



Telford & Wrekin
COUNCIL

Addenbrooke House Ironmasters Way Telford TF3 4NT

CABINET

Date **Thursday, 15 September 2016** Time **5.00pm**
Venue **Meeting Room G3, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT**

Enquiries Regarding this Agenda:

Democratic Services	Deborah Moseley	01952 383215
Media Enquiries	Corporate Communications Manager	01952 382403
Lead Officer	Richard Partington, Managing Director	01952 380102

Cabinet Members:

Councillor S Davies	Leader of the Council
Councillor R A Overton	Deputy Leader and Cabinet Member for Housing, Leisure & Health
Councillor L D Carter	Council Finance, Partnerships & Commercial Services
Councillor E A Clare	Culture, Sports, Parks & Green Spaces
Councillor A R H England	Adult Social Care & Older People
Councillor A D McClements	Transport, Customer & Neighbourhood Services
Councillor G C W Reynolds	Education, Employment & Regeneration
Councillor H Rhodes	Public Protection, Safety & Enforcement
Councillor P R Watling	Children, Young People & Communities

Invitees

Councillor A J Eade	Conservative
Councillor W L Tomlinson	Liberal Democrat/Independent

AGENDA

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CABINET

Decision Notices and Minutes of a meeting of the Cabinet held on Thursday, 15 September at 5.00pm at Addenbrooke House, Ironmasters Way, Telford

PUBLISHED ON WEDNESDAY, 21 SEPTEMBER 2016

(DEADLINE FOR CALL-IN: MONDAY, 26 SEPTEMBER 2016)

Present: Councillors S Davies (Leader and Chair), L D Carter, E A Clare, A R H England, A D McClements, R A Overton, G C W Reynolds, H Rhodes, and P R Watling.

Also Present: Councillors A J Eade (Conservative Group Leader), and Peter Scott (Liberal Democrat/ Independent Group)

CB-025 Apologies for Absence

W L Tomlinson (Liberal Democrat/Independent Group Leader).

CB-026 Declarations of Interest

None.

CB-027 Minutes

RESOLVED – that the minutes of the meeting held on 21 July 2016 be confirmed and signed by the Chair.

CB-028 Library Service Reconfiguration

Key Decision identified as Reconfiguration of the Library Service in the Notice of Key Decisions published on 17 August 2016.

Councillor E Clare, Cabinet Member: Culture, Sports, Parks and Green Spaces presented the report of the Assistant Director: Customer and Neighbourhood Services.

Members were reminded that in January 2016 as part of the budget strategy and savings exercise, proposals were put forward to close six of the Council's nine libraries, (Newport, Madeley, Stirchley, Hadley, Dawley, and Donnington) plus the mobile library and reduce the book fund, to help contribute towards the £30m savings target set for delivery before 2017. As a result of this first round of public consultation, a number of Town and Parish Councils along with HLC learning community indicated that they would be interested in running their local library as community led libraries. Additionally, Cabinet decided to continue to run and operate Newport Library and Madeley Library with reduced opening hours. These libraries, along with libraries at Southwater and Wellington provided a First Point service which would be difficult to replicate under a Community lead library model.

A further consultation was undertaken during June – July 2016 that shaped proposals as follows:

- that the Council would no longer operate libraries in Dawley, Donnington, Hadley and Stirchley and to open new community led libraries in the respective Town and Parish Councils areas in partnership with HLC learning community for at least six years
- the council would provide a package of support in terms of ICT and stock from the Council book fund as outlined in the report
- the Council would continue to operate and run Southwater, Madeley, Newport and Wellington Libraries with reduced opening hours and staffing levels from Autumn 2016
- from October 2016 Oakengates Library would continue to be run by the Council as it is part of Oakengates theatre however it would be open fewer hours during the week. Oakengates Town Council had agreed to fund the opening of the library on Saturday mornings when the theatre was not due to open and those days would be operated by Library staff
- the mobile library service would cease to operate from 31st March, 2017 as no organisation had come forward to support its continuance.

The Cabinet Member for Culture, Sports, Parks & Green Spaces expressed her thanks to the Parish and Town Councils and the HLC Learning Community that had shown support for local library services and put forwards proposals to open community led libraries in Dawley, Donnington, Hadley and Stirchley. The Cabinet Member also appealed to Councillors to consider donations from their respective Community Pride Funds to the Book Fund.

Members noted the proposals to meet the savings targets and that important services such as First Point continued to operate in Newport and Madeley libraries as they would continue to operate as Council run libraries alongside Southwater and Wellington libraries. Concerns were expressed about the mobile library service being discontinued as no providers had come forward, but it was noted that there was still time, until 2017 for the provision to be met. It was also noted that the loss of the mobile library service was mitigated to an extent by online access to the library service, such as 24 hour library and eBooks/eAudio.

RESOLVED that -

- a) libraries including a First Point Service at Southwater, Wellington, Newport and Madeley Libraries continue to be operated and managed by the Council, be approved**
- b) the Council continues to operate Oakengates Library which remains part of Oakengates Theatre and staffed and run by the theatre team on a day to day basis continues to be operated by the Council; that Dawley, Stirchley, Hadley and Donnington libraries close by the end of this year as council run libraries, be approved**

- c) **partnership funding deals be provided by the Council to assist the respective Town and Parish Councils listed in 1.2 and HLC learning community to set up and run new community lead libraries in Dawley, Stirchley, Donnington & Hadley, which would help to sustain library provision in those areas for at least the next 6 years and assist the council to achieve the library savings target, be approved.**
- d) **in addition to the partnership funding deals the Council provides arm's length support to the new community lead libraries by sharing the use of the current library loans ICT system, provision of new book stock, help to refresh book stock and support to train new volunteers required to staff the new community lead libraries**
- e) **it be approved from 31st March 2017 the mobile library service ceases to operate if no organisation comes forward in that timescale with a firm proposal to run it.**
- f) **it be approved from Autumn 2016 the four remaining core Council run libraries (Southwater, Wellington, Madeley & Newport) including Oakengates Library amend their opening hours as described in the report and informed by public consultation to help achieve the savings target**
- g) **the introduction of the new charges as described in the report be approved.**
- h) **the proposal that Madeley Library relocate into Anstice Memorial Hall, or another community run facility in the future, subject to ongoing negotiations with Madeley Town Council be approved.**

CB-029 Marches Growth Hub & Marches Building Investment Grant

Key Decision identified as Marches Growth Hub ERDF Project in the Notice of Key Decisions published on 17 August 2016.

Councillor L Carter, Cabinet Member: Finance, Partnerships & Commercial Services presented the report of the Assistant Director: Business, Development and Employment, which provided Members with details of the two new coaching and funding programmes which would support c. 800 small and medium sized businesses across the Borough to expand; and new entrepreneurs to set up in business, increasing employment opportunity and driving innovation.

Following a joint bid for funding under the European Union 2014-2020 Structural Funding Programme (ESIF) by the three Marches LEP Local Authorities, the Marches Growth Hub project would support the delivery of business support activity through the three physical Growth Hubs including the Telford Growth Hub and the Marches Building Investment Grant would create a capital grant programme for business to facilitate the growth of small and medium sized enterprises (SME's) in the Marches area. Both projects awaited the issue of Funding Agreements by DCLG. The target start date for both was October 2016; however Members noted that this

may slip if Government authorisation was not received in sufficient time to commence delivery.

The projects would complement the Business Growth Programme, a package of grants for SME's managed by Birmingham City Council and in which the three Marches local authorities were partners. Taken as a suite of complementary business support, across the Marches these projects would support more than 100 new businesses to start up, almost 700 businesses to expand through support and coaching and mentoring activity and support the creation of at least 400 new jobs.

The Cabinet Member for Finance, Partnerships & Commercial Services noted that the projects demonstrated the Council's commitment to grow the local economy and create local jobs, furthermore, that funding honoured following Britain's exit from the EU was invaluable; and it was hoped that this would continue after 2020.

RESOLVED –

- a) that the Council act as Accountable Body and Project Manager for the Marches Growth Hub Project and the signing of a Funding Agreement with DCLG be approved.**
- a) that the Council becomes a Partner in the Marches Building Investment Grant Project and the signing of a Partnership Agreement with Herefordshire Council be approved**
- b) authority be delegated to the Assistant Director Business, Development & Employment and the Assistant Director Governance, Procurement and Commissioning, to enter into the necessary Funding and Partnership Agreements.**

CB-030 Enterprise Telford – Skills for Growth

Non Key Decision

Councillor G Reynolds, Cabinet Member: Education, Employment and Regeneration, presented the report of the Assistant Director: Business, Development and Employment, which provided Members with an update on the success of the Job Box initiative launched in 2014 to tackle youth unemployment, and the extension through the Skills to Employment programme launched in 2015 preparing young people from school age for the world of work and strengthening engagement with the Borough's schools.

Members noted that through two initiatives, Life Ready Work Ready and Job Box, the Skills to Employment Programme aimed to ensure that every 16-24 year old seeking employment or training was fully supported and to decrease the Borough's youth unemployment levels in line with national levels by the end of 2015/16. It was also noted that Job Box had been recognised by Ofsted as an example of good practice. Members were provided with details of the next phase of development for the Life Ready Work Ready and Job Box; with the focus of Job Box on increasing the integration of employment support service offers from other organisations so that

the Job Box becomes the main portal for individuals to all employment and training support services in the Borough and addressing its sustainability.

The Cabinet Member for Education, Employment and Regeneration, highlighted the Council's recently published Economic Development Strategy, Enterprise Telford: Driving Growth and Prosperity which recognised the need to further align the skills of the workforce to business needs and opportunities. It was noted that in consultation with businesses across all sectors at a local, regional and national level, the skills gap was one of the most significant issues affecting business performance, with skills gaps at all levels but particularly at a higher level with businesses across all sectors identifying a shortage of technological, managerial and professional skills.

In response to this clear message from business, it was proposed that the Council launch a third initiative under the Skills to Employment Programme – Enterprise Telford Skills for Growth. The initiative would create a streamlined, single programme and point of access for businesses to information and individually tailored packages of support that aimed to help them to address their skills gaps, develop their own workforce growth strategies and to address their management and leadership challenges. Delivery would be through the Telford Growth Hub enabling business to benefit from the wider, tailored support packages provided by the Council Growth Hub Team and partners including Wolverhampton University

Members noted that within the Economic Development strategy the Council had made a commitment to improve the skills talent pool across the Borough and to make it more relevant to business; to deliver a skills brokerage service that would strengthen links between business and schools and training providers, remove barriers to engagement between businesses and schools and create bespoke solutions for businesses across all sectors to meet business skills and training needs.

RESOLVED that -

- a) **progress made to date against the Skills to Employment Programmes be noted**
- b) **the launch of Enterprise Telford - Skills for Growth be approved; and**
- c) **responsibility be delegated to the Assistant Director, Business, Development & Employment in consultation with the Lead Cabinet Member for the development and launch of the initiative.**

CB-031 Local Development Order – Householder Extensions and Alterations

Non Key Decision

Councillor R A Overton, Cabinet Member: Housing, Leisure and Health presented the report of the Assistant Director: Business, Development & Employment which provided Members with details of the proposed consultation on the introduction of a

Local Development Order (LDO) which related to the number of householder planning applications submitted across the Borough. Members noted that the introduction of the LDO had been agreed as part of the budget strategy approved by Full Council on 3 March 2016.

The proposed Local Development Order (LDO) would enable a number of general types of applications for two storey and single storey extensions, in addition to other minor alterations to residential properties that are deemed to be non-controversial to be approved without the requirement for an application for planning consent to be made. However, there would still be a requirement to apply to the LPA for a Certificate of Compliance under the LDO which would be a more straight forward process that would provide certainty and would speed up the implementation of development.

In response to a question regarding the notification process to neighbours, it was confirmed that applications made under the LDO would be appropriately notified to neighbours and that details of all planning applications that met the LDO criteria would be uploaded to the website. The Cabinet Member for Housing, Leisure & Health noted concerns about the management of planning application objections and encouraged Members to respond to the consultation, to allow for such concerns to be considered and addressed when the policy was shaped.

RESOLVED that –

- a) authority be delegated to the Assistant Director: Business, Development & Employment and any other officer authorised by that Assistant Director in writing, to draft and consult on the proposed three year Borough of Telford & Wrekin Householder LDO**
- b) following the consultation period, the proposed LDO as amended (if required) be presented to Cabinet for approval**

CB-032 Representation on Outside Bodies 2016-17

Non Key Decision

The Leader, Councillor S Davies presented the report of the Assistant Director: Governance, Procurement and Commissioning which provided details about a request for Council representation on three outside bodies for the first time until the 2019 borough elections. The outside bodies formed 'Joint/Community Use' Management Committees developed as part of the Building Schools for the Future (BSF) programme in respect of the three shared Council/Academy sports and Leisure Facilities at

- Oakengates Leisure Centre
- Telford Park Academy
- Telford Langley Academy

Nominations had been sought from all Groups. The Leader proposed that it was appropriate for Members with direct Ward interest to represent the Council on the aforementioned committees.

RESOLVED that the following representatives be appointed until the end of the 2018/19 municipal year;

- (a) **Oakengates Leisure Centre Joint/Community Use Management Committee – Cllr S J Reynolds;**
- (b) **Telford Park Academy Joint/Community Use Management Committee – Cllr C R Turley; and**
- (c) **Telford Langley Academy Joint/Community Use Management Committee – Cllr K S Sahota**

The meeting ended at 17.34

Signed for the purposes of the Decision Notices

Jonathan Eatough
Assistant Director: Governance, Procurement & Commissioning
Date: 21 September 2016

Signed:

Date:

CABINET

Decision Notices and Minutes of a meeting of the Cabinet held on Thursday, 21 July at 5.00pm at Addenbrooke House, Ironmasters Way, Telford

PUBLISHED ON WEDNESDAY, 27 JULY 2016

(DEADLINE FOR CALL-IN: MONDAY, 1 AUGUST 2016)

Present: Councillors S Davies (Leader and Chair), L D Carter, E A Clare, A R H England, A D McClements, R A Overton, G C W Reynolds, H Rhodes, and P R Watling.

Also Present: Councillors A J Eade (Conservative Group Leader), and W L Tomlinson (Liberal Democrat/Independent Group Leader).

CB-012 Apologies for Absence

None.

CB-013 Declarations of Interest

None.

CB-014 Minutes

RESOLVED – that the minutes of the meeting held on 16 June 2016 be confirmed and signed by the Chair.

CB-015 Scrutiny Review of Multi-Agency Working Against Child Sexual Exploitation

Key Decision identified as Telford & Wrekin Safeguarding Children Board (TWSCB) and Telford & Wrekin Cabinet's Response to the CSE Scrutiny Review in the Notice of Key Decisions published on 22 June 2016.

Councillor K R Guy, Chair of the Children & Young People Scrutiny Committee, presented the Committee's report into Multi-Agency Working Against Child Sexual Exploitation.

The Committee had focussed the review on how organisations in Telford and Wrekin were working together to prevent CSE, protect and support the victims and their families and prosecute perpetrators.

Thanks were expressed to the people who had provided evidence to the Committee, particularly victims and their families, young people who had shared their views, and senior officers and representatives from 7 Council service areas and over 25 external organisations, including the Police, Crown Prosecution Service, National Probation Service and local health organisations.

The main findings of the review were:

- Organisations in Telford and Wrekin were working well together to respond to cases of CSE as they are identified;
- More age-appropriate awareness raising activity was required;
- Ongoing support was required for victims and families but organisations providing that support were underfunded; and
- CSE was everyone's business.

The report set out a number of recommendations aimed at addressing the issues raised.

The Conservative and Liberal Democrat/ Independent Group Leaders expressed their thanks to the Children & Young People Scrutiny Committee for their work on a serious and emotive issue, particularly noting comments regarding raising awareness and funding for services.

Councillor P R Watling, Cabinet Member for Children, Young People & Communities, responded to the report on behalf of the Cabinet. He thanked the Committee for the thoroughness of this challenging review. The TWSCB and Partners welcomed the Scrutiny Committee's recommendations and the detailed response to each recommendation was appended to the report attached to the agenda. All the local recommendations had been accepted and Partners were already working to deliver the recommendations with some positive progress relating to disruption activity as set out in the report. The Review had made three recommendations for National Bodies and a joint response with the CYP Scrutiny Committee, TWSCB and Cabinet was suggested. The TWSCB would be responsible for monitoring the recommendations and ensuring progress was made in a timely manner. An interim progress report and full progress report would be delivered to the CYP Scrutiny Committee.

Members also welcomed the current review of the Child & Adolescent Mental Health which was being considered by the Joint Health Overview and Scrutiny Committee.

RESOLVED that –

(a) the programme to respond to the Children & Young People Scrutiny Committee's report be approved;

(b) the recommendations to national organisations be approved; and

(c) the ongoing dialogue by the TWSCB with partners to meet the cost of delivering multi-agency recommendations be noted.

CB-016 2016/17 Financial Management Report

Key Decision identified as Financial Management in the Notice of Key Decisions published on 22 June 2016.

Part recommendation for Full Council in relation to (b) and (d) not subject to Call-in.

Councillor L D Carter, Cabinet Member: Council Finance Partnerships & Commercial Services, presented the report of the Assistant Director: Finance & HR, which provided Members with the latest financial monitoring information for 2016/17.

The net projected outturn position for the General Fund revenue budget was currently estimated to be within budget, after applying £3.4m currently available in central contingencies pending any further commitments which may arise during the rest of the year and after using the specific contingency of £2.5m earmarked in the 2016/17 budget strategy for Early Help and Support pressures and the one-off service balances totalling £0.5m for Children's Safeguarding.

There were a number of variations from the approved budget, including the cost of Children in Care placements (overspend of £1.1m) and the cost of Early Help and Support (projected overspend of £4.0m mainly relating to care packages). There were benefits from Treasury Management activities of £1.5m and a one-off benefit following the final winding up of Transforming Telford Ltd of £0.6m.

The capital programme totalled £97.3m, which included all approvals since the budget was set. Spend was projected at 88% of the budget allocation. The report detailed a number of new approvals, virements and slippage.

The collection level for Council Tax and Business Rates was ahead of target, whilst Sales Ledger debts were slightly behind the targets set for the year.

Members welcomed the certainty that the government's new four year local government funding settlement would offer. The Leader commented on Daniel Kawczynski MP's recent statement that he would vote against the Local Government Settlement if it did not offer a fair funding deal for Shropshire and hoped a similar response from Telford & The Wrekin MPs would be forthcoming.

RESOLVED –

- (a) that it be noted that 2015/16 revenue spending is currently projected to be within budget and that work will continue with SMT to sustain the position; and the proposed use of the contingency detailed in 5.1 be approved;**
- (b) that the position in relation to capital spend be noted and TO RECOMMEND TO COUNCIL that the new allocations, virements and slippage detailed in Appendix 3 be approved;**
- (c) that the collection rates for NNDR, council tax and sales ledger be noted; and**

(d) TO RECOMMEND TO COUNCIL that the draft Efficiency Strategy in Appendix 4 be approved and that delegated authority be granted to make final changes to reflect guidance and best practise as it continues to develop to the Managing Director after consultation with the Leader and Cabinet Member for Council Finance & Service Delivery

CB-017 2015/16 End of Year Performance Report

Key Decision identified as 2015/16 End of Year Performance Report and Review of Strategic Risk Register in the Notice of Key Decisions published on 22 June 2016.

Recommendations for Full Council – not subject to Call-in.

Councillor R A Overton, Cabinet Member: Housing, Leisure & Health, presented the report of the Managing Director which presented an overview of 2015/16 performance against the Council's priorities, and the updated Strategic Risk Register.

Appended to the report were the figures for each of the performance indicators linked to the Council's priorities. Among the headline messages from the analysis:

- The borough continued to attract new investment, with high profile examples of investment in 2015 including the MOD logistics hub and the recent investment from Magna. The Land Deal with the Homes and Communities Agency (HCA) would unlock assets in the borough to drive growth and facilitate further investment.
- For "vulnerable learners" greater, more consistent improvement was required in terms of attainment and progression. For both of these measures, the gap between Pakistani learners, pupils in receipt of free school meals and children in care and their peers remained too high.
- Demand on the Children's Safeguarding Service continued to increase
- Although improving, there were a number of long-term health challenges for the Borough including: teenage conception rates, the proportion of mothers smoking at delivery and early mortality rates.

The Strategic Risk Register was a means for the organisation to identify and manage the substantive issues which could impact negatively on delivery of the Council's priorities. Appended to the report was an updated Register which showed the key risks identified for 2016/17 and the mitigating actions in place to manage these risks.

The Cabinet Member: Housing, Leisure & Health had requested an interim report for 2016/17.

In response to a question regarding youth unemployment, the Cabinet Member: Education, Employment & Regeneration, noted that official statistics suggested that youth unemployment was on the rise. However, this measured rate was a result of the data being based on a relatively small sample survey rather than a real change in the underlying youth unemployment rate. Locally produced data was based on

the exact number of claimants and she hailed the work of the Job Boxes in reaching the hidden unemployed, ie those who were not claiming benefits. She pointed to a number of upcoming events, including the Be Inspired Event, a number of job fayres, and the Life Ready, Work Ready initiative which saw local businesses linking with schools to provide the workforce of the future with the skills required to secure employment. She was happy to provide opposition leaders with the opportunity to visit a Job Box and see the work in action.

RESOLVED that –

(a) progress against the Council’s Co-Operative priorities be noted; and

(b) the Council’s strategic risk register be adopted

CB-018 Superfast Telford – Marches Business Broadband Grant Scheme

Key Decision identified as Superfast Telford – Business Broadband ERDF Grant Scheme in the Notice of Key Decisions published on 22 June 2016.

Councillor A D McClements, Cabinet Member: Transport, Customer & Neighbourhood Services presented the report of the Assistant Director: Business, Development & Employment which provided an update on the status of the Superfast Broadband project, sought approval of match funding mechanisms and approval for the authority to enter into a formal Partnership Agreement with project partners and the Department of Communities and Local Government (DCLG).

Superfast Telford was the Councils £5.6m broadband programme which would see 9,300 homes and businesses across the borough benefit from a new network of fibre broadband infrastructure. Combined with commercial activity, this will result in 98% of Telford & Wrekin being covered by the end of 2017. The Council was committed to continue to seek solutions for the 2% of the borough that won’t benefit from the current programme to get as close to 100% as possible.

The Council had also continued to seek other funding streams to support broadband roll-out. As part of the Marches Local Enterprise Partnership, Telford & Wrekin had the opportunity to benefit from £2.2m of EU funding and the Council had therefore been working with Shropshire and Herefordshire on the development of a bid for funding for a Broadband Grant Scheme for Small and Medium Sized Enterprises across the Marches. It was noted that the bid was in the application stages and timescales for delivery may slip as a result of the EU Referendum.

The Cabinet Member noted a typographical error in the report at paragraph 4.3 - the third column, row relating to EU Funding, should read “£672,575”.

RESOLVED that -

(a) proposals for the project match funding mechanism be approved;

(b) approval to enter into a Partnership Agreement with project partners, with Hereford Council acting as Accountable Body be granted; and

(c) authority be delegated to the Assistant Director; Business, Development & Employment, in discussion with the Lead Cabinet Member, to take all actions necessary to complete the Partnership Agreement

CB-019 Declaration of three new Local Nature Reserves: Apley Woods LNR, Ketley Paddock Mound LNR and The Beeches LNR

Key Decision identified as Declaration of three new Local Nature Reserves in the Notice of Key Decisions published on 22 June 2016.

Councillor R A Overton, Cabinet Member: Housing, Leisure & Health, presented the report of the Assistant Director: Business, Development & Employment which presented proposals to declare three statutory Local Nature Reserves known as 'Apley Woods Local Nature Reserve,' 'Ketley Paddock Mound Local Nature Reserve' and 'The Beeches Local Nature Reserve.' Maps showing the proposed LNRs were appended to the report.

The proposals followed on from the Council's commitment through the Green Guarantee to retain locally important green spaces which had value to local communities. The proposed declaration of the three new Local Nature Reserves added to the eight already designated in the Borough maintained that commitment extending the area of protection by 40 hectares. It also delivered against a key priority in the emerging Local Plan.

The proposal had been developed in liaison with the local community, the local Parish Councils and will involve local volunteers carrying out small scale conservation tasks as part of the management of the sites. The designation of additional LNRs also reflected the Council's recognition of the value these spaces play in local communities and promoting health and wellbeing.

The three proposed sites were all within Council ownership (with the exception of the meadow area of Apley Woods which was pending legal transfer from the Homes and Communities Agencies as set out in the report) and were considered to fulfil the requirements to become a formally declared LNR.

The next stage in the process was to progress the sites further through a formal process with Natural England prior to final legal declaration.

The Cabinet Member: Education, Employment & Regeneration had recently attended a launch event at the Ketley Paddock Mound and warmly welcomed the excellent work being done by the local community. Similarly, the Cabinet Member: Children, Young People & Communities, was impressed with the work of local residents at The Beeches site.

RESOLVED that –

(a) the declaration of the Apley Woods LNR, the Ketley Paddock Mound LNR and the Beeches LNR be approved; and

(b) authority be delegated to the Assistant Director: Business, Development & Employment (and any officer authorised in writing by that Assistant Director) to complete the declaration process following consultation with the Lead Cabinet Member for Housing, Leisure & Health.

CB-020 Article 4 Direction to Remove Permitted Development Rights for Conversion of Light Industrial Units to Residential

Key Decision identified as Article 4 Permitted Development Rights – Employment Areas in the Notice of Key Decisions published on 22 June 2016.

Councillor R A Overton, Cabinet Member: Housing, Leisure & Health, presented the report of the Assistant Director: Business, Development & Employment which followed a previous report to Cabinet when approval was granted to consult on and introduce an Article 4 Direction to remove certain permitted development rights that allowed the change of use to residential uses within named industrial estates. Since approval of that report, the legislation had been amended to also allow the change of use of light industrial units (Use Class B1 (c)) to residential uses. Therefore the Council had reviewed these impacts prior to public consultation and were now seeking Cabinet approval to add this use class to this direction.

Cabinet were informed that the inclusion of this additional use class to permitted development rights would add further pressure to the prime employment areas, and the proposed Article 4 Direction as considered by Cabinet was threatened by this amendment as a significant number of units within the named industrial estates could come forward as residential uses. This was not considered sustainable and would threaten the strategic long term growth and availability of prime employment land within the Borough. Consequently it was considered that the additional use class should be added to the Article 4 Direction to ensure the integrity of these employment areas, and ensure the residential amenity of any occupant was tested and protected through the requirement for submission of a planning application.

The Council's Constitution did not provide the necessary delegated powers under the Town and Country Planning (General Permitted Development Order) 2015 for Officers to make and cancel Article 4 Directions and Cabinet were requested to approve delegated powers to officer level to enable the Planning Department to manage this type of planning control.

RESOLVED that –

(a) authority be delegated to the Assistant Director Business, Development and Employment to make a Direction without immediate effect under Article 4 (1) of the Town and Country Planning (General Permitted Development Order) 2015 relating to the employment areas of Central Park / Town Centre, Halesfield, Hortonwood, Stafford Park and Tweedale as identified on the attached plan to remove permitted development rights under:

- (i) Schedule 2 Part 3 Class (O) changes of use from offices to dwelling houses and**

- (ii) **Schedule 2 Part 3 Class (P) changes of use from storage or distribution centre to dwelling houses and**
- (iii) **Schedule 2 Part 3 Class (PA) changes of use from light industrial uses to dwelling houses and;**
- (iv) **Any other such Class of permitted development specified in Schedule 2 of the Town and Country Planning (General Permitted Development Order) 2015 as amended as is deemed appropriate to preserve the integrity of the said employment areas (“the Employment area Article 4 Direction”)**

(b) the Assistant Director Business Development and Employment (or any other officer authorised in writing by the Assistant Director Business Development and Employment) be authorised in consultation with the Lead Cabinet Member to exercise all powers under Article 4 and Schedule 3 of the Town and Country Planning (General Permitted Development Order) 2015 as amended to make or cancel Article 4 Directions with and without immediate effect for the removal of permitted development rights as deemed expedient

CB-021 West Midlands Rail Collaboration Agreement

Non Key Decision

Councillor A D McClements, Cabinet Member: Transport, Customer & Neighbourhood Services presented the report of the Assistant Director: Customer & Neighbourhood Services which sought authorisation for Telford & Wrekin Council to cast its vote in favour of the special resolution that was necessary under Article 8.3 of West Midlands Rail Limited (WMR Ltd) Articles of Association to authorise the signing of a Collaboration Agreement, whether that resolution was passed in writing or at a general meeting of the Company. The Collaboration Agreement set out the relationship between WMR Ltd and the Department for Transport (DfT) in relation to the management of the West Midlands Rail franchise and further rail devolution in West Midlands.

RESOLVED that –

- (a) the progress being made by WMR Ltd towards meeting the objectives of the company be noted;**
- (b) it be approved that Telford & Wrekin Council casts its vote in favour of the special resolution that is necessary under Article 8.3 of West Midlands Rail Limited (WMR Ltd) Articles of Association to authorise the signing of the Collaboration Agreement (included with this report as appendix A), whether that resolution is passed in writing or at a general meeting of the Company; and**
- (c) the appointment of Councillor Angela McClements as a Director of WMR Ltd and notes that Councillor Shaun Davies will attend as her substitute and Councillor Kuldip Sahota will resign as Director be approved.**

CB-022 Urgency Resolution – Section 100B(4) Local Government Act 1972

The Leader made the following statement:

“I am of the opinion that the following items of business should be dealt with as a matter of urgency at this meeting in order to avoid any unnecessary delay.”

CB-023 Referral from Council

Councillor A R H England, Cabinet Member: Adult Social Care & Older People noted that the last Council meeting on 14 July 2016 had received a question from a member of the public which sought Council's support to lobby government to reconsider transitional pension arrangements for women born after 6 April 1951. The Cabinet Member noted that 8% of the population in Ercall Magna and The Gorge were affected and women born in 1953 and 1954 were particularly affected by the government's changes to the state pension age and had little time to make alternative arrangements. The Cabinet Member had technically only been able to give his personal support and that of the Leader and he, therefore, sought a formal resolution by Cabinet to give the Council's pledge to support the campaign.

Both opposition leaders present welcomed support of the Women Against State Pension Inequality (WASPI) campaign.

RESOLVED that the Council pledge support to the WASPI campaign and write to the Prime Minister on behalf of local women affected by the changes.

CB-024 £20m Growth Fund – Investing in Telford's Growth

Councillor L D Carter Davies, Cabinet Member: Council Finance Partnerships & Commercial Services, presented the report of the Assistant Director: Business, Development & Employment which followed a previous report to Council in November 2015 when borrowing to establish a £20m Growth Fund to attract inward investment and deliver economic growth and revenue income was approved. Under the terms of that Report, investment was focussed on the development of the Council's Property Investment Portfolio (PIP). This report proposed an amendment to the delegation to allow for the £20m Growth Fund to be used to fund strategic infrastructure, including electricity and utility supplies, where through a business case it was shown to support and enable inward investment, business growth and revenue generation.

RESOLVED that -

- (a) authority be delegated to the Assistant Director: Development, Business & Employment in consultation with the Assistant Director: Finance, Audit & Information, and the Cabinet Member: Council Finance & Service Delivery to consider the business case and determine the acquisition and disposal of PIP assets and/or investment in strategic infrastructure;**
- (b) authority be delegated to the Assistant Director: Development, Business & Employment to undertake the acquisition and disposal of PIP assets and/or**

investment in strategic infrastructure following approval to the business case as set out in 2.1 and to enter into arrangements, agreements, deeds and transfers as required to secure any such acquisition, disposal and/or investment;

(c) the use of the approved Growth Fund to be used in this financial year to facilitate the ongoing rationalisation and expansion of the PIP and/or investment in strategic infrastructure as outlined in this report be acknowledged; and

(d) authority be delegated to the Assistant Director: Law, Democracy & People Services to seal or sign any documents required to give effect to the recommendations contained in this report.

The meeting ended at 5.44pm

Signed for the purposes of the Decision Notices

Jonathan Eatough
Assistant Director: Governance, Procurement & Commissioning
Date: 27 July 2016

Signed:

Date:

TELFORD & WREKIN COUNCIL

CABINET – 15 SEPTEMBER 2016

LIBRARY SERVICE RECONFIGURATION

REPORT OF THE ASSISTANT DIRECTOR: CUSTOMER AND NEIGHBOURHOOD SERVICES

LEAD CABINET MEMBER- COUNCILLOR LIZ CLARE

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

- 1.1 In January 2016 as part of the budget strategy and savings exercise proposals were put forward to close six of our nine libraries, (Newport, Madeley, Stirchley, Hadley, Dawley, and Donnington) plus the mobile library and reduce the book fund, to help contribute towards the £30m savings target set for delivery before 2017. A public consultation exercise was undertaken in January of this year which explained that although there was no desire to see libraries close, the financial pressures that the Council finds itself facing as a result of the Government's funding cuts left us with little option but to review the scale of the current library service offer.
- 1.2 As a result of that public consultation our Town and Parish council partners namely Great Dawley Town Council, Stirchley & Brookside Parish Council, Hadley & Leegomery Parish Council and Donnington & Muxton Parish Council along with HLC learning community expressed concerns that their local library would be closing and indicated that they would be interested in running a community lead library. At the same time cabinet members decided that that as a result of the first public feedback in January, the council intended to continue to run and operate Newport Library and Madeley Library however with reduced opening hours. These libraries, along with our libraries at Southwater and Wellington also provide a First Point services and that level of service is difficult to replicate under a Community lead library model. As a result the savings targets for the library service was reduced to reflect the decision to continue to keep Newport and Madeley open as council run libraries with First Point provision.
- 1.3 During the Spring, discussions have been held with the Town and Parish Councils referred to in 1.2 above along with HLC learning community regarding their proposals to open community lead libraries. Following those proposals, and to seek feedback from residents on a revised set of library opening hours, a second and more detailed consultation on the future of the library service was undertaken during

June and July of this year. The outcome of that consultation has been key in shaping the proposals that are now being recommended in this report.

- 1.4 Taking into account the feedback from both sets of consultations this report recommends that the council no longer operates and runs libraries in Dawley, Donnington, Hadley and Stirchley but embraces the proposals from the respective Town and Parish Councils listed in 1.2 along with HLC learning community to open new community lead libraries in their area. In doing so the council will provide financial support through a 'partnership funding deal' outlined in more detail within the Summary Impact paragraphs of this report, which will see library provision sustained in these areas as a result of the commitment from the Town and Parish Councils for at least the next 6 years.
- 1.5 The Council will provide arms length support to the new community lead libraries by allowing access to the use of the councils ICT library loan system, help to decided on refreshing book stock, the provision of some new books each year and support for training volunteers who are expected to help staff the new community lead libraries alongside town and parish council employees. Although these libraries will be run by Town and Parish Councils they will remain part of the statutory library service allowing residents to return and borrow books from either a community lead library or a council run library providing a seamless service to our residents despite these changes. It should also be noted that a number of town and parishes are proposing to open their community libraries for longer than the current council run Neighbourhood Libraries in their area providing an enhanced level of access.
- 1.6 The Council will continue to operate and run Southwater, Madeley, Newport and Wellington Libraries however it is proposed that the opening hours, staffing and number of activities in these libraries are reduced from Autumn 2016 as outlined in paragraphs 4.3.10 to 4.3.17 of this report.
- 1.7 It is proposed that from October 2016 Oakengates Library will continue to be run by the Council as it is part of Oakengates theatre however it will be open fewer hours during the week. Oakengates Town Council have however agreed to fund the opening of the library on Saturday mornings when the theatre is not due to open and these days will be operated by Library staff.
- 1.8 Unfortunately no organisation has come forward to help continue the mobile library service therefore this will cease to operate from 31st March, 2017. The Council has an excellent on line library service with a growing number of e.books available to download and as a result of the public consultation exercises a number of residents have come forward to volunteer to help expand our home library service which is already well utilised by our more vulnerable customers. The home library service enables residents who are unable to visit a library to reserve books and have them delivered to their home by a volunteer. We will be promoting both these services to help to mitigate the loss of the mobile library service.

- 1.9 The council will be reducing the book fund which is used to purchase new books each year by 50% however Newport Town Council have agreed to provide some additional funding to help sustain current book levels at Newport Library

2. RECOMMENDATIONS

Cabinet are asked to approve that:-

- 2.1 The Council will continue to operate and manage libraries including a First Point Service at Southwater, Wellington, Newport and Madeley Library.
- 2.2 The Council will continue to operate Oakengates Library which remains part of Oakengates Theatre and staffed and run by the theatre team on a day to day basis
- 2.3 Dawley, Stirchley, Hadley and Donnington Libraries close by the end of this year as council run libraries
- 2.4 The Council to provide partnership funding deals to assist the respective Town and Parish Councils listed in 1.2 and HLC learning community to set up and run new community lead libraries in Dawley, Stirchley, Donnington & Hadley, which will help to sustain library provision in those areas for at least the next 6 years and assist the council to achieve the library savings target.
- 2.5 In addition to the partnership funding deals the council will provide arms length support to the new community lead libraries by sharing the use of the current library loans ICT system, provision of new book stock, help to refresh book stock and support to train new volunteers required to staff the new community lead libraries
- 2.6 That from 31st March 2017 the mobile library service ceases to operate if no organisation comes forward in that timescale with a firm proposal to run it.
- 2.7 That from Autumn 2016 the four remaining core Council run libraries (Southwater, Wellington, Madeley & Newport) including Oakengates Library amend their opening hours as described in the report and informed by public consultation to help achieve the savings target
- 2.8 That approval is given for the introduction of the new charges as described in the report.
- 2.9 That approval is given for Madeley Library to relocate into Anstice Memorial Hall, or another community run facility in the future, subject to ongoing negotiations with Madeley Town Council.

3. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT

Do these proposals contribute to specific Priority Plan objective(s)?

Libraries are a key community facility which contributes to several of our co-operative priorities. These include Education and Skills, Health and Wellbeing and Children and Young People

Will the proposals impact on specific groups of people?

The recommendations in this report will have an impact on the users of Library Services right across the Borough

The Library service has prepared an Equalities Impact Assessment as part of the initial proposals and this documentation has been updated to reflect the feedback from the public consultation exercises and the revised proposals. (See Appendix A) The Equalities Impact Assessment illustrates how the service aims to mitigate any adverse impact on groups covered by the legislation.

TARGET COMPLETION/DELIVERY DATE

The change to opening hours and the opening of the new community lead libraries will be commence from autumn 2016 and take place through until January 2017

The mobile library service will close from 31st March 2017.

FINANCIAL/VALUE FOR MONEY IMPACT	Yes
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The savings from the reduction in opening hours of Southwater, Wellington, Newport, Oakengates and Madeley Libraries total £177k. This assumes a part year saving being achieved in 2016/17 from implementation in the autumn.

The cessation of the Mobile Library service delivers a saving of £41k from the reduced staff and vehicle costs and the restructure of the Library Development Team will deliver £101k.

The Council has made one off funding available to support the transfer of services to Partnership Organisations over a 3 year period. This is paid as Transitional Grant Funding which requires the Partnership Organisation to prepare a business case to the Council demonstrating the sustainability of the service they are taking on over a 6 year period. The business case will include details of how the organisation will fund the service going forward. The new Community Lead Libraries will result in further savings of £64k.

In total savings of £383k are being delivered from these proposals, with the shortfall of £14k against the £397k target being addressed in 2017/18 when the work with Madeley Town Council around the anticipated move to Anstice is complete.

MLB 17.08.16

LEGAL ISSUES | Yes

Local Authorities have a statutory duty under the Public Libraries and Museums Act 1964 “to provide a comprehensive and efficient library service for all persons” in the area that want to make use of it, taking into account local needs and within available resources.

Two key requirements of the 1964 Act are to encourage both adults and children to make full use of the library service, and to lend books and other printed material free of charge for those who live, work or study in the area.

In addition to the 1964 Act other legal obligations that must be considered include:

- Equality Act 2010 and section 149: Public Sector Equality Duty;
- Local Government Act 1999 and section 2: Best Value Duty;
- Localism Act 2011; and
- Previous legal challenges of local authority decisions.

The current leading view of the Courts of the meaning of what amounts to a comprehensive service is:

“it cannot mean that every resident lives close to a library. This has never been the case. Comprehensive . . . means a service accessible to all residents using reasonable means, including digital technologies . . .

An efficient service must make the best use of the assets available in order to meet its core objectives and vision, recognising the constraints on council resources. Decisions about the Service must be embedded within a clear strategic framework which draws upon evidence about needs and aspirations across the diverse communities of the borough.”

In relation to the mixed urban and rural nature of the Telford & Wrekin area the key factors for decision makers would appear to be that there is reasonable ability to access the proposed service provision by all residents of the Borough. This means that distances and time taken to reach a library must be reasonable and any particular problems, whether physical disabilities, or created by age or family considerations, must be capable of being met, whilst balanced against the material consideration of budgetary constraints.

The Equality Duty has been considered in the accompanying Equality Impact Assessment under which the needs of the local community and protected groups have been assessed by way of comparative analysis to identify the implications of proposals on vulnerable communities.

The Council has also sought to meet its duty to consult service users and other groups by consultation on proposals at a formative stage to allow responses to be taken into consideration at the decision making stage.

As with any decision made by the Authority affected persons have a right of challenge through a number of means including Judicial Review. In addition under the 1964 Act the Secretary of State has a statutory power to intervene when a library authority fails (or is suspected of failing) to provide the required service. She/He will only intervene after careful consideration of local authorities’ compliance with the terms of the 1964 Act. This power to

intervene has been utilised on only one occasion since 1964, with a public inquiry in Wirral in 2009, however the Secretary of State has been known to issue 'Minded To' Letters to various local authorities in respect of proposals to reduce library provision.

Although proposals made in this report recommend a degree of reduction in service provision, when balanced against budgetary constraints and considering the alternative range of approaches taken by the Council to maintain the provision of library services as far as possible, it is likely to be the case that it can be shown that the statutory duty to provide a "comprehensive and efficient service" is being adequately met.

PM: 17 August 2016

OTHER IMPACTS, RISKS & OPPORTUNITIES	Yes	Details contained further in the report.
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IMPACT ON SPECIFIC WARDS	No	
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PART B) – ADDITIONAL INFORMATION

4. INFORMATION

4.1 Introduction and Background

4.1.1 This report sets out the proposed reconfiguration of the library service in the context of the Council's budget proposals. This includes the outcomes from two extensive public consultations during the first half of this year on the future of the service, and sets out a number of proposals for consideration. The report also highlights a number of potential risks and wider impacts that these proposals will have for individuals and communities as well as our future ambitions for the service.

4.1.2 The key objectives addressed in this report are:-

- Achieving 2017/18 budget strategy savings through the reconfiguration of the service
- Maintaining service provision through partnership working with communities and other agencies specifically our Town and Parish Councils and Hadley Learning Community
- Minimising impact on communities, particularly older and young people

4.2 Current Service Provision

4.2.1 The Council currently has a network of four main libraries, five neighbourhood libraries and a mobile library. There is also a Support and Development team, Home Library Service and an online library service.

4.2.2 The main libraries are Madeley, Newport, Southwater and Wellington. These libraries are open longer hours and provide a full range of services including First Point where staff handle customer service enquiries and transactions on behalf of the Council. The Development Team also organise activities in these libraries, catering for all age groups.

4.2.3 The current Neighbourhood libraries are Dawley, Donnington, Hadley, Oakengates and Stirchley. These are open fewer hours than the main libraries and do not offer a First Point Service.

4.3 Proposed Reconfiguration of the Library Service

4.3.1 The four existing core libraries will remain managed and staffed by Telford & Wrekin Council. However it is proposed that the opening hours, staffing and number of activities in these Council libraries are reduced from October 2016. The libraries will remain open on their busiest days and when most people want to use them.

4.3.2 It is proposed that from October 2016 Oakengates Library will continue to be run by the Council as part of the theatre operation, partially supported by funding from Oakengates Town Council.

4.3.3 The remaining neighbourhood libraries will close as council run libraries but new community lead libraries and will be opened and operated by either Town and Parish Councils or in Hadley's case by HLC school with support from the Parish Council.

4.3.4 The community libraries, (Dawley, Donnington, Hadley and Stirchley) will still be part of the Council's statutory library provision. This means Telford & Wrekin Council will offer arms length support and will therefore continue to maintain and pay for the following:

- Access to the library stock with a regular turnover of titles in each location.
- Members will still be able to borrow and reserve books from any library council run or community lead
- An agreed selection of new stock each year
- Use of the library management system so that books can be issued and returned as well as reserved in other libraries, and new members can join
- Access to Telford & Wrekin Council's public computers and free WiFi access
- Access to e-resources such as our digital books, audio-books, magazines; Ancestry.com etc.
- Initial training for Town and Parish Council and school library volunteers
- Advice on stock management and layout
- Promotions such as the Summer Reading Challenge

4.3.5 All day to day operations at the community lead libraries will need to be undertaken by either existing staff employed by the Town and Parish Councils or HLC school, or through the use of unpaid volunteers who will be recruited and managed by the Town and Parish Councils or HLC School directly. Self-service will be available at all of the community lead libraries.

- 4.3.6 A service level agreement will be produced for each of the community libraries that will specify the roles, functions and responsibilities of the partner organisations and the resources and support that will be provided by Telford and Wrekin Council.
- 4.3.7 The Home Library Service is managed by the Library Development Team and supported by volunteers who deliver books to people who are unable to visit the library because they have a disability or are carers. There are no changes proposed for this service. However the take up of this service is likely to increase in the future as a result of the mobile library service closing so we will be looking to recruit additional volunteers to help manage demand.
- 4.3.8 In January it was proposed that the Mobile Library Service would cease. Unfortunately despite our best efforts no organisation has come forward with a firm offer to run the Mobile Library Service. We will continue to explore opportunities however unless someone comes forward with a viable proposal before March 2017 then the mobile library service would cease from that point. We will be promoting our Home Library Service and on line services to those affected to help mitigate the loss of this part of our service.
- 4.3.9 One of the largest area of cost in the current library budget is staffing, so achieving the required savings will require a reduction in staffing for the remaining 5 council run libraries. A formal consultation with staff and unions commenced on 5th September, with the proposed new structure coming into effect in January 2017. The launch of the staff restructure consultation has been timed to coincide with the launch of a number of other restructures across the Council, to increase the opportunities for library staff to be redeployed in the organisation and reduce the likelihood of compulsory redundancies.

4.3.10 **Southwater Library**

From October 2016, it is proposed that Southwater will be staffed and open for 42 hours per week which is a reduction of 4 hours per week.

Proposed new staffed opening times	(Current opening times)
Monday 10am to 5pm	(10am to 6pm)
Tuesday 10am to 5pm	(10am to 6pm)
Wednesday 10am to 5pm	(10am to 6pm)
Thursday 10am to 5pm	(10am to 6pm)
Friday 10am to 5pm	(10am to 6pm)
Saturday 10am to 5pm	(10am to 4pm)

Customers already self-serve book issues and returns from 9am to 10am Monday to Friday, which would continue.

4.3.11 **Wellington Library & First Point**

We will continue to offer the current full range of self-service opening times, but increase the number of hours this Library will be unstaffed. This will include moving to self-service only all day on a Wednesday and after 1pm on a Saturday.

Wellington Library will remain open on Sundays for self-service and will be promoted across all libraries as the one library available on a Sunday

Proposed new staffed opening times (Current opening times)

Monday 10am to 5pm (10am to 6pm)
Tuesday 10am to 5pm (10am to 6pm)
Wednesday Self-serve only (10am to 6pm)
Thursday 10am to 5pm (10am to 6pm)
Friday 10am to 5pm (10am to 6pm)
Saturday 10am to 1pm (10am to 4pm)
Sunday Self-serve only

It is also proposed to reconfigure the design of Wellington Library to move the community history and study area into the area of the library which is currently used for meeting rooms, which will allow options to be explored to use the lower ground floor area for an alternative purpose. Discussions are currently ongoing with the Wellington Town and Parish Council who are interested in using this space.

4.3.12 Madeley Library & First Point

From October 2016, it is proposed that Madeley Library will be staffed and open for 24 hours per week which is a reduction of 11 hours per week.

Proposed new staffed opening times (Current opening times)

Monday 10am to 5pm (10am to 5pm)
Tuesday 10am to 5pm (10am to 5pm)
Wednesday Closed
Thursday 10am to 5pm (10am to 6pm)
Friday Closed (10am to 5pm)
Saturday 10am to 1pm (10am to 4pm)

Although the library will remain in its current location for the time being, Madeley Town Council have expressed their interest in potentially moving the library in future to be co-located in the Anstice Memorial Hall which Madeley Town Council are hoping to bring back into community use. This may enable us to provide a longer range of opening hours during which the library will be open for self-service. No date is yet set for any move.

4.3.13 Newport Library & First Point

From October 2016, it is proposed that Newport Library will be staffed and open for 24.5 hours per week which is a reduction of 10.5 hours per week.

Proposed new staffed opening times (Current opening times)

Monday Closed (10am to 4pm)
Tuesday 10am to 5pm (10am to 5pm)
Wednesday 10am to 5pm (10am to 6pm)
Thursday Closed
Friday 9am to 4pm (9.30am to 5pm)
Saturday 9.30am to 1pm (9.30am to 4pm)

As part of our reduction in a staffed library service, a self-service machine will be installed in Newport to facilitate the issue and return of books.

4.3.14 Oakengates Library

From October 2016, it is proposed to be staffed and open for 12 hours per week which is a on a par with the current number of hours it is open.

Proposed new staffed opening times	(Current opening times)
Monday 10am to 1pm	(10am to 2pm)
Tuesday Closed	
Wednesday 10am to 1pm	(12pm to 4pm)
Thursday 2pm to 5pm	(Closed)
Friday 2pm to 5pm	(10am to 2pm)
Saturday 9am to 1pm	

Oakengates Library is currently co-located inside Oakengates Theatre and is mainly self-service, with any customer support being provided by Theatre Staff. There is no First Point service provided from Oakengates Library.

Oakengates Town Council has agreed to provide financial support to allow the library to remain open for 4 hours on a Saturday, which often falls outside of the normal opening hours of the Theatre.

Outside of these guaranteed opening hours, customers can access the library for self-service whenever the theatre is open to the public, this may include some longer hours on a Saturday and some Sundays if the theatre is open for an event.

4.3.15 Dawley Community Lead Library

From Autumn 2016 it is proposed that the library that is currently situated within the Telford Langley School will close. Great Dawley Town Council will then open a community library in Dawley House, located on Dawley High Street. The library will be renamed Dawley & Malinslee Community Library.

All day to day staffing of the facility will be undertaken by the Town Council using a combination of Town Council staff and volunteers. It is proposed the library will be open for 23 hours per week which is an increase of two hours per week and a self service machine will be installed at Dawley House.

Proposed new opening times	(Current opening times)
Monday 9am to 1pm	(Closed)
Tuesday 9.30am to 4.30pm	(9.30am to 1pm and 1.30pm to 5pm)
Wednesday 9am to 1pm	(9.30am to 1pm)
Thursday 9am to 1pm	(Closed)
Friday 9am to 1pm	(9.30am to 1pm and 1.30pm to 5pm)
Saturday Closed	(10am to 2pm)

4.3.16 Donnington Community Lead Library

From autumn 2016 it is proposed that Donnington Library will cease to be a Telford & Wrekin Council run library, and become a community library which is run by Donnington & Muxton Parish Council. The library will remain in its current position which is alongside the Parish Council Offices. The parish propose to make changes to the layout of the building to facilitate this.

All day to day staffing of the facility will be undertaken by the Parish Council using a combination of Parish Council staff and volunteers. It is proposed the library will be open for 18 hours per week which is an increase of 2 hours per week and a self-service machine will be installed at Donnington Library.

Proposed new opening times	(Current opening times)
Monday 9am to 3pm	(10am to 2pm)
Tuesday 9am to 3pm	(Closed)
Wednesday Closed	(1pm to 5pm)
Thursday 9am to 3pm	(Closed)
Friday Closed	(10am to 2pm)
Saturday Closed	(10am to 2pm)

It is possible that these opening hours may be extended to open 9am to 3pm Wednesday and Friday and some hours on a Saturday dependant on availability of Parish Council staff and the ability to recruit volunteers.

4.3.17 Hadley Community Lead Library

From autumn 2016 it is proposed that Hadley Library will cease to be a Telford & Wrekin Council run library, and become a community library which is run by the Hadley Learning Community with financial support from Hadley and Leegomery Parish Council. The Library will remain located as part of the school.

All day to day staffing of the facility will be undertaken by the Learning Community using a combination of their existing school staff and volunteers.

It is proposed the library will be open for 18 hours per week which is a reduction of one hour per week and a self-service machine will be installed at the library.

Proposed new opening times	(Current opening times)
Monday 2pm to 5pm	(10am to 1pm and 2pm to 5pm)
Tuesday 2pm to 5pm	(Closed)
Wednesday 2pm to 5pm	(10am to 1pm and 2pm to 5pm)
Thursday 2pm to 5pm	(Closed)
Friday 2pm to 5pm	(1pm to 5pm)
Saturday 10am to 1pm	(10am to 1pm)

4.3.18 Stirchley Community Lead Library

From autumn 2016, it is proposed that Stirchley Library will cease to be a Telford & Wrekin Council run library, and become a community library which is run by Stirchley

and Brookside Parish Council. All day to day staffing of the facility will be undertaken by the Parish Council using a combination of Parish Council staff and volunteers.

The library will remain at the Sambrook Centre and it is proposed it will be open for 35 hours per week which is an increase of 22.5 hours per week. The self-service machine will remain in the library.

Proposed new opening times	(Current opening times)
Monday 9.30am to 4.30pm	(10am to 1pm)
Tuesday 9.30am to 4.30pm	(2pm to 5pm)
Wednesday 9.30am to 4.30pm	(2pm to 5pm)
Thursday 9.30am to 4.30pm	(Closed)
Friday 9.30am to 4.30pm	(1pm to 5pm)

4.3.19 Mobile Library

In January it was proposed that the Mobile Library Service would cease from 31st March 2017 as it is not a cost effective service for the small number of users that it has. No organisation has come forward during the consultation with any firm offer to run the Mobile Library Service across the whole of Telford and Wrekin. At the time of writing this report it is recommended that we continue with the proposed closure of the service unless a viable partnership bid emerges.

The Council will continue to provide a comprehensive home library service for those residents who are eligible and will be working to promote the superb on line offer of e.books, magazines etc. which are all available to download from the website.

4.3.20 Library events and community activities

Our library development team provide a wide range of activities and events for all ages which enhance our library offer. Activities for children and younger people include, Bounce & Rhyme and Storytime sessions, Reading Hacks, Summer Reading Challenge plus holiday events and Code Clubs. The team run ICT courses and access to Ancestry sessions which are popular and well attended; in addition they manage the teams of community history, ICT and home library service volunteers. There is also a dedicated project worker who works directly with vulnerable people and those suffering from dementia.

As part of the reduction in library service costs, there will be a corresponding reduction in the range and amount of events, activities and development work that the service will be able to provide however a number of roles in the revised library services staffing structure remain dedicated to the provision of these services within the remaining council run libraries.

The library service is a vital component in our plans to increase digital inclusion across the Borough and enable more residents to be able to channel shift to using online services. The Council will therefore be prioritising activities that support people to develop their ICT skills.

Priority will also be given to events and activities that are focused on promoting reading and literacy to children and young people. This will include continuing to mentor and develop young volunteers and the Bookstart and Summer Reading Challenge programmes.

The Council will also continue to provide specialist support to services for library users with dementia or other health barriers that prevent them from accessing mainstream library provisions.

Other events, activities and developments will be dependant on resource and budget restraints, or the ability to access external funding, such as Art Council England grants.

Some popular activities that do not fall within these priorities may have to become self-funded in the future by introducing charges for attendance. For example, author visits or ancestry workshops.

4.3.21 Reduction in Book Fund and introduction of new charges

As part of the budget strategy consultation in January, it was proposed that the funding to purchase new books and digital resources be reduced by 50% from April 2016. This reduction in funding means there will be a reduction in the number of new titles being purchased by the library service each year. The focus will need to be on mainstream titles with as broad an appeal as possible, and will reduce our ability to stock more specialist or niche titles.

Newport Town Council have agreed to make an annual financial contribution towards the book fund, which will be used to procure new titles whilst ensuring that the Council maintain a larger stock at Newport Library than would have been possible without their assistance.

4.3.22 It is also recommended that some new charges are introduced into the library service, with all additional income generated being ring fenced to the purchase of new books and resources to help mitigate the reduction in the book purchase fund.

These charges are:

- £1.00 for the second replacement of a lost or stolen adult library card
- 50p per title to place a reservation for books from our stock

4.3.23 We are also recommending that the Council pass on to customers any charges that are incurred by ordering books that have been reserved via the inter-library loan service (currently up to £5 per title), or are ordered from the British Library (£16 per title).

4.4 Results of the consultation

4.4.1 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 nine libraries be reduced to three, 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 928 separate comments were received.

- 4.4.2 Local people asked us to look for a way to keep all nine 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.
- 4.4.3 During the consultation the Council were also approached by a number of Town and Parish Councils and Hadley Learning Community School who all wanted to operate four community libraries to keep a library service accessible to the public
- 4.4.4 As the specific library service savings were refined 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.

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. This survey was widely promoted throughout the consultation.
- A survey of the Community Panel.
- Paper copies of the survey in libraries and affected Town and Parish Council Offices.
- 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.
- Consultation workshops with library volunteers.
- 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.

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.

All responses have been taken into consideration in the production of this report.

4.4.5 Participation in the consultation

- Questionnaire response rates (total of 975)
- On-line (web) 446
- Paper 529
- Face to face events 75 attendees

4.4.6 There was a good level of participation in the consultation on the proposals for changes to the library service and the responses clearly demonstrate the high value that service users place on their local library.

4.4.7 The key findings of the consultation are:

- One of the main concerns that respondents had was that children and young people would have limited access to library services because of the reduction in Saturday's opening hours. One of the ways to mitigate against children being disadvantaged by this is for teachers to visit the library with children during the school day. Several schools already encourage parents to enrol their children into the library service. The classes then make regular visits to the library to enable the children to change books. The library service will ensure that teachers are made aware of this facility through direct communication with schools and the Schools' Improvement Team
- Another general concern was that customers would not be able to use self-service and would miss the contact they had with staff. It is only in the case of Wellington library when there will be times of the day when there aren't staff available to help. In all of the other libraries there will either be staff or volunteers on hand to assist people in accessing computers, finding books and using the self service machines.
- There were mixed opinions as to whether libraries should make charges for activities and services. The majority of people felt it was reasonable to charge for reservations or lost tickets. However some respondents were concerned that charging for lost tickets and activities would further disadvantage people who are economically deprived. It has therefore been decided that the first replacement ticket will remain free of charge. At this stage the library service will not be charging for activities but will ask for donations so that money can be raised to extend the range of events they offer. Several respondents suggested a range of fundraising ideas and the library service will investigate the introduction of 'Friends Groups' in 2017/18.
- The large majority of respondents would be able to continue to use their local library, or an alternative, if the recommended changes to opening hours are approved
- 15.38% of respondents said that the proposed change to opening hours at Oakengates would prevent them from being able to access the service.

However, the offer of funding from Oakengates Town Council to enable the library to open on Saturday mornings will address the needs of many of these respondents

- There were mixed responses to the proposal that four of the libraries should become community lead libraries. Although many people recognised that this was a far better prospect than closing libraries, there were concerns about that quality and level of service that would be provided if they were operated by volunteers and non-library staff. However, these libraries will still remain part of the Council's statutory library network and training and support will continue to be provided to the partnership organisations. Whilst it is recognised that this will not replace the skills of professional staff it will ensure that libraries are providing the best possible service within the budget constraints placed on the Council.
- There were mixed views as to whether the relocation of the study and community history areas at Wellington would be a disadvantage or advantage. Several respondents said that they felt the community history area would be more accessible on the ground floor. However several respondents said that they were concerned about the study area being moved to the ground floor as this area would no longer be quiet.

4.4.8 All of the comments regarding the individual community lead libraries will be shared with the relevant partnership organisation so that they can consider how they reflect the views when developing their service.

4.5 Legal Challenge

4.5.1 Under the Public Libraries and Museums Act 1964 local authorities have a statutory duty to provide a free, comprehensive and efficient Library Service for all who wish to use it. There is no national definition of "comprehensive and efficient". Experience to date demonstrates that a mixed economy of service delivery is unlikely to result in intervention by the Department for Culture, Media and Sport due to a failure to provide a comprehensive and efficient library service. However, the scale of the proposed reduction in directly managed libraries could leave the authority vulnerable to challenge/ministerial intervention. In considering the future of its library services, the Council must be mindful of its statutory duty under the Act and consider that the proposals will enable it to continue to run a comprehensive and efficient service which takes account of the needs of local communities, within the budget available.

4.5.2 Members should note that other library authorities have been challenged in the courts on the statutory duty, Equalities Act and their consultations. Those which have faced legal challenge have been cited as failing to undertake full equalities impact assessments or adequate public consultation but have to date not faced full intervention or public inquiry as a result of non-compliance with the 1964 Public Libraries Act. If there were to be a legal challenge, there would be additional costs.

4.5.3 The Library service prepared an Equalities Impact Assessment as part of the initial proposals and this documentation and has now been updated in the light of

the secondary consultation and the revised proposals. (See Appendix A) The Equalities Impact Assessment illustrates how the service aims to mitigate any adverse impact on groups covered by the legislation.

5. IMPACT ASSESSMENT – ADDITIONAL INFORMATION

5.1 A full community impact assessment has been undertaken in relation to the recommendations in this report which have been adjusted to take into account the views expressed through the consultation process. (Appendix A).

6 PREVIOUS MINUTES

None

7. BACKGROUND PAPERS

Appendix A - Community Impact Assessment
Appendix B – Consultation results and analysis

Report prepared by Lee Higgins, Customer, Benefits & Library Service Delivery Manager

Telephone: 01952 383835

Appendix A

Review of the Library Service provision Community Impact Assessment

Overview

Our vision of Libraries is more than places to borrow books from; they provide a number of services

- **Improve literacy** by a wide range of stock from different interest that is free for anyone to borrow and organising events that encourage children to read.
- **Support economic growth and employment opportunities** by providing free Wi-Fi and computer access, and being a venue for other learning organisations.
- **Encourage digital learning and inclusion** by helping people to get on-line via training and one to one support.
- **Support health and well-being** by being a safe space that is available for everyone and providing health books and information, volunteering opportunities and activities for people to enjoy.
- **Provide safe, accessible venues to support and create stronger communities** by giving access to council services, arts activities we will as voluntary organisations, and by promoting a sense of place through community history.

Libraries also provide computers that are free to use. Whilst the reasons for using these computers can be quite diverse their support for jobseekers and people without access to computers in an increasingly digital by default environment is particularly important. Computer services can only be accessed whilst a library is staffed; during self-service hours they are not available.

The Library Operations Team also provides some other council services in the four main libraries which include Southwater, Newport, Wellington, and Madeley. Customers can apply for concessionary travel and blue badges, report lost bins, graffiti and pay council invoices, for example.

Main libraries are also used as venues for voluntary organisations such as the CAB and other council departments such as job box

The aim of the review is to provide a comprehensive and efficient library service whilst reducing the overall budget for the service as low as possible to assist the authority with an overall budget reduction of £30 million by the end of the 2017/18 financial year.

These initial proposals have been subject to a previous impact assessment referenced in the 2016/17 budget papers of the Council meeting 3 March 2016.

The proposal has undergone significant refinement since that report. To summarise the previous proposal was to close all libraries other than Southwater, Wellington and Oakengates. The closures would include the mobile library service, six other

libraries and there would be a significant reduction in the library development team and halving of the book fund. The saving target was originally £548,220.

Following the budget consultation, a number of changes were made. These included;

- Keeping Newport and Madeley Libraries as a First Point and Library Service.
- A commitment to find and work with any appropriate partners to keep a local library service although delivered in a different way
- A reduction of the saving target to £483,220.

The previous analysis identified a potential negative impact for a number of people including young people under 18 years old and women. The data was relatively high level and only suggested that areas of disadvantage may develop, although it has assisted with raising awareness of some of those issues.

After extensive discussions the proposals have undergone further changes based on a simple but effective two tier model.

Council run libraries have a First Point Service (with the exception of Oakengates Library) and are directly run by Council staff. The Library Development team will continue to run activities at these libraries.

Community libraries are not run directly by the council and do not offer a First Point Service and the Library Development Team does not deliver events or activities. They remain part of the Statutory Library Service and the organisations running them are supported by the Council with training, ICT and book stock.

The proposals have now reached a stage where they are significantly more detailed and have a substantive outline of how the Statutory Library Service can be delivered in the borough.

Current proposals

The overall budget saving has been reduced from £548,220 to £483,220.

The Council will directly run;

- Madeley
- Newport
- Oakengates
- Southwater
- Wellington

The Council has also been asked to help develop community libraries;

- Great Dawley Town Council to run Dawley Library,
- Donnington & Muxton Parish Council to run Donnington Library
- Hadley Learning Community (HLC) and Hadley and Leegomery Parish Council to run Hadley Library
- Stirchley and Brookside Parish Council to run Stirchley Library

There may be changed hours of service to accommodate staffing times.

We will continue to maintain and pay for the following at Community libraries:

- Access to the full library stock with a regular turnover of titles in each location. Members will still be able to borrow and reserve books from any library
- An agreed selection of new stock each year
- Use of the library management system so that books can be issued and returned as well as reserved in other libraries, and new members can join
- Access to Telford & Wrekin Council's public computers and free Wi-Fi access
- Initial training for Town and Parish Council and school library volunteers
- Advice on stock management and layout

This means the libraries will remain part of the Council's statutory provision.

However, to make the overall 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) by 50%
- Introduction or increase of charges to recover a greater proportion of costs associated with the delivered service.

This impact analysis will detail individual proposals, consider their impact on specific protected characteristics of service users and likely service users through evidence and consultation, and then potential mitigations where available and appropriate

It is important to remember that the context of this saving is that they are part of a larger budget strategy designed to save £30million of the entire Council budget over the next 2 years. The consequence of savings being reduced or missed in one area of the Council is a need to increase savings in another.

The proposals affect customers and services users, partner organisations including statutory and voluntary organisations, specific town and parish councils and employees.

They must be implemented by April 2017. Only where it is the best possible solution will we try to introduce savings at an earlier opportunity to maximise savings.

Name of person completing impact assessment and their post	Jo Heaton, Library Service Development Manager
Date started	10 May 2016
Other officers/Stakeholders involved	Lee Higgins, Customer, Benefits, Registration and Library Services Manager Angie Astley, Assistant Director, Neighbourhood & Customer Services Richard Taylor-Murison, Equalities Officer, Community Participation Team

Impact Assessment Detailed proposals

Positive and negative impacts on people who share protected characteristics are assessed with regard to the General Equality Duty for each proposal and relevant area;

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

Council run libraries

Madeley

Change of opening hours reducing from 35hrs/week to 24hrs/week a reduction of 11 hours. Most notably;

- All day closure on Friday changing from 10am to 5pm.
- Reduced opening hours on Saturday closing at 1pm rather than 4pm.

People of different ages

People with ill health or people with a disability
People of different gender

People who are transgender

Different racial groups

People with different religion or beliefs

People of different sexual orientation

Women who are pregnant or breast-feeding

People that are married or in a civil partnership

People affected by deprivation

	Impact		
	Positive	Negative	None
People of different ages		X – older, 65+, and younger people, 19 or under	
People with ill health or people with a disability			X
People of different gender		X – female	
People who are transgender			X
Different racial groups			No info
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation		X	

A reduction in the overall time will see a loss of opportunity for some of the users including young people and their families. In particular, the available number of hours for young people who attend school to access the service is reduced proportionately more than other people of other ages. Women are also identified as adversely affected because the data shows that a greater proportion of women between the age of 20 and 30 make use of the library more than women in the normal local population. This is most likely because they are primary caregivers of young children in the area.

The reduction of available hours is likely to have less of an impact on the older population as they, in general, have greater freedom to select their visiting times. Whilst not the primary role of the service, there have been suggestions that reductions in opening times would also reduce the opportunity for social contact that

some older people visit libraries for. The introduction of self service accentuates this point, that whilst they may be able to access lending facilities the human touch may be missed.

Madeley Library serves some areas in the 10% most deprived in the country, closure would likely have a significant negative impact on the people from lower socio-economic background even though they are less likely to use library services. Computer use in Libraries tends to be higher in areas of deprivation as individuals do not necessarily have access to personal computers and internet services. This also means that the co-location and accessibility of a First Point service which provides access to some council services such as blue badge and Council Tax support services is important. A reduction in opening hours will reduce access to these services which have a positive impact in areas experiencing significant levels of deprivation.

Newport

Change of opening hours reducing from 35hrs/week to 24.5hrs/week a reduction of 10.5 hours. Most notably;

- All day closure on Monday changing from 10am to 4pm.
- Reduced opening hours on Saturday closing at 1pm rather than 4pm.

People of different ages

People with ill health or people with a disability
People of different gender

People who are transgender

Different racial groups

People with different religion or beliefs

People of different sexual orientation

Women who are pregnant or breast-feeding

People that are married or in a civil partnership

People affected by deprivation

Impact		
Positive	Negative	None
	X – older, 65+, and younger people, 19 or under	
		X
	X – female	
		X
		No info
		X
		X
		X
		X
		X

A reduction in the overall time will see a loss of opportunity for some of the users including young people and their families. In particular, the available number of hours for young people who attend school to access the service is reduced proportionately more than other people of other ages. Women are also identified as adversely affected because the data shows that a greater proportion of women between the age of 20 and 30 make use of the library more than women in the normal local population. This is most likely because they are primary caregivers of young children in the area.

The reduction of available hours is likely to have less of an a impact on the older population as they, in general, have greater freedom to select their visiting times. Whilst anecdotal, this will also reduce the opportunity for social contact that some older people visit libraries for. The introduction of self service accentuates this point, that whilst they may be able to access book lending facilities the human contact may be missed.

Oakengates

There are significant changes to when staffed hours occur and overall, there is a reduction of 4 hours staffed opening times from 16 hrs/week to 12 hrs/week.

	Proposed new staffed opening times	Current opening times
Monday	10am to 1pm	10am to 2pm
Tuesday	Closed	Closed
Wednesday	10am to 1pm	12pm to 4pm
Thursday	2pm to 5pm	Closed
Friday	2pm to 5pm	10am to 2pm
Saturday	10am to 2pm	10am to 2pm

Self service can be accessed whenever the Theatre is open.

	Impact		
	Positive	Negative	None
People of different ages		X - young people	
People with ill health or people with a disability			X
People of different gender		X – female	
People who are transgender			X
Different racial groups			No info
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation		X	

A reduction in the overall time will see a loss of opportunity for some of the users including young people and their families. In particular, the available number of hours for young people who attend school to access the service is reduced proportionately more than other people of other ages. Women are also identified as adversely affected because the data shows that a greater proportion of women between the age of 20 and 30 make use of the library more than women in the normal local population. This is most likely because they are primary caregivers of young children in the area.

The reduction of available hours is likely to have less of an a impact on the older population as they, in general, have greater freedom to select their visiting times. Whilst anecdotal, this will also reduce the opportunity for social contact that some older people visit libraries for. The introduction of self service accentuates this point,

that whilst they may be able to access lending facilities the human touch may be missed.

Oakengates Library serves some areas in the 10% most deprived in the country; a reduction in hours would likely have some negative impact on people who are experiencing significant levels of deprivation. Even though they are less likely to use library services they are particularly vulnerable to reductions in access to;

- Computer use – usage tends to be higher in areas of deprivation as individuals do not necessarily have access to personal computers and internet services.
- Local First Point services, that provide access to some council services such as blue badge and Council Tax support services is important.

Southwater

Change of opening hours reducing from 46hrs/week to 42hrs/week a reduction of 4 hours. Achieved by;

- A reduction of closing time from 6pm to 5pm Monday to Friday
- An increase of closing time from 4pm to 5pm on a Saturday

For most of the most of the year Southwater is not open on Sunday, winter closing. The proposal is to make this permanent.

People of different ages
 People with ill health or people with a disability
 People of different gender
 People who are transgender
 Different racial groups
 People with different religion or beliefs
 People of different sexual orientation
 Women who are pregnant or breast-feeding
 People that are married or in a civil partnership
 People affected by deprivation

	Impact		
	Positive	Negative	None
			X
		X	
			X
			X
			X
			X
			X
			X
			X

There is little change to the provision at Southwater One. The building will be closing slightly earlier and the increase in opening hours on a Saturday is positive to families and disabled people. This is balanced against the impact on families and disabled people during the summer months when the building will not open as it has previously on Sunday. The Southwater One building houses a Changing Place, a toilet and changing facility that supports people with profound disabilities with specialist equipment, that is only available when the building is open. The facility is helpful for supporting families who have a person with profound physical disabilities to access Telford Town Park and the Southwater quarter family activities. It may not necessarily be used frequently but it provides confidence that there are appropriate facilities should the need arise. The next nearest alternative facility is 2.5miles.

Wellington

Change of staffed opening hours reducing from 46hrs/week to 31hrs/week a reduction of 15 hours. Achieved by;

- A reduction of closing time from 6pm to 5pm Monday to Friday except Wednesday
- Self service only on Wednesday and Sunday.
- Reduced opening hours on Saturday closing at 1pm rather than 4pm

People of different ages

People with ill health or people with a disability

People of different gender

People who are transgender

Different racial groups

People with different religion or beliefs

People of different sexual orientation

Women who are pregnant or breast-feeding

People that are married or in a civil partnership

People affected by deprivation

Impact		
Positive	Negative	None
	X - Older people X –young people	
		X
		X
		X
		X
		X
		X
		X
	X	X

There is no significant impact on people who visit and use library services at Wellington. The building is open for self service far in excess of the staffed hours and whilst there is a reduction in staffed hours the main borrowing facility is still available. Usage shows that librarian support is least needed between 5-6pm weekdays and that Wednesdays are the quietest periods.

Whilst only self service on a Sunday, Wellington Library ensures that across the borough we have 7 day a week access to physical book lending facilities.

The relocation of the community history area and study area to the ground floor will make them more accessible. However it has been suggested that students, who tend to be younger people, may find it noisier when they are studying.

Community led libraries

Dawley

The Library will move from Telford Langley School to Dawley House. It will be staffed by Great Dawley Town Council.

There are significant changes proposed to staffed hours shown below. There will be an increase of from 21hrs/week to 23hrs/week.

	Proposed new staffed opening times	Current opening times
Monday	9am to 1pm	Closed
Tuesday	9.30am to 4.30pm	9.30am to 1pm and 1.30pm to 5pm

Wednesday	9am to 1pm	9.30am to 1pm
Thursday	9am to 1pm	Closed
Friday	9am to 1pm	9.30am to 1pm and 1.30pm to 5pm
Saturday	Closed	9.30am to 1pm

	Impact		
	Positive	Negative	None
People of different ages	X - older people	X young people	
People with ill health or people with a disability	X – people with mobility and visual impairment	X – people with mobility and visual impairment	
People of different gender		X	
People who are transgender			X
Different racial groups			No info
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation	X		

There will be an increase in the total number of hours available to access services and for working age and older people this is advantageous however the hours reduce the availability of the library to school age young people.

The change in location is slightly further, approximately 150m from available public transport, so for those with reduced mobility or visual impairment this could represent a barrier. However, the location is closer to other local amenities in Dawley High Street, which may reduce the overall travel distance of potential service users when a visit to the library is combined with other activities. Usage of the library may also increase as the convenient location improves the visibility of the library

Dawley Library serves some areas in the 10% most deprived in the country, increased hours and access would likely have a significant positive impact on the people who are experiencing high levels of deprivation.

Donnington

The library will be staffed by Donnington and Muxton Parish Council.

There are significant changes proposed to staffed hours shown below. There will be an increase of 2 hours from 16hrs/week to 18hrs/week.

	Proposed new staffed opening times	Current opening times
Monday	9am to 3pm	10am to 2pm

Tuesday	9am to 3pm	Closed
Wednesday	Closed	1pm to 5pm
Thursday	9am to 3pm	Closed
Friday	Closed	10am to 2pm
Saturday	Closed	10am to 2pm

	Impact		
	Positive	Negative	None
People of different ages	X – Adults	X – young people	
People with ill health or people with a disability			X
People of different gender		X	
People who are transgender			X
Different racial groups			X
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation	X		

The change to opening times means that the library will not be accessible to young people attending school at all. A small increase of opening hours will slightly benefit adults able to access the site during the day. It is hoped that with additional volunteers, Donnington and Muxton Parish Council will be able to develop additional opening capacity.

Donnington Library serves some areas in the 10% most deprived in the country, increased hours and access would likely have a significant positive impact on the people who are experiencing high levels of deprivation.

Hadley

The library will be run by Hadley Learning Community with the financial support of Hadley and Leegomery Parish Council.

There are significant changes proposed to staffed hours shown below. There will be a reduction of 1 hour from 19hrs/week to 18hrs/week.

	Proposed new staffed opening times	Current opening times
Monday	2pm to 5pm	10am to 1pm and 2pm to 5pm
Tuesday	2pm to 5pm	Closed
Wednesday	2pm to 5pm	10am to 1pm and 2pm to 5pm
Thursday	2pm to 5pm	Closed
Friday	2pm to 5pm	1pm to 5pm
Saturday	10am to 1pm	10am to 1pm

Impact

	Positive	Negative	None
People of different ages	X – all ages		
People with ill health or people with a disability			X
People of different gender			X
People who are transgender			X
Different racial groups			X
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation			X

The change from a 4 day service to 6 days is a significant and positive step. Whilst the hours available on those days are shorter the daily availability significantly outweighs this reduction.

Stirchley

The library will be run by Stirchley and Brookside Parish Council.

There are significant changes proposed to staffed hours shown below. There will be a increase of 19 hours from 16hrs/week to 35hrs/week.

	Proposed new staffed opening times	Current opening times
Monday	9.30am to 4.30pm	10am to 1pm
Tuesday	9.30am to 4.30pm	2pm to 5pm
Wednesday	9.30am to 4.30pm	2pm to 5pm
Thursday	9.30am to 4.30pm	Closed
Friday	9.30am to 4.30pm	1pm to 5pm

	Impact		
	Positive	Negative	None
People of different ages	X		
People with ill health or people with a disability	X		
People of different gender	X		
People who are transgender			X
Different racial groups			X
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation	X		

The increase in hours has a positive impact on all service users in particular older people, younger people, women and people with low level of income because they are represented in a greater proportion in the service user group.

Other Services

- reduce staffing and the number of activities in libraries
- reduce the budget for stock (books, newspapers and magazines) by 50%

People of different ages
 People with ill health or people with a disability
 People of different gender
 People who are transgender
 Different racial groups
 People with different religion or beliefs
 People of different sexual orientation
 Women who are pregnant or breast-feeding
 People that are married or in a civil partnership
 People affected by deprivation

Impact		
Positive	Negative	None
	X	
	X	
	X	
		X
		X
		X
		X
		X
		X
	x	

The provision of staff in libraries means that higher level support can be offered to those who have more complex needs to access specialist resources including people with needs arising from disability and older people. It also means that people who are unable to use self service can still access collections with a reasonable degree of autonomy. Libraries volunteers will mitigate some of this impact.

The Library Service employees whilst not based at a particular library will be carefully distributed so that each library within the Council offer receives professional librarian support. Community libraries will be supported by trained volunteers and employees from the community organisation.

The reduction of activities is related to the reduction in capacity of the professional team. The team are responsible for the delivery of a range of sessions examples include bounce and rhyme, ancestry tasters, first click sessions, class visits and holiday activities

Inevitably, there will be less opportunity to facilitate these activities so the team will need to rationalise them. The activities are aimed at engaging people with disabilities, older people, children and their carers, there are proportionately more women carers.

Introduction of Charges

There are a number of changes being proposed to the charges the library service makes for extra services, although exemptions to some charges will exist;

- Introduce 50p charge for a reservation from one of Telford and Wrekin libraries
- £3.50 to £5 charge for reservations from a library outside of Telford and Wrekin
- Introduce material obtained from the British Library £16 per item
- Introduce £1 charge for the second replacement library card
- Charging for some extra-library activities such as Ancestry, and author visits

In some cases charges represent the cost to the library of delivering that service, for example British Library bookings. Other charges generate a small profit that will be turned back to the book or activities fund, expected to be in the region of £8,000 - £10,000 per year.

	Impact		
	Positive	Negative	None
People of different ages			X
People with ill health or people with a disability			X
People of different gender			X
People who are transgender			X
Different racial groups			X
People with different religion or beliefs			X
People of different sexual orientation			X
Women who are pregnant or breast-feeding			X
People that are married or in a civil partnership			X
People affected by deprivation		X	

There is likely to be a very small negative impact or no impact on people for most people. People affected by high levels deprivation are likely to find greater difficulty than others accessing these services and activities. However where appropriate and relevant it is likely that exemptions will exist.

The administration and implementation of a reasonable 'ability to pay' charging scheme will be explored.

Engagement

The previous proposals underwent consultation during the 2016/17 budget consultation in January 2016. The comments and feedback for that consultation have fed in to the current proposals. They have been themed and have helped to shape a number of changes and alterations to the main proposals.

A large scale consultation based in the specific proposals has taken place across the borough from 1 June to 24 July 2016. Available electronically and on paper, it asked for views on all of the proposed changes and contains a number of relevant monitoring questions designed to make sure that we are capturing a suitable sample of service users who are likely to be affected by the changes. The final report is attached as an appendix.

Currently, there are known data limitations regarding the protected characteristic information that we have for service users and visitors to the libraries. This in part is to the nature and longevity of the service, for example people may borrow books on behalf of someone else such as parents for children. Also, people may be long standing members of the library service and information about them may never have been requested.

This can mask some of characteristics of the regular service user information.

Section 3 – Mitigating Actions

The proposals have been amended significantly since the original proposals so it is important to remember that the original proposal was to close all libraries with the exception of Southwater, Wellington and Oakengates.

At the time that this proposal was agreed in the Budget 2016/18, a commitment was made to delay implementation for as long as possible whilst community solutions were explored and developed if possible.

Most libraries have found a solution that allows the service to continue within their locality and maintain a network across the borough. The exception is the mobile library service. In part this reflects an adjustment in the budget position but is largely due to commitment from the community.

There have been a number of changes to achieve this;

Service opening hours have been reduced where they are under council control reducing access by all people but focussed on the quieter periods. This potentially affects young people at many locations.

It is sensible to reduce opening times where the least activity is taking place or it costs the most to deliver relative to the benefit. It does reduce the opportunity for school children to access services. Service users are still able to visit the main libraries during Saturday mornings and in the case of Southwater all day. They also have access to other online services such as e-books, e-comics and resources to help with homework on a 24hr basis.

The consultation raised concerns about school children accessing the library. This was typically raised by an older person and the evidence of service users indicates that in the majority of places this is not the case. For example school children at Dawley Library based in Telford Langley School rarely make use of the public library facility. Other libraries do see some use by young people and students however they are not significantly affected by changes in opening times.

The current practice in some libraries is for teachers to bring in classes of children to exchange books during the normal opening hours. The library service will promote this facility to schools and ask teachers to encourage parents to enrol their children into the library so that students can participate in a class visit to the library during school time or with an after school club.

Self-service is being introduced wherever possible to reduce the demand of some of the simpler routine elements of running a library. This means that professional staff and volunteers are able to deliver more complex activities and get the greatest value for their input.

Self Service will also increase the operational hours for some locations where the building is open longer than it is staffed.

The latest consultation identified some concern regarding the operation of self service across all ages. A number of solutions were proposed, including;

- clear large print and picture instructions
- ways of reporting malfunctioning service points

- supporting transition to self service with staff to guide their use

These actions are designed to ease people into the use of self-service machines building their competence and confidence to use the machines with little to no support.

Community libraries are being established, the saving is typically being made through alignment of opening hours with the hours of the hosting organisation and overlaying infrastructure and support services to ensure a quality service is delivered. This includes library management software, stock and skills training of and volunteers to ensure continuity across the network.

There have been a significant number of comments in the recent consultation that emphasise the importance of accessibility for older people with mobility difficulties and people with a mobility or sensory disability. Access audits are incorporated in to the relocation of library services and the wider use of self-service.

There have also been comments about the opening hours efforts have been made to influence opening hours so that they are available as much as possible but where they are restricted for the those times that most usage occurs. This will be an on-going effort to ensure the greatest possible library service coverage.

Online library services, an estimated 90% of people in the borough have access to the internet through smart devices and computers. This means that delivering a 24/7 electronic service including e-books, periodicals, magazines and graphic novel is a feasible way of meeting some of that need. In 2015, the Office of National Statistics stated 97% of houses with children have access to the internet.

It is clear that older people have less access to the internet, for a number of reasons, and this means an online solution is less likely to meet their needs.

Currently, the mobile library service will cease from April 2017, as no alternative service provide for the whole of the borough has come forward. The high cost and low usage means that it has a low value for meeting the objectives of the service relative to other ways of meeting the needs of the users.

Home Library Service helps to mitigate this potential loss of amenity. It remains unchanged at the moment but is able to be stepped up should demand increase as it is expected to be. This service sees volunteers deliver books for borrowing directly to people's homes where they are unable to leave the house.

Fee increases and introductions. The administration and implementation of a reasonable 'ability to pay' charging scheme will be explored. The key is being easy and flexible whilst introducing no additional costs in to the system that would wipe out any benefit from low level charging. Alternative strategies to generate income will be explored including asking for donations and creating 'Friends Groups'

We have a duty to pay due regard to the General Equality Duty;

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

We have done this through the consideration the specific needs of users and potential users, related to the protected characteristics that they share, when carrying out the review process. Particular attention has been paid to ensure that discriminatory practices have not been introduced and ensure suitable safeguards are in place to improve and maintain access to buildings and services.

The aim of the library service has two dimensions a universal offer to all residents regardless of circumstance within reason but to also provide opportunities for those with particular needs to access literary materials and raise their aspirations. Whilst the review in some parts represents a loss of opportunity there are also positives over complete or partial closure and in some cases access to library service has become more accessible.

Section 4 – Review and Monitoring

The findings of the review will begin implementation in October 2016 if appropriate. Full transition is expected to occur by end of March 2017.

Actions

To ensure the provision of statutory library provision is maintained at all of these sites, agreements will be put in place that specify the relations hip between the Library Service and the locations.

Agreements made with alternative library service providers will articulate the requirement for accessible services so that where reasonable the whole of the community can access services at their locations.

Disability access will be confirmed at all sites through a disability access audit that will also meet the needs of older with reduced mobility.

Alternative library services will be maintained and expanded where demand requires it.

Mobile Library Service users will be supported to explore alternatives methods of accessing services such as online services, or home library service if they are eligible .

Negotiations with local Town and Parish councils are on going and the situation is evolving in the most part positively. These negotiations will continue focussing on the desire to deliver the most comprehensive library service possible to those who are most vulnerable.

A clear and full communication plan will be in place to ensure the whole community are aware of how to access all library services.

The requirement to detail and record usage of the library service will continue through the Library management System. It will be monitored locally and reported to CIPFA for benchmarking

TELFORD & WREKIN COUNCIL
CABINET 15th 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:

Comment by library	Total
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

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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. 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.

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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
Total (approximate) number in attendance at the road show events	75

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

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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

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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 an 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

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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

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- 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 lines 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

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- 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

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- 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

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- 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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	%	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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	%	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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	%	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?

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	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

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- £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

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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

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- 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

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- 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

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- 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

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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

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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?

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- 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.

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- 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 an 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 and 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 to account the facilities available by using websites. There could be a substantial saving to be made by reducing stocks
- The pressure 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

Telford & Wrekin Council Library Service Consultation 2016 – Results Report

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

TELFORD & WREKIN COUNCIL**CABINET -15 SEPTEMBER 2016****MARCHES GROWTH HUB & MARCHES BUILDING INVESTMENT GRANT****REPORT OF ASSISTANT DIRECTOR: BUSINESS, DEVELOPMENT & EMPLOYMENT****REPORT OF LEADER, CLLR SHAUN DAVIES & LEAD CABINET MEMBER - CLLR LEE CARTER****PART A) – SUMMARY REPORT****1. SUMMARY OF MAIN PROPOSALS**

- 1.1 Following the launch of the Telford Growth Hub and the Enterprise Telford strategy for growth, businesses across the Borough are set to benefit from two new coaching and funding programmes which will support c. 800 small and medium sized businesses to expand and new entrepreneurs to set up in business, increasing employment opportunity and driving innovation.
- 1.2 The European Union 2014-2020 Structural Funding Programme (ESIF) promotes smart, sustainable and inclusive economic growth. The funding available under the Programme has been allocated across Local Enterprise Partnerships, with the Marches LEP receiving a notional allocation of c£105m. In 2014 each LEP submitted an EU Investment Strategy to Government, setting out how they would use this allocation to support economic growth while meeting EU priorities.
- 1.3 The ESIF Programme identifies five Priority areas for investment, the most significant of which, Priority 1, is directed at supporting SME competitiveness, research and innovation. Under this Priority the Marches LEP has an allocation of some £42m.
- 1.4 The three Marches LEP Local Authorities have jointly submitted two project bids for ERDF funding under Priority 1. The Marches Growth Hub project will support the delivery of business support activity through the three physical Growth Hubs including the Telford Growth Hub based at the Priorslee Campus of University of Wolverhampton and the Marches Building Investment Grant will create a capital grant programme for business to facilitate the growth of small and medium sized enterprises (SME's) in the Marches area. These projects will form part of a strong suite of business support activity and funding opportunities that will support the growth of businesses across the Borough increasing employment and driving business innovation.
- 1.5 The Marches Growth Hub project is being led by Telford & Wrekin Council, who will be Accountable Body for the project and responsible for project management. The Marches Building Investment Grant will be led by Herefordshire Council, who will be Accountable Body for the project and responsible for project management and the administration of grants. Both projects were identified as potential ERDF projects and approved for submission by SMT and Policy Review in August/September 2015.

- 1.6 Both projects have now been approved for funding by DCLG. The purpose of this report is to confirm the project activities and outputs, to seek approval for the projects to proceed and for the Council to receive funding and make payments associated with the projects. The Enterprise Telford Board, Chaired by the Managing Director and including Lead Cabinet Members, will receive regular updates on project delivery and will monitor project performance.
- 1.7 Following the European Referendum, Government announced on the 13th August that all multi-year projects with signed contracts or funding agreements in place, and projects to be signed in the ordinary course of business before the Autumn Statement, will be fully funded, even when these projects continue beyond the UK's departure from the EU. Both projects are now awaiting issue of Funding Agreements by DCLG and so it is anticipated that they will be guaranteed funding in accordance with this announcement.

2. RECOMMENDATIONS

That Members: -

- a) Approve the Council acting as Accountable Body and Project Manager for the Marches Growth Hub Project and the signing of a Funding Agreement with DCLG
- b) Approves the Council becoming a Partner in the Marches Building Investment Grant Project and the signing of a Partnership Agreement with Herefordshire Council
- c) Delegates to the Assistant Director Business, Development & Employment and the Assistant Director Governance, Procurement and Commissioning, authority to enter into the necessary Funding and Partnership Agreements

3. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Priority Plan objective(s)?	
	YES	Protect and create jobs as part of a business winning and business supporting Council.
	Will the proposals impact on specific groups of people?	
	YES	Existing and new businesses (SME's). Both projects will support in existing businesses and will provide incentives to business growth. The proposals will reduce unemployment and have the potential to create new higher skilled jobs for local people by supporting innovation in SME's.
TARGET COMPLETION/DELIVERY DATE	Subject to signature of Funding Agreements, the projects will operate from October 2016 to December 2019.	
FINANCIAL/VALUE FOR MONEY IMPACT	The total value of the Marches LEP Growth Hub bid is £1,067k. ERDF will provide grant funding of £610k with match funding of £457k provided by the partner organisations as outlined below. The match funding contribution from Telford & Wrekin Council will be provided by staff time:	
	Organisation	Total

Telford and Wrekin Council	161,012
Shropshire Council	147,133
Herefordshire	148,514
DCLG Grant	610,731
	1,067,390

Telford and Wrekin will be the accountable body and will manage the day to day running of the project. The programme is scheduled to run from October 2016 to December 2019. The role of the accountable body has been reflected within the 2016-2018 Budget strategy. We are awaiting the issue of DCLG funding agreements which will enable this programme to proceed.

The Inward Investment & Business team have recently restructured and have incorporated the necessary skills to deliver this programme alongside their other priorities.
AEM 11/08/16.

The total value of the Marches Building Investment project is £5.9m which is funded as follows:

	ERDF Grant	Public Match	Private Match	Total
Capital	£2.500m		£3.055m	£5.555m
Revenue	£0.326m	£0.024m*		£0.350m
Total	£2.826m	£0.024m	£3.055m	£5.905m
* £8.5k from Telford & Wrekin				

Herefordshire Council will be the accountable body and manage the day to day running of the project. The private match funding is directly from SME's and will form part of the contract offer letter. The grant awards to SME's will be paid on completion of works and submission of the appropriate documentation. Expenditure and outputs will be monitored throughout the project to ensure targets are achieved with progress reports being provided to the Marches Growth Project Group. The small contribution towards revenue (administration) costs and promotion of the grant locally by the T&W Council will be met from within existing resources. As with all ERDF grants spend must be defrayed and meet eligibility criteria. Finance will review the funding agreement as required.
PH 11/8/16

LEGAL ISSUES

Yes	This is a legitimate application for funding from a central government Agency building on previous successes and accomplishments and work under the Growth Hub Project. The Council will utilise the resources for permitted purposes as set out in the Project Plan and will administer it in accordance with any overarching funding conditions/restrictions deemed necessary by the awarding body. The intentions of the
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		parties will be set out in in a formal funding agreement. The Council will manage this Project in line with Constitutional standards of financial probity and will undertake stringent financial planning and financial risk management. Any commissioning carried out as part of Project delivery will be done in line with the procurement requirements of the EU Commission, which may impact its delivery of outcomes. MG Legal Service 80787
OTHER IMPACTS, RISKS & OPPORTUNITIES	YES	A small residual risk attaches to the issue of Funding Agreements by DCLG prior to the Autumn Statement in October 2016.
IMPACT ON SPECIFIC WARDS	NO	The benefits of the projects will be Borough wide with businesses (SME's, other than retail businesses although these will be supported by the wider programmes delivered through the Telford Growth Hub) eligible to apply for grants and to access coaching and mentoring that will generate business growth and create new jobs.

PART B) – ADDITIONAL INFORMATION

4. INFORMATION

BACKGROUND

Marches Growth Hub Project

- 4.1 The Marches Growth Hub project will increase private sector investment in the local economy by increasing SME capacity through the provision of streamlined support accessed via the physical Growth Hubs in Telford, Shrewsbury and Hereford. The project will include the provision of a business 'diagnostic' service delivered by Local Authority business support staff in order to support business growth through tailored and targeted support. The project will also deliver a programme of commissioned coaching and mentoring for businesses that responds to business need and demand and has a particular focus on the skills challenges identified as a priority by business across all sectors. It will include support for start ups as well as high growth business support, encompassing leadership and management, support to create a skilled workforce and high performance working. This Project has a direct link to the Enterprise Telford – Skills for Growth initiative, which will be the subject of a separate Cabinet report (October 2016).
- 4.2 The success of the project will be measured by the creation of 40 entrepreneurs assisted to start a business, almost 600 SME's receiving diagnostic support resulting in a tailored action plan and nearly 200 SME's helped to grow through the coaching and mentoring programme. The programme will create at least 20 new jobs.
- 4.3 The project value across the LEP is £1,067,386 with ERDF funding of £610,729. Telford & Wrekin Council will be the accountable body for the project and will draw down ERDF match against the salary time of the Growth Hub and Business Engagement teams who will be

providing diagnostic services to businesses and against the salary time of the Project Manager whose time will be jointly funded with contributions from Shropshire and Herefordshire. The coaching and mentoring element of the programme will be tendered through OJEU and open to applications from private sector business support providers.

Marches Building Investment Grant

- 4.4 The Marches Building Investment Grant will facilitate the growth of SME's across the Marches who are currently constrained by a lack of suitable commercial premises. It will provide capital grants to SME's ranging from £4,500 to £100,000 to refurbish, reconfigure and extend commercial premises across the whole Borough and wider Marches LEP area. It will be a valuable tool as part of Telford's Enterprise Telford campaign, supporting business growth and new investment and it responds directly to business need for expansion identified by the Council's Inward Investment and Business Support Service.
- 4.5 The Project will be measured by the creation of new employment (c50 new jobs in Telford), by the number of enterprises receiving support and the extent of public or commercial buildings built or renovated.
- 4.6 The total value of the project is £5,905,383. The capital grant pot provided through ERDF will be £2,500,000 which will generate private sector leverage of just over £3m.
- 4.7 Herefordshire Council will be the accountable body for the project, responsible for project management, the processing of grant claims and the distribution and monitoring of grants. Telford & Wrekin Council's Investment and Business Engagement teams will be responsible for promoting the grant locally and supporting businesses to access funding. Telford & Wrekin Council will make a small payment towards the administration costs of the project, however this will be funded by the recycling of a refund of costs to the Council associated with the former Redundant Building Grant which this project replaces.

Summary

- 4.8 Both projects now await the issue of Funding Agreements by DCLG. The target start date for both is October 2016, however this may slip if Government authorisation is not received in sufficient time to commence delivery.
- 4.9 These projects will complement the Business Growth Programme, a package of grants for SME's that are being managed by Birmingham City Council and in which the three Marches local authorities are partners. Taken as a suite of complementary business support, across the Marches these projects will support more than 100 new businesses to start up, almost 700 businesses to expand through support and coaching and mentoring activity and support the creation of at least 400 new jobs.

5. IMPACT ASSESSMENT – ADDITIONAL INFORMATION

None

6. PREVIOUS MINUTES

None. These projects were considered for submission as funding bids by SMT on the 24th August 2015 and PRM on the 3rd September 2015.

**Report prepared by Kathy Mulholland, Inward Investment and Business Support Service
Delivery Manager: 01952 567572**

TELFORD & WREKIN COUNCIL

CABINET -15 SEPTEMBER 2016

ENTERPRISE TELFORD - SKILLS FOR GROWTH

REPORT OF ASSISTANT DIRECTOR: BUSINESS, DEVELOPMENT & EMPLOYMENT

LEAD CABINET MEMBER – CLLR GILLIAN REYNOLDS

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

- 1.1 In January 2014 Cabinet launched the Job Box which focussed on addressing unacceptably high levels of youth unemployment in the Borough. Following the dramatic reduction in youth unemployment achieved by the Jobs Box after only 12 months, the wider Skills to Employment Programme was launched in September 2015. This extended the focus on tackling youth unemployment to inspiring and preparing young people from school age for the world of work and strengthening engagement with the borough's schools.
- 1.2 The first initiatives under the Programme, Life Ready Work Ready and Job Box have shown significant success. As a result of the LRWR programme the Borough was selected as one of the first areas to benefit from investment from the national Careers & Enterprise Programme which will shortly see 20 local schools and colleges working with a volunteer business advisor drawn from local industry. Advisors will work strategically with the schools senior leadership team to develop a programme of activity tailored to that school's needs and engage children in real employment opportunities. In October the Borough will also host the first TeenTech event in the region. Sponsored by local and national business this will involve 280 local children exploring hands on, opportunities in engineering and other STEM careers. Appendix 1 provides more detail on the achievements to date and Appendix 2 sets out some of the next steps to grow the positive impact.
- 1.3 The Council's Job Box initiative has been recognised by Ofsted as an example of good practice and a number of other Local Authority areas have benefited from best practice visits and are replicating elements of the initiative.
- 1.4 The Council's recently published Economic Development Strategy, Enterprise Telford: Driving Growth and Prosperity, recognises the need to further align the skills of our workforce to business needs and opportunities, now and in the future.
- 1.5 Consultation with businesses across all sectors at a local, regional and national level, highlights that the skills gap is one of the most significant issues affecting business performance, with skills gaps at all levels but particularly at a higher level with businesses across all sectors identifying a shortage of technological, managerial and professional skills.
- 1.6 In response to this clear message from business, the Council will shortly launch a third initiative under the Skills to Employment Programme – Enterprise Telford Skills for Growth. The initiative will create a streamlined, single programme and point of access for businesses

to information and individually tailored packages of support that will help them to address their skills gaps, develop their own workforce growth strategies and to address their management and leadership challenges. Delivery will be through the Telford Growth Hub enabling business to benefit from the wider, tailored support packages provided by the Council Growth Hub Team and partners including Wolverhampton University.

- 1.7 The Skills to Employment Programme links closely to the Council’s Strengthening Families agenda supporting families and young people across the Borough to access the right opportunities for them and prepare for the world of work. Skills for Growth will include a focus on ‘Well Work’ and how addressing health and wellbeing in the workplace can support a more resilient workforce and increase productivity.
- 1.8 The investment that the Council has made in supporting the development of the skills of our local residents directly impacts on the growth and prosperity of our local businesses, enabling business to grow resulting in more job opportunities and career progression for local people. This investment needs to start early to ensure that our young people are leaving education equipped with all the skills they need and that businesses are asking for.

2. RECOMMENDATIONS

- 2.1 That cabinet notes the progress made to date against the Skills to Employment Programmes.
- 2.2 That Cabinet approves the launch of Enterprise Telford - Skills for Growth and delegates responsibility to the Assistant Director, Business, Development & Employment in consultation with the Lead Cabinet Member for the development and launch of the initiative

3. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	<ul style="list-style-type: none"> • Improve the health and well being of our communities and address health inequalities • Protect and create jobs as part of a “business supporting, business winning council” • Improve local people’s prospects through education and skills training • Protect and support our vulnerable children and adults • Put our children and young people first
	Will the proposals impact on specific groups of people?	
	Yes	<ul style="list-style-type: none"> • There will be a borough wide impact supporting people into employment and encouraging businesses to work closely with schools and colleges.
TARGET COMPLETION/DELIVERY DATE	Funding has been committed to the end of the 17/18 financial year as part of the Youth Unemployment Initiative. There are no proposed changes to funding.	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes/No	One off funding of £1,304,730 over two years was identified to deliver the Skills to Employment Programme starting in 2014, with an additional one off amount of £500,000 approved from the 14/15 outturn position to

		<p>support unemployment initiatives. The funding enables this programme to continue until January 2018, the Service area will continue to work with partners to seek to develop a sustainable mode.</p> <p>The Skills for Growth initiative will be delivered by current resources in the Growth Hub team within Inward Investment & Business Support. This team have submitted the Marches LEP Growth Hub bid (referenced in 5.3) which has been approved and is awaiting DCLG funding agreements to be issued, there is a separate SMT report for this. No funding is required from this bid to facilitate the Skills for Growth initiative. (AEM 11/08/16).</p>
LEGAL ISSUES	Yes/No	<p>The previous report of January 2014 highlighted the then extension of the Council's statutory duty to provide education and/or training to 16-19 year olds and the statutory provisions available under section 111 of the Local Government Act 1972 to permit the extension of services to 20 to 24 year olds. The Act allows the authority to do anything which is calculated to facilitate, or is conducive or incidental to its statutory functions The Council can therefore continue to rely upon these provisions to further develop the services as proposed, and in particular to schemes covering individuals over 19 years of age. The exercise of the power in respect of the proposed will continue to be subject to express statutory restraints such as the public sector equality duty, procurement and state aid rules.</p>
OTHER IMPACTS, RISKS & OPPORTUNITIES	Yes	<p>The financial viability and effectiveness of activities will continue to be evaluated and adjustments made to the longer term programme. Funding from the Local Enterprise Partnership (LEP), Skills Funding Agency and Government departments will be pursued. We will also explore opportunities for devolution of responsibility for delivery and funding for, aspects of adult skill provision and performance reward grant recognising the success of local solutions tailored to local needs compared with national programmes.</p>
IMPACT ON SPECIFIC WARDS	Yes	<p>The proposals will have a borough wide impact with a targeted approach to those wards where there are the highest concentrations of unemployment including Cuckoo Oak, Woodside, Malinslee, Haygate, Brookside and Donnington</p>

PART B) – ADDITIONAL INFORMATION

4. BACKGROUND

Life Ready Work Ready (LRWR) and the Job Box

- 4.1 In January 2014 Cabinet launched the Job Box Programme with the approval of a 2 year £1.3m programme to tackle youth unemployment, pledging to reduce this in line with national levels. The £1.3m package was supported by funding from the public health grant

and recognised that, while the Council had a delivery role, change required stronger partnership working and commitment by other organisations including education providers and business. In September 2015 a further £500k was approved by cabinet to extend the programme to the 31st March 2018 allowing for work with partners and external funders to become established. Through two initiatives, Life Ready Work Ready and Job Box, the Skills to Employment Programme aims to ensure that every 16-24 year old seeking employment or training is fully supported and to decrease our youth unemployment levels in line with national levels by the end of 2015/16. The benefits of the programme are available to all young people and schools and colleges across the Borough.

- 4.2 Twelve months into the Job Box programme youth unemployment had been reduced by more than 50% with all age unemployment levels falling below national levels and as a result in September 2015 the programme was extended to cover a wider age range including those that were under-employed, over 50's, those facing redundancy and those unemployed for over 6 months.
- 4.3 While still well below 2014 levels recent months have seen a slight upward trend in the figures for youth unemployment. The latest figures from the Annual Population Survey (to December 2015) show that Youth Unemployment now stands at 14.6% which remains below the West Midlands average (15.2%) but above the England average (13.8%). Those registered for employment benefits (Job Seekers Allowance and Universal credit) are however at the lowest levels since the launch of Job Box. At June 2016 this figure was 380 young people.
- 4.4 The Skills to Employment Programme is designed to enable activity to be adjusted with the changing needs of the residents and businesses of Telford. Since the rise in youth unemployment the initiatives have been re-focussing on young people, with Job Box Mentors increasing their caseload of under 25 and a refresh of the website.
- 4.5 Appendix 1 provides an update on progress to date against the pledges made in January 2014 and Skills to Employment projects agreed in 2015.

The Skills Challenge

- 4.6 Telford businesses, across all sectors but particularly in the manufacturing sector, need to meet the twin challenges of an ageing workforce and changes in the kinds of skills they need. In common with businesses across the UK, our businesses need to address the current productivity gap, which is in part a result of low workforce skills. Technology is driving change and by 2030 our manufacturers will need fewer manual workers and more people with broader skills across IT, design, data analytics and customer service and there will be increasing competition for workers with higher level technological, managerial and professional skills across all sectors.
- 4.7 These challenges have been highlighted by businesses at a local, regional and national level. Locally through the Telford Business Board, business surveys and focus groups the challenges across the manufacturing, automotive, professional services, construction and care sectors have been identified. Detailed statistics based on local, regional and national data sources were used to summarise the skills issues and prospects of key sectors within the wider Marches local economy and were presented in a Marches Local Enterprise Partnership Skills Sector Analysis in mid 2015.
- 4.8 In Telford we continue to receive the messages from business that those seeking to enter their workforce often lack key employability skills, that young people are not sufficiently

informed and/or inspired by the opportunities offered by the manufacturing and other key sectors such as construction and that we are failing to retain enough graduates locally.

- 4.9 We recognise that the employment and skills system is highly complex with a plethora of different skills and training providers with differing agendas and ongoing changes at a national level e.g. to the apprenticeship system. This is off putting for business to navigate, meaning they may fail to benefit from opportunities to develop and grow their workforce and increase productivity.

5. **INFORMATION**

Enterprise Telford: Skills for Growth

- 5.0 In May 2016 the Council produced its strategy for economic development – Enterprise Telford: Driving Growth and Prosperity. With this strategy the Council made a commitment to improve our skills talent pool and to make it more relevant to business and to deliver a skills brokerage service that will strengthen the links between business and schools and training providers, remove barriers to engagement between businesses and schools and create bespoke solutions for businesses across all sectors to meet business skills and training needs.
- 5.1 The Enterprise Telford Skills for Growth initiative will be delivered through the Growth Hub and will be a one stop shop providing information and introductions to providers and, uniquely, bespoke solutions for business skills and training needs. Skills for Growth will focus on two key strands of activity, informed by local business intelligence:
- i) **Grow Your Own:** this will help businesses to access a range of support that will enable them to effectively manage workforce growth and development and to build the capacity to create a workforce that meets their current and future needs. This strand will include apprenticeship services, finding the right training, working with schools and colleges and understanding future workforce needs. It will also include a recruitment and redundancy service to support businesses during challenging times.
 - ii) **Management and Leadership:** identified by businesses as a key issue, this strand will cover managing people, management for innovation and growth e.g. addressing new markets and technology, well work, leadership skills, growing your own management professionals and high performance working practices.
- 5.2 More detail of the proposed activity under these strands is set out in Appendix 3.
- 5.3 The Skills for Growth initiative will be managed and delivered by the Council's Skills Service Area and the Investment and Business Support Service Growth Hub Team, ensuring delivery is aligned with the wider business support offer available under Enterprise Telford. The Teams will provide signposting and broker links with providers and schools, but will also directly deliver elements of activity.
- 5.4 Funding to deliver elements of activity, specifically growing your own management professionals, leadership and high performance working is being sought through the current European Funding Programme. Telford & Wrekin Council has submitted a Growth Hub bid on behalf of the three local authorities within the Marches Local Enterprise Partnership seeking funding to deliver coaching and mentoring to businesses. That bid has been approved by DCLG and is the subject of a parallel report to Cabinet in September 2016.

- 5.5 Skills for Growth will also link into the councils Well Business programme, which aims to support employers to develop a healthy work environment.
- 5.6 Skills for Growth will sit alongside LRWR and Job Box as part of the Skills to Employment Programme. It will strengthen the links between LRWR and Job Box and business and the Growth Hub. It will also ensure that the delivery of course provision for the unemployed and the promotion of employment/placement opportunities are informed by business through the Telford Business Board Sector Champions and through Growth Hub intelligence. This will help our Strengthening Families programme as we are better able to prepare people for the local jobs available and to increase resilience in the current and future workforce.
- 5.7 The launch of the Skills for Growth initiative and the development of LRWR and the Job Box will be part of the local launch of the Council's business winning and business supporting campaign, Enterprise Telford, which is taking place on the 13th October 2016.
- 5.8 The delivery of Enterprise Telford and the full Skills to Employment programme requires strong partnership with a range of stakeholders including the business community, providers, schools, the University and Marches LEP. The Telford Business Board and Local Strategic Partnership will continue to act as sponsors for the different strands of the programme.

Life Ready Work Ready and Job Box – Next Steps

- 5.9 Appendix 2 introduces the next phase of development for the Life Ready Work Ready and Job Box elements of the Skills to Employment Programme. Job Box focuses on increasing the integration of employment support service offers from other organisations so that the Job Box becomes the main portal for individuals to ALL employment and training support services in the Borough and addressing its sustainability. Over the next few months we will also refresh the Job Box marketing campaign reflecting the need to continue to target and promote the support that is available to local residents, but particularly focussing on NEETS. This will reflect the results from the summer campaign of promotion which includes events, leaflet drops and awareness raising.
- 5.10 As part of LRWR we will continue to maximise opportunities available through the Careers and Enterprise Programme formally linking 20 schools with local business professionals who will work with the senior leadership team and careers leads to bespoke ways for schools and colleges to engage with business and strengthen and improve careers advice and preparedness of young people for local employment opportunities. In parallel we will develop a set of standards to support employers hosting work experience placements to ensure this is a worthwhile experience for students and employers and consistency in the offer and standard of opportunity.
- 5.11 In partnership with local company, Woote, we are also exploring the potential to use Virtual Reality technology in the classroom to raise the profile of apprenticeships in our key sectors.

6 PREVIOUS MINUTES

None

7 BACKGROUND PAPERS

Marches Local Enterprise Partnership Skills Sector Analysis 2015.

Report prepared by Kim Hodgetts, YU Programme Manager/Careers and Enterprise Cordinator and Sue Marston, Skills Service Delivery Manager, Kathy Mulholland, Inward Investment & Business Support Service Delivery Manager

Appendix 1 Summary of Achievements

The Youth Unemployment Programme included a series of pledges focussed on three aspects of the Council's role - as an employer, as a service providers and as a facilitator & broker. To date the Youth Unemployment and Skills to Employment programme has achieved:

Our role as an 'Employer'

Driven forward our apprenticeship programme:

- The council continues to support work experience placements, and continues to provide 131 apprenticeship opportunities.
- Since the launch of the Apprenticeship Incentive scheme in Autumn 2015 the scheme has supported 12 local businesses to open up an apprenticeship position for the first time and supported 12 young people into an apprenticeship. The scheme provides a grant of between £1000 and £1500 to small businesses with less than 50 employees to take on an apprentice. This is additional to the national government grant.

Our role as a 'Service Provider'

Beaten targets for engagement:

- 352 unemployed people have entered education or employment, with support from our Job Box mentors.
- 750 people have been supported into employment, education or voluntary work through our 16 Job Junctions
- Attendance levels at job junctions overall remain at numbers seen on previous years.

Grown Brand Recognition:

- Our Job Box "one-stop shop" for employers and Job Seekers averages 600 hits per week and continues to grow. The brand and website is growing in recognition with c.3250 likes to our Facebook page compared to 2500 in September 2015.
- Our Job Box website has undergone a redesign to ensure that it is a one stop shop for employment support at all levels.
- Live employer vacancies are now available on the website with employers now able to upload their vacancies onto the site.
- A calendar is now live on the website with job seekers able to see relevant events taking place across the borough to support them into employment.
- We have received delegations from 2 local authorities who are looking to adopt a similar model of practice based on our Job Box Model.
- Ofsted inspectors earlier this year recognised the Job Box as an area of best practice.

Our role as a 'Facilitator & Broker'

Achieved record attendance at Jobs and Skills Fairs:

- Over the past 2 ½ years of the programme we have engaged with a wide range of people including 11500 who have attended our Jobs and Skills Fairs.
- We have successfully delivered 5 major jobs fair events in the borough; the latest event in March 2016 was a partnership event with the British Army focussing on apprenticeships.

First in the Marches LEP to sign up to national Careers and Enterprise Programme:

- As part of our Life Ready Work Ready programme we were one of the first areas to sign up to the national Careers and Enterprise Programme to create greater links between schools and colleges - 15 of our 20 local secondary schools are now signed up to work with us on the programme which is based on examples of good practice taken from around the world. The CEC's Enterprise Advisor Network is at the heart of the programme – the network will comprise volunteer business leader advisors who will engage with schools to support them develop tailored programmes to increase engagement with business, improve careers advice and the employability of those leaving school.

Successful School Engagement:

- We have supported 3 local secondary schools to take part in the Young Enterprise Programme, one of which reached the regional finals on 21st June 2016.
- We have maintained our FutureFocus traded carers advice service in schools and won additional work in both local colleges supporting with careers advice and work experience.
- We created a single client record management system for identifying young people who are aged 16-20 (aged to 24 with a Learner with learning difficulties or disabilities, LLDD) and we can now track their progress into employment and identify early on those at risk of becoming NEET, allowing us to tailor an appropriate programme of activity.

Appendix 2 Next Steps and New Initiatives

The next few months will see further development continuing the theme of the original pledges and developing this through the strength of new partnerships - and the launch of exciting new LRWR and Job Box initiatives:

Growing Business and School Links – New Website Portal Launch

- At the Enterprise Telford event on the 13th October, we will launch a new website portal that will strengthen the links between business and schools reflecting local, regional and national opportunities for joint activity.
- The website will act as a brokerage service, through which businesses can offer their support to schools and schools can seek business engagement in their careers and enterprise programmes.

Promoting Enterprise in Schools – Increasing Business Sponsorship

- Following the success of the 3 schools sponsored in 2015/16 with one of the schools, Holy Trinity, winning the overall Shropshire prize and going on to the regional finals, we are looking at how we can support more schools through business sponsorship, attracted through LRWR, so that more students and schools can benefit going forward.

Promoting Work Readiness – Developing Workplace Skills

- In October 2015 we launched the Navigate system which enables students to develop core workplace skills, aligning the new Ofsted common inspection framework prior to their work experience placements. This has been offered to all schools in the Telford and Shropshire area who trade with our Education Business Links provision.
- Feedback has been positive in terms of its use and what the system offers but schools felt they needed more time to get used to the system so that they can provide greater support to their students. The system will continue to be used for the coming academic year.

Promoting Work Readiness – Improving Work Experience Standards

- In response to comments from business we will be developing a set of work experience standards to support our employers when hosting a work experience placement. This will ensure that it is a worthwhile experience for students and for the employer and that there is a consistent standard across the borough.

Improving Careers and Enterprise Guidance

- We will develop a profile of local labour market information in an accessible, attractive format that can be used in schools as part of their careers guidance provision.
- We are exploring the use of Virtual Reality technology with a local company to raise the profile of apprenticeships in our key sectors in a dynamic format that will appeal to young people and reflect the tech changes in schools and business.
- We will continue to develop the Careers and Enterprise Company Advisor Network with the aim of our Co-ordinator working with all of our 20 secondary schools and FE colleges in Telford.
- We are strengthening our work to prevent NEETS by moving resources to deal with early drop out in the first term of post 16 learning and revisiting our data and tracking processes with a strong focus on 16 and 17 year olds in line with new statutory reporting changes.

Spotlight on STEM – Careers Events

- In October 2016 we will be hosting Teen Tech at Enginuity. Teen Tech will be an opportunity for 280 Telford students to explore a wide variety of STEM careers from local and national employers through a series of hands on activities. The event is being sponsored by local businesses.
- The local chambers of commerce have also secured funding through the Careers and Enterprise Company to deliver a series of careers events to schools. We will be working with them on the delivery of these events targeting schools that have the most difficult transitions post 16 and also from the evidence gathered through the Enterprise Adviser model.

Focus on Youth Unemployment

- Since the previous cabinet report in September 2015 we have seen a slight increase in our Youth Unemployment figures. Nationally there have also been increases in Youth Unemployment. However coupled with this we have seen a decrease in unemployment as a whole. The increase in youth unemployment indicates that this is no short term fix. We will re launch our offer and engagement activities to those over 18 from our known NEET cohort.
- The Job Box model allows for delivery to be adjusted to respond to changes in local need.
With funding from the original programme available until March 2017 the focus will be on targeting intervention including addressing NEETS and considering how initiatives can be continued ongoing we will be looking to external funding sources and opportunities to maintain activity such as those presented by the Careers and Enterprise Company. We are currently preparing a mentoring bid in conjunction with Shropshire Council.

Job Junctions & Mentors

- With the recent increase in the youth unemployment the Job Box mentors will be shifting their focus back to the 20 – 24 year olds in line with current service demands.
- Job Junctions have been maintained in all areas of high local unemployment these will be reviewed ongoing to ensure they remain viable and aligned to the local unemployment picture.

Events

- Following our successful events in 2014/15 we will seek sponsorship to deliver more jobs and careers related events. As with our September 2016 events focussing on the retail and care sectors, we will continue to target key employment sectors and those that struggle to recruit.

External Investment & Income Generation

- We will continue to seek business sponsorship and external investment to support activities, particularly for sector events
- We will be looking at opportunities to generate income through the website, including advertising and sponsorship of web pages
- We will continue to look for external funding sources and opportunities to support our skills to employment programme.
- We will also continue to work closely with the Careers and Enterprise Company and the funding programmes they commission. We will work to ensure that these programmes are linked to the needs in the area and will also develop and build relationships with organisations that are awarded funding to deliver the programmes locally.

GROW YOUR OWN

Apprenticeship Services

For any business or individual that would like some impartial advice or guidance on:

- The employer Apprenticeship Levy and new Apprenticeship Standards including Degree Apprenticeships
- Grant scheme for businesses
- Advertising of Apprenticeship vacancies
- Best practice and case studies

Finding the right training

We know that finding the right training and delivery partner can be challenging and time consuming. We can use our local knowledge and contacts to help you with:

- Delivery of bespoke pre-employment training or brokering with partners
- Brokering of innovative training solutions
- Upskilling of employees
- Business collaboration both sector specific and cross sector
- Links to further education, training providers and higher education to gain professionally accredited qualifications

Working with Schools & Colleges

We need young people to be inspired and to engage with the career and job opportunities available to them – businesses are the best people to communicate what is needed to prepare young people for the world of work. We can support you to:

- Offer work experience placements to young people
- Inspire and offer business insight to local schools as an Enterprise Advisor
- Sign up to support and deliver activities through our education and business connector website
- Sponsor education events or careers days
- Engage with school or college life as a Governor
- Promote your business to the future workforce and tackle long term skills gaps through collaboration

Growing Your Own Workforce

Identify, understand and take steps to address your current and future workforce demands so that you know what skills and people you will need.

- Identifying recruitment channels and pathways
- Support with recruitment and workforce development
- Best practice examples
- Developing digital skills in your workforce
- Supporting links with strategic partners

Recruitment & Redundancy Services

Advertising and recruiting can be a time consuming and costly process. We offer a range of services to support you when recruiting or in challenging times when making redundancies.

- Knowledge of local labour market
- Free advertising of vacancies via Job Box, all T&W frontline services, partner orgs & social media channels
- Advice on recruitment methods & job adverts
- Links for graduate employment & recruitment
- Jobs Fairs/ Taster Days/ Recruitment Days
- Advertising, Selection, Sifting & Interviewing Service
- Pre-employment training & Skills Based Work Academies
- Links with specific school/ college courses for recruitment
- Redundancy support for employer and employees
- Facilitation of redeployment opportunities

MANAGEMENT & LEADERSHIP

Managing People

Working as a middle manager can be challenging, with pressures from above and the people who work with you. This module will provide you with some management tools to take away and use back in your own business such as:

- Learn how to involve and inspire teamwork to achieve your organisations goals
- Understand the role of the manager and the responsibilities this carries
- Analyse your own approach to working with others and how this affects outcomes

Entrepreneurship & Growth

Whether you are an aspiring entrepreneur or an existing business looking to grow, innovation, managing risk and dealing with uncertainty are critical foundations. This module will support you to take a strategic approach to business growth.

- Identification of new market areas
- Support with new products and cutting edge technologies

Leadership Skills for Organisational Change

Leaders who focus on people are likely to be the most successful in managing change in their companies. This module will support you to develop skills in the following areas:

- Communication
- Motivating employees
- Building successful teams
- Acting as a coach

Growing Your Own Management Professionals

Building on Growing your own Workforce, this module takes your business to the next level in workforce planning as a way of attracting and retaining talent.

- Looking at talent pathways to develop potential leaders within your business
- Support with identification or assessment of individuals
- Best practice examples
- Supporting you to make links with strategic partners

High Performance Working (HPW) Practices

If you are interested in understanding how you can maximise performance within your organisation and move to the next level of efficiency, this is for you.

- This module will introduce you to high performance working practices and help you to apply these principles within your own business.
- HPW is a specific combination of HR practices, work structures, and processes that maximizes employee knowledge, skill, commitment, and flexibility.
- Is composed of many interrelated parts that complement one another to reach the goals of an organization, large or small.

TELFORD & WREKIN COUNCIL**CABINET – 15 SEPTEMBER 16****LOCAL DEVELOPMENT ORDER – HOUSEHOLDER EXTENSIONS AND ALTERATIONS****REPORT OF ASSISTANT DIRECTOR BUSINESS, DEVELOPMENT AND EMPLOYMENT****LEAD CABINET MEMBER – CLLR RICHARD OVERTON****PART A) – SUMMARY REPORT****1. SUMMARY OF MAIN PROPOSALS**

- 1.1 The Report seeks delegated authority to undertake consultation on the introduction of a Local Development Order (LDO) relating to a number of householder planning applications submitted by householders across the Borough. The introduction of the LDO was agreed as part of the budget strategy approved by Full Council on the 3rd March 2016.
- 1.2 The Local Development Order (LDO) will approve a number of general types of applications for two storey and single storey extensions, in addition to other minor alterations to residential properties that are deemed to be non-controversial. It will mean that such changes will not require an application for planning consent, however there will still be a requirement to apply to the LPA for a Certificate of Compliance under the LDO however the process will be more straight forward.
- 1.3 Annually the LPA receives over 300 householder applications per year. Each application takes approximately 8 weeks to determine, and follows the statutory planning process, including the submission of appropriate plans and specialist reports produced at cost to the applicant; a statutory consultation period of 3 weeks; and its consideration against planning policy. In some cases these applications involve negotiation over design and may even be debated by Planning Committee, lengthening this process, and adding uncertainty to the outcome of low impact applications. This is a costly process for the council that the planning application fee does not cover, as such a radical review of the process is required.
- 1.4 The proposed LDO will act in a similar vein to the extended permitted development rights which have been introduced by government, and would convert a number of these household planning applications to a simplified process, which outlines what is acceptable at the outset. The LDO is specific to a number of types of development that can be covered with simple criteria. It is clear what can be erected without the need for a planning application, setting out clear criteria, providing certainty and speeding up the implementation of this development. In addition the proposed processing of the applications allows the applicant to make one joint application to the Council which covers the LDO and building regulations where required. It is also proposed that the application for the dropped kerb will be processed in a way which removes the current segregated and tiered application process.
- 1.5 The LDO will last for a period of 3 years, and some exclusions will apply where a full planning application is required, for example applications within the World Heritage Site,

Conservation Areas, Listed Buildings and Houses in Multiple Occupation which are excluded from the LDO.

2. RECOMMENDATIONS

- 2.1 That Cabinet delegate authority to Assistant Director: Business, Development & Employment and any other officer authorised by that Assistant Director in writing, to draft and consult on the proposed three year Borough of Telford & Wrekin Householder LDO.
- 2.2 That following consultation, the proposed LDO as amended (if required) will be presented to Cabinet for members to consider whether it should be made.

3. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	<i>Promote development by simplifying and speeding up the planning process</i>
	Will the proposals impact on specific groups of people?	
	No	
TARGET COMPLETION/ DELIVERY DATE	Consultation undertaken Autumn 2016 Cabinet approval and adoption January 2017	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes	<p>The 2016-2018 Budget Strategy approved a saving of £68k in relation to the introduction of the LDO process, which has been delivered by reducing staff and non staff costs as proposed.</p> <p>The implementation of LDO process will reduce householder planning application timescales and will release some of the remaining resource to focus on other priorities and is key to enable the team to actively pursue opportunities to develop future income streams.</p> <p>Any financial implications arising from the results of the consultation process will be reviewed and considered as part of a further report. AEM 17/08/16.</p>
LEGAL ISSUES	Yes	<p>An LDO deems planning permission to have been granted for specific development or specified classes of development within a defined area. An LDO may relate to all the land within an Local Planning Authority or may be restricted to part of that land or to a specific site. The scope of an LDO is restricted by legislation.</p> <p>The procedure for making an LDO requires drafting the order and a statement of reasons justifying why an LDO should be made. The description of the development to be permitted by the LDO needs to be carefully and clearly worded to avoid circumstances where unacceptable forms of development are allowed unintentionally.</p>

		<p>The draft documents must be consulted on.</p> <p>The LDO is of no effect unless it is adopted by resolution of the LPA.</p> <p>A copy of the Order, the statement of reasons and any environmental statement must be sent to the Secretary of State.</p> <p>If the LPA decides to revoke or amend the LDO prior to the 3 year term there will be a risk of compensation payable if a planning application that would previously have been permitted by the LDO is refused or is granted subject to conditions within 12 months following the date of revocation or amendment.</p>
OTHER IMPACTS, RISKS & OPPORTUNITIES	Yes	<p>The implementation of an LDO will allow the applicant to have notification that they can carry out the works within a 2 week time frame, rather than the statutory 8 weeks which a planning application undertakes. Notification remains essential and is undertaken by the applicant, allowing them to directly discuss the issues with the neighbours.</p> <p>The description of the development to be permitted by the LDO must be carefully and clearly worded to avoid circumstances where unacceptable forms of development are allowed unintentionally.</p> <p>The Secretary of State may intervene and by order revoke the LDO.</p> <p>Risk of compensation if the LPA decides to revoke or amend the LDO prior to the 3 year duration.</p>
IMPACT ON SPECIFIC WARDS	No	Borough-wide impact

PART B) – ADDITIONAL INFORMATION

4. INFORMATION

Background:

- 4.1 The Town and Country Planning (General Permitted Development) (England) Order 2015 allows certain works (e.g. small household extensions) to be undertaken without the need for planning permission, through what is known as 'Permitted Development Rights'. Technically planning permission is automatically granted for the works which fall within the specified limits identified by the national legislation. An LDO effectively increases the range of development that can be built without having to make an application to the council for planning permission.
- 4.2 The proposed LDO will grant planning permission for the types of development listed in paragraph 4.10 below. The proposed LDO will specify that planning permission under the Order will only be granted where a Certificate of Compliance has been issued by the Council following an application procedure. This means that rather than having to make an application to have the planning merits of the case considered, and in some cases its consideration by planning committee and incurring an eight week process, the applicant would make an application to the council to confirm that the development will legitimately fall within the terms of the Order.
- 4.3 If the scheme falls within the limits specified in the LDO and the associated procedures have been complied with, then it is granted planning permission by the Order. The applicant would make an application to the Local Authority to confirm that the development meets the LDO criteria and a Certificate of Compliance would be issued. In essence this becomes an administrative matter of checking factual compliance with the LDO, similar to that undertaken when considering the Permitted Development Rights.
- 4.4 In utilising the LDO procedures there would be no consultation e.g. with neighbours, by the Local Planning Authority. Instead a requirement is placed on the applicant to notify the neighbours of the development prior to the submission of the application. Elected Members, Town/Parish Councils would also not be notified by the LPA and would not be able to influence one way or the other, assuming the proposal falls within the parameters of the LDO. Applications being submitted under the LDO would be published on the Councils website, in a similar vein to the prior notification applications.

Benefits:

- 4.5 The Authority deals with approximately 300 householder applications per year. The overwhelming majority of these are permitted and delegated for decision to officers generally without amendments. A householder application takes approximately 8 weeks for the council to process including the validation of an application, publicity, consultations with neighbours and Town / Parish Councils, technical consultees, site visits, professional assessments, reports being written and in some cases the application being considered by the tri-weekly Planning Committee. Inevitably this not only delays the applicant from pursuing development, but incurs costs to both the applicant and the Council to submit and process the application, with no certainty of its outcome, or timescale for decision. Furthermore even after a decision has been issued, planning conditions may further delay the commencement of the development. The length and cost of the process is also known to be a barrier to applicants using the Council to prepare and submit building regulation applications to the Council, opting to use an external Approved Inspector after the lengthy Council process.
- 4.6 Applications made for a Certificate of Compliance against the LDO will be formally checked against the LDO criteria, based on factual information rather than a process of judging the

planning merits of any application. This certificate can be issued promptly, within a 2 week period, and submitted alongside any building regulation application, effectively providing one application; a similar application would also apply to those applying for a new access under a S184 Agreement, providing one application to the Local Highways Authority . This would give certainty to the applicant, and effectively kick-start development. While these may be small scale investments being made by householders they are supporting growth and improvements to housing stock and the speed and ease of process will be attractive to those choosing to live and stay in the borough.

- 4.7 The LDO would reduce the number of household applications received, significantly reducing the operating costs of processing such applications not only for the Planning Authority, but also other consultees in the Council and externally. The Authority would process this through the Building Regulation application, or the S184 application, and a combined form is being created for the convenience of the applicants. Compliance with the LDO will be checked at the same point the building regulation application or the S184 application is also being checked.
- 4.8 Of the 300 applications received each year a number of these applications would not be LDO compliant and would still require an application for planning approval. This may be due to the sensitive location e.g. Conservation Area or proposals involving a house or flat in multiple occupation (HMO). The exclusion criteria are listed in the draft LDO in appendix 1 and below. A conservative estimate is that 50% of the 300 applications could be converted into LDO compliant developments. The reduction in time taken to address these applications will unlock resource in the new Planning and Development Team and support the implementation of other efficiencies in managing caseload and generating additional revenue. The Council will continue to provide services to develop designs and prepare plans for residential and commercial property through Building Innovation Telford (biT).

Borough of Telford & Wrekin Householder LDO Criteria

- 4.9 The LDO can only apply where it can be clearly and unambiguously determined that a scheme meets the criteria and take away the need for site specific and case by case variable judgements. The LDO will allow the following types of development throughout the borough (excluding properties listed in paragraph 4.11 below):
- a. Erection of single storey rear and side extensions
 - b. Erection of a two storey and first floor rear and side extensions
 - c. Single storey extensions to converted dwellings that were previously Offices / Storage and Distribution Units/ Shops / Amusement arcades/ Agricultural Buildings converted under permitted development rights
 - d. Porches
 - e. Thermal Cladding
 - f. Dropped Kerbs on Unclassified Roads

In addition the applicant will be required to satisfy the further and more detailed criteria found in the appendix.

- 4.10 In order to preserve the character of the area the properties in the list below will be excluded from benefitting from the LDO:
- a. Properties in a Conservation Area and its identified exclusion zone
 - b. Properties in a World Heritage Site and its identified exclusion zone.
 - c. Listed Buildings and development within its curtilage
 - d. Flat or a house in multiple occupation
 - e. Properties within the Area of Outstanding Natural Beauty

- f. Properties within a Site of Special Scientific Interest
- g. Properties within Historic Parks and Gardens
- h. Local Interest Buildings
- i. If permitted development rights have been removed

Statement of Reasons

- 4.11 The legislative requirement is that an LDO should be accompanied by a statement of reasons for making an LDO. This would reflect the benefits as set out above. The formal statement needs to include a full description of the development that would be permitted as set out in the LDO, the statement of policies and an accompanying plan showing the location and area covered by the LDO.

LDO Safeguards

- 4.12 To ensure development complies with the criteria set out in the LDO, it is proposed that there is an application process. Applicants will be required to submit details of their proposals to the Council and to obtain a Certificate of Compliance confirming that the development will be LDO compliant before planning permission is deemed to be granted. The onus is on the applicant to make their neighbours aware of their proposals. The applicant will be required to serve notice on the adjoining properties to notify them of the development. There will be no opportunity for neighbour comments to influence the decision; however they will be made aware of the development and have the ability to talk to the neighbour directly about the proposals. In addition this would reduce the likely enforcement complaints that may arise.

Term of the LDO

- 4.13 It is intended that the duration of the LDO should be for three years and provision will be made in the LDO to deal with the effect of the termination of the LDO.
- 4.14 Retrospective applications would be excluded from the order and a normal planning application would need to be submitted and considered by the LPA. However in the event that the Certificate of Compliance needed amendments, whether retrospectively or as a result of other factors minor amendments could be made, but this is only in the event that a Certificate of Compliance had previously been issued.
- 4.15 Any scheme that exceeds or fails to meet the requirements of the LDO criteria would need planning permission through the normal route. This does not mean it will not be granted, but the normal assessment of the application against planning policy, consultation and determination will be undertaken. Any enforcement complaints about extensions built under the terms of the LDO will be investigated in the normal manner, however with the requirement to notify neighbours before submission to the Council, and the ability to search these details online, it is considered that there should not be any significant impact to the number of complaints the Council receive.

Consultation and Publicity

- 4.16 The Council has a statutory duty in making the LDO to publicise and consult on the LDO, prior to finalisation and adoption. Although it will not be possible to comment on LDO applications, the LDO will only apply to certain types of low impact proposals that comply with development plan policy and design guidance. In practice there is no justification for seeking amendments or refusing these proposals even when there are objections. The LDO will therefore enable Parish/Town Councils, and other consultees to focus their resources on influencing those planning applications with potentially greater impact on the local community.

- 4.17 In making this LDO consultation will be undertaken through direct notification in the Councils 'Your Voice' publication – ensuring each resident in the Borough receives a copy of the notification. The LDO will be published in the press, in addition to an online publication and direct notification to statutory consultees. Site notices are also required but this is borough wide and as such Town/Parish Councils will be asked to display these where they can. A hard copy of the document will also be made available at the Councils Offices for examination.
- 4.18 This is a statutory consultation carried out under Schedule 4a of the Town and Country Planning Act 1990, as amended and articles 38 and 41 of the Town and Country Planning (Development Management Procedure) (England) Order 2015. The publication of 'Your Voice' will launch the consultation (approximately 10th October 2016), and run for a statutory period of 28 days. A further report to Cabinet in early 2017 will report on the outcome of the consultation and any proposed revisions to the LDO and seek approval to adopt the LDO.

5. IMPACT ASSESSMENT – ADDITIONAL INFORMATION

5.1 None

6. PREVIOUS MINUTES

Full council 3rd March 2016

7. BACKGROUND PAPERS

None

8. APPENDICES:

1. Householder LDO 2016

**Report prepared by Valerie Hulme, Planning Delivery Group Manager Telephone:
01952 384130**

**Householder Extensions and
Alterations**

**LOCAL DEVELOPMENT
ORDER 2016
(LDO)**



Telford & Wrekin

C O U N C I L

1. Introduction

- 1.1 The Householder Extensions LDO applies to householder extensions and alterations which normally require planning applications that are deemed to be straight forward and low impact and in compliance with the Councils house extensions planning guidance. The LDO extends Permitted Development rights for qualifying alterations to dwellings. The LDO does not remove any of the nationally set "Permitted Development" rights.

2. What does the LDO permit?

- 2.1 The Householder Extensions LDO allows certain extensions to be built without planning permission. The criteria used are over and above the national permitted development rights set down by the Town and Country Planning (General Permitted Development) Order 1995 as amended, which still apply to all dwelling houses within the District unless otherwise specified.
- 2.2 This LDO includes:
- a. Erection of single storey rear and side extensions
 - b. Erection of a two storey and first floor rear and side extensions
 - c. Single storey extensions to converted dwellings that were previously Offices / Storage and Distribution Units/ Shops / Amusement arcades/ Agricultural Buildings converted under permitted development rights
 - d. Porches
 - e. Thermal Cladding
 - f. Dropped Kerbs on Unclassified Roads
- 2.3 However the following types of properties are **not included** in the LDO scheme:
- a. Properties in a Conservation Area and its identified exclusion zone
 - b. Properties in a World Heritage Site and its identified exclusion zone.
 - c. Listed Buildings and development within its curtilage
 - d. Flat or a house in multiple occupation
 - e. Properties within the Area of Outstanding Natural Beauty
 - f. Properties within a Site of Special Scientific Interest
 - g. Properties within Historic Parks and Gardens
 - h. Local Interest Buildings
 - i. If permitted development rights have been removed
- 2.4 Any works to be compliant with the LDO, must complete the LDO process, and the work cannot have commenced before receiving written approval from the council. This cannot be treated retrospectively, and the submission of a full planning application will be required.

3 LDO Design Criteria

3.1 Criteria applicable to all alterations under the LDO

- a. No part of the extension (excluding porches) extends beyond the front wall of the original dwellinghouse.
- b. The highest part of the part enlarged is no higher than the highest part of the roof of the existing dwelling
- c. The eave height of the part enlarged is no higher than the eave height of the existing dwelling
- d. The exterior materials and brick bonding used must be of a similar appearance to match those in the original dwelling house. Except only for the materials used in constructing a conservatory, due to the substantial glazing; any base brick should match that of the original dwelling.
- e. No part of the proposed building encroaches / overhangs any neighbouring property
- f. Where the original rear wall of a dwelling house is stepped, then each of these walls will form 'the rear wall of the original dwelling house'
- g. No balconies, verandas, or raised platforms are permitted.
- h. The total area of ground covered by buildings within the curtilage of a dwellinghouse (including previous extensions and other buildings) must not be greater than 50% of the total area of the 'curtilage', excluding the ground area of the original dwelling house.
- i. The proposal will not result in an alteration to any part of the roof of the dwellinghouse.
- j. The conditions applied relate to the life time of any alteration.
- k.

Part 1

The criteria listed below for all dwellings that are *not* dwellings converted from Offices / Storage and Distribution Units/ Shops / Amusement arcades / Agricultural units under the Town and Country Planning (General Permitted Development) Order 2015.

3.2 Single Storey side and rear extensions

Under the LDO a single storey side and rear extension can be added to the property subject to the following criteria:

3.2.1 Detached dwellings:

- a. The length of the proposed extension is no more than 8 m from the rear wall of the original property
- b. The width of the proposed single storey side extension cannot be greater than half the width of the original dwelling house plus 1m.

3.2.2 Linked detached/ Semi-detached / Terrace dwellings:

- a. The length of the proposed extension is no more than 6m from the original rear wall of the original property.
- b. The width of the proposed single storey side extension cannot be greater than half the width of the original dwelling plus 1m , and
- c. In the case of an end terrace, the greater value is chosen:
 - i. where the width of the extension is no more than the width of the original dwelling, up to a maximum of 4m; or
 - ii. where the width of the side extension is no greater than half the width of the original dwelling house

3.2.3 Applicable to all single storey extensions:

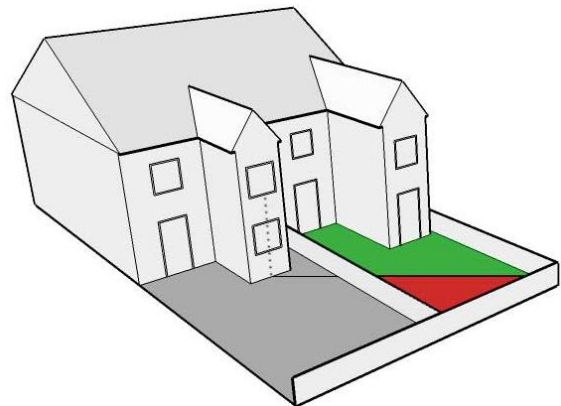
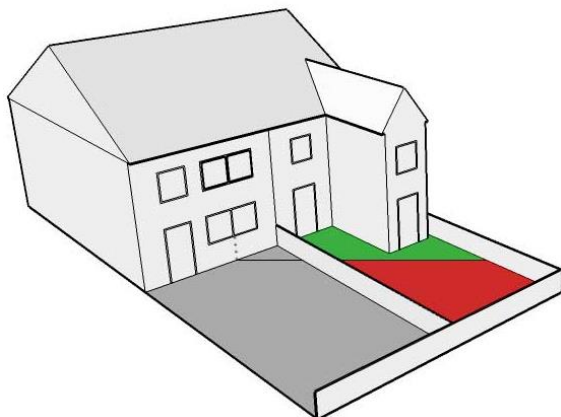
- a. If a side extension extends beyond the original rear elevation of the original dwellinghouse, the proposal must meet the criteria for both side and rear extensions. i.e. it must not project more than 8m (detached dwellings) / 6m (Linked detached/semidetached/terrace dwellings) beyond the rear elevation of the original dwelling house.
- b. If the proposal is within 2m of any boundary it shall not exceed 4m in height, and the eave height shall not exceed 3m. If the extension is above this height two storey extension criteria applies.
- c. If the proposal is more than 2m from any boundary it shall not exceed 4m in height for a flat roof extension and 4.5m in height in any other case.
- d. Any proposed side extension shall not extend beyond a wall which fronts a highway or open space
- e. If the extension would include the alteration, installation or replacement of a microwave antenna (satellite dish) it shall not have a diameter greater than 0.6m and shall not result in more than two antennas being present on the dwellinghouse or within its curtilage.
- f. If the extension would include the installation, alteration or replacement of a chimney, flue or soil and vent pipe it shall not have a height greater than 1m when measured from the highest part of the extension.
- g. The criteria listed in 3.1


3.3 First floor and Two Storey Extensions

3.3.1 Under the LDO a first floor or a two storey extension can be added to the property. A two storey extension can be more detrimental to the amenity of neighbouring properties than a single storey extension; therefore the 45 Degree Code is applicable. This code is calculated by drawing a 45 degree line from the centre point of the neighbours nearest habitable window.

45 Degree Line:

3.3.2 An imaginary line is drawn at a right angle from the nearest window of the neighbouring house that may be affected by the extensions. The window used must be the main source of light to the 'habitable room'. This includes living rooms, bedrooms, kitchens, and conservatories, but does not include rooms such as utility rooms, halls, bathrooms or landings.



 Development allowed in this area (in accordance with LDO Criteria)

 No development in this area

3.3.3 First floor and two storey rear extensions

Development of a first floor rear or a two storey rear extension can be added to the property subject to the following criteria:

- a. The length of the proposed extension shall not exceed more than half the length of the original property.
- b. On any side elevation that is less than 10m from any boundary, no first floor windows, or any velux windows shall be installed less than 1.8m above floor level.
- c. The proposed extension sits within the 45 Degree Code criteria (3.3.2)

3.3.4 First floor and two storey side extensions

Under the LDO a first floor or a two storey side extension can be added to the property, subject to the following criteria:

- a. The length of the proposed extension shall be no wider than half the width of the original property;
- b. The first floor extension shall be set back 0.5m from the front elevation of the original dwellinghouse,
- c. The angle of any pitch roof shall be the same angle as the pitch on the adjoining roof of the original dwelling house.
- d. The ridge height of the proposed extension shall be set down from the ridge height on the adjoining ridge of the original dwellinghouse and the ridge height reduced.
- e. There are no dormer windows in the side elevation roof plain.
- f. Any velux windows on a side elevation within 10m of any boundary installed less than 1.8m above floor level shall be obscurely glazed, and any habitable window shall be top hung only
- g. Any non-habitable room windows formed in the side elevation, within 10m of any boundary shall be permanently fitted with obscure glazing and opening light shall be top hung only.
- h. Any opening window should sit within the boundary of the property and not overhang any boundary
- i. Any proposed side extension shall not extend beyond a wall which fronts a highway or open space; and

3.3.5 Applicable to all first floor and two storey extensions:

- a. If a side extension extends beyond the original rear elevation of the dwellinghouse, the proposal must meet the criteria for both side and rear extensions. i.e. the rear extension must comply with the criteria of the 45 Degree Code in section 3.3.2
- b. The ridge height of the proposed extension shall be no higher than the highest part of the original roof it will be attached to.
- c. The roof pitch of the proposed extension must, so far practicable, be the same as the roof pitch of the original dwelling house.
- d. The proposed eaves height of the extension shall be no higher than the highest part of the original roof it will be attached to.
- e. The proposal shall not be splayed and does not have a contrived design to fall within the zone of permitted development
- f. The extension shall not be within 7m of a boundary which is located opposite the rear wall of the extension.
- g. The criteria listed in 3.1

3.4 Porch Extensions

3.4.1 Under the LDO a porch can be erected to any elevation of the property subject to the following criteria:

- a. The proposal does not fall within 1m of the boundary of the property
- b. The proposal does not exceed 4m² externally
- c. The proposal does not exceed 3m in height

3.5 External Thermal Cladding

3.5.1 Under the LDO thermal cladding can be installed to the external elevations of any residential dwelling subject to the following criteria:

- a. The external appearance of the cladding matches the materials of the existing building or the character of that within the immediate surrounding area.

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Part 2

3.6 Single Storey extensions to dwellings converted under Part 3 of the General Permitted Development Order 2015

The criteria listed below relates to all dwellings that have been converted from Offices / Storage and Distribution Units/ Shops / Amusement arcades / Agricultural units. The General Permitted Development Order 2015 specifically excludes dwellings that have been converted under Part 3 of that Schedule; and therefore these dwellings cannot extend without planning permission. This LDO allows some small scale single storey extensions without the requirement for a planning application.

3.6.1 Single storey side and rear extensions

- a. The length of the proposed extension shall not exceed more than 3m from the rear wall of the original dwelling.
- b. The proposed side extension shall not extend more than 3m beyond the original side wall of the original dwelling
- c. A single storey side extension shall not be linked to an existing or proposed rear extension
- d. The proposed eaves height of the extension shall not exceed 3m in height if the extension is located within 2m of any boundary
- e. The design, form and materials must match the design and form of the original unit. This includes materials, window details, proportions and locations, cills and headers, roof pitch, eave details shall match the the host dwelling.
- f. The proposed extension shall not be substantially glazed; this LDO excludes conservatory extensions.

Part 3

3.7 Installation of a dropped kerb on an unclassified highway within any residential curtilage.

3.7.1 The criteria listed below relates to the creation of a dropped kerb on an unclassified road specifically where it relates to a residential access point. Under the LDO a dropped kerb may be installed subject to the following criteria:

- a. Consent is obtained from the Local Highway Authority under S.184 Highways Act 1980
- b. Visibility splays of the following are provided, unless otherwise agreed by the S184 consent:
 - a. 25m x 2.4m on a 20mph road
 - b. 43m x 2.4m on a 30mph road
 - c. 56m x 2.4m on a 40mph road
 - d. 160m x 2.4 on a 50mph road
 - e. 215m x 2.4 on a 60mph road
- c. The gradient of the associated private driveway or hardstanding is no steeper then 1:12

4. Conditions

The following informatives apply to all extensions permitted under the Householder Extensions LDO.

4.1 Building Regulations

4.1.1 Consent under the Building Regulations is likely to be required in most cases.

4.2 Party Wall Act

4.2.1 The applicant's attention is drawn to the provisions of the Party Wall etc. Act 1996. The approval under the Householder Extensions LDO does not remove the need to comply with the Act where it is applicable.

4.3 Information and amendments

4.3.1 A certificate granted under this order is based on the information submitted with the application. If this information is subsequently found to be incorrect, the proposal would no longer be permitted under the Householder Extensions LDO and any certification given would be null and void. A further certificate would be required, however if the development does not meet the criteria of the LDO a full planning application would then be required to regularise the development.

4.3.2 In the case where a development requires a non-material minor amendment (for example the relocation of a window etc), an amendment can be made to the certificate through the submission of the LDO forms, amended plan and a fee of £30. Anything which is considered greater than this would require a new LDO certificate or a formal planning application where the proposal does not meet this criteria.

4.3.3 The Council will investigate any complaints relating to extensions constructed under the Householder Extensions LDO. The LDO cannot be applied to retrospective development where no LDO certificate has been sought at the outset.

4.4 Consultation

4.4.1 To promote early engagement and consultation between the applicant and neighbours, prior to submitting plans to the Council, the applicant would be required to 'serve notice' on all adjoining neighbours in addition to providing them with copies of detailed drawings of the proposal. As a further compliance monitoring measure submissions under the Householder Extensions LDO would be published in the Council's website.

4.5 Protected Trees:

4.5.1 The Council's separate consent would be required before works on trees the subject of Tree Preservation Order could be carried out. The approval under the Householder Extensions LDO does not override this requirement.

4.6 Drainage and Floodrisk:

4.6.1 The applicant's attention is drawn to the following advice from the Environment Agency:

- a. For extensions within Flood Zones 2 or 3, floor levels should be set no lower than existing levels and flood proofing incorporated where appropriate, or floor levels set 300mm above the 1 in 100 annual probability river flood (1%).
- b. Under the terms of the Water Resources Act 1991 and the Land Drainage Byelaws 1981, the prior written consent of the Environment Agency is required for any proposed works or structures in, under, over or within 8 metres of the top of a bank of a main river.

- 4.6.2 After October 2011 any existing sewer serving more than a single property automatically became classified as a public sewer. As a result any pipework running through your site serving a neighbouring property will now be the responsibility of Severn Trent Water. Where there is a Severn Trent Water foul or surface water sewer crossing the site this may need to be diverted at the applicant's expense, or amendments may be necessary to the proposed development so that the sewer can be retained or built over. Unrestricted access must be made available at all times for maintenance and repair. Applicants will be advised to find out if their property is constrained in this manner by contacting Severn Trent Water direct.
- 4.6.3 Where a Telford & Wrekin Council highway drain crosses the site this may need to be diverted at the applicant's expense. Unrestricted access must be made available at all times for maintenance and repair. Applicants will be advised to submit any plans of a diverted highway drain to Telford & Wrekin Council's Drainage team for approval prior to undertaking any works on site.
- 4.6.4 Where there is a Severn Trent Water main crossing the site this may need to be diverted at the applicant's expense, or amendments may be necessary to the proposed development so that the main can be retained. Unrestricted access must be made available at all times for maintenance and repair. Applicants will be advised to find out if their property is constrained in this manner by contacting Severn Trent Water direct.
- 4.6.5 Where a watercourse or other water body is located within the site boundary, any feature should remain in open channel with a minimum offset distance of 3m. Should the proposals require the modification of any ordinary watercourse channel the applicant is advised to contact Telford & Wrekin Council to apply for Ordinary Watercourse Consent.
- 4.6.6 Where soakaway drainage is utilised as part of the design any soakaway structure should be located no less than 5m from any building or property boundary.

4.7 Highway safety:

- 4.7.1 When creating a new access, there should generally be 6 metres of available space for parking between your property and the rear of the public footway
- 4.7.2 The applicant is liable for the cost of the work to any existing street furniture (Street lights, bollards, street nameplates etc) which require repositioning
- 4.7.3 Any associated gates are located 5 metres into the site from the rear of the public highway and are hinged to open only inwards towards the property.
- 4.7.4 If there is any loss of driveway or hardstanding area then the remaining parking levels should generally be in line with those recommended in Appendix E of the Telford & Wrekin Local Plan:

Number of bedrooms per dwelling	No. Parking spaces:		
	Central Areas	Sub Urban Areas	Rural Areas
1	1.3	1.3	1.4
2	1.4	1.6	2.3
3	1.6	2.3	2.6
4	2.4	2.6	4
5	2.5	3.8	4.2

4.8 Land Stability

- 4.8.1 The developer shall be aware of the policies set out in the NPPF with regard to potential land instability. Prior to commencement of the works, the developer should be satisfied that the proposed extension/building is not subject to instability and does not adversely affect the stability of adjacent structures and/or land. This includes the potential influence of (and influence on) mineworkings, mine-entries, slopes (existing and proposed), existing retaining structures, bearing soils & lithology, vegetation, soil chemistry (e.g. Sulphates), existing services and utilities and in the case of an extension, the existing structure.
- 4.8.2 To ensure that the proposals meet the above criteria, the developer should seek advice from a suitably qualified geotechnical Consultant.

4.9 Land contamination

- 4.9.1 Prior to commencement of the works, the developer should be satisfied that the proposed development does not comprise contamination and/or ground gases which can adversely affect but is not limited to:
1. Human Health
 2. Structures (e.g. concrete)
 3. Groundwater / Aquifer
 4. Ecology
- 4.9.2 To ensure that the proposals meet the above criteria, the developer should seek advice from a suitably qualified geo-chemist or geo-environmental Consultant.

4.10 Ecology:

- 4.10.1 There is potential for bats, great crested newts and nesting birds to be found in and around occupied properties and to be affected by works covered by this LDO.

Bats

- 4.10.2 All species of bats in the UK are fully protected. It is against the law to kill or injure a bat, to damage or destroy its resting place or roost. Homeowners may not be aware of the bats which are roosting in their property but the legal responsibility for protecting bats falls upon any individual carrying out works on their home.
- 4.10.3 Bats can roost in houses, even those without loft spaces, and can be negatively affected by works to repair, extend or alter roof structures, eaves, soffits and chimneys. While opportunities for bat roosts are more common in houses built before 1960 even modern dwellings can provide support significant roosts. If you think bats may be present in your house then it is your responsibility to carry out reasonable checks before commencing extension or repair works.
- 4.10.4 Householders can seek guidance relating to the bats from the Natural England and Bat Conservation Trust who operate a roost visitor service. BCT can be contacted on 0345 1300 228 or at: http://www.bats.org.uk/pages/natural_england_roost_visits.html

Great Crested Newts

- 4.10.5 Great crested newts are fully protected and it is against the law to kill or injure a great crested newt or to damage or destroy its resting place including ponds and terrestrial habitat. Great crested newts are widespread in Telford & Wrekin and can be present considerable distances from ponds (up to 500m in some cases).
- 4.10.6 Extension works permitted under this LDO have the potential to impact upon great crested newts which may be present in domestic gardens even when no obvious ponds are present. Great crested newts can become trapped in open pipes and excavations, can

hibernate in loosely stacked building materials and can be killed when garden hedges, compost heaps and ponds are removed.

- 4.10.7 If you think you have found a great crested newt on your site, or you think they may be present, then you should seek advice from an appropriately licensed and experienced ecologist who will be able to help you find a way to proceed with your development without impacting upon great crested newts or breaking the law.

Nesting Wild Birds

- 4.10.8 Nesting wild birds can be present in domestic gardens and within or on domestic properties. The active nests of all wild bird species are protected and an active nest is one being built, containing eggs or chicks or on which fledged chicks still rely.

- 4.10.9 The simplest way to avoid impacting upon nesting birds is to avoid commencing works in the bird nesting season which runs from March and September inclusive. If this is not possible then an inspection for active nests should be undertaken prior to starting works. If all areas cannot be seen to be clear then an experienced ecologist should be employed to conduct a thorough inspection before works commence.

Telford & Wrekin Ecologists

- 4.10.10 If you require further advice relating to protected species please contact Telford & Wrekin Council's Ecology & Green Infrastructure Specialist by calling 01952 384221 or emailing biodiversity@Telford.gov.uk.

5 Definitions

45 degree line measured from centre of window	this means the centre of the total extent of the window, not the nearest 'light/opening part'.
Adjoining neighbours -	any property adjoining any boundary to the property where the house is to be extended, to the side or rear, including any property separated from it by pedestrian-only access.
Article 1(5) land -	this is land within a National Park, the Broads, an area of outstanding natural beauty, an area designated as a conservation area, and land within World Heritage Sites.
Balcony	is a platform with a rail, balustrade or parapet projecting outside an upper storey of a building. A 'Juliet' balcony, where there is no platform and therefore no external access would normally be permitted development and comply with the LDO criteria.
Commencement	
Dwellinghouse	does not include buildings containing one or more flats or a single flat contained within a building. Note, however, that for the purposes of this guidance, the word 'house' or "dwelling" is a 'dwellinghouse'.
Eaves	the part of a roof that meets or overhangs the walls of a building.
Elevation	this is the term used to describe a side of the property on view, eg the front elevation is the side of the house that faces the nearest road.
Existing	means a building as it existed immediately before any proposed permitted development (eg a house extension) is undertaken. The existing house will include previous development to the house, whether undertaken as permitted development or as development resulting from a planning permission from the local authority.
Front or front wall of the dwellinghouse	that elevation which originally contained the front entrance door to the house
Habitable room	lounge/ sitting room, dining room, and kitchen incorporating a dining area, study, bedroom. It does not include hallways, landings, kitchens where no dining area is incorporated, bathrooms, wc and utilities.
Height	references to height (for example, the heights of the eaves on a house extension) is the height measured from ground level. Ground level is the surface of the ground immediately adjacent to the building in question. Where ground level is not uniform (e.g. if the ground is sloping), then the ground level is the highest part of the surface of the ground next to the building. This will be the level of the natural ground and would not include any addition laid on top of the natural ground such as a patio.
House in Multiple Occupation (HMO)	a property that is shared by three or more tenants who are not living together as a family and who share basic amenities such as a kitchen, bathroom or toilet facilities but have separate bedrooms
Linked detached	is where a property is physically linked to another property by a side garage or structure
Locally Listed Building	
Matching materials	Where the structure has differing materials for example brick and render, it should match that of the host elevations; and where there are different windows types – UPVC / Timber / Metal, the frames should match that which there are most of, or form part of a replacement for the whole property.
Original	means a building as it existed on 1 July 1948 where it was built before that date, and as it was built when built after that date.
PD – or permitted development	the extent to which properties may be changed without planning permission.
Principle Elevation	In most cases, the principal elevation will be that part of the house which fronts (directly or at an angle) the main highway serving the house (the main highway will be the one that sets the postcode for the house concerned). It will usually contain the main architectural features such as main bay windows or a porch serving the main entrance to the house. Usually, but not exclusively, the principal elevation will be what is understood to be the front of the house.
Raised platform	is any platform with a height greater than 300 millimetres and will include roof terraces.
Ridge height	Chimneys, firewalls, parapet walls and other protrusions above the main roof ridge line should not be taken into account when considering the ridge height of the original or existing house
Veranda	is a gallery, platform, or balcony, usually roofed and often partly enclosed, extending along the outside of a building at ground level.

6. Area covered by the LDO

6.1 The LDO operates Borough Wide, and is subject to the exclusions listed in para 2.3.

(MAP TO BE INSERTED)

6.2 The Conservation Areas / World Heritage Site and associated exclusion zones are found below:

(MAPs TO BE INSERTED)

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TELFORD & WREKIN COUNCIL**CABINET – 15 SEPTEMBER 2016****REPRESENTATION ON OUTSIDE BODIES 2016-17****REPORT OF THE ASSISTANT DIRECTOR: GOVERNANCE, PROCUREMENT & COMMISSIONING****LEAD CABINET MEMBER – COUNCILLOR SHAUN DAVIES****1.0 PURPOSE**

- 1.1 To consider the appointment of representatives for a number of Joint Use/Community Management Committees developed as part of the Building Schools for the Future (BSF) programme.

2.0 RECOMMENDATIONS

- 2.1 That the nominations to represent the Council on the following bodies be considered and representation until the end of the 2018/19 municipal year be approved;

- (i) Oakengates Leisure Centre Joint/Community Use Management Committee
- (ii) Telford Park Academy Joint/Community Use Management Committee
- (iii) Telford Langley Academy Joint/Community Use Management Committee

3.0 INFORMATION

- 3.1 The appointments of Elected member representatives to outside bodies for 2016/17 were made by Cabinet on 16 June.
- 3.2 Since that meeting, the Council has been asked to provide representation for three 'Joint/Community Use' Management Committees developed as part of the Building Schools for the Future (BSF) programme in respect of the three shared Council/Academy sports and Leisure Facilities at
- Oakengates Leisure Centre
 - Telford Park Academy (facilities replace those at Stirchley Rec Centre)
 - Telford Langley Academy (facilities replace those at Phoenix Sports Centre)
- 3.4 The nominations to represent the Council on Outside Bodies dealt with in this report are appointed for the first time until the 2019 borough elections and thereafter on a four year term.

4.0 OTHER CONSIDERATIONS

AREA

Equality & Diversity
Environmental Impact
Legal Implications

COMMENTS

Not applicable
Not applicable
The outside bodies to which this report relates are to fulfil functions which are, under the relevant statutory and constitutional provisions, Cabinet functions
Not applicable
Not applicable
Not applicable
Not applicable

Opportunities & Risks
Financial Implications
Links with Corporate Priorities
Ward Implications

5.0 BACKGROUND PAPERS

Representation on Outside Bodies report to Cabinet – 16 June 2016.

Report prepared by Deborah Moseley, Democratic & Scrutiny Services Team Leader – 01952 383215

PROPOSED REPRESENTATION ON OUTSIDE BODIES 2016/17

ORGANISATION	MEMBERSHIP	NOMINATION(S) for 2016/17
Oakengates Leisure Centre Joint/Community Use Management Committee	1 Councillor	Cllr S J Reynolds (Oakengates & Ketley Bank Ward) Cllr N C Lowery (Ironbridge Gorge Ward)
Telford Langley Academy Joint/Community Use Management Committee	1 Councillor	Cllr K S Sahota (Malinslee & Dawley Bank Ward) Cllr N C Lowery (Ironbridge Gorge Ward)
Telford Park Academy Joint/Community Use Management Committee	1 Councillor	Cllr C R Turley (The Nedge Ward) Cllr N C Lowery (Ironbridge Gorge Ward)