal damage.	ID MHCLG, 2019

Measure	Definition/Explanation	Source (including year)
<b>Digital exclusion</b>		
Digital exclusion	The Good Things Foundation describes digital exclusion as a lack of digital skills and access that negatively impact a person's life. It can mean poorer health outcomes, lower life expectancy, social isolation and reduced access to jobs and education. It can also mean they pay more for essentials. Digitally excluded people also face increasing risks of lacking voice and visibility as government services and democratic debate move online.	A rank based on a composite score of digital exclusion – taking into consideration, infrastructure, demographics and deprivation it is produced from the Digital Exclusion Risk Index, and highlights area more likely to be digitally excluded, as recommended by the Good Things Foundation 2021.
<b>Library Demand</b>		
Service isolation (proximity to other libraries)	The isolation ranking includes travel time by car <sup>16</sup> and public transport, indicator of the availability of public transport based on bus journey times and number of services available during library opening hours between 09:00 to 13:00 on a Tuesday <sup>17</sup> .	Dorset Council/Google Maps/South West Public Transport Information (SWPTI), 2022
Number of active borrowers in the year	An active borrower is a registered library user that has borrowed an item (such as a book or audio book) from a library by 'checking' out that item using their library membership. Or they have used a public computer with their membership card within the last 12 months (Year is financial year and runs 1 <sup>st</sup> April – 31 <sup>st</sup> March	Libraries West, Libraries Management System, Dorset Council, 2019/20
Number of issues in year	Number of physical items issued for loan. Year is financial year and runs 1 <sup>st</sup> April – 31 <sup>st</sup> March	Libraries West, Libraries Management System, Dorset Council, 2019/20

<sup>16</sup> Google Maps 2021

<sup>17</sup> SWPTI 2021

<b>Measure</b>	<b>Definition/Explanation</b>	<b>Source (including year)</b>
Number of e-books and e-audio books issued in year	Number of e-books and e-audio books issued for loan. Year is financial year and runs 1 <sup>st</sup> April – 31 <sup>st</sup> March	E-books and e-audio books contracted provider
Number of e-magazines and e-comics issued in year	Number of e-magazines and e-comics issued for loan. Year is financial year and runs 1 <sup>st</sup> April – 31 <sup>st</sup> March	E-magazines and e-comics contracted provider
Number of e-newspapers	Number of e-newspapers issued for loan. Year is financial year and runs 1 <sup>st</sup> April – 31 <sup>st</sup> March	E-newspapers contracted provider
Activity and Event participation (in person) in year	Participants to activities and events held in person at a library. Year is financial year and runs 1 <sup>st</sup> April – 31 <sup>st</sup> March	Libraries West, Libraries Management System, Dorset Council, 2019/20
Activity and event participation (virtual) in year	Participants who join activities and events held online live (e.g. author talks). Year is financial year and runs 1 <sup>st</sup> April – 31 <sup>st</sup> March	Online event platform which the event is delivered on e.g. Zoom, Teams etc.
Online views of libraries content	Views of online event content posted on Dorset Council library service's YouTube channel and Library Facebook groups (e.g. recordings of previous events, Rhyme Times etc.). The figure reported will reflect a point in time, as content can be viewed at any time.	YouTube and Facebook
Number of public access computer sessions in year	Number of individual sessions (log ins) on public access computers. Year is financial year and runs 1 <sup>st</sup> April – 31 <sup>st</sup> March	Libraries West, Libraries Management System, Dorset Council, 2019/20
Number of public access computer user hours in year	Number of hours the public access computers have been used. Year is financial year and runs 1 <sup>st</sup> April – 31 <sup>st</sup> March	Libraries West, Libraries Management System, Dorset Council, 2019/20

## Appendix 2: Library Activity Trend Data by Dorset Council Library

Library	Number of active borrowers in the year					
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Dorchester	7898		6835	6812	3183	5580
Ferndown	4314		3777	3809	1844	2860
Weymouth	6694		5869	5717	2509	4073
Blandford	3580		3088	3051	1268	2294
Bridport	3916		3421	3366	1500	2574
Gillingham	2877		2279	2183	913	1576
Sherborne	2955		2601	2709	1321	2277
Wimborne	4301		3462	3468	1687	2881
Shaftesbury	2294		1938	1978	924	1693
Swanage	2363		2138	2048	959	1593
Verwood	2443		2246	2219	1040	1797
Wareham	2434		2114	2164	992	1712
Corfe Mullen	1489		1351	1339	604	1017
Littlemoor	694		721	685	294	548
Lyme Regis	752		655	675	367	595
Lytchett Matravers	1227		1118	1023	543	859
Portland	1045		969	972	418	775
Sturminster Newton	1109		1007	1046	476	874
Upton	1059		909	936	380	729
West Moors	915		835	838	378	625
Wyke Regis	660		610	707	311	504
Beaminster	540		435	413	220	373
Crossways	513		440	413	198	313

Library	Number of issues from library					
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Dorchester	172535	176712	161886	156385	38441	118169
Ferndown	113743	108219	98234	96703	29384	69348
Weymouth	118942	120627	111790	105226	30574	66243
Blandford	66528	64130	55064	53441	18323	46118
Bridport	84084	84710	78101	77939	27569	59090
Gillingham	64342	60193	52410	48976	13541	34542
Sherborne	71333	73609	72209	77497	24516	62160
Wimborne	81112	78469	76167	76973	22975	62400
Shaftesbury	42116	42920	40190	39592	12028	28055
Swanage	49732	46390	44275	46069	13305	31887
Verwood	53852	58242	55290	52363	15112	38748
Wareham	55711	54470	50520	51855	15663	38763
Corfe Mullen	39170	40036	39795	39829	12834	33369
Littlemoor	24143	24360	23808	23605	6318	15249
Lyme Regis	14784	15671	14178	14084	4529	12747
Lytchett Matravers	39194	36310	34246	32925	10727	23538
Portland	21267	21569	21175	19503	7532	19263
Sturminster Newton	29061	32826	32163	32224	9601	21407
Upton	24141	23064	22839	23427	7954	20485
West Moors	30685	31037	28016	27541	9348	23674
Wyke Regis	19603	20174	19401	20257	6405	13958
Beaminster	14104	17101	15716	14756	3727	10699
Crossways	12483	13312	11940	11804	3930	8417

Library	Activity and event participation (in person)					
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Dorchester	254	491	4024	5575	n/a	2189
Ferndown	175	788	2139	4219	n/a	1269
Weymouth	153	300	4383	6526	n/a	2533
Blandford	125	206	3022	3866	n/a	1013
Bridport	194	449	3932	6590	n/a	794
Gillingham	132	308	2440	5806	n/a	972
Sherborne	214	255	1898	3522	n/a	1195
Wimborne	163	585	1269	5510	n/a	315
Shaftesbury	157	33	1647	3892	n/a	1564
Swanage	84	66	2537	3403	n/a	812
Verwood	192	92	1199	2798	n/a	238
Wareham	228	301	2336	3225	n/a	923
Corfe Mullen	195	465	1923	3479	n/a	955
Littlemoor	68	38	341	1363	n/a	271
Lyme Regis	25	65	102	583	n/a	242
Lytchett Matravers	171	238	1582	2147	n/a	369
Portland	132	290	1160	2493	n/a	592
Sturminster Newton	73	55	752	1889	n/a	30
Upton	83	85	913	2373	n/a	388
West Moors	188	357	1386	2284	n/a	744
Wyke Regis	69	110	884	2061	n/a	469
Beaminster	2	0	1	0	n/a	32
Crossways	155	246	798	1283	n/a	283

Library	Public computer user hours								
	2016/17	2017/18	2018/19	2019/20	Context: Number of computers in library (2019/20)	2020/21	Context: Number of computers in library (2020/21) <sup>18</sup>	2021/22	Context: Number of computers in library (2021/22) <sup>12</sup>
Dorchester	10854.57	9636.31	8500.52	10032.05	13	483.3	12	2799.1	14
Ferndown	5774.42	5849.47	6840.47	6914.24	12	431.04	6	1296.18	7 from Nov 2021
Weymouth	16033.38	13949.14	13264.31	11490.47	18	552.3	8	3464.05	18 from March 2021
Blandford	2333.09	2098.18	2006.05	2598.57	5	144.48	2	589.36	3
Bridport	5720.23	6214.58	5699.4	5171.29	7	399.34	5	1446.54	6 from Jan 2022
Gillingham	3176.42	2883.34	3294.12	3025	7	304.27	3	976.24	7
Sherborne	4795.06	3762.35	3080.44	3032.04	7	249.41	3 from July 2020	1454.56	4 from Oct 2021
Wimborne	3590.58	3416.57	3214.36	3195.09	7	217.12	4	903.34	5
Shaftesbury	2122.1	2168.47	1683.36	1604.25	5	101.1	2	616.58	3 from Sept 2021
Swanage	4130.2	4047.14	4652.54	3904.31	8	292.41	2 from July 2020	835.45	2
Verwood	1703.36	1545.02	1419.01	1378.44	5	61.34	2	487.12	2
Wareham	2967.01	3338.34	2906.15	2779.04	8	598.59	3	1015.46	3
Corfe Mullen	602.15	672	725.27	913.38	3	24.25	1	219.09	2
Littlemoor	802.22	769.58	521.37	609.57	4	45.31	2	195.24	2
Lyme Regis	439.38	453.28	418.43	383.38	4	10.59	1	106.26	2

<sup>18</sup> The number of public computers were reduced and re-opened in line with COVID-19 health and safety risk assessments

Library	Public computer user hours								
	2016/17	2017/18	2018/19	2019/20	Context: Number of computers in library (2019/20)	2020/21	Context: Number of computers in library (2020/21) <sup>18</sup>	2021/22	Context: Number of computers in library (2021/22) <sup>12</sup>
Lytchett Matravers	536.4	504.5	418.01	474.09	3	10.36	2	111.22	2
Portland	873.22	734.16	763.59	654.22	4	33.32	1	230.06	2
Sturminster Newton	589.16	529.54	527.32	837	4	17.18	3	149.23	3
Upton	324.39	430.15	483.5	339.21	3	5.33	1	121.06	2
West Moors	587.38	654.27	604.54	735.55	5	41.08	2	168.29	3
Wyke Regis	525.01	623.31	565.5	529.16	3	24.47	1	205.32	2
Beaminster	527.47	541.07	433.14	470.38	2	12.11	0	126.26	2 from July 2021
Crossways	405.12	211.5	210.23	222.59	3	8.08	1	29.15	2

Library	Number of public computer sessions								
	2016/17	2017/18	2018/19	2019/20	Context: Number of computers in library (2019/20)	2020/21	Context: Number of computers in library (2020/21) <sup>19</sup>	2021/22	Context: Number of computers in library (2021/22) <sup>13</sup>
Dorchester	18147	18617	16381	16936	13	999	12	4917	14
Ferndown	9772	9857	9201	8733	12	656	6	2404	7 from Nov 2021
Weymouth	26070	26632	24242	20369	18	1078	8	6190	18 from March 2021
Blandford	4560	4276	4194	4710	5	258	2	1126	3
Bridport	9451	9658	8975	8305	7	645	5	2526	6 from Jan 2022
Gillingham	4691	4608	4421	4106	7	389	3	1479	7
Sherborne	6386	5797	5200	5040	7	404	3 from July 2020	2180	4 from Oct 2021
Wimborne	5796	5922	5954	6008	7	427	4	1735	5
Shaftesbury	3628	3969	3130	2995	5	207	2	1035	3 from Sept 2021
Swanage	6217	6508	5918	5350	8	320	2 from July 2020	1619	2
Verwood	2812	2754	2606	2347	5	129	2	775	2
Wareham	3853	4373	3613	3571	8	441	3	1377	3
Corfe Mullen	1242	1430	1558	1502	3	46	1	346	2
Littlemoor	1259	1377	1018	1231	4	87	2	376	2
Lyme Regis	778	806	764	766	4	39	1	266	2
Lytchett Matravers	937	887	713	722	3	28	2	266	2
Portland	1475	1492	1531	1335	4	64	1	516	2
Sturminster Newton	3628	1076	973	1362	4	39	3	334	3
Upton	756	875	1015	813	3	17	1	276	2
West Moors	1048	1109	1004	1145	5	75	2	312	3

<sup>19</sup> The number of public computers were reduced and re-opened in line with COVID-19 health and safety risk assessments

Library	Number of public computer sessions								
	2016/17	2017/18	2018/19	2019/20	Context: Number of computers in library (2019/20)	2020/21	Context: Number of computers in library (2020/21) <sup>19</sup>	2021/22	Context: Number of computers in library (2021/22) <sup>13</sup>
Wyke Regis	903	1039	934	945	3	52	1	410	2
Beaminster	772	857	708	812	2	21	0	170	2 from July 2021
Crossways	717	456	331	399	3	15	1	92	2

# Annex 1

## LSOA

### Analysis of Need

## Needs Assessment Measures

### Education

- percentage of reception age children reaching “Good” general level of development
- percentage of children passing KS1 assessment (reading, writing and maths)
- percentage of children passing KS2 assessment (reading, writing and maths)
- children with education, health and care (EHC) plan
- unemployment support claimants aged 18 to 21 as a proportion of all 18 to 21 year olds

### Demographic

- overall population
- percentage of population aged 0 to 4
- percentage of population aged 0 to 18
- percentage of population aged 65+
- population projections (dwelling led projections)

### Deprivation

- index of multiple deprivation
- deprivation affecting children
- claimant unemployment rate (as a proportion of the population aged 16-64)
- percentage of households with no car or van

### Health

- indices of deprivation: mood and anxiety disorders
- indices of deprivation: years of potential life lost
- percentage of population with a health condition where day to day activity is limited a lot
- conception rate for women under 18 years
- percentage of children in year six who were obese
- social isolation loneliness (across the life span)

### Crime rate

- crime deprivation indices

### Digital exclusion

- digital exclusion

### Local economy

- number of micro business
- number of small medium enterprise business

## **Geographical analysis: LSOAs**

Each theme of need has been plotted onto LSOAs (lower-layer super output areas). Each of these areas are designed to be of a similar population size, with an average of approximately 1,500 residents or 650 households. If a theme of need had multiple measures, these were combined to produce a rank of need for each theme. Dorset has 219 LSOAs and Table 1 provides a matrix of need for each LSOA, ranking each theme of need 1 (red, most need) -219 (blue, least need). It is important to note that the data is ranked relative to other areas of Dorset, so a being ranked red does not necessarily mean there is a significant issue, but it could mean that in relative terms they are higher than other areas in Dorset.

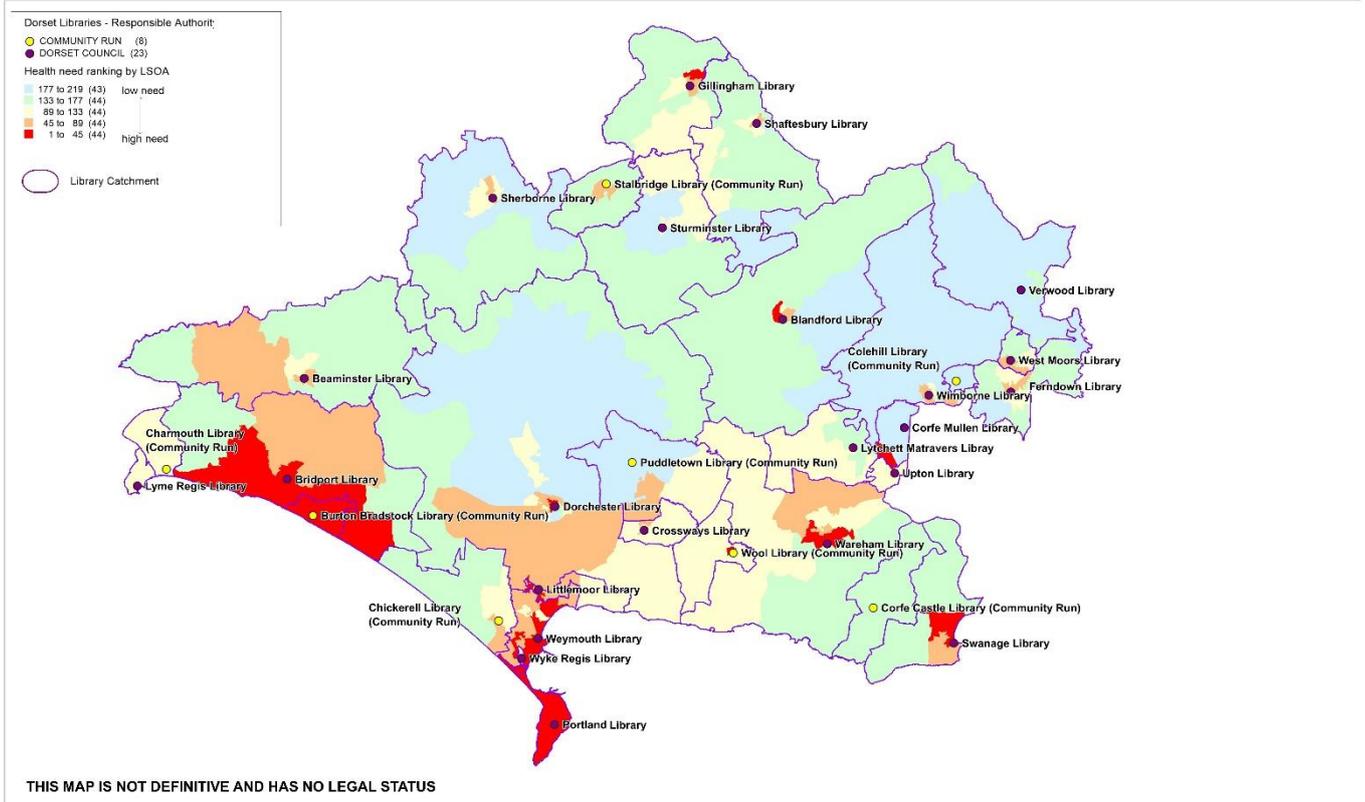
An overall rank of need was produced by aggregating each theme of need.

Annex 1 also presents the need data geographically via heat maps of need (red indicating most need and blue indicating least need).

Annex 1 provides relevant evidence to help inform service delivery across a range of council services and partners.



# Health



Dorset Libraries with catchment areas mapped against health need by Lower Super Output Area

*Lower Super Output Areas are geographical areas with approximately 1,500 residents in each area*

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<b>Date:</b> 14/02/2022	
<b>Scale:</b> 1:442261	
<b>Drawn By:</b>	
<b>Cent X:</b> 380150	
<b>Cent Y:</b> 99063	

# Deprivation

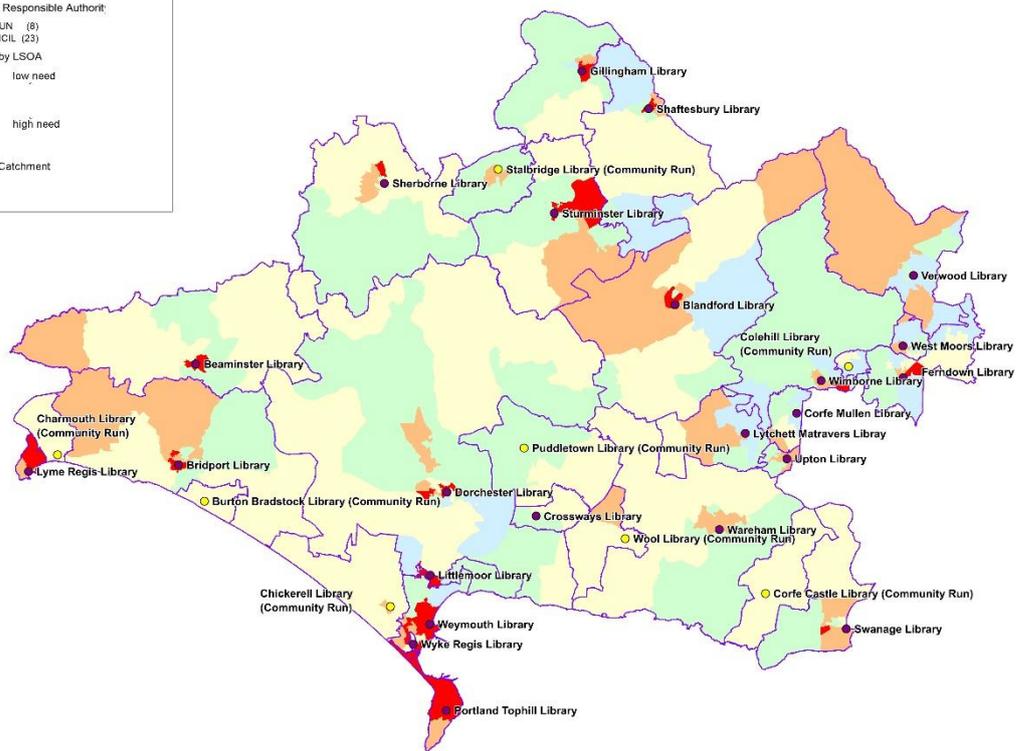
**Dorset Libraries - Responsible Authority:**

- COMMUNITY RUN (8)
- DORSET COUNCIL (23)

**Deprivation rank by LSOA**

- 177 to 219 (43) low need
- 133 to 177 (44)
- 89 to 133 (44)
- 45 to 89 (44)
- 1 to 45 (44) high need

○ Library Catchment



**THIS MAP IS NOT DEFINITIVE AND HAS NO LEGAL STATUS**

Dorset Libraries with catchment areas mapped against deprivation by Lower Super Output Area

*Lower Super Output Areas are geographical areas with approximately 1,500 residents in each area*

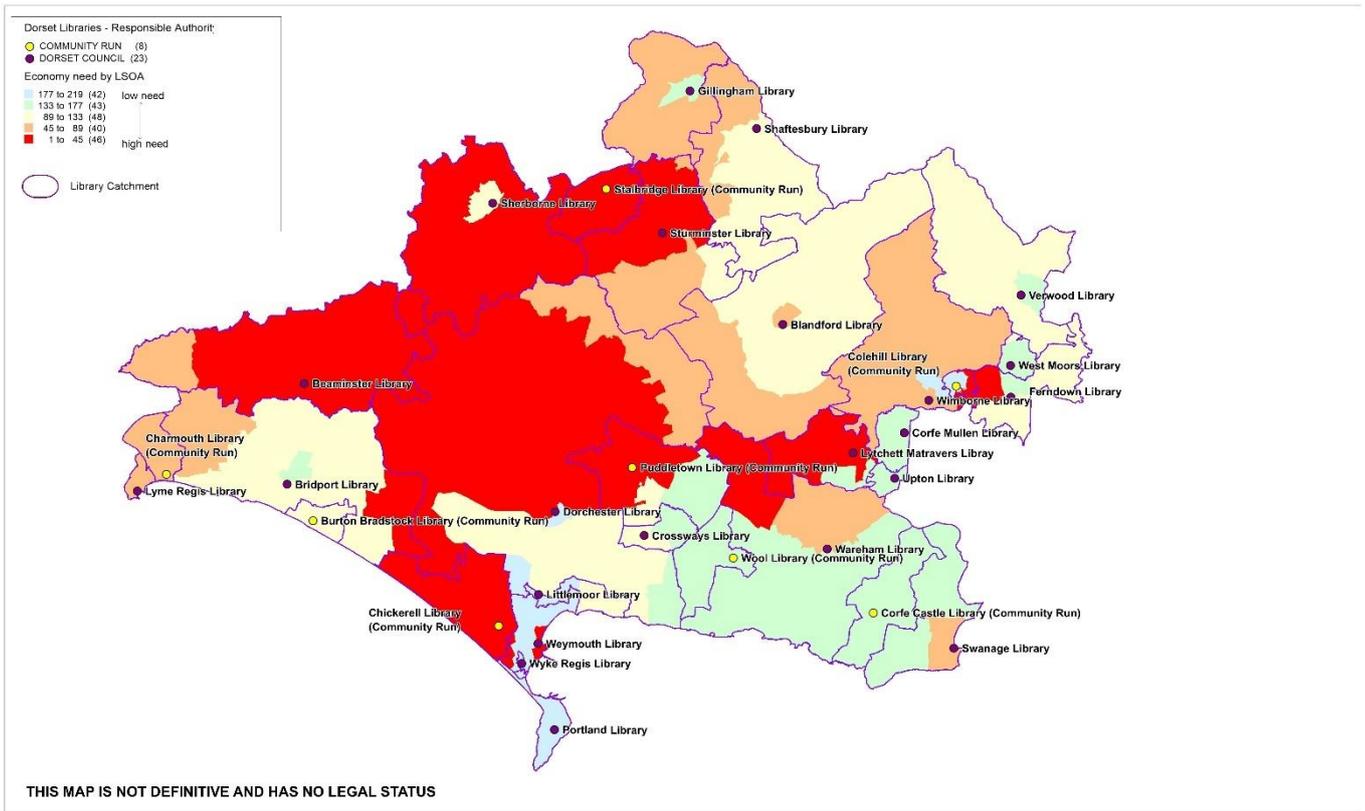
**Ref:**  
**Date:** 14/02/2022  
**Scale:** 1:442261  
**Drawn By:**  
**Cent X:** 380150  
**Cent Y:** 99063



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# Local Economy



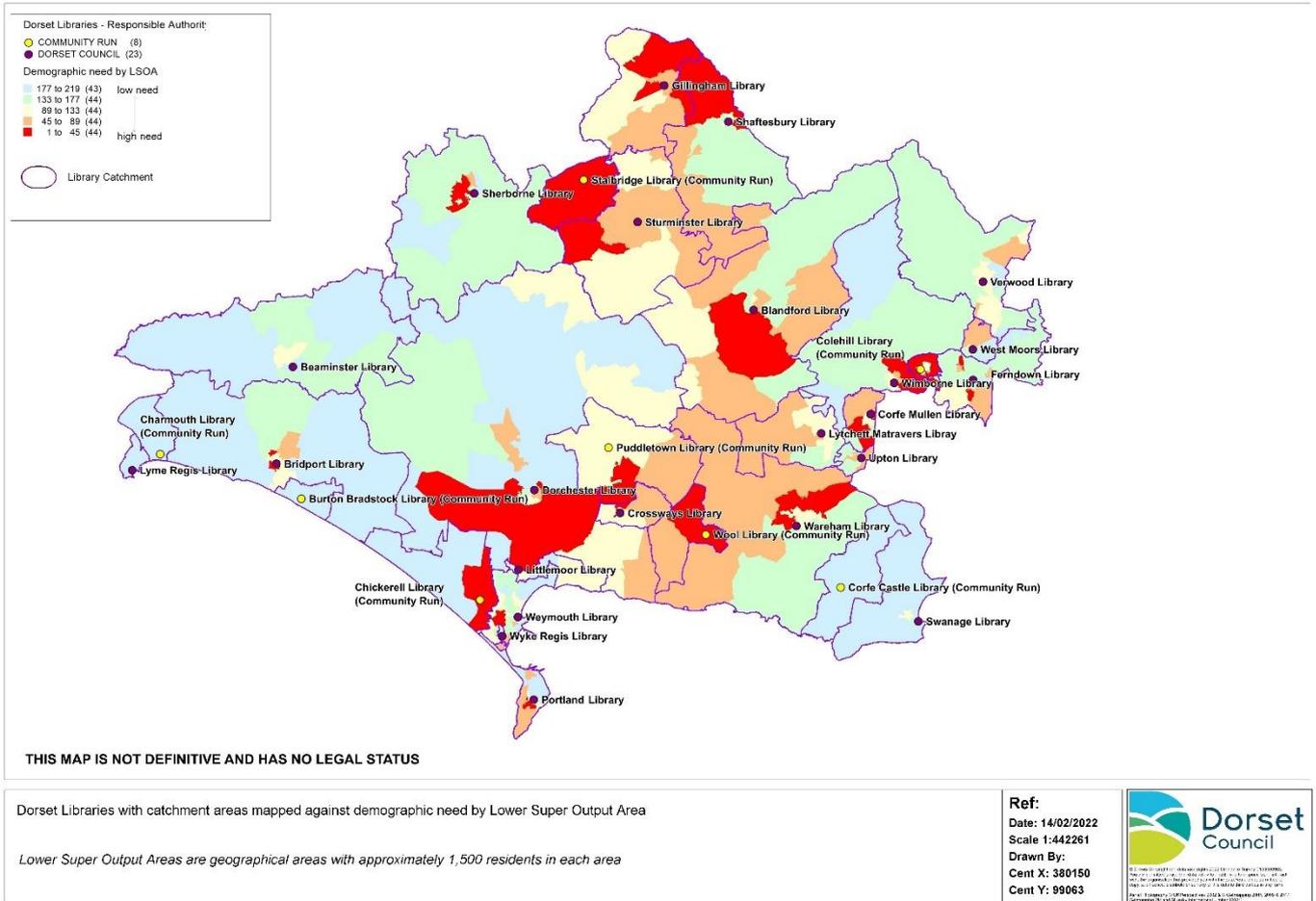
Dorset Libraries with catchment areas mapped against economy need by Lower Super Output Area

Lower Super Output Areas are geographical areas with approximately 1,500 residents in each area

Ref:  
Date: 14/02/2022  
Scale 1:442261  
Drawn By:  
Cent X: 380150  
Cent Y: 99063



# Demographic









**Table 1: LSOA Analysis of Need**

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Melcombe Regis Town Centre	6	3	1	21.5	128	1	26	1
Rodwell and Chapelhay	11	5	6	21.5	65	21	52	2
Melcombe Regis Carlton Road	7	4	8	21.5	106	5	39	3
Fortuneswell North	8	2	2	191	56	12	10	4
Littlemoor West	3	8	3	214.5	98	11	11	5
Westham North Westhaven	4	17	5	198	28	31	2	6
Bridport Court Orchard	1	16	13	165.5	13	55	30	7
Melcombe Regis Lodmoor Hill	66	1	11	21.5	100	28	24	8
Melcombe Regis Park District	43	7	4	21.5	145	3	29	9
Bridport Skilling	81	5	10	131	19	4	42	10
Westham West Lanehouse	26	13	30	202.5	7	91	6	11
Fordington East	5	49	15	191	29	30	103	12
Wareham Town	54	15	50	51.5	91	45	7	13
Dorchester Town Centre	72	10	19	4	184	52	23	14
Westham East Knightsdale Road	64	12	9	202.5	147	6	35	15

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Dorchester Centre Brewery Square	137	18	16	4	111	8	17	16
Weston West	74	20	14	206.5	47	66	60	17
Poundbury South	36	70	35	4	38	22	146	18
Westham East Abbotsbury Road	10	54	18	202.5	102	32	187	19
Westham North Goldcroft Road	9	60	19	198	152	10	96	20
Weymouth West Doncaster Rd	78	24	25	218	49	89	51	21
Littlemoor East	16	51	12	214.5	126	9	151	22
Shaftesbury Central	34	64	22	90.5	90	50	95	23
Gillingham Town	13	67	31	161.5	45	36	177	24
Fortuneswell South	20	21	7	191	215	15	173	25
Weston East	109	19	33	206.5	23	62	92	26
Wyke Regis Ferry Bridge	41	36	40	210.5	83	76	48	27
Wimborne Leigh Park	92	87	21	58.5	8	14	107	28
Beaminster South	38	57	28	15.5	189	87	37	29
Ferndown Tricketts Cross	15	82	27	152	164	48	4	30

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Sherborne East Gryphon	47	83	17	120.5	84	90	36	31
Westham West St Augustines	47	48	45	202.5	31	27	110	32
Blandford Old Town	184	11	24	84	160	16	62	33
Upwey and Broadwey East	27	31	26	214.5	109	105	186	34
Poundbury North	25	93	62	4	39	102	106	35
Chickerell	61	59	60	39	41	149	78	36
Wareham Worgret	119	37	84	51.5	18	38	47	37
Rodwell and the Nothe	152	14	42	21.5	184	13	117	38
Gillingham Lodborne	90	35	56	161.5	56	133	34	39
Wareham Northport	82	45	48	51.5	95	134	84	40
Wyke Square	60	32	39	210.5	165	49	72	41
Sturminster Newton Town	17	111	32	44	71	143	123	42.5
Blandford Station	122	46	36	84	47	60	152	42.5
Bradpole	24	52	77	165.5	62	159	43	44
Winterborne St. Martin	45	79	90	111	11	34	71	45
Radipole West	94	44	43	184	92	107	54	46

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Three Legged Cross	23	139	71	111	53	25	14	47
Swanage Town Centre	71	38	52	74	133	131	162	48
Upton & Beacon Heath	84	33	47	170	144	35	147	49
Weymouth West Everest Road	65	22	33	218	173	100	168	50
Charlestown	99	69	109	39	3	37	127	51
Bovington Camp	2	122	74	144	4	203	181	52
Bridport Centre North	138	29	64	165.5	124	29	83	53
Tophill East Easton	93	25	44	206.5	118	93	174	54
Bridport Centre & Allington	217	9	29	131	120	33	101	55
Wimborne The Station	21	141	50	58.5	31	59	203	56
Swanage North	49	26	90	74	201	119	46	57
Netherbury	30	65	58	90.5	161	184	97	58
Ferndown Tricketts Cross East	31	143	38	152	86	46	125	59
Charminster	28	113	76	10	77	185	55	60
Lyme Regis East	32	116	41	51.5	187	85	79	61
Beaminster North	12	109	113	15.5	100	121	112	62

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Swanage South	52	56	69	74	209	53	135	63
Wool Village	91	39	110	144	44	95	114	64
Ferndown St Marys	97	75	65	152	138	92	15	65
Durweston & Stourpaine	43	142	57	111	71	110	73	66
Upton Wood	55	90	63	170	62	51	217	67
Blandford Langton St Leonards	153	77	46	84	51	82	154	68
Tophill East Grove Road	154	34	23	191	217	2	118	69
Chickerell Handborough & Littlesea	182	58	72	39	96	88	64	70
Swanage Herston	129	61	37	74	190	79	130	71
New Swanage & Ulwell	170	28	73	74	212	41	12	72
Winfrith	37	92	98	144	79	115	74	73
Sandford South	59	101	111	51.5	21	146	91	74
Southwell and Portland Bill	125	41	78	206.5	79	125	70	75
Crossways	58	78	117	111	9	154	150	76
West Purbeck	40	103	102	144	54	75	113	77

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Bulbarrow	14	158	70	68	116	158	153	78
Shaftesbury Grosvenor	42	164	59	90.5	22	124	175	79
Dorchester Victoria Park	121	96	54	4	136	64	197	80
Loders	19	67	151	90.5	192	109	61	81
Matravers & Mordens	148	128	61	28.5	58	98	89	82
Chideock & Symondsburly	190	27	97	90.5	194	42	22	83
Marnhull	57	100	105	44	121	206	40	84
Sherborne West Westbridge Park	131	107	54	120.5	92	162	32	85
Shaftesbury Christy's	22	202	49	90.5	16	44	204	86
Chickerell Environs	127	125	120	39	1	39	179	87
Wimborne Town Centre	212	62	67	58.5	115	24	111	88
The Beacon	46	156	95	111	167	7	8	89
Wyke Regis Castle Hill	110	55	99	210.5	127	84	120	90
Gillingham Wyke	53	91	143	161.5	35	151	100	91
Upton East	62	104	85	170	87	43	207	92

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Verwood Potterne & Woolsbridge	39	198	68	111	107	20	53	93
Sandford North & Holton Heath	203	71	104	51.5	61	78	49	94
Westham North Southill	122	50	148	198	113	83	56	95.5
Dorchester Queen's Ave.	105	86	145	4	146	18	167	95.5
Broadwindsor	67	84	101	15.5	213	181	58	97
Bothenhampton & West Bay	192	23	146	131	123	153	28	98
Burton Bradstock	143	40	125	90.5	196	65	88	99
Stalbridge Town	178	85	87	44	26	212	93	100.5
Wool & East Burton	49	112	125	144	14	140	180	100.5
Fordington West & Thomas Hardye	33	145	94	191	45	96	200	102
Swanage Townsend	175	72	52	74	210	147	57	103
Ferndown Coppice & Clayford	56	136	116	28.5	60	215	122	104
Ferndown Pennington's	172	81	66	175	152	172	1	105
Upton West	79	102	81	170	79	106	210	106
Stalbridge Environs	75	159	140	44	15	192	45	107

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Bere Regis	114	132	106	28.5	64	139	132	108
Sherborne Lenthay and Barton Farm	142	117	86	120.5	24	130	134	109
Wareham Northmoor Park	100	131	158	51.5	25	113	105	110
Owermoigne South & Osmington	97	110	136	111	108	57	124	111
Lydden Vale	29	175	120	68	110	182	63	112
Corfe Mullen West & Environs	76	179	103	138	42	111	44	113
Maiden Newton	70	160	96	15.5	156	68	172	114
Weymouth West Buxton Road	122	30	129	218	172	137	142	115
Blandford Hilltop	68	171	78	84	54	128	202	116
Swanage King George's	206	47	137	74	119	71	140	117.5
Broadmayne	68	88	193	111	5	209	163	117.5
Bridport Coneygar	158	43	154	165.5	66	169	149	119
Longham	18	177	147	102	94	103	164	120
Poundbury Camp	162	66	89	4	177	166	194	121
Riversdale	103	173	124	97	33	101	81	122

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Wey Valley and Nottingham Redlands	76	73	138	198	165	112	171	123
Milton	35	168	176	63	19	167	131	124
Wimborne St Johns	156	108	165	58.5	75	17	138	125
Ferndown Leeson	113	106	179	28.5	17	216	129	126
St Leonards Grange	150	163	107	125.5	140	26	3	127
Child Okeford & Shillingstone	84	138	157	111	69	104	139	128
Beaminster Environs	87	165	150	15.5	157	67	85	129
Colehill North	104	182	112	179.5	10	170	16	130
Portman	133	167	75	97	27	200	148	131
The Stours	179	115	115	63	77	160	99	132
Lyme Regis West	117	130	82	51.5	217	74	136	133
Gillingham Ham	63	147	169	63	34	189	215	134
Ferndown Glenmoor	88	114	200	102	85	188	13	135
Sherborne East Newlands	195	74	144	120.5	148	129	41	136
The North Winterbornes	146	153	130	68	52	135	128	137

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Charmouth	166	97	93	51.5	215	152	76	138
Chesil Bank	167	140	108	39	205	58	59	139
Ferndown The Warren	188	98	130	152	134	144	18	140
Parley Cross	95	151	192	102	67	99	87	141
Yetminster	111	137	142	34.5	141	178	165	142
Wyke Regis All Saints	147	89	132	210.5	158	73	160	143
Dorchester Castle Park	108	123	167	191	117	141	77	144.5
Preston Sutton Poyntz	96	80	164	184	203	56	185	144.5
Sherborne East Coldharbour	177	94	123	120.5	177	108	104	146
Castle	106	148	100	148	219	63	98	147
Queen Thorne	115	190	92	34.5	136	191	80	148
Pamphill & Shapwick	73	203	141	79.5	161	19	66	149
Crane	112	192	80	131	169	77	69	150
West Moors Pinehurst	195	76	128	175	183	174	9	151
Marshwood Vale	165	149	88	51.5	213	179	5	152
Creech Barrow	141	134	162	148	174	69	33	153

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Halstock	126	170	119	15.5	187	157	67	154
Sixpenny Handley	164	152	83	131	163	97	137	155
Cranborne Chase	144	176	125	97	134	54	121	156
West Moors East	101	129	135	175	199	210	19	157
Sherborne West Abbey	132	126	122	120.5	150	164	189	158
Stapehill	158	133	156	28.5	149	199	108	159
Lytchett Minster & Lytchett Bay	140	124	152	170	176	23	183	160
Bourton & District	190	135	153	63	131	142	86	161
Piddle Valley	102	195	113	10	191	150	94	162
Preston	107	63	202	184	206	116	141	163
Frome Valley	86	196	134	10	171	122	157	164
Puddletown	128	186	139	10	103	148	190	165
Fordington Fields	157	119	165	191	40	168	178	166
Milborne St Andrew	150	155	155	68	96	173	182	167
Gillingham Coldharbour	117	127	185	161.5	68	171	176	168
Preston Overcoombe	155	42	187	184	206	187	126	169

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Parley	83	189	194	102	29	213	75	170
Langton	139	150	149	148	195	126	65	171
Motcombe	186	161	187	63	6	186	133	172
Colehill Hayes	216	144	195	28.5	35	155	38	173
Blandford Damory Down	193	118	160	84	112	176	195	174
Upwey and Broadway West	171	53	177	214.5	211	118	198	175
West Moors North	194	154	181	175	70	94	82	176
Ferndown Golf Links North	163	120	184	102	198	177	20	177
Radipole North and Village	134	99	161	198	181	197	184	178
Shaftesbury Underhill	210	105	175	90.5	141	80	166	179
Cam Vale	185	169	170	34.5	168	211	25	180
Cerne Valley	149	185	173	10	197	72	116	181
Colehill Canford Bottom	176	181	190	28.5	12	196	155	182
Radipole East	168	120	178	184	182	70	161	183
West Moors Glenwood	160	146	191	175	204	61	21	184
Sturminster Newton Environs	198	180	174	44	73	132	159	185

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Ferndown Pinewood	199	95	180	152	139	217	145	186
Verwood Town Centre	130	212	133	111	89	161	169	187
Alderholt West	161	187	172	131	59	163	201	188
Milton Abbas & Hilton	181	173	118	68	193	205	188	189
The Lower Tarrant and Blandford Camp	145	200	196	97	79	145	102	190
Allen Valley	120	205	171	79.5	208	40	115	191
Bradford Abbas	201	178	159	34.5	202	120	144	192
Corfe Mullen Central	115	192	199	138	122	156	170	193
Holt	173	209	168	79.5	170	81	119	194
Corfe Mullen Newtown & Environs	204	201	163	138	50	127	156	195
Lytchett Matravers	211	172	204	28.5	130	123	143	196
Verwood Chiltern	89	215	183	157	105	136	206	197
St Leonards & St Ives West	202	157	209	125.5	186	194	31	198
Ashley Heath	213	191	198	125.5	143	47	90	199
The Iweres	207	183	186	111	73	207	199	200

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Dorchester Monmouth Road	205	194	182	191	87	86	218	201
Verwood Noon Hill	189	166	208	157	199	190	68	202
Blandford Camp	51	213	213	97	151	219	219	203
St Ives	219	162	189	125.5	177	201	27	204
Verwood Newtown	136	211	201	157	131	195	109	205
Dorchester Manor Park	183	184	206	191	125	138	216	206
Verwood Ebblake	169	199	210	157	159	193	50	207
Greenhill & Furzehill	174	214	207	179.5	2	175	211	208
Corfe Mullen Springdale	135	188	217	138	175	204	193	209
Verwood Dewlands	80	219	212	111	155	218	208	210
Sturminster Marshall	179	216	197	79.5	177	114	196	211
Alderholt East	197	197	215	131	113	214	191	212.5
Corfe Mullen Phelipps	209	206	203	138	42	180	213	212.5
Colehill The Vineries	200	210	218	179.5	35	117	212	214
Verwood Stephen's Castle	186	208	205	157	129	165	205	215
Corfe Mullen North	214	204	214	138	76	198	158	216

LSOA Name	Rank of Education need by LSOA	Rank of Health need by LSOA	Rank of Deprivation need by LSOA	Rank of Economy Need by LSOA	Rank of Demographic need by LSOA	Rank of Crime need by LSOA	Rank of Digital Exclusion need by LSOA	Rank of Overall need by LSOA
Corfe Mullen Henbury	215	207	211	138	98	208	209	217
Verwood Emmanuel	208	217	216	111	154	183	192	218
Colehill Cannon Hill	218	218	219	179.5	104	202	214	219

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## Equality Impact Assessment (EqIA)

### 1. Name of the strategy being assessed:

INSPIRE: Dorset Council Library Strategy 2022 - 2033

N.B. The strategy and this accompanying EqIA remain in draft, as both documents will be subject to a 12-week public consultation, during the autumn months. Strategy development timeline [available here](#). The strategy and the EqIA will be refined and updated in light of the feedback received during the consultation process.

An updated EqIA will form part of the report brought back to Joint Overview Committee following the autumn consultation. The report will also present: phase two consultation feedback, recommended refinements to the library strategy, implementation plans and associated financial implications. All supporting implementation plans will consider protected characteristics and the impact on different groups of people, so the impacts on protected groups can be refined.

### 2. Aims and objectives of the strategy:

Dorset Council, as a library authority, has a statutory duty<sup>1</sup> to provide a “comprehensive and efficient” library service for all those who live work or study in the authority area. A new Dorset Council Library Strategy will guide how we develop and deliver our library services over the next 10 years, delivering services in line with the needs of our residents and Dorset Council’s strategic priorities.

The draft library strategy sets a clear mission for the library service: To Inspire, Connect and Enable our communities through our services.

The mission comprises three key themes and the strategic aims of the strategy are to:

- **Inspire:**
  - To enrich lives through universal access to information, knowledge, learning and literacy
- **Connect:**
  - To connect with and meet the needs of our communities
- **Enable:**
  - **our communities** To create accessible, inclusive spaces for our communities to share and use

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<sup>1</sup> DCMS, 2022 [Libraries as a statutory service - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/libraries-as-a-statutory-service)

- **our library teams** To invest in the development of our workforce and volunteers to deliver services that meet future community needs and exceed customer expectations.

Each of these strategic aims are supported by a set of outcome-based aims within the strategy.

Development of this library strategy will enable the repositioning of the library service as a strategic delivery partner for a range of council priorities. Libraries can work within strategic partnerships to deliver outcomes which help to: close the education attainment gap, help break the cycle of poverty and reduce inequality, tackle the mental health crisis, close the digital divide, tackle social isolation, improve wellbeing and promote environmental awareness. Activity in these areas are all part of our core library offer<sup>2</sup>, but we can amplify our impact by delivering in closer partnership with others.

Read the draft of the INSPIRE: Dorset Council Library Strategy here, as presented to [the Joint Overview Committee meeting on 29<sup>th</sup> June 2022](#).

### **3. Background to the proposal:**

The current library strategy was created under a predecessor authority and is over 10 years old. Since then, there has been societal change and transformation including significant digital transformation and public behaviour change following two years of a pandemic. We want the new library strategy to meet the needs of our communities now and in the future.

We are developing the library strategy based on two phases of public consultation and a strategic needs assessment.

Phase one of the consultation took place in October 2021 to January 2022 and we ran three #LetsTalkLibraries surveys:

- Ages 5-15 public survey
- 16years+ (Main) public survey
- Employee, partner and business survey

External consultants, Shared Intelligence (SI), were commissioned to support and undertake further survey analysis and deliver independent workshops and research that would inform the development of the new library strategy for Dorset.

The analysis of the survey responses, brought together with the findings from the engagement workshops and evidence around local need, have all helped to inform and shape a draft library strategy.

The draft library strategy will be subject to a second phase of public consultation this autumn gathering feedback on the draft strategy.

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<sup>2</sup> Libraries Connect, 2018 [Universal Library Offers | Libraries Connected](#).

#### 4. Evidence gathering and engagement

Development of the library strategy has been evidence based. We have drawn on a range of data to develop and shape the draft library strategy:

- ages 5-15 public survey results
- 16 years+ (main) public survey results
- employee, partner and business survey results
- range of engagement workshops
  - workshop with library employees
  - workshop with Dorset Councillors
  - focus group with existing library users
  - interviews with parent/carers at two pre-school nurseries
  - outreach workshop in area of socio-economic deprivation
  - business network meeting
  - street intercept interviews with 30 non-library users
  - ethnographic research<sup>3</sup> with 10 non-library users
  - equalities focused workshop
  - 'Speaking Up' session with People First Dorset and Dorset Abilities
  - three primary school workshops
  - three secondary school workshops
  - Dorset Council services and external partner 3-part workshop series
  - three library service led strategy development Task and Finish Groups
- Shared Intelligence Report: Research to inform a new library strategy for Dorset Council [available here](#) and its [accompanying ethnographic research appendix here](#).
- the Strategic Needs Assessment which uses a broad range of national data sets as proxy indicators for societal need. It also uses Census data and library membership data. A full list of data used along with its source is provided in Appendix 1 of the Strategic Needs Assessment, which can be viewed as a supporting paper for [the Joint Overview Committee meeting on 29<sup>th</sup> June 2022](#).

#### 5. What did this tell you?

##### Phase One Survey Analysis

The phase one survey analysis reports are available in full here:

- [ages 5-15 public survey analysis report](#)
- [16 years+ \(main\) public survey analysis report](#)
- [employee, partner and business survey analysis report](#)

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<sup>3</sup> Ethnography is a type of research that gathers rich, detailed data from individuals in their everyday environment. This normally involves the researcher meeting the research participant in a place that is natural for them, but this research can also be undertaken virtually. The research involves observing the participant's behaviour as they interact with their environment and the researcher asking questions to understand the participant's thoughts, feelings and experiences.

Over 7,500 responses were received from the public consultation surveys. Individual respondents to the survey were asked for diversity information about themselves, as well as their feedback on libraries. Completion of the diversity section of the survey was optional. Anonymised demographic data for respondents to each survey is available within the individual survey analysis reports.

The consultation sought the views of our library users and non-users to understand how the service could better meet the needs of residents now and in the future. The council needed to understand what people valued from the existing service, and what they would change. They also wanted to know what would encourage them to use the library more. Questions for non-users were focussed on what would encourage them to use the library at all, or again, if they had previously. Intersectional analysis of the survey data allowed us to highlight the different views and needs of those by age and disability, these are highlighted within the 16years+ (main) public survey analysis report.

The employee, partner and business survey analysis report gathered the views of our employees, volunteers, councillors, our voluntary and community sector partners, businesses and our public sector partners. We asked for ways we can join up and complement delivery across services and sectors, utilising libraries to maximise our reach and impact in communities. We sought to hear from organisations about opportunities to collaborate in the future, or ways in which libraries can support the different sectors.

### **Engagement workshops**

Themes that emerged from these workshops included:

- a requirement for safe, face-to-face spaces for children, families, and older and vulnerable people
- libraries should be a source of vitality and culture enrichment, through inspiring programmes and partnerships
- libraries could promote and enable sustainable (climate positive) practices
- supporting people to improve their digital skills and how this can empower them in their daily lives
- libraries can provide space for enterprise and economic growth
- an inclusive user experience should be available for all

### **Shared Intelligence Report**

To complement the surveys and to help add depth to the consultation, we ran a range of targeted workshops and research interviews with those groups who are traditionally underrepresented during library consultations, i.e. Dorset residents who do not currently access library services or individuals and communities with protected characteristics. The conclusions of this engagement work, in terms of identified need and recommended action, is presented in a research [report available here](#) and its [accompanying appendix here](#).

The Shared Intelligence report identified three main areas of need within the council area:

- increasing the reach of services to ensure they are accessible to residents who need them or could benefit most from them
- improved communication to increase public awareness of available support and to accelerate service-to-service collaboration around shared priorities
- access to space and resources to allow partners to deliver outreach services in Dorset's communities

Opportunities for more impact that were identified included:

- a network of locations to host support for mild/moderate mental health needs
- social prescribing via libraries – signposting, providing, hosting
- inclusive and adaptive community spaces in libraries for autism and other needs
- hubs for vulnerable adults, their carers, and support networks
- culture and creativity offer for audiences and creators
- skills and knowledge to reduce, reuse, recycle, lend and share
- access to information and tackling digital exclusion
- supporting local inclusive growth

In the medium term, the coronavirus pandemic is the most influential driver of change affecting library services. Many library users have not visited since before the pandemic, and changing opening times over the various lockdowns and easings means the risk of a wasted trip is a further deterrent. Many survey respondents said that the pandemic ending would encourage them to use libraries more frequently.

The pandemic has encouraged many more people to use online services for ordering physical goods. This has in turn meant many people are more familiar and confident using digital services. This has revealed digital inequalities not just between those with and without the skills to access online services, but those with and without the financial means to. It has also shown that digital access can be a lifeline and provide independence for those who are vulnerable and or housebound.

Four areas of action were recommended to realise the potential of the library service:

- communication – create a strategy to enable the service to reach a far larger proportion of those residents who stand to benefit from the library service offer, and in ways which help other local services meet and manage demand
- customer support- prioritise user interactions which are relational and add value (events, activities, human help, support for community groups, advice, guidance) over those which are transactional (borrowing and returning items, making payments or bookings), and encourage more people to complete these transactional tasks digitally.
- collaboration - formalise relationships with other service partners through regular discussions with clear remits
- clarity - decide which opportunities best contributes to the purpose and vision of the council

## Strategic Needs Assessment

The Strategic Needs Assessment looked at a series of measures to determine where local need is greatest. In recognition of the broad range of interventions which a library service can help support, we have taken a range of measures which indicate need across the breadth of society and an individual's life course. These include:

- demographic information (including population growth)
- education
- deprivation indicators
- health (including mental health and loneliness)
- digital exclusion
- local economy
- crime

These themes of need have been mapped geographically producing heat maps of need across Dorset. These heat maps have the libraries network overlaid which helps to highlight how effective our library buildings can be at delivering targeted outreach to our communities in need. The areas of need vary depending on what theme of need you consider. When you combine all themes of need together the five LSOAs<sup>4</sup> with the greatest combined need are:

- Melcombe Regis Town Centre
- Rodwell and Chapelhay
- Melcombe Regis Carlton Road
- Fortuneswell North
- Littlemoor West

Full list available in Annex 1 of the Strategic Needs Assessment.

Library catchments were also ranked on need combined with library demand data and the library catchments with the highest combined overall need were:

- Weymouth Library & Learning Centre
- Bridport Library
- Portland Library
- Littlemoor Library
- Dorchester Library & Learning Centre

The Strategic Needs Assessment also looks at Dorset Council library demand data which highlights that behaviours and trends have changed significantly over the past five years which will have been impacted by the pandemic but also in terms of customer preferences.

Physical library use has declined since 2016 by between 25 – 30 per cent, when we consider active users and physical items borrowed. Comparatively online resources

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<sup>4</sup> LSOAs (lower-layer super output areas) Each of these areas are designed to be of a similar population size, with an average of approximately 1,500 residents or 650 households.

for e-books and audio books has increased by over 350 per cent and continues to increase as we come out of the pandemic.

We have seen new trends in accessing content, events and activities online and although people are returning to preferred “in-person” activities and events, we remain aware that the online library requirement must be embedded in our future thinking. This was demonstrated within the 16 years+ (main) public survey where 69 per cent of consultation respondents indicated they would use both online library services and visit library buildings, becoming hybrid library customers when the impacts of COVID-19 have reduced.

## **6. Who have you engaged and consulted with as part of this assessment?**

The public who participated in phase one Let’s Talk Libraries consultation survey and workshops have shared valuable insight into their lived experience of a protected characteristics, what they value about the service and how the service could better meet their needs in the future. The new draft strategy seeks to address these needs and prioritises the inclusiveness and accessibility of the service.

In addition to the public we have engaged and consulted with:

- Libraries Service Manager
- Head of Customer Services Libraries and Archives
- Equality Diversity and Inclusion Officer

This draft EqIA will be refined and updated flowing the next phase of public consultation in the autumn.

## **7. Is further information needed to help inform decision making?**

Yes. We will carry out further equalities focussed engagement during the phase two public consultation on the draft library strategy. Consultation and engagement plans will be developed in collaboration with the Dorset Council Equality Diversity and Inclusion (EDI) Officer. The plan will look to address any engagement gaps from phase one consultation and will look to build upon the relationships developed during phase one consultation to continue conversations and broker new connections through community networks.

We will engage with the Council’s Employee Networks as well as engage with the newly established Equality Reference Group. Through this work we will continue to build a detailed understanding of EDI considerations, which may result in amendments to the INSPIRE: Dorset Council Library Strategy and will influence strategy implementation plans.

**Is an EQIA required?** Yes

## Assessing the impact on different groups of people

For each of the protected characteristics groups below we explain whether proposals could have a positive, negative, unclear or no impact. Where an impact has been identified, we explain what it is and if unclear or negative we explain what mitigating actions will be taken.

### Key to impacts

Positive Impact	<ul style="list-style-type: none"><li>the proposal eliminates discrimination, advances equality of opportunity and/or fosters good relations with protected groups.</li></ul>
Negative Impact	<ul style="list-style-type: none"><li>protected characteristic group(s) could be disadvantaged or discriminated against</li></ul>
Neutral Impact	<ul style="list-style-type: none"><li>no change/ no assessed significant impact of protected characteristic groups</li></ul>
Unclear	<ul style="list-style-type: none"><li>not enough data/evidence has been collected to make an informed decision.</li></ul>

Please note: The INSPIRE: Dorset Council Library Strategy is a working document, that will undergo further consultation and development. The strategy's strategic aims and opportunities will evolve during the second phase of consultation. The impacts described below have been assessed contingent on the current draft version of the strategy and the opportunities it contains. They may be subject to change during the strategy development process. We are committed to giving due regard to the protected characteristics and vulnerable groups within strategy development and strategy implementation plans and expect the impacts on protected groups to be clarified and refined during further strategy development and implementation.

<b>Impacts on who or what?</b>	<b>Choose impact</b>	<b>How</b>
Age: 0-16 years	Positive Impact	<p>The Strategic Needs Assessment indicates areas where young residents on average have the highest rates of education need, enabling us to set up the appropriate support services and educational programmes in the most relevant locations.</p> <p>We will partner with Dorset's speech and language service to support early years language and literacy programmes and deliver shared priorities.</p>
Age: 18+ years	Positive Impact	<p>We will promote the range of free adult education provision available within Dorset and host targeted events which improve literacy levels and builds confidence for adults with low literacy skills.</p> <p>We aim to pursue opportunities under the “Multiply” programme<sup>5</sup> in collaboration with Skills and Learning, offering libraries as venues for “Maths Cafes”.</p>
Age: 65+ years	Positive Impact	<p>Libraries will host assistive tech “care lounges” and adult social care road shows to help people to live at home for longer.</p>

<sup>5</sup> The Education Hub, 2021 [https://educationhub.blog.gov.uk/2021/10/27/everything-you-need-to-know-about-the-new-multiply-programme/u\\_need\\_to\\_know\\_about\\_the\\_new\\_Multiply\\_programme\\_-\\_The\\_Education\\_Hub\\_\(blog.gov.uk\)](https://educationhub.blog.gov.uk/2021/10/27/everything-you-need-to-know-about-the-new-multiply-programme/u_need_to_know_about_the_new_Multiply_programme_-_The_Education_Hub_(blog.gov.uk))

Impacts on who or what?	Choose impact	How
Disability: People with Special Education Needs and Disability (SEND)	Positive Impact	<p>The Needs Assessment indicates areas where young residents on average have the highest rates of education need, enabling us to set up the appropriate support services and educational programmes in the most relevant locations.</p> <p>We will partner with Dorset's speech and language service to support early years language and literacy programmes and deliver shared outcomes.</p> <p>We will promote the range of free adult education provision available within Dorset and host targeted events which improve literacy levels and builds confidence for adults with low literacy skills.</p> <p>We aim to pursue opportunities under the “Multiply” programme<sup>6</sup> in collaboration with Skills and Learning, offering libraries as venues for “Maths Cafes”.</p> <p>We plan to develop a SEND offer for children and their families e.g. hosting stay and explore sessions at the libraries.</p> <p>We will expand access to autism friendly rooms and sensory equipment.</p>

<sup>6</sup> The Education Hub, 2021 [https://educationhub.blog.gov.uk/2021/10/27/everything-you-need-to-know-about-the-new-multiply-programme/u\\_need\\_to\\_know\\_about\\_the\\_new\\_Multiply\\_programme\\_-\\_The\\_Education\\_Hub\\_\(blog.gov.uk\)](https://educationhub.blog.gov.uk/2021/10/27/everything-you-need-to-know-about-the-new-multiply-programme/u_need_to_know_about_the_new_Multiply_programme_-_The_Education_Hub_(blog.gov.uk))

Impacts on who or what?	Choose impact	How
Disability: Neurodivergent people and people with disabilities	Positive Impact	<p>We will carry out an accessibility audit of our buildings, looking at internal library layouts as well as buildings.</p> <p>Library signs will be redesigned to meet all accessibility &amp; design standards and we'll invest in accessible technology so that our services can be accessed more easily by residents who are neurodiverse or have special learning or physical needs.</p> <p>We will work closely with the Dorset Council equality and inclusion group network and Equality Reference Group to remove barriers for customers accessing our services.</p>
Disability: People with long-term health conditions	Positive Impact	<p>The Strategic Needs Assessment provides geographical analysis of a range of poor health indicators.</p> <p>This enables the library service to strategical place services in locations where need is greatest.</p> <p>Libraries will provide a central link to health visitors to deliver co-ordinated and complimentary sessions while engaging the same cohort.</p> <p>A stakeholder network of those working on health and wellbeing in Dorset will be developed, with the view to signposting to key partner's services.</p> <p>We plan to explore opportunities for libraries to provide community-based non-clinical setting for health-related service delivery. We'll use connections with Dorset's primary care networks and promote library's social prescribing offer and work with Patient Participation groups to develop services which meet their needs.</p>

<b>Impacts on who or what?</b>	<b>Choose impact</b>	<b>How</b>
Disability: People with debilitating disabilities or health conditions	Positive Impact	We are committed to finding new ways to promote our home library service and online library service, to ensure those eligible for the service are made aware and are encouraged to sign up. This will allow people who struggle to leave their home to access our services from anywhere.
Gender reassignment and Gender Identity:	Unclear Impact	<p>People with gender reassignments in the UK face huge levels of abuse and inequality.<sup>7</sup> Libraries aim to explore the role libraries can play in offering refuge, safe spaces and supporting vulnerable members of our communities.</p> <p>Further consultation and the consequent strategy implementation plan, may result in a change to the impact on this demographic.</p>
Marriage or civil partnership: ALL	Neutral Impact	<p>Marriage or civil partnership status have no effect on the services delivered, at this stage of the strategy development.</p> <p>Phase two of the consultation and the consequent development of a strategy implementation plan, may result in an improved understanding of the impact on this demographic.</p>
Pregnancy and maternity: Young mothers	Positive Impact	The Strategic Needs Assessment indicates areas where there are higher conception rates in women under 18, enabling us to set up the appropriate support services. Child/Parent activities delivered for free at the libraries can also help tackle social isolation and create social connections.
Pregnancy and maternity: Pregnant and new parents	Positive Impact	<p>Libraries will provide a space where pregnant and new parents can connect with health and wellbeing opportunities. They will do this by collaborating with multi-agency Family Hubs (currently under development), in close partnership with colleagues from other services and organisations.</p> <p>Child/Parent activities delivered for free at the libraries can also help tackle social isolation and create social connections.</p>

<sup>7</sup> Stonewall, The Truth about Trans, 2022 <https://www.stonewall.org.uk/truth-about-trans#trans-people-uk>

Impacts on who or what?	Choose impact	How
Race and Ethnicity: Refugees and Asylum seekers	Unclear Impact	<p>We will look to establish a role for libraries within the refugee resettlement programmes, welcoming refugees/asylum seekers into the community and providing relevant resources in their language.</p> <p>Phase two of the consultation and the consequent development of a strategy implementation plan, may result in an improved understanding of the impact on this demographic.</p>
Race and Ethnicity: Ethnic Minorities	Unclear Impact	<p>The Strategic Needs Assessment indicates that the ethnicity of library membership is not representative of the authority area it serves.</p> <p>The strategy commits to deliver outreach activities and events outside of our buildings, taking the library to new places to engage with new customers who don't currently use the library, to include: underrepresented groups and protected groups under the Equalities Act.</p> <p>Ethnic minorities receive a disproportionate amount of discrimination, particularly in employment.<sup>8</sup> Libraries aim to explore the role libraries can play in offering refuge and supporting vulnerable members of our communities. There will also be careers promotions for priority areas of employment in Dorset Council's Economic Growth Strategy including STEM (Science, Technology, Engineering and Mathematics) especially in underrepresented groups.</p> <p>Phase two of the consultation and the consequent development of a strategy implementation plan, may result in an improved understanding of the impact on this demographic.</p>
Race and Ethnicity: Non-English speakers	Positive Impact	<p>We aim to host targeted events which improve literacy levels and builds confidence for English language learners.</p>

<sup>8</sup> EHRC, Race report statistics, [Race report statistics | Equality and Human Rights Commission \(equalityhumanrights.com\)](https://equalityhumanrights.com)

Impacts on who or what?	Choose impact	How
Religion and belief: ALL	Neutral Impact	<p>The Strategic Needs Assessment highlight the predominate religions of our library members is Christianity and those with no religion, or no response, or prefer not to say.</p> <p>Religion and belief currently have no effect on the services delivered, at this stage of the strategy development.</p> <p>Phase two of the consultation and the consequent development of a strategy implementation plan, may result in an improved understanding of the impact on this demographic.</p>
Sex (consider men and women): Men	Unclear Impact	<p>The Strategic Needs Assessment highlights that the sex of library membership is not representative of the authority area it serves. There is an underrepresentation of men and overrepresentation of women within each of the library catchment areas.</p> <p>The strategy commits to deliver outreach activities and events outside of our buildings, taking the library to new places to engage with new customers who don't currently use the library, to include: underrepresented groups and protected groups under the Equalities Act.</p> <p>Phase two of the consultation and the consequent development of a strategy implementation plan, may result in an improved understanding of the impact on this demographic.</p>

Impacts on who or what?	Choose impact	How
Sexual orientation	Unclear Impact	<p>Lesbian, Gay and Bisexual people receive a disproportionate amount of discrimination and less than half feel comfortable being open about their sexuality, with every member of their family.<sup>9</sup> Libraries aim to explore the role libraries can play in offering refuge and supporting vulnerable and disadvantaged members of our communities.</p> <p>Phase two of the consultation and the consequent development of a strategy implementation plan, may result in an improved understanding of the impact on this demographic.</p>
People with caring responsibilities: Carers	Positive Impact	<p>Carers have increased risk of mental health issues, long-term illness and disabilities.<sup>10</sup></p> <p>We will create connections with Dorset's primary care networks, to promote the service's social prescribing offer.</p> <p>Carers are also at increased risk of having disruption to their education or having special educational needs.<sup>11</sup></p> <p>We aim to promote learning opportunities for all residents and to facilitate the development of new skills, which will have a positive impact on carers who may have greater educational need.</p>

<sup>9</sup> Stonewall, LGBTQ+ facts and figures, 2022 <https://www.stonewall.org.uk/cy/node/24594>

<sup>10</sup> LGA, Supporting carers: guidance and case studies, 2022, <https://www.local.gov.uk/publications/supporting-carers-guidance-and-case-studies>

<sup>11</sup> LGA, Supporting carers: guidance and case studies, 2022, <https://www.local.gov.uk/publications/supporting-carers-guidance-and-case-studies>

Impacts on who or what?	Choose impact	How
Rural isolation: People living in isolated areas	Positive Impact	<p>We are committed to finding new ways to promote our online library service and will ensure those eligible for the home library service are made aware and are encouraged to sign up.</p> <p>We will support our residents to improve their digital skills by:</p> <ul style="list-style-type: none"> <li>• hosting digitally engaging events and activities for all ages</li> <li>• increasing the digital champion support available at our libraries</li> <li>• lending digital tablets to residents</li> <li>• upgrading to superfast internet connection at all library sites, utilising our library network to help spur on the roll out in local neighbourhoods</li> <li>• working with partners to support them in signposting their clients / customers into our digital champion sessions for digital champion support</li> </ul> <p>This will empower our residents to access our online services from home.</p>
Socio-economic deprivation: Lower socio-economically deprived	Positive Impact	<p>The Strategic Needs Analysis indicates areas where residents on average have the highest rates of economic deprivation, crime and digital exclusion, enabling us to set up the appropriate support services in the most relevant location. Service can include educational support, access to free technology, career support, support to access Housing, Revenue and Benefits, and signposting to partner support services, e.g. Citizen Advice, Public Health Dorset etc.</p>

Impacts on who or what?	Choose impact	How
Armed forces communities: Armed forces personnel and their families	Positive Impact	<p>Service families often face additional pressures on family life resulting from separation from loved ones due to deployment on exercises and operations. They also tend to be more mobile than families in the general population, moving every two years, with moves sometimes unplanned and at short notice.<sup>12</sup> The library service will work with the Armed Forces Covenant programme to develop our role in supporting members of the Armed Forces and their families in Dorset.</p> <p>We will partner with Public Health Dorset and LiveWell Dorset to deliver outreach sessions at libraries connecting with communities in most need, guided by Joint Strategic Needs Assessment and Health and Wellbeing Strategy outcomes.</p> <p>A stakeholder network of those working on health and wellbeing in Dorset will be developed, with the view to signposting to key partner's services. This may help family members struggling with worries over illness, injury, and death during deployments.</p>

### 8. Summary of the impacts:

At this point in the strategy development, some positive impacts have been identified for certain demographics including a variety of age groups, people with disabilities, neurodiversity or health conditions, young mothers, pregnant and new parents, carers, people living in isolated areas, lower socio-economically deprived, and armed forces communities. These positive impacts include:

- providing a safe, inclusive space
- supporting everyone in accessing our services
- enabling people to improve their literacy, mathematical and digital skills

<sup>12</sup> LGA, Armed Forces Act 2021: background, implications for councils and practical steps to get ready for the Act, 2022 [Armed Forces Act 2021: background, implications for councils and practical steps to get ready for the Act | Local Government Association](#)

- connecting with their community and tackling social isolation through library activities and events
- enabling people to overcome barriers in their social and professional lives through education, access to technology, career support and signposting to support services

The impact on certain groups including, men, refugees and asylum-seekers and non-heterosexuals is unclear. We plan to explore opportunities which may result in an impact on people with these characteristics, but those opportunities are not defined at this time.

The INSPIRE: Dorset Council Library Strategy will undergo a second phase of consultation and accompanying strategy implementation plans will be developed. This may result in the actions identified above being further developed and the expected impacts may change. Failure to implement any actions fully or without consideration to protected characteristics could potentially result in a negative impact on the demographics concerned.

## 9. Action Plan

Summary of actions required as a result of this EqIA.

Issue	Action to be taken	Person(s) responsible	Date to be completed by
Strategy development and draft strategy feedback from protected groups	We will carry out further equalities focussed engagement during the phase two public consultation on the draft library strategy. Consultation and engagement plans will be developed in collaboration with the Dorset Council Equality Diversity and Inclusion (EDI) Officer.	Liz Crocker, Service Manager for Libraries	Launch of phase two public consultation. Autumn 2022.

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