

# **Appendix 2 – Draft Essex Library Services Needs Assessment 2018**

## **1. Introduction**

This Essex Library Services Needs Assessment provides data on different aspects of the library service and the communities they serve. It contains data about the usage of Essex County Council Library Services and about demographic factors. It has been produced to inform the draft Essex Future Library Services Strategy 2019-2024.

The report outlines five proposed criteria by which the need for a library service in an area will be assessed: location (proximity to other library outlets, which is given the highest weighting), population, usage, deprivation and risk of social isolation. The assessment then draws a conclusion on the overall priority ranking for a library location based on the combined criteria. Current library locations have been placed into four tiers, based on the evidence. These tiers are explained in more detail in the draft strategy.

The data and priority ranking are intended to help the council to assess what a comprehensive and efficient library service for Essex should be today, and to inform the future vision, strategy and library service offer.

The data used in this assessment has been taken from a range of sources including our library management systems records for April 2017 to March 2018, responses to public engagement and research in spring 2018, the National Office of Statistics, the Department for Communities and Local Government (Indices of Deprivation) and Google Maps. The data and sources are explained in each section of the report with full listing of data sources at the end of the report.

When this needs assessment refers to 'districts' it means the areas of the 12 borough, city or district authorities in the county. This needs assessment relates to library services within the geographic area served by Essex County Council. It does not consider needs within Southend or Thurrock authority areas.

## **2. Executive Summary**

The needs assessment has been prepared to inform public consultation and subsequent decision-making about Essex Future Library Services Strategy 2019-2023. It brings together information about Essex, its residents, their needs for a library service and the usage of the 74 static libraries in Essex.

Essex is a complex and diverse county, covering 3,400 square km, with a mix of rural and urban populations and varying levels of deprivation.

Essex currently manages 74 static libraries, two mobile library vehicles, online services and a home library service. It also supports eight libraries run by local communities which are not part of its core offer. On average Essex provides a managed library for every 17,325 residents compared to the national average of one library for every 22,425 people, based on the 2017 CIPFA (Chartered Institute of Public Finance and Accountancy) benchmarking survey result.

The provision of the library service is not evenly distributed throughout the county with some towns having three libraries within two miles walking distance of each other. It is appreciated not all users will be able to walk two miles to their nearest libraries and therefore reasonable consideration is given to locating libraries in areas with good public transport or parking availability.

Where residents are unable or have difficulties accessing their nearest library building, Essex offers a range of alternative solutions such as the mobile library service, home library service, friends and family memberships and online library service.

In the last five years, use of the library service has dropped by 43% from over 7.1m loans a year in 2012/13 to fewer than 4.1m loans in 2017/18. Demand to use public network computers in libraries has also fallen 22% in the last five years. This reducing demand for libraries follows the national trend as people have greater access to alternative information sources with improvements to broadband and mobile technologies. In March 2018 241,400 people, equal to 16% of, Essex residents, were active members of Essex libraries service, down 17% in five years. An active member is somebody who has used their library card in the last year.

Library services contribute to Essex County Council's strategic aim to help create great places to grow up, live and work. This is particularly important in areas of deprivation where libraries can be a safe place for communities to come together, supporting children's literacy, digital access and adult literacy, providing space for local charities, and helping to reduce unemployment.

Essex has used the Indices of Multiple Deprivation to understand the levels of deprivation across the county. The Index of Multiple Deprivation, commonly known as the IMD, is the official measure of relative deprivation for small areas in England and is the most widely used index of deprivation. The small areas are known as lower super output areas and have a mean population of 1,500. Libraries based in areas of most deprivation such as Clacton, Harwich and Greenstead are given extra weighting as a result.

Libraries also have a significant role to play in the prevention of social isolation within communities. Whilst there is no definitive measure of social isolation and anyone in

the community is potentially at risk of becoming isolated, we are aware that new parents and older people are at particular risk of social isolation<sup>1</sup>. The library service runs “rhyme time” events at all of its managed libraries, as part of the maternity mental health offering and supports local clubs for older people. The data shows that children under 9 years old and adults over 60 years of age account for 45% of the library services customers.

As a result of the increased risk of social isolation within these population groups we have used fertility rates as well as the percentage of older people over 65 to indicate the risk within individual communities of social isolation.

Compiling this assessment has revealed that we do not have a full picture of library users and their needs. Essex County Council does not have any data about customers that are using the library service without making transactions, for example people studying or using resources in the library without borrowing items, attending events, or using the library as a place to meet friends or attend clubs.

To find out what people thought about libraries, in spring 2018 we ran public engagement and research on the future of library services. This included public events, a countywide household survey, interviews with library users and focus groups with children and young people. The results of this are attached in an appendix to the draft Essex Future Library Services Strategy, titled “*Your community, libraries and you*”.

The proposed ranking and data used are shown in the data tables below. This has been used to place each library location into one of four tiers, according to evidenced need for library services.

### **3. Statutory Duties**

Essex County Council has statutory duty as a library authority under the **Public Libraries and Museums Act 1964**:

“To provide a comprehensive and efficient library service for all persons desiring to make use thereof.....”, “All persons” means all those who live, work or study full time in the county.”

“In fulfilling its duty .... A library authority shall in particular have regard for the desirability of securing .... that facilities are available for the borrowing of, or reference to, books... and other materials sufficient in number and range and quality to meet the general requirements and special requirements both of

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<sup>1</sup> *Social Isolation in Essex*, ECC Strategic Planning & Commissioning, 2013; *Social Isolation & Loneliness: Literature & best practice review, research and recommendations*, ECC Organisational Intelligence [date]; *Social Isolation of Pregnant Mothers and Families with Young Children*, ECC Organisational Intelligence, July 2016

adults and children; and of encouraging both adults and children to make full use of the library service, and of providing advice as to its use and of making available such bibliographical and other information as may be required by persons using it.”

### **Public Sector Equality Duty in the Equalities Act 2010**

The Public Sector Equality Duty places the Council under a statutory duty:

“A public authority must, in the exercise of its functions, have due regard to the need to—

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- foster good relations between persons who share a relevant protected characteristic and persons who do not share it.”

The protected characteristics are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

## **4. Library Data**

### **4.1. Location**

In spring 2018 Essex County Council undertook its largest programme of public engagement and research on the future of library service in recent history. The survey showed that 66% of the 2,995 respondents identified having a local library as a key consideration in using the library service.

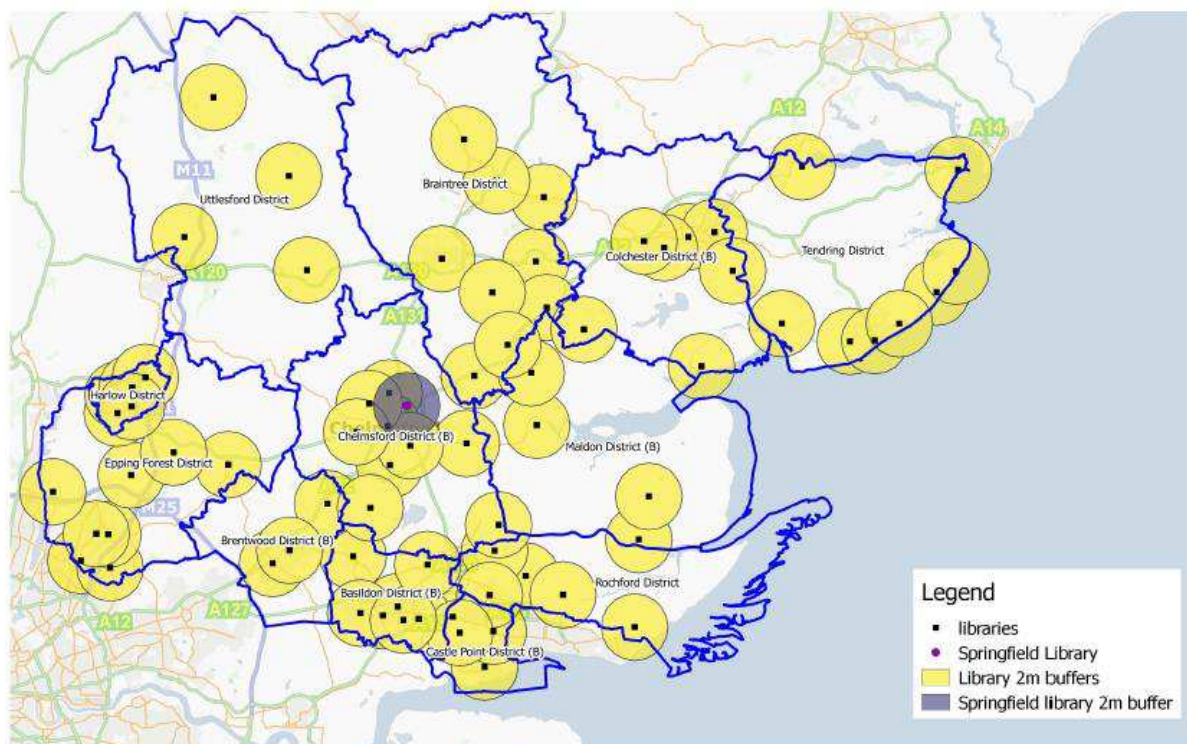
The membership data shows that the two largest user groups of Essex libraries by age are children under 9, (23%), and people over 60, (22%). Both of these groups may find it difficult to travel significant distances to their local library and therefore Essex considers access to local libraries as the primary driver for needs assessment.

When considering access to library service it has looked at the distribution of libraries across the county and has found that there are clusters of libraries in close proximity, e.g. two miles walk from another library or libraries. These clusters of libraries are normally in urban areas of the county – areas generally served by regular public transport links.

Towns like Basildon and Harlow have the densest clustering of libraries with three libraries available within a two mile walk of the main library. In Chelmsford and large towns such as Colchester we also see moderate clustering. There is also some

clustering in the Epping Forest, Brentwood, Tendring and Castle Point districts as shown in the map below:

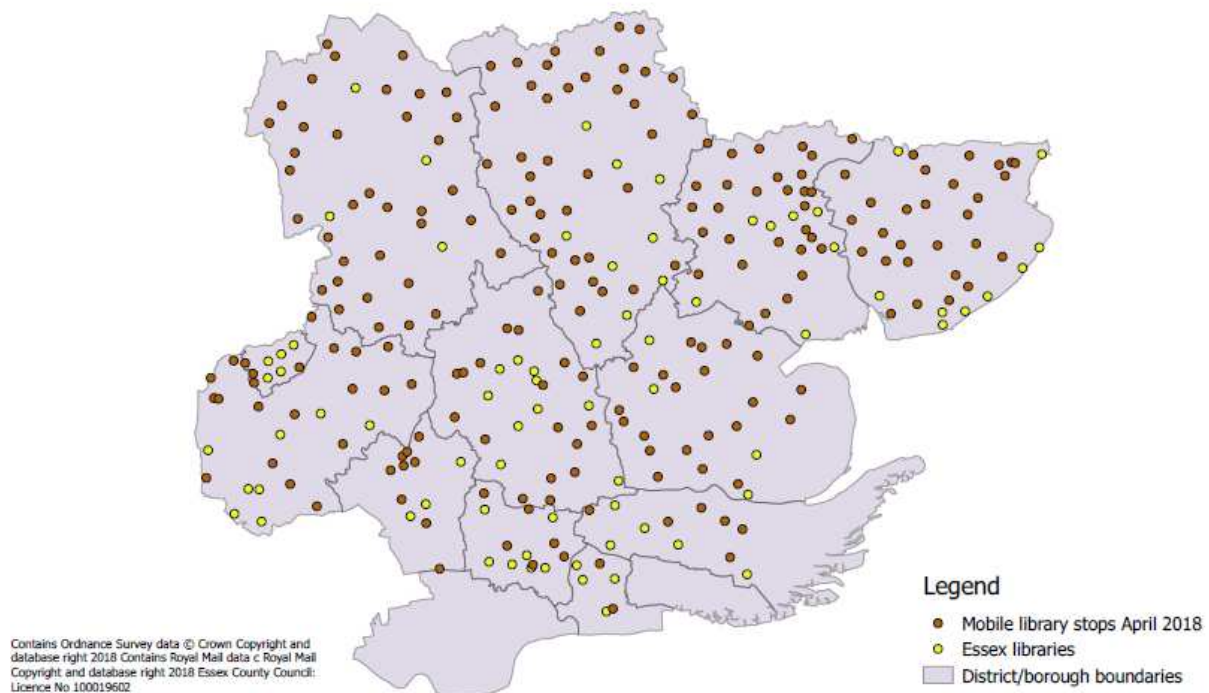
**Essex libraries with 2 mile buffers**



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There are libraries in areas of the county that are not within a two mile radius of a current static library. In these areas Essex County Council meets the need of residents through the provision of alternative library service offers including the mobile library service, access to the home library service, online library offer and friends and family membership. We also support eight community libraries that are not part of the current core service.

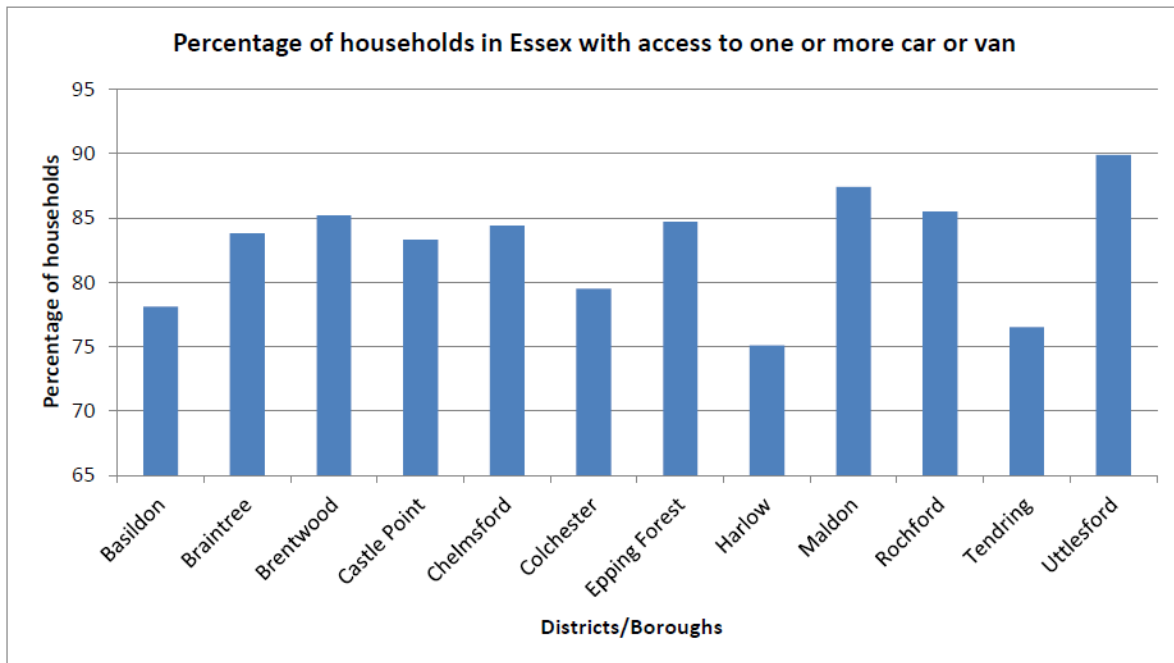
## Essex libraries and mobile library stops @ April 2018



We have assumed there is no 'clustering' between ECC libraries and those run by other authorities. Residents may cross county borders to access libraries that are most convenient but this has not been taken into consideration for the needs assessment.

### 4.1.1. Transport

Data from the 2011 Census shows that 477,067 households in Essex, 82% of the total have access to a car or van. This chart, using 2011 census data, shows the percentage of households with access to cars or vans:



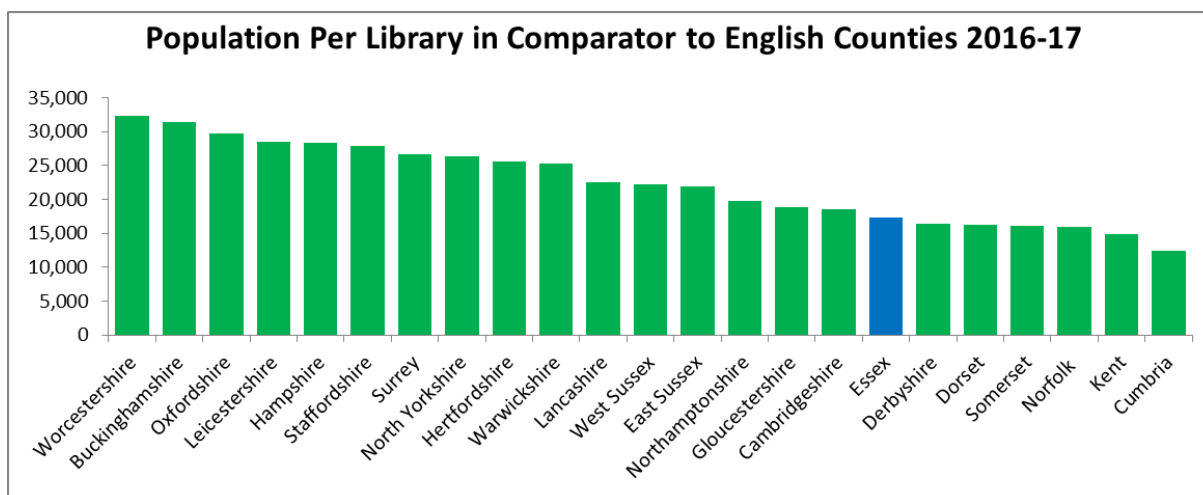
#### **4.1.2. Proximity to Other Services**

Libraries are generally located within town centres, villages or close to other facilities e.g. shops and community centres. There is no reason to keep a library if it is the only community service in the area if there is no need for a library service.

#### **4.2. Population**

This section considers the relative size of populations within each district, in relation to the number of libraries.

The libraries offer services to the county's population of 1.5m residents based on the forecast population for 2018. A managed library is provided for every 17,325 residents of Essex compared to the average of one library for every 22,425 people from comparators in the 2017 CIPFA benchmarking survey results. This is shown in the table below.

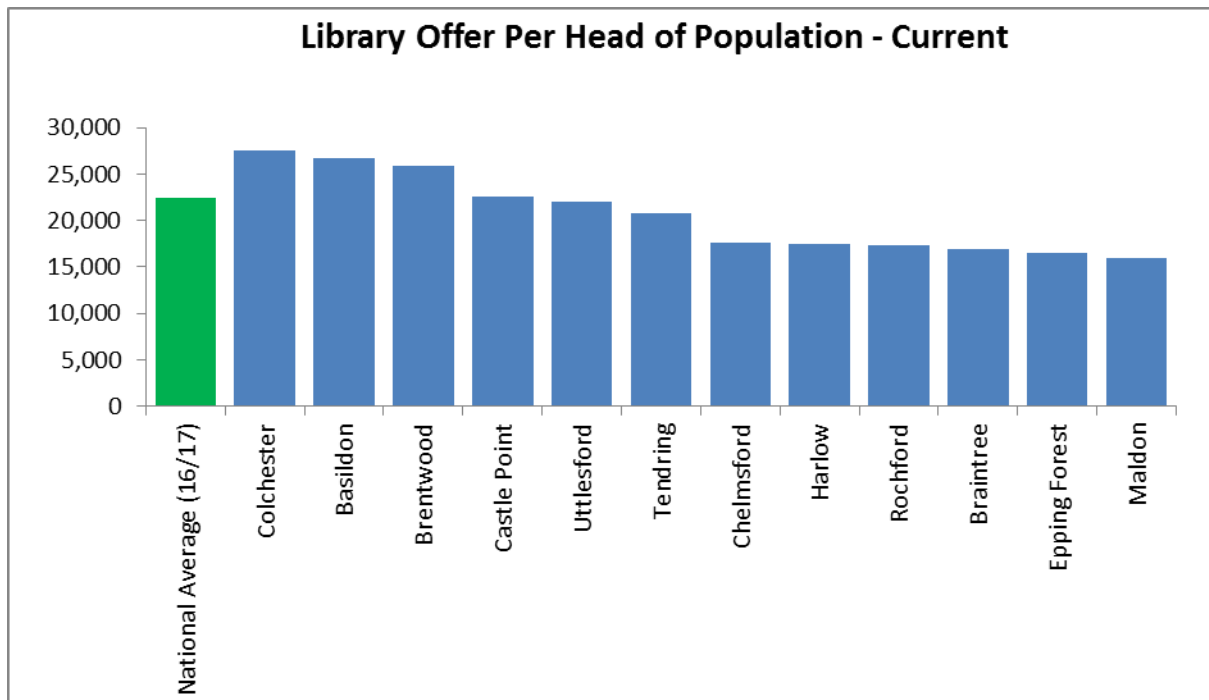


In considering how best to measure the population served by each managed library Essex County Council used the 2018 forecast population of the district, divided by the number of managed libraries within the district boundaries and applied this to each library within the district.

Whilst there is an understanding that libraries differ in terms of size, opening hours and variety of stock, this analysis demonstrates the difference in provision of libraries across the county in comparison to population size and allows direct comparison of how our service offer changes between districts. It also allows comparison with the provision made by other library authorities.

The data shows that there are significant variations in the library offering across the county. Maldon district has a managed library for every 16,000 residents – giving more libraries per head than the national average - whilst Colchester borough has a managed library for every 28,000 residents, which is lower than in the Essex and national average, as shown in the table below.





Whilst the library service offering across the county is currently below the benchmarked average provision, in some districts the provision of libraries per head of population is above the benchmark. The strategy, supported by the needs assessment looks to provide a consistent library service offering across all districts of the county.

The needs assessment recognises that whilst some districts have more libraries per head of population than the benchmarked average, a significant reduction in service would have a major impact on communities. Therefore, it is proposed that no more than 50% of libraries in a district will be in Tier 4 (see section 4.6).

Consideration was given as to whether we could measure population by ward catchment area. This would have required subjective judgements to be made about which libraries residents visited and would have led to double counting or segments of the population being missed. The public engagement household survey also identified that 39% of library users visit more than one library. Therefore, the population analysis has been completed at district level.

#### **4.2.1. Infrastructure and Growth**

Essex's population is forecast to grow by 20% by 2035, to 1.7m. Colchester is forecast to have the highest growth, with 42,000 new residents, and Uttlesford to have the highest percentage growth, at 32.2%. New communities are being planned across Essex. Crossrail will come as far as Shenfield; Crossrail 2, under consideration, has the potential to serve Harlow and south Essex, while expansions

at Harwich and London Gateway ports and Stansted airport are all likely to contribute to this growth<sup>2</sup>.

Development plans and forecast population growth will continue to be considered in the needs assessment and provision of the library strategy 2019–2024. As these forecasts are subject to multiple variables and change, no specific volumes have been collected and added to the data evaluated.

### **4.3. Usage**

This criterion considers how well used each library is.

The current usage of Essex libraries is an important factor in determining the local need for a library service.

The assessment uses the number of active users in each library (library members who used their library card in the year from April 2017 to March 2018).

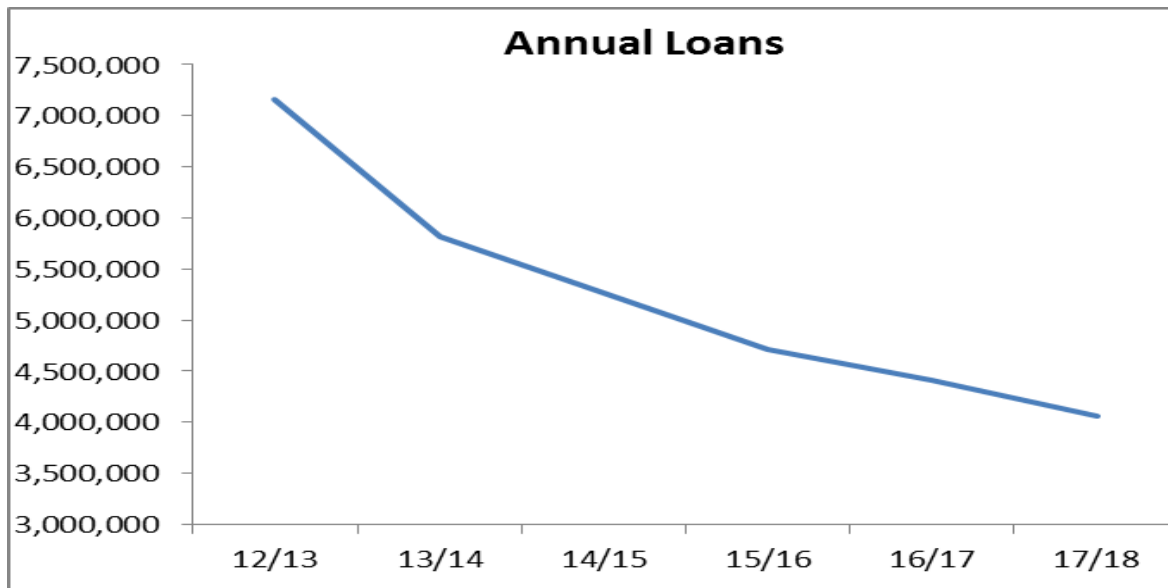
Data has been collected from our library management systems showing when and where people have used their library card to make a transaction. This includes: borrowing an item, renewing a loan, using public network computers or using library wifi. We have looked at the transactional data of each user as we are aware that 39% of library users use more than one library<sup>3</sup>.

In line with national trends, Essex County Council has seen a significant decrease in usage of library services over the last five years. The graphs below show the decline in demand for the primary service offer of libraries with loans decreasing 43% from over 7.1m loans a year in 2012/13 to less than 4.1m loans in 2017/18.

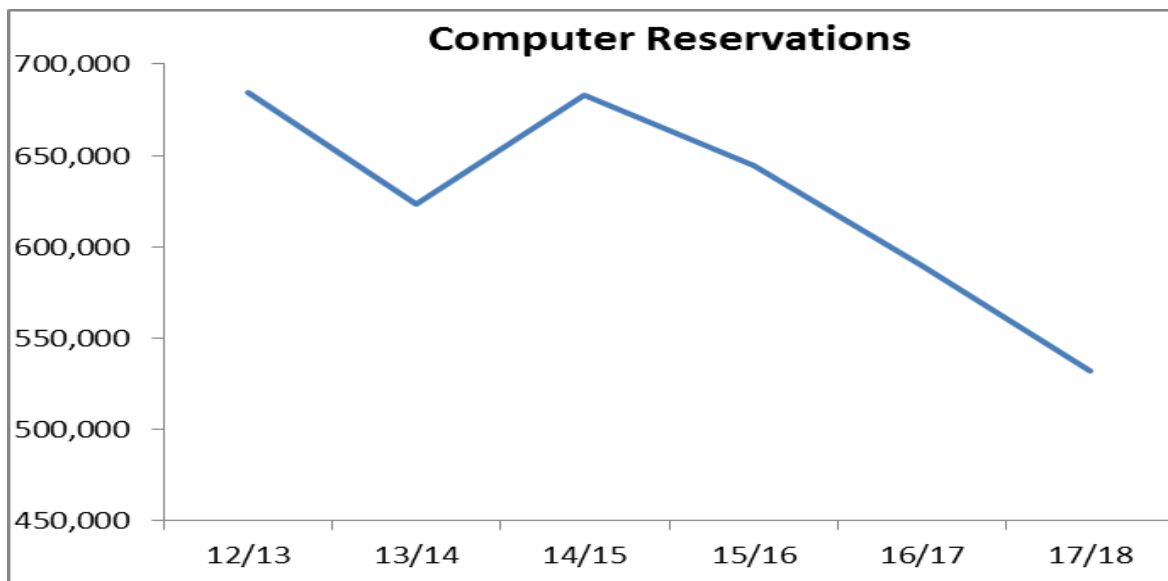
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<sup>2</sup> Sources: <http://www.essex.gov.uk/Environment%20Planning/Development-in-Essex/Pages/Major-Infrastructure-and-Projects.aspx> and <http://www.essexhighways.org/Transport-and-Roads/Highway-Schemes-and-Developments/Major-Schemes.aspx>

<sup>3</sup> *Your community, libraries and you: engagement summary report*, July 2018, Essex County Council



Demand to use public network computers has also fallen 22% in the last five years. This has declined from 684,000 in 2012/13 to 532,000 reservations (sessions) in 2017/18.



In March 2018 241,400 people, equivalent to 16% of the Essex population, were active members of the libraries service. An active member is defined as someone who has used their library card to access a library service within the last 12 months. Membership is open to anybody who lives, works or studies in the county.

Whilst there is information recorded for the footfall in libraries and attendance of events this has been excluded from the needs assessment as it is not felt to be a reliable source of data.

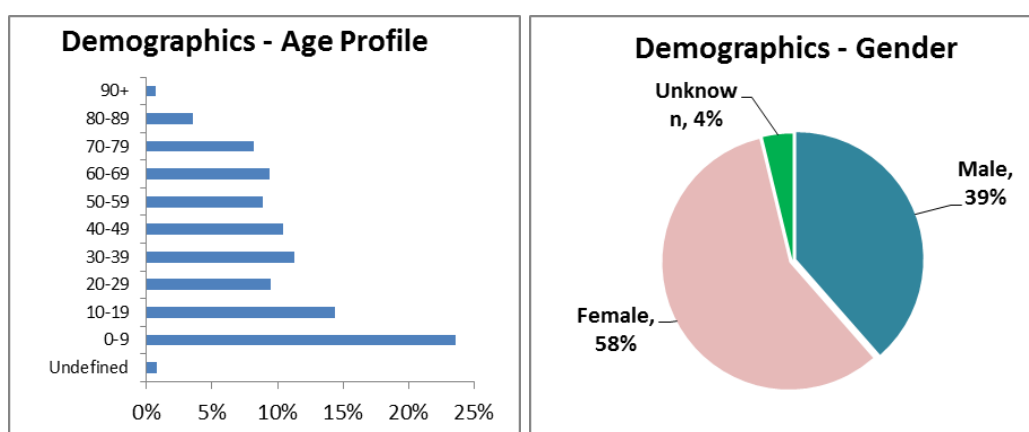
We are aware that footfall figures can be distorted in some locations by people using libraries as a shortcut between other locations. Also, we do not have comprehensive footfall records for all libraries, limiting the ability to compare. Attendances at events are not always recorded accurately and include a significant proportion of attendees who have not registered.

Requests for centralised services such as the music service, online transactions - including those for e-books, training resources, magazines and newspapers - and mobile library use have also been excluded as they do not relate to specific static libraries and can be accessed from any location, including customer's homes. If online resources have been accessed from a public network machine or using the library wifi they will be included in data about the technology offer of libraries.

In completing the analysis of the usage data we are aware of some limitations. The data has been collected from transactions. It does not inform us about customers that are using the library service without making transactions. Examples include customers who use the library service for studying or research, attending events, to meet friends or attend clubs, without borrowing anything or using their library card will not be recorded.

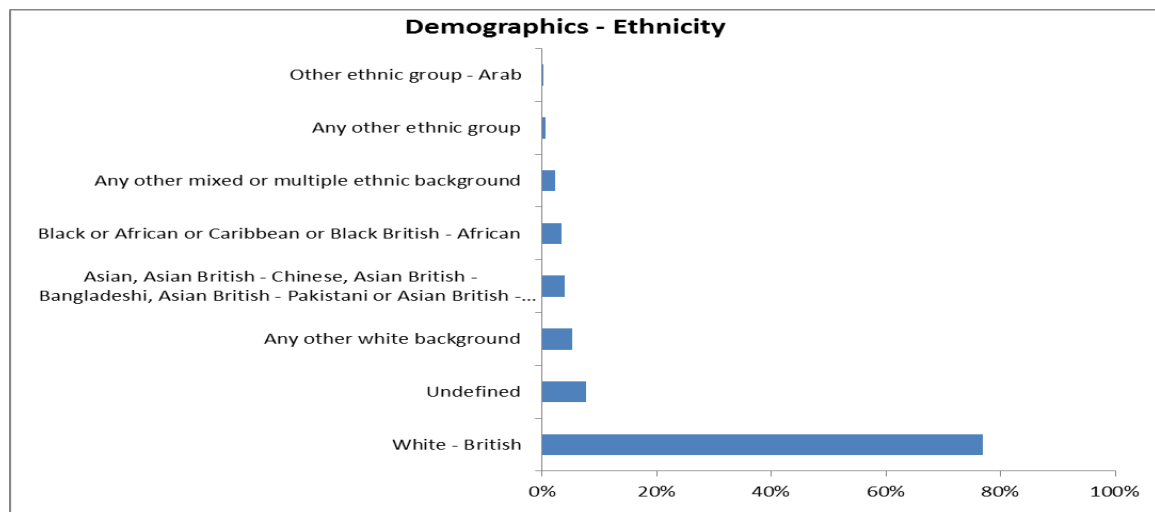
#### 4.3.1. Demographic Analysis

Library services are disproportionately used by females, who make up 58% of users. Children under 9 years of age account for 23% of users and adults over 60 years of age account for 22% of users as shown in the graphs below.



The ethnicity of library users generally reflects the ethnicity of Essex residents with 77% of users coming from white British backgrounds but with slightly higher

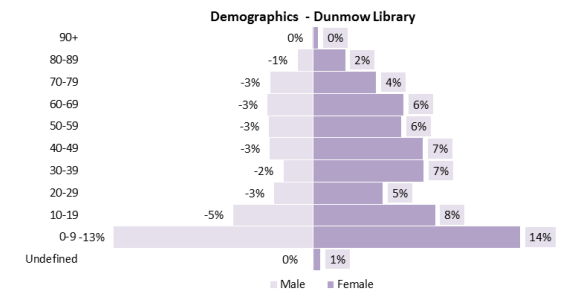
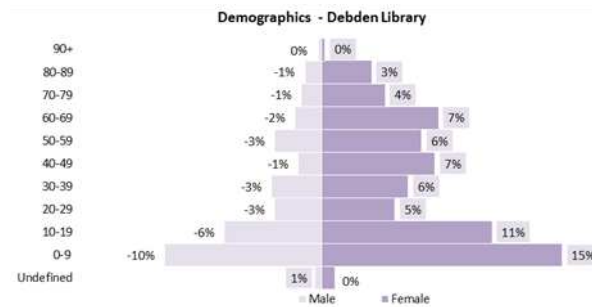
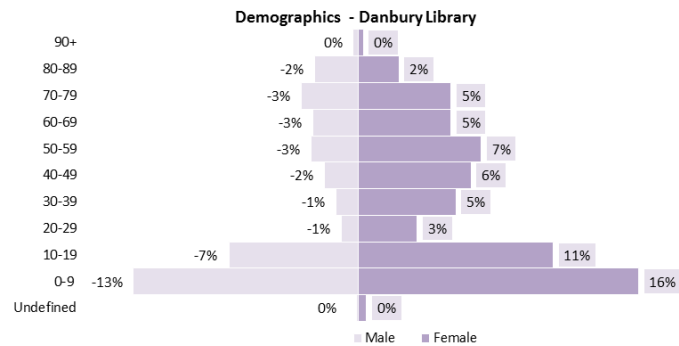
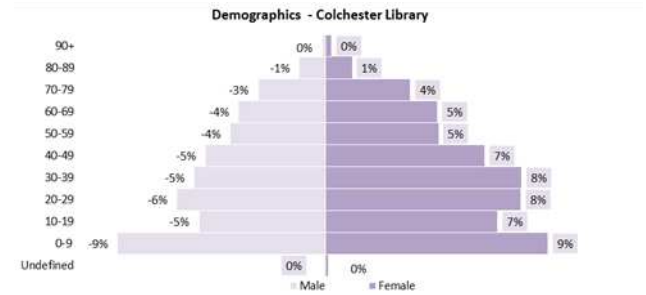
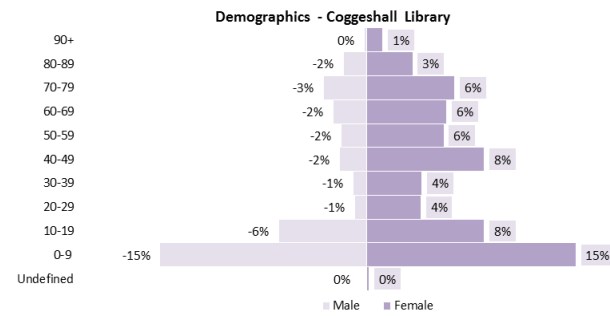
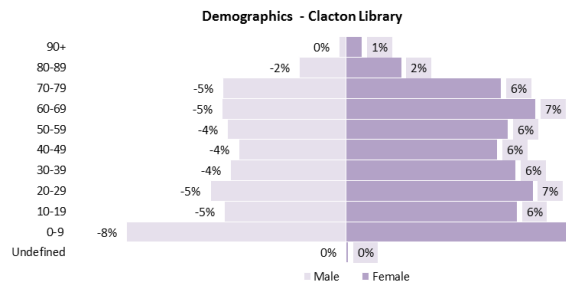
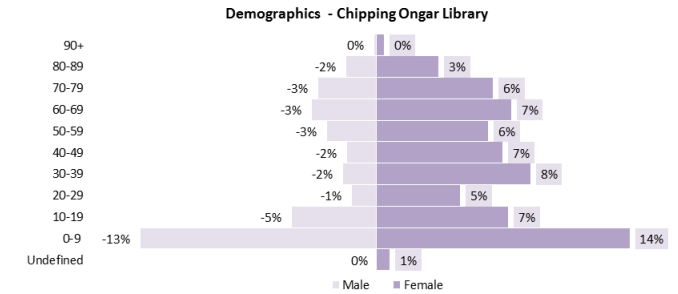
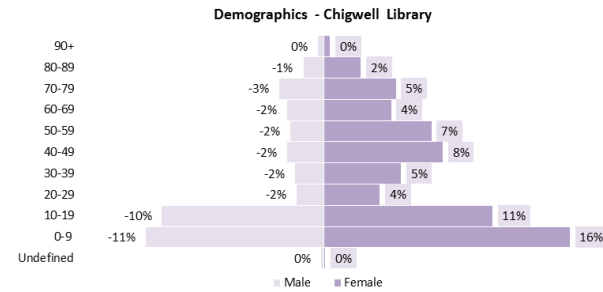
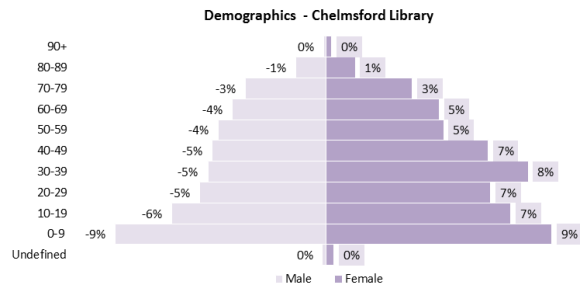
representation among Black & minority ethnic (BME): 7% of the Essex population report being from a BME background compared to 11% of library users.<sup>4</sup>

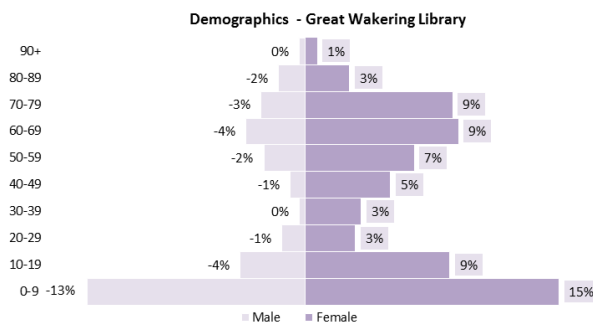
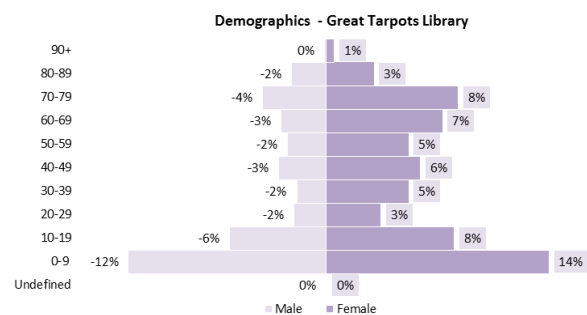
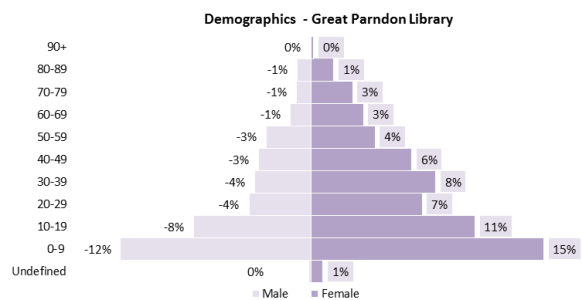
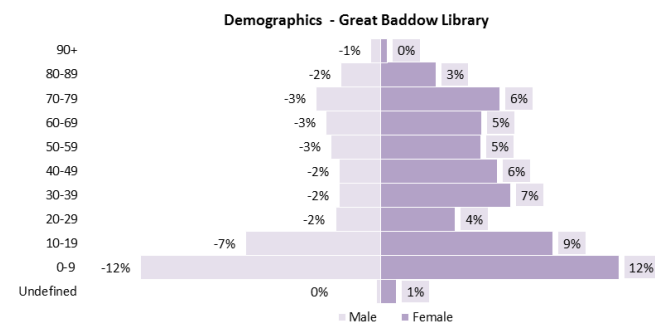
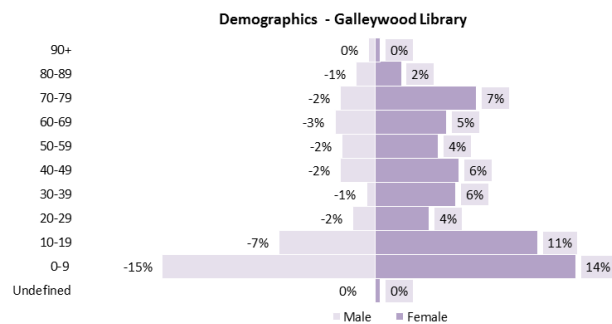
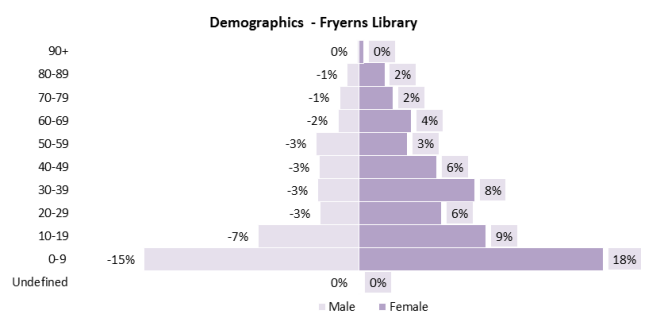
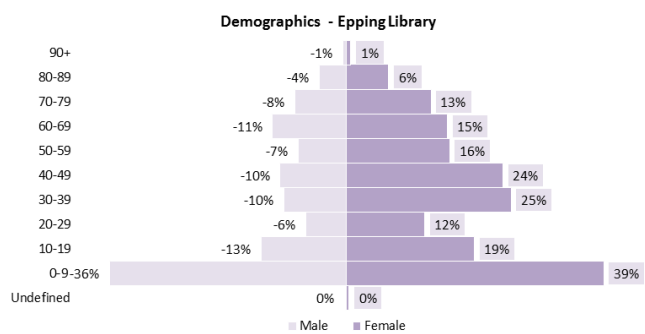
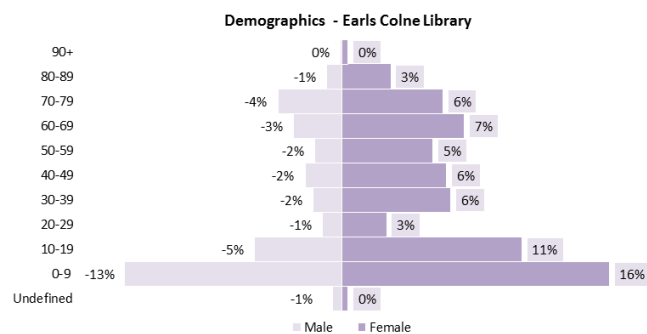


<sup>4</sup> Source: Mobile Libraries review, EqIA, September 2017, from Census Data, ONS 2011 and Essex Libraries' user data, 2016-17.

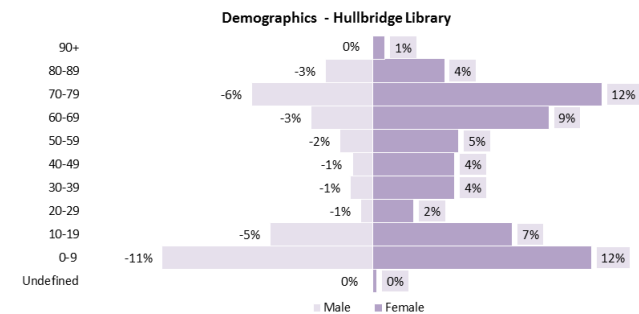
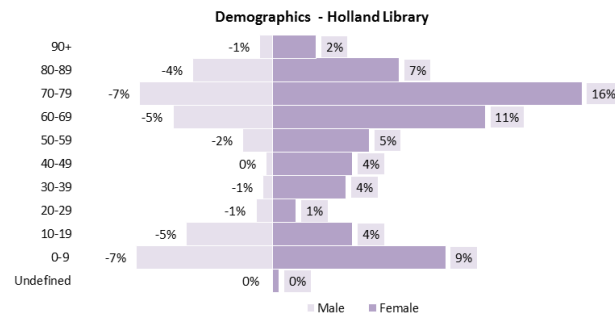
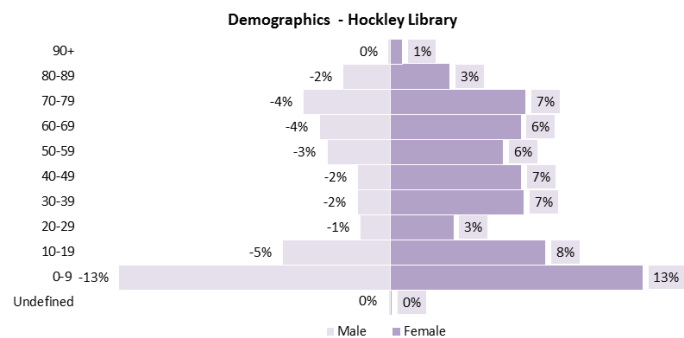
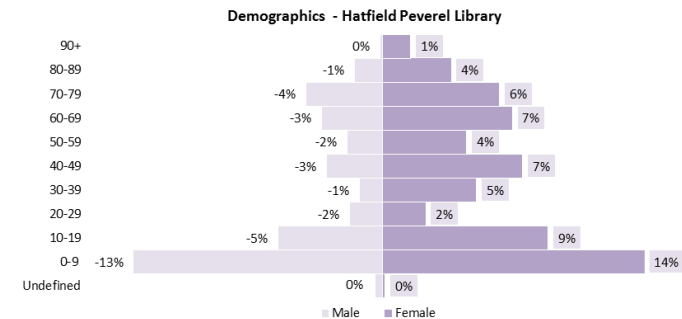
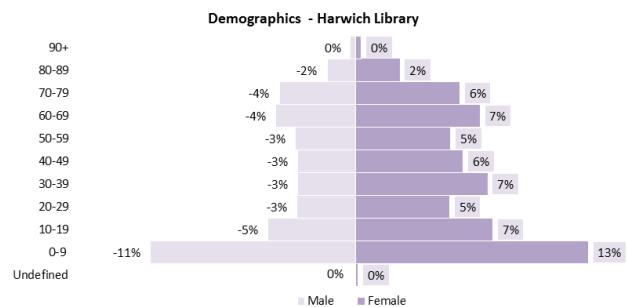
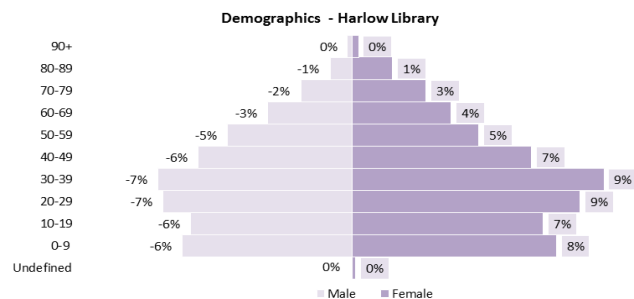
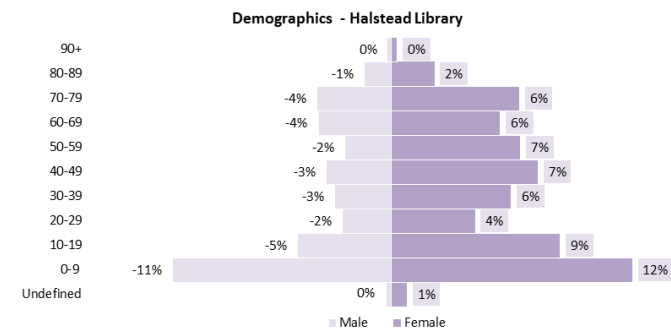
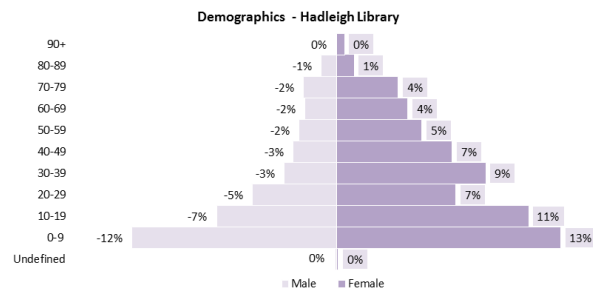
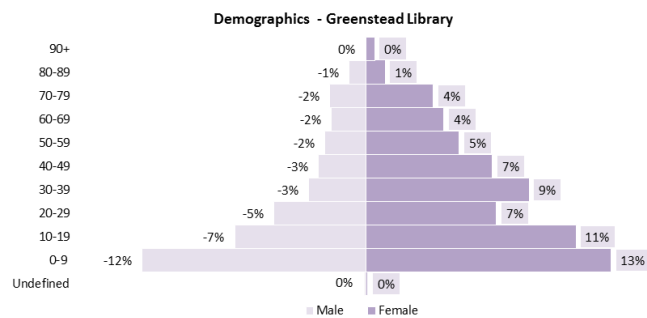
Graphs below show the age and gender of users at each library in Essex (excluding undefined users for gender)

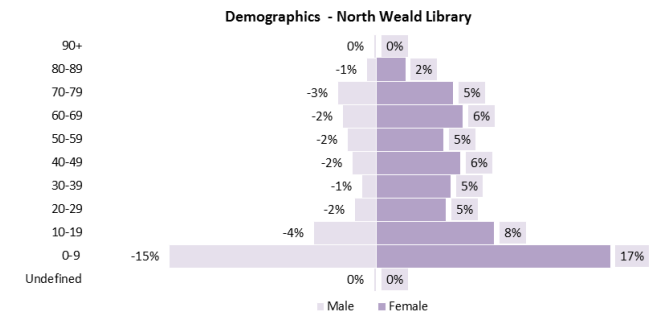
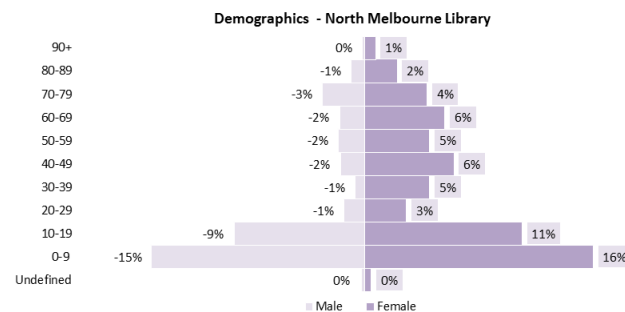
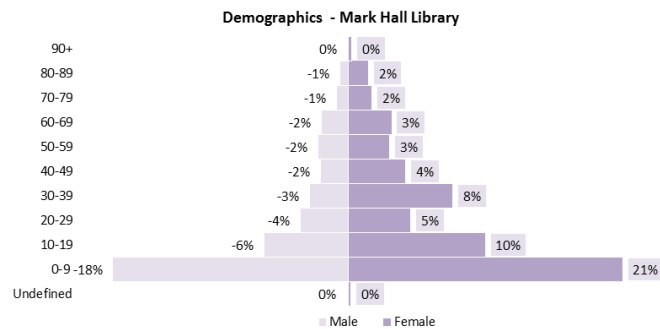
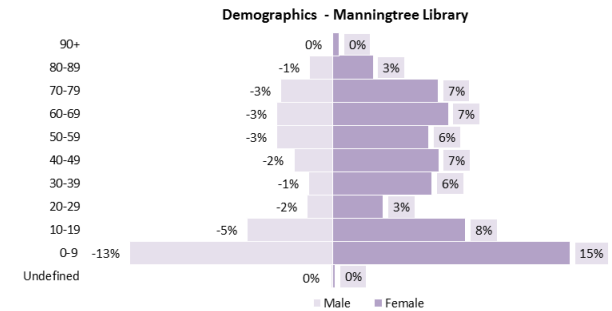
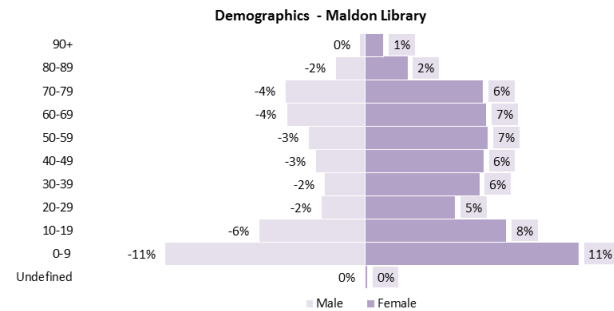
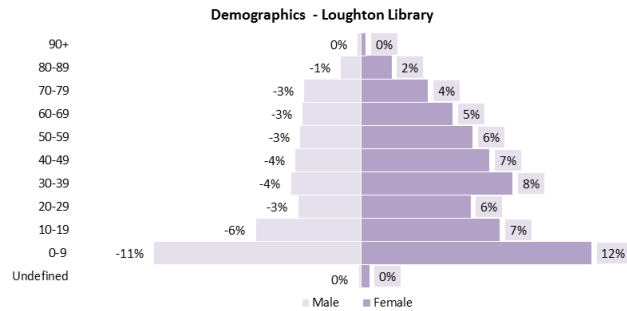
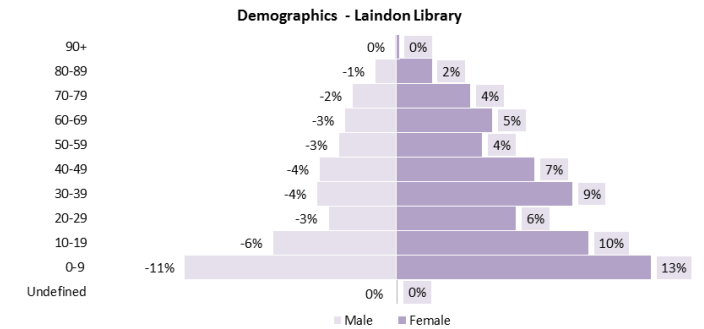
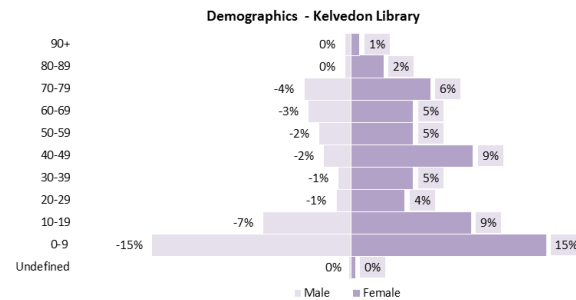
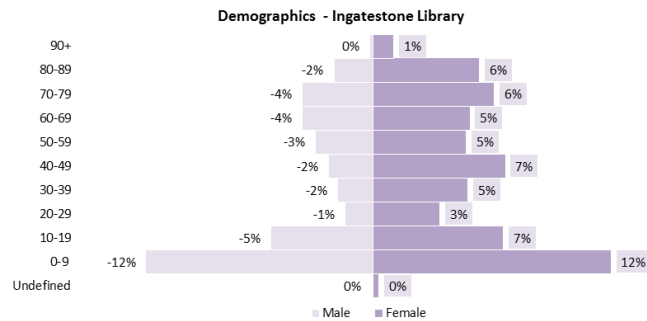


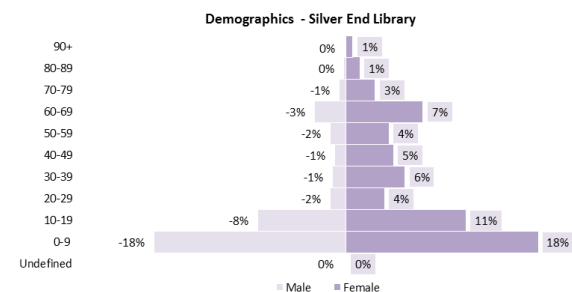
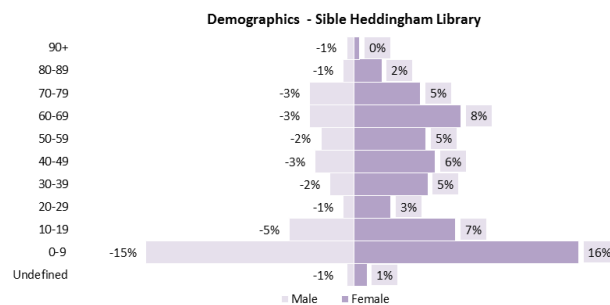
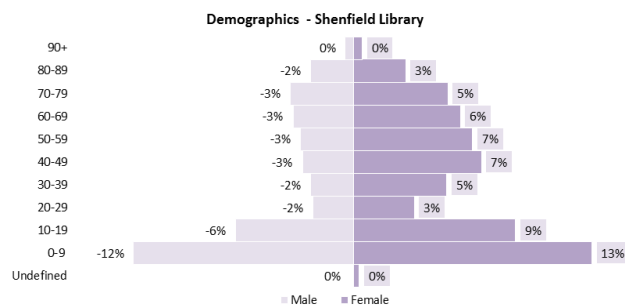
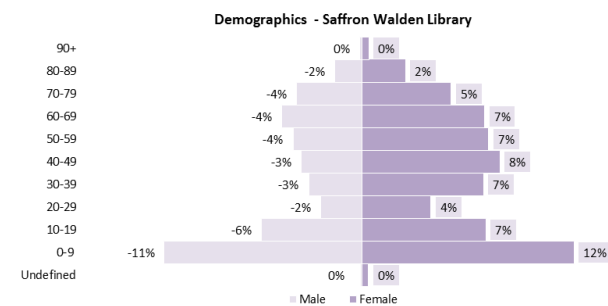
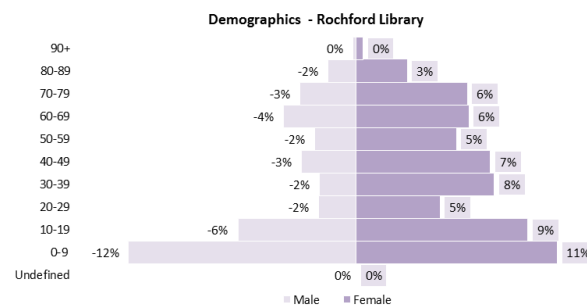
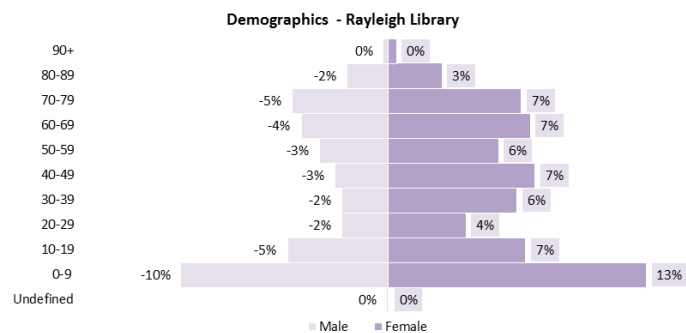
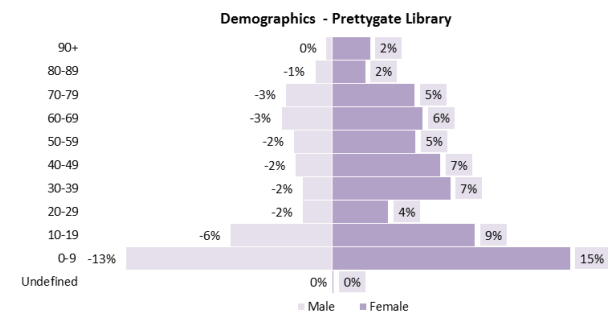
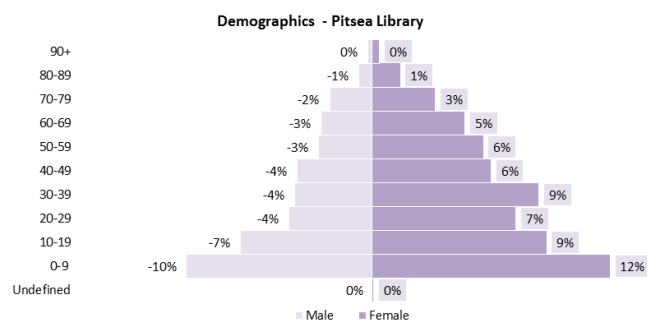
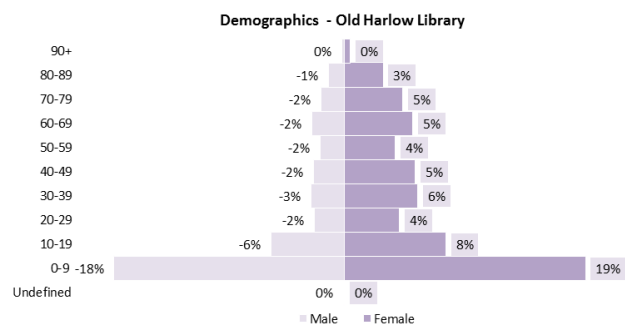


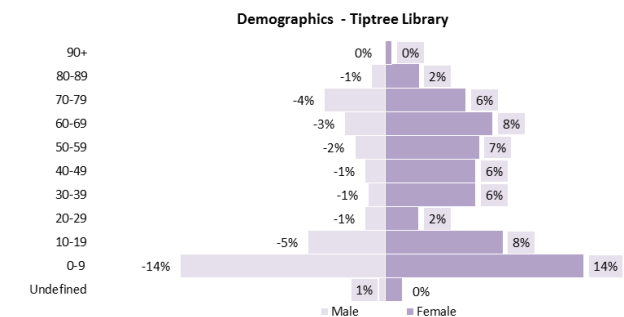
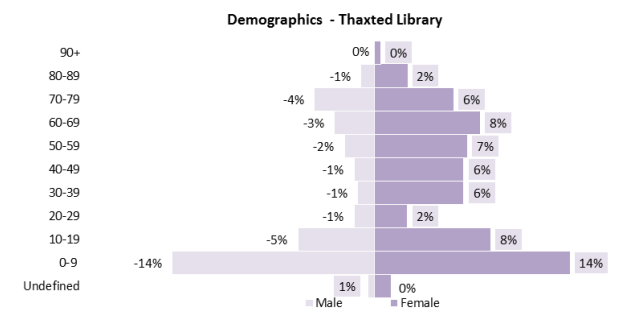
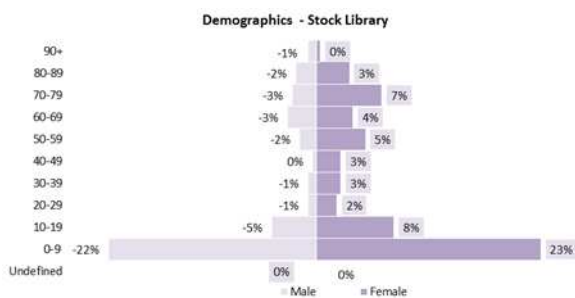
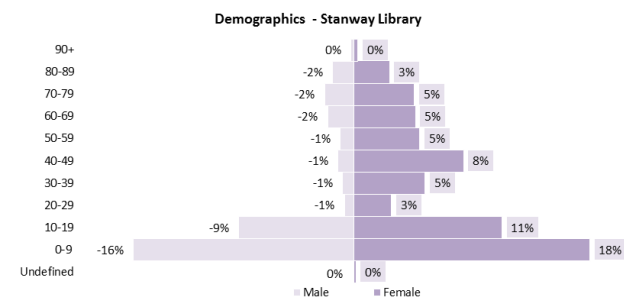
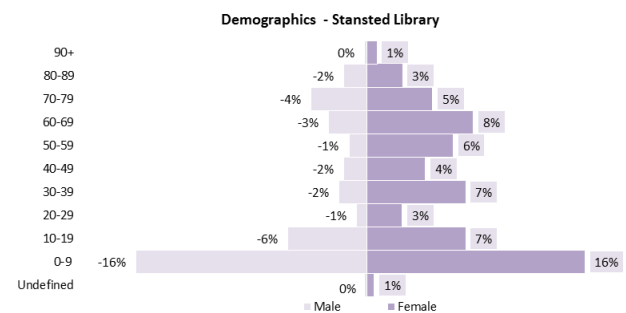
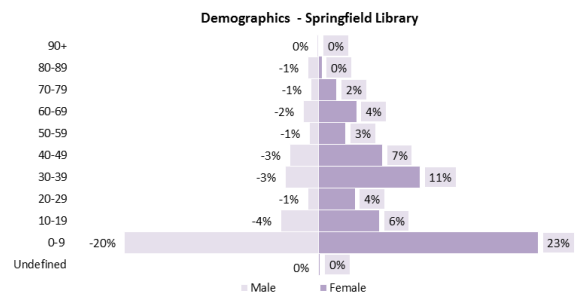
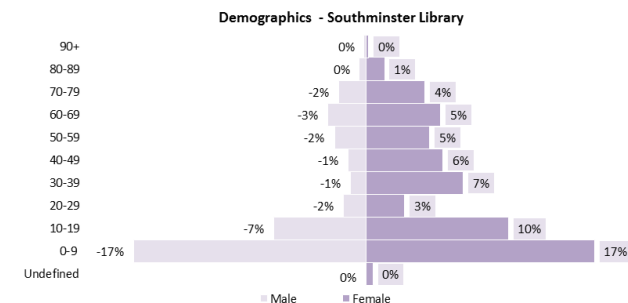
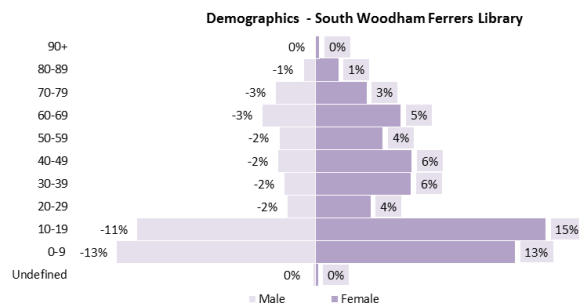
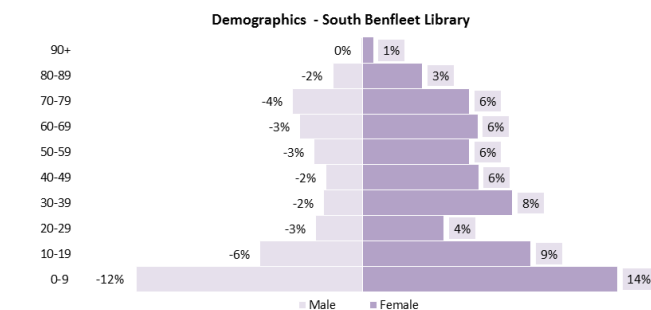


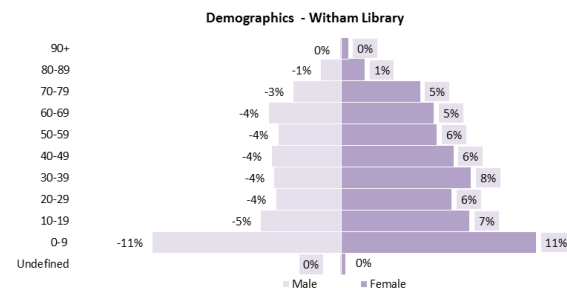
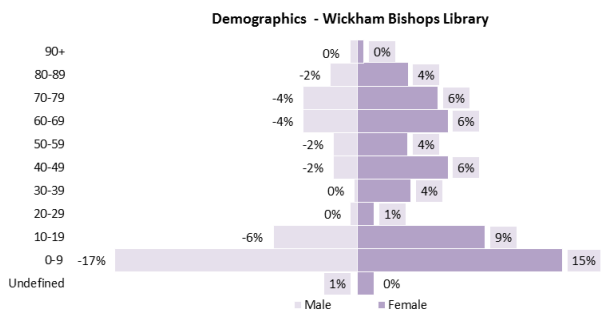
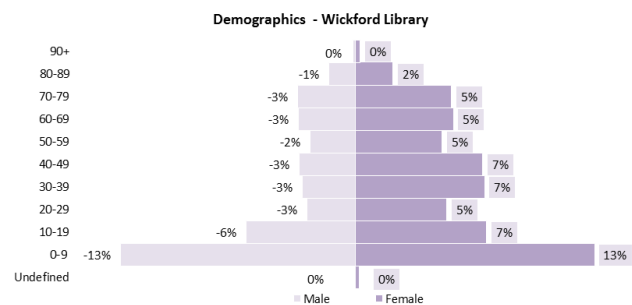
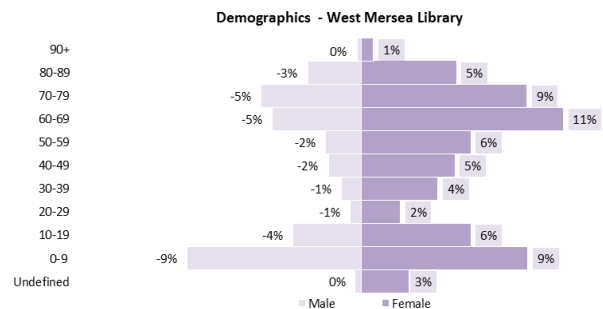
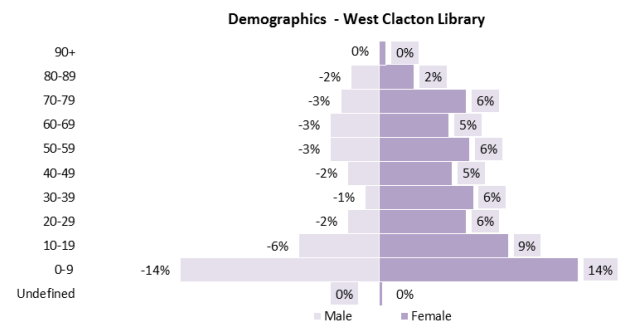
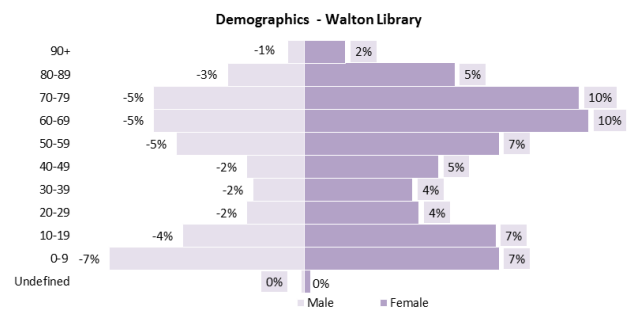
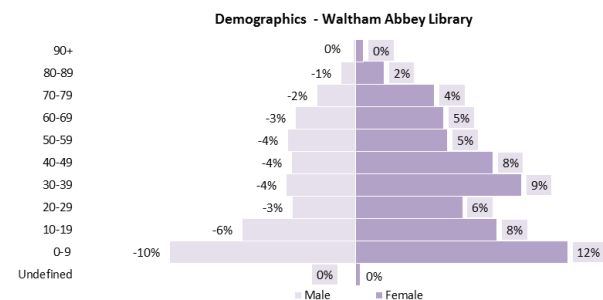
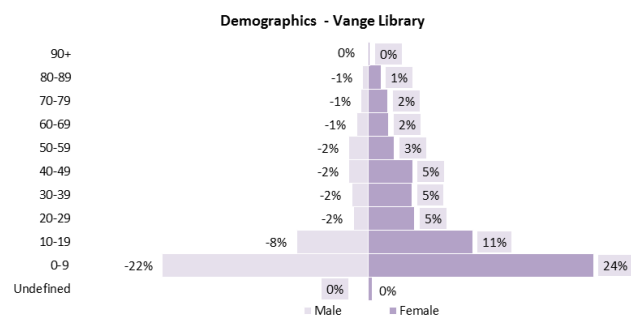
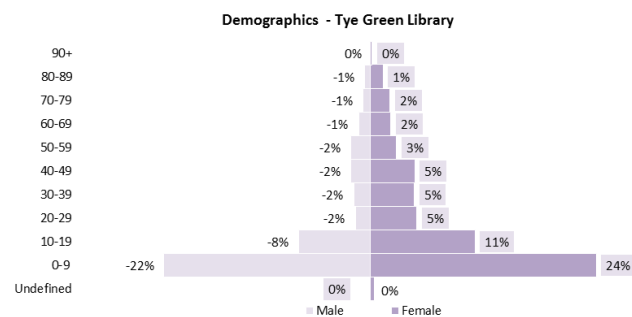


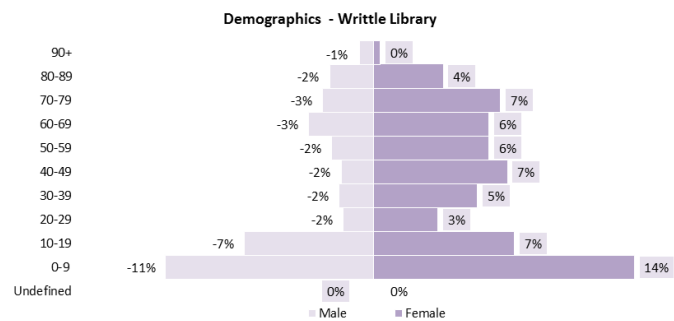
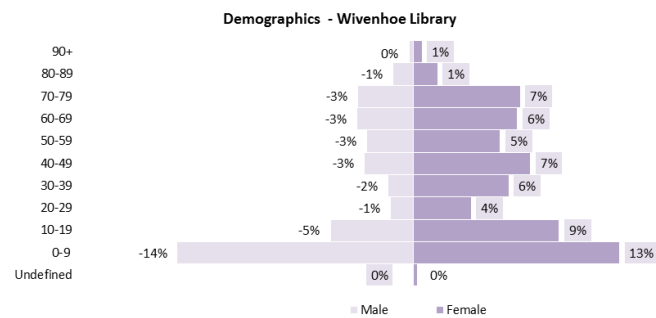












#### 4.4. Deprivation

This section considers levels of social deprivation within the lower-layer super output area (explained below) in which each library is situated.<sup>5</sup>

Library services contribute to Essex County Council's strategic aim to help create great places to grow up, live and work. This is particularly important in areas of deprivation where libraries can be a safe place for communities to come together, and where people can access services to support literacy, residents returning to work, local charities, digital access and adult literacy.

Essex County Council has used the Indices of Multiple Deprivation to understand the levels of deprivation across the county. The Index of Multiple Deprivation, commonly known as the IMD, is the official measure of relative deprivation for small areas in England and is the most widely used index of deprivation. Lower layer super output areas (LSOAs) are small areas or neighbourhoods, designed to be of a similar population size, with an average of approximately 1,500 residents or 650 households. There are 32,844 Lower-layer Super Output Areas (LSOAs) in England. They were produced by the Office for National Statistics for the reporting of small area statistics.

The IMD combines information from seven domains to produce an overall relative measure of deprivation. The domains are combined using the following weights:

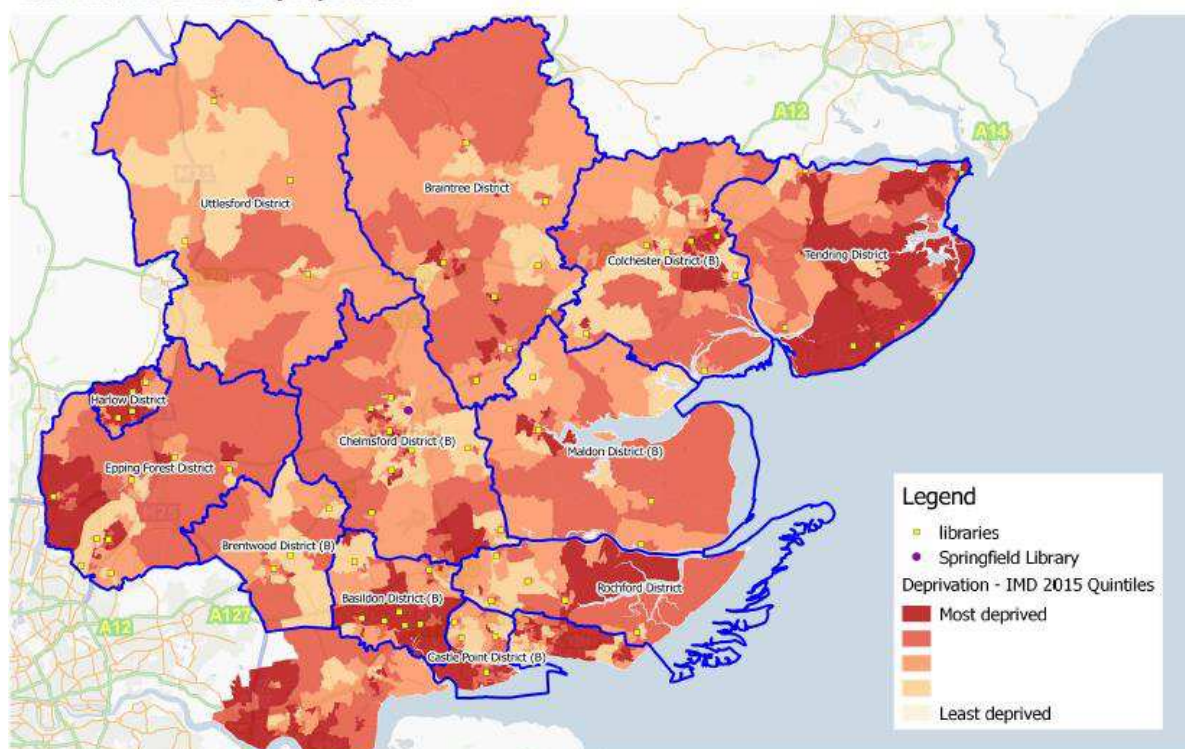
- Income deprivation (22.5%)
- Employment deprivation (22.5%)
- Education, skills and training deprivation (13.5%)
- Health deprivation and disability (13.5%)
- Crime (9.3%)
- Barriers to housing and services (9.3%)
- Living environment deprivation (9.3%)

The weights were derived from consideration of the academic literature on poverty and deprivation, as well as the levels of robustness of the indicators.

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<sup>5</sup> Sources- *Index of Multiple Deprivation, 2015*  
*Mosaic, ECC Insight and intelligence, 2017*

### Essex libraries & LSOAs by deprivation



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During the research we have not identified a direct correlation between usage of the library service and the level of deprivation in surrounding areas. However, deprivation is still a driver for the location of library services as people in deprived areas have fewer resources available to them than people in affluent areas to access services, buy books, computers or services or travel to other locations. Therefore, library services based in areas of most deprivation such as Clacton, Harwich and Greenstead are given higher weighting as being important community assets.

## 4.5. Social Isolation

This criterion considers the relative risk of social isolation within each district.

Social Isolation and loneliness are different. Social isolation is an objective measure of the number of someone's interactions. Loneliness is a feeling resulting from a perceived lack of meaningful interactions, or a discrepancy between an individual's desired level of interactions versus their achieved level of social interactions. An individual may be isolated without feeling lonely and vice versa. There are greater negative impacts associated with loneliness.

Loneliness can lead to multiple physical and psychological problems as well as increased health and social care service use.



Social isolation and loneliness are not limited to older people and can impact anyone at different periods there life. They are not linked to deprivation or geographical location and there are therefore are no accurate measures to predict where or when social isolation or loneliness may occur.

In order to consider the risks of social isolation in the needs assessment we have identified two groups within the population with a heightened risk, as identified in research and literature reviews by Essex County Council's insight team<sup>6</sup>. As there is no nationally recognised measure of social isolation we have used whole population data to provide a risk assessment. The two groups considered are new parents and older people over 65.

#### **4.5.1. Older People**

The risk to this section of the population has been referred to in ECC's analysis of social isolation and loneliness referred to above. Research suggests that almost a third of over 65s feel lonely at some point in time. Persistent loneliness and frequent feelings of loneliness have the biggest detrimental impact on an individual's health and wellbeing and an estimated 5-7% fall into this category. [This means that of the circa 350,000 Essex residents who are over 65](#), approximately 20,000 over 65s in Essex are persistently and/or frequently lonely, with a further 89,000 occasionally lonely<sup>7</sup>. With the forecast aging population, this at-risk cohort will grow by approximately 50% within the next 20 years.

In order to measure this risk indicator we have reviewed the population of over 65s in the county, assuming where there is a larger proportion of the population who are over 65 there is a higher need for libraries as one possible way of support.

Library membership records show that over 60s make up 22% of library services users. Groups such as "knit and natter" use the library frequently attracting this audience. Face to face interviews with library users during the public engagement in spring 2018 found that retirement was a trigger for people using libraries more and that older people value libraries as places they can read, pass the time and socialise<sup>8</sup>.

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<sup>6</sup> *Social Isolation in Essex*, ECC Strategic Planning & Commissioning, 2013; *Social Isolation & Loneliness: Literature & best practice review, research and recommendations*, ECC Organisational Intelligence [date]; *Social Isolation of Pregnant Mothers and Families with Young Children*, ECC Organisational Intelligence, July 2016

<sup>7</sup> *Social Isolation & Loneliness: Literature & best practice review, research and recommendations*; *ONS population projection 2018, c 352,000 over 65s in Essex*.

<sup>8</sup> *Your community, libraries and you: engagement summary report*, July 2018, Essex County Council

#### **4.5.2. New Parents**

The second group we have identified at being at risk of social isolation is new parents who are going through a significant change in their lives and can often feel isolated from friends and family. This is particularly true of parents on maternity leave, shared parental leave or adoption leave who do not have the support networks during the day. In the interviews with library users mentioned above, becoming a first time parent was identified as a trigger for using libraries more.

In order to measure this risk indicator we identified the fertility rates across the county, assuming that higher rates of fertility are going to increase the number of new parents.

The library service has done a lot of work in supporting maternal mental health programmes, working with the children's centres and public health, running regular baby and toddler Rhymetimes, an annual Summer Reading Challenge for children and young people and other events aimed at parents and children. Libraries also offer dedicated children's libraries, sensory walls and spaces for children and parents to meet.

#### **4.6. Tiering**

Based on the evidence of all the analysis gathered, this needs assessment ranks each library and places it into one of four tiers.

##### **4.6.1 Tier 1**

Tier 1 has been considered based on the clear current need to maintain hub library services in main settlements. It reflects Essex County Council's commitment to ensure that there is a distribution of hub libraries across Essex in areas of high population density and usage.

A hub library should provide access to a full range of library services and have the longest weekly opening hours.

##### **4.6.2 Tier 2**

Tier 2 libraries have been identified as being locations where there is currently a need for a library service based on the current usage.

##### **4.6.3 Tier 3**

Tier 3 libraries have been identified as being in locations where no library provision is required in order to provide a comprehensive and efficient service but where it would be desirable if library facilities could be made available. The draft strategy proposes

that these will be run by the community but they are likely to operate to a different model than the current Community Libraries.

#### **4.6.4 Tier 4**

Tier 4 libraries have been identified as being locations where it is not necessary to provide a library service.

## **5 Prioritisation and rationale for tier allocation**

Careful consideration has been given to a range of indicators contained in the evidence above in the process of determining priorities for a comprehensive and efficient service.

The indicators have been grouped into five domains: Location, Population, Usage, Deprivation and Social Isolation in order to determine the demographic need. Within each of the domains, the individual indicators have been attributed equal value, each indicator has been ranked and the rankings added together to give an overall domain score.

Weighting of each domain has been in the following way:

- Location, 30%, assessed on clusters of libraries with lowest priority given to libraries within two miles walking distance of their nearest neighbours
- Population, 25%, assessed on the number of libraries per head of population in each district
- Usage, 25%, assessed on the number of active members at each library
- Deprivation, 15%, assessed on the deprivation level of the lower-layer super output area (LSOA) the library's postcode is in, as identified in the Index of Multiple Deprivation (IMD) ,
- Social Isolation Risk Factors 5%, assessed on fertility rates and population over 65 in each district.

### **5.1 The scoring process**

1. Identify the hub libraries for each district. These were placed into Tier 1
2. **First round of scoring:** Score each of the remaining libraries on the five criteria identified above.
3. The locations/libraries with the lowest overall scores (50 and below) are considered not to have a significant need for a library service in that location.
4. **Second round of scoring:** Re-score the other libraries (not including those identified as Tier 4) to allocate remaining libraries services into tier 2 & 3 based on the output of their scores.

During this process, all tiers were analysed to:

- take account of the impact on other libraries in each district if some were closed
  - make sure there was an adequate spread of libraries across each district
  - make sure no more than half the libraries in any one district were in tier 4.
5. In the second round, library locations with a score of 75 and above were placed in tier 2, locations with a score of 53 to 74 were placed in tier 3.

## **6 Summary**

Need for library services across, Essex has been assessed on the basis of evidence relating to five criteria: location, population, usage, deprivation and social isolation. The combined evidence has been used to rank the level of need for library services in each current library location.

The proposed ranking and data used are shown in the data tables below. This has been used to place each library location into one of four tiers, according to evidenced need for library services. Further information and impact of proposed changes to the library service based on this need assessment is shown within the Essex Future Library Services Strategy 2019-24.

Based on the evidence analysed in this needs assessment, Essex County Council's statutory duty can be met by providing library services at locations in Tiers 1 and 2, in conjunction with the provision of e-library, mobile library and home library services.

Tier 4 libraries account for 11% of current library activity and therefore 89% of users will continue to have access to library services in the same or similar location, depending on the level of community interest in running libraries in tier 3 locations.

Tier 1 accounts for 55.5% of current usage, Tier 2 17% of usage and Tier 3 17% of usage.

## Data Sources

Data Name	Date Represented	Date Produced	Source
District	August 2018	2018	Legislation
Postcode	March 2018	2018	Internal Library Dashboard
Number of libraries within two miles of walking distance	August 2018	August 2018	Google Maps
Population	2016	2016	ONS 2016-based Subnational Population Projections
Library offer per head of population (district)	2016/2018	2016/2018	ONS 2016-based Subnational Population Projections and Internal data held on where libraries fall within the districts
Loans & Renewals Issued	April 2017 to March 2018	April 2018	Library Management System
WIFI Usage	April 2017 to March 2018	April 2018	Netloan
Computer Reservations	April 2017 to March 2018	April 2018	Netloan
Active Users Loan & Renewals	April 2017 to March 2018	August 2018	Library Management System
Active Users WIFI	April 2017 to March 2018	August 2018`	Netloan
Active Users	April 2017 to March 2018	August 2018	Library Management

<b>Data Name</b>	<b>Date Represented</b>	<b>Date Produced</b>	<b>Source</b>
			System and Netloan
Indices of Deprivation Decile	2015	2015	2015 Indices of Multiple Deprivation
Older People (65+)	2015 mid-year	2016	ONS © Crown Copyright 2016
Fertility Rate per 1,000	2011-2015	2017	ONS © Crown Copyright 2017
Population Per Library 2016/17	2016/17	2017	CIPFA (Chartered Institute of Public Finance and Accountancy)
Demographics by User	2017/2018	April 2018	Extracted from Library Management System
Loans/Renewals Trend Data	12/13 to 17/18	August 2018	Extracted from the Library Management System
Computer Reservations Trend Data	12/13 to 17/18	August 2018	Extracted from the Library Management System

General			Location	Population		Usage			Deprivation	Social Isolation	
Library	District	Post Code	Number of Libraries within 2 miles walking distance	Population	Library offer per head of population (district)	Active Users Loans & Renewals	Active Users WIFI	Active Users	Indices of Deprivation Decile	Older People (65+) District %	Fertility Rate per 1,000 Population District
Tier 1											
Basildon	Basildon	SS14 1EE	3	187,097	26,728	5,278	1,207	6,216	2	17	69
Billericay	Basildon	CM12 9AB	0	187,097	26,728	5,853	453	6,145	10	17	69
Braintree	Braintree	CM73YL	0	152,630	16,959	6,915	991	7,594	5	19	62
Brentwood	Brentwood	CM14 4BP	1	77,783	25,928	6,164	891	6,763	8	20	62
Canvey	Castle Point	SS8 7RB	0	90,451	22,613	3,327	334	3,556	5	25	57
Chelmsford	Chelmsford	CM1 1QH	1	176,421	17,642	19,222	3,399	21,418	5	19	60
Clacton	Tendring	CO15 1SF	1	145,523	18,190	4,931	746	5,434	1	29	66
Colchester	Colchester	CO1 1JB	2	192,625	27,518	14,536	3,072	16,599	3	17	62
Harlow	Harlow	CM20 1HA	3	87,115	17,423	5,418	1,734	6,744	2	15	76
Loughton	Epping Forest	IG10 1HD	1	131,979	16,497	5,463	1,128	6,268	9	20	66
Maldon	Maldon	CM9 5FW	0	63,949	15,987	5,188	609	5,582	5	24	56
Rayleigh	Rochford	SS6 7BX	0	86,579	17,316	5,611	479	5,927	5	23	53
Saffron Walden	Uttlesford	CB10 1ES	0	88,311	22,078	5,966	742	6,401	9	19	61
Wickford	Basildon	SS12 0AG	0	187,097	26,728	4,723	366	4,947	5	17	69
Witham	Braintree	CM8 2AQ	0	152,630	16,959	4,622	682	5,117	7	19	62
Tier 2											
Burnham	Maldon	CM0 8HQ	0	63,949	15,987	1,289	120	1,372	5	24	56

General			Location	Population		Usage			Deprivation	Social Isolation	
Library	District	Post Code	Number of Libraries within 2 miles walking distance	Population	Library offer per head of population (district)	Active Users Loans & Renewals	Active Users WIFI	Active Users	Indices of Deprivation Decile	Older People (65+) District %	Fertility Rate per 1,000 Population District
Chipping Ongar	Epping Forest	CM5 9AB	0	131,979	16,497	1,655	148	1,746	5	20	66
Dunmow	Uttlesford	CM6 1FS	0	88,311	22,078	3,435	330	3,678	9	19	61
Epping	Epping Forest	CM16 5DN	0	131,979	16,497	1,850	223	1,987	5	20	66
Great Baddow	Chelmsford	CM2 7HH	1	176,421	17,642	2,501	306	2,698	9	19	60
Greenstead	Colchester	CO4 3QE	1	192,625	27,518	1,966	297	2,149	1	17	62
Halstead	Braintree	CO9 1HU	0	152,630	16,959	2,329	188	2,460	5	19	62
Harwich	Tendring	CO12 3JT	0	145,523	18,190	2,550	241	2,716	1	29	66
Laindon	Basildon	SS15 6AG	1	187,097	26,728	3,025	507	3,384	6	17	69
North Melbourne	Chelmsford	CM1 4UU	1	176,421	17,642	1,551	122	1,615	3	19	60
Old Harlow	Harlow	CM17 0DW	1	87,115	17,423	1,656	112	1,730	6	15	76
Pitsea	Basildon	SS13 3DU	1	187,097	26,728	1,720	383	2,022	2	17	69
Rochford	Rochford	SS4 1PX	0	86,579	17,316	1,702	180	1,820	3	23	53
South Woodham Ferrers	Chelmsford	CM3 5JU	0	176,421	17,642	3,696	461	3,919	7	19	60
Waltham Abbey	Epping Forest	EN9 1EL	0	131,979	16,497	1,975	340	2,216	4	20	66
Tier 3											
Brightlingsea	Tendring	CO7 0BZ	0	145,523	18,190	1,276	55	1,310	5	29	66
Coggeshall	Braintree	CO6 1UH	0	152,630	16,959	897	31	912	7	19	62
Earls Colne	Braintree	CO6 2PA	0	152,630	16,959	869	20	882	5	19	62



General			Location	Population		Usage			Deprivation	Social Isolation	
Library	District	Post Code	Number of Libraries within 2 miles walking distance	Population	Library offer per head of population (district)	Active Users Loans & Renewals	Active Users WIFI	Active Users	Indices of Deprivation Decile	Older People (65+) District %	Fertility Rate per 1,000 Population District
Frinton	Tendring	CO13 9DA	1	145,523	18,190	1,918	141	2,014	6	29	66
Great Parndon	Harlow	CM18 7PP	2	87,115	17,423	1,711	408	2,034	3	15	76
Great Tarpots	Castle Point	SS7 5UH	1	90,451	22,613	1,586	112	1,665	6	25	57
Hadleigh	Castle Point	SS7 2PD	0	90,451	22,613	3,027	179	3,149	5	25	57
Hockley	Rochford	SS5 4PZ	0	86,579	17,316	2,208	132	2,291	8	23	53
Ingatestone	Brentwood	CM4 9EU	0	77,783	25,928	946	94	994	9	20	62
Manningtree	Tendring	CO11 1AD	0	145,523	18,190	2,472	125	2,548	7	29	66
Shenfield	Brentwood	CM15 8NJ	1	77,783	25,928	3,838	340	4,071	10	20	62
South Benfleet	Castle Point	SS7 5HD	1	90,451	22,613	1,960	108	2,027	7	25	57
Springfield	Chelmsford	CM1 6GX	1	176,421	17,642	2,408	160	2,503	9	19	60
Stanway	Colchester	CO3 0RH	1	192,625	27,518	1,509	38	1,533	8	17	62
Tiptree	Colchester	CO5 0SX	0	192,625	27,518	1,563	106	1,635	9	17	62
Walton	Tendring	CO14 8AE	1	145,523	18,190	791	70	838	2	29	66
West Clacton	Tendring	CO16 8BE	0	145,523	18,190	519	82	575	2	29	66
West Mersea	Colchester	CO5 8QA	0	192,625	27,518	1,493	117	1,567	8	17	62
Wivenhoe	Colchester	CO7 9AB	0	192,625	27,518	1,327	54	1,361	10	17	62
Tier 4											
Broomfield	Chelmsford	CM1 7AH	1	176,421	17,642	973	43	1,003	9	19	60

General			Location	Population		Usage			Deprivation	Social Isolation	
Library	District	Post Code	Number of Libraries within 2 miles walking distance	Population	Library offer per head of population (district)	Active Users Loans & Renewals	Active Users WIFI	Active Users	Indices of Deprivation Decile	Older People (65+) District %	Fertility Rate per 1,000 Population District
Buckhurst Hill	Epping Forest	IG9 5AZ	0	131,979	16,497	1,100	115	1,163	9	20	66
Chigwell	Epping Forest	IG7 6QX	0	131,979	16,497	807	86	863	8	20	66
Danbury	Chelmsford	CM3 4NQ	0	176,421	17,642	1,115	27	1,127	10	19	60
Debden	Epping Forest	IG10 3SA	1	131,979	16,497	326	42	352	4	20	66
Fryerns	Basildon	SS14 2NN	2	187,097	26,728	1,349	142	1,459	4	17	69
Galleywood	Chelmsford	CM2 8PU	1	176,421	17,642	1,122	84	1,179	7	19	60
Great Wakering	Rochford	SS3 0EQ	0	86,579	17,316	424	24	439	9	23	53
Hatfield Peverel	Braintree	CM3 2DP	0	152,630	16,959	740	39	762	6	19	62
Holland	Tendring	CO15 5UR	1	145,523	18,190	610	24	626	6	29	66
Hullbridge	Rochford	SS5 6ET	0	86,579	17,316	810	43	831	9	23	53
Kelvedon	Braintree	CO5 9BA	0	152,630	16,959	639	13	641	6	19	62
Mark Hall	Harlow	CM20 3AP	3	87,115	17,423	1,077	116	1,166	3	15	76
North Weald	Epping Forest	CM16 6BZ	0	131,979	16,497	538	45	569	9	20	66
Prettygate	Colchester	CO3 4EQ	2	192,625	27,518	3,561	201	3,689	10	17	62
Sible Hedingham	Braintree	CO9 3PX	0	152,630	16,959	687	24	698	9	19	62
Silver End	Braintree	CM8 3RQ	0	152,630	16,959	405	18	418	4	19	62
Southminster	Maldon	CM0 7AD	0	63,949	15,987	477	30	499	5	24	56
Stansted	Uttlesford	CM24 8AQ	0	88,311	22,078	401	0	401	10	19	61

General			Location	Population		Usage			Deprivation	Social Isolation	
Library	District	Post Code	Number of Libraries within 2 miles walking distance	Population	Library offer per head of population (district)	Active Users Loans & Renewals	Active Users WIFI	Active Users	Indices of Deprivation Decile	Older People (65+) District %	Fertility Rate per 1,000 Population District
Stock	Chelmsford	CM4 9BQ	0	176,421	17,642	349	14	354	5	19	60
Thaxted	Uttlesford	CM6 2LD	0	88,311	22,078	433	11	442	8	19	61
Tye Green	Harlow	CM18 6LU	3	87,115	17,423	1,729	170	1,855	3	15	76
Vange	Basildon	SS16 4ET	3	187,097	26,728	1,179	276	1,390	2	17	69
Wickham Bishops	Maldon	CM8 3NU	0	63,949	15,987	485	13	489	9	24	56
Writtle	Chelmsford	CM1 3DT	0	176,421	17,642	989	42	1,012	10	19	60

**First round of scoring: All libraries except those placed in Tier 1, highest to lowest score**

First round of scoring only identifies Tier 4 libraries. Tier 2 and 3 are calculated on the second round of scoring

Library	Location	Usage	Population	Deprivation	Social Isolation - Older People	Social Isolation - Fertility Rate	First Round Score	Final Tier	Comment
Harwich	30	20	5	15	2.5	1.8	74		
Hadleigh	30	20	11	9	2.2	0.6	73		
Greenstead	20	17.5	18	15	0.6	1.2	72		
Pitsea	20	15	16	13.5	0.4	2.2	67		
West Mersea	30	12.5	18	4.5	0.6	1.2	67		
Laindon	20	20	16	7.5	0.4	2.2	66		
Tiptree	30	12.5	18	3	0.6	1.2	65		
Dunmow	30	20	10	3	1.2	1	65		
Waltham Abbey	30	17.5	2	10.5	1.4	2	63		
Manningtree	30	17.5	5	6	2.5	1.8	63		
Shenfield	20	22.5	15	1.5	1.6	1.6	62		
Rochford	30	15	3	12	1.8	0.2	62		
Halstead	30	17.5	3	9	1	1.4	62		
South Woodham Ferrers	30	20	4	6	0.8	0.8	62		
Wivenhoe	30	10	18	1.5	0.6	1.2	61		
Epping	30	15	2	9	1.4	2	59		
Chipping Ongar	30	15	2	9	1.4	2	59		
Ingatestone	30	7.5	15	3	1.6	1.6	59		
Brightlingsea	30	10	5	9	2.5	1.8	58		
West Clacton	30	5	5	13.5	2.5	1.8	58		
Hockley	30	17.5	3	4.5	1.8	0.2	57		
Stanway	20	12.5	18	4.5	0.6	1.2	57		
South Benfleet	20	15	11	6	2.2	0.6	55		
Great Tarpots	20	12.5	11	7.5	2.2	0.6	54		
Burnham	30	10	2	9	2	0.4	53		
Earls Colne	30	7.5	3	9	1	1.4	52		
Frinton	20	15	5	7.5	2.5	1.8	52		
Walton	20	7.5	5	13.5	2.5	1.8	50		
North Melbourne	20	12.5	4	12	0.8	0.8	50		
Thaxted	30	2.5	10	4.5	1.2	1	49	Tier 4	
Old Harlow	20	15	4	7.5	0.2	2.5	49		Removed from Tier 4 as would result in more than 50% of Harlow libraries in Tier 4
Fryerns	7.5	12.5	16	10.5	0.4	2.2	49	Tier 4	
Coggeshall	30	7.5	3	6	1	1.4	49		Removed from Tier 4 as would result in more than 50% of Braintree libraries in Tier 4

Library	Location	Usage	Population	Deprivation	Social Isolation - Older People	Social Isolation - Fertility Rate	First Round Score	Final Tier	Comment
Prettygate	7.5	20	18	1.5	0.6	1.2	49	Tier 4	
Buckhurst Hill	30	10	2	3	1.4	2	48	Tier 4	
Silver End	30	2.5	3	10.5	1	1.4	48	Tier 4	
Southminster	30	5	2	9	2	0.4	48	Tier 4	
Hatfield Peverel	30	5	3	7.5	1	1.4	48	Tier 4	
Kelvedon	30	5	3	7.5	1	1.4	48	Tier 4	
Chigwell	30	7.5	2	4.5	1.4	2	47	Tier 4	
Danbury	30	10	4	1.5	0.8	0.8	47	Tier 4	
Stock	30	2.5	4	9	0.8	0.8	47	Tier 4	
Writtle	30	10	4	1.5	0.8	0.8	47	Tier 4	
Stansted	30	2.5	10	1.5	1.2	1	46	Tier 4	
Great Baddow	20	17.5	4	3	0.8	0.8	46		Removed from Tier 4 as would result in more than 50% of Chelmsford libraries in Tier 4. Closing both Great Baddow and Galleywood libraries would leave too much of a gap in this area and Great Baddow has a higher need for a library service.
Springfield	20	17.5	4	3	0.8	0.8	46		Removed from Tier 4 due to current operating model
Hullbridge	30	7.5	3	3	1.8	0.2	46	Tier 4	
Vange	0	12.5	16	13.5	0.4	2.2	45	Tier 4	
Great Parndon	7.5	17.5	4	12	0.2	2.5	44		Removed from Tier 4 as would result in more than 50% of Harlow libraries in Tier 4
North Weald	30	5	2	3	1.4	2	43	Tier 4	
Sible Hedingham	30	5	3	3	1	1.4	43	Tier 4	
Wickham Bishops	30	5	2	3	2	0.4	42	Tier 4	
Holland	20	5	5	7.5	2.5	1.8	42	Tier 4	
Galleywood	20	10	4	6	0.8	0.8	42	Tier 4	
Great Wakering	30	2.5	3	3	1.8	0.2	41	Tier 4	
Debden	20	2.5	2	10.5	1.4	2	38	Tier 4	
Broomfield	20	7.5	4	3	0.8	0.8	36	Tier 4	
Tye Green	0	15	4	12	0.2	2.5	34	Tier 4	
Mark Hall	0	10	4	12	0.2	2.5	29	Tier 4	

**Second round of scoring: libraries not placed in Tier 1 or Tier 4, highest to lowest score**

Second round of scoring for Tier 2 and 3 libraries adjusted for Tier 4 libraries

Library	Location	Usage	Population	Deprivation	Social Isolation - Older People	Social Isolation - Fertility Rate	Second Round Score	Final Tier
Waltham Abbey	30	17.5	25	10.5	1.4	2	86	Tier 2
Pitsea	30	15	25	13.5	0.4	2.2	86	Tier 2
South Woodham Ferrers	30	20	25	6	0.8	0.8	83	Tier 2
Epping	30	15	25	9	1.4	2	82	Tier 2
Chipping Ongar	30	15	25	9	1.4	2	82	Tier 2
North Melbourne	30	12.5	25	12	0.8	0.8	81	Tier 2
Dunmow	30	20	25	3	1.2	1	80	Tier 2
Halstead	30	17.5	22	9	1	1.4	81	Tier 2
Greenstead	20	17.5	24	15	0.6	1.2	78	Tier 2
Rochford	30	15	19	12	1.8	0.2	78	Tier 2
Harwich	30	20	8	15	2.5	1.8	77	Tier 2
Great Baddow	30	17.5	25	3	0.8	0.8	77	Tier 2
Burnham	30	10	24	9	2	0.4	75	Tier 2
Old Harlow	30	15	20	7.5	0.2	2.5	75	Tier 2
Laindon	20	20	25	7.5	0.4	2.2	75	Tier 2
Hockley	30	17.5	19	4.5	1.8	0.2	73	Tier 3
Hadleigh	30	20	11	9	2.2	0.6	73	Tier 3
West Mersea	30	12.5	24	4.5	0.6	1.2	73	Tier 3
Stanway	30	12.5	24	4.5	0.6	1.2	73	Tier 3
Great Parndon	20	17.5	20	12	0.2	2.5	72	Tier 3
Tiptree	30	12.5	24	3	0.6	1.2	71	Tier 3
Earls Colne	30	7.5	22	9	1	1.4	71	Tier 3
Wivenhoe	30	10	24	1.5	0.6	1.2	67	Tier 3
Springfield	20	17.5	25	3	0.8	0.8	67	Tier 3
Coggeshall	30	7.5	22	6	1	1.4	68	Tier 3
Manningtree	30	17.5	8	6	2.5	1.8	66	Tier 3
Shenfield	20	22.5	15	1.5	1.6	1.6	62	Tier 3
Brightlingsea	30	10	8	9	2.5	1.8	61	Tier 3
West Clacton	30	5	8	13.5	2.5	1.8	61	Tier 3
Ingatestone	30	7.5	15	3	1.6	1.6	59	Tier 3
South Benfleet	20	15	11	6	2.2	0.6	55	Tier 3
Frinton	20	15	8	7.5	2.5	1.8	55	Tier 3
Great Tarpots	20	12.5	11	7.5	2.2	0.6	54	Tier 3
Walton	20	7.5	8	13.5	2.5	1.8	53	Tier 3