

Essex County Council

Mobile Library Service Review Needs Assessment

November 2017



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All figures are for the year to 31 March 2017 unless otherwise stated.

1. Executive Summary

This needs assessment was originally prepared to inform consultation about proposals to redesign Essex's Mobile Library Service. It brings together information about Essex, its residents and their needs and information about the Mobile Library Service, where it serves and what we know about the needs of people who use it. Following the closure of the consultation and analysis of responses, this document has now been updated where relevant information was supplied on the needs of mobile library users.

Essex is a complex and diverse county, covering over 3,400 square km, 72% of which is rural.

Mobile library use in the county has fallen 47% since 2010, from 120,578 visits in 2010/11 to 64,289 visits in 2016/17. While 17% of the Essex population are active library users, only 0.32% hold a mobile library card. As of 31 March 2017 Essex Libraries has an active membership of 4,695 mobile library card holders. These are people whose base library (where they joined Essex Libraries) is a mobile library and who used their library card within the year.

The current library management system does not allow us to easily identify, for the purposes of this needs assessment, whether these card holders are using their membership cards at a mobile library or another library service. It also does not allow us to identify whether there are additional active library card holders who did not join at a mobile, but in the last year have used mobile library services.

Nine mobile library vehicles currently serve 557 stops across the county. The average number of visits per stop is 5.25. The first indicator of need for a mobile library stop is how well used it is over a period of at least six months. However, we also need to take account of other information about the needs of particular groups within society, such as children and young people, older people, people with disabilities and the impact of deprivation or social isolation on individuals' need for, and ability to, access mobile library or other library services. During the consultation additional information was sought and representative groups were invited to take part, to help provide a fuller picture for this Needs Assessment document to inform any decisions that are made.

This assessment provides as full a picture as we are able of mobile library users and their needs. The draft needs assessment identified those areas and groups where there were gaps in our understanding of a particular need, and further data was required. Were this data has been supplied through the consultation or further research, this assessment has been updated to reflect this and provide a more compressive reflection of that need and

how this will be met through the library service. In those cases that we have not been provided with further data, we have reflected this position and will make any changes to the library service based on the information we currently have available. If further information becomes apparent at a later date which will change our understanding of a particular need, then this will be recognised and addressed where possible.

The data available for active mobile library card holders (people who joined Essex Libraries on a mobile library) does not inform us about how frequently they or other library card holders are using mobile libraries, or whether mobile library card holders use library buildings.

Digital Disadvantage - Removal of stops to areas with high levels of digital disadvantage may impact some residents, who are unlikely to rely on mobile libraries to directly access digital opportunities but who may rely on library services to provide non-digital access to information. This impact could be mitigated through support to rurally isolated/digitally disadvantaged residents through the home library service and community libraries, and steps by libraries to improve their digital offer to residents and support for those residents who are digitally disadvantaged such as looking into improving free wifi coverage in mobile libraries.

Age - For mobile library card holders, 48.7% are aged 19 or under, 19.4% aged 21-69 and the remaining 25.6% aged 70 or older (we do not have information on the age of remaining card holders).

The benefit to children was one of the key aspects of the mobile service respondents said they valued. Furthermore in total 19% of Families with children under 11 indicated they would not be able to access library services if their nearest mobile stop was withdrawn. Removal of stops to schools and preschools may also prevent children visiting the mobile library in some instances, while removal of stops in areas of deprivation or poverty could potentially affect children living in these areas. However these impacts could be mitigated by use of a schools own library (where available), use of the Schools Library Service, or class visits to library buildings or mobile stops.

A clear theme raised through the consultation was that the mobile library service is of value to older people, particularly those who do not have good mobility and would therefore struggle to access another location, such as a library building. In total 63% of those aged 81 or over indicated they would not be able to access library services if their nearest mobile stop was withdrawn, which was a significantly higher proportion compared to other age groups. This impact could be mitigated via another library service, such as the Home Library Service or (for those with adequate mobility) a community library. For those residents who struggle to access the current mobile services due to health and mobility issues, a solution could be the Home Library Service or, potentially, a change in location for their nearest mobile stop.

Gender - Within the mobile library card holders group there is a significant gender gap among all age groups over 10 years old, and this gender gap was also apparent in response to the consultation, as 62% of respondents were female.

Race - The majority of active mobile library card holders are White British (83.2%, or 3908); 85 are White Other, 55 identify as Gypsy/Traveller, 53 as Asian and 35 as Black. The ethnicity of 460 mobile library card holders is not recorded. These demographics were largely reflected in responses to the consultation, with 75% of respondents being White British and people from other race demographics making up only 3% of respondents (22% of respondents did not supply any information on their race).

The Mobile Library Service visits four Traveller sites across Essex, and has stock that represents Gypsy and Traveller culture available for loan. While these card holders represent only 1.2% of total mobile card holders, this figure is still considerably higher than the percentage of non-mobile library card holders who identify as Gypsy/Traveller (0.2%). This suggests that mobile library services may be more accessible to Gypsy/Traveller groups than libraries in buildings. However there is not sufficient data to draw conclusions on wider need from Gypsy/Traveller communities within Essex.

Disability – Currently there are 160 mobile library card holders who we believe to have a disability, and 373 respondents to the consultation considered themselves to have a disability. Of these 58% indicated that they would be unable to access a library service if their nearest mobile stop was withdrawn. The benefits that the mobile service provides to people with disabilities was also a key theme that emerged from responses to the consultation. A large number of these responses, particularly from older residents, stated that due to a disability travelling to their nearest library building would be extremely difficult. This highlights a key need for easily accessible library services for people with disabilities

In order to mitigate the impact on those with mobility issues we are ensuring that those mobile stops which have the best transport access for residents will be maintained, as well as increasing the duration of some stops, therefore allowing easier access for disabled users in those areas. As stated above in regards to meeting the need of older people, library services can also be provided to those with disabilities through the Home Library Service or (for those with adequate mobility) a community library.

We are aware of potential need for a library service for people who have autism, learning disabilities and mental health needs, but we only a limited number of responses from people in these demographics were received through the consultation, and without wider data on these groups it may prove difficult to target and clarify their need. However we will continue to review this position and take any further information supplied into account.

Volunteer run library services – There are currently 210 mobile library card holders who appear to use a volunteer run service accessed from a mobile library. The removal of stops that support these card holders will reduce their level of service, and may also increase their social isolation. Their needs could be met by increasing time of mobile stops at older people's settings, or increased use of the Home Library Service.

Church and village halls could in future be used as venues for volunteer-run community libraries, hosting library collections. This idea has now been piloted in three villages in Tendring district, and following completion of the pilot a review is underway to assess the feasibility of providing community libraries elsewhere.

In total 93 people responded to the consultation to say they would be interested in volunteering for the home library service, and 124 to say they would be interested in setting up a community library. The library service will take account of available volunteers when progressing any proposed changes to the mobile service, and explore further where volunteer based library services such as community libraries and the home library service can meet identified need throughout the county.

Based on the data available, we are not aware of any specific need/impact we cannot mitigate through the proposed changes to the mobile service. If further information becomes apparent at a later date which will change our understanding of a particular need, then this will be recognised and addressed where possible. This will include revisiting the identified areas of need during any future consultation on mobile libraries and continually attempting to provide a more comprehensive picture of need wherever possible.

This document will now be used to inform any future decisions on the future shape of the mobile library service.

2. Introduction

This Needs Assessment was originally prepared to inform consultation on proposals to change the Essex Mobile Library service. It has been updated following the closure of the consultation to take account of new information gathered about the needs of mobile library users and will be used to inform Essex County Council's decision on future mobile library provision.

The report explores data on the make-up of the diverse Essex population and on use of mobile libraries. This indicates levels of demand and need for mobile libraries

The report seeks to give an overview of the diverse population of Essex, in terms of age, gender, ethnicity, whilst considering factors such as IT provision and access.

The report then reflects upon current library usage including loans and visits to libraries and mobile libraries and takes into account responses to the mobile libraries consultation in order to identify any significant areas of need likely to be impacted by the proposed changes to the mobile service, and to propose mitigations which can be undertaken to ensure this need continues to be met.

2.1 Responsibilities

Essex County Council has responsibilities as a library authority under the following Acts of Parliament.

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 adults and children; and of encouraging both adults and children to make full use of the library service, and of providing advice to its use and if 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 ensures that public bodies play a part in making society fairer by tackling discrimination and providing equality for all by

“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.”

3. Demographic Need

3.1 Background

The county of Essex is a complex and diverse part of the country. Essex is 1,338 square miles (3,465 square km) in area and some 72% of the county is rural. It is divided into 12 districts and boroughs and demographics differ greatly across the districts. Levels of deprivation also vary across different areas in Essex. This needs assessment looks at the administrative county of Essex. Southend and Thurrock are separate unitary authorities and are not included here.

Sources:

Square area - *Encyclopaedia Britannica*, <https://www.britannica.com/place/Essex-county-England>

Rural area - Respecting our Past, Embracing our Future: A Strategy for Rural Essex -
www.essexruralpartnership.org.uk/Essex_Rural_Strategy.aspx

3.2 Population

Headline Statistics from Sub-national Population Projections 2014



THE POPULATION OF ESSEX COUNTY is projected to grow by **20%** over the next **25 YEARS**, from **1.4 million** in **2014** to **1.7 million** in **2039**



Uttlesford is projected to see the highest growth, with a population growth of **32.2%** between **2014** and **2039**

Castle Point is projected to see the slowest population growth over this time period, projected to rise **12%** (from 88,900 in 2014 to 99,600 in 2039)

Following publication of the latest set of population statistics from the Office of National Statistics, we now have one set of forecasts for the Essex population that can be split into different categories.

This should act as a consistent starting point for all teams using population numbers and forecasts in their work.

Organisational Intelligence provides insightful analytics, to help the council develop innovations for managing demand. For more information contact Victoria James.

The number of younger people in Essex (0-15 year olds) is set to rise by **16%** by **42,700** over the next **25 years**

The working age population (16-64 year olds) as a proportion of the population of Essex is set to fall by **6.1%**

The over 65 population in Essex is projected to grow **60.5%** over the next **25 years**

Net international migrants were estimated to make up **0.2%** of the Essex population in 2015

Net migration within the UK into Essex is projected to rise **46.9%** (from an annual net increase of 6,100 in 2015 to 8,900 in 2039)

In terms of volume, **Colchester** will see the highest growth in population, increasing by **42,000** people over the **25-year period**

Maldon will see the smallest growth in population, increasing by **8,000** between **2014** and **2039**

Essex County Council

Source: Essex Insight <http://www.essexinsight.org.uk/Resource.aspx?GroupID=40&ResourceID=1314>

Note: the 2016 mid-year estimate of the total Essex population is 1,455,405.

Population of Essex by age and district

	Under 5		6-10		11-18		19-30		31-44		45-65		66-80		81-90		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Essex	104,140	7%	87,174	6%	131,350	9%	199,024	14%	248,387	17%	405,354	28%	208,669	14%	71,242	5%	1,455,340	100%
Basildon	15,197	8%	11,929	7%	17,161	9%	26,691	15%	33,942	19%	48,743	27%	22,131	12%	7,584	4%	183,378	100%
Braintree	10,621	7%	9,707	6%	13,956	9%	19,100	13%	26,364	17%	43,514	29%	20,948	14%	6,789	4%	150,999	100%
Brentwood	5,264	7%	4,367	6%	7,250	9%	9,726	13%	13,288	17%	21,727	28%	10,423	14%	4,341	6%	76,386	100%
Castle Point	5,455	6%	4,705	5%	7,965	9%	11,575	13%	13,168	15%	25,775	29%	16,276	18%	4,812	5%	89,731	100%
Chelmsford	12,286	7%	10,603	6%	15,718	9%	24,328	14%	32,402	19%	47,640	27%	23,153	13%	7,959	5%	174,089	100%
Colchester	14,058	8%	11,142	6%	16,012	9%	34,431	18%	33,860	18%	46,847	25%	22,843	12%	7,442	4%	186,635	100%
Epping Forest	9,617	7%	7,603	6%	11,354	9%	17,541	13%	23,346	18%	36,810	28%	17,406	13%	6,644	5%	130,321	100%
Harlow	7,970	9%	5,864	7%	7,853	9%	12,883	15%	16,920	20%	22,048	26%	8,806	10%	3,651	4%	85,995	100%
Maldon	3,695	6%	3,328	5%	5,647	9%	6,988	11%	9,105	14%	20,170	32%	11,276	18%	3,141	5%	63,350	100%
Rochford	5,026	6%	4,917	6%	7,813	9%	10,535	12%	13,511	16%	25,383	30%	13,913	16%	4,572	5%	85,670	100%
Tendring	8,757	6%	7,450	5%	11,879	8%	15,784	11%	17,829	13%	40,855	29%	29,806	21%	10,238	7%	142,598	100%
Uttlesford	6,194	7%	5,559	6%	8,742	10%	9,442	11%	14,652	17%	25,842	30%	11,688	14%	4,069	5%	86,188	100%

Source: Office For National Statistics (ONS) (Online) accessed July 2017

3.3 Gender

Within the Essex population there are only slightly more females (51.1%) than males (48.9%). A similar trend is seen across all age groups except the 81-90 age group where 60.6% are female and 39.4% are male.

Source Census Data – ONS 2011

3.4 Ethnicity

3.4.1 Race

According to the latest data available from the Office of National Statistics, of the total Essex population 90.8% identify as White British, 2.6% as other White, 2.5% as Asian, 1.5% as Mixed Race, 1.3% as Black, 0.8% as Irish, 0.2% as Gypsy/Traveller and 0.4% as other. When broken down as a percentage of the population in each borough/district, the highest and lowest percentage for each ethnicity is as follows:

- White British – Maldon (95.8%), Harlow (83.9%)
- Irish – Brentwood (1.3%), Castle Point/Maldon/Rochford (all 0.6%)
- Gypsy/Traveller – Basildon (0.5%), Castle Point/Colchester/Tendring (around 0.0%)
- Other White – Epping Forest/Harlow (both 4.0%), Castle Point (0.9%)
- Mixed - Epping Forest/Harlow (both 2.1%), Maldon (0.8%)
- Asian – Epping Forest (4.8%), Maldon (0.8%)
- Black – Harlow (3.8%), Maldon (0.2%)
- Other – Epping Forest (0.7%), Maldon/Tendring (both 0.1%)

Ethnicity within each borough/district									
	White British	Irish	Gypsy/ Traveller	Other White	Mixed	Asian	Black	Other	Total
Essex	1,264,877	11,165	2,161	35,653	20,885	34,860	18,709	5,277	1,393,587
Basildon	156,215	1,313	873	3,276	2,887	4,766	4,685	482	174,497
Braintree	137,010	1,051	132	3,894	1,837	1,998	913	249	147,084
Brentwood	65,688	921	121	2,138	1,196	2,350	896	291	73,601
Castle Point	83,943	527	17	786	911	1,012	661	154	88,011
Chelmsford	151,990	1,450	212	4,331	2,646	4,962	2,051	668	168,310
Colchester	151,453	1,155	79	6,619	3,152	6,355	2,575	1,686	173,074
Epping Forest	106,233	1,427	176	5,033	2,649	5,922	2,404	815	124,659
Harlow	68,715	875	117	3,292	1,752	3,733	3,090	370	81,944
Maldon	59,011	358	201	859	506	484	150	60	61,629
Rochford	79,628	468	49	792	905	881	433	131	83,287
Tendring	131,666	998	62	1,941	1,467	1,275	434	205	138,048
Uttlesford	73,325	622	122	2,692	977	1,122	417	166	79,443

Ethnicity as a percentage within each borough/district									
	<i>White British</i>	<i>Irish</i>	<i>Gypsy/ Traveller</i>	<i>Other White</i>	<i>Mixed</i>	<i>Asian</i>	<i>Black</i>	<i>Other</i>	<i>Total</i>
Essex	90.8%	0.8%	0.2%	2.6%	1.5%	2.5%	1.3%	0.4%	100.0%
Basildon	89.5%	0.8%	0.5%	1.9%	1.7%	2.7%	2.7%	0.3%	100.0%
Braintree	93.2%	0.7%	0.1%	2.6%	1.2%	1.4%	0.6%	0.2%	100.0%
Brentwood	89.2%	1.3%	0.2%	2.9%	1.6%	3.2%	1.2%	0.4%	100.0%
Castle Point	95.4%	0.6%	0.0%	0.9%	1.0%	1.1%	0.8%	0.2%	100.0%
Chelmsford	90.3%	0.9%	0.1%	2.6%	1.6%	2.9%	1.2%	0.4%	100.0%
Colchester	87.5%	0.7%	0.0%	3.8%	1.8%	3.7%	1.5%	1.0%	100.0%
Epping Forest	85.2%	1.1%	0.1%	4.0%	2.1%	4.8%	1.9%	0.7%	100.0%
Harlow	83.9%	1.1%	0.1%	4.0%	2.1%	4.6%	3.8%	0.5%	100.0%
Maldon	95.8%	0.6%	0.3%	1.4%	0.8%	0.8%	0.2%	0.1%	100.0%
Rochford	95.6%	0.6%	0.1%	1.0%	1.1%	1.1%	0.5%	0.2%	100.0%
Tendring	95.4%	0.7%	0.0%	1.4%	1.1%	0.9%	0.3%	0.1%	100.0%
Uttlesford	92.3%	0.8%	0.2%	3.4%	1.2%	1.4%	0.5%	0.2%	100.0%

Source Census Data – ONS 2011

3.4.2 Languages spoken in Essex

English is the most spoken language in Essex, followed by other European languages, of which Polish is the most common.

	<i>English</i>	<i>Other European Language (EU)</i>	<i>Other European Language (non EU): Total</i>	<i>Arabic</i>	<i>African</i>	<i>Asian</i>	<i>Other</i>	<i>All usual residents aged 3 and over</i>
Essex	1,304,160	18,958	740	1,512	2,182	13,914	3,070	1,344,536
Basildon	163,006	1,675	79	100	511	1,865	396	167,632
Braintree	137,792	2,326	36	33	90	824	262	141,363
Brentwood	69,266	923	37	48	117	759	143	71,293
Castle Point	84,711	326	7	24	38	334	113	85,553
Chelmsford	157,386	2,174	88	190	274	1,824	354	162,290
Colchester	156,901	4,233	239	854	297	3,482	581	166,587
Epping Forest	115,796	2,015	118	74	235	1,499	477	120,214
Harlow	73,522	2,186	60	114	440	1,681	286	78,289
Maldon	59,168	362	15	4	15	212	68	59,844
Rochford	79,910	321	20	23	48	324	65	80,711
Tendring	132,106	1,017	24	24	50	575	185	133,981
Uttlesford	74,596	1,400	17	24	67	535	140	76,779

Main language within each district/borough

	<i>English</i>	<i>Other European Language (EU)</i>	<i>Other European Language (non EU): Total</i>	<i>Arabic</i>	<i>African</i>	<i>Asian</i>	<i>Other</i>	<i>All usual residents aged 3 and over</i>
Essex	97.0%	1.4%	0.1%	0.1%	0.2%	1.0%	0.2%	100.0%
Basildon	97.2%	1.0%	0.0%	0.1%	0.3%	1.1%	0.2%	100.0%
Braintree	97.5%	1.6%	0.0%	0.0%	0.1%	0.6%	0.2%	100.0%
Brentwood	97.2%	1.3%	0.1%	0.1%	0.2%	1.1%	0.2%	100.0%
Castle Point	99.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.1%	100.0%
Chelmsford	97.0%	1.3%	0.1%	0.1%	0.2%	1.1%	0.2%	100.0%
Colchester	94.2%	2.5%	0.1%	0.5%	0.2%	2.1%	0.3%	100.0%
Epping Forest	96.3%	1.7%	0.1%	0.1%	0.2%	1.2%	0.4%	100.0%
Harlow	93.9%	2.8%	0.1%	0.1%	0.6%	2.1%	0.4%	100.0%
Maldon	98.9%	0.6%	0.0%	0.0%	0.0%	0.4%	0.1%	100.0%
Rochford	99.0%	0.4%	0.0%	0.0%	0.1%	0.4%	0.1%	100.0%
Tendring	98.6%	0.8%	0.0%	0.0%	0.0%	0.4%	0.1%	100.0%
Uttlesford	97.2%	1.8%	0.0%	0.0%	0.1%	0.7%	0.2%	100.0%

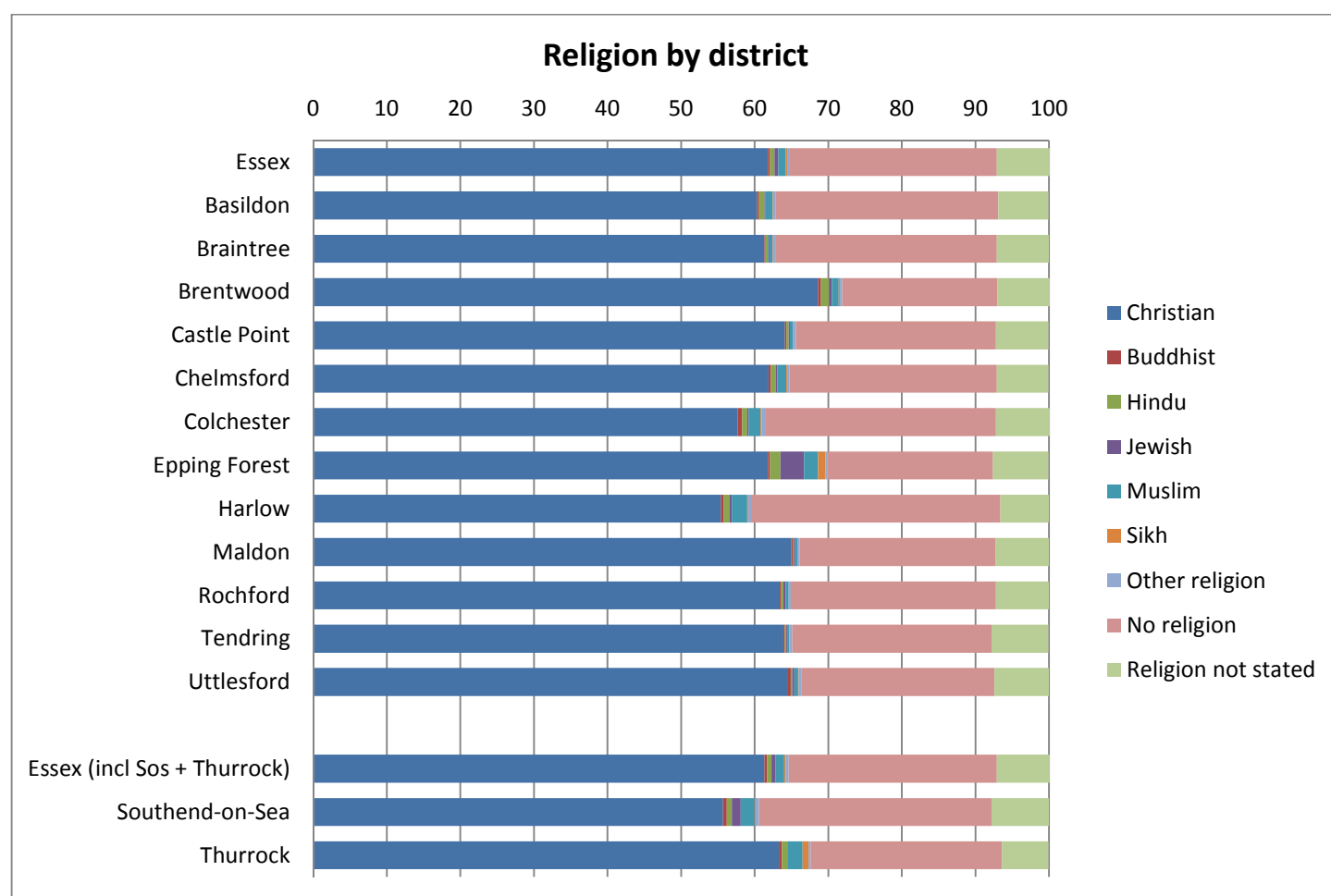
Source Census Data – ONS 2011

3.5 Religion

The majority of people (64.8%) follow a religion in Essex, with the biggest proportion of the total Essex population stating that their religion was Christian (61.8%, 860,906). This is a bigger proportion than those who state their religion is Christian across England (59.4%).

There is a decrease of 12.3% in the number of people stating their religion was Christian in Essex since the 2001 Census (110,652 fewer people), this decrease is consistent with the England figure.

Percentage of Religion per district



Source: Essex Insight and Intelligence Team (2013) – using ONS Census data (2011)

3.6 Disability

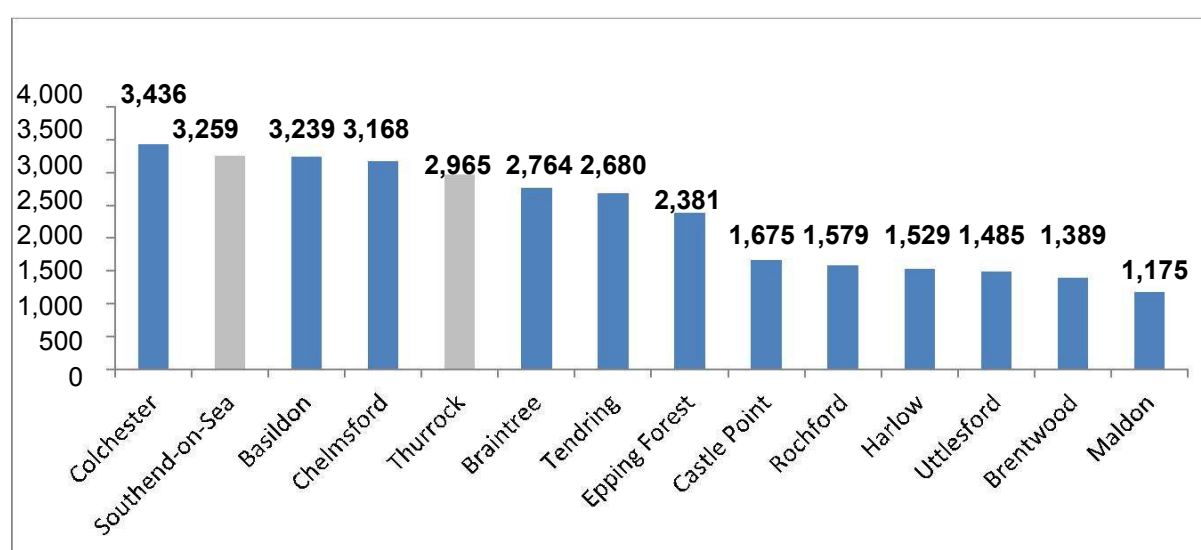
As a county according to the 2011 Census, Essex has a lesser percentage of people with a long term health problem or disability that limits their daily activities a lot (7.7%) than the national (England) figure (8.3%), although both Castle Point and Tendring exceed the national figure at 9.1% and 12.5%. This higher prevalence is also reflected in the percentage of those whose daily activities are limited a little. Tendring is ranked third highest in England.

Estimates suggest that in Essex, about 162,000 people of working age have a disability of some sort. Nationally, 46% of people with a disability are in work compared to 76% of those without a disability. If you apply this national average to Essex to our estimated figure, this would equate to approximately 66,700 working age adults with a disability being unemployed.

Source - Health JSNA 2014

3.6.1 Adults with learning disabilities

There are estimated to be approximately 32,700 adults living with a learning disability in Essex (including Southend and Thurrock). Colchester is estimated to have the largest number of adults with learning disabilities and Maldon the smallest.



Source: Learning Disability Needs Assessment, 2015, ECC Insight and intelligence

In 2014 there were 6,007 people with learning disabilities in the age band 45-54. This is 18.4% of the total number of adults with learning disabilities in Essex, and is the highest percentage category when it comes to age-banding.

Age Band	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Total Number	3,814	5,417	5,695	6,007	4,694	3,976	2,210	922	32,724
Percentage	11.7%	16.6%	17.4%	18.4%	14.3%	12.2%	6.8%	2.8%	100%

Source: Learning Disability Needs Assessment, 2015, ECC Insight and intelligence

3.6.2 Visual impairment

As of 2013/14, there were 7,080 Essex residents registered blind or partially sighted. Of these, 69% were aged 75 or older.

The percentage change of those who are blind or partially sighted between 2010/11 and 2013/14 was an increase of 3.1% compared with a decrease of 2.6% in England overall.

The percentage of those who are blind or partially sighted with an additional disability is 59% in Essex, compared to 34.7% in England overall.

Essex has a slightly higher percentage of those living with a visual impairment than the national (England) average and this trend is set to continue. Unlike the national figure, the majority of those in Essex who are blind or partially sighted have an additional disability which will inevitably make access to services more difficult.

Age of Essex Residents	Total number registered blind	Total number registered partially sighted
18-49 yrs	400	380
50-64 yrs	365	375
65-74 yrs	310	295
75+ yrs	2325	2555
Total across all ages	3440	3640

Source: <http://www.rnib.org.uk/knowledge-and-research-hub-key-information-and-statistics/sight-loss-data-tool>. Please note: Data taken from Section 4 of the 'Full Report' tab, when 'Essex' is selected (Thurrock and Southend are not included in the figures used for this report).

3.6.3 Hearing impairment

In Essex there are estimated to be over 166,000 people aged 18 or older with a hearing impairment, of which over 125,000 are aged 65 or older. Of the 166,000, approximately 162,400 are thought to have a moderate or severe impairment and 3,712 a profound impairment.

Please note the definitions we have used in compiling this estimate:

Moderate deafness: People with moderate deafness have difficulty in following speech without a hearing aid. The quietest sounds they can hear in their better ear average between 35 and 49 decibels.

Severe deafness: People with severe deafness rely a lot on lipreading, even with a hearing aid. BSL may be their first or preferred language. The quietest sounds they can hear in their better ear average between 50 and 94 decibels.

Profound deafness: People who are profoundly deaf communicate by lipreading. BSL may be their first or preferred language. The quietest sounds they can hear in their better ear average 95 decibels or more.

Source: PANSI projection Data 2017 / POPPI projection Data 2017

3.6.4 Physical Disability/Mobility

The Projecting Adult Needs and Disabilities Service Information (PANSI) database provides estimates for adults aged 18-64 in Essex as totalling over 90,000 people with a physical disability, of which approximately 69,300 have a moderate disability and the remaining approximately 20,800 a severe physical disability.

There is no precisely corresponding dataset for physical disability for those adults aged over 65 in Essex. However the Projecting Older People Population Information System (POPPI) database estimates that in Essex approximately 55,500 adults aged over 65 are unable to manage at least one mobility activity on their own. Activities include: going out of doors and walking down the road; getting up and down stairs; getting around the house on the level; getting to the toilet; getting in and out of bed.

Source: PANSI projection Data 2017 / POPPI projection Data 2017

3.6.5 Autism

In Essex, there are estimated to be more than 8,400 people with autism. This is in line with the national estimate that 1 in 100 people are autistic. That is over 600,000 people in the UK.

Within the 8,400 autistic people estimated to be living in Essex, 45% are estimated to be high-functioning - that is, they have an IQ above 65-70 (it's widely recognised that someone with an IQ score below that can't have high-functioning autism). This will include many with Asperger Syndrome. Population projections suggest there are likely to be approximately 9,100 Essex residents with autism by 2030, including over 4,100 people with high-functioning autism, including Asperger's Syndrome.

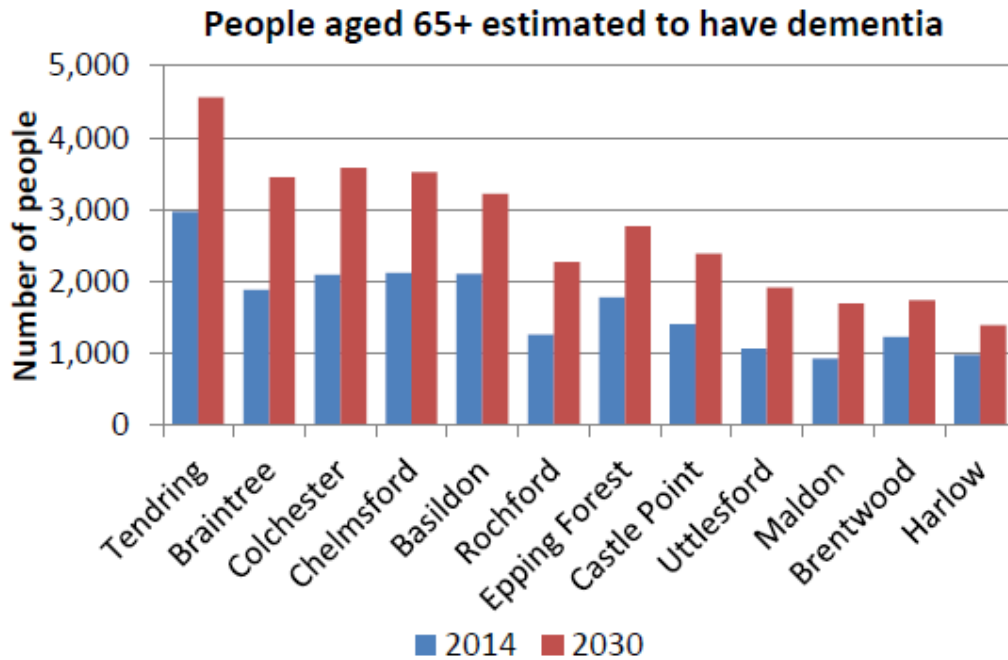
Subsequently, Essex has one of the largest populations of people affected by Asperger Syndrome in the country.

Autism is not a learning disability, although it is a social and communication learning difficulty. However, around half of people with Autism also have a learning disability.

Source: Autism Hub: Living Well Essex - www.livingwellessex.org/autism-the-facts/autism-in-the-uk/

3.6.6 Dementia

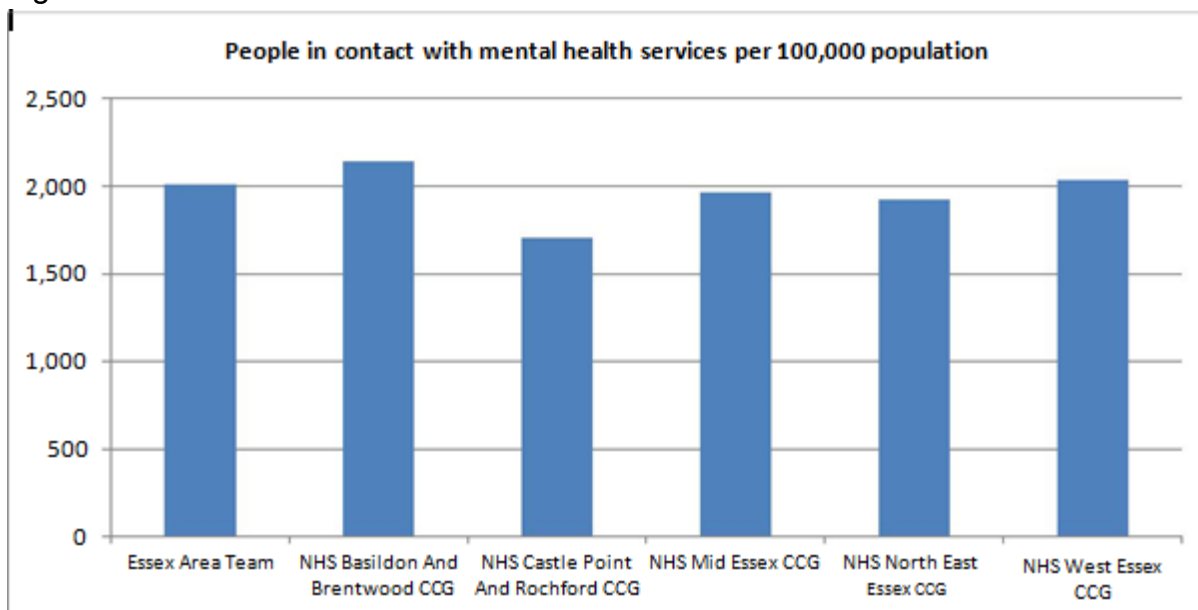
The graph below shows the prevalence of dementia (in 2014) in people over the age of 65, and the forecasted growth to 2030. In some districts, for example, Rochford, the levels are set to rise by as much as around 80%. Brentwood and Harlow are predicted to have the smallest increase, at around 40% growth on the 2014 figures.



Source: Essex Local Authority Portraits, 2016, ECC Insight and intelligence

3.6.7 Mental Health

The graph below shows the rate per 100,000 of the population of people accessing mental health services in Essex, by Clinical Commissioning Group (CCG), for April to June of 2013/2014. Figures for Basildon and Brentwood (2,142) are the highest and Castle Point and Rochford CCG report the lowest (1,704). These figures are for those individuals who are known to service providers; the true figure of mental health prevalence in Essex may be higher.



Source: Public Health Outcomes Framework 2014

3.6.8 Future Need Estimates

The number of people with disabilities is predicted to rise as the population rises. The PANSI and POPPI datasets estimates the below (please note these are estimates and may not be precise).

Learning Disability	2017	2020	2025	2030	2035
Total population aged 18 and over predicted to have a learning disability	27,116	27,687	28,646	29,834	31,014

Hearing Impairment	2017	2020	2025	2030	2035
Total population aged 18 and over predicted to have a moderate or severe hearing impairment	162,416	173,977	198,715	218,533	240,522

Physical Disability	2017	2020	2025	2030	2035
Total population aged 18-64 predicted to have a moderate physical disability	69,340	70,782	72,388	72,438	72,214
Total population aged 18-64 predicted to have a serious physical disability	20,817	21,410	22,153	22,134	21,816

Mobility	2017	2020	2025	2030	2035
Total population aged 65 and over unable to manage at least one activity on their own	55,554	59,644	67,811	78,101	89,259

Autism	2017	2020	2025	2030	2035
Total population aged 18-64 predicted to have autistic spectrum disorders	8,476	8,556	8,667	8,770	8,880

Dementia	2017	2020	2025	2030	2035
Total people aged 30-64 predicted to have early onset dementia	387	405	424	418	405

Mental Health Disorders	2017	2020	2025	2030	2035
People aged 18-64 predicted to have a common mental disorder	138,402	139,749	141,599	143,049	144,432
People aged 18-64 predicted to have a borderline personality disorder	3,874	3,912	3,964	4,004	4,041
People aged 18-64 predicted to have an antisocial personality disorder	2,970	2,998	3,037	3,073	3,111
People aged 18-64 predicted to have psychotic disorder	3,440	3,473	3,519	3,555	3,589
People aged 18-64 predicted to have two or more psychiatric disorders	61,739	62,338	63,160	63,826	64,474

Source: PANSI projection Data 2017 / POPPI projection Data 2017

3.7 Economic Deprivation

Essex is a relatively affluent county. The median wage in Essex is 20% above the national average. Uttlesford is the most rural district and the least deprived. The Index of Multiple Deprivation (IMD) classifies deprivation levels by LSOAs (Lower Level Super Output Areas) which are smaller areas of geography within wards. There are 872 LSOAs in Essex in total, with the top 50 most deprived LSOAs in Essex all in Basildon, Harlow and Tendring. The most deprived LSOA in this county on IMD from 2015 is Golf Green, which contains Jaywick. Within otherwise affluent districts there are a number of LSOAs with severe inequalities, with 108 Essex LSOAs in the top 25% of most deprived LSOAs nationally.

Sources- Index of Multiple Deprivation, 2015

Mosaic, ECC Insight and intelligence, 2017

A map displaying areas of deprivation within Essex and mobile library stops is displayed in Section 4.8.

3.7.1 Child Poverty

A comprehensive Joint Needs Assessment undertaken by Essex County Council and updated in 2015 found that 15.4% or 44,875 children in Essex live in poverty. This is lower than the 18.6% national average. However, there are several areas in Essex with higher than average levels of child poverty:

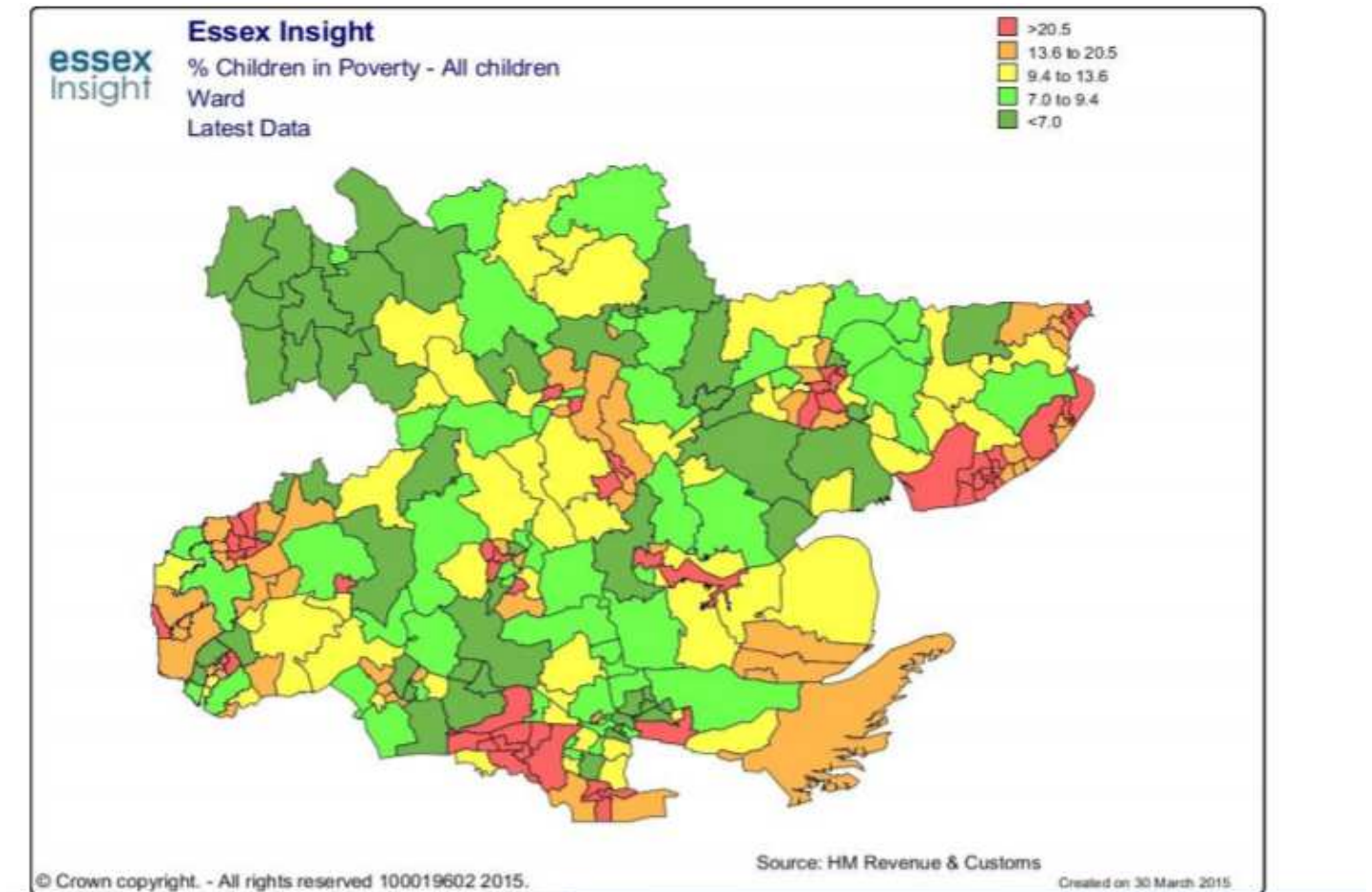
- The highest levels of child poverty are found in Tendring (23.6%) and Basildon (21.5%).
- Tendring has the highest levels of young people who are not in education, employment or training (NEET) at 8.7%.
- 23% of Essex residents claiming job seekers allowance have dependent children
- 17% of lone parents in Essex have been claiming Job Seekers Allowance for between 12 and 24 months.

Note – Joint Needs Assessments analyse the health needs of populations to inform and guide commissioning of health, well-being and social care services within local authority areas.

Golf Green ward in Tendring has the highest proportion of children living in poverty in Essex with half the children in the area living in poverty (49.5%, totalling 360 children). Lee Chapel North ward in Basildon has the highest number of actual children in poverty in Essex (1,470, which is 36.2% of children in the area).

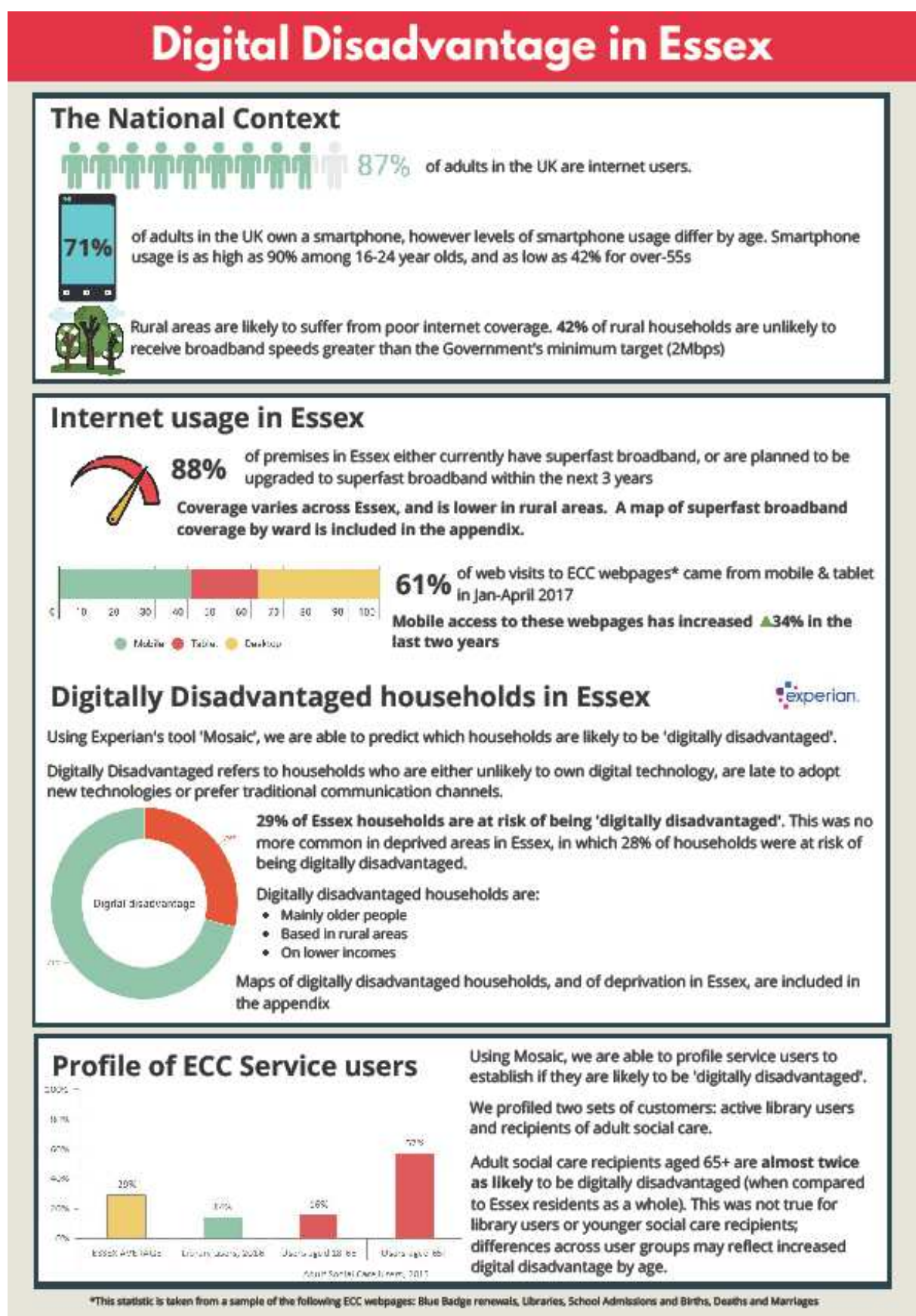
Source: 'Child Poverty in Essex' updated March 15, ECC Insight and intelligence - www.essexinsight.org.uk/Resource.aspx?ResourceID=974&cookieCheck=

The map below shows the proportion of children in Essex in low-income families, broken down to ward level. The top 20% of wards with the highest proportions of children in low-income families are indicated by red shading.



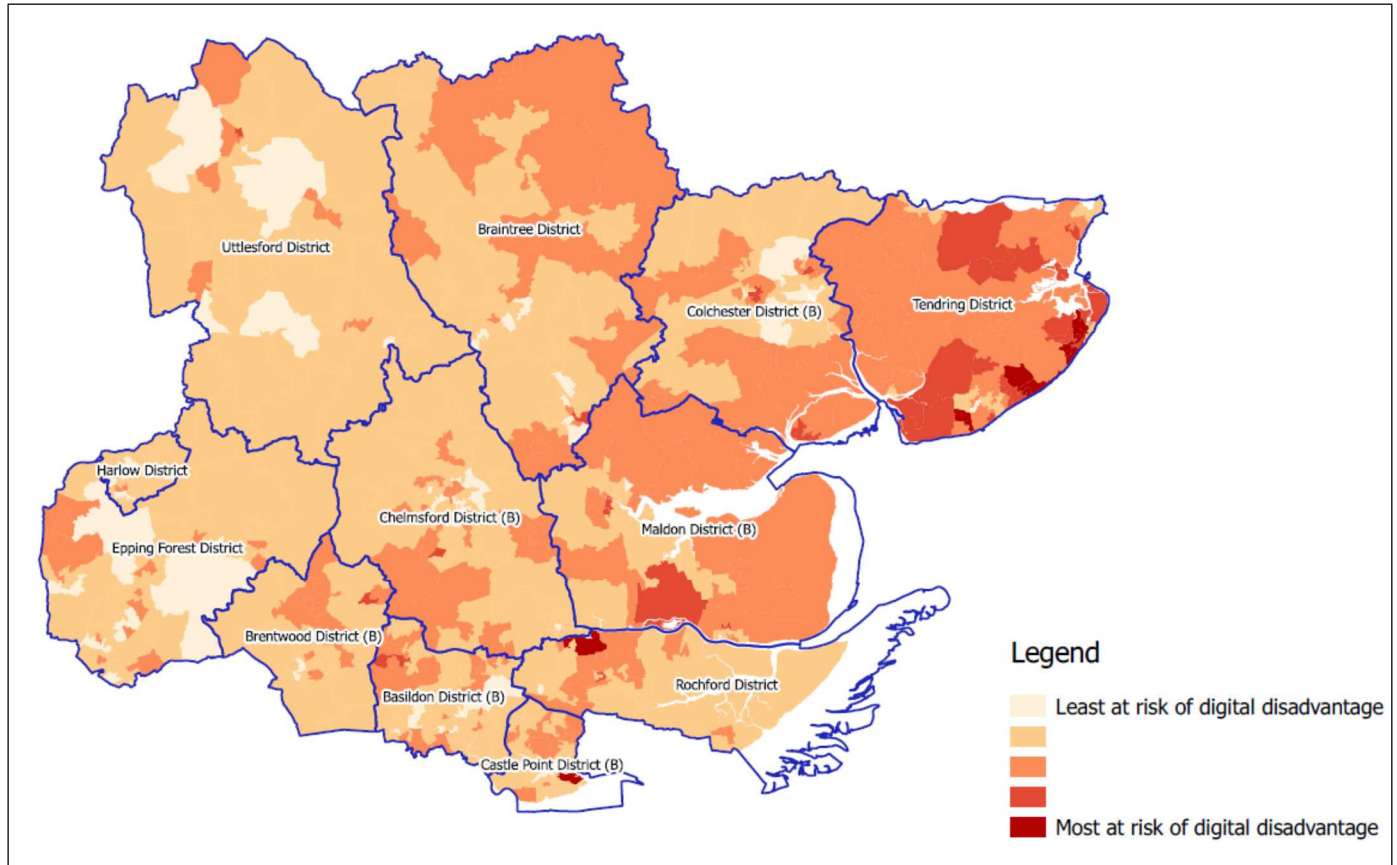
Source: 'Child Poverty in Essex' updated March 15, ECC Insight and intelligence - www.essexinsight.org.uk/Resource.aspx?ResourceID=974&cookieCheck=true

3.7.2 Digital Disadvantage



Source: Mosaic, ECC Insight and intelligence 2017

The map below shows areas with the highest concentrations of households that are at risk of being 'digitally disadvantaged' according to the Mosaic system. Experian's Mosaic Public Sector is a database system used by ECC which classifies every household in the UK into segments to describe their likely demographics, lifestyles and behaviours.



Contains Ordnance Survey data © Crown Copyright and database right 2016 Contains Royal Mail data © Royal Mail Copyright and database right 2016 Essex County Council: Licence No: 100019602

Source: Mosaic, Essex Insight and intelligence Team, 2017

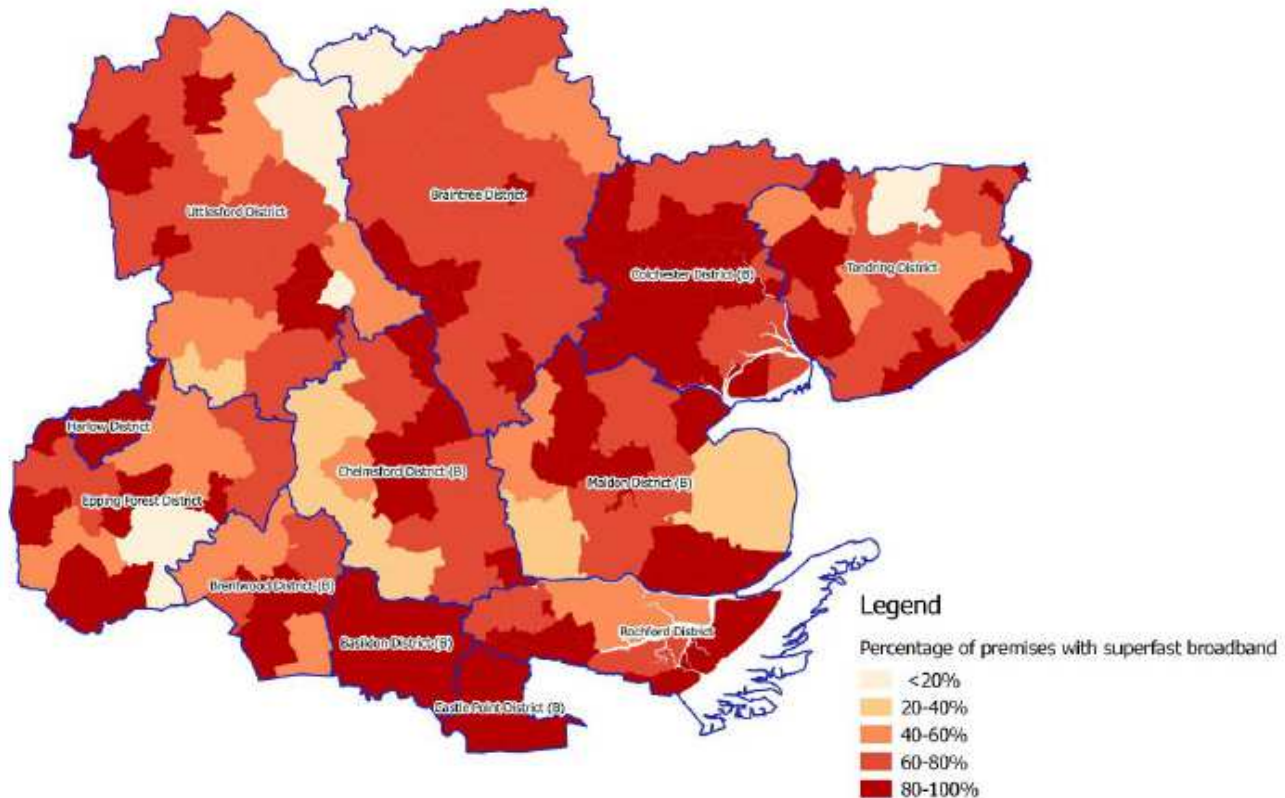
A map displaying areas of digital deprivation within Essex and mobile library stops is displayed in Section 4.9 Mobile library stops to areas of digital disadvantage

3.7.3 Superfast Broadband

Superfast broadband is being rolled out across the county. Below are the areas that currently have Superfast Broadband or it is planned within the next three years.

Superfast broadband coverage in Essex (by electoral ward)

The map below ranks all wards in Essex according to the percentage of premises that either have superfast broadband (30Mbps or higher), or are planned to be upgraded in the next three years. The darker the colour, the greater the number of premises that receive superfast broadband.



Contains Ordnance Survey data © Crown Copyright and database right 2016 Contains Royal Mail data © Royal Mail Copyright and database right 2016 Essex County Council: Licence No: 100019602

Source: Mosaic, Essex Insight and intelligence Team, 2017

3.7.4 Social isolation

There are pockets of loneliness in Essex. Age UK defines loneliness as the following 'A negative emotion associated with a perceived gap between the quality and quantity of social relationships that we have and those that we want. It is a poor state of living when someone feels that they have no social relationships or those that they have are not what they wish them to be – it is continuing to have to live in a negative state of mind. Loneliness is also associated with depression, sleep problems, impaired cognitive health, heightened vascular resistance, hypertension, physiological stress and mental health problems'.

Age UK have identified a range of factors associated with being lonely in older age. These factors include: **social networks** (living alone, being widowed, divorced or otherwise outside of marital or civil union, contacts with friends and family, social participation); **health** (unmet social care needs, poor health, mobility limitations, cognitive and sensory impairment), **individual characteristics** (age, ethnicity, sexual orientation, low income,

retirement) and **neighbourhood characteristics** (structures of buildings and streets, provision of local amenities, territorial boundaries, area reputation, neighbourliness, material deprivation of area of residence).

Age UK's 2011 Census Data measured the UK's risk of loneliness for those aged 65 and over. To measure the risk of loneliness the UK was divided into 32,844 neighbourhoods, with a ranking of 1 being at the most risk of loneliness and 32,844 the least risk. Based on the Census findings key neighbourhoods at risk of loneliness in Essex boroughs and districts are listed below. Golf Green in Tendring is the neighbourhood at highest risk of loneliness in Essex.

- Basildon: Fryerns is at highest risk of loneliness with a ranking of 1,956 – one of the highest in Essex. Laindon ranks at 2,334, Burstead 4,705, Billericay 4,971 and Nethermayne 6,906.
- Braintree: Braintree Central is at the highest risk of loneliness with a ranking of 5,671.
- Brentwood: Brentwood South is at the highest risk of loneliness with a ranking of 4,273.
- Castle Point: Canvey Island South is at the highest risk of loneliness with a ranking of 9,418, followed by Canvey Central (9,603). Canvey North is 11,879.
- Chelmsford: Chelmsford is at the highest risk of loneliness with a ranking of 9,183.
- Colchester: Colchester Central is at the highest risk of loneliness with a ranking of 2,850. Thorrington ranks at 11,312.
- Epping Forest: North Weald is at the highest risk of loneliness with a ranking of 8,512.
- Harlow: Marks Hall is at the highest risk of loneliness with a ranking of 3,256. Nettlewell ranks at 1,029.
- Maldon: Heybridge West is at highest risk of loneliness with a ranking of 6,666. Maldon North ranks 8,017.
- Rochford: Great Wakering is at highest risk of loneliness with a ranking of 7,904, followed by Rayleigh central at 9,650. Rochford is ranked 14,395.
- Tendring: Golf Green is at highest risk of loneliness with a ranking of 659. This is the neighbourhood at greatest risk of loneliness in Essex. Harwich East ranks 9,140.
- Uttlesford: Stansted South is at highest risk of loneliness 16,461. Wimbish and Debden rank 19,223.

For a more detailed explanation of measuring and recording loneliness please see Age UK's Loneliness Heat Map Q&A - www.ageuk.org.uk/professional-resources-home/research/loneliness/loneliness-maps/

Source: Age UK 'Loneliness Heat Map, 2011 Loneliness Census Data – www.ageuk.org.uk/professional-resources-home/research/loneliness/loneliness-maps/

3.7.5 Free School Meals

The eligibility of pupils for free school meals (FSM) is often considered an indicator of deprivation. Maps displaying the areas in Essex for FSM at both primary and secondary school age alongside mobile library stops are in section 4.7.4

3.8 Education and Employment

3.8.1 Education attainment (2016)

As of 2016, 72% of Early Years Foundation Stage pupils (from 5 year olds) in Essex were achieving good levels of attainment, compared to the national average of 69%. Uttlesford district had the highest level of achievement at 79%, and Tendring had the lowest at 67%.

At Key Stage 1 (from 7 year olds) the national average of good achievement reading, writing and maths (RWM) was 60%, with the Essex average being slightly higher at 63%. The highest level of achievement was in Brentwood with 72%, the lowest in Tendring with 57%.

Key Stage 2 (from 11 year olds) achieved a national level of good achievement in RWM of 53%, with the Essex average being 56%. Uttlesford had the highest level of achievement with 62% and Tendring the lowest at 50%

For GCSE the national average of pupils getting an A-C grade in English and Maths was 63.3% compared to the Essex rating of 64.3%. The district with the highest levels of attainment was Brentwood with 73.9% and Tendring had the lowest levels of attainment at 53%

The percentage of young people remaining in education post 16 was 91% in Essex. Brentwood district had the highest percentage of students with 95.2% remaining in education, whilst Basildon had 85%.

Performance at Key Stage 5 (18 year olds) where students achieved A-B grade in at least two subjects was 13.9% nationally. In Essex, Chelmsford was the district with the highest achievement with 24.1% and the lowest was Rochford with 1.5%

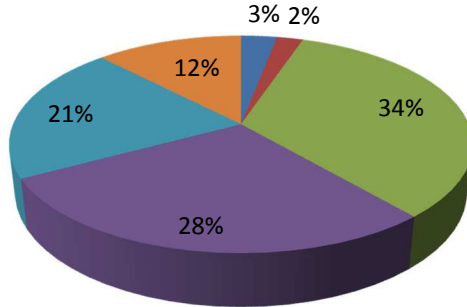
Post 16 Qualifications

The majority of over 16s in Essex are educated to NVQ level 1 (equivalent to GCSE grades D-G), with just 3% having no qualifications.

Source: Mosaic, 2016 District Profiles, ECC Insight and intelligence

16+ Qualifications in Essex

■ No qualifications ■ Other qualifications ■ NVQ 1
■ NVQ 2 ■ NVQ 3 ■ NVQ 4



Source: Mosaic, 2016 District Profiles, ECC Insight and intelligence

Note - NVQ Level 1 is equivalent to GCSE grades D-G, NVQ Level 2 is equivalent to GCSE grades A*-C, NVQ Level 3 is equivalent to an A-level grades A-E and an NVQ Level 4 is equivalent to a certificate of higher education.

3.8.2 Employment and unemployment

As of March 2017, 63.7% of people living in Essex (aged between 16 and 64) were employees and 12.6% were self-employed. The percentage of self-employed people in Essex is higher than the average for Great Britain (10.6%). 3.2% of economically active people are unemployed; this is lower than the average for Great Britain (4.7%).

This means that 79.2% of people in Essex (with some rounding down of the previous figures) were 'economically active'; this means they were either in employment or unemployed (available to work, looking for work, waiting to start a job).

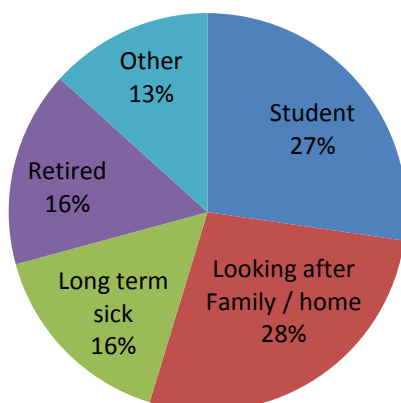
Source: 'Labour Market Profile – Essex' Nomis 2016-2017, ONS

3.8.3 Economic inactivity

Economic inactivity refers to people who are neither in employment nor unemployed. This group includes, for example, all those who were looking after a home or retired.

Essex has slightly higher proportions of students and people looking after family / home than the national average (26.3% and 24.78 % respectively). Please see chart below.

Economic Inactivity April 2016 - March 2017



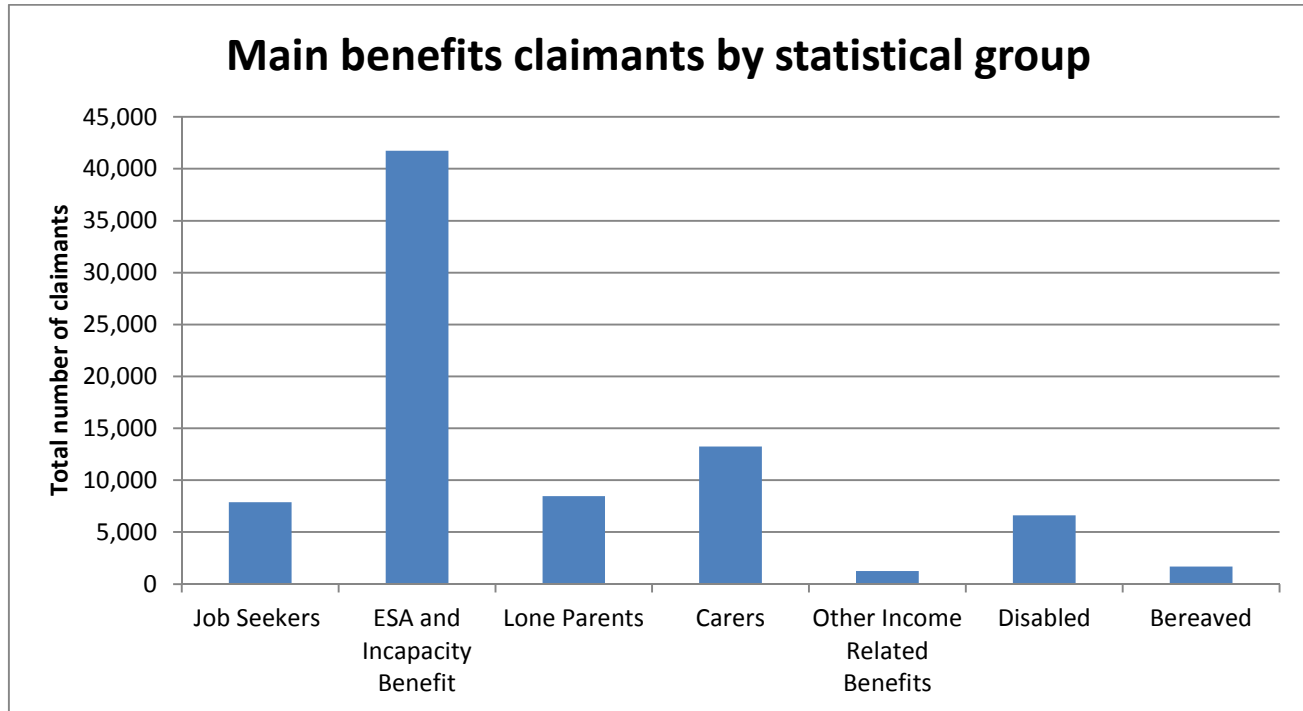
Source: 'Labour Market Profile – Essex' Nomis 2016 – 2017

	Essex (Pounds)	East (Pounds)	Great Britain (Pounds)
Gross Weekly Pay			
Full-Time Workers	594.0	569.4	541.0
Male Full-Time Workers	643.2	613.3	581.2
Female Full-Time Workers	511.2	496.9	481.1
Hourly Pay - Excluding Overtime			
Full-Time Workers	14.85	14.30	13.66
Male Full-Time Workers	15.79	15.00	14.25
Female Full-Time Workers	13.47	13.12	12.84
Source: ONS annual survey of hours and earnings - resident analysis			
Notes: Median earnings in pounds for employees living in the area.			

Source: 'Labour Market Profile – Essex' Nomis 2016, ONS

3.8.4 Benefits claims

The table below breaks down the different types of benefits available by the number of people claiming them in Essex as of November 2016. 9.2% of people aged 16-64 claimed one of the benefits listed below. Employment and Support Allowance and Incapacity benefits are the most claimed; whilst this number appears high the percentage of Essex claimants (4.7%) is less than the average for Great Britain (6.1%).



Source: "Labour Market Profile – Essex' Nomis 2016, ONS which uses Department of Work and Pensions figures

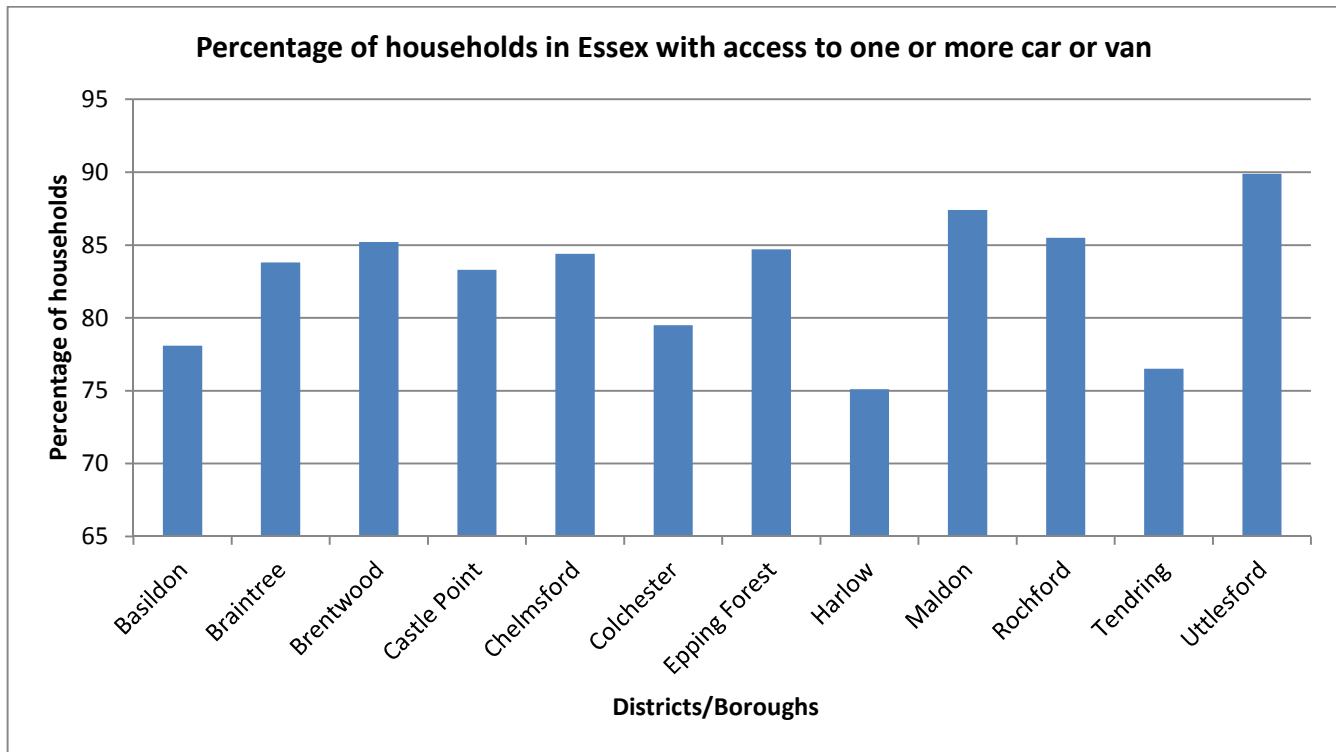
Please note - Benefits figures will change as Universal Credit is introduced by September 2018. Universal Credit is a monthly payment for people who are on low income or are out of work. It's being rolled out in stages across the UK and is replacing these other benefits:

- income-based Jobseeker's Allowance (JSA)
- Housing Benefit
- Working Tax Credit
- Child Tax Credit
- income-related Employment and Support Allowance (ESA)
- Income Support

source: <https://www.gov.uk/universal-credit>

3.9 Transport

477,067 households in Essex (82.1% 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.



Source: Nomis, 2017, using 2011 Census data

3.10 Infrastructure and Growth

As the infographic above (p7) shows, 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 garden communities are being planned in Braintree, Colchester and Tendring districts. 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.

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>

4. Essex Libraries – Mobile Library Service

4.1 Introduction

Public Libraries are a statutory service under the 1964 Public Libraries and Museums Act. The Essex Libraries Service also support the Public Library Universal Offers developed by the Society of Chief Librarians and their partners. These outline the contribution the Public Library Service makes to in the following areas:

- Reading
- Learning
- Information
- Health
- Digital

Underpinning the offers are two “Promises”- The Children’s Promise which shapes the ‘library journey’ a child should experience from the time they are born, and the Six Steps Promise – our promise to people who are visually impaired.

Source: Society of Chief Librarians <http://goscl.com/wp-content/uploads/SCL-Universal-Offers-Calendar-2017-V6-1.pdf>

Essex Libraries deliver library services to people in various ways: through the 74 libraries around the county, online, through Home Library Service volunteers and through the mobile libraries. Here are some examples of how libraries contribute towards achieving the council’s corporate outcomes:

- **Children in Essex get the best start in life** – Bookstart, baby and toddler sessions and co-location with some children’s centres
- **People in Essex enjoy good health and wellbeing** – books on prescription, hosting book groups, health and other events that help break social isolation
- **People in Essex have aspirations and achieve their ambitions through education, training and lifelong learning** – access to people’s network computers, computer courses, summer reading challenge and the most volunteers in the council
- **People in Essex live in safe communities and are protected from harm** – libraries provide safe space for vulnerable and disadvantaged people
- **Sustainable economic growth for Essex Communities and businesses** – job clubs, free internet access
- **People in Essex can live independently and exercise choice and control over their lives** - mobile libraries visits elderly care homes and sheltered housing Home Library Service volunteers visit people who are unable to visit the library at home, keeping them active in the community and able to continue to enjoy the pastime of reading.

Source: Essex County Council https://www.essex.gov.uk/Your-Council/Strategies-Policies/Documents/Corporate_Outcomes_Framework.pdf

4.2 Current position

Essex Libraries received 5.7 million visits in 2016/17 and 246,188 people (17% of the Essex population) were active library members. An active member is somebody who has used their library card at any Essex library within the last year. Essex Libraries received 4.6 million online visits.

Mobile libraries serve 557 stops around the county, visiting once a fortnight. They received 64,289 visits in 2016/17. In total 4,695 active library members (0.32% of the Essex population) held mobile library membership cards as at 31 March 2017. That means they joined Essex Libraries on a mobile library and are able to use their card to access mobile libraries or other library services.

In addition to library buildings, mobile libraries and online access, Essex County Council also provides a Home Library Service. People who are unable to access library buildings or mobile libraries can sign up to have a volunteer visit them at home, once a month and select books and other library material on their behalf. As of March 2017 there were 1045 users of this service, and 386 Home Library Service volunteers.

The Summer Reading Challenge is run in all Essex Libraries during the school summer holidays. In 2016 36,102 young people aged from 0 - 12 took part in the scheme. Of the total number of young people taking part in 2016, 403 did so through a mobile library service. Over 750,000 took part in the Summer Reading Challenge nationally (including Scotland and Northern Ireland) and Essex supported nearly 5% of this national total. 3,775 new customers joined Essex libraries as a direct result of the scheme.

Summer Reading Challenge (SRC) participants in Essex 2012 to 2016

Year	All library participants	Mobile library participants
2016	36,102	403
2015	38,301	501
2014	38,130	512
2013	38,821	667
2012	36,334	620

Source: HLS Volunteer Tracker – April 2017

4.3 Mobile Library stops in Essex

The Mobile Library Service currently serves 557 stops across Essex using nine mobile libraries based at various service points across the county. Mobile libraries work on a fortnightly timetable.

Mobile library name	Base
Clacton	Clacton Library
Colchester 2	Colchester Fire Station
Colchester 3	Colchester Fire Station
Halstead	Halstead Fire Station
Harlow	Harlow Library
Rayleigh	Rayleigh Library
Saffron Walden	Carver Barracks
South Woodham Ferrers	South Woodham Ferrers School carpark
Witham	Witham Library

Source: F2F Business Team Data: Mobile Library Timetables July 2017

4.4 Total number of stops and timings per mobile library - as of July 2017

Mobile library	Stops	Stops Under 30 mins	Stops 30 mins and over
Clacton	68	36	32
Colchester 2	65	32	33
Colchester 3	64	35	29
Halstead	49	32	17
Harlow	56	17	39
Rayleigh	58	16	42
Saffron Walden	67	41	26
South Woodham Ferrers	68	39	29
Witham	62	35	27
Total	557	283	274

Source: F2F Business Team Data: Mobile Library Timetables July 2017

4.5 Types of stop

The majority of mobile library stops (309) are public stops in suitable street parking areas. In addition there are 15 stops at churches and 42 at village halls, bringing the total number of public stops to 365. All stops, apart from those at secure sites, are open to the public. Schools can subscribe to the Schools Library Service. However, there are 52 mobile library stops at primary and secondary schools where children are often brought onto the vehicle and borrow items using their own library card.

Total number of stops per type

Stop type	Number of stops
Street/public place	309
Older person's setting	90
Schools	52
Pre-schools	32
Village halls	42
Churches	15
MoD sites	4
Medical centres	2
Traveller sites	4
Secure sites closed to the public	7
Total	557

Source: Mobile Library Timetables – Updated July 2017, F2F Business Team Data.

4.6 Mobile Library Stop Maps

The following maps show current mobile library stops mapped against

- Libraries in Essex
- Primary and secondary schools in Essex
- Areas with % of pupils receiving free school meals entitlement

Schools and free school meals

The Mobile Library Service visits 52 schools throughout Essex. These are predominantly primary schools but this figure includes one primary school which is also a speech and language centre, one academy which has a nursery on site and one school for children on the autistic spectrum that takes children up to the age of 16.

Libraries encourage meaningful early literacy experiences for children. The Mobile Library Service is most beneficial to primary school children because they are generally less (independently) mobile than secondary school children. Primary school children are also prioritised as part of the Essex County Council's strategic priorities around getting the best start in life.

Free School Meal entitlement is an indicator of child poverty and deprivation. Take up of free school meals, an indicator of poverty, is highest in urban areas with a high density of population such as Harlow and Colchester. Tendring district has the overall highest levels of deprivation and digital disadvantage. The ward of Golf Green (containing Jaywick) is particularly severe.

During the consultation schools and preschools were a key stakeholder group, as well as parents and children. This was achieved through communication through channels specifically aimed at these groups and the creation of Children's and Young Person's Survey.

In general urban areas are those with the highest density of schools, and may not be well covered by mobiles under proposed plans. Examples of this are Harlow, Colchester and Chelmsford. However these areas are normally well provided with library buildings within a short distance.

Based on the proposed changes, the areas of Jaywick, Clacton, and Harwich in the Tendring district are those with the greatest number of schools which may no longer be directly served by a mobile stop. Of these Jaywick and parts of Harwich are the areas with the highest levels of free school meals, both with pockets where over 60% of children receive this.

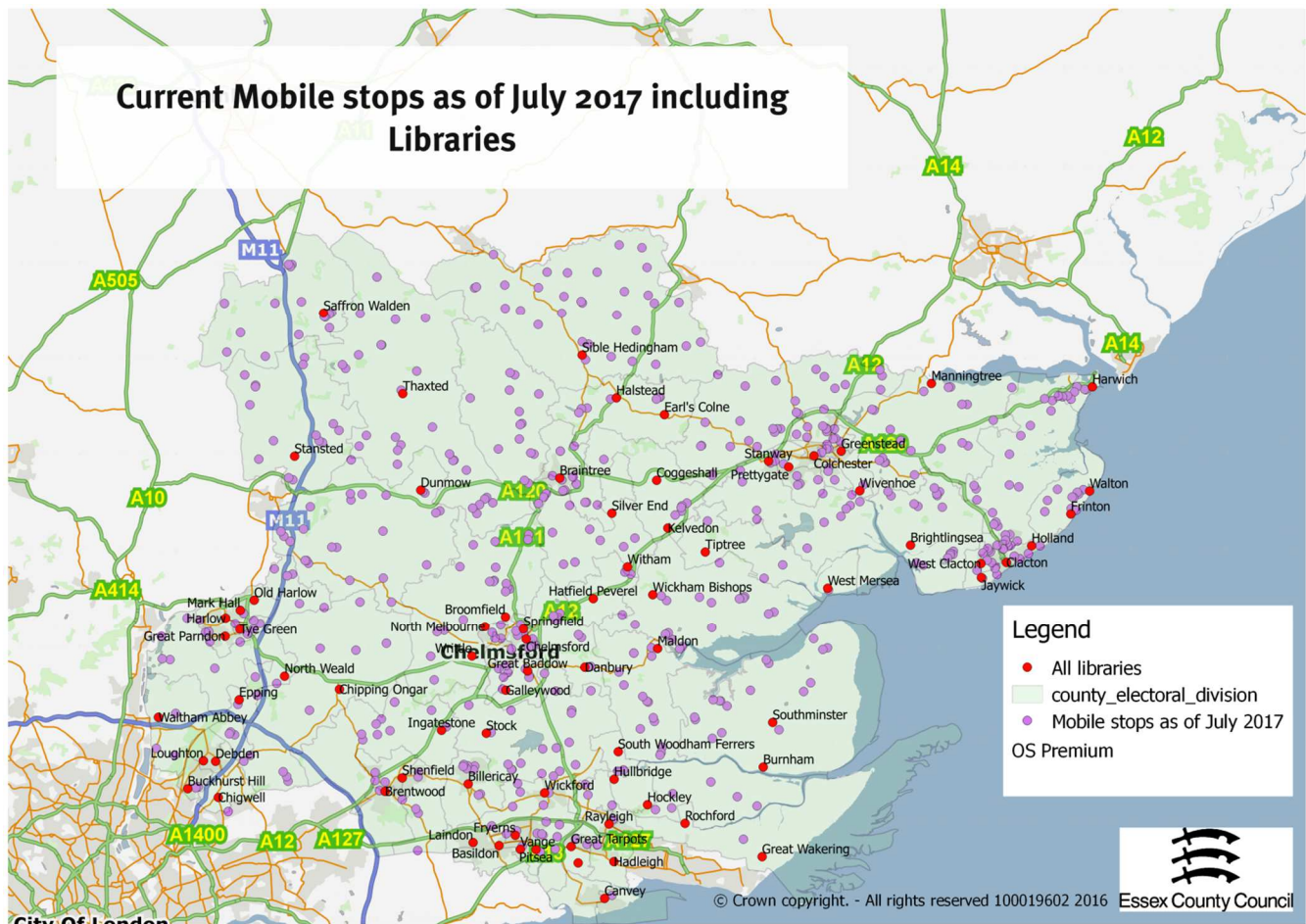
Castle Point is another area with a high density of schools, particularly primary schools, which may not be well covered by proposed mobile stops. However overall the number of children receiving free school meals within Castle Point is relatively low (usually under 40%) though there are pockets where this is considerably higher.

Removal of stops to schools and preschools may prevent children visiting the mobile library in some instances, while removal of stops in areas of deprivation or poverty

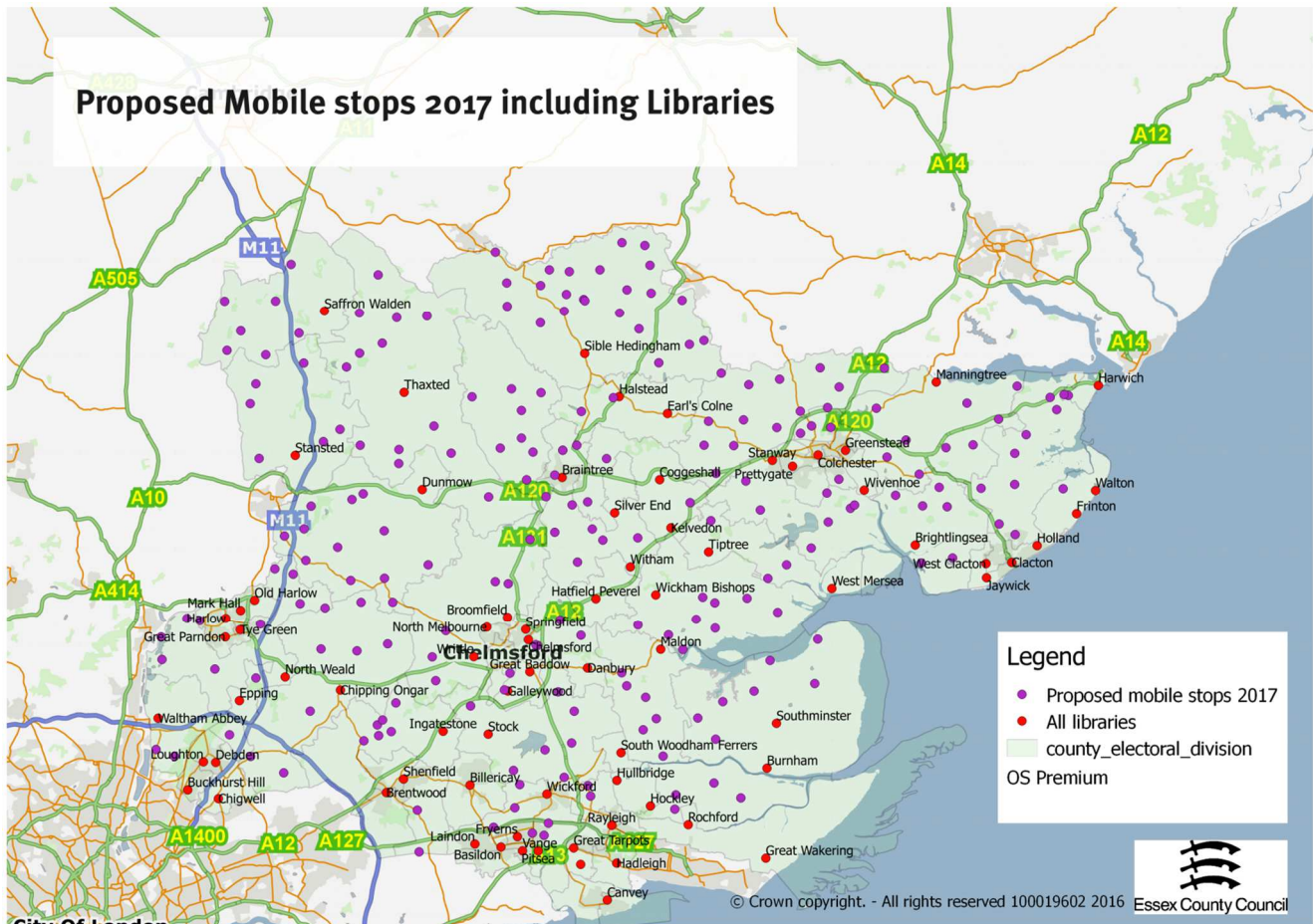
could potentially affect children living in these areas. However these impacts could be reduced by use of a schools own library (where available), use of the Schools Library Service, or class visits to library buildings or mobile stops.

While the survey responses did indicate a need for mobile services to children and schools overall, there was no clear trend of this need being greater in one borough or district. Based on the data available, we are not aware of any specific need/impact to schools or areas with high take up of free school meals with we cannot mitigate through the proposed changes to the mobile service. However we are happy to receive further information and where appropriate will adjust library services accordingly.

4.6.1 Current and potential mobile library stops plotted against library buildings

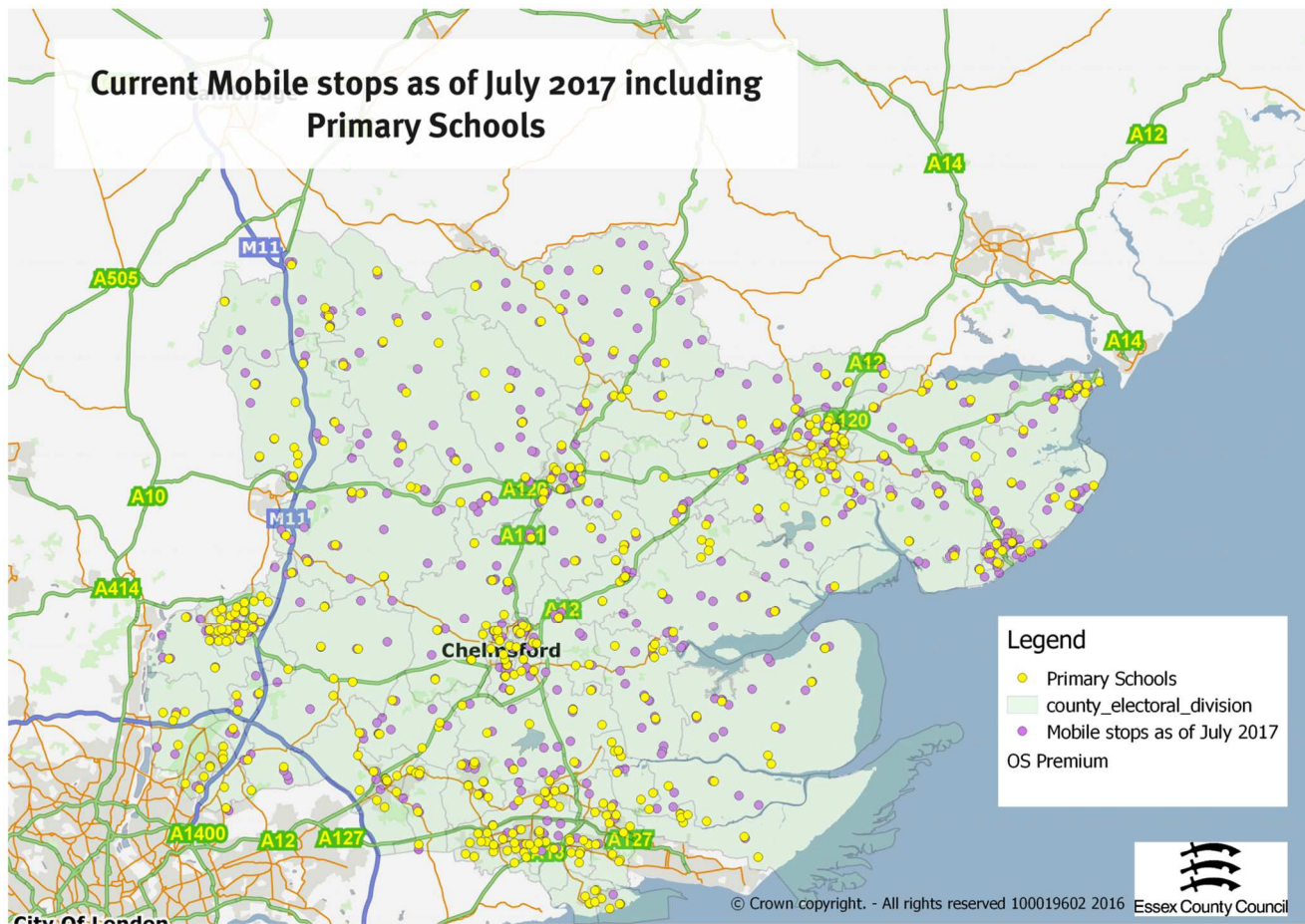


Source: Mosaic, ECC Insight and intelligence, 2017

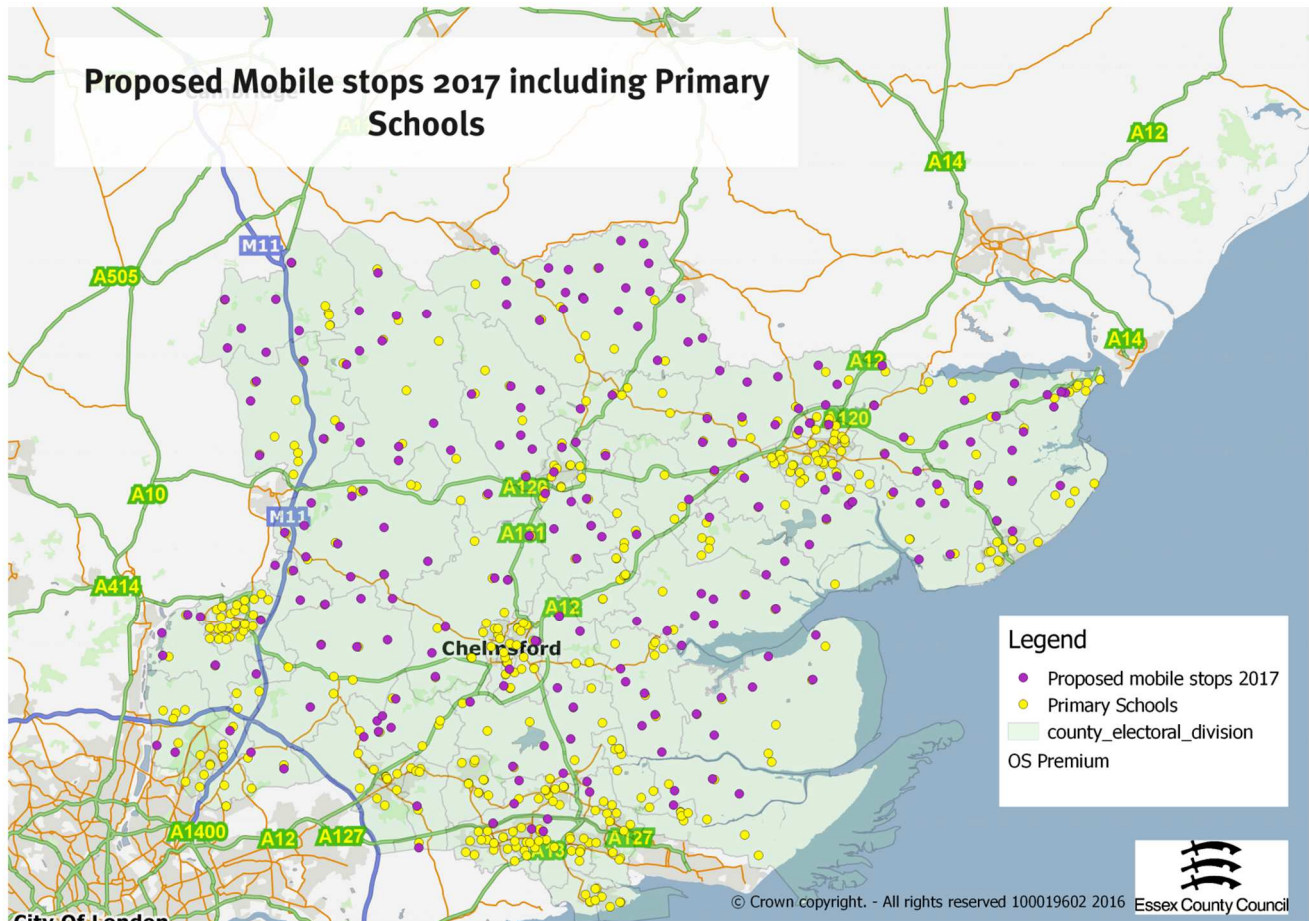


Source: F2F Business Team Data, 2017 'Mobiles Timetable Spreadsheet'

4.6.2 Current and potential mobile library stops plotted against primary schools in Essex

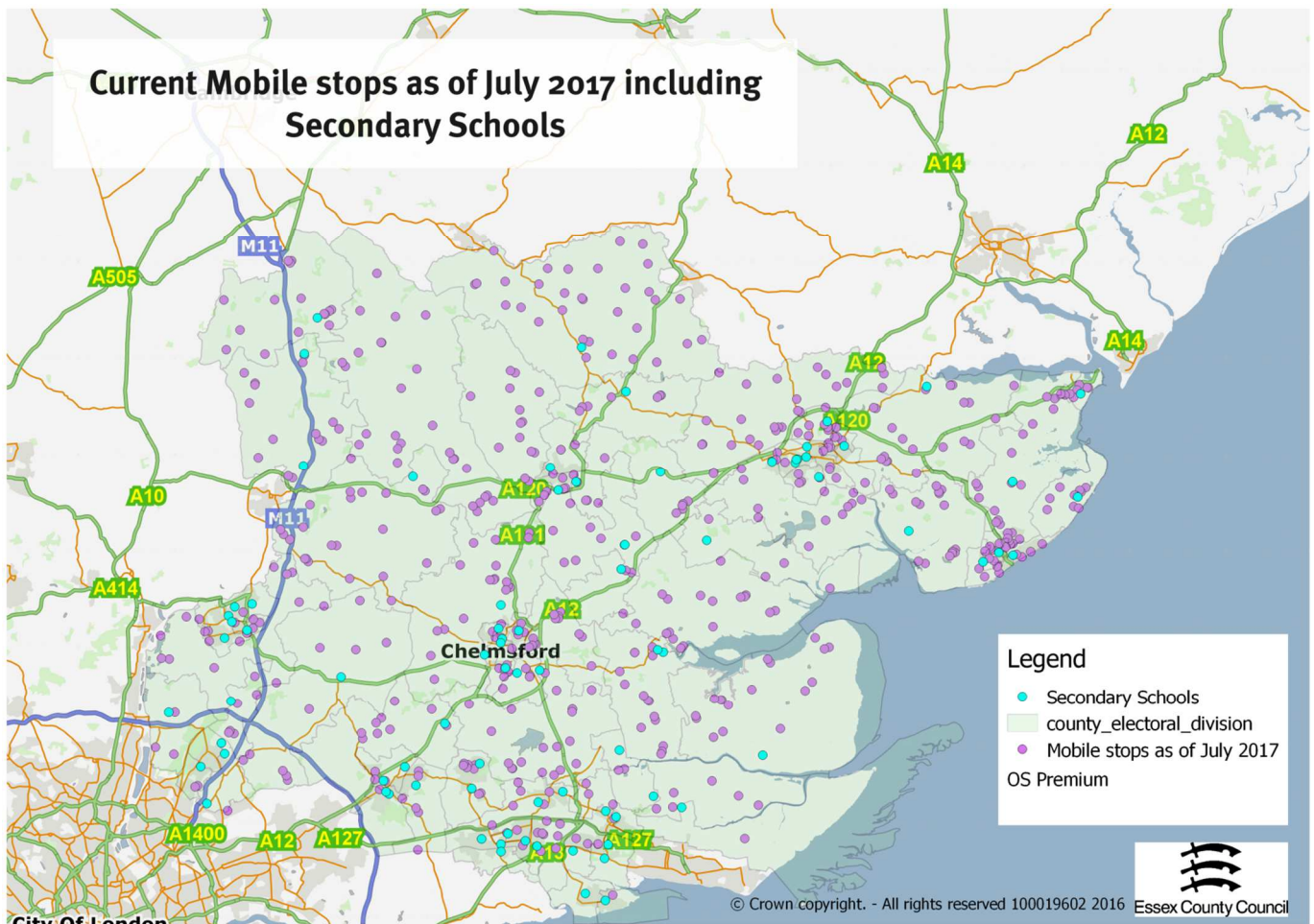


Source: Mosaic, ECC Insight and intelligence, 2017

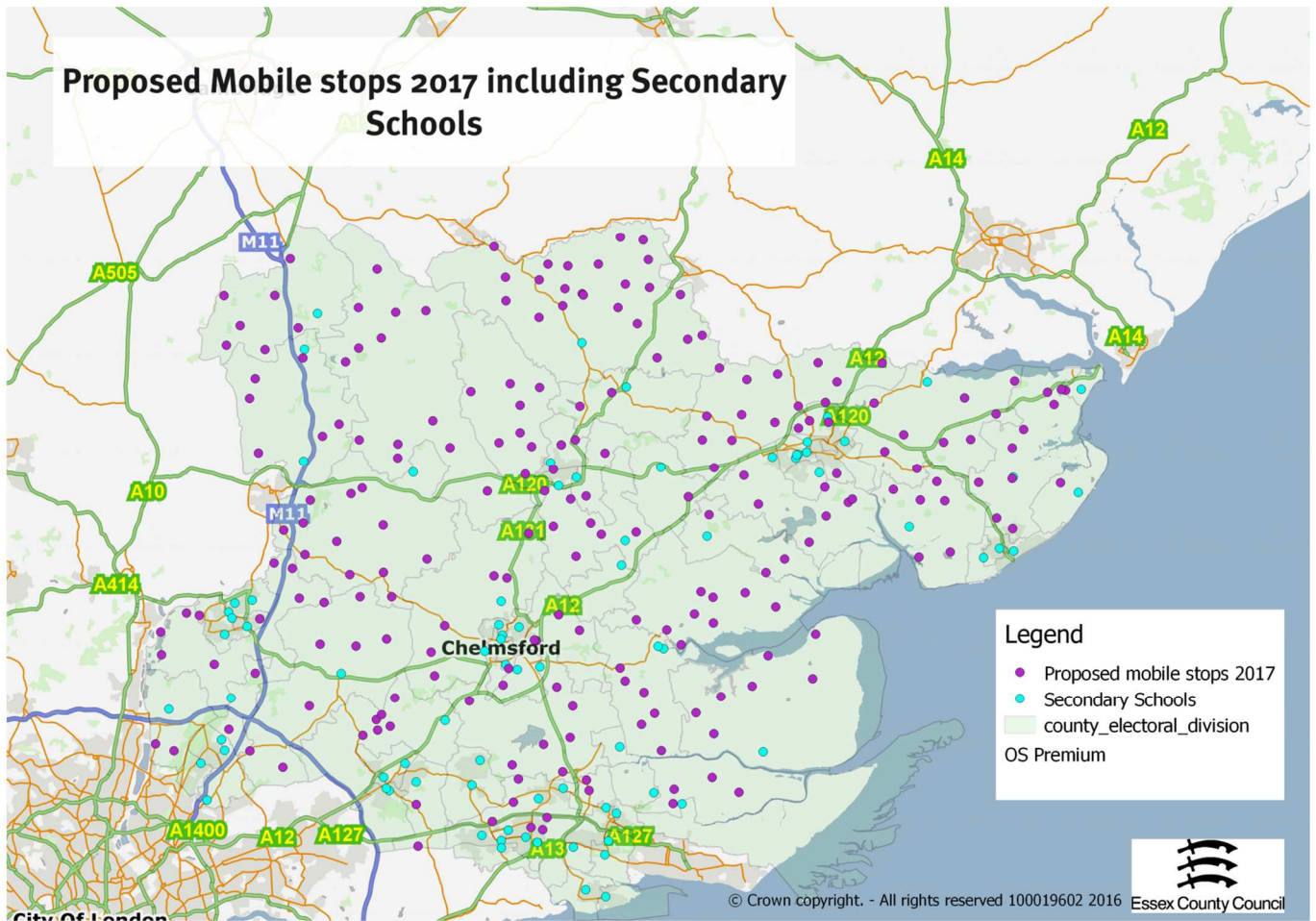


Source: Essex Insight and Intelligence Team, 2017

4.6.3 Current and potential mobile library stops plotted against secondary schools in Essex



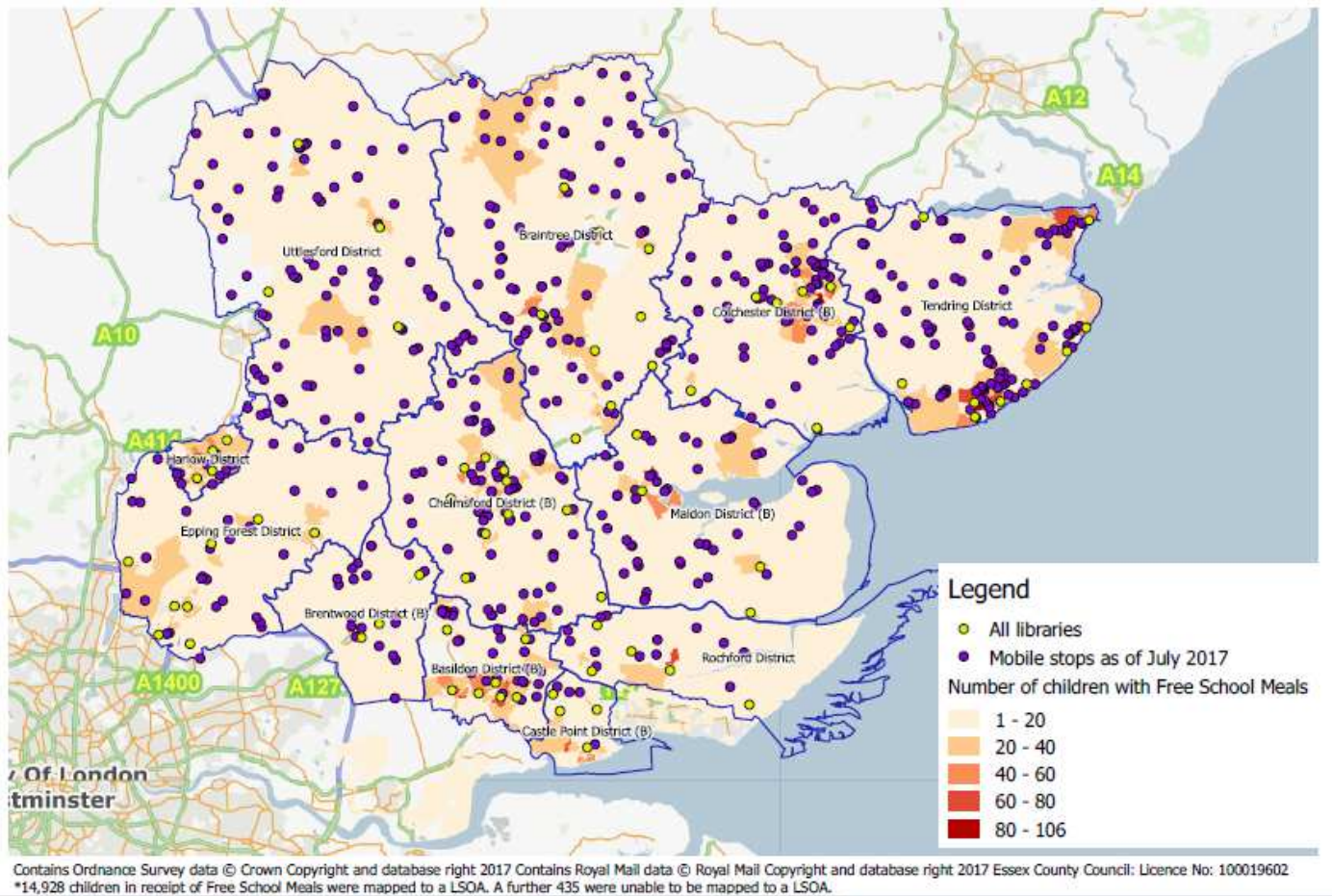
Source: Mosaic, ECC Insight and intelligence, 2017



Source: Essex Insight and Intelligence Team, 2017

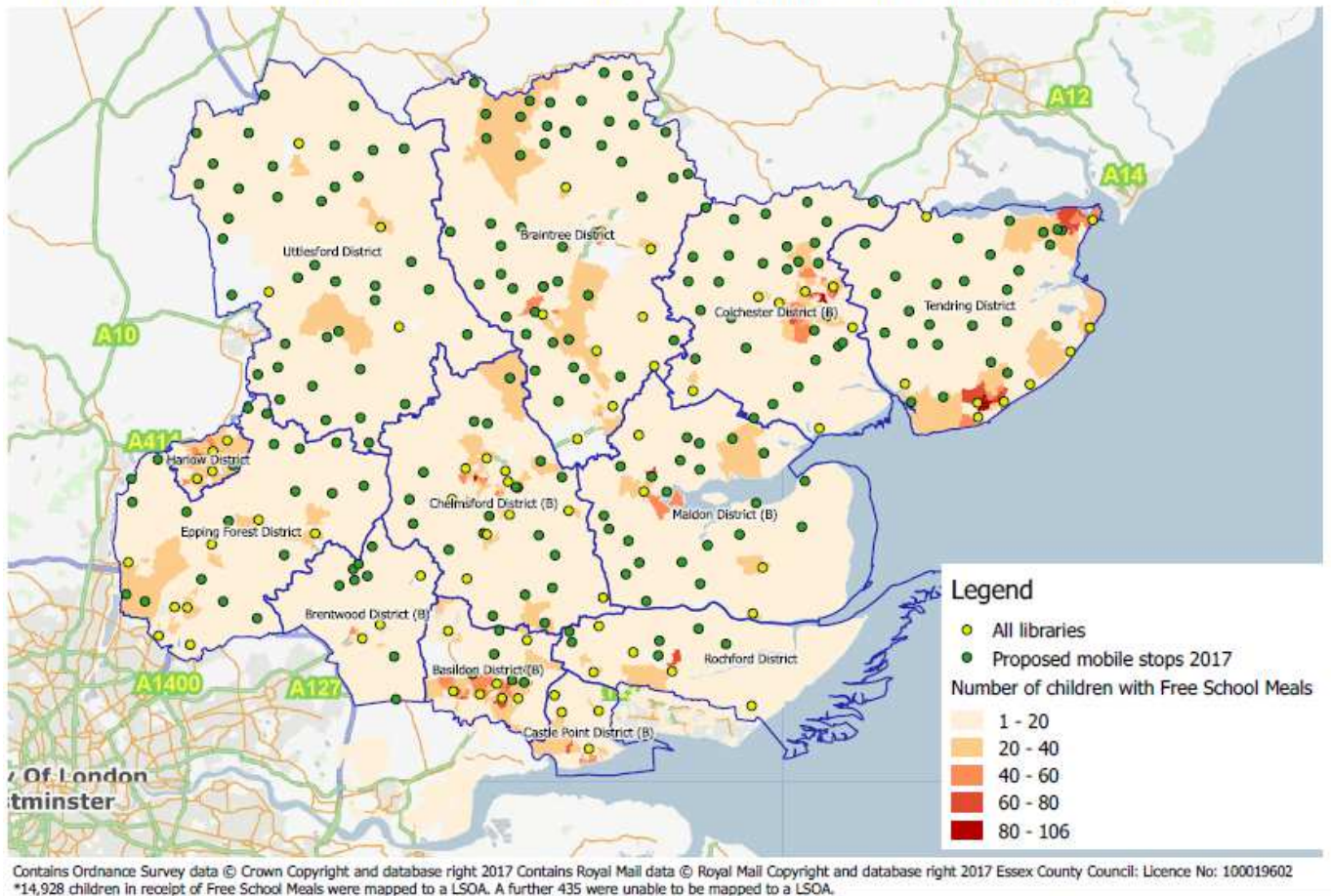
4.6.4 Current and potential mobile library stops plotted against free school meals in Essex

Number of children* with Free School Meals by LSOA and Mobile Library stops as of July 2017



Source: Essex Insight and Intelligence Team, 2017

Number of children* with Free School Meals by LSOA and proposed Mobile Library stops



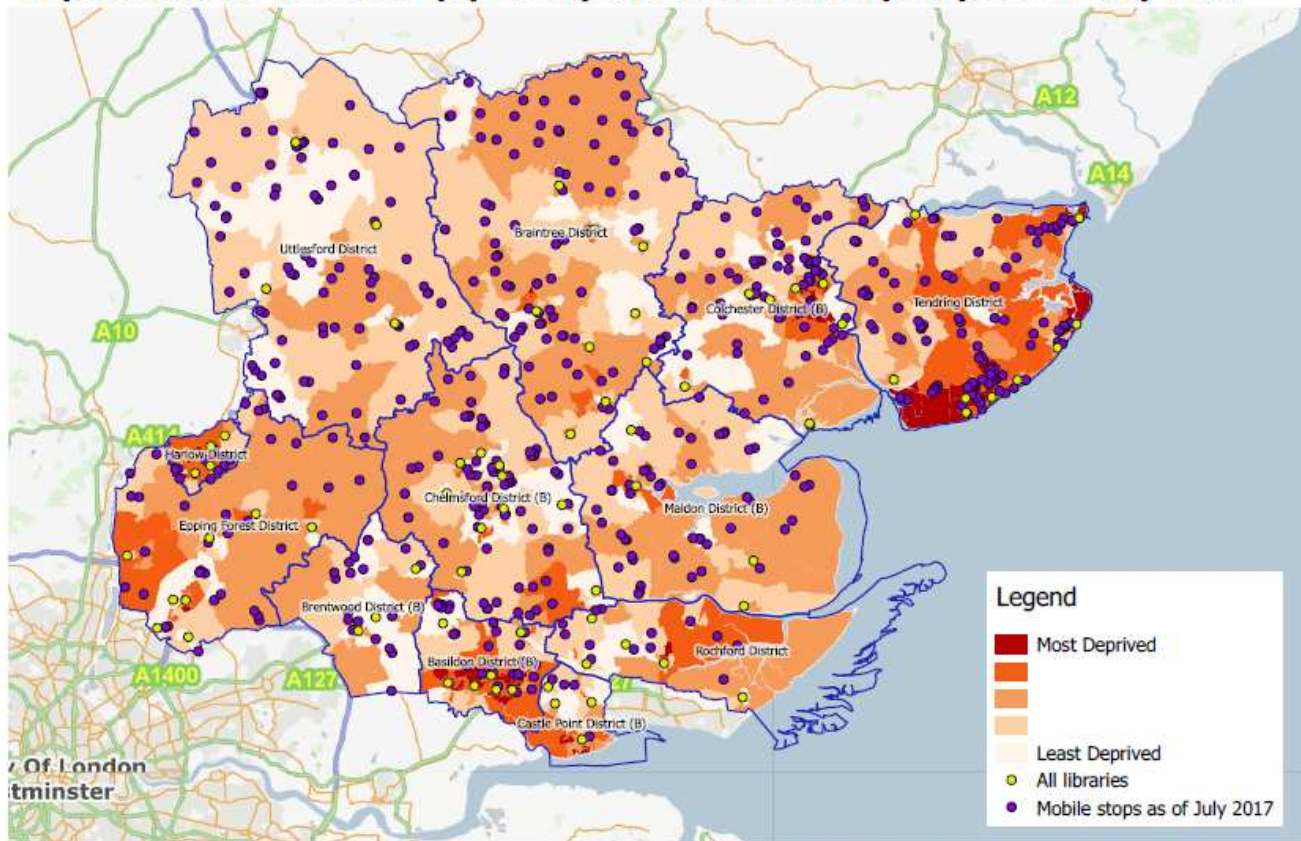
Source: Essex Insight and Intelligence Team, 2017

4.7 Deprivation in Essex - Mobile library stops to areas of deprivation

Mobile libraries visit some of the most deprived areas in Essex, including West Clacton, Jaywick and areas in Pitsea and Clacton.

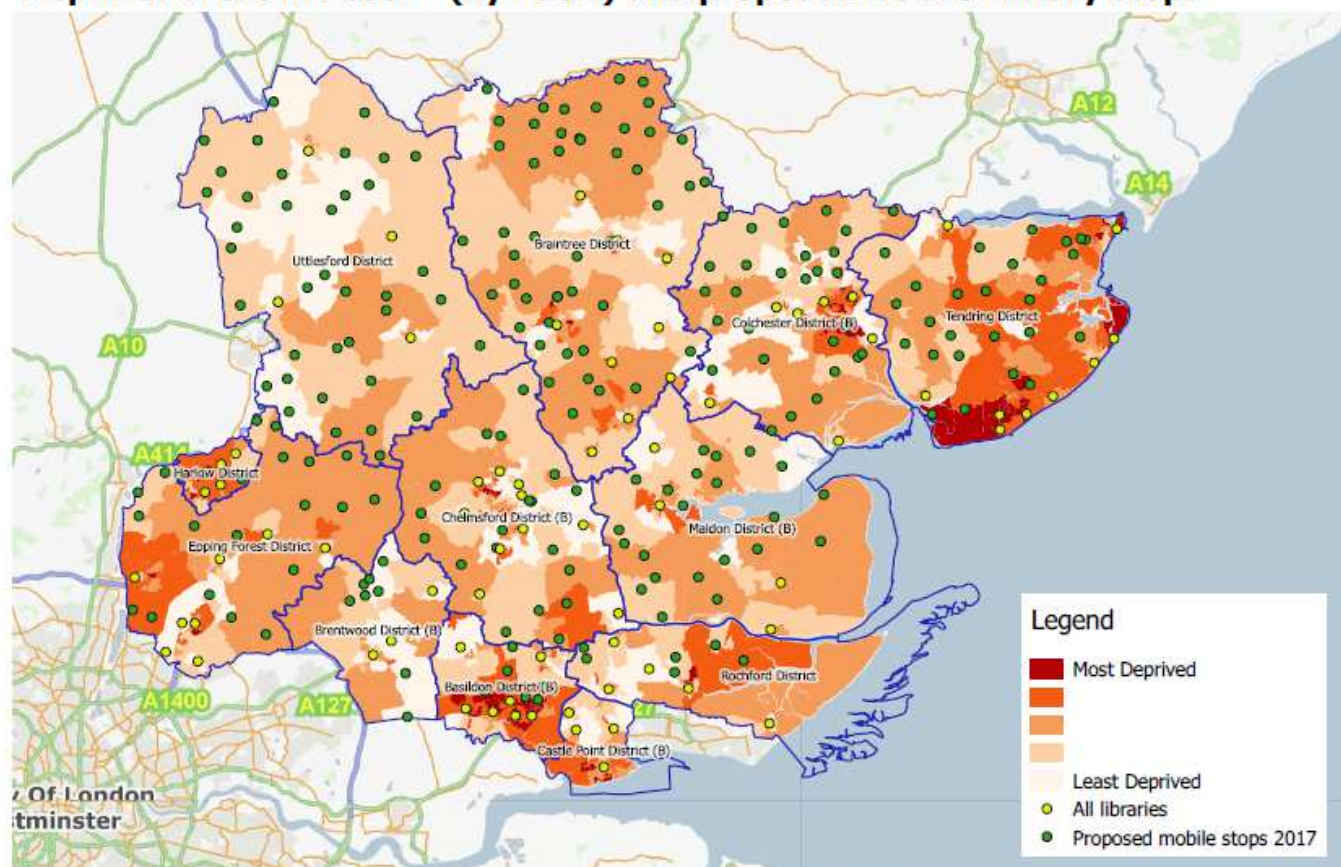
Removal of these stops may adversely affect disadvantaged groups, however, library buildings located in areas such as West Clacton and Clacton could enhance their offer. In addition Jaywick Library, currently run by a Friends Group, could actively target those affected by any changes.

Deprived areas in Essex* (by LSOA) and mobile library stops as of July 2017



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 *Each LSOA is ranked according to its scoring on the Indices of Deprivation 2015

Deprived areas in Essex* (by LSOA) and proposed Mobile Library stops



Contains Ordnance Survey data © Crown Copyright and database right 2016 Contains Royal Mail data © Royal Mail Copyright and database right 2016 Essex County Council: Licence No: 100019602
 *Each LSOA is ranked according to its scoring on the Indices of Deprivation 2015

Stops to areas of deprivation in Essex in ranking order

Stop name	Place	District Council	IMD score	IMD rank (1 is most deprived)
CARTERS CLOSE	WEST CLACTON	Tendring District Council	73.526	155
BARTLOW SIDE	PITSEA	Basildon District Council	59.459	970
GOLF GREEN HALL	JAYWICK	Tendring District Council	52.816	1757
VYNTONER HOUSE	ST OSYTH	Tendring District Council	50.368	2164
VILLAGE HALL	ST. OSYTH	Tendring District Council	50.368	2164
ELMDEN COURT	CLACTON	Tendring District Council	49.128	2386
COOPERS LANE	WEST CLACTON	Tendring District Council	47.548	2687
HANOVER DRIVE	PITSEA	Basildon District Council	46.39	2901

Source: Mosaic, ECC Insight and intelligence Team 2017

4.8 Mobile library stops to areas of digital disadvantage

Areas of digital disadvantage are where people may have little or no access to a computer, slow connections speeds, or are awaiting the roll out of Super-Fast Broadband.

The map below shows mobile library stops to areas of potential digital disadvantage in Essex. The map uses Experian Mosaic household data and includes areas where people may be unlikely to own their own digital devices, or may be slower to adopt new technologies or prefer traditional forms of communication. This means this data is indicative rather than definitive.

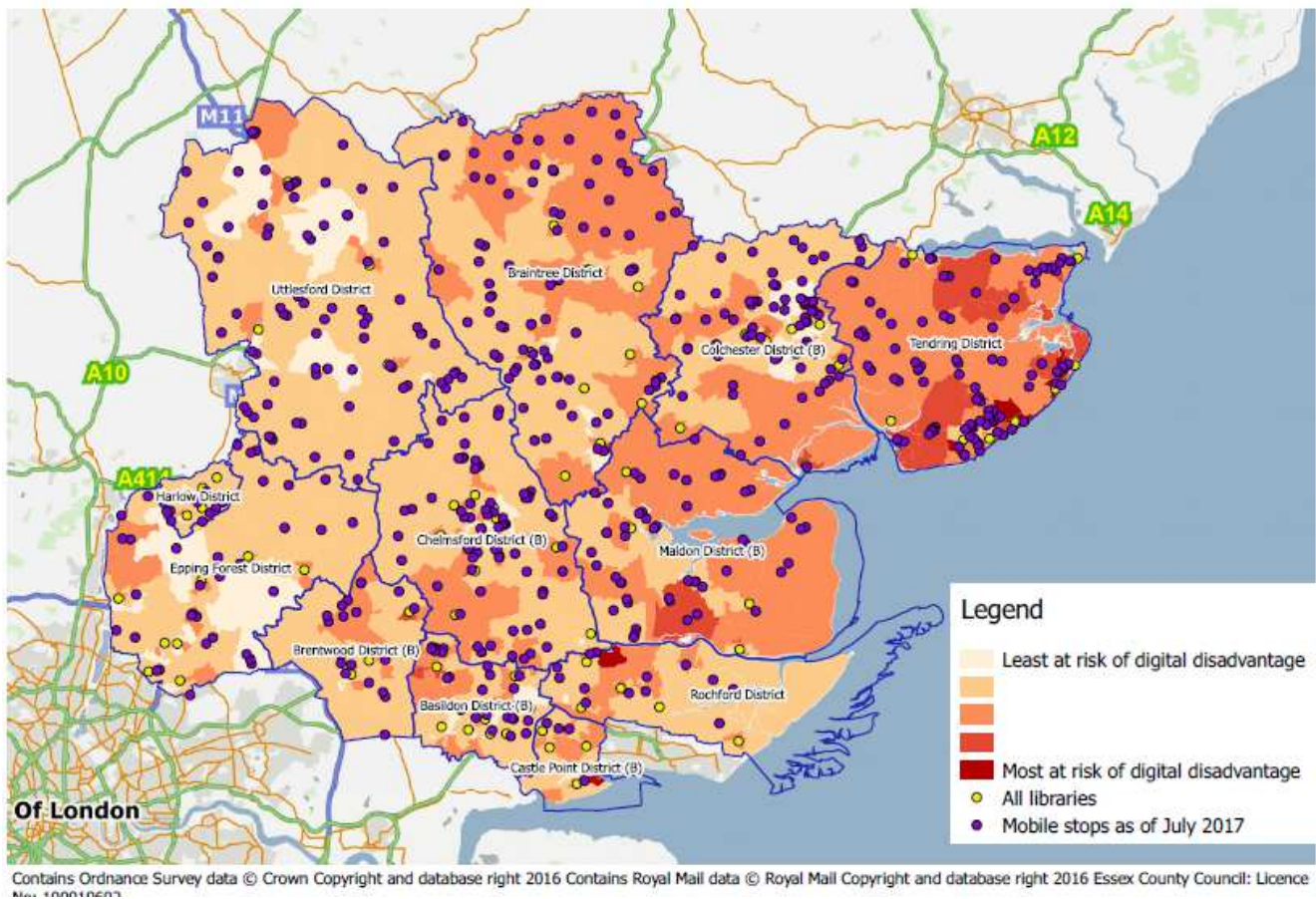
Households in Tendring district are most likely to be digitally disadvantaged area in Essex, however there are pockets across the county. Although mobile libraries do not have extensive wifi coverage, they bring access to information to some areas at risk of digital disadvantage. In general, those areas with the highest risk of digital disadvantage continue to be reasonably well served by mobile stops under the proposed plans.

A common theme in consultation responses was concern from residents who stated they already suffered from rural isolation and were worried a reduction in their mobile service would increase this isolation. Often these responses, who were mainly from those aged 70 or older, also indicated the residents were digitally disadvantaged, through either lack of skills/confidence in using technology and/or lack of infrastructure in their area. There was not, however, a clear indication from respondents that they relied on the mobiles to access digital opportunities. It did highlight a potential risk that removal of stops to some areas may make some households less able to access information, and may prevent residents receiving information about potential digital learning opportunities and stock that may support them to become digital users.

This risk could be mitigated through support to rurally isolated/digitally disadvantaged residents through the home library service and community libraries. Furthermore though not part of libraries core offer, Essex libraries are taking steps to improve their digital offer to residents and support for those residents who are digitally disadvantaged. This includes looking into improving free wifi coverage in mobile libraries, which would help provide digital access to digitally disadvantaged residents. Free access to wifi, computers and PN machines is available in most library buildings, alongside further extensive support to teach digital skills.

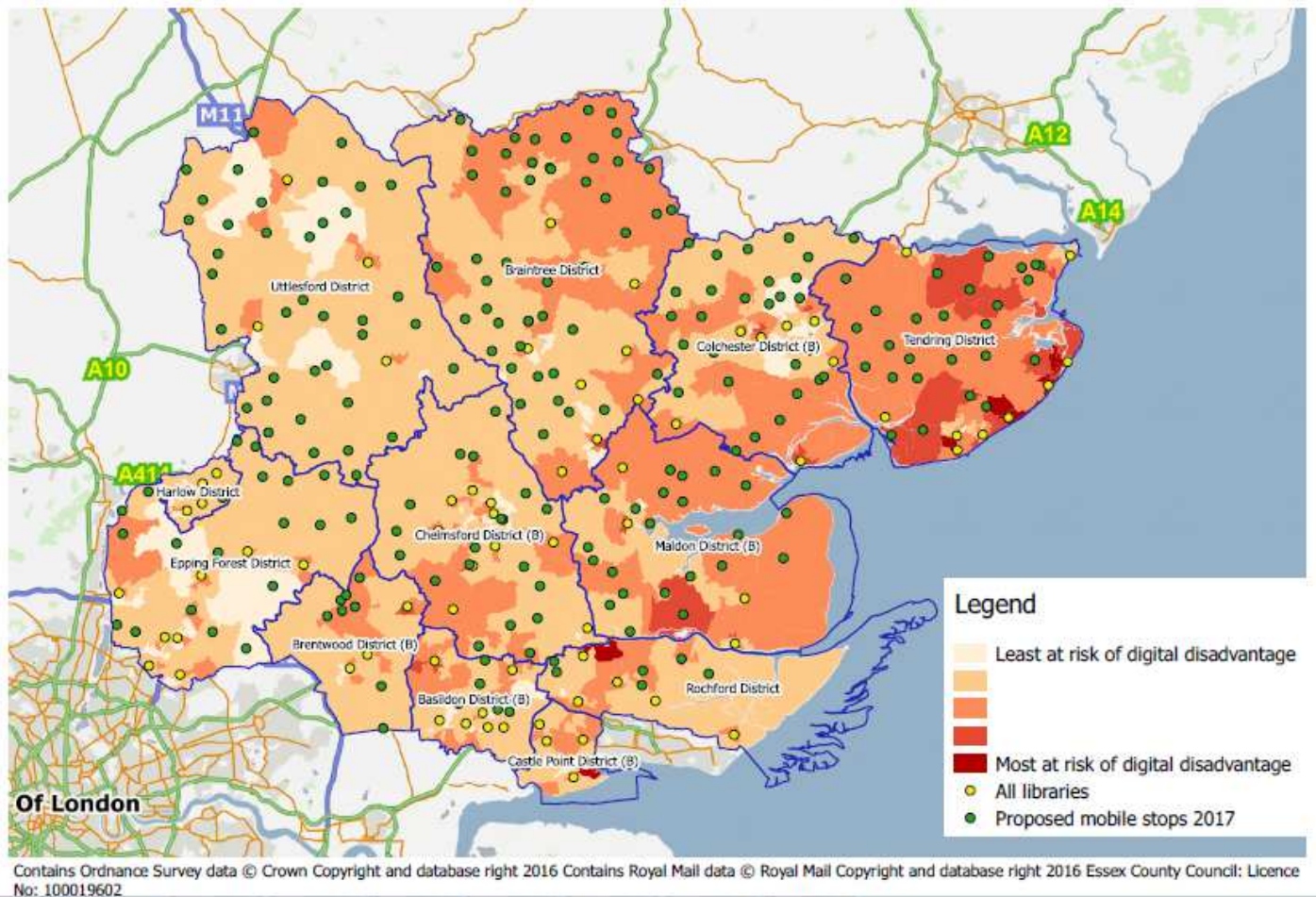
Based on the data available, we are not aware of any specific need/impact to areas of digital disadvantage we cannot mitigate through the proposed changes to the mobile service. However we are happy to receive further information and where appropriate will adjust library services accordingly.

Areas with households at risk of being 'digitally disadvantaged' and Mobile Library stops as of July 2017



Source: Mosaic, ECC Insight and intelligence, 2017

Areas with households at risk of being 'digitally disadvantaged' and proposed mobile library stops



Source: Mosaic, ECC Insight and intelligence, 2017

5 Mobile Library Services

Mobile libraries are fully stocked with selections of adult and children's books, DVDs and audio books. Customers are able to borrow, return, renew and reserve items to pick up on the mobile library. Currently customers do not pay fines on items returned late to a mobile library or reservation charges. However they do pay loan hire and overdue charges on audio visual materials such as DVDs and CDs. Mobile library customers have a longer loan period than libraries, being able to borrow books for six weeks and audio visual materials for two weeks at a time.

Mobile libraries also

- Display local information and posters
- Act as a recycling bag pick up point
- Deliver Summer Reading Challenge (SRC) – outlined in Section 4.2
- Host class visits by schools.

5.1 Loans

In April 2016 – March 2017 there were over 130,000 loans of various material types from mobile libraries. Adult books were the most loaned items, followed by Children's books.

Total loans from mobile libraries by Item type

Item	number
Books	81,343
DVDs	649
CDs/MP3s/spoken word	139
Children's books	44,075
Children's DVDs	173
Children's CDs/ spoken word	25
Other items	4,298
Total	130,702

Source: F2F Business Team, mobile library loan data, April 2016 to March 2017

6 Mobile library card holders

As of 31 March 2017 Essex Libraries has an active membership of 4,695 mobile library card holders. These are people whose base library (where they joined Essex Libraries) is a mobile library and who used their library card within the year.

The current library management system does not allow us to identify easily for the purposes of this needs assessment, whether they are using their membership cards at a mobile library or another library service. It also does not allow us to identify whether there are additional active library card holders who did not join at a mobile, but in the last year have used mobile library services.

Please note that when 'mobile card holders' or 'card holders' are referred to in this document from this point; it is referring to active mobile library card holders.

6.1 Age breakdown of mobile library card holders

Children and young people (0-19 years old)

The 0-9 age group has the highest number of mobile library card holders with 1,488 users. If using mobile libraries, these are most likely to be young children accompanied by an adult, or school children accompanied by a teacher for a mobile library visit. The group with the next highest number of card holders is the 10 -19 age group with 798 card holders.

This would appear to make children and young people the most active demographic of mobile library card holders, with almost half (48.7%, or 2,286) of all active mobile library card holders are aged 19 or under.

There are differences in the distribution of ages amongst mobile library card holders compared to all Essex Libraries card holders. 48.7% of mobile library card holders are aged 19 or under, whereas 37.3% of all Essex Libraries card holders are. This difference suggests that a greater number of children and young people obtained their library card on a mobile library, though this does not necessarily mean they have continued to use mobile services frequently since then. We do know that of the 125,418 books loans on mobile libraries in 2016/17, 35% were children's books; this seems to correlate with the 31.7% of mobile card holders being age 0-9.

A reduction in community stops and/or school stops could have an impact on access to the library service for children and young people. This group was therefore a key target group of the consultation, with efforts to ensure this group were fully engaged through creation of a Children and Young Person's Survey and communication through groups such as schools, preschools and parents groups.

In total 177 families and 63 children and young people responded to the consultation, with 41 people completing the Children and Young Person's Survey. Though overall

responses to the consultation from/on behalf of this group were low, the benefit to children was one of the key aspects of the mobile service respondents said they valued. Furthermore in total 19% of Families with children under 11 indicated they would not be able to access library services if their nearest mobile stop was withdrawn. This indicates that there is a clear need for a mobile service to this age group, though there was no clear trend of this need being greater in one borough or district. The lack of responses from children and young people themselves may indicate that this need is perceived as being greater than it is.

Impacts to children and young people could be reduced by use of a schools own library (where available), use of the Schools Library Service, or class visits to library buildings or mobile stops. Based on the data available, we are not aware of any specific need/impact to children and young people we cannot mitigate through the proposed changes to the mobile service. However we are happy to receive further information and where appropriate will adjust library services accordingly.

Working age adults (20-69 years old)

The 20-29 age group appear the least active group with 93 card holders. The most marked contrast between mobile and non-mobile card holders is amongst the working age portion of the population with only 19.4% of mobile library card holders being aged 20-69 years of age, compared to 50.0% of Essex Library card holders. This may be because the mobile libraries timetable runs, for the majority, during the working day.

In response to the consultation, most working age adults were broadly supportive of the proposed changes to the mobile library service. We have not received any information to suggest this group will be disproportionately impacted by these changes.

Older people (70 and older)

Just over a quarter (25.6%, or 1,207) of mobile library card holders are over the age of 70 years old, compared to 11.9% of Essex Library card holders. We currently do not have data to identify whether they are solely or mainly using mobile libraries or are also using other library services.

A clear theme raised through the consultation was that the mobile library service is of value to older people (over the age of 70), particularly those who do not have good mobility and would therefore struggle to access another location, such as a library building. In total 63% of those aged 81 or over indicated they would not be able to access library services if their nearest mobile stop was withdrawn, which was a significantly higher proportion compared to other age groups. As well as indicating that they suffered from a physical disability and often other health issues, many older respondents also indicated they lived in rural locations and experienced social isolation. The opportunities for social interaction and particularly relationship users had with their mobile driver were key themes from many of these responses.

This indicates that there is considerable need for the mobile service from older residents, particularly those suffering from social isolation and/or disability and other health issues. In some instances this need could be provided via another library service, such as the Home Library Service or (for those with adequate mobility) a community library. It should also be noted that some respondents said they struggle to access the current mobile services due to health and mobility issues. These residents could be served via the Home Library Service or, potentially, a change in location for their nearest mobile stop.

Responses from older residents who indicated they would be unable to access another library service was particularly high in Epping Forest district, though it was not clear what the reason for this was. However it should be noted that this district is well covered by alternative library services, and as detailed above libraries offer can be extended to mitigate further impact.

Based on the data available, we are not aware of any specific need/impact to older people we cannot mitigate through the proposed changes to the mobile service. However we are happy to receive further information and where appropriate will adjust library services accordingly.

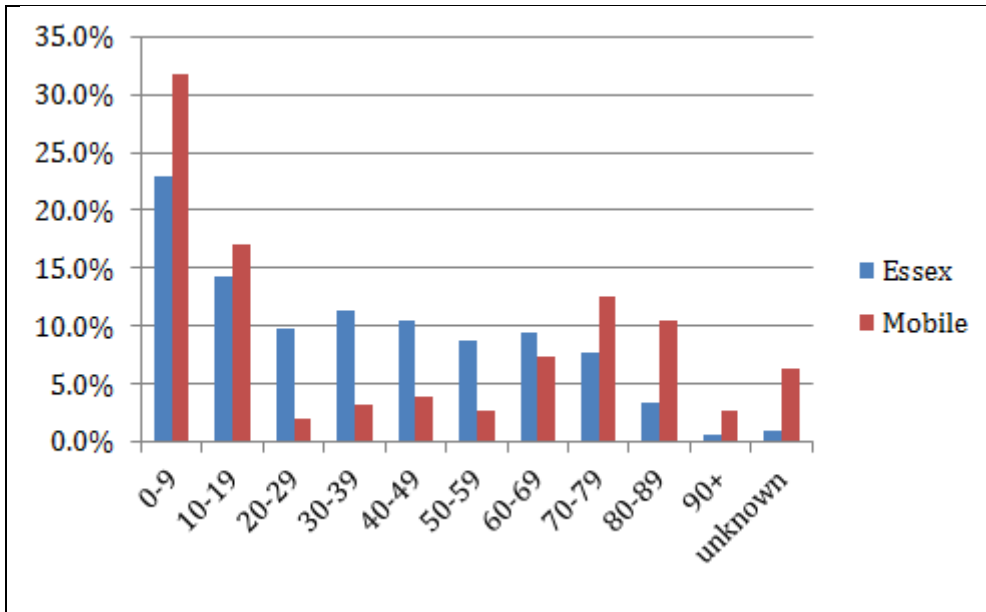
Mobile Library card holders by age group and mobile library route

Age	Chelmsford	Clacton	Colchester ²	Colchester ³	Halstead	Harlow	Rayleigh	S W Ferrers	S. Walden	Witham	Total	Percentage
0-9	66	63	188	86	93	267	105	225	128	267	1488	31.7%
10-19	74	41	101	51	71	141	72	74	66	107	798	17.0%
20-29	4	10	9	7	13	12	9	9	11	9	93	2.0%
30-39	3	12	10	11	19	29	15	22	11	18	150	3.2%
40-49	7	12	14	18	20	28	17	20	18	28	182	3.9%
50-59	5	11	18	4	22	21	12	13	14	11	131	2.8%
60-69	18	44	33	32	47	61	25	17	43	30	350	7.5%
70-79	25	111	43	63	54	95	40	27	77	53	588	12.5%
80-89	27	96	25	63	57	65	41	25	44	52	495	10.5%
90+	8	17	7	21	6	15	4	10	17	19	124	2.6%
unknown	21	12	83	38	25	42	31	20	22	2	296	6.3%
Total	258	429	531	394	427	776	371	462	451	596	4695	
Percentage	5.5%	9.1%	11.3%	8.4%	9.1%	16.5%	7.9%	9.8%	9.6%	12.7%		100%

Source: F2F Business Team data April 2016 – March 2017

*Chelmsford mobile library was taken out of service at the end of June 2017 and other routes altered to cover its stops.

The graph below shows the age range variations between all Essex Libraries card holders and mobile library card holders.



6.2 Mobile library card holders by gender

Within Essex Libraries card holders a higher proportion are female (57.4%) to male (38.7%) card holders. There is no data to specify the gender of the remaining 3.9%. The only exception to this is the aged 9 and under group (50.3% female, 46.7% male, 3% no data to specify).

Within the mobile library card holders group there is a significant gender gap among all age groups over 10 years old. Over 80% of 30-59 year olds are female, as are over 70% of 60-89 year olds and 77% of 90 year olds and older. The under 9 group remain equally balanced; 47.8% are female, 48.9% are male and there is no data to specify the gender of the remaining 3.3%. The trend of significantly greater numbers of mobile card holders being female than male is replicated across every one of the district and boroughs. The borough with the greatest disparity is Clacton (313 female card holders to 106 male).

This gender gap was also apparent in response to the consultation, as 62% of respondents were female and only 18% male (the remaining 20% didn't answer the question). For the children's survey, 36% of respondents were female and 22% male.

The Mobile Library Service visits a refuge. Removal of this stop may directly impact upon this group of vulnerable people, meaning it is unlikely that this mobile stop will be withdrawn, and there are no plans to remove this stop at this current time.

Based on the data available for gender, we are not aware of any specific need/impact we cannot mitigate through the proposed changes to the mobile service. However we are happy to receive further information and where appropriate will adjust library services accordingly.

Active membership - all Essex libraries

Age Groups	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+	unknown	Total
Female	28426	19674	14216	17999	16166	12806	13838	11162	5110	1086	857	141340
Male	26415	14119	9016	8760	8685	8040	8792	7342	3244	450	291	95154
Unknown	1715	1489	1069	1038	956	758	693	463	188	182	1143	9694
Total	56556	35282	24301	27797	25807	21604	23323	18967	8542	1718	2291	246188

Active Membership - all Essex Libraries

Age Groups	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+	unknown	Total
Female	50.3%	55.8%	58.5%	64.8%	62.6%	59.3%	59.3%	58.8%	59.8%	63.2%	37.4%	57.4%
Male	46.7%	40.0%	37.1%	31.5%	33.7%	37.2%	37.7%	38.7%	38.0%	26.2%	12.7%	38.7%
Unknown	3.0%	4.2%	4.4%	3.7%	3.7%	3.5%	3.0%	2.4%	2.2%	10.6%	49.9%	3.9%

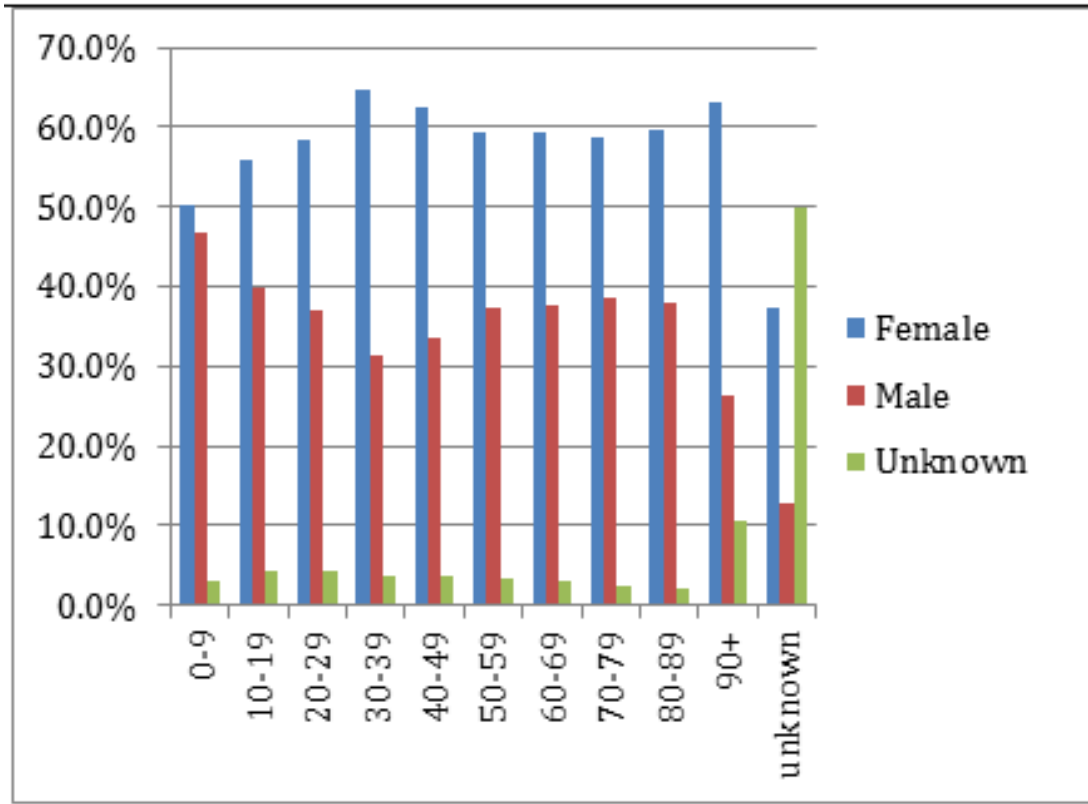
Active membership numbers - mobile library cardholders

Age Group	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+	unknown	Total
Female	711	461	65	125	150	107	251	427	365	96	116	2874
Male	728	317	25	17	25	21	91	155	117	25	38	1559
Unknown	49	20	3	8	7	3	8	6	13	3	142	262
Total	1488	798	93	150	182	131	350	588	495	124	296	4695

Active membership percentages - mobile library cardholders

Age Groups	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+	unknown	Total
Female	47.8%	57.8%	69.9%	83.3%	82.4%	81.7%	71.7%	72.6%	73.7%	77.4%	39.2%	61.2%
Male	48.9%	39.7%	26.9%	11.3%	13.7%	16.0%	26.0%	26.4%	23.6%	20.2%	12.8%	33.2%
Unknown	3.3%	2.5%	3.2%	5.3%	3.8%	2.3%	2.3%	1.0%	2.6%	2.4%	48.0%	5.6%

Active membership – all Essex Libraries



Active Membership – mobile library cardholders

Source: F2F Business Team data April 2016 – March 2017

6.2.1 Mobile library card holders by age and gender – broken down by district and borough

Mobile	Female	Male	Not defined	Total
Chelmsford	148	93	17	258
Clacton	313	106	10	429
Colchester 2	289	185	57	531
Colchester 3	256	111	27	394
Halstead	279	133	15	427
Harlow	447	279	50	776
Rayleigh	223	134	14	371
South Woodham Ferrers	270	166	26	462
Saffron Walden	291	143	17	451
Witham	358	209	29	596
Total	2874	1559	262	4695

Source: F2F Business Team data April 2016 – March 2017

6.2.2 Gender reassignment, marriage/civil partnership, pregnancy/maternity and sexual orientation

There is limited data available relating to these characteristics at county level and we do not currently request this information from libraries customers. Without existing data we are unable to identify the impact of the proposals on these elements of the population. The consultation survey asked people to identify their gender and sexual orientation if they wish; this may provide valuable data going forward.

Based on the data available, we are not aware of any specific need/impact we cannot mitigate through the proposed changes to the mobile service. However we are happy to receive further information and where appropriate will adjust library services accordingly.

Source: F2F Business Team data April 2016 – March 2017

6.3 Mobile library card holders by ethnicity

The majority of active mobile library card holders are White British (83.2%, or 3908). Other ethnic groups form a marginally higher proportion of mobile library card holders than of Essex library users; 85 are White Other (54 aged 19 or under), 55 identify as Gypsy/Traveller, 53 as Asian (40 aged 19 or under) and 35 as Black (26 aged 19 years or under). The ethnicity of 460 mobile library card holders is not recorded.

Ethnicity	Chelmsford	Clacton	Colchester 2	Colchester 3	Halstead	Harlow	Rayleigh	S W Ferraers	S Walden	Witham	Total	%
White - English/Welsh/Scottish/Northern Irish/British	207	373	393	322	360	660	302	409	409	473	3908	83.20%
Irish		2		3	1	5	2	1	1	7	22	0.50%
Gypsy or Traveller	1		1		5	5	30		11	2	55	1.20%
Any other white	2	1	8	4	4	25	9	10	8	14	85	1.80%
Mixed	3	3	3	3	1	14	6		4	24	61	1.30%
Asian	4	2	1	2		14	1	4		25	53	1.10%
Black		5	4			7	2	5	1	11	35	0.80%
Other	1		1	1		10				3	16	0.30%
Unanswered	40	43	120	59	56	36	19	33	17	37	460	9.80%
Total	258	429	531	394	427	776	371	462	451	596	4695	100%

Source: F2F Business Team data April 2016 – March 2017

6.3.1 Ethnicity of mobile library card holders by age

Ethnicity	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90+	unknown	%	Total
White - English/Welsh/Scottish/Northern Irish/British	1264	630	72	118	157	117	321	550	451	122	106	83.24%	3908
Irish	8	4		1		1	1	3	4			0.47%	22
Gypsy or Traveller	20	23	6	1	1		1				3	1.17%	55
Any other white	37	17	2	5	4	1	6	3	1		9	1.81%	85
Mixed	28	25	1	4	2	1						1.30%	61
Asian	26	14	1	4	6	1			1			1.13%	53
Black	13	13		3	3	1	2					0.75%	35
Other	6	3		1			1				5	0.34%	16
Unanswered	86	69	11	13	9	9	18	32	38	2	173	9.80%	460
Total	1488	798	93	150	182	131	350	588	495	124	296	100%	4695

Source: F2F Business Team data April 2016 – March 2017

6.3.2 Ethnicity breakdown by mobile library route

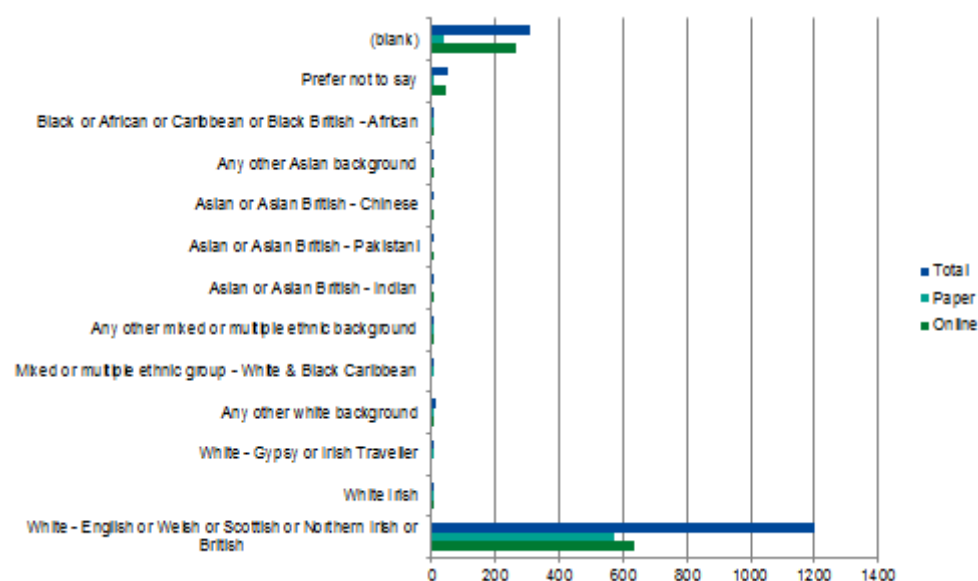
Ethnicity per mobile library route	Female	Male	Not defined	Total
Chelmsford	148	93	17	258
White - English/Welsh/Scottish/Northern Irish/British	121	79	7	207
Gypsy or Traveller		1		1
Any other white	2			2
Mixed	3			3
Asian	1	3		4
Other	1			1
Unanswered	20	10	10	40
Clacton	313	106	10	429
White - English/Welsh/Scottish/Northern Irish/British	275	95	3	373
Irish	2			2
Any other white	1			1
Mixed	1	2		3
Asian		2		2
Black	2	3		5
Unanswered	32	4	7	43
Colchester 2	289	185	57	531
White - English/Welsh/Scottish/Northern Irish/British	229	155	9	393
Gypsy or Traveller	1			1
Any other white	6	2		8
Mixed	2	1		3
Asian			1	1
Black	2	2		4
Other		1		1
Unanswered	49	24	47	120
Colchester 3	256	111	27	394
White - English/Welsh/Scottish/Northern Irish/British	217	99	6	322
Irish	1	1	1	3
Any other white	3	1		4
Mixed	2	1		3
Asian	1	1		2
Any other ethnic group		1		1
Unanswered	32	7	20	59
Halstead	279	133	15	427
White - English/Welsh/Scottish/Northern Irish/British	241	112	7	360
Irish	1			1
Gypsy or Traveller	5			5
Any other white	1	3		4
Mixed		1		1

Unanswered	31	17	8	56
Harlow	447	279	50	776
White - English/Welsh/Scottish/Northern Irish/British	395	249	16	660
Irish	4	1		5
Gypsy or Traveller	3	2		5
Any other white	16	8	1	25
Mixed	6	7	1	14
Asian	9	5		14
Black	5	2		7
Other	2	4	4	10
Unanswered	7	1	28	36
Rayleigh	223	134	14	371
White - English/Welsh/Scottish/Northern Irish/British	192	100	10	302
Irish		2		2
Gypsy or Traveller	13	16	1	30
Any other white	3	6		9
Mixed	3	3		6
Asian	1			1
Black	1	1		2
Unanswered	10	6	3	19
Saffron Walden	270	166	26	462
White - English/Welsh/Scottish/Northern Irish/British	245	148	16	409
Irish	1			1
Any other white	7	3		10
Asian	1	3		4
Black	3	2		5
Unanswered	13	10	10	33
South Woodham Ferrers	291	143	17	451
White - English/Welsh/Scottish/Northern Irish/British	267	135	7	409
Irish	1			1
Gypsy or Traveller	7	3	1	11
Any other white	6	1	1	8
Mixed	3	1		4
Black		1		1
Unanswered	7	2	8	17

Witham	358	209	29	596
White - English/Welsh/Scottish/Northern Irish/British	298	169	6	473
Irish	5	2		7
Gypsy or Traveller	2			2
Any other white	7	7		14
Mixed	14	10		24
Asian	12	13		25
Black	6	5		11
Other	2	1		3
Unanswered	12	2	23	37
Total	2874	1559	262	4695

Source: F2F Business Team data April 2016 – March 2017

The graph below illustrates that 75% of respondents to the Mobile Library Consultation were white British, 22% didn't answer the question and the next highest figure was any other white background (1%). Online surveys had a wider range of ethnicities responding (all of the categories above). For people who stated that they were Asian, no responses on paper were received, and all were made online. They also all indicated that they had used the Mobile Library Service in the last month.



6.3.3 Ethnicity of mobile library card holders compared to other library card holders

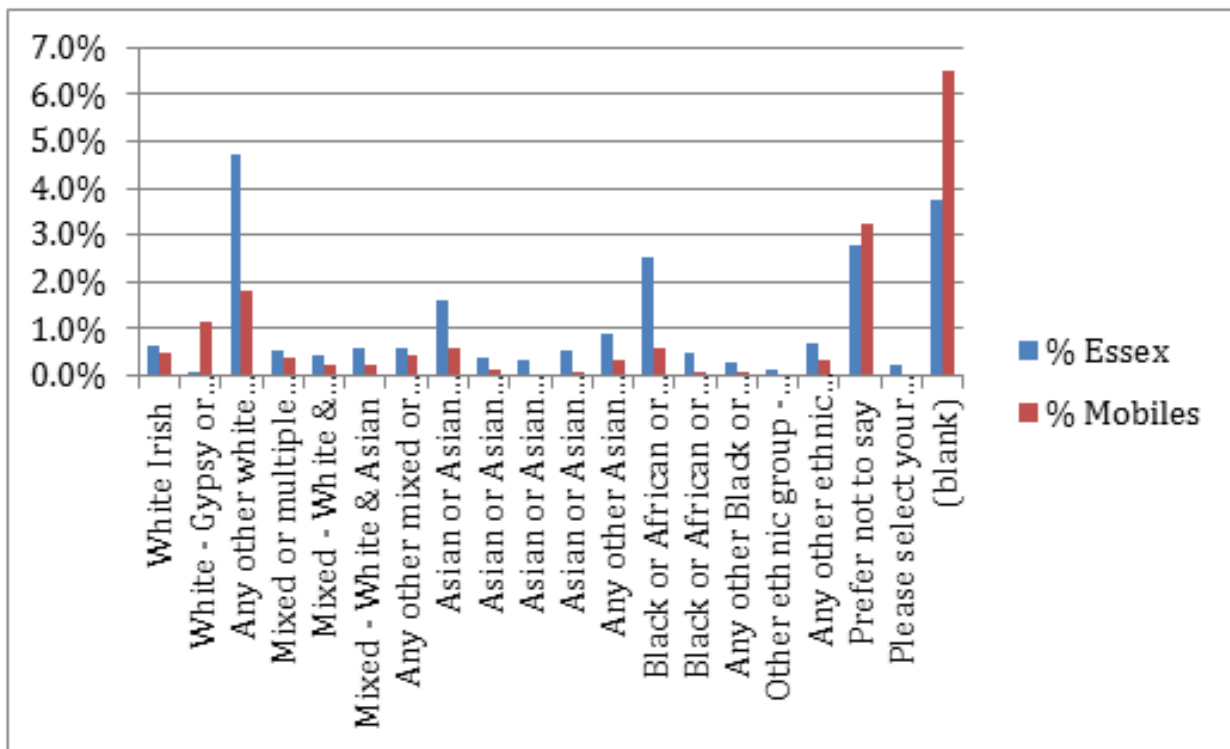
In general, when breaking down the percentage of library and mobile library card holders by ethnicity there is not a distinct difference to be found between groups. One clear exception to this is in regards to those card holders identifying as Gypsy and Irish Travellers.

The Mobile Library Service visits four Traveller sites across Essex, and has stock that represents Gypsy and Traveller culture available for loan. Gypsy/Travellers are an ethnic minority within Essex, often with low levels of schooling and literacy. Removal of these

stops may further disadvantage this group. Currently 55 active mobile library card holders identify as Gypsy/Traveller; 43 of these are young people aged 19 or under.

While these card holders represent only 1.2% of total mobile card holders, this figure is still considerably higher than the percentage of non-mobile library card holders who identify as Gypsy/Traveller (0.2%). This suggests that mobile library services may be more accessible to Gypsy/Traveller groups than libraries in buildings,

There was very little feedback from this group during the consultation, with two Easy Read surveys were received from respondees who stated they were Gypsy/Roma children and two paper surveys completed. Several responses also praised the benefit of the mobile service to traveller communities. These responses suggest the mobile service is of value to the Gypsy/Traveller community but there is not sufficient data to draw conclusions on wider need from Gypsy/Traveller communities within Essex. However we are happy to receive further information and where appropriate will adjust library services accordingly.



Source - F2F Business Team data April 2016 – March 2017

6.4 Membership card types

There are many types of membership cards that can be used on mobile libraries. Most card holders have standard adult or child memberships.

Adult card - From age 17

Child card - For 0 to 11 year olds. There are no charges on overdue children's books borrowed on a child card.

Young adult card - For 12 to 16 year olds. There are no charges on overdue books borrowed on a young adult card.

Memory support card - For adults who have memory problems, perhaps due to:

- Dementia
- learning difficulties
- mental health issues

This card doesn't incur any fees, for example card holders are not charged if they do not return items on time.

Access card - For adults and children who have difficulties accessing print. This card gives free access to all audio and DVD collections.

Friends and Family card - This card enables card holders to borrow items for a friend or family member who can no longer visit the library.

Home Library Service - For people who have difficulty reaching a library and would like a volunteer to bring items to them at home once a month. The Home Library Service card holder may be a volunteer or care home employee, and as such it is possible one card holder provides the service for multiple individuals

Inclusive Communications card - These are for anyone who either;

- Has a learning disability themselves
- Has a family member with a learning disability
- Cares for someone with a learning disability
- Works with someone with a learning disability in any capacity, support, teaching etc
- Has any communication difficulty and requires support, for example Aphasia, brain injury, or post stroke

There are also group tickets for reading groups, drama groups, children's centres, hospitals and day centres and other groups.

6.4.1 Membership types for mobile library card holders

Mobile library card holders by membership type and mobile library

Membership type	Chelmsford	Clacton	Colchester 2	Colchester 3	Halstead	Harlow	Rayleigh	S Walden	SW Ferraers	Witham	Total
Adult Access	9	9	15	10	19	16	7	3	16	27	131
Adult	86	264	168	199	223	271	152	143	200	173	1879
Child Access	4	0	1	1	0	6	1	5	2	2	22

Children's Centre	1			8		1		1	1		12
Child	117	94	292	126	147	372	177	280	173	330	2108
Home Library Service	2	2	1	1	1	2	3	1		2	15
Friends and Family	11	46	4	23	5	40	13	2	29	22	195
Inclusive Communications Users					1						1
Memory		1							2		3
Groups	9	2	1	2	1	34	1	10	10	20	90
Young Adult	15	7	13	10	17	24	8	9	11	14	128
Young Adult Access			1		1				1		3
Other	4	4	35	14	12	10	9	8	6	6	108
Total	258	429	531	394	427	776	371	462	451	596	4695

Source: 'Active Mobile Library Borrowers, 2017, F2F Business Team Data

By far the highest types of membership are 'Child' and 'Adult' card holders (2,108 and 1,879 respectively).

6.4.2 Home Library Service membership and Friends and Family card holders

There are 15 mobile library service card holders who have Home Library membership – these card holders may be a customer receiving the Home Library Service or may be a volunteer or care home employee providing the service on another's behalf, and as such it is possible one card holder provides the service for multiple individuals. It is also possible that members of the Home Library Service who did not obtain their card on a mobile library do use mobile libraries now.

There are also 195 Friends and Family mobile card holders, these card holders are generally customers based in older people's settings or care homes, and relatives and friends collecting for individuals. As for the Home Library Service, it is possible a Friends and Family card holder may be providing a service for multiple individuals.

The data currently available to libraries does not allow us to identify individual Friends and Family card holders against those with Home Library membership, meaning that it is possible some card holders have both membership types.

The removal of stops that support Home Library Service and/or Friends and Family card holder customers will reduce their level of service, and may also increase their social isolation. Their needs could be met by increasing time of mobile stops at older people's settings, or increased use of the Home Library Service.

Home Library Service members and Friends and Family card holders

Membership Type	Chelmsford	Clacton	Colchester 2	Colchester 3	Halstead	Harlow	Rayleigh	S Walden	S W Ferraers	Witham	Total
Home Library Service	2	2	1	1	1	2	3	1		2	15
Friends and Family	11	46	4	23	5	40	13	2	29	22	195
TOTAL	13	48	5	24	6	42	16	3	29	24	210

Source: 'Active Mobile Library Borrowers, 2017, F2F Business Team Data

Home Library Service volunteers and customers across all library services

Group	Home Library Volunteers	Home Library Customers
Basildon / Castle Point	72	130
Braintree	71	202
Brentwood / Epping Forest	38	125
Chelmsford	27	81
Colchester	46	135
Harlow / Uttlesford	29	68
Maldon / Rochford	57	178
Tendring	46	126
TOTAL	386	1045

Source: Essex Home Library Service Volunteer and Customer Tracker March 2017

The above table provides the total number of known volunteers and customers for the entire library service. Unfortunately the data cannot be broken down to match this against mobile library card membership, and cannot be separated for certain districts/boroughs.

The data clearly shows that the largest number of customers is to be found in Braintree (202) and then Maldon and Rochford (178). In response to the mobile library consultation 45% of respondents from Maldon (data for Rochford not available) indicated they would not be able to access a library service if there mobile stop was withdrawn. We are not able to identify at this time how many of these respondents used the home library service, but this data suggests that those home library service customers may be at risk of being negatively impacted if their nearest mobile stop is withdrawn. This will need to be monitored further to ensure wherever possible these customers can still receive a home library service, or an adequate alternative (for instance a dedicated mobile stop to a care or residential home).

In total 93 people responded to the consultation to say they would be interested in volunteering for the home library service, and 124 to say they would be interested in setting up a community library. The library service will take account of available volunteers when progressing any proposed changes to the mobile service, and explore further where volunteer based library services such as the home library service, and also community libraries can meet identified need throughout the county.

6.4.3 Disabled Users

Customers with a learning, mental or physical disability may be assigned an Access, Memory or Inclusive Communications User card. Currently there are 156 card holders with an Access card, one Inclusive Communications User card and three Memory cards. However, we are aware there may be many users with a disability who do not hold one of these cards.

Among mobile library card holders 131 adults 22 children and three young adults have Access cards, indicating they have a disability. If the mobile library is their only or main way of accessing library services, users with disabilities could be disadvantaged if their stop was withdrawn.

In total 373 respondents to the mobile library consultation survey considered themselves to have a disability. Of these 58% indicated that they would be unable to access a library service if their nearest mobile stop was withdrawn. The benefit that the mobile service provides to people with disabilities was also a key theme that emerged from responses to the consultation. A large number of these responses, particularly from older residents, stated that due to a disability travelling to their nearest library building would be extremely difficult. This highlights a key need for easily accessible library services for people with disabilities

In order to mitigate the impact on those with mobility issues we are ensuring that those mobile stops which have the best transport access for residents will be maintained, as well as increasing the duration of some stops, therefore allowing easier access for disabled users in those areas. As stated above in regards to meeting the need of older people, library services can also be provided to those with disabilities through the Home Library Service or (for those with adequate mobility) a community library. Membership data does not indicate how many library users have an autistic spectrum condition. Mobile libraries may provide a safe, local access to a library for some people with autism in a way that visiting a larger library further away and/ in a busier setting may not.

During the consultation we took steps to engage people with autism, including creating an Easy Read version of the survey and engaging with community groups who support people with autistic. Only one individual responded to the survey who stated they had autism, though they strongly opposed any change in service time/location. These responses support an existing need for mobile services for people with autism, but without wider data on this group it may prove difficult to target and clarify this need. Based on the data available, we are not aware of any specific need/impact we cannot mitigate to people with autism through the proposed changes to the mobile service. However we are happy to receive further information and where appropriate will adjust library services accordingly.

One customer has an Inclusive Communications User card and could experience an adverse impact on their access to the library service if their stop was withdrawn. However, again, the data does not identify whether there are other users with learning disabilities. During the consultation, additional information was sought on the needs of people with learning disabilities for library services, Local Action Groups were contacted and told about the survey and provided with a PDF of an Easy Read version. Only three Easy Read surveys were submitted. 13 people who considered themselves to have a learning disability responded to the consultation via paper (10) or online survey, though they opposed any change in service time/location. This response supports an existing need for mobile services for people with learning disabilities, but without wider data on this group it may prove difficult to target and clarify this need. Based on the data available, we are not aware of any specific need/impact we cannot mitigate to people with learning disabilities through the proposed changes to the mobile service. However we are happy to receive further information and where appropriate will adjust library services accordingly.

75 people who completed the Mobile Library Consultation survey said they had a sensory impairment. 59 of these used the Mobile Library Service and 38 used the service exclusively. Hence there is clear evidence that people with sensory impairment need to continue to receive a similar offer from the Mobile Library Service, even if this is in different locations than previous. We will work with such customers to ensure that this is the case.

The three customers with Memory cards could experience a significant adverse impact on their access to the library service if their stop is withdrawn. People with dementia or memory problems living in care homes the mobile libraries visit may not hold a Memory card but may still be affected if the stop to their home is removed. However, if their stop is one which is increased in duration this would enhance their experience of the service by providing more time to browse/carry out their activities.

22 respondents to the Mobile Library Consultation surveys considered themselves to have mental health needs, 12 of these had used the Mobile Library Service in the last month and eight used the Mobile Library Service exclusively. All but one of the respondents who said they had mental health needs valued borrowing books and most (15) valued the convenience of the service coming to their community. The Mobile Library Service also visits a secure mental health unit, and several responses were received from this site indicating a need for the mobile service. These responses support an existing need for mobile services for people with mental health needs, but without wider data on this group it may prove difficult to target and clarify this need. Based on the data available, we are not aware of any specific need/impact we cannot mitigate to people with mental health needs through the proposed changes to the mobile service. However we are happy to receive further information and where appropriate will adjust library services accordingly.

Breakdown of mobile library route by Access, Inclusive Communication User and Memory cards

Card Type	Chelmsford	Clacton	Colchester2	Colchester3	Halstead	Harlow	Rayleigh	S Walden	S W Ferrers	Witham	Total
Adult access	9	9	15	10	19	16	7	3	16	27	131
Child access	4		1	1		6	1	5	2	2	22
Young adult access			1		1				1		3
Inclusive communication user				1							1
Memory	1							2			3
TOTAL	13	10	17	11	21	22	8	8	21	29	160

Source: 'Active Mobile Library Borrowers, 2017, F2F Business Team Data

Breakdown of gender by Access, Inclusive Communication User and Memory cards

Gender	ADUACCES S	CHACCES S	INCLUSIVE COMMUNICATIO N USER	MEMOR Y	YAACCES S	Total
Female	102	16		3	1	122
Male	27	6			2	35
Not defined	2		1			3
Total	131	22	1	3	3	160

Source: 'Active Mobile Library Borrowers, 2017, F2F Business Team Data

The following table gives a breakdown of Access, Inclusive Communication User and Memory cards by ethnicity and by mobile library. Witham has the highest number of card holders (29) with these card types

Breakdown by ethnicity and mobile library route:

Disability (card type) per Ethnicity	Chelmsford	Clacton	Colchester2	Colchester3	Halstead	Harlow	Rayleigh	S Walden	S W Ferrers	Witham	Total
10 White - English or Welsh or Scottish or Northern Irish or British	10	9	13	10	17	21	7	8	20	26	141
Adult access	8	8	11	9	16	15	6	3	15	24	115
Child access	2		1	1		6	1	5	2	2	20
Memory		1							2		3
Young adult access			1		1				1		3
11 White Irish				1						1	2
Adult access				1						1	2
13 Any other white background	1										1

Child access	1										1
21 Mixed or multiple ethnic group - White and Black Caribbean							1				1
Adult access							1				1
60 Prefer not to say	1				1	1				2	5
Adult access	1				1	1				2	5
(blank)	1	1	4		3				1		10
Adult access		1	4		2				1		8
Child access	1										1
INCLUSIVE COMMUNICATION USER					1						1
Total	13	10	17	11	21	22	8	8	21	29	160

Source: 'Active Mobile Library Borrowers, 2017, F2F Business Team Data

7 Conclusion

This needs assessment attempts to provide a full picture of the level of need for mobile libraries by particular groups or in each location. The conclusions within it are supported by the responses received during the mobile libraries consultation and wider research. Based on the data available, we are not aware of any specific need/impact we cannot mitigate through the proposed changes to the mobile service. If further information becomes apparent at a later date which will change our understanding of a particular need, then this will be recognised and addressed where possible. This will include revisiting the identified areas of need during any future consultation on mobile libraries and continually attempting to provide a more comprehensive picture of need wherever possible.

This document will now be used to inform any future decisions on the future shape of the mobile library service.

8 Data Sources

Mobile Library Needs Assessment - Data Sources

Data Name	Date Represented	Date Produced	Source
Essex geographical area	2013	2013	Encyclopaedia Britannica
Essex rural area	2016	2016	Respecting our Past, Embracing our Future: A Strategy for Rural Essex
Essex Population Estimates	2016	Jul-17	Office for National Statistics (ONS)
Ethnicity by District	2011	2012	Census Data - ONS
Main Language	2011	2012	Census Data - ONS
Key languages spoken by district	2011	2012	Census Data - ONS
Religion (Essex Districts)	2011	2012	Essex Insight
Indices of Deprivation 2015 - Deprived Areas in Essex (by LSOA)	2015	2017	Intelligence and Insight Team
Child Poverty	2015	2017	Essex Insight
Child Poverty in Essex	2014	2015	Intelligence and Insight Team
Predicting Loneliness in Essex	2011	2017	Age Concern
Labour Market Profile Essex	2016	2016	Nomis
2016 District Profiles Education	2016	2017	Intelligence and Insight Team
Sight Loss Data Tool Version 3.4	2014	2015	RNIB
Learning Disability Needs Assessment	2015	2015	Intelligence and Insight Team
Essex Local Authority Portraits - Profile of People Living in each district	2014	2016	Intelligence and Insight Team
Access to car or van - no of households	2011	2012	Nomis
Population predictions	2015 - 2039	2015	Intelligence and Insight Team
Mental Health Projections	2017 - 2035	2017	PANSI
Physical Disability Projections	2017 - 2035	2017	PANSI
Learning Disability Projections	2017 - 2035	2017	PANSI
Universal Offers	2017	2017	Society of Chief Librarians

Corporate Outcomes Framework	2014 - 2018	2017	ECC
Mobile Library Timetables Spreadsheet Final July 2017	2017	2017	Essex Libraries
Free School Meals (FSM) Secondary Schools in Essex	2017	2017	Intelligence and Insight Team
Free School Meals (FSM) Primary Schools in Essex	2017	2017	Intelligence and Insight Team
Primary Schools in Essex	2017	2017	Intelligence and Insight Team
Secondary Schools in Essex	2017	2017	Intelligence and Insight Team
Mobile Library Stops to Secondary Schools	2017	2017	Intelligence and Insight Team
Mobile Library Stops to Primary Schools	2107	2017	Intelligence and Insight Team
HLS - Volunteer and Customer Tracker	2016 - 2017	2017	Essex Libraries
Borrower Categories and Limits	2017	2017	Essex Libraries
Mobile Libraries Breakdown 2016 - 17	2016 - 2017	2017	F2F Business Team
Active Mobile Library Card holders as of 1.04.2017	2017 -2017	2017	F2F Business Team
Deprivation and National wage figures	2015	2017	Index of Multiple Deprivation (IMD)
Superfast Broadband - digital deprivation and coverage	2016	2017	Mosaic, Intelligence and Insight Team
Universal Credit rollout dates	2017	2017	Department of Work and Pensions (DWP)
Infrastructure and Growth data	2016	2016	Essex Highways website - Major Schemes