

**TELFORD & WREKIN COUNCIL**  
**CABINET 15<sup>th</sup> September 2016**  
**APPENDIX B**

## **1 Executive Summary**

### **1.1 Introduction**

Telford & Wrekin Council must make cuts of £30million from its budget over the next 2 years. As part of the Council budget consultation in January 2016 the public were asked about the proposed changes to the library service. It was proposed that the 9 libraries be reduced to 3, the mobile library service would stop and there would be a reduction in the budget for replacement books, all of which would save the Council £548,220. During this initial consultation we asked people if they would like to be kept up to date with our proposals and if they would like to be involved in further consultation on library services planned for the summer.

In total we received 928 separate comments (some comments mentioned more than one library). The number of comments per library as follows:

<b>Comment by library</b>	<b>Total</b>
Newport	327
General	323
Madeley	126
Mobile	104
No specific library mentioned	78
Hadley Learning Community	25
Stirchley	24
Donnington	22
Dawley	21
Southwater	11
Wellington	11
Oakengates	3
South Telford	2

All comments were themed as follows:

- Borrowing for pleasure
- Community resource
- Community, volunteers and partners
- Education, skills and jobs
- First Point
- Funding
- IT
- Location
- Older/vulnerable people
- Staffing issues
- Transport
- Usage
- Other

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

Local people asked us to look for a way to keep all 9 libraries running. Having listened to feedback, the Council agreed to continue to directly run Madeley, Newport, Oakengates, Southwater and Wellington libraries and reduce the saving libraries needed to make to £483,220.

The Council have also been approached by a number of Town and Parish Councils and Hadley Learning Community School who have offered to run the remaining 4 community libraries to keep them open to the public. The proposal is that Dawley Library to be run by Great Dawley Town Council, Donnington Library to run by Donnington & Muxton Parish Council, Stirchley Library to be run by Stirchely and Brookside Parish Council and Hadley Library to be run by Hadley Learning Community (HLC) with financial support from Hadley and Leegomery Parish Council and in doing so keep these libraries open to the public.

However, to make the savings it is still necessary to:

- Reduce the staffed opening hours of Council run libraries
- Stop providing a mobile library service
- Reduce staffing and the number of activities in libraries
- Reduce the budget for stock (books, newspapers and magazines)

As we refined the specific library service savings there was a need for a different kind of timely targeted consultation with residents, service users and stakeholders. During June and July 2016 we carried out an 8 week consultation to help us understand the impact that the proposed changes can have and possible ways to mitigate any negative impact for our residents. We wanted to find out public views to help the Council continue to offer the best possible service within the budget.

The consultation questions focussed on how people can continue to use and enjoy library services across the Borough. It aimed to identify any support needed for difficulties people think there may be in accessing library services in the plans we have outlined.

Our consultation and communication plan included the following:

- An online video highlighting the proposed changes to library services.
- A static display about the changes and the consultation in each of the 9 libraries.
- An online library survey on the budget section of the Council website – [www.telford.gov.uk/budget](http://www.telford.gov.uk/budget). This survey was widely promoted throughout the consultation.
- A survey of the Community Panel.
- Paper copies of the survey in libraries.
- Information out to people who signed up to be further involved in the summer consultation and to those signed up to the Council's News for You.
- Information out to key stakeholders including organisations who use the libraries including schools.
- Information to residential homes and nurseries that use the mobile library service.
- Information to the Department of Culture, Media and Sport (DCMS) and the Arts Council.
- Signposting opportunities for people to get involved and give their views on the library consultation including Facebook and Twitter.
- Postcards signposting the consultation.
- Press releases and a radio interview with a senior library manager.

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

Cabinet Members, the Senior Management Team, Library Services Managers and representatives from relevant Town and Parish Councils delivered a number of consultation road show events. One held at each of the 9 libraries.

Road show Event	Approximate number of people contacted
Madeley Library	9
Oakengates Library	5
Wellington Library	17
Southwater Library	9
Donnington Library	2
Stirchley Library	9
Hadley Learning Community Library	1
Newport Library	20
Dawley Library	3
<b>Total (approximate) number in attendance at the road show events</b>	<b>75</b>

Communication activity to raise awareness of the budget and encourage people to get involved in the budget consultation includes the following:

Methods	Communication reach
Total reach for Facebook and Twitter	31,714
Advocacy (similar to likes and re-tweets)	126
Unique page views (individuals viewing pages) of clicks on the link to our budget web pages	542
Total number of page views (total number of views including repeat views). This excludes views of number of web forms.	690
Email to people signed up through News for You	Sent 51,990 Opened 15,485
Number of press releases	2
Number of radio interviews	2
Library video views	563

## 1.2 Community Engagement and Communication

### 1.2.1 Consultation Responses

The breakdown of how people responded to the consultation is as follows:

Method	n
Library Survey - Completed online	347
Library Survey – Completed on paper	251
Library Survey – Completed online by a Community Panel member	99
Library Survey – Completed on paper by a Community Panel member	278

## 2 Consultation Findings

### 2.1 Survey Results – Madeley Library

Please tell us on average how often you have visited Madeley Library in the last 12 months?

	Survey		Panel	
	%	n	%	n
Once a week or more	26.47	27	10.53	4
2-3 times a month	39.22	40	23.68	9
Few times a year	29.41	30	52.63	20
Once a year	4.90	5	13.16	5

Which of the following services do you use at Madeley Library?

	Survey		Panel	
	%	n	%	n
Borrow books	79.41	81	65.79	25
Use the computer	43.14	44	28.95	11
Take part in an activity	14.71	15	0.00	0
As a quiet space	21.57	22	13.16	5
Use the reference books	35.29	36	50.00	19
Use Another Council service e.g. apply for a bus pass	13.73	14	18.42	7
Meet with a voluntary organisation such as the Citizens Advice Bureau	8.82	9	10.53	4
Other	8.82	9	2.63	1

Note: the % calculations in this table are the number of people indicating that they use each service as a proportion of those who indicated that they use the library at least once in the last 12 months

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

Other:

- As a space where I can meet others who like to read also without being stigmatised
- Audio books
- Bookclub
- Collect materials as a volunteer for shared reading projects.
- Home library service
- I am a HLS Volunteer
- Job Search
- Meet weekly with a local community group
- Working, relaxing, magazines

If these new opening hours were put in place, would you be able to continue to use Madeley Library?

	Survey		Panel	
	%	n	%	n
Yes	76.53	75	92.11	35
No	13.27	13	2.63	1
Don't know	10.20	10	5.26	2

If no, please explain why not

- Because of the hours and work. Would prefer to keep the 6pm close (need)
- Bounce and Rhyme - Friday am closed. Saturday club - Saturday pm closed
- I can only go on Saturday afternoon
- I work at Priorslee from 8am to 5pm, the library would only be open for half a day per week for me.
- Mostly use the library on a Friday
- My working hours
- SATURDAY afternoon is the most convenient time for me to use the library.
- We need the library in mornings from 9am till 11am. It is already difficult as it doesn't open early enough
- Work in south Telford need quiet space will another premises

If the new proposed opening hours at Madeley Library are not convenient for you, would you be able to travel to use another library instead?

	Survey		Panel	
	%	n	%	n
Yes	54.76	46	75.00	27
No	35.71	30	13.89	5
Don't know	9.52	8	11.11	4

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

Madeley Town Council has expressed their interest in potentially moving the library in the future to the Anstice Memorial Hall. Please tell us below if you have any comments on this proposal.

- A brilliant idea
- A good idea
- A good idea as the Anstice is a part of Madeley's history and should be used by the people. Just spent all that money building a new library, what was point if moving it and what will happen with all that space?
- A survey of those who currently use the service would be a good idea, to find out things like; changes to opening hours, possible relocation, possible charges for some or all of what is available and any discount which might be available, plus space for any suggestions/ recommendations/ ideas for people to include on the survey, then additionally a space for any relevant comments.
- Any Library provision within the Anstice would need to be fit for the purpose of delivering an attractive and modern library service - not poked away in a corner, with full disabled access and the at least the same level of services currently offered at Madeley Library
- As long as there is a library in Madeley, I don't mind where it is situated.
- At present the library is in one room, ? purpose built. If the Anstice is used the ground floor consists of several smaller areas therefore more difficult for staff to see what is going on. It will also need extensive updating etc.
- Could be good.
- Disabled access compromised
- Don't get rid of libraries
- Don't know what it is
- Every library closing at 5pm
- Fine if a library environment is available for the materials being kept there. Must have disabled access or a First Point service, place qualified library development staff
- Given the budget pressures that the Council is facing I think that anything that retains the Library Service in Madeley is a good thing and it's co-location with the Town Council can only bring additional benefits for customers, the Town Council and Telford & Wrekin Council
- Good idea, but a lot of money was spent upgrading the present library. This means the Telford & Wrekin Council have wasted money
- Good idea.
- Great idea. One less building to pay to keep running.
- I believe this is a good use for the Anstice. I would be concerned what the old library space would be used for.
- I feel the current accommodation for the library is excellent. The Anstice is a good location but the library accommodation would be much smaller.
- I know that the current building is usually physically comfortable, especially in terms of the thermal environment. I have found some other libraries too cold, for example. So, my feelings about a relocation would depend on the physical environment.
- I like the library as it is, and you spent all the money refurbishing it last year, why move?
  
- I only hope that Madeley Town Council has fully investigated the financial cost of taking on the Anstice with regards mobility access etc maintenance, health and safety, insurance and any legal implications of having mostly volunteers manning the building

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

I think it is a good idea and good use of the Anstice Hall as long as it can also be used for other things and not just become a library. The council would have to still support the library. What would happen to the library building though? As long as a different use could be found for it and for it not to lie empty and become derelict and an eyesore and an attraction for some people.

- I think it would be a good idea. Multi use of Anstice only one building to upkeep. Possibly need for less staff when self-service is used.
- I think it'd be nice for the Library to be in the Anstice Memorial Hall but hope that moving it there wouldn't mean it would become a 'community library' staffed by Madeley Town Council. I think it's important to keep the library staffed by Telford and Wrekin council employees.
- I think it's an extremely good idea provided services do not reduce further
- I think that is a excellent idea provided the stock doesn't reduce
- I think there is potential for greater use as current library is a bit tucked away. I also think it could increase use if people are in Anstice for other activities and services, there could be potential for people to combine reasons for going in.
- I think this is a good idea as it will allow continued use of the hall.
- I think this is a good idea: 1) because it will save the Council £43,000 per year. 2) it will promote the use of the Anstice Memorial Hall within the local community
- I think this is a good proposal, however I'd want to know what the old library space would be used for
- I think this is an excellent idea
- I think this would be a good idea and would make use of what I presume is a listed building which is pretty scruffy and might make people visit the library because they happen to be in the building. It would be good if there were a cafe too-people read and talk more if there is a cafe!
- I would be happy with that idea if it means longer opening hours.
- I would have no objection to this proposal
- I would like to see the Anstice Memorial Hall used by the community and properly maintained providing the space available could be adapted effectively for use as a library and made fully accessible, I would support this move
- If it means the library can be open for longer hours that will be good.
- If it saves cost - no problem
- If the result is a continuation of services provided and even some extension that would be a good thing. If this was then part of a joint venture one would hope funding costs would be spread and therefore some 'savings' made which then would reduce the need for future cuts. It would also be hoped that it would provide a ground floor location which would help ease access for some and so lead to greater use.
- It depends on what the spaces in the Anstice are to be used for. It could easily be converted into social space and maybe offered as a rental space for community based businesses. Although the library premises could possibly be rented as office space to business. The Anstice would make an excellent party venue for weddings etc. although parking would need to be agreed by Tesco
- It makes sense especially if money is saved. What happens to the existing Library though?
- It would be good to move the library so that people can get to it easy

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

- it would be ok but I'm disabled and need easy access to the library as my kids use it all the time and I use it for blue badge and other things as I know a lot of other people do
- Location would be equally convenient ... Access allowing. Would be worried at service being eroded if taken over by town council and volunteers. Also, the fewer hours open, the better it is hidden, then the fewer people will visit and downward spiral.  
Madeley Library is a lovely library however the building doesn't appear to be held in the same affection as the Anstice, and having seen the love and dedication the residents have for the Anstice I think the library would benefit from being located there and that the community may feel more ownership of it than they currently do.
- Might as well make some further use of the white elephant to try and justify this total waste of money.
- My fear for this move is that the library will be reduced in size and capacity. The current building is bright and has accessibility to everyone, relocating means the likelihood of the library will be reduced and the service therefore smaller which impact hugely on the community.
- My preference would be to keep the existing library building, but if it is to be sold off, relocating in the Anstice could work. But it must be a well designed and energy efficient solution
- No, as long as stock/facilities/services are not reduced
- None at all think the library would working well in the Anstice building
- Not without getting several buses which is a huge cost
- Prefer to stay in existing location. Very expensive to convert the Anstice
- Provided that Saturday and one evening per week are retained the new building is so close to the old that it is no different to travel to.
- Shame that a relatively new building is wasted. But Anstice is well known and favourable
- Some people might be only able to access Madeley Library on Saturdays
- Sounds like a good idea. That way more use will be made of the Anstice and get more people to go in there
- Such a shame should it move as it's a lovely library.
- Surely that would incur an enormous cost. What would be the point when the existing library is more than adequate. I think Madeley would benefit and would be a viable enterprise to have a shoe shop and a haberdashery. The stallholders in Wellington Market may be interested if the rent was reasonable. Could be used on the days the library was closed, or when open. More space would be available due to the reduction of books.
- That idea seems to make sense in the longer term especially if such a move would be economical for Council's budget. It would also facilitate Anstice Memorial Hall becoming a real community used centre so it makes sense in that respect also. Could volunteers be drafted into libraries to assist with some tasks - maybe people like myself ex Council professional employees now partially retired and no longer a Council employee (I worked for Shropshire CC before unitary authority)
- The Anstice Hall is a bit out of date. If it was the same as Southwater Library then it would be a good idea. The Madeley Library is quite updated, it should stay where it is
- Too far to come to when you cannot get to from your home
  
- TRAVELLING TO USE ANOTHER LIBRARY OTHER THAN MADELEY WILL BE A POOR ALTERNATIVE AS THE OTHER WILL EVEN MORE RESTRICTED SERVICES ANSTICE

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

WOULD BE A POOR ALTERNATIVE AS I CANNOT HELP BUT BELIEVE IT WOULD JUST BE A DOWN GRADING FOR MADELEY, BUT BY THE BACK DOOR, EVEN IF IT MIGHT ALLOW ANSTICE TO PICK UP FUNDING

- Using the shared space would seem to be a sensible approach and would, I presume, save the council money.
- Very good idea
- Why? The Anstice Hall is an aging 19th century building constantly needing repair and expensive upkeep, which the existing library is a modern purpose built structure, only very recently improved and up-dated.
- Would be very expensive for me and others who are in receipt of benefits to travel out of the local area to other libraries to us PC for job search etc. Madeley library is very close to the Job Centre extremely convenient for job seekers!!!
- Would have to use a bus. No direct link/bus route other than town then too far to walk with children plus cost of bus fare
- Would not make any difference to us moving the library

## 2.2 Survey Results – Newport Library

Please tell us on average how often you have visited Newport Library in the last 12 months?

	Survey		Panel	
	%	n	%	n
Once a week or more	32.42	71	8.47	5
2-3 times a month	39.73	87	27.12	16
Few times a year	26.03	57	50.85	30
Once a year	1.83	4	13.56	8

Which of the following services do you use at Newport Library?

	Survey		Panel	
	%	n	%	n
Borrow books	89.50	196	61.02	36
Use the computer	26.48	58	20.34	12
Take part in an activity	19.18	42	5.08	3
As a quiet space	22.37	49	23.73	14
Use the reference books	49.32	108	59.32	35
Use Another Council service e.g. apply for a bus pass	21.00	46	27.12	16
Meet with a voluntary organisation such as the Citizens Advice Bureau	4.57	10	16.95	10
Other	10.96	24	11.86	7

Note: the % calculations in this table are the number of people indicating that they use each service as a proportion of those who indicated that they use the library at least once in the last 12 months

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

Other:

- Attend meetings
- Bounce and rhyme
- Browsing; meet with U3A Book Share
- Collection point for WBN
- Computer course
- Consult Which? Magazines
- Council surgeries.
- For School Homework
- Get my blue badge
- I use the microfilm for research
- Information leaflets
- IT Volunteer
- Local info from the libraries e.g. map of area. Local activities/events. The library is part of the charm of Newport
- Look at local events notices
- Pay council bills
- Photocopier
- Pick up information leaflets
- Read the Newport Advertiser.
- Reserve books, use the photocopier and check bus information
- To ask them to publicise the meetings held by Shropshire Wildlife Trust Newport Branch
- Training session (poetry)
- Use the copying machine
- Utilise the records of the Newport Advertiser on the microfilm reader
- Meet Councillors
- Blue badge renewal
- Looked for book - not available
- Look for what's on. Look at posters. Look for groups
- Take grandchildren to pick books while they are staying with us
- Photocopy of recipes from books
- Borrow CDs, DVDs, pick up leaflets

If these new opening hours were put in place, would you be able to continue to use Newport Library?

	Survey		Panel	
	%	n	%	n
Yes	84.30	188	93.22	55
No	6.73	15	3.39	2
Don't know	8.97	20	3.39	2

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

If no, please explain why not

- Because I am busy on Tuesdays and Wednesday and usually Saturday and I don't want to come on Friday when I get home from School.
- Clash with after school clubs
- I could normally attend on a Monday during the day or straight from school with my children on a Monday or Friday but it will now be closed, I would normally bring my children on a Saturday afternoon (They attend clubs in the morning)
- I go on Monday to start the week
- I have a Monday off work and take my 2 daughters to the library this day I won't be able to use the library if it shuts on a Monday
- normally visit the library on a Saturday afternoon
- Not convenient with work hours
- Not enough time to collect the children from school and clashes with after school clubs
- only able to visit the library on Saturday afternoon
- School Times and Sports Saturday morning
- Work and family commitments
- Work commitments
- Working
- Never use it
- I don't go to Newport library at all
- I work
- Don't use
- Too far away
- Too far
- I live in Wellington
- Usually only visit Newport on a Friday afternoon after work, would not get there before close
- IT
- Usually use Monday or Saturday afternoons
- Do not use this library
- Not local to me - never entered the building
- Not convenient for me

If the new proposed opening hours at Newport Library are not convenient for you, would you be able to travel to use another library instead?

	Survey		Panel	
	%	n	%	n
Yes	33.88	62	54.00	27
No	56.28	103	30.00	15
Don't know	9.84	18	16.00	8

## 2.3 Survey Results – Oakengates Library

Please tell us on average how often you have visited Oakengates Library in the last 12 months?

	Survey		Panel	
	%	n	%	n
Once a week or more	12.99	10	6.52	3
2-3 times a month	31.17	24	15.22	7
Few times a year	46.75	36	65.22	30
Once a year	9.09	7	13.14	6

Which of the following services do you use at Oakengates Library?

	Survey		Panel	
	%	n	%	n
Borrow books	79.22	61	56.52	26
Use the computer	23.38	18	17.39	8
Take part in an activity	12.99	10	15.22	7
As a quiet space	25.97	20	28.26	13
Use the reference books	28.57	22	41.30	19
Use Another Council service e.g. apply for a bus pass	3.90	3	6.52	3
Meet with a voluntary organisation such as the Citizens Advice Bureau	3.90	3	10.87	5
Other	5.19	4	8.70	4

Note: the % calculations in this table are the number of people indicating that they use each service as a proportion of those who indicated that they use the library at least once in the last 12 months

Other:

- Leaflets and local information
- Browse books
- Kreative Kids
- Pick up theatre literature

If these new opening hours were put in place, would you be able to continue to use Oakengates Library?

	Survey		Panel	
	%	n	%	n
Yes	74.03	57	86.96	40
No	18.18	14	6.52	3
Don't know	7.79	6	6.52	3

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If no, please explain why not

- As someone who works it is difficult enough to get to the library with the current hours so I rely on Saturday opening. The self service machines often don't work
- Because the library is closed on a Saturday which would be a shame because it is one of the days that I can only go to the library due to school.
- Closed Saturdays and restricted on other days
- Doesn't fit in with my working hours
- I can currently only visit on Saturdays
- I go to the library on a Saturday
- Need a quiet space
- No Saturday opening, therefore full-time workers are locked out of the service.
- Not open long enough
- opening times not suitable - no good to me if not open on a Saturday
- Saturday access is useful
- Studying for a degree alongside full time work means I only have Wednesday as a means to use the library, shorter opening hours would affect this.
- Use library to coincide with attendance at regular Tuesday activity
- Won't be open on the day that I'm in the town
- Working

If the new proposed opening hours at Oakengates Library are not convenient for you, would you be able to travel to use another library instead?

	Survey		Panel	
	%	n	%	n
Yes	67.69	44	79.07	34
No	15.38	10	13.95	6
Don't know	16.92	11	6.98	3

### 2.4 Survey Results – Southwater Library

Please tell us on average how often you have visited Southwater Library in the last 12 months?

	Survey		Panel	
	%	n	%	n
Once a week or more	23.08	42	4.40	4
2-3 times a month	28.75	52	18.68	17
Few times a year	46.70	85	67.03	61
Once a year	1.65	3	9.89	9

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Which of the following services do you use at Southwater Library?

	Survey		Panel	
	%	n	%	n
Borrow books	78.57	143	51.65	47
Use the computer	36.26	66	23.08	21
Take part in an activity	30.77	56	16.48	15
As a quiet space	37.91	69	42.86	39
Use the reference books	29.67	54	50.55	46
Use Another Council service e.g. apply for a bus pass	13.19	24	30.77	28
Meet with a voluntary organisation such as the Citizens Advice Bureau	8.24	15	18.68	17
Other	8.79	16	8.79	8

Note: the % calculations in this table are the number of people indicating that they use each service as a proportion of those who indicated that they use the library at least once in the last 12 months

Other:

- As a community history volunteer
- Bring a school group to use and borrow books
- Children's book area
- daughter attends reading hack
- Digital local history/developments of area
- I leave leaflets for Shropshire Historic Churches, open garden and Friends of Ironbridge Museum.
- Just to see what's on offer
- Meet friends, use the coffee shop, tourism info. Use Bounce & Rhymes for my baby
- Reading Hack
- To learn computer
- To use the changing place
- Training courses
- Use the digital for local history research
- Visit Costa
- Photocopying
- Browse books
- Enquire about retired living information
- Supported a service user
- Read paper
- Book tickets for Oakengates theatre
- Take grandchildren to summer reading challenges
- View Council proposal presentations

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If these new opening hours were put in place, would you be able to continue to use Southwater Library?

	Survey		Panel	
	%	n	%	n
Yes	83.87	156	92.31	84
No	8.60	16	4.40	4
Don't know	7.53	14	3.30	3

If no, please explain why not

- 5-6pm is very useful after work. Reduced hours 11am until 6 would be better
- As part of the reading hacks group, the library would need to stay open until at least till 6:00
- Because there are no other changing places in town so I won't be able to take my daughter to town or
- I go in after work
- I hate Southwater Library, the way the books are organised is chaotic in the extreme, too noisy!!
- I take my children to the library on Saturdays. We can't go during the week due to work.
- It used to use it as a meeting space on a Sunday afternoon but can no longer do so.
- Late night opening supports me.
- Most of the time I visit on a Sunday with the children
- No access outside of work hours
- Personal work hours do not finish until after 17:00
- Reading Hack continues after the library closes.
- Sundays are the easiest for me, please think again about Sunday
- The library would be shut when I finish work and on a Sunday when I often visit the centre.
- Used it mainly on a Sunday
- Think Sunday is a key day for those in work to access the service
- Not as convenient if you work with no late night provision maybe one night open till 6? Thursdays?
- I would usually visit on a Sunday

If the new proposed opening hours at Southwater Library are not convenient for you, would you be able to travel to use another library instead?

	Survey		Panel	
	%	n	%	n
Yes	68.39	106	88.61	70
No	20.65	32	6.33	5
Don't know	10.97	17	5.06	4

## 2.5 Survey Results – Wellington Library

Please tell us on average how often you have visited Wellington Library in the last 12 months?

	Survey		Panel	
	%	n	%	n
Once a week or more	38.12	69	14.04	16
2-3 times a month	29.28	53	27.19	31
Few times a year	32.04	58	50.88	58
Once a year	0.55	1	7.89	9

Which of the following services do you use at Wellington Library?

	Survey		Panel	
	%	n	%	n
Borrow books	85.64	155	61.40	70
Use the computer	40.88	74	24.56	28
Take part in an activity	23.76	43	17.54	20
As a quiet space	40.33	73	32.46	37
Use the reference books	42.54	77	42.11	48
Use Another Council service e.g. apply for a bus pass	18.78	34	26.32	30
Meet with a voluntary organisation such as the Citizens Advice Bureau	10.50	19	12.28	14
Other	11.60	21	9.65	11

Note: the % calculations in this table are the number of people indicating that they use each service as a proportion of those who indicated that they use the library at least once in the last 12 months

Other:

- As a community history volunteer
- Audio
- Children's area
- Community History Centre
- Community history volunteer
- Family history research and community history interest
- For blue badge
- Frequently use the Community History Library getting help from staff and volunteers.
- Go to a Wellington History group event
- I attend meetings re Wrekin Local studies forum. I leave leaflets re- Shropshire Historical Churches
- I use the facilities to teach Bridge to Wellington U3A
- Magazine and newspaper reading
- Meeting friends, use of coffee shop, use bounce & rhyme - want to use other activities for children

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

- Meeting of local group
- Read paper
- Read papers/leaflets and posters for local events and info
- Research local history using the film/fiche readers. Attend meetings
- Teach IT on a one-one basis
- To find out about local activities, meetings etc
- volunteering for community history and IT training
- Return books
- There was a course on diabetes care in one of the books
- For a coffee
- Photocopying etc
- To live/hear Wellington History group talks
- Renew blue badge
- Community history
- Just volunteered as IT helper
- History Group Meetings and Wellington Civic Society Meetings
- Children's library

If these new opening hours were put in place, would you be able to continue to use Wellington Library?

	Survey		Panel	
	%	n	%	n
Yes	82.97	151	99.12	113
No	7.14	13	0	0
Don't know	9.89	18	0.88	1

If no, please explain why not

- Access the library when taking daughter to swimming so opening later is better than morning.
- Came on a Sunday unstaffed and a group of children being disruptive unsupervised
- Closed on a Wednesday - day I do not work
- Half a day Saturday would reduce the chance for children to change books etc if busy in the morning.
- Hours are too short, would be put off by the self service days, this shouldn't have any times cut!
- Living in Newport it would not be financially viable to visit wellington
- No outside of work hours - especially if work on Saturdays
- Saturday is a busy day and the library should be staffed all day.
- Sometimes you need information you have to ask
- We use the meeting room in the evening

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If the new proposed opening hours at Wellington Library are not convenient for you, would you be able to travel to use another library instead?

	Survey		Panel	
	%	n	%	n
Yes	57.33	86	75.53	71
No	26.00	39	18.09	17
Don't know	16.67	25	6.38	6

We are planning to move the Community History area and study space at Wellington Library from the lower ground floor to the ground floor. Please tell us below if you have any comments on this proposal:

- I would object if it meant less space for other facilities e.g. books. 2) I would object if it increased noise levels in the library. Like all other public libraries, Wellington is already far too noisy. I remember when libraries were quiet places.
- A lot of people use the study area downstairs so I think this would be a shame to lose
- Any study space should be in a quiet area if possible
- Anything that improves access for people with mobility problems would be welcome.
- As a volunteer - moving local history etc to a meeting room which is used regularly for other types of meetings would mean researchers and the public would be restricted
- As long as the Community History area remains I have no preference as to location but would have thought it was ideally sited at present.
- As long as the stock isn't heavily reduced, and that the community history centre service isn't affected, as this is an excellent service, with the microfilm and microfiche readers.
- As the service is being retained, the only impact is that it's making the service more accessible.
- Deal. The service provided by Wellington Library over the years has been excellent. I have lived here since Jan 1970
- Does this mean the space that it currently occupies will be taken away from the library service? It might be easier for those who are needing it for accessibility but this does not guarantee that the quiet will be there as other uses a more prominent on the ground floor. Again anger education in the space that the lib
- Doesn't make any sense moving it out of the Study quiet space it will be noisier and busier on the ground floor. I would like to see stricter enforcement of, more larger signs
- Don't go 2 library
- Easier access as I have disability and the lift doesn't have automatic door
- Fantastic move, more people will become aware of the Community History area and use it. It is the main reason I come to Wellington Library, although I do use the Local History section in Southwater Library.
- Fully support proposal, it makes them more viable and accessible
- Great idea
- Ground floor isn't quiet enough for study area too noisy. We need to keep lower ground floor as quiet silent area because people just use it as a meeting place to talk/chat
- I am concerned about the loss of quiet space and a greater range of non-fiction books at Wellington, which the lower ground floor was designed to accommodate. Not everyone researches via the Internet and these books are valuable to many students and all ages - my U3A Art Appreciation group makes good use of the art

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- I believe this means the WHOLE of the downstairs - fewer computers, lack of study space and quiet area, fewer books, less space for Community History section. Library could be 1/3 smaller. Awful.
- I cannot see a problem as long as it remains accessible and in Wellington
- I enjoy the downstairs quiet area as it is away from the general books and other customers and I can read in peace
- I have no comment to make I don't use the community history stuff
- I have no problem with this proposal. But I do not want the library opening/closing hours to change especially on Saturdays.
- I have now heard the proposed changes in much more detail and understand the thinking behind it and consequences for library users. A concern is loss of meeting rooms
- I oppose all reductions in staff hours or reduction or changes to the library service. I want full time library assistants running Wellington (and every other library) all the time.
- I prefer it where it is. It is a quieter area where serious study can be undertaken
- I really like Wellington Library and its existing space. The layout works really well allowing those who want to work in a quiet space on the lower floor therefore allowing children activities to take place nearer the entrance. If that is reduced you won't be able to achieve that.
- I regularly use it for my family history, the proposed closure time on a Saturday would make this impossible, whilst I can see the rationale behind the move I feel it would be better moving the section to Southwater in full this is a well used resource which needs to be protected
- I think it is a good idea. I would also, however, like to point out that if you close this library on Saturdays at 1pm you will affect the Wellington Arts Festival as they have a meet the author day on Oct 22nd 10 - 4pm which has been arranged and 14 authors line up who are going to be very disappointed
- I think it is wrong to move study space. It is very noisy when the children are shouting and running around
- I think it makes sense if there's a possibility of saving money on floor space perhaps. I can't say as I've noticed whether there's a lift to the lower ground floor: if there is then this is clearly a cost saving. As a fully able bodied person I have no real preference for location
- I think it would be a great shame to move the Community History area, it is well used and lovely. I also think it's a great shame to close Wellington on a Wednesday, this is when community history volunteers offer help to the public in the Community History zone, and the area is particularly well used at this time.
- I wonder how crowded the ground floor will become with this combination
- I would hope this would not affect the area where people are trying to study etc.
- I would love to attend
- if that is all that is going to change, and the rest of the lower ground floor is to remain as a library space, I am in agreement
- If this does go ahead I think the teenage area of the library would be the most viable and least disruptive area to have it.
- Improvement
- In other words, less space for books!

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- In the days of bright sunshine, this could save the council a considerable amount of money on lighting. The lower floor could be established for something where light was less essential.
- Is it a big enough room if it's busy. A family member is a volunteer for this
- It needs to maintain (and hopefully improve) the community history resources available at the moment. This should be an area for development.
- It's a good idea, most of the people using the facility are not young and the stairs can prove to be rather challenging. I am aware that a lift is available, but pride (and stubbornness) prevent its use by some of those people who would benefit from it.
- Live in Wellington. Work in Madeley. Both libraries closing early
- Make the whole library one floor and rent out the top floor to a different organisation
- May make it more cramped. Like the open space
- More accessible but would it be noisier
- No
- No comment
- No comment as I do not use this facility
- No opinion
- No thanks OK
- no.
- None
- Not a good idea for me. The fact that the upperground floor doesn't need to be quiet is perfect
- Not a good idea. Lower floor is more secluded for peaceful study. Ground floor needs to be monitored closely as can be a bit noisy at times
- Not sure why you want to do this? The current arrangement provides a comfortable, quiet area in which to read or study so I would prefer that it remains as is.
- Prefer how it's set up at the moment
- Please don't move the com history and family research to ground floor as its much noisier there sometimes very noisy.
- Study space needs to be quiet. Some people especially using computer main area can be quite talkative which makes it difficult to concentrate for other users
- Sunday opening here is ridiculous and unnecessary
- That won't effect me
- The CH area and study space are valuable parts of the library they should not be condensed into a smaller space.
- The community history area is an important resource and will need significant space
- The Community History area should stay where it is, it is a quite location, moving it to another location would make it less quiet and subject to more disruption. Also a waste of money, which could be used to staff the library fully.
- The exact location is not a problem, as long as the level of support for the Community History resources are not compromised in any way.
- The ground floor can be quite noisy at times meaning the study area would be disturbed
- The ground floor is already full - this will make it cramped
- The impact of this proposed move will be to reduce the overall size of the library. The ground floor, as is now, will have to be reduced to accommodate the history area and study space. this is not plainly explained in the document.

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- The library space works very well as it is, and to change it would probably be a waste of money
- The students and others who need somewhere to study will lose a nice quiet place.
- The study area should not be moved! I hear this move is to make offices! For the town council who already have offices! This is a silly move, there is no mention of the reason you are moving this area! This was designed as a nice space for our local community and you are turning it into offices! It's a total joke! This
- There have been serious incidents of anti-social behaviour in the Library when library staff are not present. For example a clearly disabled customer was prevented from using the lift due to people riding the lift in chairs as a "game". Vulnerable people could be discouraged from using the library if it was unstaffed
- There needs to be a display in the library showing the current and proposed layout in plan form showing the lift, steps, etc. so that users can helpfully respond as the words do not indicate what else will move around or be lost to accommodate the proposal. This needs to indicate the various book theme, computer, t
- This will be fine if it does not impact excessively on the book display areas
- This would be a mistake. The study area needs to be a quiet space - it is bad enough now with mobile phones and visitors who think that it is a discussion area. Please partition off, sign and enforce restrictions
- This would be much more convenient for me as I am 88 years old and up and down stairs is not good.
- This would be ok as long as there is still a quieter place to study
- Too crowded already
- We currently use the meeting room for 4 evening meetings a year
- Wellington is Okay as it is because you can get variety of things no need to move
- What about the studying area for students and others
- Where will it be sited?
- Where would all the books go. Where would the quiet area go. Where would the history section go. How would this affect staff. Would this mean less computers. We need a space to use for IT training and FH without people getting annoyed with us talking. There is a need for this by the community and it gets me out. if n
- why do these need to be moved and what will happen to all the books, magazines etc on the lower ground floor
- Why move it - reason is? (withdrawal of this area for reference/research). It will be easier for older people low steps but will take up space. Focus on services
- Why would you move it ??
- Why? and where do you intend to put it? I see no vacant space
- Why? It seems the perfect location where it is. Less footfall less noise what a stupid idea but of course those who make these plans don't use the facility and clearly know better
- Why? There is already a disabled lift available to access this level as there is for the ground floor. The small room environment of the study/computer area allows interaction between users who are often able to assist others with local history research advice and easy access to local history resources.
- Why?? What's going to have to be moved for this move to take place?? or get rid of??
- Will it reduce book capacity
- Will not really affect me

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- Would it be practical to move computer usage to the Lower Ground Floor to provide enough shelf space for all lending on the one floor ?
- Would certainly help those with disabilities
- None
- Well the lower ground floor area still be used as part of the library after this
- Good idea
- That saves walking down 2 lots of stairs as I struggle a lot with stairs and walking
- Less accessible, I already find the walk from the car park hard
- Would have thought too many distractions are likely at ground floor level
- Could be more convenient, hope the children and young people still have plenty of room
- Not clear where this would be surely not the cafe/restaurant area
- Do it
- This is a good idea as it will improve access but this must remain a quiet space
- It is alright
- That's fine
- I would not have objections to this proposal
- Will come other section be lost - ground floor not so quiet
- If you do enlarge the area and study space and keep/enlarge the area used for public talks
- Sounds like a good idea
- I am disabled - no problem if I can get to it without too much problem. Knowing Wellington library as I do it is 'dead' on a Saturday afternoon. Why open at this time
- No problem
- A good idea
- OK by me
- OK
- Easy it easy to access for both people with walking problems and eye problems
- Assume the area for the community history will be close to where the self service machines will be
- I'm happy with this proposal
- I liked the area as it was but have no problem with it being moved if needed. If it is being moved for access reasons surely that is what the lift is for?
- I think it probably would be a good thing, it will be more visible to other users. Maybe they don't know it is there.
- This is a good idea. Ease of access for all.
- Agree that it is a good idea
- Agree - more accessible - more local
- Better
- I think it would make it more accessible
- Why?
- I fully support the move as the benefits of having the Town council offices accessed from Walker Street will be better for the Community.
- This would be an improvement.

## 2.6 Survey Results – Dawley Library

Please tell us on average how often you have visited Dawley Library in the last 12 months?

	Survey		Panel	
	%	n	%	n
Once a week or more	13.51	5	0.00	0
2-3 times a month	48.65	18	0.00	0
Few times a year	32.43	12	50.00	3
Once a year	5.41	2	50.00	3

Which of the following services do you use at Dawley Library?

	Survey		Panel	
	%	n	%	n
Borrow books	94.59	35	66.67	4
Use the computer	24.32	9	0.00	0
Take part in an activity	5.41	2	16.67	1
As a quiet space	18.92	7	33.33	2
Use the reference books	29.73	11	33.33	2
Meet with a voluntary organisation such as the Citizens Advice Bureau	2.70	1	0.00	0
Other	5.41	2	0.00	0

Note: the % calculations in this table are the number of people indicating that they use each service as a proportion of those who indicated that they use the library at least once in the last 12 months

Other:

- Collect dog waste bags

If these new opening hours were put in place, would you be able to continue to use Dawley Library?

	Survey		Panel	
	%	n	%	n
Yes	68.42	26	66.67	4
No	23.68	9	16.67	1
Don't know	7.89	3	16.67	1

If no, please explain why not

- Because I only visit Dawley on Friday afternoons as it is market day
- Closed outside normal working hours of 9-5
- I can only access the library with my children on a Saturday due to work
- I can only use it one afternoon a week.
- It will be impossible for people who work 9-5 or later to access this library
- May aswell just go to Southwater as I'd then be inclined to drive

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

- Use it mainly on a Saturday
- Work commitments Mon to Friday so can only use on a Saturday
- Working full time
- Think Dawley is a 'morning' place for shopping, visiting so Saturday mornings should be retained

In our budget consultation in January 2016, we told you we were going to consult organisations and groups to see if they could help local people to continue to use and enjoy library services. In order to keep a library open Great Dawley Town Council have said they would run a community library for Dawley at Dawley House.

How strongly do you agree or disagree with Dawley Town Council's proposal?

	Survey		Panel	
	%	n	%	n
Strongly agree	28.57	10	33.33	2
Agree	22.86	8	16.67	1
Neither agree or disagree	11.43	4	16.67	1
Disagree	11.43	4	16.67	1
Strongly disagree	20.00	7	16.67	1
Don't know	5.71	2	0	0

Please tell us below if you have any comments on this proposal:

- As the proposal retains, and increases, the library offer in Dawley, as well as moving it to a more accessible location, can only be a good thing.
- Concerned that there is little opportunity for children to use the library during term time.
- Cut the hours if needed, but its handy for me because I can get to it
- Dawley House is in a part of the town that I rarely frequent. I strongly doubt I will be making a special trip to use given that the new opening times are so limited. It's a great shame that the existing facilities can't continue to be used and particularly concerning that it will be shut the afternoon of market day. It does seem that local councils see propping up a failing drinking establishment (i.e. Dawley Social Club) as more important than promoting public education. This is quite simply a shameful state of affairs!
- I believe after years using a library, since childhood from a mobile library, it is essential to keep some form of the service going. Volunteering might help but the Council should see that this service needs funding when needed
- I cannot comment on this library as I have never used it. I live in NE Telford and have 3 libraries I use and service two of these as a volunteer
- I have used Dawley Library since the early 1950s and I have always appreciated the service it gives to the community. I strongly believe that a public library is one of the necessities of a civilised community
- I think it's very important to keep these library's open however we can, it's really important children and adults alike have the opportunity to discover knowledge through books!! My little girl loves the library and it would be so sad not to be able to take her anymore.
- I think that the level and quality of service will go down - in effect the library will not function as it ought to do.

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- Is there any record of how many people use the library on a Saturday. Could it open for 2 hours on a Saturday with a couple of hours less in the week. I have seen computers used on a Saturday
- Issue for me include it will be further to walk also I suffer from mental health and get stressed/anxious near too many people. The new location will mean that I will have to walk through the high street. There is also the question of the staff I am comfortable with [a staff member] who is incredibly helpful and understanding
- It is better for the community to have some access rather than none at all, the change in venue is an improvement
- It is great that GDTC have stepped in to protect library services but this new site is a long way from the bus station and real jobs will be lost in this move. The older people of Dawley will suffer most
- It's a shame to close the space in the current new building - but I guess Southwater isn't too far away and I would rather visit there
- It's not open enough. Longer hours availability for studies particularly is needed
- Lack of paid staff will reduce the positive effect libraries can have on the public.
- More accessible and central
- Moving from the school site means that the library does not need to contend with school/bank holidays which will become an issue, especially during the summer months. Any times proposed in the future will not be constrained by the school's opening days/ times.
- Much better location, within school daunts older people
- One issue for many users is accessibility. When the library was by the bus stop older users could get off the bus use the library and catch the bus home. Now it does, and will, involve a longer walk
- Some provision if only 2 hours should be given to people who have to work during the week. For every other library there is a question on if these hours are not convenient would you use/or travel to another library. Is this assumed that everyone in Dawley has the means to do this as no such question posed. I could but why should I have to travel miles to change a book
- SW1 library is in close proximity to Dawley library and therefore there is no requirement to have two libraries so close together. The Council could save more money if this library was closed.
- The current location can be alienating to some people due to it being inside a school
- The following comments apply to all community libraries. I agree with the proposal if this is the only way of keeping a public library in Dawley, Donnington, Hadley and Stirchley. However this consultation gives no information about the service to be offered by Dawley Parish Council by way of stock. The opening hours only provide one opportunity for school children to use the library during the week. Also the use of volunteers to replace trained and skilled library staff I find to be an insult to the many dedicated people who have served library customers over the years. Who will train the volunteers to deliver the same consistent and high standard
- The knowledge of existing Library staff will be lost, volunteers are not acceptable.
- To lose the expertise of librarians with knowledge for £13,000 is a false economy
- Try cut out Councillors expenses - do we really need 54 Councillors in Telford - plus extras
- We need a library in Dawley. It has one of the highest elderly population in Telford - a local library is essential. Dawley is in deprived and Dawley needs expansion not retraction. A stock at Dawley House would be smaller than at present - v disappointing

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

- Why can't the library go back to its former position by the bus stop
- Will depend on what services will be available.
  
- Worried about untrained volunteers running service. No opening hours outside working hours. Relocation could be a good thing as Langley school is outside the centre and not easy to find.
- Need to encourage social activities for deprived areas
- I worry that this may lead to a less effective library, and possibly to no library in the future. I hope that I am wrong on this
- It needs to offer full government services
- Some library, however restricted in operation is better than no library
- Too far to travel
- The library service is very important for a town the size of Dawley. Any building that is suitable should be used
- Don't use
- Do not use this library
- I believe there's a lot of people who need the library service particularly the old and young
- Never used but a lot do, local parish do their best
- Good idea if it helps people with this service and also saves the budget
- What will happen to the space in the school
- No, local people have a say, too far for me
- No
- Do not use any
- Council need to consider their decisions more carefully in future. They need to look at the long term. To keep moving libraries and other services is getting ridiculous
- Better location for tenants with mobility issues
- As I've never used this facility I'm indifferent to the proposals outlined for this facility, however for the elderly and disabled people this is a vital resource for those in need of the services
- Think the building needs improvement in terms of access and space
- I prefer the library to be elsewhere from the school, one of the reasons I haven't used it. The old library was handy for bus and easy to combine with shopping trip. I think Dawley House is a good idea. Market day is a good day for it to be open
- I believe libraries should be maintained in local communities. The savings you predict should and could be achieved through other means ie - Outsource HR function - Outsource LED function - shared services of corporate function ie finance, IT, Comms
- I think this is a local solution and should move the library services more accessible to more people - very handy for the large car park at Burton Street. Good luck to all concerned
- Where is the trained librarian input to come from.
- Important to keep library area open for local community elderly etc unable to visit other areas
- I would prefer a later opening time to get a later closing time during the week.

## 2.7 Survey Results – Donnington Library

Please tell us on average how often you have visited Donnington Library in the last 12 months?

	Survey		Panel	
	%	n	%	n
Once a week or more	22.92	11	14.29	1
2-3 times a month	29.17	14	14.29	1
Few times a year	43.75	21	57.14	4
Once a year	4.17	2	14.29	1

Which of the following services do you use at Donnington Library?

	Survey		Panel	
	%	n	%	n
Borrow books	83.33	40	42.86	3
Use the computer	43.75	21	0.00	0
Take part in an activity	4.17	2	0.00	0
As a quiet space	20.83	10	0.00	0
Use the reference books	29.17	14	71.43	5
Meet with a voluntary organisation such as the Citizens Advice Bureau	2.08	1	0.00	0
Other	0.00	0	0.00	0

Note: the % calculations in this table are the number of people indicating that they use each service as a proportion of those who indicated that they use the library at least once in the last 12 months

If these new opening hours were put in place, would you be able to continue to use Donnington Library?

	Survey		Panel	
	%	n	%	n
Yes	62.50	30	66.67	4
No	29.17	14	0	0
Don't know	8.33	4	33.33	2

If no, please explain why not

- 3pm closure is no good for school children or teenagers wanting to complete homework.
- Children would not get the chance to use Library as closed on Saturdays.
- I can only go on a Saturday due to work
- I go to school 9 - 3.30
- It would not be open on a Saturday
- It's not open after school
- no good to me if not open on a Saturday afternoon

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

- No opening hours outside 9-5. Not even after school for kids!
- No weekend or past 3pm opening
- The library would not be open when it is possible for me to visit
- Working. It will be impossible for school children

If these new opening hours for Donnington Library are not convenient for you, would you be able to travel to use another library instead?

	Survey		Panel	
	%	n	%	n
Yes	65.85	27	83.33	5
No	14.63	6	0	0
Don't know	19.51	8	16.67	1

In our budget consultation in January 2016, we told you we were going to consult organisations and groups to see if they could help local people to continue to use and enjoy library services. In order to keep a library open Donnington & Muxton Parish Council have said they would run a community library for Donnington & Muxton and keep it in the same location.

How strongly do you agree or disagree with Donnington & Muxton Parish Council's proposal?

	Survey		Panel	
	%	n	%	n
Strongly agree	38.30	18	66.67	4
Agree	38.30	18	16.67	1
Neither agree or disagree	6.38	3	16.67	1
Disagree	4.26	2	0	0
Strongly disagree	8.51	4	0	0
Don't know	4.26	2	0	0

## 2.8 Survey Results – Hadley Library

Please tell us on average how often you have visited Hadley Library in the last 12 months?

	Survey		Panel	
	%	n	%	n
Once a week or more	40.63	13	0	0
2-3 times a month	18.75	6	20.00	1
Few times a year	34.38	11	60.00	3
Once a year	6.25	2	20.00	1

Which of the following services do you use at Hadley Library?

	Survey	Panel
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## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

	%	n	%	n
Borrow books	78.13	25	60.00	3
Use the computer	37.50	12	20.00	1
Take part in an activity	15.63	5	60.00	3
As a quiet space	21.88	7	40.00	2
Use the reference books	21.88	7	60.00	3
Other	3.13	1	0.00	0

Note: the % calculations in this table are the number of people indicating that they use each service as a proportion of those who indicated that they use the library at least once in the last 12 months

If these new opening hours were put in place, would you be able to continue to use Hadley Library?

	Survey		Panel	
	%	n	%	n
Yes	71.88	23	100.00	5
No	18.75	6	0	0
Don't know	9.38	3	0	0

If no, please explain why not

- Again limited Sat use and also no Morning Openings
- I go at 10.00am
- Need a quiet space
- Not open in the mornings.

If these new opening hours for Hadley Library are not convenient for you, would you be able to travel to use another library instead?

	Survey		Panel	
	%	n	%	n
Yes	84.00	21	75.00	3
No	12.00	3	25.00	1
Don't know	4.00	1	0	0

In our budget consultation in January 2016, we told you we were going to consult organisations and groups to see if they could help local people to continue to use and enjoy library services. In order to keep a library open Hadley Learning Community (HLC) and Hadley and Leegomery Parish Council have said they would run a community library for Hadley and Leegomery, and keep it in the same location as it is now.

How strongly do you agree or disagree with Hadley Learning Community (HLC) and Hadley and Leegomery Parish Council's proposal?

	Survey	Panel
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## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

	%	n	%	n
Strongly agree	40.63	13	40.00	2
Agree	34.38	11	60.00	3
Neither agree or disagree	15.63	5	0	0
Disagree	0	0	0	0
Strongly disagree	9.38	3	0	0
Don't know	0	0	0	0

### 2.9 Survey Results – Stirchley Library

Please tell us on average how often you have visited Stirchley Library in the last 12 months?

	Survey		Panel	
	%	n	%	n
Once a week or more	19.44	7	7.69	1
2-3 times a month	27.78	10	15.38	2
Few times a year	47.22	17	46.15	6
Once a year	5.56	2	30.77	4

Which of the following services do you use at Stirchley Library?

	Survey		Panel	
	%	n	%	n
Borrow books	80.56	29	38.46	5
Use the computer	33.33	12	7.69	1
Take part in an activity	19.44	7	30.77	4
As a quiet space	25.00	9	38.46	5
Use the reference books	22.22	8	53.85	7
Use another Council service	2.78	1	7.69	1
Meet with a voluntary organisation such as the Citizens Advice Bureau	5.56	2	15.38	2
Other	2.78	1	30.77	4

Note: the % calculations in this table are the number of people indicating that they use each service as a proportion of those who indicated that they use the library at least once in the last 12 months

If these new opening hours were put in place, would you be able to continue to use Stirchley Library?

	Survey	Panel
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## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

	%	n	%	n
Yes	84.85	28	92.86	13
No	6.06	2	7.14	1
Don't know	9.09	3	0	0

If no, please explain why not

- Only gone to Stirchley on a Wed when Madeley closed
- Since Saturday closure, it is rare forms to visit. Stock poor and small already

If these new opening hours for Hadley Library are not convenient for you, would you be able to travel to use another library instead?

	Survey		Panel	
	%	n	%	n
Yes	75.86	22	92.86	13
No	10.34	3	7.14	1
Don't know	13.79	4	0	0

In our budget consultation in January 2016, we told you we were going to consult organisations and groups to see if they could help local people to continue to use and enjoy library services. In order to keep a library open Stirchley and Brookside Parish Council have said they would run a community library for Stirchley and Brookside and keep it in the Sambrook Centre, where it is now.

How strongly do you agree or disagree with Stirchley and Brookside Parish Council's proposal?

	Survey		Panel	
	%	n	%	n
Strongly agree	47.06	16	42.86	6
Agree	26.47	9	42.86	6
Neither agree or disagree	8.82	3	7.14	1
Disagree	5.88	2	7.14	1
Strongly disagree	8.82	3	0	0
Don't know	2.94	1	0	0

### 2.10 Survey Results – Mobile Library

Do you use the mobile library service?

	Survey		Panel	
	%	n	%	n
Yes	41.67	5	75.00	3
No	58.33	7	25.00	1

When the mobile library stops running would you be able to travel to use another library instead?

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

	Survey		Panel	
	%	n	%	n
Yes	100.00	11	50.00	2
No	0	0	0	0
Don't know	0	0	50.00	2

### 2.11 Survey Results – Your Views on Library Services

We are considering introducing some charges. In most cases the suggested charges bring us in line with several other Councils. The increase charge for loans from the British Library covers the amount they charge for Council per loan. We estimate we could bring in between £8,000 to £10,000 per year and this money would go into the Telford and Wrekin Book Fund which would be used to purchase books for Council libraries and community libraries.

Please tell us how strongly you agree or disagree with these charges:

- **50p charge for a reservation from one of Telford and Wrekin libraries**

	Survey		Panel	
	%	n	%	n
Strongly agree	14.73	81	18.84	62
Agree	37.82	208	46.50	153
Neither agree or disagree	8.91	49	10.03	33
Disagree	16.00	88	10.03	33
Strongly disagree	21.45	118	12.46	41
Don't know	1.09	6	2.13	7

- **£3.50 to £5 charge for reservations from a library outside of Telford and Wrekin**

	Survey		Panel	
	%	n	%	n
Strongly agree	13.19	69	11.15	36
Agree	26.39	138	37.46	121
Neither agree or disagree	20.27	106	19.20	62
Disagree	19.31	101	17.03	55
Strongly disagree	16.63	87	11.46	37
Don't know	4.21	22	3.72	12

- **Material obtained from the British Library £16 per item (full cost of what the library service is charged)**

	Survey		Panel	
	%	n	%	n
Strongly agree	20.12	104	18.10	57
Agree	31.14	161	40.95	129
Neither agree or disagree	21.28	110	12.70	40
Disagree	10.44	54	12.06	38
Strongly disagree	10.25	53	8.57	27
Don't know	6.77	35	7.62	24

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

### - £1 to replace a lost library card

	Survey		Panel	
	%	n	%	n
Strongly agree	30.47	167	31.90	104
Agree	48.91	268	49.08	160
Neither agree or disagree	6.93	38	8.28	27
Disagree	5.47	30	5.52	18
Strongly disagree	7.66	42	3.68	12
Don't know	0.55	3	1.53	5

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

Our self-service machines enable borrowers to issue, discharge and renew items themselves. How easy or difficult do you find using the self-service machine?

	Survey		Panel	
	%	n	%	n
Very easy	30.69	170	17.88	59
Easy	19.49	108	20.30	67
Neither easy or difficult	11.19	62	8.18	27
Difficult	4.51	25	2.12	7
Very difficult	2.35	13	0.91	3
Don't know	0.72	4	5.45	18
Never used the self-service	31.05	172	45.15	149

If you find the self-service difficult, very difficult or have never used the self-service please tell us what you think would help you feel more confident using it:

- A member of staff available to ask for help
- An assistant to help please.
- Assisted help
- Books sometimes get caught in the machine.
- Clear & concise instructions and attended use for a month after introduction
- Human interaction speak to TWCVS for volunteers instead of paid staff don't replace with machines! We need human interaction people my age may not have much human interaction
- I am not confident with any kind of digital device and I usually manage to get it wrong and need to ask for help
- Just so complex.
- Lack of a catalogue on self-service machines is frustrating and PCs available for this purpose are often out of action.
- Larger print for the instructions
- Some training
- Someone available to ask for help.
- Someone available to help use it and to ask other questions related to library visit.
- Someone to do it for me
- Sometimes the machines don't scan all of the books.
- Staff to explain how to use it for the first few months and ensure the machine is always functioning properly
- The provision of a "Panic Button" to call for assistance if required would build confidence.
- They often fail to work, a number of occasions I have found it either doesn't recognise the book either at time of borrowing or on return and thus needs a member of staff to re
- twice I have tried to use it & both times it would not work, had to have it done manually, so it would help if the machines were efficient.
- Until used to system, could use some backup
- When they work the machines are fine. At Oakengates they often don't work! Apparently they "don't always connect to the mainframe" so they have to be rebooted by the staff. I re
- (blank)
- Very difficult
- Don't always work

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

- Having many experienced library staff to help me, for example the lovely bunch of staff who run the library right now, they are the nicest, most helpful staff I have ever had t
- I do not like these machines at all despite being in my 30s and a part time teacher!  
Replacing librarians with these is not good especially when you are relying on knowledge
- If they worked - I am IT literate but they are unreliable
- Its alright as long as there are people there to help if stuck
- The self -services are easy to use but if there is a problem. Staff are not always there to help.
- They don't always work and can be awkward to ensure it is all completed correctly
- Yes it difficult – don't like using it at all. Can't talk to a machine (prefer humans) so why do people out of job??
- (blank)
- Don't know
- Never used the self-service
- Know what it looks like and where housed 2. Instructions on use 3. Trust it does not replace excellent supportive staff at Newport library
- A little help, from someone experienced on using it, for the first few times
- A step-by-step guide next to the machine
- An assistant would be useful for first users of self-service facility
- As long as someone can show me, or the machine has clear instructions on it, then I don't think it would cause too many problems.
- As long as there are clear instructions on the use of machine.
- As long as there are clear instructions there should be no problem
- As long as there were enough staff to assist
- As there is currently no self service I have not used it but can't imagine it is any more difficult than using a supermarket self service, therefore if installed I would use it
- Assistance from staff
- Clear instruction
- Clear instructions that do not assume user is competent on self service machines of any kind. Know people who do not like cashpoints and always avoid self service in supermarket
- Demonstration or instruction board
- Didn't even know it was available. An explanation of how it works, how to use it, and where and when it is available would help
- Don't know
- Easy instruction required but not to the detriment of the existing and very helpful staff
- From experience with self-service in other parts of the country they never seem to be very efficient. Most queries and information are only available from a human librarian.
- Full clear instructions
- Full instructions of how to use this service.
- Good instructions either from staff or printed
- Guidance
- Have not got spare time
- Have never used self service - think it would be open to abuse ie - people just taking books without checking them out
- Haven't got one but would probably be ok
- Having a demonstration by staff member
- Having a librarian on hand to inform me

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

- Having someone there the 1st couple of times to show how its done especially for elderly people
- I don't want to use self service its nice to talk to the staff and listen to their book recommendations or just have a quick chat
- I feel this is a loaded question! I only use "self service" if there is no alternative. As a pensioner I am encouraged (by Government health bodies) to engage with people in or
- I have never used a self-service machine in Telford & Wrekin, though have used one in a University and it was straightforward. I would assume it would be easy to use in the lo
- I have no idea how to use the "computer" book listing system so I have little faith in my ability to cope with self-service but I could be wrong, or it will be forced on us any
- I prefer to deal with human being
- I would be ok if there were someone available to help at first
- I would feel more confident if there were clear instructions as to how to use the machine.
- Initial demonstration
- Newport library does not have a self-service, otherwise I would definitely have used it.
- No service in my local (Newport) library. I have used the service in other authorities libraries and found it a little unsettling that there is no receipt for returned books
- None in Newport yet, so cannot comment
- Not aware of it
- Not sure, I rarely borrow books so I cannot comment on the self service machines.
- People need to talk to other people or we go crazy and need expensive mental health care
- Please give careful one by one instruction
- Prefer personal touch but expect I could adapt.
- Self service machines in supermarkets rarely work properly - would the library machines be any better?
- Simple on-screen instructions
- Someone to spare a few minutes to show how it works, by appointment if necessary.
- Staff available to help
- We need one so we can practice. Sounds easy - more we use it the better we become
- Would be able to use such a service.
- Would not be a problem but prefer librarians to deal with
- Would not use it as I prefer interaction with library staff.
- To have a member of staff available if needed to help and advise
- Being recently disabled (3 years) one of my big problems is very limited use of my fingers eg one letter at a time on a computer. Impossible to send an email.
- Somebody who can explain how to use it for the first time
- I have sight problems and often have to refer to a human !!! Assistants at Wellington are amazing and I will miss them
- Although I am 'computer literate' the system is not very well thought out,& for elderly people, the system can be completely alien.
- Due to poor eyesight need someone to help
- I DONT LIKE SELF SERVICE MACHINES AND PREFER A PERSON
- Looking forward to self service coming to Newport and being able to use the system for the first time
- I never used the self service at all
- Clear, legible instruction card
- Sorry don't know

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

- Any 'buttons' should be clearly marked as should any written instructions be large enough for poor sighted persons. Machine should not be obstructed but other items and mats
- I very rarely use public libraries but when I do I tend to reserve books online, if necessary I would also renew them online so I'm not sure the self service would be of use
- If a van came round, with books and watchtowers and awake magazine I would do it to bring the truth etc to people
- Do not use libraries
- Being shown how to use it
- Easy instructions in large lettering
- Help from library staff
- Happy to try this option just prefer dealing with people if they are available
- I have mobility problems in my hands so have no confidence in using self service at all
- I do not agree with self service facilities in principle. Whether it is at the library, the post offices or at the checkout at retail outlets! I am happy to queue
- Some training/help
- Someone on hand to show us what to do without rushing it
- Have never used self service machine but feel the system is open to abuse
- If I had a disability/it blind/deaf/disabled wheelchair bound/mobility problems it would be vital for these people alone to have help in these areas not by using a machine
- Not available yet at Newport which is the main library I use
- Clear instructions
- Is it really necessary to have a self service
- Shown how to use it initially
- I don't use the library often knows to use it
- Large print, easily read. For those with poor vision
- Don't know as not familiar with these
- How would I know, as I've never seen it
- I would not have a problem using in the event I borrowed a book etc
- Assistance in using it the first few times
- Never know it existed
- In terms of saving money self service is a good idea. Open 24/7 books will always be available
- Clear instructions on how to use it
- Would not even use
- I do not use the library service
- Training
- I would like somebody to be available to demonstrate its use.
- I prefer self service tills, so this is more likely to attract me into the library.
- I've not used it but simple to read instructions numbered 123 etc and a simple diagram for each.
- As I am only interested in using the online library, I have no experience of the self service library
- I would hope that someone would be around to help me for the first couple of times.
- Clear step by step instructions on or near the self service on how to use it.
- A member of staff on hand to assist

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

The following two questions give total numbers combined for the Library Service Survey and Community Panel survey.

Please tell us if you would be interested in taking part in the following activities

	Wellington	Southwater	Newport	Madeley
	n	n	n	n
Bounce and Rhyme for babies and toddlers - half an hour of hand clapping games, music and rhymes	39	30	32	31
Storytime for children under school-age 1-2 hours of stories and activities to encourage children to read	38	33	35	15
Reading Hacks for teenagers - young people take part in creative activities to encourage them to read, enjoy art and volunteer in the library. Last 1-2 hours	45	51	33	13
Talks about community history - last 1-2 hours	126	85	118	64
Author visits - talks about their work and creative writing - last 1-2 hours	113	91	97	53
First Click - A series of 2 hour sessions that are a basic introduction to people who want to learn how to use a computer	52	34	43	23
Training on specific aspects of computers e.g. using a tablet - lasts an hour	84	55	84	40
Ancestry taster sessions - a basic 2 hour introduction to searching and using Ancestry Library edition	126	83	116	58

We will be considering charging for our activities, please tell us how much you would be prepared to pay for each activity you are interested in

	Not willing or able to pay a charge	£1.00-£1.99	£2.00-£3.99	£4.00-£4.99	£5 or more	Not interested in the activity
	n	n	n	n	n	n
Reading Hacks for teenagers - young people take part in creative activities to encourage them to read and enjoy art. Last 1-2 hours	98	64	37	8	14	450
Talks about community history - last 1-2 hours	81	116	137	47	26	215
Author visits - talks about their work and creative writing - last 1-2 hours	69	91	106	66	35	222
Ancestry taster sessions - a basic two hour introduction to searching and using Ancestry	88	90	105	62	45	220

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

Library edition						
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Please tell us if you have any other comments:

- 50p per request is too expensive, I would not pay this. I think requesting books should remain free, but the maximum I would be willing to pay to request a book is 20p (considering I can buy a book for 1p on Amazon, or 50p from a charity shop)
- A small charge is good, but if it is too high people will be put off, especially the less well off.
- After the fantastic chatter books activities, there now seems to be a gap in provision of activities for primary aged children (aged up to 9 - I'm aware there is an activity at 9+ currently) - also - library fines - could these be increased/extended to children's books
- Agree a minimal cost to confirm attendance
- Agree with all proposed activities except the first. Libraries are inappropriate places for mums and toddlers meetings - there are many other places.
- Although I don't need the above, I have been involved in delivery these services in a library in Lancashire. I am aware of the costs of putting these events on and people would be willing to pay for talks, courses etc. However, I do feel that children and young people's work should be free as this is a very important aspect of the library's work.
- Anything encouraging children and young adults to read and use library facilities should be free.
- As I have said, I have never heard of libraries opening on Sundays and this could be given the chop
- As I live in Eaton Constantine, although other activities excellent, I would not wish to travel to Wellington too often though I do shop there
- As I work full time and have limited access to the libraries, the reservation service is invaluable to me and this is mainly the way I am able to obtain my books as I can reserve them and have them sent to Stirchley and collect them in my 30 min lunch break. If this service is altered I probably wouldn't be able to continue to use the library as much as I do as my only other time I can access any other library is a Saturday.
- As Newport has two of the top schools in Shropshire have you considered leaving the library open for after school activities and offering parents this facility so that they could encourage their children to use the library to start their homework while waiting for their working parents to finish work? Have you considered asking Newport Post Office to move to the Library and pay rent which could make you some income?
- As the library will be closed for 2 weekdays perhaps the meeting room could be used for outside groups to hire. As people do not appreciate a 'free' library service perhaps an enrolment fee would be appropriate when joining
- Change books more often in library
- Charges must reflect costs and no more
- Children activities should be free
- Could you please provide an entrance to the library on the lower ground floor (from Walker St). I have limited mobility (aged 81) & getting up the slope / ramp is difficult (I come into Wellington by bus).
- Do not like the first statement but willing or able to pay a charge. Personally to engage young people, teenagers should be no charge, as they are then the future readers of a library. Anything that incurs an extra cost such as author visit were I presume they charge, then that would be ok to charge.

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- Education should be free
- Have my own Ancestry subscription, but know others who use it free in libraries as it is expensive, so charge for helping them but lower cost for use perhaps
- How about setting up a small cafe which sells tea, basic coffee, soft drinks in cartons or bottles and biscuits or cakes in plastic wraps. Maybe persuade voluntary organisations like Rotary, Inner Wheel, Lions etc to run it. Profits could be divided between organisation and library?
- I am a member of Reading Hack which runs at Southwater library. I personally think that reading hack should still be run as it gives us young people opportunities to learn skills and go on educational day trips that are fun that we wouldn't normally do outside or inside of school. Reading hack recently went to Blists hill which I think I learned a new skill by filming a spoken word poem that involved teamwork
- I am a member of the Reading Hacks group at Southwater library and [a staff member] is a wonderful role model for us young people and I personally think she should not be made redundant. She takes us on trips out and helps us through our arts award. As a result of the arts award she is doing with us, we are learning skills for later life and it will help us get into college.
- I am concerned that cutting hours at Wellington Library will mean less change to use computers and no staff around to assist, though accept some cuts may have to take place. The library assistants do a wonderful job always helpful and do their best to help everyone and some people expect too much at First Point because they cant be bothered to sort out their own problems and expect others to
- I am concerned that if hours are cut down on staffing at Wellington then it won't be possible to use computers for 15 hours a week. Such a reduction in operation of computers/staffing is not welcome and I am against reduction on that basis. We must have a defined total quiet area on whole lower ground floor or it's not a library - there should always be a specific quiet area
- I am currently a community history volunteer based in Wellington
- I am disappointed at the cuts to weekend opening. This feels short sighted as this could be a key time for libraries to really embed themselves in the community. There are so many great activities too that I would love to take part in at the library but working full time means I cannot when they are in the week.
- I believe that it is wrong to charge for children's/teenagers activities
- I don't mind paying a little amount but as a low income family my babe will find it hard to develop if I can't pay the fee. I use the activities to help him as can't afford nurseries etc. He enjoys bounce & rhymes, very good service – can't wait for him to progress to older activities. I've attended talks before and paid a ticket fee. The price needs to reflect who is doing talks eg celebrity or not
- I find everyone who works in wellington library kind and helpful, always willing to listen and assist in any way they can
- I find it astounding that when you have spent so much money on the Southwater development and Park area consideration is being given to shut services that bring people onto the exact area you want to attract people to and which promote the borough in a good light - it is short sighted and will detrimentally damage not only the Council's reputation but Telford itself.
- I have a lot of books as I am involved with a book group. I normally give my books to charity shops such as Severn hospice. Is it possible to let the library have these books for other people to borrow?

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

- I have recently had a breakdown following stress in the workplace. I have working for the past 10 years on a salary of 45K and I have now dropped to one day teaching a year which does not give me enough money to get by. Taking away a library would be taking my lifeline away. Why should I pay, even if I could, after all the years I have put into the system
- I only ever visit the library to borrow books and quiet place
- I prefer and enjoy going to the Wellington library. Staff are extremely helpful and friendly. I cannot afford a computer since my husband died. Therefore I go to the library at least twice a week to check my emails. Also I am a very avid reader and would absolutely miss the library service. Please, please keep the Wellington library up and running. Thank you
- I run a Chatterbooks group in my school. If you could offer a session for Chatterbooks groups to get together, or maybe an author visit, or a theme run by a librarian etc. I would be willing to pay for this type of visit. My school is close enough to Southwater for us to visit regularly (we currently bring classes) with my Chatterbooks group.
- I think 50p charge for reserving books a bit dear, I have about 6 books reserved at present, and that is not unusual for me. As a pensioner I could not afford to reserve books if that were the charge. I do not think that Wi-Fi should be free either.
- I think a reasonable charge for the above activities would ensure that people turned up to those they had booked for. I have experienced attending free workshops etc when people who had booked for them just didn't turn up
- I think it is important for libraries to be making income, so more specialist activities and events should be charged for, in order to keep other activities, such as Bounce & Rhyme, and storytimes, free for children to attend.
- I think that your activities for children should be free. They encourage a lifelong love of books and reading. However, I am sure that adults would be willing to pay £1 or £2 for events that are put on by the library staff.
- I think, as a volunteer that people will pay a small amount for the above activities I also think that a small charge could be made for using computers other items for writing CVs or job searching or teaching computers (basic) skills. A small charge here would help offset the library costs say 2hrs at a £1 an hour - it would soon add up
- I used the British library service and reserved books outside of the area as a student doing a degree and masters. There was no charge, please continue this on production of appropriate ID for students
- I was shocked when I moved over from Australia how behind the libraries are here. They stopped stamping the due date on books about 20 years ago. All libraries give you a print off receipt of the books you have borrowed and their due date. Also, no Australian library every charges to borrow CDs or DVDs. The whole point of using a library is that it is a free service. One way to gain extra revenue would be to set up a cafe in the library
- I would be happy to pay a charge of £5 or more for each meeting for reading hack as long as some of the money from that charge is retained to be put towards trips that are then organised ( this can then be used to as a subsidy towards travel costs). These events need to be advertised more to promote the events so that more teenagers will be willing to join resulting in more revenue and interest in library services
- I would be prepared to pay a small charge for bounce and rhyme - up to about 2.00
- I would pay to see Authors if they are quite well known. E.g I paid £7 to see Simon Kernick talk at Derby Libraries and it was excellent and they provided a glass of wine.

## Telford & Wrekin Council Library Service Consultation 2016 – Results Report

- I'd suggest that charges for borrowing from British Library or libraries from outside Telford & Wrekin should be lower - realise that some charges will be inevitable, but when so much information is now available on the Internet, I wouldn't imagine that users will wish to pay too high a fee.
- If Wellington Library is unstaffed on Wednesdays, how will anyone be able to book computers, micro fiche readers or access the locked items?
- If it was a popular well known author I would be prepared to pay more especially if they were doing a book signing.
- If you attend talks or demo's for host activities and small charge is usually made so why not at the library
- I'm disabled and we get into swimming for only a pound that's what I'm prepared to pay
- It is a worry if you introduce charges less people will attend and you won't get the interest, especially as the ARTS activities have always been free in the past.
- it is imperative that whatever cuts are imposed upon the libraries these should not affect the variety of new books purchased. A lesser service in terms of opening hours can only be acceptable if the book selection is excellent and up to date
- it is very important to put on events in the library (and publicise them well!).
- It should not be a fixed rate for all - many would be pleased to assist on a voluntary basis - ask first
- Its a bit disgusting to be charging for activities especially for the children who like using the library
- It's much fairer to increase Council Tax than impose fees for reservations and activities. People on low-incomes need these services most and will be put off using libraries in direct contravention of the stated aims of the service and the 1964 Public Libraries Act
- Libraries are a statutory and accessible service, reducing the hours and possibly sacking professional staff is not the way forward and cease to provide a comprehensive service and would possibly be open to legal challenge. The libraries should NOT be run by volunteers alone, there must be professional librarians available at all times to provide advice and help to members of the public. Closing libraries earlier is restricting their a
- Libraries could be put to better/wider use. This survey only allows us to comment on what you have decided is appropriate as an activity within libraries. There may be other ideas that people have that would enable premises to be put to wider use/enable funding to be raised or costs offset.
- Libraries should be free at the point of use - T&W people shouldn't have to pay to access their own local book stock
- Love, love our library and pleasant staff. A valuable part of our wonderful community that needs to remain
- My grandson uses the computer club at Southwater library - it is free. I would like that to continue but would pay £1 to £1.99 if necessary
- My mother lives in Walsall, where they are closing the smaller libraries. She is 87 yrs and finds it difficult to get to main library. I have to get books for her from Wellington. She recently visited Wellington and Southwater library and was overwhelmed at our libraries and the opening times. We are very lucky to have such services
- My son and 2 stepchildren have taken part in the summer workshops (which run alongside the summer reading challenge) for the last 3 years. This is something they greatly look forward to and is enormously beneficial to me as a parent - 6 weeks is a lot of time to try and fill!! I really like that they get to participate in these as its wholesome, creative and something healthy for them to engage in. They also spend a considerable amount

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- My wife and I would be quite happy to pay up to £5.00 per session for training on the use of a tablet.
- Newport library is an excellent facility staffed by very pleasant and helpful staff. The bus service to other libraries would be difficult from Newport cars cause more pollution
- Newport needs a library especially for the older customers it's part of our Town
- No
- Oakengates always seem to come of worse than other parts of the borough when it comes to service cuts and particularly the library service. There always seems to be plenty of money available to spend on Southwater and Wellington libraries and other facilities. An example of this was severely reducing the number of computers in Oakengates Library at a time when everyone is expected to access services such as Universal Credit digitally.
- Offer group discount, to attract any kind of group ( OAPs, charity gatherers, schools, etc ).
- Other library services in the UK are offering spaces for family & local history groups resources, meetings and research sessions free of charge.
- Personally I would consider paying a small amount for certain activities, but it could put some people off -and not just the ones who really cant afford it
- Please explain why Newport library cuts amount to £54 K compared to lesser amounts with the other libraries
- Put price for printing up. Charge for it use
- Reading Hack is an inspiring group, which do amazing activities with really cool artists!!!
- Reading hacks do great things for the community and brings people together
- Really cautious about reducing opening hours & days to a point where the library might become less used & less viable; e.g. building in the centre of Newport closed on weekdays & how that is perceived. That said a self service facility available on days when the library is shut would be useful & might go some way to counter negative views..
- Seems reasonable to recover cost of advertising, speakers etc
- Senior citizen pensioner with limited financial resources
- Since I prefer a library to be a quiet space to read, I object in any case to a number of the activities above taking place in the library at all. Noise in the library is also likely to increase on the proposed new self-service days, as there will be no staff to challenge loutish behaviour. (Although in my view nuisance behaviour, such as loud talking (often by people who have no intention of actually using library facilities.
- So far had no need to use/attend any of these. Staff have always been helpful and courteous
- Southwater should be open on Saturday and Sunday
- The activities should be free to begin with to see how many people come or how many find it interesting and then put a small charge on certain activities
- The activity we take part in are but listed. My children attend the Library group for 5 -10 Saturday club at Madeley.
- The administration involved in collecting and accounting for small sums of money is probably not worth the income it will generate. Young readers, kids, families etc should all be encouraged to use the facilities for free. It is amazing how the introduction of charges seems to have an unintended impact greater than the income raised. ie. people stop using the services and then you are on the slippery slope to losing a whole generation o
- The benefits are such that I would like to see free sessions on how to use a computer especially for older people if they can't afford to pay. Better off pensioners could be asked to pay.

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- The earlier closing times on Fri and Sat at Newport may make it more difficult for school age children to access the library for choosing books. Many children swim or take part in other clubs on a Sat morning 5pm on a Friday seems better than 4pm
- The library in any community is a vital location for the meeting of many different people with many different interests. Reducing the opening hours is not at all conducive to the community as it lessens the opportunities for interplay between users and groups. It has been shown quite conclusively in the village that I live in that the loss of local shops (4 in number) had a detrimental effect on the way residents interacted.
- The library is an important community hub adding to community cohesion for these existing basic courses should be avoided. But more advanced courses could be introduced with fees commensurate with the complexities of the session.
- The library is the only free thing we get for our council tax so if you start charging for reservations I won't be paying for that!
- The Madeley staff are very pleasant and helpful we enjoy our visits there. To save money - cancel all papers and magazines
- The new library opening hours for Oakengates do not cater for people who work full time Monday to Friday, because you are proposing to close completely on a Saturday.
- The plan to reduce expenditure on books is short sighted, let's face it libraries are about reading!
- The reading hacks need to have as few barriers as possible to encourage young people into reading and using libraries
- The Wellington library is one of your most precious services. Its staff are excellent, polite, helpful and nothing is ever too much trouble for them. I therefore hope that NONE OF THEM are made redundant because they do far more for the public than ANY COUNCELLOR EVER DOES!
- There are families that join in on these activities that wouldn't normally be able to afford it, I think the free activities give these children a great opportunity.
- these cuts will make a 1.5% reduction in your budget, with a disproportionate effect on the people of Telford, not wanted, not needed, and bad for everyone
- These fees and charges are unlikely to raise enough money to supplement the book budget to any great extent.
- These sort of events are a good idea and should be developed further
- Unfortunately cuts are necessary, however stocks need to set at a minimum level - they have been cut already and a further reduction is unacceptable. Charges are fine but need careful thought. Our borough has pockets of great deprivation and we should not hold to this through charges
- Use of charges for these activities will I believe inhibit people from using them. Perhaps use of a voluntary suggested free of £1 would be more beneficial
- Use of premises for acoustic music lessons and performance incorporating learning and pleasure
- Very difficult for the elderly and disabled to pay towards items as not much money spare
- We need more activities at Hadley library on a Saturday. There are many children there who would attend
- We pay a council tax plus other charges, why more, perhaps mismanagement
- We should encourage Authors and Historians to come to our library and no charge should apply as everybody should be able to listen to this at the library - to show interest and promote more use of this our wonderful peaceful library

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- Wellington, Newport, Southwater, Madeley - are all accessible by bus. Consider - 1) Closing other libraries 2) Using libraries to provide - room hire - films
- What a pity that cuts have to be made and staff may lose their jobs. Wellington library is a wonderful improvement to the Town - long may it last
- While I would not mind paying a couple of pounds if it's too much I would not bother. I know some people will not come at all if there is a charge as library events are often free, put people of and less come to events
- Whilst I realise you need to raise funds / save money, you need to be careful you are not hitting people who can least afford to pay, eg young people, the unemployed, self-employed etc.
- Why do you think we need Library
- Why is proposed reduction in hours more at Newport than any other library
- You didn't ask about our views on the opening times. For me, the shortening of the opening time on a Saturday is a disappointment. I regularly walk into town with my daughter on a Saturday - sometimes in the morning, fine, but sometimes in the afternoon - to sit in the library and read a couple of books, and also borrow some. Could the half day not be one of the days in the week and the Saturday remain a full day? Is it really the case
- You forgot the 3 week it training courses. that could b charged but not much as those who come could not afford a £1 probably.
- You really don't want to know
- Young people need all encouragement available. Charging may deter them
- You could consider other activities as well as those you have already mentioned above for example you could get a team in from Lets Grow to do activities and tasters for the local community to sample
- A library should not charge for events instead sell tea, coffee or biscuits. Would encourage more people and make profit
- I hope to see the library service in Telford continue as best it can. I am sure there are others areas that money can be saved in. I have an MA in information and library management and am frustrated that it seems I will never have the chance to work in a library due to cuts
- Not everyone got money to get - just about get money to get by
- Thank you for taking on board our initial concerns and for continuing to consult users and act upon information gained - good luck
- Although I do not use a library on a regular basis, I feel that they should all be kept open on reduced hours! If you insisted on rent and rates arrears being collected, it would help to keep these services going
- I don't use any library, but I do buy books, why not have a book shop in the library to help with costs, this would help dispose of out of date books, and unpopular books
- A small charge for the use of the computers plus added charges if a help session is requested as some people are unsure of the computers
- Not your best questionnaire. You totally forgot to add a never used option for your questions re libraries
- I feel that I cannot make any comments regarding library services as I don't use them now. I feel that children should be encouraged to read in paper form as well as tablet etc. I still enjoy reading at the age of 76. I like my paper books best which I usually buy from charity shops although I do read on my tablet
- Not interested

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- Is there an Ancestry website that is completely free for everything on it. Plus why can't you look up all census from last one in 2011 right back to first one to help research family history. Plus no charges on taking out CDs or talking books.
- My family value the library service from my 2 1/2yr grandson to me 86 year old mother. My mother reads 3 large print books every week and without these her mental health would deteriorate therefore costs in another area. I also enjoy the magazines and other information found in the library. Have you considered opening later and closing later
- I have only filled in my views on Newport library, mobile library and Southwater as I have not used other libraries (in the past have used Madeley when living in that part of Telford
- I am really pleased solutions have been found to help retain the library service throughout Telford
- The staff at Newport are always very helpful
- Never option should be a valid option when trying to determine how often a library is visited
- Recently received wonderful help with y research into further WWI service and connection with US soldiers near ????? France. Will be giving credit in my report to US Museum USA
- Reservations for books outside Telford & Wrekin should be only charged if the library incurs a cost
- Wellington History Group have found that asking for voluntary donations (deliberately not making a set charge) brings in funds without putting off with small incomes. Ask for donations - do not charge students
- Unfortunately I am not a big reader but my daughter is, however, I do feel that with so many books, etc now being available on mobile and tablet devices I have to wonder if major competition is Amazon as most second hand books can be purchased for pence and delivered to your door.
- Don't use
- I think it's important to maintain local centres as much as possible at the expense of Southwater - OAPs etc may prefer to use their local centre ie walking distance - too much expenditure at Southwater
- It would help people round Madeley in helping them be better reading and writing and about the Truth etc
- Do not use libraries
- I am elderly and do not use the library services - but I consider all libraries vital for people, young and old for education and leisure
- Sorry ticked boxes for Q49 thinking taking part meant assist with
- Maybe in the light of internet access to so much reading material and review of the 1964 Act should be ????. this could result in a saving and streamline of library goals
- I cannot comment due to health and disability
- More self serve could allow more hours if the building is open as is the case in Wellington. The fried food smell from the cafe in Wellington is inappropriate, suitable air extraction? or no fried food
- No post paid envelopes supplies with this questionnaire
- Yes could Stirchley library be included
- I buy all my books from charity shops. Why not collect old books people do not want - keep the good/useful ones and give the discarded to charity shops. Then charge 10p-50p (depending on the book being loaned) for the loan of the book - or £1 for the loan and get 50p back on its return. I have 40-50 books to give away - my Dad has a hundred or more - have a 'book bank'

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- The only library which refers to myself is the mobile. Once again the elderly are being discriminated against - we pay rates but lose facilities - you make sure the youngsters have theirs
- When libraries change to community libraries will the same library card be valid all across areas?
- Would like to but not well enough
- Could you not centralist the borough to 1, library with a mobile service to areas - this way you reduce resources, building and overheads with a variable cost 'option' of a couple/or more mobile vans. Also consider things like a book exchange venue for people to exchange their books
- Really like the above activities although not something I would be interested in, but would have used if my children were still young
- Need to consider the impact of cuts/charges on how these affect staff esp, possibly more abuse aimed at staff as a result
- I don't agree with having a pay for activity at the library, it's for local people and the community, you start, charging for all of t and the locals won't come. Concentrate on fraud in the benefit system survey people are doing it, you're blinded by something!!!
- Will Newport be open longer (it should be) for self serve only. 3 activities at Newport (Q49) involve children yet by the hours proposed it will be difficult during the time for children to borrow books (encourage reading)
- Close them down, spend money on elderly care on NHS
- The library in Newport provided an essential computer service this year to enable me to apply for employment. The staff were extremely helpful and knowledgeable. The library in Newport is a very busy and well used community resource
- As its expensive to go on bus (I am on income support) I am not into interested to use other libraries, only local one or Southwater. But people living in those areas must be heard. I have 2 year old in pushchair and can't get on the bus sometimes for 45 mins or more
- As you can see I don't use a library but I do know people who use it and find in very useful
- I have not used a public library for two years but think that this service remains important for other community members
- I get letter chance to use the library now due to my working hours but I have always valued Wellington Library since childhood since that is where I obtained all my reading materials. Could not afford books this instilled a lifelong love of reading
- A great waste of paper and unnecessary postage!! If you had sent to each individual the proposed plans for their nearest library and then a page for any other libraries listed, the number of times and reasons why, thus saving time and trees
- Library services are a past thing IT has taken over information is on PC. Mobile phones etc it's a plug in service within 99% of all houses save the cost this Council needs to
- So glad you have found a way to keep libraries open
- As I work full time I find it very difficult to visit any library because of the opening times. I very much regret this as they are a boon for all sorts of information/activities not just borrowing books with the proposed new opening times I hope this will alter although no Saturday opening at Stirchley is not good
- I am grateful for all of the excellent services provided by T&W Council (I pay full Council Tax). I am however getting a bit irritated at the constant building and moving then moving again of services

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- I would suggest that activities encouraging young people to read be kept at a reduced fee. We need to encourage children reading to maintain library use and increase it and so no fee/up to £2.50 would be a good idea
- Very pleased Newport library is staying open but mixed feelings about proposed self service machine
- I think overall these activities are useful to any age groups/beneficial to the elderly and disabled people in the local communities/to lose these vital services will be detrimental to the general public who have these problems
- Concerned that HLC are already advertising for library staff and the council is still consulting
- Happy to possibly pay for reservations, but should also be a system of chasing up overdue books and also having a reminder alert when books due back
- I give talks and help on community history and welcome the opportunity to give more
- I have only ever used Newport and Wellington libraries so am unable to answer the questions on the other libraries in the area
- My daughter has been a volunteer at Wellington library since she was eleven years old and she is sixteen years old this July and is to start college in September. Reducing the computer hours especially on Saturday would have a dramatic effect on her studying. I am a single parent with a disability now so unable to drive. So it is difficult for both of us to get to another library because of the limited bus service in Shawbirch.
- Is it really necessary to stock libraries with the amount of books etc currently held by them taking into account the facilities available by using websites. There could be a substantial saving to be made by reducing stocks
- The pressure to provide a worthwhile service we have to be prepared towards it, but not so much that people won't use it
- The proposed new staffed opening hours are sufficient for anyone to obtain the service they may require
- I am disappointed that libraries are undergoing such an intensive review. As mentioned in Q28 I feel other services should be cut prior to the library budgets being reduced. I feel the Councillors are not representing the community they serve when deciding on budget reductions
- Could Madeley library be kept open on Fridays and Saturday afternoons for self service only? I note that this is proposed for Wellington, which already has more opening hours than Madeley.
- Misinterpreted Q49 thought it requested my help with these activities. It is unlikely (though not impossible) for me to visit other libraries outside of my area. For this reason the questions have been left unanswered
- I am 82, books, libraries and all they offer have always been part of my life. Through the use of libraries they have helped to give me the education which I never received through the war years and I consider however difficult the financial situation libraries form part of our culture and are as essential now as they were say 30 years ago
- Basic first aid lessons. Resuscitation lessons. Reading club. Useful and bring people into library
- Will you need to make the cuts so deep? Now we've escaped the ultra corrupt EU dictatorship and don't have to carry Europe on our backs anymore
- This form was poorly set out. There was no 'box' for never use the library
- I have only used Newport library once and have never been in any of the others
- Already traced own ancestry

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- I think it is extremely important that libraries are supported by both the Council and the public. I plan to visit more often
- Libraries are vital. We need to encourage more people especially the young to use them more. However, there must always be a quiet area for those who are trying to study or concentrate. Charges of £1 should be made for WIFI/Internet, charges up to £5 for British library borrowing and £3 for other libraries
- Charging teenagers for an activity which is supposed to encourage them to read seems ill thought out! Would be willing to pay for a visiting speaker
- I don't use the libraries as the opening hours are not convenient for me to be encouraged to use ie one late night would potentially attract me.
- People use the facilities at the place where they are waiting for a show to start or finish waiting to pick up or drop someone off
- These proposals seem to have no recognition of the value and expertise trained library professionals bring to the effectiveness and efficiency of the service provided by the library service to people to help them navigate information.
- Don't use library facilities as much as I should
- The only disappointment I have is that two of the magazines of particular interest to me namely Gramophone and Railway Modeller are no longer on the list
- More talking books in library not the modern one don't have a player for them either tape or CD
- Not sure why you are considering charges in one but not for the other four activities omitted from Q49
- Libraries are a bonus to the community any opening time should be accepted as a bonus to closing them. Most houses have what a library can offer ie Broadband etc
- Sigh! It was always my dream to run a mobile library! Not going to happen now
- The library provides services we would have to go to the town centre for blue badge renewal etc saving travel costs and extortionate car parking fees. Newport library provides excellent value for money
- What happens if the charge should only be for people who held a full time job. OAPs and disabled to be free. The buildings are still going to be maintained, heating on during the winter (to keep books in good condition). These savings seem a bit high as a result of this
- I do not personally use the library very often myself. I very much want the libraries in existence for the community I live in, they are an educational necessity
- We are pensioners so charges will be costly to us
- Library services are supposed to encourage literacy skills, the more you charge the less interested people will be
- I think we should be encouraging young people to read and therefore that activity should be free.
- Although I am currently not a library user, I used to be one as a young person and I may soon be in a position to become a library user again. In my mind, it makes no sense to keep all the facility bound libraries and give up the mobile one. I will acknowledge that I do not know how many people would miss out if the mobile library goes. I imagine that people, young or old, who struggle to get around would have better opportunity to use
- I cannot attend many of the proposed events due to work commitments. People would like to use the library service outside office hours. I am also concerned that charging for a service such as this can be counter productive. I am also concerned that there is an ever decreasing public transport service available and this will also lit the accessibility of the library service.

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- Why can't libraries host book clubs?
- I personally have no children who fit the age category but a general £5 per session doesn't seem unfair, possibly more for ancestry activities as this is a quite expensive activity.
- I won't use them myself but please don't charge for creative activities or community history for that matter. Charge for Ancestry searches, there is software you have to buy to do this. Certainly charge for the author visits if the author charges a fee.
- I don't use your Library service, but could see the removal of the mobile library would be a loss to certain parts of the population who experience mobility and transport difficulties.
- I think you should close all libraries. They are non essential facilities that we can't afford any longer. Their usage is insufficient and they are a luxury now.
- The library system should be exactly what it says -- be a lending library. I don't find the local system very good, especially when I compare it to the library that I used before moving to Telford.
- For tea/coffee/refreshments.
- Although I now never use the library they are a source for information and leisure for those that do. I believe that paying a sub will help to offset some of the costs.
- Good idea to charge for these services and save money
- As a grandparent and a former manager of a children's Nursery I feel that the Rhyme and Bounce and Story Time for under fives are very important and should definitely continue.

### 2.12 Consultation Events and Roadshows - Comments

#### Madeley

- Should buy more books that are the classics. It's not the role of the library to buy popular material. What about having art exhibitions in libraries. Asked where mobile library visited so could comment on whether they felt people would be disadvantaged.
- Gentleman unhappy with the Council's building programme and the fact that all the buildings look the same. Also unhappy with Council tax increase. His wife has also had an accident which he felt had been caused by the Council not mending the pavements in icy weather. He is consulting with a solicitor over this.
- Staff are very helpful. What is going to happen to the existing building? Could we use it for something else? - Haberdashery shop/shops.
- More people may use the library more if the reference sections were larger. The reference section in Madeley library has shrunk over the years.
- Wifi should be available in all library spaces.
- A community space is desperately needed in Madeley.

**Wellington**

- Didn't understand what the meeting room change is about at Wellington - really needs a plan to visualise.
- Pleased that relocation of local history information/research facilities won't impact on space of junior library.
- What a difference the library makes to the local community - meeting space for literary festival - other groups well used and appreciated.
- Changes to opening hours - thought we were closing the library at Wellington so proposed changes aren't so bad.
- Very surprised that Madeley library was closed on a Wednesday.
- Disagree that libraries will be closed during the week. Not able to use computers out of hours as he had to access computers for at least one hour a day - otherwise he can lose benefits and get sanctioned.
- Expensive to travel to another library if closed and need to access computers.
- Don't agree with bringing community history to the library floor - explained that community history will be moved into existing community rooms - so happy with explanation.
- Unruly children in library - who's going to supervise when closed?
- Totally against WD to library service. Doesn't use any other library.
- Happy with proposal to move Parish Council into lower level.
- Changes don't make a difference as retired.
- This library is a brilliant facility.
- I have used the self serve once. I needed some help.
- I can't use the self serve because I have a visual impairment.
- The self serve works well. I've worked it.
- If that's the way we save money, fine... We can work around it and those hours. My husband and I are retired, but what about the young people?
- I find the self serve easy to use.
- The mobile library was a waste. I found I couldn't hand things in if they were taken from somewhere.
- If you are charging for reservations, would you still make a charge if that reservation was available in house?
- The facility for local history groups is a good space. I'm glad you didn't take away from children's space.
- We use the library area (Wellington Town Council).
- I am a Wellington Festival organiser. We could use the library in the festival - use the librarians to facilitate more. We could have a children's event.
- It is not just about when it is open, it is also about having professionals to help e.g. To support initiatives.
- Library user much happier that the library is to be shared with the Town Council and not the gym. Very happy to see meeting rooms removed to make space for community history to move.
- Happy to support overall changes.
- OK with changes. Asked about what would happen to staff as they are all good.

**Newport**

- I don't agree with the changes for reserving books and lost tickets. It disadvantages the most vulnerable people. If they have lost their card, they are already distressed. Why don't you put on more book groups and charge for those. I'm on the waiting list for Newport's and I'd pay.
- I think this is just better than losing libraries altogether.
- A lot of older people don't have computers.
- So good of you to come and spend time... Better than reading in the paper. I do think people can work to that.
- Did you think of putting the Post Office in a library. They and libraries are very important.
- Need homework facilities here - safe environment and books.
- Do IT courses for the elderly.
- Ask for donations for courses.
- Coffee shops - really brilliant.
- If you can turn it into more of a social place lonely people - good access.
- What about 1 day a week opening at lunchtime and continuing until approximately 8pm. This way, folks that work would have opportunities to change books and handy for the kids to use computers.
- I don't like the self service. Girls find me all the books. As long as the building is here and someone who can help it will work fine.
- How much put aside - lost ticket charge is fair- logical to go.
- I'm glad you are going to keep it open
- Local children have somewhere to go - books are expensive to buy
- Ought to keep mobile library
- I would be disappointed if we lose the mobile library
- Talking books etc - keen to see those resources kept. Library service should provide machinery to use for talking books
- People can organise themselves in such a way that they can come in those days - older people have longer to do that.
- Put coffee machines in - charge us to make money
- Generally (Council) first paying out when your contracting
- Terrible for senior citizens. Everything goes - not getting any interest on money. Not a xxxxxx I would be lost without library
- They could do with a toilet
- Quite informative - especially for people who can't get out
- Important it keeps going
- Have you thought of turning part into a post office? What space could be given over?

**Dawley**

- How much are you expecting volunteers to do? In deprived communities volunteers are hard to come by and not very sustainable.
- Library service is part of communities
- Libraries are a big part of life. They are for education
- What if things go wrong if they are handed over? What will councils do if they get into trouble? They must not go to the wall

## 2.13 Consultation Findings: Your Community

### 3 Respondent Profiles

Do you work for Telford and Wrekin Council?				
	Survey		Panel	
	%	n	%	n
Yes	8.36	46	8.26	9
No	88.73	488	91.74	100
Prefer not to say	2.91	16	0	0

If you are completing this survey on behalf of a group or organisation please tell us below the name of the organisation:

- I am retired but use Newport several times a week for shopping, exercise classes, socialising, courses
- Reading Hack

Please tell us your age				
	Survey		Panel	
	%	n	%	n
0-11	1.08	6	0	0
12-17	1.62	9	0	0
18-24	3.42	19	0.99	3
25-39	12.07	67	3.31	10
40-64	41.98	233	50.66	153
65-74	28.11	156	33.11	100
75+	11.71	65	11.92	36

Gender				
	Survey		Panel	
	%	n	%	n
Male	38.64	204	48.43	170
Female	61.36	324	51.57	181

Long-standing illness or disability that limits your daily activity				
	Survey		Panel	
	%	n	%	n
Yes	12.96	71	20.12	67
No	79.93	438	77.48	258
Prefer not to say	7.12	39	2.40	8

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Ethnicity				
	Survey		Panel	
	%	n	%	n
White British	91.19	497	93.37	310
White Irish	0.55	3	0.90	3
White Polish	0.73	4	0.30	1
Other White background	0.92	5	3.92	13
Mixed – White and Asian	0.37	2	0	0
Asian or Asian British – Indian	0.18	1	0.30	1
Any other Asian background	0.18	1	0.30	1
Black or Black British – Caribbean	0.18	1	0.90	3
Black or Black British – African	0.37	2	0	0
Gypsy	0.37	2	0	0
Prefer not to say	4.95	27	0	0

Carer				
	Survey		Panel	
	%	n	%	n
Yes	10.71	59	0	0
No	86.93	479	0	0
Prefer not to say	2.36	13	0	0

Carer – if yes who do you care for (multiple answers allowed)	
	n
Parent	15
Child	12
Child with disabilities	10
Partner / spouse	19
Friend	2
Other Family Member	4
Other	3
Prefer not to say	2

Are you or your partner pregnant?		
	Survey	Panel
	n	n
Yes	10	0
No	508	0
Prefer not to say	16	0