Bromley Library Service

Needs Assessment

The Library

1. Executive Summary

Introduction

Due to continuing financial constraints, a new Library Service Strategy has been developed that takes into account the continuing financial pressures and challenges faced by London Borough of Bromley. The new strategy is also a direct response to the changing needs of the customer evidenced by the changes in usage patterns and demand over the past ten years.

The new strategy will seek to provide sufficient flexibility to enable consideration of future service and cost efficiencies that may be developed through alternative management approaches including the development of community managed libraries and management externalisation through market testing

The developing library strategy will also seek to build upon good practice already established within the borough and will seek to identify ways in which the current provision can be enhanced through modernisation and refurbishment. In order to ensure the continued provision of a modern flexible responsive service which complies with statutory requirements and continues to meet the needs of the boroughs residents

This Needs Assessment has been produced to inform any proposed changes, ensuring that the needs of all residents and service users have been fully considered and that the proposed changes are in keeping with the Council's statutory duty to provide a comprehensive and efficient Library service .It analyses current and recent use of the Library service with an analysis of the local communities served by the Community Libraries and the use of library services by different demographic groups included those equalities groups protected by the Equality Act 2010

Rationale for Service Change

An officer's report dated November 18th 2014 has recommended a new strategic approach for the council including the development of community managed libraries and market testing the core library offer.

Community Managed Libraries- Engaging Community partners to manage the current tier of Community libraries which includes Burnt Ash, Hayes, Mottingham, Shortlands, Southborough and St Pauls Cray libraries has been proposed. The potential annual savings from establishing 6 community libraries are estimated to be approximately £250,000.

The current tier of Community Libraries has the lowest levels of use of libraries in the borough. The existing patterns and levels of use of these Libraries are examined in the Needs Assessment and the impact on customers including the equalities groups have been evaluated in the Equalities Impact Assessment which has been carried out on this proposal.

Due care and consideration has therefore been given to alternative provision for those using and living within the catchment areas of the proposed Community Managed Libraries. Alternative provision will be provided in the form of the 8 core Council Managed libraries comprising of Beckenham, Biggin Hill, Central, Chislehurst, Orpington, Petts Wood, Penge, and West Wickham. Three of these eight libraries as a result of the Councils commitment to improving libraries as detailed in the library strategy, are now located in new purpose built modern facilities. These libraries offer an extended pattern of opening hours including a late night at each library and Saturday opening. With the exception of St Paul's Cray Library the nearest alternative library to each proposed Community library is under 1.5 miles away. St Paul's Cray has two alternative options Chislehurst Library which is 2.6 miles away and Orpington Library which is 2.7 miles away, In this assessment, Orpington is suggested as the nearest alternative due to easier direct access by public transport which would be a more suitable alternative

If the Community Management service change is implemented 80% of the residents would live within 1.5 miles of their nearest core council library with the remaining population living 1.5 miles away or over. If Mottingham, St Pauls Cray and Southborough are to be retained within the core offer, 95% of residents would live within 1.5 miles of their nearest library

Assessment of Need
To ensure that the Council is compliant with its statutory obligation and following the advice provided by the DCMS, a full assessment of the available data and information has been produced to ensure that the Council's definition of a "comprehensive and efficient "library service has taken into consideration the key information available about need in the community.

Consultation
The Council has embarked on public consultation about the implementation of a project to seek Community Partners to manage some community libraries. It invites consideration of different community management models including
- Community Managed-the Council's preferred option
- Commissioned Community
- Asset owning.
The consultation also invites consideration of the market testing model.
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Compliance with the Council's statutory duty
The Local authority has a statutory duty as set out under ' The Public Libraries and Museums Act 1964 ' whereby it must provide a comprehensive and efficient library service for the benefit of those living, working or studying in the borough. The Department for Media Culture and Sport (DCMS) and the courts have clearly indicated that the judgement of what constitutes a comprehensive and efficient service is in the first instance for the local authority to decide. The secretary of state has expressed the view that local issues that should be taken by democratically elected local representatives. The Secretary of state also notes that a local authority is entitled to take account of their resources in deciding whether a proposal is efficient.

Conclusion
In Conclusion, the proposed service change, if made will meet existing and predicted library need. It will enable all the borough's 14 libraries to remain open. An accessible service will continue to be provided; the eight core Council Managed libraries will meet the requirement for a comprehensive and efficient service providing a wider range of books and materials for loan, accessible opening hours and free use of ICT facilities. These will be complemented by a network of 6 Community managed Libraries which are proposed to remain as part of the Council's statutory provision as non-council managed libraries depending on the level of interest shown in community managing these libraries.

.Additionally online services will bring library services into people's homes enabling them to have access to library services 24 hours a day. The Home Library Service will offer library services to those customers who are physically unable to access a library due to ill health or mobility.

This remodelled service will enable the council to realise the saving required whilst remaining 'comprehensive and efficient' through its ongoing provision of a service not just limited to provision from static library buildings but also through a network including online services and resources which are designed to meet the needs of those who live work or study in Bromley

Therefore the council's preferred proposal will go beyond its minimum statutory requirement by also seeking to support the network of community Libraries in addition to the core Council Library offer. This approach would minimise the negative impact on those currently using the Community libraries tier

2.   Assessment of Need

To ensure that the Council is compliant with its statutory obligation and following the advice provided by the DCMS, a full assessment of the available data and information has been produced to ensure that the Council's definition of a "comprehensive and efficient "library service has taken into consideration the key information available about need in the community.

2.1   Key Sources
The analysis of Local needs has referred to the following key sources
- Equalities Impact Assessment 2014
- Census 2011 data
- Current national relevant research documents
- CIPFA Children's Public Library Survey(PLUS)2014
- CIPFA Public Library Survey(PLUS) 2012
- Library Management data including
    - Membership statistics
    - Issue statistics
    - Visitor figures
    - New members
    - Use of People's network computers

- CIPFA Public Libraries comparative profiles
- Information from transport for London for London www.tfl.gov.uk relating to transport links in the area.

These key sources have provided key information to inform the following
- Consideration of the wide range of those needs defined by the definition of all those who live work or study in the borough
- Consideration of the wide range of needs of those currently using the 6 libraries at which change is considered
- An assessment of accessibility-drawing on travel data including frequent and accessible transport routes
- The patterns of use at local libraries for active users
- Consideration of the views of existing users
- Consideration of information from other council services/portfolios
- An assessment as to whether there is any specific negative impact on communities or equalities groups-(provided by a full equalities impact assessment)

2.2 Factors for Consideration
Specific considerations have been given to
- Provision and definition of a comprehensive service
- Relative levels of deprivation (IMD rankings) across the borough
- Levels of unemployment
- Levels of need/usage by people from BME communities
- Level of need/usage by people with disabilities
- Level of usage by children/parents and carers
- Level of usage by older people
- Proportions of older people using libraries with mobility needs
- Levels of use of remaining equalities groups

2.3 Consideration of Efficiency
There has also been a consideration of new and amended ways of providing and operating the Library service that may be more efficient including
- Whether there is scope for more effective use of resources
- Whether there is scope to provide the service more efficiently via community management partnerships
- Whether there is scope to provide the service more efficiently via delivery partnerships
- The level of demand for services in the way they are currently offered
- Whether there is scope for more effective use of services
- Whether the library buildings are fit for purpose or in the right place to serve the community

3.   Statutory Responsibility

The Local authority has a statutory duty as set out under ' The Public Libraries and Museums Act 1964 ' whereby it must provide a comprehensive and efficient library service for the benefit of those living, working or studying in the borough.

The Department for Media Culture and Sport (DCMS) and the courts has clearly indicated that the judgement of what constitutes a comprehensive and efficient service is in the first instance for the local authority

The secretary of state has expressed the following view about local issues that they should be taken by democratically elected local representatives. The Secretary of state also notes that a local authority is entitled to take account of resources in deciding whether a proposal is efficient

The following factors have been put forward as considerations when deciding whether to intervene in proposed Local Authority service changes to libraries

In determining whether to intervene in proposed Local authority service changes to libraries the secretary of state gives consideration to a number of factors. They include.

- Whether there is any serious doubt or uncertainty as to whether the Council is (or may cease to be) complying with its legal obligation to provide a comprehensive and efficient library service.

- Whether the Council appears to be acting in a careless or unreasonable way.

- Whether the decision is or may be outside the proper bounds of the Council's discretion, such as a capricious decision to stop serving a particularly vulnerable group in the local community.

- Whether the Council appears to have failed to consult affected individuals or to carry out significant research into the effects of its proposals.

- Whether the Council has failed to explain, analyse or properly justify its proposals.

- Whether the local proposals are likely to lead to a breach of national library policy.

- The advantages of local decision making by expert and democratically accountable local representatives.

- Whether there is any other good reason why an inquiry should be ordered.

4. Proposed Service Change

The Library strategy report recommends a new strategic approach for Bromley Libraries including

- The development of 6 community managed libraries
- Market testing the core library offer

4.1 Community Management

The Library Strategy proposes to give full and careful consideration to the concept of community management and other options available as a way forward to preserve the future of the tier of Community libraries within Bromley. This proposal affects the following 6 Libraries

- **Burnt Ash Library**
- **Hayes Library**
- **Mottingham Library**
- **Shortlands Library**
- **Southborough Library**
- **St Paul's Cray Library**

4.2 Core Library Offer

In making this proposal the council has taken into consideration the opening hours and reduction in issues and the close proximity of these libraries to the proposed 8 core libraries which will consist of the following Libraries.

- **Beckenham Library**
- **Biggin Hill Library**
- **Central Library**
- **Chislehurst Library**
- **Orpington Library**
- **Penge Library**
- **Petts Wood Library**
- **West Wickham Library**

The 8 libraries comprising the proposed core offer the longest opening hours, each offering one late night to accommodate the needs of those wishing to access static library facilities after the normal school/work day. Three of these libraries are new purpose built modern facilities offering a wide range of stock. The nearest proposed Core Council Library to each proposed Community Managed Library has been identified and the method of transport and ease of access considered .The consultation period for the proposed service changes covered the period 1st Nov 2014 and 2nd Feb 2015.

5.   Library Service Strategic Priorities and Objectives

5.1   Library Service Strategy 2007
Following a review of the Library Service in 2007 a 5 year strategy was agreed in 2007. It set out a vision of how the service should develop to meet the changing needs   of existing and potential customers and was made up of the following strands

5.2   Vision
The vision of the 2007 Library Service Strategy was that the Library service would be
- At the heart of local communities
- The gateway to wider opportunities to learn, be creative, to be informed, to achieve
- The access points to information and council services
- Delivered to the highest possible standard
- Flexible and adaptable
- Working in partnership with other service providers and local communities

5.3   Strategic Objectives
Amongst the strategic objectives agreed were the following
- Improving the physical network of libraries to provide facilities which are attractive, fit for purpose and well maintained and located
- Enhancing services, stock and internet access
- Optimising resources by continuing to seek the most efficient and effective operational methods
- Supporting services and staff with appropriate infrastructure especially IT
- Shared provision with other authorities
- Investigating alternative methods of service delivery including
  o Contracting out the management of the service
  o Community management and the ownership of branch libraries

5.4   Achievement of strategic objectives
Over the intervening years a great deal has been achieved to meet these strategic objectives including the following
- Orpington Library has relocated to a new building in the town centre
- Biggin Hill Library has moved into a purpose built centre including a swimming pool
- Penge Library has moved to a new improved building in the town centre
- RFID has been introduced to all libraries
- All Staff PCs have been refreshed and brought into the Corporate network
- Management and back-office functions have been combined with London Borough of Bexley in a Shared Service Arrangement

- A new Library Management System has been procured which also enabled joining the London Libraries Consultation (LLC)

5.5   Proposed Changes to meet the on-going financial challenge

The Council is facing a significant 'budget gap' over the four year planning forecast. This budget gap rises to over 52m per annum by 2017/18; the scale of the financial challenges is significant. The Council has had to take significant action to reduce the base cost, while protecting priority front line services and providing sustainable longer term solutions

The Library service is not immune from reductions in public expenditure and the service needs to reduce costs and identify new ways of working. In order to meet these challenges, the Council has a baseline and commissioning strategy. The baseline process analyses each work

5.6   Baseline review and Commissioning Strategy

In order to meet these challenges, the Council has a baseline and commissioning strategy. The baseline analyses each work area to determine what level of service should be provided and the budget required to do so,

The Library Service has just completed a baseline review which saw a reduction in opening hours from 605 hours per week to 527.5 and the cessation of the Mobile Library Service to achieve an overall budget reduction by £300k

The commissioning process analyses the most appropriate method for service delivery whether it be in-house, contracted out or any other relevant method. This flows from the previous Library Strategy 2007 which highlighted the need to look into alternative methods of service delivery

5.7   Bromley Library Service Strategies 2014

Informing and underpinning the Library Strategy is the Council's Corporate operating Principles and the Building a Better Bromley statement which covers
- Safer Communities
- A quality environment
- Regeneration
- Vibrant, thriving town centres
- Supporting independence
- Healthy Bromley
- Supporting Children and young people
- An excellent Council

The Library Service aims to contribute to each of these objectives as it fulfils Bromley's statutory duty to provide a comprehensive and efficient library service. The overall vision of the service remains as outlined in the previous strategy at 2.1 above. An increasing emphasis now needs to be in supporting digital literacy.

In order to provide a comprehensive and efficient service under the provisions of the Public Libraries and Museums Act 1964, the Council proposes to maintain a core of 8 libraries providing a full range of services. These would be at Bromley Central, Beckenham, Biggin Hill, Chislehurst, Orpington, Penge, Petts Wood and West Wickham Libraries

The Library Strategy proposes to investigate the potential for the remaining Community libraries to be run by some form of community management in line with the Council's long term strategy. These libraries are Burnt Ash, Hayes, Mottingham, Shortlands, Southborough and St Paul's Cray. Additionally the Council intends to continue seeking opportunities to develop library buildings in partnership with other organisations as these arise

5.8   Library Strategy 2014-Current Consultation
In order to provide a service which is responsive to the needs of residents whilst meeting the required financial targets, the Council is consulting stakeholders. This is being done to inform the most appropriate means of achieving its goals as it reviews all the possible options for service delivery. The consultation was targeted at both users and non-users and took place in the form of an online survey with paper questionnaires available. Focus groups were also conducted at each of the 6 libraries where Community Management is a possibility

5.9   Previous Consultation
Bromley Libraries have undertaken a number of consultations to inform key decisions over the past few years using a range of consultation methods. In 2012 public consultation indicated that 62% of those surveyed were in favour of volunteers being used to help qualified staff as a way of improving the service in libraries. A summary of past consultation is detailed in Appendix 1

6.   Bromley Demography

Bromley Library Service is available to all who live work or study in the borough and to all visitors however brief their stay. All residents of the London borough are stakeholders in the library service whether they currently use the service or not. A review of the demography of the borough has been used to assess need

6.1   Bromley Characteristics
Bromley is the largest London borough by area, and the least densely populated. Half of the borough is covered by green belt countryside, the largest area of green space in London. The borough shares borders with the London Boroughs of Lewisham and Greenwich to the North, Bexley to the North East, Southward and Lambeth to the North West, as well as Croydon to the West. It also borders the Sevenoaks District of Kent to the East and South, and the Tandridge District of Surrey

6.2   Population
The residential population of Bromley was recorded at 309,392   in the 2011 Census, an increase of 4.68% on the 2001 Census figure. This is also

proportionally higher than the London borough average of 247,695.The census data shows that there were 148,588 males and 160,804 females equating to a 48 % 52 % split in Bromley see Appendix 2. A breakdown of percentage of the population in each age band is detailed in Table 1 below

Table 1-Age Range of Bromley Population	
Age 0 to 4	6.5%
Age 5 to 7	3.6%
Age 8 to 9	2.2%
Age 10 to 14	6%
Age 15	1.2%
Age 16 to 17	2.6%
Age 18 to 19	2%
Age 20 to 24	5.2%
Age 25 to 29	5.8%
Age 30 to 44	22%
Age 45 to 59	20.1%
Age 60 to 64	6%
Age 65 to 74	8.3%
Age 75 to 84	6%
Age 85 to 89	1.6%
Age 90 and Over	0.9%

Source Office National Statistics 2013 update

'*In order to protect against disclosure of personal information, records have been swapped between different geographical areas. Some counts will be affected, particularly small counts at the lowest geographies*'

Population and gender relating to those libraries being considered for Community management is detailed in table 2 below to further assess need

Table 2 Population & Gender breakdown				
Library	Ward	Total Population	Male	Female
Burnt Ash	Plaistow & Sundridge	15,122	7,244	7,878
Hayes	Hayes & Coney Hall	15,906	7.716	8190
Mottingham	Mottingham & Chislehurst North	9,987	4,645	5,342
Shortlands	Shortlands	9.824	4,754	5,070
Southborough	Bickley	15,098	7,139	7,959
St Pauls Cray	Cray Valley West	16,769	7,912	8,857

Source ONS updated 2013

Summary

- Although the number of 0 to 4 year olds is projected to decrease by 2019 to 21,016 and then to 20,825 by 2024, there has been an increase in the number of live births in Bromley since 2002.
- The proportion of older people in Bromley (aged 65 and over) is expected to increase gradually from 17.74% of the population in 2014 to 17.84% by 2019 and 18.28% by 2024

- There is some variation in population structure amongst the wards. Which is evident in Appendix 3.Cray Valley West has the highest proportion of young people.

- Chislehurst has the highest proportion of over 75s

6.3   Index of Multiple Deprivation

Deprivation Indices can be used to determine need within the borough. The Index of Multiple Deprivation is based on the concept of measuring distinct dimensions of deprivation separately and then combining these to give an overall score .The Index of Multiple Deprivation 2010 (IMD 2010) Combines 38 indicators covering different aspects of deprivation into a single score for each small area in England known as a Lower Super Output areas (LSOA) This allows each area to be ranked relative to one another according to their levels of deprivation. The scores are based on a number of factors which are listed below:

- Income deprivation
- Employment deprivation
- Health deprivation and disability
- Education, skills and training deprivation
- Barriers to housing and services
- Living environment deprivation
- Crime

In 2010 Bromley was ranked 203rd out of 362 local authorities in the index of multiple deprivation (IMD) 1 being the most deprived. Generally Bromley Borough scores well and deprivation is lower than average compared to neighbouring South London Boroughs as detailed in the table below

Table 3-IMD Scores Comparison with neighbouring boroughs		
London Borough	**Average IMD Score**	**National Ranking**
Greenwich	31.94	28
Lewisham	30.97	31
Croydon	22.76	107
Bexley	16.71	174
Sutton	15.43	196
Bromley	**14.95**	**203**
Merton	14.56	208

An update produced in 2012 presented a ward level analysis of the Indices of Deprivation 2010 (ID2010) from the Department for Communities and Local Government (CLG) as they relate to London. This showed certain wards in Bromley to be amongst the least deprived in London where 1 was the most deprived and 628 the least deprived Source: GLA Calculations based on the Department for Communities and Local Government, Indices of Deprivation 2010

Least deprived London wards on Average Score measure
- Hayes and Coney Hall- Ranked 620 out of 628
- West Wickham - Ranked 621 out of 628
- Chelsfield & Pratts Bottom-ranked 627 out of 628
- Petts Wood & Knoll-ranked 628 out of 628 making it the least deprived ward in London overall based on average score measure

Least deprived London wards on Average Rank measure
- Farnborough & Crofton-ranked 614 out of 628
- Hayes & Coney Hall-ranked 618 out of 628
- West Wickham- ranked 621out of 628
- Shortlands-ranked 622 out of 628
- Chelsfield & Pratts Bottom-ranked 627 out of 628
- Petts Wood & Knoll-ranked 628 out of 628 making it the least deprived ward in London overall based on average rank measure

Least deprived London wards on Income Scale measure
- Darwin –ranked 621 out of 628

Least deprived London wards on Employment Scale measure
- Shortlands –ranked 614 out of 628
- Darwin –ranked 622 out of 628

London wards with lowest ranked (least deprived) LSOAs
- Chelsfield and Pratts Bottom-ranked 619 out of 628
- Petts Wood and Knoll ranked 624 out of 628

Although no wards or LSOAs within Bromley are amongst the most deprived in London. The degree of deprivation varies across the borough with the least deprived areas highlighted above.

However, the Indices of Deprivation 2010 scores do indicate clear concentrations of poorer IMD scores to the north west of the borough in Crystal Palace and Penge and Anerley, to the north in Mottingham and to the east in the Cray Valley, as well as Centrally through Downham and Bromley Common. These are indicated in the map below.

In addition to indicating areas with higher IMD scores generally within the borough Map 1 also has the library locations marked clearly in order to show those libraries which are situated in the most deprived areas of the borough The map features all 14 Bromley libraries not just the 6 libraries being considered for Community management. Of the proposed core Council libraries, Penge and Beckenham are situated in wards with a high IMD score.

Map 1: Indices of Deprivation 2010-Lower Super Output areas

Comments

The index of multiple deprivation (IMD 2010) combines a number of indicators chosen to cover a range of economic, social and physical issues into a single deprivation score for each small area in England called Lower Super Output Areas (LSOAs)

Overall Bromley is ranked 217th out of 326 Local Authorities a rank of 1 is the most deprived.

The higher the score the greater the level of deprivation. In the whole country the most deprived LSOA has a score of 87.80 and the least deprived a score of 0.53

Index of multiple deprivation 2010
(Lower Super Output Area deprivation scores)

1.7 - 7.7	Least Deprived
7.7 - 13.8	
13.8 - 22.4	
22.4 - 33.36	
33.36 - 49.3	Most Deprived
●	Community Managed Libraries
●	Core Council Libraries

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Summary
- St Paul's Cray Library which is situated in Cray Valley West ward is identified clearly on the map as having the overall highest deprivation scores in the borough.,
- Hayes and Shortlands libraries are in the least deprived areas in the borough.
- Mottingham and Southborough and Burnt Ash libraries are located in wards with varying levels of deprivation ranging from the least deprived to most deprived

6.4   Ethnicity and Country of Birth

The 2011 Census findings show that the white British population of Bromley has decreased by 6% from 255,614 (86.49% of total population) in 2001 to 239,478 (77.4% of total population) due to a rise in the Black or Ethnic Minority (BME) populations. The greatest increase was the number of Black or Black British residents in the borough which rose from 3,373 to 9,819 a massive increase of 191%

Ethnicity in the wards of libraries being proposed for community management is detailed in Table 4 below and compared to the Bromley average

Table 4 Ethnicity %	Bromley average	Plaistow & Sundridge	Hayes & Coney Hall	Mottingham & Chis North	Shortlands	Bickley	Cray Valley West
White; British	77.4%	72.3%	86.7%	74.7%	77.5%	77.9%	80.7%
White; Irish	1.4%	1.7%%	1.4%	1.1%	1.3%	1.6%	0.9%
White; Gypsy or Irish Traveller	0.2%	0%	0.1%	0.1%	0.1%	0%	0.9
White; Other White	5.3%	6.6%	3.6%	5.7%	5.6%	6.0%	3.6%
Mixed/Multiple Ethnic Groups; White and Black Caribbean	1.3%	1.7%	0.9%	1.8%	0.9%	0.7%	1.1%
Mixed/Multiple Ethnic Groups; White and Black African	0.4%	0.5%	0.2%	0.4%	0.1%	0.3%	0.5%
Mixed/Multiple Ethnic Groups; White and Asian	1.0%	1.1%	0.8%	0.8%	1.5%	1.2%	0.6%
Mixed/Multiple Ethnic Groups; Other Mixed	0.9%	1%	0.6%	0.8%	0.7%	0.7%	0.7%
Asian/Asian British; Indian	2.0%	2.3%	1.3%	2.0%	3.4%	3.9%	1.0%
Asian/Asian British; Pakistani	0.3%	0.3%	0.2%	0.1%	0.5%	0.4%	0.2%
Asian/Asian British; Bangladeshi	0.4%	0.4%	0.2%	0.2%	1.2%	0.4%	0.4%
Asian/Asian British; Chinese	0.9%	0.9%	0.6%	0.8%	2.%	1.2%	0.9%
Asian/Asian British; Other Asian	1.6%	1.9%	0.9%	1.9%	1.5%	1.9%	1.1%

Black/African/Caribbean/Black British; African	3.2%	3.9%	0.8%	5.1%	1.1%	1.7%	4.7%
Black/African/Caribbean/Black British; Caribbean	2.1%	3.1%	0.9%	2.6%	0.5%	0.9%	1.2%
Black/African/Caribbean British; Other Black	0.7%	1%	0.2%	1.1%	0.7%	0.2%	0.8%
Other Ethnic Group; Arab	0.3%	0.4%	0.2%	0.1%	1.2%	0.4%	0.1%
Other Ethnic Group; Any Other Ethnic Group	0.6%	0.9%	0.4%	0.6%	0.7%	0.7%	0.5%

Summary

- Hayes and Coney Hall and Cray Valley West have the highest white British population of the wards where Community libraries are located
- Mottingham and Chislehurst North followed by Cray Valley West are the wards with the highest percentage of residents who are Black African/Caribbean/Black British
- Appendix 4 gives a breakdown of the proportion of the population classified as non-white

6.5 Religion

Census 2011 shows that 60.7% Bromley residents are Christian which is higher than the London average of 48.4% and the English average of 59.4%. Religious preferences at the proposed Community Managed Libraries are detailed below and further compared to the London average

Table 5

Religion	Bromley Average	Plaistow & Sundridge	Hayes & Coney Hall	Mottingham & Chis North	Bickley	Shortlands	Cray Valley West
All Usual Residents	309,392	15,122	15,906	9,987	15,098	9824	16,769
Christian	60.7%	59.7%	64%	58.7%	60.9%	61.4%	59.4%
Buddhist	0.5%	0.5%	0.3%	0.8%	0.6%	0.4%	0.5%
Hindu	1.6%	2.0%	1.1%	2.1%	3.2%	2.8%	1.6%
Jewish	0.3%	0,3%	0.4%	0.2%	0.3%	0.6%	0.1%
Muslim	2.5%	3.0%	1.6%	2.4%	2.5%	3.2%	2.1%
Sikh	0.2%	0.4%	0.1%	0.2%	0.4%	0.3%	0.2%
Other Religion	0.4%	0.4%	0.2%	0.5%	0.4%	0.3%	0.4%
No Religion	26%	26.0%	25.0%	27.9%	22.9%	23.4%	29.1%
Religion Not Stated	7.6%	7.6%	7.5%	7.2%	8.5%	7.5%	7.6%

Summary

In Bromley overall, the religion to which most residents classify themselves is Christian, followed by no religion and religion not stated. This pattern is replicated at the Community Libraries. The next most popular religion overall within the borough is Muslim 2.5%. There is variation on this within the wards under examination. A summary is detailed below

- Hayes and Coney Hall ward had the highest number of Christian residents. and Mottingham and Chislehurst North the lowest
- Cray Valley West had the highest number of residents stating they had no religion at 29.1%.
- Bickley had the highest proportion of residents who did state their religion
- There were a higher than the borough average number of residents stating their religion as Hindu at Plaistow and Sundridge, Mottingham and Chislehurst North, Shortlands.
- The highest overall at Bickley was at Bickley where 3.2% overall stated their religion as Hindu
- The number of Muslim residents was highest at Shortlands and Sundridge and Plaistow wards
- The number of Jewish residents was in most cases in line with the borough average, The lowest number of Jewish residents were at Cray Valley West ward and the highest number at Shortlands ward

Maps to show the religious groups to which the highest number of residents classify themselves can be found in Appendix four.

6.6 Education and qualifications

There are three assessments for primary school age children. The Early Years Foundation stage Profile (EYFSP) assesses reception age children. In 2011 58% of Bromley pupils attained the expected level of performance compared to 59% nationally with attainment increasing steadily. Children are assessed again at the end of year 2 in Key stage 1 (KS1) assessments . Bromley's performance in all KS2 areas in 2011 is consistently 1-2 percentage points higher than the national average.. At age 11 at the end of year 6 Key Stage 2 (KS2) pupils are expected to achieve a level 4 in each assessment. . 2011 results showed that 86% of pupils achieved Level 4 in English, 84%in Maths, exceeding the national averages of 81% English and 80% Maths.. At GCSE and A Levels Bromley pupils also achieve higher than the national average

The overall number of residents in Bromley with no qualifications is 17.9%. This is marginally higher than the London average of 17.6% but lower than the English average of 22.5%.The qualifications of adult residents in the wards in which the proposed Community Libraries are compared to the Bromley average in table 6 below

Table 6-Level of Qualifications							
Table 6	Borough Average	Plaistow & Sundridge	Hayes & Coney Hall	Mottingham & Chis North	Bickley	Shortlands	Cray Valley West
All adults aged 16-74	248,806	12,154	12,718	7,749	12,196	8,004	12,807
No qualifications	44,572 (17.9%)	2263 (18.6%)	1996 (15.7%)	2011 (26%)	1764 (14.5%)	965 (12.1%)	3656 (28.5%)
Level 1 qualifications	33,858 (13.6%)	1546 (12.7%)	1814 (14.3%)	1343 (17.3%)	1311 (10.7%)	895 (11.2%)	2243 (17.5%)
Level 2 qualifications	40,025 16.1%)	1891 (15.6%)	2350 (18.5%)	1189 (15.3%)	1850 (15.2%)	1245 (15.6%)	2131 (16.6%)
Apprenticeship	6,773 (2.7%)	284 (2.3%)	396 (3.1%)	241 (3.1%)	229 (1.9%)	166 (2.1%)	410 (3.2%)
Level 3 qualifications-	28,644 (11.5%)	1393 (11.5%)	1594 (12.5%)	797 (10.3%)	1408 (11.5%)	915 (11.4%)	1345 (10.5%)
Level 4 qualifications-	82,304 (33.1%)	4,139 (34.1%)	4,044 (31.8%)	1,715 (22.1%)	4,967 (40.7%)	3,468 (43.3%)	2389 (18.7%)
Other qualifications	12,630 (5.1%)	638 (5.2%)	524 (4.1%)	453 (5.8%)	667 (5.5%)	350 (4.4%)	633 (4.9%)

Source ONS updated 2013

Summary
- The proportion of adults aged 16 and over is lowest in Mottingham and Chislehurst Ward with 3.11% of adults aged 16 and over.
- 5.14% of residents of Cray Valley West are aged over 16, the highest of these 6 wards
- Cray Valley West has the highest number of residents with no qualifications
- Mottingham and Chislehurst North and Plaistow and Sundridge wards also have higher than the borough average number of residents with no qualifications
- Bickley has the highest number of residents with Level 4 qualifications and also other qualifications.

6.7   Health

The 2014 Health Profile for Bromley produced by Public Health England shows that the health of the people in Bromley is generally better than the English average. Life expectancy at birth in Bromley has been rising steadily over the last 20 years, currently at 80.7 years for men and 84.5 years for women. However, there is an 8.0 year gap for men and 6.9 years for women between the highest and lowest life expectancy wards in Bromley, with the lowest life expectancy in the most deprived wards.

The 2014 Child Health Profile shows that the health and wellbeing in Bromley is also generally better than the English average. The infant mortality rate is

better than the England average whilst the child mortality rate is similar to the England average.

The table below relates to how residents of the borough and those living in the wards affected by proposed change classify their health . Please also refer to Appendix 5 & 6 relating to bad and very bad health in the borough

Table 7 - % of residents good-very bad health							
% Health Status	Borough Average	Plaistow & Sundridge	Hayes & Coney Hall	Mottingham & Chis North	Bickley	Shortlands	Cray Valley West
Very Good Health	50.1%	49.1%	51.7%	45.6%	52.8%	53.2%	45.8%
Good Health	34.1%	34.1%	34.4%	34.3%	32.4%	33.7%	33.9%
Fair Health	11.7%	12%	10.8%	14.2%	10.8%	10.2%	14%
Bad Health	3.2%	3.6%	2.4%	4.6%	3%	2.4%	4.7%
Very Bad Health	0.9%	1.2%	0.7%	1.3%	1%	0.5%	1.6%

Source ONS 2013

Summary
- Hayes and Coney Hall, Bickley and Shortlands wards have a higher than the borough average number of residents in very good health
- Plaistow and Sundridge, Mottingham and Chislehurst North, Bickley and Cray Valley West have higher than the average number or residents in very bad health
- The overall number of residents in very bad health is highest at Cray Valley West

6.8   Transport

The most popular method of travelling to work for Bromley residents is by car with 27% driving to work. In Bromley levels of mobility are above average, with just 23% of the population without access to a car.

20% travelled to work by train with a further 2% travelling by underground, light rail or tram. There are 26 railway stations in the borough providing links with major destinations in London and Kent.. The recently opened London Overground extension serves the north-west of the borough with links to Croydon, East London and the London Underground Network the west of the borough is served by Tramlink, with links to Croydon and Wimbledon.5% took the bus to work. There is excellent bus network in the borough. All major towns and villages in the borough are served by bus and destinations outside of the borough can also be reached directly. All proposed Community Libraries and Core libraries are well served by regular bus routes .See Appendix 7 for tables to illustrate this.

Bromley has relatively low walking and cycling rates when compared to other London boroughs, influenced to a large extent by the rural dispersed nature of the borough. The London Travel Demand Survey indicated that walking represents 22% of trips with cycling at 1%. The CIPFA PLUS 2012 findings differ from this as they show that the highest primary method of travel to the library was as follows 43% walked,34% travelled to the library by car, 22% by train or bus, and 1% cycled. Census 2011 data shows that 1% of Bromley residents cycled to work and 4% walked to work.

Car ownership in Bromley households is detailed in table 8 below. . A household is defined as one person living alone or a group of people living at the same address who share cooking facilities and a sitting room or dining area. This includes sheltered accommodation where 50% percent or more have their own kitchens irrespective of whether there are communal facilities .It also includes all people living in caravans are included. A group of short term residents living together is not classified as a household

. Table 8 : Car Ownership-Community Libraries						
Car ownership	Borough Average	Plaistow & Sundridge	Hayes & Coney Hall	Mottingham & Chis North	Shortlands	Bickley	Cray Valley West
All households	130,862	6,529	6,110	4,257	4,186	5,967	6,776
No car or van	30,723	1780	832	1,326	786	886	1,883
% No car or van	23.5	27.3	13.6	31.1	18.8	14.8	27.8
1 car or van	59,613	3143	2614	1,985	1836	2612	2,969
% 1 car or van	45.6	48.1	42.8	46.6	43.9	43.8	43.8
2 cars or vans	30,909	1275	2003	771	1,200	1,836	1,445
% 2 cars or vans	23.6	19.5	32.8	18.1	28.7	30.8	21.3
3 cars or vans	70,72	253	491	132	275	474	353
% 3 cars or vans	5.4	3.9	8	3.1	6.6	7.9	5.2
4 cars or vans	25,45	78	170	43	89	159	126
% 4 cars or vans	1.9	1.2	2.8	1	2.1	2.7	1.9
Total no of cars	153,908	6803	8,822	4,112	5,457	8,406	7,513

Source ONS updated 2013

Summary
- Mottingham had the highest percentage of residents with no car or van
- Plaistow and Sundridge had the highest percentage of residents with one car
- Hayes and Coney Hall had the highest percentage or residents with two cars or vans
- Bickley had the highest proportion of residents with three cars or vans
- Hayes and Coney Hall had the highest number of residents with four cars or vans
- There are a high proportion of residents in Cray Valley ward with or and two cars and vans
- The number of residents of Cray Valley West Ward with one car was 1.8% lower than the borough average and the number with 2 cars 2.3% lower

- The number of residents of Cray Valley West ward with 4 cars or vans met the borough average of 1.9%

6.9 Housing

There are approximately around 130,000 dwellings in Bromley of which 83% are in owner occupation. There is a clear variation in housing within the borough. Bickley, Shortlands and Hayes and Coney Hall wards have a high proportion of large expensive housing which is reflected in the analysis of tenure in the ward. Whilst a significantly higher number of residents own their homes outright and with a mortgage. These wards have a lower than the borough average number of residents living in social housing

Mottingham and Chislehurst North has a high proportion of socially rented housing with 31.9% of residents living in council or privately owned social housing, considerably higher than the borough average . Mottingham and Chislehurst North have a lower than average number of residents owning their homes outright. The number of residents owning their own homes with a mortgage or loan is lower than the Bromley average. The number or privately owned homes also exceeds the borough average

Plaistow and Sundridge has a slightly higher than the borough average proportion of social housing. The number of residents who own their own homes with loans or mortgages is under the borough average

Cray Valley West has a high proportion of socially rented housing with 33.5% of residents living in council or private social housing, considerably higher than the borough average . Cray Valley West also has a lower than average number of residents owning their homes outright. The number of residents owning their own homes with a mortgage or loan is also lower than the Bromley average .

Table 9-Tenure Bromley and proposed Community Managed Library wards							
	Borough Average	Hayes and Coney Hall	Plaistow & Sundridge	Mottingham & Chis North	Shortlands	Bickley	Cray Valley West
All households	130862	6110	6529	4257	4186	5967	6776
Owns Outright	43649 (33.4%)	2659 (43.5%)	1841 (28.2%)	935 (22%)	1754 (41.9%)	2321 (38.9%)	1715 (25.3%)
Owns with mortgage / loan	49136 (37.5%)	2734 (44.7%)	2416 (37%)	1421 (33.4%)	1560 (37.3%)	2466 (41.3%)	2219 (32.7%)
Shared ownership	1036 (0.8%)	12 (0.2%)	46 (0.7%)	45 (1.1%)	6 (0.1%)	26 (0.4%)	100 (1.5%)
Social rented-council	1987 (1.5%)	17 (0.3%)	113 (1.7%)	178 (4.2%)	11 (0.3%)	21 (0.4%)	308 (4.5%)
Social rented-private	16229 (12.6%)	17 (0.3%)	1023 (15.7%)	1181 (27.7%)	250 (6%)	396 (6.6%)	1965 (29%)
Privately rented	17,393 (21.5%)	474 (7.8%)	1030 (15.8%)	448 (10.6%)	567 (13.6%)	681 (11.4%)	413 (6.1%)
Living Rent Free	1,223 (0.9%)	42 (0.7%)	60 (0.9%)	49 (1.2%)	38 (0.9%)	56 (0.9%)	56 (0.8%)

Source ONS updated 2013

Summary

- Hayes and Coney Hall Wards have the highest numbers of homes owned outright
- Hayes and Coney called has the highest number of homes owned with a mortgage followed closely by Bickley
- Cray Valley West has the highest proportion of shared ownership homes followed closely by Mottingham and Chislehurst North
- Cray Valley West has the highest proportion of residents in Council owned social housing
- Mottingham and Chislehurst North have the highest number of residents in private rented social housing.
- Plaistow and Sundridge ward has the highest number residents living in privately rented properties.
- Mottingham and Chislehurst North have the highest number of residents living rent free.

6.10   Employment

The ways that people travel to work is detailed in section 3.7 Travel. 8% of borough residents currently work from home. Bromley has a higher than the London average number of retired people and a lower than average number of full time students in the borough

Table 10 below demonstrates the levels of economic activity in the borough, compared to the London average.

Table 10-Economic Activity in Bromley	Bromley	London
All Usual Residents Aged 16 to 74	222,539	6,117,482
Economically Active; Employee; Part-Time	13.0%	10.9%
Economically Active; Employee; Full-Time	41.1%	39.8%
Economically Active; Self-Employed	11.9%	11.7%
Economically Active; Unemployed	3.9%	5.2%
Economically Active; Full-Time Student	2.5%	4.1%
Economically Inactive; Retired	13.3%	8.4%
Economically Inactive; Student (Including Full-Time Students)	4.8%	7.8%
Economically Inactive; Looking After Home or Family	4.8%	5.2%
Economically Inactive; Long-Term Sick or Disabled	2.7%	3.7%
Economically Inactive; Other	1.9%	3.2%
Unemployed; Age 16 to 24	1.0%	1.2%
Unemployed; Age 50 to 74	0.8%	0.9%
Unemployed; Never Worked	0.5%	1.1%
Long-Term Unemployed	1.6%	2.0%

Source ONS updated 2013

Summary

- Bromley has a high proportion of retired residents, significantly higher than the London average

- Bromley has a higher than the London average of residents in both full time and part time employment
- Bromley has a lower than average number of long-term unemployment
- The Bromley average of people who are employed and have never worked is lower than the London average.

Table11 below shows the numbers of residents who are economically active at the wards where the Community libraries are located and compares them to the Bromley average

Table 11-Employment statistics comparison with borough average							
	Borough Average	Hayes and Coney Hall	Plaistow & Sundridge	Mottingham & Chis North	Shortlands	Bickley	Cray Valley West
Economically Active :Full time Employment	41%	39.6%	42.7%	37.8%	40.8%	40.1%	36.2%
Economically active-Part time employment	13%	14.6%	12%	13.2%	13.3%	12.4%	13.8%
Economically active-self employed	11.9%	13%.	11.9%	10%	13.3%	14.5%	9.6%
Economically active-unemployed persons	3.9%	2.9%	4.5%	5.8%	2.8%	2.7%	5.4%

Source ONS updated 2013

Summary
- Plaistow and Sundridge exceeds the borough average for full time employment
- Plaistow and Sundridge and Bickley are just under the borough number average of part time workers
- Cray Valley West and Mottingham and Chislehurst North have lower than the average number of self-employed residents
- Mottingham and Chislehurst North the highest number of unemployed people who are economically active followed closely by Cray Valley West then Plaistow and Sundridge

7.   Current overview of Bromley Libraries

London Borough of Bromley is an outer London borough and currently operates a network of 14 libraries which are tiered to reflect the potential catchment areas and range of services provided. In addition to the large Central Library in Bromley Town Centre, Bromley has three additional tiers of libraries, District Libraries which are the largest, Neighbourhood libraries and smaller Community libraries. All libraries are shown on the map below

Specialist services include the Local Studies Library, the Archive Service and an extensive Reference and Information Service. The Local Studies Library in Bromley Central Library offers resources going back hundreds of years, on topics related to the London Borough of Bromley and its environs. It has specialist collections on The Crystal Palace, Walter de la Mare and H G Wells. As well as housing the archives for the borough, it also has extensive

family history resources. The borough also offers a Home Library Service for residents who are unable to access static libraries due to health or mobility issues

7.1   Central Library
Bromley Central Library provides an extensive reference and information service through a comprehensive collection of books, newspapers and periodicals. It offers a wide-ranging enquiry service, as well as fax and photocopying facilities and by means of computer and Wi-Fi provision access to online databases, internet and MS Office packages

7.2   District Libraries
This tier of libraries consists of the two largest libraries at Beckenham and Orpington libraries . These libraries also offer comprehensive collections of fiction and non-fiction for children and adults and circulating stock to support customer choice. Services at district libraries include an enquiry service and fax and photocopying facilities and free internet access through the People's Network. All libraries host a wide range of events and activities including Baby Bounce and Rhyme, Chatterbooks, Reading Groups and Computer clubs.

7.3   Neighbourhood Libraries
This tier of Libraries consists of Biggin Hill, Chislehurst ,Penge, Petts Wood. West Wickham. Neighbourhood Libraries offer medium sized collections of fiction and non-fiction for children and adults and circulating stock to support customer choice. They offer an enquiry service and fax and photocopying facilities and   free internet access through the People's Network . Neighbourhood libraries like all Bromley libraries host a wide range of events and activities as detailed above

7.4   Community Libraries-This tier consists of Burnt Ash, Hayes, Mottingham Southborough, Shortlands, St Pauls Cray .The stock at Community Libraries is aimed at two particular target groups the active elderly and children. Community libraries also offer free internet access through People's network PCs and a wide range of events and activities for all as detailed above

7.5   Current Location of Libraries

Bromley is the largest London borough geographically, the location of the libraries reflects this. The population density of Bromley is among the lowest in London. Data from the CIPFA Comparative profiles shows the population density of the borough to be 21.2 significantly lower than the average of 36.2 .

Currently 98% of residents are within a 1.5 miles of a library. Due the size of the borough, there are currently areas of the borough which are not in close proximity to a library as shown in the map of the borough Libraries below. Maintaining Community Managed libraries as part of the statutory service maintains this high level of coverage .

Map 1- Bromley libraries locations

The map below shows the current locations of the 14 Bromley Libraries which are currently all Council Managed Libraries

Location Map- All Bromley Libraries

1:70000
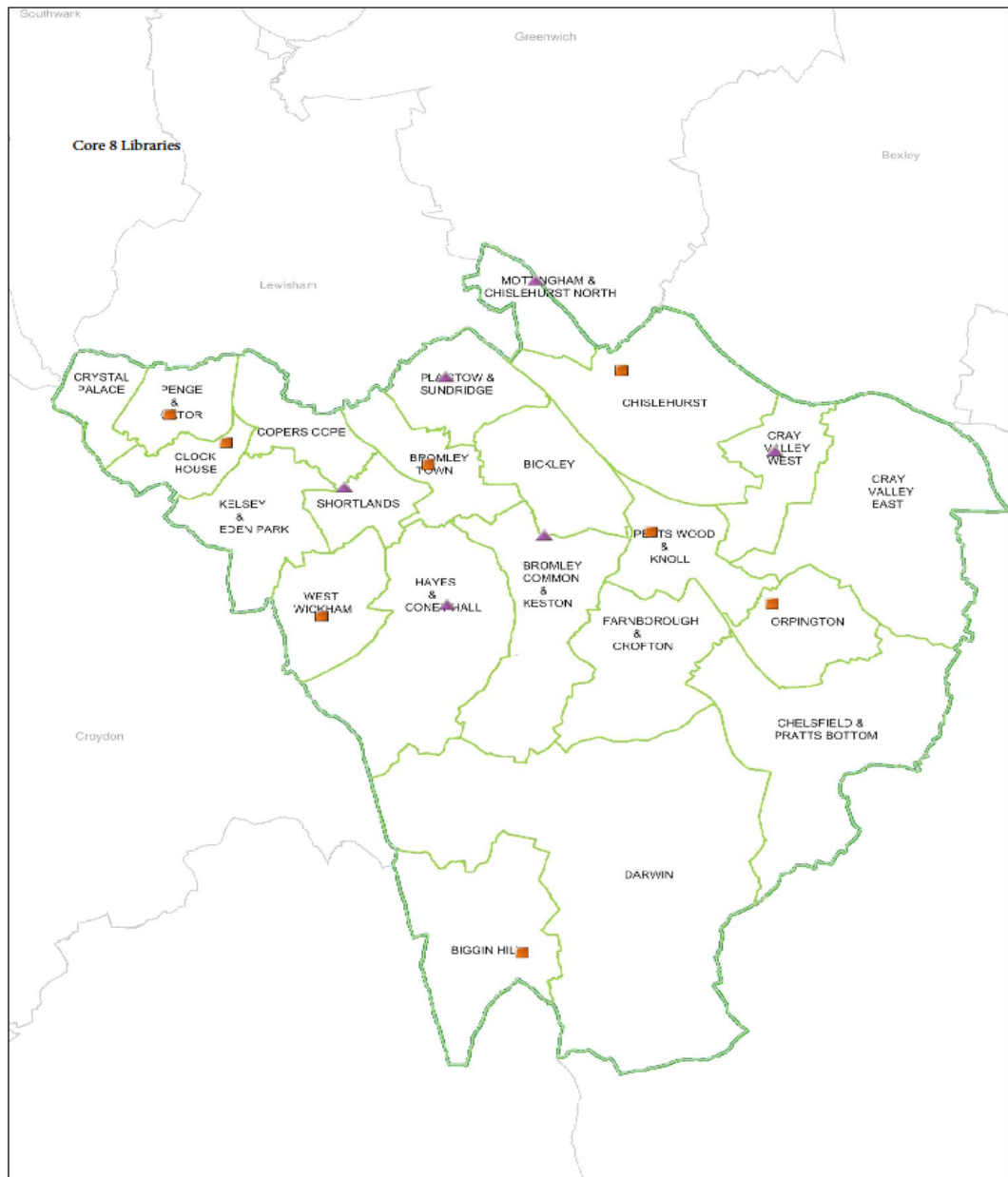
7.6 Library Provision within the borough

If Community management of 6 libraries is implemented, then the notable gaps in potential library cover occur around Mottingham, St Paul's Cray and Bromley Common. This position can be improved by taking into account Community Led libraries which can be developed in such a way as to contribute to the Council's duty to provide a comprehensive and efficient library Service. By taking into account potential community libraries at Mottingham, St Paul's Cray and Southborough, it is possible to improve the library network to cover 95% of the boroughs population as illustrated on the map below

Map 2-Core proposed 8 core libraries with additional coverage at Mottingham, St Paul's Cray and Southborough Libraries
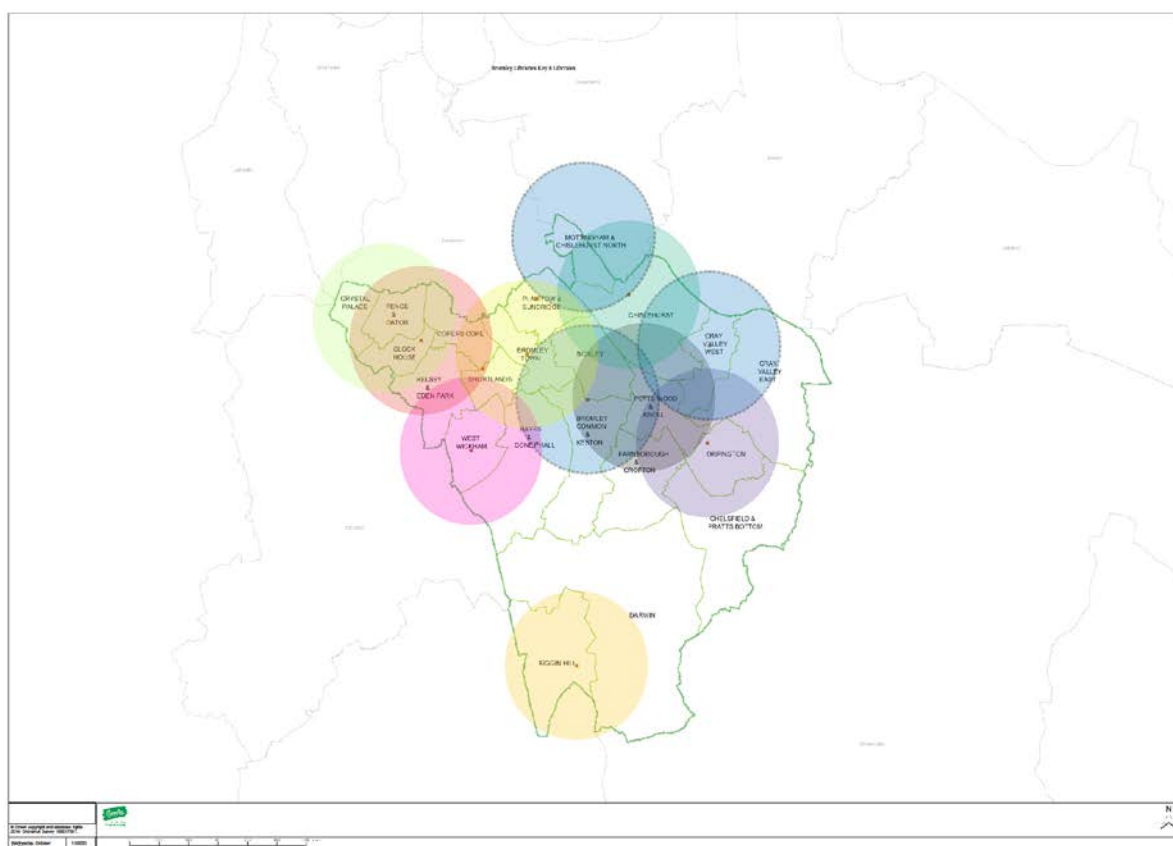
7.7 Current overview of Library buildings

Bromley Libraries have been represented to a similar format. There is a uniformity of guiding, a preferred style of shelving and categorisation of stock. Similarly the new libraries adopt the same look and style and the Library Service has a strong easily recognisable branding. Central, Orpington, Beckenham, Biggin Hill and most recently Penge already have RFID technology to enable customers to complete self-service transactions. In a project spanning from Oct 2014 to February, 2015 RFID has now been rolled out to all libraries including the 6 proposed Community Managed Libraries.

The developing library strategy will also seek to build upon good practice already established within the borough and will look to identify ways in which the current provision can be enhanced through modernisation and refurbishment.

7.8   Proposed Community Managed Libraries
The service change proposes that the six libraries currently forming the Community Libraries tier are moved to Community management-provided a suitable partner comes forward during the expression of interest period to manage these libraries . These libraries are Burnt Ash, Hayes, Mottingham, Shortlands, Southborough, St Paul's Cray. An evaluation of the library buildings is listed below

- **Burnt Ash Library-** Burnt Ash is the smallest library in the borough and open the fewest hours within the Bromley libraries network**.** Burnt Ash Library is located in the Plaistow and Sundridge ward as shown on the map of Bromley Libraries above. Located on the edge of a shopping parade , it is set back from the main road and not highly visible. There is no dedicated library parking and parking on the main road is restricted. The nearest alternative libraries are Bromley Central Library which is approx. 1.4 miles away or libraries within neighbouring borough Lewisham with Grove Park now itself a Community managed Library and Downham Library

- **Hayes Library** – Hayes is a part time library situated in the Hayes and Coney Hall ward as shown on the map of Bromley Libraries above. The Library building is an isolated site on parkland, but visible from the main road. The building is a grade II listed building and within the Hayes Village conservation area. The nearest alternative Bromley Library is West Wickham library one of the libraries making up the proposed core library offer . The current West Wickham Library site is approx. 1.6 miles away and easily reached by car, bus or train.

- **Mottingham Library –** Situated in Mottingham and Chislehurst North ward, Mottingham Library is on a main road under residential units on the north east edge of the borough. It is locally listed. There is no dedicated parking and parking on the road is restricted. It is close to Grove Park Library in Lewisham and the Eltham Centre in Greenwich. The nearest alternative Bromley Library is Chislehurst Library which is 1.4 miles away and easily reached by car bus or by foot.

- **Shortlands Library-** Situated in Shortlands Ward, Shortlands Library is a small library situated in a locally listed house within the Shortlands Conservation area. It does not benefit from high visibility but has a small dedicated car park, it is also possible to park on the road. The Library is relatively close to Bromley Central Library, but is divided from Bromley Town Centre by the main railway line .The nearest alternative Bromley Library is the Bromley Central Library which is approx. 1.1   miles away and easily reached by bus, car or on foot or by train as Shortlands railway station is within close proximity.

- **Southborough Library-** Situated in Bickley ward, Southborough Library is situated on a large corner site and benefits from being in a highly visible location with good on street parking and on a direct bus route Southborough Library is in close proximity to Petts Wood Library which is only 1.1 mile away and is the nearest alternative Bromley Library and is one of the proposed core libraries. Bromley Central Library is also easily accessible being just 1.9 miles away.

- **St Paul's Cray Library-** St Paul's Cray Library is situated in the Cray Valley West ward .St Paul's Cray is a modern single storey building situated on an open site. It is not adjacent to local shops but does benefit from being on a direct bus route and free on-road parking. Other alternative Bromley Libraries nearby and easily reached by car bus or by foot are Chislehurst Library which is 2.6 miles away or Orpington Library 2.7 miles away

7.9   Adding value to Community libraries

Moving these libraries to community management can give the local community an enhanced sense of ownership and will help to increase usage, extend membership, increase the recruitment of volunteers. CIPFA Actuals and Estimates 2013/14 show that whilst the London Borough of Bromley recorded a higher than average number of volunteer hours with 7,343 exceeding the average of 6,190 this is significantly lower than shared service partner Bexley who recorded 13,139 volunteer hours -see the table below. Community managed libraries may be able to offer a more innovative flexible approach to library service delivery better meeting the needs of the local communities. It is proposed that the introduction of six community managed libraries remaining part of the statutory provision and receiving specialist support from an experienced team of library staff would introduce an element of localised choice in the borough which will already be served by eight council libraries in key locations.

Graph 1-Volunteer hours-London Comparison
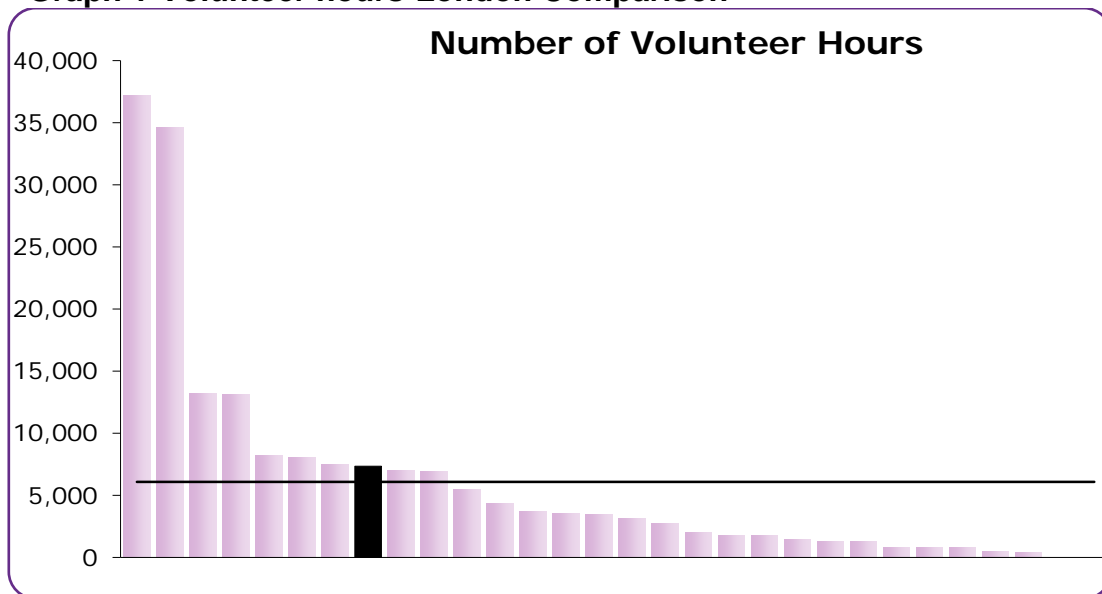
Bromley is highlighted in black on the chart

7.10 Proposed Core Council-Managed Library offer

It is proposed that the remaining eight libraries will form the core Library offer. Of these 8 libraries, 3 are new libraries with improved facilities, and plans are in the early stages for new facilities at an additional Library .These libraries are indicated on the map below and also show a 1.5 mile buffer to indicate coverage

Map 3-Location of Core Council Libraries

© Crown copyright and database rights 2015. Ordnance Survey 100017661.
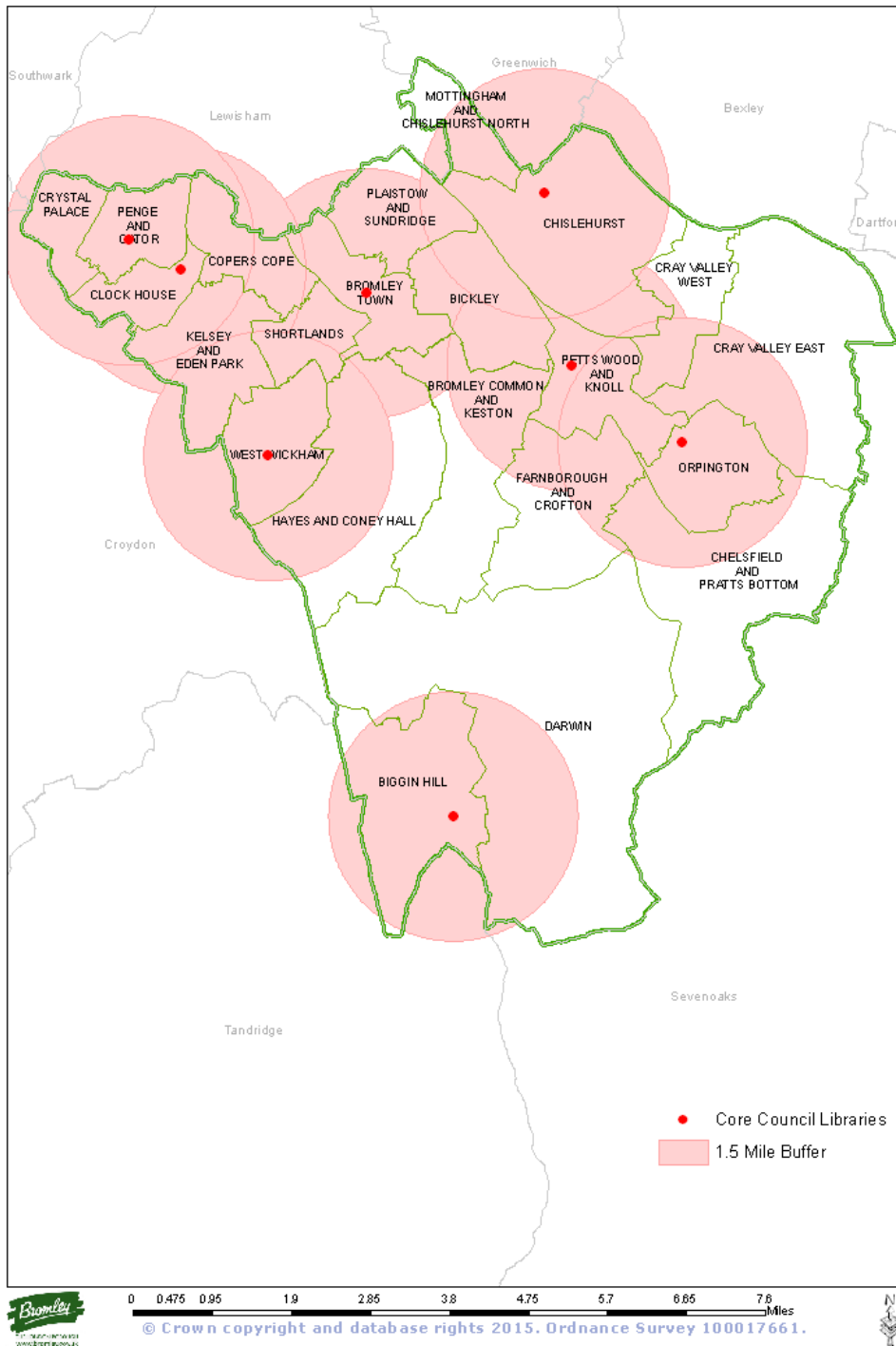
- **Central Library**-Bromley Central Library is one of the busiest libraries in London. The Central Library building also provides back office staff accommodation and houses Bromley archives , Local Studies and the Central Reserve store. However despite its key Central location ,the library suffers from having a minimal ground floor presence with no high street frontage, no adjacent parking even for disabled users.

- **Beckenham Library-** Beckenham Library is situated some distance from the High Street benefits from being part of a 'leisure campus' visible from the main road. The library is small for its overall level of use and has a mezzanine which is inaccessible to those with mobility problems. Beckenham was amongst the first Bromley libraries to have RFID technology installed

- **Biggin Hill Library**- The Biggin Hill dual use library and swimming pool complex opened in 2010 and was built on the site of the former Biggin Hill library. It offers extended opening hours seven days a week .Other services available on site include café facilities, free internet, Wi-Fi access RFID and parking facilities. A meeting room is also available for use by members of the community.

- **Chislehurst Library**-Chislehurst Library has a good location on a main road, 300 yards from the shops. There is a pay and display car park attached .Disabled access is from the side of the building. The library layout uses both upper and lower floors which is also challenging for disabled users. Chislehurst Library has a hall for hire on the first floor which is well used considering the difficulties accessing the building. Proposals are currently under consideration to use the library site for a development and build a purpose built modern library. RFID has recently been installed in this library

- **Penge Library-** The new Penge Library opened in August 2014 and is the third new library that the Council has opened in recent years .The new, modern library with increased floor space and extensive book collection and a wide range of IT facilities including Peoples Network computers and Wi-Fi replaces existing facilities at Penge and Anerley Town Hall. The new Penge building also offers s community facilities and the My Community council payment system facility. A new state of the art Bibliotheca Smart Locker will be available at Anerley Town Hall in Spring 2015, allowing local residents to borrow books in Anerley . PN computers will also be available at the Anerley Facility.

- **Petts Wood Library** –The library is well situated close to the local shopping parade. Pay and display parking is close by and parking is available in neighbouring streets. The library occupies a large site and has a modern aspect. The library is in close proximity to Southborough Library. RFID has recently been installed in this library

- **Orpington Library**-The second new Bromley Library to open in recent years. Orpington opened in May 2011 after moving from its Priory site

and is the second busiest library in the borough .Its catchment area extends to include the Farnborough/Locksbottom area where there is no static library. The new library building is situated in a prime location within the Walnuts Shopping Centre and has an attractive and welcoming atmosphere, Laid out over two floors and providing street level access, the new library has improved community facilities, including meeting areas, plenty of reading space, self service facilities and free Wi-Fi. It is serviced by good public transport with parking within a short walk, including a dedicated disabled parking area.

- **West Wickham Library**-West Wickham is situated in a prominent main road position near to shops and other local facilities. There is disabled parking on the main road and a pay and display facility behind the library. The library has a mezzanine floor which still houses a proportion of non-fiction stock which is difficult for those with mobility issues to access without staff help. RFID technology has recently been installed at this library.

8.   Library Users

An analysis of the current use of Bromley Libraries has been used to inform this document and analyse and assess need at the Libraries being considered for service change**.** Statistics from the Library Management System show the number of active users at each Library . An active library user is classified as anyone who has borrowed an item or used the PN at least once in the 2013/14 year The home branch is the branch where the customer joined the library

Census 2011 data showed that London Borough of Bromley has a resident population of 309,392. Bromley Libraries have a total of 66,890 active users who have used their Library card at least once during 2013-14. This represents 21.6% of the population

8.1   Joining and using Bromley Libraries
Membership of Bromley Libraries is free. Bromley Library Service requires proof of identity and address for those wishing to join. Users are not required to join the library services unless they wish to borrow materials or use the PN computers .Anyone living working or studying in the borough wishing to join can register at any Bromley library. They can then use their library card at any library in the borough to borrow books, books on CD , DVDs, CDs and Wii games. When joining users are issued with a PIN to allow them to access the online library services .A list of Bromley libraries and their opening hours can be found in Appendix 8

8.2   Active users at all Bromley Libraries
Table 12 shows the number of active Library users at all Bromley Libraries including the Community Libraries affected by this proposal There is a -0.68% decrease from the previous year . The libraries are ranked according to the number of active users they have registered at their branch.

Table 12-Active users (average for the year)		
	2013-14	**Ranking**
Anerley	2,020	10
Beckenham	9,574	3
Biggin Hill	3,229	7
Burnt Ash	808	15
Central	16,917	1
Chislehurst	4,252	5
Hayes	1,664	12
Mobile	672	16
Mottingham	1,407	13
Orpington	9,857	2
Penge	2,167	8
Petts Wood	4,240	6
Shortlands	1,263	14
Southborough	2,154	9
St Paul's Cray	1,825	11
West Wickham	4,776	4
Sub-total	66,826	
HLS	0	
Stock Services	65	
Total	66,890	

Anerley and the Mobile Library are still included in this table as the data represents the period from 1ˢᵗ April 2013-March 31ˢᵗ 2014

8.3 Active Library users of Community Libraries

With the exception of both Anerley and the Mobile Library which have closed, all Community Libraries had the fewest number of registered active borrowers as detailed below

- 13.6% of active Library users are registered at one of the six community Libraries being considered for Community Management
- Burnt Ash Library- Burnt Ash had 808 (1.20%) active library users in 2013/14 the fewest of all the libraries
- Hayes Library- Hayes Library was ranked 12 out of 16 libraries, with 1,664 (2.48%)of active users
- Mottingham Library- Mottingham Library had 1407 (2.10%) active users and was ranked 13ᵗʰ overall
- Shortlands Library-Shortlands had 1,263(1.88%) library users ranked 14ᵗʰ of 16 libraries
- Southborough Library- Southborough Library has the highest number of registered users 2,154 (3.22%) within the Community libraries tier
- St Pauls Cray Library- St Paul's Cray was 11ᵗʰ overall with 1,825(2.72%) active borrowers
- In contrast Central Library has the highest number of active users with 25.29% of the total number of active users in the borough.

The charts below illustrate the levels of activity at the home branch, other community libraries and the proposed core 8 libraries particularly those which have been identified as the nearest alternative branch to each proposed Community managed Library

Chart 1: Burnt Ash Library- Active users analysis
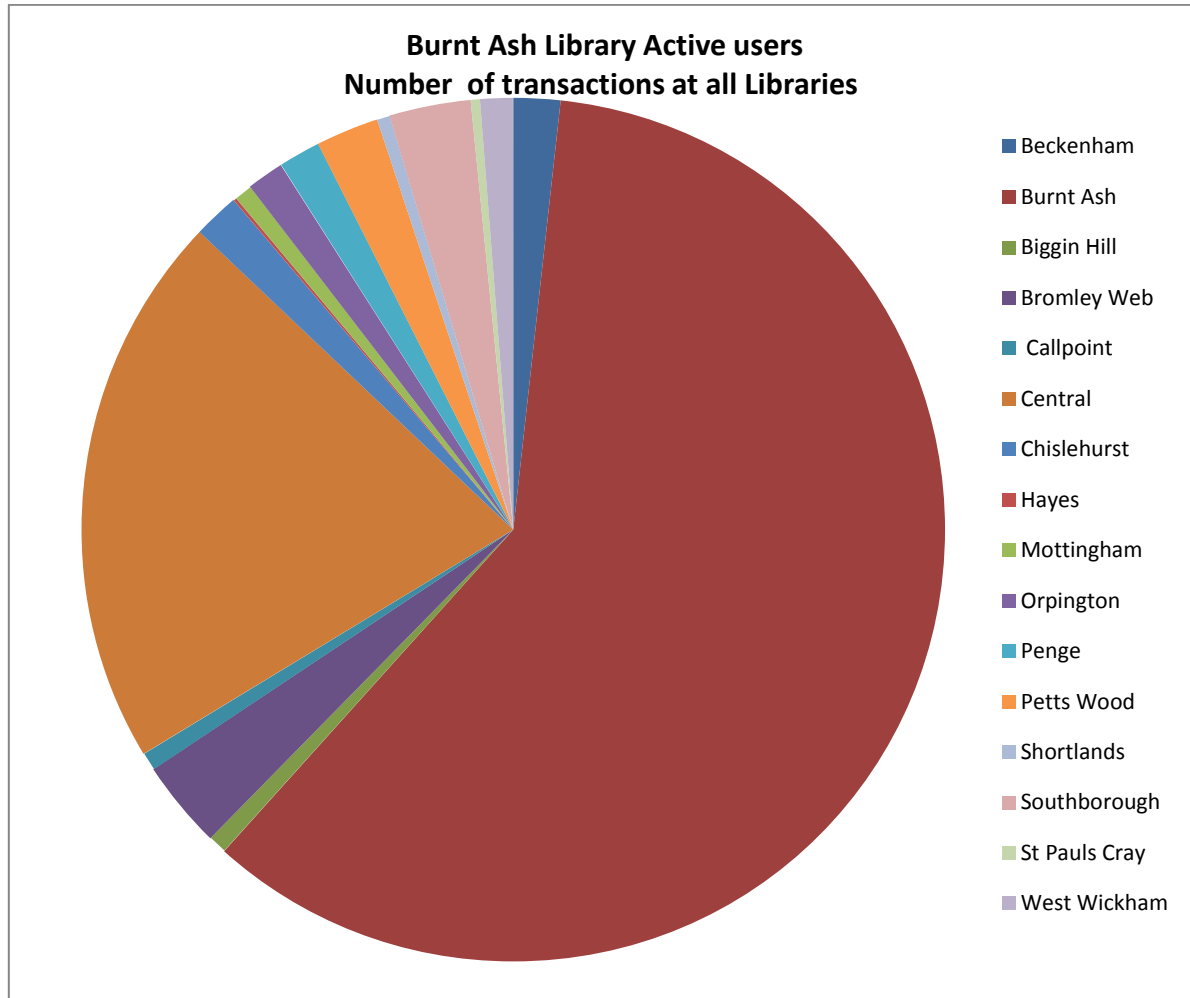
Burnt Ash-Summary of use

- 60% of library transactions are made at the home branch which is Burnt Ash Library
- Central Library the nearest alternative Library to Burnt Ash is the next most used Library by those registered at Burnt Ash with 21% of transactions.
- Southborough Library, another proposed Community Managed Library is also used by Burnt Ash users with 3% of transactions.
- 3% of transactions are carried out by Burnt Ash users on Bromley Web
- Petts Wood(2%), Beckenham(2%) and Penge(2%) which are part of the proposed Council's core network of Libraries are also used by Burnt Ash registered users.

Hayes Library-Active users analysis

Chart 2 below shows patterns of use by active borrowers registered at Hayes Library
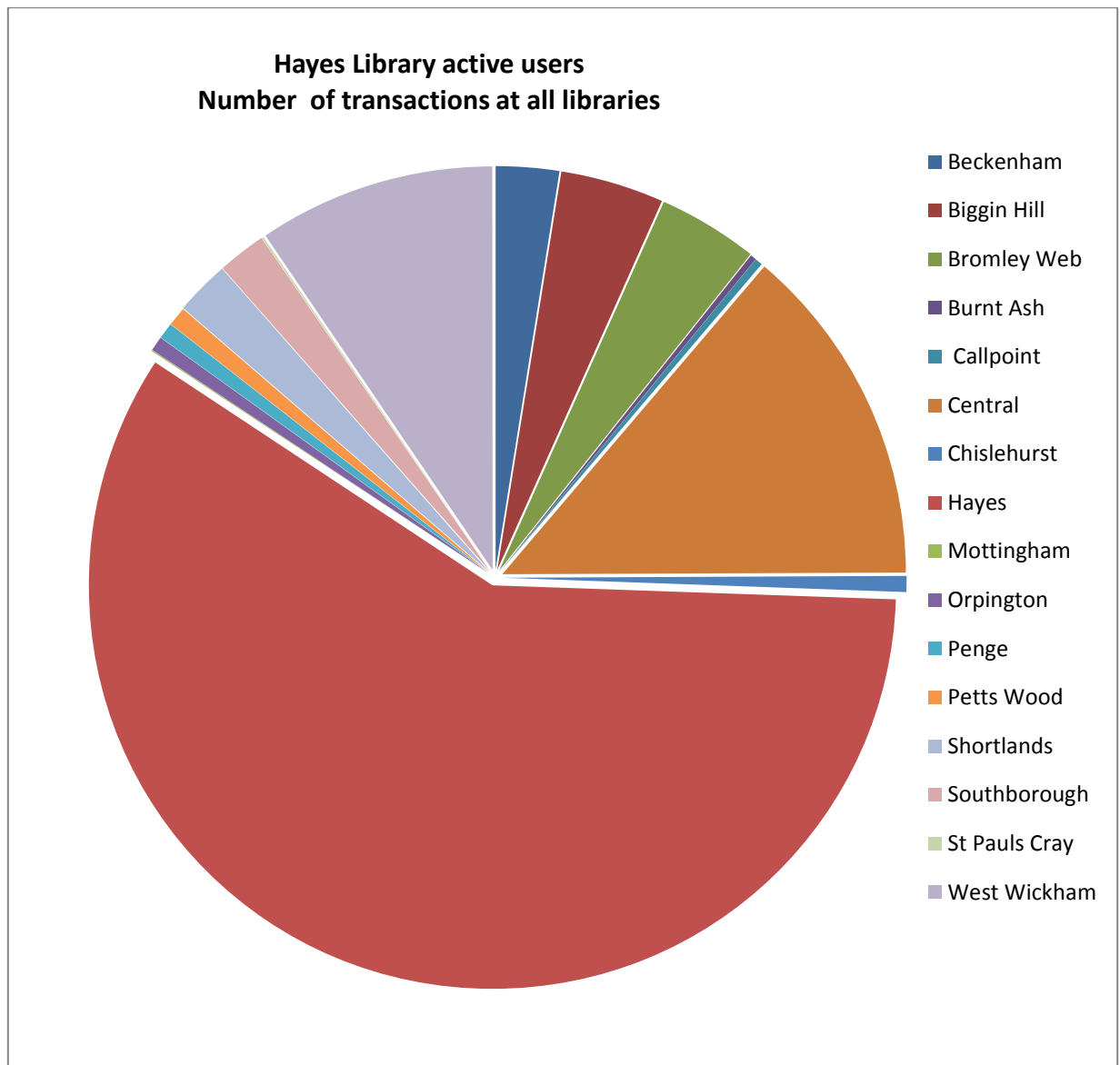
Hayes Library-Summary of use

- The biggest number of transactions 59% are made at the home branch which is Hayes library
- A high proportion of transactions14 % were made at the Central Library
- 10% of transactions were also made at west Wickham by Hayes Library users . West Wickham is part of the Council's propose core offer
- 4% of total library transactions were made at Biggin Hill Library which also forms part of the proposed core offer
- 4% of transactions were carried out by Hayes Library users on the Bromley web

Mottingham Library-Active users analysis

Chart 3 below shows patterns of use by active borrowers registered at Mottingham Library

**Mottingham Library active users
Number of transactions at all libraries**

Legend:
- Beckenham
- Biggin Hill
- Bromley Web
- Burnt Ash
- Callpoint
- Central
- Chislehurst
- Hayes
- Mottingham
- Orpington
- Penge
- Petts Wood
- Shortlands
- Southborough
- St Pauls Cray
- West Wickham
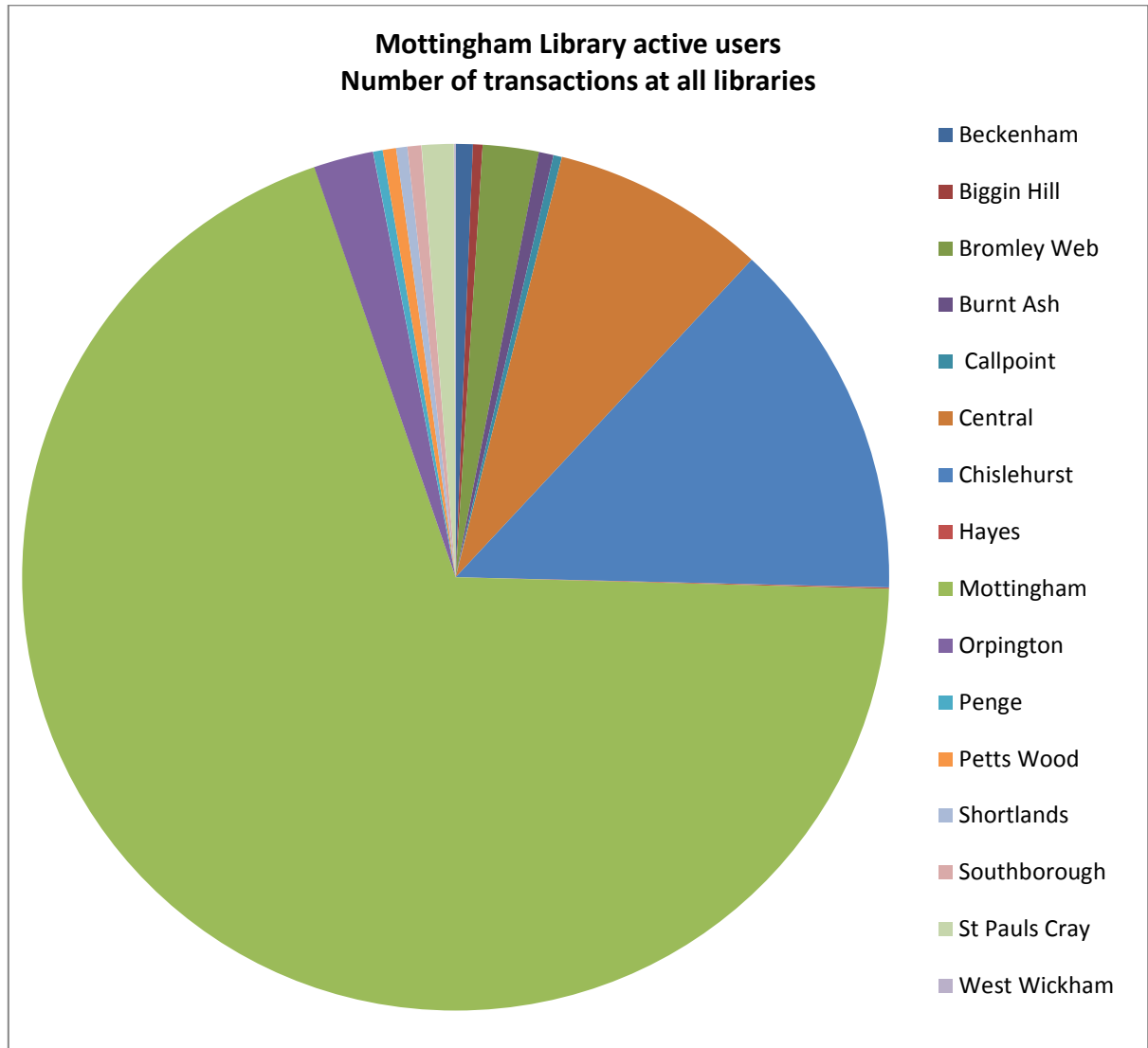
Mottingham Library Summary

- The biggest number of transactions 69% are made at the home branch which is Mottingham library
- The other library which recorded a high number of transactions by registered Mottingham Users was Chislehurst library at13%.Chislehurst is part of the Council's proposed core Library offer
- 8 % of transactions were made at the Central Library
- 2% of transactions were carried out by Mottingham Library users on the Bromley web
- 2% of transactions were also completed at Orpington Library

Shortlands Library-Active users analysis

Chart 4 below shows patterns of use by active borrowers registered at Mottingham Library

Shortlands Library active users
Number of transactions at all libraries

Legend:
- Beckenham
- Biggin Hill
- Bromley Web
- Burnt Ash
- Callpoint
- Central
- Chislehurst
- Hayes
- Mottingham
- Orpington
- Penge
- Petts Wood
- Shortlands
- Southborough
- St Pauls Cray
- West Wickham
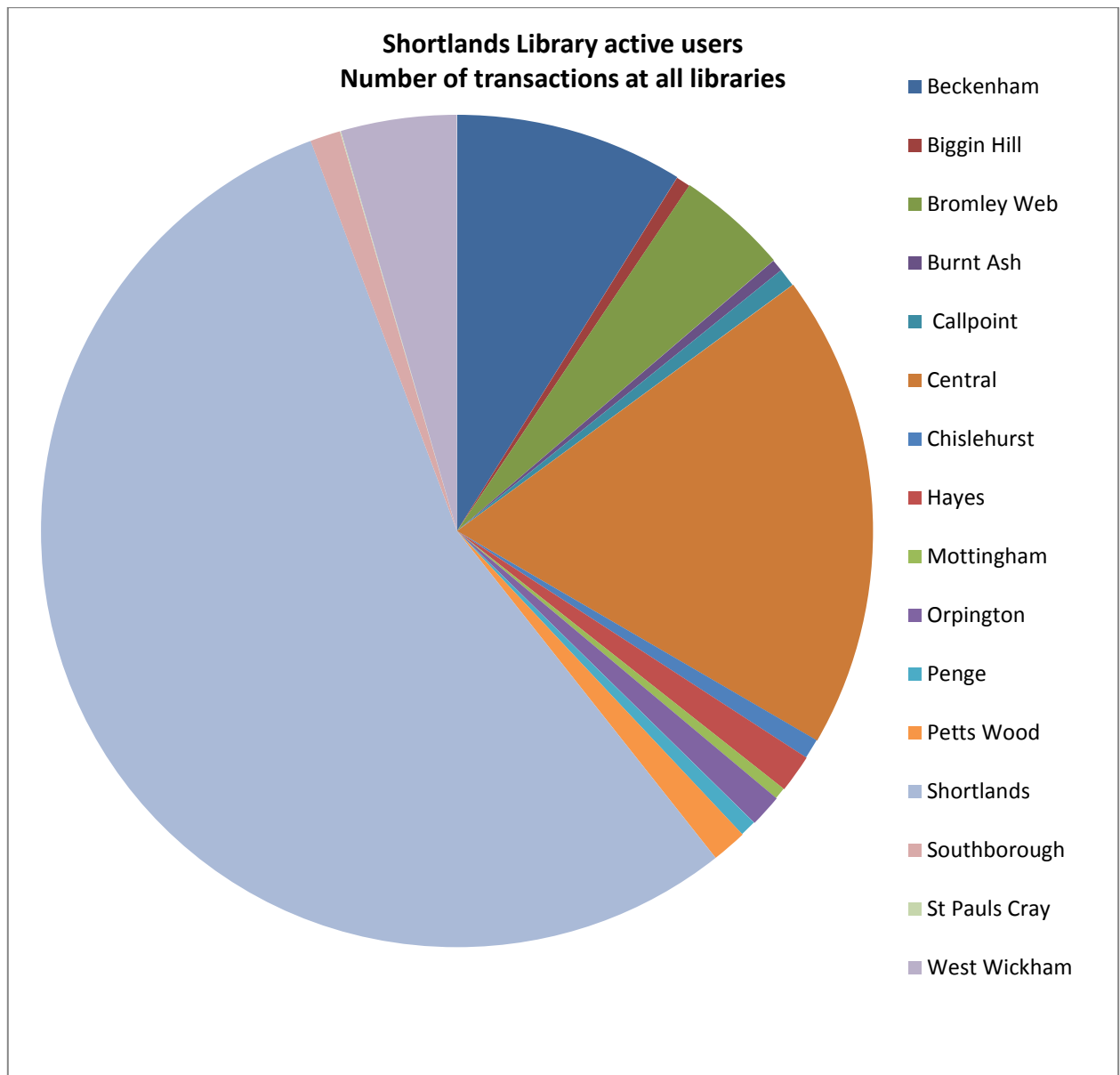
Summary of Use by Shortlands Library users

- The biggest number of transactions 55% are made at the home branch which is Shortlands library
- 18% of transactions made by active registered Shortlands library users were at the Central Library
- 9% of transactions by registered Shortlands Users were at Beckenham library with a further 5% at West Wickham. Both libraries form part of the Council's proposed core Library offer
- 4% of transactions were carried out by Shortlands Library users on the Bromley web

Southborough Library-Active user analysis

Chart 5 below shows patterns of use by active borrowers registered at Southborough Library
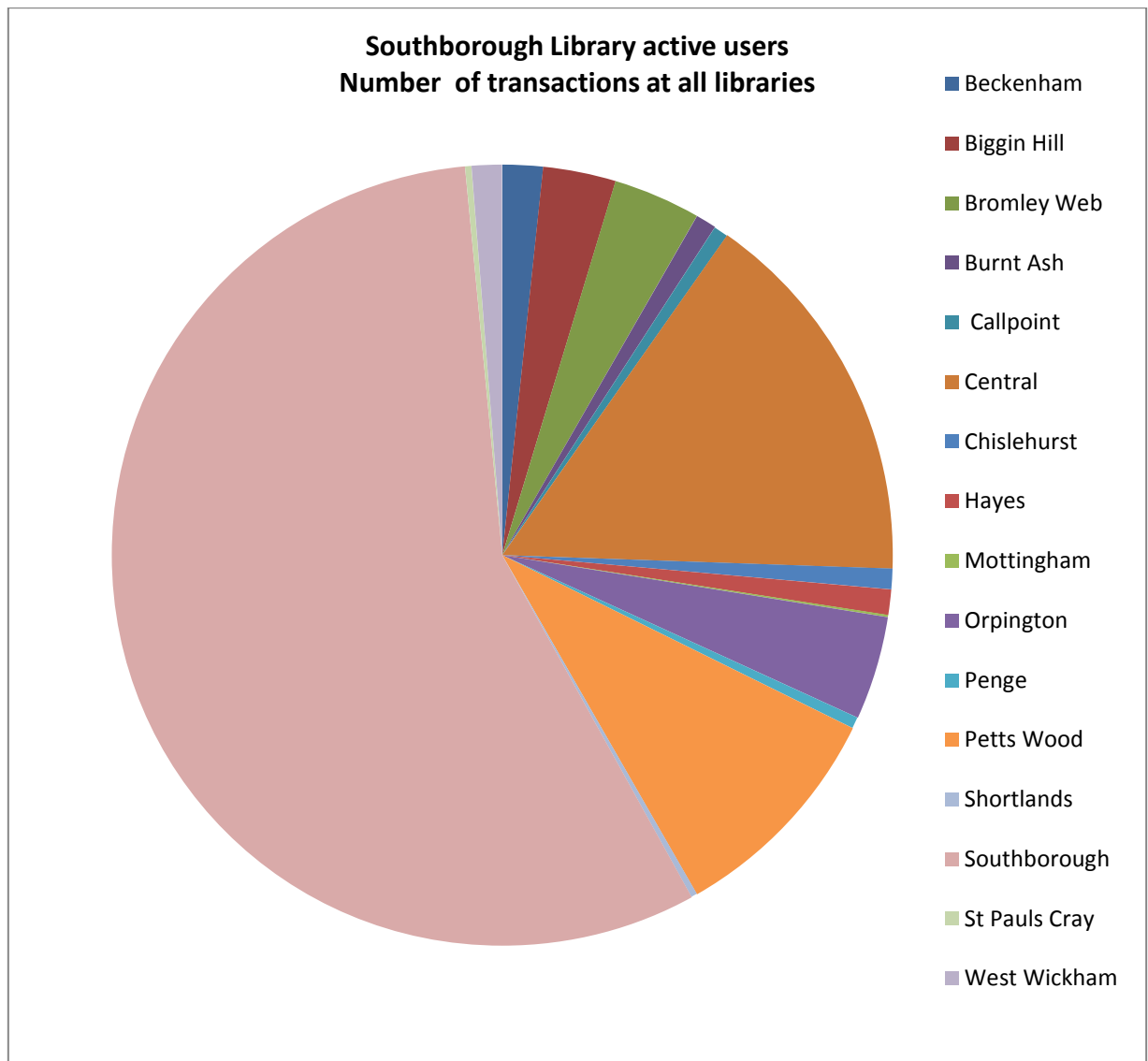
Summary of Use by Southborough Library users

- The biggest number of transactions 57% are made at the home branch which is Southborough library
- 16% of transactions made by active registered Southborough library users were at the Central Library
- 9% of transactions by registered Southborough library users were at Petts Wood Library which is in close proximity to Southborough and forms part of the Council's proposed core Library offer .
- 4% of transactions were carried out by Southborough Library users on the Bromley web
- A further 4% of transactions were also carried out at Orpington Library which is also part of the proposed core library network

St Pauls Cray Library

Chart 6 below shows patterns of use by active borrowers registered at St Paul's Cray Library

St Pauls Cray Library
Number of transactions at all libraries

- Beckenham
- Biggin Hill
- Bromley Web
- Burnt Ash
- Callpoint
- Central
- Chislehurst
- Hayes
- Mottingham
- Orpington
- Penge
- Petts Wood
- Shortlands
- Southborough
- St Pauls Cray
- West Wickham
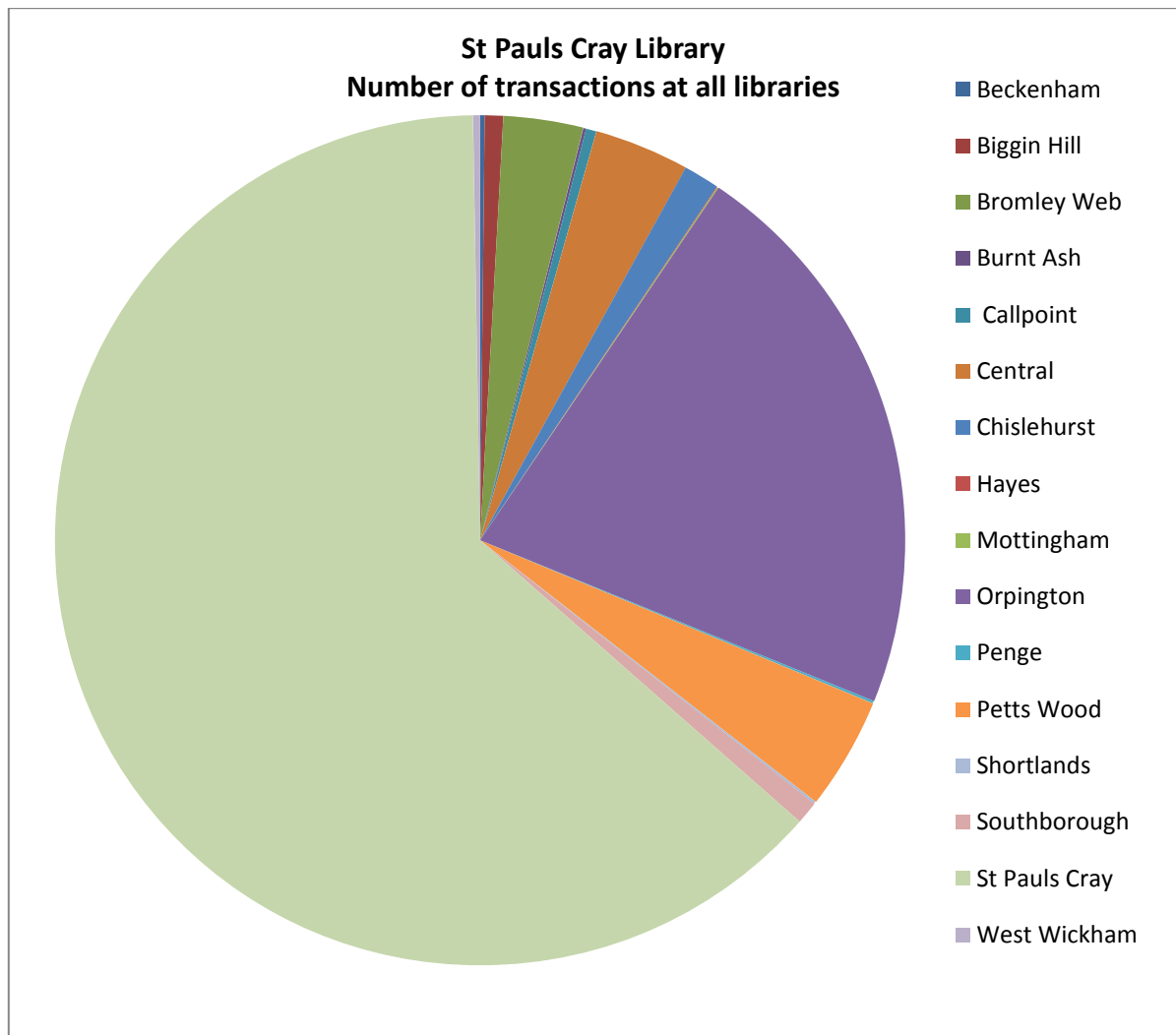
Summary of Use by St Pauls Cray Library users

- The biggest number of transactions 63% are made at the home branch which is St Paul's Cray library
- 22% of transactions by registered St Paul's Cray Library users were at Orpington Library which forms part of the Council's proposed core Library offer and is suggested as the alter.
- 3% of transactions were carried out by St Pauls Cray Library users online on the Bromley web
- A further 4% of transactions were also carried out at Central Library and 4% at Petts Wood, both of which are part of the proposed core library network

8.4   Summary of overall use of Community Libraries

Chart 7 below shows use at the proposed core eight Council managed Libraries by those registered at and currently using the six libraries which are proposed for Community Management. Clear patterns have emerged demonstrating that although registered at Community libraries many do not use these exclusively.

. The findings of this analysis are detailed in the chart below

Transactions by Community Library Users at Core Libraries

Legend:
- Beckenham
- Biggin Hill
- Central
- Chislehurst
- Orpington
- Penge
- Petts Wood
- West Wickham
- Bromley Web
- Callpoint
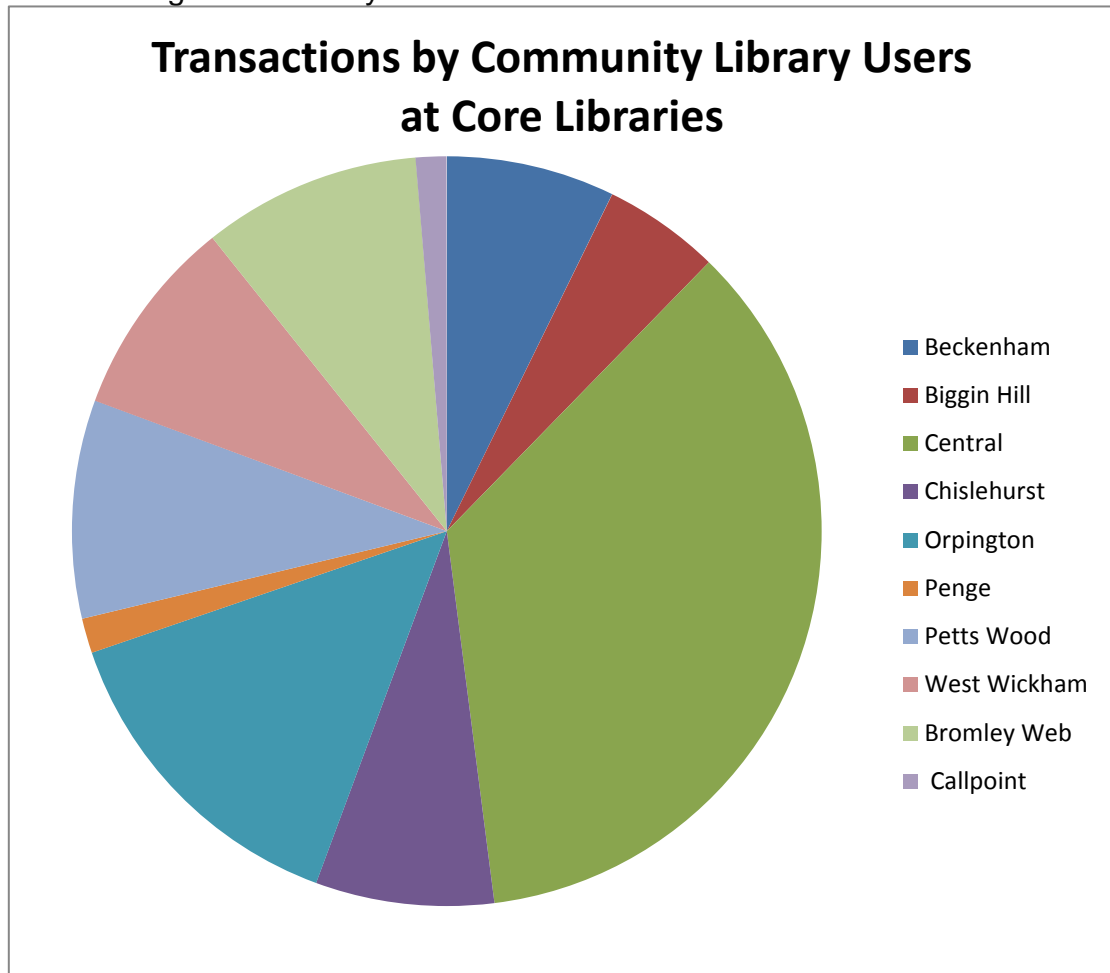
Summary of use at core libraries

- Overall 36% of transactions from those registered at Burnt Ash, Hayes, Mottingham, St Pauls Cray, Shortlands and Southborough Libraries were made at the Central library
- 14% of overall transactions from users of the libraries listed above were made at Orpington Library
- 9% of all transactions by Community Library users also took place at Petts Wood Library, West Wickham Library and online
- 7% of overall transactions from the 6 libraries took place at Beckenham Library
- The fewest transactions by users of these six libraries were carried out at Biggin Hill, Penge and via callpoint

8.5   Active Library users as representative of the Borough Population

A CIPFA Public Library Users Survey (PLUS) was carried out in Bromley Libraries in 2012. Additionally a Children's PLUS Survey was carried out in 2013. These surveys provide valuable key data on the demographic profile of Library users relating to age, gender, religion, sexual orientation, marital and civil partnership status as well as user satisfaction with the Library Service. A detailed breakdown of the demography of library users from the CIPFA Surveys can be found in Appendix 9

8.6   Profile of Library Users - Age
The way that people use libraries greatly varies according to age. The stock of Community libraries in Bromley is currently tailored to children and the elderly

 To summarise patterns of use by age at the Community Libraries .

- Those aged 26-44 are the biggest users at Hayes, Shortlands, Southborough and St Paul's Cray Libraries

- Those aged 45-64 are the biggest users of Mottingham Library

- Hayes Library is also heavily used by those aged 65+

Children
- Findings from the Children's PLUS 2014 Survey show that the highest use of libraries is from children aged between 0-7 (Key stage 1) with 58% visiting the library. 28% of children aged 7-11(KS2) visited the library followed by 13% of children aged 11-16 (KS3). Again there is slight variation is use from different age groups at Community libraries

8.7 Profile of Library Users - Gender
The CIPFA PLUS 2012 survey data reveals that overall most respondents were female.64% of Library users completing the survey overall were women compared to 36% men. Patterns of use vary at each library. Central Library had the highest proportion of male respondents at 43% and Shortlands library had the lowest at 24%

A summary of the gender of survey respondents at the proposed Community Managed Libraries is detailed below

- Shortlands had the highest number of female respondents of all libraries with 76%.followed by Southborough 73%, Hayes 71%, Burnt Ash 70%
- St Paul's Cray met the borough average with 64% of women visitors whilst Mottingham was slightly lower than the average with 61% of female visitors
- Mottingham library exceeded the average number of male visitors with 39% whilst St Paul's Cray met the average of 36%

- Shortlands library had the lowest number of male visitors at 24% followed by Southborough 27%, Hayes 29% and Burnt Ash 30%

Use by children is broken down as follows
- 56% of girls aged 0-16
- 44% of boys aged 0-16

8.8 Profile of Library Users-Disability
The findings of the 2012 CIPFA PLUS survey reveal that over two in ten respondents 21% had one or more disabilities/conditions. The most commonly mentioned disability overall was mobility-8% as detailed in the list below.
- 8% Mobility
- 6% Hearing
- 3% Eyesight
- 3% Dexterity
- 2%Learning disability
- 4% Mental Health issues
- 2% Other

There is slight variation at the community managed libraries which is detailed below. Several respondents suffer from more than one medical condition

- 33% of those using Burnt Ash Library considered themselves to have a disability with mobility being the highest at 17%.
- 32% of respondents at SPC also had a disability with mobility again the highest at 14%
- 22% of respondents at Shortlands Library had a disability with mobility 11% and hearing 11% being the highest
- 20% of respondents at Mottingham library considered themselves to have disabilities with Mobility and Hearing both being the highest ,
- 19% of respondents at Hayes Library had disabilities with Mobility and Hearing being the main conditions both with 8%
- 12% of respondents at Southborough had disabilities with mobility being the highest at 7%

8.9 Profile of Library Users-Ethnicity
.Overall Library customers completing the 2012 PLUS survey identified their race as follows
- 87%Library users were White
- 2% Library users were mixed race
- 5% Library users were Asian
- 6% Library users were Black
- 1% Library users were Other

There is a slight variation at the proposed 6 community libraries, 3 exceeded the survey average for number of Library users from white backgrounds with the highest being 94% at Hayes, This was closely followed by, 90% at Shortlands, and 89% at Mottingham , Burnt Ash, Southborough and St Pauls

Cray were just under the borough average with 86%. St Pauls Cray exceeded the 6% borough average of those from black backgrounds with 9%. The number of Mixed Race users at Burnt Ash exceeded the average at 4% whilst Shortlands 7%, Southborough 7%., Burnt Ash 6% exceeded the average number of those from Asian backgrounds

The children's PLUS Survey conducted in 2014 gave the following information
- 75% children visiting Bromley Libraries   were White
- 10% children visiting Bromley Libraries   were Mixed Race
- 7% children visiting Bromley Libraries   were Asian
- 6% children visiting Bromley Libraries were Black
- 3% children visiting Bromley Libraries   were other race unspecified

8.10   Profile of Library Users-Religion and belief
Respondents completing the 2012 CIPFA survey identified their religion and belief as follows .The number of visitors to Bromley Libraries stating their religion as Christian was in most cases higher than the average of 62%. A detailed breakdown is listed below, Penge Library had the highest overall number of Muslim users at 7%
- 62% of Library Users were Christian
- 29% of Library Users stated no religion
- 1% of Library users were Muslim
- 1% of Library users were Jewish
- 1%of Library users were Hindu
- 1% of Library users were Sikh
- 1% of Library users were Buddhist
- 3% of Library users were of another unspecified religion

There is a slight variation at the proposed Community Managed libraries listed below
- 76% of respondents at Shortlands were Christian the highest number whilst, the lowest was Southborough at 61%,
- Southborough had the highest percentage of respondents of no religion at 30% .
- At 4% Mottingham had the highest number of Hindu respondents exceeding the borough average
- All other representation of religious groups was as the survey average

8.11   Profile of Library Users-Sexual Orientation
CIPFA PLUS identified the sexual orientation of Library users as follows
- 97% of Library users were heterosexual/straight
- 1% were bisexual
- 1% were gay or lesbian
- 1% of Library users were other

At the proposed Community Managed libraries,
- 100% of respondents at Hayes Library were heterosexual .

- All 6 community libraries exceeded the survey average for this question
- Just 1% at Mottingham were Gay/Lesbian
- 1% at Burnt Ash and Shortlands Libraries were bisexual .

8.12   Profile of library Users-Married/Civil partnership
Of the sample completing the Adult PLUS Survey
- 57% of users were married
- 1% of users were civil partnered
- 7% of users were co-habiting
- 21% of users were single
- 1% of users separated
- 5% of users were divorced
- 7% of users were widowed

At the proposed Community Managed Libraries
- 38% of St Pauls Cray Library users were married, considerably lower than the borough average.
- At 33% the number of single people at SPC library was also higher than the average of 21%.
- The other 5 community libraries exceeded the 57% average stating they were married.
- 71% of Hayes users were married, the highest of the community libraries.
- The remaining community libraries recorded lower than the average use from single people completing the survey.
- The number of widowed people at Burnt Ash 11%, Hayes and Mottingham 9%, Southborough 10% and Shortlands 16% exceeded the average of 7%.
- 1% of those surveyed at Shortlands, Southborough and Hayes were civil partnered as per the borough average.
- 3% of St Pauls Cray residents were civil partnered, exceeding the average.
- 1% of respondents at St Pauls Cray was a surviving partner from a same sex civil partnership

8.13   Profile of Library Users- Pregnancy and Maternity
ONS statistics 2011 show there were 4,141 live births in Bromley .The recent 2014 Library consultation recorded that of the 212 women surveyed at Bromley Libraries 4% were pregnant with 5% of women on Maternity leave and 0.29% on adoption leave.

8.14   Profile of Library Users-Gender Re-assignment
Consultation 2014 data confirmed 99% maintained the same gender identity as at birth, 1% preferred not to say. No further data available on Library use by those who have undergone or are undergoing gender reassignment

9 . Purpose of Visits to Libraries

Nationally libraries have seen a great change in the way they have been used over the past few years, a trend that is mirrored in Bromley. Traditional book borrowing has fallen, largely due to the reduction in the cost of purchasing books which has made them more affordable and also due to the introduction and growing popularity of e books

The rapid evolution of the internet which many people have access to at home and from work or school has clearly had an impact on visits to libraries for reference and information purposes. Also due to the growing popularity of smartphones and tablets, many are accessing the information they require via the internet on the move to save time.

Changing leisure patterns are impacting on the use of Library Services as libraries now have to compete with a vast and constantly evolving range of activities, entertainment and media.

Additionally rather than joining or renewing or reserving books physically at their local library, library users are completing these functions online .Access to a wide range of Council information and services online and in person is available at all libraries, including contacting the Council online for housing matters or reporting problems such as an abandoned vehicle or other road or waste services issues, purchasing garden waste collection stickers and food waste liners .The council has a policy of moving to 'digital by default'. Libraries have a role for those without their own online access

There are limited opportunities to determine the reasons that people visit libraries The CIPFA PLUS Surveys which are conducted every two years capture this information. The CIPFA PLUS 2012 survey showed that

- Overall 60% of customers visited Bromley Libraries to borrow books
- 20% of customers visited to use a computer
- 27% of customers visited to find information

Some customers visited for more than one purpose so overall total does not add up to 100%

The reasons for using the six libraries are detailed below in Table 13

Table 13-Did you come to the library today intending to borrow one or more books?				
	Yes	No	No of cases	Response Rate
Borough average	60%	40%	3,878	92%
Burnt Ash Library	64%	36%	120	93%
Hayes Library	76%	24%	94	98%
Mottingham Library	58%	42%	186	95%
Shortlands Library	67%	33%	208	91%
Southborough Library	65%	35%	205	97%
St Pauls Cray Library	48%	52%	182	91%

- With the exception of St Paul's Cray Library which is significantly lower than the borough average and Mottingham which is marginally lower ,the use of the proposed non-Council Community libraries for the purpose of borrowing books is higher than the borough average

Table 14-Did you intend to use a computer during your visit today?				
	Yes	No	No of cases	Response Rate
Borough average	20%	80%	3,996	95%
Burnt Ash Library	15%	85%	124	96%
Hayes Library	10%	90%	93	97%
Mottingham Library	27%	73%	194	99%
Shortlands Library	12%	88%	224	98%
Southborough Library	19%	81%	209	99%
St Pauls Cray Library	37%	63%	188	94%

- With the exception of St Paul's Cray which greatly exceeded the borough average and Mottingham which also exceeded it, customers at the other 4 libraries at which change is proposed did not visit the library with the intention of using a computer.

Table 15-Did you come here to find something out				
	Yes	No	No of cases	Response Rate
Borough average	27%	73%	3,969	95%
Burnt Ash Library	21%	79%	123	95%
Hayes Library	18%	82%	93	97%
Mottingham Library	32%	68%	194	99%
Shortlands Library	23%	77%	220	96%
Southborough Library	25%	75%	209	99%
St Pauls Cray Library	41%	59%	187	93%

- A lower proportion of customers than average visited four of the six proposed Community Managed Libraries to try to find something out..
- The number of customers visiting St Pauls Cray Library to find information greatly exceeded the borough average . The average was also exceeded at Mottingham

9.1 People's Network

As illustrated above, a main purpose of visits to libraries for many is Computer Use. Free computers in libraries are provided by the People's network internet access service was first introduced in 2003 and was grant funded from the new opportunities fund .This has proved to be a popular service across the borough, The usage of this service varies significantly across the library service points, proving most popular in areas where home computer ownership is lowest. The 2014 Libraries consultation survey showed that of the sample consulted 21% of the population of Bromley do not have access to computers at home. In addition to PN computer access,

free Wi-Fi is also available at Biggin Hill, Central, Orpington, Penge , Mottingham and St Paul's Cray Libraries.

The table below illustrates the percentage take up of available computer time at each Bromley Library. The proposed Community Managed Libraries are highlighted on the table in blue .

Table 16-People's Network Usage at Bromley Libraries 2013/14

% PN take up time	2013-14
Beckenham	55.2%
Biggin Hill	22.9%
Burnt Ash	**19.6%**
Central	55.6%
Chislehurst	29.8%
Hayes	**16.3%**
Mottingham	**28.3%**
Orpington	40.1%
Penge	48.2%
Petts Wood	28.2%
Shortlands	**17.8%**
Southborough	**21.9%**
St Pauls Cray	**28.2%**
West Wickham	44.6%
Average	**40.2%**

To summarise usage of People's Network at the Core eight Libraries

- Central Library has the highest percentage of users making use of PN computers followed by Beckenham
- At the core libraries, library computers are least popular at Biggin Hill which has the longer opening hours and forms part of a dual use swimming pool facility.
- The take up of library computers is low at Chislehurst and Petts Wood.

To summarise usage of People's Network at Community Libraries

- Hayes Library has the lowest levels of PN use overall, closely followed by Shortlands
- At 28.9% St Paul's Cray has the highest level of PN use followed by Mottingham at 28.3%
- PN use Burnt Ash and Southborough is lower than the borough average

Table 17 below lists the number of hours of People's Network Computer usage at each library during 2013-14. The patterns emerging show that use and demand are greatest at the Central library followed by Orpington which is a reflection of their popularity and extended opening hours.

Table 17-Estimated hourly Peoples Network use at all libraries

Estimated hourly PN use 2013-14	No of hours
Anerley	17,400.00
Beckenham	34,125.00
Biggin Hill	36,800.00
Burnt Ash	**3,225.00**
Central	126,900.00
Chislehurst	13,650.00
Hayes	**4,125.00**
Mottingham	**15,225.00**
Orpington	74,675.00
Penge	10,375.00
Petts Wood	13,050.00
Shortlands	**7,700.00**
Southborough	**15,225.00**
St Pauls Cray	**15,225.00**
West Wickham	13,650.00
Total	**401,350.00**

St Pauls Cray, Mottingham and Southborough have the highest number of utilised PN hours of the proposed Community managed libraries tier

- Shortlands has utilised a lower number of PN hourly usage followed by Hayes and Burnt Ash where PN hourly usage is the lowest reflecting their opening hours

Computer Satisfaction -The CIPFA PLUS Survey also includes a satisfaction question relating to the computer facilities at each Library. In response to the question What do you think of the computer facilities in this library the average response rates were as follows
- 74% very good/good
- 24% adequate
- 1% poor
- 2% very poor

The number of customers rating computers as very good or good at Community Libraries was high .Satisfaction was highest at Mottingham Library with 88% followed by 83% at Shortlands , 82% at St Pauls Cray Library.78% of Burnt Ash, 75% at Hayes and 72% at Southborough

9.2   Library Customers and stakeholders

Bromley Libraries work closely with partners and stakeholders to provide a wide range of activities and services. During the past year these have included the following

- Metropolitan Police

- NHS
- Councillors Surgery
- Biggin Hill Carers support group
- Friends Groups(e.g. Friends of Hayes Park)
- National Careers Service
- Turnaround Tutor
- West Wickham Churches together job club
- Bromley Healthcare

Examples of services delivered by these groups include regular Councillor surgeries which are held at several libraries in the borough. Local Police Surgeries are also held at several libraries which are felt by the community to be accessible and comfortable. Libraries are hosting a growing number of NHS clinics and groups in partnership with the NHS .

Stakeholder groups clearly value the library as a meeting facility using the library meeting rooms to host local meetings and events Many libraries host Community Group meetings .Local tutors also use library space valuing the library space and facilities.

9.3 Activities and events

Stakeholders visit libraries to participate in a wide range of reader development activities for all. The core library offer for children includes Baby Bounce and Rhyme, Story time and Chatterbooks and Teenage reading groups . Activities provided by Bromley Libraries for babies and toddlers are clearly valued , giving support for new parents and carers providing them with a place to go to form friendships which will enable them to share the challenges of parenting.

In addition the libraries host a range of events and learning opportunities, for adults ranging from Email for Beginners, Internet Training for Beginners, Older and Bolder Computer Clubs, Silver Surfers, Computer Clubs. which helps people to learn IT skills a valuable life skill and promotes digital inclusion Attendance at reading Groups, knit and natter and tea and topics sessions also is of benefit to the health and wellbeing of those attending and increases their social inclusion

9.4   Schools
Bromley libraries has a core offer for schools which staff work closely with local schools to deliver, hosting class visits to local libraries and delivering promotional visits to schools to promote the Summer reading challenge.

School visits are an active current performance target and will remain a priority for Community Managed Libraries, as it is important that all schools in the borough have the opportunity to build up a relationship with and visit their local library whether it is Council run or Community managed with Council support. Additionally the Council Library Service would continue to work with all schools to promote the Summer reading Challenge and library services in general. The core Council Managed libraries are open throughout the school

day, and are open after school hours and on Saturdays. Table 18 lists the schools that have visited Bromley libraries.in the last year

Table 18-Library visits from Bromley schools 2013-2014	
School	Library currently visited
Burnt Ash	Burnt Ash Primary School
Burnt Ash	St Joseph Parish School
Burnt Ash	Parish C of E School
Beckenham	Alexander Infants
Beckenham	Balgowan Primary
Beckenham	Bromley Road Infants
Beckenham	Churchfields Primary
Beckenham	Clare House Primary
Beckenham	Harris Academy Beckenham
Beckenham	Harris Academy Bromley
Beckenham	Marian Vian Infants
Biggin Hill	Wickham Common
Biggin Hill	Biggin Hill Primary School
Central	Breaside Preschool
Central	Coopers Secondary School
Central	Bickley Primary
Central	Elfrida Primary
Central	Valley Primary
Central	Darrick Wood Junior
Central	St Marks C E Primary School
Hayes	Hayes Primary School
Hayes	Pickhurst primary school
Mottingham	St Vincents
Mottingham	Dorset Road
Mottingham	Mottingham Primary School
Penge	Harris Crystal Palace
Penge	St John's
Penge	St Anthony's
Penge	Alexandra Infants
Shortlands	Highfield Infants
St Pauls Cray	Midfield
St Pauls Cray	Leesons
Chislehurst	Edgebury
Chislehurst	Farringtons
Orpington	Brown's School
Orpington	Riverside Special School
Orpington	Chelsfield Primary School
Orpington	Poverest School
Orpington	Blenheim School
Orpington	Crofton school
Orpington	St James
Southborough	Southborough School
West Wickham	Wickham Court School
West Wickham	St David's College
Community Libraries are highlighted in blue	

9.5 Nurseries and pre-schools

In addition to visits from schools, Bromley Libraries are visited on a regular basis by a number of local nurseries , playgroups and pre-school groups.

- 38 of these groups visited over the last year
- 14 nurseries or pre-school groups visited the 6 libraries being considered for Community Management

9.6 Additional reasons for Library use

The CIPFA Plus 2012 contained a question which asked respondents what has using the library helped them with The questionnaire listed a range of issues the library might help visitors with.

Overall, the library was most likely to have helped

- 62% respondents with study / learning.
- 39% of respondents stated the library had helped them with health and well-being.
- 29% reported that the library had helped them with getting online.
- Libraries are proven to contribute towards combating social isolation which was reinforced by 24% of respondents saying libraries help them to meet people.
- 20% said libraries helped with families /relationships,
- 11% received help with personal finance/consumer matters.
- Libraries helped 21% with their retirements,
- Libraries helped 12% with job seeking and 10% with their job

Community Libraries Summary

- With the exception of St Pauls Cray, respondents at the additional 5 proposed community managed libraries agreed that using the library had helped with their health and wellbeing Of the libraries exceeding the average for this question the highest were 46% - Burnt Ash and 43% at Hayes.
- 43% at Mottingham and 44% at St Pauls Cray said the library had helped them to get online.
- With the exception of 31% at Burnt Ash the remaining community libraries did not meet the average response rate for this question.
- All 6 libraries where change is proposed exceeded the average for using the library helped them with study/learning family/relationships.
- 22% of respondents at St Pauls Cray said the Library helped them with job seeking, significantly higher than the 12% average.
- With the exception of St Pauls Cray all other community libraries recorded a higher than average response to the question that using the library helped them to meet people

9.7 Library Visit figures

All Bromley libraries have an electronic people counter at each entrance to count visits to each library. Analysis of the number of visits to each library gives an indication of the usage levels and activity at each library and trends emerging regarding patterns of use . As detailed earlier in this section, Library users visit their libraries for a wide range of activities other than borrowing books and using PN computers.

Visits overall fell by 4.2% on the previous year. With only Burnt Ash and Petts Wood showing minor increases .With the exception of the mobile library service which has now ceased, the greatest fall in visits was at Biggin Hill library where a dual visitor count is provided for both pool and library visits

Appendix 12 gives a breakdown of Library visit figures over the past 10 years at all libraries within the borough. This appendix also contains a 10 year issue comparison and a summary of new members and active user figures.

The chart below shows a breakdown of visits at each Library during the past year. The previous years figures have also been included to allow a comparison to be made. Anerley and the Mobile Library are included in this table as they were open during this counting period

Comparison of Bromley Libraries Visit Figures 2012-13 & 2013-14

Table 19- Bromley Libraries Visit Figures			
	2012-13	**2013-14**	**% diff**
Anerley	54,107	54,095	0.0%
Beckenham	177,477	165,241	-6.9%
Biggin Hill	247,462	222,528	-10.1%
Burnt Ash	**28,221**	**28,332**	**0.4%**
Central	475,447	468,096	-1.5%
Chislehurst	88,440	84,450	-4.5%
Hayes	**33,236**	**31,650**	**-4.8%**
Mobile Library	20,561	16,566	-19.4%
Mottingham	**41,870**	**41,752**	**-0.3%**
Orpington	319,180	308,966	-3.2%
Penge	81,902	80,989	-1.1%
Petts Wood	102,727	103,309	0.6%
Shortlands	**34,706**	**32,971**	**-5.0%**
Southborough	**33,662**	**31,454**	**-6.6%**
St Pauls Cray	**44,121**	**41,089**	**-6.9%**
West Wickham	130,344	122,026	-6.4%
Total	**1,913,463**	**1,833,514**	**-4.2%**

Summary

- With the exception of Burnt Ash where a slight increase of 0.4% (111 visits) was recorded. Visits to the other 5 proposed community managed libraries fell
- The biggest decline in visits at this tier was at St Pauls Cray with a 6.9% reduction in visits and Southborough with a 6.6% reduction
- Visits at Hayes fell by 4.8% and at Shortlands by 5%

9.8   Library Issues

Although library visits to Bromley have remained relatively static although slowly declining over the past ten years (see appendix) issues have declined by approximately 800,000 per year. This demonstrates further that a significant proportion of people are utilising libraries for purposes other than books

Table 20 below shows the issues for Bromley Libraries during 2013/14 and compares them with issues for the previous year, Comparison shows an overall decline this year of 7.3%. Library issues over the last ten years are detailed in appendix 12

Table 20- Comparison of Library Issues			
	2012-13	**2013-14**	% change
Anerley	29,492	28,467	**-3.5%**
Beckenham	233,254	195,764	**-16.1%**
Biggin Hill	73,311	66,226	**-9.7%**
Burnt Ash	**17,928**	**17,948**	**0.1%**
Central	353,046	300,874	**-14.8%**
Chislehurst	91,673	84,754	**-7.5%**
Hayes	**33,929**	**30,343**	**-10.6%**
Mobile	22,046	19,388	**-12.1%**
Mottingham	**28,788**	**26,325**	**-8.6%**
Orpington	233,988	203,514	**-13.0%**
Penge	33,187	29,874	**-10.0%**
Petts Wood	102,598	94,400	**-8.0%**
Shortlands	**41,196**	**35,804**	**-13.1%**
Southborough	**54,583**	**53,976**	**-1.1%**
St Paul's Cray	**29,149**	**28,302**	**-2.9%**
West Wickham	118,671	108,387	**-8.7%**
Sub-Total	**1,496,839**	**1,324,346**	**-11.5%**
Other Issues			
Callpoint	0	2,833	
HLS	84	0	
Reading Group Sets	7,838	7,008	**-10.6%**
Stack	3,567	1,178	**-67.0%**
Web	0	59,625	
eBooks	6,622	9,611	**45.1%**
Total	**1,514,950**	**1,404,601**	**-7.3%**

Summary
- Burnt Ash Library increased issues marginally by 0.1% (20 issues)
- Issues at all other Bromley libraries fell during 2013-14
- The biggest decrease in issues was recorded at Beckenham Library
- The biggest decrease in issues at libraries considered for Community management was recorded at Shortlands with a13.1% reduction

9.9 New Library members

The table below shows a comparison between new members to Bromley Libraries in 2013 and 2014. The proposed Community managed Libraries are highlighted in blue on the chart .The number of new members overall fell by 4.9%.In contrast to this trend the biggest increase in new members overall was recorded at Petts Wood Library with an increase of 22.4%.

Table 21-New members			
	2013	**2014**	
Anerley	545	591	8.4%
Burnt Ash	**179**	**169**	**-5.6%**
Beckenham	2,169	1,994	-8.1%
Biggin Hill	812	772	-4.9%
Central	3,986	3,665	-8.1%
Chislehurst	928	835	-10.0%
Hayes	**263**	**302**	**14.8%**
Mobile	108	83	-23.1%
Mottingham	**396**	**333**	**-15.9%**
Orpington	2,606	2,563	-1.7%
Penge	609	493	-19.0%
Petts Wood	572	700	22.4%
Shortlands	**210**	**204**	**-2.9%**
Southborough	**518**	**573**	**10.6%**
St Paul's Cray	**511**	**447**	**-12.5%**
West Wickham	878	814	-7.3%
Sub-Total	**15,290**	**14,538**	-4.9%
HLS	27	4	
Total	**15,317**	**14,542**	-5.1%

Summary
- Of the libraries proposed for Community Management, the biggest increase in the number of new members was at Hayes Library with a 14.8% increase
- The number of new borrowers at Southborough increased by 10.6%
- New members fell by 15.9% at Mottingham and 12.5% at St Paul's Cray
- The decline in new members is not so great at Shortlands with a 2.9% reduction and Burnt Ash 5.6%

9.10   Encouraging residents to use Libraries

The Public Libraries and Museums Act 1964 requires that Library authorities encourage people to use libraries. Bromley Libraries has put a number of measures in place to encourage library use including those detailed below namely the introduction of performance targets and the use of social media.

Bromley Libraries Performance targets
In 2009 in order to address patterns that were emerging including the decline in issues and to encourage staff to promote stock and membership, a set of internal performance indicators was introduced at All Bromley Libraries. The original targets are detailed Table 22 below

Table 22-Bromley Libraries-Performance Targets 2009-10
Target 1- To maintain the number of library issues
Target 2- To increase the number of library members
Target 3- To increase the number of visits to or from pre-schools
Target 4- To increase the number of visits to or from schools
Target 5: To increase the number of individual ICT learning hours
Target 6: To increase the number of combined adult reader development hours
Target 7: To increase the number of combined children's reader development hours
Target 8: To increase the percentage of children completing the summer reading challenge

The targets were monitored on a quarterly basis and support was given to libraries unable to meet their targets. The targets had a motivational impact on libraries resulting in increased performance in many areas and an increase in the numbers of events and activities at many libraries. The targets are reviewed and updated annually. The current Library performance targets are summarised in the table below

Table 23-Bromley Libraries Performance Targets 2013-2014
Target 1- Issues
Target 2-Visits
Target 2- New members
Target 3- Visits to Libraries from schools and pre-schools
Target 5: IT sessions
Target 6: Events and activities for adults
Target 7: Events and activities for children

Marketing and social media. In order to raise the profile of the Library Service and to promote events and activities a Bromley Libraries Facebook page has been created. Between July 2013-March 2014 the Bromley Facebook page had 204 new likes as detailed in table 24 below

Table 24- Social Media visits and Likes Total July 2013-March 2014	
Facebook	
New Likes	204
Total Likes to date	237
Twitter	
Total followers	286
Arena visits	
01 July - 31 Mar 2014	217,105
Apr- June 2013 (old website)	78,625
Total	**295,730**

Twitter-Similarly the Library Service is also on twitter where details of events and activities are posted. The Library Service currently has 286 twitter followers, a number which is increasing rapidly

Arena Website-Since the Bromley Libraries web pages on Arena were set up there has been an increase in visits to the site with 217,105 hits between 1 July 2013 -31 March 2014. The Arena website is a perfect opportunity to publicise both one off activities and regular library services and is a great vehicle for promoting new stock and services. This proved a valuable marketing tool when promoting the new Penge Library and changes to Library opening hours having the capacity to reach a wide range of users.

Bromley Libraries will continue to encourage Library use and will engage any Community partners involved in delivering library services in this good practice

10.   Comparison of Bromley Libraries with other London boroughs

As highlighted in this document, the Council has a requirement to provide a statutory level of library service. A comparison with the number of libraries in other London authorities linked to population, is an indicator of the level of service that should be provided

10.1   Number of Libraries.

Graph 2 below compares the London Borough of Bromley with all other London authorities.

**Graph 2-Number of Libraries:
London comparison**
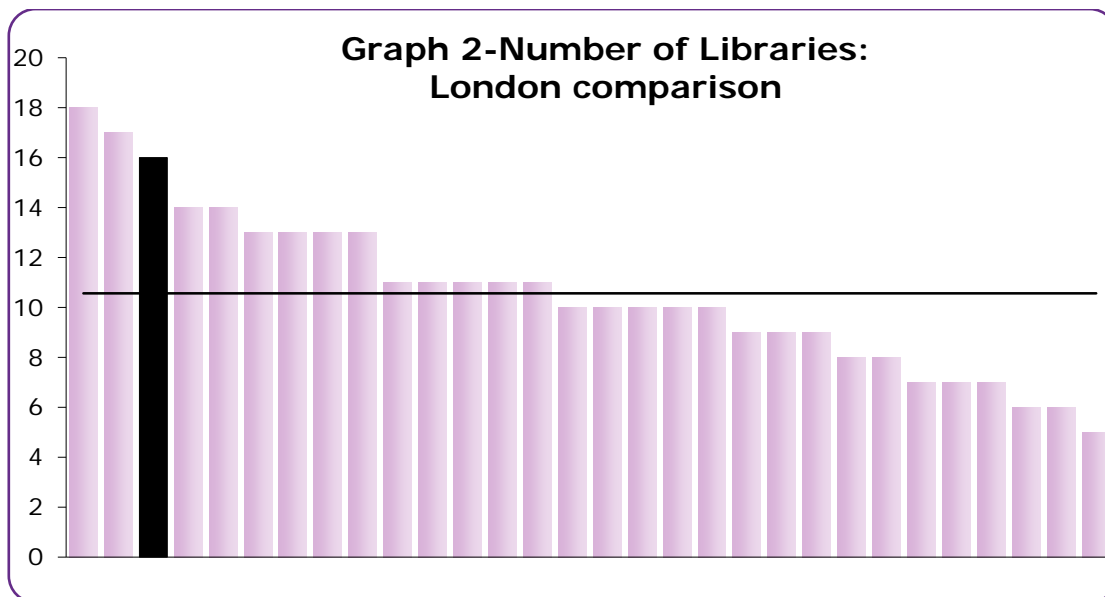
Bromley is highlighted in black and as the data was produced on 31/03/14 Bromley is still showing as having 16 libraries as the data was produced before the closure of Anerley and the Mobile Library. Bromley currently has 14 libraries which exceeds the London average. The proposal for the Community Managed Libraries to be retained as part of statutory provision will ensure that 14 libraries remain in the borough

10.2   Population
Bromley is the fifth largest of the 30 authorities used for comparison in Graph 3 below

**Graph 3-Population (000's) Comparison
Greater London authorities**
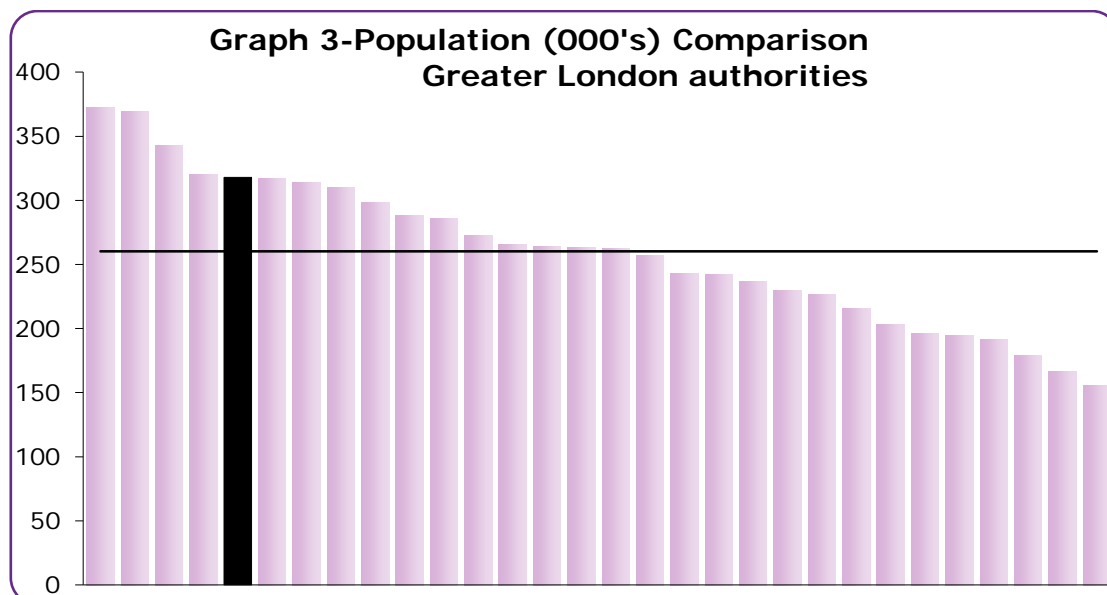
Bromley is highlighted in black

10.3   Active borrowers
The number of active borrowers per 1,000 population is a key indication of how well the library service engages with the public. Bromley is in the top

quartile as illustrated in Graph 4 below suggesting that the library service engages well with the population when compared to other authorities.

Graph 4-London comparison-number of active borrowers per 1,000 population
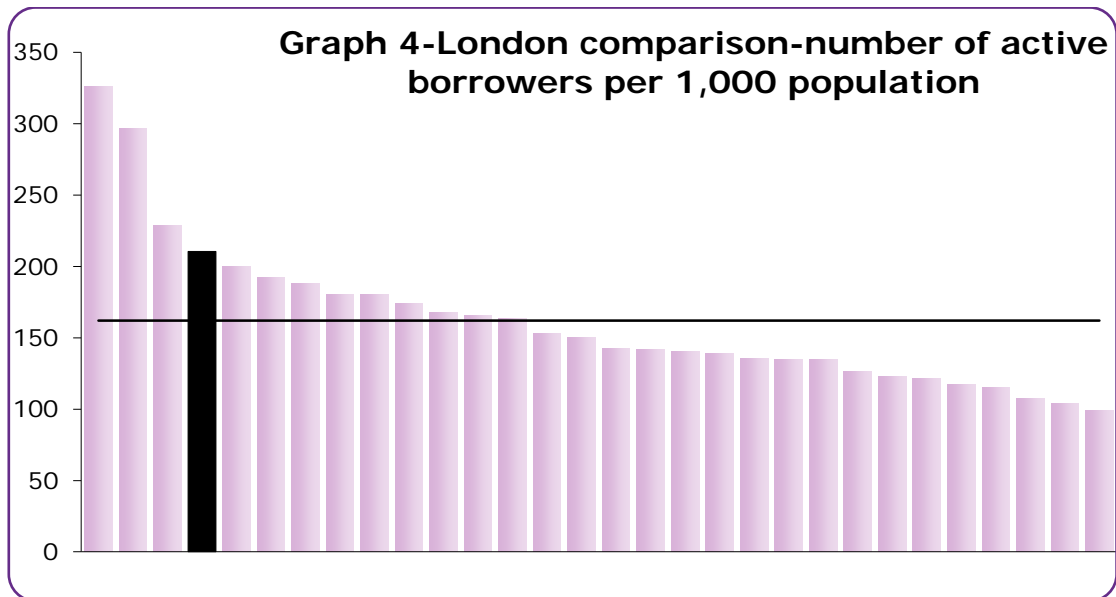
11. Meeting existing and predicted library needs

The data used in this assessment has highlighted how usage of libraries has dramatically changed over the past ten years and how the reason for library use by stakeholders has also changed

Based on existing and predicted patterns of library use, there is a need for the library authority to provide the following services for residents of the London borough of Bromley and for those working and studying in the borough, paying due regard to the library needs of those using the 6 libraries at which a service change is proposed.
.
- Facilities to borrow books for adults and children
- Facilities to borrow media items, such as e-books, audio books and DVDs for adults and children
- Access to information resources both printed and online
- Access to newspapers and magazines
- Access to public computers and the internet
- Events for children and adult audiences

11.1 Meeting existing and predicted library needs for all

The draft library strategy aims to address the need for a more efficient library service The library authority proposes to meet the needs of residents in the London Borough of Bromley by using a combination of delivery methods including the provision a professional library service from the eight Council managed libraries, the provision of the Home Library Service for housebound readers and the provision of online library services such as e-books and online reference resources. The strategy recognises that services do not

need to be provided by a physical presence, online services have strengthened the accessibility of the Library offer in Bromley

Additionally, the Council's preferred option is for the eight Council libraries to be complemented by a network of 6 Community Libraries who will provide a wide range of services and activities in addition to the core offer to local residents, schools and community groups. It is proposed that these Community Managed Libraries be retained as part of the Statutory provision and will be supported , monitored and guided by a specialist newly established Community Libraries Support team and will benefit from the professional expertise of the Shares Service Management team.

11.2   The Eight Council managed libraries offer

It is proposed that the Council Managed Libraries offer will be provided from

- Central Library
- Beckenham Library
- Biggin Hill Library
- Chislehurst Library
- Penge Library
- Petts Wood Library
- Orpington Library
- West Wickham Library

These libraries to be retained by the council are the largest and include the newest three libraries and are in a good state of repair. They reflect a good geographical spread across the borough and in all cases except St Paul's Cray are within 1.5 miles of the proposed Community Managed libraries These core libraries will continue to serve areas of deprivation within the borough. Additionally these libraries offer the longest opening hours and offer the following facilities which many users of Community libraries are also currently utilising

- Books for children and adults
- Media items-audio books, CDs and DVDs
- Newspapers and magazines
- Printed reference resources
- Online reference resources
- Study and homework facilities
- Free internet and computer facilities
- RFID self-issue technology
- Access to Council Services
- Fax and photocopying facilities
- Events for children and adults

11.3 Online Library Service

The library service provides a range of services which can be accessed 24/7 without the need to physically enter a library building. This online Library Service is an increasingly popular service which is evolving and developing constantly Online services include
- Downloadable e-books and e-audio (via Overdrive)
- Online renewal of borrowed books and media items
- Online reservations of books and media items
- Online library membership
- Online catalogue searching–including the London Libraries Consortium (LLC) Catalogue
- Online reference and local and family history resources
- Online subscriptions to newspapers and magazines

11.4 Home Library Service

The library service offers a Home Library Service for Bromley residents who are unable to access the physical library due to being housebound due to mobility or health issues. This service is delivered in partnership with the London Borough of Bexley and the Royal Voluntary Service (RVS) by a team of volunteers

11.5 Community Managed Libraries

The proposal in the draft Library Strategy is to transfer Burnt Ash, Hayes, Mottingham, Shortlands Southborough, St Paul's Cray to Community Management. There are a number of community management models that can be adopted by libraries, the term is broadly accepted to include individual volunteers, community and voluntary sector organisations and local social enterprises. The model favoured by Bromley is Community Managed. The benefits of this approach are that the authority can provide a level of centrally based support in the form of a Community Management Support team and the Community Library would remain on the local authority management system, enabling customers to have continued access to a wide range of stock thus contributing to the Bromley library offer. This ensures that the authority continues to fulfil its statutory duty to provide a comprehensive and efficient library service. This approach has worked well at a number of local authorities .

11.6 Access to Libraries

The opening hours of the proposed core 8 Libraries are detailed in the table below. Biggin Hill Library is open 7 days a week, Bromley Central Library and Orpington are open 6 days per week and Penge 5.5. All libraries in this tier offer one late night opening per week . This pattern of opening hours ensures that the service is available to all including those working and studying during core 9-5 hours.

Table 25-Core Libraries-Current Opening times							
Central	9.30-6.00	9.30-6.00	9.30-6.00	9.30-8.00	9.30-6.00	9.30-5.00	Closed
Beckenham	9.30-6.00	9.30-6.00	9.30-8.00	Closed	9.30-6.00	9.30-5.00	Closed
Biggin Hill	7.30-9.30	7.30-9.30	7.30-9.30	7.30-9.30	7.30-8.30	8.00-7.30	8.00-7.30
Chislehurst	9.30-8.00	9.30-5.30	Closed	9.30-5.30	9.30-5.30	9.30-5.00	Closed
Orpington	10.00-8.00	9.30-6.00	9.30-6.00	9.30-6.00	9.30-6.00	9.30-5.00	Closed
Penge **46 Green**	10.00-7.00	9.30-5.30	9.30-1.00	9.30-5.30	9.30-5.30	10.00-5.00	Closed
Petts Wood	9.30-5.30	9.30-5.30	Closed	9.30-8.00	9.30-5.30	9.30-5.00	Closed
West Wickham	9.30-8.00	9.30-5.30	Closed	9.30-5.30	9.30-5.30	9.30-5.00	Closed

The tier of libraries under consideration for Community management includes two part time libraries .The current pattern of opening hours would be specified as the minimum standard in any community management arrangement, with scope for an increase in opening hours.

11.7 Meeting the needs of users of proposed Community Managed Libraries

As clearly outlined in this Needs Assessment and summarised below, alternative Council Library provision has been identified for each proposed Community Managed library affected by this proposal. This has been calculated using the following key factors including
- Distance to nearest Council Managed core library
- Suitability of transport methods to provide direct access to nearest Council Managed Core library
- Accessibility for equalities groups

11.8 Access and travelling distances from Community Libraries to Core Libraries

The distance of each library proposed for Community Management to the nearest proposed core Council Managed Library has been carefully calculated and due care and consideration has been given as to how these libraries can be easily accessed by all users including current users living in close proximity and vulnerable equalities groups e.g. elderly, disabled and pregnant women or those with babies and small children. The current St Paul's Cray Library is furthest away from alternative provision which is 2.6 or 2.7 miles away . Hayes is between 1.6-1.7 miles away from alternative library

provision. All other proposed Community managed libraries are 1.5 miles away or under from the nearest identified proposed core council Library.

Burnt Ash Library-Central Library has been identified as the nearest alternative Council managed Library to Burnt Ash and is open six days (52 hrs) each week including Saturdays and has one late night until 8pm. Central is approximately1.4 mile (est by foot) 1.5 miles (est .driving) from the existing Burnt Ash Library site. Bus routes 336, 126 and 261 run from Burnt Ash Lane to Central Bromley. Transport for London estimates that the direct bus journey on either of these routes takes between 5-10 minutes or 33 by foot. 40% of transactions were made by Burnt Ash Library active users at other libraries. 21% of transactions were carried out at the Central Library

Hayes Library-West Wickham has been identified as the nearest alternative Council library to Hayes and is open for 42 hours each week including one late night until 8pm and Saturdays. West Wickham Library approximately 1.6 miles away (est by foot) or 1.7 miles (est.by car) from the existing Hayes Library site. Bus routes 119, 353 from Hayes to West Wickham. Transport for London estimates that the direct bus journey on either of these routes takes between 5-10 minutes or 33 minutes by foot. Analysis of active users shows that 14% of transactions were made at the Central library and 10% at West Wickham library by registered Hayes Library users. A total of 41% of transactions were made at other service points

Mottingham Library- the nearest Bromley Council Library to Mottingham has been identified as Chislehurst Library which is currently open for 42 hours per week including one light night opening until 8pm and Saturday opening. Mottingham Library is approximately 1.4miles (est.by car and on foot) from the existing Chislehurst Library site. Bus route 161 runs directly from Mottingham Library to Chislehurst Library. Transport for London estimates that the direct bus journey on this routes takes a maximum of 9 minutes with buses on this route running every 10 minutes. The journey between libraries takes 4 minutes by car or approx. 33 minutes by foot. Alternatively Mottingham residents can also use library facilities provided by London borough of Greenwich at the nearby Eltham Centre library. 31% of transactions are carried out at other libraries by Mottingham registered active users. 13% were conducted at Chislehurst.

Shortlands Library - The nearest alternative Council managed Library to Shortlands has been identified as Central Library and is open six days each week including Saturdays and has one late night until 8pm.Central Library is approximately 1.1 miles away(est walking) or 1.3miles (est. driving) from the existing Shortlands Library site. Bus routes 367, 358, 162 run from Shortlands Library to Central Bromley. Transport for London estimates that the quickest direct bus journey takes 10 minutes and the longest route takes a maximum of 19 minutes or 6 minutes by car or 30 minutes by foot**.** All three bus services are regular running at a frequency of between 12 minutes, 20 minutes and thirty minutes depending on route. 45% of transactions made by Shortlands library users were at other libraries in the borough. 18% were conducted at Central Library

Southborough Library- The nearest alternative library to Southborough is Petts Wood Library which is open 42 hours per week including one late night and Saturday opening. Petts Wood is approximately 1.1miles (est by car and on foot.) from the existing Southborough Library site. Bus route 208 runs from Southborough Library to Petts Wood Library. Transport for London estimates that the direct bus journey on this routes takes a maximum of 15 minutes with buses on this route running every 12 minutes. The 61 bus also covers this route though the journey time is slightly longer The journey between libraries takes 3 minutes by car or approx. 15 minutes by foot. 43% of library transactions are made at other branches by those registered at Southborough. 16% were made at Central Library with a further 9% of transactions at Southborough Library.

St Paul's Cray Library-The nearest easily accessible alternative library to St Paul's Cray Library has been identified as Orpington Library which is open 50 hours per week including one late night and Saturday opening . Orpington Library is approximately (2.7) miles by car and on foot depending on route taken from the existing St Paul's Cray Library site . Bus routes R11,R1 and B14 run frequently from St Paul's Cray to Orpington. Transport for London estimates that a direct bus journey on this route takes a maximum of 19 minutes for the most direct bus route and 24 minutes for the longest route . Two of the buses serving this route run every 15 minutes on average. The journey takes approximately 10 minutes by car. Chislehurst Library is fractionally closer to St Paul's Cray Library being 2.6 miles away by car or on foot. However there is no direct bus route between these libraries. The bus journey would involve one bus change and an increased journey time. Additionally Orpington Library is situated within the popular Orpington Walnut shopping Centre .As it would be possible to combine a visit to the Library with a shopping trip, it is anticipated that more St Pauls Cray users would use Orpington to access core library services Analysis of use at St Paul's Cray Library shows that 37% of their active users are using other libraries in the borough. The highest proportion 22% are also using Orpington Library

12.   Ensuring physical access to Bromley Libraries

Under the new Library Service proposals it is expected that 80% of Bromley residents would live within 1.5 miles of one of the eight Core Council managed libraries. If all six Community Managed libraries remain part of statutory provision then the additional 18% of the population would live within 1.5 of a Community Managed Library and 80% within 1.5 miles of a Core Council managed library ensuring maximum library coverage

12.1 Transport Links to the six council Libraries
There are very good public transport links within the borough, giving residents of those areas where a service change to their library is being proposed easy access to their nearest Council library. Full details of public transport links to the nearest core library and to the Central Library are detailed in section 11 and in the travel matrix and within appendix 7.

12.2   Primary methods of travel to Bromley Libraries

The 2012 CIPFA PLUS Survey asked Library visitors about their primary method of travel to the Library.The response of the six libraries being considered for a service change are shown in the table below

Table 26-How did you travel to the library today							
	Private transport e.g. Car, van motorbike	Public transport e.g. bus, train	On foot	Bicycle	Other	No of cases	Response rate
Borough Average	34%	22%	43%	1%	%	3,794	90%
Burnt Ash Library	24%	3%	72%	1%	%	119	92%
Hayes Library	39%	8%	53%	1%	%	93	97%
Mottingham Library	17%	7%	75%	1%	1%	183	94%
Shortlands Library	65%	3%	31%	%	%	205	90%
Southborough Library	36%	6%	55%	2%	1%	175	87%
St Pauls Cray Library	39%	8%	51%	1%	%	366	92%

May not add up to 100% due to rounding

Summary

- A much lower than average number of customers used public transport to reach all the libraries
- With the exception of Burnt Ash and Mottingham which is significantly lower, the number of customers travelling to the library by car exceeds the average. Shortlands stands out as being proportionally higher
- With the exception of Shortlands, the number of customers walking to the library exceeds the borough average.The highest is at Mottingham where 75% walk to the library

12.3   Bus routes

Buses are a popular method of travel and a highly accessible way to travel around Bromley. All of London's buses on normal routes are now low-floor, wheelchair and buggy accessible vehicles .The ramps on all buses must be in full working order at all times. Any bus with a defective ramp is taken out of service, so passengers are assured of full accessibility at all times.

London's buses are now fitted with iBus, the on-board "next stop" announcements. The system means passengers know exactly where their bus is and what the next stop and final destination will be .Journeys by bus and/or other forms of transport can be planned on-line using Journey Planner and the bus countdown app is used to update journey times in order to reduce waiting times and can be instantly accessed on tablets and smartphones

Evidence of public transport links within the borough has been taken from www.tfl.gov.uk which also provided the information below

12.4   Travel Costs
Wheelchair users are entitled to free travel on buses ,as are Freedom Pass holders . Children and young people under the age of 18 in full-time education are also entitled to free travel on buses .The cost of current fares and concessions are detailed below

The cost of a return journey is currently as follows
- Adults-£1.50 single journey with oyster or contactless
- Children under 11-free
- Children aged 11-15-free when using an 11-15 oyster card
- Children aged 16-18 in full time education-free when using an Oyster 16-18 card
- Senior Citizens-free with an oyster card
- Disabled residents-free with an oyster card

12.5   Travel Matrix
Distances, methods of transport and journey times from proposed core Libraries to proposed Community Managed Libraries have been measured. The transport Matrix table detailed below gives a summary of transport information for each library including approximate distances and journey times. Detailed travel information is detailed in within this assessment

Table 27	Travel Matrix-nearest core library			
Proposed Community Managed Library	**Nearest Core Bromley Library**	**Approximate distance and journey time**	**Direct Bus route**	**Frequency**
Burnt Ash	Central	1.4 miles 126-15 Mins 262-16 Mins	126,261	126-12 mins 262-12 mins
Hayes	West Wickham	1.6 miles 119-16 mins 353-18 mins	119, 353	119-10 mins 353-15 mins
Mottingham	Chislehurst	1.4miles 161-9 mins	161	161-10 mins
Shortlands	Central	1.1 miles 162-15 mins 358-16 mins 367-24 mins	162,367 ,358	162-20 mins 358-12 mins 367-30 mins
Southborough	Petts Wood	1.1 miles 208-9 mins 61-16 mins	208, 61	208-12 mins 61-15 mins
SPC	Orpington	2.7 miles R11-20 mins R1-24 mins B14-19 mins	R1, R11, B14	R11-15 mins R1-15 mins B14-30 mins

12.6 Car ownership

As detailed in the transport section paragraph 3.8, car ownership In Bromley is high, with just 23% of the population without access to a car, compared to 37% in the Greater London region and 27% nationally. The Council's Local Implementation Plan indicates that Bromley has the third highest car ownership in London. Only the boroughs of Harrow and Hillingdon have fewer households without a car. This indicates that access to other libraries by car is an option.

Analysis of car ownership within the six wards where the proposed Community managed libraries are located is high. Of the residents living in wards affected by proposed change to their libraries the numbers without one car are summarised below

- 31.1% of households in Mottingham and Chislehurst North own no cars or vans
- 27.8% of residents of Cray Valley West do not own one car van
- 27.3% of residents in Plaistow and Sundridge ward do not own one car or van
- At the other three libraries affected by change the number or residents without a car or van was lower than the 23.5% borough average.
- Car ownership in Cray Valley West is relatively high with 43.8% with one car or van, 21.3% with 2, 5.2% with 3 and .9% with 4 or more cars or vans
- Car ownership at Mottingham and Chislehurst North is also relatively high with 31.1% with one car, 46.6% with two, 18.1%, 3.1.% with 23.1% with three and 1% with 4 cars
- Car ownership at Plaistow and Sundridge ward is of a similar level with 48.1% with one car or van, 19.5% with two, 3.9% with three and 1.2% with four cars and vans
- The remaining 3 libraries in this tier have high percentages in line or exceeding the borough average for the number of cars and vans

13. Equalities Impact of proposed service changes

An Equalities Impact Assessment (EIA) has been undertaken to show how the proposed review may impact on each of the protected equalities groups . The EIA examines possible impacts and suggests how any negative impacts may be mitigated. The EIA is presented fully in Appendix 13.Additionally the data that forms the basis for this judgement as well as the assessment of need presented in this document is fully presented in the appendices of this document

14 Summary

To conclude, the proposals made as part of the Library Strategy will meet the existing and predicted library needs of those living working or studying in the London Borough of Bromley .The eight libraries will offer modern services which meet the requirement for a comprehensive and efficient service. The

core Council Service will be further complemented by a network of 6 community libraries offering a range of non-council library services.

The eight Council libraries are geographically spread throughout the borough. Due to the size and density of the borough 80% of the population would be within 1.5 miles of a Council managed core library .Demand for library services would be met physically by the core libraries which are situated in accessible locations and in most cases close to areas of deprivation. As the data considered within this assessment has demonstrated, a high proportion of residents have access to a car and for those who do not there is an excellent transport network providing public transport to all eight Council libraries. A high proportion of Bromley Library users currently use more than one library. Additionally the range of online services offered by Bromley libraries will bring library services into people's homes and will be available to all 24/7. The Home Library Service will continue to provide library services to those customers who are physically unable to visit a library.

Appendix 1- Consultation Summary

Details of past consultations undertaken at Bromley Libraries

Bromley libraries have undertaken a number of consultations to inform key decisions over the past few years. This includes CIPFA PLUS and Children's PLUS Surveys which are undertaken every three years. Two recent pieces of consultation work undertaken have targeted both library users and non-library users.

Mobile Library Consultation 2014

Date of Consultation-27 March-3rd May 2014

Consultation method
Two pieces of research were undertaken in relation to the mobile library service operated by Bromley Council. A face-to-face survey of mobile 'users' and a telephone survey of 'non-users'. For the purpose of this research, mobile library 'users' were defined as those who had used the mobile library in the last 12 months; 'non-users' were defined as those who had not used the mobile library service in the last 12 months, if ever. In addition, the non-users were selected for living within a mile of any public mobile library stop. A market research interviewer accompanied the mobile library on 12 days in total, during the period 27 March to 3 May, from the start to the end of the day. As the mobile library operates on six days of the week, Monday to Saturday, interviewing took place on two different Mondays, two different Tuesdays etc. across the fieldwork period. Three of the 12 days, a quarter, were undertaken on weekdays during the school holidays to reflect the fact that the school holidays account for a quarter of all weeks of the year. In total 202 interviews were conducted,

Purpose
The specific objectives of the survey were to assess the following
   ➢ Frequency of usage
   ➢ The services used
   ➢ Awareness of other relevant services (online and offline)
   ➢ Levels of internet access at home
   ➢ Levels of access to a vehicle in the daytime
   ➢ How far respondents lived from the library stop at which they were interviewed and how they usually get to the mobile library
   ➢ How often respondents took children with them to the mobile library, if at all
   ➢ Had respondents used another library/ libraries in the last 12 months, if not, why

> - If respondents had used another library/ libraries in the last 12 months: which and how often, what they had done there in the last 12 months, how did they usually get there and how far away they live from the other library/ nearest other library (if more than one other library is used)

The purpose of interviewing the non-users was to find out why they had not used the Library service within the past twelve months and to determine whether they had any plans to do so in the future

Key Findings

The results of the consultation were used to inform the June 2014 Committee report when considering the proposal to cease the Mobile Library Service. The findings of the consultation enabled us to build up an age and gender profile of Mobile Library users and establish the distance of their nearest static library and ascertain whether they were already using static libraries in addition to the Mobile and their awareness of the Home Library Service. The key findings are detailed below

Visiting the Library-86% of those interviewed said they used the mobile library 'at least once a month', or more often. 81% said they usually walked to access the Mobile however 67% did have access to a vehicle during the day to enable them to travel to another library

Awareness and Use of Services-In the last 12 months, 93% of those interviewed said they used the mobile library 'to borrow a book' The next most likely activity was 'to buy food waste bags or garden waste stickers' by 48% and 'to find something out' by 20% of respondents When respondents were asked if they were aware of 'the home library service', the split was fairly even with 52% saying 'yes' and 48% saying 'no' they were not aware.

Use of Other Libraries-Just over half of those interviewed, 57%, indicated 'yes' they had used another library/ libraries in the last 12 months Of those who had used another library/ libraries in the last 12 months, the most likely to have been used was 'Orpington' by 59%, followed by 'Central' which had been used by 34% of them When asked how they usually get to the other library/ libraries used, 51% said by 'car', 31% said by 'bus' and 17% 'walk'. The remaining 1% said by 'other' means. Just under a third, 30%, said they lived 'under 1.5 miles away', some, 56% lived 'between 1.5 miles and 3 miles away' and 14% lived 'over 3 miles away' from the other library/ nearest other library used.

Amongst those who had not used any other library in the last 12 months, when asked the reason(s) why they had not done so, The top four answers were as follows *(all other responses were given by 5% or fewer of the respondents):*
> - 'the mobile library is convenient' by 52%
> - 'the other libraries are not convenient' by 24%
> - 'the mobile library meets needs' by 20%
> - 'friendly/ more personal' by 15%

Profile of Mobile Library Users-In terms of a brief profile of mobile library users, all were willing to give their age group: some 39% were aged '70+ years'; 13% were aged '60-69 years'; 27% were aged '40-59 years'; 18% were '20-39 years' old and 2% were aged '16-19 years'. In relation to gender, 79% were females and 21% males

Non Users
A telephone survey was undertaken with 200 non-users of the service, defined as those who had not used the mobile library within the last 12 months. The 200 interviews were divided proportionately across the number of stops. Those interviewed broadly reflected the London Borough of Bromley's population from the 2011 census in terms of both age and gender.. The key findings amongst non-users were as follows .Overall, 71% of respondents said 'yes' they were aware of the mobile library service, whilst 30% said 'no' they were not aware of it. When those who were aware of the mobile library service were asked the reason(s) why they hadn't used it in the last 12 months, similar responses were grouped together and coded. The top four answers were as follows (all other responses were given by 9% or fewer of the respondents):
- ➢ 'prefer large/ bigger/ main libraries' by 21%
- ➢ 'don't use a library/ no need' by 18%
- ➢ 'I use another library/ other libraries' by 13%
- ➢ 'buy books/ have books at home' by 11%

Use of Other Libraries
Although none of the respondents had used the mobile library service, they were then asked whether they had in fact used any other library/ libraries in the last 12 months to which some 56% said 'yes' they had done so and 44% said 'no' they hadn't. Those who hadn't used any other library/ libraries in the last 12 months were asked the reason(s) for this and the responses were as follows (again similar responses were grouped together and coded). The top four answers were as follows
- ➢ 'buy books/ have books at home' by 26%
- ➢ 'don't use a library/ no need' by 25%
- ➢ 'don't read/ read much' by 24%
- ➢ 'read on Kindle/ tablet usually' by 13%

Bromley Libraries Consultation 2014

Date of Consultation-24th March-2nd May 2014

Consultation method
The council consulted with Library users via an exit survey conducted by an independent market research team at 10 Libraries where change

to opening hours is proposed.The proposed reduction in weekly opening hours varied for each library and more interviews were undertaken at the libraries where the proposed reduction was greatest. In total 2,100 interviews were conducted. As some libraries are busier than others, the survey results were weighted to reflect the proportion of visitors each library received in 2013/14. They were carried out between 24 March and 2 May 2014, at different times of day (including late evenings) and days of week (including Saturdays

Purpose
The prime aim of the research, as well as establishing various aspects of library usage patterns and awareness of services on offer, was to establish the level of perceived inconvenience caused by the Council's Proposal to reduce opening hours at each library and whether visitors preferred the Council's Proposal or one of the Alternative Options, or whether in fact they showed no preference

Key Findings
Proposed reduction in opening hours
The results of the consultation were included in published in the June 2014 Committee report and are detailed below. Key headlines which stand out include confirmation that at 4 libraries did not have any preference for a change in opening hours. Also of the 10 libraries surveyed, at 9 libraries a significantly higher proportion of those surveyed stated that the council's proposal would not inconvenience them than those who stated they would be inconvenienced.

Proposed Reduction in Opening Hours – Results by Library
Southborough - 51% said the proposal would not inconvenience them in any way and had no preferred option for reducing the hours
SPC - 38% said 'no' the Council's Proposal would not inconvenience them in any way Respondents at St. Paul's Cray were most likely to say they preferred 'Alternative Option B' for reducing the opening hours as indicated by 37% of them
Mottingham Library- 41% said 'no' the Council's Proposal would not inconvenience them in any way.39% of respondents at Mottingham preferred 'Alternative Option B' for reducing the opening hours
Shortlands- 52%, said 'no' the Council's Proposal would not inconvenience and had 'No Preferred Option' for reducing the opening hours
Central- 69% said 'no' the Council's Proposal would not inconvenience them in any way. 45% preferred 'Alternative Option C' for reducing the opening hours
Beckenham -71% said 'no' the Council's Proposal would not inconvenience them in any way. 34% preferred 'Alternative Option C' for reducing the opening hours at the library.
Petts Wood- 79% of those interviewed at Petts Wood library said 'no' the Council's Proposal would not inconvenience them in any way and had 'No Preferred Option' for reducing the opening hours
West Wickham - 76%, said 'no' the Council's Proposal would not inconvenience them in any way….34% preferred the 'Council's Proposal' for reducing the opening hours.
Chislehurst - 67%, said no the Council's Proposal would not inconvenience them in any way and had no Preferred Option' for reducing the

opening hours
Hayes Library- 38% of those interviewed at Hayes library said 'no' the Council's Proposal would not inconvenience them in any way and No Preferred Option' for reducing the opening hours

Libraries Survey

Date of Consultation: March-April 2012

Consultation method
Face-to-face exit surveys were undertaken at 12 Bromley libraries (i.e. excluding the 3 libraries where significant changes to hours are unlikely .The surveys were carried out between 15 March and 24 April 2012, at different times of day (including late evenings) and days of week (including Saturdays). In total 2,386 interviews were conducted. Given that some libraries are much busier than others, the survey results are statistically weighted to reflect actual visitor numbers, and therefore to give a more accurate picture. In addition to the exit surveys, a telephone survey was undertaken with 200 non-users (using random digit dialling) and 400 library users (mostly from the list of active borrowers, with some found during calls to potential non-users) All the telephone interviews were conducted between 26 March and 12 April 2012

Purpose:
The surveys were conducted with library visitors to gain an understanding of current use and views on various possible changes
to the service. The specific objectives were:
- To assess current use of libraries (frequency and services used)
- To gauge how valued the library is and how it fits into users' lives
- To gauge the likelihood of users to volunteer their time in preference to a reduction in hours or closure
- To determine where the balance lies in library users' minds between making improvements to the library service against various possible cost savings:
    – Charging for use of library computers
    – No longer stocking CDs and DVDs
    – Reduced days/hours of opening
    – Possible closure

The purpose of consulting non-users is to find out their level of awareness of the library service and to establish whether or not they are likely to use the Library now they have been reminded of the service

Key Findings

The outcomes of the Libraries Survey Consultation were published in a Committee report in June 2012 and are summarised below. The headlines include 62% in favour of using volunteers in Libraries and 49% overall voting to keep computers free Rather than buy more books. Preferences for reducing opening hours included reducing the number of hours the library is open rather than the number of days .In terms of library closures the survey indicated that it is the principle of closing any libraries that residents both borrowers and non- borrowers are against demonstrating the strength of feeling that exists for libraries.

.

Using volunteers-Visitors were asked their views on using volunteers in libraries, specifically whether the Council should allow volunteers in to help qualified library staff, as a way of improving the service in libraries. The balance of opinion was in favour (62%) although people were more likely to think it was quite a good idea (40%) rather than a very good idea (22%). Almost 1 in 3 (31%) were not in favour. Of those who thought it a good idea, 13% said they would definitely volunteer some of their own time on a regular basis each week at a local library

Trading off various service options-As part of the objective to determine where the balance lies in library users' minds between making improvements to the library service and making various possible cost savings, visitors were asked a number of questions which traded off different service options. When asked whether they would prefer the computers in libraries to remain free, or for there to be a charge of £1 an hour and then use that money to buy more new books, the response was split almost half and half, with the balance just in favour of keeping the computers free (49%) versus paying (45%). However, the responses varied by library, with visitors at libraries in less well-off areas generally being more strongly in favour of free computer use . If a charge of £1 an hour was introduced, around half of computer users said they would use them less often or stop using them completely

Reduction in opening hours

Other options tested out in both the telephone survey with library users and the exit interviews were different ways of reducing opening hours. Visitors were given pairs of options, and within each pair asked to choose the option they thought was best
 Therefore the best options suggested by the research are:
-        Reduce the number of hours open each day rather than the number of days open each week
-        Continue to close at 5pm on Saturday rather than extending to 6pm
-        Open an hour later in the morning
-        Do not close at lunchtime (any other trimming of hours is preferable to this)

Library Closures

In the exit interviews questions about possible closure were only asked at three libraries. In the telephone survey with library users interviewees

were asked more generally about possible closures, so as to get a view that was less to do with their own library and more to do with the whole library service. Here interviewees were given the option of closing two libraries (improving the others, keeping the opening hours as now, and buying a lot more new books) or keeping all libraries open (on reduced hours, buying the minimum number of new books, and not making improvements) - only 30% chose the option to close the two libraries. A second option was also asked: close one library, which would necessitate a reduction in hours, or keep all libraries open. The proportion selecting closure only rose to 36%, suggesting that it is the principle of closing any libraries that people are against. Non-users were also asked how they felt about possible closures. Despite being non-users, only 1 in 4 claimed they were not very or not at all concerned about the possible closure of two of the smaller libraries (and merging their resources into the remaining 13 libraries). 43% said they were quite concerned, and 31% very concerned,

Non Users
Once reminded of the Library Service the responses of the non-users as to their likelihood of using libraries again was as follows
  − 12% very likely
  − 29% fairly likely
  − 29% not at all likely
  − 30% not very likely

 Their reasons for not using libraries are as follows
  − Buy books-16%
  − Don't read much-15%
  − Too busy-15%
  − Get information from the internet-14%
  − Own a lot of books already-9%
  − Just don't/out of the habit- 9%
  − No need-7%
However the survey showed that 3 in 4 would be concerned about the possible closure of the smaller libraries , even if they had no intention of using them

Public Consultation-New Penge Library

Date of Consultation: June29th-July 13th 2012

Consultation Method

Face-to-face exit surveys were undertaken at Penge and Anerley libraries between 29th June and 23rd July 2012 at different times of day (including late evenings) and days of week (including Saturdays) . In total 400 interviews were conducted at each library.

Purpose

Surveys were conducted with library visitors to gauge reactions to the possibility of merging Penge and Anerley libraries at a new location. The business objective was to provide an enhanced library offering to visitors, while providing a longer term cost saving through the reduction of full library premises from 15 to 14 libraries in the borough. The proposed location is very close to the main shopping area in Penge, just off the High Street in Green Lane, and is currently Edginton's furniture store.

The specific research objectives were:

- To find out reactions to merging and moving the current libraries to the proposed new site
- To gauge views on the facilities that would be available at the new site
- To gauge whether current visitors would use the new library; if not then why not and which other library or libraries they would use.

Key Findings

The outcomes of the Penge/Anerley Libraries Consultation were published in a Committee report in October and are summarised below The biggest selling point of the new library was more new books which was considered a big improvement. In terms of the level of support for the new Library. If the move was to go ahead then most visitors, whether to Penge or Anerley, would go to the new library (93% of Penge and 72% of Anerley interviewees). Beckenham was the next most popular choice (mentioned by 16% of Penge and 13% of Anerley visitors). Taking everything into consideration, the majority of Penge users (61%) thought it would be better for the library to move to the proposed location. Just 11% were opposed to the move due to a desire to keep two libraries (11%). Anerley visitors were less in favour of moving (only 25%), with 65% preferring to remain where they are. Staff were also consulted regarding the proposed move.

CIPFA Research-Libraries Summary

CIPFA Research have been developing and supporting a range of library survey tools since 1995. This began with the launch of PLUS (Public Libraries User Survey) in 1995 which was followed by Children's Plus in 1997, ePlus in 2001 and the Home Delivery Survey in 2005.

In 1999 / 2000 Plus was adopted by the Audit Commission to collect Performance Indicator (PI) information relating to finding books and / or information and satisfaction with a range of services. In 2000 / 01 the then Department for Transport, Local Government and the Regions (DTLR) used Plus for the collection of some of their Best Value Performance Indicators (BVPIs) and in the following year the survey along with

Children's Plus was adopted by the Department for Culture, Media and Sport (DCMS) for their Public Library Service Standards (PLSSs).

CIPFA PLUS Survey(Public Library Users Surveys)

Introduction
The new PLUS (adult) survey, and associated guidance, was launched in July 2012. The new survey carries forward a significant number of questions from 2009 and prior years that allow for comparison over time. New questions have been introduced into the main body of the survey and also into the demographic section. These new demographic questions will allow you to profile your users in greater detail. Other new questions relate to usage of visitors own computers and the means by which they travelled to the area. The question around their relationship with the library has also been strengthened.

Date of last PLUS Survey-Nov 2012
Date of Next Survey-Nov 2015

Consultation Method-A sample or census survey depending on the size of the library where a set number of questionnaires are given out for one week by Library staff. The survey takes place every three years and can be undertaken only in weeks specified in the CIPFA guidelines and excludes school holidays

Purpose
Essentially a satisfaction survey to allow libraries to monitor the satisfaction of customers in a wide range of areas from stock to buildings and customer service etc., the survey has been developed over the years and allows us to build up a user profile of who is using our services and the purpose of their visit. This information is particularly valuable as it isn't otherwise available. It also collects equalities monitoring profiling,

Findings
➢ A total of **4,057** completed questionnaires were received from adult library visitors during the surveying period
➢ Almost half of respondents (47%) rated the library *very good* overall ,94% of respondents rated the library as very good/good overall
➢ Of those who *intended* to borrow books, 87% did borrow one or more books
➢ Those visiting Anerley were most likely to want to use a computer
➢ A very high percentage of respondents at Mottingham, Anerley and Southborough who wanted to use the computer were able to do so
.

Demographics
➢ Age-A third of respondents overall were aged 26-44 (33%). A further three in ten (30%) were aged 45-64.

- ➤ Gender-Overall, most respondents were female (64%).
- ➤ Employment status-In general, respondents were either employed / self-employed, full or part-time(42%) or retired (36%).Just 6% of respondents were unemployed
- ➤ Disability-Over two in ten respondents (21%) had one or more disabilities/conditions. The most commonly mentioned was mobility (8%).
- ➤ Ethnic group and religion-The majority of respondents (79%) classified themselves as English / Welsh / Scottish / Northern Irish / British, and most stated they were Christian (62%) or had no religion (29%).
- ➤ Living arrangements-Almost six in ten respondents (57%) stated that they were married. A further 21% classed themselves as single.
- ➤ Sexual orientation-The vast majority of respondents (97%) stated they were heterosexual / straight.

Has using the library helped you with?

The questionnaire listed a range of issues the library might help visitors with. Overall, the library was most likely to have helped respondents with study / learning (62%). A further 39% of respondents stated the library had helped them with health and well-being, and 29% reported that the library had helped them with getting online. For 68% of respondents at Anerley, the library had helped them with study /learning. A further 52% stated the library had helped them get online. It is important to note that Anerley library helped 27% of respondents with job seeking(hence the need to 'get online') The Mobile and Hayes were key places for meeting people (44% and 43%respectively) Almost five in ten respondents at Anerley (47%) stated the library helped them with health and well-being. At Burnt Ash and Hayes, 35% of respondents said the library had helped them with family/relationships

CIPFA Children's PLUS Survey

Introduction

The Children's Public Library User Survey (PLUS) is a standard method of assessing the satisfaction of children under 16 using Bromley Libraries. The survey is conducted nationally which enables us to compare ourselves with other library services and provides valuable local information about library use by children and young people. There is also a requirement to collect this data for inclusion in the annual CIPFA Public Libraries actuals & estimates. The requirement is to undertake the survey every three years .The survey is constantly revised and reviewed. In Feb/ March 2012 CIPFA Research conducted an email survey amongst library authorities to establish the level of support for revising the design of the Children's PLUS User Survey - targeted at visitors aged under 16 to the library. As a result of this in March 2013 a pilot survey was conducted which will be used from now on and was used in our recent survey in Feb 2014

Date of last Children's PLUS Survey-Feb 2014
Date of Next Survey-Feb 2019

Consultation Method-A sample survey where a set number of questionnaires are given out for one week by Library staff. The number of surveys to be given out is calculated using visitor figures. The survey can be undertaken only in weeks specified in the CIPFA guidelines and excludes school holidays. The survey takes place every three years

Purpose-The children's Plus Survey gives us the opportunity to obtain the views and opinions of children and young people using the Library .It also enables us to build up a profile of who is using the service and the purpose of their visit, including equalities monitoring. This information is key as it is very difficult to obtain any specific information on children using libraries. The information is used as a service improvement tool as comments and suggestions are taken on board and analysed after the consultation has ended

Key Findings
The survey analysis gives key data including trends in book-borrowing habits and the extent to which the demographic profile of children who visit libraries impacts on usage and their satisfaction with the libraries they use and the services available. Key headlines from the latest Survey include

- 77% borrowed a book during their visit
- 88% rated the library as 8 9 or 10 out of 10 indicating high satisfaction levels

Demographics
- Gender-56% were girls. 44% boys
- Ethnicity- Black 6%, Mixed race 10%,White 75%,Other 3%
- Age –of those completing the survey the age breakdown was as follows -Pre-school to key stage one 59%,Key stage two 28%,Key stage three to four 13%

Proportion of the population who are classified as female (2011)
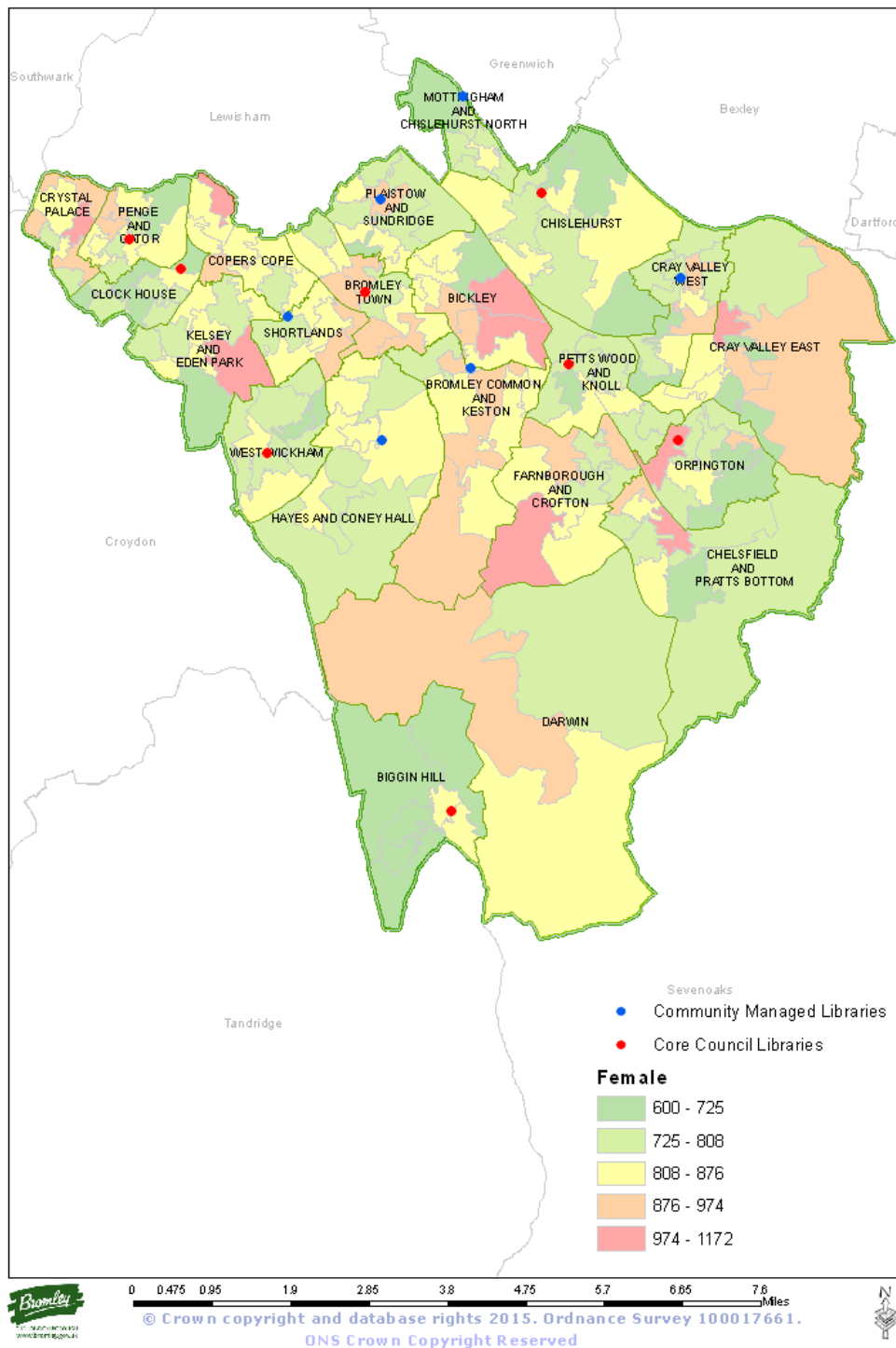
Appendix Three

Proportion of population aged 0-15 years (2011)
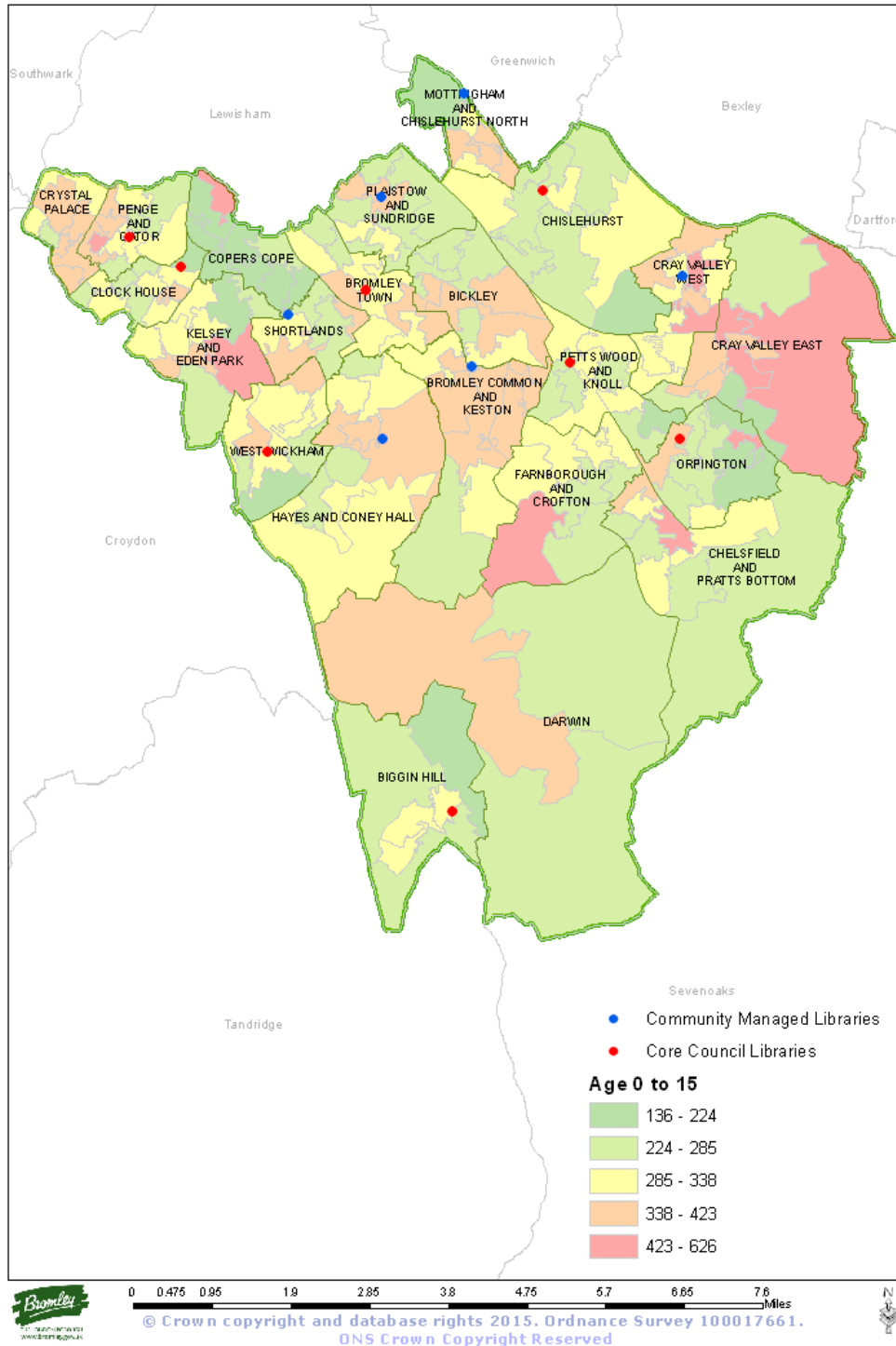
Appendix Three
A-Proportion of population aged 65+ (2011)

Community Managed Libraries

Core Council Libraries

Age 65+

	77 - 170
	170 - 237
	237 - 298
	298 - 377
	377 - 518

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Southwark

Greenwich

Bexley

Lewisham

MOTTINGHAM AND CHISLEHURST NORTH

Dartford

CRYSTAL PALACE

PENGE AND ANERLEY

PLAISTOW AND SUNDRIDGE

CHISLEHURST

CLOCK HOUSE

COPERS COPE

CRAY VALLEY WEST

BROMLEY TOWN

BICKLEY

CRAY VALLEY EAST

KELSEY AND EDEN PARK

SHORTLANDS

PETTS WOOD AND KNOLL

BROMLEY COMMON AND KESTON

ORPINGTON

WEST WICKHAM

FARNBOROUGH AND CROFTON

HAYES AND CONEY HALL

CHELSFIELD AND PRATTS BOTTOM

Croydon

DARWIN

BIGGIN HILL

Sevenoaks

Tandridge

- Community Managed Libraries
- Core Council Libraries

Ethnic Groups - non White

	50 - 298
	298 - 478
	478 - 684
	684 - 996
	996 - 1658

0   0.475   0.95   1.9   2.85   3.8   4.75   5.7   6.65   7.6
Miles

Appendix Five
Proportion of the population who are classified as non Christian
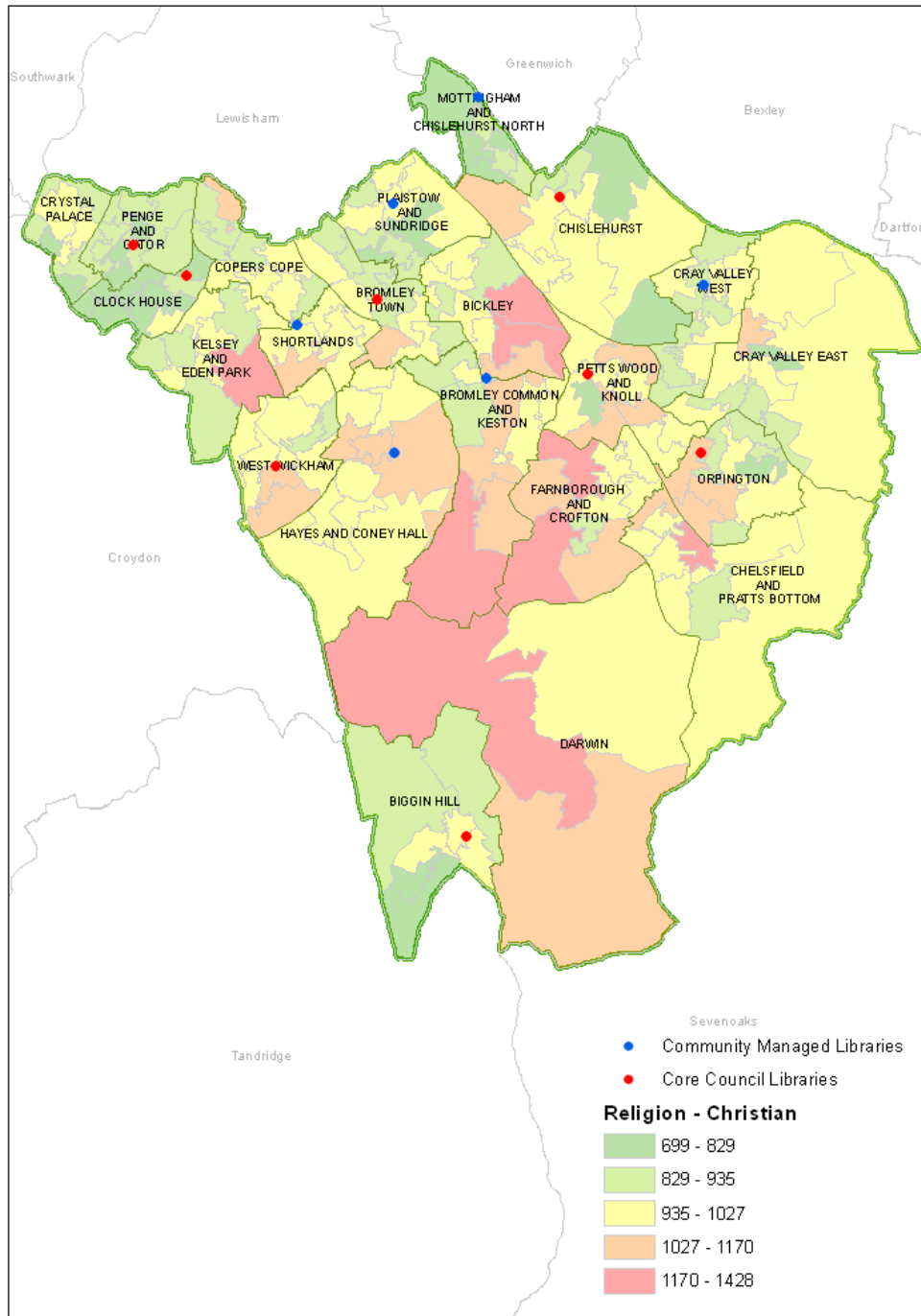
Community Managed Libraries

Core Council Libraries

Religion - Christian

699 - 829

829 - 935

935 - 1027

1027 - 1170

1170 - 1428

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Appendix Five
A - Proportion of the Bromley population who are classified as Muslim (2011)

Appendix Six
Proportion of the Bromley population with very bad health (2011)
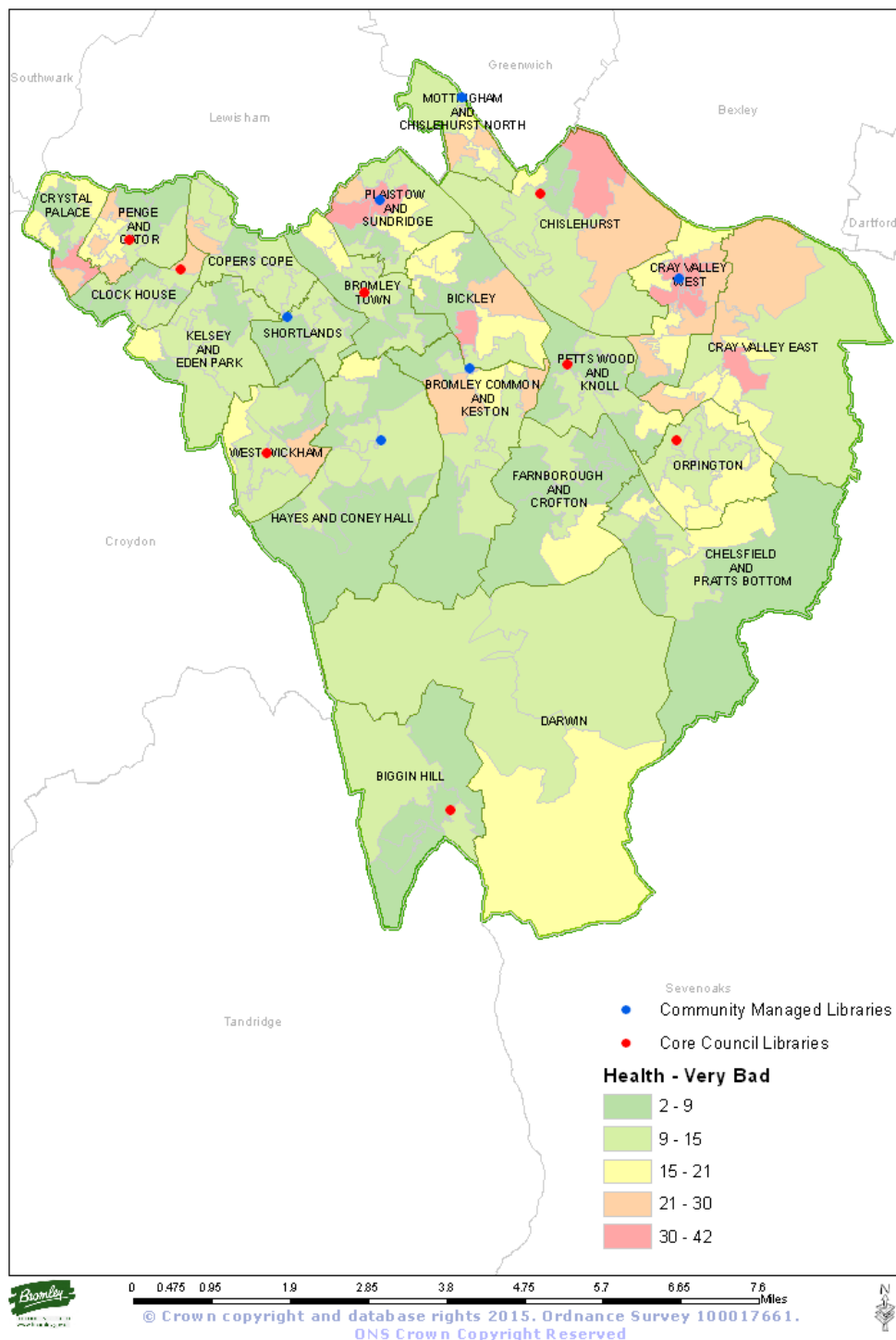
Appendix Six A
Proportion of the population classified as having bad health (2011)

Appendix Seven-Travel Information to Core Council libraries

7.1Transport Links to all Bromley Libraries
All Bromley Libraries are served by regular bus routes. In all cases more than one direct bus route is linked to each library. Many libraries are also in close proximity to train stations

Beckenham Library-Transport Links
Bus-The library is served by bus routes 227, 194, 358, 354 and Clockhouse rail station.
Parking- Limited parking is available at the library but there are spaces in the Spa Leisure Centre pay and display car park
Train-Clockhouse railway station is a short walk away from the library.
Tram-Beckenham Road tram stop is a ten minute walk away from this library

Biggin Hill Library
Bus-The library is served by bus routes R2, R8, 246, 320, 464.
Parking-There is a car park at the rear of the library and street parking is available in Church Road.

Burnt Ash Library
Bus-The library is served by bus routes 126, 261, 336.
Parking-There is a free public car park at the rear of the shops on Burnt Ash Lane.

Central Library
Bus-The library is served by major bus routes including 227, 126, 119, 162,358, 314
Train- Bromley North and Bromley South are within walking distance of Central Library
Parking- Several pay and display car parks are within easy walking distance

Chislehurst Library
Bus-The library is served by bus routes 161, 61.
Parking-There is a small pay and display car park to the rear of the library.
Rail-Chislehurst and Elmstead Woods are the nearest stations to Chislehurst Library approx. 25 minutes by foot

Hayes Library
Bus-The library is served by bus routes 119, 353, 146.
Train-Hayes train station is in close proximity
Parking-Car park available at Hayes Station

Mottingham Library
Bus-The library is served by bus routes 124, 126, 161.
Train- Mottingham with Grove Park are the nearest train stations to the Library
Parking-Street parking is available in West Park, Grove Park Road, Court Road and Mottingham Road.

Orpington Library
Bus-The library is served by bus routes 51, 61, 208, 353, 477, B14, R1 R2, R3, R4, R5, R6, R11.
Train-Orpington Station is a 17 minute walk from Orpington Library
Parking-There is a Sainsbury's multi-storey car park adjacent to the library, accessed from Juglans Road, and limited High Street parking.

Penge Library
Bus-The library is served by bus routes 227, 358, 194
Train-Penge East and Penge West railway stations are within walking distance of the library
Parking-There are car parking facilities available at nearby supermarkets. Street parking is available within the area

Petts Wood Library
Bus-The library is served by bus routes 208, R3, R5
Train- Petts Wood rail station. Is within walking distance of the library
Parking- There is a pay and display car park close to the library

Shortlands Library
Bus-The library is served by bus routes 162, 358
Train-Shortlands rail station is a short walk away
Parking- The library has 4 spaces and street parking is available. There is also a cycle stand.

Southborough Library
Bus-The library is served by bus routes 208, 336.
Train-Bickley and Petts Wood stations are nearest to Southborough library
Parking- Street parking is available in St Augustine's Avenue

St Pauls Cray Library
Bus-The library is served by bus routes B14, R1, R11.
Train-St Mary Cray is the nearest station
Parking- Street parking is usually available.

West Wickham Library
Bus-The library is served by bus routes 119, 194.
Train-West Wickham station is within walking distance of the Library
Parking-The nearest public car park is in Station Road.

Note-Journey information was taken from the transport for London website

Appendix 7.1 Travel Matrix for all Bromley Libraries

Library	Bus routes within a short walk
Burnt Ash Library	126, 261, 336
Beckenham Library	227, 194, 358, 354,352
Biggin Hill Library	R2, R8, 246, 320, 464
Central Library	227,126,261,119,162,358, 314
Chislehurst Library	61,162
Hayes Library	119, 353, 146.
Mottingham Library	124, 126, 161
Orpington Library	51, 61, 208, 353, 477, B14, R1 R2, R3, R4, R5, R6, R11
Penge Library	227, 358, 194
Petts Wood Library	208, R3, R5
Shortlands Library	162, 358
Southborough Library	208, 336
St Pauls Cray Library	B14, R1, R11
West Wickham Library	119, 194

Library	Travel by car	Travel by public transport
Burnt Ash Library	The number of residents with no car in the Burnt Ash area is higher than the borough average Car ownership of one car or van is higher than the borough average	Closest of the Core Council Libraries will be Central library • Central Library is1.4 miles away (est by foot) • Central Library is 1.5 miles away (est by car) • .Central Library-direct route on public transport via 336, 126,261
Hayes Library	The number of residents with no car is significantly lower than the borough average The number of people with one car is fractionally lower than the borough average, whilst the number with 2, 3 and 4 cars exceeds the borough average	Closest of the Core Council Libraries will be West Wickham Library • West Wickham Library 1.6 miles away (est) by foot • West Wickham Library 1.7 miles away(est) by car • Direct route to West Wickham Library on public transport via 119,353
Mottingham Library	The number of residents with no car is higher than the borough average. The number of people in	Closest of the core Council Libraries will be Chislehurst Library • Chislehurst Library 1.4 miles away (est) on foot

	the Mottingham area with one car is slightly below the borough average	• Chislehurst Library1.4 miles away (est) by car • Direct bus route to Chislehurst Library on public transport via 161 bus
Shortlands Library	The number of residents with no car is significantly lower than the borough average The number of people in the Shortlands area with one car is slightly below the borough average. However the number with two , three and four cars is higher than the average	Closest of the core Council Libraries will be Central Library • Central Library is 1.1 miles away (est) on foot • Central Library is 1.3 miles (est) by car • Direct bus route to Central Library on routes 367,358,162
Southborough Library	The number of residents with no car is significantly lower than the borough average	Closest of the core Council libraries will be Petts Wood Library • Petts Wood Library is 1.1 miles away (est) on foot • Petts Wood Library is 1.1 miles away(by car) • Direct route to Petts Wood library on public transport on bus route 208
St Pauls Cray Library	The number of residents with no car is higher than the borough average. The number of people in the St Paul's Cray area with one car is slightly below the borough average	Closest of the core council libraries will be Orpington Library • Orpington Library is 2.7 miles away (est) by foot • Orpington Library is 2..7 miles away (est) by car • Direct route to Orpington Library on public transport on bus routes R11, R1, B14

Appendix 8-BROMLEY LIBRARIES OPENING TIMES

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Central High Street Bromley BR1 1EX (020) 8460 9955 01159 293388 (Renewals 24/7)	9.30-6.00	9.30-6.00	9.30-6.00	9.30-8.00	9.30-6.00	9.30-5.00	Closed
Beckenham Beckenham Road Beckenham BR3 4PE (020) 8650 7292	9.30-6.00	9.30-6.00	9.30-8.00	Closed	9.30-6.00	9.30-5.00	Closed
Biggin Hill Church Road Biggin Hill TN16 3LB 01959 574468	7.30-9.30	7.30-9.30	7.30-9.30	7.30-9.30	7.30-8.30	8.00-7.30	8.00-7.30
Burnt Ash Burnt Ash Lane Bromley BR1 5AF (020) 8460 3405	9.30-1.00 2.00-6.00	Closed	Closed	9.30-1.00 2.00-6.00	Closed	9.30-1.00 2.00-5.00	Closed
Chislehurst Red Hill Chislehurst BR7 6DA (020) 8467 1318	9.30-8.00	9.30-5.30	Closed	9.30-5.30	9.30-5.30	9.30-5.00	Closed
Hayes Hayes High Street Hayes, BR2 7LH (020) 8462 2445	Closed	9.30-1.00 2.00-6.00	Closed	Closed	9.30-1.00 2.00-6.00	9.30-1.00 2.00-5.00	Closed
Mottingham 31 Mottingham Road Mottingham SE9 4QZ (020) 8857 5406	9.30-1.00 2.00-5.30	Closed	9.30-3.00	Closed	9.30-1.00 2.00-8.00	9.30-1.00 2.00-5.00	Closed
Orpington The Walnuts Orpington BR6 0TW 01689 831551	10.00-8.00	9.30-6.00	9.30-6.00	9.30-6.00	9.30-6.00	9.30-5.00	Closed
Penge 46 Green Lane, Penge SE20 7JX (020) 8313 4036	10.00-7.00	9.30-5.30	9.30-1.00	9.30-5.30	9.30-5.30	10.00-5.00	Closed
Petts Wood Frankswood Avenue Petts Wood BR5 1BP 01689 821607	9.30-5.30	9.30-5.30	Closed	9.30-8.00	9.30-5.30	9.30-5.00	Closed
Shortlands 110 Shortlands Road Bromley BR2 0JP (020) 8460 9692	9.30-1.00 2.00-5.30	9.30-1.00 2.00-5.30	Closed	Closed	9.30-1.00 2.00-5.30	9.30-1.00 2.00-5.00	Closed
Southborough Southborough Lane Bromley BR2 8AP (020) 8467 0355	9.30-1.00 2.00-5.30	9.30-1.00 2.00-5.30	Closed	Closed	9.30-1.00 2.00-5.30	9.30-1.00 2.00-5.00	Closed
St Paul's Cray Mickleham Road St Paul's Cray BR5 2RW (020) 8300 5454	9.30-1.00 2.00-5.30	9.30-1.00 2.00-5.30	Closed	9.30-1.00 2.00-5.30	Closed	9.30-1.00 2.00-5.00	Closed
West Wickham Glebe Way West Wickham BR4 0SH (020) 8777 4139	9.30-8.00	9.30-5.30	Closed	9.30-5.30	9.30-5.30	9.30-5.00	Closed

Appendix 9-CIPFA Public Libraries User Survey (PLUS) Survey 2012 . Key data and findings

What do you think of this library? Opening hours

	Very good	Good	Adequate	Poor	Very poor	No. of cases	Response rate
Weighted total	50%	41%	8%	1%	%	3,863	92%
Anerley Library	57%	39%	3%	1%	%	145	89%
Beckenham Library	43%	44%	11%	1%	%	371	93%
Biggin Hill Library	72%	24%	3%	%	1%	363	91%
Burnt Ash Library	8%	30%	44%	18%	1%	120	93%
Central Library	45%	44%	10%	1%	1%	351	88%
Chislehurst Library	52%	41%	6%	%	%	283	92%
Hayes Library	27%	46%	24%	3%	%	94	98%
Mobile Library	55%	27%	14%	3%	%	91	89%
Mottingham Library	61%	34%	4%	%	%	187	96%
Orpington Library	48%	43%	7%	1%	%	365	93%
Penge Library	32%	56%	10%	1%	%	188	90%
Petts Wood Library	53%	41%	5%	1%	%	342	96%
Shortlands Library	51%	40%	9%	%	%	204	89%
Southborough Library	53%	40%	6%	%	%	205	97%
St Paul's Cray Library	58%	37%	5%	%	1%	185	92%
West Wickham Library	52%	42%	5%	%	%	369	92%
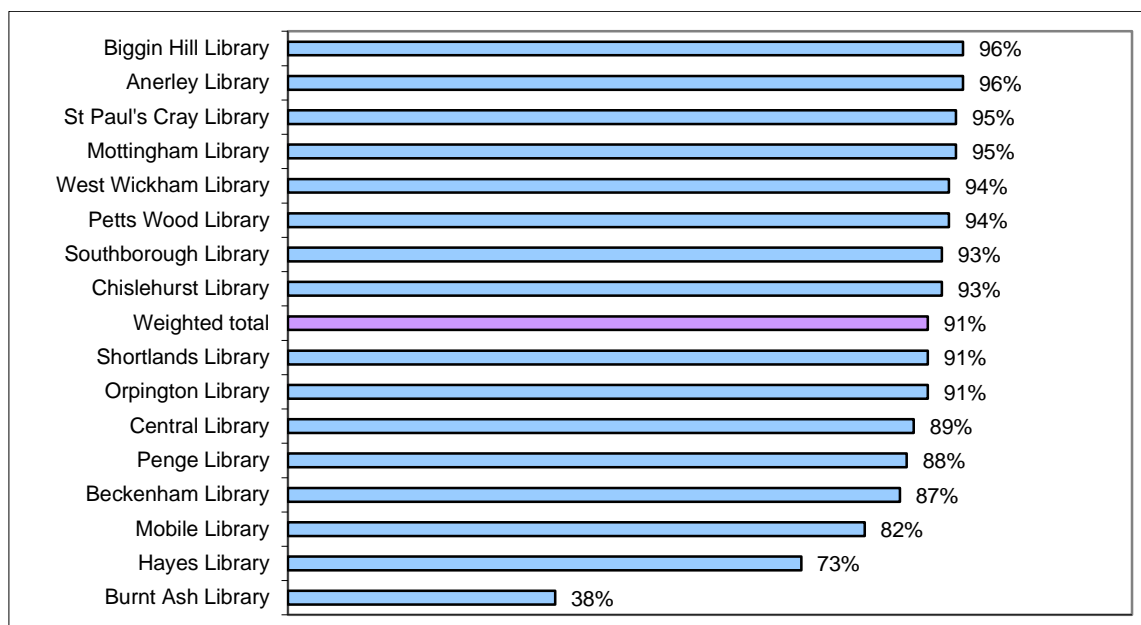
Section A: This Library

What do you think of this library? Attractiveness of library outside							
	Very good	Good	Adequate	Poor	Very poor	No. of cases	Response rate
Weighted total	27%	43%	26%	3%	1%	3,666	87%
Anerley Library	28%	41%	26%	5%	%	138	85%
Beckenham Library	21%	46%	31%	2%	%	355	89%
Biggin Hill Library	46%	40%	10%	3%	2%	352	88%
Burnt Ash Library	6%	46%	44%	4%	%	112	87%
Central Library	15%	41%	36%	6%	1%	338	85%
Chislehurst Library	22%	40%	31%	6%	1%	274	89%
Hayes Library	81%	16%	2%	1%	%	90	94%
Mobile Library	43%	47%	10%	%	%	90	88%
Mottingham Library	27%	43%	25%	4%	%	175	90%
Orpington Library	36%	45%	17%	2%	%	339	86%
Penge Library	13%	46%	39%	2%	%	171	81%
Petts Wood Library	30%	46%	22%	2%	%	326	91%
Shortlands Library	38%	43%	19%	%	%	196	86%
Southborough Library	32%	46%	19%	3%	%	195	92%
St Paul's Cray Library	23%	40%	34%	4%	%	164	82%
West Wickham Library	21%	51%	26%	2%	%	351	88%

95
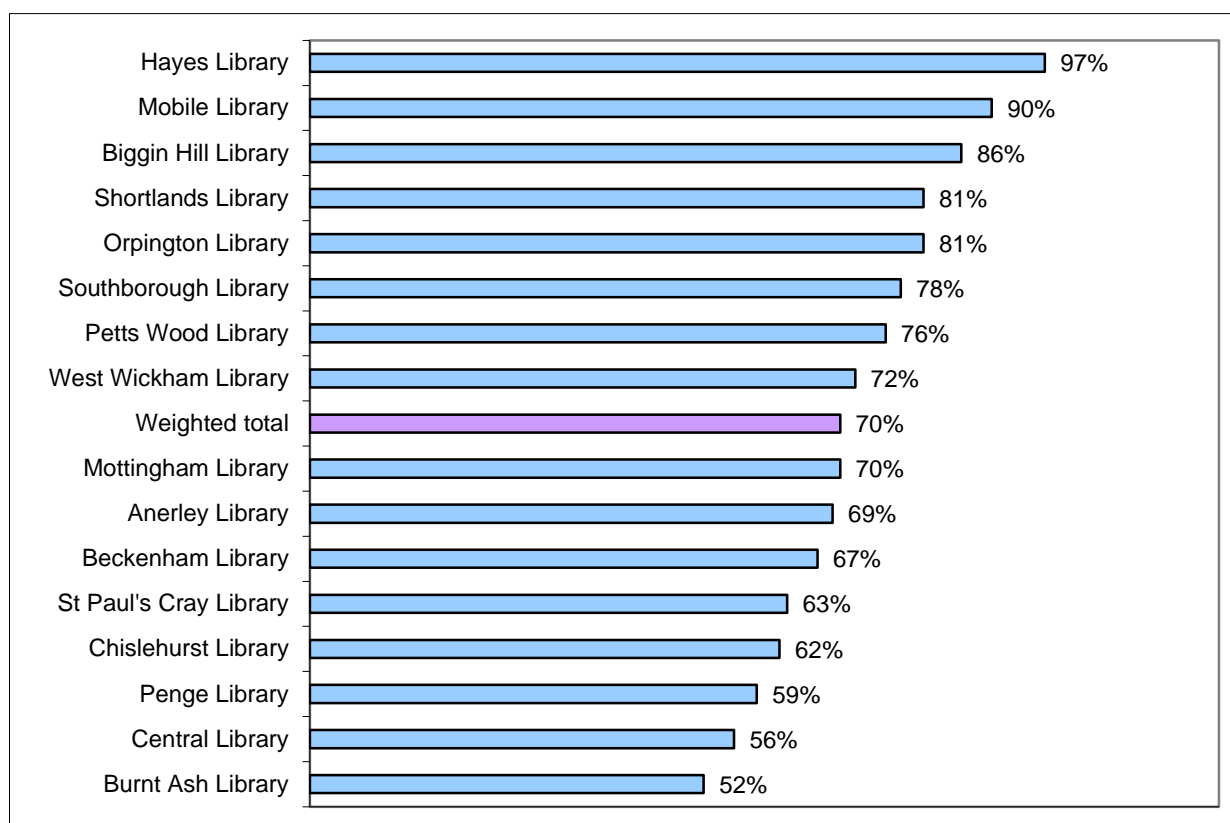
Section A: This Library

What do you think of this library? Attractiveness of library inside

	Very good	Adequate	Poor	Very poor	No. of cases	Response rate
Weighted total	38%	47%	14%	2%	%	3,692	88%
Anerley Library	40%	41%	17%	1%	%	136	83%
Beckenham Library	23%	53%	23%	1%	%	356	89%
Biggin Hill Library	54%	38%	5%	1%	1%	353	88%
Burnt Ash Library	23%	62%	13%	2%	%	112	87%
Central Library	34%	47%	15%	3%	1%	345	86%
Chislehurst Library	37%	43%	19%	1%	%	275	90%
Hayes Library	52%	42%	3%	2%	%	90	94%
Mobile Library	50%	42%	8%	%	%	92	90%
Mottingham Library	49%	39%	11%	1%	%	176	90%
Orpington Library	44%	45%	9%	1%	%	343	87%
Penge Library	22%	58%	18%	1%	%	169	80%
Petts Wood Library	37%	53%	10%	%	%	328	92%
Shortlands Library	39%	49%	12%	1%	%	200	87%
Southborough Library	33%	49%	15%	2%	1%	195	92%
St Paul's Cray Library	36%	43%	19%	2%	%	166	83%
West Wickham Library	35%	48%	16%	1%	%	356	89%

Note: The "Very good" header spans two columns in the table (38% | 47% etc.), with the first column also representing "Very good".

The bar chart shows:
- Hayes Library: 94%
- Mobile Library: 92%
- Biggin Hill Library: 92%
- Petts Wood Library: 90%
- Orpington Library: 89%
- Shortlands Library: 88%
- Mottingham Library: 88%
- Weighted total: 85%
- Burnt Ash Library: 85%
- West Wickham Library: 83%
- Southborough Library: 82%
- Central Library: 81%
- Anerley Library: 81%
- Penge Library: 80%
- Chislehurst Library: 80%
- St Paul's Cray Library: 79%
- Beckenham Library: 76%

Section A: This Library

	Very good	Good	Adequate	Poor	Very poor	No. of cases	Response rate
What do you think of this library? Standard of customer care							
Weighted total	62%	32%	5%	%	%	3,687	88%
Anerley Library	75%	22%	3%	%	%	138	85%
Beckenham Library	48%	44%	8%	1%	%	355	89%
Biggin Hill Library	55%	38%	5%	1%	1%	350	88%
Burnt Ash Library	77%	21%	2%	%	%	113	88%
Central Library	51%	39%	9%	1%	1%	343	86%
Chislehurst Library	78%	20%	1%	%	%	274	89%
Hayes Library	86%	13%	1%	%	%	90	94%
Mobile Library	93%	5%	%	%	1%	92	90%
Mottingham Library	89%	11%	%	%	%	177	91%
Orpington Library	58%	38%	4%	%	%	344	87%
Penge Library	61%	35%	4%	%	%	171	81%
Petts Wood Library	81%	18%	%	%	%	326	91%
Shortlands Library	86%	13%	1%	1%	%	200	87%
Southborough Library	83%	17%	1%	%	%	192	91%
St Paul's Cray Library	78%	21%	1%	%	%	167	83%
West Wickham Library	77%	21%	2%	%	%	355	89%

Library	Percentage
Southborough Library	100%
Mottingham Library	100%
St Paul's Cray Library	99%
Shortlands Library	99%
Petts Wood Library	99%
Hayes Library	99%
West Wickham Library	98%
Mobile Library	98%
Chislehurst Library	98%
Burnt Ash Library	98%
Anerley Library	97%
Penge Library	96%
Orpington Library	96%
Weighted total	94%
Biggin Hill Library	93%
Beckenham Library	92%
Central Library	90%

Section A: This Library						
What was your primary method of travel to this area/library today?						
	Private transport, e.g. car, motorbike	Public transport, e.g. bus, train, metro / tram	On foot	Bicycle	Other	No. of cases	Response rate
Weighted total	34%	22%	43%	1%	%	3,794	90%
Anerley Library	31%	12%	57%	%	%	142	87%
Beckenham Library	31%	17%	51%	1%	%	366	92%
Biggin Hill Library	62%	10%	27%	%	%	356	89%
Burnt Ash Library	24%	3%	72%	1%	%	119	92%
Central Library	19%	44%	37%	1%	%	342	86%
Chislehurst Library	42%	7%	48%	2%	%	281	92%
Hayes Library	39%	8%	53%	1%	%	93	97%
Mobile Library	21%	2%	76%	%	1%	94	92%
Mottingham Library	17%	7%	75%	1%	1%	183	94%
Orpington Library	39%	28%	32%	%	%	351	89%
Penge Library	9%	17%	72%	3%	%	183	87%
Petts Wood Library	37%	8%	53%	1%	%	339	95%
Shortlands Library	65%	3%	31%	%	%	205	90%
Southborough Library	50%	4%	46%	%	1%	199	94%
St Paul's Cray Library	36%	6%	55%	2%	1%	175	87%
West Wickham Library	39%	8%	51%	1%	%	366	92%

Section B: Books

Q3: Did you come to the library today intending to borrow one or more books?   **Did you actually borrow one or more books today?**

	Yes	No	No. of cases	Response rate	Yes	No	no. of cases	Response rate
Weighted total	60%	40%	3,878	92%	55%	45%	3,806	91%
Anerley Library	48%	52%	147	90%	44%	56%	142	87%
Beckenham Library	59%	41%	373	93%	53%	47%	362	91%
Biggin Hill Library	56%	44%	364	91%	51%	49%	358	90%
Burnt Ash Library	64%	36%	120	93%	62%	38%	117	91%
Central Library	55%	45%	353	88%	49%	51%	348	87%
Chislehurst Library	78%	22%	285	93%	76%	24%	280	91%
Hayes Library	76%	24%	94	98%	74%	26%	91	95%
Mobile Library	95%	5%	96	94%	89%	11%	93	91%
Mottingham Library	58%	42%	186	95%	52%	48%	184	94%
Orpington Library	60%	40%	363	92%	52%	48%	358	91%
Penge Library	52%	48%	189	90%	50%	50%	185	88%
Petts Wood Library	73%	27%	343	96%	67%	33%	338	94%
Shortlands Library	67%	33%	208	91%	66%	34%	203	89%
Southborough Library	65%	35%	205	97%	58%	42%	204	96%
St Paul's Cray Library	48%	52%	182	91%	36%	64%	177	88%
West Wickham Library	70%	30%	370	93%	65%	35%	366	92%

Did you actually borrow one or more books today?
(filtered by those who answered yes to Q3)

	Yes	No	No. of cases	Response rate
Weighted total	87%	13%	2,378	97%
Anerley Library	85%	15%	67	96%
Beckenham Library	90%	10%	208	95%
Biggin Hill Library	86%	14%	196	96%
Burnt Ash Library	92%	8%	75	97%
Central Library	84%	16%	190	98%
Chislehurst Library	95%	5%	220	99%
Hayes Library	96%	4%	68	96%
Mobile Library	94%	6%	88	97%
Mottingham Library	88%	12%	104	97%
Orpington Library	83%	17%	212	97%
Penge Library	89%	11%	98	99%
Petts Wood Library	90%	10%	245	98%
Shortlands Library	94%	6%	138	99%
Southborough Library	89%	11%	131	98%
St Paul's Cray Library	75%	25%	83	94%
West Wickham Library	91%	9%	255	98%

Section B: Books

What do you think of the books in this library? Choice

	Very good	Good	Adequate	Poor	Very poor	No. of cases	Response rate
Weighted total	30%	46%	21%	3%	%	3,822	91%
Anerley Library	28%	49%	21%	3%	%	141	87%
Beckenham Library	27%	49%	22%	2%	%	361	90%
Biggin Hill Library	28%	46%	20%	4%	1%	361	90%
Burnt Ash Library	20%	47%	28%	5%	%	120	93%
Central Library	35%	44%	19%	1%	1%	347	87%
Chislehurst Library	29%	50%	20%	2%	%	280	91%
Hayes Library	33%	47%	18%	1%	1%	92	96%
Mobile Library	29%	38%	27%	5%	1%	96	94%
Mottingham Library	33%	46%	19%	2%	%	185	95%
Orpington Library	30%	44%	22%	4%	%	354	90%
Penge Library	24%	49%	26%	2%	%	186	89%
Petts Wood Library	27%	53%	19%	1%	%	340	95%
Shortlands Library	30%	47%	21%	2%	%	208	91%
Southborough Library	23%	48%	25%	4%	%	205	97%
St Paul's Cray Library	26%	46%	23%	6%	%	177	88%
West Wickham Library	33%	45%	19%	2%	%	369	92%

Library	%
Petts Wood Library	80%
Hayes Library	80%
Mottingham Library	79%
Chislehurst Library	79%
Central Library	79%
West Wickham Library	78%
Shortlands Library	77%
Anerley Library	77%
Weighted total	76%
Beckenham Library	76%
Orpington Library	74%
Biggin Hill Library	74%
Penge Library	73%
St Paul's Cray Library	72%
Southborough Library	71%
Mobile Library	67%
Burnt Ash Library	67%
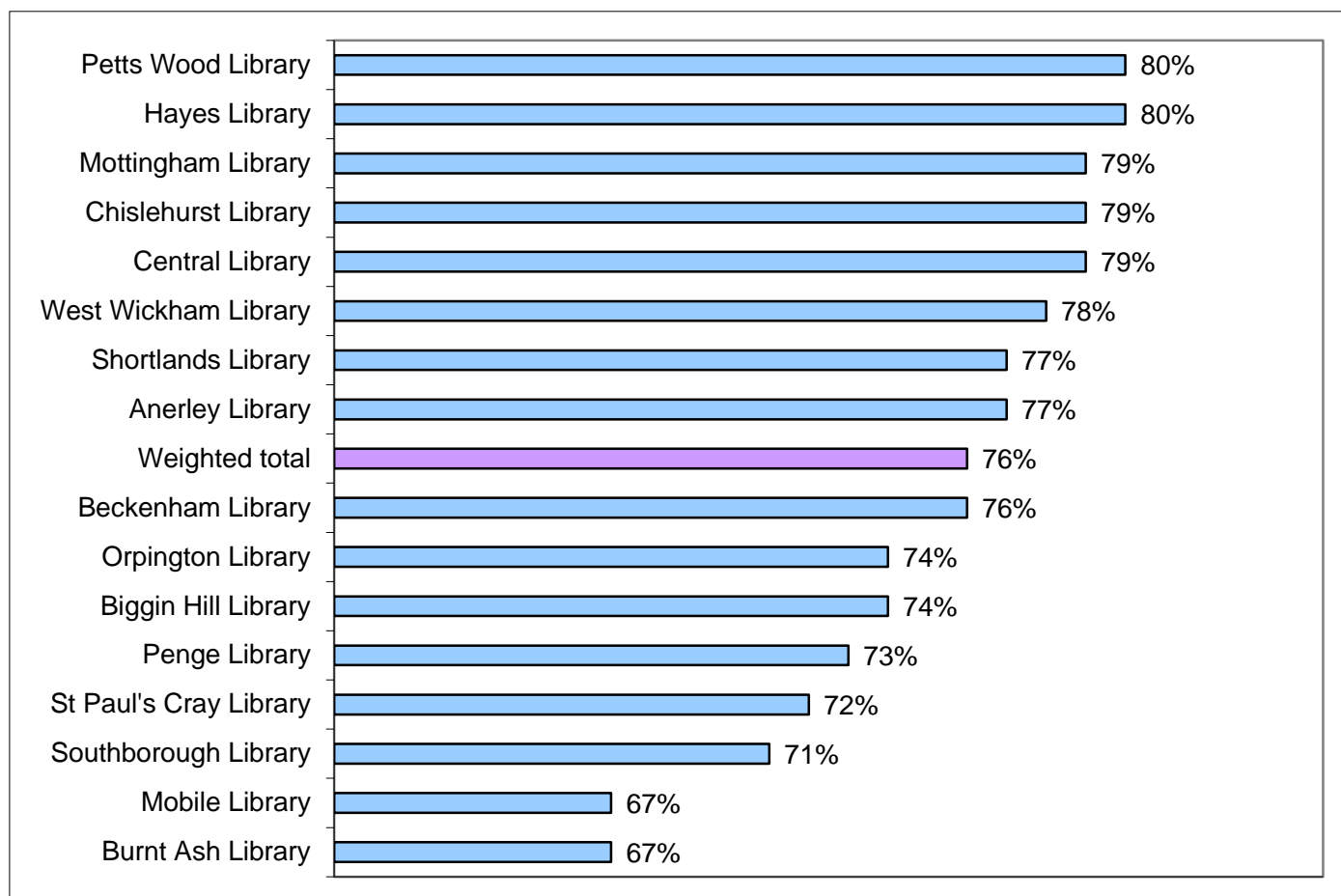
Section B: Books

What do you think of the books in this library? Physical condition

	Very good	Good	Adequate	Poor	Very poor	No. of cases	Response rate
Weighted total	33%	56%	11%	%	%	3,534	84%
Anerley Library	28%	61%	11%	%	%	128	79%
Beckenham Library	29%	61%	11%	%	%	340	85%
Biggin Hill Library	35%	56%	8%	%	1%	339	85%
Burnt Ash Library	32%	56%	12%	%	%	112	87%
Central Library	28%	57%	14%	%	1%	328	82%
Chislehurst Library	33%	60%	6%	%	%	260	85%
Hayes Library	50%	45%	5%	%	%	84	88%
Mobile Library	43%	46%	11%	%	%	87	85%
Mottingham Library	40%	50%	9%	1%	%	172	88%
Orpington Library	34%	54%	11%	%	%	316	80%
Penge Library	26%	57%	17%	1%	%	168	80%
Petts Wood Library	33%	57%	9%	%	%	317	89%
Shortlands Library	44%	47%	9%	%	%	194	85%
Southborough Library	37%	50%	12%	1%	%	189	89%
St Paul's Cray Library	35%	52%	11%	1%	%	158	79%
West Wickham Library	40%	51%	9%	%	%	342	86%
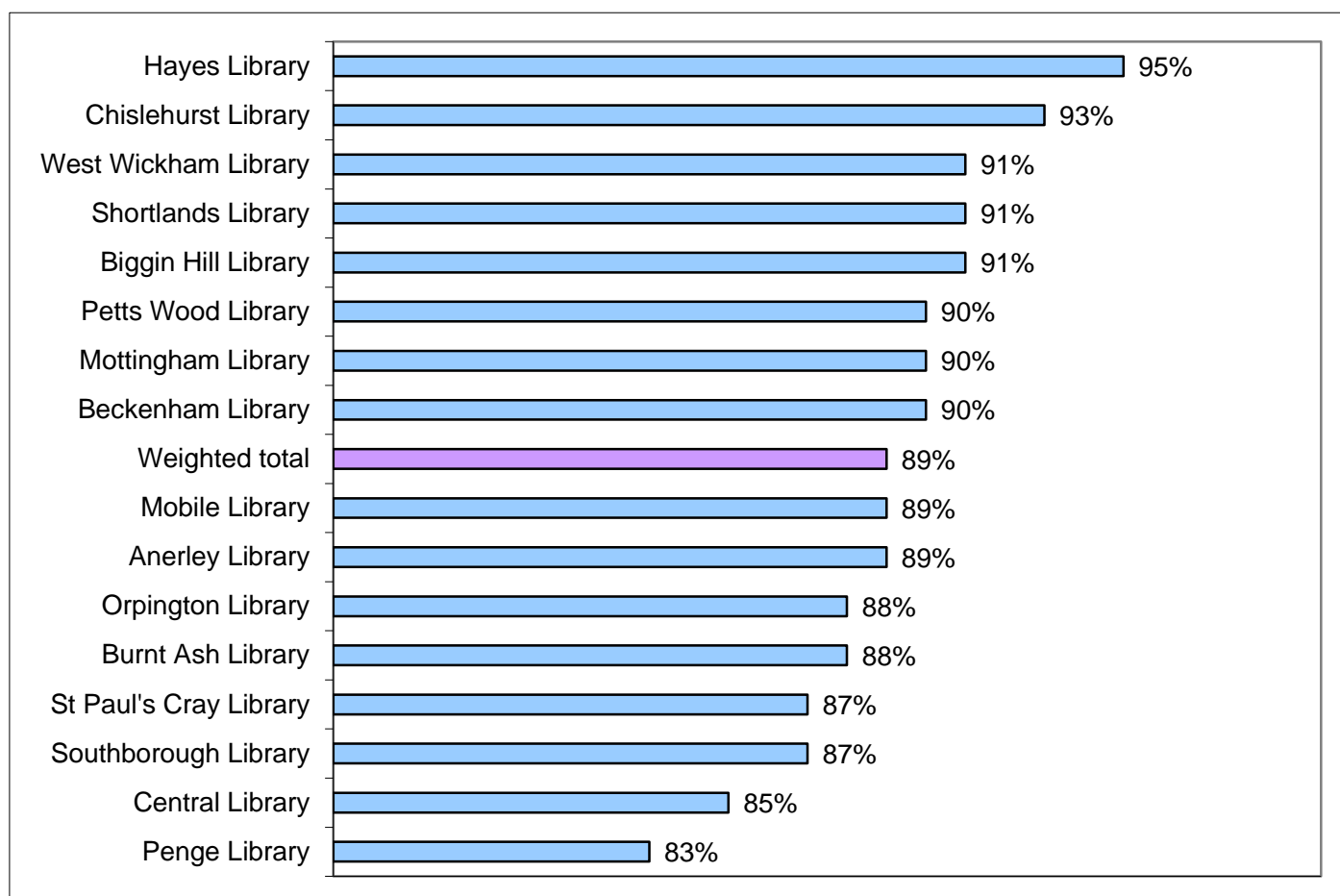
Section C: Computers

	Q6: Did you intend to use a library computer during your visit today?				Did you actually use a library computer during your visit today?			
	Yes	No	No. of cases	Response rate	Yes	No	no. of cases	response rate
Weighted total	20%	80%	3,996	95%	19%	81%	3,940	94%
Anerley Library	41%	59%	150	92%	40%	60%	148	91%
Beckenham Library	20%	80%	380	95%	20%	80%	374	94%
Biggin Hill Library	22%	78%	374	94%	21%	79%	370	93%
Burnt Ash Library	15%	85%	124	96%	14%	86%	124	96%
Central Library	22%	78%	362	91%	22%	78%	360	90%
Chislehurst Library	14%	86%	302	98%	14%	86%	284	93%
Hayes Library	10%	90%	93	97%	10%	90%	92	96%
Mobile Library	1%	99%	92	90%	1%	99%	88	86%
Mottingham Library	27%	73%	194	99%	27%	73%	192	98%
Orpington Library	14%	86%	373	95%	14%	86%	368	93%
Penge Library	38%	62%	194	92%	36%	64%	191	91%
Petts Wood Library	11%	89%	350	98%	9%	91%	346	97%
Shortlands Library	12%	88%	224	98%	12%	88%	223	97%
Southborough Library	19%	81%	209	99%	19%	81%	208	98%
St Paul's Cray Library	37%	63%	188	94%	35%	65%	188	94%
West Wickham Library	16%	84%	387	97%	15%	85%	384	96%

	Did you actually use a library computer during your visit today? (filtered by those who answered yes to Q6)				**Did you use your own computer during your visit today?**			
	Yes	No	No. of cases	Response rate	Yes	No	No. of cases	Response rate
Weighted total	92%	8%	772	99%	7%	93%	3,917	93%
Anerley Library	95%	5%	61	98%	16%	84%	147	90%
Beckenham Library	93%	7%	75	99%	3%	97%	378	95%
Biggin Hill Library	93%	8%	80	98%	9%	91%	367	92%
Burnt Ash Library	89%	11%	18	100%	8%	92%	124	96%
Central Library	94%	6%	77	99%	7%	93%	358	90%
Chislehurst Library	93%	7%	42	100%	4%	96%	280	91%
Hayes Library	89%	11%	9	100%	5%	95%	92	96%
Mobile Library	%	100%	1	100%	2%	98%	88	86%
Mottingham Library	96%	4%	51	98%	10%	90%	189	97%
Orpington Library	92%	8%	49	96%	7%	93%	368	93%
Penge Library	94%	6%	72	99%	9%	91%	187	89%
Petts Wood Library	78%	23%	40	100%	4%	96%	345	96%
Shortlands Library	89%	11%	27	100%	7%	93%	222	97%
Southborough Library	95%	5%	39	100%	4%	96%	208	98%
St Paul's Cray Library	93%	7%	69	100%	8%	92%	183	91%
West Wickham Library	89%	11%	62	100%	3%	97%	381	95%

Section C: Computers

What do you think of the computer facilities in this library?

	Very good	Good	Adequate	Poor	Very poor	no. of cases	response rate
Weighted total	25%	49%	24%	2%	1%	3,316	79%
Anerley Library	36%	42%	21%	1%	%	142	87%
Beckenham Library	20%	46%	33%	1%	%	315	79%
Biggin Hill Library	25%	52%	20%	2%	1%	330	83%
Burnt Ash Library	26%	52%	21%	%	%	107	83%
Central Library	22%	49%	25%	3%	1%	311	78%
Chislehurst Library	23%	50%	26%	1%	%	221	72%
Hayes Library	16%	59%	23%	1%	1%	83	86%
Mobile Library	6%	15%	37%	23%	18%	65	64%
Mottingham Library	44%	44%	11%	1%	1%	177	91%
Orpington Library	28%	49%	22%	1%	%	303	77%
Penge Library	24%	50%	24%	2%	%	172	82%
Petts Wood Library	20%	51%	28%	%	%	266	74%
Shortlands Library	32%	51%	17%	%	%	180	79%
Southborough Library	28%	44%	27%	2%	%	177	83%
St Paul's Cray Library	41%	41%	18%	1%	%	170	85%
West Wickham Library	23%	47%	28%	2%	%	297	74%

Library	%
Mottingham Library	88%
Shortlands Library	83%
St Paul's Cray Library	82%
Burnt Ash Library	78%
Anerley Library	78%
Orpington Library	77%
Biggin Hill Library	77%
Hayes Library	75%
Weighted total	74%
Penge Library	74%
Chislehurst Library	73%
Southborough Library	72%
Petts Wood Library	71%
Central Library	71%
West Wickham Library	70%
Beckenham Library	66%
Mobile Library	21%

	Q10: Did you come here today to find something out?					If you came here today to find something out, did you succeed?				
	Yes	No	No. of cases	Response rate		Yes	In part	No	No. of cases	Response rate
Weighted total	27%	73%	3,969	95%		48%	14%	38%	1,831	44%
Anerley Library	43%	57%	148	91%		61%	16%	23%	95	58%
Beckenham Library	22%	78%	375	94%		45%	18%	38%	160	40%
Biggin Hill Library	22%	78%	372	93%		40%	9%	50%	173	43%
Burnt Ash Library	21%	79%	123	95%		44%	11%	44%	54	42%
Central Library	30%	70%	362	91%		47%	18%	35%	177	44%
Chislehurst Library	20%	80%	296	96%		51%	5%	43%	115	37%
Hayes Library	18%	82%	93	97%		47%	6%	47%	36	38%
Mobile Library	15%	85%	94	92%		41%	9%	50%	34	33%
Mottingham Library	32%	68%	194	99%		60%	17%	23%	101	52%
Orpington Library	28%	72%	370	94%		45%	15%	39%	190	48%
Penge Library	33%	67%	192	91%		50%	20%	30%	104	50%
Petts Wood Library	20%	80%	346	97%		51%	7%	42%	121	34%
Shortlands Library	23%	77%	220	96%		52%	6%	42%	98	43%
Southborough Library	25%	75%	209	99%		58%	6%	36%	97	46%
St Paul's Cray Library	41%	59%	187	93%		58%	13%	29%	112	56%
West Wickham Library	26%	74%	388	97%		53%	13%	34%	164	41%

If you came here today to find something out, did you succeed?

(filtered by those who answered yes to Q10)

	Yes	In part	No	No. of cases	Response rate
Weighted total	79%	18%	3%	1,012	98%
Anerley Library	79%	17%	3%	63	100%
Beckenham Library	75%	22%	2%	81	98%
Biggin Hill Library	81%	17%	3%	78	98%
Burnt Ash Library	81%	12%	8%	26	100%
Central Library	72%	23%	5%	107	99%
Chislehurst Library	95%	4%	2%	57	95%
Hayes Library	94%	6%	%	17	100%
Mobile Library	93%	7%	%	14	100%
Mottingham Library	84%	13%	3%	63	100%
Orpington Library	77%	21%	2%	100	98%
Penge Library	78%	21%	2%	63	100%
Petts Wood Library	85%	12%	3%	67	97%
Shortlands Library	92%	6%	2%	49	96%
Southborough Library	90%	4%	6%	52	98%
St Paul's Cray Library	80%	16%	4%	76	100%
West Wickham Library	86%	13%	1%	99	98%

Section D: Information

What do you think of information provision in this library?

	Very good	Good	Adequate	Poor	Very poor	no. of cases	response rate
Weighted total	28%	54%	17%	1%	%	3,694	88%
Anerley Library	35%	52%	13%	1%	%	142	87%
Beckenham Library	22%	56%	20%	1%	%	347	87%
Biggin Hill Library	22%	57%	19%	1%	1%	349	87%
Burnt Ash Library	25%	56%	16%	3%	%	121	94%
Central Library	28%	53%	17%	1%	1%	339	85%
Chislehurst Library	28%	60%	12%	%	%	263	86%
Hayes Library	38%	45%	17%	%	%	88	92%
Mobile Library	26%	54%	19%	1%	%	84	82%
Mottingham Library	47%	44%	8%	1%	%	185	95%
Orpington Library	27%	51%	20%	2%	%	351	89%
Penge Library	23%	59%	17%	1%	%	180	86%
Petts Wood Library	29%	58%	13%	%	%	309	86%
Shortlands Library	40%	47%	12%	1%	%	205	90%
Southborough Library	29%	53%	17%	2%	%	195	92%
St Paul's Cray Library	35%	50%	15%	1%	%	178	89%
West Wickham Library	36%	49%	15%	%	%	358	90%
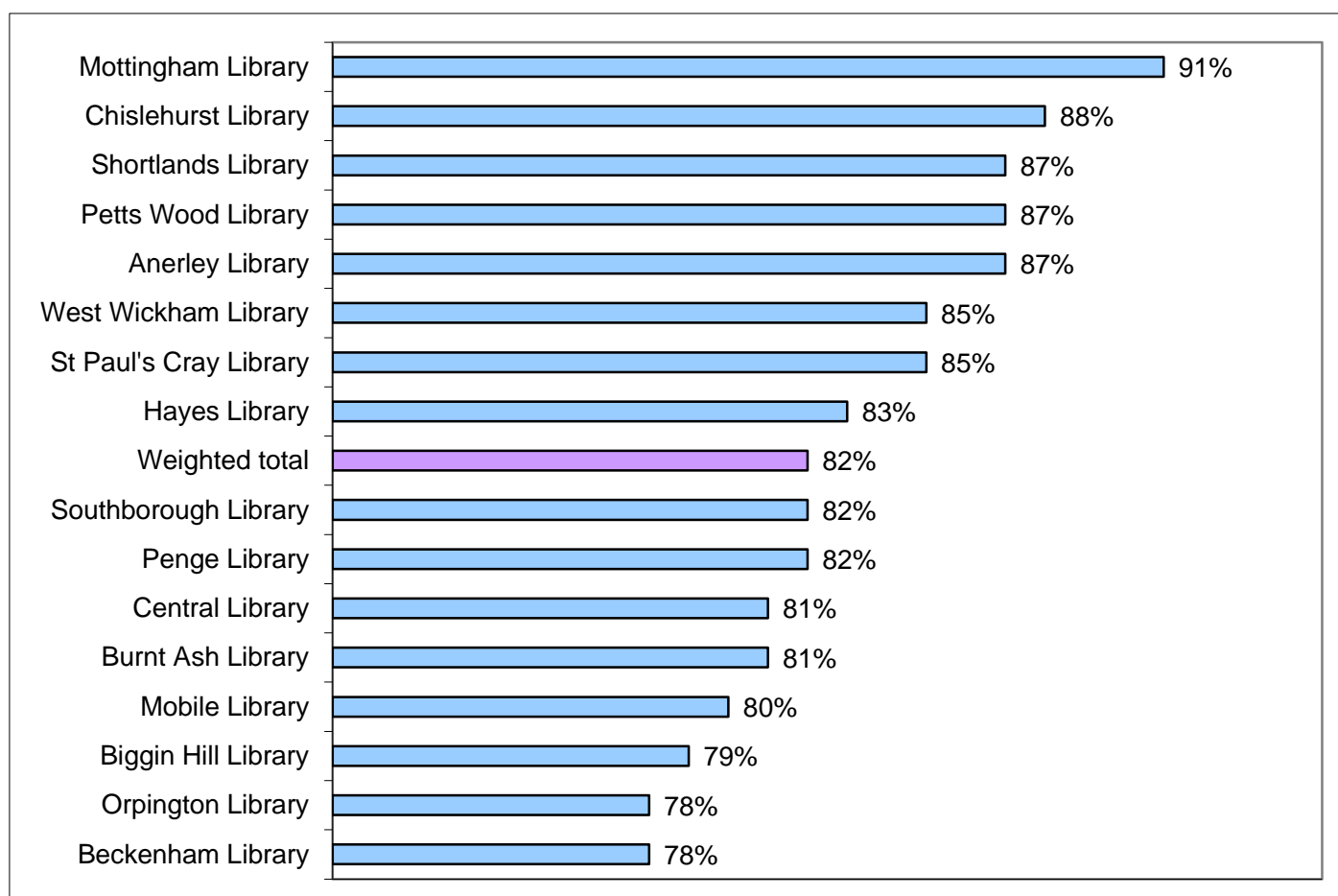
Section E: Overall, how good is this library

Taking everything into account, what do you think of this library?

	Very good	Good	Adequate	Poor	Very poor	no. of cases	response rate
Weighted total	47%	44%	7%	1%	%	3,990	95%
Anerley Library	51%	42%	7%	%	%	148	91%
Beckenham Library	40%	52%	8%	%	%	378	95%
Biggin Hill Library	51%	40%	8%	1%	1%	374	94%
Burnt Ash Library	43%	46%	10%	1%	%	122	95%
Central Library	42%	49%	8%	1%	1%	361	90%
Chislehurst Library	56%	39%	4%	%	%	303	99%
Hayes Library	62%	34%	4%	%	%	94	98%
Mobile Library	64%	29%	4%	2%	%	95	93%
Mottingham Library	65%	30%	4%	%	1%	194	99%
Orpington Library	43%	45%	11%	1%	%	376	95%
Penge Library	38%	54%	7%	1%	%	194	92%
Petts Wood Library	53%	43%	3%	%	%	349	97%
Shortlands Library	64%	29%	6%	%	%	219	96%
Southborough Library	54%	38%	7%	%	%	208	98%
St Paul's Cray Library	52%	41%	6%	1%	%	188	94%
West Wickham Library	54%	41%	5%	%	%	387	97%

Petts Wood Library 96%
Hayes Library 96%
West Wickham Library 95%
Mottingham Library 95%
Chislehurst Library 95%
St Paul's Cray Library 93%
Shortlands Library 93%
Mobile Library 93%
Anerley Library 93%
Southborough Library 92%
Penge Library 92%
Beckenham Library 92%
Weighted total 91%
Central Library 91%
Biggin Hill Library 91%
Burnt Ash Library 89%
Orpington Library 88%
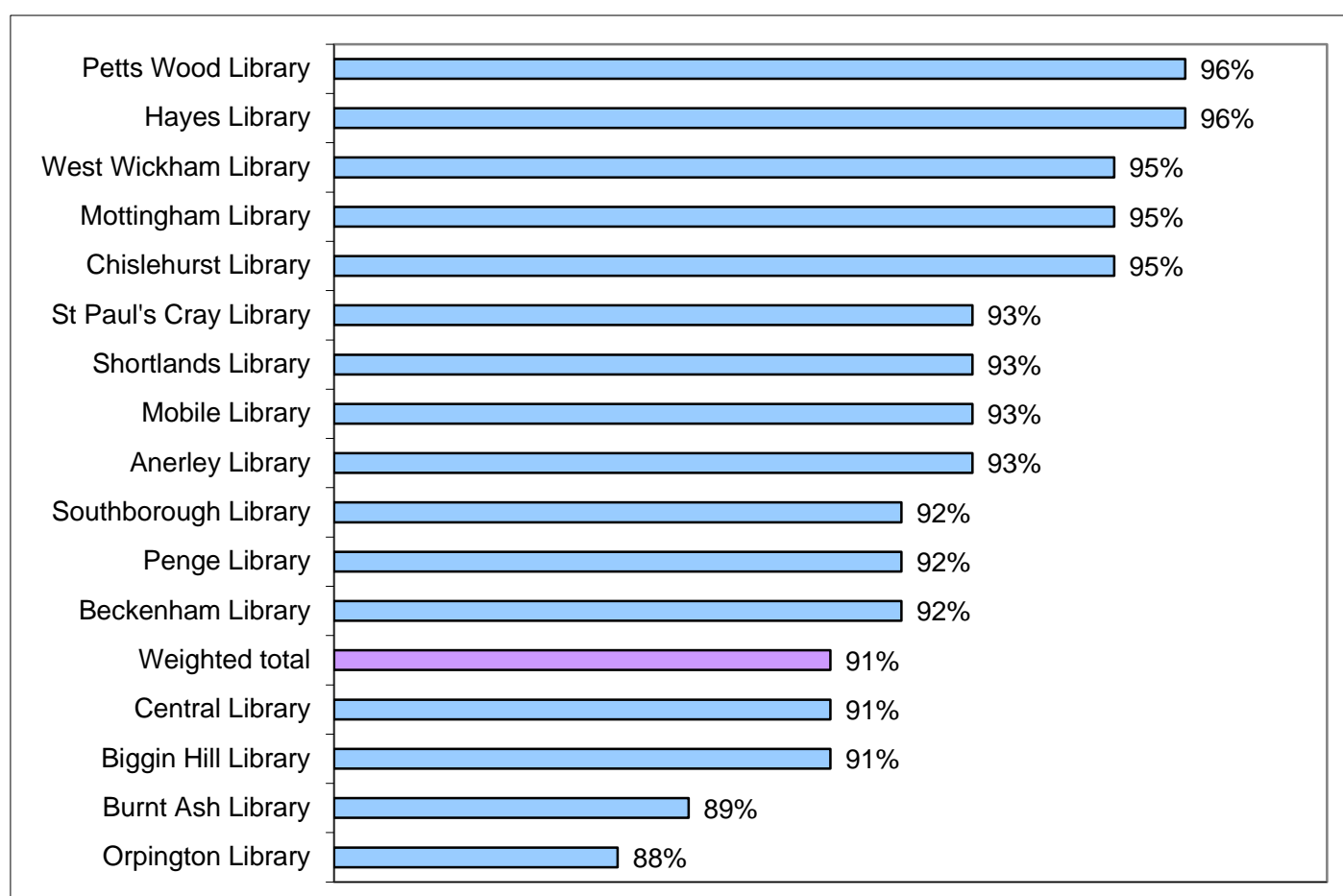
Section F: The Library and you

How long have you been using this library?

	This is my first visit	Less than 1 year	Between 1 and 3 years	More than 3 years	No. of cases	Response rate
Weighted total	4%	12%	18%	66%	3,997	95%
Anerley Library	5%	15%	20%	59%	148	91%
Beckenham Library	2%	15%	15%	68%	381	95%
Biggin Hill Library	3%	14%	28%	54%	369	92%
Burnt Ash Library	3%	15%	13%	68%	126	98%
Central Library	3%	9%	14%	74%	362	91%
Chislehurst Library	2%	8%	15%	76%	301	98%
Hayes Library	5%	15%	13%	67%	95	99%
Mobile Library	1%	9%	17%	73%	95	93%
Mottingham Library	3%	12%	12%	72%	195	100%
Orpington Library	7%	18%	29%	46%	373	95%
Penge Library	7%	14%	23%	56%	192	91%
Petts Wood Library	1%	11%	10%	78%	350	98%
Shortlands Library	4%	15%	13%	68%	223	97%
Southborough Library	7%	12%	14%	67%	210	99%
St Paul's Cray Library	9%	9%	18%	63%	190	95%
West Wickham Library	3%	5%	11%	81%	387	97%

Has using the library helped you with:

	Health and well being?	Family / relationships?	Meeting people?	Study / learning?	Getting online?	Personal finance / consumer matters?	Job seeking?	Your job?	Your retirement	No. of cases	Response rate
Weighted total	39%	20%	24%	62%	29%	11%	12%	10%	21%	3,480	83%
Anerley Library	47%	28%	28%	68%	52%	14%	27%	16%	18%	135	83%
Beckenham Library	41%	22%	20%	67%	28%	11%	14%	8%	17%	339	85%
Biggin Hill Library	37%	24%	36%	52%	32%	8%	9%	8%	18%	309	77%
Burnt Ash Library	46%	35%	35%	54%	31%	11%	11%	7%	28%	110	85%
Central Library	41%	15%	19%	68%	29%	11%	13%	11%	18%	323	81%
Chislehurst Library	46%	21%	28%	63%	26%	9%	10%	8%	25%	263	86%
Hayes Library	43%	35%	43%	60%	19%	5%	4%	6%	22%	81	84%
Mobile Library	33%	10%	44%	43%	7%	2%	%	%	44%	82	80%
Mottingham Library	38%	27%	39%	64%	43%	13%	12%	8%	29%	183	94%
Orpington Library	29%	15%	14%	56%	24%	8%	11%	10%	23%	293	74%
Penge Library	35%	22%	27%	53%	46%	16%	19%	13%	18%	166	79%
Petts Wood Library	38%	25%	27%	61%	21%	15%	7%	10%	24%	300	84%
Shortlands Library	39%	28%	36%	58%	26%	9%	6%	9%	26%	196	86%
Southborough Library	41%	33%	32%	59%	26%	14%	14%	11%	19%	182	86%
St Paul's Cray Library	31%	20%	22%	58%	44%	12%	22%	7%	19%	174	87%
West Wickham Library	45%	23%	23%	66%	28%	12%	9%	14%	28%	344	86%

Section G: About you

Your age:

	Under 25	26 to 44	45 to 64	65 to 74	75 or over	no. of cases	response rate
Weighted total	7%	33%	30%	16%	13%	3,630	87%
Anerley Library	7%	50%	29%	9%	5%	134	82%
Beckenham Library	3%	41%	33%	15%	8%	337	84%
Biggin Hill Library	8%	35%	29%	19%	10%	336	84%
Burnt Ash Library	6%	34%	23%	19%	18%	113	88%
Central Library	12%	34%	27%	16%	12%	332	83%
Chislehurst Library	3%	33%	31%	16%	18%	274	89%
Hayes Library	6%	42%	16%	18%	18%	83	86%
Mobile Library	1%	13%	21%	22%	44%	78	76%
Mottingham Library	5%	26%	32%	24%	14%	184	94%
Orpington Library	9%	26%	34%	17%	14%	338	86%
Penge Library	6%	41%	35%	10%	9%	176	84%
Petts Wood Library	3%	32%	30%	18%	18%	319	89%
Shortlands Library	3%	33%	26%	14%	25%	199	87%
Southborough Library	2%	47%	28%	11%	11%	193	91%
St Paul's Cray Library	6%	39%	36%	11%	9%	178	89%
West Wickham Library	3%	26%	34%	20%	17%	356	89%

Are you:

	Female	Male	No. of cases	Response rate
Weighted total	64%	36%	3,820	91%
Anerley Library	61%	39%	144	88%
Beckenham Library	68%	32%	355	89%
Biggin Hill Library	67%	33%	355	89%
Burnt Ash Library	70%	30%	119	92%
Central Library	57%	43%	348	87%
Chislehurst Library	70%	30%	289	94%
Hayes Library	71%	29%	86	90%
Mobile Library	81%	19%	91	89%
Mottingham Library	61%	39%	189	97%
Orpington Library	65%	35%	358	91%
Penge Library	66%	34%	178	85%
Petts Wood Library	65%	35%	333	93%
Shortlands Library	76%	24%	210	92%
Southborough Library	73%	27%	203	96%
St Paul's Cray Library	64%	36%	184	92%
West Wickham Library	63%	37%	378	95%

Section G: About you

Are you currently:

	Employed or self-employed, full or part-time?	On a government sponsored training scheme?	Unemployed?	A student?	Retired (whether receiving a pension or not)?	Looking after the home or family?	Long-term sick or disabled?	Other	No. of cases	Response rate
Weighted total	42%	%	6%	4%	36%	10%	1%	1%	3,591	86%
Anerley Library	48%	%	13%	3%	19%	12%	2%	2%	126	77%
Beckenham Library	42%	%	10%	4%	30%	12%	1%	1%	340	85%
Biggin Hill Library	50%	%	3%	4%	32%	9%	1%	1%	337	84%
Burnt Ash Library	39%	%	4%	2%	39%	12%	2%	2%	107	83%
Central Library	42%	%	8%	7%	34%	8%	1%	1%	324	81%
Chislehurst Library	41%	%	1%	1%	43%	13%	1%	%	269	88%
Hayes Library	38%	%	2%	6%	36%	17%	%	%	86	90%
Mobile Library	30%	%	%	1%	61%	5%	4%	%	84	82%
Mottingham Library	35%	1%	6%	3%	45%	9%	2%	%	175	90%
Orpington Library	41%	%	6%	5%	40%	6%	1%	1%	338	86%
Penge Library	42%	%	14%	2%	25%	12%	4%	1%	169	80%
Petts Wood Library	37%	%	3%	2%	41%	15%	%	1%	316	88%
Shortlands Library	36%	%	3%	%	44%	15%	%	1%	201	88%
Southborough Library	48%	%	2%	2%	29%	18%	1%	%	193	91%
St Paul's Cray Library	37%	%	14%	5%	26%	13%	5%	1%	167	83%
West Wickham Library	38%	%	3%	2%	46%	10%	1%	%	359	90%

Please indicate if you consider yourself to have any of the following disabilities/conditions?

	None / not applicable	Mobility	Hearing	Eyesight	Dexterity	Learning disability	Mental health problem	Other	No. of cases	Response rate
Weighted total	79%	8%	6%	3%	3%	2%	4%	2%	3,419	81%
Anerley Library	72%	7%	6%	2%	2%	5%	6%	6%	126	77%
Beckenham Library	83%	7%	4%	2%	2%	3%	3%	3%	323	81%
Biggin Hill Library	82%	9%	5%	2%	4%	3%	4%	3%	312	78%
Burnt Ash Library	67%	17%	12%	6%	6%	4%	6%	4%	108	84%
Central Library	78%	5%	7%	3%	2%	2%	5%	3%	315	79%
Chislehurst Library	84%	9%	3%	2%	3%	%	1%	2%	256	83%
Hayes Library	81%	8%	8%	6%	3%	1%	4%	%	80	83%
Mobile Library	59%	30%	9%	7%	11%	1%	1%	3%	76	75%
Mottingham Library	80%	7%	7%	2%	2%	2%	2%	2%	168	86%
Orpington Library	75%	9%	8%	4%	4%	3%	2%	2%	314	80%
Penge Library	74%	8%	6%	2%	5%	4%	6%	6%	162	77%
Petts Wood Library	82%	5%	7%	3%	3%	1%	2%	1%	305	85%
Shortlands Library	78%	11%	11%	2%	4%	1%	1%	2%	189	83%
Southborough Library	88%	7%	5%	1%	3%	2%	1%	1%	182	86%
St Paul's Cray Library	68%	14%	8%	4%	6%	4%	8%	1%	159	79%
West Wickham Library	80%	7%	7%	1%	3%	1%	1%	2%	344	86%

Section G: About you

What is your ethnic group? (Aggregated results)

	White	Mixed	Asian	Black	Other	No. of cases	Response rate
Weighted total	87%	2%	5%	6%	1%	3,653	87%
Anerley Library	70%	4%	4%	19%	2%	125	77%
Beckenham Library	84%	3%	6%	7%	%	340	85%
Biggin Hill Library	93%	1%	2%	3%	%	337	84%
Burnt Ash Library	86%	4%	6%	3%	1%	117	91%
Central Library	85%	2%	5%	6%	1%	330	83%
Chislehurst Library	94%	1%	3%	2%	%	281	92%
Hayes Library	94%	1%	2%	2%	%	84	88%
Mobile Library	94%	%	5%	%	1%	88	86%
Mottingham Library	89%	1%	3%	6%	1%	180	92%
Orpington Library	87%	2%	6%	5%	%	341	87%
Penge Library	70%	5%	6%	18%	1%	170	81%
Petts Wood Library	94%	2%	4%	%	%	328	92%
Shortlands Library	90%	1%	7%	2%	%	201	88%
Southborough Library	86%	3%	7%	4%	1%	196	92%
St Paul's Cray Library	86%	1%	5%	9%	%	174	87%
West Wickham Library	92%	2%	3%	3%	1%	361	90%

What is your religion?

	No religion	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	Other	No. of cases	Response rate
Weighted total	29%	1%	62%	1%	1%	2%	%	3%	3,339	80%
Anerley Library	22%	2%	62%	%	1%	7%	%	6%	111	68%
Beckenham Library	35%	3%	56%	2%	1%	2%	%	1%	311	78%
Biggin Hill Library	27%	%	68%	%	%	2%	%	3%	306	77%
Burnt Ash Library	27%	%	69%	1%	%	2%	%	2%	105	81%
Central Library	34%	1%	57%	1%	1%	3%	1%	2%	299	75%
Chislehurst Library	31%	%	62%	1%	1%	1%	%	3%	267	87%
Hayes Library	29%	%	69%	%	%	%	%	3%	77	80%
Mobile Library	15%	1%	77%	2%	%	%	%	5%	81	79%
Mottingham Library	20%	%	70%	4%	%	1%	%	6%	166	85%
Orpington Library	26%	1%	65%	2%	%	2%	%	4%	315	80%
Penge Library	30%	1%	56%	2%	%	7%	%	3%	144	69%
Petts Wood Library	24%	%	70%	1%	1%	1%	%	3%	303	85%
Shortlands Library	16%	2%	76%	2%	1%	1%	1%	1%	189	83%
Southborough Library	30%	1%	61%	2%	%	2%	1%	3%	179	84%
St Paul's Cray Library	38%	1%	54%	3%	%	1%	%	3%	149	74%
West Wickham Library	27%	1%	66%	1%	1%	1%	%	2%	337	84%

Appendix 10
Young People's Library Survey

Summary Report

Prepared by CIPFA Research for London Borough of Bromley

June 2014

1. INTRODUCTION

Between **February** and **March 2014**, the London Borough of Bromley undertook a Young People's Library Survey of visitors aged 16 or younger. The survey was undertaken at **16** libraries. The table below shows the breakdown of responses for each library, ordered by the total number of responses achieved:

Library	Pre-school to key stage 1	Key stage 2[1]	Key stage 3 to 4[2]	Total responses[3]
Beckenham	338	171	62	571
Petts Wood	269	99	45	413
Central	276	86	48	410
Biggin Hill	148	122	89	359
West Wickham	157	89	25	271
Orpington	116	79	44	239
Southborough	124	48	26	198
Chislehurst	104	52	16	172
Hayes	100	34	21	155
Shortlands	107	31	10	148
Mottingham	77	28	18	123
Burnt Ash	96	21	4	121
Anerley	60	44	10	114
Penge	52	33	12	97
St Paul's Cray	46	22	10	78
Mobile	6	12	2	
TOTAL	2,076	971	442	3,489

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[1] Where a library achieved less than 30 responses these have been excluded from being referenced individually within the key stage 2 section of this report. These are highlighted in the table above
[2] Where a library achieved less than 30 responses these have been excluded from being referenced individually within the key stage 3 to 4 section of this report. These are highlighted in the table above
[3] Where a library achieved less than 30 responses overall these have been excluded from being referenced individually within this report. These are highlighted in the table above

2. KEY FINDINGS

- The level of overall satisfaction is reasonably high across all key stage groups, however it is highest for those in key stage 2

- In total and per library there were higher proportions of girls than boys. The only exception to this was at Penge Library where the split was 50 / 50

- More than half of all the survey respondents were pre-school to key stage 1. We also find that there are more than twice as many key stage 2 visitors as there are in key stage 3 to 4

- Respondents in pre-school to key stage 1 were more positive about how welcoming the library is and less positive with regard to family friendliness

- The number one activity for children in pre-school to key stage 1 is choosing books. Respondents also state that the library helps greatly with enjoying a wide range of books

- Those in key stage 2 were most pleased with the helpfulness of the library staff and the library being a safe place

- Key stage 2 respondents were most likely to enjoy reading, borrowing books and to do so because the book looked interesting

- The top two activities for young people in key stage 3 to 4 were going to music events and film clubs. Furthermore a significant proportion expressed an interest in volunteering at the library.

3. SURVEY RESULTS

3.1 Questions asked of all children and young people

3.1.1 Overall satisfaction

Children and young people were asked to provide a score *out of ten* to rate their overall satisfaction with the library. Around two-thirds all respondents (64%) gave a score of **9** or **10** out of 10. The average overall score was 8.8 **out of 10**.

The library with the *highest average score* (all key stages combined) was M**ottingham** (9.3), and the libraries with the lowest scores were **Beckenham** and **Southborough** (8.6).Overall, as can be seen in the chart below, those in **Key stage 2** were more satisfied with the library than young people in the other key stage groups. The only exception to this was at **Burnt Ash** where those in key stage 3 to 4 scored this aspect of service marginally higher.
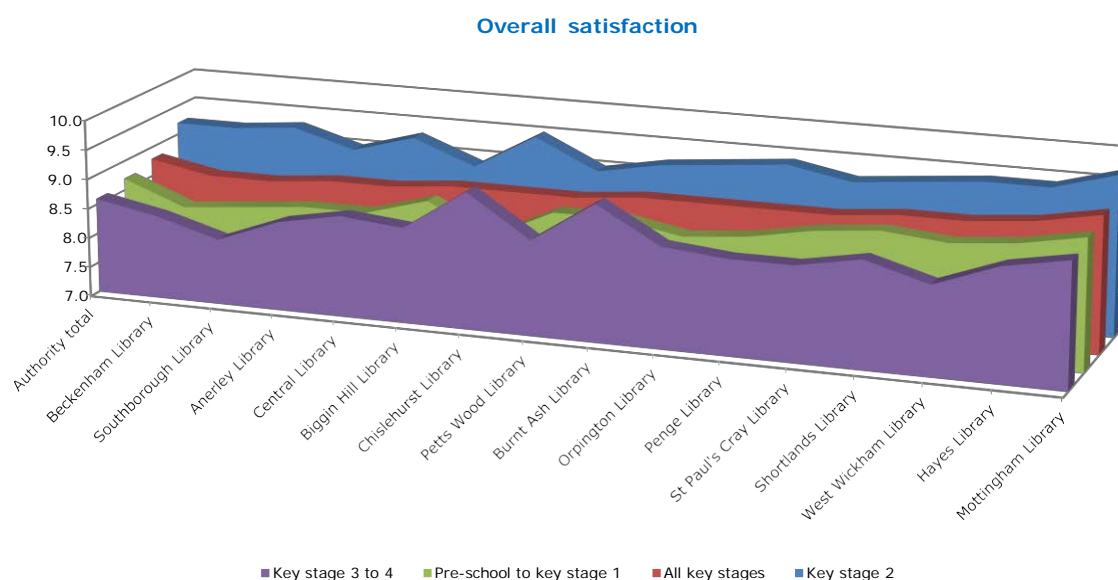
3.1.2 Gender

Overall, 56% of respondents were **girls**, and 44% were **boys**. Although at **Penge** the split across all key stages was 50 / 50. However, at the following libraries, a higher or equivalent proportion of boys provided a response:

- **Pre-school to key stage 1:** Penge (57%) and West Wickham 54%

- **Key stage 2:** Hayes (53%) and St Paul's Cray (50%)

- **Key stage 3 to 4** Anerley (50%) and Chislehurst (50%).

3.1.3 Age

In excess of half of all respondents were in **key stage 1** (59%), whereas just under three in ten were in **key stage 2** (28%) and around one in ten were in **key stage 3 to 4** (13%). Or, there were more than twice as many young people in key stage 2 compared to those in key stage 3 to 4 and more than double the number in pre-school to key stage 1 than in key stage 2.

3.1.4 Ethnic group

Overall, the majority of respondents were **White** (75%), although this was not generally the case from library to library. At Anerley 33% classified themselves as **White** whilst at Hayes 91% did so.

3.1.2 Relationship with the child/young person
(*Key stage 2 and key stage 3 to 4 questionnaires only*)

Where young people were completing the questionnaire themselves, their parents / carers needed to provide consent to enable the young person to record their postcode and ethnicity. Close to nine in ten of those who provided their consent were **parents** (87%).

3.1.3 What young people think about their library

Across all key stages young people were, according to their comments, happy with their library. There was some variation across the age groups as follows: key stage 3 to 4 (45%); pre-school to key stage 1 (69%); and those in key stage 2 at 94%. However, it should be noted that where a young person in key stage 2 drew a happy picture then this was taken to mean they were happy.

Interestingly we find that those in key stage 3 to 4 were the more likely to state that the staff were helpful but that there needs to be an increase in the choice / selection of books, compared to other young people.

The parent or carers of those in pre-school to key stage 1 were most likely to recommend improvements to / provision of toilet facilities as well as providing more tables and chairs. But were happy with the activities provided by the library.

3.2 Pre-school to key stage 1 questionnaire

This section outlines the core results from the **pre-school to key stage 1** questionnaire, completed by the parents / carers of children from babies up to the end of key stage 1 (*i.e. those in Year 2 and aged 6-7*).

3.2.1 How welcoming the library is

Overall, Bromley libraries are seen as *welcoming*, receiving an average score of **8.9 out of 10**. **Hayes** was deemed particularly welcoming, with an average score of 9.5.

**Beckenham** and **Central** both received the *lowest overall score* of 8.7.

The table below details the scores received for each of the *welcoming aspects* of the library.

Welcoming aspects	Overall average score out of 10	Highest average score	Lowest average score
Helpfulness of the library staff	**9.3**	Burnt Ash, Hayes and Mottingham (**9.8**)	Biggin Hill (8.8)
Accessibility of the library	9.0	Hayes and Mottingham (**9.5**)	Chislehurst (8.1)
Library being a safe place	9.0	Hayes, Mottingham and Shortlands (**9.5**)	Biggin Hill (8.6)
Finding way around the library	8.9	Mottingham (**9.5**)	Central and Chislehurst (8.5)
Attractiveness of the library	8.3	Hayes (**9.2**)	Chislehurst (7.5)

3.2.2 How family friendly the library is

Bromley libraries are seen as being somewhat *family friendly*, receiving an overall average score of **7.7 out of 10**. **Mottingham** received the highest average overall score of 8.6.

Penge received the *lowest overall score* of just 7.0.

The table below details the scores received for each of the *family friendly aspects* of the library.

Family friendly aspects	Overall average score out of 10	Highest average score	Lowest average score
Convenience of opening times	8.5	Mottingham (**9.4**)	Burnt Ash (6.5)
Suitability of layout for families with young children	7.9	Mottingham (8.9)	Beckenham and Penge (7.3)
Storage for prams / buggies	7.3	Mottingham (8.7)	Penge (6.1)
Facilities for baby changing	5.9	Biggin Hill (8.1)	St Paul's Cray (3.8)

3.2.3 How child friendly the library is

Overall, Bromley libraries are seen as *child friendly*, receiving an average score of **8.5 out of 10**.

Mottingham was judged to be especially child friendly, with an average score of 9.1. Whilst **Beckenham** received the *lowest overall score* of 8.1.

The table below details the scores received for each of the *child friendly aspects* of the library.

Child friendly aspects	Overall average score out of 10	Highest average score	Lowest average score
Choice of books for children of this age group	8.7	Mottingham (**9.3**)	Beckenham (8.4)
Children's area	8.6	Mottingham (**9.1**)	Beckenham (8.3)
Library displays	8.4	Mottingham (**9.1**)	Beckenham and Southborough (8.0)
Child friendly seating	8.3	Burnt Ash (8.9)	Penge (7.5)

3.2.4 Activities children most like to do

The chart below reveals that children *most liked* to **choose books** (85%). In general, they were far less interested in **playing on the computers** (16%).

Pre-school to key stage 1: The child likes to
do in the library
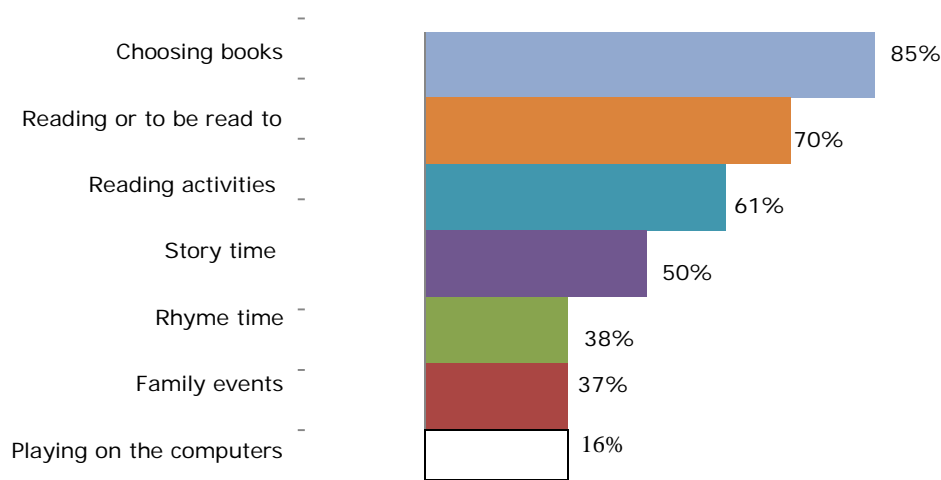
At Burnt Ash those in pre-school to key stage 1 are as likely to want to be read to (76%) as they are to choose books (77%). At St Paul's Cray, Biggin Hill and Orpington children in this age group are far more inclined to play on the computers than at other libraries, scoring 35%, 34% and 31% respectively.

3.2.1 How the library helps children with…

Overall, Bromley libraries are seen as *helpful*, receiving an average score of **8.1 out of10**. **Mottingham** was deemed to be especially helpful, achieving an average score of 9.0.

The *lowest overall score* was received at **Chislehurst** and **Southborough** (7.8).

The table below details the scores received for each of the *helpful aspects* of the library. It shows that the library is *most likely* to help children **enjoy a wide choice of books** (8.9).

How library helps children	Overall average score out of 10	Highest average score	Lowest average score
Enjoying a wide choice of books	8.9	Mottingham (**9.3**)	Chislehurst (8.6)
Learning to read	8.3	Mottingham (**9.1**)	St Paul's Cray (7.6)
Speaking and listening	8.1	Mottingham (9.0)	Orpington, Southborough and St Paul's Cray (7.8)
Being ready to go to school	7.8	Mottingham (8.8)	Southborough (7.2)
Socialising with other children	7.4	Mottingham (8.9)	Anerley and Beckenham (6.8)

124

3.3 Key stage 2 questionnaire

This section discusses the core results from the **key stage 2** questionnaire, which all library visitors in Years 3-6 completed (*i.e. those between the ages of 7/8 and 10/11*).

3.3.1 About the library

Respondents in **key stage 2** were asked to give marks out of ten for key aspects of the library service. The table below details the scores received for each of the aspects.

The table below reveals that **helpfulness of the library staff** and **library being a safe place** received the highest joint score of 9.3 out of 10.

Key aspects of the library service	Overall average score out of 10	Highest average score	Lowest average score
Helpfulness of the library staff	**9.3**	Hayes (**9.8**)	Biggin Hill (8.9)
Library being a safe place	**9.3**	Hayes (**9.7**)	Biggin Hill (8.8)
Library being open when want to use it	8.9	Biggin Hill (**9.3**)	Anerley (8.2)
Library having information needed	8.7	Hayes (**9.1**)	Biggin Hill (8.1)
Library having books I need	8.5	Shortlands and West Wickham (8.8)	Petts Wood (8.2)
Reading activities in the library	8.3	Penge (**9.3**)	Anerley (7.9)
Other activities in the library	8.0	Penge (8.8)	Anerley (7.0)

3.3.2 Activities young people would like to do

This is a free text question. Where young people's comments have been typed up and analysed, a summary of them would be included here. Bromley did not require this service.

3.3.3 How the library has helped young people

Young respondents were asked how far the library had helped them in a number of key areas. The chart below shows that the library was *most likely* to have helped young people with **enjoying reading** (77% *a lot*). The library was least likely to have helped with **maths** (18% *a lot*).[4]

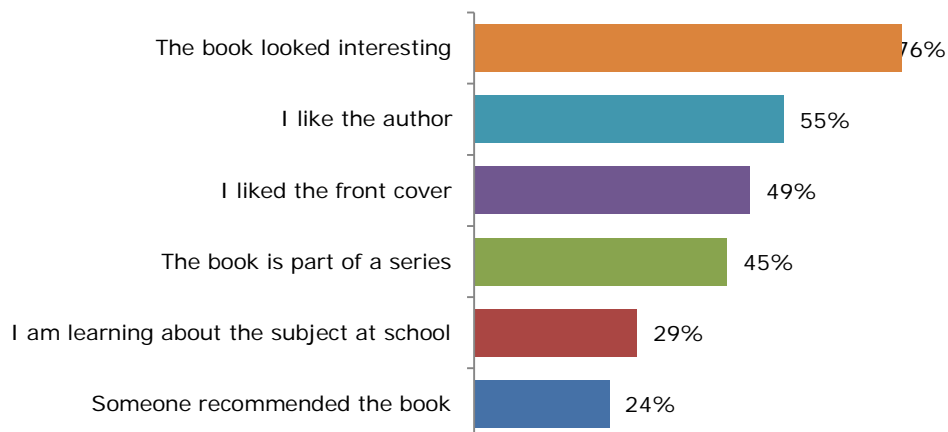**Key stage 2: How much do you think that your library has helped you with**

	A lot	A little	Not at all
Enjoying reading			
Getting better at reading			
Finding things out for myself			
Completing projects / doing homework			
Writing			
Using computers			
Maths			

■ A lot   ■ A little   ■ Not at all
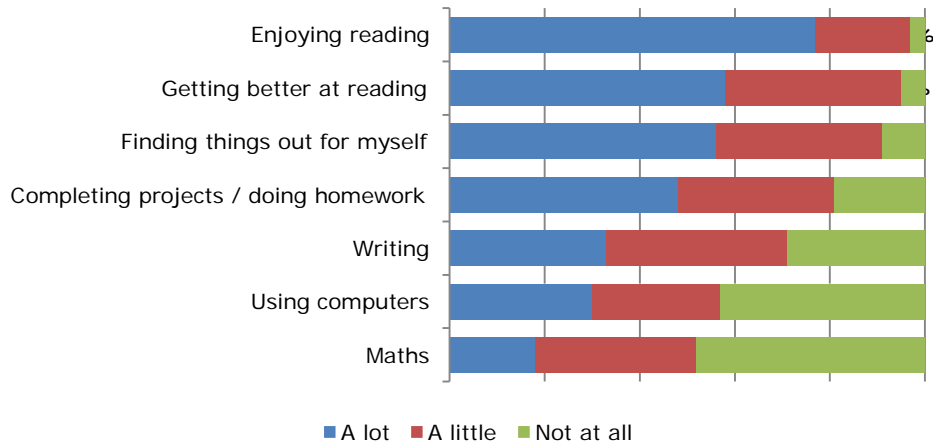
3.3.4. Reading for pleasure

In excess of eight in ten young people (84%) had **borrowed a book to read for pleasure** that term. Interestingly nearly all respondents at **Chislehurst** borrowed a book (92%), in comparison with 74% of young people visiting **Biggin Hill**.

The chart below reveals young people were most likely to borrow a book because it **looked interesting** (76%) and least likely as a consequence of a recommendation.[5]

Key stage 2: What exactly made you want to read it?

The book looked interesting	76%
I like the author	55%
I liked the front cover	49%
The book is part of a series	45%
I am learning about the subject at school	29%
Someone recommended the book	24%

[4] Note that, in general, the base sizes were too small for comparison between libraries for each of these areas.
[5] Note that, in general, the base sizes were too small for comparison between libraries for each of these areas.

3.4   Key stage 3 to 4 questionnaire

This section outlines the core results from the questionnaire for **key stages 3 to 4**, which all library visitors in Years 7-11 completed (*i.e. those between the ages of 11 and 16*).[6]

3.4.1 Reading for pleasure

Just over six in ten of all respondents (61%) *had* **borrowed a book to read for pleasure** so far that term. Whilst this is a good result, this is a lower proportion than for the **key stage 2** group (84%).

The chart below shows that respondents were *most likely* to want to read a book because **it looked interesting** (43%) and were least persuaded to do so by advertising or a **teacher / librarian recommendation** (10%).

Key stage 3 to 4: What exactly made you want to read it?

Reason	%
It looked interesting	43%
The blurb	42%
The front cover looked good	39%
It is part of a series	36%
I like the author	36%
The title	26%
A friend recommended	21%
To help with homework / study	19%
I saw the film	14%
I wanted to read it again	12%
I saw it advertised	10%
A teacher / librarian recommended it	10%
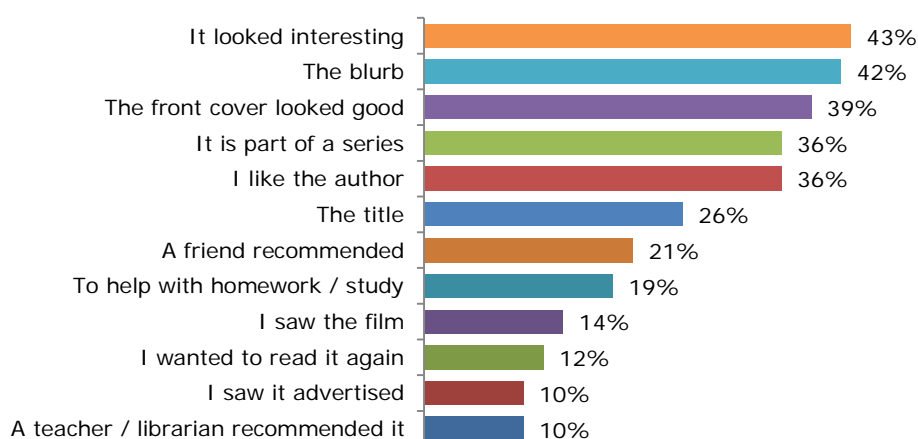
3.4.2 Help with school work

When it comes to help with school work young people, in key stage 3 to 4, were *more likely* to consult the **library books** than they are to either use the **library computers** or speak to the **library staff**. This can be seen in the table below:

	Overall % who HAD ASKED/ USED
Library books	37%
Library computers	32%
Library staff	13%

Those who had approached the library staff, used the library books and / or used the library computers for help with school work, were asked to rate each of these aspects out of ten. **Library staff** received the *highest overall score* of 8.9 out of 10, whilst computers were rated at 8.4 and books at 8.2.

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[6] Note that, except for Beckenham, Biggin Hill, Central, Orpington and Petts Wood the base sizes for this key stage group were too small for any inter-library comparisons to be drawn.

3.4.3 Activities young people would like to do

The list below illustrates that those in key stage 3 to 4 would *most like* to go to **music events** (64%). They are least interested in **joining a reading group** (28%).

Whether you do these activities now or not, which would you like to do in the future

	Yes	No
Go to music events	64%	36%
Go to film clubs	61%	39%
Get involved in social media activities	55%	45%
Get homework support	55%	45%
Go to book events/author visits	54%	46%
Take part in arts workshop	53%	47%
Take part in reading challenges	48%	52%
Use healthy lifestyle information	47%	53%
Play board games	39%	61%
Take part in creative writing groups	35%	65%
Join in reading groups	28%	72%

Young people in this key stage were also asked if they would be interested in **volunteering opportunities in their library**. In total some 85% indicated an interest in volunteering, stating either yes (36%) or maybe (49%)

Appendix 11-Bromley Libraries Issue Statistics: 10 year comparison									
Branch	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Anerley	47,062	44,079	41,370	37,628	38,211	36,460	34,649	32,796	29,492	28,467
Beckenham	299,433	295,586	284,195	281,225	278,742	283,234	266,756	260,838	233,254	195,764
Biggin Hill	84,708	81,632	78,794	76,716	76,661	71,903	91,494	81,377	73,311	66,226
Burnt Ash	31,951	31,310	27,849	25,729	25,771	22,239	22,951	19,736	19,928	17,948
Central	517,949	500,653	471,145	454,766	448,971	458,214	430,402	393,099	353,046	300,874
Chislehurst	133,441	122,601	116,556	114,698	123,794	115,246	112,964	104,305	91,673	84,754
Hayes	57,751	52,920	46,169	46,268	46,072	43,848	40,805	38,815	33,929	30,343
HLS	59,162	58,595	57,855	54,454	53,584	45,665	47,853	5,459	84	0
Mottingham	42,485	40,219	40,355	40,242	37,195	35,081	32,243	31,837	28,788	26,325
Mobile	30,130	30,499	27,731	32,558	31,942	31,636	30,978	27,381	22,046	19,388
Orpington	332,242	318,207	300,201	287,758	289,306	273,713	249,401	265,623	233,988	203,514
Penge	48,879	45,434	41,142	40,424	41,095	38,560	39,661	36,236	33,187	29,874
Petts Wood	156,221	143,386	134,805	129,866	138,626	135,546	129,473	120,171	102,598	94,400
St Pauls Cray	50,786	50,728	47,857	46,766	44,464	42,148	40,369	34,725	29,149	28,302
Shortlands	61,035	55,890	54,353	55,654	42,166	52,976	49,465	46,728	41,196	35,804
Southborough	81,252	74,678	70,371	70,662	71,181	68,203	63,531	57,243	54,583	53,976
West Wickham	196,096	187,523	169,302	162,870	157,877	151,411	145,897	134,743	118,671	108,387
Others	4,718	7,009	8,837	7,264	15,021	6,416	9,291	11,254	16,027	80,255

Year	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Total	2,235,301	2,140,949	2,018,887	1,965,548	1,960,679	1,912,499	1,838,183	1,702,366	1,514,950	1,404,601

Bromley Libraries Issues 2004-2014
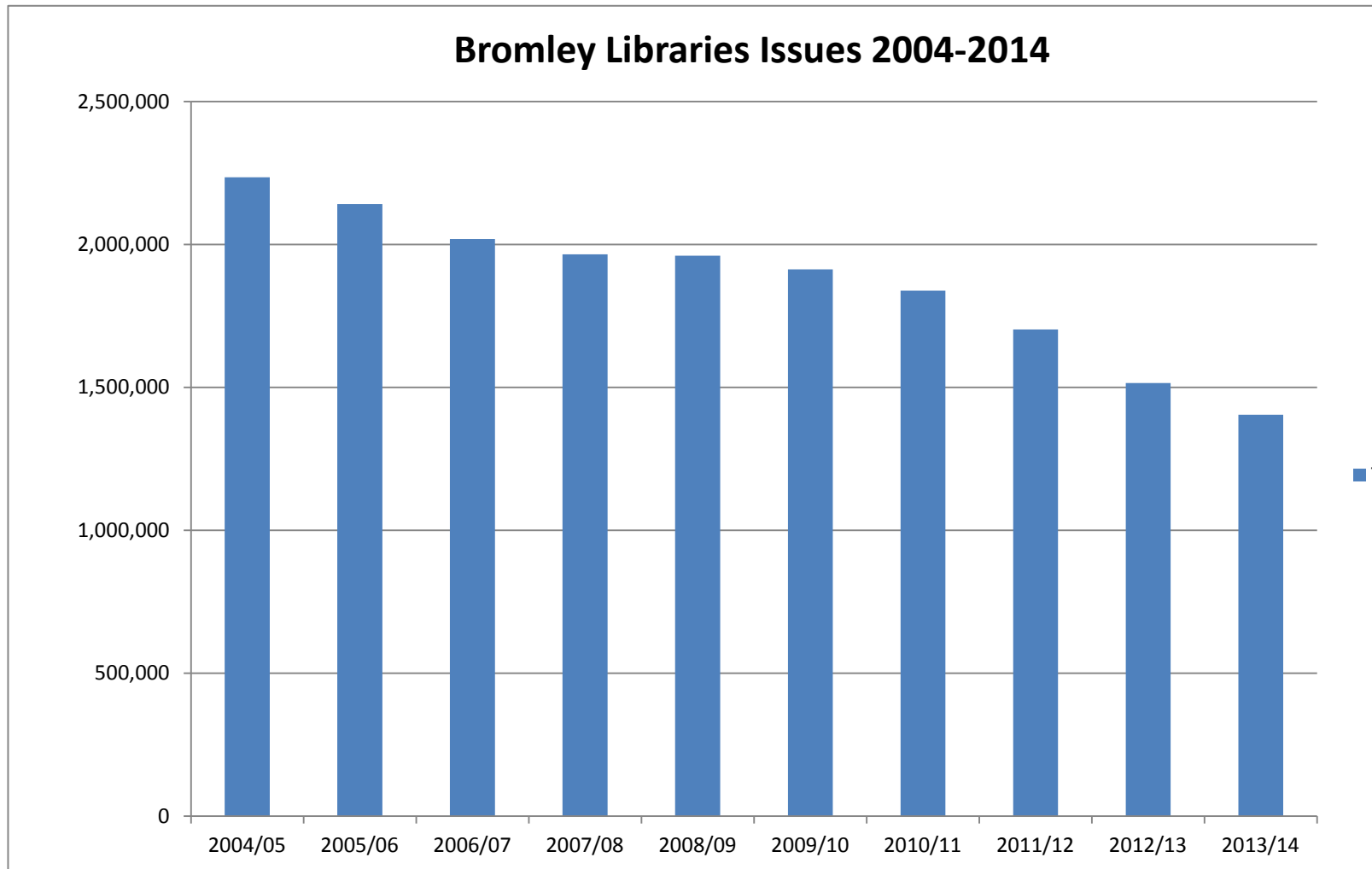
Appendix 11.2

Comparison of Issues and Visits

Year	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Library Issues	2,235,301	2,140,949	2,018,887	1,965,548	1,960,679	1,912,499	1,838,183	1,702,366	1,514,950	1,404,601
Library Visits	1,843,260	2,038,985	1,983,650	1,904,435	1,936,739	1,980,206	1,989,800	2,057,961	1,913,463	1,833,514

Comparison of Library Issues and Visits 2004-2014
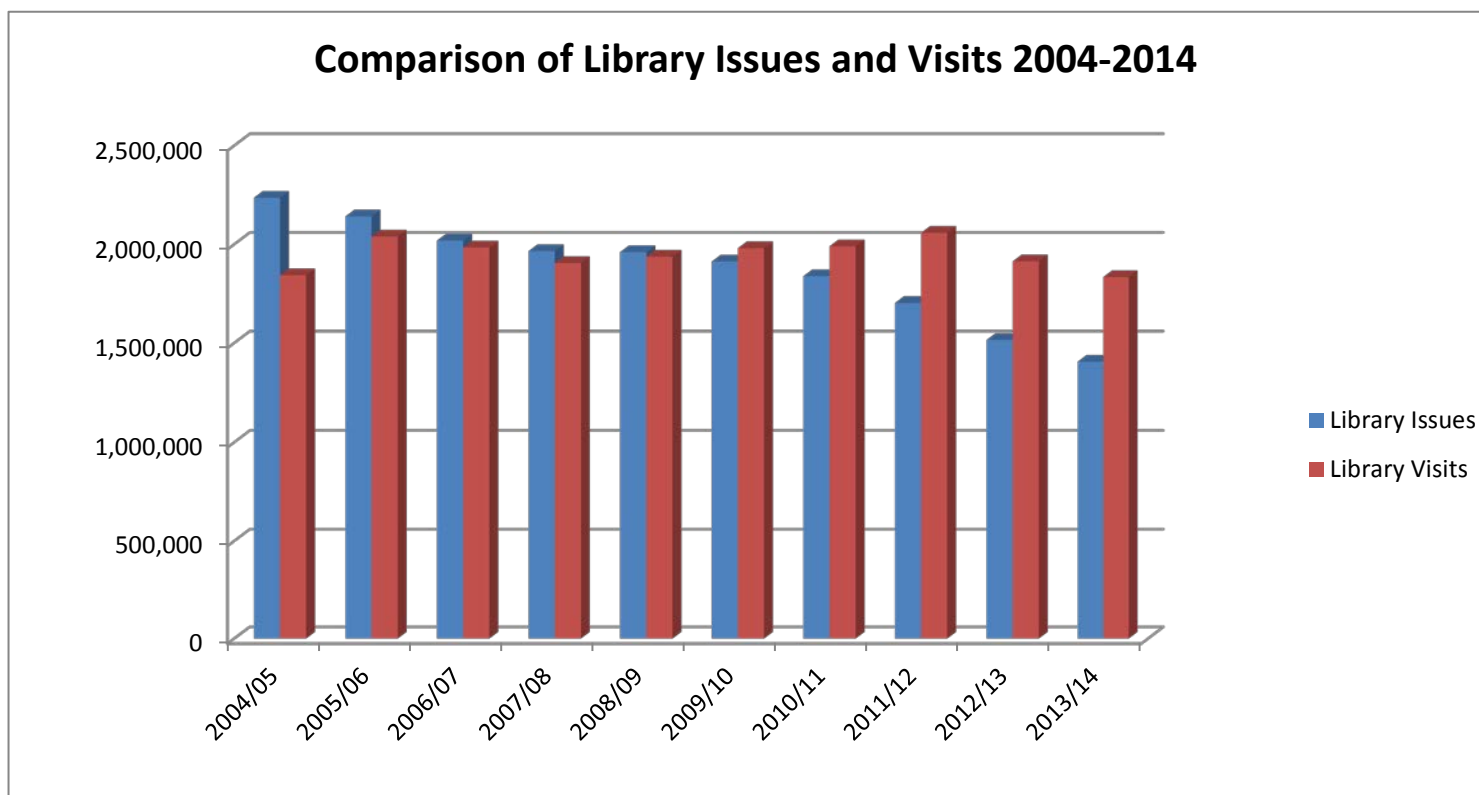
Appendix 11.3

Library Visits 2004/05- 2013/14

Branch	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Anerley	62,546	79,543	71,008	63,517	66,954	63,922	58,371	53,572	54,107	54,095
Beckenham	187,130	234,050	218,865	202,748	201,360	204,014	200,148	199,063	177,477	165,241
Biggin Hill	80,312	75,902	70,962	72,012	74,313	91,284	209,577	244,853	247,462	222,528
Burnt Ash	24,515	34,821	36,620	33,467	33,715	32,375	30,794	28,432	28,221	28,332
Central	636,332	654,320	635,382	625,323	640,256	677,805	603,270	551,873	475,447	468,096
Chislehurst	115,591	121,779	114,775	101,026	103,155	100,358	97,700	93,525	88,440	84,450
Community Services	0	0	0	0	0	0	0	0	0	0
Hayes	41,479	38,948	36,683	35,624	36,183	38,207	36,596	35,718	33,236	31,650
Mottingham	45,553	48,379	50,436	51,186	50,694	46,955	45,015	46,729	41,870	41,752
Mobile	23,088	19,558	14,616	22,289	28,160	27,775	28,757	23,886	20,561	16,566
Orpington	157,280	200,776	217,799	217,051	214,795	199,028	186,977	320,772	319,180	308,966
Penge	73,483	107,387	105,850	95,370	99,580	99,386	95,257	88,324	81,902	80,989
Petts Wood	116,494	114,869	109,417	102,562	109,452	112,214	116,731	109,687	102,727	103,309
St Pauls Cray	49,761	60,439	59,299	52,325	54,880	59,856	55,339	47,942	44,121	41,089
Shortlands	46,456	44,449	43,456	41,464	33,115	43,238	42,019	38,365	34,706	32,971
Southborough	44,570	36,012	33,549	31,280	33,180	34,407	33,620	34,684	33,662	31,454
West Wickham	123,470	167,753	164,933	157,191	156,947	149,386	149,629	140,536	130,344	122,026

Branch	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
Total visits	1,843,260	2,038,985	1,983,650	1,904,435	1,936,739	1,980,206	1,989,800	2,057,961	1,913,463	1,833,514

Appendix 11.4 Bromley Libraries number of visits 2004-2014

Bar chart showing Total visits by year:

Year	Total visits (approx.)
2004/05	1,843,000
2005/06	2,039,000
2006/07	1,984,000
2007/08	1,904,000
2008/09	1,937,000
2009/10	1,980,000
2010/11	1,990,000
2011/12	2,058,000
2012/13	1,913,000
2013/14	1,833,000
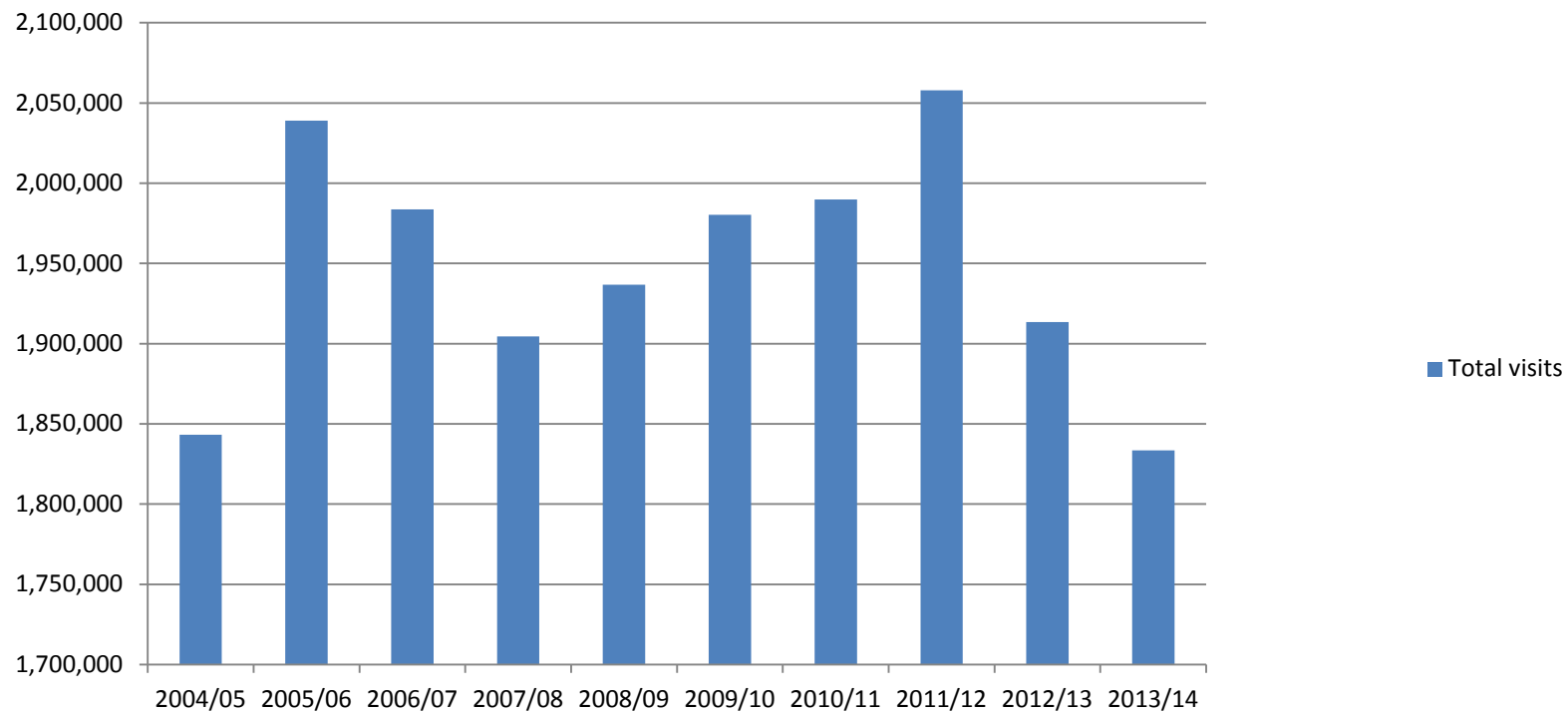
Appendix 11.5

Bromley Libraries new members and active borrowers statistics 2008-2014						
Year	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
New member total	18,357	21,986	18,802	15,334	15,317	14,542
Active borrowers totals	79,235	69,945	71,434	72,754	67,349	66,890

Bromley Libraries new members and active borrowers statistics 2008/09-2013/14
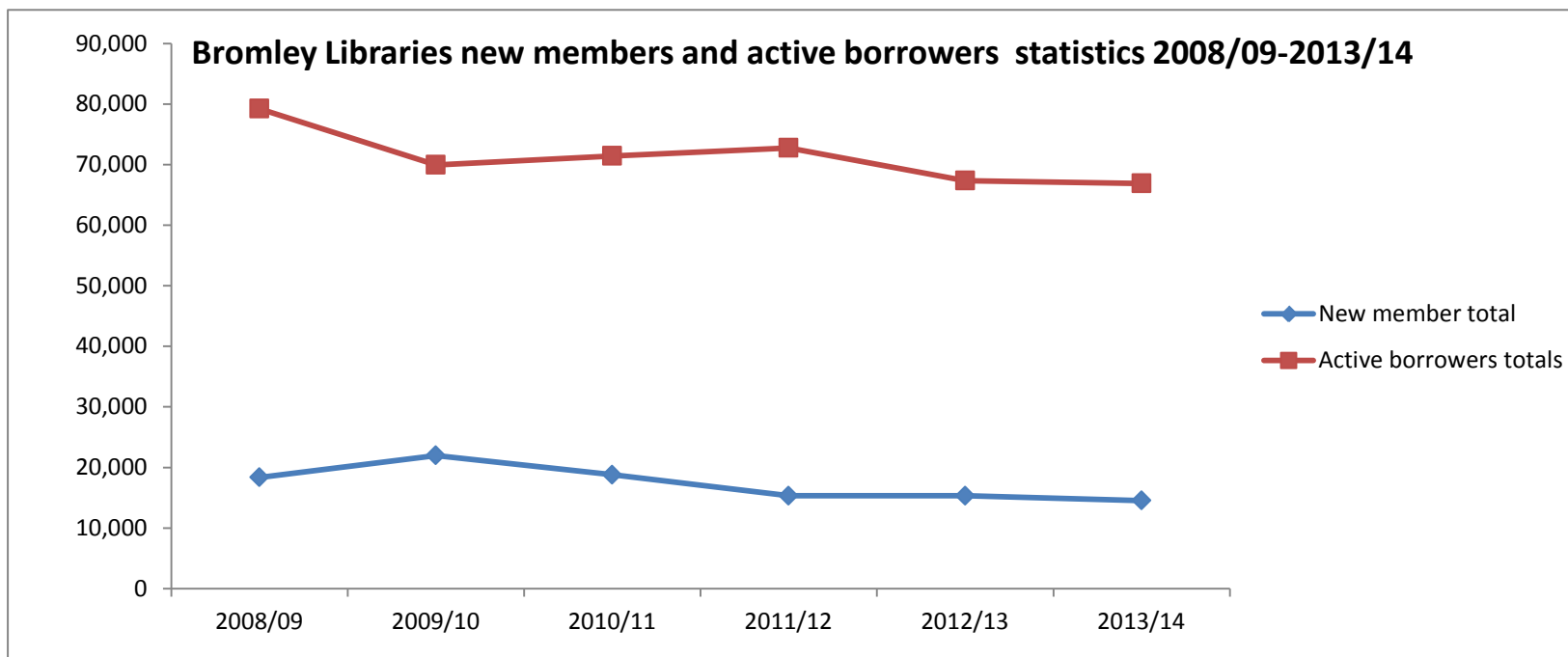
BROMLEY LIBRARIES EQUALITY IMPACT ASSESSMENT FORM
LIBRARY SERVICE STRATEGY

Stage 1 – screening to establish if the function has any relevance to any equality issue and/or monitored group i.e.
- Could the function affect one or more equality group in a different way to another group?
- Establish whether different equality groups have different needs
- Establish whether the function contributes to or hinders equality of opportunity

1a	Please give a brief description of the function and its purpose*
	Background
	The Library service is statutory under the Public Libraries and Museums Act 1964 and is currently funded and provided by the London Borough of Bromley .The Home Library Service is provided by London Borough of Bexley and the back office management functions are provided by a shared service partnership with the London Borough of Bexley.
	Bromley Libraries currently operates a network of 14 libraries following on from the recent Library Review which resulted in the closure of the Mobile Library and the merger of Penge and Anerley Libraries .In order to make required savings of 300k, the Library Review also reduced Bromley Libraries opening hours from 605 per week to 527.5 In addition to the large Bromley Central Library which has the widest range of stock and services, Bromley has three additional tiers of libraries ,two district libraries, neighbourhood libraries which are largest and the smaller community libraries .District Libraries provide a collection of fiction and non-fiction from the popular to textbooks and some material to undergraduate level .The neighbourhood libraries offer consists of medium sized collections of fiction and non-fiction for children and adults and circulating stock to support customer choice, an enquiry service whilst the community Library stock offer is aimed at two particular target groups the active elderly and children. All libraries offer fax and photocopying facilities and free internet through the people's network. Bromley Libraries host a wide range of local community events and activities including Baby Bounce and Rhyme, Chatterbooks, Reading Groups and Computer Clubs
	Description of proposed service change
	This EIA addresses the proposals outlined in the Library Service Strategy which are currently subject to the outcome of consultation and member approval and are focussed around three work streams which seek to preserve core services to local residents while simultaneously reducing operating costs. All strategic work streams are compliant with the stated ambition of Bromley Council to move towards a commissioning authority. The proposals are as follows
	Community Management Option
	The proposal seeks to develop Community Management options at the six Community Libraries listed below
	- Burnt Ash - Hayes - Mottingham - Shortlands - Southborough - St Pauls Cray
	Several approaches for community management are under consideration including removing the community libraries from statutory provision. However Option 2a' Community Managed' is seen as the preferred option on which to build the community managed option within Bromley .This option would allow the community libraries to remain as part of the Council's statutory provision. This would allow them to still receive support from the Shared Service team in specialist areas such as IT, Information Services, Children and Families

and Stock and Reader Development. In addition to this it is recommended that a Community Management Operations Support Team is set up acting as the first point of contact and the link with the core Library Service and the Shared Service. This team will provide ongoing training and support

Seek to take the core offer to the market
The proposals also suggest seeking an external provider to provide the direct management of the Library Service, including ultimately the management of any community library arrangements which may have subsequently been developed. It is believed that Bromley's statutory duty to provide a comprehensive and efficient library service can be delivered from the following eight libraries which would form the core offer: Central, Orpington, Chislehurst, Beckenham, Biggin Hill, Penge, Petts Wood and West Wickham. Subject to the outcome of consultation it is proposed that the boroughs core library service be subject to a full market testing exercise. There is potential for joint procurement opportunities to be explored. The full scope of this work can only be developed following the outcome of the Community Library work stream

Explore opportunities to renovate and improve the authorities library asset stock
The physical condition of many Bromley Libraries suggests that the maintenance costs are likely to be high. In light of the positive response by library users and the broader community to the three refurbished libraries, Biggin Hill, Orpington and Penge, the proposal is that opportunities should be sought wherever possible to relocate or refurbish existing provision and upgrade the IT infrastructure to add value to the service.

The purpose of the change
Due to continuing financial constraints that the council faces, consideration now needs to be given to the most cost effective and efficient way of managing the boroughs library service going forward. As with all other UK library authorities the Library service is formed up of a network comprising individual libraries ,and as such changes are being considered in terms of a strategic perspective rather than a library by library basis resulting in a group of libraries being considered for Community management and the remaining libraries forming the core service. The proposed change is underpinned by the development of the community managed libraries and the exposure of the core library offer to the market for market testing. The overall purpose of the proposed Library Service Strategy is to continue to provide a comprehensive and efficient Library Service within budget. The council has a statutory duty under the Public Libraries and Museums Act 1964 to provide `a comprehensive and efficient service for all persons desiring to make use thereof`
Function can mean process, service, policy or project

1b	How would you classify the function type? ☐ The service is provided on the basis of an application and /or targeted then go to question 1c ☒ The service is open to all go to question 1d

1c	Is the function accessible for all groups? Either tick the box 'Accessible to all groups' and provide <u>relevant evidence</u> OR tick the box for each group to whom the function is <u>not accessible</u> or for whom there may be needs or considerations to accommodate.

☐ *Accessible for all groups	☐ Pregnancy & maternity
☐ Age	☐ Race
☐ Disability	☐ Religion & belief
☐ Gender	☐ Transgender or Transsexual
☐ Marriage & civil partnership	

1d	Is it likely that there will be a negative impact on one or more of the equality groups, or is it clear at this stage that it will be equality neutral? (No negative impact on the groups) Please tick in the box equality neutral OR tick the box for the group(s) that will suffer a negative impact. If you have ticked the box 'equality neutral' please provide evidence.
	☐ Equality neutral ☒ Pregnancy & maternity ☒ Age ☒ Race ☒ Disability ☒ Religion & belief ☒ Gender ☐ Transgender or Transsexual ☐ Marriage & civil partnership
	If you consider that the impact is Equality Neutral then go to question 1h Otherwise go to question 1e

1e	What are the negative impacts associated with this function? Please list and give details then go to question 1f The negative impacts associated with the proposed service changes are detailed below • **Focus of Service**-Community managed libraries are likely to have a different focus than the Council managed libraries, offering a different range of services and will not give customers the same access to council services, e.g. purchasing food waste bags. People who live furthest away from one of the core libraries may find it harder to access the council services they require at their time of need. • **Distance-**It may be difficult for some customers particularly those with mobility issues to access council managed services if the closest Council Library to them becomes a community managed library. They may need to travel further to reach one of the core libraries from which council services are delivered • **Stock-**Depending on which model is chosen for partnership between Bromley Libraries and the organisations managing community libraries, there may be a reduction is access to large print and audio material stock for customers. There may also be a reduction in access to material in other languages such as Bengali, Turkish, and Polish etc. • **Volunteers: training and awareness-**If the community managed libraries use volunteer staff rather than paid London borough of Bromley Library staff or the proposed Community Management support team, there may be concerns that volunteers do not have the same standard of diversity awareness and training to be able to offer the same level of services to customers from all faiths and ethnic backgrounds and LGBT customers as the Council managed libraries
1f	Are there positive impacts associated with this function? If yes, please list and give details. • **Increased Volunteering Opportunities within London Borough of Bromley** The proposal will increase the number of volunteer opportunities within the London Borough of Bromley enabling individual residents and community groups to collectively share their skills and expertise and actively participate in the delivery of library services benefiting their health and wellbeing and increasing their social inclusion • **No Library Closures** -Engaging community partners to manage the community libraries will benefit both Bromley Library service and the public as it would enable all libraries to remain open when library buildings may otherwise have faced closure. If

so then this would maintain access to library services for local communities including all the equalities groups and those with protected characteristics

- **Increased Library Access-**The Community Management proposal for the Community Libraries tier in Bromley will offer library users continued access to libraries by sustaining current opening hours. In some cases this could lead to an extension of opening hours as community managed libraries are tailored to local need. They are able to offer an extended range of activities for their local communities with the resources provided by their extensive network of volunteers .Any extension of the service would benefit the local community including the equalities groups

- **Library Technology-**If the 6 Community Libraries remain as part of the statutory provision as recommended in the proposal then these libraries would still be part of the councils library network and readers would continue to benefit from the wide range of Information Technology services such as RFID which is due for installation into all Community Libraries in Jan 2015. The community managed libraries would continue to use the open Galaxy LMS system though a slightly different version of the system. Open Galaxy touch is used due to data protection. This would enable customers continuing to use these libraries to reserve books and access the catalogues of the 16 LLC consortium boroughs.

- **Access to stock-**The proposed community library approach would maintain the 6 libraries of part of statutory provision providing a comprehensive service. This approach ensures that community libraries are able to maintain and develop their current book stock. Self-issue RFID terminals give access to o a stock of over five million books across the London Libraries consortium ensuring that customers including those of the 9 equalities groups continue to have access to wide ranges of stock including large print, community language books e.g. Polish, Gujarati etc.

- **Statutory provision** – There are a number of different approaches to community managed Libraries. The 'Community Managed' model outlined in the report Option 2a proposes that the 6 Community Libraries remain as part of Bromley Libraries statutory provision. Bromley council would still view these libraries and the support it provides to them as part of its statutory service and provision, and would remain responsible for owning and maintaining the book stock, RFID self-service technology and provision of ongoing training and support to volunteers. This will ensure that the community managed libraries do not face the isolation and difficulties faced by many community libraries now set outside the statutory service as they will be supported by Library staff, and will remain part of the statutory service.

- **Library Buildings-**Proposals to invest in the library estate will benefit all users by providing modern fit for purpose buildings. Those whom previous consultation has shown to have concerns about issues relating to the general state of library buildings will benefit in particular. In response to a question in the 2012 Adult PLUS survey .What do you think of this library? Attractiveness of Library outside. Overall 70% of respondents rated the attractiveness of their library as very good or good. However some individual libraries giving lower ratings. Only 52% of those using Burnt Ash Library rated the attractiveness of their library as good/very good, compared with 97% at Hayes the highest overall.

| 1g | **At this stage, what plans could be built in to address any negative impacts, and/or to add measures which promote a positive impact, or could you consider an alternative approach which may better achieve the promotion of equality?** |
| | This approach has been agreed on due to financial constraints as Bromley Council must |

	make further budget savings of more than £60 million from a budget of £206 million over the next four years and are looking carefully at the future of every Council service. As a result of this ,consideration now needs to be given to the most cost effective way of managing the library service going forward.so a different approach can be put forward making the best use of assets and resources whilst achieving the level of savings needed. The community management of Libraries is an increasing trend, with large numbers of local authorities also seeking to outsource the delivery of a proportion of their branch libraries to preserve both these libraries and their core library service Under this proposal 80 percent of the boroughs population would be served by a Council run core library. This would leave notable gaps in potential library cover which would occur around Mottingham, St Pauls Cray and Bromley Common .This position can be improved by taking into account community led libraries which can be developed in such a way as to contribute to the Council's duty to provide a comprehensive and efficient library service. By taking into account potential community libraries at Mottingham, St Pauls Cray and Southborough, , it is possible to improve the library network to cover 95 percent of the boroughs population promoting a positive impact and better achieve the promotion of equality . Plans are being built in to address any negative impacts and promote a positive impact which are detailed below and would be put forward as recommendations in any subsequent Service Level Agreements and would be the basis for contract monitoring • Adopt a community management approach which would maintain the full reach of the existing library network. Currently a high proportion of Bromley residents live within 1.5 miles of a library .If the proposed community model was taken forward, no libraries would close. This option prioritises continued access to a local library for all residents who currently have it • To ensure that the community management model put forward by Bromley Council continues to provide free access to a high quality of stock for all . • Enable the community managed libraries to deliver sustainable services with a focus on local need . Community libraries to continue to provide social spaces for reading groups, children's activities, coffee mornings. This is particularly important to groups at risk of social isolation e.g. isolated older people and new parents. • Ensure that the community managed libraries continue to provide access to free computers and internet. The 2014 Libraries consultation survey showed that of the sample consulted 21% of the population of Bromley do not have access to computers at home. • Continued provision of study space particularly for young people without access to a quiet, safe place to study and access information Application of these measures would ensure that the promotion of equality is achieved and any negative impact limited.
1h	The Council has a responsibility to promote positive attitudes to equal opportunities in public life. Has this responsibility been discharged in the application of this function? If yes give examples. This proposal supports the responsibility to promote positive attitudes to equal opportunities in public life. Examples of how this responsibility has been discharged in the application of the proposed function are as follows. All the options under consideration by the report fully consider the needs of the 9 equalities groups using Bromley Libraries. All three proposed options for community management are detailed in the report .Option 2a community managed is the preferred option as this would continue to enable libraries to offer the wide range of services currently used by the equalities groups including the elderly, disabled, pregnant women and those with young children. This will combat social isolation in communities and further promote community cohesion. These libraries would also be supported by library staff in order to ensure quality and service standards. The proposal to

	identify ways in which the current provision can be enhanced through modernisation and refurbishment would in turn improve library facilities considerably, better meeting the needs of local communities as services would be provided in modern purpose built facilities which would be better suited to meet the needs of equalities groups in terms of access. The area of the strategy seeking to test the market in order to identify a library outsourcing model also seeks to retain service standards and continue to offer a comprehensive service to all including the equalities groups
1i	Are there any Human Rights Issues? If so what are they?

The implications of this proposal have been assessed using the flow chart in "Human rights: human lives: A handbook for public authorities' Department for constitutional affairs . This proposal does not interfere with human rights. |
| 1j | Is a full impact assessment required?
☒ YES – If you have established that there may not be equality of opportunity in 1c or assessed that there would be negative impact on an equality group in 1 d go to Stage 2
☐ NO - please sign off the process (stage 3) and fill in any actions identified, if any in the action plan.
☐ Don't know. i.e. not enough evidence. Please go to stage 2. |

Stage 2 – full impact assessment

2a	Does the function affect or impact on the public, whether directly or indirectly?
	☒ yes	☐ no	☐ Don't know
	Provide any relevant information here.

The proposed changes to Bromley Libraries will impact on the public. Census 2012 showed that London Borough of Bromley has a resident population of 309,400. Bromley Libraries have a total of 66,890 active users who have used their Library card at least once during 2013-14. This represents 21.6% of the population who would therefore be directly affected by this proposal. The remaining 78.4% of the population currently not using the library service regularly would be affected indirectly. The direct impact on residents currently using a Community Library will be more significant . Additional information relating to the groups most directly affected is detailed below including several equalities groups

Age
 As identified in the 2012 CIPFA Plus Survey 7% of those interviewed were under 25, a third of respondents overall were aged 26-44 (33%). A further three in ten (30%) were aged 45-64.16% were aged 65-74 and 13% overall were aged 75 or over .

The proposed community managed libraries show some variations to the borough average.. CIPFA analysis shows that I8% of Burnt Ash and Hayes Library respondents were aged over 75 .However Hayes was significantly higher than the average with 25% aged 75 and over. The number of people aged 26 to 44 using Community libraries is proportionally higher than the average with 47% people aged 26-44 using Southborough Library, 42% using Hayes Library

Children
Findings from the Children's PLUS 2013 Survey show that the highest use of libraries is from children aged between 0-7 (Key stage 1) with 58% visiting the library. 28% of children aged 7-11(KS2) visited the library followed by 13% of children aged 11-16 (KS3). Again there is slight variation is use from different age groups at Community libraries

Disability
Previous consultation of library users asks whether customers consider themselves to have |

140

a disability. The findings of the 2012 CIPFA PLUS survey reveal that over two in ten respondents 21% had one or more disabilities/conditions. The most commonly mentioned was mobility-8%.The findings are detailed below. There is slight variation at the community managed libraries 8% Mobility

- 6% Hearing
- 3% Eyesight
- 3% Dexterity
- 2%Learning disability
- 4% Mental Health issues
- 2% Other

33% of those using Burnt Ash Library considered themselves to have a disability with mobility being the highest at 17%. 32% of respondents at SPC also had a disability with mobility again the highest at 14%

Gender
CIPFA PLUS 2012 findings show that 64% of library users were female .Library use by men and women at Bromley Libraries is detailed below

- 64% women
- 36% men

Use by children is broken down as follows

- 56% of girls aged 0-16
- 44% of boys aged 0-16

St Pauls Cray was the only community library matching the borough average. The gender breakdown for the other community libraries showed variation with Shortlands having the highest percentage of female users at 76% Southborough 73%, Hayes 71%, Burnt Ash 70% . At the other end of the spectrum Mottingham had a lower than average number of female users with 61%

Race
 Library customers   completing the PLUS survey identified their race as follows

- 87%Library users were White
- 2% Library users were mixed race
- 5% Library users were Asian
- 6% Library users were Black
- 1% Library users were Other

At the 6 community libraries, 3 exceeded the survey average for number of Library users from white backgrounds with the highest being 94% at Hayes, This was closely followed by, 90% at Shortlands, and 89% at Mottingham , Burnt Ash, Southborough and St Pauls Cray were just under the borough average with 86%. St Pauls Cray exceeded the 6% borough average of those from black backgrounds with 9%. The number of Mixed Race users at Burnt Ash exceeded the average at 4% whilst Shortlands 7%, Southborough 7%., Burnt Ash 6% exceeded the average number of those from Asian backgrounds

The children's PLUS Survey conducted in 2013 gave the following information

- 75% children visiting Bromley Libraries   were White
- 10% children visiting Bromley Libraries   were Mixed Race
- 7% children visiting Bromley Libraries   were Asian
- 6% children visiting Bromley Libraries were Black
- 3% children visiting Bromley Libraries   were other race unspecified

Religion and belief
Respondents completing the 2012 CIPFA survey identified their religion and belief as follows

- 62% of Library Users were Christian

- 29% of Library Users stated no religion
- 1% of Library users were Muslim
- 1% of Library users were Jewish
- 1%of Library users were Hindu
- 1% of Library users were Sikh
- 1% of Library users were Buddhist
- 3% of Library users were of another unspecified religion

The number of visitors to the Central Library stating their religion as Christian was in most cases higher than the average of 62%. The highest was at Shortlands were 76% of respondents were Christian , the lowest was Southborough at 61%, Southborough had the highest percentage of respondents of no religion at 30% . All other representation of religious groups was as the survey average

Gender Re-assignment
Consultation 2014 data confirmed 99% maintained the same gender identity as at birth, 1% preferred not to say. No further data available on Library use by those who have undergone or are undergoing gender reassignment

Sexual Orientation
CIPFA PLUS identified the sexual orientation of Library users as follows
- 97% of Library users were heterosexual/straight
- 1% were bisexual
- 1% were gay or lesbian
- 1% of Library users were other

100% of respondents at Hayes Library were heterosexual . All 6 community libraries exceeded the survey average for this question. Just 1% at Mottingham were Gay/Lesbian 1% at Burnt Ash and Shortlands Libraries were bisexual .

Pregnancy and Maternity
ONS statistics 2011 show there were 4,141 live births in Bromley .The recent 2014 Library consultation recorded that of the 212 women surveyed at Bromley Libraries 4% were pregnant with 5% of women on Maternity leave and 0.29% on adoption leave.

Married/Civil partnership
Of the sample completing the Adult PLUS Survey
- 57% of users were married
- 1% of users were civil partnered
- 7% of users were co-habiting
- 21% of users were single
- 1% of users separated
- 5% of users were divorced
- 7% of users were widowed

 38% of St Pauls Cray Library users completing the survey were married, considerably lower than the borough average. At 33% the number of single people at this library was also higher than the average of 21%.The other 5 community libraries exceeded the 57% average stating they were married. 71% of Hayes users were married, the highest of the community libraries. The remaining community libraries recorded lower than the average use from single people completing the survey. The number of widowed people at Burnt Ash 11%, Hayes and Mottingham 9%, Southborough 10% and Shortlands 16% exceeded the average of 7%.1% of those surveyed at Shortlands, Southborough and Hayes were civil partnered as per the borough average. At 3% St Pauls Cray exceeded the average. Additionally 1% of respondents at St Pauls Cray was a surviving partner from a same sex civil partnership

	Employment status In general, respondents were either employed / self-employed, full or part-time 42% or retired 36%. Just 6% of respondents overall reported that they were unemployed. Of the community libraries affected by the proposal 14% of visitors to St Pauls Cray were unemployed significantly higher than the average. Unemployment rates at the other 5 community libraries were the same or lower than the average. At Southborough and Hayes, 18% and 17% of respondents respectively were looking after the home or family higher than the average. 4 Community Libraries exceeded the average of retired people with the highest being at Mottingham 45% and Shortlands 44% **Has using the library helped you with?** The questionnaire listed a range of issues the library might help visitors with. Overall, the library was most likely to have helped 62% respondents with study / learning. A further 39% of respondents stated the library had helped them with health and well-being, and 29% reported that the library had helped them with getting online. Libraries are proven to contribute towards combating social isolation which was reinforced by 24% of respondents saying libraries help them to meet people.20% said libraries helped with families /relationships, 11% received help with personal finance/consumer matters. Libraries helped 21% with their retirements, 12% with job seeking and 10% with their job With the exception of St Pauls Cray, respondents at the additional 5 community libraries agreed that using the library had helped with their health and wellbeing, Of the libraries exceeding the average for this question the highest were 46% - Burnt Ash and 43% at Hayes. 43% at Mottingham and 44% at St Pauls Cray said the library had helped them to get online. With the exception of 31% at Burnt Ash the remaining community libraries did not meet the average response rate for this question. All 6 community libraries exceeded the average for using the library helped them with study/learning family/relationships. 22% of respondents at St Pauls Cray said the Library helped them with job seeking, significantly higher than the 12% average. With the exception of St Pauls Cray all other community libraries recorded a higher than average response to the question that using the library helped them to meet people	

2b	Have complaints or feedback been received about the function and its effect on different equality groups?		
	☒ yes	☐ no	☐ Don't know

	Provide evidence by documenting all reliable up to date information. • Mottingham Friends Group- Ms Liz Keable addressed Members on behalf of Mottingham Residents' Association and made a number of representations which are documented in the Minutes of the PDS report. Additional evidence received will be included in the updated version of this document

2c	Outsourced services - if the function is provided by external organisations/agencies on behalf of the Council please detail any arrangements you have to ensure that the function promotes equality; this may include contract conditions.

	Provide evidence by documenting all reliable up to date information. The proposed changes involve the service being provided by external organisations on behalf of the council. The proposals include arrangements to promote equality of service which will be specified in any contract conditions • **Library Service Strategy report**-The report proposes in Section 3.20 to recommend Option 2a Community Managed as the preferred option on which to build the community managed option within Bromley. The benefits of this approach are that the organisation can enter into full repairing leases with an appropriate community organisation, with the level of responsibility for running the library resting with that organisation. The Community Library would remain on the local authority

	library management system ensuring that the authority continues to fulfil its statutory duty to provide a comprehensive and efficient Library service. This will ensure that the service continues to promote equality to all focussing on those within the protected characteristics and allows the council to specify the opening hours and range core offers. Many community run libraries of this type have gone on to exceed the original specification.
	• Other arrangements in place to ensure that the service promotes equality are detailed in Section 3.21.Option 2a the preferred model for the community libraries allows them to still receive support from the Shared Service team in specialist areas such as IT, Information services. Children and Families and Stock and Reader Development. Additionally, as it is recognised that support and training will be required by the community organisations managing the Community Libraries. A Community Management Support Team will be set up which will be hugely beneficial as it will enable Bromley to monitor the contract in order to retain standards and establish continuity and ensure that services are fully established and operating successfully. A key role of this team will be to provide customer care training and support to volunteers to ensure that equality of service is delivered to all customers using the service with emphasis on those from the 9 equalities strands
	• Proposals to outsource the future management of the authorities core library offer are detailed in Section 4 of the Library Service Strategy report. .Subject to consultation the borough's core library offer is subject to a full market testing exercise. The full scope of this work can only be developed following the outcome of the community library work stream. There is scope to undertake much of the procurement process in tandem with that of the community library work. When seeking a key provider arrangements to promote equality of service will be specified in all Service Level agreements and contracts regarding the service

2d	Does the function have employment implications for Council staff

☒ yes	☐ no	☐ Don't know

Provide evidence by documenting all reliable up to date information.

The function does have employment implications for Council Staff. These are detailed in section 8-Personnel Implications of the Library Service Strategy Report.

The proposals set out in the report to agree the strategic approach to develop community managed libraries and market test the core library service do have implications for staff. As a result of this staff and their representatives have been advised of the contents of the report, along with the recommendations of the report .Staff and their representatives will be formally consulted in line with the Council's policy and procedures. A staff consultation document was prepared and circulated to staff and their representatives in December 2014.

The report proposes to establish a new Community Management Operations support team. It is recommended that the proposed team structure will consist of a Community Library Co-ordinator and a Community Library Supervisor

If members agree to the recommendation to seek to establish Community Managed Libraries and to market test the remaining offer then staff and their representatives will be engaged and consulted as early as possible and throughout the process of consultation with all the relevant stakeholders.

Any staffing implications arising from the recommendations will need to need to be carefully planned for and managed in accordance with Council policies and procedures and with due regard for the existing framework of employment law.

2e	*If you have established that the function does have an adverse impact on one or more of the groups, then you must identify whether this is justifiable. If not, then the function must be changed. Please set out the adverse impact and the business justification for continuing with this situation.*

The business justification for considering the community managed library option is a financial one. As previously highlighted Bromley Council must make further budget savings of more than £60 million in the next four years. This is in addition to substantial savings already made, which include an overall frontline reduction of £300k from libraries ,

- **Adverse Impact-Age** If users have to travel further than they currently do to access Council Services, it may be more difficult for elderly customers to access the Council managed service. It is possible that different services will be offered by Community Libraries e.g. libraries managed by London Borough of Bromley provide access to council services such as food waste bags and garden waste stickers which the community libraries may not provide. Additionally library staff are trained to assist with Council online services including applications for schools, housing and bus pass renewals. Older people living in areas furthest away from council run libraries may find it harder to access such council services

The following action will be taken to mitigate potential negative impacts justifying the proposed service change
- Communications to the new service will be made clear including public transport options and parking at the libraries remaining under Bromley Council management.
- 80% of Bromley residents will be within 1.5 miles of one of the six council managed libraries
- 77% of Bromley residents have access to at least one car per household. The borough is well served by public transport. All libraries are served by several bus routes The 2014 Library Consultation showed that of the sample surveyed 50% walked to the library, 39% went by car, 8% by bus with the remainder cycling or using another means of transport
- The Home Library Service is available to any customers who are unable to drive or use public transport who meet the eligibility criteria. This added value service is provided in partnership with London Borough of Bexley and the Royal voluntary service. (RVS).It is possible that demand for this service will increase if this service change is implemented. If so a marketing campaign to recruit additional volunteers to provide this service will be actioned
  - Public access to Bromley Library Service is available at any time from a computer or device with internet access via the library website http://arena.yourlondonlibrary.net/web/bromley
  . Bromley Libraries offer 24 hour access to a wide range of services online including renewals, internet ,e-books and other online resources
  - Access to Council services is also available at any time via the Bromley Council website.www.bromley.gov.uk

Adverse Impact-Disability
Refer to the adverse impacts detailed in the age category which also applies as those with disabilities would find it more difficult to access council services further away than their current library provision. A community management model may lead to a reduction in access to large print and audio material for customers. If the community managed libraries use volunteer staff rather than paid Bromley libraries staff, then there may be some concerns that volunteers do not have the same standard of training in disability awareness needed if they are to offer the same level of service to disabled library users as the libraries remaining under council control.
See mitigating actions listed above as justification. Additionally the following will be actioned
- Access to specialist stock such as large print audio books will be available from council managed libraries across the borough and from the Home Library Service which delivers such stock directly to customers in their homes.

- The proposed community management model will still be part of statutory provision so will enable library users to reserve books from other LLC borough and from the core Council managed libraries. This will allow those with specialist stock needs to continue to receive the specialist stock they require .Disabled borrowers are exempt from overdue charges and reservations fees except for inter library loans. They do not pay hire charges on any library items except for DVDs and computer games.
- Provision for those with disabilities to be specified in the Service Level agreement.
- Groups managing the community libraries will be asked to retain the existing facilities for people with disabilities.
- Volunteers running community libraries will be supported by the newly formed Community Management Support Team provided by Bromley Libraries who will address any concerns over the suitability of volunteers to effectively serve disabled customers and will provide training similar to that received by Bromley Library staff

Adverse Impact-Sex
As women are the predominant users of Bromley Libraries, any impacts of this proposed service change will affect a greater number of women than men.
- See mitigating actions listed in the age category as these would also be applied for this category.

Adverse Impact-Pregnancy and maternity
Women in late pregnancy or with a new born baby could find it harder to travel further to their nearest Bromley council managed library to access council services e.g. buy food waste bags. Refer also to the adverse impacts identified in the age section.
Activities provided by Bromley Libraries for babies and toddlers are essential, giving support for new parents and carers providing them with a place to go to form friendships which will enable them to share the challenges of parenting. It is possible that the focus of the community libraries may not be the same and may not offer such a wide range of services
See mitigating actions listed above and the additional actions detailed below
- As part of the statutory library provision, the Community Managed Libraries would still receive support from the Shared Service teams and would participate in the Summer Reading scheme and other key initiatives. The Community Management Support Team will provide support and training to volunteers in order to deliver high quality sessions for babies and toddlers.
- Baby changing facilities are available at the community managed libraries. This is to be retained

Adverse Impacts-Race
Refer to the adverse impacts identified in the age category. Adopting a community management model for the 6 community libraries under consideration could lead to a reduction in access to material in other languages. The Council managed libraries are able to rotate their ethnic language stock between branches as required by library users. There could also be a limited supply of new stock in ethnic languages as the new stock purchased by the council for the community managed libraries is usually bestsellers with supplementary stock being provided from donations which could impact on quality
See mitigations actions listed in the age category and the additional actions detailed below
- Access to foreign language stock will be available from Council managed libraries and from the Home Library Service .Additionally the community managed model if adopted would enable customers whose nearest library is a Community Library to access stock through the reservation system including stock from the 16 libraries within the LLC network
- The Community Management Support Team to provide stock awareness training to volunteers to ensure quality is maintained
- Any concerns over the ability of volunteers running community libraries to effectively serve customers from all ethnic background could be addressed by providing training similar to that provided to Bromley libraries staff.

	Adverse Impacts-Religion and Belief
	Refer to the adverse impacts identified in the age category. If the community management proposal is implemented and volunteers are delivering the library service rather than paid Bromley staff, there are concerns that volunteers will not have the same standards of diversity training in order to offer the same standards of customer care to customers of all faiths and beliefs as the Council managed libraries.
	See mitigation actions listed in the age category and the additional actions detailed below
	    • Any concerns over the ability of volunteers to deliver community library services effectively to customers of all faiths to be addressed by the proposed Community management support team who will provide training and support
	
	Adverse Impacts-Sexual Orientation
	Sexual orientation-As detailed above in other categories, if volunteers are used instead of council library staff then there may be concerns that the volunteers do not have the same standard of diversity training to be able to offer the same level pf service to LGBT customers as the council managed libraries
	See mitigating actions listed above under the age category
	    • Any concerns over the ability of volunteers to deliver community library services and effectively serve LGBT customers could be addressed by training and support to be provided and organised by the Community Management Support Team.
	
	 The common themes which apply across each option have been analysed for the impact on each equality group, and the adverse actions mitigated so that the impact of the proposed policy on the 9 equalities groups is very low

2f	**Monitoring – give details of any monitoring being carried out on existing functions**.
	The following monitoring has been carried out on our existing library service and policies
	    • Library Statistics- A wide range of statistics including Issues and Visitor figures. People's Network usage figures are following statistics are collected , monitored and reviewed
	    • Transaction data and management information from the Library Service
	    • User feedback, satisfaction surveys carried out every three years most recently in 2012 and 2013 with adults and children
	    • Performance data compiled by the Chartered Institute of Public Finance and Accountancy(CIPFA) and are benchmarked against comparable local authorities
	    • Extensive independent public consultation carried out in 2012 and in 2014 to assess the impact of the closure of the Mobile Library and the level of inconvenience caused by the slight reduction in Library opening hours.

2f (i)	If this is a new function, or not currently monitored, are you planning to monitor the impact of the function		
	☒ yes	☐ no	☐ Don't know
	If yes **add details to action plan-See updated action plan** If no please explain why it is not considered appropriate to do so. **n/a**		

2g	**Consultation** – If you have not carried out consultation, or if you need to carry out further consultation who will you be consulting with and by what methods? Following the publication of the Library Service Strategy report, members have now agreed the strategic approach set out in the report. It is essential now to engage with those who live, study and work in Bromley regarding the future of the Library Service. A two month consultation and engagement programme commenced on Monday 1st December. Running until 2nd February 2015, the consultation will allow everyone in the borough whether they use the library service or not to contribute and make their views on the proposal known. Particular efforts will be made to consult and engage with the equality groups. A series of focus groups will be held in each of the community libraries to ensure

these communities are represented in the consultation. Additionally a Council wide on-line consultation 'our budget your views' was recently conducted which enabled residents to voice their opinions on their priorities for council spending .Library users would have been able to express their preferences for service priorities

Previous Library consultation has been undertaken in a traditional format and has relied on a pre-determined sample size at individual libraries and exit questionnaires conducted by an independent organisation. In order to capture the views of as many people as possible, as a significant proportion of library users have acknowledged that they have access to a computer at home (75% in a 2014 survey) it is felt that an electronic consultation process would be more suited in this instance. The survey is currently being advertised online on the Council's website and the Library Arena website. Posters and leaflets have been distributed at libraries and council offices to encourage maximum participation .Paper copies of the questionnaire are also available from libraries for those unable to complete online. Help from library staff is available to anyone needing assistance completing the survey

The consultation process also includes staff consultation. A staff consultation document was prepared and circulated to staff in December 2014. Staff will be given the opportunity to discuss this further at a number of staff meeting planned for January 2015. In line with the Council's procedure for managing change in the workplace, a copy of the proposal has also been sent to trade unions, staff side secretary and departmental representatives as part of the process. And a meeting arranged with them in February . Further consultation with staff will take place at appropriate times throughout this process. Staff are invited to submit written responses to the consultation document by 31 January 2015.

The outcome of the consultation along with all comments received will be reported back to a future PDS committee in March 2015. Following on from this, if Members do then agree to the recommendation to seek to establish Community Managed Libraries and to market test the remaining library offer, library staff and their representatives will be engaged and consulted as early as practicable and throughout the process of consultation with all the relevant stakeholders. An additional EIA will be carried out following the results of the consultation and before implementation of any changes to the Library Service

See updated action plan

2h	**Evidence** – *what further evidence do you have about considerations with regard to equality issues that you have made concerning this function ?e.g. audit reports, minutes from meetings or survey results* In order to assess the impact of this proposal with regard to equality issues, Bromley have gathered evidence from a variety of different sources including which inform this document • Census 2011 data • Library Statistics from the Library Management System • CIPFA Public Library User Survey (PLUS)2012 • CIPFA Children's Public Library User Survey (PLUS)2013 • Bromley Libraries Consultation Report 2012 • Bromley Libraries Consultation Report 2014 • Options Appraisal-Future Delivery of Library Services-Bromley Community Libraries tier-Draft Sep 2014 • Draft Library Strategy report-Nov 2014 **Use of Bromley Libraries** In 2013/14 Bromley libraries recorded • 1,404,601 issues of Library items • 1,833,514 visitors to Bromley Libraries • 66,890 active Library members Comparison of these statistics with the previous year shows that physical visits have

declined by 4.2% over the past 12 months . Issues have decreased overall by 7.3% and new members have fallen by 5.1%. See tables 1 2 and 3 below

Active borrowers-.Bromley Libraries have 66,890 active users who have borrowed an item or used the Library, or People's Network computers over the past twelve months.. This represents 21.6% of the population of the borough. Of these 66,890 members a total of 9,121 equating to 13.63%of all active members were registered at one of the Community Libraries subject to the proposed change. A breakdown is detailed below

- 808 were registered at Burnt Ash Library (1.20%)
- 1,664 were registered at Hayes Library   (2.48%)
- 1,407 were registered at Mottingham Library ((2.10%)
- 1,263 were registered at Shortlands Library (1.88%)
- 2,154 were registered at Southborough Library (3.22%)
- 1,825 were registered at St Pauls Cray Library(2.73%)

The remaining 86.37% of active members were registered at one of the eight library which the proposal recommends as being the core Council Managed Library Service

New Members-The number of new members to Bromley Libraries fell overall by -4.9% in 2014. The community Libraries were amongst those showing the greatest decline in new members, as the table below indicates, however two of the community libraries Hayes and Southborough reported an increase in new members

Table 1-New Members			
	2013	2014	
Burnt Ash	179	169	-5.6%
Hayes	263	302	14.8%
Mottingham	396	333	-15.9%
Shortlands	210	204	-2.9%
Southborough	518	573	10.6%
SPC	511	447	-12.5%

Table 2-Visits			
	2012-13	2013-14	% diff
Anerley	54,107	54,095	0.0%
Beckenham	177,477	165,241	-6.9%
Biggin Hill	247,462	222,528	-10.1%
Burnt Ash	**28,221**	**28,332**	**0.4%**
Central	475,447	468,096	-1.5%
Chislehurst	88,440	84,450	-4.5%
Hayes	**33,236**	**31,650**	**-4.8%**
Mobile Library	20,561	16,566	-19.4%
Mottingham	**41,870**	**41,752**	**-0.3%**
Orpington	319,180	308,966	-3.2%
Penge	81,902	80,989	-1.1%
Petts Wood	102,727	103,309	0.6%
Shortlands	**34,706**	**32,971**	**-5.0%**
Southborough	**33,662**	**31,454**	**-6.6%**
St Pauls Cray	**44,121**	**41,089**	**-6.9%**
West Wickham	130,344	122,026	-6.4%
Total	**1,913,463**	**1,833,514**	**-4.2%**

With the exception of Burnt Ash where a slight increase of 0.4% in visits was recorded. Visits to the other 5 community libraries fell, with the biggest decline in visits at this tier being at St Pauls Cray with a 6.9% reduction in visits followed by Southborough with a 6.6% reduction

Library Issues

Table 3 below shows a comparison in issues from the previous year and the decline in issues at all libraries with the exception of Burnt Ash which has a 0.1 increase equating to 20 issues

Table 3-Issues			
	2012-13	2013-14	
Anerley	29,492	28,467	-3.5%
Beckenham	233,254	195,764	6.1%
Biggin Hill	73,311	66,226	-9.7%
Burnt Ash	17,928	17,948	0.1%
Central	353,046	300,874	-14.8%
Chislehurst	91,673	84,754	-7.5%
Hayes	33,929	30,343	-10.6%
Mobile	22,046	19,388	-12.1%
Mottingham	28,788	26,325	-8.6%
Orpington	233,988	203,514	-13.0%
Penge	33,187	29,874	-10.0%
Petts Wood	102,598	94,400	-8.0%
Shortlands	41,196	35,804	-13.1%
Southborough	54,583	53,976	-1.1%
St Paul's Cray	29,149	28,302	-2.9%
West Wickham	118,671	108,387	-8.7%
Sub-Total	**1,496,839**	**1,324,346**	**-11.5%**

66% of the respondents of the CIPFA PLUS Survey referred to in this document have been using Bromley libraries for more than 3 years. A further 18% have been using libraries for between 1 and 3 years with 12% using libraries for less than 1 year. For 4% of respondents this was their first visit. With the exception of St Pauls Cray Library where 63% had used the library for more than 3 years, the remaining 5 community libraries all exceeded the average. 72% of Mottingham users had used the library for more than 3 years.9% of St Pauls Cray users were making their first visit to the library followed closely by 7% at Southborough Library

2i	**Publishing** – if the equality impact assessment forms part of an overall review then the results should be published as part of any report that goes forward to Elected Members. If not the findings of the impact assessment should be published on our Council's web site. Add details to action plan **See updated action plan**
2j	Training and development - please list any staff training issues that have arisen as a result of conducting the impact assessment-**Add details to action plan** **See updated action plan**

Stage 3 - GENERIC EQUALITY IMPACT ASSESSMENT ACTION PLAN please list actions that you plan to take as a result of this assessment, continuing on a separate sheet if necessary. If appropriate these actions should be added to any business/service plan for the function.

Issue	Action to be undertaken	Desired outcome	Action owner	Target date
Consultation The report and EIA recognised the need to ensure that those likely to be affected by the proposed changes have the opportunity to express any concerns and opinions they may have.	Undertake independent consultation with Library Users and Bromley Residents in the following ways • Online survey • Completing survey at a library • Focus Groups After the survey conduct analysis of consultation data. Formal staff consultation to be conducted for staff and their elected representatives. Staff meetings to be held Written responses to the consultation document were also invited	Publication and analysis of results of Consultation including survey, focus groups, staff meetings and written staff responses to inform and support R and R PDS committee	John Gledhill/Tim Woolgar Paula Young/ Judy Barratt- JB Market Research	Dec 1st 2014-March 2015
Communication The EIA highlighted the need to ensure the public are fully aware of the consultation and also the proposed service change and its implications	Arrange an effective marketing campaign to raise awareness of the changes and consultation including • Posters • Leaflets • Public notices • Publication on Council website	To ensure that as many Bromley residents and Library users as possible are aware of the consultation so they can fully participate	Jenny Gordon/ John Gledhill/Tim Woolgar/ Paula Young	Dec 1st-March 2015
Needs Assessment Establish whether a Needs Assessment is needed following the completion of this EIA	Research and conduct a full Needs Assessment in order to assess the impact of the implementation of the	Completion of a full Needs Assessment of the current proposals and their impact on the equalities groups.	Paula Young	Jan 2015

	proposed changes to the current Library service and how these will affect all residents with, particular regard and focus on those included in the 9 equalities groups.	Subsequent publication of the EIA for full consideration by the Equalities groups and the public to ensure their needs have been given due regard and consideration.		
Training and development The EIA highlighted some training concerns regarding volunteers working with several equalities groups	To evaluate and assess the skills and training needs required by library volunteers needed to deliver the same levels of service to The Equalities groups including the following characteristics • Disability • Race • Religion and belief • LGBT	To provide ongoing support and training for volunteers to ensure that they have the same levels of awareness as council staff in order to deliver library services to the equalities groups and the community .	Community Libraries Support Team	If the Community Management option for these Libraries is implemented
Monitoring	To record and monitor statistics for Community Managed Libraries as part of the libraries statutory provision for inclusion in annual Library statistics and returns.	To ensure that a full range of statistics are collected and are monitored carefully as a quality control measure and form part of any SLA with any community partners	Community Libraries Support team/ Paula Young	If the Community Management option for these libraries is implemented
Publishing	Arrange for this EIA to be included in any report that goes forward to Elected Members or be published on the Council's website	To ensure that • The EIA is published on the Council's website • The EIA is included in Members reports	Paula Young	January 2015

Signed: Paula Young
Date: Jan 8th 2015