



Essex County Council

# Cabinet

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| <b>10:00</b> | <b>Tuesday, 23 July<br/>2019</b> | <b>Council Chamber,<br/>County Hall,<br/>Chelmsford, CM1<br/>1QH</b> |
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**For information about the meeting please ask for:**

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| <b>1</b> | <b>Membership, Apologies, Substitutions and<br/>Declarations of Interest</b>  | <b>5 - 5</b>     |
| <b>2</b> | <b>Minutes: 18 June 2019</b>  | <b>6 - 9</b>     |
| <b>3</b> | <b>Questions from the Public</b><br>A period of up to 15 minutes will be allowed for members of the public to ask questions or make representations on any item on the agenda for this meeting.<br>On arrival, and before the start of the meeting, please register with the Democratic Services Officer. |                  |
| <b>4</b> | <b>Future Libraries Programme 2019-2024 (FP/461/06/19)</b><br>The Equality Impact Assessment is available <a href="#">online</a>  | <b>10 - 578</b>  |
| <b>5</b> | <b>Evening and Sunday Supported Local Bus Services (FP/410/04/19)</b><br>The Equality Impact Assessment is available <a href="#">online</a>   | <b>579 - 706</b> |
| <b>6</b> | <b>Annual Report 2018-19 (FP/478/07/19)</b>   | <b>707 - 729</b> |
| <b>7</b> | <b>Extension of Local Bus Contracted Services due to expire in March and June 2020 (FP/409/04/19)</b><br>The Equality Impact Assessment is available <a href="#">online</a>   | <b>730 - 739</b> |

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| <b>8</b>  | <b>Sourcing Strategy for Major Schemes - Eastern Highways Alliance (FP/400/03/19)</b><br>The Equality Impact Assessment is available <a href="#">online</a>                                       | <b>740 - 749</b> |
| <b>9</b>  | <b>2019/20 Financial Overview as at the First Quarter Stage (FP/383/03/19)</b>  | <b>750 - 767</b> |
| <b>10</b> | <b>Decisions taken by or in consultation with Cabinet Members (FP/459/06/19)</b>  | <b>768 - 768</b> |
| <b>11</b> | <b>Highways Maintenance Policy</b>  | <b>769 - 848</b> |
| <b>12</b> | <b>Urgent Business</b><br>To consider any matter which in the opinion of the Chairman should be considered in public by reason of special circumstances (to be specified) as a matter of urgency. |                  |
| <b>13</b> | <b>Date of Next Meeting</b><br>To note that the next meeting of the Cabinet will be held on Tuesday 17 September 2019, in Committee Room 1, County Hall.  |                  |

### **Exempt Items**

(During consideration of these items the meeting is not likely to be open to the press and public)

The following items of business have not been published on the grounds that they involve the likely disclosure of exempt information falling within Part I of Schedule 12A of the Local Government Act 1972. Members are asked to consider whether or not the press and public should be excluded during the consideration of these items. If so it will be necessary for the meeting to pass a formal resolution:

**That the press and public are excluded from the meeting during the consideration of the remaining items of business on the grounds that they involve the likely disclosure of exempt information falling within Schedule 12A to the Local Government Act 1972, the specific paragraph(s) of Schedule 12A engaged being set out in the report or appendix relating to that item of business.**

|           |   |  |
|-----------|---|--|
| <b>14</b> | <b>Evening and Sunday Supported Local Bus Services<br/>CONFIDENTIAL APPENDIX (FP/410/04/19)</b> |  |
|-----------|---|--|



- 15      **Extension of Local Bus Contracted Services due to expire in March and July 2020 - CONFIDENTIAL APPENDIX (FP/409/04/19)**
- 16      **Urgent Exempt Business**  
To consider in private any other matter which in the opinion of the Chairman should be considered by reason of special circumstances (to be specified) as a matter of urgency.

## **Essex County Council and Committees Information**

All Council and Committee Meetings are held in public unless the business is exempt in accordance with the requirements of the Local Government Act 1972. If there is exempted business, it will be clearly marked as an Exempt Item on the agenda and members of the public and any representatives of the media will be asked to leave the meeting room for that item.

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audio available can be accessed via the 'On air now!' box in the centre of the page, or the links immediately below it.

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**Committee:** Cabinet

**Enquiries to:** Emma Tombs, Democratic Services Manager  
[Emma.tombs@essex.gov.uk](mailto:Emma.tombs@essex.gov.uk)

**Membership, Apologies, Substitutions and Declarations of Interest**

**Recommendations:**

To note:

1. Membership as shown below
2. Apologies and substitutions
3. Declarations of interest to be made by Members in accordance with the Members' Code of Conduct

**Membership**

(Quorum: 3)

Councillor D Finch  
Councillor K Bentley

Councillor T Ball  
Councillor S Barker  
Councillor R Gooding  
Councillor D Madden

Councillor L McKinlay  
Councillor G Mohindra  
Councillor J Spence  
Councillor S Walsh

Leader of the Council (Chairman)  
Deputy Leader and Infrastructure (Vice-Chairman)  
Economic Development  
Customer, Communities, Culture and Corporate  
Education and Skills  
Performance, Business Planning and Partnerships  
Children and Families  
Finance, Property and Housing  
Health and Adult Social Care  
Environment and Waste

## **Minutes of a meeting of the Cabinet held in Committee Room 1, County Hall, Chelmsford, CM1 1QH on Tuesday 18 June 2019**

### **Present:**

| <b>Councillor</b> | <b>Cabinet Member Responsibility</b>                               |
|-------------------|--|
| K Bentley         | Deputy Leader and Cabinet Member for Infrastructure (in the Chair) |
| T Ball            | Economic Development   |
| S Barker          | Customer, Communities, Culture and Corporate                       |
| R Gooding         | Education and Skills   |
| D Madden          | Performance, Business Planning and Partnerships                    |
| L McKinlay        | Children and Families  |
| G Mohindra        | Finance, Property and Housing                                      |
| J Spence          | Health and Adult Social Care                                       |

Councillors J Chandler, A Hedley, I Henderson, M Steptoe and A Turrell were also present.

### **1. Membership, Apologies, Substitutions and Declarations of Interest.**

The report of Membership, Apologies and Declarations was received and the following were noted:

1. There had been no changes in membership since the last meeting.
2. Apologies for absence had been received from Councillors D Finch (Leader of the Council), S Walsh (Cabinet Member for Environment and Waste), M Mackrory (Leader of the Liberal Democrat Group) and C Pond (Leader of the Non-aligned Group).
3. There were no Declarations of Interest.

### **2. Minutes: 28 May 2019**

(Additional information was included within a confidential appendix to the minutes – minute 9 below refers)

The minutes of the meeting held on 28 May 2019 were agreed as a correct record and signed by the Chairman.

### **3. Questions from the public**

None.

### **4. Procurement of two new Extra Care Schemes for Older People; Rocheway and Coppins Court (FP/368/02/19)**

The Cabinet was asked to approve the procurement of two new Extra Care housing schemes for development on land to be disposed of by the Council for this purpose, together with the associated procurement approach.

The following information was provided in response to questions by Councillor Turrell:

- Accommodation would be available for both dual and single occupancy, and the nomination rights would ensure both that accommodation was provided to those people most in need of it and allow control over what was charged. A written response would be provided in respect of a further question regarding the consideration that had been given to leasing to the providers to generate income.

**Resolved:**

1. That a single stage competitive tender be undertaken to procure Registered Providers for the development, management and provision of onsite Care and Support Schemes, including the Peace of Mind Service, for the following two new schemes at:
  - Rocheway, Rochford; and
  - Coppins Court, Clacton.
2. That the successful tenderer be awarded a contract or contracts under which:
  - They will receive a transfer of the land for such payment as specified in the tender (which may be nil) on completion of the development works in accordance with the planning permissions obtained by Essex County Council (ECC), subject to ECC entering a restriction on the title requiring nomination rights to be passed on with any sale and that the land is used for Extra Care housing.
  - They give nomination rights to ECC for 30 units for rent at Rocheway and 60 units at Coppins Court.
  - They receive an initial five-year contract term for the provision of the onsite Care and Support Services in each Scheme, which includes the provision of the Peace of Mind Service, with the option for ECC to extend in five-year periods up to a maximum contract length of 25 years.
  - They must, if ECC requires, allow an alternative care provider to use the office, communal facilities and alarm system if ECC decides to award this contract elsewhere.
  - The cost of the 'peace of mind' service will be paid by residents as part of the service charge.

3. That authority to award the contracts be delegated to the Cabinet Member for Health and Adult Social Care if he is satisfied that the contracts represent best value and are within budget, when costed at expected volumes.
4. That the requirement for tenderers to state what contribution they are prepared to make towards the value of the land and the design and planning work and site clearance activity already undertaken by Essex Housing be noted.

**5. Physical Activity Local Delivery Pilot Funding Agreement (FP/441/05/19)**

The Cabinet's agreement was sought to accept a grant of £9.84m awarded (subject to contract) by Sport England to fund a programme of activity to reduce the number of people in Essex who are physically inactive. Agreement was also sought for the Council to enter into the necessary agreements.

The following information was provided in response to questions by Councillors Turrell and Henderson:

- Administration costs were not yet known, but every effort would be made to minimise them. The work delivered would align with the priorities of both Essex County Council and the Health and Wellbeing Board; future scrutiny with regard to impact would likely be at the request of the Health and Wellbeing Board. A written response would be provided in respect of a further question regarding the piloting of an Essex wide pass card.
- The Director for Wellbeing, Public Health and Communities was content with the funding arrangements for wider health initiatives generally and the innovative approach to be undertaken by the pilot scheme. The majority of the grant would be allocated to district and borough Councils, and as such would not be available for subsidy; as the funding was provided by Sport England there was significant oversight of its appropriate use.

**Resolved:**

1. That a contract be entered into with Sport England for the acceptance of up to £9.84m for the delivery of a pilot to reduce inactivity in Essex.
2. That the investment guidelines set out in Appendix 2 to report FP/441/05/19 be adopted.
3. That the requirement for further decisions on the use of the money, as set out in paragraph 3.6 to report FP/441/05/19, be noted.

**6. Decisions taken by or in consultation with Cabinet Members (FP/436/05/19)**

The report of decisions taken by or in consultation with Cabinet Members since the last meeting of the Cabinet was noted.

**7. Date of Next Meeting**

It was noted that the next meeting of the Cabinet would take place on Tuesday 23 July 2019 at 10.00am in Committee Room 1 at County Hall, Chelmsford.

**8. Exclusion of the Press and Public**

**Resolved:**

That the press and public be excluded from the meeting during consideration of the remaining item of business on the grounds that it involves the likely disclosure of exempt information as specified in paragraph 3 of Schedule 12A of the Local Government Act 1972 – information relating to the financial or business affairs of any particular person).

**9. Confidential Appendix: Minutes – 28 May 2019**

(Press and public excluded)

The Cabinet noted the Confidential Appendix to the minutes of the meeting held on 28 May 2019, which had been approved as a correct record earlier in the meeting (minute 2 above refers).

There being no further business, the meeting closed at 10:19am.

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**Chairman**  
**18 June 2019**

|   |                      |
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| <b>Report title: Future Library Services Strategy 2019-2024</b>                                   |                      |
| <b>Report to:</b> Cabinet   |                      |
| <b>Report author:</b> Suzanna Shaw, Director, Customer Services                                   |                      |
| <b>Date:</b> 23 July 2019   | <b>For:</b> Decision |
| <b>Enquiries to:</b> Suzanna Shaw, Director, Customer Services email<br>suzanna.shaw@essex.gov.uk |                      |
| <b>County Divisions affected:</b> All Essex   |                      |

## **1. Purpose of Report**

- 1.1 This report asks the Cabinet to agree the Essex Future Library Services Strategy 2019-2024 as amended following public consultation. The revised strategy does not envisage the closure of any library during the life of the strategy. The revised strategy focuses on developing libraries with local communities so that the library service can thrive and that the decline in usage is addressed.

## **2. Recommendations**

- 2.1 To note the strong public engagement with the consultation on the draft Essex Future Library Services Strategy 2019-2024, and the results of that consultation as set out in section 4, detailed in appendices 1 and 2.
- 2.2 To agree to adopt the Essex Future Library Services Strategy 2019-2024 at appendix 3.
- 2.3 To support the people of Essex to reinvigorate and reverse the downward trend in library use and in particular to work closely with, and support community groups or organisations to implement viable and sustainable community-run libraries according to the support offer set out in section 5.13.
- 2.4 To note that the revised strategy does not envisage the closure of any library during the life of the strategy
- 2.5 To authorise the draw down of £3m from the Transformation Reserve as set out in paragraph 6.1.3 to set up and support Community-run Libraries and invest in modernising libraries and technology. Further draw downs to be considered in the normal budget process in later years

## **3. Summary**

- 3.1 In early 2018 we surveyed 25,000 Essex residents on what they thought about our library service. We also visited libraries and spoke to people there and held community events to gather ideas. Following this we drew up a draft



library strategy and needs assessment to consider the future of the Essex library service. This proposed investment in main libraries and encouraging the community to take over responsibility for smaller libraries, if there was interest.

- 3.2 In November 2018, Cabinet approved a 12-week public consultation on that draft strategy. There was an impressive response to the consultation. We received nearly 22,000 survey responses and 80 expressions of interest to run community libraries. Nearly 3,000 people told us that they would be interested in volunteering to work in or support libraries.
- 3.3 The Council welcomes these responses. We have analysed and responded to the feedback received – which is set out in appendices 1 and 2. The draft strategy has been updated in the light of the feedback and the Cabinet is now asked to agree the strategy attached to this report at appendix 3.
- 3.4 People have told us that they value libraries not just for the books but also as spaces for people to meet, learn and exchange ideas.
- 3.5 The updated strategy doesn't take a 'one-size-fits-all' approach, recognising that different communities may want different things. It aims to transform the service to make it more relevant to the way we live now and fit for the future.
- 3.6 There was significant interest from the community in taking over responsibility for delivery of library services in many places – we received 80 expressions of interest from communities and several libraries received more than one expression of interest. The interest from the community in volunteering and in taking over the delivery of library services is extremely encouraging. Coupled with the large response to the consultation it suggests that the community may now be more engaged with their library service than was previously the case. We would like to use this enthusiasm to see if we can together reverse the decline in library usage.
- 3.7 We need to ensure we spend money wisely and we believe the expressions of interest shown will help ensure this by reversing the decline in the usage of the library resources. If this does not prove to be the case and the decline continues then there will be a time when it will be difficult to justify continuing with the same level of service, and at that point, and if that happens we will need to reconsider the approach.
- 3.8 The draft strategy proposes support and time for communities who wish to take over the running of the library service in their location. This will allow communities to develop the facilities in the way most appropriate to them, and for the services to be provided in locations alongside other local facilities, such as village halls, local shops, parish council offices. The updated strategy proposes:
  - Developing a plan to invest in and improve libraries prioritising, at least initially, larger libraries. This will be the subject of a further Cabinet report.
  - Investing in support to help communities develop proposals to run their local library facilities in a way that suits the local community, where the

Council is satisfied that the community will provide an inclusive and high quality library services in a location.

- Opportunities to further embrace digital technology to reflect the way many people live their lives and be more responsive to customer needs and expectations;
  - Providing more library outreach and encouraging community libraries to do the same, taking the library service into a wider number of people;
- 3.9 The vision is for a library service which is inclusive and enables all users to engage with a wide range of reading materials, participate in learning activities and connect with their community.
- 3.10 The proposed support for the creation of community libraries includes the offer of grant funding over three years, an initial donation and a regular quarterly refresh of books, as well as continuing support from ECC libraries employees.
- 3.11 The need to develop a new strategy for library services was driven by a significant and continuing decline in library usage over the last 10 years (see section 4.5 below). What this means for the long-term viability of the current library network remains a concern. However, having listened to what people have told us and seen how many are passionate about libraries, we believe the best way forward is for the Council and communities to work together. The public response has shown that communities have the energy and expertise to revitalise local libraries as community-run facilities with Council support.

#### **4. Background**

- 4.1 The Council's aim in having a strategy for future delivery of library services is and always has been to create a modern service that is more relevant to the way we live now, responds to the needs of local communities, is open to new and creative ideas, that works with employees, volunteers and communities and is fit for the future.
- 4.2 In Spring 2018 the Council ran a programme of public engagement and research, including sending a survey to 25,000 households to find out people's views about libraries and inform the development of the strategy. Key findings were that:
- Books and reading are the top priority, for library users and non-users alike
  - People use libraries more at different stages of life: as children, as new parents, if they lose a job or when they retire; women use libraries more than men
  - Libraries are valued as safe social spaces where people can meet, get help, read, learn or just pass the time
  - People want to get involved

- People have different ideas about what libraries should be: some want more activities and services under one roof; others want quiet spaces, where books and reading are the absolute priority.
- 4.3 People's top six priorities for libraries (the levels of support are shown in brackets) were:
1. Quality and range of books and other stock (89%)
  2. Well informed staff or volunteers to assist (70%)
  3. A local library (66%)
  4. Convenient opening times (62%)
  5. A range of children's events and activities (35%)
  6. Access to computers (34%)
- 4.4 Using this information, Cabinet authorised a consultation on a draft strategy and needs assessment in November 2018. This originally placed libraries into four tiers, based on an assessment of need.
- 4.5 The main driver for a new strategy was the significant decline in library usage over recent years, which reflects a national trend. It is clear that libraries aren't being used in the way they used to be. Updated figures show that the trend is continuing. In Essex, over the 10 years to 2018/19:
- Book borrowing more than halved, down from 8.4m loans a year to 3.9m loans
  - Demand to use public network computers in libraries fell 38%, from 805,000 sessions to 495,000 sessions
  - The number of active library members (members who have used their library card for any purpose in the last year) fell 33% from 331,482 in March 2009 to 221,640 in March 2019 (this figure excludes mobile library and online only services). This includes a fall of almost 5% in 2018/19 alone. Active members now equate to 15% of the total Essex population.
  - Visits fell by 43% from 7.9m visits a year to 4.5m a year 2018/19.
  - One library in the county has bucked the downward trend in usage: Springfield. This volunteer-run library opened in 2013 and has seen its membership grow by 216% from 382 to 825; the number of loans has held steady at nearly 47,000 a year. However, the number of visits fell by 33% from 35,307 to 23,802.
- 4.6 It should be noted that the rolling annual figure of loan issues increased by 1% during the consultation - between October 2018 and March 2019, but the March 2019 figure was still 3% lower than that for March 2018.
- 4.7 The rise in use of the internet and availability of mobile devices has transformed the way we access information, reading materials and entertainment. Whilst demand for books and reading materials in society remains strong, far fewer people are now using libraries to borrow or read them.

- 4.8 We remain concerned by the decline in library usage. We want to work with the community, particularly with those people who have expressed such strong support for libraries. We want a library service which is thriving and supported, where usage is maintained or increasing. We continue to consider that community run libraries is the best way to produce the engagement and community interest to do this. If this does not prove to be the case and the decline continues, then there will be a time when it will be difficult to justify continuing with the same level of service, and at that point, we will need to reconsider the approach.

#### **Consultation on draft strategy and needs assessment**

- 4.9 The public were able to respond to the 12-week consultation via a survey available online, by phone or on paper. Large print and Easy Read versions were available. It was open to individual adults and children (with parental permission), families with children under 11 and organisations. A report analysing the consultation responses is set out at appendix 1.
- 4.10 The Council was keen to hear from as many people as possible and the consultation received wide publicity. All active library members as at 29 October 2018, were notified by letter or email, as were Essex MPs, District, City, Borough, Town and Parish Councils, 700 groups who use libraries, community organisations, and interested stakeholders, such as the Department of Digital, Culture, Media and Sport (DCMS), Chartered Institute of Library and Information Professionals (CILIP) and Arts Council England. Briefing sessions were held for county and district councillors.
- 4.11 Drop-in sessions to further inform people were held at all libraries. An estimated 2,500 people attended these sessions.
- 4.12 Some 600 items of print and online coverage plus at least 12 pieces of regional radio and TV coverage were generated. More than 100 social media posts across the Council's corporate and library service social media channels reached 273,000 people and targeted posts reached 74,000 working age adults on Facebook. Coverage in 17 Council e-bulletins reached 127,000 subscribers.
- 4.13 The survey received 21,961 responses. Eighty nine percent of these (19,485) were completed online, 11% (2,442) on paper and less than 1% by phone (34). Of the paper questionnaires, 189 were completed on the Easy Read form. The response rate equates to 2% of the Essex population and 9% of active library members.
- 4.14 The survey responses were analysed by a specialist company and their report is at appendix 1. Many survey responses raised individual issues which have been grouped together in appendix 2. The Council has listened and the updated strategy responds to views expressed.
- 4.15 Ninety seven percent of the individual and family respondents said they had visited a library in the last year. One in ten indicated that they use library buildings without using a library card. The response rate was higher among

people over 60 and users of libraries identified as tier 3 and 4 (where the most significant changes were proposed). Percentages below relate to the number of respondents to the relevant question, not the total number of respondents. For full detail see appendix 1.

4.16 Among individuals and families who responded:

- 90% have internet access at home, work or on a mobile device
- 70% said they use at least one library identified as tier 3 or 4 frequently (compared to overall usage statistics which show libraries identified as tier 3 and 4 were used by 29% of library users in 2018/19)
- 62% of users of libraries identified as tier 4 said they would be able to use an alternative library service if tier 4 libraries were not retained. The most popular alternative was to use another library
- 52% use more than one library frequently
- 47% were aged over 60 (people in this age group make up 22% of active library members)
- 1,280 (6% of 21,633 individual and family respondents) said they used a library identified as tier 4, did not classify that they use a library in another tier and said they would be unable to access any alternatives.
- 5% said they only access the internet in a library or public café.

4.17 Among organisations:

- 89% of organisations had visited an Essex library, 61% had used a library card.
- 80% said withdrawal of their nearest library/ies would have an impact on their organisation, and 97% said it would have an impact on their members/people they serve
- Colchester and West Mersea were the libraries most frequently used by the organisations that responded
- 38% had used a library which was proposed for classification within tier 4 in the draft needs assessment with Stansted, Galleywood, Kelvedon, Thaxted and Tye Green being the most used

4.18 Survey respondents were asked the extent to which they agreed or disagreed with the ambitions and other elements of the strategy.

- A majority of individuals and families agreed overall with the ambitions, evaluation criteria used in the draft needs assessment, and proposals to support community-run libraries in the locations where this was proposed in the draft needs assessment.
- A majority of individuals and families disagreed that the proposals provided a reasonable range of ways to access library services according to needs.
- An equal percentage of individuals and families agreed as disagreed with proposals for outreach.

- Agreement was generally higher among non-library users, 17-30 year olds, over 60s, males, non-disabled respondents and those who do not use a library identified as tier 3 or 4.
  - Disagreement was generally higher among groups and organisations, Easy Read form users, users of libraries which were identified as tier 3 and 4 libraries in the draft needs assessment, disabled people and those who do not have access to the internet at home, work or on mobile devices. More detailed equality breakdowns are contained in appendices 2 and 4.
- 4.19 Unlike individuals and families, more organisations disagreed than agreed with the ambitions, evaluation criteria, community libraries and outreach proposals, and 61% of organisations didn't agree that the proposals provided a reasonable range of ways to access the service, although it should be noted that only 6% of consultation respondents individual and family respondents who said they used a library identified as tier 4, did not identify that they use a library in another tier and said they would be unable to access any alternatives.
- 4.20 A clear message from comments made is that many people value the library service, not just for books or access to computers, but for the opportunity for people to meet and learn, exchange ideas, meet new people and talk.
- 4.21 The top three preferences for opening hours were fully staffed opening, volunteer-supported opening and self-service access using smart library technology. This supports the recommended direction in the strategy.
- 4.22 Encouragingly, the consultation revealed that 2,842 individuals and families and 84 organisations are interested in finding out more about volunteering to support library services. Customer services and home library service roles were the most popular. 105 of the potential volunteers were aged under 16 (20% of all under 16s who did the survey). This shows the volunteering culture in Essex remains strong and that young people want to help libraries thrive.
- 4.23 There were many comments and suggestions made as part of the consultation and the Council's response to these is detailed in appendix 2.
- 4.24 The Council wishes to provide an inclusive library service and there were some differences between responses from people from different equality groups:
- Respondents with a disability or impairment were more likely to say that they would be unable to travel to an alternative library.
  - Black, Asian, or Minority Ethnic (BAME) respondents were significantly underrepresented in comparison to the proportion of active library members who identify as BAME.
  - Consultation respondents aged 60 or over were significantly overrepresented in the consultation response compared to active members generally.

- Consultation respondents aged 16 or under were significantly underrepresented in comparison to active members, although 22% of responses were from families with children under 11, on behalf of their family.

**Other feedback**

- 4.25 The volume and content of emails and letters to the Council demonstrates the interest in libraries within communities. The Council received 1,094 emails and letters; 844 of these included comments or suggestions which were analysed alongside the survey responses. Some comments fell outside those themes and were grouped under a new theme or listed separately.
- 4.26 Comments and correspondence arising from the consultation, and the Council's responses, are included in appendix 2.
- 4.27 We also received 57 petitions containing approximately 60,000 signatures from people in Essex and from other places too.
- 4.28 The petitions generally had a similar message, either to keep a particular library open, to keep some or all libraries open or, in the case of Waltham Abbey proposed as tier 2, not to cut opening hours. Petitions are listed in appendix 2.
- 4.29 After the consultation closed, an extraordinary Full Council meeting was held on 12 March 2019. Thirteen members of the public asked questions at the meeting. Council resolved to call on the Cabinet member to continue to explore the opportunity to use all libraries as community hubs and to maximise the use of the buildings and sites to generate income for the Library Service. Although this motion does not have legal effect, it has helped to shape the proposed strategy and will be borne in mind through implementation, by working with partners and supporting communities to develop community hubs where appropriate.
- 4.30 Fourteen of the county's 16 MPs submitted various comments and letters during the consultation period. Details of these letters and the Council's response to the points made are in appendix 2.
- 4.31 Most District, Borough and City Councils submitted an identifiable response to the consultation Responses were also received from 51 Town and Parish Councils. Other authorities' comments are listed in appendix 2.
- 4.32 Points made by other authorities echoed the comments made by other respondents that libraries are important community hubs where people can access a range of services and activities beyond core library services. They expressed concerns that closing libraries could impact particularly on older users and those who rely on public transport or find it difficult to travel. Some argued that significant new housing is planned in their area and therefore population forecasts should be considered. Those in more deprived areas said that closure would have a greater effect on their residents or that a wider catchment area should be used to measure deprivation. Some in more rural areas said that the deprivation measure did not take account of pockets of deprivation.

- 4.33 Many of the Parish or Town Councils are involved in expressions of interest in setting up community-run libraries in their towns or villages. See 4.36 for more information about the levels of interest in this.
- 4.34 Comments or suggestions that did not fit the analysis themes or were specific to their local library are listed in appendix 2.
- 4.35 In addition to the consultation responses, 24 community organisations submitted written responses. Their responses generally echoed the themes of the survey and other representations above. Where they did not, or where the organisation made a comment or suggestion specific to their local library, these are listed in appendix 2.

### **Expressions of Interest in setting up community-run library services**

- 4.36 The Council invited community organisations to express interest in setting up community-run library services in proposed tier 3 or tier 4 locations. As at 25 June, 80 valid expressions of interest (EOIs) had been received for 39 current ECC libraries with libraries receiving up to four expressions of interest.
- 4.37 This level of interest, coupled with the experience at Springfield, is encouraging and the Council is keen to ensure that this energy and enthusiasm is given the best possible chance to succeed by working with the interested groups to help them develop their ideas and proposals to have a community-run library in their area. We believe that communities are best placed to develop, nurture and grow the library service
- 4.38 Engagement with communities that may be interested has continued with meetings, correspondence, showcase events and briefings for interested groups, arranged in partnership with Essex Association of Local Councils (EALC), the Rural Community Council for Essex (RCCE) and existing community libraries.
- 4.39 The Council remains open to new expressions of interest and will work with the interested groups to help implement these new community-run libraries. The level of community interest suggests that Essex could be the home of one of the largest networks of community-run libraries in the country.
- 4.40 As a result of this strong interest in providing community-run libraries, the strategy proposes to offer a package of support to organisations which wish to take over the running of library services in any current library location.

### **Scrutiny**

- 4.41 Place Services and Economic Growth Policy Scrutiny Committee (PSEG) has been engaged on a number of occasions. The meeting of 30 May 2019 made a number of recommendations which are shown in appendix 6. In brief these are:
- That the reservation and distribution service continues in all libraries
  - That Council functions collaborate to maximise use of library spaces



- That there be universal principles set out for community library services and a service level agreement with each
  - Greater clarity on the forward vision and future-proofing of the strategy
  - Evidence of engagement with the Education Service to clarify relationships between the libraries service and schools,
  - Revisit previous conversations with districts which have experienced a change in political control following local elections in May 2019.
- 4.42 The recommendations from PSEG Scrutiny Committee have either already been addressed or will be during the strategy period.
- 4.43 The offer to encourage the development of proposals for the community to take over library provision in locations served by an existing library which Cabinet is asked to agree is set out in section 5.13 below. There will be an agreement in place with each provider. All community-run libraries will be offered a community library card which would allow them to reserve titles and receive a regular distribution of new stock. It will be up to each community run library to determine if they will offer reservations to their members. The reservations service, including a review of the current fees and charging will be reviewed during the Strategy period.
- 4.44 The library service has a working relationship with schools and the education service and intends to build on this through outreach and new initiatives during the strategy period. More information about current and ongoing work to support children's literacy, learning and development is contained in appendix 2.
- 4.45 The service will continue to work with other Council functions to support initiatives to address social isolation and loneliness and is liaising closely with officers leading on this area of work. The Cabinet member with responsibility for libraries has already met the new Leader of Rochford District Council and is seeking to meet other councils over the coming weeks and months.

## **5. Recommended strategy**

- 5.1 In response to the consultation feedback (appendices 1 and 2), the Council has produced an updated proposed strategy (appendix 3) and conducted a detailed equality impact assessment (appendix 5).
- 5.2 The Council has listened to the feedback. It is very clear the community has responded to the consultation to say that libraries are valued by those who use them, as safe social spaces and hubs for a range of activities. The community has expressed strong support and interest for libraries and community organisations have expressed an interest in taking over running many libraries in many locations. Whilst some people responded to the consultation to say that they wished to see libraries run by paid staff and trained staff, the experience of Springfield, which is run by volunteers and where usage is being maintained demonstrates that these models can be very effective, and this has also been seen elsewhere in the country. We would support community-run libraries to ensure there is appropriate training

provided to those running libraries so they are able to train their volunteers to ensure a good service.

5.3 In addition to the provision of a network of Council-run libraries the strategy makes it clear that the Council wants to work with communities to support the creation of as many community-run library services as possible. The Council will support the development of these community run libraries through a funding and support package. This is set out in more detail at para 5.13.

5.4 The proposed strategy will also see:

- Work across the Council and with partners to make the best use of public buildings and assets and provide access to library services outside stand-alone library buildings
- Enhance the current eLibrary and further embrace digital technology to improve the service to customers. This includes exploring options to introduce smart library technology in Council-run libraries, to increase access to them outside staffed opening hours
- Develop a robust outreach programme to take library services and activities into community venues, according to need.

5.5 The revised strategy is driven by the need to respond to changing use and customer demands, as well as public feedback demonstrating support for local library services. However, it does have financial implications as set out in section 6.1.3

5.6 The proposals in this report, the Strategy and supporting documents will enable the Council to meet its statutory duty and modernise the service to meet needs and expectations in the future.

### **Investment Programme**

5.7 The Council proposes a package of investment to modernise the service. This comprises an investment programme for County run libraries to radically transform the experience of using these library services by refurbishing them to deliver a consistent high-quality look and feel across the network and by continuing to develop staff skills to improve the service provided to library service users.

5.8 Planning of this work will start in 2019-20 and it is expected that delivery will start later in 2019-2020. Proposals will be the subject of another Cabinet report.

5.9 Current library services may be moved to different buildings to take advantage of opportunities to share space with others or provide the service more efficiently in new locations and alongside other public services.

5.10 In addition, the proposed strategy responds to the enthusiasm and energy in some communities to run their own libraries in their own way, provided that this is an inclusive service and continues to maintain access to free loans of reading material.

- 5.11 Council will aim to support the community to take on the provision of a community library service, and this will be particularly appropriate in smaller locations.
- 5.12 The Council will provide training to those running community libraries so that they can train and cascade information to their volunteers, provide information and advice to help groups set up and manage a library service run by community groups and volunteers. This will include advice on ensuring DBS (safeguarding) checks - which are free - are completed on community-run library volunteers if necessary.
- 5.13 The support offered to organisations wishing to take responsibility for community-run library services includes:
- A grant of £18,000, paid over three years to help meet costs for furniture/furnishings, property, additional stock and computers internet access and software. This would be paid as follows:
    - Year 1: £8,000
    - Year 2: £7,000
    - Year 3: £3,000
  - A one-off donation of books to be determined on a case by case basis and proportionate to usage
  - A quarterly bulk loan of books from Council stock, proportionate to usage to be delivered to and collected from the Community-run library by Essex library staff.
  - A system to allow the Community-run library to reserve and collect Essex Libraries stock from Council-run libraries on behalf of its users
  - Ongoing support and visits by Essex Library staff to run outreach activities for children and adults, based on local need
  - Ongoing advice, guidance and training from Essex Library Service, such as how to manage services and collaboration between community-run library services and how to ensure volunteers are trained.
- 5.14 Community libraries will be required to open for a minimum number of opening hours which will be agreed on a case by case basis. Detailed information about the support available to groups to develop their proposals and get started will be published on the [Community Library Services](#) web pages.

### **Property Issues**

- 5.15 The Council's preference is for community-run library services to be run from other community premises, but it is open to other innovative suggestions and viable options will be explored including co-locating, re-development, using the existing property in different ways and new locations.

- 5.16 The Council will welcome proposals from community groups that wish to purchase the existing library building. Some groups interested in setting up community-run library services have expressed interest in taking on the existing building, and this may also apply to future expressions of interest.
- 5.17 Options and solutions will be explored on a case by case basis
- 5.18 Where libraries have been taken over by the community and are run from other buildings, we may be left with vacant premises which are no longer required by the Council and these will be considered under usual Essex County Council policies and procedures for dealing with surplus assets.

## **6. Options (including financial implications)**

### **6.1. Option One: (Recommended) Adopt the new draft strategy as amended in light of consultation**

- 6.1.1 Impact: The service would be modernised in a way that responds to changing public behaviour and expectations. This takes into consideration the feedback received during public consultation and the equality impacts identified, as well as the considerable community interest in supporting local library services. It also minimises the equality impacts by committing to support a library service in all current locations, either Council-run or community-run; continuing to run all current libraries while supporting communities to develop their proposals; and offering a stronger programme of outreach to bring library activities to local communities. This will:

- Support reducing social isolation and loneliness by empowering communities and keeping a library service in as many communities as possible, either run by the Council or by communities
- Respond to the interest within communities in setting up community-run library services, by offering enhanced support to help them get off to the best start possible.

This option is considered to have the best chance of growing library usage – by enabling the Council to invest in modernising the service it provides and broadening its appeal to new audiences, whilst also empowering communities to shape and deliver community-run library services in some locations, and allow the local community to develop the services alongside other facilities in a way that sits that community. The service will be more able to flex to meet changing usage, which will be monitored closely over time.

- 6.1.2 Risks: There is a risk that some users of libraries may not wish to use a community-run library. However we will support the organisations and provide refreshed stock with a view to ensuring that the libraries remain attractive. We believe that this risk is small, given the experience at Springfield.

There is a risk that a community-run library organisation will cease to operate or not prove possible to develop in some locations. However, such libraries

have proved very successful elsewhere. The support offered aims to help the libraries become sustainable quickly and the fact that almost 3,000 residents indicated a preparedness to volunteer suggests that this risk is low.

- 6.1.3 Financial Implications: The financial implications of adopting the new strategy is set out in the table below, this equates to £3m over the life of the strategy.

|  | 2019/20      | 2020/21    | 2021/22    | 2022/23    | 2023/24   |
|--|--------------|------------|------------|------------|-----------|
|  | £000         | £000       | £000       | £000       | £000      |
| Set up and support for Community-run Libraries     | 0            | 399        | 351        | 159        | 15        |
| Investment in modernising libraries and technology | 1,320        | 380        | 380        | 0          | 0         |
| <b>Total cost</b>                                  | <b>1,320</b> | <b>779</b> | <b>731</b> | <b>159</b> | <b>15</b> |

## 6.2 Option two: Adopt the original draft strategy and needs assessment (as used in the consultation)

- 6.2.1 Impact: This would not take account of the responses to the consultation and would not provide the time or the support which we consider is required to maximise the opportunities to realise the community interest in those libraries identified tier 3 and 4 locations. The initial draft needs assessment also did not reflect some important local issues to which our attention was drawn during the consultation. It would also be a departure from the Council's commitment to listen to what people tell us during consultations.

- 6.2.2 The table below sets out the anticipated investment and savings that would be realised should the draft strategy as originally proposed be adopted.

|   | 2019/20    | 2020/21    | 2021/22        | 2022/23        | 2023/24        |
|---|------------|------------|----------------|----------------|----------------|
|   | £000       | £000       | £000           | £000           | £000           |
| Support for Community-run Libraries             | 320        | 15         | 15             | 15             | 15             |
| Costs associated with changes in delivery model | 412        | 1,283      | 127            | 0              | 0              |
| Procurement of Libraries Management System      | 0          | 180        | 0              | 0              | 0              |
| Saving from withdrawal of County-run provision  | 0          | (965)      | (1,696)        | (1,786)        | (1,907)        |
| <b>Net cost/(saving)</b>                        | <b>732</b> | <b>512</b> | <b>(1,554)</b> | <b>(1,771)</b> | <b>(1,892)</b> |

- 6.2.3 This option is not recommended.

## 6.3 Option three: Reject the strategy and continue to run the current library service with no changes (do nothing)

- 6.3.1 Impact: Evidence over the last 10 years, as outlined in section 4 demonstrates the significant and continuing decline in library usage. This trajectory shows that if nothing is done the decline in usage of libraries would continue as the service would not be modernised and made relevant to new users or be flexible to adapt to changing trends over time. Communities would have less opportunity to be involved in shaping local services to suit their needs, as resources would not be available to develop the outreach and community support envisaged in option one. Efficiencies and greater convenience associated with sharing space, embracing digital technology and other planned improvements would not be achieved.

- 6.3.2 Continuing to run the current library service as is would mean the service would operate within its existing financial envelope of £12.4m.

6.3.3 This option is not recommended

## **7.1 Delivery Approach**

7.1.1 If the strategy is approved, the aim is to deliver the proposals in two parts (which will overlap) as described below.

7.2.1 part 1 – Help to support the establishment of community run-libraries. Invest in technology and implement an updated library management system.

7.3.1 part 2 – Invest in the refurbishment of Council-run libraries, introduce ‘smart’ technology, enhance customer service and enhance eLibrary service.

## **7.2 Communicating the changes and marketing the service**

7.2.1 The approach to communicating the recommended strategy will focus on and be characterised by three themes:

- Early engagement where possible
- Creating advocacy
- Localised approaches supporting a County-wide message

7.2.2 Advice and guidance will be provided to groups wishing to develop a community-run library and regular updates on progress towards setting up this network will be published.

7.2.3 Significant marketing has been done and is ongoing to promote the range of library services on offer, to appeal to existing and new audiences. This includes marketing materials in libraries, e-bulletins, social media, website, support for events such as Essex Book Festival and the Summer Reading Challenge. A new marketing plan will be developed to build on this and promote new initiatives such as outreach.

## **7.3 Technology plan**

7.3.1 Over the life of the strategy we will invest in technology to support and enable a modern and flexible service, to use data and customer insight effectively to respond to changing customer demands and deliver excellent service. Proposed Technology improvements in Council-run Libraries are to include:

- Replacement of outdated self-service machines (already planned)
- Replacement of the library management system, through which memberships and stock are managed, with an up to date and flexible system that can provide greater insight
- Embracing new technology and ‘smart’ libraries functionality that enables users to choose when and how they access books and learning materials. We will need to pilot this to ensure that libraries are appropriately

protected and that people are safe when accessing the building when unstaffed.

## **7.4 People plan**

- 7.4.1 The current workforce is comprised of ECC employed staff and volunteers. There are 666 employees (225.2 full time equivalent), including peak relief resources, and 679 volunteers, with more volunteers over the summer to support the Summer Reading Challenge. 90% of the workforce are part-time and 83% are female. The workforce is the heart of the library service and the face of the Council to library users.
- 7.4.2 Work has been undertaken to review current operating model of libraries. That review and the implementation of the Libraries Strategy will help define the future target operating model and the future size and shape of the library workforce. This will result in the redefining of some roles to create new roles that will be required by the future library services strategy.
- 7.4.3 Volunteers play a vital role in supporting and enhancing the library service and will continue to do so in any future model. It is important to engage with volunteers to ensure they also fully understand the vision for the future library service and their role in that. The library service will work to ensure that volunteers are well trained and supported to ensure that customers experience a consistent level of service. The Council ensures DBS (safeguarding) checks are done as needed on its volunteers and will provide advice to community-run library services to ensure DBS (safeguarding) checks, which are free, are done on their volunteers as necessary. Every opportunity will be taken to recognise and celebrate the contribution that volunteers make.

## **8. Issues for consideration**

### **8.1 Legal implications**

- 8.1.1 Section 7 of the Public Libraries and Museums Act 1964 places ECC under a duty to provide a comprehensive and efficient library service for all persons desiring to make use thereof, although borrowing facilities only have to be made available to people whose residence or place of work or study is in Essex.
- 8.1.2 The law says that in fulfilling its duty ECC must have regard to the desirability—
- (a) of securing, by the keeping of adequate stocks, by arrangements with other library authorities, and by any other appropriate means, that facilities are available for the borrowing of, or reference to, books and other printed matter, and pictures, gramophone records, films and other materials, sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children; and
  - (b) of encouraging both adults and children to make full use of the library service, and of providing advice as to its use and of making available

such bibliographical and other information as may be required by persons using it; and

- (c) of securing, full co-operation with other authorities in relation to any matter which concerns both library functions and the functions of another authority.

- 8.1.3 The Courts have made it clear that this does not mean that everyone must live within walking distance of a library or that a library has to be provided in every settlement. There is a frequently quoted paragraph from a judgement which says:

*‘A comprehensive service cannot mean that every resident lives close to a library. This has never been the case. Comprehensive has therefore been taken to mean delivering a service that is accessible to all residents using reasonable means, including digital technologies. An efficient service must make the best use of the assets available in order to meet its core objectives and vision, recognising the constraints on council resources.’*

*‘The availability of resources is highly material to the question of what constitutes a comprehensive and efficient library service. The section 7 duty cannot be exempt or divorced from resource issues and cannot in law escape the reductions which have been rendered inevitable in the light of the financial crisis engulfing the country.*

*“The key is reasonable ability to access the service by all residents of the county. This means that distances and time taken to reach a library must be reasonable and any particular problems, whether physical disabilities, or created by age or family considerations, must be capable of being met’*

- 8.1.4 It is for the local authority to decide how the duty is to be discharged based on the need for services. If usage of services declines significantly, as has been the case in Essex, the Council may reasonably conclude that the need for library facilities is reduced. In this report, the Cabinet is proposing to retain all libraries and is therefore not assessing the need for any library.

- 8.1.5 The Council may lawfully provide more libraries than would be needed to discharge the duty if it is satisfied that to do so represents an appropriate use of public funds.

- 8.1.6 The proposals in the strategy are clearly designed to encourage children and adults to use libraries.

- 8.1.7 It is important that the Cabinet to consider the equality impact assessment and the consultation response appendices.

## **8.2 Equality and Diversity implications**

- 8.2.1 The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:



- a) Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
  - b) Advance equality of opportunity between people who share a protected characteristic and those who do not.
  - c) Foster good relations between people who share a protected characteristic and those who do not including tackling prejudice and promoting understanding.
- 8.2.2 The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).
- 8.2.3 The Equality Impact Assessment (EIA) has looked at the results of the consultation, usage and demographic data to identify equality impacts of the draft strategy as consulted on. It provides an overview at Essex wide level, tier level including a detailed analysis in relation to each proposed tier 4 location. The assessment recommended measures to minimise any disproportionate negative impacts on people with protected characteristics under the Equality Act 2010.
- 8.2.4 The EIA looked in more detail at proposed tier 4 locations, based on the draft strategy that originally proposed withdrawal of these libraries. It has now been updated to consider the equality impacts of the recommended strategy to assess impact of a community-run delivery model.
- 8.2.5 The recommended strategy removes any disproportionate negative impacts on people with protected characteristics by aiming to keep a library facility in all the current locations, with community support. Library stock can still be accessed through the network of Council-run libraries, mobile libraries, elibrary, and home library service. In addition, library services and activities can be delivered via the Outreach programme based on community need.
- 8.2.6 The EIA recommends that individual EIAs are undertaken on each community-run proposal to assess the impacts for that community
- 8.2.7 In addition, equality and diversity training will also be offered to community-run libraries in two parts ('understanding your local communities needs' (one session) and an 'introduction to diversity' (second session))

## **9. List of appendices**

1. Essex Future Library Services Consultation 2019 report (Enventure)
2. Consultation Response Report
3. Essex Future Library Services Strategy 2019-2024
4. Library usage data, 2008/09 to 2018/19
5. Essex Future Library Services Equality Impact Assessment 2019

6. Place Services and Economic Growth Policy Scrutiny Committee report, 30/05/2019

## **10. List of Background papers**

Essex Libraries, engagement summary report, 2018: Your community, libraries and you

# Essex Future Library Services Consultation

## Essex County Council

May 2019

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# 1. How to read the report

## 1.1 Interpreting the consultation findings

- 1.1.1 This report contains several tables and charts that present the consultation findings. In some instances, responses may not add up to 100%. There are several reasons why this might happen:
- The question may have allowed each respondent to give more than one answer
  - Only the most common responses may be shown in the table or chart; detailed data tables and lists of comments and suggestions are attached as appendices
  - Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
  - A response of between 0% and 0.5% will be shown as <1%.
- 1.1.2 As the questionnaire was completed by respondents themselves (self-completion), not all respondents have answered all of the questions. Therefore, the base size (the number of people answering a question) varies by question. Where a percentage figure is quoted the number of respondents the percentage refers to is shown. The percentages shown are of the total number of people answering each question, except in the case of the Headline findings in 2.3.
- 1.1.3 To ensure inclusivity, the questionnaire was open for anyone to take part. The results, therefore, can provide considerable information about the views of particular groups and individuals at very local levels and, in particular, the views of library users (97% of respondents had visited an Essex library within the last 12 months). Only approximately 16% of the Essex population are active library users<sup>1</sup>.
- 1.1.4 This report includes subgroup analysis that has been undertaken to explore the results provided by different groups to the consultation. This includes subgroup analysis by gender, age group, ethnic group, district, usage of a tier 3 or 4 library, and internet access, amongst others at an overall level and amongst tier 4 library users. It should be noted, however, that the base size can be small for some groups, particularly for the users of some tier 4 libraries, so these differences should be interpreted with caution.
- 1.1.5 **Differences that are statistically significant according to the z-test at the 95% confidence level are highlighted in bold.** The z-test is a commonly used statistical test used to highlight whether differences in results are 'significant'. By this we mean that we can say with 95% confidence that we would see a difference if all people in the group took part in the consultation. It should be noted that the percentages shown in the subgroup analysis reflect the proportion of the subgroup who answered the question and gave a particular response.
- 1.1.6 Overleaf is an example subgroup analysis box. In the example "85% of males (4,303)" and "90% of females (10,384)" means that 85% of all males who answered the question had used an Essex Library Card within the last 12 months, as had 90% of all females who answered the question. The **bold typeface** indicates that the difference between the percentage of males and the percentage of females is statistically different (see above), with the percentage of females higher than the percentage of males.

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<sup>1</sup> Source: Essex Library Services Needs Assessment, November 2018

### Subgroup analysis – use of library services (overall level)

**88%** (18,659) **had used** an Essex Library Card within the last 12 months. The percentage of each subgroup who had used an Essex Library Card within the last 12 months was (differences between subgroups are shown in **bold**):

85% of males (4,303)

**90% of females** (10,384)

- 1.1.7 For the analysis of some questions, some response options have been grouped together to provide a level of agreement or satisfaction. For example, in some instances 'strongly agree' and 'agree' have been grouped and shown as 'agree overall'.
- 1.1.8 For the analysis of open-end responses, all comments have been read through and a coding frame developed based on themes emerging. This then allows for categorisation of the themes emerging in the comments.

## 1.2 Terminology and clarifications

- 1.2.1 Throughout this report, those who completed the questionnaire are referred to as 'respondents'. This includes those who answered as individuals, families with children aged 11 and under, and on behalf of organisations.
- 1.2.2 Respondents who said they had visited an Essex library within the last 12 months (Q3) are referred to as 'library users'. Those who had not are referred to as 'non-users'.
- 1.2.3 Respondents who had visited a library listed as being in tier 4 in the last 12 months (Q11) are referred to as 'tier 4 library users'.
- 1.2.4 Respondents who said they used a library listed as being in tier 3 frequently (Q3) are referred to as 'tier 3 library users'.
- 1.2.5 Respondents who said they were responding to the consultation as a representative of a family with children under 11 are referred to as 'family respondents', those who said they were responding as an individual are referred to as 'individual respondents' and those who said they were responding on behalf of an organisation are referred to as 'organisation respondents' (Q1).
- 1.2.6 Respondents who said they only accessed the internet in a library or a public internet café are referred to as 'library internet users' (Q6).
- 1.2.7 Respondents who had used an Easy Read form to take part in the consultation are referred to as 'Easy Read form users'.
- 1.2.8 Respondents who said they had a disability or impairment (Q28) are referred to as 'disabled'.
- 1.2.9 The word 'pregnant' refers to respondents who said they were pregnant or said they had been pregnant in the last year.



## 2. Executive Summary

### 2.1 Introduction

- 2.1.1 This report sets out the findings from the public consultation on the draft Essex Future Library Services 2019-2024 Strategy (the draft strategy), which sets out a strategy for providing library services in the county of Essex (excluding Southend and Thurrock, which are unitary authorities providing their own library services) over the next five years.
- 2.1.2 The draft strategy is informed by an assessment of need for library services within the county, a draft equality impact assessment, engagement and research with the Essex public conducted by Essex County Council (the Council) in spring 2018 and national library policy data and guidance. It sets out a future approach that the Council considers will meet its statutory duty to provide a comprehensive and efficient library service.

### 2.2 Public consultation approach

- 2.2.1 Essex County Council launched the consultation on 29 November 2018 and it closed on 21 February 2019.
- 2.2.2 The consultation consisted of a self-completion survey for individuals, including children and young people aged under 16 who could take part with parental permission, and families with children aged 11 or under.
- 2.2.3 The survey was available in online and paper formats or could be completed over the phone to a council customer services advisor.
- 2.2.4 An Easy Read version of the survey was made available for people with learning disabilities or communication difficulties.
- 2.2.5 Organisations were invited to take part in the consultation via an online survey.
- 2.2.6 In total, 21,961 responses were received to the consultation. This consisted of 16,642 (76%) responses from individuals, 4,901 (22%) from families with children aged 11 and under, and 328 (1%) from organisations. 90 respondents (<1%) did not identify themselves in any of the three categories.
- 2.2.7 19,485 responses (89%) were received to the online consultation, 2,442 from paper questionnaires (11%) and 34 by telephone (<1%). Of the paper questionnaires received back, 189 were Easy Read consultation forms (<1% of all respondents).
- 2.2.8 Information drop-in sessions were held at all 74 libraries across the county for people to find out more about the consultation and the strategy proposals before completing the survey. These sessions were for information only, not to gather feedback.
- 2.2.9 The Council also received a large volume of queries and comments about the consultation via email and letters from members of the public, MPs, school pupils and parents, organisations and groups.

- 2.2.10 The Council commissioned Enventure Research to analyse and evaluate the responses to the consultation and the comments from the letters and emails received.

## 2.3 Summary of key findings

- 2.3.1 A summary of the key findings from the consultation is outlined below and overleaf. Detailed findings are provided in Chapter 4 and Chapter 5.
- 2.3.2 Percentages shown relate to the number of people who have answered each question.

### **Use of library services**

- 2.3.3 The majority of those who took part in the consultation had used an Essex Library within the last 12 months – 97% (20,857) of individual and family respondents and 89% (285) of organisation respondents (Q3). Sixteen percent of the Essex population are active library users<sup>2</sup>. It seems that despite extensive publicity and media coverage given to the consultation, the number of survey respondents who said that they didn't use the library was low compared to those who said they did. There could be a number of reasons for this. We would comment that the overall number of responses suggest that this survey was very well known in the Essex community.
- 2.3.4 Chelmsford (13% 2,682) and Colchester (13% 2,548) libraries were used most frequently by individual and family respondents (Q3). These libraries have the largest proportions of active users<sup>3</sup>.
- 2.3.5 Three in ten (30% 5,967) individual and family respondents said they frequently used at least one tier 4 library. Four in ten (40% 7,978) said they frequently used at least one tier 3 library (Q3).
- 2.3.6 Out of the tier 4 libraries which the Council proposes to close, Prettygate Library had the largest proportion of individual and family respondents (5% 1,012) saying they were a frequent user (Q3). Out of the tier 3 libraries which the Council proposes to transfer to community or partner organisations to run, Hadleigh was most frequently used (6% 1,104).
- 2.3.7 Over half (52% 10,299) of individual and family respondents chose two or three libraries that they use frequently, whereas 48% (9,598) only chose one (Q3).
- 2.3.8 Colchester (7% 19) and West Mersea (7% 18) libraries were most frequently used by organisation respondents (Q3).
- 2.3.9 The majority of individual and family respondents (88% 18,535) had used an Essex Library Card in the last 12 months. However, 61% (191) of organisation respondents had used an Essex Library Card in the last 12 months (Q4). Organisations can hold a membership card and borrow items for their members or service users. Examples include playgroups, care homes and book groups.

### **Travelling to the library**

- 2.3.10 The most common way of travelling to libraries was on foot, with 62% (13,025) of individual and family respondents saying this was how they usually accessed the

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<sup>2</sup> Source: Essex Library Services Needs Assessment, November 2018

<sup>3</sup> Source: Essex Library Services Needs Assessment, November 2018

library they used most frequently. Four in ten (39% 8,106) said they used their own vehicle and one in ten (10% 2,134) used public transport (Q5).

### Internet access

- 2.3.11 Nine in ten (90% 19,281) individual and family respondents said they accessed the internet at home, work or on a mobile device. However, 5% (1,134) said they only accessed it in a library or public internet café and 4% (908) said they did not access it at all (Q6).

### Views on the ambitions

- 2.3.12 A larger proportion of individual and family respondents agreed with the five ambitions listed (44% 8,530) than disagreed (41% 7,764). A further 12% (2,370) said they neither agreed nor disagreed (Q7).
- 2.3.13 Amongst organisation respondents, a larger proportion disagreed (42% 110) than agreed (38% 100) with the five ambitions. A further 17% (44) neither agreed nor disagreed (Q7).

### Views on the evaluation criteria

- 2.3.14 Four in ten (41% 8,063) individual and family respondents agreed with the evaluation criteria that the Council proposes to use to assess need, which is larger than the proportion who disagreed (38% 7,277). One in six (17% 3,346) said they neither agreed nor disagreed (Q8).
- 2.3.15 A larger proportion of organisation respondents disagreed (46% 125) with the evaluation criteria than agreed with them (34% 93) (Q8).
- 2.3.16 Respondents were asked if there were any other criteria that they proposed the Council should use to assess need (Q9).
- 2.3.17 The table below shows the top ten themes put forward by individual and family respondents. For the full list of themes see Chapter 4.

**Figure A – Are there any other criteria you think we should use to assess need? (Coded responses)**

**Base: All individual/family respondents providing a comment (8,544)**

| Theme   | Number | %   |
|---|--------|-----|
| Usage by local community groups/other activities and services based in libraries as a central community hub | 2,264  | 26% |
| Social benefits provided by libraries/effect on social isolation/mental health                              | 1,737  | 20% |
| Footfall/type of usage - not used by card   | 1,101  | 13% |
| Ability to travel two miles independently (e.g. non-drivers, disabled users, vulnerable people)             | 1,044  | 12% |
| Impact on older/retired users   | 1,036  | 12% |
| Proximity to local schools/colleges/universities/impact on education and performance figures                | 994    | 12% |
| Impact on children/young families   | 940    | 11% |

| Theme  | Number | %   |
|--|--------|-----|
| Projected population growth/planned housing developments   | 884    | 10% |
| Availability/reliability of public transport               | 827    | 10% |
| Distance to/length of journey to nearest alternate library | 719    | 8%  |

2.3.18 The table below shows the top ten themes mentioned by organisation respondents. For a full list of themes see Chapter 4.

**Figure B – Are there any other criteria you think we should use to assess need? (Coded responses)**

**Base: All organisation respondents providing a comment (172)**

| Theme   | Number | %   |
|---|--------|-----|
| Usage by local community groups/other activities and services based in libraries as a central community hub | 49     | 28% |
| Social benefits provided by libraries/effect on social isolation/mental health                              | 35     | 20% |
| Proximity to local schools/colleges/universities/impact on education and performance figures                | 28     | 16% |
| Footfall/type of usage - not used by card   | 26     | 15% |
| Disagree with assessment criteria/weightings used   | 26     | 15% |
| Impact on older/retired users   | 24     | 14% |
| Ability to travel two miles independently (e.g. non-drivers, disabled users, vulnerable people)             | 23     | 13% |
| Impact on children/young families   | 20     | 12% |
| Distance to/length of journey to nearest alternate library  | 20     | 12% |
| Availability/reliability of public transport  | 18     | 10% |

### Views on proposals and ways to access services

2.3.19 Half (51% 9,746) of individual and family respondents disagreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs. This was larger than the proportion who agreed (32% 6,071). One in seven (15% 2,784) neither agreed nor disagreed (Q10).

2.3.20 Six in ten (59% 161) organisation respondents disagreed that it would provide a reasonable range of different ways. By contrast, 22% (58) agreed that it would (Q10).

### Views on tier 4 proposals and impact

2.3.21 A third (32% 6,942) of individual and family respondents had used a tier 4 library in the last 12 months (Q11), whereas tier 4 libraries are used by 11% of active library users<sup>4</sup> (members who had used their library card within the last year).

2.3.22 Amongst individual and family respondents who had used a tier 4 library in the last 12 months, Prettygate Library was used by the largest proportion (18% 1,223) (Q11).

<sup>4</sup> Source: Essex Library Services Needs Assessment, November 2018

- 2.3.23 Seven in ten (69% 10,514) of all individual and family respondents said they would be able to use another library service if the libraries in tier 4 were no longer retained. Amongst these, the eLibrary was the most popular alternative service they would use (19% 1,868), followed by Chelmsford Library (12% 1,202). However, three in ten (31% 4,646) said they would not be able to use another library (Q12).
- 2.3.24 Amongst those individual and family respondents who said they would not be able to use an alternative, the most popular reason was that they did not want to use any of the alternatives (68% 2,419). Four in ten (41% 1,451) said they could not use an alternative because they were unable to travel to any of the remaining libraries. A further 16% (571) said they could not use one because they did not know how to access the eLibrary (Q13).
- 2.3.25 However, further analysis found that six percent of all individual and family respondents (1,280) said they had used a tier 4 library in the last year (Q11), did not identify that they used a library in another tier frequently (Q3) and said they would be unable to access any alternative library services (Q12). Of these:
- 980 do not use their own vehicle to travel to the library (Q5)
  - 104 can only access the internet in a library or public café (Q6)
  - 90 do not use their own vehicle (Q5) and can only access the internet in a library or public café (Q6).
- 2.3.26 Four in ten (38% 124) organisation respondents had used a tier 4 library in the last 12 months, with the largest proportion saying that they had used Stansted (11% 14) library (Q11).

### **Views on tier 3 proposals and community libraries**

- 2.3.27 Over four in ten (45% 8,618) individual and family respondents agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining. However, a third (34% 6,543) disagreed and a further 16% (3,027) neither agreed nor disagreed (Q14).
- 2.3.28 In contrast, a larger proportion of organisation respondents disagreed with the proposal (43% 118) than agreed (36% 100) (Q14).

### **Views on outreach activities**

- 2.3.29 When asked if they agreed or disagreed with the idea of some library services being available in places other than libraries, the same proportion of individual and family respondents disagreed (42% 8,193) as agreed (42% 8,043). One in eight (13% 2,589) said they neither agreed nor disagreed (Q15).
- 2.3.30 However, almost half (47% 131) of organisation respondents said they disagreed with the idea, a larger proportion than those who agreed (36% 100) (Q15).

### **Impact of proposals for organisations and the people they serve or represent**

- 2.3.31 Eight in ten (79% 174) organisation respondents said that it would have an impact on their organisation if the library service was withdrawn from their nearest library or libraries. One in eight (13% 29) said it would not and a further 8% (18) were not sure whether it would (Q21).

- 2.3.32 Almost all (97% 221) organisation respondents said withdrawing library services would have an impact on the people their organisation serves or represents. When asked what the impact would be, the most popular response was that groups and clubs might stop meeting or be cancelled because of difficulties in accessing materials or finding somewhere to meet (27% 57), followed by that there would be a negative impact for children and families (23% 47) (Q21).

### **Opening hours and access**

- 2.3.33 Respondents were shown a list of six options relating to opening hours and access and asked to rank them in terms of importance. Scores were assigned to each ranking – 6 for 1<sup>st</sup> choice, 5 for 2<sup>nd</sup> choice etc. and mean scores were calculated (Q16).
- 2.3.34 Fully staffed library opening hours scored highest (4.44 out of 6 13,743) amongst individual and family respondents, followed by more volunteer and community supported opening (4.15 12,852). Improved eLibrary scored the lowest (2.77 out of 6 15,000) (Q16).
- 2.3.35 As with individual and family respondents, amongst organisation respondents fully staffed library opening hours received the highest score (4.64 174), followed by more volunteer and community supported opening (4.03 170). An improved eLibrary again scored the lowest (2.78 209) (Q16).

### **Digital services**

- 2.3.36 Individual and family respondents were most likely to have used digital services to renew a loaned item (69% 11,532) and request an item (65% 10,612). These were followed by conducting a catalogue search (58% 9,490) and joining the library (58% 8,779). By contrast, nine in ten had not used digital services for the Libraries website Livechat (92% 13,586) or to do an online course (92% 13,479) (Q17).
- 2.3.37 Amongst individual and family respondents there was high awareness that digital services could be used to renew a loaned item (82% 13,623), request an item (81% 13,139), for a catalogue search (75% 12,128) and to join the library (74% 11,140). Seven in ten (68% 10,186) were also aware that they could use them to update their details. Individual and family respondents were most likely to not be aware of the Libraries website Livechat (37% 5,399), but 35% (5,146) also said they were not interested in this (Q17).
- 2.3.38 Smaller proportions of organisation respondents had used digital services to request an item (53% 108), join the library (52% 104), for a catalogue search (50% 101) and to renew a loaned item (49% 97). Like with individual and family respondents, the majority of organisation respondents had not used digital services for an online course (87% 167) and not used the Libraries website Livechat (89% 168) (Q17).
- 2.3.39 Organisation respondents also reported high levels of awareness that digital services could be used to request an item (82% 166), to renew a loaned item (81% 162), and to join the library (80% 160). Three quarters were also aware that they could use them for a catalogue search (75% 153), to book a computer in a library (72% 146) and to update their details (73% 143) (Q17).



## Getting involved

- 2.3.40 One in eight (13% 2,842) individual and family respondents were interested in finding out more about volunteering roles, with the role of Customer Services volunteer the most popular (45% 1,279) (Q18).
- 2.3.41 A quarter (26% 84) of organisation respondents were interested in finding out more about volunteering roles. Amongst these respondents, half (51% 43) were interested in the role of Library Activity volunteer, followed by 45% (38) in the role of Customer Services volunteer (Q18).

## Key subgroup differences – overall level

- 2.3.42 Family respondents were more likely than individual respondents to:
- Have visited an Essex Library within the last 12 months (99% 4,816 compared to 97% 15,965) (Q3)
  - Have used an Essex Library Card in the last 12 months (93% 4,505 compared to 87% 14,082) (Q4)
  - Usually travel to their library on foot (68% 3,275 compared to 60% 9,693) and using their own vehicle (43% 2,070 compared to 37% 6,016) (Q5)
  - Disagree that the five ambitions are the right place on which to focus the Council's limited resources (44% 1,868 compared to 39% 5,863) (Q7)
  - Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (54% 2,320 compared to 50% 7,386) (Q10)
  - Disagree with the idea of some library services being available in places other than libraries (45% 1,906 compared to 42% 6,249) (Q15).
- 2.3.43 Individual respondents were more likely than family respondents to:
- Choose only one library that they use frequently (49% 7,472 compared to 45% 2,085) (Q3)
  - Usually travel to their library using public transport (12% 1,883 compared to 5% 236) (Q5)
  - Only access the internet in a library or public internet café (6% 1,008 compared to 2% 114) and not have access to the internet (5% 873 compared to <1% 15) (Q6)
  - Disagree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining (35% 5,115 compared to 33% 1,401) (Q14).
- 2.3.44 Respondents aged 81+ were more likely than respondents from other age groups to:
- Choose only one library that they use frequently (63% 642) (Q3)
  - Have used an Essex Library Card in the last 12 months (91% 979) (Q4)
  - Usually travel to the library using public transport (18% 178) (Q5)
  - Only access the internet in a library or public internet café (8% 93) and not have access to the internet (33% 358) (Q6).
- 2.3.45 Respondents aged 16 or under were more likely than respondents from other age groups to have used an Essex Library Card in the last 12 months (93% 492) (Q4).
- 2.3.46 Respondents who had an impairment or disability were more likely than respondents who did not have one to:

- Choose only one library that they used frequently (50% 1,118 compared to 47% 6,665) (Q3)
- Usually travel to their library using public transport (16% 352 compared to 9% 1,393) (Q5)
- Only access the internet in a library or public internet café (11% 264 compared to 4% 618) and not have access to the internet (14% 330 compared to 3% 430) (Q6)
- Disagree that the five ambitions are the right place on which to focus the Council's limited resources (46% 1,066 compared to 39% 5,719) (Q7)
- Disagree with the evaluation criteria that the Council proposes to use to assess need (45% 1,056 compared to 36% 5,283) (Q8)
- Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (56% 1,311 compared to 50% 7,271) (Q10)
- Disagree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining (39% 904 compared to 33% 4,835) (Q14)
- Disagree with the idea of some library services being available in places other than libraries (47% 1,114 compared to 41% 6,100) (Q15).

2.3.47 Respondents who were pregnant or had been in the last 12 months were more likely than respondents who were not to:

- Usually travel to their library on foot (71% 410 compared to 61% 8,657) (Q5)
- Disagree that the five ambitions are the right place on which to focus the Council's limited resources (43% 241 compared to 39% 5,407) (Q7)
- Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (55% 310 compared to 49% 6,916) (Q10).

2.3.48 Respondents who were from Black, Asian and minority ethnic (BAME) groups were more likely than respondents who were from a White ethnic background to:

- Usually travel to the library using public transport (18% 93 compared to 10% 1,520) (Q5)
- Only access the internet in a library or public internet café (8% 41 compared to 5% 772) (Q6).

2.3.49 Respondents who had used an Easy Read form to take part in the consultation were more likely than respondents who had not used one to:

- Choose only one library that they used frequently (70% 115 compared to 48% 9,483) (Q3)
- Only access the internet in a library or public internet café (28% 46 compared to 5% 1,088) (Q6)
- Disagree that the five ambitions are the right place on which to focus the Council's limited resources (62% 101 compared to 40% 7,663) (Q7)
- Disagree with the evaluation criteria that the Council proposes to use to assess need (76% 122 compared to 37% 7,155) (Q8)
- Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (78% 123 compared to 51% 9,623) (Q10)



- Disagree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining (56% 94 compared to 34% 6,449) (Q14)
- Disagree with the idea of some library services being available in places other than libraries (65% 112 compared to 42% 8,081) (Q15).

#### **Tier 4 users**

2.3.50 In comparison to those who had not used one, individual and family respondents who had used a tier 4 library in the last 12 months were more likely to:

- Usually travel to their library on foot (63% 4,300 compared to 62% 8,686) (Q5)
- Only access the internet in a library or public internet café (6% 434 compared to 5% 694) (Q6)
- Disagree that the five ambitions are the right place on which to focus the Council's limited resources (51% 3,401 compared to 35% 4,345) (Q7)
- Disagree with the evaluation criteria that the Council proposes to use to assess need (49% 3,294 compared to 32% 3,953) (Q8)
- Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (66% 4,434 compared to 43% 5,287) (Q10)
- Disagree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining (37% 2,473 compared to 33% 4,051) (Q14)
- Disagree with the idea of some library services being available in places other than libraries (48% 3,230 compared to 40% 4,939) (Q15).

2.3.51 Almost four in ten (38% 2,548) individual and family respondents who had used a tier 4 library in the last 12 months said they would not use another library if tier 4 libraries were no longer retained by the Council. This was particularly high for users of Great Wakering (53% 111) and Stansted (52% 190) libraries (Q12).

2.3.52 Of the individual and family respondents who were tier 4 library users and did not use another library in another tier (2,225) (Q3), 58% (1,280) said they could not use another library if tier 4 libraries were no longer retained by the Council (Q12). Of these 1,280, 36% (456) said this was because they were unable to travel to any of the remaining libraries (Q13).

#### **Tier 3 users**

2.3.53 In comparison to those who did not frequently use one, individual and family respondents who said they frequently use a tier 3 library were more likely to:

- Usually travel to their library on foot (66% 5,161 compared to 60% 7,830) (Q5)
- Only access the internet in a library or public internet café (6% 494 compared to 5% 632) (Q6)
- Disagree that the five ambitions are the right place on which to focus the Council's limited resources (50% 3,585 compared to 35% 4,161) (Q7)
- Disagree with the evaluation criteria that the Council proposes to use to assess need (47% 3,357 compared to 32% 3,900) (Q8)
- Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (64% 4,562 compared to 43% 5,166) (Q10)

- Disagree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining (48% 3,392 compared to 27% 3,141) (Q14)
- Disagree with the idea of some library services being available in places other than libraries (56% 4,019 compared to 35% 4,153) (Q15).

### **Key subgroup differences amongst tier 4 users**

2.3.54 Family respondents were more likely than individual respondents to:

- Usually travel to their library on foot (67% 1,228 compared to 61% 3,054) and using their own vehicle (44% 797 compared to 38% 1,892) (Q5)
- Say that they would not use another library if tier 4 libraries were not retained (42% 747 compared to 37% 1,793) (Q12).

2.3.55 Individual respondents were more likely than family respondents to:

- Choose only one library that they use frequently (34% 1,627 compared to 30% 533) (Q3)
- Usually travel to their library using public transport (11% 571 compared to 6% 110) (Q5)
- Only access the internet in a library or public internet café (7% 369 compared to 3% 59) and not have access to the internet (5% 249 compared to <1% 8) (Q6)
- Disagree with the evaluation criteria (50% 2,461 compared to 45% 818) (Q8).

2.3.56 Respondents aged 81+ were more likely than respondents from other age groups to:

- Choose only one library that they use frequently (54% 155) (Q3)
- Only access the internet in a library or public internet café (11% 33) and not have access to the internet (33% 104) (Q6)
- Amongst those who could not use an alternative service, say that they would not be able to travel to any of the remaining libraries if tier 4 libraries were not retained (58% 57) (Q13)
- Amongst those who could not use an alternative service, say they do not know how to use the eLibrary (42% 41) or do not have access to a computer or mobile device to use the eLibrary (44% 43) (Q13).

2.3.57 Respondents aged 16 or under were more likely than respondents from other age groups to:

- Say they could not use another library if tier 4 libraries were not retained by the Council (42% 91) (Q12)
- Amongst those who could not use alternatives, say that they would not be able to travel to any of the remaining libraries if tier 4 libraries were not retained (67% 50) (Q13).

2.3.58 Respondents who had an impairment or disability were more likely than respondents who did not have one to:

- Choose only one library that they used frequently (36% 303 compared to 32% 1,595) (Q3)
- Usually travel to their library using public transport (15% 126 compared to 9% 478) (Q5)

- Only access the internet in a library or public internet café (14% 121 compared to 4% 223) and not have access to the internet (12% 107 compared to 2% 119) (Q6)
  - Disagree that the five ambitions are the right place on which to focus the Council's limited resources (55% 480 compared to 50% 2,501) (Q7)
  - Disagree with the evaluation criteria that the Council proposes to use to assess need (58% 497 compared to 47% 2,384) (Q8)
  - Disagree that the Council's proposals provide a reasonable range of different ways for people to access library services according to their needs (71% 617 compared to 65% 3,292) (Q10)
  - Say that they could not use another library if tier 4 libraries were not retained (47% 400 compared to 36% 1,815) (Q12)
  - Amongst those who could not use an alternative service, say they would not be able to travel to any of the remaining libraries if tier 4 libraries were not retained (59% 197 compared to 35% 504) (Q13)
  - Amongst those who could not use an alternative service, say they do not know how to use the eLibrary (28% 93 compared to 13% 184) (Q13)
  - Disagree with the idea of some library services being available in places other than libraries (52% 454 compared to 46% 2,374) (Q15).
- 2.3.59 Respondents who were pregnant or had been in the last 12 months were more likely than respondents who were not to usually travel to their library on foot (70% 184 compared to 62% 3,056) (Q5).
- 2.3.60 Respondents who were from BAME groups were more likely than respondents who were from a White ethnic background to:
- Usually travel to their library on foot (70% 159 compared to 63% 3,365) (Q5)
  - Usually travel to their library using public transport (19% 44 compared to 9% 509) (Q5)
  - Only access the internet in a library or public internet café (11% 25 compared to 5% 290) (Q6).
- 2.3.61 Respondents who had used an Easy Read form to take part in the consultation were more likely than respondents who had not used one to:
- Not have access to the internet (15% 5 compared to 4% 258) (Q6)
  - Amongst those who could not use an alternative service, say they do not know how to use the eLibrary (57% 4 compared to 16% 320) (Q13).

### **Additional comments, ideas and suggestions**

- 2.3.62 At the end of the survey, respondents were asked if they had anything else to add about the Council's proposals, as well as provide any ideas they might have to improve the service or reduce the cost of it.

2.3.63 The table below shows the top ten themes mentioned by individual and family respondents. The full list of themes can be found in Chapter 4.

**Figure C – Would you like to add anything else about the Council's proposals that has not been covered above? Please give us any other ideas you may have for improving the service or reducing the cost of the service. (Coded responses)**

**Base: All individual/family respondents providing a comment (10,397)**

| Theme  | Number | %   |
|--|--------|-----|
| Don't make cuts/invest more in the library service   | 2,416  | 23% |
| Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub | 2,153  | 21% |
| Libraries are important for children/reading habits/education/long term outcomes                 | 2,075  | 20% |
| I/others would have to travel further/reduce usage/stop using libraries                          | 2,071  | 20% |
| Libraries provide a variety of important services/are not just about books                       | 1,929  | 19% |
| Trained staff are important/jobs would be lost/reservations about using volunteers               | 1,738  | 17% |
| Alternative suggestions - ideas for reducing the cost of the service                             | 1,713  | 16% |
| Not everyone can access online services/eBooks/smart technology/physical books are important     | 1,415  | 14% |
| Reconsider tier proposals/recategorise libraries   | 1,321  | 13% |
| Alternative suggestions - ideas for improving the service  | 1,308  | 13% |

2.3.64 The table below shows the top ten themes mentioned by organisation respondents. The full list of themes can be found in Chapter 4.

**Figure D – Would you like to add anything else about the Council's proposals that has not been covered above? Please give us any other ideas you may have for improving the service or reducing the cost of the service. (Coded responses)**

**Base: All organisation respondents providing a comment (184)**

| Theme  | Number | %   |
|--|--------|-----|
| Libraries provide a variety of important services/are not just about books                       | 67     | 36% |
| Alternative suggestions - ideas for reducing the cost of the service                             | 48     | 26% |
| Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub | 42     | 23% |
| Don't make cuts/invest more in the library service   | 42     | 23% |
| Trained staff are important/jobs would be lost/reservations about using volunteers               | 39     | 21% |
| I/others would have to travel further/reduce usage/stop using libraries                          | 36     | 20% |
| Libraries are important for children/reading habits/education/long term outcomes                 | 28     | 15% |
| Reconsider tier proposals/recategorise libraries   | 24     | 13% |

| Theme  | Number | %   |
|--|--------|-----|
| Use volunteers to keep libraries open/would be willing to volunteer                          | 21     | 11% |
| Not everyone can access online services/eBooks/smart technology/physical books are important | 18     | 10% |

### Additional consultation feedback

- 2.3.65 A total of 741 emails and letters were received by the Council that had comments on the consultation and the proposals. Seven in ten (71% 529) of these were from residents, with the rest received from MPs, county councillors, district councillors, parish councillors and community groups.
- 2.3.66 In the additional correspondence, Brightlingsea (11% 85) and Manningtree (7% 52) libraries were most mentioned, both of which are proposed tier 3 libraries.
- 2.3.67 The letters and emails were themed. The top ten themes are shown below. The full list of themes can be found in Chapter 6.

**Figure E – Themes from letters and emails received**  
**Base: Letters and emails received (741)**

| Theme  | Number | %   |
|--|--------|-----|
| Libraries provide a variety of important services/are not just about books                       | 399    | 54% |
| Don't make cuts/invest more in the library service   | 342    | 46% |
| Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub | 324    | 44% |
| Libraries are important for children/reading habits/education/long term outcomes                 | 307    | 41% |
| I/others will find it difficult to travel/reduce usage/stop using libraries                      | 257    | 35% |
| Reconsider tier proposals/recategorise libraries/consider other factors/based on inaccurate data | 249    | 34% |
| Not everyone has access to the internet/eBooks and digital technology not suitable for all       | 179    | 24% |
| Library staff are helpful/trained staff are important/reservations about using volunteers        | 178    | 24% |
| Decisions already made/flawed consultation/badly designed questionnaire/leading questions        | 169    | 23% |
| Libraries are paid for by taxpayers/a statutory requirement/should be available to all equally   | 143    | 19% |

- 2.3.68 260 letters and posters from schools in areas affected were received. These stressed the importance of libraries and reading, that libraries are used for many different purposes and asked the Council to not close them. For details see Chapter 6.

## 3. Consultation programme

### 3.1 Background

- 3.1.1 Through 74 library buildings, eLibrary services, two mobile libraries and home library service volunteers, Essex Libraries serve a population of 1.5m.
- 3.1.2 With falling demand for library services and limited resources, Essex County Council has concluded that it needs to change the way the services are provided to make it relevant to modern life and fit for the future.
- 3.1.3 The Council has developed a draft strategy for the future of the library services. The strategy was informed by public engagement and research carried out in March 2018 with Essex residents, and an assessment of need for library services that took account of usage, demographics and other data. The draft strategy has five ambitions:
1. Have books and reading at the heart of the library service offer
  2. Have a class-leading eLibrary and embrace digital technology
  3. Have a smaller number of libraries more effectively focused on meeting the needs of communities
  4. Work in partnership with our communities to run and improve library services
  5. Offer a consistently good customer experience.
- 3.1.4 To inform the draft strategy, the Council is developing a Needs Assessment based on library usage data and the communities they serve. This proposes five criteria, along with the weighting to assess the need for a library service in each of the 74 locations:
1. Location: The proximity to other libraries. Libraries clustered within a two mile walk of each other will be ranked at lower need (Weighting: 30%)
  2. Usage: The number of active users (members who have used their library card in the last 12 months) (Weighting: 25%)
  3. Population: The number of libraries per head of population in each district, based on current population figures – locations with more people per library are ranked higher for needs (Weighting: 25%)
  4. Deprivation: The deprivation level of the lower-layer super output area (LSOA) the library's postcode is in, as identified in the Index of Multiple Deprivation (IMD) (Weighting: 15%)
  5. Social isolation: Prevalence in the district of new parents (measured by fertility rates) and the percentage of residents over 65 as indicators of higher risk of social isolation (Weighting: 5%).
- 3.1.5 The assessment then provides an overall priority ranking for each library location based on the combined criteria.



- 3.1.6 Using this proposed ranking, library locations have been placed into four tiers, which are outlined below.

**Figure 1 – Proposed tiers for Essex libraries from the draft strategy**

- **Tier 1:** main or ‘hub’ libraries, at least one in each city, district or borough, managed by Essex County Council as part of the statutory provision of a comprehensive network. These are usually located in main towns where there are good transport links and access to other facilities. These libraries will be managed by the Council with volunteer support, provide a core offer and be open for at least 40 hours a week.

Fifteen libraries are proposed for this tier: Basildon, Billericay, Braintree, Brentwood, Canvey Island, Chelmsford, Clacton, Colchester, Harlow, Loughton, Maldon, Rayleigh, Saffron Walden, Wickford, and Witham.

- **Tier 2:** library services in areas that rank highest on the needs assessment. These libraries will be managed by Essex County Council with volunteer support where possible and will provide a core offer and a range of opening hours, typically between 16 and 32 per week.

Fifteen libraries are proposed for this tier: Burnham, Chipping Ongar, Epping, Great Baddow, Great Dunmow, Greenstead, Halstead, Harwich, Laindon, North Melbourne, Old Harlow, Pitsea, Rochford, South Woodham Ferrers, and Waltham Abbey.

- **Tier 3:** libraries in locations where Essex County Council considers it not necessary to provide library services in order to meet its statutory duty, but where it could support the provision of library services run by a community or partner organisation. If no suitable offer for a location is made within six months of the Cabinet accepting the strategy, the Council will re-consult on the library’s future. This could be extended to 12 months if proposals have been received but not agreed or if the Council believes proposals are still likely to be forthcoming.

Nineteen libraries are proposed for this tier: Brightlingsea, Coggeshall, Earls Colne, Frinton, Great Parndon, Great Tarpots, Hadleigh, Hockley, Ingatestone, Manningtree, Shenfield, South Benfleet, Springfield, Stanway, Tiptree, Walton, West Clacton, West Mersea, and Wivenhoe.

- **Tier 4:** libraries that are in locations where Essex County Council considers there is no need for one as part of a comprehensive service. The Council plans to close these libraries, but will consider proposals for community libraries in these locations, if a suitable proposal is received.

Twenty five libraries are proposed for this tier: Broomfield, Buckhurst Hill, Chigwell, Danbury, Debden, Fryerns, Galleywood, Great Wakering, Hatfield Peverel, Holland, Hullbridge, Kelvedon, Mark Hall, North Weald, Prettygate, Sible Hedingham, Silver End, Southminster, Stansted, Stock, Thaxted, Tye Green, Vange, Wickham Bishops, and Writtle.

- 3.1.7 The draft strategy proposes that the home library service, friends and family membership and eLibrary services will continue to be available in all areas of the county for those who want to use them.
- 3.1.8 The Council will continue to review mobile library stops to meet the changing needs of the population.
- 3.1.9 To seek views from service users, residents, stakeholders and organisations about their views on the proposals set out in the draft strategy, identify the proposals' potential impact and ask for suggestions for alternative ideas for cost effective service delivery, the Council conducted a public consultation.
- 3.1.10 To ensure independent and impartial analysis of the consultation responses, the Council commissioned Enventure Research to analyse and evaluate the responses to the consultation and prepare a report.
- 3.1.11 The Cabinet is expected to adopt a final version of the strategy in summer 2019, informed by the consultation feedback.

## 3.2 Public consultation approach

- 3.2.1 The consultation was launched on 29 November 2018 and closed on 21 February 2019. The consultation consisted of the following:
- An online survey hosted on the Essex Insight website
  - The draft strategy, supporting documents and explanatory information published at [essex.gov.uk/libraries-consultation](http://essex.gov.uk/libraries-consultation)
  - A survey available for individuals, families with children aged 11 and under and organisations to take part
  - Paper copies, large print versions and an Easy Read version of the questionnaire made available upon request
  - The questionnaire can be found as an appendix
  - Responses to the consultation provided by telephone upon request
  - Active library service users notified and invited to respond to the consultation by text, phone, email or letter
  - District, borough and city leaders, town and parish councils, partner organisations and stakeholders notified and invited to respond to the consultation and share information about it
  - Widespread publicity of the consultation in libraries, via council channels, media and social media
  - Both library service users and non-users could take part (for example, 578 individual and family respondents took part who had not visited an Essex Library in the last 12 months)
  - Information drop-in sessions held at libraries across the county for people to find out more about responding to the consultation and raise questions. Feedback to the consultation was not captured at these events.



### 3.3 Response to the consultation

- 3.3.1 A total of **21,961 responses** to the consultation were received.
- 3.3.2 19,485 (89%) responses were received via the online survey, 2,442 (11%) were from paper questionnaires and 34 (<1%) were received by telephone. 189 of the paper questionnaires were received via the Easy Read form, 75 of which were from Hockley Library users.
- 3.3.3 The consultation asked for demographic information from consultation respondents related to the protected characteristics to comply with the Equality Act.
- 3.3.4 It should be noted that some of the demographic questions were asked differently on the Easy Read form in comparison to the main consultation survey.
- 3.3.5 The profile of respondent types is shown in the figure below.

**Figure 2 – Respondent type (Q1)**  
**Base: All (21,961)**

| Respondent type                        | Number | %   |
|--|--------|-----|
| Individual                             | 16,642 | 76% |
| Family with children aged 11 and under | 4,901  | 22% |
| Organisation                           | 328    | 1%  |
| Not identified                         | 90     | <1% |

- 3.3.6 The profile of individuals and families with children aged 11 and under who completed the consultation questionnaire is shown in the following figures.

**Figure 3 – Gender (Q30)**  
**Base: Individual/family respondents (17,338)**

| Gender            | Number | %   |
|-------------------|--------|-----|
| Male              | 5,141  | 30% |
| Female            | 11,700 | 67% |
| Prefer not to say | 497    | 3%  |

- 3.3.7 Six respondents specified their gender as non-binary or no gender and two identified as transgender.

**Figure 4 – Age group (Q27)**  
**Base: Individual/family respondents (17,642)**

| Age group   | Number | %   |
|-------------|--------|-----|
| 16 or under | 535    | 3%  |
| 17 - 20     | 136    | 1%  |
| 21 - 30     | 573    | 3%  |
| 31 - 40     | 2,475  | 14% |
| 41 - 50     | 2,739  | 16% |

| Age group         | Number | %   |
|-------------------|--------|-----|
| 51 - 60           | 2,557  | 14% |
| 61 - 70           | 4,056  | 23% |
| 71 - 80           | 3,044  | 17% |
| 81 - 90           | 1,025  | 6%  |
| 91 or over        | 92     | 1%  |
| Prefer not to say | 410    | 2%  |

**Figure 5 – Ethnic group (Q29)**  
**Base: Individual/family respondents (16,486)**

| Ethnic group                  | Number | %   |
|-------------------------------|--------|-----|
| White British                 | 15,166 | 92% |
| White Irish                   | 166    | 1%  |
| White Other                   | 549    | 3%  |
| Gypsy/Roma                    | 10     | <1% |
| Traveller of Irish Heritage   | 0      | -   |
| Black/Black British African   | 72     | <1% |
| Black/Black British Caribbean | 25     | <1% |
| Black Other                   | 6      | <1% |
| Mixed White/Black African     | 19     | <1% |
| Mixed White/Black Caribbean   | 28     | <1% |
| Mixed White/Asian             | 49     | <1% |
| Mixed Other                   | 72     | <1% |
| Asian/Asian British Pakistani | 19     | <1% |
| Asian/Asian British Indian    | 100    | 1%  |
| Asian/Asian British Other     | 39     | <1% |
| Asian Other                   | 30     | <1% |
| Chinese                       | 56     | <1% |
| Not known                     | 80     | <1% |

3.3.8 3% (525) identified as being from BAME groups.

3.3.9 19 respondents specified their ethnicity as European and 10 as Mixed Heritage.

**Figure 6 – Impairment or disability (Q28)**  
**Base: Individual/family respondents (17,503)**

| Impairment or disability | Number | %   |
|--------------------------|--------|-----|
| Yes                      | 2,457  | 14% |
| No                       | 15,046 | 86% |

**Figure 7 – Type of impairment or disability (Q28)**  
**Base: Individual/family respondents (1,938)**

| Type of impairment or disability | Number | %   |
|----------------------------------|--------|-----|
| Physical impairment/disability   | 1,348  | 70% |

| Type of impairment or disability  | Number | %   |
|-----------------------------------|--------|-----|
| Sensory impairment                | 470    | 24% |
| Mental health needs               | 246    | 13% |
| Learning difficulty or disability | 123    | 6%  |

**Figure 8 – Gender identity (Q31)**  
**Base: Individual/family respondents (16,836)**

| Gender identity                      | Number | %   |
|--------------------------------------|--------|-----|
| Gender identity same as at birth     | 16,015 | 95% |
| Gender identity not same as at birth | 76     | <1% |
| Prefer not to say                    | 745    | 4%  |

**Figure 9 – Pregnancy/maternity (Q32)**  
**Base: Individual/family respondents (15,719)**

| Pregnancy/maternity                  | Number | %   |
|--------------------------------------|--------|-----|
| Pregnant or given birth in last year | 577    | 4%  |
| No                                   | 14,421 | 92% |
| Prefer not to say                    | 721    | 5%  |

**Figure 10 – Marital status (Q33)**  
**Base: Individual/family respondents (16,858)**

| Marital status  | Number | %   |
|---|--------|-----|
| Co-habiting   | 1,025  | 6%  |
| Married   | 10,570 | 63% |
| In a civil partnership  | 84     | <1% |
| Divorced or civil partnership dissolved                         | 944    | 6%  |
| Separated (but still legally married or in a civil partnership) | 142    | 1%  |
| Widowed or a surviving partner from a civil partnership         | 1,209  | 7%  |
| Single (never married or never in a civil partnership)          | 1,568  | 9%  |
| Prefer not to say   | 1,316  | 8%  |

**Figure 11 – Religion/faith (Q34)**  
**Base: Individual/family respondents (15,811)**

| Religion/faith | Number | %   |
|----------------|--------|-----|
| Christian      | 10,141 | 64% |
| Muslim         | 53     | <1% |
| Hindu          | 69     | <1% |
| Buddhist       | 95     | 1%  |
| Sikh           | 19     | <1% |

| Religion/faith | Number | %   |
|----------------|--------|-----|
| Jewish         | 126    | 1%  |
| None           | 4,986  | 32% |
| Not sure       | 322    | 2%  |

- 3.3.10 A few respondents specified other religions and faiths including Catholicism, Protestantism, Quaker, Methodism, Baptist, Jehovah's Witness, atheism, agnosticism, paganism, spiritualism, humanism, and Jedi, amongst others. Some of those who mentioned Christian denominations also said they were Christian in the question and some did not (Q34).

**Figure 12 – Sexual orientation (Q35)**  
**Base: Individual/family respondents (15,691)**

| Sexual orientation | Number | %   |
|--------------------|--------|-----|
| Bisexual           | 141    | 1%  |
| Heterosexual       | 13,493 | 86% |
| Gay                | 102    | 1%  |
| Lesbian            | 49     | <1% |
| Prefer not to say  | 1,906  | 12% |

**Figure 13 – Where respondents live (Q2)**  
**Base: Individual/family respondents (21,529)**

| District, borough or city    | Number | %   |
|------------------------------|--------|-----|
| Basildon                     | 1,506  | 7%  |
| Braintree                    | 1,865  | 9%  |
| Brentwood                    | 1,656  | 8%  |
| Castle Point                 | 1,690  | 8%  |
| Chelmsford                   | 2,476  | 12% |
| Colchester                   | 3,525  | 16% |
| Epping Forest                | 1,463  | 7%  |
| Harlow                       | 749    | 3%  |
| Maldon                       | 909    | 4%  |
| Rochford                     | 1,552  | 7%  |
| Tendring                     | 1,928  | 9%  |
| Uttlesford                   | 1,431  | 7%  |
| <b>Other authority areas</b> |        |     |
| Southend                     | 274    | 1%  |
| Thurrock                     | 43     | <1% |
| Suffolk                      | 68     | <1% |
| Hertfordshire                | 60     | <1% |
| Redbridge                    | 50     | <1% |
| Other authority area         | 284    | 1%  |

- 3.3.11 The profile of consultation respondents has been compared to the library user profile<sup>5</sup>. In the consultation response, females are over-represented (58% of users compared

<sup>5</sup> Source: Essex Library Services Needs Assessment, November 2018

to 67% of respondents) and those aged 60 and over (22% of users compared to 47% of respondents). Those who identify as Black, Asian and other ethnic minorities are under-represented (11% of users compared to 3% of respondents).

3.3.12 The profile of organisations that took part is shown in the figures below.

**Figure 14 – Type of organisation (Q1)**

**Base: Organisation respondents (328)**

| Type of organisation        | Number | %   |
|-----------------------------|--------|-----|
| Community group             | 92     | 28% |
| Registered charity          | 57     | 17% |
| Town or parish council      | 47     | 14% |
| District or borough council | 13     | 4%  |
| Other public body           | 15     | 5%  |
| Other                       | 96     | 29% |
| Not identified              | 8      | 2%  |

3.3.13 “Other” included schools, adult education or U3A (28), book groups and clubs (26), nurseries, childcare and pre-schools (8), library service volunteers (2), trade unions (2), churches (2) and political parties (5).

**Figure 15 – Groups worked with or represented (Q23)**

**Base: Organisation respondents (203)**

| Groups worked with or represented | Number | %   |
|-----------------------------------|--------|-----|
| Older people                      | 139    | 68% |
| Children/young people             | 129    | 64% |
| Women                             | 120    | 59% |
| Disabled people                   | 100    | 49% |
| Men                               | 91     | 45% |
| Black and ethnic minority people  | 73     | 36% |
| Pregnant women or new mothers     | 72     | 35% |
| Religious or faith community/ies  | 67     | 33% |
| Lesbian, gay or bisexual people   | 66     | 33% |
| Transgender people                | 60     | 30% |

**Figure 16 – Where the organisation works in or serves (Q2)**

**Base: Organisation respondents (317)**

| District, borough or city covered | Number | %   |
|-----------------------------------|--------|-----|
| Basildon                          | 31     | 10% |
| Braintree                         | 54     | 17% |
| Brentwood                         | 30     | 9%  |
| Castle Point                      | 37     | 12% |
| Chelmsford                        | 58     | 18% |
| Colchester                        | 65     | 21% |
| Epping Forest                     | 32     | 10% |
| Harlow                            | 38     | 12% |

| District, borough or city covered        | Number | %   |
|--|--------|-----|
| Maldon                                   | 38     | 12% |
| Rochford                                 | 38     | 12% |
| Tendring                                 | 58     | 18% |
| Uttlesford                               | 43     | 14% |
| <b><i>Other authority areas</i></b>      |        |     |
| Southend                                 | 15     | 5%  |
| Thurrock                                 | 7      | 2%  |
| Suffolk                                  | 7      | 2%  |
| Hertfordshire                            | 4      | 1%  |
| Redbridge                                | 4      | 1%  |
| Outside boundary of Essex County Council | 16     | 5%  |

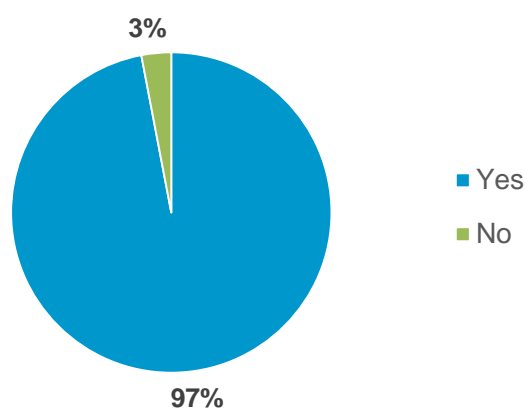
## 4. Consultation findings – individuals and families

### 4.1 Use of library services

#### Visiting an Essex library (Q3)

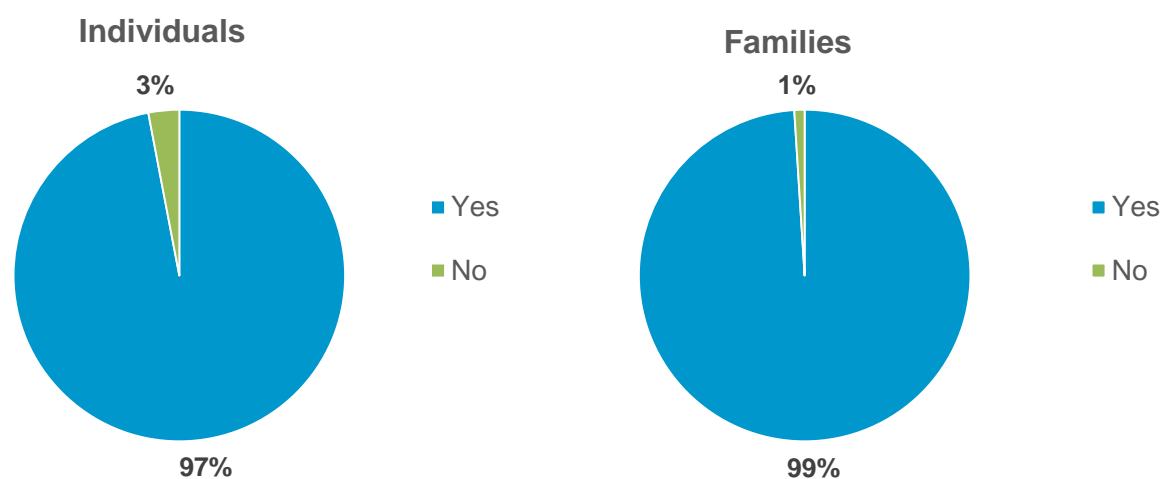
- 4.1.1 Those responding to the consultation were asked whether they had visited an Essex library in the last 12 months.
- 4.1.2 The majority of individual and family respondents (97% 20,857) said they had visited an Essex library in the last 12 months and only a small proportion (3% 583) had not.

**Figure 17 – Have you visited an Essex library within the last 12 months? (Q3)**  
**Base: Individual/family respondents (21,440)**



- 4.1.3 Family respondents were more likely to say they had visited an Essex library in the last 12 months (99% 4,816) compared to individual respondents (97% 15,965).

**Figure 18 – Have you visited an Essex library within the last 12 months? (Q3) By respondent type**  
**Base: Individual/family respondents (Individuals: 16,495; Families: 4,868)**



- 4.1.4 By district, almost all (99% 1,644) of the respondents from Castle Point said they had visited a library in the last 12 months. By comparison, 95% (1,346) of respondents from Uttlesford and the same proportion from Harlow (706) said they had visited a library in the same time period.

**Figure 19 – Have you visited an Essex library within the last 12 months? (Q3) By where respondents live**

**Base: Individual/family respondents (21,440)**

| District, borough or city | Yes         | No      |
|---------------------------|-------------|---------|
| Basildon                  | 98% (1,471) | 2% (23) |
| Braintree                 | 97% (1,786) | 3% (63) |
| Brentwood                 | 97% (1,600) | 3% (42) |
| Castle Point              | 99% (1,644) | 1% (22) |
| Chelmsford                | 97% (2,384) | 3% (75) |
| Colchester                | 98% (3,423) | 2% (71) |
| Epping Forest             | 98% (1,426) | 2% (26) |
| Harlow                    | 95% (706)   | 5% (39) |
| Maldon                    | 97% (881)   | 3% (25) |
| Rochford                  | 98% (1,515) | 2% (29) |
| Tendring                  | 98% (1,875) | 2% (46) |
| Uttlesford                | 95% (1,346) | 5% (76) |
| Other authority areas*    | 94% (726)   | 6% (45) |

\* 'Other' includes Southend, Thurrock, Suffolk, Hertfordshire, Redbridge and other authority areas

### Subgroup analysis – use of library services (overall level; Q3)

**97% (20,857) had visited** an Essex library within the last 12 months. The percentage of each subgroup who had visited was (differences between subgroups are shown in **bold**):

97% of males (4,937)  
**98% of females** (11,363)  
 95% of under 17 year olds (506)  
 96% of 17-30 year olds (679)  
**98% of 31-60 year olds** (7,547)  
**98% of 61-80 year olds** (6,889)  
 97% of 81+ year olds (1,071)  
 98% of White ethnic group (15,384)  
 97% of BAME groups (504)  
 97% of disabled respondents (2,357)  
**98% of non-disabled respondents** (14,597)  
 98% of pregnant respondents (563)  
 97% of non-pregnant respondents (13,958)  
 99% of Easy Read form users (170)  
 97% of non-Easy Read form users (20,687)

**3% (583) had not visited** an Essex library within the last 12 months. The percentage of each subgroup who had not visited was (differences between subgroups are shown in **bold**):



**3% of males** (176)

2% of females (246)

**5% of under 17 year olds** (27)

**4% of 17-30 year olds** (27)

2% of 31-60 year olds (177)

2% of 61-80 year olds (157)

3% of 81+ year olds (34)

2% of White ethnic group (387)

3% of BAME groups (16)

**3% of disabled respondents** (77)

2% of non-disabled respondents (352)

2% of pregnant respondents (11)

3% of non-pregnant respondents (362)

1% of Easy Read form users (2)

**3% of non-Easy Read form users** (581)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

### Which libraries people use (Q3)

- 4.1.5 Respondents were asked to provide the name of up to three Essex libraries they used most frequently. Respondents were able to select up to three libraries.
- 4.1.6 Individual and family respondents had used Chelmsford (13% 2,682) and Colchester (13% 2,548) libraries most frequently. These libraries also have the largest proportions of active users across the Essex Library Services (Chelmsford 10% and Colchester 8%).
- 4.1.7 Three in ten (30% 5,967) individual and family respondents chose at least one tier 4 library. However, this is fewer respondents than those who had used one in the last 12 months (6,942 Q11).
- 4.1.8 Four in ten (40% 7,978) individual and family respondents chose at least one tier 3 library.
- 4.1.9 Out of the tier 4 libraries which the Council proposes to close, Prettygate received the largest proportion of individual and family respondents saying they used it frequently (5% 1,012). Prettygate library also has the largest proportion of active users of any tier 4 library, according to library service membership data<sup>6</sup> as shown in the figure below.
- 4.1.10 Out of the tier 3 libraries which the Council proposes are run by community or partner organisations, Hadleigh (6% 1,104) received the largest proportion of individual and family respondents saying they used it frequently, followed by Shenfield (5% 1,052). These libraries also had the largest proportions of active users amongst tier 3 libraries.
- 4.1.11 Tier 4 libraries are marked in the table below with \* and tier 3 libraries with ^.

**Figure 20 – Please provide the name of up to three Essex libraries or services you use the most frequently (Q3), compared to percentage of active users**  
**Base: Individual/family respondents (19,897)**

| Library/service used | Number of respondents | % of respondents | % of active users who used each library in the year to March 2018 <sup>7</sup> |
|----------------------|-----------------------|------------------|--|
| Basildon             | 708                   | 4%               | 3%   |
| Billericay           | 888                   | 4%               | 3%   |
| Braintree            | 723                   | 4%               | 4%   |
| Brentwood            | 985                   | 5%               | 3%   |
| Brightlingsea^       | 408                   | 2%               | 1%   |
| Broomfield*          | 286                   | 1%               | <1%  |
| Buckhurst Hill*      | 388                   | 2%               | 1%   |
| Burnham              | 177                   | 1%               | 1%   |
| Canvey               | 332                   | 2%               | 2%   |
| Chelmsford           | 2,682                 | 13%              | 10%  |
| Chigwell*            | 206                   | 1%               | <1%  |

<sup>6</sup> Source: Essex Library Services Needs Assessment, November 2018.

<sup>7</sup> Source: Essex Library Services Needs Assessment, November 2018.

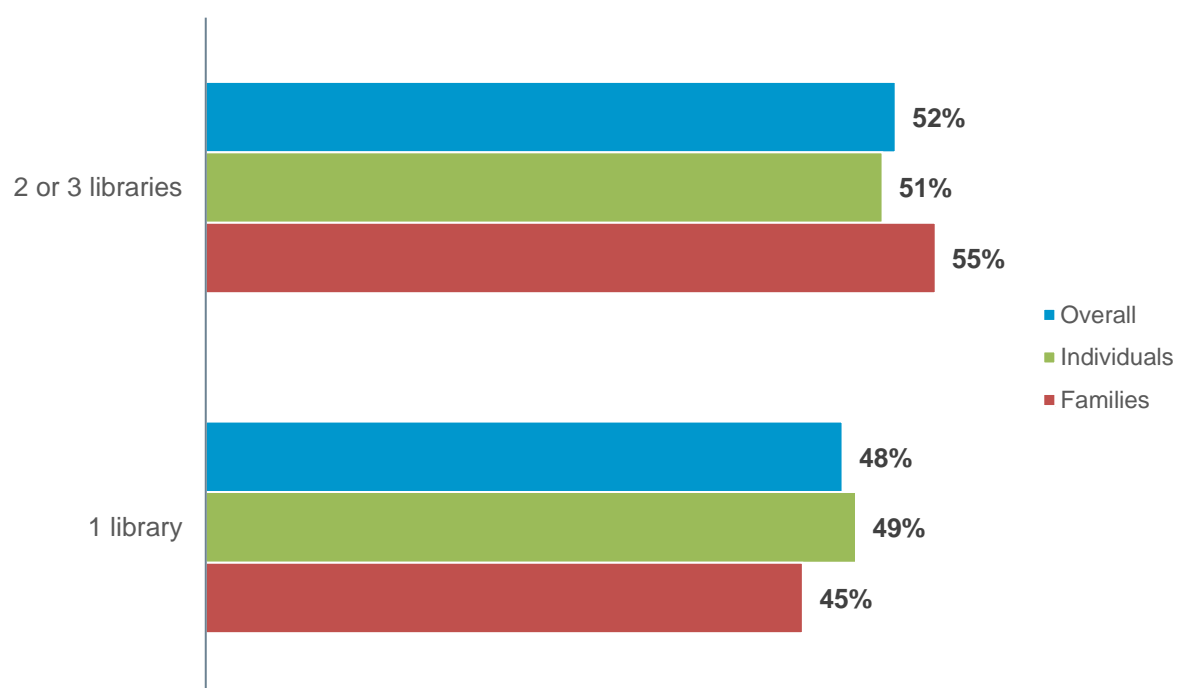
| Library/service used  | Number of respondents | % of respondents | % of active users who used each library in the year to March 2018 <sup>7</sup> |
|-----------------------|-----------------------|------------------|--|
| Chipping Ongar        | 217                   | 1%               | 1%   |
| Clacton               | 639                   | 3%               | 3%   |
| Coggeshall^           | 364                   | 2%               | <1%  |
| Colchester            | 2,548                 | 13%              | 8%   |
| Danbury*              | 292                   | 1%               | 1%   |
| Debden*               | 116                   | 1%               | <1%  |
| Dunmow                | 427                   | 2%               | 2%   |
| Earls Colne^          | 213                   | 1%               | <1%  |
| Epping                | 417                   | 2%               | 1%   |
| Frinton^              | 429                   | 2%               | 1%   |
| Fryerns*              | 136                   | 1%               | 1%   |
| Galleywood*           | 329                   | 2%               | 1%   |
| Great Baddow          | 395                   | 2%               | 1%   |
| Great Parndon^        | 130                   | 1%               | 1%   |
| Great Tarpots^        | 394                   | 2%               | 1%   |
| Great Wakering*       | 161                   | 1%               | <1%  |
| Greenstead            | 236                   | 1%               | 1%   |
| Hadleigh^             | 1,104                 | 6%               | 2%   |
| Halstead              | 340                   | 2%               | 1%   |
| Harlow                | 730                   | 4%               | 3%   |
| Harwich               | 383                   | 2%               | 1%   |
| Hatfield Peverel*     | 215                   | 1%               | <1%  |
| Hockley^              | 863                   | 4%               | 1%   |
| Holland*              | 303                   | 2%               | <1%  |
| Hullbridge*           | 310                   | 2%               | <1%  |
| Ingatestone^          | 381                   | 2%               | <1%  |
| Kelvedon*             | 363                   | 2%               | <1%  |
| Laindon               | 262                   | 1%               | 2%   |
| Loughton              | 675                   | 3%               | 3%   |
| Maldon                | 768                   | 4%               | 3%   |
| Manningtree^          | 577                   | 3%               | 1%   |
| Mark Hall*            | 159                   | 1%               | 1%   |
| North Melbourne       | 159                   | 1%               | 1%   |
| North Weald*          | 231                   | 1%               | <1%  |
| Old Harlow            | 191                   | 1%               | 1%   |
| Pitsea                | 142                   | 1%               | 1%   |
| Prettygate*           | 1,012                 | 5%               | 2%   |
| Rayleigh              | 893                   | 4%               | 3%   |
| Rochford              | 321                   | 2%               | 1%   |
| Saffron Walden        | 775                   | 4%               | 3%   |
| Shenfield^            | 1,052                 | 5%               | 2%   |
| Sible Hedingham*      | 188                   | 1%               | <1%  |
| Silver End*           | 93                    | <1%              | <1%  |
| South Benfleet^       | 610                   | 3%               | 1%   |
| South Woodham Ferrers | 246                   | 1%               | 2%   |
| Southminster*         | 120                   | 1%               | <1%  |
| Springfield^          | 326                   | 2%               | 1%   |

| Library/service used | Number of respondents | % of respondents | % of active users who used each library in the year to March 2018 <sup>7</sup> |
|----------------------|-----------------------|------------------|--|
| Stansted*            | 287                   | 1%               | <1%  |
| Stanway^             | 423                   | 2%               | 1%   |
| Stock*               | 71                    | <1%              | <1%  |
| Thaxted*             | 269                   | 1%               | <1%  |
| Tiptree^             | 482                   | 2%               | 1%   |
| Tye Green*           | 165                   | 1%               | 1%   |
| Vange*               | 120                   | 1%               | 1%   |
| Waltham Abbey        | 224                   | 1%               | 1%   |
| Walton^              | 239                   | 1%               | <1%  |
| West Clacton^        | 76                    | <1%              | <1%  |
| West Mersea^         | 533                   | 3%               | 1%   |
| Wickford             | 414                   | 2%               | 2%   |
| Wickham Bishops*     | 218                   | 1%               | <1%  |
| Witham               | 704                   | 4%               | 2%   |
| Wivenhoe^            | 582                   | 3%               | 1%   |
| Writtle*             | 299                   | 2%               | <1%  |

4.1.12 Over half (52% 10,299) of individual and family respondents chose two or three libraries that they use frequently. By contrast 48% (9,598) only chose one library.

4.1.13 A larger proportion of individual respondents chose only one library (49% 7,472) compared to family respondents (45% 2,085).

**Figure 21 – Number of libraries selected (Q3) by respondent type**  
**Base: Individual/family respondents (Overall: 19,897; Individuals: 15,149; Families: 4,678)**



### Subgroup analysis – use of library services (overall level; Q3)

**52%** (10,299) frequently **used two or three libraries**. The percentage of each subgroup who used two or three libraries was (differences between subgroups are shown in **bold**):

- 67% of tier 4 users** (4,418)
- 44% of non-tier 4 users (5,864)
- 60% of tier 3 users** (4,779)
- 46% of non-tier 3 users (5,505)
- 53% of males (2,499)
- 52% of females (5,671)
- 53% of under 17 year olds (265)
- 63% of 17-30 year olds** (424)
- 57% of 31-60 year olds (4,184)
- 49% of 61-80 year olds (3,166)
- 37% of 81+ year olds (374)
- 52% of White ethnic group (7,679)
- 64% of BAME groups** (311)
- 50% of disabled respondents (1,119)
- 53% of non-disabled respondents** (7,394)
- 61% of pregnant respondents** (338)
- 53% of non-pregnant respondents (7,066)
- 30% of Easy Read form users (49)
- 52% of non-Easy Read form users** (10,250)

**48%** (9,598) frequently **used only one library**. The percentage of each subgroup who used only one library was (differences between subgroups are shown in **bold**):

- 33% of tier 4 users (2,172)
- 56% of non-tier 4 users** (7,397)
- 40% of tier 3 users (3,199)
- 54% of non-tier 3 users** (6,374)
- 47% of males (2,235)
- 48% of females (5,249)
- 47% of under 17 year olds (235)
- 37% of 17-30 year olds (246)
- 43% of 31-60 year olds (3,144)
- 51% of 61-80 year olds (3,357)
- 63% of 81+ year olds** (642)
- 48% of White ethnic group** (7,100)
- 36% of BAME groups (175)
- 50% of disabled respondents** (1,118)
- 47% of non-disabled respondents (6,665)
- 39% of pregnant respondents (214)
- 47% of non-pregnant respondents** (6,334)
- 70% of Easy Read form users** (115)
- 48% of non-Easy Read form users (9,483)

### Subgroup analysis – use of library services (tier 4 level; Q3)

**67%** (4,418) frequently **used two or three libraries**. The percentage of each subgroup who used two or three libraries was (differences between subgroups are shown in **bold**):

- 66% of individuals (3,156)
- 70% of families** (1,250)
- 69% of males (1,123)
- 67% of females (2,625)
- 67% of under 17 year olds (143)
- 78% of 17-30 year olds** (232)
- 71% of 31-60 year olds** (2,114)
- 64% of 61-80 year olds (1,253)
- 46% of 81+ year olds (133)
- 67% of White ethnic group (3,493)
- 77% of BAME groups** (169)
- 64% of disabled respondents (534)
- 68% of non-disabled respondents** (3,378)
- 70% of pregnant respondents (180)
- 68% of non-pregnant respondents (3,218)
- 56% of Easy Read form users (20)
- 67% of non-Easy Read form users** (4,398)

**33%** (2,172) frequently **used only one library**. The percentage of each subgroup who used only one library was (differences between subgroups are shown in **bold**):

- 34% of individuals** (1,627)
- 30% of families (533)
- 31% of males (497)
- 33% of females (1,290)
- 33% of under 17 year olds (70)
- 22% of 17-30 year olds (64)
- 29% of 31-60 year olds (852)
- 36% of 61-80 year olds (719)
- 54% of 81+ year olds** (155)
- 33% of White ethnic group** (1,693)
- 23% of BAME groups (50)
- 36% of disabled respondents** (303)
- 32% of non-disabled respondents (1,595)
- 30% of pregnant respondents (76)
- 32% of non-pregnant respondents** (1,523)
- 43% of Easy Read form users (15)
- 33% of non-Easy Read form users (2,157)

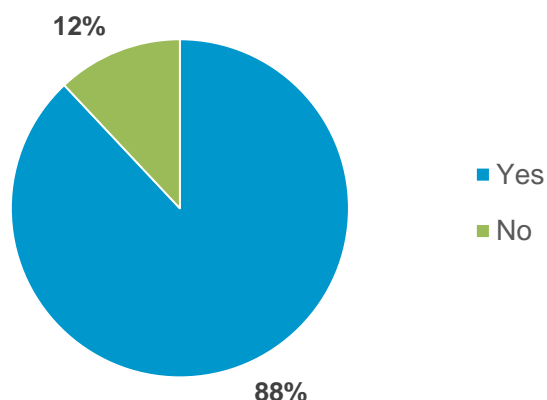
For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

## Using an Essex Library Card (Q4)

- 4.1.14 Almost nine in ten (88% 18,659) individual and family respondents had used an Essex Library Card in the last 12 months, whereas 12% (2,510) had not.

**Figure 22 – Have you used an Essex Library Card e.g. to borrow a book or access wi-fi, in the last 12 months? (Q4)**

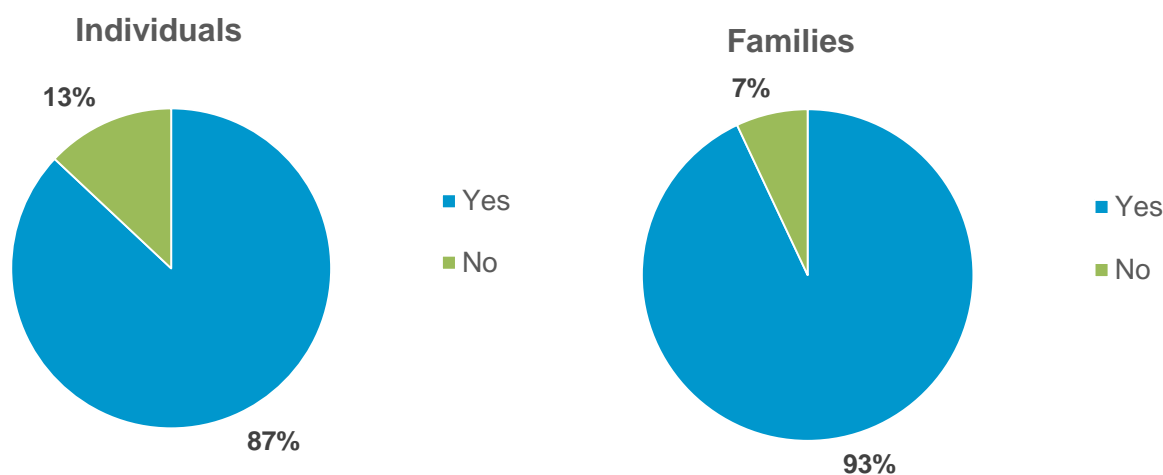
**Base: Individual/family respondents (21,169)**



- 4.1.15 Family respondents were more likely to say they had used an Essex Library Card in the last 12 months (93% 4,505) compared to individual respondents (87% 14,082).

**Figure 23 – Have you used an Essex Library Card e.g. to borrow a book or access wi-fi, in the last 12 months? (Q4) By respondent type**

**Base: Individual/family respondents (Individuals: 16,250; Families: 4,841)**





- 4.1.16 Larger proportions of respondents from Uttlesford (17% 240) and Harlow (17% 122) reported that they had not used a library card in the last 12 months, compared to respondents from other districts.

**Figure 24 – Have you used an Essex Library Card e.g. to borrow a book or access wi-fi, in the last 12 months? (Q4) By where respondents live**

**Base: Individual/family respondents (21,169)**

| District, borough or city | Yes         | No        |
|---------------------------|-------------|-----------|
| Basildon                  | 90% (1,342) | 10% (142) |
| Braintree                 | 88% (1,618) | 12% (216) |
| Brentwood                 | 88% (1,421) | 12% (193) |
| Castle Point              | 89% (1,466) | 11% (181) |
| Chelmsford                | 89% (2,186) | 11% (260) |
| Colchester                | 88% (3,037) | 12% (409) |
| Epping Forest             | 88% (1,266) | 12% (173) |
| Harlow                    | 83% (608)   | 17% (122) |
| Maldon                    | 91% (810)   | 9% (85)   |
| Rochford                  | 90% (1,369) | 10% (155) |
| Tendring                  | 89% (1,686) | 11% (207) |
| Uttlesford                | 83% (1,161) | 17% (240) |
| Other authority areas*    | 84% (623)   | 16% (123) |

\* 'Other' includes Southend, Thurrock, Suffolk, Hertfordshire, Redbridge and other Authority areas

### Subgroup analysis – use of library services (overall level; Q4)

**88%** (18,659) **had used** an Essex Library Card within the last 12 months. The percentage of each subgroup who had used an Essex Library Card within the last 12 months was (differences between subgroups are shown in **bold**):

85% of males (4,303)

**90% of females** (10,384)

**93% of under 17 year olds** (492)

88% of 17-30 year olds (623)

88% of 31-60 year olds (6,789)

88% of 61-80 year olds (6,160)

**91% of 81+ year olds** (979)

88% of White ethnic group (13,861)

90% of BAME groups (465)

88% of disabled respondents (2,115)

88% of non-disabled respondents (13,161)

91% of pregnant respondents (523)

88% of non-pregnant respondents (12,577)

91% of Easy Read form users (154)

88% of non-Easy Read form users (18,505)

**12% (2,510) had not used** an Essex Library Card within the last 12 months. The percentage of each subgroup who had not used an Essex Library Card within the last 12 months was (differences between subgroups are shown in **bold**):

- 15% of males** (761)
- 10% of females (1,179)
- 7% of under 17 year olds (39)
- 12% of 17-30 year olds** (86)
- 12% of 31-60 year olds** (928)
- 12% of 61-80 year olds** (824)
- 9% of 81+ year olds (96)
- 12% of White ethnic group (1,820)
- 10% of BAME groups (53)
- 12% of disabled respondents (291)
- 12% of non-disabled respondents (1,716)
- 9% of pregnant respondents (53)
- 12% of non-pregnant respondents (1,688)
- 9% of Easy Read form users (15)
- 12% of non-Easy Read form users (2,495)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

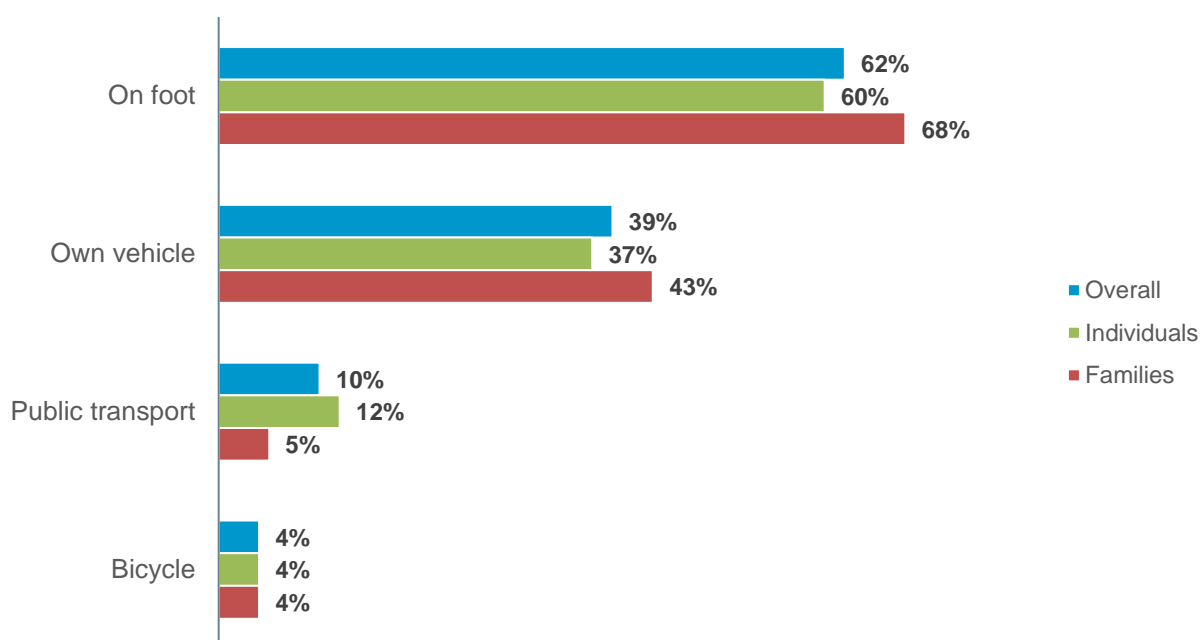
## 4.2 Travelling to the library

### Mode of transport (Q5)

- 4.2.1 Individual and family respondents were asked how they usually travel to the library they use most frequently and were able to select more than one method of transport.
- 4.2.2 In total, 87% of individual and family respondents (18,197) chose only one method of transport. In comparison, 86% (5,845) of tier 4 users chose only one. However, this should be interpreted with caution as some respondents may not have realised they could choose more than one.
- 4.2.3 Overall, by far the most popular way of getting to libraries was on foot (62% 13,025), followed by using their own vehicle (39% 8,106). A further one in ten (10% 2,134) said they used public transport.
- 4.2.4 Family respondents were more likely than individual respondents to travel on foot (68% 3,275 compared to 60% 9,693) and travel using their own vehicle (43% 2,070 compared to 37% 6,016). In contrast, individual respondents were more likely to travel by public transport (12% 1,883 compared to 5% 236).

**Figure 25 – How do you usually travel to the library you use most frequently? (Q5) By respondent type**

**Base: Individual/family respondents (Overall: 20,981; Individuals: 16,060; Families: 4,843)**



- 4.2.5 There was an option for respondents to identify other forms of transport - 341 respondents provided alternatives. Amongst these, the most mentioned other forms of transport were mobility scooters and wheelchairs (23% 80) and getting a lift with someone else (20% 68). A further 12% (42) said they walked, 11% (38) mentioned using a car and 9% (29) public transport. Another 8% (26) said they had not visited a library recently or that they could not visit a library.

### Subgroup analysis – travelling to the library (overall level; Q5)

**62%** (13,025) travelled **on foot** to the library they use most frequently. The percentage of each subgroup who travelled on foot was (differences between subgroups are shown in **bold**):

- 68% of library internet users** (750)
- 62% of those who used the internet elsewhere (11,736)
- 63% of tier 4 users** (4,300)
- 62% of non-tier 4 users (8,686)
- 66% of tier 3 users** (5,161)
- 60% of non-tier 3 users (7,830)
- 62% of males (3,121)
- 62% of females (7,081)
- 63% of under 17 year olds (324)
- 69% of 17-30 year olds** (485)
- 65% of 31-60 year olds** (5,011)
- 59% of 61-80 year olds (4,129)
- 52% of 81+ year olds (524)
- 62% of White ethnic group (9,617)
- 66% of BAME groups (340)
- 57% of disabled respondents (1,273)
- 63% of non-disabled** respondents (9,378)
- 71% of pregnant respondents** (410)
- 61% of non-pregnant respondents (8,657)
- 72% of Easy Read form users** (122)
- 62% of non-Easy Read form users (12,903)

**39%** (8,106) travelled **using their own vehicle** to the library they use most frequently. The percentage of each subgroup who used their own vehicle was (differences between subgroups are shown in **bold**):

- 22% of library internet users (238)
- 40% of those who used the internet elsewhere** (7,631)
- 39% of tier 4 users (2,694)
- 38% of non-tier 4 users (5,397)
- 37% of tier 3 users (2,925)
- 40% of non-tier 3 users** (5,172)
- 35% of males (1,779)
- 40% of females** (4,572)
- 36% of under 17 year olds (182)
- 35% of 17-30 year olds (247)
- 40% of 31-60 year olds** (3,098)
- 37% of 61-80 year olds (2,540)
- 38% of 81+ year olds (388)
- 38% of White ethnic group (5,976)
- 36% of BAME groups (185)
- 37% of disabled respondents (831)
- 38% of non-disabled respondents (5,713)
- 38% of pregnant respondents (216)

39% of non-pregnant respondents (5,546)

37% of Easy Read form users (62)

39% of non-Easy Read form users (8,044)

**10%** (2,134) travelled **by public transport** to the library they use most frequently. The percentage of each subgroup who travelled by public transport was (differences between subgroups are shown in **bold**):

**20% of library internet users** (226)

9% of those who used the internet elsewhere (1,735)

10% of tier 4 users (686)

10% of non-tier 4 users (1,438)

8% of tier 3 users (619)

**12% of non-tier 3 users** (1,504)

**12% of males** (605)

9% of females (1,058)

7% of under 17 year olds (36)

**16% of 17-30 year olds** (109)

6% of 31-60 year olds (467)

13% of 61-80 year olds (922)

**18% of 81+ year olds** (178)

10% of White ethnic groups (1,520)

**18% of BAME groups** (93)

**16% of disabled respondents** (352)

9% of non-disabled respondents (1,393)

6% of pregnant respondents (32)

**10% of non-pregnant respondents** (1,403)

11% of Easy Read form users (19)

10% of non-Easy Read form users (2,115)

**87%** (18,197) selected only **one method of transport**. The percentage of each subgroup who used only one method of transport was (differences between subgroups are shown in **bold**):

88% of library internet users (968)

86% of those who used the internet elsewhere (16,419)

86% of tier 4 users (5,845)

87% of non-tier 4 users (12,309)

86% of tier 3 users (6,770)

87% of non-tier 3 users (11,381)

**88% of individuals** (14,103)

83% of families (4,029)

86% of males (4,325)

87% of females (10,007)

**88% of under 17 year olds** (449)

78% of 17-30 year olds (546)

86% of 31-60 year olds (6,586)

**89% of 61-80 year olds** (6,156)

**91% of 81+ year olds** (918)

**87% of White ethnic group** (13,567)  
 79% of BAME groups (407)  
**89% of disabled respondents** (1,995)  
 87% of non-disabled respondents (12,886)  
 84% of pregnant respondents (482)  
**87% of non-pregnant respondents** (12,309)  
 78% of Easy Read form users (131)  
**87% of non-Easy Read form users** (18,066)

### Subgroup analysis – travelling to the library (tier 4 level; Q5)

**63%** (4,300) travelled **on foot** to the library they use most frequently. The percentage of each subgroup who travelled on foot was (differences between subgroups are shown in **bold**):

61% of individuals (3,054)  
**67% of families** (1,228)  
 65% of males (1,080)  
 62% of females (2,523)  
 64% of under 17 year olds (136)  
**66% of 17-30 year olds** (204)  
**65% of 31-60 year olds** (1,979)  
 62% of 61-80 year olds (1,276)  
 56% of 81+ year olds (159)  
 63% of White ethnic groups (3,365)  
**70% of BAME groups** (159)  
 57% of disabled respondents (474)  
**64% of non-disabled respondents** (3,318)  
**70% of pregnant respondents** (184)  
 62% of non-pregnant respondents (3,056)  
 56% of Easy Read form users (19)  
**63% of Non-Easy Read form users** (4,281)

**39%** (2,694) travelled **using their own vehicle** to the library they use most frequently. The percentage of each subgroup who used their own vehicle was (differences between subgroups are shown in **bold**):

38% of individuals (1,892)  
**44% of families** (797)  
 34% of males (573)  
**42% of females** (1,704)  
 35% of under 17 year olds (75)  
 38% of 17-30 year olds (116)  
**42% of 31-60 year olds** (1,300)  
 35% of 61-80 year olds (730)  
 41% of 81+ year olds (116)  
 40% of White ethnic group (2,137)  
 34% of BAME groups (78)  
 38% of disabled respondents (320)

40% of non-disabled respondents (2,049)  
 40% of pregnant respondents (105)  
 40% of non-pregnant respondents (1,986)  
 47% of Easy Read form user (16)  
 39% of non-Easy Read form users (2,678)

**10%** (686) travelled **by public transport** to the library they use most frequently. The percentage of each subgroup who travelled by public transport was (differences between subgroups are shown in **bold**):

**11% of individuals** (571)  
 6% of families (110)  
**12% of males** (207)  
 9% of females (357)  
 9% of under 17 year olds (19)  
**18% of 17-30 year olds** (56)  
 7% of 31-60 year olds (202)  
 13% of 61-80 year olds (272)  
 12% of 81+ year olds (34)  
 9% of White ethnic group (509)  
**19% of BAME groups** (44)  
**15% of disabled respondents** (126)  
 9% of non-disabled respondents (478)  
 7% of pregnant respondents (18)  
 10% of non-pregnant respondents (483)  
 21% of Easy Read form users (7)  
 10% of non-Easy Read form users (679)

**86%** (5,845) selected only **one method of transport**. The percentage of each subgroup who used only one method of transport was (differences between subgroups are shown in **bold**):

87% of library internet users (365)  
 85% of those who used the internet elsewhere (5,249)  
**87% of individuals** (4,324)  
 82% of families (1,499)  
 86% of males (1,435)  
 86% of females (3,473)  
 87% of under 17 year olds (185)  
 76% of 17-30 year olds (232)  
 84% of 31-60 year olds (2,586)  
 88% of 61-80 year olds (1,814)  
**92% of 81+ year olds** (264)  
**86% of White ethnic group** (4,620)  
 76% of BAME groups (174)  
**88% of disabled respondents** (735)  
 85% of non-disabled respondents (4,405)  
 82% of pregnant respondents (216)  
 86% of non-pregnant respondents (4,211)

76% of Easy Read form users (26)

**86% of non-Easy Read form users (5,819)**

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

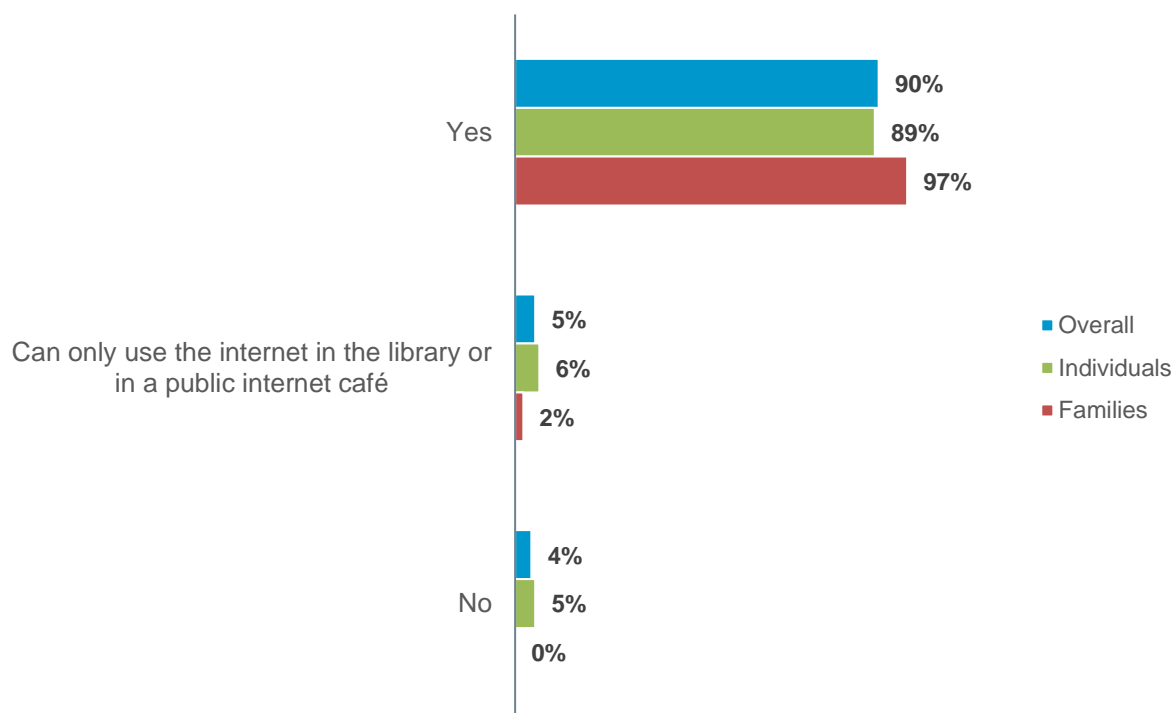


## 4.3 Internet access

### Accessing the internet (Q6)

- 4.3.1 Individual and family respondents were asked if they had access to the internet and, if so, where they access it.
- 4.3.2 Overall, nine in ten (90% 19,281) said they have access to the internet at home, at work or on their mobile device. One in twenty (5% 1,134) said they can only use it in a library or in a public internet café and 4% (908) said they did not access it at all.
- 4.3.3 Individual respondents were more likely than family respondents to say they could only use the internet in the library or in a public internet café (6% 1,008 compared to 2% 114) and that they do not have access to the internet (5% 873 compared to <1% 15).

**Figure 26 – Do you have access to the internet? (Q6) By respondent type**  
**Base: Individual/family respondents (Overall: 21,323; Individuals: 16,386; Families: 4,856)**



## Subgroup analysis – internet access (overall level; Q6)

**5%** (1,134) could only use the internet **in the library or in a public internet café**. The percentage of each subgroup who could only use the internet in the library or in a public internet café was (differences between subgroups are shown in **bold**):

- 6% of tier 4 users** (434)
- 5% of non-tier 4 users (694)
- 6% of tier 3 users** (494)
- 5% of non-tier 3 users (632)
- 7% of males** (374)
- 4% of females (466)
- 3% of under 17 year olds (14)
- 4% of 17-30 year olds (29)
- 4% of 31-60 year olds (301)
- 6% of 61-80 year olds (406)
- 8% of 81+ year olds** (93)
- 5% of White ethnic group (772)
- 8% of BAME groups** (41)
- 11% of disabled respondents** (264)
- 4% of non-disabled respondents (618)
- 2% of pregnant respondents (11)
- 5% of non-pregnant respondents** (663)
- 28% of Easy Read form users** (46)
- 5% of non-Easy Read form users (1,088)

**4%** (908) did **not have access to the internet**. The percentage of each subgroup who did not have access to the internet was (differences between subgroups are shown in **bold**):

- 4% of tier 4 users (263)
- 4% of non-tier 4 users (631)
- 4% of tier 3 users (294)
- 4% of non-tier 3 users (600)
- 4% of males (203)
- 5% of females (541)
- 2% of under 17 year olds (9)
- <1% of 17-30 year olds (2)
- 1% of 31-60 year olds (52)
- 5% of 61-80 year olds (344)
- 33% of 81+ year olds** (358)
- 5% of White ethnic group** (715)
- 2% of BAME groups (12)
- 14% of disabled respondents** (330)
- 3% of non-disabled respondents (430)
- 1% of pregnant respondents (8)
- 4% of non-pregnant respondents** (542)
- 6% of Easy Read form users (10)
- 4% of non-Easy Read form users (898)

### Subgroup analysis – internet access (tier 4 level; Q6)

**6%** (434) could only use the internet **in the library or in a public internet café**. The percentage of each subgroup who could only use the internet in the library or in a public internet café was (differences between subgroups are shown in **bold**):

- 7% of individuals** (369)
- 3% of families (59)
- 8% of males** (140)
- 4% of females (179)
- 6% of under 17 year olds (13)
- 5% of 17-30 year olds (16)
- 4% of 31-60 year olds (136)
- 7% of 61-80 year olds (144)
- 11% of 81+ year olds** (33)
- 5% of White ethnic group (290)
- 11% of BAME groups** (25)
- 14% of disabled respondents** (121)
- 4% of non-disabled respondents (223)
- 2% of pregnant respondents (4)
- 5% of non-pregnant respondents** (263)
- 12% of Easy Read form users (4)
- 6% of non-Easy Read form users (430)

**4%** (263) did not have access to the internet. The percentage of each subgroup who did not have access to the internet was (differences between subgroups are shown in **bold**):

- 5% of individuals** (249)
- <1% of families (8)
- 3% of males (53)
- 4% of females (161)
- 2% of under 17 year olds (5)
- 1% of 17-30 year olds (2)
- 1% of 31-60 year olds (21)
- 4% of 61-80 year olds (93)
- 33% of 81+ year olds** (104)
- 4% of White ethnic groups (204)
- 3% of BAME groups (8)
- 12% of disabled respondents** (107)
- 2% of non-disabled respondents (119)
- 1% of pregnant respondents (2)
- 3% of non-pregnant respondents (153)
- 15% of Easy Read form users** (5)
- 4% of non-Easy Read form users (258)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

## 4.4 Views on the ambitions

### **Agreement with the ambitions (Q7)**

- 4.4.1 Respondents were instructed to read the five ambitions from the draft strategy (listed below) and asked the extent to which they agreed or disagreed that they were the right place to focus Essex County Council's limited resources.

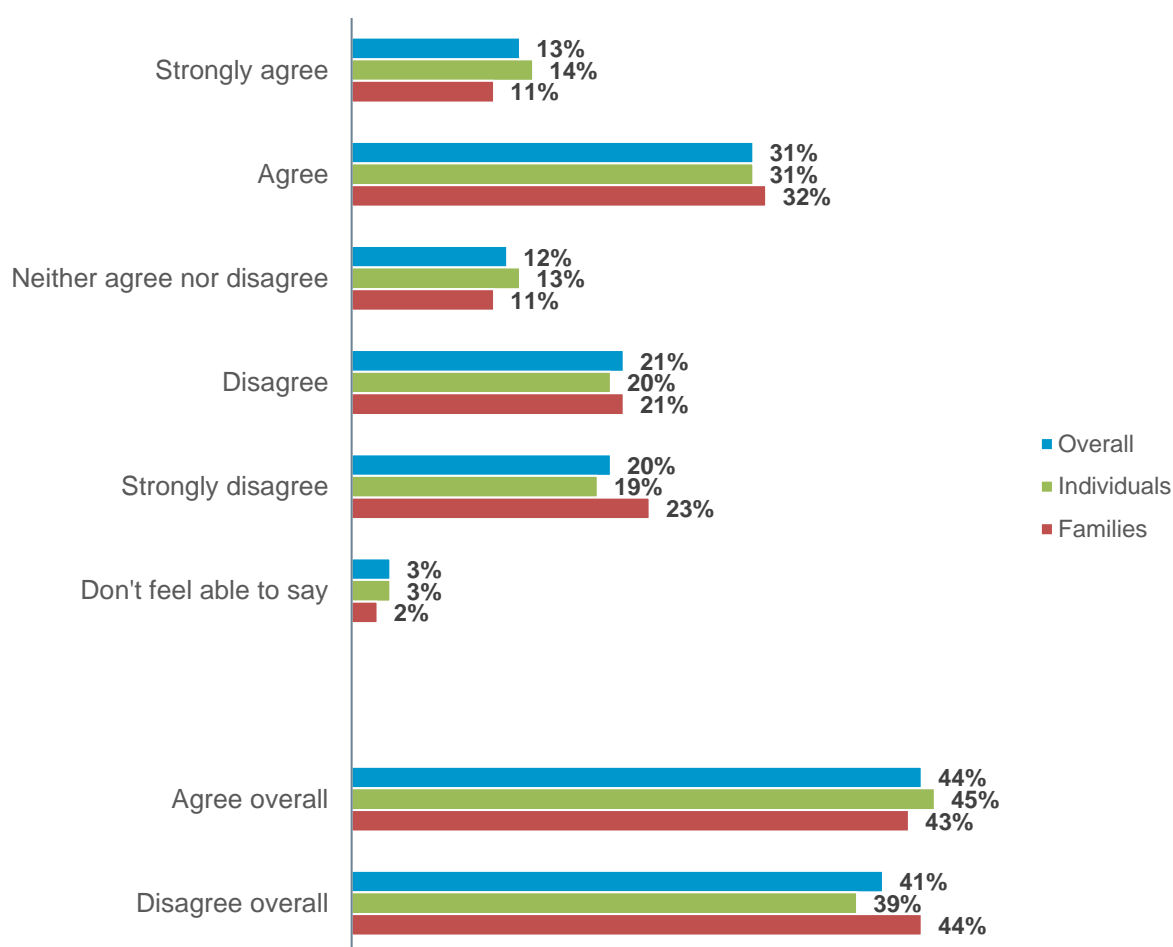
***Figure 27 – Ambitions from the draft strategy***

- 1. Have books and reading at the heart of the library service offer**
- 2. Have a class-leading eLibrary and embrace digital technology**
- 3. Have a smaller number of libraries more effectively focused on meeting the needs of communities**
- 4. Work in partnership with our communities to run and improve library services**
- 5. Offer a consistently good customer experience.**

4.4.2 A larger proportion (44% 8,530) of individual and family respondents agreed overall that the ambitions are the right place to focus the Council's limited resources than disagreed overall (41% 7,764). A further 12% (2,370) said they neither agreed nor disagreed and 3% (507) felt unable to say.

4.4.3 Family respondents were more likely to disagree overall (44% 1,868) with the ambitions than individual respondents (39% 5,863).

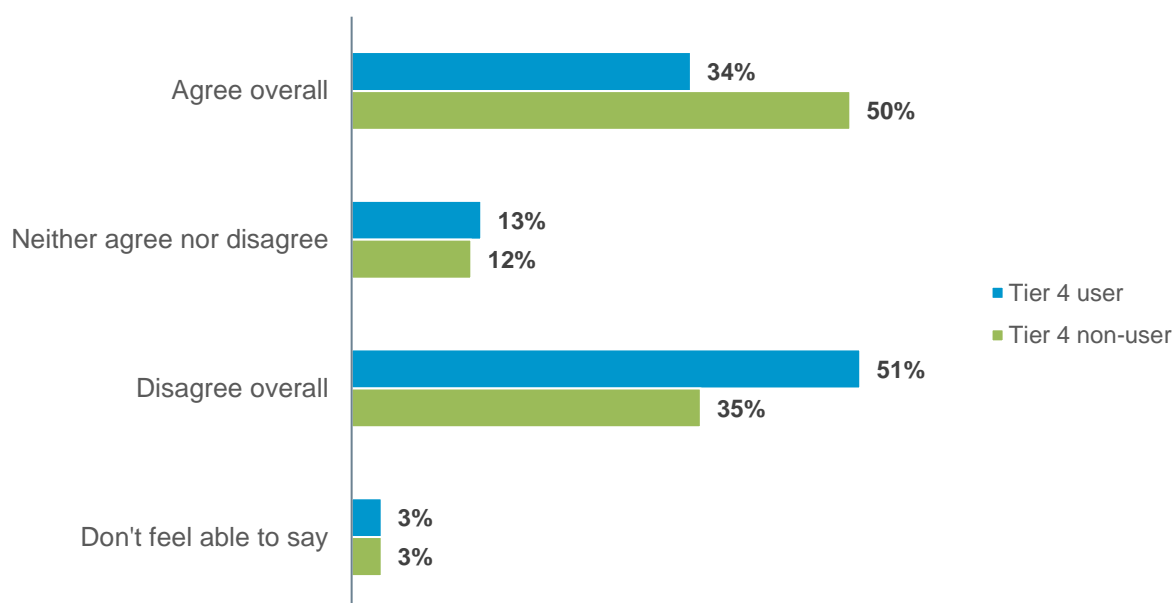
**Figure 28 – To what extent do you agree or disagree that our five ambitions are the right place on which to focus our limited resources? (Q7) By respondent type**  
**Base: Individual/family respondents (Overall: 19,171; Individuals: 14,835; Families: 4,263)**



- 4.4.4 As shown below, respondents who had used a tier 4 library in the last 12 months were more likely to disagree with the ambitions (51% 3,401) than those who had not used one (35% 4,345).

**Figure 29 – To what extent do you agree or disagree that our five ambitions are the right place on which to focus our limited resources? (Q7) By tier 4 library usage**

**Base: Individual/family respondents (19,171)**



### Subgroup analysis – views on the ambitions (overall; Q7)

**44%** (8,530) **agreed** that the five ambitions are the right place to focus limited resources. The percentage of each subgroup who agreed that the five ambitions are the right place to focus limited resources was (differences between subgroups are shown in **bold**):

- 32% of library internet users (324)
- 46% of those who used the internet elsewhere** (7,882)
- 34% of tier 3 users (2,462)
- 51% of non-tier 3 users** (6,048)
- 45% of individuals** (6,674)
- 43% of families (1,826)
- 46% of males (2,270)
- 47% of females (5,252)
- 48% of under 17 year olds (245)
- 46% of 17-30 year olds (322)
- 43% of 31-60 year olds (3,274)
- 49% of 61-80 year olds** (3,310)
- 45% of 81+ year olds (464)
- 46% of White ethnic group (7,068)
- 50% of BAME groups (255)
- 37% of disabled respondents (863)
- 47% of non-disabled respondents** (6,794)

44% of pregnant respondents (245)  
 47% of non-pregnant respondents (6,512)  
 36% of Easy Read form users (59)  
**45% of non-Easy Read form users (8,471)**

**41% (7,764) disagreed** that the five ambitions are the right place to focus limited resources. The percentage of each subgroup who disagreed that the five ambitions are the right place to focus limited resources was (differences between subgroups are shown in **bold**):

**54% of library internet users (551)**  
 40% of those who used the internet elsewhere (6,824)  
**50% of tier 3 users (3,585)**  
 35% of non-tier 3 users (4,161)  
 40% of individuals (5,863)  
**44% of families (1,868)**  
**42% of males (2,074)**  
 38% of females (4,305)  
 34% of under 17 years old (173)  
**41% of 17-30 year olds (289)**  
**44% of 31-60 year olds (3,335)**  
 36% of 61-80 year olds (2,451)  
 35% of 81+ year olds (367)  
 39% of White ethnic group (6,059)  
 37% of BAME groups (186)  
**46% of disabled respondents (1,066)**  
 39% of non-disabled respondents (5,719)  
**43% of pregnant respondents (241)**  
 39% of non-pregnant respondents (5,407)  
**62% of Easy Read form users (101)**  
 40% of non-Easy Read form users (7,663)

### **Subgroup analysis – views on the ambitions (tier 4 level; Q7)**

**34% (2,278) agreed** that the five ambitions are the right place to focus limited resources. The percentage of each subgroup who agreed that the five ambitions are the right place to focus limited resources was (differences between subgroups are shown in **bold**):

34% of individuals (1,667)  
 34% of families (604)  
 34% of males (554)  
 36% of females (1,455)  
 39% of under 17 year olds (84)  
 39% of 17-30 year olds (119)  
 33% of 31-60 year olds (994)  
 37% of 61-80 year olds (755)  
 32% of 81+ year olds (96)  
 35% of White ethnic group (1,863)  
 39% of BAME groups (88)

28% of disabled respondents (243)  
**36% of non-disabled respondents** (1,812)  
 38% of pregnant respondents (98)  
 36% of non-pregnant respondents (1,722)  
 47% of Easy Read form users (14)  
 34% of non-Easy Read form users (2,264)

**51%** (3,401) **disagreed** that the five ambitions are the right place to focus limited resources. The percentage of each subgroup who disagreed that the five ambitions are the right place to focus limited resources was (differences between subgroups are shown in **bold**):

50% of individuals (2,451)  
 52% of families (935)  
**54% of males** (887)  
 48% of females (1,902)  
 41% of under 17 year olds (90)  
 49% of 17-30 year olds (150)  
**53% of 31-60 year olds** (1,601)  
 47% of 61-80 year olds (940)  
 49% of 81+ year olds (147)  
 50% of White ethnic group (2,642)  
 50% of BAME groups (111)  
**55% of disabled respondents** (480)  
 50% of non-disabled respondents (2,501)  
 47% of pregnant respondents (121)  
 50% of non-pregnant respondents (2,394)  
 50% of Easy Read form users (15)  
 51% of non-Easy Read form users (3,386)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.



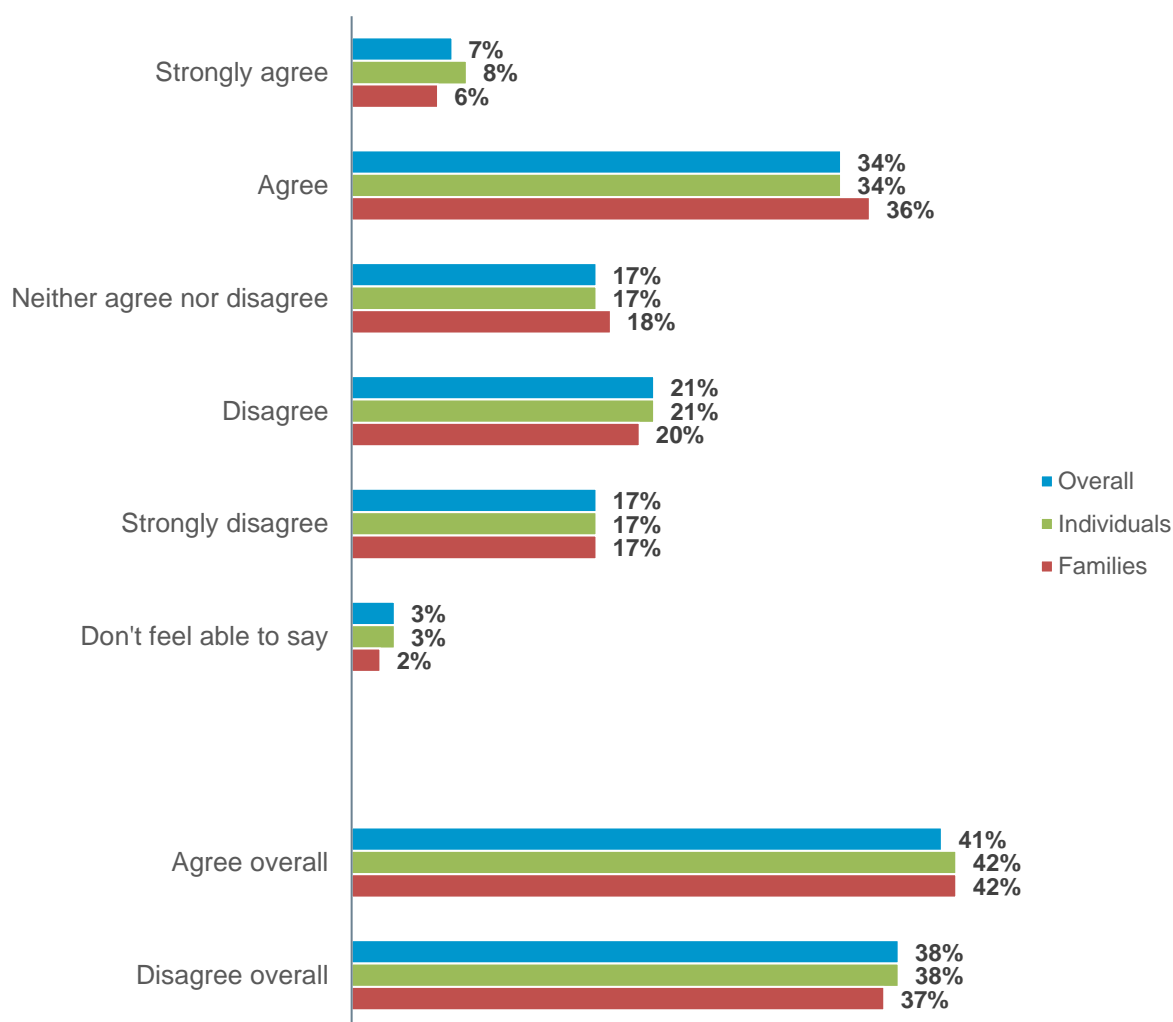
## 4.5 Views on the evaluation criteria

### Agreement with the evaluation criteria (Q8)

- 4.5.1 Respondents were then asked whether they agreed with the evaluation criteria that the Council proposes to use to assess need, as set out in the draft strategy.
- 4.5.2 A larger proportion agreed overall (41% 8,063) than disagreed overall (38% 7,277). A further 17% (3,346) neither agreed nor disagreed and 3% (571) felt unable to say.
- 4.5.3 As shown below, there was little difference between responses from individual and family respondents.

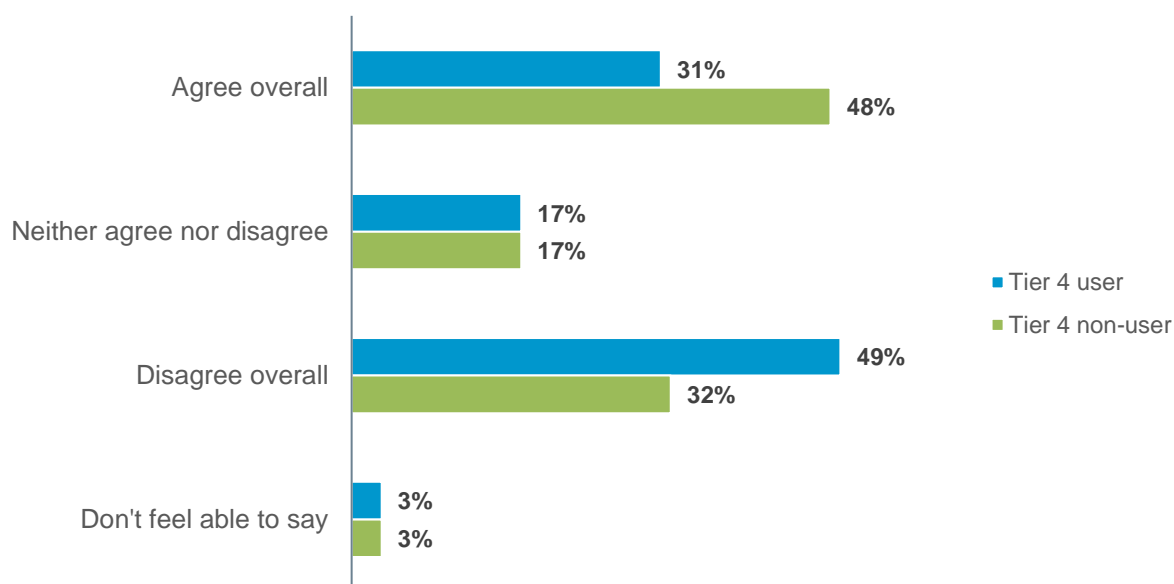
**Figure 30 – To what extent do you agree with the evaluation criteria we propose to use to assess need? (Q8) By respondent type**

**Base: Individual/family respondents (Overall: 19,257; Individuals: 14,868; Families: 4,316)**



- 4.5.4 Again, respondents who had used a tier 4 library in the last 12 months were more likely to disagree (49% 3,294) with the evaluation criteria than those who had not used one (32% 3,953).

**Figure 31 – To what extent do you agree with the evaluation criteria we propose to use to assess need? (Q8) By tier 4 library usage**  
**Base: Individual/family respondents (19,257)**



### Subgroup analysis – views on the evaluation criteria (overall level; Q8)

**41% (8,063) agreed** overall with the evaluation criteria. The percentage of each subgroup who agreed with the evaluation criteria was (differences between subgroups are shown in **bold**):

- 41% of library users (7,719)
- 59% of non-users** (285)
- 28% of library internet users (289)
- 43% of those who used the internet elsewhere** (7,477)
- 33% of tier 3 users (2,343)
- 47% of non-tier 3 users** (5,703)
- 43% of males (2,138)
- 44% of females** (5,049)
- 45% of under 17 year olds (235)
- 46% of 17-30 year olds** (324)
- 42% of 31-60 year olds (3,183)
- 45% of 61-80 year olds** (3,095)
- 42% of 81+ year olds (427)
- 44% of White ethnic group (6,785)
- 43% of BAME groups (223)
- 33% of disabled respondents (758)
- 44% of non-disabled respondents** (6,538)
- 43% of pregnant respondents (246)
- 44% of non-pregnant respondents (6,262)

22% of Easy Read form users (35)  
**42% of non-Easy Read form users** (8,028)

**38%** (7,277) **disagreed** overall with the evaluation criteria. The percentage of each subgroup who disagreed with the evaluation criteria was (differences between subgroups are shown in **bold**):

**38% of library users** (7,127)  
 23% of non-users (109)  
**54% of library internet users** (561)  
 36% of those who used the internet elsewhere (6,323)  
**47% of tier 3 users** (3,357)  
 32% of non-tier 3 users (3,900)  
**39% of males** (1,947)  
 35% of females (3,999)  
 30% of under 17 year olds (155)  
 37% of 17-30 year olds (257)  
**40% of 31-60 year olds** (3,044)  
 34% of 61-80 year olds (2,364)  
 34% of 81+ year olds (341)  
 36% of White ethnic group (5,618)  
 36% of BAME groups (184)  
**45% of disabled respondents** (1,056)  
 36% of non-disabled respondents (5,283)  
 37% of pregnant respondents (207)  
 36% of non-pregnant respondents (5,001)  
**76% of Easy Read form users** (122)  
 37% of non-Easy Read form users (7,155)

### **Subgroup analysis – views on the evaluation criteria (tier 4 level; Q8)**

**31%** (2,095) **agreed** overall with the evaluation criteria. The percentage of each subgroup who agreed with the evaluation criteria was (differences between subgroups are shown in **bold**):

20% of library internet users (82)  
**32% of those who used the internet elsewhere** (1,961)  
 30% of individuals (1,476)  
**34% of families** (613)  
 30% of males (497)  
**34% of females** (1,370)  
 37% of under 17 year olds (81)  
 35% of 17-30 year olds (106)  
 32% of 31-60 year olds (959)  
 33% of 61-80 year olds (665)  
 29% of 81+ year olds (84)  
 33% of White ethnic group (1,748)  
 32% of BAME groups (71)  
 23% of disabled respondents (196)  
**33% of non-disabled respondents** (1,700)

36% of pregnant respondents (95)  
 33% of non-pregnant respondents (1,602)  
 32% of Easy Read form users (9)  
 31% of non-Easy Read form users (2,086)

**49%** (3,294) **disagreed** overall with the evaluation criteria. The percentage of each subgroup who disagreed with the evaluation criteria was (differences between subgroups are shown in **bold**):

**66% of library internet users** (273)  
 47% of Used internet elsewhere (2,841)  
**50% of individuals** (2,461)  
 45% of families (818)  
**52% of males** (862)  
 45% of females (1,824)  
 38% of under 17 year olds (83)  
**49% of 17-30 year olds** (150)  
**49% of 31-60 year olds** (1,501)  
**47% of 61-80 year olds** (957)  
**50% of 81+ year olds** (143)  
 48% of White ethnic group (2,530)  
 49% of BAME groups (110)  
**58% of disabled respondents** (497)  
 47% of non-disabled respondents (2,384)  
 44% of pregnant respondents (114)  
 47% of non-pregnant respondents (2,294)  
 64% of Easy Read form users (18)  
 49% of non-Easy Read form users (3,276)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

**Other criteria (Q9)**

- 4.5.5 Respondents were asked if there were any other criteria that they proposed the Council should use to assess need. Comments from respondents were themed and are presented below.
- 4.5.6 A quarter (26% 2,264) felt that usage by local community groups or other activities and services based in libraries or how the library is used as a central community hub should be taken into account. A further one in five (20% 1,737) suggested the social benefits provided by libraries or their impact on social isolation and mental health should be taken into account. A further 13% (1,101) suggested footfall and other types of usage other than card usage should be evaluation criteria. The full list of suggestions is shown below.

**Figure 32 – Are there any other criteria you think we should use to assess need? (Q9) (Coded responses)**

**Base: Individual/family respondents (8,544)**

| Theme   | Number | %   |
|---|--------|-----|
| Usage by local community groups/other activities and services based in libraries as a central community hub                       | 2,264  | 26% |
| Social benefits provided by libraries/effect on social isolation/mental health  | 1,737  | 20% |
| Footfall/type of usage - not used by card   | 1,101  | 13% |
| Ability to travel two miles independently (e.g. non-drivers, disabled users, vulnerable people)                                   | 1,044  | 12% |
| Impact on older/retired users   | 1,036  | 12% |
| Proximity to local schools/colleges/universities/impact on education and performance figures                                      | 994    | 12% |
| Impact on children/young families   | 940    | 11% |
| Projected population growth/planned housing developments  | 884    | 10% |
| Availability/reliability of public transport  | 827    | 10% |
| Distance to/length of journey to nearest alternate library  | 719    | 8%  |
| Home computer/internet access/local broadband coverage  | 609    | 7%  |
| Disagree with assessment criteria/weightings used   | 568    | 7%  |
| Views of the local community - their needs and values   | 543    | 6%  |
| Accessibility of other libraries/availability of car parking  | 541    | 6%  |
| Libraries should not be closed  | 476    | 6%  |
| Age profile of local community/library users  | 429    | 5%  |
| Impact on deprived areas/demographics resulting in deprivation  | 425    | 5%  |
| Impact on disabled users/those with reduced mobility  | 404    | 5%  |
| Impact on geographically isolated communities   | 389    | 5%  |
| Right of equal access to local libraries/books  | 376    | 4%  |
| Long term effect of closing libraries (e.g. impact on reading levels, life chances, economic impact)                              | 364    | 4%  |
| Availability of alternate community hubs/safe spaces  | 305    | 4%  |
| Don't use historic figures as lack of investment has resulted in poor usage - need more funding/advertising to attract more users | 283    | 3%  |

| Theme   | Number | %   |
|---|--------|-----|
| Cost of visiting another library (e.g. public transport, fuel, parking)                       | 234    | 3%  |
| Proximity to other local amenities/services   | 234    | 3%  |
| Potential to generate income in libraries - utilise libraries more                            | 221    | 3%  |
| IT literacy/ability to use online services and eBooks   | 211    | 2%  |
| Other negative comment  | 198    | 2%  |
| Importance of reading books/reducing screen time  | 191    | 2%  |
| Opening days/times - be more flexible as restricts usage                                      | 185    | 2%  |
| Impact on vulnerable users (e.g. those with special needs, learning disabilities)             | 177    | 2%  |
| Need for trained library staff  | 146    | 2%  |
| Amount of money which can be saved - how much it actually costs                               | 124    | 1%  |
| Other positive comment  | 106    | 1%  |
| Number of active/regular users  | 92     | 1%  |
| Quality/availability/sustainability of mobile library service                                 | 80     | 1%  |
| Impact of closing libraries on high streets/local businesses                                  | 79     | 1%  |
| Environmental impact of travelling further (e.g. congestion, pollution)                       | 78     | 1%  |
| Financial/working/employment status   | 78     | 1%  |
| Don't know/more information needed/don't understand the criteria                              | 77     | 1%  |
| Views of those unable to respond to the survey (e.g. children, those without internet access) | 38     | <1% |
| Difficulty of finding/maintaining volunteer base  | 33     | <1% |
| Safety of area/route  | 33     | <1% |
| Impact of closing libraries on other council services   | 31     | <1% |
| Borrowing figures   | 29     | <1% |
| Usage by home workers/home educators  | 27     | <1% |
| Ethnic origin/non-speaking English residents  | 17     | <1% |
| Toilet facilities available   | 14     | <1% |

4.5.7 198 comments (2%) were coded as 'other negative comment' and 106 (1%) as 'other positive comment'. These did not fit with any of the other themes and can be found in the appendices.

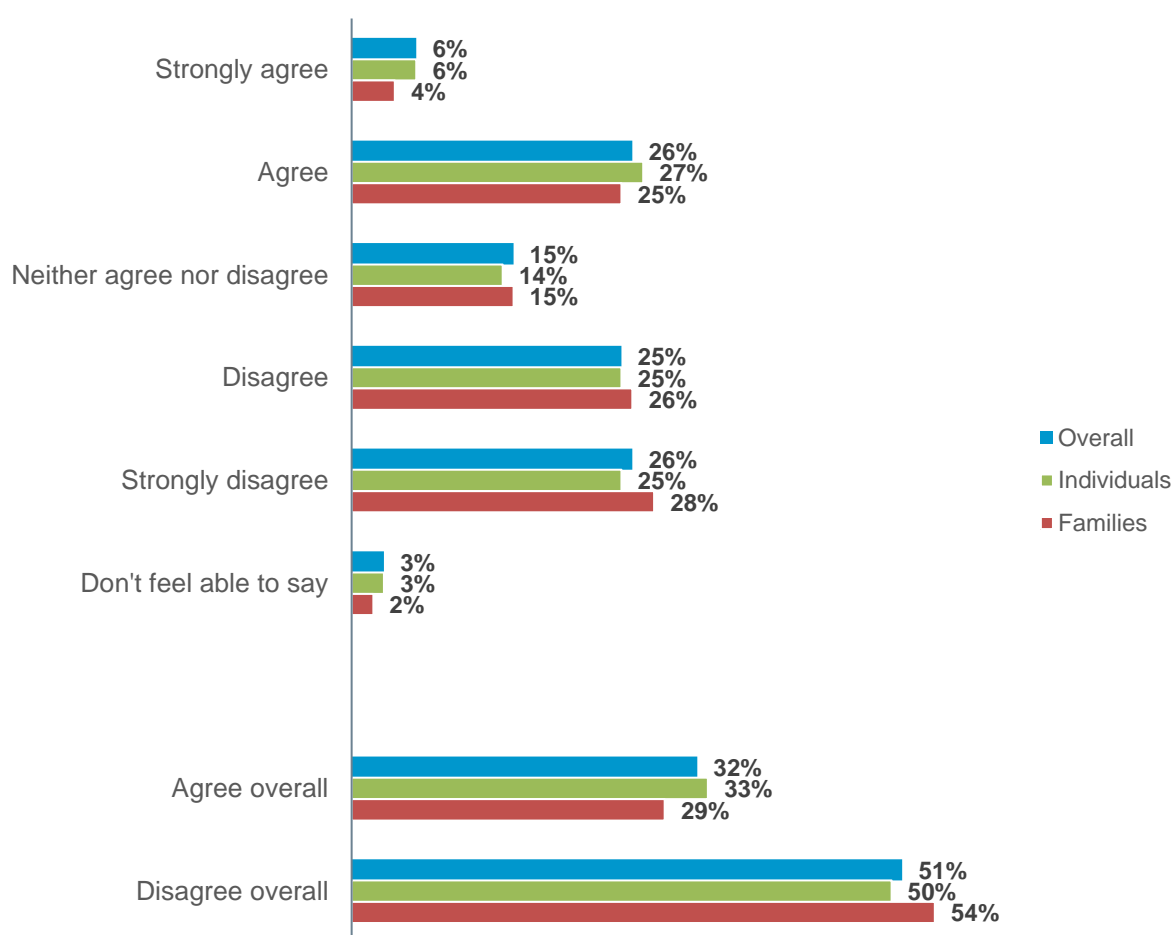
## 4.6 Views on proposals and ways to access services

### Agreement that proposals provide a reasonable range ways for people to access library services (Q10)

- 4.6.1 Respondents were asked the extent to which they agreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs.
- 4.6.2 Overall, half of respondents (51% 9,746) disagreed overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. This was larger than the proportion that agreed overall (32% 6,071). A further 15% (2,784) neither agreed nor disagreed.
- 4.6.3 More than half (54% 2,320) of family respondents disagreed overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs, which was a larger proportion than individual respondents (50% 7,386).

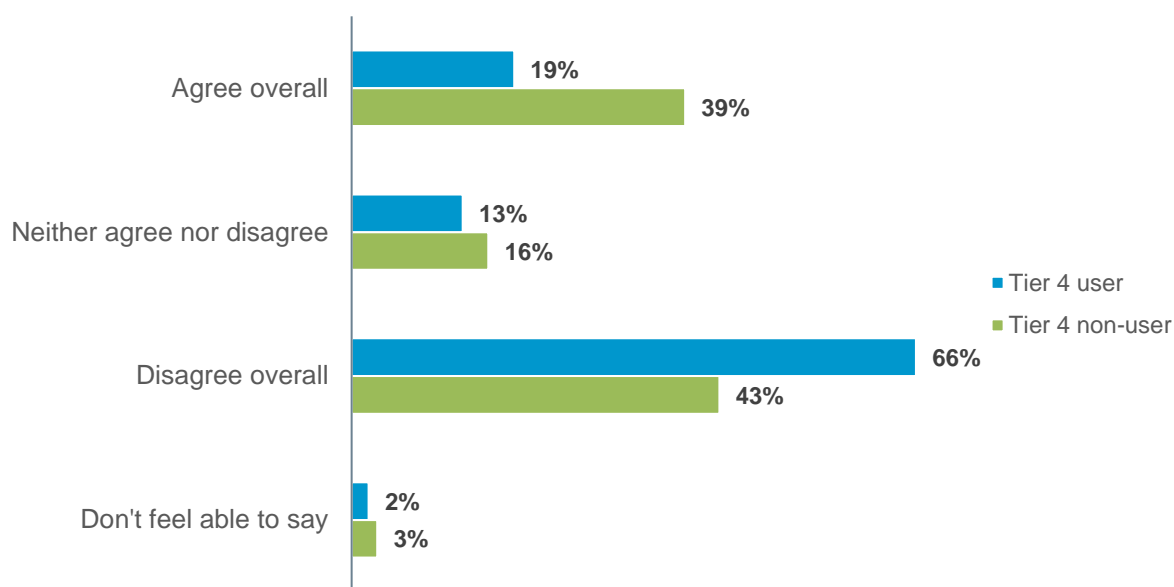
**Figure 33 – To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs? (Q10)**  
**By respondent type**

**Base: Individual/family respondents (Overall: 19,126; Individuals: 14,769; Families: 4,284)**



- 4.6.4 Amongst tier 4 library users, two thirds (66% 4,434) disagreed to some extent that the proposals provide a reasonable range of different ways for people to access library services according to their needs. By comparison, 43% (5,287) of those who had not used a tier 4 library in the last 12 months disagreed to some extent.

**Figure 34 – To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs? (Q10)**  
**By tier 4 library usage**  
**Base: Individual/family respondents (19,126)**



### Subgroup analysis – views on proposals and ways to access services (overall level; Q10)

**32%** (6,071) **agreed** overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. The percentage who agreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs was (differences between subgroups are shown in **bold**):

- 24% of library internet users (243)
- 32% of those who used the internet elsewhere** (5,526)
- 20% of tier 3 users (1,434)
- 39% of non-tier 3 users** (4,621)
- 35% of males** (1,747)
- 32% of females (3,660)
- 34% of under 17 year olds (176)
- 33% of 17-30 year olds (227)
- 30% of 31-60 year olds (2,273)
- 35% of 61-80 year olds (2,397)
- 40% of 81+ year olds** (410)
- 33% of White ethnic group (5,086)
- 39% of BAME groups** (197)
- 27% of disabled respondents (630)
- 33% of non-disabled respondents** (4,869)



28% of pregnant respondents (156)  
**33% of non-pregnant respondents** (4,690)  
 9% of Easy Read form users (14)  
**32% of non-Easy Read form users** (6,057)

**51%** (9,746) **disagreed** overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. The percentage who disagreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs was (differences between subgroups are shown in **bold**):

**62% of library internet users** (628)  
 51% of those who used the internet elsewhere (8,717)  
**64% of tier 3 users** (4,562)  
 43% of non-tier 3 users (5,166)  
 50% of males (2,478)  
 50% of females (5,644)  
 42% of under 17 year olds (215)  
 49% of 17-30 year olds (345)  
**54% of 31-60 year olds** (4,160)  
 48% of 61-80 year olds (3,248)  
 40% of 81+ year olds (414)  
**50% of White ethnic group** (7,700)  
 43% of BAME groups (218)  
**56% of disabled respondents** (1,311)  
 50% of non-disabled respondents (7,271)  
**55% of pregnant respondents** (310)  
 49% of non-pregnant respondents (6,916)  
**78% of Easy Read form users** (123)  
 51% of Non-Easy Read form users (9,623)

### **Subgroup analysis – views on proposals and ways to access services (tier 4 level; Q10)**

**19%** (1,273) **agreed** overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. The percentage who agreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs was (differences between subgroups are shown in **bold**):

19% of individuals (927)  
 19% of families (339)  
 20% of males (339)  
 20% of females (795)  
**27% of under 17 year olds** (57)  
 20% of 17-30 year olds (61)  
 19% of 31-60 year olds (570)  
 20% of 61-80 year olds (395)  
**26% of 81+ year olds** (78)  
 20% of White ethnic group (1,043)  
**27% of BAME groups** (60)

16% of disabled respondents (141)  
**20% of non-disabled respondents** (1,017)

17% of pregnant respondents (44)  
 20% of non-pregnant respondents (976)

4% of Easy Read form users (1)  
 19% of non-Easy Read form users (1,272)

**66%** (4,434) **disagreed** overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. The percentage who disagreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs was (differences between subgroups are shown in **bold**):

66% of individuals (3,238)  
 66% of families (1,181)

67% of males (1,117)  
 64% of females (2,563)

51% of under 17 year olds (110)  
 63% of 17-30 year olds (190)  
**68% of 31-60 year olds** (2,052)  
**66% of 61-80 year olds** (1,324)  
 58% of 81+ year olds (172)

**66% of White ethnic group** (3,488)  
 56% of BAME groups (123)

**71% of disabled respondents** (617)  
 65% of non-disabled respondents (3,292)

65% of pregnant respondents (169)  
 65% of non-pregnant respondents (3,158)

78% of Easy Read form users (21)  
 66% of non-Easy Read form users (4,413)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

## 4.7 Views on tier 4 proposals and impact

### Usage of tier 4 libraries in last 12 months (Q11)

- 4.7.1 Respondents were shown a list of the 25 tier 4 libraries that the Council proposes to close in the draft strategy and were asked if they had used any of them, or if someone else had on their behalf, in the last 12 months. Respondents were able to select more than one library from the list.
- 4.7.2 6,942 individual and family respondents said they had used at least one of the libraries listed, 32% of those that took part in the consultation. Active user figures<sup>8</sup> show that 11% of active users use tier 4 libraries. Therefore tier 4 users are over-represented in the consultation response sample.
- 4.7.3 The number of individual and family respondents who said they used a tier 4 library in the last 12 months (6,942) (Q11) is larger than the number who said they used one frequently (5,967) (Q3).
- 4.7.4 Overall, individual and family respondents were most likely to say they had used Prettygate Library (18% 1,223) in the last 12 months. This is larger than the number who said they use it frequently (1,012) (Q3). The full list of tier 4 libraries that individual and family respondents had used in the last 12 months is shown below.
- 4.7.5 One in six (16% 1,095) chose more than one tier 4 library that they had used in the last 12 months, whereas 84% (5,847) chose only one.

**Figure 35 – Have you used any of the following libraries in the last 12 months, or has someone else used any of them on your behalf? (Q11)**

**Base: Individual/family respondents (6,942)**

| Tier 4 library used in last 12 months | Number | Percentage |
|---------------------------------------|--------|------------|
| Prettygate                            | 1,223  | 18%        |
| Writtle                               | 514    | 7%         |
| Galleywood                            | 503    | 7%         |
| Kelvedon                              | 489    | 7%         |
| Broomfield                            | 445    | 6%         |
| Buckhurst Hill                        | 443    | 6%         |
| Danbury                               | 434    | 6%         |
| Hullbridge                            | 403    | 6%         |
| Stansted                              | 380    | 5%         |
| Holland                               | 368    | 5%         |
| Thaxted                               | 339    | 5%         |
| North Weald                           | 319    | 5%         |
| Hatfield Peverel                      | 317    | 5%         |
| Tye Green                             | 309    | 4%         |
| Mark Hall                             | 299    | 4%         |
| Wickham Bishops                       | 287    | 4%         |
| Chigwell                              | 284    | 4%         |
| Sible Hedingham                       | 236    | 3%         |
| Vange                                 | 225    | 3%         |

<sup>8</sup> Source: Essex Library Services Needs Assessment 2018.

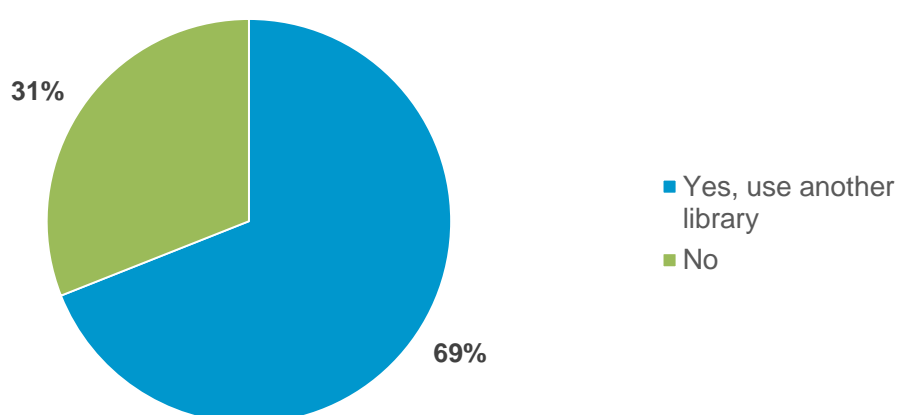
|                |     |    |
|----------------|-----|----|
| Great Wakering | 216 | 3% |
| Fryerns        | 215 | 3% |
| Debden         | 198 | 3% |
| Southminster   | 167 | 2% |
| Silver End     | 152 | 2% |
| Stock          | 149 | 2% |

### Usage of alternative services (Q12)

- 4.7.6 Respondents were asked if they would be able to use an alternative service instead if the tier 4 libraries were not retained. This question was asked to all individual and family respondents, but was most relevant to tier 4 users.
- 4.7.7 At an overall level, seven in ten (69% 10,514) individual and family respondents said they would be able to use another library and three in ten (31% 4,646) said they would not.

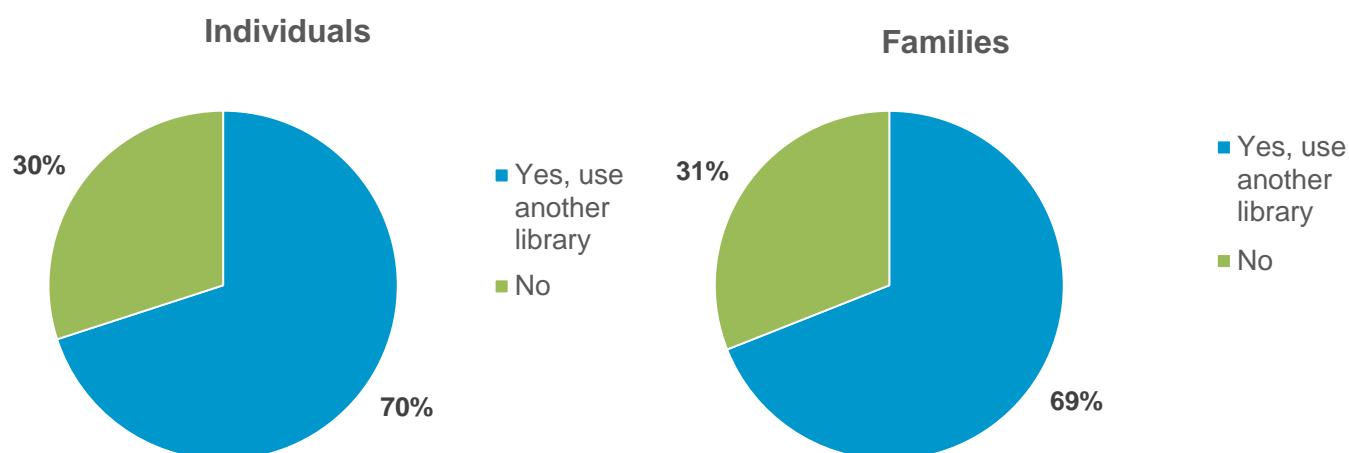
**Figure 36 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12)**

**Base: Individual/family respondents (15,160)**



- 4.7.8 As shown below, there was little difference in the responses from family respondents and individual respondents.

**Figure 37 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12) By respondent type**  
**Base: Individual/family respondents (Individuals: 11,438; Families: 3,662)**



- 4.7.9 Districts where respondents were most likely to say they would not be able to use an alternative service included Castle Point (38% 388), Uttlesford (37% 376) and Rochford (38% 426). By contrast, 78% (781) of respondents in Basildon and 75% (515) in Maldon said they would be able to use an alternative service.

**Figure 38 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12) By where respondents live**  
**Base: Individual/family respondents (15,160)**

| District, borough or city | Yes, use another library | No        |
|---------------------------|--------------------------|-----------|
| Basildon                  | 78% (781)                | 22% (226) |
| Braintree                 | 70% (973)                | 30% (421) |
| Brentwood                 | 74% (725)                | 26% (250) |
| Castle Point              | 62% (639)                | 38% (388) |
| Chelmsford                | 74% (1,420)              | 26% (492) |
| Colchester                | 68% (1,688)              | 32% (778) |
| Epping Forest             | 67% (751)                | 33% (364) |
| Harlow                    | 69% (422)                | 31% (186) |
| Maldon                    | 75% (515)                | 25% (171) |
| Rochford                  | 62% (705)                | 38% (426) |
| Tendring                  | 71% (868)                | 29% (363) |
| Uttlesford                | 63% (635)                | 37% (376) |
| Other authority areas*    | 64% (343)                | 36% (190) |

\*'Other' includes Southend, Thurrock, Suffolk, Hertfordshire, Redbridge and other authority areas

### Subgroup analysis – usage of alternative services (overall level; Q12)

**69%** (10,514) said they **would be able** to use another library. The percentage of each subgroup who would be able to use another library was (differences between subgroups are shown in **bold**):

- 50% of library internet users (428)
- 70% of those who used the internet elsewhere** (9,541)
- 70% of males (2,819)
- 71% of females (6,308)
- 69% of under 17 year olds (314)
- 73% of 17-30 years old (459)
- 70% of 31-60 years old (4,459)
- 70% of 61-80 years old (3,495)
- 73% of 81+ years old (582)
- 71% of White ethnic group (8,607)
- 67% of BAME groups (296)
- 64% of disabled respondents (1,242)
- 71% of non-disabled respondents** (8,184)
- 70% of pregnant respondents (342)
- 71% of pregnant respondents (7,918)
- 40% of Easy Read form users (56)
- 70% of non-Easy Read form users** (10,458)

**31%** (4,646) said they **would not be able** to use another library. The percentage of each subgroup who would not be able to use another library was (differences between subgroups are shown in **bold**):

- 50% of library internet users** (423)
- 30% of those who used the internet elsewhere (3,996)
- 30% of males (1,209)
- 29% of females (2,624)
- 31% of under 17 years old (144)
- 27% of 17-30 year olds (172)
- 30% of 31-60 year olds (1,888)
- 30% of 61-80 year olds (1,501)
- 27% of 81+ year olds (219)
- 29% of White ethnic group (3,590)
- 33% of BAME groups (148)
- 36% of disabled respondents** (700)
- 29% of non-disabled respondents (3,331)
- 30% of pregnant respondents (146)
- 29% of non-pregnant respondents (3,264)
- 60% of Easy Read form users** (83)
- 30% of non-Easy Read form users (4,563)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

- 4.7.10 Individual and family respondents were asked to identify which alternative service they would use, choosing from a list. Respondents were able to choose more than one service listed.
- 4.7.11 As shown below, the eLibrary was the most popular alternative, selected by 19% (1,868) of individual and family respondents. This was followed by Chelmsford Library (12% 1,202). One in ten (10% 979) said they would use Colchester Library and the same proportion said they would use the mobile library service (1,013). Friends and family membership, where others can collect and return items on behalf of the member, was the fifth most popular alternative (5% 491). The full list is shown in the figure below.

**Figure 39 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12)**

**Base: Individual/family respondents who would use another library (9,658)**

| Alternative service           | Number | %   |
|-------------------------------|--------|-----|
| eLibrary                      | 1,868  | 19% |
| Chelmsford                    | 1,202  | 12% |
| Mobile library service        | 1,013  | 10% |
| Colchester                    | 979    | 10% |
| Friends and family membership | 491    | 5%  |
| Rayleigh                      | 441    | 5%  |
| Witham                        | 424    | 4%  |
| Basildon                      | 407    | 4%  |
| Loughton                      | 400    | 4%  |
| Maldon                        | 397    | 4%  |
| Brentwood                     | 391    | 4%  |
| Home library service          | 389    | 4%  |
| Shenfield                     | 384    | 4%  |
| Billericay                    | 381    | 4%  |
| Hadleigh                      | 353    | 4%  |
| Harlow                        | 350    | 4%  |
| Saffron Walden                | 322    | 3%  |
| Braintree                     | 321    | 3%  |
| Clacton                       | 317    | 3%  |
| Hockley                       | 284    | 3%  |
| Stanway                       | 261    | 3%  |
| Great Baddow                  | 254    | 3%  |
| Tiptree                       | 230    | 2%  |
| South Benfleet                | 229    | 2%  |
| Epping                        | 226    | 2%  |
| Dunmow                        | 206    | 2%  |
| Manningtree                   | 196    | 2%  |
| Wickford                      | 189    | 2%  |
| Halstead                      | 186    | 2%  |
| Wivenhoe                      | 184    | 2%  |
| Springfield                   | 177    | 2%  |
| Frinton                       | 176    | 2%  |
| West Mersea                   | 168    | 2%  |
| Ingatestone                   | 167    | 2%  |
| Rochford                      | 167    | 2%  |

| Alternative service   | Number | %  |
|-----------------------|--------|----|
| Coggeshall            | 164    | 2% |
| Great Tarpots         | 156    | 2% |
| Laindon               | 144    | 1% |
| Old Harlow            | 139    | 1% |
| Brightlingsea         | 136    | 1% |
| Harwich               | 136    | 1% |
| Canvey                | 130    | 1% |
| Chipping Ongar        | 123    | 1% |
| South Woodham Ferrers | 122    | 1% |
| Pitsea                | 121    | 1% |
| Burnham               | 112    | 1% |
| Walton                | 110    | 1% |
| North Melbourne       | 102    | 1% |
| Waltham Abbey         | 100    | 1% |
| Greenstead            | 96     | 1% |
| Earls Colne           | 96     | 1% |
| Great Parndon         | 91     | 1% |
| West Clacton          | 58     | 1% |

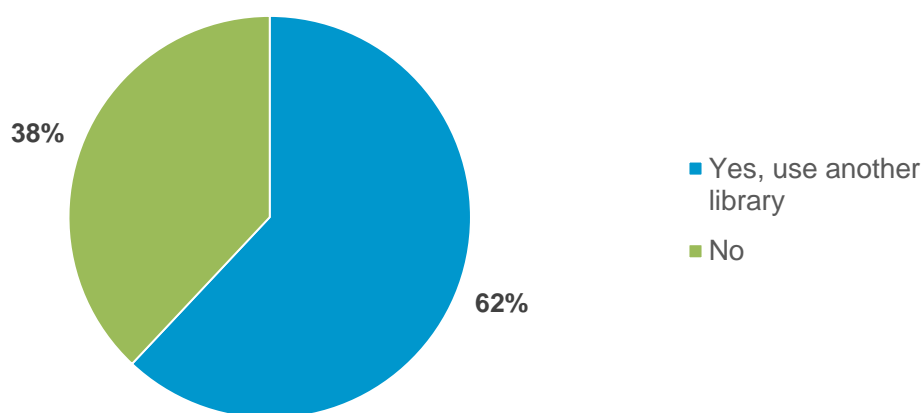


### Usage of alternative services amongst tier 4 users (Q12)

- 4.7.12 The figure below shows responses from individual and family respondents who indicated they had used a tier 4 library in the last 12 months.
- 4.7.13 As seen previously, 69% (10,514) of individual and family respondents said they would be able to use an alternative service. However, this was lower amongst tier 4 users (62% 4,099). This includes respondents who identified that they used a library from another tier, as well as those who did not (Q3).
- 4.7.14 It should be noted that 67% (4,418) of individual and family respondents who had used a tier 4 library in the last 12 months chose more than one library that they use frequently (Q3), however, 62% (4,099) said they can use an alternative service (Q12).
- 4.7.15 It should also be noted that 30% (1,288) of those that said they could not use an alternative chose more than one library they use frequently (Q3).
- 4.7.16 Three in ten (31% 4,646) individual and family respondents said they would not be able to use an alternative service at an overall level. However, amongst tier 4 users this was higher (38% 2,548).

**Figure 40 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12)**

**Base: Individual/family respondents who had used a tier 4 library in the last 12 months (6,647)**



- 4.7.17 Of the individual and family respondents who were tier 4 library users who did not use another library in another tier (2,225) (Q3), 58% (1,280) said they could not use another library if tier 4 libraries were no longer retained by the Council.
- 4.7.18 Of these 1,280 respondents:
- 36% (456) said they could not travel to any of the remaining libraries (Q13), however, it should be noted that 19% of these respondents said they use their own vehicle to travel to their library (Q5)).
  - 77% (980) do not use their own vehicle to travel to the library (Q5)
  - 8% (104) can only access the internet in a library or public café (Q6)
  - 7% (90) do not use their own vehicle (Q5) and can only access the internet in a library or public café (Q6).

## Subgroup analysis – usage of alternative services (tier 4 level; Q12)

**62%** (4,099) said they **would be able** to use another library. The percentage of each subgroup who said they would be able to use another library was (differences between subgroups are shown in **bold**):

- 69% of those who used their own vehicle** (1,790)
- 74% of those who used public transport** (483)
- 57% of those who travelled on foot (2,350)
- 67% of those who used a bicycle (178)
- 44% of library internet users (176)
- 63% of those who used the internet elsewhere** (3,775)
- 61% of males (1,003)
- 64% of females** (2,529)
- 58% of under 17 year olds (125)
- 60% of 17-30 year olds (182)
- 61% of 31-60 year olds (1,827)
- 65% of 61-80 year olds** (1,305)
- 64% of 81+ year olds (185)
- 63% of White ethnic group (3,316)
- 58% of BAME groups (132)
- 53% of disabled respondents (454)
- 64% of non-disabled respondents** (3,218)
- 60% of pregnant respondents (158)
- 63% of non-pregnant respondents (3,037)
- 71% of Easy Read form users (20)
- 62% of non-Easy Read form users (4,079)

**38%** (2,548) said they **would not be able** to use another library. The percentage of each subgroup who said they would not be able to use another library was (differences between subgroups are shown in **bold**):

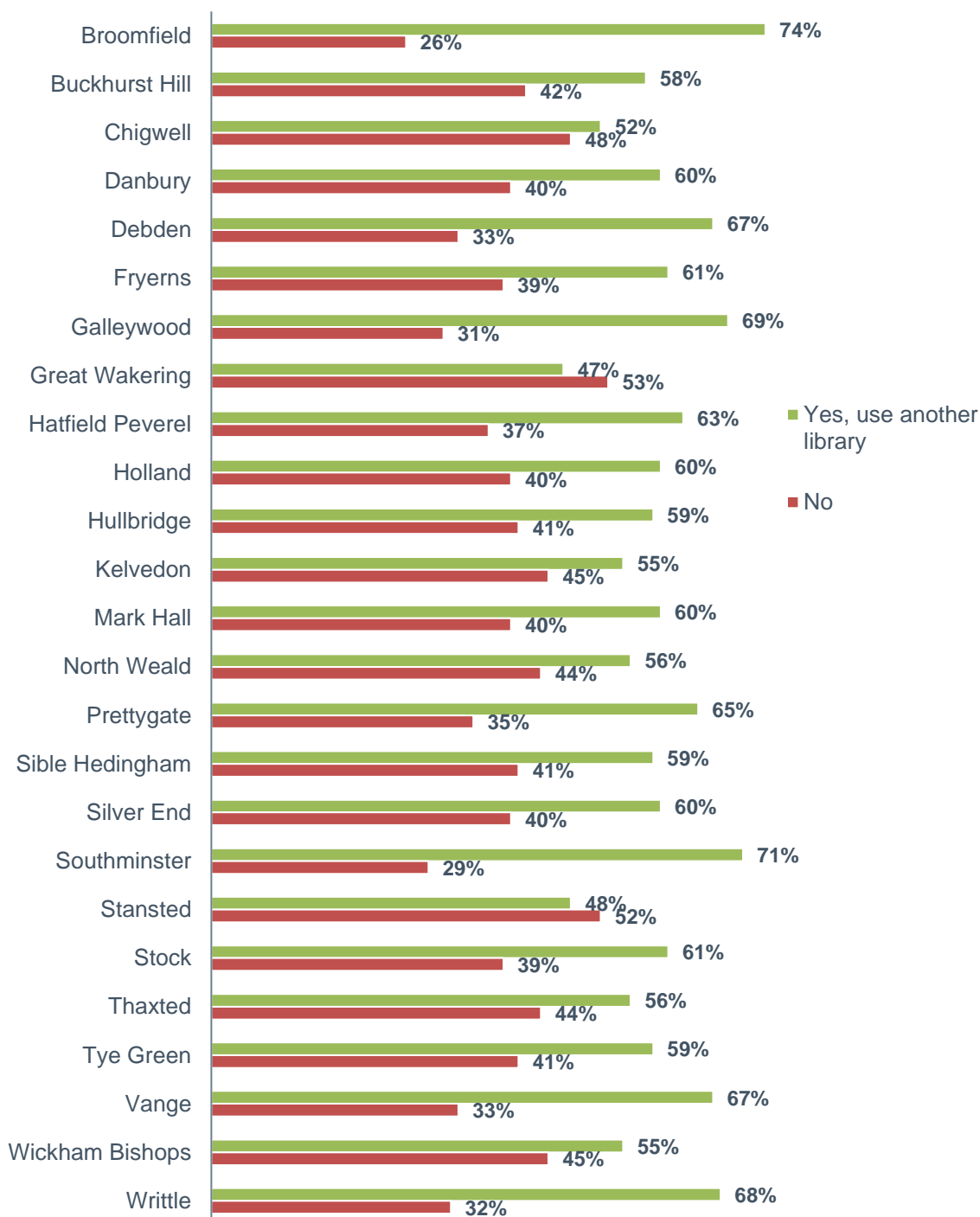
- 31% of those who used their own vehicle (807)
- 26% of those who used public transport (173)
- 43% of those who travelled on foot** (1,762)
- 33% of those who used a bicycle (86)
- 56% of library internet users** (224)
- 37% of those who used the internet elsewhere (2,210)
- 39% of males** (643)
- 36% of females (1,431)
- 42% of under 17 year olds** (91)
- 40% of 17-30 year olds (121)
- 39% of 31-60 year olds (1,170)
- 35% of 61-80 year olds (695)
- 36% of 81+ year olds (106)
- 37% of White ethnic group (1,941)
- 42% of BAME groups (95)
- 47% of disabled respondents** (400)
- 36% of non-disabled respondents (1,815)

40% of pregnant respondents (106)  
37% of non-pregnant respondents (1,777)  
29% of Easy Read form users (8)  
38% of non-Easy Read form users (2,540)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

4.7.19 Looking at the responses amongst tier 4 library users, more than half of those who had used Great Wakering (53% 111) and Stansted (52% 190) libraries in the last 12 months said that they would not be able to use another library. Almost half (48% 130) of Chigwell users said the same. By comparison, 74% (319) of those who had used Broomfield Library and 71% (116) of those who had used Southminster in the last 12 months were most likely to say they would be able to use another library.

**Figure 41 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12) By tier 4 library used**  
**Base: Individual/family respondents who had used a tier 4 library in the last 12 months (6,647)**



4.7.20 As seen previously, 2,548 tier 4 users said they would not be able to use an alternative service. The profile of these users is shown below:

**Figure 42 – Have you used any of the following libraries in the last 12 months, or has someone else used any of them on your behalf? (Q11)**

**Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service (2,548)**

| Tier 4 library used in last 12 months | Number | Percentage |
|---------------------------------------|--------|------------|
| Broomfield                            | 114    | 4%         |
| Buckhurst Hill                        | 178    | 7%         |
| Chigwell                              | 130    | 5%         |
| Danbury                               | 169    | 7%         |
| Debden                                | 63     | 2%         |
| Fryerns                               | 81     | 3%         |
| Galleywood                            | 150    | 6%         |
| Great Wakering                        | 111    | 4%         |
| Hatfield Peverel                      | 113    | 4%         |
| Holland                               | 137    | 5%         |
| Hullbridge                            | 157    | 6%         |
| Kelvedon                              | 214    | 8%         |
| Mark Hall                             | 113    | 4%         |
| North Weald                           | 133    | 5%         |
| Prettygate                            | 408    | 16%        |
| Sible Hedingham                       | 93     | 4%         |
| Silver End                            | 57     | 2%         |
| Southminster                          | 47     | 2%         |
| Stansted                              | 190    | 7%         |
| Stock                                 | 56     | 2%         |
| Thaxted                               | 143    | 6%         |
| Tye Green                             | 121    | 5%         |
| Vange                                 | 72     | 3%         |
| Wickham Bishops                       | 125    | 5%         |
| Writtle                               | 160    | 6%         |

**Figure 43 – Number of libraries selected (Q3)**

**Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service (2,409)**

| Number of libraries selected | Number | %   |
|------------------------------|--------|-----|
| One                          | 1,121  | 47% |
| Two or three                 | 1,288  | 53% |

**Figure 44 – How do you usually travel to the library you use most frequently? (Q5)**  
**Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service (2,503)**

| Number of libraries selected | Number | %   |
|------------------------------|--------|-----|
| On foot                      | 1,762  | 70% |
| Own vehicle                  | 807    | 32% |
| Public transport             | 173    | 7%  |
| Bicycle                      | 86     | 3%  |

**Figure 45 – Do you have access to the internet? (Q6)**  
**Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service (2,539)**

| Number of libraries selected                                 | Number | %   |
|--|--------|-----|
| Yes  | 2,210  | 87% |
| Can only use the internet in the library or in a public café | 224    | 9%  |
| No   | 105    | 4%  |

**Figure 46 – Where respondents live (Q2)**  
**Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service (2,544)**

| District, borough or city    | Number | %   |
|------------------------------|--------|-----|
| Basildon                     | 102    | 4%  |
| Braintree                    | 304    | 12% |
| Brentwood                    | 38     | 1%  |
| Castle Point                 | 30     | 1%  |
| Chelmsford                   | 400    | 16% |
| Colchester                   | 416    | 16% |
| Epping Forest                | 315    | 12% |
| Harlow                       | 147    | 6%  |
| Maldon                       | 127    | 5%  |
| Rochford                     | 185    | 7%  |
| Tendring                     | 126    | 5%  |
| Uttlesford                   | 266    | 10% |
| <b>Other authority areas</b> |        |     |
| Southend                     | 32     | 1%  |
| Thurrock                     | 5      | <1% |
| Suffolk                      | 3      | <1% |
| Hertfordshire                | 5      | <1% |
| Redbridge                    | 16     | 1%  |
| Other authority area         | 27     | 1%  |

**Figure 47 – Gender (Q30)**

**Base: Individual/family respondents who would use another library and had used a tier 4 library in the last 12 months (2,177)**

| Gender            | Number | %   |
|-------------------|--------|-----|
| Male              | 643    | 30% |
| Female            | 1,431  | 66% |
| Prefer not to say | 103    | 5%  |

**Figure 48 – Age group (Q27)**

**Base: Individual/family respondents who would use another library and had used a tier 4 library in the last 12 months (2,260)**

| Age group         | Number | %   |
|-------------------|--------|-----|
| 16 or under       | 91     | 4%  |
| 17 - 20           | 22     | 1%  |
| 21 - 30           | 99     | 4%  |
| 31 - 40           | 436    | 19% |
| 41 - 50           | 401    | 18% |
| 51 - 60           | 333    | 15% |
| 61 - 70           | 427    | 19% |
| 71 - 80           | 268    | 12% |
| 81 - 90           | 99     | 4%  |
| 91 or over        | 7      | <1% |
| Prefer not to say | 77     | 3%  |

**Figure 49 – Impairment or disability (Q28)**

**Base: Individual/family respondents who would use another library and had used a tier 4 library in the last 12 months (2,215)**

| Impairment or disability | Number | %   |
|--------------------------|--------|-----|
| Yes                      | 400    | 18% |
| No                       | 1,815  | 82% |

**Figure 50 – Easy Read form users**

**Base: Individual/family respondents who would use another library and had used a tier 4 library in the last 12 months (2,548)**

| Easy Read form user      | Number | %    |
|--------------------------|--------|------|
| Yes, Easy Read form user | 8      | <1%  |
| No                       | 2,540  | 100% |

4.7.21 Amongst tier 4 library users who would be able to use another service, using the eLibrary was most popular (19% 727), followed by Chelmsford library (16% 602) and Colchester (13% 512). A further 12% (445) said they would use the mobile library. The full list is shown below.

**Figure 51 – If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Q12)**

**Base: Individual/family respondents who would use another library and had used a tier 4 library in the last 12 months (3,811)**

| Alternative service           | Number | %   |
|-------------------------------|--------|-----|
| eLibrary                      | 727    | 19% |
| Chelmsford                    | 602    | 16% |
| Colchester                    | 512    | 13% |
| Mobile library service        | 445    | 12% |
| Witham                        | 255    | 7%  |
| Loughton                      | 246    | 6%  |
| Maldon                        | 201    | 5%  |
| Harlow                        | 199    | 5%  |
| Stanway                       | 189    | 5%  |
| Friends and family membership | 180    | 5%  |
| Great Baddow                  | 179    | 5%  |
| Basildon                      | 162    | 4%  |
| Rayleigh                      | 143    | 4%  |
| Home library service          | 141    | 4%  |
| Saffron Walden                | 138    | 4%  |
| Clacton                       | 136    | 4%  |
| Epping                        | 124    | 3%  |
| Braintree                     | 106    | 3%  |
| Old Harlow                    | 93     | 2%  |
| Dunmow                        | 89     | 2%  |
| Tiptree                       | 88     | 2%  |
| Billericay                    | 87     | 2%  |
| Pitsea                        | 80     | 2%  |
| Halstead                      | 79     | 2%  |
| Springfield                   | 78     | 2%  |
| Burnham                       | 74     | 2%  |
| Coggeshall                    | 73     | 2%  |
| Hockley                       | 69     | 2%  |
| North Melbourne               | 66     | 2%  |
| Great Parndon                 | 63     | 2%  |
| Frinton                       | 56     | 1%  |
| Rochford                      | 56     | 1%  |
| Brentwood                     | 55     | 1%  |
| West Mersea                   | 53     | 1%  |
| Chipping Ongar                | 52     | 1%  |
| South Woodham Ferrers         | 50     | 1%  |
| Ingatestone                   | 49     | 1%  |
| Greenstead                    | 49     | 1%  |
| Shenfield                     | 46     | 1%  |
| Laindon                       | 45     | 1%  |
| Hadleigh                      | 44     | 1%  |



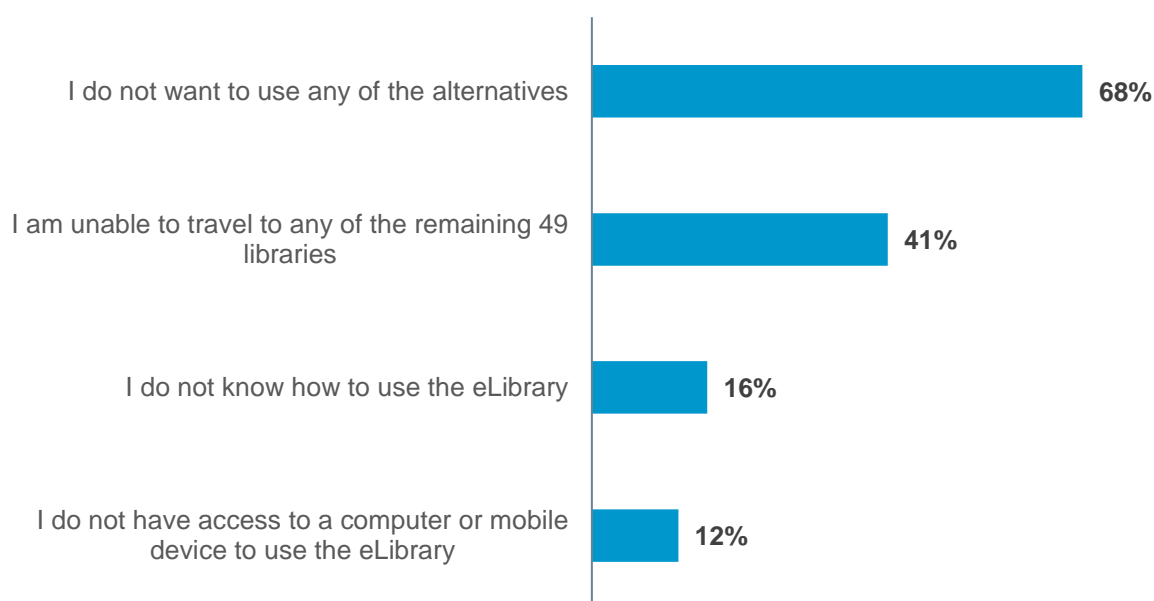
| Alternative service | Number | %  |
|---------------------|--------|----|
| Wivenhoe            | 44     | 1% |
| Wickford            | 43     | 1% |
| Waltham Abbey       | 34     | 1% |
| Brightlingsea       | 32     | 1% |
| Walton              | 30     | 1% |
| Earls Colne         | 27     | 1% |
| Canvey              | 26     | 1% |
| Great Tarpots       | 26     | 1% |
| Manningtree         | 26     | 1% |
| South Benfleet      | 25     | 1% |
| West Clacton        | 23     | 1% |
| Harwich             | 20     | 1% |

### Reasons for not being able to use alternative services (Q13)

- 4.7.22 Respondents who answered that they would not be able to use an alternative service if the tier 4 libraries were no longer retained by the Council were asked to explain why, choosing from a list of reasons. Respondents were able to select more than one explanation.
- 4.7.23 This question was asked to all individual and family respondents, but the chart below shows responses from those who answered that they would not be able to use an alternative service exclusively i.e. they selected “none” in the survey and did not select another service listed.
- 4.7.24 Two thirds (68% 2,419) of individual and family respondents did not want to use any of the alternatives, which was the most popular response. This was followed by 41% (1,451) who said that they were unable to travel to any of the remaining 49 libraries. A further 16% (571) did not know how to use the eLibrary and 12% (420) did not have access to a computer or mobile device to use the eLibrary.

**Figure 52 – If you answered ‘none of these’ in question 12, which of the following best explain why you would not be able to use one of our other services listed? (Q13)**

**Base: Individual/family respondents who would not use another service (3,543)**



#### Subgroup analysis – reasons for not being able to use alternative services (overall level; Q13)

**68%** (2,419) said they **did not want to use any of the alternatives**. The percentage of each subgroup who said they did not want to use any of the alternatives was (differences between subgroups are shown in **bold**):

49% of library internet users (182)

**72% of those who used the internet elsewhere** (2,134)

68% of individuals (1,802)

70% of families (608)

68% of males (610)

69% of females (1,420)

53% of under 17 year olds (59)  
**72% of 17-30 year olds** (106)  
**72% of 31-60 year olds** (1,015)  
**69% of 61-80 year olds** (793)  
 58% of 81+ year olds (104)  
**69% of White ethnic group** (1,914)  
 58% of BAME groups (66)  
 55% of disabled respondents (311)  
**72% of non-disabled respondents** (1,826)  
 69% of pregnant respondents (81)  
 70% of non-pregnant respondents (1,740)  
 47% of Easy Read form users (36)  
**69% of non-Easy Read form users** (2,383)

**41%** (1,451) said they were **unable to travel to any of the remaining libraries**. The percentage of each subgroup who said they were unable to travel to any of the remaining libraries was (differences between subgroups are shown in **bold**):

**61% of library internet users** (228)  
 37% of those who used the internet elsewhere (1,105)  
 41% of individuals (1,091)  
 41% of families (351)  
 39% of males (345)  
 41% of females (835)  
**63% of under 17 year olds** (71)  
 47% of 17-30 year olds (69)  
 37% of 31-60 year olds (526)  
 37% of 61-80 year olds (422)  
**59% of 81+ year olds** (105)  
 40% of White ethnic group (1,104)  
**54% of BAME groups** (62)  
**60% of disabled respondents** (341)  
 36% of non-disabled respondents (910)  
 38% of pregnant respondents (45)  
 40% of pregnant respondents (986)  
**68% of Easy Read form users** (52)  
 40% of non-Easy Read form users (1,399)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

- 4.7.25 A number of respondents (1,313) provided a comment in relation to the question. These were collated and coded. Almost a quarter of these (23% 301) mentioned that there were no alternatives in their local area, alternatives were too far away, not readily available or they were inconvenient to get to. A further 21% (276) said the question was not relevant to them as they did not use a tier 4 library and one in ten (11% 144) highlighted that walking was their only means of getting to a library, that having a library within walking distance was important to them and their family, or that using another form of transport, such as a car, was damaging to the environment. The full range of themes is presented below.

**Figure 53 – Other reasons for not being able to use another service (Q13)**  
**Base: Individual/family respondents who would not use another service (1,313)**

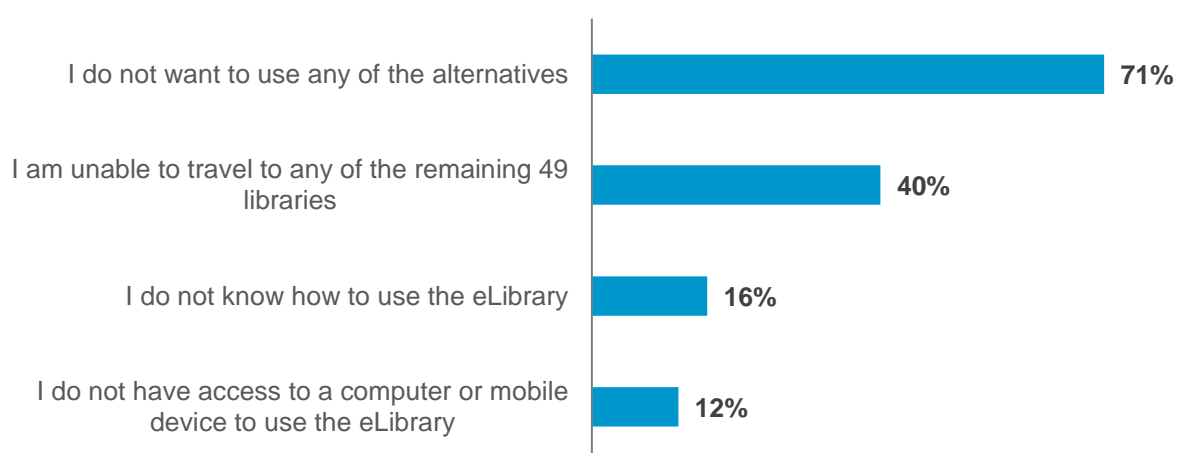
| Theme  | Number | %   |
|--|--------|-----|
| Alternatives not in local area/too far away/not available/inconvenient                                 | 301    | 23% |
| Can't answer question/don't know/not applicable  | 276    | 21% |
| Walking is only means of travel/being able to walk is important/cars damage environment                | 144    | 11% |
| Don't focus on digital services/physical books important/not interested in eBooks                      | 119    | 9%  |
| Libraries are important to local communities/decrease social isolation/closures will impact vulnerable | 114    | 9%  |
| Parking/traffic issues going elsewhere   | 99     | 8%  |
| Cost of going elsewhere is an issue  | 91     | 7%  |
| Want to visit library/peruse bookshelves/take child there/have access to trained staff                 | 71     | 5%  |
| Don't support proposals/generally negative comment/flawed consultation                                 | 62     | 5%  |
| Mobility issues/disability/medical condition makes accessing elsewhere difficult                       | 53     | 4%  |
| Alternatives do not offer same service, facilities, events or opening hours/unfamiliar with staff      | 48     | 4%  |
| Public transport issues  | 34     | 3%  |
| Issues with mobile library/lack of awareness about it  | 33     | 3%  |
| Will/may stop using libraries altogether   | 19     | 1%  |
| Would use another library not listed i.e. not ECC run  | 12     | 1%  |
| Need library for computer facilities   | 9      | 1%  |
| Other  | 87     | 7%  |

### Reasons for not being able to use alternative services amongst tier 4 users (Q13)

- 4.7.26 The chart below shows the response amongst tier 4 users who said they would not be able to use another service.
- 4.7.27 Seven in ten (71% 1,449) said they did not want to use any of the alternatives, again the most popular response. Four in ten (40% 819) said they were unable to travel to any of the 49 remaining libraries. One in six (16% 324) said they did not know how to use the eLibrary.

**Figure 54 – If you answered ‘none of these’ in question 12, which of the following best explain why you would not be able to use one of our other services listed? (Q13)**

**Base: Individual/family respondents who would not use another service and are tier 4 library users (2,049)**



- 4.7.28 A number of tier 4 library users (750) who said they were not able to use an alternative provided other reasons than those listed in the consultation. Three in ten (29% 215) of these mentioned that alternatives were too far away, were not available or inconvenient to get to. One in seven (15% 113) said that walking was their only means of getting to a library, that having a library within walking distance was important to them and their family, or that other forms of transport were damaging to the environment. A further 12% (91) said they were not interested in eBooks, felt that access to physical books was important or thought that the Council should not focus on eBooks instead of physical books. The full list is shown below.

**Figure 55 – Other reasons for not being able to use another service (Q13)**

**Base: Individual/family respondents who would not use another service and are tier 4 library users (750)**

| Theme   | Number | %   |
|---|--------|-----|
| Alternatives not in local area/too far away/not available/inconvenient                  | 215    | 29% |
| Walking is only means of travel/being able to walk is important/cars damage environment | 113    | 15% |
| Don't focus on digital services/physical books important/not interested in eBooks       | 91     | 12% |
| Parking/traffic issues going elsewhere  | 84     | 11% |

| Theme  | Number | %   |
|--|--------|-----|
| Libraries are important to local communities/decrease social isolation/closures will impact vulnerable | 82     | 11% |
| Cost of going elsewhere is an issue  | 71     | 9%  |
| Want to visit library/peruse bookshelves/take child there/have access to trained staff                 | 50     | 7%  |
| Alternatives do not offer same service, facilities, events or opening hours/unfamiliar with staff      | 43     | 6%  |
| Mobility issues/disability/medical condition makes accessing elsewhere difficult                       | 38     | 5%  |
| Don't support proposals/generally negative comment/flawed consultation                                 | 35     | 5%  |
| Issues with mobile library/lack of awareness about it  | 29     | 4%  |
| Public transport issues  | 24     | 3%  |
| Will/may stop using libraries altogether   | 15     | 2%  |
| Can't answer question/don't know/not applicable  | 9      | 1%  |
| Would use another library not listed i.e. not ECC run  | 6      | 1%  |
| Need library for computer facilities   | 5      | 1%  |

### Subgroup analysis – reasons for not being able to use alternative services amongst tier 4 users (tier 4 level; Q13)

**71%** (1,449) said they **did not want to use any of the alternatives**. The percentage of each subgroup who said they did not want to use any of the alternatives was (differences between subgroups are shown in **bold**):

- 51% of library internet users (106)
- 75% of those who used the internet elsewhere** (1,293)
- 70% of individuals (1,031)
- 73% of families (415)
- 71% of males (360)
- 73% of females (847)
- 51% of under 17 year olds (38)
- 77% of 17-30 year olds** (80)
- 74% of 31-60 year olds** (663)
- 74% of 61-80 year olds** (426)
- 56% of 81+ year olds (55)
- 72% of White ethnic group** (1,136)
- 61% of BAME groups (46)
- 57% of disabled respondents (192)
- 76% of non-disabled respondents** (1,099)
- 74% of pregnant respondents (60)
- 72% of non-pregnant respondents (1,036)
- 29% of Easy Read form users (2)
- 71% of non-Easy Read form users** (1,447)

**40%** (819) said they were **unable to travel to any of the remaining libraries**. The percentage of each subgroup who said they were unable to travel to any of the remaining libraries was (differences between subgroups are shown in **bold**):

- 63% of library internet users** (130)
- 36% of those who used the internet elsewhere (623)
- 40% of individuals (583)
- 41% of families (232)
- 38% of males (194)
- 39% of females (453)
- 67% of under 17 year olds** (50)
- 42% of 17-30 year olds (44)
- 37% of 31-60 year olds (336)
- 35% of 61-80 year olds (202)
- 58% of 81+ year olds** (57)
- 39% of White ethnic group (606)
- 51% of BAME groups (39)
- 59% of disabled respondents** (197)
- 35% of non-disabled respondents (504)
- 33% of pregnant respondents (27)
- 39% of non-pregnant respondents (564)
- 57% of Easy Read form users (4)

40% of non-Easy Read form users (815)

**16%** (324) said they **did not know how to use the eLibrary**. The percentage of each subgroup who said they did not know how to use the eLibrary was (differences between subgroups are shown in **bold**):

**29% of library internet users** (60)

13% of those who used the internet elsewhere (218)

**17% of individuals** (249)

13% of families (73)

13% of males (64)

16% of females (192)

19% of under 17 year olds (14)

15% of 17-30 year olds (16)

11% of 31-60 year olds (100)

17% of 61-80 year olds (100)

**42% of 81+ year olds** (41)

16% of White ethnic group (245)

12% of BAME groups (9)

**28% of disabled respondents** (93)

13% of non-disabled respondents (184)

11% of pregnant respondents (9)

15% of non-pregnant respondents (220)

**57% of Easy Read form users** (4)

16% of non-Easy Read form users (320)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

4.7.29 As seen previously, 819 tier 4 users said that they were unable to use an alternative service because they were unable to travel. The profile of these respondents is shown below:

**Figure 56 – Have you used any of the following libraries in the last 12 months, or has someone else used any of them on your behalf? (Q11)**

**Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service because they were unable to travel (819)**

| Tier 4 library used in last 12 months | Number | Percentage |
|---------------------------------------|--------|------------|
| Broomfield                            | 28     | 3%         |
| Buckhurst Hill                        | 71     | 9%         |
| Chigwell                              | 46     | 6%         |
| Danbury                               | 48     | 6%         |
| Debden                                | 26     | 3%         |
| Fryerns                               | 22     | 3%         |
| Galleywood                            | 42     | 5%         |
| Great Wakering                        | 43     | 5%         |
| Hatfield Peverel                      | 34     | 4%         |



|                 |     |     |
|-----------------|-----|-----|
| Holland         | 62  | 8%  |
| Hullbridge      | 51  | 6%  |
| Kelvedon        | 67  | 8%  |
| Mark Hall       | 42  | 5%  |
| North Weald     | 38  | 5%  |
| Prettygate      | 106 | 13% |
| Sible Hedingham | 34  | 4%  |
| Silver End      | 15  | 2%  |
| Southminster    | 17  | 2%  |
| Stansted        | 69  | 9%  |
| Stock           | 15  | 2%  |
| Thaxted         | 44  | 5%  |
| Tye Green       | 39  | 5%  |
| Vange           | 20  | 2%  |
| Wickham Bishops | 41  | 5%  |
| Writtle         | 39  | 5%  |

**Figure 57 – Where respondents live (Q2)**

**Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service because they were unable to travel (818)**

| District, borough or city    | Number | %   |
|------------------------------|--------|-----|
| Basildon                     | 32     | 4%  |
| Braintree                    | 91     | 11% |
| Brentwood                    | 8      | 1%  |
| Castle Point                 | 11     | 1%  |
| Chelmsford                   | 106    | 13% |
| Colchester                   | 107    | 13% |
| Epping Forest                | 124    | 15% |
| Harlow                       | 54     | 7%  |
| Maldon                       | 42     | 5%  |
| Rochford                     | 65     | 8%  |
| Tendring                     | 59     | 7%  |
| Uttlesford                   | 93     | 11% |
| <b>Other authority areas</b> |        |     |
| Southend                     | 11     | 1%  |
| Thurrock                     | 1      | <1% |
| Suffolk                      | 1      | <1% |
| Hertfordshire                | 0      | -   |
| Redbridge                    | 2      | <1% |
| Other authority area         | 11     | 1%  |

**Figure 58 – Gender (Q30)**

**Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service because they were unable to travel (684)**

| Gender | Number | %   |
|--------|--------|-----|
| Male   | 194    | 28% |

| Gender            | Number | %   |
|-------------------|--------|-----|
| Female            | 453    | 66% |
| Prefer not to say | 37     | 5%  |

**Figure 59 – Age group (Q27)**

**Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service because they were unable to travel (715)**

| Age group         | Number | %   |
|-------------------|--------|-----|
| 16 or under       | 50     | 7%  |
| 17 - 20           | 5      | 1%  |
| 21 - 30           | 39     | 5%  |
| 31 - 40           | 132    | 18% |
| 41 - 50           | 113    | 16% |
| 51 - 60           | 91     | 13% |
| 61 - 70           | 131    | 18% |
| 71 - 80           | 71     | 10% |
| 81 - 90           | 54     | 8%  |
| 91 or over        | 3      | <1% |
| Prefer not to say | 26     | 4%  |

**Figure 60 – Impairment or disability (Q28)**

**Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service because they were unable to travel (701)**

| Impairment or disability | Number | %   |
|--------------------------|--------|-----|
| Yes                      | 197    | 28% |
| No                       | 504    | 72% |

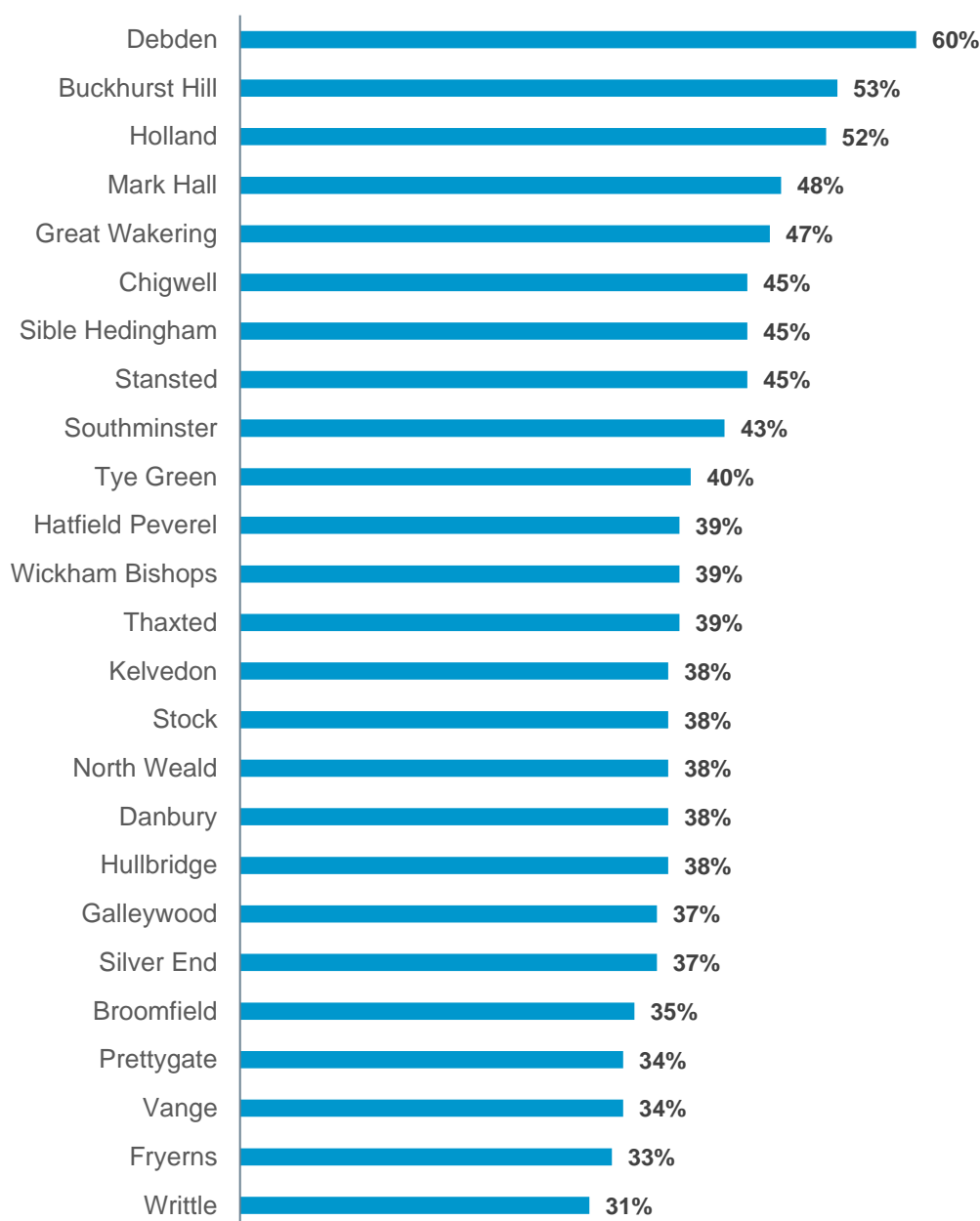
**Figure 61 – Easy Read form users**

**Base: Individual/family respondents who had used a tier 4 library in the last 12 months and would not be able to use an alternative service because they were unable to travel (819)**

| Easy Read form user      | Number | %    |
|--------------------------|--------|------|
| Yes, Easy Read form user | 4      | <1%  |
| No                       | 815    | 100% |

- 4.7.30 The figure below shows the proportions of those who said they would not be able to travel to any of the remaining libraries by the tier 4 libraries they used in the last 12 months.
- 4.7.31 Six in ten (60% 26) Debden users, 53% (71) of Buckhurst Hill users and 52% (62) of Holland users said that they would not be able to travel to any of the remaining libraries. Half (48% 42) of Mark Hall users and 47% (43) of Great Wakering users said the same. By comparison, 31% (39) of those who had used Writtle Library and 34% (20) of those who had used Vange Library said they would not be able to travel to another one.

**Figure 62 – If you answered ‘none of these’ in question 12, which of the following best explain why you would not be able to use one of our other services listed? (Q13) – Unable to travel to any of the remaining 49 libraries by tier 4 library used**  
**Base: Individual/family respondents who would not use another service and are tier 4 library users (2,049)**



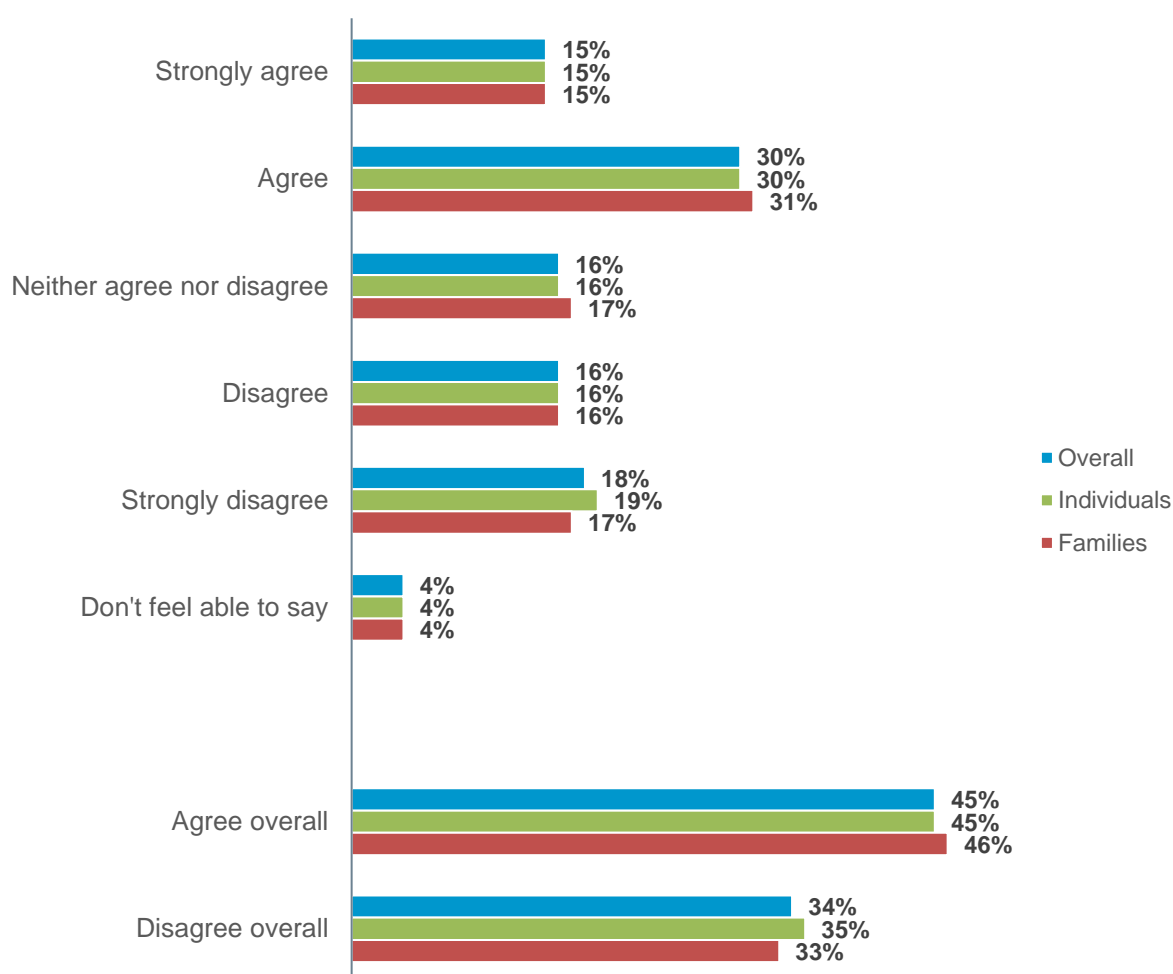
## 4.8 Views on tier 3 proposals and community libraries

### Agreement with the proposal to invite community groups or other organisations to run tier 3 libraries (Q14)

- 4.8.1 All respondents were asked the extent to which they agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining.
- 4.8.2 Overall, over four in ten (45% 8,618) individual and family respondents agreed with the proposal to invite community groups or other organisations to run libraries in tier 3 locations, a larger proportion than those who disagreed overall (34% 6,543). A further 16% (3,027) neither agreed nor disagreed.
- 4.8.3 Individual respondents were more likely to disagree overall (35% 5,115) than family respondents (33% 1,401), as shown below.

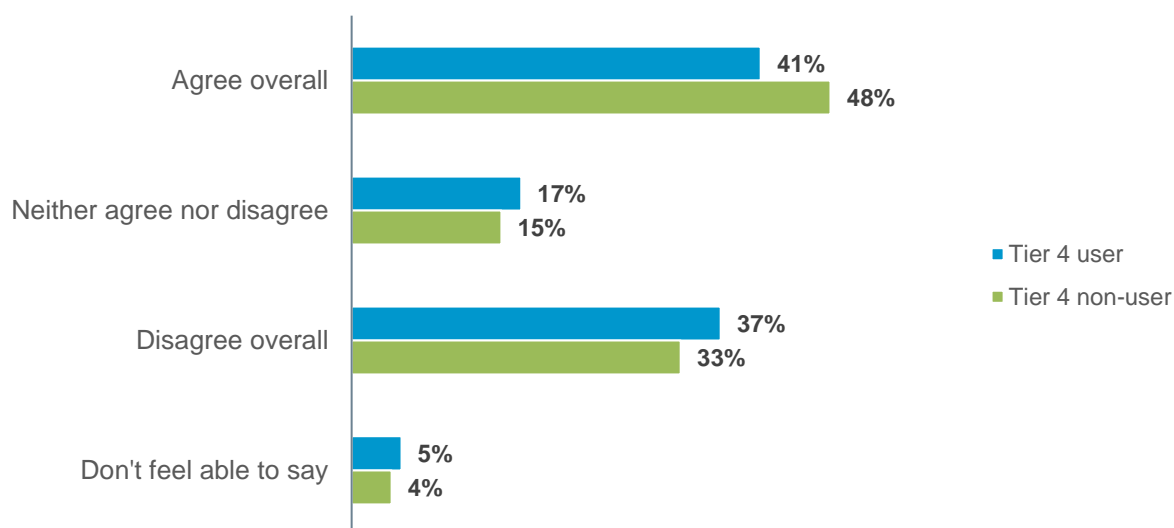
**Figure 63 – To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining? (Q14) By respondent type**

**Base: Individual/family respondents (Overall: 19,005; Individuals: 14,698; Families: 4,234)**



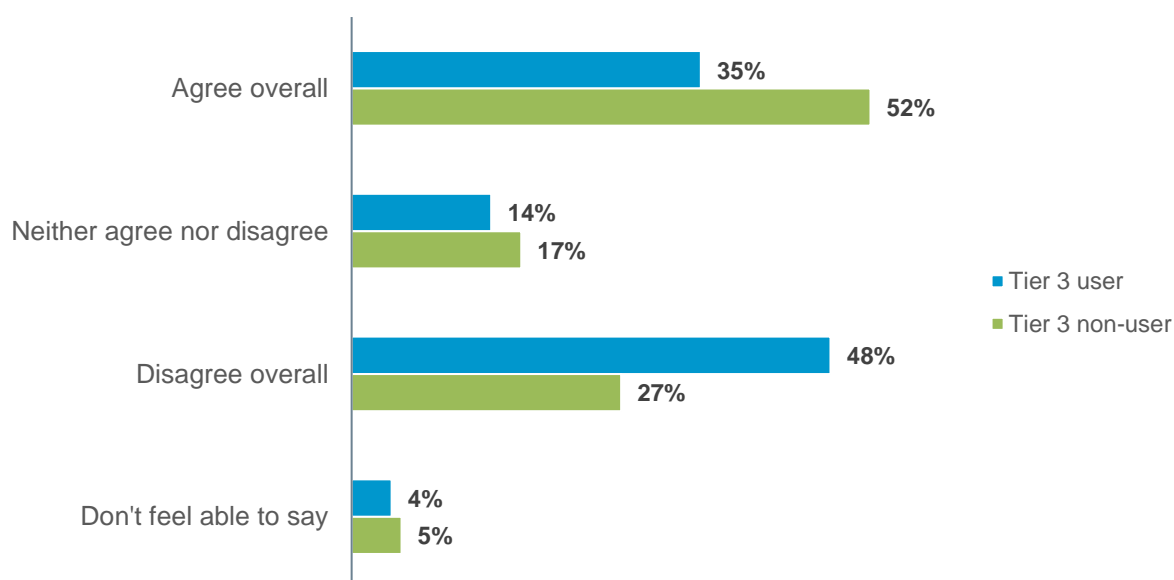
- 4.8.4 Amongst tier 4 library users, 41% (2,790) agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining and 37% (2,473) disagreed. By comparison, 33% (4,051) of those who had not used a tier 4 library in the last 12 months disagreed.

**Figure 64 – To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining? (Q14) By tier 4 library usage**  
**Base: Individual/family respondents (19,005)**



- 4.8.5 Looking at the results by tier 3 library usage, 35% (2,481) agreed and 48% (3,392) disagreed with the proposal. By comparison, 27% (3,141) of those who did not use a tier 3 library frequently disagreed.

**Figure 65 – To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining? (Q14) By tier 3 library usage**  
**Base: Individual/family respondents (19,005)**



### Subgroup analysis – views on tier 3 proposals and community libraries (overall level; Q14)

**45%** (8,618) **agreed** overall with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining. The percentage of each subgroup who agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining was (differences between subgroups are shown in **bold**):

- 45% of library users (8,278)
- 59% of non-users** (281)
- 33% of library internet users (340)
- 46% of those who used the internet elsewhere** (7,882)
- 35% of tier 3 users (2,481)
- 52% of non-tier 3 users** (6,116)
- 47% of males (2,367)
- 47% of females (5,328)
- 49% of under 17 year olds** (252)
- 46% of 17-30 year olds (322)
- 44% of 31-60 year olds (3,340)
- 49% of 61-80 year olds** (3,372)
- 50% of 81+ year olds** (513)
- 47% of White ethnic group (7,267)
- 47% of BAME groups (242)
- 41% of disabled respondents (962)
- 47% of non-disabled respondents** (6,884)
- 49% of pregnant respondents (276)
- 48% of non-pregnant respondents (6,680)
- 24% of Easy Read form users (40)
- 46% of non-Easy Read form users** (8,578)

**34%** (6,543) **disagreed** overall with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining. The percentage of each subgroup who disagreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining was (differences between subgroups are shown in **bold**):

- 35% of library users** (6,393)
- 21% of non-users (100)
- 49% of library internet users** (496)
- 33% of those who used the internet elsewhere (5,720)
- 48% of tier 3 users** (3,392)
- 27% of non-tier 3 users (3,141)
- 34% of males (1,714)
- 33% of females (3,701)
- 27% of under 17 year olds (139)
- 35% of 17-30 year olds** (244)
- 36% of 31-60 year olds** (2,767)
- 32% of 61-80 year olds (2,163)

27% of 81+ year olds (270)

33% of White ethnic group (5,098)

32% of BAME groups (167)

**39% of disabled respondents** (904)

33% of non-disabled respondents (4,835)

32% of pregnant respondents (182)

33% of non-pregnant respondents (4,604)

**56% of Easy Read form users** (94)

34% of non-Easy Read form users (6,449)

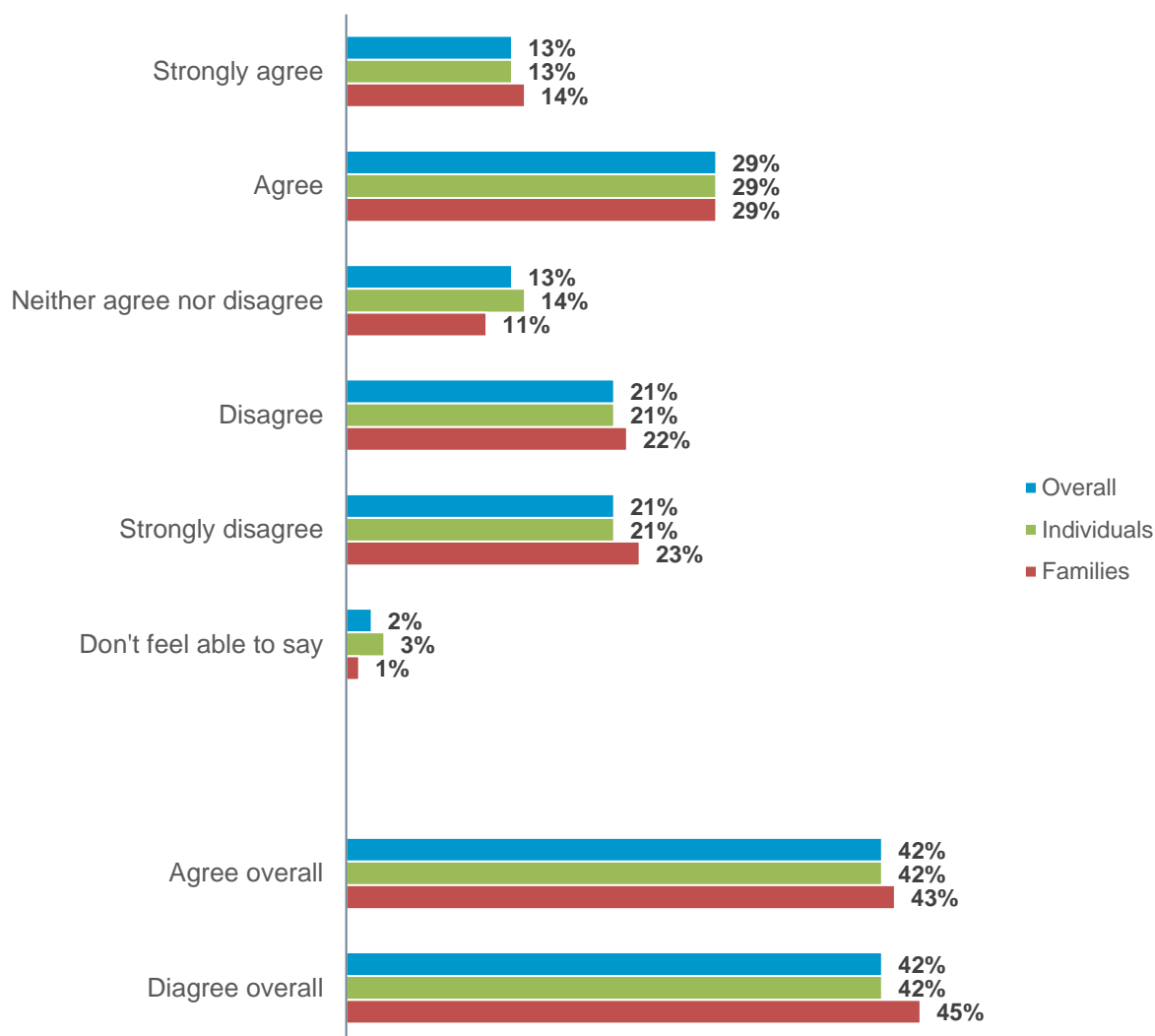
For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

## 4.9 Views on outreach activities

### Agreement with some library services being available in other places (Q15)

- 4.9.1 Respondents were asked the extent to which they agreed with the idea of some library services being available in places other than libraries, for example storytimes in village halls or community centres, or the ability to pick up library books from a local shop or leisure centre.
- 4.9.2 Overall, the same proportion agreed (42% 8,043) as disagreed (42% 8,193). A further 13% (2,589) neither agreed nor disagreed.
- 4.9.3 As shown below, family respondents were more likely to disagree overall (45% 1,906) compared to individual respondents (42% 6,249).

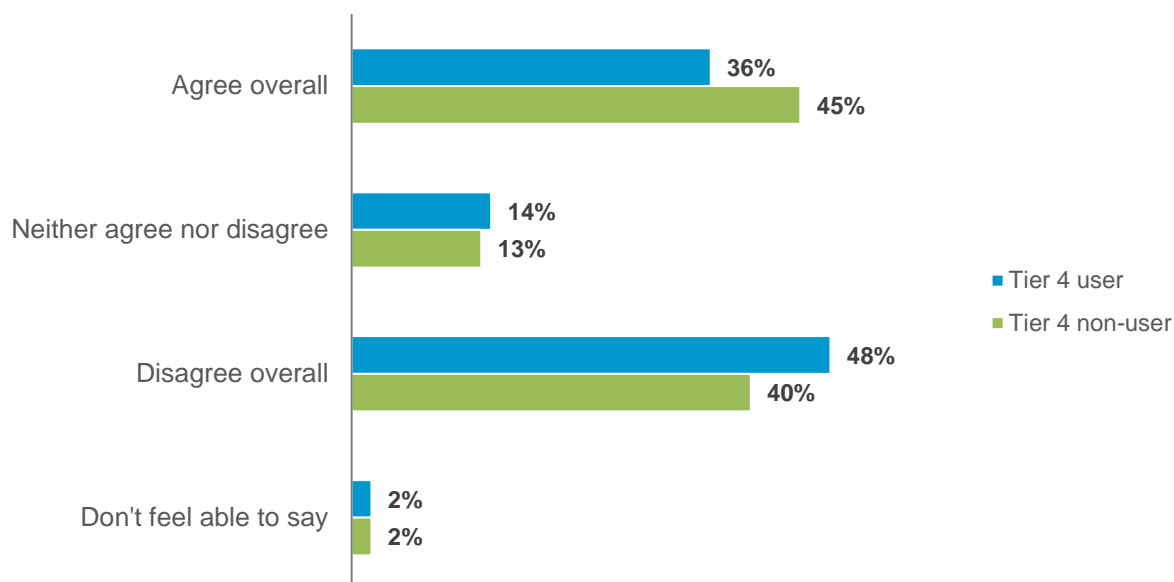
**Figure 66 – To what extent do you agree with the idea of some library services being available in places other than libraries? (Q15) By respondent type**  
**Base: Individual/family respondents (Overall: 19,293; Individuals: 14,932; Families: 4,284)**





- 4.9.4 Respondents who had used a tier 4 library in the last 12 months were more likely to disagree (48% 3,230) than those who had not used one (40% 4,939).

**Figure 67 – To what extent do you agree with the idea of some library services being available in places other than libraries? (Q15) By tier 4 library usage**  
**Base: Individual/family respondents (19,293)**



#### Subgroup analysis – views on outreach activities (overall level; Q15)

**42%** (8,043) **agreed** overall with the idea of some library service being available in other places. The percentage of each subgroup who agreed with the idea of some library service being available in other places was (differences between subgroups are shown in **bold**):

- 41% of library users (7,702)
- 59% of non-users** (289)
- 24% of library internet users (252)
- 43% of those who used the internet elsewhere** (7,465)
- 29% of tier 3 users (2,118)
- 49% of non-tier 3 users** (5,904)
- 44% of males (2,233)
- 43% of females (4,947)
- 39% of under 17 year olds (204)
- 45% of 17-30 year olds** (316)
- 42% of 31-60 year olds (3,255)
- 44% of 61-80 year olds** (3,047)
- 43% of 81+ year olds (456)
- 43% of White ethnic group (6,747)
- 43% of BAME groups (225)
- 36% of disabled respondents (853)
- 44% of non-disabled respondents** (6,482)
- 48% of pregnant respondents** (278)

44% of non-pregnant respondents (6,204)  
 23% of Easy Read form users (39)  
**42% of non-Easy Read form users** (8,004)

**42%** (8,193) **disagreed** overall with the idea of some library service being available in other places. The percentage of each subgroup who disagreed with the idea of some library service being available in other places was (differences between subgroups are shown in **bold**):

**43% of library users** (8,023)  
 23% of non-users (113)  
**61% of library internet users** (639)  
 41% of those who used the internet elsewhere (7,109)  
**56% of tier 3 users** (4,019)  
 35% of non-tier 3 users (4,153)  
 39% of males (1,968)  
**42% of females** (4,851)  
**42% of under 17 year olds** (222)  
**42% of 17-30 year olds** (300)  
**44% of 31-60 year olds** (3,422)  
 39% of 61-80 year olds (2,711)  
 36% of 81+ year olds (379)  
 41% of White ethnic group (6,457)  
 42% of BAME groups (221)  
**47% of disabled respondents** (1,114)  
 41% of non-disabled respondents (6,100)  
 41% of pregnant respondents (233)  
 41% of non-pregnant respondents (5,807)  
**65% of Easy Read form users** (112)  
 42% of non-Easy Read form users (8,081)

### Subgroup analysis – views on outreach activities (tier 4 level; Q15)

**36%** (2,425) **agreed** overall with the idea of some library service being available in other places. The percentage of each subgroup who agreed with the idea of some library service being available in other places was (differences between subgroups are shown in **bold**):

34% of individuals (1,704)  
**39% of families** (714)  
 37% of males (622)  
 38% of females (1,533)  
 37% of under 17 year olds (81)  
 37% of 17-30 year olds (114)  
 37% of 31-60 year olds (1,137)  
 37% of 61-80 year olds (760)  
 37% of 81+ year olds (112)

37% of White ethnic group (2,012)  
 37% of BAME groups (84)  
 30% of disabled respondents (266)  
**38% of non-disabled respondents** (1,948)  
**44% of pregnant respondents** (116)  
 37% of non-pregnant respondents (1,845)  
 34% of Easy Read form users (12)  
 36% of non-Easy Read form users (2,413)

**48%** (3,230) **disagreed** overall with the idea of some library service being available in other places. The percentage of each subgroup who disagreed with the idea of some library service being available in other places was (differences between subgroups are shown in **bold**):

48% of individuals (2,363)  
 47% of families (853)  
 45% of males (760)  
 46% of females (1,887)  
 40% of under 17 year olds (89)  
**51% of 17-30 year olds** (158)  
**49% of 31-60 year olds** (1,494)  
 44% of 61-80 year olds (918)  
 42% of 81+ year olds (127)  
 46% of White ethnic group (2,504)  
 44% of BAME groups (102)  
**52% of disabled respondents** (454)  
 46% of non-disabled respondents (2,374)  
 44% of pregnant respondents (115)  
 46% of non-pregnant respondents (2,273)  
 43% of Easy Read form users (15)  
 48% of Non-Easy Read form users (3,215)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

## 4.10 Opening hours and access

### Options for opening hours and access (Q16)

4.10.1 Respondents were shown a list of six options for opening hours and access to libraries and asked to rank them in order of importance. The six options were:

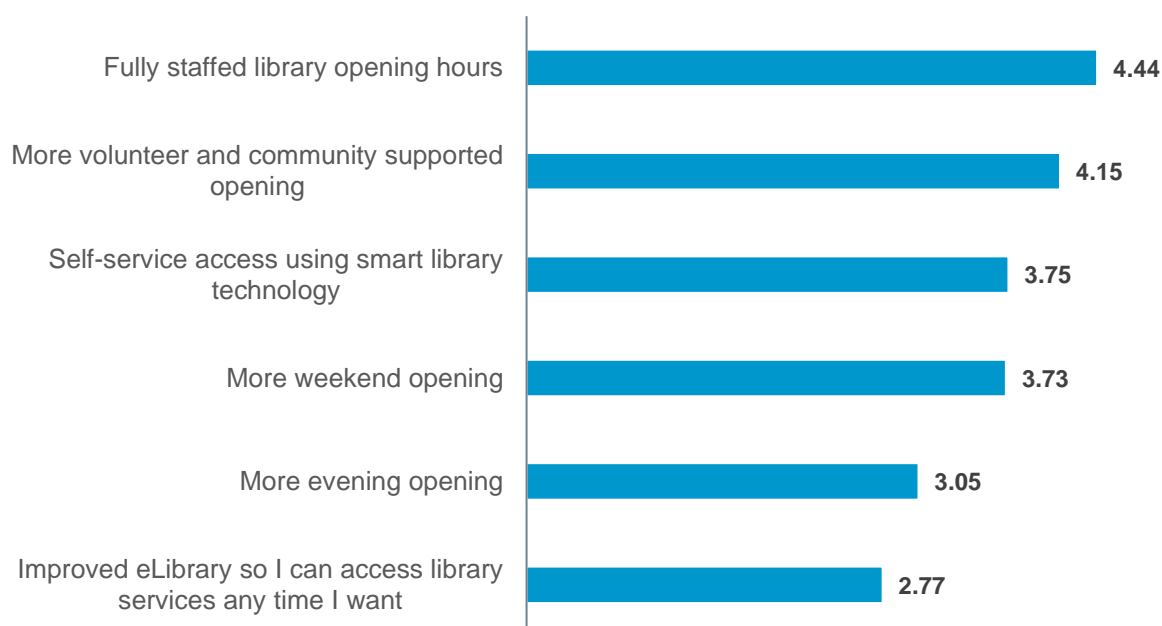
- Fully staffed library opening hours (this would mean libraries would be open for fewer hours overall)
- More volunteer and community supported opening (this would mean libraries would be open for more hours overall, so you could serve yourself or seek help from volunteers)
- Self-service access using smart library technology (this would mean libraries would be open for more hours overall, so you could serve yourself)
- More evening opening (this could mean libraries would be open less on weekdays, unless volunteers or smart library tech were available to increase overall opening hours)
- Improved eLibrary so I can access library services any time I want.

4.10.2 For analysis purposes, each response was assigned a score, for example first choice was assigned 6, second choice 5 etc. Mean scores were then calculated.

4.10.3 Fully staffed library opening hours scored the highest amongst individual and family respondents with a mean score of 4.44 out of 6 (13,743), closely followed by more volunteer and community supported opening (4.15 12,852). Self-service access using smart library technology received a mean score of 3.75 (12,401), closely followed by more weekend opening (3.73 13,924). More evening opening received a lower mean score (3.05 12,216) and improved eLibrary received the lowest score (2.77 15,000).

**Figure 68 – Please rank these options for opening hours and access in the order you think we should prioritise them (Q16)**

**Base: Individual/family respondents (varies)**



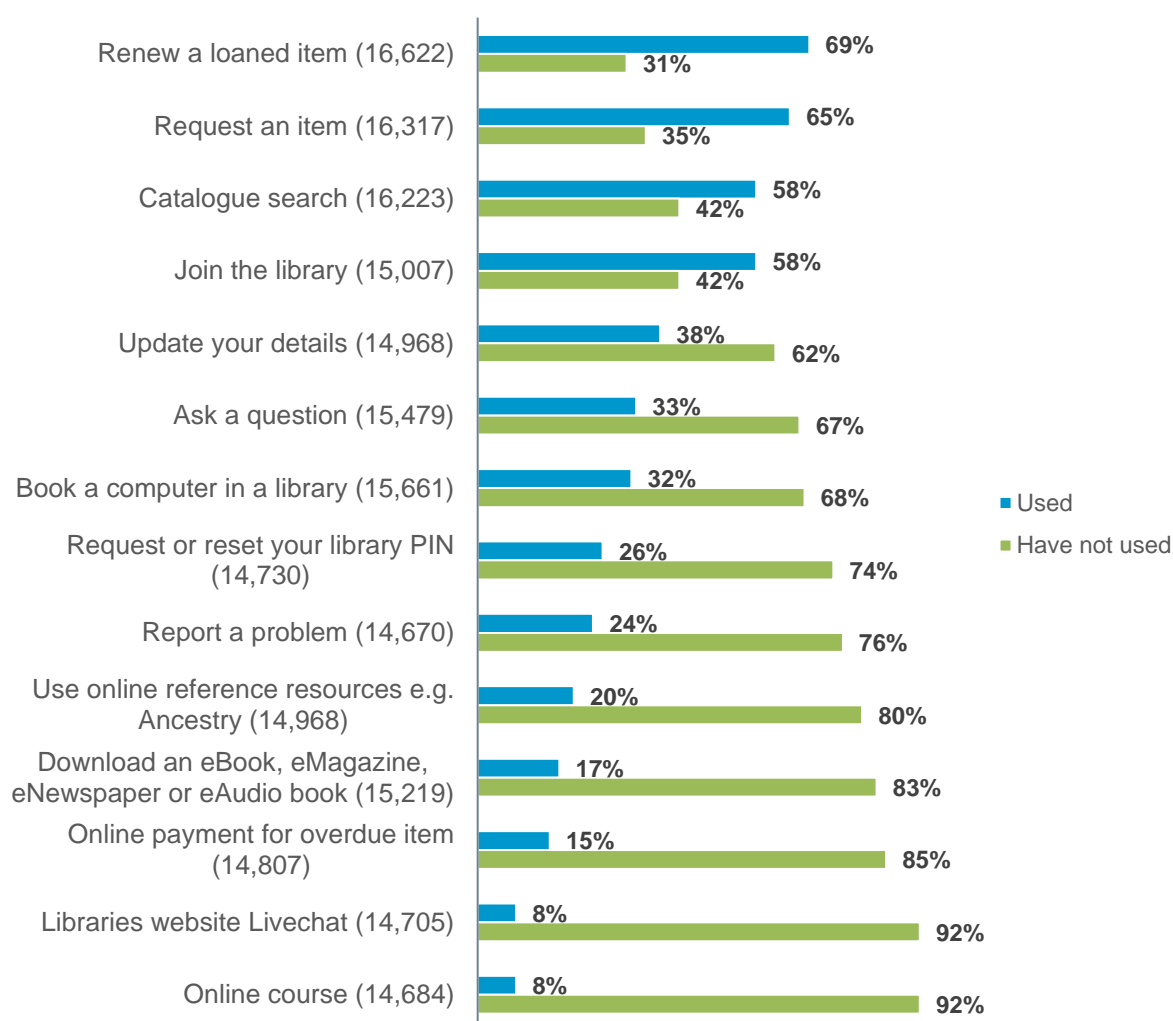
## 4.11 Digital services

### Usage and awareness of digital services (Q17)

- 4.11.1 Respondents were shown a list of digital (online) services provided by the Council and asked whether they had used them, were aware of them or were interested in them, choosing from a list of response options.
- 4.11.2 The figure below shows the digital services ordered by usage from individual and family respondents inside and outside libraries.
- 4.11.3 Individual and family respondents were most likely to say they had used digital services to renew a loaned item (69% 11,532), followed by to request an item (65% 10,612). A further 58% (9,490) had used digital services for a catalogue search and the same proportion (58% 8,779) had joined the library this way. At the other end of the scale, individual and family respondents were least likely to have used digital services to complete an online course (8% 1,205) and for the Libraries website Livechat (8% 1,119).

**Figure 69 – Have you used any of the following digital (online) services provided by Essex County Council? (Q17)**

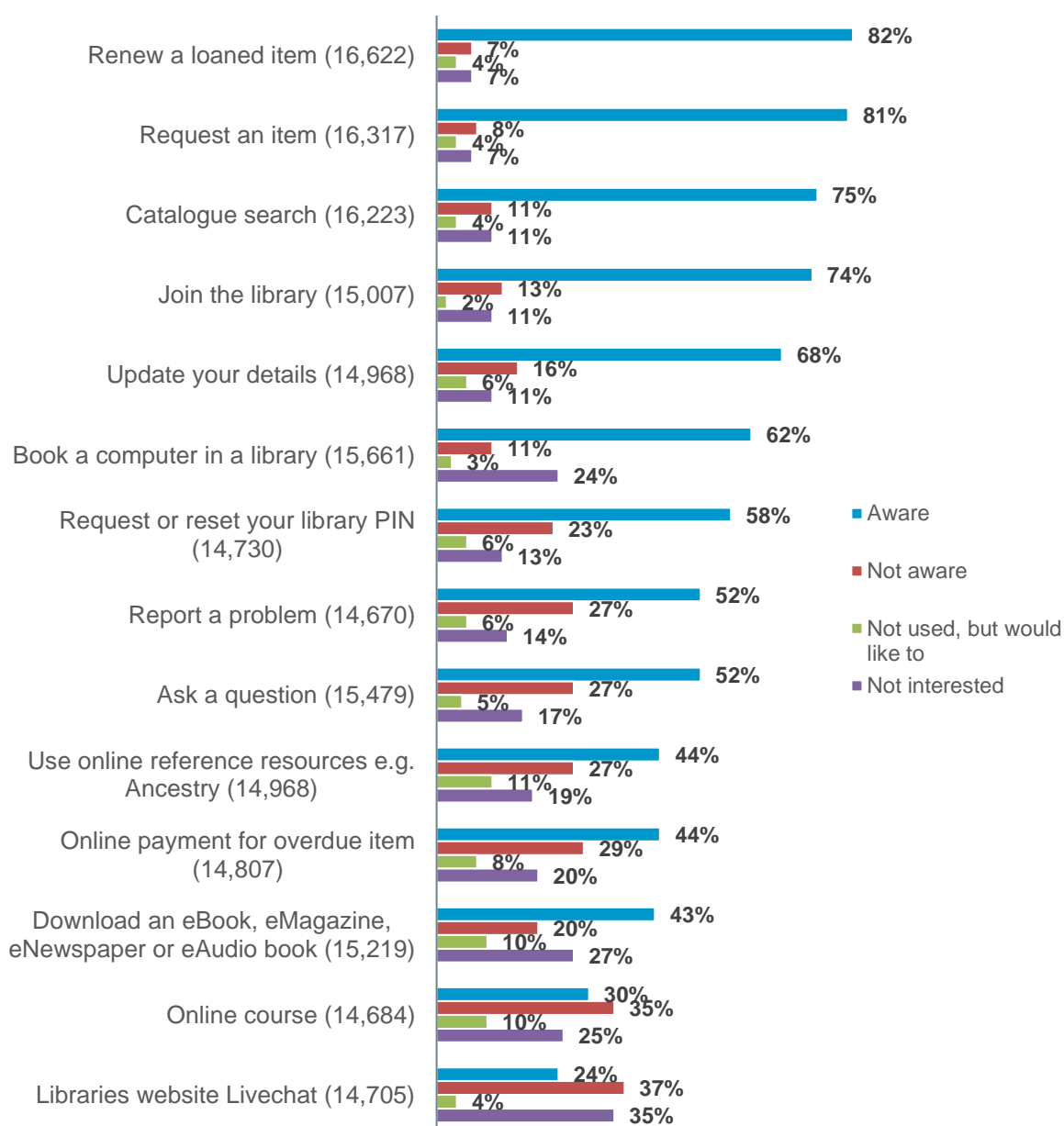
**Base: Individual/family respondents (varies)**



- 4.11.4 If respondents had not used a digital service they were asked to indicate if they were aware of it or not, if they would like to use it, or if they were not interested. The figure below shows the digital services ordered by awareness amongst individual and family respondents.
- 4.11.5 Family and individual respondents were most likely to be aware of being able to use digital services to renew a loaned item (82% 13,623) and request an item (81% 13,139). A further 75% (12,128) were aware that digital services could be used for a catalogue search and 74% (11,140) were aware that someone can join the library this way. By contrast, respondents were most likely to be unaware that they could use the Libraries website Livechat (37% 5,399), however respondents were also most likely to say they were not interested in this (35% 5,146). It should also be noted that more than a quarter (27% 4,107) said they were not interested in downloading eBooks, eMagazines, eNewspapers and eAudio books.

**Figure 70 – Are you aware of any of the following digital (online) services provided by Essex County Council? (Q17)**

**Base: Individual/family respondents (varies)**



## 4.12 Getting involved

### Interest in volunteering (Q18)

- 4.12.1 Individual and family respondents were asked if they would be interested in finding out more about any volunteering roles either on an occasional or regular basis. Respondents were able to choose roles from a list and select more than one.
- 4.12.2 One in eight (13%) individual and family respondents were interested in finding out more about volunteering roles (2,842 respondents). Amongst these, the role of Customer Services volunteer was most popular (45% 1,279), followed by Home Library Service volunteer (29% 831). More than a quarter (27% 777) would be interested in finding out more about the role of Library Activity volunteer and 22% (625) in the role of Mobile Library Support volunteer. The roles of CreatorSpace volunteer and Code Club volunteer were least popular (4% 119 and 5% 152 respectively).

**Figure 71 – Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis? (Q18)**

**Base: Individual/family respondents who are interested in finding out more about roles (2,842)**

| Role  | Number | %   |
|---|--------|-----|
| Customer Services volunteer                 | 1,279  | 45% |
| Home Library Service volunteer              | 831    | 29% |
| Library Activity volunteer                  | 777    | 27% |
| Mobile Library Support volunteer            | 625    | 22% |
| Baby and Toddler Rhymetime volunteer        | 601    | 21% |
| Computer Support volunteer                  | 417    | 15% |
| Computer Training volunteer                 | 415    | 15% |
| Library Ambassador (for 13 to 18 year olds) | 258    | 9%  |
| Work Club volunteer                         | 217    | 8%  |
| Sensory Wall volunteer                      | 194    | 7%  |
| Code Club volunteer                         | 152    | 5%  |
| CreatorSpace volunteer                      | 119    | 4%  |

- 4.12.3 105 respondents aged under 16 were interested in volunteering. Over half of these (54% 57) were interested in the role of Library Ambassador (for 13-18 year olds).



## 4.13 Additional comments, ideas and suggestions

### Additional comments, ideas and suggestions (Q19)

- 4.13.1 Family and individual respondents were asked if they had anything else to add about the Council's proposals that had not been covered in the consultation, as well as provide any ideas they might have to improve the service or reduce the cost of it. 10,397 made comments, 48% of all individual and family respondents. Comments from respondents were themed and coded and are presented below.
- 4.13.2 Almost a quarter (23% 2,416) suggested the Council should not make cuts to the service or should invest more money in it. A further 21% (2,153) felt that closing libraries would increase social isolation and have a negative effect on people's wellbeing or mentioned that libraries are a social hub for their community. One in five (20% 2,075) comments also stressed how important libraries were for children, their reading habits and education, and that closing them would have long term negative effects. The same proportion (20% 2,071) highlighted that they would have to travel further to use libraries and this might lead to reductions in how much they use the service or having to stop using it altogether. Just under a fifth (19% 1,929) mentioned that libraries provide a variety of important services and are not just there for borrowing books.

**Figure 72 – Would you like to add anything else about the Council's proposals that has not been covered above? Please give us any other ideas you may have for improving the service or reducing the cost of the service. (Coded responses) (Q19)**

**Base: Individual/family respondents providing a comment (10,397)**

| Theme  | Number | %   |
|--|--------|-----|
| Don't make cuts/invest more in the library service   | 2,416  | 23% |
| Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub       | 2,153  | 21% |
| Libraries are important for children/reading habits/education/long term outcomes                       | 2,075  | 20% |
| I/others would have to travel further/reduce usage/stop using libraries                                | 2,071  | 20% |
| Libraries provide a variety of important services/are not just about books                             | 1,929  | 19% |
| Trained staff are important/jobs would be lost/reservations about using volunteers                     | 1,738  | 17% |
| Alternative suggestions - ideas for reducing the cost of the service (see below for more information)  | 1,713  | 16% |
| Not everyone can access online services/eBooks/smart technology/physical books are important           | 1,415  | 14% |
| Reconsider tier proposals/recategorise libraries   | 1,321  | 13% |
| Alternative suggestions - ideas for improving the service (see below for more information)             | 1,308  | 13% |
| Alternative suggestions - ideas for generating income for the service (see below for more information) | 1,046  | 10% |
| It's a done deal/pointless consultation/badly designed questionnaire/leading questions                 | 857    | 8%  |
| Encourage people to use libraries/promote library services and activities                              | 779    | 7%  |



| Theme  | Number | %  |
|--|--------|----|
| Libraries are paid for by taxpayers/a statutory requirement/should be available to all equally | 763    | 7% |
| Don't rely on borrowing figures - doesn't necessarily reflect how libraries are used           | 597    | 6% |
| Use volunteers to keep libraries open/would be willing to volunteer                            | 549    | 5% |
| Manage budgets more wisely/make savings elsewhere/lobby government for funding                 | 495    | 5% |
| Reduce/change opening hours instead of closing libraries                                       | 256    | 2% |
| Don't know/more information needed   | 186    | 2% |
| Support proposals/generally positive comment   | 161    | 2% |
| Closures will increase pressure on remaining libraries/increase traffic in surrounding areas   | 125    | 1% |
| Other  | 118    | 1% |

4.13.3 As shown above, 16% (1,713) of comments mentioned ideas and suggestions for reducing the cost of library services. These covered the following:

- Close all but tier 1 libraries/close all but town centre libraries
- Close town centre libraries/focus on local libraries
- Decrease use of/stop mobile library service
- Encourage book donations/buy second hand books
- Focus on physical books/reduce focus on other services
- Follow up on unreturned books/charge a deposit to ensure returns
- Greater focus on online services/more eBooks/buy fewer physical books
- Greater investment in/focus on mobile libraries
- Greater use of technology/self-service/unmanned libraries
- Increase delivery times for reserved items
- Limit ordering of books
- More focus on book reservations/have a central bank for books
- Offer work placements/internships/apprenticeships
- Outsource library services
- Reduce energy costs (e.g. turning down heating/turning off lights)
- Reduce number of libraries/combine libraries
- Reduce opening times/number of days open
- Reduce staff wages
- Reduce the number of events/activities held at libraries
- Reduce the number of paid staff
- Relocate to smaller premises/cheaper areas
- Run libraries like businesses
- Seek ideas from librarians/successful library services elsewhere
- Seek ideas from the local community/community groups
- Send email/text reminders rather than posting letters
- Share premises/resources/staff with other libraries/services/councils
- Stop allowing phone/laptop charging
- Stop buying foreign language books
- Stop buying/reduce buying of hardback books
- Stop offering CD/DVD rental
- Stop providing computers/internet access
- Stop purchasing newspapers

- Stop/reduce Bookstart scheme
- Stop throwing away/selling book stock/redistribute books from closed libraries.
- Use volunteers and community groups to run libraries/supplement paid staff

4.13.4 A further 13% (1,308) of the comments included ideas and suggestions for improving library services. These covered the following:

- Allow card payments
- Allow computers to be used for more than one hour
- Allow greater use by community (e.g. groups, exhibition space)
- Automatic enrolment at birth
- Ban food consumption in libraries
- Better computers/wi-fi provision/internet security
- Better online facilities (e.g. online renewals, access to summer reading challenge, access to online reference materials, access to online newspapers)
- Better organisation of books/library space (e.g. categorise by age, sort all fiction alphabetically, promote new items)
- Better rotation of books from other libraries
- Ensure libraries are accessible for disabled users/those with special needs
- Expand library catalogue/more new books
- Free CD/DVD borrowing
- Get more young people/ethnic minorities involved to increase diversity
- Greater focus on sustainability/green issues
- Greater links with libraries in other areas (e.g. sharing of books)
- Improve access to libraries (e.g. investment in public transport)
- Improve/more investment in home library service
- Improve/more investment in mobile library service (e.g. more stops, greater choice of books, more frequent visits)
- Improve/simplify the reservation system
- Improve website/online search facilities/provide a mobile app
- Increase length of borrowing period
- Increase opening times/weekend opening/evening opening
- Introduce family membership cards
- Introduce library ambassadors
- Invest in technology so those with Kindles can borrow eBooks
- Lend more types of items (e.g. toys, baby equipment, tools, mobility scooters, e-readers)
- Make it easier to contact the library (e.g. via telephone, email)
- Make libraries more attractive to children to encourage use
- Modernise/refurbish library buildings
- More academic/reference books
- More alternative book collection and drop off points/click and collect service/postbox for out of hours returns
- More audiobooks/large print books
- More car parking/free car parking/validated parking
- More clubs/social activities/events
- More helpful library staff
- More integration with local schools (e.g. share libraries, book collection from schools, mobile service to schools)
- More investment in eLibrary/greater range of eBooks/increase number of licences for eBooks
- More security/enforcement of behavioural standards

- No reduction of any library services
- Offer bilingual children's sessions
- Offer courses/training events/adult learning
- Offer a greater selection of CDs/DVDs
- Offer postal book service
- Offer printing/scanning/photocopying facilities
- Partner with local high streets/shops (e.g. discount schemes)
- Promote/encourage people to use libraries/use social media
- Provide accessible toilet facilities/baby changing facilities
- Provide children only libraries/separate areas for children
- Provide more daily newspapers/a greater range of newspapers
- Provide more electrical ports for charging phones/laptops
- Provide quiet study areas/introduce quiet periods/adult only periods
- Publish eBooks written by local authors
- Reinvestment of funds from closed libraries into remaining libraries
- Relocate libraries to more accessible locations
- Remove borrowing restrictions for teenagers
- Remove fines/introduce alternate fines (e.g. time penalties)
- Restrict computer use/don't allow use for games
- Share resources with other libraries/allow ordering from other libraries
- Specialised libraries (e.g. IT centres)
- Take suggestions from library users to find out what types of books are needed.

4.13.5 One in ten (10% 1,046) provided ideas and suggestions for generating income for library services. These covered the following:

- Charge book clubs to borrow books
- Charge for borrowing/reserving books
- Charge for computer use/internet access
- Charge for key fobs to access libraries out of hours
- Charge for/encourage donations for activities (e.g. Rhymetime, craft sessions etc.)
- Charge for parking
- Crowdfunding
- Encourage/allow cash donations
- Ensure fines are paid/increase late fees
- Hire out car parks (e.g. for fruit/vegetable stalls)
- Hire out CDs/DVDs/games
- Hire out meeting equipment (e.g. projectors)
- Hold fundraising events/run a lottery
- Increase Council Tax
- Introduce a joining fee/annual membership fee
- Offer venue hire for events/meetings etc Partner with local businesses (e.g. selling items/sponsorship/advertising opportunities)
- Pursue grants/charity status etc.
- Put on fee paying events (e.g. author Q&As, lectures etc.)
- Run a café/sell refreshments
- Run a play area
- Run a shop/sell items in the library
- Seek additional funding from parish councils
- Seek contributions from land developers
- Sell closed library buildings/unused land

- Sell unwanted books/CDs/DVDs etc.
- Work with publishers to promote books/authors.

4.13.6 118 (1%) comments were categorised as 'other'. See the appendices for the full list of these verbatim comments.

## 5. Consultation findings – organisations

### 5.1 Responses from organisations

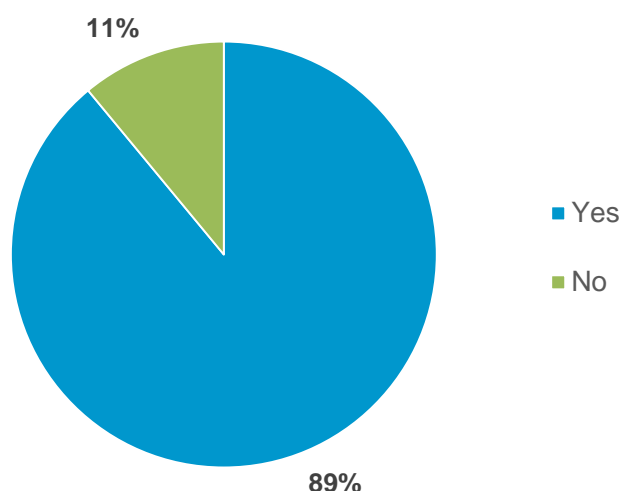
- 5.1.1 In total 328 organisations took part in the consultation, including community groups, registered charities, town and parish councils, and district and borough councils, amongst others. For the full breakdown see Chapter 3.
- 5.1.2 Organisation respondents were asked the majority of the same questions as individual and family respondents, with a few questions that were applicable to organisations only such as the impact on them and the people they represent or serve.

### 5.2 Use of library services

#### Visiting an Essex library (Q3)

- 5.2.1 Nine in ten (89% 285) organisation respondents said their organisation had visited an Essex Library within the last 12 months and 10% had not.

**Figure 73 – Have you visited an Essex Library within the last 12 months? (Q3)**  
**Base: Organisation respondents (322)**



#### Subgroup analysis (Q3)

**89% (285) had visited** an Essex library within the last 12 months. The percentage of each subgroup who had visited was:

- 80% of town or parish councils (36)
- 100% of district or borough councils (11)
- 80% of other public bodies (12)
- 89% of community groups (82)
- 91% of registered charities (52)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

**Which libraries organisations use (Q3)**

- 5.2.2 Organisation respondents were asked to provide the name of up to three Essex libraries or services they had used most frequently.
- 5.2.3 As shown below, these respondents reported using Colchester (7% 19) and West Mersea (7% 18) most frequently.
- 5.2.4 Out of the tier 4 libraries which the Council proposes to close, Broomfield (3% 9) and Stansted (3% 8) libraries received the largest proportions of organisation respondents saying they used it frequently.
- 5.2.5 Out of the tier 3 libraries which the Council proposes are run by community or partner organisations, West Mersea Library received the largest proportion of organisation respondents saying they used it frequently (7% 18), followed by Hadleigh (5% 14).
- 5.2.6 Tier 4 libraries are marked in the table below with \* and tier 3 libraries with ^.

**Figure 74 – Please provide the name of up to three Essex libraries or services you use the most frequently (Q3)****Base: Organisation respondents (266)**

| Library/service used | Number | Percentage |
|----------------------|--------|------------|
| Basildon             | 11     | 4%         |
| Billericay           | 7      | 3%         |
| Braintree            | 8      | 3%         |
| Brentwood            | 8      | 3%         |
| Brightlingsea^       | 8      | 3%         |
| Broomfield*          | 9      | 3%         |
| Buckhurst Hill*      | 4      | 2%         |
| Burnham              | 1      | <1%        |
| Canvey               | 3      | 1%         |
| Chelmsford           | 12     | 5%         |
| Chigwell*            | 1      | <1%        |
| Chipping Ongar       | 3      | 1%         |
| Clacton              | 9      | 3%         |
| Coggeshall^          | 7      | 3%         |
| Colchester           | 19     | 7%         |
| Danbury*             | 5      | 2%         |
| Debden*              | 5      | 2%         |
| Dunmow               | 7      | 3%         |
| Earls Colne^         | 5      | 2%         |
| Epping               | 0      | -          |
| Frinton^             | 6      | 2%         |
| Fryerns*             | 3      | 1%         |
| Galleywood*          | 8      | 3%         |
| Great Baddow         | 4      | 2%         |
| Great Parndon^       | 1      | <1%        |
| Great Tarpots^       | 5      | 2%         |
| Great Wakering*      | 1      | <1%        |
| Greenstead           | 3      | 1%         |
| Hadleigh^            | 14     | 5%         |

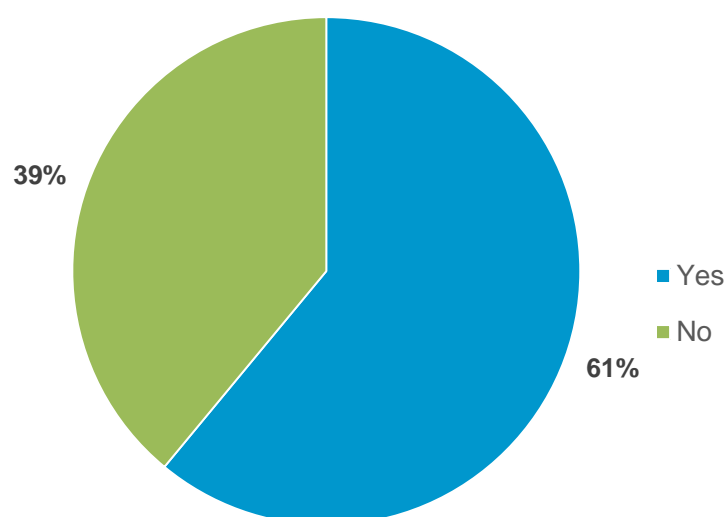
| Library/service used  | Number | Percentage |
|-----------------------|--------|------------|
| Halstead              | 5      | 2%         |
| Harlow                | 9      | 3%         |
| Harwich               | 10     | 4%         |
| Hatfield Peverel*     | 4      | 2%         |
| Hockley^              | 7      | 3%         |
| Holland*              | 2      | 1%         |
| Hullbridge*           | 7      | 3%         |
| Ingatestone^          | 1      | <1%        |
| Kelvedon*             | 7      | 3%         |
| Laindon               | 4      | 2%         |
| Loughton              | 3      | 1%         |
| Maldon                | 11     | 4%         |
| Manningtree^          | 9      | 3%         |
| Mark Hall*            | 2      | 1%         |
| North Melbourne       | 0      | -          |
| North Weald*          | 1      | <1%        |
| Old Harlow            | 2      | 1%         |
| Pitsea                | 1      | <1%        |
| Prettygate*           | 3      | 1%         |
| Rayleigh              | 12     | 5%         |
| Rochford              | 6      | 2%         |
| Saffron Walden        | 11     | 4%         |
| Shenfield^            | 9      | 3%         |
| Sible Hedingham*      | 2      | 1%         |
| Silver End*           | 1      | <1%        |
| South Benfleet^       | 8      | 3%         |
| South Woodham Ferrers | 4      | 2%         |
| Southminster*         | 1      | <1%        |
| Springfield^          | 1      | <1%        |
| Stansted*             | 8      | 3%         |
| Stanway^              | 4      | 2%         |
| Stock*                | 4      | 2%         |
| Thaxted*              | 7      | 3%         |
| Tiptree^              | 5      | 2%         |
| Tye Green*            | 5      | 2%         |
| Vange*                | 2      | 1%         |
| Waltham Abbey         | 1      | <1%        |
| Walton^               | 5      | 2%         |
| West Clacton^         | 0      | -          |
| West Mersea^          | 18     | 7%         |
| Wickford              | 4      | 2%         |
| Wickham Bishops*      | 6      | 2%         |
| Witham                | 9      | 3%         |
| Wivenhoe^             | 8      | 3%         |
| Writtle*              | 3      | 1%         |

### Using an Essex Library Card (Q4)

- 5.2.7 Just over six in ten organisation respondents (61% 191) had used an Essex Library Card in the last 12 months, whereas 39% (120) had not.

**Figure 75 – Have you used an Essex Library Card e.g. to borrow a book or access wi-fi, in the last 12 months? (Q4)**

**Base: Organisation respondents (311)**



### Subgroup analysis (Q4)

**61% (191) had used an Essex Library Card** an Essex library in the last 12 months. The percentage of each subgroup who had used an Essex Library Card within the last 12 months was:

- 31% of town or parish councils (14)
- 57% of district or borough councils (4)
- 73% of other public bodies (11)**
- 73% of community groups (65)**
- 45% of registered charities (25)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.



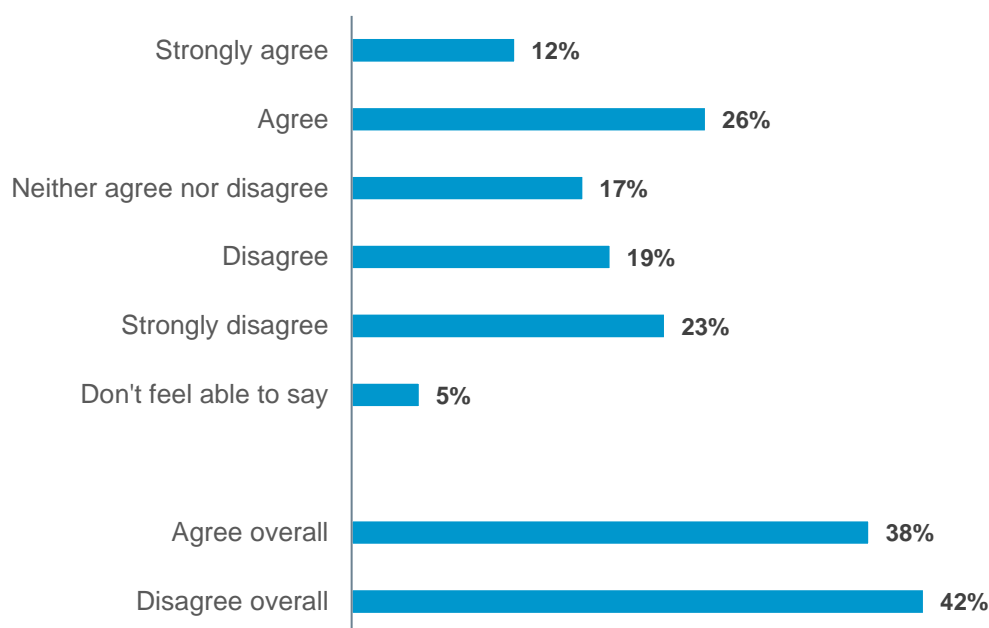
## 5.3 Views on the ambitions

### Agreement with the ambitions (Q7)

- 5.3.1 Almost four in ten (38% 100) organisation respondents said they agreed overall that the ambitions are the right place to focus the Council's limited resources. However, a larger proportion disagreed overall (42% 110) and a further 17% (44) neither agreed nor disagreed.

**Figure 76 – To what extent do you agree or disagree that our five ambitions are the right place on which to focus our limited resources? (Q7)**

**Base: Organisation respondents (266)**



### Subgroup analysis (Q7)

**38% (100) agreed** overall that the five ambitions are the right place on which to focus limited resources. The percentage of each subgroup who agreed that the five ambitions are the right place to focus limited resources:

- 23% of town or parish councils (9)
- 33% of district or borough councils (3)
- 58% of other public bodies (7)**
- 36% of community groups (26)
- 39% of registered charities (18)
- 32% of tier 4 users (38)
- 42% of non-tier 4 users (62)

**42% (110) disagreed** overall that the five ambitions are the right place on which to focus limited resources. The percentage of each subgroup who disagreed that the five ambitions are the right place to focus limited resources:

- 50% of town or parish councils (20)
- 44% of district or borough councils (4)
- 25% of other public bodies (3)
- 40% of community groups (29)

37% of registered charities (17)

**50% of tier 4 users (59)**

34% of non-tier 4 users (51)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

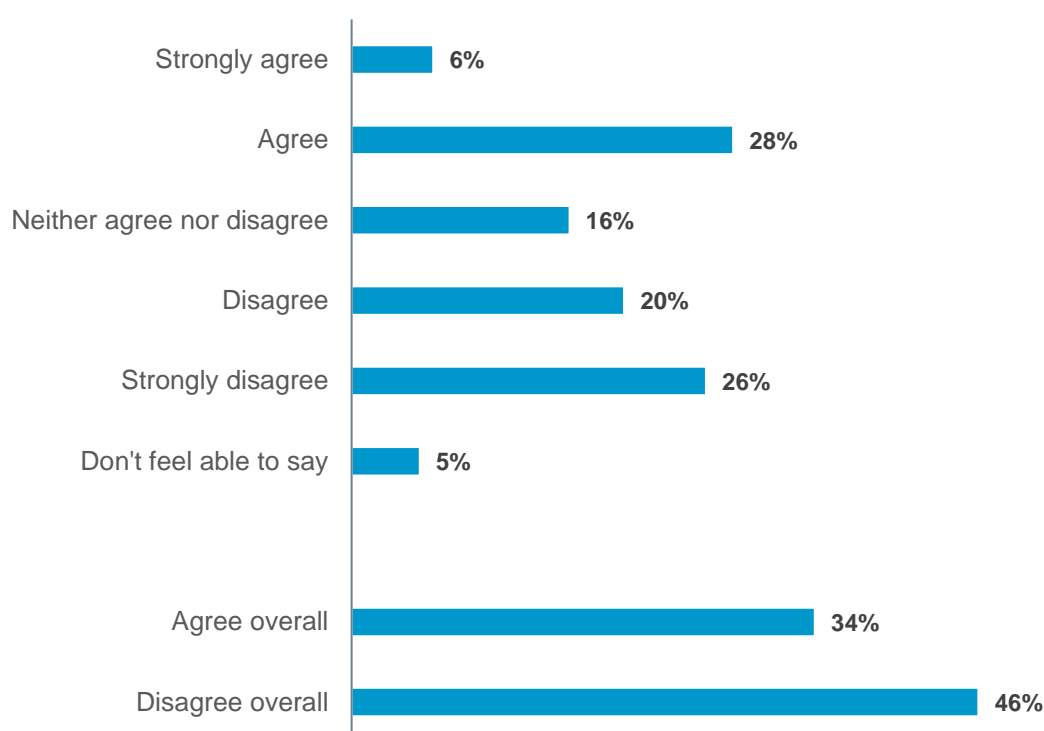
## 5.4 Views on the evaluation criteria

### Agreement with the evaluation criteria (Q8)

- 5.4.1 Organisation respondents were then asked the extent to which they agreed with the evaluation criteria that the Council proposes to use to assess need, as set out in the draft strategy.
- 5.4.2 A larger proportion of organisation respondents (46% 125) disagreed overall than agreed overall (34% 93). A further 16% (43) neither agreed nor disagreed.

**Figure 77 – To what extent do you agree with the evaluation criteria we propose to use to assess need? (Q8)**

**Base: Organisation respondents (275)**



### Subgroup analysis (Q8)

**34% (93) agreed** overall with the evaluation criteria. The percentage of each subgroup who agreed with the evaluation criteria was:

- 19% of town or parish councils (8)
- 40% of district or borough councils (4)
- 46% of other public bodies (6)
- 31% of community groups (23)
- 35% of registered charities (17)
- 31% of tier 4 users (38)
- 36% of non-tier 4 users (55)

**46% (125) disagreed** overall with the evaluation criteria. The percentage of each subgroup who disagreed with the evaluation criteria was:

52% of town or parish councils (22)  
50% of district or borough councils (5)  
38% of other public bodies (5)  
48% of community groups (36)  
42% of registered charities (20)  
  
50% of tier 4 users (62)  
42% of non-tier 4 users (63)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

**Other criteria (Q9)**

- 5.4.3 Organisation respondents were asked if there were any other criteria that they proposed the Council should use to assess need. Comments from respondents were themed and are presented below.
- 5.4.4 More than a quarter (28% 49) felt that usage by local community groups or other activities and services based in libraries should be taken into account or mentioned how the library is used as a central community hub. A further 20% (35) suggested the social benefits provided by libraries or their impact on social isolation and mental health should be taken into account. These were also the top two themes mentioned by individual and family respondents.

**Figure 78 – Are there any other criteria you think we should use to assess need? (Coded responses) (Q9)****Base: Organisation respondents providing a comment (172)**

| Theme   | Number | %   |
|---|--------|-----|
| Usage by local community groups/other activities and services based in libraries as a central community hub | 49     | 28% |
| Social benefits provided by libraries/effect on social isolation/mental health                              | 35     | 20% |
| Proximity to local schools/colleges/universities/impact on education and performance figures                | 28     | 16% |
| Disagree with assessment criteria/weightings used   | 26     | 15% |
| Footfall/type of usage - not used by card   | 26     | 15% |
| Impact on older/retired users   | 24     | 14% |
| Ability to travel two miles independently (e.g. non-drivers, disabled users, vulnerable people)             | 23     | 13% |
| Impact on children/young families   | 20     | 12% |
| Distance to/length of journey to nearest alternate library  | 20     | 12% |
| Availability/reliability of public transport  | 18     | 10% |
| Impact on geographically isolated communities   | 17     | 10% |
| Impact on disabled users/those with reduced mobility  | 13     | 8%  |
| Impact on deprived areas/demographics resulting in deprivation  | 11     | 6%  |
| Projected population growth/planned housing developments  | 10     | 6%  |
| Home computer/internet access/local broadband coverage  | 10     | 6%  |
| Views of the local community - their needs and values   | 10     | 6%  |
| Right of equal access to local libraries/books  | 9      | 5%  |
| Age profile of local community/library users  | 7      | 4%  |
| Accessibility of other libraries/availability of car parking  | 7      | 4%  |
| IT literacy/ability to use online services and eBooks   | 7      | 4%  |
| Impact on vulnerable users (e.g. those with special needs, learning disabilities)                           | 5      | 3%  |
| Potential to generate income in libraries - utilise libraries more  | 4      | 2%  |
| Libraries should not be closed  | 3      | 2%  |
| Proximity to other local amenities/services   | 2      | 1%  |

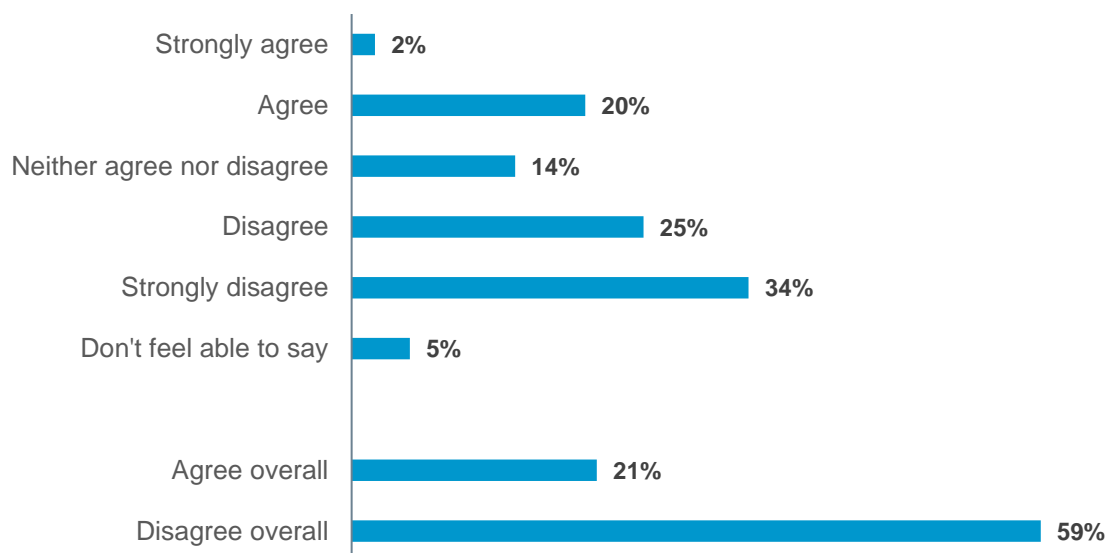
| Theme   | Number | %  |
|---|--------|----|
| Accessibility to public transport/poor public transport provision                             | 2      | 1% |
| Usage by home workers/home educators  | 1      | 1% |
| Availability of alternate community hubs/safe spaces  | 1      | 1% |
| Impact of closing libraries on other council services   | 1      | 1% |
| Need for trained library staff  | 1      | 1% |
| Number of active/regular users  | 1      | 1% |
| Borrowing figures   | 1      | 1% |
| Views of those unable to respond to the survey (e.g. children, those without internet access) | 1      | 1% |
| Increases in population   | 1      | 1% |
| Number of school aged children in an area   | 1      | 1% |
| Social value contribution of services   | 1      | 1% |

## 5.5 Views on the proposals and ways to access services

### Agreement that proposals provide a reasonable range ways for people to access library services (Q10)

- 5.5.1 Organisation respondents were asked the extent to which they agreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs.
- 5.5.2 As with individual and family respondents, a larger proportion of organisation respondents disagreed overall (59% 161) than agreed overall (22% 58). A further 14% (38) neither agreed nor disagreed.

**Figure 79 – To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs? (Q10)**  
**Base: Organisation respondents (271)**



#### Subgroup analysis (Q10)

**22% (58) agreed** overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. The percentage who agreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs was:

- 12% of town or parish councils (5)
- 10% of district or borough councils (1)
- 42% of other public bodies (5)
- 15% of community groups (11)
- 30% of registered charities (14)
- 15% of tier 4 users (17)
- 26% of non-tier 4 users (41)**

**59% (161) disagreed** overall that the proposals provide a reasonable range of different ways for people to access library services according to their needs. The percentage who

disagreed that the proposals provide a reasonable range of different ways for people to access library services according to their needs was:

- 66% of town or parish councils (27)
- 60% of district or borough councils (6)
- 50% of other public bodies (6)
- 61% of community groups (46)
- 53% of registered charities (25)
- 70% of tier 4 users (81)**
- 52% of non-tier 4 users (80)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.



## 5.6 Views on tier 4 proposals and impact

### Usage of tier 4 libraries in last 12 months (Q11)

- 5.6.1 Organisation respondents were also shown the list of tier 4 libraries that the Council proposes to close in the draft strategy and were asked if they had used any of them or if someone else had on their behalf in the last 12 months.
- 5.6.2 124 organisation respondents said they had used at least one of the libraries, 38% of those that took part in the consultation.
- 5.6.3 Organisation respondents were most likely to say they had used Stansted (11% 14), Galleywood (10% 13), Kelvedon (10% 13), Thaxted (10% 13) and Tye Green (10% 13) libraries in the last 12 months. The full list is shown below.

**Figure 80 – Have you used any of the following libraries in the last 12 months, or has someone else used any of them on your behalf? (Q11)**

**Base: Organisation respondents (124)**

| Tier 4 library used in last 12 months | Number | Percentage |
|---------------------------------------|--------|------------|
| Stansted                              | 14     | 11%        |
| Galleywood                            | 13     | 10%        |
| Kelvedon                              | 13     | 10%        |
| Thaxted                               | 13     | 10%        |
| Tye Green                             | 13     | 10%        |
| Broomfield                            | 12     | 10%        |
| Prettygate                            | 12     | 10%        |
| Sible Hedingham                       | 12     | 10%        |
| Wickham Bishops                       | 12     | 10%        |
| Danbury                               | 11     | 9%         |
| Hatfield Peverel                      | 11     | 9%         |
| Hullbridge                            | 9      | 7%         |
| Mark Hall                             | 9      | 7%         |
| Silver End                            | 9      | 7%         |
| Writtle                               | 9      | 7%         |
| Debden                                | 8      | 6%         |
| Vange                                 | 7      | 6%         |
| Buckhurst Hill                        | 6      | 5%         |
| North Weald                           | 6      | 5%         |
| Fryerns                               | 5      | 4%         |
| Great Wakering                        | 5      | 4%         |
| Holland                               | 5      | 4%         |
| Southminster                          | 5      | 4%         |
| Stock                                 | 4      | 3%         |
| Chigwell                              | 3      | 2%         |

- 5.6.4 The profile of organisation respondents (124) who had used a tier 4 library in the last 12 months is shown below:

**Figure 81 – Type of organisation (Q1)**

**Base: Organisation respondents who had used a tier 4 library in the last 12 months (124)**

| Type of organisation        | Number | %   |
|-----------------------------|--------|-----|
| Community group             | 33     | 27% |
| Registered charity          | 23     | 19% |
| Town or parish council      | 23     | 19% |
| District or borough council | 4      | 3%  |
| Other public body           | 7      | 6%  |
| Other                       | 30     | 24% |
| Not identified              | 4      | 3%  |

**Figure 82 – Groups worked with or represented (Q23)**

**Base: Organisation respondents who had used a tier 4 library in the last 12 months (93)**

| Groups worked with or represented | Number | %   |
|-----------------------------------|--------|-----|
| Children/young people             | 68     | 73% |
| Older people                      | 63     | 68% |
| Women                             | 58     | 62% |
| Disabled people                   | 53     | 57% |
| Men                               | 48     | 52% |
| Black and ethnic minority people  | 39     | 42% |
| Pregnant women or new mothers     | 37     | 40% |
| Religious or faith community/ies  | 36     | 39% |
| Lesbian, gay or bisexual people   | 36     | 39% |
| Transgender people                | 34     | 37% |

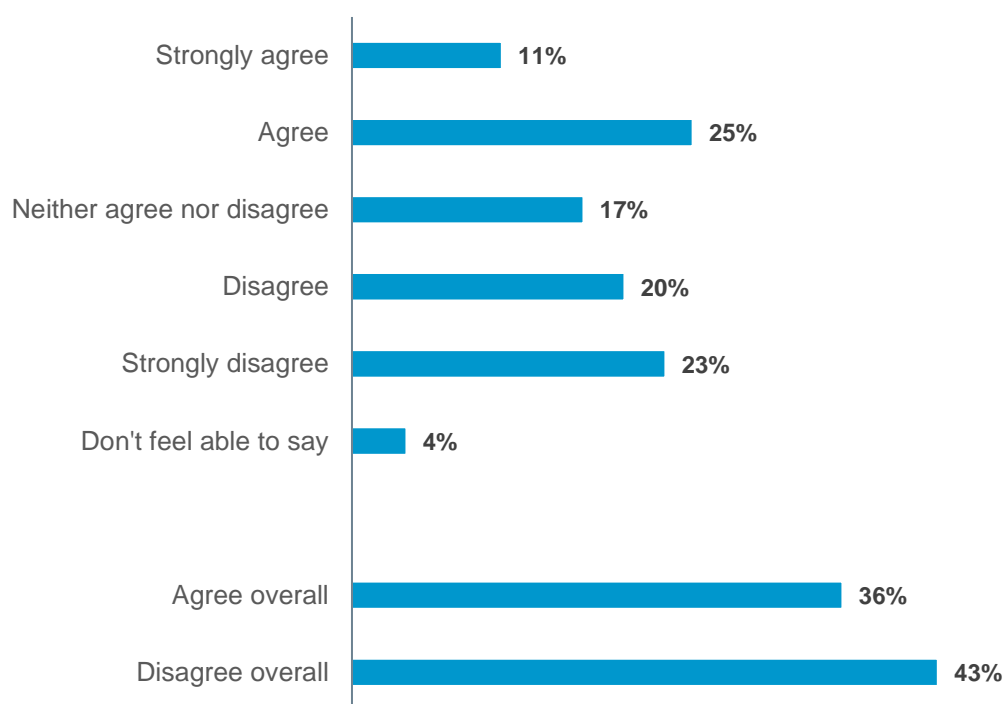
## 5.7 Views on tier 3 proposals and community libraries

### **Agreement with the proposal to invite community groups or other organisations to run tier 3 libraries (Q14)**

- 5.7.1 Organisation respondents were asked the extent to which they agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining.
- 5.7.2 As with previous questions, the proportion who disagreed overall (43% 118) is larger than the proportion who agreed overall (36% 100). A further 17% (47) neither agreed nor disagreed.

**Figure 83 – To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining? (Q14)**

**Base: Organisation respondents (275)**



### Subgroup analysis (Q14)

**36% (100) agreed** overall with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining. The percentage of each subgroup who agreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining was:

- 36% of town or parish councils (15)
- 20% of district or borough councils (2)
- 54% of other public bodies (7)
- 28% of community groups (20)
- 51% of registered charities (24)**
- 36% of tier 4 users (43)
- 37% of non-tier 4 users (57)

**43% (118) disagreed** overall with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining. The percentage of each subgroup who disagreed with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations to maximise the number of libraries remaining was:

- 40% of town or parish councils (17)
- 50% of district or borough councils (5)
- 23% of other public bodies (3)
- 54% of community groups (39)**
- 28% of registered charities (13)
- 44% of tier 4 users (53)
- 42% of non-tier 4 users (65)

For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

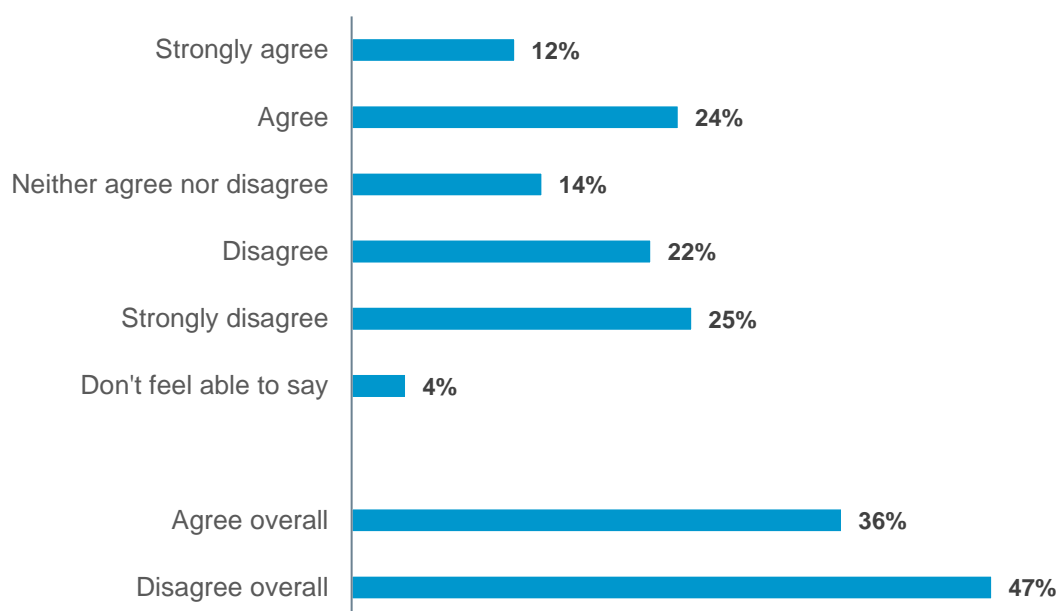
## 5.8 Views on outreach activities

### Agreement with some library services being available in other places (Q15)

- 5.8.1 Organisation respondents were asked the extent to which they agreed with the idea of some library services being available in places other than libraries, for example storytimes in village halls or community centres, or the ability to pick up library books from a local shop or leisure centre.
- 5.8.2 Almost half (47% 131) of organisation respondents disagreed overall. This was larger than the proportion who agreed overall (36% 100). A further 14% (39) said they neither agreed nor disagreed.

**Figure 84 – To what extent do you agree with the idea of some library services being available in places other than libraries? (Q15)**

**Base: Organisation respondents (280)**



### Subgroup analysis (Q15)

**36% (100) agreed** overall with the idea of some library service being available in other places. The percentage of each subgroup who agreed with the idea of some library service being available in other places was:

- 36% of town or parish councils (15)
- 40% of district or borough councils (4)
- 62% of other public bodies (8)**
- 26% of community groups (20)
- 46% of registered charities (22)**
- 35% of tier 4 users (43)
- 36% of non-tier 4 users (57)

**47% (131) disagreed** overall with the idea of some library service being available in other places. The percentage of each subgroup who disagreed with the idea of some library service being available in other places was:

- 40% of town or parish councils (17)
- 60% of district or borough councils (6)
- 31% of other public bodies (4)
- 48% of community groups (37)
- 46% of registered charities (22)
- 48% of tier 4 users (58)
- 46% of non-tier 4 users (73)

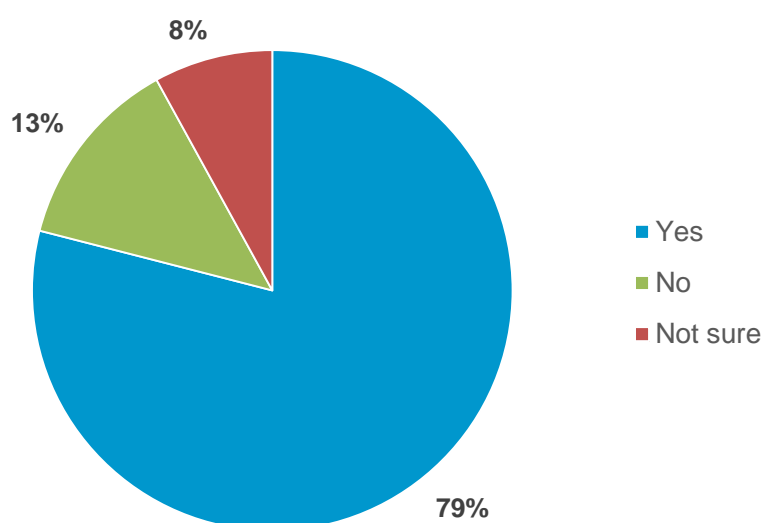
For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

## 5.9 Impact of proposals

### Impact of proposals on organisations (Q21)

- 5.9.1 Organisation respondents were asked if there would be any impact on their organisation if the library service was withdrawn from the nearest library or libraries.
- 5.9.2 Eight in ten (79% 174) organisation respondents said there would be an impact on their organisation and 13% (29) said there would not. A further 8% (18) were not sure.

**Figure 85 – If the library service was withdrawn from your nearest library/libraries, would it have an impact on your organisation? (Q21)**  
**Base: Organisation respondents (221)**



### Subgroup analysis (Q21)

**79% (174)** said it **would have an impact** on the organisation. The percentage of each subgroup who said it would have an impact on the organisation was:

- 46% of town or parish councils (16)
- 60% of district or borough councils (3)
- 100% of other public bodies (12)**
- 90% of community groups (52)**
- 78% of registered charities (31)**
- 77% of tier 4 users (76)
- 80% of non-tier 4 users (98)

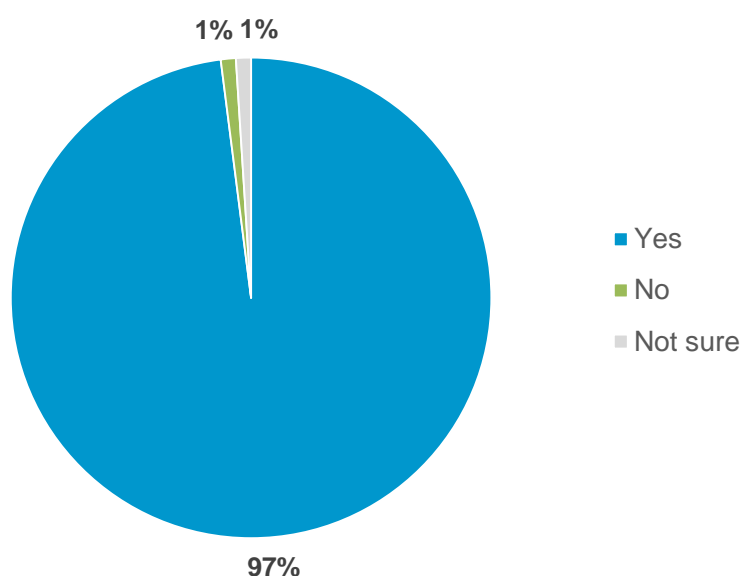
For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.

### Impact of proposals on the people served or represented by organisations (Q21)

- 5.9.3 Organisation respondents were also asked if there would be any impact on the people their organisation represents or serves if the library service was withdrawn from the nearest library or libraries.
- 5.9.4 Almost all (97% 221) organisation respondents said that if the library service was withdrawn from a nearby library or libraries it would have an impact on the people their organisation represents or serves.

**Figure 86 – If the library service was withdrawn from your nearest library/libraries, would it have an impact on the people your organisation represents/serves? (Q21)**

**Base: Organisation respondents (227)**



#### Subgroup analysis (Q21)

**97% (221)** said it **would have an impact** on the organisation. The percentage of each subgroup who said it would have an impact on the organisation was:

- 97% of town or parish councils (35)
- 100% of district or borough councils (9)
- 91% of other public bodies (10)
- 97% of community groups (57)
- 100% of registered charities (41)
- 95% of tier 4 users (97)
- 99% of non-tier 4 users (124)

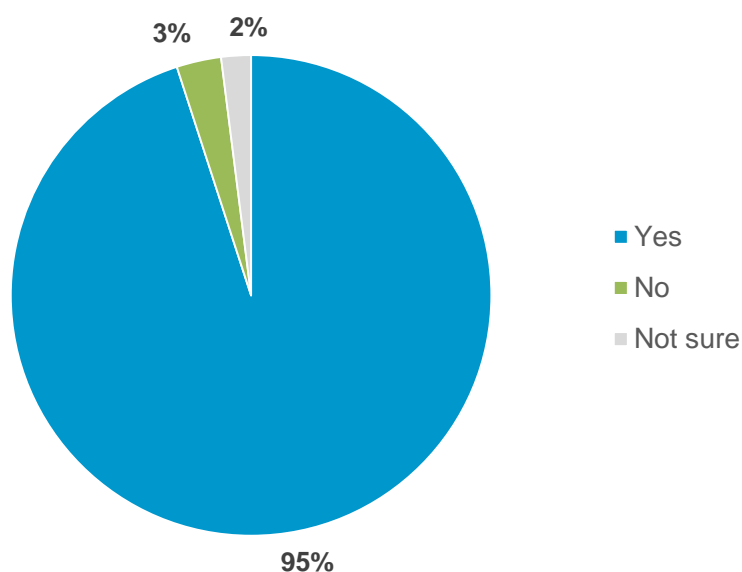
For an explanation of how to interpret the figures above, please see Chapter 1. For the full base sizes for each subgroup that answered the question, please see the tables in the appendices.



**Impact of proposals on the people served or represented amongst tier 4 users (Q21)**

- 5.9.5 As shown below, 95% (97) of organisation respondents who had used a tier 4 library in the last 12 months said it would have an impact on the people their organisation represents or serves, which is lower than the overall proportion of organisation respondents as seen previously (97% 221).

**Figure 87 – If the library service was withdrawn from your nearest library/libraries, would it have an impact on the people your organisation represents/serves? (Q21)**  
**Base: Organisation respondents who had used a tier 4 library in last 12 months (102)**



### Details of the impacts (Q22)

- 5.9.6 Respondents who said that it would have an impact on their organisation or the people their organisation represents or serves were asked to provide more detail about the impact. Comments were themed and coded and are presented below.
- 5.9.7 More than a quarter (27% 57) of the comments mentioned groups and clubs that might stop operating because of loss of access to materials (such as books and playscripts etc.), or because of difficulty in finding meeting space or recruiting new members. A further 23% (47) suggested the proposals would have a negative impact for children and families that currently access libraries to borrow books, do homework or take part in events and activities. One in six (17% 35) highlighted that the proposals would have a negative impact for those at risk of social isolation, such as new parents and the elderly. The full range of themes from the comments is shown in the figure below.

**Figure 88 – How would it impact your organisation or the people it serves? (Q22)**  
**Base: Organisation respondents providing a comment (208)**

| Theme  | Number | %   |
|--|--------|-----|
| Group(s) will stop meeting/be cancelled/numbers will fall/difficult to find alternative arrangements for meeting | 57     | 27% |
| Negative impact for children and families  | 47     | 23% |
| Effect those at risk of social isolation, such as the elderly and new parents                                    | 35     | 17% |
| Problems with accessing alternatives   | 32     | 15% |
| Negative impact for those with limited finances/deprived   | 27     | 13% |
| Negative impact on community   | 25     | 12% |
| Loss of access to IT facilities  | 17     | 8%  |
| Negative impact for service users/residents  | 17     | 8%  |
| Negative impact on service provision   | 9      | 4%  |
| Loss of access to reference materials  | 7      | 3%  |
| Negative impact on mental health   | 6      | 3%  |
| Negative impact on disabled people   | 6      | 3%  |
| Impact on food banks   | 5      | 2%  |
| Reconsider tier proposals/recategorise libraries   | 4      | 2%  |
| Negative impact on young people  | 4      | 2%  |
| Negative impact on environment   | 4      | 2%  |
| Negative impact on staff   | 3      | 1%  |
| Issue with survey/consultation   | 2      | 1%  |
| Population set to increase and will need library   | 1      | <1% |
| Other  | 14     | 7%  |

- 5.9.8 7% (14) of the comments were categorised as 'other'. One referred to a separate briefing submitted and another to previous comments made in the survey. The other verbatim comments were:

- We use The Performing Arts Service regularly.
- Please see Q 19. There is a community library being set up in Marks Tey Parish Hall, but volunteers there have already told me they could not supply the books in numbers we would need - even though we would compromise wherever possible.

- This would impact as some individuals come into the library to use their space and realize that we are there and become interested after their initial visit was for the library itself.
- Mersea Island wants to keep the building, staff and contents but most people feel that the books on offer have dwindled, especially reference and language books
- I would not be able to pick up, organise and speak to staff about ordering a book loan to be used by our students who attend the educational courses run by wea.
- We raise money for Essex Air Ambulance
- We currently run a fortnightly advice service from Thaxted library and also use this space for ad hoc emergency appointments if a client cannot travel to Saffron Walden. We also had an agreement in place to provide a service in Stansted when the new library opened.
- See free text comments in previous section for detailed answers to this. Briefly, for our organisation it would destroy opportunities for working together, for example on an exhibition and utilising library contacts and resources for this. The library also
- We are aware of parishioners who use the library and we would like to ensure these services are still available to them, albeit at a different location.
- The people of Harwich and Dovercourt would have lost their most important access point to the staff member and volunteers of Harwich Festival of the Arts. The relationship with Essex Library Service has worked very well in my judgement.
- Accommodation at Loughton Library is critical to the ongoing survival of the National Jazz Archive
- Without our local library service and the use that is currently made of the building, the Parish Council would not be able to either provide the space for activities nor advice, local information etc. that currently occur at the Library.

#### Details of the impacts amongst tier 4 users (Q22)

- 5.9.9 Amongst organisation respondents who had used a tier 4 library in the last 12 months, 22% (20) of the comments mentioned negative impacts for children and families. A further 21% (19) mentioned that groups and clubs that might stop operating because of loss of access to materials (such as books and playscripts etc.), or because of difficulty in finding meeting space or recruiting new members.

**Figure 89 – How would it impact your organisation or the people it serves? (Q22)**  
**Base: Organisation respondents providing a comment who had used a tier 4 library in the last 12 months (91)**

| Theme  | Number | %   |
|--|--------|-----|
| Negative impact for children and families  | 20     | 22% |
| Group(s) will stop meeting/be cancelled/numbers will fall/difficult to find alternative arrangements for meeting | 19     | 21% |
| Effect those at risk of social isolation, such as the elderly and new parents                                    | 17     | 19% |
| Negative impact for those with limited finances/deprived   | 17     | 19% |
| Problems with accessing alternatives   | 11     | 12% |
| Loss of access to IT facilities  | 9      | 10% |
| Negative impact for service users/residents  | 9      | 10% |
| Negative impact on community   | 8      | 9%  |
| Loss of access to reference materials  | 5      | 5%  |
| Impact on food banks   | 5      | 5%  |
| Negative impact on mental health   | 4      | 4%  |
| Negative impact on service provision   | 3      | 3%  |

| Theme  | Number | %  |
|--|--------|----|
| Negative impact on disabled people               | 3      | 3% |
| Negative impact on young people                  | 3      | 3% |
| Negative impact on environment                   | 3      | 3% |
| Negative impact on staff                         | 2      | 2% |
| Reconsider tier proposals/recategorise libraries | 1      | 1% |
| Other  | 5      | 6% |

5.9.10 6% (5) of the comments were categorised as 'other'. One referred to a separate briefing submitted. The other four verbatim comments were:

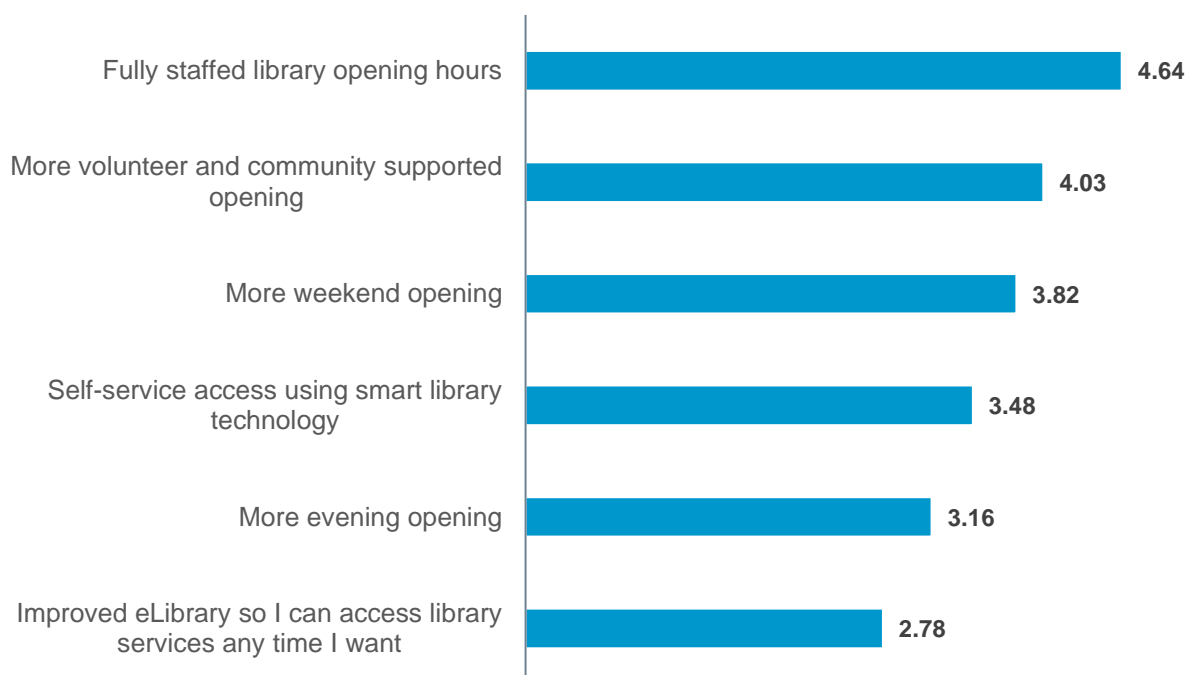
- I would not be able to pick up, organise and speak to staff bout ordering a book loan to be used by our students who attend the educational courses run by wea.
- We currently run a fortnightly advice service from Thaxted library and also use this space for ad hoc emergency appointments if a client cannot travel to saffron Walden. We also had an agreement in place to provide a service in Stansted when the new library
- We are aware of parishioners (of Stock Parish Council) who use the library and we would like to ensure these services are still available to them, albeit at a different location.
- Without our local library service and the use that is currently made of the building, the Parish Council (Broomfield Parish Council) would not be able to either provide the space for activities nor advice, local information etc. that currently occur at the Library.

## 5.10 Opening hours and access

### Options for opening hours and access (Q16)

- 5.10.1 Organisation respondents were shown a list of six options for opening hours and access to libraries and asked to rank them in order of importance. The six options were:
- Fully staffed library opening hours (this would mean libraries would be open for fewer hours overall)
  - More volunteer and community supported opening (this would mean libraries would be open for more hours overall, so you could serve yourself or seek help from volunteers)
  - Self-service access using smart library technology (this would mean libraries would be open for more hours overall, so you could serve yourself)
  - More evening opening (this could mean libraries would be open less on weekdays, unless volunteers or smart library tech were available to increase overall opening hours)
  - Improved eLibrary so I can access library services any time I want.
- 5.10.2 For analysis purposes, each response was assigned a score, for example first choice was assigned 6, second choice 5 etc. Mean scores were then calculated.
- 5.10.3 Fully staffed library opening hours received the highest mean score amongst organisation respondents (4.64 174), as it also did amongst individual and family respondents. This was followed by more volunteer and community supported opening (4.03 170). As with family and individual respondents, an improved eLibrary received the lowest mean score (2.78 209).

**Figure 90 – Please rank these options for opening hours and access in the order you think we should prioritise them (Q16)**  
**Base: Organisation respondents (varies)**



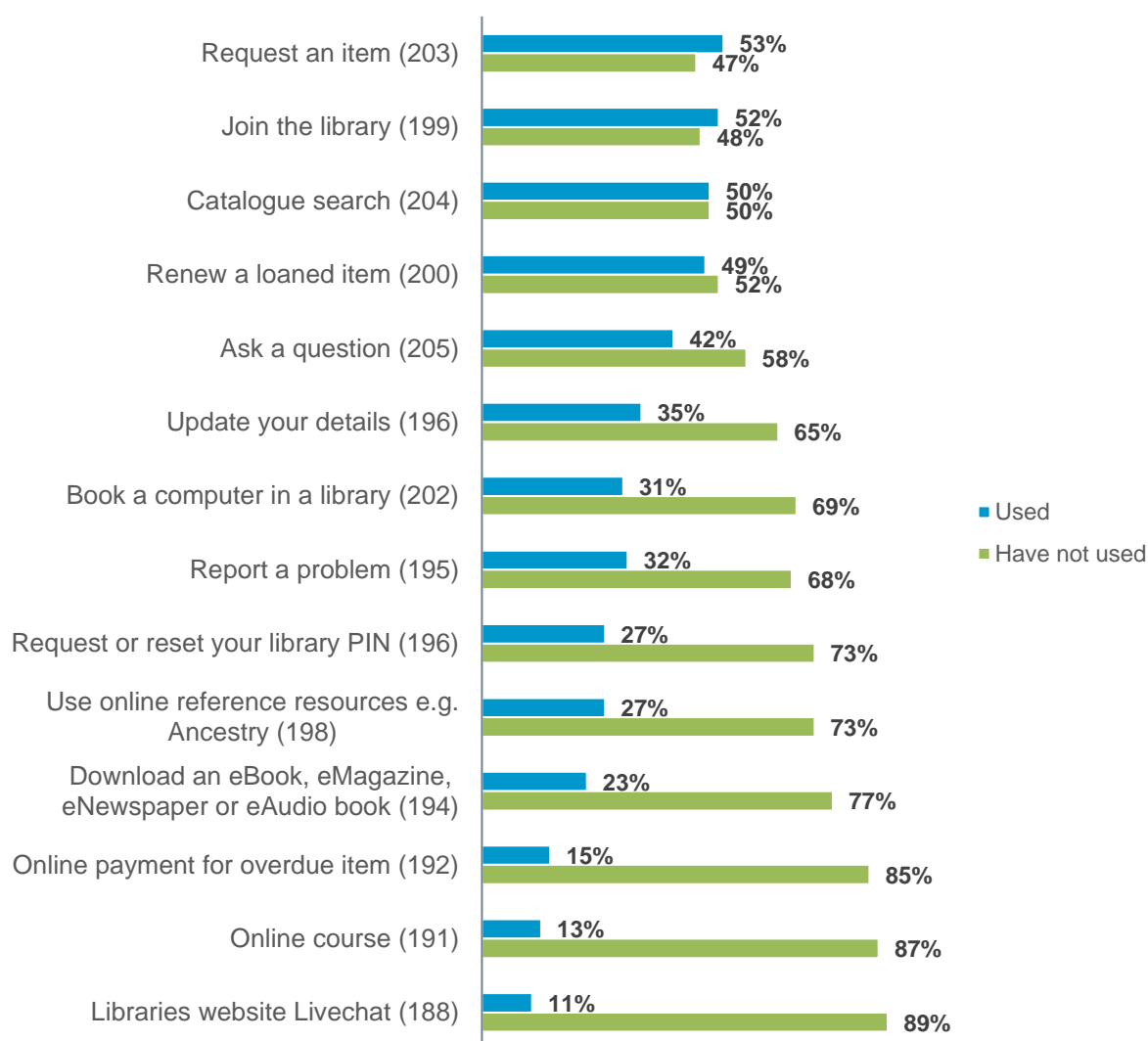
## 5.11 Digital services

### Usage of digital services (Q17)

- 5.11.1 Organisation respondents were also shown a list of digital (online) services provided by the Council and asked whether they had used them, were aware of them or were interested in them, choosing from a list of response options.
- 5.11.2 The chart below shows the digital services ordered by usage by organisation respondents inside and outside libraries.
- 5.11.3 Organisation respondents were most likely to say they had used digital services to request an item (53% 108), followed by to join the library (52% 104) and to conduct a catalogue search (50% 101). As with individual and family respondents, organisation respondents were most likely to have not used digital services for the Libraries website Livechat (89% 168).

**Figure 91 – Have you used any of the following digital (online) services provided by Essex County Council? (Q17)**

**Base: Organisation respondents (varies)**

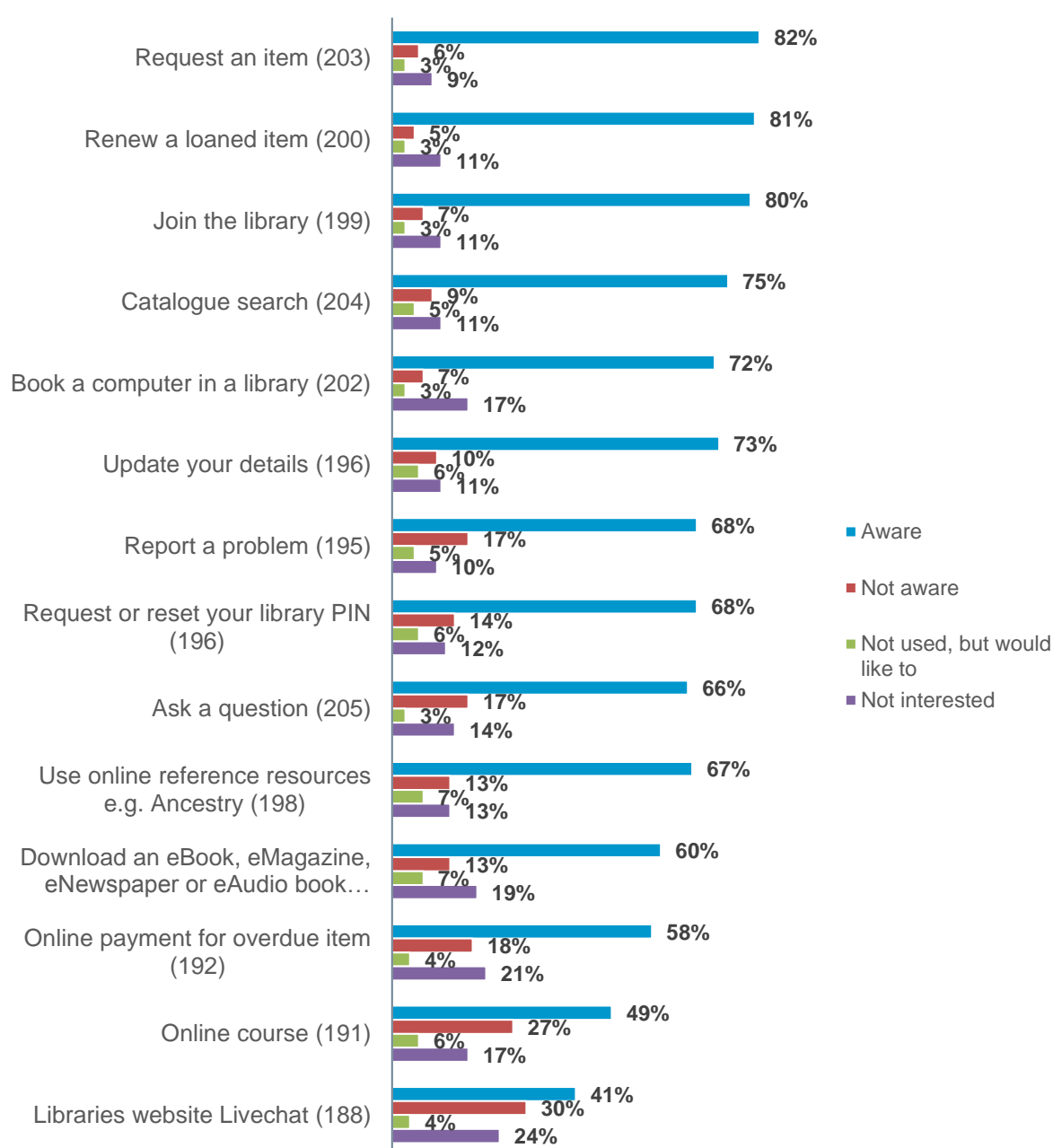


### Awareness of digital services (Q17)

- 5.11.4 The chart below shows the digital services ordered by awareness amongst organisation respondents.
- 5.11.5 Organisation respondents were most likely to be aware of being able to use digital services to request an item (82% 166), followed by to renew a loaned item (81% 162) and to join the library (80% 160). A further 75% (153) were aware that digital services could be used for a catalogue search. By contrast, respondents were most likely to not be aware that they could use the Libraries website Livechat (30% 57), however they were also most likely to say they were not interested in this (24% 46).

**Figure 92 – Are you aware of any of the following digital (online) services provided by Essex County Council? (Q17)**

**Base: Organisation respondents (varies)**



## 5.12 Involvement

### Interest in volunteering (Q18)

- 5.12.1 Organisation respondents were also asked if they would be interested in finding out more about any volunteering roles either on an occasional or a regular basis. Respondents were able to choose roles from a list and select more than one.
- 5.12.2 Amongst those who were interested in finding out more about volunteering roles (84 respondents, 26%), the role of Library Activity volunteer was most popular (51% 43), followed by Customer Services volunteer (45% 38). A further 37% (31) were interested in the role of Baby and Toddler Rhymetime volunteer. The roles of CreatorSpace volunteer (15% 13) and Code Club volunteer (14% 12) were least popular, as they were amongst individual and family respondents.

**Figure 93 – Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis? (Q18)**

**Base: Organisation respondents who are interested in finding out more about roles (84)**

| Role  | Number | %   |
|---|--------|-----|
| Library Activity volunteer                  | 43     | 51% |
| Customer Services volunteer                 | 38     | 45% |
| Baby and Toddler Rhymetime volunteer        | 31     | 37% |
| Home Library Service volunteer              | 29     | 35% |
| Computer Training volunteer                 | 26     | 31% |
| Computer Support volunteer                  | 25     | 30% |
| Work Club volunteer                         | 24     | 29% |
| Library Ambassador (for 13 to 18 year olds) | 22     | 26% |
| Mobile Library Support volunteer            | 19     | 23% |
| Sensory Wall volunteer                      | 16     | 19% |
| CreatorSpace volunteer                      | 13     | 15% |
| Code Club volunteer                         | 12     | 14% |

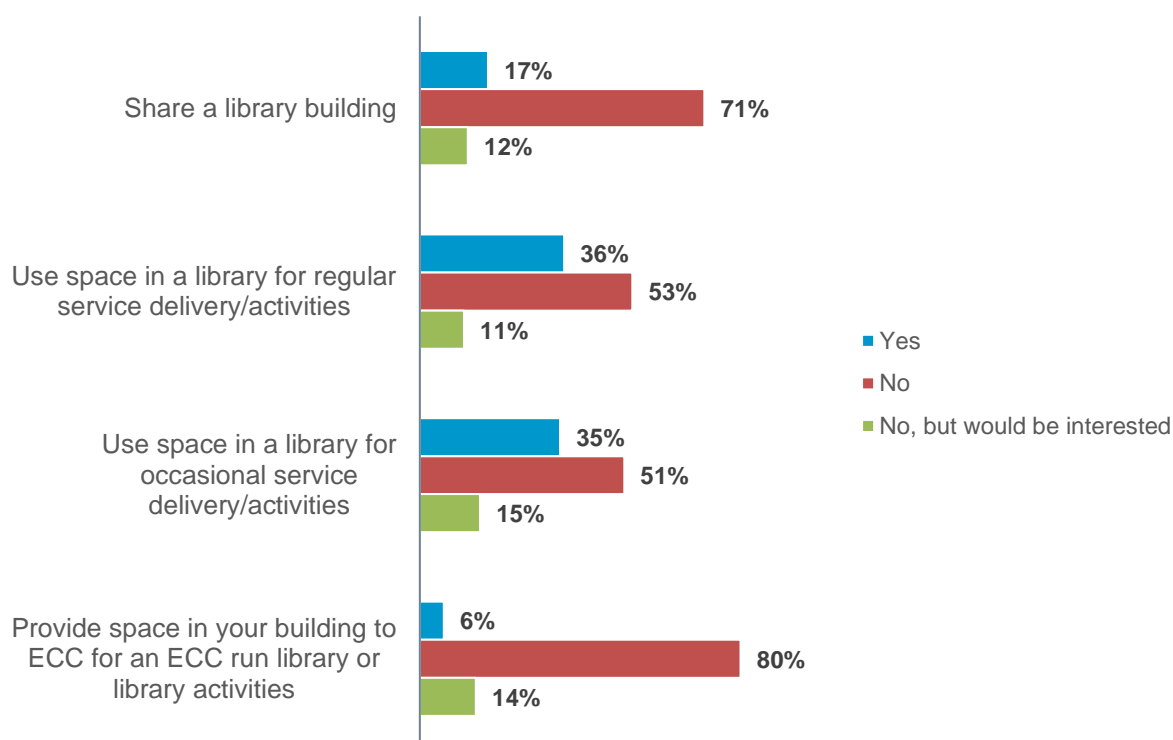


### Sharing a building with a library or using space in one (Q20)

- 5.12.3 Organisation respondents were asked if their organisation shared a library building, used space in a library for service delivery or activities, or provided space in their building to the Council for a council run library or library activities.
- 5.12.4 More than a third (36% 76) said they used space in a library for regular service delivery/activities and a further 35% (67) said they used space for occasional service delivery/activities. One in eight (12% 24) said they were interested in sharing a library building and a similar proportion (14% 27) were interested in providing space in their building to the Council for a council run library or library activities.
- 5.12.5 Tier 4 users were more likely than non-tier 4 users to say that they shared a library building (22% 19 compared to 13% 14), although the difference is not significant. They were also more likely than non-tier 4 users to use space in a library for occasional service delivery/activities (39% 34 compared to 31% 33) and for regular service delivery/activities (39% 36 compared to 34% 40), although again these differences are not significant.
- 5.12.6 Tier 3 users were also more likely to say they used space in a library for occasional service delivery/activities (37% 24) than non-tier 3 users (33% 43), although again this difference is not significant. The same proportion of tier 3 users said they used space for regular service delivery/activities (36% 25) as non-tier 3 users (36% 51).

**Figure 94 – Does your organisation...? (Q20)**

**Base: Organisation respondents (varies)**



## 5.13 Additional comments, ideas and suggestions

### Additional comments, ideas and suggestions (Q19)

- 5.13.1 Organisation respondents were also asked if they had anything else to add about the Council's proposals that had not been covered in the consultation, as well as provide any ideas they might have to improve the service or reduce the cost of it. Comments from respondents were themed and coded and are presented below.
- 5.13.2 As seen with individuals and family respondents, the majority of the comments from organisation respondents were also negative. However, the most mentioned theme amongst organisation respondents was that libraries provide a variety of important services and are not just about books (36% 67), which was fifth most mentioned by family and individual respondents. A further 26% (48) provided ideas for reducing the cost of the service. Just under a quarter (23% 42) thought that the Council should not cut the service or should invest in it instead and the same proportion (23% 42) felt that closing libraries would increase social isolation or have a detrimental effect on wellbeing, or highlighted that they are important social hubs. The full range of themes is shown below.

**Figure 95 – Would you like to add anything else about the Council's proposals that has not been covered above? Please give us any other ideas you may have for improving the service or reducing the cost of the service. (Coded responses) (Q19)**

**Base: All organisation respondents providing a comment (184)**

| Theme   | Number | %   |
|---|--------|-----|
| Libraries provide a variety of important services/are not just about books                            | 67     | 36% |
| Alternative suggestions - ideas for reducing the cost of the service (see below for more information) | 48     | 26% |
| Don't make cuts/invest more in the library service  | 42     | 23% |
| Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub      | 42     | 23% |
| Trained staff are important/jobs would be lost/reservations about using volunteers                    | 39     | 21% |
| I/others would have to travel further/reduce usage/stop using libraries                               | 36     | 20% |
| Libraries are important for children/reading habits/education/long term outcomes                      | 28     | 15% |
| Reconsider tier proposals/recategorise libraries  | 24     | 13% |
| Use volunteers to keep libraries open/would be willing to volunteer                                   | 21     | 11% |
| Not everyone can access online services/eBooks/smart technology/physical books are important          | 18     | 10% |
| It's a done deal/pointless consultation/badly designed questionnaire/leading questions                | 18     | 10% |
| Alternative suggestions - ideas for improving the service (see below for more information)            | 12     | 7%  |
| Libraries are paid for by taxpayers/a statutory requirement/should be available to all equally        | 10     | 5%  |
| Don't rely on borrowing figures - doesn't necessarily reflect how libraries are used                  | 9      | 5%  |

| Theme  | Number | %  |
|--|--------|----|
| Alternative suggestions - ideas for generating income for the service (see below for more information) | 8      | 4% |
| Manage budgets more wisely/make savings elsewhere/lobby government for funding                         | 6      | 3% |
| Encourage people to use libraries/promote library services and activities                              | 6      | 3% |
| Don't know/more information needed   | 5      | 3% |
| Closures will increase pressure on remaining libraries/increase traffic in surrounding areas           | 2      | 1% |
| Reduce/change opening hours instead of closing libraries   | 1      | 1% |
| Other  | 2      | 1% |

5.13.3 As shown above, 26% (48) of comments mentioned ideas and suggestions for reducing the cost of library services. These covered the following:

- Use volunteers and community groups to run libraries/supplement paid staff
- Reduce the number of books offered
- Offer apprenticeships
- Reduce Bookstart scheme provision
- Reduce opening hours
- Share premises/resources/staff with other libraries/services/councils
- Save money elsewhere
- Local collection points for books in the community.

5.13.4 A further 7% (12) of the comments included ideas and suggestions for improving library services. These covered the following:

- Improve/more investment in mobile library service
- Better book selection – ask librarians for suggestions
- Improve digital services
- Greater use of library for other purposes – multi-purpose use
- Run reading sessions for children
- Make libraries wheelchair accessible
- Longer opening hours
- Provide mobile library service to schools
- Provide coffee facilities
- Offer training for using smart technology.

5.13.5 4% (8) provided ideas and suggestions for generating income for library services. These covered the following:

- Run a café
- Run a shop
- Charge for computer use
- Offer venue hire for events/meetings etc.
- Hire out meeting equipment (e.g. projectors).

5.13.6 Two comments (1%) were categorised as 'other'. The verbatim comments were:

- For many people over dependence is frustrating and impractical

- See separate letter dated 18 Feb 2019 from Book Talk Book Club, Buckhurst Hill.

## 6. Additional consultation feedback

### 6.1 Letter and email correspondence

- 6.1.1 Additional feedback and correspondence in relation to the consultation was received by the Council in email and letter formats. Whilst some of this correspondence was queries relating to the consultation, 741 contained comments about the consultation and the proposed changes to library services and these were provided to Enventure Research for analysis.
- 6.1.2 The majority of letters and emails received were from Essex residents (71% 529). Letters and emails were also received from a variety of organisations and community groups, MPs and councillors from district and parish councils. A breakdown by correspondent type can be seen in the figure below.

**Figure 96 – Correspondent type**  
**Base: Letters and emails received (741)**

| Correspondent type   | Number | %   |
|--|--------|-----|
| Resident   | 529    | 71% |
| Town or parish councillor (on behalf of organisation)            | 44     | 6%  |
| Member of Parliament (on behalf of resident)                     | 37     | 5%  |
| Member of Parliament   | 28     | 4%  |
| Community group  | 27     | 4%  |
| Essex County Council councillor                                  | 15     | 2%  |
| Borough, city or district councillor                             | 10     | 1%  |
| Borough, city or district councillor (on behalf of organisation) | 9      | 1%  |
| School   | 9      | 1%  |
| Essex County Council staff                                       | 8      | 1%  |
| Town or parish councillor  | 8      | 1%  |
| Essex County Council councillor (on behalf of resident)          | 4      | 1%  |
| National body  | 2      | <1% |
| Member of Parliament (on behalf of organisation)                 | 1      | <1% |
| Town or parish councillor (on behalf of resident)                | 1      | <1% |
| Not identified   | 9      | 1%  |

- 6.1.3 The comments from the letters and emails referred to a number of libraries. One in nine (11% 85) referred to Brightlingsea library, which was followed by Manningtree (7% 52), both of which are proposed tier 3 libraries. A quarter (24% 181) did not mention specific libraries.
- 6.1.4 Amongst tier 4 libraries no comments were received about Southminster and Stock libraries.
- 6.1.5 Amongst tier 3 libraries no comments were received about Earls Colne and West Clacton libraries.
- 6.1.6 Tier 4 libraries are marked in the table below with \* and tier 3 libraries with ^.

**Figure 97 – Library concerned**  
**Base: Letters and emails received (741)**

| Library           | Number | %   |
|-------------------|--------|-----|
| Brightlingsea^    | 85     | 11% |
| Manningtree^      | 52     | 7%  |
| Thaxted*          | 35     | 5%  |
| Hockley^          | 25     | 3%  |
| Prettygate*       | 25     | 3%  |
| Buckhurst Hill*   | 22     | 3%  |
| Shenfield^        | 22     | 3%  |
| West Mersea^      | 21     | 3%  |
| Harlow            | 19     | 3%  |
| Stansted*         | 19     | 3%  |
| Hadleigh^         | 18     | 2%  |
| Wickham Bishops*  | 18     | 2%  |
| Wivenhoe^         | 17     | 2%  |
| Holland*          | 12     | 2%  |
| Ingatestone^      | 11     | 1%  |
| Wickford          | 11     | 1%  |
| Coggeshall^       | 9      | 1%  |
| Kelvedon*         | 9      | 1%  |
| Tiptree^          | 9      | 1%  |
| Sible Hedingham*  | 8      | 1%  |
| Danbury*          | 7      | 1%  |
| Hullbridge*       | 7      | 1%  |
| Saffron Walden    | 7      | 1%  |
| Chelmsford        | 6      | 1%  |
| Chigwell*         | 6      | 1%  |
| Galleywood*       | 6      | 1%  |
| Tye Green*        | 6      | 1%  |
| North Weald*      | 5      | 1%  |
| Broomfield*       | 4      | 1%  |
| Dunmow            | 4      | 1%  |
| Hatfield Peverel* | 4      | 1%  |
| Walton^           | 4      | 1%  |
| Maldon            | 3      | <1% |
| Mark Hall*        | 3      | <1% |
| Silver End*       | 3      | <1% |

| Library                                | Number | %   |
|--|--------|-----|
| Witham                                 | 3      | <1% |
| Canvey                                 | 2      | <1% |
| Castle Point                           | 2      | <1% |
| Clacton                                | 2      | <1% |
| Frinton^                               | 2      | <1% |
| Great Parndon^                         | 2      | <1% |
| Halstead                               | 2      | <1% |
| Harwich                                | 2      | <1% |
| Laindon                                | 2      | <1% |
| Loughton                               | 2      | <1% |
| Rayleigh                               | 2      | <1% |
| Basildon                               | 1      | <1% |
| Colchester                             | 1      | <1% |
| Debden*                                | 1      | <1% |
| Fryerns*                               | 1      | <1% |
| Great Baddow                           | 1      | <1% |
| Great Wakering*                        | 1      | <1% |
| Hadleigh and Benfleet                  | 1      | <1% |
| Manningtree, Wivenhoe and West Mersea^ | 1      | <1% |
| North Melbourne                        | 1      | <1% |
| Rochford                               | 1      | <1% |
| Springfield^                           | 1      | <1% |
| Stanway^                               | 1      | <1% |
| South Benfleet^                        | 1      | <1% |
| Vange*                                 | 1      | <1% |
| Writtle*                               | 1      | <1% |
| Not applicable/none specified          | 181    | 24% |

6.1.7 Letters and emails that the Council received were categorised and themed. These themes are presented in the table below.

6.1.8 As can be seen in the table below, over half (54% 399) suggested that libraries provide a variety of important services and are not just about books. A further 46% (342) asked the Council to not make cuts to library services or to invest more money in it. A similar proportion (44% 324) explained that closing libraries will increase social isolation, have a negative impact on wellbeing or that libraries provide a social hub for people. Four in ten (41% 307) also highlighted that libraries are important for children and their reading habits and that closing them could have negative long term outcomes. Just over a third (35% 257) suggested that they or others would have difficulty in travelling to another library and this could reduce or stop library service usage. The full range of themes from the letters and emails are shown below.

**Figure 98 – Themes from letters and emails received**  
**Base: Letters and emails received (741)**

| Theme  | Number | %   |
|--|--------|-----|
| Libraries provide a variety of important services/are not just about books | 399    | 54% |
| Don't make cuts/invest more in the library service                         | 342    | 46% |

| Theme   | Number | %   |
|---|--------|-----|
| Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub              | 324    | 44% |
| Libraries are important for children/reading habits/education/long term outcomes                              | 307    | 41% |
| I/others will find it difficult to travel/reduce usage/stop using libraries                                   | 257    | 35% |
| Reconsider tier proposals/recategorise libraries/re-think evaluation criteria                                 | 249    | 34% |
| Not everyone has access to the internet/eBooks and digital technology not suitable for all                    | 179    | 24% |
| Library staff are helpful/trained staff are important/reservations about using volunteers                     | 178    | 24% |
| Libraries are paid for by taxpayers/a statutory requirement/should be available to all equally                | 143    | 19% |
| Don't rely on borrowing figures/footfall more relevant  | 135    | 18% |
| Flawed consultation/badly designed questionnaire/leading questions  | 119    | 16% |
| Will campaign against cuts/challenge proposals/sign petition  | 79     | 11% |
| More information needed/request for information/response  | 79     | 11% |
| Ideas for reducing the cost of the service (see below for more information)                                   | 76     | 10% |
| Decision already made/a done deal   | 63     | 9%  |
| Ideas for generating income for the service (see below for more information) (see below for more information) | 60     | 8%  |
| Manage budgets more wisely/make savings elsewhere/lobby government for funding                                | 53     | 7%  |
| Ideas for improving the service (see below for more information)  | 52     | 7%  |
| Offer to get involved/request for meeting   | 43     | 6%  |
| Encourage people to use libraries/promote library services and activities                                     | 42     | 6%  |
| Provided link to copy of press release/news report/petitions/articles/attached email response                 | 41     | 6%  |
| Libraries do not cost much to run/potential savings from proposals insignificant                              | 34     | 5%  |
| Closures will increase pressure on remaining libraries/increase traffic in surrounding areas                  | 33     | 4%  |
| Closing libraries will damage high streets/town centres   | 28     | 4%  |
| Little promotion of consultation/survey/meetings  | 25     | 3%  |
| Complaint about consultation meeting/drop-in session  | 22     | 3%  |
| Query about what will happen to library buildings/concern that buildings or land will be sold                 | 22     | 3%  |
| Library buildings/service needs to change/modernise   | 22     | 3%  |
| Proposals are a money saving exercise/little to do with needs   | 9      | 1%  |
| No other community buildings/space available  | 7      | 1%  |
| Libraries are outdated/a waste of money/close libraries   | 3      | <1% |



6.1.9 As shown above, 10% (76) of the letters and emails mentioned ideas and suggestions for reducing the cost of library services. These covered:

- Allow book donations
- Buy fewer new books
- Focus on physical books
- Greater use of technology/self-service
- More community libraries
- More focus on eLibrary
- Reduce opening hours/number of days library is open
- Seek ideas from other libraries
- Share premises with other services
- Stop providing books for book clubs
- Use volunteers to run libraries/supplement paid staff
- Work in partnership with other councils.

6.1.10 A further 8% (60) provided ideas and suggestions for generating income for library services. These covered:

- Allow donations
- Charge a small amount for borrowing books
- Charge for attending events, speakers etc.
- Have a café/sell refreshments
- Introduce annual subscription fees
- Offer venue hire for events/meetings etc.
- Raise taxes/increase Council Tax
- Seek alternate funding/grants etc.

6.1.11 A further 7% (52) of the letters and emails detailed ideas and suggestions for improving library services. These covered:

- Allow card payments
- Allow online renewals
- Better stock management/greater rotation of stock
- Fewer restrictions on IT use
- Longer opening times/more accessible opening times
- Make libraries a community hub
- Modernise/refurbish library buildings
- More activities
- More investment in mobile libraries
- Provide toilet/baby changing facilities
- Provide greater range of books/more new books
- Provide greater range of eBooks
- Provide greater range of audio books
- Provide quiet study spaces.

6.1.12 16% (169) of the letters and emails suggested that the consultation was flawed or the questionnaire was badly designed or contained leading questions. These covered the following points:

- 3000 character limit on end comments box too restrictive
- Ambiguous wording used

- Children need a separate version – too complex for a child to understand/not child-friendly
- Consultation only offered in English – excludes some residents
- Consultation page down – unable to complete survey
- Easy Read survey and strategy too long and fail to meet government guidance
- Figures manipulated to show what the council wants
- Forced choices offers no flexibility of response
- Inaccurate information in supporting documents – will skew responses
- Incorrect graphics used in Easy Read version
- Insensitive image used for transgender option in Easy Read version of survey
- Irrelevant questions asked on online survey – poor routing
- Lack of paper copies of questionnaire excludes those without internet access (particular mention of children and elderly)
- Misleading charts used in Easy Read version
- Misleading statistics used
- Misleading wording used
- No general comments box
- No option to go back and change answers on online questionnaire
- No option to respond as a 'single' person on paper version of survey (Q33)
- No paper copies of questionnaire in libraries/hard to access paper copies
- No promotion/publicity around survey
- No way to print the questionnaire
- Not enough information given in supporting documents to make a reasoned decision
- Not enough questions asked
- Nowhere to provide additional comments for specific points/questions
- Online consultation closed early/before stated date
- Paper questionnaire differs to online questionnaire
- Problem with ranking questions (Q16 and 17) – giving ranking of 6 (least important) doesn't mean that the option is unimportant
- Q6 – can't choose more than one option but might access the internet in more than one way
- Q7 impossible to answer – only one question asked about agreement with five different ambitions
- Questionnaire designed to collect data to support the proposals
- Questionnaire times out if respondent takes too long to answer
- Questions are biased towards desired outcome/leading
- Sentences/wording too complex on Easy Read strategy
- Sex, not gender is a protected characteristic – error in strategy document
- Shouldn't ask monitoring questions such as sexual orientation/gender identity – not relevant to use of a library
- Some people excluded from completing the survey – could be seen as discrimination (e.g. difficulty accessing paper copies)
- Survey link broken/doesn't work/in wrong place – couldn't access online survey
- Survey poorly laid out
- Survey takes too long to complete
- Survey too time consuming
- Survey/questions too complicated/hard to complete
- Time frame for completing survey should be extended.

## 6.2 Letters and posters from children and parents

- 6.2.1 The Council received a number of letters and posters from schools in areas affected by the proposals, with some received via MPs, county councillors, town councillors and parish councillors. These covered:
- The importance of libraries to school children and others in the community
  - The importance of books and reading
  - The fact that libraries are used for many different purposes other than just borrowing books and using computers
  - The wish for the Council to reconsider the proposals and keep their local library open.
- 6.2.2 18 letters were received from pupils at Danbury Park Community Primary School about Danbury Library (proposed tier 4 library).
- 6.2.3 32 letters were received from pupils at St. Peters Church of England Primary School about Coggeshall Library (proposed tier 3 library).
- 6.2.4 154 letters were received from pupils and parents/guardians from Hadleigh Junior School about Hadleigh Library (proposed tier 3 library). Pupils from the school also created a number of posters to highlight the importance of their library.
- 6.2.5 26 letters were received from Thaxted School about Thaxted Library (proposed tier 4 library).
- 6.2.6 Eight letters and posters were received from pupils at St. James' Church of England Primary School and 10 from St. Luke's Catholic Academy regarding Mark Hall and Tye Green libraries (proposed tier 4 libraries).
- 6.2.7 Five letters were received from pupils at Plumberbow Primary Academy Hockley, seven from Ashingdon Primary Academy and six from Hockley Primary School about Hockley Library (proposed tier 3 library).
- 6.2.8 Seven letters were received from pupils at Brightlingsea Primary School and Nursery about Brightlingsea library (proposed tier 3 library).
- 6.2.9 In addition to the letters from schools, 24 letters and posters were also received from the 4th Hutton Brownies regarding Shenfield library (proposed tier 3 library).

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# Essex Future Library Services Consultation summary and survey form

## 2019 - 2024



Essex County Council



Essex County Council would like your views on its proposed strategy for future library services over the next five years.

Before completing this survey please read the summary here or view the draft strategy online at [essex.gov.uk/libraries-consultation](http://essex.gov.uk/libraries-consultation).

You can also find out about the proposals at information drop-in sessions in Essex libraries throughout the consultation period. See online or ask in your library for details.

When you are ready complete the survey and return it to us in the enclosed reply envelope by Wednesday 20 February 2019.

If you require a large print or Easy Read version or would like help to complete the survey ask at your local library or phone 0345 603 7639.



# What is the strategy about?

Our vision for library services over the next five years is a 21st century library service that is inclusive and vibrant, and enables users to learn, engage and remain connected to their communities.

Over the lifetime of this strategy, our ambition is that we will:

- Have books and reading at the heart of our library service offer
- Have a class-leading eLibrary and embrace digital technology
- Have a smaller number of libraries more effectively focused on meeting the needs of communities
- Work in partnership with our communities to run and improve library services
- Offer a consistently good customer experience.

The strategy is about library services not buildings. It focuses on how best to provide library services, both physical and online. What we provide will be based on need and will be provided in different ways and in different locations and spaces than currently.

For instance, library shelves and study spaces could be in community centres or other public buildings, children's story-times or library events could take place in village halls, smart access and self-service technology could make it much easier for you to browse, study, borrow and return books outside regular opening hours.

In the future, we think community groups and volunteers are much more likely to be involved in delivering library services, taking the opportunity for people who live and work in the community and who best understand the unique needs of their community to run services in ways that fit local needs.

Library services are integral to society, helping people to thrive and prosper. They help create great places to grow up, live and work and help people get a good start in life and age well.

But customer expectations are changing, our population is growing, and we need to make sure that we offer the best possible value for money. Essex County Council (ECC) also needs to ensure it meets its statutory duty and provides a library service that is fit for the future, financially sustainable and fits with people's lives and expectations.

Essex Libraries serve a population of 1.5m through 74 library buildings, eLibrary services, two mobile libraries and home library service volunteers. It also supports eight volunteer-run community libraries that are not part of the core offer. The location and spread of libraries are the result of historical decisions rather than design and do not reflect current demographics or need.

In 2016-17, Essex was the second largest library authority in England, with a higher than average number of outlets and the fourth highest spending per head of population.

But in the last six years, here in Essex and across the country, use of libraries has sharply declined.

Essex Libraries' loans decreased 43% from over 7.1m loans a year in 2011/12 to less than 4.1m loans in 2017/18. Demand for public network computers in libraries fell 22% between 2012/13 and 2017/18. The equivalent of 16% of Essex residents – fewer than one in five – are active library users. Meanwhile, technology has transformed how people consume information and entertainment. Loans of eBooks, eAudio and eMagazines rose 205%, from 61,000 to 186,000 in five years. And with 85% of UK adults now owning a smartphone and 10% using an eReader daily, we expect that trend to continue.

In March 2018, we asked Essex residents and library users for their views on libraries. Your feedback informs this strategy and the results are published in Your Community, Libraries and You. Our priorities, with books and reading at the top, reflect your priorities.

These are challenging times for all of local government. We can no longer afford to spend as much on services as before and we must take opportunities to do things in new and more efficient ways. In the future we will look to reduce the number of library buildings that we manage, so that we can focus our attention on meeting needs.

The strategy sets out the priorities for library services, based on what you have told us. It also defines a 'core offer' you can expect from library services and a future approach that will meet our statutory duty to provide a comprehensive and efficient library service.

## Key points

- Keep books and reading at the heart of our comprehensive library offer, as this is the top priority for the people of Essex
- Invest in eLibrary and online services to respond to changing demand, particularly among younger users, and make services more accessible, for instance offering easier browsing, ordering and downloads on mobile devices
- Explore the potential of smart libraries – offering members swipe card access outside staffed opening hours - to increase opening hours and the ways people can use libraries, and introduce them where viable
- Seek investment to modernise library spaces to a consistent standard, so they are welcoming, easy to use and meet diverse user needs
- Focus on outreach, working closely with other ECC services and partners to reach communities and individuals with the greatest needs and promote and deliver our offer more closely with other services in different settings, such as community hubs and other community settings
- Provide future library services based on evidence of need, taking into account distance between locations, usage, population size, deprivation and social isolation
- This strategy places current libraries in four tiers, based on evidence of need, as described under Ways to access the service, below.

This strategy is about the service, not the buildings. However, it is worth noting that as the strategy develops, we will work in partnership to make the most efficient use of public buildings, whether owned by the council, public bodies or community organisations. This includes considering the most appropriate building for the service. Most library services will be in shared spaces, not their current buildings by 2024.



## Ways to access library services

We propose that Essex library services be delivered, according to need for them, through a range of physical and online services:

- Enhanced eLibrary services to make it easier for customers to access library materials anywhere, anytime from their own devices
- A network of libraries across the county, run by ECC alone or in partnership with other groups or organisations
- Outreach to bring some library services and activities out to communities according to need, such as running a children's story time in a village hall
- Mobile libraries, which currently serve 217 stops around the county but could see more stops added depending on need
- Home Library Service, where volunteers bring books and other loan items to people in their own homes
- Friends and family membership, where friends or family members can collect and return books and other items for you.

## A needs-based approach

With falling demand and limited resources, ECC cannot continue to support the 74 libraries it currently runs. In future we propose to provide library services around the county based on evidence of need for them.

We propose using five criteria to assess need for each current library. Each library will be scored, with higher weighting given to location, usage and population. The five criteria are listed below, with the weighting for each in brackets:

**Location:** Proximity to other libraries. Libraries clustered within a two mile walk of each other will be ranked at lower need (30%).

**Usage:** the number of active users (members who have used their library card in the last year) the library has (25%).

**Population:** The number of libraries per head of population in each district. Based on current figures, not projected growth. Districts with more people per library ranked higher for need (25%).

**Deprivation:** The deprivation level of the lower-layer super output area (LSOA) the library's postcode is in, as identified in the Index of Multiple Deprivation (IMD) (15%).

**Social isolation:** Prevalence in the district of new parents (measured by fertility rates) and % of residents over 65 as indicators of higher risk of social isolation) (5%).

According to those identified needs, we propose placing libraries into tiers.

**Tier 1:** main or 'hub' libraries, at least one in each city, district or borough, managed by ECC as part of our statutory provision of a comprehensive network. These will normally be in a main town or other population and employment centre with good transport links and other facilities.

Fifteen libraries are proposed for tier 1. These are

Basildon, Billericay, Braintree, Brentwood, Canvey Island, Chelmsford, Clacton, Colchester, Harlow, Loughton, Maldon, Rayleigh, Saffron Walden, Wickford, Witham.

**Tier 2:** Library services in areas where there is a need for them, managed by ECC as part of our statutory provision of a comprehensive network and delivered in partnership with the community or other partner.

Fifteen libraries are proposed for tier 2. These are Burnham, Chipping Ongar, Epping, Great Baddow, Great Dunmow, Greenstead, Halstead, Harwich, Laindon, North Melbourne, Old Harlow, Pitsea, Rochford, South Woodham Ferrers, Waltham Abbey.

**Tier 3:** Locations where no library service is needed in order to have a comprehensive and efficient network, but where ECC could support the provision of library services run by a community or partner organisation with ECC support. If no suitable offer for a location is received and accepted within six months of Cabinet approval of the strategy we intend to re-consult on the future of that library. This period may be extended to 12 months if proposals have been received but not agreed - or if we believe that deliverable proposals are likely to be forthcoming during that period.

Nineteen libraries are proposed for tier 3. These are Brightlingsea, Coggeshall, Earls Colne, Frinton, Great Parndon, Great Tarpots, Hadleigh, Hockley, Ingatestone, Manningtree, Shenfield, South Benfleet, Springfield, Stanway, Tiptree, Walton, West Clacton, West Mersea, Wivenhoe.

Just under 90% of library users currently use one or more of the libraries in tiers 1-3.

The remaining libraries will be closed.

**Tier 4:** This fourth tier includes locations where a library service is not required as part of a comprehensive service. This is based on evidence of need in those areas compared to other areas, proximity to other libraries within a two mile walk and the spread of library services across the district and across the county. We propose to close these libraries but will consider proposals for community libraries in these locations.

Twenty five libraries are proposed for tier 4. These are Broomfield, Buckhurst Hill, Chigwell, Danbury, Debden, Fryerns, Galleywood, Great Wakering, Hatfield Peverel, Holland, Hullbridge, Kelvedon, Mark Hall, North Weald, Prettygate, Sible Hedingham, Silver End, Southminster, Stansted, Stock, Thaxted, Tye Green, Vange, Wickham Bishops and Writtle.

Home library, friends and family membership and eLibrary services will be available to anybody in these areas who wants to use them. We will consider adding mobile library stops according to need.

Tier 1 libraries will act as hubs for their area. ECC will meet its statutory duty to provide a comprehensive and efficient library service through a combination of library services in tiers 1 and 2, the online eLibrary, mobile libraries and the home library service. Tier 3 community-run libraries will supplement the core offer. Partners could include community groups or other agencies. ECC will review mobile library stops to meet changing needs.

This information is issued by:  
**Essex County Council**  
**Essex Libraries Service**

Contact us:  
[libraries@essex.gov.uk](mailto:libraries@essex.gov.uk)  
[www.libraries.essex.gov.uk](http://www.libraries.essex.gov.uk)  
**0345 603 7639**

Essex Libraries Service  
 Essex County Council  
 County Hall, Chelmsford  
 Essex, CM1 1QH

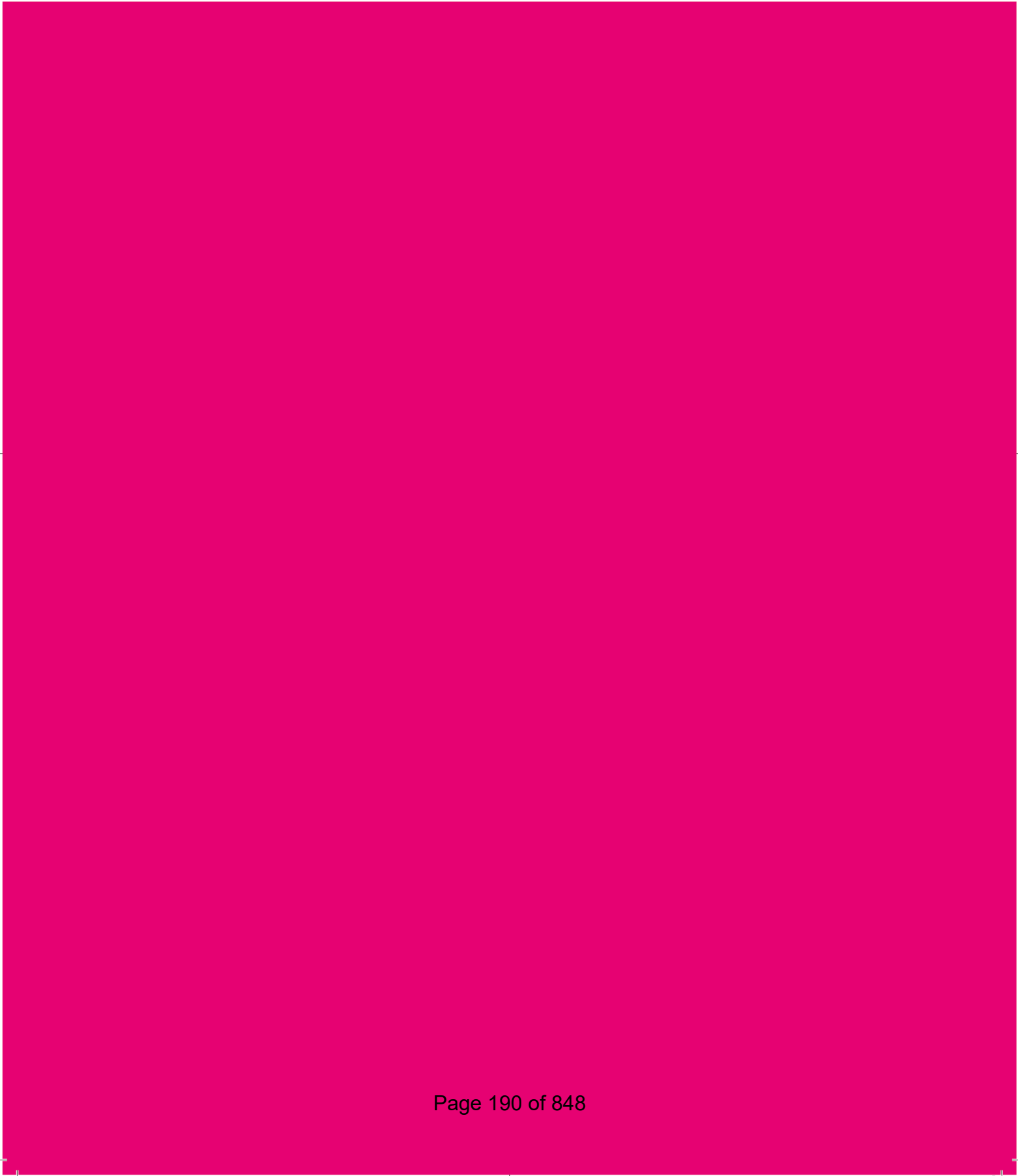
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The information contained in this document can be translated, and/or made available in alternative formats, on request. It is also available in large print and Easy Read.

Published November 2018.

# Survey



**Data protection and your privacy**

By completing this survey, you will be consenting to your data being used to inform decisions about future library services in Essex.

Under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 we have a legal duty to protect any information we collect from you.

The information will only be used for the purposes described above and will not be kept longer than is necessary to do so, up to a maximum of two years.

We will not share your personal details with any other agency unless we have concerns that you or another individual may be at risk of harm or if it is required by law. We will not use the information you give us in this survey for commercial purposes.

This survey is about proposed changes to library services in Essex.

The survey is open for 12 weeks and closes on Wednesday 20 February 2019.

It can be completed by individuals. If you are under 16 years old we require your parent or guardian’s permission. Please answer as many questions as you can.

If you wish to respond on behalf of an organisation, please complete the questionnaire online at [Essex.gov.uk/libraries-consultation](https://essex.gov.uk/libraries-consultation).

Most of the questions ask for specific information but at the end of the survey you can make any comment you would like which has not been covered by the other questions.

# About your use of Essex Library Services

## Section 1

### Are you under 16 years of age?

☐ Yes ☐ No

If you are under the age of 16, we firstly need a confirmation from your parent/guardian that they are happy for you to take part.

I (parent/guardian) give permission for my child to take part in this survey:

Name of child/young person:

.....

Relationship to child/young person:

.....

Parent/guardian's name:

.....

### 1. I am responding as:

- ☐ An individual
- ☐ A representative of a family with children under 11

### 2. Which district, borough or city do you live in?

- |                                       |  |
|---------------------------------------|--|
| <input type="checkbox"/> Basildon     | <input type="checkbox"/> Epping Forest |
| <input type="checkbox"/> Braintree    | <input type="checkbox"/> Harlow        |
| <input type="checkbox"/> Brentwood    | <input type="checkbox"/> Maldon        |
| <input type="checkbox"/> Castle Point | <input type="checkbox"/> Rochford      |
| <input type="checkbox"/> Chelmsford   | <input type="checkbox"/> Tendring      |
| <input type="checkbox"/> Colchester   | <input type="checkbox"/> Uttlesford    |

None of the above. I live in:

- ☐ Southend
- ☐ Thurrock
- ☐ Suffolk
- ☐ Hertfordshire
- ☐ Redbridge
- ☐ Other authority area

### 3. Have you visited an Essex Library in the last 12 months?

☐ Yes ☐ No

**Please provide the name of up to three Essex libraries or services you use the most frequently:**

- |  |   |
|--|---|
| <input type="checkbox"/> Basildon          | <input type="checkbox"/> Great Wakering   |
| <input type="checkbox"/> Billericay        | <input type="checkbox"/> Greenstead       |
| <input type="checkbox"/> Braintree         | <input type="checkbox"/> Hadleigh         |
| <input type="checkbox"/> Brentwood         | <input type="checkbox"/> Halstead         |
| <input type="checkbox"/> Brightlingsea     | <input type="checkbox"/> Harlow           |
| <input type="checkbox"/> Broomfield        | <input type="checkbox"/> Harwich          |
| <input type="checkbox"/> Buckhurst Hill    | <input type="checkbox"/> Hatfield Peverel |
| <input type="checkbox"/> Burnham-on-Crouch | <input type="checkbox"/> Hockley          |
| <input type="checkbox"/> Canvey Island     | <input type="checkbox"/> Holland          |
| <input type="checkbox"/> Chelmsford        | <input type="checkbox"/> Hullbridge       |
| <input type="checkbox"/> Chigwell          | <input type="checkbox"/> Ingatestone      |
| <input type="checkbox"/> Chipping Ongar    | <input type="checkbox"/> Kelvedon         |
| <input type="checkbox"/> Clacton           | <input type="checkbox"/> Laindon          |
| <input type="checkbox"/> Coggeshall        | <input type="checkbox"/> Loughton         |
| <input type="checkbox"/> Colchester        | <input type="checkbox"/> Maldon           |
| <input type="checkbox"/> Danbury           | <input type="checkbox"/> Manningtree      |
| <input type="checkbox"/> Debden            | <input type="checkbox"/> Mark Hall        |
| <input type="checkbox"/> Dunmow            | <input type="checkbox"/> North Melbourne  |
| <input type="checkbox"/> Earls Colne       | <input type="checkbox"/> North Weald      |
| <input type="checkbox"/> Epping            | <input type="checkbox"/> Old Harlow       |
| <input type="checkbox"/> Frinton           | <input type="checkbox"/> Pitsea           |
| <input type="checkbox"/> Fryerns           | <input type="checkbox"/> Prettygate       |
| <input type="checkbox"/> Galleywood        | <input type="checkbox"/> Rayleigh         |
| <input type="checkbox"/> Great Baddow      | <input type="checkbox"/> Rochford         |
| <input type="checkbox"/> Great Parndon     | <input type="checkbox"/> Saffron Walden   |
| <input type="checkbox"/> Great Tarpots     | <input type="checkbox"/> Shenfield        |

- |  |  |
|--|--|
| <input type="checkbox"/> Sible Hedingham       | <input type="checkbox"/> Tye Green       |
| <input type="checkbox"/> Silver End            | <input type="checkbox"/> Vange           |
| <input type="checkbox"/> South Benfleet        | <input type="checkbox"/> Waltham Abbey   |
| <input type="checkbox"/> South Woodham Ferrers | <input type="checkbox"/> Walton          |
| <input type="checkbox"/> Southminster          | <input type="checkbox"/> West Clacton    |
| <input type="checkbox"/> Springfield           | <input type="checkbox"/> West Mersea     |
| <input type="checkbox"/> Stansted              | <input type="checkbox"/> Wickford        |
| <input type="checkbox"/> Stanway               | <input type="checkbox"/> Wickham Bishops |
| <input type="checkbox"/> Stock                 | <input type="checkbox"/> Witham          |
| <input type="checkbox"/> Thaxted               | <input type="checkbox"/> Wivenhoe        |
| <input type="checkbox"/> Tiptree               | <input type="checkbox"/> Writtle         |

**4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?**

- ☐ Yes      ☐ No

**5. How do you usually travel to the library you use most frequently? (Tick one)**

- |                                      |   |
|--------------------------------------|---|
| <input type="checkbox"/> Own vehicle | <input type="checkbox"/> Public transport |
| <input type="checkbox"/> On foot     | <input type="checkbox"/> by cycle         |
| <input type="checkbox"/> Other       |   |

**6. Do you have access to the internet?**

- |  |                                       |
|--|---------------------------------------|
| <input type="checkbox"/> Yes, at home  | <input type="checkbox"/> Yes, at work |
| <input type="checkbox"/> Yes on my mobile device   |                                       |
| <input type="checkbox"/> I can only use the internet in the library or in a public internet café |                                       |
| <input type="checkbox"/> No  |                                       |

# Strategy Proposals

## Section 2

We are asking for your views on our draft strategy for Essex Library Services over the next five years, from 2019 to 2024.

7. To what extent do you agree or disagree that our five ambitions, set out in the summary, are the right place on which to focus our limited resources?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Don't feel able to say

Ways to access the library

8. To what extent do you agree with the evaluation criteria we propose to use to assess need?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Don't feel able to say

9. Are there any other criteria you think we should use to assess need?

10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to to their needs?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Don't feel able to say

11. Have you used any of the following libraries in the last 12 months, or has someone used any of them on your behalf? Please tick all that apply.

- ☐ Broomfield
- ☐ North Weald
- ☐ Buckhurst Hill
- ☐ Prettygate
- ☐ Chigwell
- ☐ Sible Hedingham
- ☐ Danbury
- ☐ Silver End
- ☐ Debden
- ☐ Southminster
- ☐ Fryerns
- ☐ Stansted
- ☐ Galleywood
- ☐ Stock
- ☐ Great Wakering
- ☐ Thaxted
- ☐ Hatfield Peverel
- ☐ Tye Green
- ☐ Holland
- ☐ Vange
- ☐ Hullbridge
- ☐ Wickham Bishops
- ☐ Kelvedon
- ☐ Writtle
- ☐ Mark Hall



12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Please tick all that apply)

☐ Use of a library in another location

If yes please tick the one you are most likely to use

- |  |  |
|--|--|
| <input type="checkbox"/> Basildon          | <input type="checkbox"/> Harwich               |
| <input type="checkbox"/> Billericay        | <input type="checkbox"/> Hockley               |
| <input type="checkbox"/> Braintree         | <input type="checkbox"/> Ingatestone           |
| <input type="checkbox"/> Brentwood         | <input type="checkbox"/> Laindon               |
| <input type="checkbox"/> Brightlingsea     | <input type="checkbox"/> Loughton              |
| <input type="checkbox"/> Burnham-on-Crouch | <input type="checkbox"/> Maldon                |
| <input type="checkbox"/> Canvey Island     | <input type="checkbox"/> Manningtree           |
| <input type="checkbox"/> Chelmsford        | <input type="checkbox"/> North Melbourne       |
| <input type="checkbox"/> Chipping Ongar    | <input type="checkbox"/> Old Harlow            |
| <input type="checkbox"/> Clacton           | <input type="checkbox"/> Pitsea                |
| <input type="checkbox"/> Coggeshall        | <input type="checkbox"/> Rayleigh              |
| <input type="checkbox"/> Colchester        | <input type="checkbox"/> Rochford              |
| <input type="checkbox"/> Dunmow            | <input type="checkbox"/> Saffron Walden        |
| <input type="checkbox"/> Earls Colne       | <input type="checkbox"/> Shenfield             |
| <input type="checkbox"/> Epping            | <input type="checkbox"/> South Benfleet        |
| <input type="checkbox"/> Frinton           | <input type="checkbox"/> South Woodham Ferrers |
| <input type="checkbox"/> Great Baddow      | <input type="checkbox"/> Springfield           |
| <input type="checkbox"/> Great Parndon     | <input type="checkbox"/> Stanway               |
| <input type="checkbox"/> Great Tarpots     | <input type="checkbox"/> Tiptree               |
| <input type="checkbox"/> Greenstead        | <input type="checkbox"/> Waltham Abbey         |
| <input type="checkbox"/> Hadleigh          | <input type="checkbox"/> Walton                |
| <input type="checkbox"/> Halstead          | <input type="checkbox"/> West Clacton          |
| <input type="checkbox"/> Harlow            |  |

- |  |                                   |
|--|-----------------------------------|
| <input type="checkbox"/> West Mersea   | <input type="checkbox"/> Witham   |
| <input type="checkbox"/> Wickford  | <input type="checkbox"/> Wivenhoe |
| <input type="checkbox"/> eLibrary (to browse the catalogue, borrow books, magazines and audio online, download eBooks, eMagazines and eAudio, use online reference and training materials) |                                   |
| <input type="checkbox"/> Home Library Service (for anybody who is unable to get to a library owing to age, disability or caring responsibilities)  |                                   |
| <input type="checkbox"/> Mobile library service (vehicles full of books and other materials which visit more than 200 designated stops around the county on a three-weekly cycle)          |                                   |
| <input type="checkbox"/> Friends and family membership (a membership card which enables other people to collect and return books or other loan items on your behalf)                       |                                   |
| <input type="checkbox"/> None of these   |                                   |

13. If you answered 'none of these in question 12, which of the following best explain why you would not be able to use one of our other services instead? Please tick all that apply

- |  |
|--|
| <input type="checkbox"/> I am unable to travel to any of the remaining 49 libraries              |
| <input type="checkbox"/> I do not have access to a computer or mobile device to use the eLibrary |
| <input type="checkbox"/> I do not know how to use the eLibrary                                   |
| <input type="checkbox"/> I do not want to use any of the alternatives                            |
| <input type="checkbox"/> Other (please specify)  |

14. To what extent do you agree with the proposal to invite community groups or other organisations to run the 19 libraries in tier 3, to maximise the number of libraries remaining?

- |   |   |
|---|---|
| <input type="checkbox"/> Strongly agree             | <input type="checkbox"/> Agree                  |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Disagree               |
| <input type="checkbox"/> Strongly disagree          | <input type="checkbox"/> Don't feel able to say |

15. To what extent do you agree with the idea of some library services being available in places other than libraries? For example children’s storytimes in village halls or community centres; or the ability to pick up library books from a local shop or leisure centre

☐ Strongly agree

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Strongly disagree

☐ Don’t feel able to say

Opening hours and smart libraries

16. Please rank these options for opening hours and access in the order you think we should prioritise them. Choose 1 for the most important, 6 for least important

|  | 1 | 2 | 3 | 4 | 5 | 6 |
|--|---|---|---|---|---|---|
| Fully staffed library opening hours (this would mean libraries would be open for fewer hours over all)   |   |   |   |   |   |   |
| More volunteer and community supported opening (this would mean libraries would be open for more hours over all, so you could serve yourself or seek help from volunteers) |   |   |   |   |   |   |
| Self-service access using smart library technology (this would mean libraries would be open for more hours over all, so you could serve yourself)                          |   |   |   |   |   |   |
| More evening opening (this could mean libraries would be open less in daytimes, unless volunteers or smart library tech were available to increase overall opening hours)  |   |   |   |   |   |   |
| More weekend opening (this could mean libraries would be open less on weekdays, unless volunteers or smart library tech were available to increase overall opening hours)  |   |   |   |   |   |   |
| Improved eLibrary so I can access library services any time I want   |   |   |   |   |   |   |

Our eLibrary

17. Are you aware of or have you used any of the following digital (online) services provided by Essex County Council? (please tick in the chart below)

|   | Used In a library | Used outside a library | Not used, but aware of | Not used, and not aware of | Not used, but would like to use | Not interested |
|---|-------------------|------------------------|------------------------|----------------------------|---------------------------------|----------------|
| Ask a question  |                   |                        |                        |                            |                                 |                |
| Book a computer in a library                            |                   |                        |                        |                            |                                 |                |
| Catalogue search  |                   |                        |                        |                            |                                 |                |
| Download an eBook, eMagazine, eNewspaper or eAudio book |                   |                        |                        |                            |                                 |                |
| Join the library  |                   |                        |                        |                            |                                 |                |
| Libraries website Livechat                              |                   |                        |                        |                            |                                 |                |
| Online course   |                   |                        |                        |                            |                                 |                |
| Online payment for an overdue item                      |                   |                        |                        |                            |                                 |                |
| Renew a loaned item                                     |                   |                        |                        |                            |                                 |                |
| Report a problem  |                   |                        |                        |                            |                                 |                |
| Request an item   |                   |                        |                        |                            |                                 |                |
| Request or reset your library PIN                       |                   |                        |                        |                            |                                 |                |
| Update your details                                     |                   |                        |                        |                            |                                 |                |
| Use online reference resources e.g. Ancestry            |                   |                        |                        |                            |                                 |                |

Getting involved

We are proposing ways that individuals and organisations can get more involved to support and help deliver library services. This includes more volunteering opportunities in libraries, to support activities such as the Summer Reading Challenge and to help deliver library services to people who are unable to visit libraries, through the Home Library Services.

We would also like to hear from community groups or other organisations who are interested in partnering with us to support library services provided by Essex County Council or in running community libraries in locations where a library is not required as part of a comprehensive and efficient network but where one may be desirable. Groups and organisations interested in supporting libraries should complete the questionnaire online.

18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?

- ☐ Baby and Toddler Rhymetime Volunteer
- ☐ Code Club Volunteer
- ☐ Computer Training Volunteer
- ☐ Computer Support Volunteer
- ☐ CreatorSpace Volunteer
- ☐ Customer Services Volunteer
- ☐ Home Library Service volunteer
- ☐ Library Activity Volunteer
- ☐ Library Ambassador (for 13 to 18 year olds)
- ☐ Mobile Library Support Volunteer
- ☐ Sensory Wall Volunteer
- ☐ Work Club Volunteer

Please tell us your name and a contact email address or phone number so we can get in touch about volunteering.

Ideas and suggestions

19. Would you like to add anything else about the Council’s proposals that has not been covered above?  
Please give us any other ideas you may have for improving the service or reducing the cost of the service.

Page 197 of 848

# For organisations

## Section 3

This section is only available online at [Essex.gov.uk/libraries-consultation](https://Essex.gov.uk/libraries-consultation). If you are completing this survey on behalf of an organisation, please do so online.

# About you

## Section 4

### 26. What is your post code

You do not have to answer the questions below but it will help us to measure the equality impact of our proposals and meet our obligations under the Public Sector Equality Duty of the Equality Act 2010. When making decisions, Essex County Council must have regard to:

- eliminating unlawful discrimination, harassment and victimisation, and other conduct prohibited by the Act
- advancing equality of opportunity between people who share a protected characteristic and those who do not
- fostering good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.

The characteristics protected by the Equality Act are:

- age
- disability
- gender reassignment
- marriage/civil partnership
- pregnancy/maternity
- race
- religion/belief
- sex/gender
- sexual orientation.

The questions below relate to those protected characteristics. Your answers will be treated in the strictest confidence, and will be processed in accordance with our privacy policy and the GDPR and Data Protection Act 2018.

### 27. What is your age

- ☐ 16 or under
- ☐ 17 – 20
- ☐ 21 – 30
- ☐ 31 – 40
- ☐ 41 – 50
- ☐ 51 – 60
- ☐ 61 – 70
- ☐ 71 – 80
- ☐ 81 – 90
- ☐ 91 or over
- ☐ Prefer not to say

### 28. Do you consider yourself to have an impairment and/or a disability?

- ☐ Yes
- ☐ No

If yes, which of the following would best describe your impairment/disability?

- ☐ Physical impairment/disability
- ☐ Sensory impairment
- ☐ Learning difficulty or disability
- ☐ Mental health needs

Other

## 29. What is your ethnicity?

- |   |  |
|---|--|
| <input type="checkbox"/> White British                    | <input type="checkbox"/> Asian or Asian British Indian |
| <input type="checkbox"/> White Irish                      | <input type="checkbox"/> Asian or Asian British Other  |
| <input type="checkbox"/> White Other                      | <input type="checkbox"/> Mixed White/Asian             |
| <input type="checkbox"/> Gypsy / Roma                     | <input type="checkbox"/> Asian Other                   |
| <input type="checkbox"/> Traveller of Irish Heritage      | <input type="checkbox"/> Chinese                       |
| <input type="checkbox"/> Black or Black British African   | <input type="checkbox"/> Mixed Other                   |
| <input type="checkbox"/> Black or Black British Caribbean | <input type="checkbox"/> Not Known                     |
| <input type="checkbox"/> Mixed White/Black African        | <input type="checkbox"/> Prefer not to say             |
| <input type="checkbox"/> Mixed White/Black Caribbean      | <input type="checkbox"/> Black Other                   |
| <input type="checkbox"/> Asian or Asian British Pakistani | <input type="checkbox"/> Prefer not to say             |
| <input type="checkbox"/> Other, please specify: _____     |  |

## 30. What is your gender?

- ☐ Male
 ☐ Female
 ☐ Prefer not to say
- ☐ Prefer to use my own term \_\_\_\_\_

## 31. Does your gender identity match your sex as registered at birth?

- ☐ Yes
 ☐ Prefer not to say

## 32. Pregnancy/maternity: Are you currently pregnant or have you been pregnant in the last year?

- ☐ Yes
 ☐ No
 ☐ Prefer not to say

## 33. Marital status: Are you currently?

- |  |   |
|--|---|
| <input type="checkbox"/> Cohabiting                              | <input type="checkbox"/> Separated<br>(but still legally married or in a civil partnership) |
| <input type="checkbox"/> Married                                 | <input type="checkbox"/> Widowed or a surviving partner from a civil partnership            |
| <input type="checkbox"/> In a civil partnership                  | <input type="checkbox"/> Prefer not to say  |
| <input type="checkbox"/> Divorced or civil partnership dissolved |   |

34. What is your religion/faith?

|   |                                   |
|---|-----------------------------------|
| <input type="checkbox"/> Christian                  | <input type="checkbox"/> Sikh     |
| <input type="checkbox"/> Muslim                     | <input type="checkbox"/> Jewish   |
| <input type="checkbox"/> Hindu                      | <input type="checkbox"/> None     |
| <input type="checkbox"/> Buddhist                   | <input type="checkbox"/> Not sure |
| <input type="checkbox"/> Other, please state: _____ |                                   |

35. What is your sexual orientation?

|  |  |
|--|--|
| <input type="checkbox"/> Bisexual                        | <input type="checkbox"/> Gay               |
| <input type="checkbox"/> Heterosexual                    | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Prefer to use my own term _____ |  |

Thank you for completing this survey.

Please return it in the envelope provided by 20 February 2019 or to your local library.

This information is issued by:  
**Essex County Council**  
**Essex Libraries Service**

Contact us:  
**libraries@essex.gov.uk**  
**www.libraries.essex.gov.uk**  
**0345 603 7639**

Essex Libraries Service  
Essex County Council  
County Hall, Chelmsford  
Essex, CM1 1QH

Sign up to Keep Me Posted  
email updates:  
**essex.gov.uk/keepmeposted**

 **Essex\_CC**  
 **facebook.com/essexcountycouncil**

The information contained in this document can be translated, and/or made available in alternative formats, on request. It is also available in large print and Easy Read.

Published November 2018

## Appendix 3 – Additional survey questions for organisations

Organisations were invited to take part in the consultation online and were asked Q1 to Q6, Q7 to Q11, Q14 to Q18 and the additional questions below. Respondents were asked to respond on behalf of their organisation, rather than as individuals.

### Section 3 - For organisations

#### Q 20. Does your organisation currently do any of the following?

|  | Yes | No | No, but would be interested in this in the future |
|--|-----|----|---|
| share a library building   |     |    |   |
| use space in a library for regular service delivery/activities                     |     |    |   |
| use space in a library for occasional service delivery/activities                  |     |    |   |
| provide space in your building to ECC for an ECC-run library or library activities |     |    |   |
| provide space in your building to ECC for an ECC run library or library activities |     |    |   |

#### Q 21. If the library service was withdrawn from your nearest library/libraries would it have an impact on

a) Your organisation

b) The people your organisation represents/ serves?

(Yes/No/Not Sure)

#### Q 22. If you answered yes to Q19 how would it impact your organisation or the people it serves?

[Free text box]

#### Q23. Does your organisation primarily work with or represent people with any of these groups of people who have protected characteristics under the Equality Act 2010?

Older people [ ]

Children/ young people [ ]

Disabled people [ ]

Transgender people [ ]

Pregnant women or new mothers [ ]

Black and ethnic minority people [ ]

Religious or faith community/ies [ ]



Women [ ]

Men [ ]

Lesbian, gay or bisexual people [ ]

**Q 24. Would your organisation be interested in partnering to support the delivery of library services run by Essex County Council in tier 2? Examples include providing space for us to run groups and activities outside libraries, providing space to house libraries, providing staff or volunteers to increase our capacity and help meet more needs**

(Yes/No)

**If you answered yes to Q24 please provide the following information:**

**Your name**

**Organisation name**

**Location you are interested in**

**Contact email**

**Contact phone number**

**Q 25. Would your organisation be interested in running or being involved with a community-run library in a tier 3 or tier 4 location?**

(Yes/No)

**If you answered yes to Q25, Please complete one of these forms accessible via the link below**

[Expression of Interest - Tier 3](#)

[Expression of Interest - Tier 4](#)

# Future Library Services Strategy 2019 – 2024 Questionnaire



## EasyRead Version





This survey is about changes to Essex Libraries.



Your answers can help Essex County Council decide what the service should look like in the future.



You do not have to answer all of the questions, but it will help us more if you do.



We will not tell anyone else what you have answered.



We will not share your personal information with anyone else.

We will take out your personal information when we write a report.

## Permission



**Are you under the age of 16?**

Please tick ☒

☐ Under 16

☐ Over 16



## Parental permissions for Under 16s

If you're under 16 we will need permission from your parents.

**I (parent/guardian) give permission for my child to take part in this survey.**



Child's name: \_\_\_\_\_



Parent's name: \_\_\_\_\_

Are you the parent or guardian?

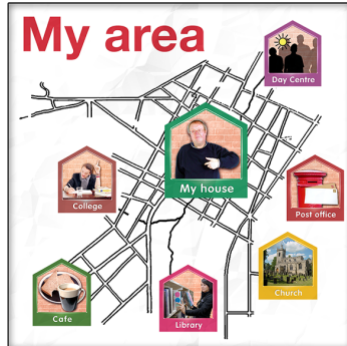
Please tick ☒

☐ Parent

☐ Guardian

## 2. Which area do you live in?

Please tick ☒



☐ Basildon

☐ Braintree

☐ Brentwood

☐ Castle Point

☐ Chelmsford

☐ Colchester

☐ Epping Forest

☐ Harlow

☐ Maldon

☐ Rochford

☐ Tendring

☐ Uttlesford

☐ None of the above

**If you live outside of Essex, where do you live?**



Please tick ☒

☐ Southend

☐ Thurrock

☐ Suffolk

☐ Hertfordshire

☐ Redbridge

Any other (please tell us where)

2017

2018



Library

### 3. Have you visited an Essex Library in the last year?

Please tick ☒

☐ Yes



☐ No

### If yes, which library have you visited?

Please tick ☒



☐ Basildon
☐ Billericay

☐ Braintree
☐ Brentwood

☐ Brightlingsea
☐ Broomfield

☐ Buckhurst Hill
☐ Burnham-on-Crouch

☐ Canvey Island
☐ Chelmsford

☐ Chigwell
☐ Chipping Ongar



☐

Clacton

☐

Coggeshall

☐

Colchester

☐

Danbury

☐

Debden

☐

Earls Colne

☐

Epping

☐

Frinton-on-Sea

☐

Fryerns

☐

Galleywood

☐

Great Baddow

☐

Great Dunmow

☐

Great Parndon

☐

Great Tarpots

☐

Greenstead

☐

Hadleigh

☐

Harlow

☐

Harwich

☐

Hatfield Peverel

☐

Hockley

☐

Holland-on-Sea

☐

Hullbridge

☐

Ingatestone

☐

Kelvedon

☐

Laindon

☐

Loughton

☐

Maldon

☐

Manningtree

☐

Mark Hall

☐

North Melbourne

☐

North Weald

☐

Old Harlow

☐

Pitsea

☐

Prettygate

☐

North Weald

☐

Old Harlow

☐

Rayleigh

☐

Rochford

☐

Saffron Walden

☐

Shenfield

☐

Sible  
Heddingham

☐

Silver End

☐

South Benfleet

☐

South Woodham  
Ferrers

☐

Southminster

☐

Springfield

☐

Stansted

☐

Stanway

☐

Stock

☐

West Clacton

☐

Thaxted

☐

West Mersea

☐

Tiptree

☐

Wickford

☐

Tye Green

☐

Wickham  
Bishops

☐

Vange

☐

Witham

☐

Waltham Abbey

☐

Wivenhoe

☐

Walton

☐

Writtle



4. Have you used an Essex Library card in the last 12 months?

Please tick ☒

☐ Yes

☐ No



5. How do you get to your local library?

Please tick ☒



☐ By car



☐ Public transport



☐ Walk

☐ Bicycle

Other (please tell us how)



6. Do you have access to the internet?

If “yes” please tell us where.

Please tick ☒



☐ At home



☐ At work



☐ On my mobile device



☐ Only at the library or an internet café

Please read Pages 14 and 15 of the library strategy.



7. Do you agree with the 5 Priorities for the future of Essex Libraries?

Please tick ☒



We have assessed each library in Essex to find out if they meet the needs of the community.

Please read page 24 of the library strategy.

8. Do you agree with our assessment?

Please tick ☒





9. Is there any other need we have missed?

Please tick ☒

☐ Yes

☐ No



If yes, please write it below.

---



---



---

10. Do you agree with our proposed changes to Essex libraries?

Please tick ☒



☐ Yes, I agree



☐ I am not sure



☐ No, I do not agree

11. Have you used any of the following libraries listed below in the last year?

Please tick ☒

|  |   |   |
|--|---|---|
| <input type="checkbox"/> Broomfield      | <input type="checkbox"/> Buckhurst Hill | <input type="checkbox"/> Chigwell         |
| <input type="checkbox"/> Danbury         | <input type="checkbox"/> Debden         | <input type="checkbox"/> Fryerns          |
| <input type="checkbox"/> Galleywood      | <input type="checkbox"/> Great Wakering | <input type="checkbox"/> Hatfield Peverel |
| <input type="checkbox"/> Holland         | <input type="checkbox"/> Hullbridge     | <input type="checkbox"/> Kelvedon         |
| <input type="checkbox"/> Mark Hall       | <input type="checkbox"/> North Weald    | <input type="checkbox"/> Prettygate       |
| <input type="checkbox"/> Sible Hedingham |   | <input type="checkbox"/> Silver End       |
| <input type="checkbox"/> Southminster    | <input type="checkbox"/> Stansted       | <input type="checkbox"/> Stock            |
| <input type="checkbox"/> Thaxted         | <input type="checkbox"/> Tye Green      | <input type="checkbox"/> Vange            |
| <input type="checkbox"/> Wickham Bishops |   | <input type="checkbox"/> Writtle          |





12. If these libraries are closed, what services will you still be able to use?

Please tick ☒



☐ Another library



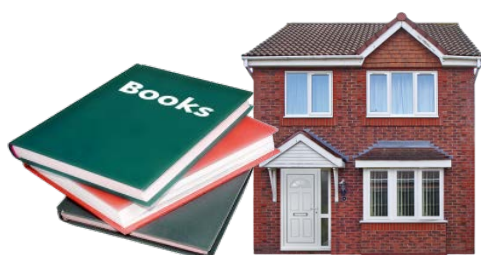
☐ eLibrary



☐ Mobile library



☐ Friends and family membership. This is a card that lets other people borrow and return books for you.



☐ Home library. This is where a volunteer brings books to your home if you are disabled and can't go to the library.

☐ None of the above

13. If you answered 'none of the above' to Question 12, please tell us why.

Please tick ☒



☐ I am unable to get to any other library



☐ I do not have access to the internet



☐ I do not know how to use the eLibrary



☐ I do not want to use these services

If there any other reason?  
Please write below.





14. What do you think about other community groups running some of our libraries? Do you think it's a good idea?

Please tick ☒



☐ Yes



☐ No



☐ I'm not sure



15. Do you think running a library service in a community centre is a good idea?

Please tick ☒



☐ Yes



☐ No



☐ I'm not sure



16. Do you think being able to pick up library books from places like shops is a good idea?

Please tick ☒



☐ Yes



☐ No



☐ I'm not sure



17. Which of these options do you prefer? If you like more than 1 option please write the number for your choice. Eg 1 for first choice, 2 for 2<sup>nd</sup> choice.

Please tick ☒

or write the number in the box

2



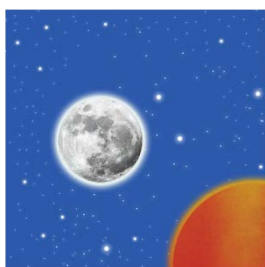
☐ Fully staffed opening hours. This means libraries would always have staff when they are open. This would also mean libraries are open less hours.



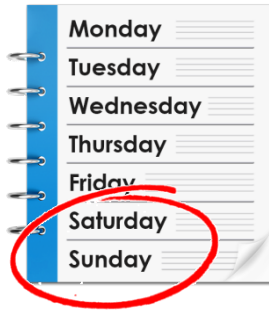
☐ Libraries run by volunteers. This would mean libraries are open more hours.



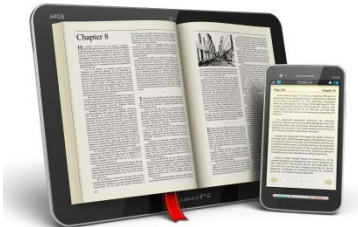
☐ Self-service libraries. This would mean libraries are open more hours and you would check out the books yourself.



☐ Open more in the evening. This would mean libraries are open less hours in the day unless run by volunteers.

☐

Open during the weekend. This would mean libraries are open less during the week days unless run by volunteers.

☐

A better eLibrary that is open all hours





18. Have you used any of the following online services provided by Essex Libraries?

Please tick ☒

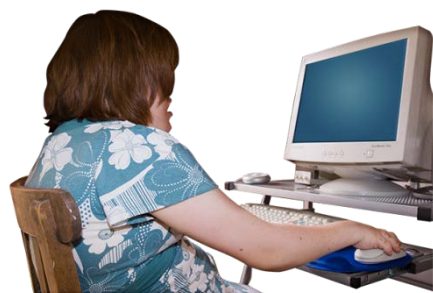
Have you asked a question about the library?

☐

Yes

☐

No



Have you ever booked to use a computer in the library?

☐

Yes

☐

No





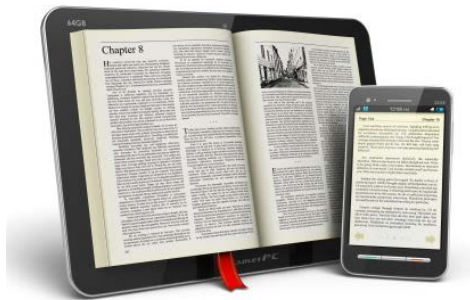
Have you ever searched the library catalogue?

☐

Yes

☐

No



Have you ever downloaded an eBook, eMagazine, eNewspaper or eAudio book?

☐

Yes

☐

No



Have you joined the library?

☐

Yes

☐

No





Have you ever used the Essex Library's Livechat?

☐

Yes

☐

No



Have you ever done an online course?

☐

Yes

☐

No



Have you paid fines online for overdue items?

☐

Yes

☐

No





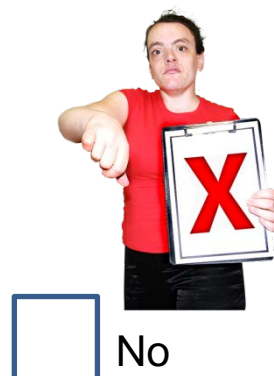
Have you renewed a loaned item?



Have you ever reported a problem?



Have you requested an item at your local library?



Have you ever had your library PIN reset?

☐

Yes

☐

No



Was this done at a library or online?

☐

At the library

☐

Online



18. Would you be interested in volunteering at Essex Libraries?

☐

Yes

☐

No





19. Are there any ideas you'd like to share?

Please write them below.



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## We'd like to ask you about yourself

The questions are optional. You do not have to tell us if you don't want to.

Please tick the box



Are you:

☐

A Man

☐

A Woman

☐

Prefer to use  
my own term

☐

Prefer not to say



What is your background? Please tick the box

☐

Asian

☐

Black: Caribbean

☐

White

☐

Asian: Bangladeshi

☐

Black: Other

☐

Other

☐

Asian: Indian

☐

Chinese

☐

Mixed ethnic  
background

☐

Asian: Other

☐

Black: African



Are you disabled?

☐

Yes

☐

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No



If you need help with this survey please telephone us on 0345 603 7639



You can email us at [libraries@essex.gov.uk](mailto:libraries@essex.gov.uk)



Please send your completed survey in the pre-paid envelope it came with. If you do not have that envelope please send to:

Essex Libraries Consultation  
County Hall  
Chelmsford  
CM1 1QH



Thank you for taking part in our survey.

# Essex Libraries Consultation

## Individuals and family tables - at overall level

This report shows tables for each question and has been filtered to show the responses for 'All Respondents' amongst individual and family respondents.

Are you aged under 16?

|                                  |              |
|----------------------------------|--------------|
| Counts<br>Break %<br>Respondents |              |
| Base                             | 21633        |
| Are you aged under 16?           |              |
| Yes                              | 743<br>3%    |
| No                               | 20890<br>97% |

Q1. I am responding as:

|                                  |              |
|----------------------------------|--------------|
| Counts<br>Break %<br>Respondents |              |
| Base                             | 21633        |
| Q1. I am responding as:          |              |
| An Individual                    | 16642<br>77% |
| A family with children under 11  | 4901<br>23%  |
| Not known                        | 90<br>0%     |

Q2. Which district, borough or city do you live in?

| Counts<br>Break %<br>Respondents                          |             | Counts<br>Break %<br>Respondents |            |
|---|-------------|----------------------------------|------------|
| Base  | 21529       | Base                             | 21529      |
| Q2. Which district,<br>borough or city do you<br>live in? |             | Thurrock                         | 43<br>0%   |
| Basildon  | 1506<br>7%  | Uttlesford                       | 1431<br>7% |
| Braintree   | 1865<br>9%  | Other authority area             | 284<br>1%  |
| Brentwood   | 1656<br>8%  |                                  |            |
| Castle Point  | 1690<br>8%  |                                  |            |
| Chelmsford  | 2476<br>12% |                                  |            |
| Colchester  | 3525<br>16% |                                  |            |
| Epping Forest   | 1463<br>7%  |                                  |            |
| Harlow  | 749<br>3%   |                                  |            |
| Hertfordshire   | 60<br>0%    |                                  |            |
| Maldon  | 909<br>4%   |                                  |            |
| Redbridge   | 50<br>0%    |                                  |            |
| Rochford  | 1552<br>7%  |                                  |            |
| Southend  | 274<br>1%   |                                  |            |
| Suffolk   | 68<br>0%    |                                  |            |
| Tendring  | 1928<br>9%  |                                  |            |



**Q3. Have you visited an Essex Library within the last 12 months?**

| Counts<br>Break %<br>Respondents                                 | Total        | All          | Internet use |                    |            | Tier 4      |              | Tier 3       |              | Respondent Type |                           | Gender      |              | Age         |            |             |
|--|--------------|--------------|--------------|--------------------|------------|-------------|--------------|--------------|--------------|-----------------|---------------------------|-------------|--------------|-------------|------------|-------------|
|  |              | All          | Yes          | Library/c-afe only | No         | User        | Non user     | User         | Non-user     | Individual      | Family with kids under 11 | Male        | Female       | 16 or under | 17 - 30    | 31 - 60     |
| Base   | 21440        | 21440        | 19152        | 1124               | 898        | 6903        | 14485        | 7978         | 13415        | 16495           | 4868                      | 5113        | 11609        | 533         | 706        | 7724        |
| Q3. Have you visited an Essex Library within the last 12 months? |              |              |              |                    |            |             |              |              |              |                 |                           |             |              |             |            |             |
| Yes  | 20857<br>97% | 20857<br>97% | 18614<br>97% | 1121<br>100%       | 872<br>97% | 6822<br>99% | 13984<br>97% | 7976<br>100% | 12835<br>96% | 15965<br>97%    | 4816<br>99%               | 4937<br>97% | 11363<br>98% | 506<br>95%  | 679<br>96% | 7547<br>98% |
| No   | 583<br>3%    | 583<br>3%    | 538<br>3%    | 3<br>0%            | 26<br>3%   | 81<br>1%    | 501<br>3%    | 2<br>0%      | 580<br>4%    | 530<br>3%       | 52<br>1%                  | 176<br>3%   | 246<br>2%    | 27<br>5%    | 27<br>4%   | 177<br>2%   |

| Counts<br>Break %<br>Respondents                                 | Total        | Age         |             | Ethnic groups              |            | Disabled v non disabled |              | Pregnancy & maternity v non |              | District    |             |             |              |             |             |               |
|--|--------------|-------------|-------------|----------------------------|------------|-------------------------|--------------|-----------------------------|--------------|-------------|-------------|-------------|--------------|-------------|-------------|---------------|
|  |              | 61 - 80     | 81+         | White British/Irish/-Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non          | Basildon    | Braintree   | Brentwood   | Castle Point | Chelmsford  | Colchester  | Epping Forest |
| Base   | 21440        | 7046        | 1105        | 15771                      | 520        | 2434                    | 14949        | 574                         | 14320        | 1494        | 1849        | 1642        | 1666         | 2459        | 3494        | 1452          |
| Q3. Have you visited an Essex Library within the last 12 months? |              |             |             |                            |            |                         |              |                             |              |             |             |             |              |             |             |               |
| Yes  | 20857<br>97% | 6889<br>98% | 1071<br>97% | 15384<br>98%               | 504<br>97% | 2357<br>97%             | 14597<br>98% | 563<br>98%                  | 13958<br>97% | 1471<br>98% | 1786<br>97% | 1600<br>97% | 1644<br>99%  | 2384<br>97% | 3423<br>98% | 1426<br>98%   |
| No   | 583<br>3%    | 157<br>2%   | 34<br>3%    | 387<br>2%                  | 16<br>3%   | 77<br>3%                | 352<br>2%    | 11<br>2%                    | 362<br>3%    | 23<br>2%    | 63<br>3%    | 42<br>3%    | 22<br>1%     | 75<br>3%    | 71<br>2%    | 26<br>2%      |

**Q3. Have you visited an Essex Library within the last 12 months?**

| Counts<br>Break %<br>Respondents  | Total        | District   |            |             |             |             |            | Easy Read v non<br>easy read |              | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital s...    |
|---|--------------|------------|------------|-------------|-------------|-------------|------------|------------------------------|--------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|
|   |              | Harlow     | Maldon     | Rochford    | Tendring    | Uttlesford  | Other      | Yes                          | No           | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g |
|   |              |            |            |             |             |             |            |                              |              |                    |                   |                      |                             |           |                      |                 |
| Base  | 21440        | 745        | 906        | 1544        | 1921        | 1422        | 771        | 172                          | 21268        | 291                | 13399             | 1896                 | 15906                       | 76        | 738                  | 1017            |
| Q3. Have you<br>visited an Essex<br>Library within the last<br>12 months? |              |            |            |             |             |             |            |                              |              |                    |                   |                      |                             |           |                      |                 |
| Yes   | 20857<br>97% | 706<br>95% | 881<br>97% | 1515<br>98% | 1875<br>98% | 1346<br>95% | 726<br>94% | 170<br>99%                   | 20687<br>97% | 269<br>92%         | 13076<br>98%      | 1846<br>97%          | 15514<br>98%                | 73<br>96% | 720<br>98%           | 984<br>97%      |
| No  | 583<br>3%    | 39<br>5%   | 25<br>3%   | 29<br>2%    | 46<br>2%    | 76<br>5%    | 45<br>6%   | 2<br>1%                      | 581<br>3%    | 22<br>8%           | 323<br>2%         | 50<br>3%             | 392<br>2%                   | 3<br>4%   | 18<br>2%             | 33<br>3%        |

| Counts<br>Break %<br>Respondents  | Total        | Marital status |                        |                                |            |             |             |                      | Religion/Faith |           |           |           |            |            |             |            |
|---|--------------|----------------|------------------------|--------------------------------|------------|-------------|-------------|----------------------|----------------|-----------|-----------|-----------|------------|------------|-------------|------------|
|   |              | Married        | Civil part-<br>nership | Divorced<br>or CP<br>dissolved | Separated  | Widowed     | Single      | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh       | Jewish     | None        | Not sure   |
|   |              |                |                        |                                |            |             |             |                      |                |           |           |           |            |            |             |            |
| Base  | 21440        | 10494          | 84                     | 937                            | 140        | 1195        | 1564        | 1309                 | 10064          | 53        | 68        | 94        | 18         | 125        | 4964        | 318        |
| Q3. Have you<br>visited an Essex<br>Library within the last<br>12 months? |              |                |                        |                                |            |             |             |                      |                |           |           |           |            |            |             |            |
| Yes   | 20857<br>97% | 10272<br>98%   | 80<br>95%              | 917<br>98%                     | 133<br>95% | 1158<br>97% | 1515<br>97% | 1275<br>97%          | 9835<br>98%    | 51<br>96% | 67<br>99% | 90<br>96% | 18<br>100% | 122<br>98% | 4821<br>97% | 305<br>96% |
| No  | 583<br>3%    | 222<br>2%      | 4<br>5%                | 20<br>2%                       | 7<br>5%    | 37<br>3%    | 49<br>3%    | 34<br>3%             | 229<br>2%      | 2<br>4%   | 1<br>1%   | 4<br>4%   | -<br>-     | 3<br>2%    | 143<br>3%   | 13<br>4%   |

**Q3. Essex libraries or services used most frequently (Descending)**

| Counts<br>Break %<br>z-test<br>Respondents           |             | Counts<br>Break %<br>z-test<br>Respondents |           | Counts<br>Break %<br>z-test<br>Respondents |           | Counts<br>Break %<br>z-test<br>Respondents |           | Counts<br>Break %<br>z-test<br>Respondents |           |
|--|-------------|--|-----------|--|-----------|--|-----------|--|-----------|
| Base   | 19897       | Base                                       | 19897     | Base                                       | 19897     | Base                                       | 19897     | Base                                       | 19897     |
| Q3. Essex libraries or services used most frequently |             | Witham                                     | 704<br>4% | Great Tarpots                              | 394<br>2% | Stansted                                   | 287<br>1% | Sible Hedingham                            | 188<br>1% |
| Chelmsford   | 2682<br>13% | Loughton                                   | 675<br>3% | Buckhurst Hill                             | 388<br>2% | Broomfield                                 | 286<br>1% | Burnham                                    | 177<br>1% |
| Colchester   | 2548<br>13% | Clacton                                    | 639<br>3% | Harwich                                    | 383<br>2% | Thaxted                                    | 269<br>1% | Tye Green                                  | 165<br>1% |
| Hadleigh   | 1104<br>6%  | South Benfleet                             | 610<br>3% | Ingatestone                                | 381<br>2% | Laindon                                    | 262<br>1% | Great Wakering                             | 161<br>1% |
| Shenfield  | 1052<br>5%  | Wivenhoe                                   | 582<br>3% | Coggeshall                                 | 364<br>2% | South Woodham<br>Ferrers                   | 246<br>1% | Mark Hall                                  | 159<br>1% |
| Prettygate   | 1012<br>5%  | Manningtree                                | 577<br>3% | Kelvedon                                   | 363<br>2% | Walton                                     | 239<br>1% | North Melbourne                            | 159<br>1% |
| Brentwood  | 985<br>5%   | West Mersea                                | 533<br>3% | Halstead                                   | 340<br>2% | Greenstead                                 | 236<br>1% | Pitsea                                     | 142<br>1% |
| Rayleigh   | 893<br>4%   | Tiptree                                    | 482<br>2% | Canvey                                     | 332<br>2% | North Weald                                | 231<br>1% | Fryerns                                    | 136<br>1% |
| Billericay   | 888<br>4%   | Frinton                                    | 429<br>2% | Galleywood                                 | 329<br>2% | Waltham Abbey                              | 224<br>1% | Great Parndon                              | 130<br>1% |
| Hockley  | 863<br>4%   | Dunmow                                     | 427<br>2% | Springfield                                | 326<br>2% | Wickham Bishops                            | 218<br>1% | Southminster                               | 120<br>1% |
| Saffron Walden                                       | 775<br>4%   | Stanway                                    | 423<br>2% | Rochford                                   | 321<br>2% | Chipping Ongar                             | 217<br>1% | Vange                                      | 120<br>1% |
| Maldon   | 768<br>4%   | Epping                                     | 417<br>2% | Hullbridge                                 | 310<br>2% | Hatfield Peverel                           | 215<br>1% | Debden                                     | 116<br>1% |
| Harlow   | 730<br>4%   | Wickford                                   | 414<br>2% | Holland                                    | 303<br>2% | Earls Colne                                | 213<br>1% | Silver End                                 | 93<br>0%  |
| Braintree  | 723<br>4%   | Brightlingsea                              | 408<br>2% | Writtle                                    | 299<br>2% | Chigwell                                   | 206<br>1% | West Clacton                               | 76<br>0%  |
| Basildon   | 708<br>4%   | Great Baddow                               | 395<br>2% | Danbury                                    | 292<br>1% | Old Harlow                                 | 191<br>1% | Stock                                      | 71<br>0%  |

**Q3. Essex libraries or services used most frequently (Alphabetical)**

| Counts<br>Break %<br>z-test<br>Respondents           |             | Counts<br>Break %<br>z-test<br>Respondents |             | Counts<br>Break %<br>z-test<br>Respondents |           | Counts<br>Break %<br>z-test<br>Respondents |            | Counts<br>Break %<br>z-test<br>Respondents |           |
|--|-------------|--|-------------|--|-----------|--|------------|--|-----------|
| Base   | 19897       | Base                                       | 19897       | Base                                       | 19897     | Base                                       | 19897      | Base                                       | 19897     |
| Q3. Essex libraries or services used most frequently |             | Colchester                                 | 2548<br>13% | Halstead                                   | 340<br>2% | North Weald                                | 231<br>1%  | Stanway                                    | 423<br>2% |
| Basildon   | 708<br>4%   | Danbury                                    | 292<br>1%   | Harlow                                     | 730<br>4% | Old Harlow                                 | 191<br>1%  | Stock                                      | 71<br>0%  |
| Billericay   | 888<br>4%   | Debden                                     | 116<br>1%   | Harwich                                    | 383<br>2% | Pitsea                                     | 142<br>1%  | Thaxted                                    | 269<br>1% |
| Braintree  | 723<br>4%   | Dunmow                                     | 427<br>2%   | Hatfield Peverel                           | 215<br>1% | Prettygate                                 | 1012<br>5% | Tiptree                                    | 482<br>2% |
| Brentwood  | 985<br>5%   | Earls Colne                                | 213<br>1%   | Hockley                                    | 863<br>4% | Rayleigh                                   | 893<br>4%  | Tye Green                                  | 165<br>1% |
| Brightlingsea  | 408<br>2%   | Epping                                     | 417<br>2%   | Holland                                    | 303<br>2% | Rochford                                   | 321<br>2%  | Vange                                      | 120<br>1% |
| Broomfield   | 286<br>1%   | Frinton                                    | 429<br>2%   | Hullbridge                                 | 310<br>2% | Saffron Walden                             | 775<br>4%  | Waltham Abbey                              | 224<br>1% |
| Buckhurst Hill                                       | 388<br>2%   | Fryerns                                    | 136<br>1%   | Ingatestone                                | 381<br>2% | Shenfield                                  | 1052<br>5% | Walton                                     | 239<br>1% |
| Burnham  | 177<br>1%   | Galleywood                                 | 329<br>2%   | Kelvedon                                   | 363<br>2% | Sible Hedingham                            | 188<br>1%  | West Clacton                               | 76<br>0%  |
| Canvey   | 332<br>2%   | Great Baddow                               | 395<br>2%   | Laindon                                    | 262<br>1% | Silver End                                 | 93<br>0%   | West Mersea                                | 533<br>3% |
| Chelmsford   | 2682<br>13% | Great Parndon                              | 130<br>1%   | Loughton                                   | 675<br>3% | South Benfleet                             | 610<br>3%  | Wickford                                   | 414<br>2% |
| Chigwell   | 206<br>1%   | Great Tarpots                              | 394<br>2%   | Maldon                                     | 768<br>4% | South Woodham Ferrers                      | 246<br>1%  | Wickham Bishops                            | 218<br>1% |
| Chipping Ongar                                       | 217<br>1%   | Great Wakering                             | 161<br>1%   | Manningtree                                | 577<br>3% | Southminster                               | 120<br>1%  | Witham                                     | 704<br>4% |
| Clacton  | 639<br>3%   | Greenstead                                 | 236<br>1%   | Mark Hall                                  | 159<br>1% | Springfield                                | 326<br>2%  | Wivenhoe                                   | 582<br>3% |
| Coggeshall   | 364<br>2%   | Hadleigh                                   | 1104<br>6%  | North Melbourne                            | 159<br>1% | Stansted                                   | 287<br>1%  | Writtle                                    | 299<br>2% |

**Library usage**

| Counts<br>Break %<br>Respondents | Total       | All         | Internet use |                        |            | Tier 4      |             | Tier 3      |             | Respondent Type |                                 | Gender      |             | Age            |            |             |
|----------------------------------|-------------|-------------|--------------|------------------------|------------|-------------|-------------|-------------|-------------|-----------------|---------------------------------|-------------|-------------|----------------|------------|-------------|
|                                  |             | All         | Yes          | Library/c-<br>afe only | No         | User        | Non user    | User        | Non-user    | Individual      | Family<br>with kids<br>under 11 | Male        | Female      | 16 or<br>under | 17 - 30    | 31 - 60     |
| Base                             | 19897       | 19897       | 17885        | 1069                   | 834        | 6590        | 13261       | 7978        | 11879       | 15149           | 4678                            | 4734        | 10920       | 500            | 670        | 7328        |
| Library usage                    |             |             |              |                        |            |             |             |             |             |                 |                                 |             |             |                |            |             |
| 1 library                        | 9598<br>48% | 9598<br>48% | 8555<br>48%  | 443<br>41%             | 540<br>65% | 2172<br>33% | 7397<br>56% | 3199<br>40% | 6374<br>54% | 7472<br>49%     | 2085<br>45%                     | 2235<br>47% | 5249<br>48% | 235<br>47%     | 246<br>37% | 3144<br>43% |
| 2 libraries                      | 4509<br>23% | 4509<br>23% | 4158<br>23%  | 184<br>17%             | 139<br>17% | 1612<br>24% | 2888<br>22% | 1876<br>24% | 2624<br>22% | 3358<br>22%     | 1137<br>24%                     | 1083<br>23% | 2514<br>23% | 105<br>21%     | 142<br>21% | 1776<br>24% |
| 3 libraries                      | 5790<br>29% | 5790<br>29% | 5172<br>29%  | 442<br>41%             | 155<br>19% | 2806<br>43% | 2976<br>22% | 2903<br>36% | 2881<br>24% | 4319<br>29%     | 1456<br>31%                     | 1416<br>30% | 3157<br>29% | 160<br>32%     | 282<br>42% | 2408<br>33% |

| Counts<br>Break %<br>Respondents | Total       | Age         |            | Ethnic groups                       |            | Disabled v non<br>disabled |                 | Pregnancy &<br>maternity v non |             | District   |            |                |                 |                 |                 |                  |
|----------------------------------|-------------|-------------|------------|-------------------------------------|------------|----------------------------|-----------------|--------------------------------|-------------|------------|------------|----------------|-----------------|-----------------|-----------------|------------------|
|                                  |             | 61 - 80     | 81+        | White Bri-<br>tish/Irish/-<br>Other | BAME       | Disabled                   | Non<br>disabled | Preg/Mat                       | Non         | Basildon   | Braintree  | Brentwoo-<br>d | Castle<br>Point | Chelmsfo-<br>rd | Colchest-<br>er | Epping<br>Forest |
| Base                             | 19897       | 6523        | 1016       | 14779                               | 486        | 2237                       | 14059           | 552                            | 13400       | 1415       | 1709       | 1519           | 1569            | 2287            | 3270            | 1369             |
| Library usage                    |             |             |            |                                     |            |                            |                 |                                |             |            |            |                |                 |                 |                 |                  |
| 1 library                        | 9598<br>48% | 3357<br>51% | 642<br>63% | 7100<br>48%                         | 175<br>36% | 1118<br>50%                | 6665<br>47%     | 214<br>39%                     | 6334<br>47% | 643<br>45% | 855<br>50% | 691<br>45%     | 831<br>53%      | 881<br>39%      | 1381<br>42%     | 647<br>47%       |
| 2 libraries                      | 4509<br>23% | 1472<br>23% | 210<br>21% | 3402<br>23%                         | 114<br>23% | 467<br>21%                 | 3271<br>23%     | 153<br>28%                     | 3080<br>23% | 306<br>22% | 348<br>20% | 387<br>25%     | 301<br>19%      | 669<br>29%      | 904<br>28%      | 328<br>24%       |
| 3 libraries                      | 5790<br>29% | 1694<br>26% | 164<br>16% | 4277<br>29%                         | 197<br>41% | 652<br>29%                 | 4123<br>29%     | 185<br>34%                     | 3986<br>30% | 466<br>33% | 506<br>30% | 441<br>29%     | 437<br>28%      | 737<br>32%      | 985<br>30%      | 394<br>29%       |

**Library usage**

| Counts<br>Break %<br>Respondents | Total       | District   |            |            |            |            |            | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital s...    |
|----------------------------------|-------------|------------|------------|------------|------------|------------|------------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|
|                                  |             | Harlow     | Maldon     | Rochford   | Tendring   | Uttlesford | Other      | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g |
|                                  |             |            |            |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |
| Base                             | 19897       | 673        | 838        | 1448       | 1800       | 1284       | 648        | 164                          | 19733       | 264                | 12563             | 1768                 | 14908                       | 72        | 692                  | 961             |
| Library usage                    |             |            |            |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |
| 1 library                        | 9598<br>48% | 268<br>40% | 327<br>39% | 880<br>61% | 925<br>51% | 869<br>68% | 356<br>55% | 115<br>70%                   | 9483<br>48% | 108<br>41%         | 5948<br>47%       | 809<br>46%           | 7067<br>47%                 | 30<br>42% | 322<br>47%           | 417<br>43%      |
| 2 libraries                      | 4509<br>23% | 121<br>18% | 191<br>23% | 255<br>18% | 384<br>21% | 204<br>16% | 98<br>15%  | 26<br>16%                    | 4483<br>23% | 56<br>21%          | 2906<br>23%       | 399<br>23%           | 3437<br>23%                 | 17<br>24% | 145<br>21%           | 219<br>23%      |
| 3 libraries                      | 5790<br>29% | 284<br>42% | 320<br>38% | 313<br>22% | 491<br>27% | 211<br>16% | 194<br>30% | 23<br>14%                    | 5767<br>29% | 100<br>38%         | 3709<br>30%       | 560<br>32%           | 4404<br>30%                 | 25<br>35% | 225<br>33%           | 325<br>34%      |

| Counts<br>Break %<br>Respondents | Total       | Marital status |                        |                                |           |            |            |                      | Religion/Faith |           |           |           |          |           |             |            |
|----------------------------------|-------------|----------------|------------------------|--------------------------------|-----------|------------|------------|----------------------|----------------|-----------|-----------|-----------|----------|-----------|-------------|------------|
|                                  |             | Married        | Civil part-<br>nership | Divorced<br>or CP<br>dissolved | Separated | Widowed    | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh     | Jewish    | None        | Not sure   |
|                                  |             |                |                        |                                |           |            |            |                      |                |           |           |           |          |           |             |            |
| Base                             | 19897       | 9850           | 79                     | 874                            | 127       | 1102       | 1477       | 1226                 | 9432           | 49        | 65        | 88        | 18       | 113       | 4648        | 296        |
| Library usage                    |             |                |                        |                                |           |            |            |                      |                |           |           |           |          |           |             |            |
| 1 library                        | 9598<br>48% | 4732<br>48%    | 32<br>41%              | 407<br>47%                     | 53<br>42% | 677<br>61% | 587<br>40% | 535<br>44%           | 4582<br>49%    | 17<br>35% | 21<br>32% | 33<br>38% | 4<br>22% | 49<br>43% | 2174<br>47% | 106<br>36% |
| 2 libraries                      | 4509<br>23% | 2339<br>24%    | 19<br>24%              | 197<br>23%                     | 27<br>21% | 214<br>19% | 322<br>22% | 270<br>22%           | 2108<br>22%    | 12<br>24% | 19<br>29% | 24<br>27% | 6<br>33% | 21<br>19% | 1132<br>24% | 69<br>23%  |
| 3 libraries                      | 5790<br>29% | 2779<br>28%    | 28<br>35%              | 270<br>31%                     | 47<br>37% | 211<br>19% | 568<br>38% | 421<br>34%           | 2742<br>29%    | 20<br>41% | 25<br>38% | 31<br>35% | 8<br>44% | 43<br>38% | 1342<br>29% | 121<br>41% |

**Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?**

| Counts<br>Break %<br>Respondents  | Total        | All          | Internet use |                    |            | Tier 4      |              | Tier 3      |              | Respondent Type |                           | Gender      |              | Age         |            |             |
|---|--------------|--------------|--------------|--------------------|------------|-------------|--------------|-------------|--------------|-----------------|---------------------------|-------------|--------------|-------------|------------|-------------|
|   |              | All          | Yes          | Library/c-afe only | No         | User        | Non user     | User        | Non-user     | Individual      | Family with kids under 11 | Male        | Female       | 16 or under | 17 - 30    | 31 - 60     |
| Base  | 21169        | 21169        | 19097        | 1117               | 883        | 6862        | 14253        | 7891        | 13230        | 16250           | 4841                      | 5064        | 11563        | 531         | 709        | 7717        |
| Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months? |              |              |              |                    |            |             |              |             |              |                 |                           |             |              |             |            |             |
| Yes   | 18659<br>88% | 18659<br>88% | 16734<br>88% | 1050<br>94%        | 812<br>92% | 6100<br>89% | 12510<br>88% | 7136<br>90% | 11479<br>87% | 14082<br>87%    | 4505<br>93%               | 4303<br>85% | 10384<br>90% | 492<br>93%  | 623<br>88% | 6789<br>88% |
| No  | 2510<br>12%  | 2510<br>12%  | 2363<br>12%  | 67<br>6%           | 71<br>8%   | 762<br>11%  | 1743<br>12%  | 755<br>10%  | 1751<br>13%  | 2168<br>13%     | 336<br>7%                 | 761<br>15%  | 1179<br>10%  | 39<br>7%    | 86<br>12%  | 928<br>12%  |

| Counts<br>Break %<br>Respondents  | Total        | Age         |            | Ethnic groups              |            | Disabled v non disabled |              | Pregnancy & maternity v non |              | District    |             |             |              |             |             |               |
|---|--------------|-------------|------------|----------------------------|------------|-------------------------|--------------|-----------------------------|--------------|-------------|-------------|-------------|--------------|-------------|-------------|---------------|
|   |              | 61 - 80     | 81+        | White British/Irish/-Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non          | Basildon    | Braintree   | Brentwood   | Castle Point | Chelmsford  | Colchester  | Epping Forest |
|   |              |             |            |                            |            |                         |              |                             |              |             |             |             |              |             |             |               |
| Base  | 21169        | 6984        | 1075       | 15681                      | 518        | 2406                    | 14877        | 576                         | 14265        | 1484        | 1834        | 1614        | 1647         | 2446        | 3446        | 1439          |
| Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months? |              |             |            |                            |            |                         |              |                             |              |             |             |             |              |             |             |               |
| Yes   | 18659<br>88% | 6160<br>88% | 979<br>91% | 13861<br>88%               | 465<br>90% | 2115<br>88%             | 13161<br>88% | 523<br>91%                  | 12577<br>88% | 1342<br>90% | 1618<br>88% | 1421<br>88% | 1466<br>89%  | 2186<br>89% | 3037<br>88% | 1266<br>88%   |
| No  | 2510<br>12%  | 824<br>12%  | 96<br>9%   | 1820<br>12%                | 53<br>10%  | 291<br>12%              | 1716<br>12%  | 53<br>9%                    | 1688<br>12%  | 142<br>10%  | 216<br>12%  | 193<br>12%  | 181<br>11%   | 260<br>11%  | 409<br>12%  | 173<br>12%    |

**Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?**

| Counts<br>Break %<br>Respondents  | Total        | District   |            |             |             |             |            | Easy Read v non<br>easy read |              | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital s...    |
|---|--------------|------------|------------|-------------|-------------|-------------|------------|------------------------------|--------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|
|   |              | Harlow     | Maldon     | Rochford    | Tendring    | Uttlesford  | Other      | Yes                          | No           | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g |
|   |              |            |            |             |             |             |            |                              |              |                    |                   |                      |                             |           |                      |                 |
| Base  | 21169        | 730        | 895        | 1524        | 1893        | 1401        | 746        | 169                          | 21000        | 287                | 13342             | 1878                 | 15825                       | 72        | 735                  | 1019            |
| Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months? |              |            |            |             |             |             |            |                              |              |                    |                   |                      |                             |           |                      |                 |
| Yes   | 18659<br>88% | 608<br>83% | 810<br>91% | 1369<br>90% | 1686<br>89% | 1161<br>83% | 623<br>84% | 154<br>91%                   | 18505<br>88% | 221<br>77%         | 11765<br>88%      | 1666<br>89%          | 13978<br>88%                | 62<br>86% | 653<br>89%           | 882<br>87%      |
| No  | 2510<br>12%  | 122<br>17% | 85<br>9%   | 155<br>10%  | 207<br>11%  | 240<br>17%  | 123<br>16% | 15<br>9%                     | 2495<br>12%  | 66<br>23%          | 1577<br>12%       | 212<br>11%           | 1847<br>12%                 | 10<br>14% | 82<br>11%            | 137<br>13%      |

| Counts<br>Break %<br>Respondents  | Total        | Marital status |                        |                                |            |             |             |                      | Religion/Faith |           |           |           |            |            |             |            |
|---|--------------|----------------|------------------------|--------------------------------|------------|-------------|-------------|----------------------|----------------|-----------|-----------|-----------|------------|------------|-------------|------------|
|   |              | Married        | Civil part-<br>nership | Divorced<br>or CP<br>dissolved | Separated  | Widowed     | Single      | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh       | Jewish     | None        | Not sure   |
|   |              |                |                        |                                |            |             |             |                      |                |           |           |           |            |            |             |            |
| Base  | 21169        | 10459          | 83                     | 935                            | 141        | 1174        | 1556        | 1292                 | 9999           | 53        | 69        | 93        | 19         | 126        | 4946        | 319        |
| Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months? |              |                |                        |                                |            |             |             |                      |                |           |           |           |            |            |             |            |
| Yes   | 18659<br>88% | 9257<br>89%    | 76<br>92%              | 823<br>88%                     | 121<br>86% | 1036<br>88% | 1373<br>88% | 1148<br>89%          | 8862<br>89%    | 46<br>87% | 62<br>90% | 79<br>85% | 19<br>100% | 107<br>85% | 4329<br>88% | 290<br>91% |
| No  | 2510<br>12%  | 1202<br>11%    | 7<br>8%                | 112<br>12%                     | 20<br>14%  | 138<br>12%  | 183<br>12%  | 144<br>11%           | 1137<br>11%    | 7<br>13%  | 7<br>10%  | 14<br>15% | -<br>-     | 19<br>15%  | 617<br>12%  | 29<br>9%   |



**Q5. How do you usually travel to the library you use most frequently?**

| Counts<br>Break %<br>Respondents                                      | Total        | All          | User v non user |            | Internet use |                    |            | Tier 4      |             | Tier 3      |             | Respondent Type |                           | Gender      |             | Age         |            |
|---|--------------|--------------|-----------------|------------|--------------|--------------------|------------|-------------|-------------|-------------|-------------|-----------------|---------------------------|-------------|-------------|-------------|------------|
|   |              | All          | User            | Non user   | Yes          | Library/c-afe only | No         | User        | Non user    | User        | Non-user    | Individual      | Family with kids under 11 | Male        | Female      | 16 or under | 17 - 30    |
| Base  | 20981        | 20981        | 20372           | 463        | 18991        | 1105               | 821        | 6821        | 14107       | 7859        | 13072       | 16060           | 4843                      | 5015        | 11456       | 511         | 699        |
| Q5. How do you usually travel to the library you use most frequently? |              |              |                 |            |              |                    |            |             |             |             |             |                 |                           |             |             |             |            |
| On foot   | 13025<br>62% | 13025<br>62% | 12707<br>62%    | 232<br>50% | 11736<br>62% | 750<br>68%         | 496<br>60% | 4300<br>63% | 8686<br>62% | 5161<br>66% | 7830<br>60% | 9693<br>60%     | 3275<br>68%               | 3121<br>62% | 7081<br>62% | 324<br>63%  | 485<br>69% |
| Own vehicle   | 8106<br>39%  | 8106<br>39%  | 7858<br>39%     | 195<br>42% | 7631<br>40%  | 238<br>22%         | 218<br>27% | 2694<br>39% | 5397<br>38% | 2925<br>37% | 5172<br>40% | 6016<br>37%     | 2070<br>43%               | 1779<br>35% | 4572<br>40% | 182<br>36%  | 247<br>35% |
| Public transport  | 2134<br>10%  | 2134<br>10%  | 2074<br>10%     | 40<br>9%   | 1735<br>9%   | 226<br>20%         | 164<br>20% | 686<br>10%  | 1438<br>10% | 619<br>8%   | 1504<br>12% | 1883<br>12%     | 236<br>5%                 | 605<br>12%  | 1058<br>9%  | 36<br>7%    | 109<br>16% |
| Bicycle   | 881<br>4%    | 881<br>4%    | 852<br>4%       | 21<br>5%   | 797<br>4%    | 61<br>6%           | 18<br>2%   | 277<br>4%   | 602<br>4%   | 399<br>5%   | 482<br>4%   | 704<br>4%       | 175<br>4%                 | 319<br>6%   | 356<br>3%   | 34<br>7%    | 39<br>6%   |

| Counts<br>Break %<br>Respondents                                      | Total        | Age         |             |            | Ethnic groups             |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |             |             |              |             |             |               |
|---|--------------|-------------|-------------|------------|---------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|-------------|-------------|--------------|-------------|-------------|---------------|
|   |              | 31 - 60     | 61 - 80     | 81+        | White British/Irish-Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree   | Brentwood   | Castle Point | Chelmsford  | Colchester  | Epping Forest |
|   |              |             |             |            |                           |            |                         |              |                             |             |            |             |             |              |             |             |               |
| Base  | 20981        | 7687        | 6947        | 1008       | 15523                     | 518        | 2246                    | 14869        | 574                         | 14135       | 1479       | 1819        | 1609        | 1628         | 2414        | 3428        | 1430          |
| Q5. How do you usually travel to the library you use most frequently? |              |             |             |            |                           |            |                         |              |                             |             |            |             |             |              |             |             |               |
| On foot   | 13025<br>62% | 5011<br>65% | 4129<br>59% | 524<br>52% | 9617<br>62%               | 340<br>66% | 1273<br>57%             | 9378<br>63%  | 410<br>71%                  | 8657<br>61% | 913<br>62% | 1206<br>66% | 1179<br>73% | 1131<br>69%  | 1405<br>58% | 2030<br>59% | 908<br>63%    |
| Own vehicle   | 8106<br>39%  | 3098<br>40% | 2540<br>37% | 388<br>38% | 5976<br>38%               | 185<br>36% | 831<br>37%              | 5713<br>38%  | 216<br>38%                  | 5546<br>39% | 626<br>42% | 653<br>36%  | 535<br>33%  | 566<br>35%   | 965<br>40%  | 1223<br>36% | 585<br>41%    |
| Public transport  | 2134<br>10%  | 467<br>6%   | 922<br>13%  | 178<br>18% | 1520<br>10%               | 93<br>18%  | 352<br>16%              | 1393<br>9%   | 32<br>6%                    | 1403<br>10% | 150<br>10% | 137<br>8%   | 123<br>8%   | 137<br>8%    | 361<br>15%  | 477<br>14%  | 105<br>7%     |
| Bicycle   | 881<br>4%    | 356<br>5%   | 258<br>4%   | 14<br>1%   | 623<br>4%                 | 31<br>6%   | 78<br>3%                | 631<br>4%    | 16<br>3%                    | 594<br>4%   | 35<br>2%   | 49<br>3%    | 44<br>3%    | 35<br>2%     | 169<br>7%   | 279<br>8%   | 20<br>1%      |

**Q5. How do you usually travel to the library you use most frequently?**

| Counts<br>Break %<br>Respondents                                      | Total        | District   |            |             |             |            |            | Easy Read v non<br>easy read |              | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |
|---|--------------|------------|------------|-------------|-------------|------------|------------|------------------------------|--------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|
|   |              | Harlow     | Maldon     | Rochford    | Tendring    | Uttlesford | Other      | Yes                          | No           | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     |
|   |              |            |            |             |             |            |            |                              |              |                    |                   |                      |                             |           |                      |                 |             |
| Base  | 20981        | 724        | 886        | 1504        | 1869        | 1378       | 739        | 169                          | 20812        | 280                | 13233             | 1849                 | 15671                       | 75        | 725                  | 1011            | 10421       |
| Q5. How do you usually travel to the library you use most frequently? |              |            |            |             |             |            |            |                              |              |                    |                   |                      |                             |           |                      |                 |             |
| On foot   | 13025<br>62% | 452<br>62% | 485<br>55% | 1053<br>70% | 1114<br>60% | 825<br>60% | 283<br>38% | 122<br>72%                   | 12903<br>62% | 187<br>67%         | 8119<br>61%       | 1184<br>64%          | 9687<br>62%                 | 47<br>63% | 480<br>66%           | 677<br>67%      | 6419<br>62% |
| Own vehicle   | 8106<br>39%  | 277<br>38% | 427<br>48% | 476<br>32%  | 756<br>40%  | 597<br>43% | 393<br>53% | 62<br>37%                    | 8044<br>39%  | 83<br>30%          | 5234<br>40%       | 649<br>35%           | 6074<br>39%                 | 28<br>37% | 230<br>32%           | 406<br>40%      | 4267<br>41% |
| Public transport  | 2134<br>10%  | 88<br>12%  | 57<br>6%   | 127<br>8%   | 153<br>8%   | 65<br>5%   | 141<br>19% | 19<br>11%                    | 2115<br>10%  | 48<br>17%          | 1286<br>10%       | 197<br>11%           | 1581<br>10%                 | 9<br>12%  | 85<br>12%            | 77<br>8%        | 838<br>8%   |
| Bicycle   | 881<br>4%    | 28<br>4%   | 33<br>4%   | 35<br>2%    | 98<br>5%    | 24<br>2%   | 30<br>4%   | 10<br>6%                     | 871<br>4%    | 9<br>3%            | 512<br>4%         | 115<br>6%            | 635<br>4%                   | 4<br>5%   | 51<br>7%             | 51<br>5%        | 414<br>4%   |

| Counts<br>Break %<br>Respondents                                      | Total        | Marital status         |                                |           |            |            |                      | Religion/Faith |           |           |           |           |           |             |            |
|---|--------------|------------------------|--------------------------------|-----------|------------|------------|----------------------|----------------|-----------|-----------|-----------|-----------|-----------|-------------|------------|
|   |              | Civil part-<br>nership | Divorced<br>or CP<br>dissolved | Separated | Widowed    | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh      | Jewish    | None        | Not sure   |
|   |              |                        |                                |           |            |            |                      |                |           |           |           |           |           |             |            |
| Base  | 20981        | 81                     | 922                            | 137       | 1124       | 1534       | 1272                 | 9904           | 53        | 67        | 95        | 19        | 126       | 4895        | 307        |
| Q5. How do you usually travel to the library you use most frequently? |              |                        |                                |           |            |            |                      |                |           |           |           |           |           |             |            |
| On foot   | 13025<br>62% | 57<br>70%              | 539<br>58%                     | 78<br>57% | 645<br>57% | 992<br>65% | 808<br>64%           | 5985<br>60%    | 35<br>66% | 42<br>63% | 60<br>63% | 9<br>47%  | 69<br>55% | 3167<br>65% | 187<br>61% |
| Own vehicle   | 8106<br>39%  | 24<br>30%              | 337<br>37%                     | 56<br>41% | 382<br>34% | 482<br>31% | 389<br>31%           | 3914<br>40%    | 13<br>25% | 31<br>46% | 39<br>41% | 11<br>58% | 62<br>49% | 1791<br>37% | 124<br>40% |
| Public transport  | 2134<br>10%  | 7<br>9%                | 122<br>13%                     | 17<br>12% | 181<br>16% | 255<br>17% | 186<br>15%           | 1026<br>10%    | 9<br>17%  | 12<br>18% | 12<br>13% | 2<br>11%  | 12<br>10% | 440<br>9%   | 37<br>12%  |
| Bicycle   | 881<br>4%    | 4<br>5%                | 37<br>4%                       | 7<br>5%   | 25<br>2%   | 91<br>6%   | 67<br>5%             | 338<br>3%      | 5<br>9%   | 2<br>3%   | 10<br>11% | 2<br>11%  | 4<br>3%   | 258<br>5%   | 20<br>7%   |

**Q6. Do you have access to the internet?**

| Counts<br>Break %<br>Respondents  | Total        | All          | User v non user |            | Tier 4      |              | Tier 3      |              | Respondent Type |                           | Gender      |             | Age         |            |             |             |            | Ethnic groups             |            | Disabled v non disabled |              |
|---|--------------|--------------|-----------------|------------|-------------|--------------|-------------|--------------|-----------------|---------------------------|-------------|-------------|-------------|------------|-------------|-------------|------------|---------------------------|------------|-------------------------|--------------|
|   |              | All          | User            | Non user   | User        | Non user     | User        | Non-user     | Individual      | Family with kids under 11 | Male        | Female      | 16 or under | 17 - 30    | 31 - 60     | 61 - 80     | 81+        | White British/Irish/Other | BAME       | Disabled                | Non disabled |
|   |              |              |                 |            |             |              |             |              |                 |                           |             |             |             |            |             |             |            |                           |            |                         |              |
| Base  | 21323        | 21323        | 20607           | 567        | 6910        | 14358        | 7926        | 13345        | 16386           | 4856                      | 5119        | 11625       | 534         | 709        | 7753        | 7045        | 1096       | 15790                     | 522        | 2430                    | 14974        |
| Q6. Do you have access to the internet?                                 |              |              |                 |            |             |              |             |              |                 |                           |             |             |             |            |             |             |            |                           |            |                         |              |
| Yes, at home  | 17109<br>80% | 17109<br>80% | 16523<br>80%    | 469<br>83% | 5478<br>79% | 11598<br>81% | 6315<br>80% | 10765<br>81% | 13154<br>80%    | 3908<br>80%               | 4148<br>81% | 9331<br>80% | 454<br>85%  | 546<br>77% | 6267<br>81% | 5920<br>84% | 618<br>56% | 12746<br>81%              | 390<br>75% | 1647<br>68%             | 12364<br>83% |
| Yes, at work  | 305<br>1%    | 305<br>1%    | 295<br>1%       | 7<br>1%    | 104<br>2%   | 200<br>1%    | 122<br>2%   | 182<br>1%    | 246<br>2%       | 58<br>1%                  | 76<br>1%    | 164<br>1%   | -<br>-      | 7<br>1%    | 170<br>2%   | 62<br>1%    | 1<br>0%    | 222<br>1%                 | 10<br>2%   | 30<br>1%                | 217<br>1%    |
| Yes on my mobile device   | 1867<br>9%   | 1867<br>9%   | 1796<br>9%      | 62<br>11%  | 631<br>9%   | 1235<br>9%   | 701<br>9%   | 1166<br>9%   | 1105<br>7%      | 761<br>16%                | 318<br>6%   | 1123<br>10% | 57<br>11%   | 125<br>18% | 963<br>12%  | 313<br>4%   | 26<br>2%   | 1335<br>8%                | 69<br>13%  | 159<br>7%               | 1345<br>9%   |
| I can only use the internet in the library or in a public internet cafe | 1134<br>5%   | 1134<br>5%   | 1121<br>5%      | 3<br>1%    | 434<br>6%   | 694<br>5%    | 494<br>6%   | 632<br>5%    | 1008<br>6%      | 114<br>2%                 | 374<br>7%   | 466<br>4%   | 14<br>3%    | 29<br>4%   | 301<br>4%   | 406<br>6%   | 93<br>8%   | 772<br>5%                 | 41<br>8%   | 264<br>11%              | 618<br>4%    |
| No  | 908<br>4%    | 908<br>4%    | 872<br>4%       | 26<br>5%   | 263<br>4%   | 631<br>4%    | 294<br>4%   | 600<br>4%    | 873<br>5%       | 15<br>0%                  | 203<br>4%   | 541<br>5%   | 9<br>2%     | 2<br>0%    | 52<br>1%    | 344<br>5%   | 358<br>33% | 715<br>5%                 | 12<br>2%   | 330<br>14%              | 430<br>3%    |

| Counts<br>Break %<br>Respondents  | Total        | Pregnancy & maternity v non |              | District    |             |             |              |             |             |               |            |            |             |             |             |            | Easy Read v non easy read |              | Sexual orientation |              |                   |
|---|--------------|-----------------------------|--------------|-------------|-------------|-------------|--------------|-------------|-------------|---------------|------------|------------|-------------|-------------|-------------|------------|---------------------------|--------------|--------------------|--------------|-------------------|
|   |              | Preg/Mat                    | Non          | Basildon    | Braintree   | Brentwood   | Castle Point | Chelmsford  | Colchester  | Epping Forest | Harlow     | Maldon     | Rochford    | Tendring    | Uttlesford  | Other      | Yes                       | No           | LGBT               | Heterosexual | Prefer not to say |
|   |              |                             |              |             |             |             |              |             |             |               |            |            |             |             |             |            |                           |              |                    |              |                   |
| Base  | 21323        | 577                         | 14354        | 1492        | 1845        | 1629        | 1654         | 2458        | 3471        | 1445          | 743        | 903        | 1531        | 1908        | 1409        | 757        | 167                       | 21156        | 290                | 13435        | 1891              |
| Q6. Do you have access to the internet?                                 |              |                             |              |             |             |             |              |             |             |               |            |            |             |             |             |            |                           |              |                    |              |                   |
| Yes, at home  | 17109<br>80% | 459<br>80%                  | 11678<br>81% | 1198<br>80% | 1525<br>83% | 1314<br>81% | 1261<br>76%  | 2051<br>83% | 2853<br>82% | 1133<br>78%   | 550<br>74% | 746<br>83% | 1186<br>77% | 1499<br>79% | 1191<br>85% | 567<br>75% | 102<br>61%                | 17007<br>80% | 217<br>75%         | 10984<br>82% | 1500<br>79%       |
| Yes, at work  | 305<br>1%    | 7<br>1%                     | 207<br>1%    | 19<br>1%    | 28<br>2%    | 35<br>2%    | 20<br>1%     | 22<br>1%    | 57<br>2%    | 25<br>2%      | 9<br>1%    | 11<br>1%   | 22<br>1%    | 24<br>1%    | 21<br>1%    | 11<br>1%   | 2<br>1%                   | 303<br>1%    | 5<br>2%            | 183<br>1%    | 41<br>2%          |
| Yes on my mobile device   | 1867<br>9%   | 92<br>16%                   | 1264<br>9%   | 139<br>9%   | 151<br>8%   | 154<br>9%   | 153<br>9%    | 227<br>9%   | 294<br>8%   | 156<br>11%    | 85<br>11%  | 71<br>8%   | 127<br>8%   | 134<br>7%   | 100<br>7%   | 74<br>10%  | 7<br>4%                   | 1860<br>9%   | 40<br>14%          | 1189<br>9%   | 161<br>9%         |
| I can only use the internet in the library or in a public internet cafe | 1134<br>5%   | 11<br>2%                    | 663<br>5%    | 76<br>5%    | 80<br>4%    | 78<br>5%    | 126<br>8%    | 82<br>3%    | 146<br>4%   | 88<br>6%      | 62<br>8%   | 33<br>4%   | 119<br>8%   | 120<br>6%   | 46<br>3%    | 66<br>9%   | 46<br>28%                 | 1088<br>5%   | 15<br>5%           | 581<br>4%    | 124<br>7%         |
| No  | 908<br>4%    | 8<br>1%                     | 542<br>4%    | 60<br>4%    | 61<br>3%    | 48<br>3%    | 94<br>6%     | 76<br>3%    | 121<br>3%   | 43<br>3%      | 37<br>5%   | 42<br>5%   | 77<br>5%    | 131<br>7%   | 51<br>4%    | 39<br>5%   | 10<br>6%                  | 898<br>4%    | 13<br>4%           | 498<br>4%    | 65<br>3%          |

**Q6. Do you have access to the internet?**

| Counts<br>Break %<br>Respondents  | Total        | Gender identity match birth |           |                   | Marital status  |             |                        |                                |            |            |             |                      | Religion/Faith |           |           |           |           |            |             |            |
|---|--------------|-----------------------------|-----------|-------------------|-----------------|-------------|------------------------|--------------------------------|------------|------------|-------------|----------------------|----------------|-----------|-----------|-----------|-----------|------------|-------------|------------|
|   |              | Yes                         | No        | Prefer not to say | Cohabitin-<br>g | Married     | Civil part-<br>nership | Divorced<br>or CP<br>dissolved | Separated  | Widowed    | Single      | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh      | Jewish     | None        | Not sure   |
| Base  | 21323        | 15936                       | 76        | 738               | 1023            | 10525       | 84                     | 940                            | 142        | 1195       | 1564        | 1302                 | 10081          | 53        | 69        | 95        | 19        | 126        | 4975        | 319        |
| Q6. Do you have access to the internet?                                 |              |                             |           |                   |                 |             |                        |                                |            |            |             |                      |                |           |           |           |           |            |             |            |
| Yes, at home  | 17109<br>80% | 12879<br>81%                | 56<br>74% | 570<br>77%        | 813<br>79%      | 8962<br>85% | 63<br>75%              | 708<br>75%                     | 106<br>75% | 796<br>67% | 1125<br>72% | 969<br>74%           | 8062<br>80%    | 32<br>60% | 56<br>81% | 75<br>79% | 15<br>79% | 104<br>83% | 4124<br>83% | 255<br>80% |
| Yes, at work  | 305<br>1%    | 221<br>1%                   | -<br>-    | 21<br>3%          | 25<br>2%        | 127<br>1%   | 2<br>2%                | 17<br>2%                       | 5<br>4%    | 4<br>0%    | 33<br>2%    | 28<br>2%             | 141<br>1%      | 1<br>2%   | 1<br>1%   | 1<br>1%   | -<br>-    | 2<br>2%    | 67<br>1%    | 8<br>3%    |
| Yes on my mobile device   | 1867<br>9%   | 1390<br>9%                  | 4<br>5%   | 66<br>9%          | 139<br>14%      | 872<br>8%   | 12<br>14%              | 83<br>9%                       | 14<br>10%  | 43<br>4%   | 200<br>13%  | 107<br>8%            | 791<br>8%      | 12<br>23% | 9<br>13%  | 7<br>7%   | 3<br>16%  | 13<br>10%  | 491<br>10%  | 34<br>11%  |
| I can only use the internet in the library or in a public internet cafe | 1134<br>5%   | 753<br>5%                   | 9<br>12%  | 60<br>8%          | 38<br>4%        | 295<br>3%   | 7<br>8%                | 64<br>7%                       | 17<br>12%  | 92<br>8%   | 152<br>10%  | 138<br>11%           | 511<br>5%      | 6<br>11%  | 3<br>4%   | 9<br>9%   | 1<br>5%   | 4<br>3%    | 195<br>4%   | 12<br>4%   |
| No  | 908<br>4%    | 693<br>4%                   | 7<br>9%   | 21<br>3%          | 8<br>1%         | 269<br>3%   | -<br>-                 | 68<br>7%                       | -<br>-     | 260<br>22% | 54<br>3%    | 60<br>5%             | 576<br>6%      | 2<br>4%   | -<br>-    | 3<br>3%   | -<br>-    | 3<br>2%    | 98<br>2%    | 10<br>3%   |

**Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?**

| Counts<br>Break %<br>Respondents  | Total                     | All          | User v non user |            | Internet use |                        |            | Tier 4      |              | Tier 3      |              | Respondent Type |                                 | Gender      |              | Age            |            |
|---|---------------------------|--------------|-----------------|------------|--------------|------------------------|------------|-------------|--------------|-------------|--------------|-----------------|---------------------------------|-------------|--------------|----------------|------------|
|   |                           | All          | User            | Non user   | Yes          | Library/c-<br>afe only | No         | User        | Non user     | User        | Non-user     | Individual      | Family<br>with kids<br>under 11 | Male        | Female       | 16 or<br>under | 17 - 30    |
| <b>Base</b>   | <b>19171</b>              | <b>19171</b> | <b>18567</b>    | <b>480</b> | <b>17240</b> | <b>1017</b>            | <b>822</b> | <b>6698</b> | <b>12426</b> | <b>7161</b> | <b>11965</b> | <b>14835</b>    | <b>4263</b>                     | <b>4983</b> | <b>11286</b> | <b>515</b>     | <b>704</b> |
| <b>Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?</b> |                           |              |                 |            |              |                        |            |             |              |             |              |                 |                                 |             |              |                |            |
| <b>Strongly Agree</b>   | <b>2498</b><br><b>13%</b> | 2498<br>13%  | 2379<br>13%     | 107<br>22% | 2286<br>13%  | 118<br>12%             | 86<br>10%  | 678<br>10%  | 1816<br>15%  | 700<br>10%  | 1794<br>15%  | 2020<br>14%     | 472<br>11%                      | 714<br>14%  | 1470<br>13%  | 73<br>14%      | 88<br>13%  |
| <b>Agree</b>  | <b>6032</b><br><b>31%</b> | 6032<br>31%  | 5805<br>31%     | 182<br>38% | 5596<br>32%  | 206<br>20%             | 207<br>25% | 1600<br>24% | 4413<br>36%  | 1762<br>25% | 4254<br>36%  | 4654<br>31%     | 1354<br>32%                     | 1556<br>31% | 3782<br>34%  | 172<br>33%     | 234<br>33% |
| <b>Neither agree nor disagree</b>   | <b>2370</b><br><b>12%</b> | 2370<br>12%  | 2296<br>12%     | 62<br>13%  | 2134<br>12%  | 111<br>11%             | 114<br>14% | 842<br>13%  | 1526<br>12%  | 913<br>13%  | 1454<br>12%  | 1878<br>13%     | 487<br>11%                      | 542<br>11%  | 1440<br>13%  | 72<br>14%      | 81<br>12%  |
| <b>Disagree</b>   | <b>3943</b><br><b>21%</b> | 3943<br>21%  | 3852<br>21%     | 62<br>13%  | 3531<br>20%  | 235<br>23%             | 159<br>19% | 1595<br>24% | 2336<br>19%  | 1732<br>24% | 2196<br>18%  | 3026<br>20%     | 895<br>21%                      | 977<br>20%  | 2317<br>21%  | 82<br>16%      | 136<br>19% |
| <b>Strongly Disagree</b>  | <b>3821</b><br><b>20%</b> | 3821<br>20%  | 3744<br>20%     | 52<br>11%  | 3293<br>19%  | 316<br>31%             | 188<br>23% | 1806<br>27% | 2009<br>16%  | 1853<br>26% | 1965<br>16%  | 2837<br>19%     | 973<br>23%                      | 1097<br>22% | 1988<br>18%  | 91<br>18%      | 153<br>22% |
| <b>Don't feel able to say</b>   | <b>507</b><br><b>3%</b>   | 507<br>3%    | 491<br>3%       | 15<br>3%   | 400<br>2%    | 31<br>3%               | 68<br>8%   | 177<br>3%   | 326<br>3%    | 201<br>3%   | 302<br>3%    | 420<br>3%       | 82<br>2%                        | 97<br>2%    | 289<br>3%    | 25<br>5%       | 12<br>2%   |
| <b>TOTAL AGREE</b>  | <b>8530</b><br><b>44%</b> | 8530<br>44%  | 8184<br>44%     | 289<br>60% | 7882<br>46%  | 324<br>32%             | 293<br>36% | 2278<br>34% | 6229<br>50%  | 2462<br>34% | 6048<br>51%  | 6674<br>45%     | 1826<br>43%                     | 2270<br>46% | 5252<br>47%  | 245<br>48%     | 322<br>46% |
| <b>TOTAL DISAGREE</b>   | <b>7764</b><br><b>40%</b> | 7764<br>40%  | 7596<br>41%     | 114<br>24% | 6824<br>40%  | 551<br>54%             | 347<br>42% | 3401<br>51% | 4345<br>35%  | 3585<br>50% | 4161<br>35%  | 5863<br>40%     | 1868<br>44%                     | 2074<br>42% | 4305<br>38%  | 173<br>34%     | 289<br>41% |

**Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?**

| Counts<br>Break %<br>Respondents   | Total       | Age         |             |            | Ethnic groups             |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |            |              |             |             |               |
|--|-------------|-------------|-------------|------------|---------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|------------|--------------|-------------|-------------|---------------|
|  |             | 31 - 60     | 61 - 80     | 81+        | White British/Irish/Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood  | Castle Point | Chelmsford  | Colchester  | Epping Forest |
|  |             |             |             |            |                           |            |                         |              |                             |             |            |            |            |              |             |             |               |
| Base   | 19171       | 7584        | 6820        | 1035       | 15358                     | 506        | 2330                    | 14587        | 561                         | 13961       | 1329       | 1669       | 1424       | 1453         | 2209        | 3114        | 1299          |
| Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources? |             |             |             |            |                           |            |                         |              |                             |             |            |            |            |              |             |             |               |
| Strongly Agree   | 2498<br>13% | 891<br>12%  | 1035<br>15% | 144<br>14% | 2040<br>13%               | 94<br>19%  | 295<br>13%              | 1924<br>13%  | 59<br>11%                   | 1915<br>14% | 240<br>18% | 234<br>14% | 163<br>11% | 170<br>12%   | 336<br>15%  | 347<br>11%  | 180<br>14%    |
| Agree  | 6032<br>31% | 2383<br>31% | 2275<br>33% | 320<br>31% | 5028<br>33%               | 161<br>32% | 568<br>24%              | 4870<br>33%  | 186<br>33%                  | 4597<br>33% | 580<br>44% | 539<br>32% | 459<br>32% | 359<br>25%   | 797<br>36%  | 794<br>25%  | 432<br>33%    |
| Neither agree nor disagree   | 2370<br>12% | 825<br>11%  | 895<br>13%  | 142<br>14% | 1866<br>12%               | 58<br>11%  | 308<br>13%              | 1750<br>12%  | 63<br>11%                   | 1713<br>12% | 152<br>11% | 229<br>14% | 187<br>13% | 168<br>12%   | 225<br>10%  | 381<br>12%  | 173<br>13%    |
| Disagree   | 3943<br>21% | 1584<br>21% | 1342<br>20% | 193<br>19% | 3133<br>20%               | 87<br>17%  | 499<br>21%              | 2956<br>20%  | 131<br>23%                  | 2754<br>20% | 200<br>15% | 323<br>19% | 303<br>21% | 319<br>22%   | 438<br>20%  | 676<br>22%  | 256<br>20%    |
| Strongly Disagree  | 3821<br>20% | 1751<br>23% | 1109<br>16% | 174<br>17% | 2926<br>19%               | 99<br>20%  | 567<br>24%              | 2763<br>19%  | 110<br>20%                  | 2653<br>19% | 125<br>9%  | 305<br>18% | 278<br>20% | 401<br>28%   | 370<br>17%  | 817<br>26%  | 231<br>18%    |
| Don't feel able to say   | 507<br>3%   | 150<br>2%   | 164<br>2%   | 62<br>6%   | 365<br>2%                 | 7<br>1%    | 93<br>4%                | 324<br>2%    | 12<br>2%                    | 329<br>2%   | 32<br>2%   | 39<br>2%   | 34<br>2%   | 36<br>2%     | 43<br>2%    | 99<br>3%    | 27<br>2%      |
| TOTAL AGREE  | 8530<br>44% | 3274<br>43% | 3310<br>49% | 464<br>45% | 7068<br>46%               | 255<br>50% | 863<br>37%              | 6794<br>47%  | 245<br>44%                  | 6512<br>47% | 820<br>62% | 773<br>46% | 622<br>44% | 529<br>36%   | 1133<br>51% | 1141<br>37% | 612<br>47%    |
| TOTAL DISAGREE   | 7764<br>40% | 3335<br>44% | 2451<br>36% | 367<br>35% | 6059<br>39%               | 186<br>37% | 1066<br>46%             | 5719<br>39%  | 241<br>43%                  | 5407<br>39% | 325<br>24% | 628<br>38% | 581<br>41% | 720<br>50%   | 808<br>37%  | 1493<br>48% | 487<br>37%    |

**Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?**

| Counts<br>Break %<br>Respondents  | Total       | District   |            |            |            |            |            | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |
|---|-------------|------------|------------|------------|------------|------------|------------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|
|   |             | Harlow     | Maldon     | Rochford   | Tendring   | Uttlesford | Other      | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     |
|   |             |            |            |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |
| Base  | 19171       | 663        | 813        | 1422       | 1750       | 1304       | 655        | 162                          | 19009       | 283                | 13068             | 1861                 | 15481                       | 73        | 732                  | 1002            | 10235       |
| Q7. To what extent do<br>you agree or disagree<br>that our five ambitions<br>(above) are the right p-<br>lace on which to focus<br>our limited resources? |             |            |            |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |
| Strongly Agree  | 2498<br>13% | 97<br>15%  | 130<br>16% | 155<br>11% | 170<br>10% | 172<br>13% | 91<br>14%  | 1<br>1%                      | 2497<br>13% | 40<br>14%          | 1850<br>14%       | 181<br>10%           | 2132<br>14%                 | 14<br>19% | 42<br>6%             | 142<br>14%      | 1369<br>13% |
| Agree   | 6032<br>31% | 206<br>31% | 312<br>38% | 369<br>26% | 508<br>29% | 435<br>33% | 224<br>34% | 58<br>36%                    | 5974<br>31% | 91<br>32%          | 4399<br>34%       | 466<br>25%           | 5115<br>33%                 | 18<br>25% | 137<br>19%           | 329<br>33%      | 3399<br>33% |
| Neither agree nor<br>disagree   | 2370<br>12% | 92<br>14%  | 97<br>12%  | 163<br>11% | 263<br>15% | 152<br>12% | 87<br>13%  | -<br>-                       | 2370<br>12% | 28<br>10%          | 1586<br>12%       | 218<br>12%           | 1905<br>12%                 | 4<br>5%   | 72<br>10%            | 105<br>10%      | 1217<br>12% |
| Disagree  | 3943<br>21% | 117<br>18% | 126<br>15% | 384<br>27% | 390<br>22% | 270<br>21% | 122<br>19% | 101<br>62%                   | 3842<br>20% | 65<br>23%          | 2537<br>19%       | 441<br>24%           | 3039<br>20%                 | 17<br>23% | 209<br>29%           | 202<br>20%      | 2073<br>20% |
| Strongly Disagree   | 3821<br>20% | 128<br>19% | 131<br>16% | 310<br>22% | 365<br>21% | 240<br>18% | 110<br>17% | -<br>-                       | 3821<br>20% | 52<br>18%          | 2418<br>19%       | 489<br>26%           | 2921<br>19%                 | 18<br>25% | 241<br>33%           | 202<br>20%      | 1987<br>19% |
| Don't feel able to say  | 507<br>3%   | 23<br>3%   | 17<br>2%   | 41<br>3%   | 54<br>3%   | 35<br>3%   | 21<br>3%   | 2<br>1%                      | 505<br>3%   | 7<br>2%            | 278<br>2%         | 66<br>4%             | 369<br>2%                   | 2<br>3%   | 31<br>4%             | 22<br>2%        | 190<br>2%   |
| TOTAL AGREE   | 8530<br>44% | 303<br>46% | 442<br>54% | 524<br>37% | 678<br>39% | 607<br>47% | 315<br>48% | 59<br>36%                    | 8471<br>45% | 131<br>46%         | 6249<br>48%       | 647<br>35%           | 7247<br>47%                 | 32<br>44% | 179<br>24%           | 471<br>47%      | 4768<br>47% |
| TOTAL DISAGREE  | 7764<br>40% | 245<br>37% | 257<br>32% | 694<br>49% | 755<br>43% | 510<br>39% | 232<br>35% | 101<br>62%                   | 7663<br>40% | 117<br>41%         | 4955<br>38%       | 930<br>50%           | 5960<br>38%                 | 35<br>48% | 450<br>61%           | 404<br>40%      | 4060<br>40% |

**Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?**

| Counts<br>Break %<br>Respondents  | Total                     | Marital status    |                          |            |             |             |                   | Religion/Faith |           |           |           |           |            |             |            |
|---|---------------------------|-------------------|--------------------------|------------|-------------|-------------|-------------------|----------------|-----------|-----------|-----------|-----------|------------|-------------|------------|
|   |                           | Civil partnership | Divorced or CP dissolved | Separated  | Widowed     | Single      | Prefer not to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh      | Jewish     | None        | Not sure   |
| <b>Base</b>   | <b>19171</b>              | <b>80</b>         | <b>908</b>               | <b>136</b> | <b>1136</b> | <b>1536</b> | <b>1277</b>       | <b>9755</b>    | <b>49</b> | <b>69</b> | <b>91</b> | <b>19</b> | <b>118</b> | <b>4878</b> | <b>309</b> |
| <b>Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?</b> |                           |                   |                          |            |             |             |                   |                |           |           |           |           |            |             |            |
| <b>Strongly Agree</b>   | <b>2498</b><br><b>13%</b> | 15<br>19%         | 134<br>15%               | 25<br>18%  | 170<br>15%  | 207<br>13%  | 118<br>9%         | 1402<br>14%    | 7<br>14%  | 17<br>25% | 14<br>15% | 3<br>16%  | 18<br>15%  | 601<br>12%  | 29<br>9%   |
| <b>Agree</b>  | <b>6032</b><br><b>31%</b> | 15<br>19%         | 293<br>32%               | 37<br>27%  | 372<br>33%  | 523<br>34%  | 287<br>22%        | 3247<br>33%    | 17<br>35% | 27<br>39% | 35<br>38% | 6<br>32%  | 31<br>26%  | 1572<br>32% | 76<br>25%  |
| <b>Neither agree nor disagree</b>   | <b>2370</b><br><b>12%</b> | 9<br>11%          | 120<br>13%               | 16<br>12%  | 161<br>14%  | 207<br>13%  | 146<br>11%        | 1220<br>13%    | 2<br>4%   | 8<br>12%  | 10<br>11% | 2<br>11%  | 13<br>11%  | 572<br>12%  | 30<br>10%  |
| <b>Disagree</b>   | <b>3943</b><br><b>21%</b> | 16<br>20%         | 181<br>20%               | 26<br>19%  | 190<br>17%  | 280<br>18%  | 310<br>24%        | 1882<br>19%    | 11<br>22% | 7<br>10%  | 9<br>10%  | 7<br>37%  | 23<br>19%  | 997<br>20%  | 86<br>28%  |
| <b>Strongly Disagree</b>  | <b>3821</b><br><b>20%</b> | 21<br>26%         | 156<br>17%               | 29<br>21%  | 183<br>16%  | 275<br>18%  | 361<br>28%        | 1778<br>18%    | 12<br>24% | 8<br>12%  | 21<br>23% | 1<br>5%   | 29<br>25%  | 1010<br>21% | 78<br>25%  |
| <b>Don't feel able to say</b>   | <b>507</b><br><b>3%</b>   | 4<br>5%           | 24<br>3%                 | 3<br>2%    | 60<br>5%    | 44<br>3%    | 55<br>4%          | 226<br>2%      | -<br>-    | 2<br>3%   | 2<br>2%   | -<br>-    | 4<br>3%    | 126<br>3%   | 10<br>3%   |
| <b>TOTAL AGREE</b>  | <b>8530</b><br><b>44%</b> | 30<br>38%         | 427<br>47%               | 62<br>46%  | 542<br>48%  | 730<br>48%  | 405<br>32%        | 4649<br>48%    | 24<br>49% | 44<br>64% | 49<br>54% | 9<br>47%  | 49<br>42%  | 2173<br>45% | 105<br>34% |
| <b>TOTAL DISAGREE</b>   | <b>7764</b><br><b>40%</b> | 37<br>46%         | 337<br>37%               | 55<br>40%  | 373<br>33%  | 555<br>36%  | 671<br>53%        | 3660<br>38%    | 23<br>47% | 15<br>22% | 30<br>33% | 8<br>42%  | 52<br>44%  | 2007<br>41% | 164<br>53% |



**Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?**

| Counts<br>Break %<br>Respondents   | Total       | All         | User v non user |            | Internet use |                    |            | Tier 4      |             | Tier 3      |             | Respondent Type |                           | Gender      |             | Age         |            |
|--|-------------|-------------|-----------------|------------|--------------|--------------------|------------|-------------|-------------|-------------|-------------|-----------------|---------------------------|-------------|-------------|-------------|------------|
|  |             | All         | User            | Non user   | Yes          | Library/c-afe only | No         | User        | Non user    | User        | Non-user    | Individual      | Family with kids under 11 | Male        | Female      | 16 or under | 17 - 30    |
| Base   | 19257       | 19257       | 18655           | 483        | 17329        | 1036               | 806        | 6746        | 12463       | 7199        | 12014       | 14868           | 4316                      | 5018        | 11361       | 524         | 700        |
| Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need? |             |             |                 |            |              |                    |            |             |             |             |             |                 |                           |             |             |             |            |
| Strongly Agree   | 1440<br>7%  | 1440<br>7%  | 1346<br>7%      | 87<br>18%  | 1317<br>8%   | 58<br>6%           | 62<br>8%   | 338<br>5%   | 1099<br>9%  | 371<br>5%   | 1065<br>9%  | 1159<br>8%      | 277<br>6%                 | 402<br>8%   | 884<br>8%   | 52<br>10%   | 71<br>10%  |
| Agree  | 6623<br>34% | 6623<br>34% | 6373<br>34%     | 198<br>41% | 6160<br>36%  | 231<br>22%         | 211<br>26% | 1757<br>26% | 4856<br>39% | 1972<br>27% | 4638<br>39% | 5033<br>34%     | 1575<br>36%               | 1736<br>35% | 4165<br>37% | 183<br>35%  | 253<br>36% |
| Neither agree nor disagree   | 3346<br>17% | 3346<br>17% | 3262<br>17%     | 68<br>14%  | 3073<br>18%  | 147<br>14%         | 115<br>14% | 1169<br>17% | 2173<br>17% | 1283<br>18% | 2058<br>17% | 2549<br>17%     | 790<br>18%                | 817<br>16%  | 1985<br>17% | 97<br>19%   | 105<br>15% |
| Disagree   | 3975<br>21% | 3975<br>21% | 3884<br>21%     | 67<br>14%  | 3526<br>20%  | 251<br>24%         | 182<br>23% | 1657<br>25% | 2297<br>18% | 1768<br>25% | 2191<br>18% | 3092<br>21%     | 853<br>20%                | 1017<br>20% | 2308<br>20% | 73<br>14%   | 121<br>17% |
| Strongly Disagree  | 3302<br>17% | 3302<br>17% | 3243<br>17%     | 42<br>9%   | 2797<br>16%  | 310<br>30%         | 170<br>21% | 1637<br>24% | 1656<br>13% | 1589<br>22% | 1709<br>14% | 2563<br>17%     | 724<br>17%                | 930<br>19%  | 1691<br>15% | 82<br>16%   | 136<br>19% |
| Don't feel able to say   | 571<br>3%   | 571<br>3%   | 547<br>3%       | 21<br>4%   | 456<br>3%    | 39<br>4%           | 66<br>8%   | 188<br>3%   | 382<br>3%   | 216<br>3%   | 353<br>3%   | 472<br>3%       | 97<br>2%                  | 116<br>2%   | 328<br>3%   | 37<br>7%    | 14<br>2%   |
| TOTAL AGREE  | 8063<br>42% | 8063<br>42% | 7719<br>41%     | 285<br>59% | 7477<br>43%  | 289<br>28%         | 273<br>34% | 2095<br>31% | 5955<br>48% | 2343<br>33% | 5703<br>47% | 6192<br>42%     | 1852<br>43%               | 2138<br>43% | 5049<br>44% | 235<br>45%  | 324<br>46% |
| TOTAL DISAGREE   | 7277<br>38% | 7277<br>38% | 7127<br>38%     | 109<br>23% | 6323<br>36%  | 561<br>54%         | 352<br>44% | 3294<br>49% | 3953<br>32% | 3357<br>47% | 3900<br>32% | 5655<br>38%     | 1577<br>37%               | 1947<br>39% | 3999<br>35% | 155<br>30%  | 257<br>37% |

**Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?**

| Counts<br>Break %<br>Respondents  | Total                     | Age         |             |             | Ethnic groups              |            | Disabled v non disabled |              | Pregnancy & maternity v non |              | District    |             |             |              |             |             |               |
|---|---------------------------|-------------|-------------|-------------|----------------------------|------------|-------------------------|--------------|-----------------------------|--------------|-------------|-------------|-------------|--------------|-------------|-------------|---------------|
|   |                           | 31 - 60     | 61 - 80     | 81+         | White British/Irish/-Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non          | Basildon    | Braintree   | Brentwood   | Castle Point | Chelmsford  | Colchester  | Epping Forest |
|   |                           |             |             |             |                            |            |                         |              |                             |              |             |             |             |              |             |             |               |
| <b>Base</b>   | <b>19257</b>              | <b>7651</b> | <b>6877</b> | <b>1010</b> | <b>15443</b>               | <b>513</b> | <b>2331</b>             | <b>14702</b> | <b>567</b>                  | <b>14072</b> | <b>1336</b> | <b>1683</b> | <b>1439</b> | <b>1459</b>  | <b>2213</b> | <b>3122</b> | <b>1297</b>   |
| <b>Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?</b> |                           |             |             |             |                            |            |                         |              |                             |              |             |             |             |              |             |             |               |
| <b>Strongly Agree</b>   | <b>1440</b><br><b>7%</b>  | 516<br>7%   | 572<br>8%   | 94<br>9%    | 1195<br>8%                 | 59<br>12%  | 178<br>8%               | 1118<br>8%   | 40<br>7%                    | 1110<br>8%   | 147<br>11%  | 150<br>9%   | 82<br>6%    | 96<br>7%     | 191<br>9%   | 201<br>6%   | 89<br>7%      |
| <b>Agree</b>  | <b>6623</b><br><b>34%</b> | 2667<br>35% | 2523<br>37% | 333<br>33%  | 5590<br>36%                | 164<br>32% | 580<br>25%              | 5420<br>37%  | 206<br>36%                  | 5152<br>37%  | 626<br>47%  | 606<br>36%  | 505<br>35%  | 362<br>25%   | 851<br>38%  | 936<br>30%  | 479<br>37%    |
| <b>Neither agree nor disagree</b>   | <b>3346</b><br><b>17%</b> | 1279<br>17% | 1213<br>18% | 180<br>18%  | 2622<br>17%                | 93<br>18%  | 406<br>17%              | 2521<br>17%  | 105<br>19%                  | 2430<br>17%  | 213<br>16%  | 301<br>18%  | 264<br>18%  | 250<br>17%   | 395<br>18%  | 529<br>17%  | 258<br>20%    |
| <b>Disagree</b>   | <b>3975</b><br><b>21%</b> | 1592<br>21% | 1399<br>20% | 182<br>18%  | 3140<br>20%                | 93<br>18%  | 512<br>22%              | 2977<br>20%  | 124<br>22%                  | 2758<br>20%  | 193<br>14%  | 343<br>20%  | 315<br>22%  | 351<br>24%   | 425<br>19%  | 666<br>21%  | 248<br>19%    |
| <b>Strongly Disagree</b>  | <b>3302</b><br><b>17%</b> | 1452<br>19% | 965<br>14%  | 159<br>16%  | 2478<br>16%                | 91<br>18%  | 544<br>23%              | 2306<br>16%  | 83<br>15%                   | 2243<br>16%  | 126<br>9%   | 233<br>14%  | 241<br>17%  | 356<br>24%   | 293<br>13%  | 684<br>22%  | 194<br>15%    |
| <b>Don't feel able to say</b>   | <b>571</b><br><b>3%</b>   | 145<br>2%   | 205<br>3%   | 62<br>6%    | 418<br>3%                  | 13<br>3%   | 111<br>5%               | 360<br>2%    | 9<br>2%                     | 379<br>3%    | 31<br>2%    | 50<br>3%    | 32<br>2%    | 44<br>3%     | 58<br>3%    | 106<br>3%   | 29<br>2%      |
| <b>TOTAL AGREE</b>  | <b>8063</b><br><b>42%</b> | 3183<br>42% | 3095<br>45% | 427<br>42%  | 6785<br>44%                | 223<br>43% | 758<br>33%              | 6538<br>44%  | 246<br>43%                  | 6262<br>44%  | 773<br>58%  | 756<br>45%  | 587<br>41%  | 458<br>31%   | 1042<br>47% | 1137<br>36% | 568<br>44%    |
| <b>TOTAL DISAGREE</b>   | <b>7277</b><br><b>38%</b> | 3044<br>40% | 2364<br>34% | 341<br>34%  | 5618<br>36%                | 184<br>36% | 1056<br>45%             | 5283<br>36%  | 207<br>37%                  | 5001<br>36%  | 319<br>24%  | 576<br>34%  | 556<br>39%  | 707<br>48%   | 718<br>32%  | 1350<br>43% | 442<br>34%    |

**Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?**

| Counts<br>Break %<br>Respondents   | Total       | District   |            |            |            |            |            | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |
|--|-------------|------------|------------|------------|------------|------------|------------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|
|  |             | Harlow     | Maldon     | Rochford   | Tendring   | Uttlesford | Other      | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     |
|  |             |            |            |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |
| Base   | 19257       | 671        | 816        | 1441       | 1755       | 1296       | 662        | 160                          | 19097       | 280                | 13174             | 1872                 | 15594                       | 74        | 731                  | 1008            | 10332       |
| Q8. To what extent do<br>you agree with the<br>evaluation criteria we<br>propose to use to<br>assess need? |             |            |            |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |
| Strongly Agree   | 1440<br>7%  | 50<br>7%   | 85<br>10%  | 79<br>5%   | 113<br>6%  | 92<br>7%   | 58<br>9%   | 1<br>1%                      | 1439<br>8%  | 26<br>9%           | 1086<br>8%        | 94<br>5%             | 1256<br>8%                  | 5<br>7%   | 16<br>2%             | 84<br>8%        | 792<br>8%   |
| Agree  | 6623<br>34% | 207<br>31% | 335<br>41% | 398<br>28% | 554<br>32% | 507<br>39% | 235<br>35% | 34<br>21%                    | 6589<br>35% | 100<br>36%         | 4954<br>38%       | 506<br>27%           | 5699<br>37%                 | 21<br>28% | 141<br>19%           | 352<br>35%      | 3838<br>37% |
| Neither agree nor<br>disagree  | 3346<br>17% | 117<br>17% | 130<br>16% | 235<br>16% | 335<br>19% | 181<br>14% | 134<br>20% | 1<br>1%                      | 3345<br>18% | 36<br>13%          | 2266<br>17%       | 317<br>17%           | 2688<br>17%                 | 9<br>12%  | 114<br>16%           | 174<br>17%      | 1775<br>17% |
| Disagree   | 3975<br>21% | 134<br>20% | 130<br>16% | 377<br>26% | 399<br>23% | 256<br>20% | 121<br>18% | 122<br>76%                   | 3853<br>20% | 56<br>20%          | 2556<br>19%       | 412<br>22%           | 3070<br>20%                 | 18<br>24% | 189<br>26%           | 198<br>20%      | 2081<br>20% |
| Strongly Disagree  | 3302<br>17% | 135<br>20% | 114<br>14% | 316<br>22% | 296<br>17% | 218<br>17% | 84<br>13%  | -<br>-                       | 3302<br>17% | 53<br>19%          | 1993<br>15%       | 469<br>25%           | 2457<br>16%                 | 17<br>23% | 240<br>33%           | 174<br>17%      | 1635<br>16% |
| Don't feel able to say   | 571<br>3%   | 28<br>4%   | 22<br>3%   | 36<br>2%   | 58<br>3%   | 42<br>3%   | 30<br>5%   | 2<br>1%                      | 569<br>3%   | 9<br>3%            | 319<br>2%         | 74<br>4%             | 424<br>3%                   | 4<br>5%   | 31<br>4%             | 26<br>3%        | 211<br>2%   |
| TOTAL AGREE  | 8063<br>42% | 257<br>38% | 420<br>51% | 477<br>33% | 667<br>38% | 599<br>46% | 293<br>44% | 35<br>22%                    | 8028<br>42% | 126<br>45%         | 6040<br>46%       | 600<br>32%           | 6955<br>45%                 | 26<br>35% | 157<br>21%           | 436<br>43%      | 4630<br>45% |
| TOTAL DISAGREE   | 7277<br>38% | 269<br>40% | 244<br>30% | 693<br>48% | 695<br>40% | 474<br>37% | 205<br>31% | 122<br>76%                   | 7155<br>37% | 109<br>39%         | 4549<br>35%       | 881<br>47%           | 5527<br>35%                 | 35<br>47% | 429<br>59%           | 372<br>37%      | 3716<br>36% |

**Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?**

| Counts<br>Break %<br>Respondents   | Total       | Marital status    |                          |           |            |            |                   | Religion/Faith |           |           |           |          |           |             |            |
|--|-------------|-------------------|--------------------------|-----------|------------|------------|-------------------|----------------|-----------|-----------|-----------|----------|-----------|-------------|------------|
|  |             | Civil partnership | Divorced or CP dissolved | Separated | Widowed    | Single     | Prefer not to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh     | Jewish    | None        | Not sure   |
| Base   | 19257       | 82                | 914                      | 135       | 1125       | 1543       | 1287              | 9815           | 52        | 69        | 95        | 18       | 122       | 4912        | 315        |
| Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need? |             |                   |                          |           |            |            |                   |                |           |           |           |          |           |             |            |
| Strongly Agree   | 1440<br>7%  | 10<br>12%         | 81<br>9%                 | 10<br>7%  | 96<br>9%   | 144<br>9%  | 63<br>5%          | 804<br>8%      | 5<br>10%  | 17<br>25% | 11<br>12% | 2<br>11% | 8<br>7%   | 356<br>7%   | 12<br>4%   |
| Agree  | 6623<br>34% | 21<br>26%         | 333<br>36%               | 55<br>41% | 394<br>35% | 548<br>36% | 306<br>24%        | 3656<br>37%    | 17<br>33% | 23<br>33% | 40<br>42% | 3<br>17% | 43<br>35% | 1731<br>35% | 96<br>30%  |
| Neither agree nor disagree   | 3346<br>17% | 10<br>12%         | 154<br>17%               | 20<br>15% | 210<br>19% | 252<br>16% | 226<br>18%        | 1659<br>17%    | 7<br>13%  | 14<br>20% | 13<br>14% | 2<br>11% | 28<br>23% | 862<br>18%  | 48<br>15%  |
| Disagree   | 3975<br>21% | 15<br>18%         | 178<br>19%               | 23<br>17% | 206<br>18% | 286<br>19% | 297<br>23%        | 1947<br>20%    | 12<br>23% | 9<br>13%  | 14<br>15% | 7<br>39% | 16<br>13% | 972<br>20%  | 74<br>23%  |
| Strongly Disagree  | 3302<br>17% | 21<br>26%         | 146<br>16%               | 25<br>19% | 156<br>14% | 248<br>16% | 334<br>26%        | 1500<br>15%    | 10<br>19% | 5<br>7%   | 17<br>18% | 2<br>11% | 22<br>18% | 845<br>17%  | 74<br>23%  |
| Don't feel able to say   | 571<br>3%   | 5<br>6%           | 22<br>2%                 | 2<br>1%   | 63<br>6%   | 65<br>4%   | 61<br>5%          | 249<br>3%      | 1<br>2%   | 1<br>1%   | -<br>-    | 2<br>11% | 5<br>4%   | 146<br>3%   | 11<br>3%   |
| TOTAL AGREE  | 8063<br>42% | 31<br>38%         | 414<br>45%               | 65<br>48% | 490<br>44% | 692<br>45% | 369<br>29%        | 4460<br>45%    | 22<br>42% | 40<br>58% | 51<br>54% | 5<br>28% | 51<br>42% | 2087<br>42% | 108<br>34% |
| TOTAL DISAGREE   | 7277<br>38% | 36<br>44%         | 324<br>35%               | 48<br>36% | 362<br>32% | 534<br>35% | 631<br>49%        | 3447<br>35%    | 22<br>42% | 14<br>20% | 31<br>33% | 9<br>50% | 38<br>31% | 1817<br>37% | 148<br>47% |

**Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?**

| Counts<br>Break %<br>Respondents  | Total       | All         | User v non user |            | Internet use |                        |            | Tier 4      |             | Tier 3      |             | Respondent Type |                                 | Gender      |             | Age            |            |
|---|-------------|-------------|-----------------|------------|--------------|------------------------|------------|-------------|-------------|-------------|-------------|-----------------|---------------------------------|-------------|-------------|----------------|------------|
|   |             | All         | User            | Non user   | Yes          | Library/c-<br>afe only | No         | User        | Non user    | User        | Non-user    | Individual      | Family<br>with kids<br>under 11 | Male        | Female      | 16 or<br>under | 17 - 30    |
| Base  | 19126       | 19126       | 18522           | 484        | 17211        | 1021                   | 806        | 6702        | 12376       | 7164        | 11918       | 14769           | 4284                            | 5004        | 11314       | 516            | 697        |
| Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library servic... |             |             |                 |            |              |                        |            |             |             |             |             |                 |                                 |             |             |                |            |
| Strongly Agree  | 1085<br>6%  | 1085<br>6%  | 1011<br>5%      | 71<br>15%  | 980<br>6%    | 41<br>4%               | 61<br>8%   | 213<br>3%   | 870<br>7%   | 245<br>3%   | 837<br>7%   | 898<br>6%       | 183<br>4%                       | 342<br>7%   | 607<br>5%   | 44<br>9%       | 46<br>7%   |
| Agree   | 4986<br>26% | 4986<br>26% | 4787<br>26%     | 164<br>34% | 4546<br>26%  | 202<br>20%             | 221<br>27% | 1060<br>16% | 3915<br>32% | 1189<br>17% | 3784<br>32% | 3916<br>27%     | 1054<br>25%                     | 1405<br>28% | 3053<br>27% | 132<br>26%     | 181<br>26% |
| Neither agree nor disagree  | 2784<br>15% | 2784<br>15% | 2683<br>14%     | 85<br>18%  | 2545<br>15%  | 119<br>12%             | 107<br>13% | 853<br>13%  | 1926<br>16% | 984<br>14%  | 1795<br>15% | 2141<br>14%     | 636<br>15%                      | 667<br>13%  | 1713<br>15% | 89<br>17%      | 110<br>16% |
| Disagree  | 4778<br>25% | 4778<br>25% | 4673<br>25%     | 79<br>16%  | 4315<br>25%  | 258<br>25%             | 184<br>23% | 1973<br>29% | 2786<br>23% | 2141<br>30% | 2622<br>22% | 3645<br>25%     | 1104<br>26%                     | 1146<br>23% | 2916<br>26% | 88<br>17%      | 147<br>21% |
| Strongly Disagree   | 4968<br>26% | 4968<br>26% | 4861<br>26%     | 70<br>14%  | 4402<br>26%  | 370<br>36%             | 168<br>21% | 2461<br>37% | 2501<br>20% | 2421<br>34% | 2544<br>21% | 3741<br>25%     | 1216<br>28%                     | 1332<br>27% | 2728<br>24% | 127<br>25%     | 198<br>28% |
| Don't feel able to say  | 525<br>3%   | 525<br>3%   | 507<br>3%       | 15<br>3%   | 423<br>2%    | 31<br>3%               | 65<br>8%   | 142<br>2%   | 378<br>3%   | 184<br>3%   | 336<br>3%   | 428<br>3%       | 91<br>2%                        | 112<br>2%   | 297<br>3%   | 36<br>7%       | 15<br>2%   |
| TOTAL AGREE   | 6071<br>32% | 6071<br>32% | 5798<br>31%     | 235<br>49% | 5526<br>32%  | 243<br>24%             | 282<br>35% | 1273<br>19% | 4785<br>39% | 1434<br>20% | 4621<br>39% | 4814<br>33%     | 1237<br>29%                     | 1747<br>35% | 3660<br>32% | 176<br>34%     | 227<br>33% |
| TOTAL DISAGREE  | 9746<br>51% | 9746<br>51% | 9534<br>51%     | 149<br>31% | 8717<br>51%  | 628<br>62%             | 352<br>44% | 4434<br>66% | 5287<br>43% | 4562<br>64% | 5166<br>43% | 7386<br>50%     | 2320<br>54%                     | 2478<br>50% | 5644<br>50% | 215<br>42%     | 345<br>49% |

**Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?**

| Counts<br>Break %<br>Respondents   | Total                     | Age         |             |             | Ethnic groups              |            | Disabled v non disabled |              | Pregnancy & maternity v non |              | District    |             |             |              |             |             |               |
|--|---------------------------|-------------|-------------|-------------|----------------------------|------------|-------------------------|--------------|-----------------------------|--------------|-------------|-------------|-------------|--------------|-------------|-------------|---------------|
|  |                           | 31 - 60     | 61 - 80     | 81+         | White British/Irish/-Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non          | Basildon    | Braintree   | Brentwood   | Castle Point | Chelmsford  | Colchester  | Epping Forest |
|  |                           |             |             |             |                            |            |                         |              |                             |              |             |             |             |              |             |             |               |
| <b>Base</b>  | <b>19126</b>              | <b>7639</b> | <b>6833</b> | <b>1025</b> | <b>15396</b>               | <b>503</b> | <b>2331</b>             | <b>14643</b> | <b>567</b>                  | <b>14017</b> | <b>1322</b> | <b>1668</b> | <b>1423</b> | <b>1460</b>  | <b>2203</b> | <b>3107</b> | <b>1288</b>   |
| <b>Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services...</b> |                           |             |             |             |                            |            |                         |              |                             |              |             |             |             |              |             |             |               |
| <b>Strongly Agree</b>  | <b>1085</b><br><b>6%</b>  | 386<br>5%   | 425<br>6%   | 69<br>7%    | 874<br>6%                  | 55<br>11%  | 146<br>6%               | 825<br>6%    | 23<br>4%                    | 817<br>6%    | 125<br>9%   | 107<br>6%   | 63<br>4%    | 77<br>5%     | 150<br>7%   | 128<br>4%   | 63<br>5%      |
| <b>Agree</b>   | <b>4986</b><br><b>26%</b> | 1887<br>25% | 1972<br>29% | 341<br>33%  | 4212<br>27%                | 142<br>28% | 484<br>21%              | 4044<br>28%  | 133<br>23%                  | 3873<br>28%  | 590<br>45%  | 440<br>26%  | 348<br>24%  | 238<br>16%   | 688<br>31%  | 586<br>19%  | 375<br>29%    |
| <b>Neither agree nor disagree</b>  | <b>2784</b><br><b>15%</b> | 1060<br>14% | 1023<br>15% | 135<br>13%  | 2232<br>14%                | 74<br>15%  | 313<br>13%              | 2145<br>15%  | 87<br>15%                   | 2062<br>15%  | 204<br>15%  | 265<br>16%  | 229<br>16%  | 181<br>12%   | 319<br>14%  | 419<br>13%  | 206<br>16%    |
| <b>Disagree</b>  | <b>4778</b><br><b>25%</b> | 1919<br>25% | 1712<br>25% | 232<br>23%  | 3849<br>25%                | 100<br>20% | 548<br>24%              | 3677<br>25%  | 156<br>28%                  | 3393<br>24%  | 205<br>16%  | 418<br>25%  | 396<br>28%  | 390<br>27%   | 530<br>24%  | 856<br>28%  | 300<br>23%    |
| <b>Strongly Disagree</b>   | <b>4968</b><br><b>26%</b> | 2241<br>29% | 1536<br>22% | 182<br>18%  | 3851<br>25%                | 118<br>23% | 763<br>33%              | 3594<br>25%  | 154<br>27%                  | 3523<br>25%  | 157<br>12%  | 386<br>23%  | 345<br>24%  | 540<br>37%   | 470<br>21%  | 1037<br>33% | 313<br>24%    |
| <b>Don't feel able to say</b>  | <b>525</b><br><b>3%</b>   | 146<br>2%   | 165<br>2%   | 66<br>6%    | 378<br>2%                  | 14<br>3%   | 77<br>3%                | 358<br>2%    | 14<br>2%                    | 349<br>2%    | 41<br>3%    | 52<br>3%    | 42<br>3%    | 34<br>2%     | 46<br>2%    | 81<br>3%    | 31<br>2%      |
| <b>TOTAL AGREE</b>   | <b>6071</b><br><b>32%</b> | 2273<br>30% | 2397<br>35% | 410<br>40%  | 5086<br>33%                | 197<br>39% | 630<br>27%              | 4869<br>33%  | 156<br>28%                  | 4690<br>33%  | 715<br>54%  | 547<br>33%  | 411<br>29%  | 315<br>22%   | 838<br>38%  | 714<br>23%  | 438<br>34%    |
| <b>TOTAL DISAGREE</b>  | <b>9746</b><br><b>51%</b> | 4160<br>54% | 3248<br>48% | 414<br>40%  | 7700<br>50%                | 218<br>43% | 1311<br>56%             | 7271<br>50%  | 310<br>55%                  | 6916<br>49%  | 362<br>27%  | 804<br>48%  | 741<br>52%  | 930<br>64%   | 1000<br>45% | 1893<br>61% | 613<br>48%    |

**Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?**

| Counts<br>Break %<br>Respondents  | Total       | District   |            |            |            |            |            | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |
|---|-------------|------------|------------|------------|------------|------------|------------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|
|   |             | Harlow     | Maldon     | Rochford   | Tendring   | Uttlesford | Other      | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     |
|   |             |            |            |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |
| Base  | 19126       | 662        | 817        | 1424       | 1752       | 1283       | 655        | 158                          | 18968       | 282                | 13128             | 1863                 | 15538                       | 72        | 724                  | 999             | 10289       |
| Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library servic... |             |            |            |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |
| Strongly Agree  | 1085<br>6%  | 42<br>6%   | 61<br>7%   | 65<br>5%   | 74<br>4%   | 79<br>6%   | 42<br>6%   | 1<br>1%                      | 1084<br>6%  | 25<br>9%           | 784<br>6%         | 72<br>4%             | 921<br>6%                   | 7<br>10%  | 19<br>3%             | 65<br>7%        | 563<br>5%   |
| Agree   | 4986<br>26% | 184<br>28% | 289<br>35% | 328<br>23% | 382<br>22% | 345<br>27% | 177<br>27% | 13<br>8%                     | 4973<br>26% | 77<br>27%          | 3773<br>29%       | 351<br>19%           | 4317<br>28%                 | 17<br>24% | 90<br>12%            | 276<br>28%      | 2812<br>27% |
| Neither agree nor disagree  | 2784<br>15% | 107<br>16% | 110<br>13% | 182<br>13% | 257<br>15% | 186<br>14% | 116<br>18% | 18<br>11%                    | 2766<br>15% | 31<br>11%          | 1913<br>15%       | 273<br>15%           | 2295<br>15%                 | 9<br>13%  | 78<br>11%            | 136<br>14%      | 1514<br>15% |
| Disagree  | 4778<br>25% | 148<br>22% | 166<br>20% | 405<br>28% | 502<br>29% | 290<br>23% | 151<br>23% | 121<br>77%                   | 4657<br>25% | 60<br>21%          | 3195<br>24%       | 453<br>24%           | 3762<br>24%                 | 15<br>21% | 204<br>28%           | 225<br>23%      | 2591<br>25% |
| Strongly Disagree   | 4968<br>26% | 161<br>24% | 166<br>20% | 412<br>29% | 483<br>28% | 339<br>26% | 150<br>23% | 2<br>1%                      | 4966<br>26% | 81<br>29%          | 3168<br>24%       | 648<br>35%           | 3853<br>25%                 | 21<br>29% | 306<br>42%           | 274<br>27%      | 2616<br>25% |
| Don't feel able to say  | 525<br>3%   | 20<br>3%   | 25<br>3%   | 32<br>2%   | 54<br>3%   | 44<br>3%   | 19<br>3%   | 3<br>2%                      | 522<br>3%   | 8<br>3%            | 295<br>2%         | 66<br>4%             | 390<br>3%                   | 3<br>4%   | 27<br>4%             | 23<br>2%        | 193<br>2%   |
| TOTAL AGREE   | 6071<br>32% | 226<br>34% | 350<br>43% | 393<br>28% | 456<br>26% | 424<br>33% | 219<br>33% | 14<br>9%                     | 6057<br>32% | 102<br>36%         | 4557<br>35%       | 423<br>23%           | 5238<br>34%                 | 24<br>33% | 109<br>15%           | 341<br>34%      | 3375<br>33% |
| TOTAL DISAGREE  | 9746<br>51% | 309<br>47% | 332<br>41% | 817<br>57% | 985<br>56% | 629<br>49% | 301<br>46% | 123<br>78%                   | 9623<br>51% | 141<br>50%         | 6363<br>48%       | 1101<br>59%          | 7615<br>49%                 | 36<br>50% | 510<br>70%           | 499<br>50%      | 5207<br>51% |

**Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?**

| Counts<br>Break %<br>Respondents  | Total       | Marital status    |                          |           |            |            |                   | Religion/Faith |           |           |           |           |           |             |            |
|---|-------------|-------------------|--------------------------|-----------|------------|------------|-------------------|----------------|-----------|-----------|-----------|-----------|-----------|-------------|------------|
|   |             | Civil partnership | Divorced or CP dissolved | Separated | Widowed    | Single     | Prefer not to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh      | Jewish    | None        | Not sure   |
| Base  | 19126       | 84                | 910                      | 139       | 1124       | 1540       | 1278              | 9796           | 51        | 66        | 92        | 19        | 122       | 4889        | 312        |
| Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services... |             |                   |                          |           |            |            |                   |                |           |           |           |           |           |             |            |
| Strongly Agree  | 1085<br>6%  | 8<br>10%          | 64<br>7%                 | 8<br>6%   | 71<br>6%   | 119<br>8%  | 49<br>4%          | 604<br>6%      | 6<br>12%  | 11<br>17% | 7<br>8%   | 2<br>11%  | 5<br>4%   | 250<br>5%   | 9<br>3%    |
| Agree   | 4986<br>26% | 13<br>15%         | 264<br>29%               | 42<br>30% | 353<br>31% | 450<br>29% | 209<br>16%        | 2818<br>29%    | 19<br>37% | 24<br>36% | 26<br>28% | 3<br>16%  | 33<br>27% | 1240<br>25% | 67<br>21%  |
| Neither agree nor disagree  | 2784<br>15% | 12<br>14%         | 129<br>14%               | 19<br>14% | 158<br>14% | 223<br>14% | 186<br>15%        | 1443<br>15%    | 4<br>8%   | 9<br>14%  | 17<br>18% | 1<br>5%   | 20<br>16% | 722<br>15%  | 52<br>17%  |
| Disagree  | 4778<br>25% | 17<br>20%         | 232<br>25%               | 30<br>22% | 264<br>23% | 304<br>20% | 327<br>26%        | 2383<br>24%    | 7<br>14%  | 12<br>18% | 17<br>18% | 7<br>37%  | 26<br>21% | 1202<br>25% | 75<br>24%  |
| Strongly Disagree   | 4968<br>26% | 30<br>36%         | 198<br>22%               | 37<br>27% | 220<br>20% | 391<br>25% | 451<br>35%        | 2313<br>24%    | 15<br>29% | 8<br>12%  | 24<br>26% | 5<br>26%  | 35<br>29% | 1340<br>27% | 100<br>32% |
| Don't feel able to say  | 525<br>3%   | 4<br>5%           | 23<br>3%                 | 3<br>2%   | 58<br>5%   | 53<br>3%   | 56<br>4%          | 235<br>2%      | -<br>-    | 2<br>3%   | 1<br>1%   | 1<br>5%   | 3<br>2%   | 135<br>3%   | 9<br>3%    |
| TOTAL AGREE   | 6071<br>32% | 21<br>25%         | 328<br>36%               | 50<br>36% | 424<br>38% | 569<br>37% | 258<br>20%        | 3422<br>35%    | 25<br>49% | 35<br>53% | 33<br>36% | 5<br>26%  | 38<br>31% | 1490<br>30% | 76<br>24%  |
| TOTAL DISAGREE  | 9746<br>51% | 47<br>56%         | 430<br>47%               | 67<br>48% | 484<br>43% | 695<br>45% | 778<br>61%        | 4696<br>48%    | 22<br>43% | 20<br>30% | 41<br>45% | 12<br>63% | 61<br>50% | 2542<br>52% | 175<br>56% |



*Tier 4 library used*

| Counts<br>Break %<br>Respondents |             | All         | User v non user |           | Internet use |                        |           | Tier 4      | Tier 3     |            | Respondent Type |                                 | Gender     |            | Age            |           |            |
|----------------------------------|-------------|-------------|-----------------|-----------|--------------|------------------------|-----------|-------------|------------|------------|-----------------|---------------------------------|------------|------------|----------------|-----------|------------|
|                                  |             |             | User            | Non user  | Yes          | Library/c-<br>afe only | No        |             | User       | Non-user   | Individual      | Family<br>with kids<br>under 11 | Male       | Female     | 16 or<br>under | 17 - 30   | 31 - 60    |
| Base                             | 6942        | 6942        | 6822            | 81        | 6213         | 434                    | 263       | 6942        | 1340       | 5581       | 5079            | 1837                            | 1701       | 4125       | 223            | 310       | 3089       |
| Tier 4 library used              |             |             |                 |           |              |                        |           |             |            |            |                 |                                 |            |            |                |           |            |
| Prettygate                       | 1223<br>18% | 1223<br>18% | 1209<br>18%     | 8<br>10%  | 1132<br>18%  | 55<br>13%              | 28<br>11% | 1223<br>18% | 472<br>35% | 750<br>13% | 928<br>18%      | 294<br>16%                      | 292<br>17% | 714<br>17% | 45<br>20%      | 58<br>19% | 540<br>17% |
| Writtle                          | 514<br>7%   | 514<br>7%   | 509<br>7%       | 2<br>2%   | 481<br>8%    | 21<br>5%               | 11<br>4%  | 514<br>7%   | 120<br>9%  | 392<br>7%  | 336<br>7%       | 176<br>10%                      | 144<br>8%  | 301<br>7%  | 14<br>6%       | 29<br>9%  | 264<br>9%  |
| Galleywood                       | 503<br>7%   | 503<br>7%   | 495<br>7%       | 4<br>5%   | 442<br>7%    | 36<br>8%               | 22<br>8%  | 503<br>7%   | 92<br>7%   | 408<br>7%  | 366<br>7%       | 134<br>7%                       | 112<br>7%  | 310<br>8%  | 10<br>4%       | 26<br>8%  | 224<br>7%  |
| Kelvedon                         | 489<br>7%   | 489<br>7%   | 476<br>7%       | 11<br>14% | 439<br>7%    | 33<br>8%               | 16<br>6%  | 489<br>7%   | 163<br>12% | 326<br>6%  | 354<br>7%       | 134<br>7%                       | 130<br>8%  | 278<br>7%  | 25<br>11%      | 31<br>10% | 246<br>8%  |
| Broomfield                       | 445<br>6%   | 445<br>6%   | 434<br>6%       | 9<br>11%  | 412<br>7%    | 21<br>5%               | 11<br>4%  | 445<br>6%   | 107<br>8%  | 338<br>6%  | 284<br>6%       | 161<br>9%                       | 111<br>7%  | 260<br>6%  | 13<br>6%       | 29<br>9%  | 230<br>7%  |
| Buckhurst Hill                   | 443<br>6%   | 443<br>6%   | 436<br>6%       | 3<br>4%   | 397<br>6%    | 33<br>8%               | 12<br>5%  | 443<br>6%   | 25<br>2%   | 417<br>7%  | 288<br>6%       | 154<br>8%                       | 115<br>7%  | 257<br>6%  | 12<br>5%       | 26<br>8%  | 233<br>8%  |
| Danbury                          | 434<br>6%   | 434<br>6%   | 430<br>6%       | 3<br>4%   | 393<br>6%    | 27<br>6%               | 13<br>5%  | 434<br>6%   | 73<br>5%   | 360<br>6%  | 295<br>6%       | 138<br>8%                       | 101<br>6%  | 258<br>6%  | 25<br>11%      | 25<br>8%  | 206<br>7%  |
| Hullbridge                       | 403<br>6%   | 403<br>6%   | 401<br>6%       | 2<br>2%   | 329<br>5%    | 45<br>10%              | 22<br>8%  | 403<br>6%   | 142<br>11% | 259<br>5%  | 320<br>6%       | 79<br>4%                        | 106<br>6%  | 223<br>5%  | 5<br>2%        | 18<br>6%  | 147<br>5%  |
| Stansted                         | 380<br>5%   | 380<br>5%   | 363<br>5%       | 17<br>21% | 351<br>6%    | 17<br>4%               | 11<br>4%  | 380<br>5%   | 25<br>2%   | 354<br>6%  | 282<br>6%       | 97<br>5%                        | 97<br>6%   | 231<br>6%  | 9<br>4%        | 15<br>5%  | 164<br>5%  |
| Holland                          | 368<br>5%   | 368<br>5%   | 363<br>5%       | 5<br>6%   | 292<br>5%    | 35<br>8%               | 39<br>15% | 368<br>5%   | 122<br>9%  | 244<br>4%  | 329<br>6%       | 37<br>2%                        | 92<br>5%   | 214<br>5%  | 10<br>4%       | 7<br>2%   | 108<br>3%  |
| Thaxted                          | 339<br>5%   | 339<br>5%   | 337<br>5%       | 2<br>2%   | 301<br>5%    | 21<br>5%               | 15<br>6%  | 339<br>5%   | 22<br>2%   | 315<br>6%  | 260<br>5%       | 77<br>4%                        | 82<br>5%   | 177<br>4%  | 10<br>4%       | 16<br>5%  | 151<br>5%  |
| North Weald                      | 319<br>5%   | 319<br>5%   | 312<br>5%       | 2<br>2%   | 270<br>4%    | 34<br>8%               | 13<br>5%  | 319<br>5%   | 27<br>2%   | 290<br>5%  | 238<br>5%       | 79<br>4%                        | 72<br>4%   | 189<br>5%  | 7<br>3%        | 13<br>4%  | 138<br>4%  |
| Hatfield Peverel                 | 317<br>5%   | 317<br>5%   | 311<br>5%       | 2<br>2%   | 292<br>5%    | 15<br>3%               | 9<br>3%   | 317<br>5%   | 52<br>4%   | 265<br>5%  | 231<br>5%       | 86<br>5%                        | 82<br>5%   | 181<br>4%  | 12<br>5%       | 17<br>5%  | 145<br>5%  |
| Tye Green                        | 309<br>4%   | 309<br>4%   | 300<br>4%       | 6<br>7%   | 264<br>4%    | 36<br>8%               | 8<br>3%   | 309<br>4%   | 77<br>6%   | 231<br>4%  | 234<br>5%       | 74<br>4%                        | 82<br>5%   | 170<br>4%  | 24<br>11%      | 23<br>7%  | 145<br>5%  |
| Mark Hall                        | 299<br>4%   | 299<br>4%   | 293<br>4%       | 5<br>6%   | 243<br>4%    | 41<br>9%               | 15<br>6%  | 299<br>4%   | 56<br>4%   | 242<br>4%  | 229<br>5%       | 69<br>4%                        | 87<br>5%   | 155<br>4%  | 21<br>9%       | 28<br>9%  | 123<br>4%  |

*Tier 4 library used*

| Counts<br>Break %<br>Respondents | Total       | Age        |           | Ethnic groups               |           | Disabled v non disabled |              | Pregnancy & maternity v non |            | District |            |           |              |            |             |               |            |
|----------------------------------|-------------|------------|-----------|-----------------------------|-----------|-------------------------|--------------|-----------------------------|------------|----------|------------|-----------|--------------|------------|-------------|---------------|------------|
|                                  |             | 61 - 80    | 81+       | White British/Irish/- Other | BAME      | Disabled                | Non disabled | Preg/Mat                    | Non        | Basildon | Braintree  | Brentwood | Castle Point | Chelmsford | Colchester  | Epping Forest | Harlow     |
|                                  |             |            |           |                             |           |                         |              |                             |            |          |            |           |              |            |             |               |            |
| Base                             | 6942        | 2098       | 316       | 5459                        | 231       | 902                     | 5208         | 265                         | 4987       | 323      | 755        | 113       | 84           | 1265       | 1227        | 778           | 423        |
| Tier 4 library used              |             |            |           |                             |           |                         |              |                             |            |          |            |           |              |            |             |               |            |
| Prettygate                       | 1223<br>18% | 368<br>18% | 38<br>12% | 943<br>17%                  | 51<br>22% | 164<br>18%              | 913<br>18%   | 29<br>11%                   | 901<br>18% | 2<br>1%  | 20<br>3%   | 1<br>1%   | 1<br>1%      | 15<br>1%   | 1106<br>90% | 3<br>0%       | 2<br>0%    |
| Writtle                          | 514<br>7%   | 123<br>6%  | 25<br>8%  | 416<br>8%                   | 16<br>7%  | 47<br>5%                | 414<br>8%    | 27<br>10%                   | 370<br>7%  | 13<br>4% | 20<br>3%   | 34<br>30% | 5<br>6%      | 377<br>30% | 13<br>1%    | 8<br>1%       | 5<br>1%    |
| Galleywood                       | 503<br>7%   | 154<br>7%  | 25<br>8%  | 389<br>7%                   | 22<br>10% | 80<br>9%                | 357<br>7%    | 19<br>7%                    | 370<br>7%  | 15<br>5% | 14<br>2%   | 25<br>22% | 7<br>8%      | 395<br>31% | 9<br>1%     | 2<br>0%       | 4<br>1%    |
| Kelvedon                         | 489<br>7%   | 113<br>5%  | 14<br>4%  | 385<br>7%                   | 16<br>7%  | 59<br>7%                | 372<br>7%    | 24<br>9%                    | 363<br>7%  | 4<br>1%  | 315<br>42% | 8<br>7%   | 1<br>1%      | 14<br>1%   | 102<br>8%   | 3<br>0%       | 3<br>1%    |
| Broomfield                       | 445<br>6%   | 106<br>5%  | 15<br>5%  | 337<br>6%                   | 26<br>11% | 57<br>6%                | 337<br>6%    | 25<br>9%                    | 320<br>6%  | 6<br>2%  | 30<br>4%   | 15<br>13% | 6<br>7%      | 347<br>27% | 11<br>1%    | 2<br>0%       | 4<br>1%    |
| Buckhurst Hill                   | 443<br>6%   | 90<br>4%   | 14<br>4%  | 328<br>6%                   | 40<br>17% | 48<br>5%                | 340<br>7%    | 31<br>12%                   | 307<br>6%  | 3<br>1%  | 3<br>0%    | 13<br>12% | 1<br>1%      | 7<br>1%    | 1<br>0%     | 369<br>47%    | 10<br>2%   |
| Danbury                          | 434<br>6%   | 96<br>5%   | 20<br>6%  | 337<br>6%                   | 16<br>7%  | 41<br>5%                | 338<br>6%    | 22<br>8%                    | 309<br>6%  | 5<br>2%  | 18<br>2%   | 14<br>12% | 9<br>11%     | 284<br>22% | 11<br>1%    | 3<br>0%       | 3<br>1%    |
| Hullbridge                       | 403<br>6%   | 138<br>7%  | 32<br>10% | 320<br>6%                   | 7<br>3%   | 60<br>7%                | 288<br>6%    | 7<br>3%                     | 274<br>5%  | 10<br>3% | 2<br>0%    | 4<br>4%   | 26<br>31%    | 13<br>1%   | 4<br>0%     | -<br>-        | 3<br>1%    |
| Stansted                         | 380<br>5%   | 129<br>6%  | 18<br>6%  | 310<br>6%                   | 10<br>4%  | 51<br>6%                | 294<br>6%    | 21<br>8%                    | 272<br>5%  | 2<br>1%  | 5<br>1%    | 5<br>4%   | 2<br>2%      | 5<br>0%    | 13<br>1%    | 3<br>0%       | 6<br>1%    |
| Holland                          | 368<br>5%   | 159<br>8%  | 36<br>11% | 290<br>5%                   | 6<br>3%   | 95<br>11%               | 231<br>4%    | 6<br>2%                     | 259<br>5%  | 1<br>0%  | 2<br>0%    | 5<br>4%   | 2<br>2%      | 4<br>0%    | 28<br>2%    | -<br>-        | 3<br>1%    |
| Thaxted                          | 339<br>5%   | 85<br>4%   | 9<br>3%   | 250<br>5%                   | 9<br>4%   | 33<br>4%                | 247<br>5%    | 18<br>7%                    | 218<br>4%  | 1<br>0%  | 15<br>2%   | 2<br>2%   | 4<br>5%      | 6<br>0%    | 7<br>1%     | 2<br>0%       | 3<br>1%    |
| North Weald                      | 319<br>5%   | 89<br>4%   | 15<br>5%  | 227<br>4%                   | 17<br>7%  | 41<br>5%                | 232<br>4%    | 13<br>5%                    | 215<br>4%  | 2<br>1%  | 3<br>0%    | 17<br>15% | 1<br>1%      | 11<br>1%   | 2<br>0%     | 230<br>30%    | 30<br>7%   |
| Hatfield Peverel                 | 317<br>5%   | 96<br>5%   | 11<br>3%  | 249<br>5%                   | 8<br>3%   | 40<br>4%                | 240<br>5%    | 15<br>6%                    | 234<br>5%  | 4<br>1%  | 144<br>19% | 4<br>4%   | 2<br>2%      | 78<br>6%   | 18<br>1%    | -<br>-        | 3<br>1%    |
| Tye Green                        | 309<br>4%   | 64<br>3%   | 13<br>4%  | 230<br>4%                   | 23<br>10% | 51<br>6%                | 222<br>4%    | 12<br>5%                    | 218<br>4%  | 1<br>0%  | 5<br>1%    | -<br>-    | 1<br>1%      | 4<br>0%    | 1<br>0%     | 10<br>1%      | 273<br>65% |
| Mark Hall                        | 299<br>4%   | 71<br>3%   | 12<br>4%  | 219<br>4%                   | 23<br>10% | 57<br>6%                | 213<br>4%    | 11<br>4%                    | 217<br>4%  | 1<br>0%  | 2<br>0%    | 1<br>1%   | -<br>-       | 5<br>0%    | 3<br>0%     | 7<br>1%       | 261<br>62% |

***Tier 4 library used***

| Counts<br>Break %<br>Respondents | Total       | District  |            |            |            |           | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |          |                      | Marital status  |            |                        |
|----------------------------------|-------------|-----------|------------|------------|------------|-----------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|----------|----------------------|-----------------|------------|------------------------|
|                                  |             | Maldon    | Rochford   | Tendring   | Uttlesford | Other     | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No       | Prefer not<br>to say | Cohabitin-<br>g | Married    | Civil part-<br>nership |
|                                  |             |           |            |            |            |           |                              |             |                    |                   |                      |                             |          |                      |                 |            |                        |
| Base                             | 6942        | 394       | 434        | 374        | 566        | 183       | 35                           | 6907        | 118                | 4624              | 742                  | 5538                        | 36       | 322                  | 391             | 3665       | 34                     |
| Tier 4 library used              |             |           |            |            |            |           |                              |             |                    |                   |                      |                             |          |                      |                 |            |                        |
| Prettygate                       | 1223<br>18% | 9<br>2%   | 4<br>1%    | 48<br>13%  | 2<br>0%    | 9<br>5%   | 6<br>17%                     | 1217<br>18% | 30<br>25%          | 782<br>17%        | 159<br>21%           | 958<br>17%                  | 7<br>19% | 64<br>20%            | 68<br>17%       | 627<br>17% | 4<br>12%               |
| Writtle                          | 514<br>7%   | 6<br>2%   | 8<br>2%    | 7<br>2%    | 11<br>2%   | 4<br>2%   | 4<br>11%                     | 510<br>7%   | 11<br>9%           | 361<br>8%         | 49<br>7%             | 422<br>8%                   | 2<br>6%  | 25<br>8%             | 34<br>9%        | 295<br>8%  | 4<br>12%               |
| Galleywood                       | 503<br>7%   | 11<br>3%  | 6<br>1%    | 3<br>1%    | 5<br>1%    | 5<br>3%   | 2<br>6%                      | 501<br>7%   | 4<br>3%            | 345<br>7%         | 53<br>7%             | 402<br>7%                   | -<br>-   | 22<br>7%             | 30<br>8%        | 267<br>7%  | 2<br>6%                |
| Kelvedon                         | 489<br>7%   | 19<br>5%  | 4<br>1%    | 5<br>1%    | 2<br>0%    | 7<br>4%   | -<br>-                       | 489<br>7%   | 13<br>11%          | 327<br>7%         | 60<br>8%             | 393<br>7%                   | 2<br>6%  | 25<br>8%             | 29<br>7%        | 262<br>7%  | -<br>-                 |
| Broomfield                       | 445<br>6%   | 3<br>1%   | 8<br>2%    | 1<br>0%    | 10<br>2%   | 2<br>1%   | 3<br>9%                      | 442<br>6%   | 7<br>6%            | 297<br>6%         | 46<br>6%             | 356<br>6%                   | 3<br>8%  | 18<br>6%             | 31<br>8%        | 234<br>6%  | 4<br>12%               |
| Buckhurst Hill                   | 443<br>6%   | 1<br>0%   | 3<br>1%    | 5<br>1%    | 2<br>0%    | 25<br>14% | 4<br>11%                     | 439<br>6%   | 10<br>8%           | 285<br>6%         | 48<br>6%             | 346<br>6%                   | 4<br>11% | 21<br>7%             | 26<br>7%        | 216<br>6%  | 1<br>3%                |
| Danbury                          | 434<br>6%   | 70<br>18% | 5<br>1%    | 1<br>0%    | 5<br>1%    | 5<br>3%   | -<br>-                       | 434<br>6%   | 5<br>4%            | 281<br>6%         | 55<br>7%             | 345<br>6%                   | 3<br>8%  | 20<br>6%             | 24<br>6%        | 235<br>6%  | -<br>-                 |
| Hullbridge                       | 403<br>6%   | 3<br>1%   | 311<br>72% | -<br>-     | 2<br>0%    | 21<br>11% | 3<br>9%                      | 400<br>6%   | 3<br>3%            | 260<br>6%         | 46<br>6%             | 309<br>6%                   | 5<br>14% | 22<br>7%             | 21<br>5%        | 205<br>6%  | 5<br>15%               |
| Stansted                         | 380<br>5%   | 1<br>0%   | 3<br>1%    | 2<br>1%    | 313<br>55% | 20<br>11% | -<br>-                       | 380<br>6%   | 6<br>5%            | 263<br>6%         | 40<br>5%             | 310<br>6%                   | 1<br>3%  | 25<br>8%             | 8<br>2%         | 217<br>6%  | 4<br>12%               |
| Holland                          | 368<br>5%   | 2<br>1%   | 5<br>1%    | 306<br>82% | 2<br>0%    | 5<br>3%   | 1<br>3%                      | 367<br>5%   | 8<br>7%            | 227<br>5%         | 50<br>7%             | 285<br>5%                   | 1<br>3%  | 20<br>6%             | 18<br>5%        | 185<br>5%  | 3<br>9%                |
| Thaxted                          | 339<br>5%   | 1<br>0%   | 3<br>1%    | 3<br>1%    | 280<br>49% | 12<br>7%  | -<br>-                       | 339<br>5%   | 6<br>5%            | 196<br>4%         | 49<br>7%             | 244<br>4%                   | 2<br>6%  | 25<br>8%             | 17<br>4%        | 155<br>4%  | 3<br>9%                |
| North Weald                      | 319<br>5%   | 1<br>0%   | 3<br>1%    | 2<br>1%    | 6<br>1%    | 10<br>5%  | 11<br>31%                    | 308<br>4%   | 8<br>7%            | 187<br>4%         | 42<br>6%             | 243<br>4%                   | 1<br>3%  | 18<br>6%             | 22<br>6%        | 155<br>4%  | -<br>-                 |
| Hatfield Peverel                 | 317<br>5%   | 41<br>10% | 6<br>1%    | 6<br>2%    | 4<br>1%    | 5<br>3%   | -<br>-                       | 317<br>5%   | 6<br>5%            | 210<br>5%         | 35<br>5%             | 251<br>5%                   | 2<br>6%  | 19<br>6%             | 15<br>4%        | 167<br>5%  | -<br>-                 |
| Tye Green                        | 309<br>4%   | 1<br>0%   | 3<br>1%    | 1<br>0%    | 4<br>1%    | 5<br>3%   | -<br>-                       | 309<br>4%   | 18<br>15%          | 192<br>4%         | 32<br>4%             | 234<br>4%                   | 2<br>6%  | 25<br>8%             | 29<br>7%        | 126<br>3%  | 3<br>9%                |
| Mark Hall                        | 299<br>4%   | 1<br>0%   | 5<br>1%    | 1<br>0%    | 6<br>1%    | 6<br>3%   | 1<br>3%                      | 298<br>4%   | 12<br>10%          | 182<br>4%         | 46<br>6%             | 226<br>4%                   | 2<br>6%  | 34<br>11%            | 26<br>7%        | 120<br>3%  | 2<br>6%                |

*Tier 4 library used*

| Counts<br>Break %<br>Respondents | Total       | Marital status                 |           |           |            |                      | Religion/Faith |          |          |           |          |           |            |           |
|----------------------------------|-------------|--------------------------------|-----------|-----------|------------|----------------------|----------------|----------|----------|-----------|----------|-----------|------------|-----------|
|                                  |             | Divorced<br>or CP<br>dissolved | Separated | Widowed   | Single     | Prefer not<br>to say | Christian      | Muslim   | Hindu    | Buddhist  | Sikh     | Jewish    | None       | Not sure  |
| Base                             | 6942        | 304                            | 47        | 345       | 580        | 550                  | 3435           | 26       | 33       | 32        | 10       | 65        | 1751       | 134       |
| Tier 4 library used              |             |                                |           |           |            |                      |                |          |          |           |          |           |            |           |
| Prettygate                       | 1223<br>18% | 58<br>19%                      | 19<br>40% | 44<br>13% | 109<br>19% | 118<br>21%           | 565<br>16%     | 1<br>4%  | 3<br>9%  | 11<br>34% | 3<br>30% | 2<br>3%   | 348<br>20% | 28<br>21% |
| Writtle                          | 514<br>7%   | 23<br>8%                       | 2<br>4%   | 16<br>5%  | 35<br>6%   | 37<br>7%             | 248<br>7%      | 2<br>8%  | -<br>-   | 2<br>6%   | 1<br>10% | 4<br>6%   | 151<br>9%  | 18<br>13% |
| Galleywood                       | 503<br>7%   | 16<br>5%                       | 2<br>4%   | 27<br>8%  | 49<br>8%   | 36<br>7%             | 276<br>8%      | 3<br>12% | 3<br>9%  | 3<br>9%   | -<br>-   | 2<br>3%   | 112<br>6%  | 12<br>9%  |
| Kelvedon                         | 489<br>7%   | 21<br>7%                       | 5<br>11%  | 18<br>5%  | 58<br>10%  | 32<br>6%             | 266<br>8%      | 3<br>12% | -<br>-   | 2<br>6%   | -<br>-   | 1<br>2%   | 113<br>6%  | 11<br>8%  |
| Broomfield                       | 445<br>6%   | 20<br>7%                       | 4<br>9%   | 9<br>3%   | 44<br>8%   | 28<br>5%             | 210<br>6%      | 1<br>4%  | 2<br>6%  | 2<br>6%   | 1<br>10% | 3<br>5%   | 119<br>7%  | 13<br>10% |
| Buckhurst Hill                   | 443<br>6%   | 17<br>6%                       | 2<br>4%   | 12<br>3%  | 57<br>10%  | 41<br>7%             | 188<br>5%      | 2<br>8%  | 9<br>27% | 1<br>3%   | 3<br>30% | 15<br>23% | 112<br>6%  | 7<br>5%   |
| Danbury                          | 434<br>6%   | 20<br>7%                       | 2<br>4%   | 13<br>4%  | 39<br>7%   | 31<br>6%             | 217<br>6%      | 2<br>8%  | 1<br>3%  | 4<br>13%  | -<br>-   | 2<br>3%   | 108<br>6%  | 9<br>7%   |
| Hullbridge                       | 403<br>6%   | 16<br>5%                       | 4<br>9%   | 27<br>8%  | 16<br>3%   | 41<br>7%             | 190<br>6%      | 1<br>4%  | -<br>-   | 4<br>13%  | -<br>-   | 3<br>5%   | 105<br>6%  | 6<br>4%   |
| Stansted                         | 380<br>5%   | 20<br>7%                       | 3<br>6%   | 23<br>7%  | 26<br>4%   | 35<br>6%             | 191<br>6%      | 1<br>4%  | -<br>-   | 4<br>13%  | -<br>-   | 3<br>5%   | 88<br>5%   | 15<br>11% |
| Holland                          | 368<br>5%   | 17<br>6%                       | 3<br>6%   | 28<br>8%  | 25<br>4%   | 32<br>6%             | 203<br>6%      | 1<br>4%  | -<br>-   | 2<br>6%   | -<br>-   | 1<br>2%   | 76<br>4%   | 6<br>4%   |
| Thaxted                          | 339<br>5%   | 12<br>4%                       | 3<br>6%   | 14<br>4%  | 24<br>4%   | 41<br>7%             | 158<br>5%      | -<br>-   | -<br>-   | 4<br>13%  | -<br>-   | 3<br>5%   | 73<br>4%   | 8<br>6%   |
| North Weald                      | 319<br>5%   | 12<br>4%                       | 2<br>4%   | 15<br>4%  | 26<br>4%   | 32<br>6%             | 141<br>4%      | 2<br>8%  | 1<br>3%  | 6<br>19%  | -<br>-   | 2<br>3%   | 80<br>5%   | 5<br>4%   |
| Hatfield Peverel                 | 317<br>5%   | 16<br>5%                       | 2<br>4%   | 21<br>6%  | 27<br>5%   | 24<br>4%             | 173<br>5%      | 1<br>4%  | -<br>-   | 1<br>3%   | -<br>-   | 1<br>2%   | 67<br>4%   | 6<br>4%   |
| Tye Green                        | 309<br>4%   | 8<br>3%                        | 3<br>6%   | 12<br>3%  | 48<br>8%   | 30<br>5%             | 107<br>3%      | 5<br>19% | 1<br>3%  | 4<br>13%  | -<br>-   | 3<br>5%   | 104<br>6%  | 9<br>7%   |
| Mark Hall                        | 299<br>4%   | 11<br>4%                       | 2<br>4%   | 11<br>3%  | 46<br>8%   | 46<br>8%             | 117<br>3%      | 5<br>19% | 1<br>3%  | 2<br>6%   | -<br>-   | 3<br>5%   | 95<br>5%   | 8<br>6%   |

**Tier 4 library used**

| Counts<br>Break %<br>Respondents |                         | All         | User v non user |           | Internet use |                    |            | Tier 4      | Tier 3      |             | Respondent Type |                           | Gender      |             | Age         |            |             |
|----------------------------------|-------------------------|-------------|-----------------|-----------|--------------|--------------------|------------|-------------|-------------|-------------|-----------------|---------------------------|-------------|-------------|-------------|------------|-------------|
|                                  |                         |             | User            | Non user  | Yes          | Library/c-afe only | No         |             | User        | Non-user    | Individual      | Family with kids under 11 | Male        | Female      | 16 or under | 17 - 30    | 31 - 60     |
| <b>Base</b>                      | <b>6942</b>             | <b>6942</b> | <b>6822</b>     | <b>81</b> | <b>6213</b>  | <b>434</b>         | <b>263</b> | <b>6942</b> | <b>1340</b> | <b>5581</b> | <b>5079</b>     | <b>1837</b>               | <b>1701</b> | <b>4125</b> | <b>223</b>  | <b>310</b> | <b>3089</b> |
| <b>Wickham Bishops</b>           | <b>287</b><br><b>4%</b> | 287<br>4%   | 281<br>4%       | 5<br>6%   | 254<br>4%    | 26<br>6%           | 6<br>2%    | 287<br>4%   | 53<br>4%    | 234<br>4%   | 214<br>4%       | 73<br>4%                  | 71<br>4%    | 168<br>4%   | 11<br>5%    | 17<br>5%   | 125<br>4%   |
| <b>Chigwell</b>                  | <b>284</b><br><b>4%</b> | 284<br>4%   | 275<br>4%       | 7<br>9%   | 240<br>4%    | 34<br>8%           | 9<br>3%    | 284<br>4%   | 24<br>2%    | 260<br>5%   | 224<br>4%       | 60<br>3%                  | 74<br>4%    | 152<br>4%   | 10<br>4%    | 24<br>8%   | 134<br>4%   |
| <b>Sible Hedingham</b>           | <b>236</b><br><b>3%</b> | 236<br>3%   | 234<br>3%       | 1<br>1%   | 221<br>4%    | 11<br>3%           | 3<br>1%    | 236<br>3%   | 33<br>2%    | 203<br>4%   | 170<br>3%       | 66<br>4%                  | 52<br>3%    | 145<br>4%   | 5<br>2%     | 17<br>5%   | 103<br>3%   |
| <b>Vange</b>                     | <b>225</b><br><b>3%</b> | 225<br>3%   | 223<br>3%       | 2<br>2%   | 183<br>3%    | 30<br>7%           | 11<br>4%   | 225<br>3%   | 48<br>4%    | 177<br>3%   | 177<br>3%       | 46<br>3%                  | 65<br>4%    | 122<br>3%   | 3<br>1%     | 20<br>6%   | 112<br>4%   |
| <b>Great Wakering</b>            | <b>216</b><br><b>3%</b> | 216<br>3%   | 212<br>3%       | 4<br>5%   | 186<br>3%    | 17<br>4%           | 12<br>5%   | 216<br>3%   | 69<br>5%    | 147<br>3%   | 170<br>3%       | 46<br>3%                  | 54<br>3%    | 120<br>3%   | 8<br>4%     | 15<br>5%   | 90<br>3%    |
| <b>Fryerns</b>                   | <b>215</b><br><b>3%</b> | 215<br>3%   | 212<br>3%       | 2<br>2%   | 183<br>3%    | 20<br>5%           | 11<br>4%   | 215<br>3%   | 28<br>2%    | 187<br>3%   | 167<br>3%       | 48<br>3%                  | 57<br>3%    | 126<br>3%   | 2<br>1%     | 25<br>8%   | 109<br>4%   |
| <b>Debden</b>                    | <b>198</b><br><b>3%</b> | 198<br>3%   | 195<br>3%       | 3<br>4%   | 176<br>3%    | 19<br>4%           | 3<br>1%    | 198<br>3%   | 18<br>1%    | 179<br>3%   | 134<br>3%       | 63<br>3%                  | 44<br>3%    | 114<br>3%   | 3<br>1%     | 15<br>5%   | 100<br>3%   |
| <b>Southminster</b>              | <b>167</b><br><b>2%</b> | 167<br>2%   | 162<br>2%       | 5<br>6%   | 150<br>2%    | 14<br>3%           | 3<br>1%    | 167<br>2%   | 22<br>2%    | 144<br>3%   | 128<br>3%       | 38<br>2%                  | 34<br>2%    | 100<br>2%   | 5<br>2%     | 17<br>5%   | 74<br>2%    |
| <b>Silver End</b>                | <b>152</b><br><b>2%</b> | 152<br>2%   | 148<br>2%       | 1<br>1%   | 143<br>2%    | 3<br>1%            | 6<br>2%    | 152<br>2%   | 37<br>3%    | 114<br>2%   | 111<br>2%       | 40<br>2%                  | 40<br>2%    | 88<br>2%    | 4<br>2%     | 15<br>5%   | 72<br>2%    |
| <b>Stock</b>                     | <b>149</b><br><b>2%</b> | 149<br>2%   | 148<br>2%       | 1<br>1%   | 132<br>2%    | 12<br>3%           | 5<br>2%    | 149<br>2%   | 46<br>3%    | 103<br>2%   | 97<br>2%        | 52<br>3%                  | 33<br>2%    | 84<br>2%    | 3<br>1%     | 11<br>4%   | 76<br>2%    |

*Tier 4 library used*

| Counts<br>Break %<br>Respondents | Total                   | Age         |            | Ethnic groups              |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |            |              |             |             |               |            |
|----------------------------------|-------------------------|-------------|------------|----------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|------------|--------------|-------------|-------------|---------------|------------|
|                                  |                         | 61 - 80     | 81+        | White British/Irish/-Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood  | Castle Point | Chelmsford  | Colchester  | Epping Forest | Harlow     |
|                                  |                         |             |            |                            |            |                         |              |                             |             |            |            |            |              |             |             |               |            |
| <b>Base</b>                      | <b>6942</b>             | <b>2098</b> | <b>316</b> | <b>5459</b>                | <b>231</b> | <b>902</b>              | <b>5208</b>  | <b>265</b>                  | <b>4987</b> | <b>323</b> | <b>755</b> | <b>113</b> | <b>84</b>    | <b>1265</b> | <b>1227</b> | <b>778</b>    | <b>423</b> |
| <b>Wickham Bishops</b>           | <b>287</b><br><b>4%</b> | 87<br>4%    | 8<br>3%    | 227<br>4%                  | 8<br>3%    | 27<br>3%                | 223<br>4%    | 16<br>6%                    | 206<br>4%   | 1<br>0%    | 23<br>3%   | 1<br>1%    | 3<br>4%      | 14<br>1%    | 17<br>1%    | 1<br>0%       | 3<br>1%    |
| <b>Chigwell</b>                  | <b>284</b><br><b>4%</b> | 61<br>3%    | 9<br>3%    | 187<br>3%                  | 38<br>16%  | 43<br>5%                | 202<br>4%    | 12<br>5%                    | 192<br>4%   | 4<br>1%    | 4<br>1%    | 13<br>12%  | 4<br>5%      | 8<br>1%     | 3<br>0%     | 202<br>26%    | 7<br>2%    |
| <b>Sible Hedingham</b>           | <b>236</b><br><b>3%</b> | 73<br>3%    | 3<br>1%    | 185<br>3%                  | 8<br>3%    | 29<br>3%                | 181<br>3%    | 13<br>5%                    | 172<br>3%   | 3<br>1%    | 186<br>25% | 5<br>4%    | -<br>-       | 4<br>0%     | 12<br>1%    | 2<br>0%       | 3<br>1%    |
| <b>Vange</b>                     | <b>225</b><br><b>3%</b> | 48<br>2%    | 7<br>2%    | 173<br>3%                  | 14<br>6%   | 42<br>5%                | 157<br>3%    | 10<br>4%                    | 156<br>3%   | 151<br>47% | 2<br>0%    | 1<br>1%    | 31<br>37%    | 4<br>0%     | 5<br>0%     | 1<br>0%       | 3<br>1%    |
| <b>Great Wakering</b>            | <b>216</b><br><b>3%</b> | 60<br>3%    | 11<br>3%   | 162<br>3%                  | 12<br>5%   | 30<br>3%                | 160<br>3%    | 5<br>2%                     | 158<br>3%   | 3<br>1%    | 1<br>0%    | -<br>-     | 14<br>17%    | 5<br>0%     | 1<br>0%     | -<br>-        | 3<br>1%    |
| <b>Fryerns</b>                   | <b>215</b><br><b>3%</b> | 45<br>2%    | 10<br>3%   | 167<br>3%                  | 15<br>6%   | 41<br>5%                | 152<br>3%    | 7<br>3%                     | 151<br>3%   | 167<br>52% | 3<br>0%    | 1<br>1%    | 17<br>20%    | 5<br>0%     | 4<br>0%     | -<br>-        | 3<br>1%    |
| <b>Debden</b>                    | <b>198</b><br><b>3%</b> | 38<br>2%    | 5<br>2%    | 132<br>2%                  | 18<br>8%   | 31<br>3%                | 136<br>3%    | 15<br>6%                    | 129<br>3%   | 2<br>1%    | 3<br>0%    | 4<br>4%    | -<br>-       | 7<br>1%     | 4<br>0%     | 135<br>17%    | 7<br>2%    |
| <b>Southminster</b>              | <b>167</b><br><b>2%</b> | 42<br>2%    | 5<br>2%    | 133<br>2%                  | 5<br>2%    | 13<br>1%                | 135<br>3%    | 8<br>3%                     | 126<br>3%   | 2<br>1%    | 1<br>0%    | 8<br>7%    | 4<br>5%      | 13<br>1%    | 2<br>0%     | 1<br>0%       | 2<br>0%    |
| <b>Silver End</b>                | <b>152</b><br><b>2%</b> | 40<br>2%    | 2<br>1%    | 120<br>2%                  | 8<br>3%    | 25<br>3%                | 112<br>2%    | 9<br>3%                     | 114<br>2%   | 4<br>1%    | 104<br>14% | 4<br>4%    | -<br>-       | 5<br>0%     | 16<br>1%    | 1<br>0%       | 3<br>1%    |
| <b>Stock</b>                     | <b>149</b><br><b>2%</b> | 28<br>1%    | 5<br>2%    | 108<br>2%                  | 10<br>4%   | 21<br>2%                | 108<br>2%    | 7<br>3%                     | 104<br>2%   | 32<br>10%  | 2<br>0%    | 20<br>18%  | 4<br>5%      | 70<br>6%    | 5<br>0%     | -<br>-        | 2<br>0%    |

*Tier 4 library used*

| Counts<br>Break %<br>Respondents | Total                   | District   |            |            |            |            | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |                        |
|----------------------------------|-------------------------|------------|------------|------------|------------|------------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|------------------------|
|                                  |                         | Maldon     | Rochford   | Tendring   | Uttlesford | Other      | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     | Civil part-<br>nership |
|                                  |                         |            |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| <b>Base</b>                      | <b>6942</b>             | <b>394</b> | <b>434</b> | <b>374</b> | <b>566</b> | <b>183</b> | <b>35</b>                    | <b>6907</b> | <b>118</b>         | <b>4624</b>       | <b>742</b>           | <b>5538</b>                 | <b>36</b> | <b>322</b>           | <b>391</b>      | <b>3665</b> | <b>34</b>              |
| <b>Wickham Bishops</b>           | <b>287</b><br><b>4%</b> | 208<br>53% | 4<br>1%    | 2<br>1%    | 2<br>0%    | 7<br>4%    | -<br>-                       | 287<br>4%   | 5<br>4%            | 193<br>4%         | 34<br>5%             | 230<br>4%                   | 1<br>3%   | 16<br>5%             | 13<br>3%        | 165<br>5%   | 2<br>6%                |
| <b>Chigwell</b>                  | <b>284</b><br><b>4%</b> | 1<br>0%    | 4<br>1%    | 2<br>1%    | 3<br>1%    | 29<br>16%  | 2<br>6%                      | 282<br>4%   | 10<br>8%           | 174<br>4%         | 38<br>5%             | 214<br>4%                   | 2<br>6%   | 21<br>7%             | 7<br>2%         | 125<br>3%   | -<br>-                 |
| <b>Sible Hedingham</b>           | <b>236</b><br><b>3%</b> | 1<br>0%    | 3<br>1%    | 3<br>1%    | 6<br>1%    | 8<br>4%    | 1<br>3%                      | 235<br>3%   | 4<br>3%            | 162<br>4%         | 29<br>4%             | 193<br>3%                   | 1<br>3%   | 10<br>3%             | 18<br>5%        | 127<br>3%   | -<br>-                 |
| <b>Vange</b>                     | <b>225</b><br><b>3%</b> | 4<br>1%    | 6<br>1%    | 1<br>0%    | 1<br>0%    | 14<br>8%   | 1<br>3%                      | 224<br>3%   | 7<br>6%            | 143<br>3%         | 28<br>4%             | 176<br>3%                   | 2<br>6%   | 19<br>6%             | 10<br>3%        | 93<br>3%    | 3<br>9%                |
| <b>Great Wakering</b>            | <b>216</b><br><b>3%</b> | 1<br>0%    | 140<br>32% | -<br>-     | 1<br>0%    | 47<br>26%  | -<br>-                       | 216<br>3%   | 5<br>4%            | 135<br>3%         | 30<br>4%             | 167<br>3%                   | -<br>-    | 14<br>4%             | 16<br>4%        | 100<br>3%   | 1<br>3%                |
| <b>Fryerns</b>                   | <b>215</b><br><b>3%</b> | 2<br>1%    | 6<br>1%    | -<br>-     | 1<br>0%    | 5<br>3%    | -<br>-                       | 215<br>3%   | 7<br>6%            | 149<br>3%         | 28<br>4%             | 175<br>3%                   | 2<br>6%   | 15<br>5%             | 11<br>3%        | 94<br>3%    | 2<br>6%                |
| <b>Debden</b>                    | <b>198</b><br><b>3%</b> | 1<br>0%    | 3<br>1%    | 3<br>1%    | 15<br>3%   | 14<br>8%   | 1<br>3%                      | 197<br>3%   | 3<br>3%            | 121<br>3%         | 24<br>3%             | 141<br>3%                   | 1<br>3%   | 14<br>4%             | 5<br>1%         | 86<br>2%    | -<br>-                 |
| <b>Southminster</b>              | <b>167</b><br><b>2%</b> | 120<br>30% | 7<br>2%    | 1<br>0%    | 1<br>0%    | 5<br>3%    | -<br>-                       | 167<br>2%   | 1<br>1%            | 109<br>2%         | 24<br>3%             | 132<br>2%                   | -<br>-    | 12<br>4%             | 8<br>2%         | 79<br>2%    | 1<br>3%                |
| <b>Silver End</b>                | <b>152</b><br><b>2%</b> | 5<br>1%    | 3<br>1%    | 2<br>1%    | 3<br>1%    | 1<br>1%    | -<br>-                       | 152<br>2%   | 6<br>5%            | 95<br>2%          | 22<br>3%             | 122<br>2%                   | -<br>-    | 10<br>3%             | 10<br>3%        | 79<br>2%    | 2<br>6%                |
| <b>Stock</b>                     | <b>149</b><br><b>2%</b> | 3<br>1%    | 9<br>2%    | -<br>-     | 1<br>0%    | 1<br>1%    | -<br>-                       | 149<br>2%   | 4<br>3%            | 97<br>2%          | 16<br>2%             | 118<br>2%                   | -<br>-    | 10<br>3%             | 6<br>2%         | 75<br>2%    | 1<br>3%                |

*Tier 4 library used*

| Counts<br>Break %<br>Respondents | Total       | Marital status                 |           |            |            |                      | Religion/Faith |           |           |           |           |           |             |            |
|----------------------------------|-------------|--------------------------------|-----------|------------|------------|----------------------|----------------|-----------|-----------|-----------|-----------|-----------|-------------|------------|
|                                  |             | Divorced<br>or CP<br>dissolved | Separated | Widowed    | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh      | Jewish    | None        | Not sure   |
| <b>Base</b>                      | <b>6942</b> | <b>304</b>                     | <b>47</b> | <b>345</b> | <b>580</b> | <b>550</b>           | <b>3435</b>    | <b>26</b> | <b>33</b> | <b>32</b> | <b>10</b> | <b>65</b> | <b>1751</b> | <b>134</b> |
| <b>Wickham Bishops</b>           | <b>287</b>  | 10                             | 2         | 12         | 24         | 22                   | 140            | -         | -         | 1         | -         | 1         | 68          | 10         |
|                                  | 4%          | 3%                             | 4%        | 3%         | 4%         | 4%                   | 4%             | -         | -         | 3%        | -         | 2%        | 4%          | 7%         |
| <b>Chigwell</b>                  | <b>284</b>  | 10                             | 1         | 9          | 44         | 36                   | 98             | 6         | 9         | 2         | 6         | 27        | 57          | 6          |
|                                  | 4%          | 3%                             | 2%        | 3%         | 8%         | 7%                   | 3%             | 23%       | 27%       | 6%        | 60%       | 42%       | 3%          | 4%         |
| <b>Sible Hedingham</b>           | <b>236</b>  | 12                             | 2         | 9          | 22         | 16                   | 120            | -         | 1         | 2         | -         | 2         | 59          | 5          |
|                                  | 3%          | 4%                             | 4%        | 3%         | 4%         | 3%                   | 3%             | -         | 3%        | 6%        | -         | 3%        | 3%          | 4%         |
| <b>Vange</b>                     | <b>225</b>  | 12                             | 1         | 10         | 34         | 33                   | 105            | 2         | 2         | 5         | -         | -         | 57          | 3          |
|                                  | 3%          | 4%                             | 2%        | 3%         | 6%         | 6%                   | 3%             | 8%        | 6%        | 16%       | -         | -         | 3%          | 2%         |
| <b>Great Wakering</b>            | <b>216</b>  | 9                              | 3         | 14         | 20         | 20                   | 101            | -         | 2         | 2         | 1         | 3         | 50          | 3          |
|                                  | 3%          | 3%                             | 6%        | 4%         | 3%         | 4%                   | 3%             | -         | 6%        | 6%        | 10%       | 5%        | 3%          | 2%         |
| <b>Fryerns</b>                   | <b>215</b>  | 13                             | 2         | 10         | 34         | 24                   | 96             | 2         | 1         | 1         | -         | 1         | 59          | 4          |
|                                  | 3%          | 4%                             | 4%        | 3%         | 6%         | 4%                   | 3%             | 8%        | 3%        | 3%        | -         | 2%        | 3%          | 3%         |
| <b>Debden</b>                    | <b>198</b>  | 8                              | 2         | 5          | 28         | 26                   | 83             | 2         | 3         | 1         | 1         | 5         | 41          | 7          |
|                                  | 3%          | 3%                             | 4%        | 1%         | 5%         | 5%                   | 2%             | 8%        | 9%        | 3%        | 10%       | 8%        | 2%          | 5%         |
| <b>Southminster</b>              | <b>167</b>  | 7                              | 3         | 6          | 17         | 21                   | 76             | -         | -         | 2         | -         | 1         | 39          | 10         |
|                                  | 2%          | 2%                             | 6%        | 2%         | 3%         | 4%                   | 2%             | -         | -         | 6%        | -         | 2%        | 2%          | 7%         |
| <b>Silver End</b>                | <b>152</b>  | 10                             | 1         | 3          | 15         | 12                   | 77             | 1         | 1         | 1         | -         | -         | 35          | 4          |
|                                  | 2%          | 3%                             | 2%        | 1%         | 3%         | 2%                   | 2%             | 4%        | 3%        | 3%        | -         | -         | 2%          | 3%         |
| <b>Stock</b>                     | <b>149</b>  | 3                              | 1         | 4          | 18         | 15                   | 75             | -         | -         | 1         | -         | 2         | 32          | 3          |
|                                  | 2%          | 1%                             | 2%        | 1%         | 3%         | 3%                   | 2%             | -         | -         | 3%        | -         | 3%        | 2%          | 2%         |



**Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?**

| Counts<br>Break %<br>Respondents   | Total        | All          | User v non user |            | Internet use |                    |            | Tier 4      |             | Tier 3      |             | Respondent Type |                           | Gender      |             | Age         |            |
|--|--------------|--------------|-----------------|------------|--------------|--------------------|------------|-------------|-------------|-------------|-------------|-----------------|---------------------------|-------------|-------------|-------------|------------|
|  |              | All          | User            | Non user   | Yes          | Library/c-afe only | No         | User        | Non user    | User        | Non-user    | Individual      | Family with kids under 11 | Male        | Female      | 16 or under | 17 - 30    |
| Base   | 15160        | 15160        | 14643           | 426        | 13537        | 851                | 694        | 6647        | 8475        | 5253        | 9867        | 11438           | 3662                      | 4028        | 8932        | 458         | 631        |
| Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? |              |              |                 |            |              |                    |            |             |             |             |             |                 |                           |             |             |             |            |
| Use another library  | 10514<br>69% | 10514<br>69% | 10143<br>69%    | 305<br>72% | 9541<br>70%  | 428<br>50%         | 486<br>70% | 4099<br>62% | 6390<br>75% | 3641<br>69% | 6844<br>69% | 7966<br>70%     | 2509<br>69%               | 2819<br>70% | 6308<br>71% | 314<br>69%  | 459<br>73% |
| None exclusively   | 4646<br>31%  | 4646<br>31%  | 4500<br>31%     | 121<br>28% | 3996<br>30%  | 423<br>50%         | 208<br>30% | 2548<br>38% | 2085<br>25% | 1612<br>31% | 3023<br>31% | 3472<br>30%     | 1153<br>31%               | 1209<br>30% | 2624<br>29% | 144<br>31%  | 172<br>27% |

| Counts<br>Break %<br>Respondents   | Total        | Age         |             |            | Ethnic groups              |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |            |              |             |             |               |
|--|--------------|-------------|-------------|------------|----------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|------------|--------------|-------------|-------------|---------------|
|  |              | 31 - 60     | 61 - 80     | 81+        | White British/Irish/-Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood  | Castle Point | Chelmsford  | Colchester  | Epping Forest |
| Base   | 15160        | 6347        | 4996        | 801        | 12197                      | 444        | 1942                    | 11515        | 488                         | 11182       | 1007       | 1394       | 975        | 1027         | 1912        | 2466        | 1115          |
| Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? |              |             |             |            |                            |            |                         |              |                             |             |            |            |            |              |             |             |               |
| Use another library  | 10514<br>69% | 4459<br>70% | 3495<br>70% | 582<br>73% | 8607<br>71%                | 296<br>67% | 1242<br>64%             | 8184<br>71%  | 342<br>70%                  | 7918<br>71% | 781<br>78% | 973<br>70% | 725<br>74% | 639<br>62%   | 1420<br>74% | 1688<br>68% | 751<br>67%    |
| None exclusively   | 4646<br>31%  | 1888<br>30% | 1501<br>30% | 219<br>27% | 3590<br>29%                | 148<br>33% | 700<br>36%              | 3331<br>29%  | 146<br>30%                  | 3264<br>29% | 226<br>22% | 421<br>30% | 250<br>26% | 388<br>38%   | 492<br>26%  | 778<br>32%  | 364<br>33%    |

**Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?**

| Counts<br>Break %<br>Respondents   | Total        | District   |            |            |            |            |            | Easy Read v non<br>easy read |              | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |
|--|--------------|------------|------------|------------|------------|------------|------------|------------------------------|--------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|
|  |              | Harlow     | Maldon     | Rochford   | Tendring   | Uttlesford | Other      | Yes                          | No           | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     |
|  |              |            |            |            |            |            |            |                              |              |                    |                   |                      |                             |           |                      |                 |             |
| Base   | 15160        | 610        | 686        | 1131       | 1231       | 1011       | 533        | 139                          | 15021        | 239                | 10410             | 1456                 | 12346                       | 58        | 567                  | 832             | 8042        |
| Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? |              |            |            |            |            |            |            |                              |              |                    |                   |                      |                             |           |                      |                 |             |
| Use another library  | 10514<br>69% | 422<br>69% | 515<br>75% | 705<br>62% | 868<br>71% | 635<br>63% | 343<br>64% | 56<br>40%                    | 10458<br>70% | 185<br>77%         | 7465<br>72%       | 911<br>63%           | 8782<br>71%                 | 42<br>72% | 308<br>54%           | 588<br>71%      | 5695<br>71% |
| None exclusively   | 4646<br>31%  | 188<br>31% | 171<br>25% | 426<br>38% | 363<br>29% | 376<br>37% | 190<br>36% | 83<br>60%                    | 4563<br>30%  | 54<br>23%          | 2945<br>28%       | 545<br>37%           | 3564<br>29%                 | 16<br>28% | 259<br>46%           | 244<br>29%      | 2347<br>29% |

| Counts<br>Break %<br>Respondents   | Total        | Marital status         |                                |           |            |            |                      | Religion/Faith |           |           |           |           |           |             |            |
|--|--------------|------------------------|--------------------------------|-----------|------------|------------|----------------------|----------------|-----------|-----------|-----------|-----------|-----------|-------------|------------|
|  |              | Civil part-<br>nership | Divorced<br>or CP<br>dissolved | Separated | Widowed    | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh      | Jewish    | None        | Not sure   |
|  |              |                        |                                |           |            |            |                      |                |           |           |           |           |           |             |            |
| Base   | 15160        | 64                     | 712                            | 108       | 885        | 1311       | 1029                 | 7740           | 50        | 62        | 75        | 16        | 107       | 3879        | 259        |
| Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? |              |                        |                                |           |            |            |                      |                |           |           |           |           |           |             |            |
| Use another library  | 10514<br>69% | 32<br>50%              | 506<br>71%                     | 82<br>76% | 631<br>71% | 971<br>74% | 609<br>59%           | 5477<br>71%    | 34<br>68% | 42<br>68% | 51<br>68% | 11<br>69% | 65<br>61% | 2773<br>71% | 178<br>69% |
| None exclusively   | 4646<br>31%  | 32<br>50%              | 206<br>29%                     | 26<br>24% | 254<br>29% | 340<br>26% | 420<br>41%           | 2263<br>29%    | 16<br>32% | 20<br>32% | 24<br>32% | 5<br>31%  | 42<br>39% | 1106<br>29% | 81<br>31%  |

**Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Those who would use another library)**

| Counts<br>Break %<br>z-test<br>Respondents   |             | Counts<br>Break %<br>z-test<br>Respondents |           | Counts<br>Break %<br>z-test<br>Respondents |           | Counts<br>Break %<br>z-test<br>Respondents |           |
|--|-------------|--|-----------|--|-----------|--|-----------|
| Base   | 9658        | Base                                       | 9658      | Base                                       | 9658      | Base                                       | 9658      |
| Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (...) |             | Billericay                                 | 381<br>4% | Halstead                                   | 186<br>2% | South Woodham Ferrers                      | 122<br>1% |
|  |             | Hadleigh                                   | 353<br>4% | Wivenhoe                                   | 184<br>2% | Pitsea                                     | 121<br>1% |
|  |             | Harlow                                     | 350<br>4% | Springfield                                | 177<br>2% | Burnham                                    | 112<br>1% |
| eLibrary   | 1868<br>19% | Saffron Walden                             | 322<br>3% | Frinton                                    | 176<br>2% | Walton                                     | 110<br>1% |
| Chelmsford   | 1202<br>12% | Braintree                                  | 321<br>3% | West Mersea                                | 168<br>2% | North Melbourne                            | 102<br>1% |
| Mobile library service   | 1013<br>10% | Clacton                                    | 317<br>3% | Ingatestone                                | 167<br>2% | Waltham Abbey                              | 100<br>1% |
| Colchester   | 979<br>10%  | Hockley                                    | 284<br>3% | Rochford                                   | 167<br>2% | Earls Colne                                | 96<br>1%  |
| Friends and family membership  | 491<br>5%   | Stanway                                    | 261<br>3% | Coggeshall                                 | 164<br>2% | Greenstead                                 | 96<br>1%  |
| Rayleigh   | 441<br>5%   | Great Baddow                               | 254<br>3% | Great Tarpots                              | 156<br>2% | Great Parndon                              | 91<br>1%  |
| Witham   | 424<br>4%   | Tiptree                                    | 230<br>2% | Laindon                                    | 144<br>1% | West Clacton                               | 58<br>1%  |
| Basildon   | 407<br>4%   | South Benfleet                             | 229<br>2% | Old Harlow                                 | 139<br>1% |  |           |
| Loughton   | 400<br>4%   | Epping                                     | 226<br>2% | Brightlingsea                              | 136<br>1% |  |           |
| Maldon   | 397<br>4%   | Dunmow                                     | 206<br>2% | Harwich                                    | 136<br>1% |  |           |
| Brentwood  | 391<br>4%   | Manningtree                                | 196<br>2% | Canvey                                     | 130<br>1% |  |           |
| Home Library Service   | 389<br>4%   | Wickford                                   | 189<br>2% | Chipping Ongar                             | 123<br>1% |  |           |
| Shenfield  | 384<br>4%   |  |           |  |           |  |           |

**Q13 If you answered 'none of these' in question 12, which of the following best explain why you would not be able to use one of our other services instead? (Those who answered none of the above exclusively in Q12)**

| Counts<br>Break %<br>Respondents   | Total       | All         | User v non user |           | Internet use |                    |            | Tier 4      |            | Respondent Type |                           | Gender     |             | Age         |            |             |            |            |                             | Ethnic groups |  |
|--|-------------|-------------|-----------------|-----------|--------------|--------------------|------------|-------------|------------|-----------------|---------------------------|------------|-------------|-------------|------------|-------------|------------|------------|-----------------------------|---------------|--|
|  |             | All         | User            | Non user  | Yes          | Library/c-afe only | No         | User        | Non user   | Individual      | Family with kids under 11 | Male       | Female      | 16 or under | 17 - 30    | 31 - 60     | 61 - 80    | 81+        | White British/Irish/- Other | BAME          |  |
| Base   | 3543        | 3543        | 3434            | 89        | 2972         | 374                | 185        | 2049        | 1484       | 2664            | 863                       | 894        | 2044        | 112         | 147        | 1414        | 1142       | 179        | 2770                        | 114           |  |
| Q13 If you answered '- none of these' in question 12, which of the following best explain why you would not be able to use one of o... |             |             |                 |           |              |                    |            |             |            |                 |                           |            |             |             |            |             |            |            |                             |               |  |
| I do not want to use any of the alternatives   | 2419<br>68% | 2419<br>68% | 2343<br>68%     | 65<br>73% | 2134<br>72%  | 182<br>49%         | 93<br>50%  | 1449<br>71% | 964<br>65% | 1802<br>68%     | 608<br>70%                | 610<br>68% | 1420<br>69% | 59<br>53%   | 106<br>72% | 1015<br>72% | 793<br>69% | 104<br>58% | 1914<br>69%                 | 66<br>58%     |  |
| I am unable to travel to any of the remaining 49 libraries   | 1451<br>41% | 1451<br>41% | 1417<br>41%     | 25<br>28% | 1105<br>37%  | 228<br>61%         | 111<br>60% | 819<br>40%  | 627<br>42% | 1091<br>41%     | 351<br>41%                | 345<br>39% | 835<br>41%  | 71<br>63%   | 69<br>47%  | 526<br>37%  | 422<br>37% | 105<br>59% | 1104<br>40%                 | 62<br>54%     |  |
| I do not know how to use the eLibrary  | 571<br>16%  | 571<br>16%  | 560<br>16%      | 8<br>9%   | 367<br>12%   | 121<br>32%         | 76<br>41%  | 324<br>16%  | 244<br>16% | 475<br>18%      | 91<br>11%                 | 126<br>14% | 344<br>17%  | 22<br>20%   | 20<br>14%  | 147<br>10%  | 198<br>17% | 71<br>40%  | 447<br>16%                  | 17<br>15%     |  |
| I do not have access to a computer or mobile device to use the eLibrary  | 420<br>12%  | 420<br>12%  | 416<br>12%      | 3<br>3%   | 111<br>4%    | 197<br>53%         | 105<br>57% | 244<br>12%  | 175<br>12% | 364<br>14%      | 53<br>6%                  | 96<br>11%  | 244<br>12%  | 14<br>13%   | 17<br>12%  | 103<br>7%   | 134<br>12% | 73<br>41%  | 321<br>12%                  | 12<br>11%     |  |

| Counts<br>Break %<br>Respondents   | Total       | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |            |              |            |            |               |            |           |            |            |            |           | Easy Read v non easy read |             |
|--|-------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|------------|--------------|------------|------------|---------------|------------|-----------|------------|------------|------------|-----------|---------------------------|-------------|
|  |             | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood  | Castle Point | Chelmsford | Colchester | Epping Forest | Harlow     | Maldon    | Rochford   | Tendring   | Uttlesford | Other     | Yes                       | No          |
| Base   | 3543        | 568                     | 2520         | 117                         | 2491        | 162        | 319        | 187        | 307          | 349        | 577        | 287           | 154        | 132       | 355        | 281        | 289        | 134       | 76                        | 3467        |
| Q13 If you answered '- none of these' in question 12, which of the following best explain why you would not be able to use one of o... |             |                         |              |                             |             |            |            |            |              |            |            |               |            |           |            |            |            |           |                           |             |
| I do not want to use any of the alternatives   | 2419<br>68% | 311<br>55%              | 1826<br>72%  | 81<br>69%                   | 1740<br>70% | 103<br>64% | 230<br>72% | 131<br>70% | 203<br>66%   | 242<br>69% | 410<br>71% | 186<br>65%    | 109<br>71% | 92<br>70% | 248<br>70% | 171<br>61% | 201<br>70% | 85<br>63% | 36<br>47%                 | 2383<br>69% |
| I am unable to travel to any of the remaining 49 libraries   | 1451<br>41% | 341<br>60%              | 910<br>36%   | 45<br>38%                   | 986<br>40%  | 58<br>36%  | 112<br>35% | 63<br>34%  | 133<br>43%   | 127<br>36% | 221<br>38% | 139<br>48%    | 65<br>42%  | 49<br>37% | 163<br>46% | 137<br>49% | 119<br>41% | 60<br>45% | 52<br>68%                 | 1399<br>40% |
| I do not know how to use the eLibrary  | 571<br>16%  | 159<br>28%              | 336<br>13%   | 13<br>11%                   | 382<br>15%  | 26<br>16%  | 53<br>17%  | 27<br>14%  | 41<br>13%    | 45<br>13%  | 75<br>13%  | 47<br>16%     | 25<br>16%  | 23<br>17% | 87<br>25%  | 57<br>20%  | 36<br>12%  | 23<br>17% | 40<br>53%                 | 531<br>15%  |
| I do not have access to a computer or mobile device to use the eLibrary  | 420<br>12%  | 131<br>23%              | 238<br>9%    | 5<br>4%                     | 267<br>11%  | 23<br>14%  | 31<br>10%  | 15<br>8%   | 35<br>11%    | 37<br>11%  | 53<br>9%   | 36<br>13%     | 17<br>11%  | 13<br>10% | 57<br>16%  | 50<br>18%  | 31<br>11%  | 19<br>14% | 23<br>30%                 | 397<br>11%  |

**Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?**

| Counts<br>Break %<br>Respondents  | Total       | All         | User v non user |            | Internet use |                        |            | Tier 4      |             | Tier 3      |             | Respondent Type |                                 | Gender      |             | Age            |            |
|---|-------------|-------------|-----------------|------------|--------------|------------------------|------------|-------------|-------------|-------------|-------------|-----------------|---------------------------------|-------------|-------------|----------------|------------|
|   |             | All         | User            | Non user   | Yes          | Library/c-<br>afe only | No         | User        | Non user    | User        | Non-user    | Individual      | Family<br>with kids<br>under 11 | Male        | Female      | 16 or<br>under | 17 - 30    |
| Base  | 19005       | 19005       | 18398           | 480        | 17086        | 1018                   | 803        | 6726        | 12228       | 7133        | 11828       | 14698           | 4234                            | 5028        | 11317       | 518            | 700        |
| Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc... |             |             |                 |            |              |                        |            |             |             |             |             |                 |                                 |             |             |                |            |
| Strongly agree  | 2825<br>15% | 2825<br>15% | 2704<br>15%     | 103<br>21% | 2601<br>15%  | 101<br>10%             | 112<br>14% | 971<br>14%  | 1851<br>15% | 858<br>12%  | 1962<br>17% | 2193<br>15%     | 627<br>15%                      | 840<br>17%  | 1721<br>15% | 95<br>18%      | 116<br>17% |
| Agree   | 5793<br>30% | 5793<br>30% | 5574<br>30%     | 178<br>37% | 5281<br>31%  | 239<br>23%             | 248<br>31% | 1819<br>27% | 3958<br>32% | 1623<br>23% | 4154<br>35% | 4470<br>30%     | 1302<br>31%                     | 1527<br>30% | 3607<br>32% | 157<br>30%     | 206<br>29% |
| Neither agree nor disagree  | 3027<br>16% | 3027<br>16% | 2931<br>16%     | 82<br>17%  | 2800<br>16%  | 134<br>13%             | 84<br>10%  | 1145<br>17% | 1875<br>15% | 998<br>14%  | 2023<br>17% | 2282<br>16%     | 734<br>17%                      | 787<br>16%  | 1793<br>16% | 95<br>18%      | 108<br>15% |
| Disagree  | 3056<br>16% | 3056<br>16% | 2977<br>16%     | 52<br>11%  | 2699<br>16%  | 211<br>21%             | 125<br>16% | 1104<br>16% | 1939<br>16% | 1428<br>20% | 1620<br>14% | 2360<br>16%     | 680<br>16%                      | 752<br>15%  | 1836<br>16% | 55<br>11%      | 99<br>14%  |
| Strongly disagree   | 3487<br>18% | 3487<br>18% | 3416<br>19%     | 48<br>10%  | 3021<br>18%  | 285<br>28%             | 155<br>19% | 1369<br>20% | 2112<br>17% | 1964<br>28% | 1521<br>13% | 2755<br>19%     | 721<br>17%                      | 962<br>19%  | 1865<br>16% | 84<br>16%      | 145<br>21% |
| Don't feel able to say  | 817<br>4%   | 817<br>4%   | 796<br>4%       | 17<br>4%   | 684<br>4%    | 48<br>5%               | 79<br>10%  | 318<br>5%   | 493<br>4%   | 262<br>4%   | 548<br>5%   | 638<br>4%       | 170<br>4%                       | 160<br>3%   | 495<br>4%   | 32<br>6%       | 26<br>4%   |
| TOTAL AGREE   | 8618<br>45% | 8618<br>45% | 8278<br>45%     | 281<br>59% | 7882<br>46%  | 340<br>33%             | 360<br>45% | 2790<br>41% | 5809<br>48% | 2481<br>35% | 6116<br>52% | 6663<br>45%     | 1929<br>46%                     | 2367<br>47% | 5328<br>47% | 252<br>49%     | 322<br>46% |
| TOTAL DISAGREE  | 6543<br>34% | 6543<br>34% | 6393<br>35%     | 100<br>21% | 5720<br>33%  | 496<br>49%             | 280<br>35% | 2473<br>37% | 4051<br>33% | 3392<br>48% | 3141<br>27% | 5115<br>35%     | 1401<br>33%                     | 1714<br>34% | 3701<br>33% | 139<br>27%     | 244<br>35% |

**Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?**

| Counts<br>Break %<br>Respondents  | Total       | Age         |             |            | Ethnic groups             |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |            |              |             |             |               |
|---|-------------|-------------|-------------|------------|---------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|------------|--------------|-------------|-------------|---------------|
|   |             | 31 - 60     | 61 - 80     | 81+        | White British/Irish/Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood  | Castle Point | Chelmsford  | Colchester  | Epping Forest |
|   |             |             |             |            |                           |            |                         |              |                             |             |            |            |            |              |             |             |               |
| Base  | 19005       | 7624        | 6848        | 1018       | 15417                     | 514        | 2336                    | 14644        | 566                         | 14034       | 1281       | 1664       | 1415       | 1439         | 2200        | 3100        | 1288          |
| Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc... |             |             |             |            |                           |            |                         |              |                             |             |            |            |            |              |             |             |               |
| Strongly agree  | 2825<br>15% | 1080<br>14% | 1137<br>17% | 171<br>17% | 2401<br>16%               | 95<br>18%  | 337<br>14%              | 2269<br>15%  | 95<br>17%                   | 2223<br>16% | 221<br>17% | 331<br>20% | 191<br>13% | 162<br>11%   | 431<br>20%  | 413<br>13%  | 180<br>14%    |
| Agree   | 5793<br>30% | 2260<br>30% | 2235<br>33% | 342<br>34% | 4866<br>32%               | 147<br>29% | 625<br>27%              | 4615<br>32%  | 181<br>32%                  | 4457<br>32% | 521<br>41% | 557<br>33% | 428<br>30% | 318<br>22%   | 779<br>35%  | 762<br>25%  | 443<br>34%    |
| Neither agree nor disagree  | 3027<br>16% | 1255<br>16% | 1029<br>15% | 142<br>14% | 2437<br>16%               | 85<br>17%  | 344<br>15%              | 2350<br>16%  | 86<br>15%                   | 2202<br>16% | 214<br>17% | 277<br>17% | 199<br>14% | 202<br>14%   | 374<br>17%  | 448<br>14%  | 237<br>18%    |
| Disagree  | 3056<br>16% | 1232<br>16% | 1082<br>16% | 125<br>12% | 2428<br>16%               | 72<br>14%  | 345<br>15%              | 2347<br>16%  | 83<br>15%                   | 2164<br>15% | 133<br>10% | 223<br>13% | 250<br>18% | 273<br>19%   | 296<br>13%  | 570<br>18%  | 188<br>15%    |
| Strongly disagree   | 3487<br>18% | 1535<br>20% | 1081<br>16% | 145<br>14% | 2670<br>17%               | 95<br>18%  | 559<br>24%              | 2488<br>17%  | 99<br>17%                   | 2440<br>17% | 142<br>11% | 210<br>13% | 293<br>21% | 415<br>29%   | 240<br>11%  | 793<br>26%  | 157<br>12%    |
| Don't feel able to say  | 817<br>4%   | 262<br>3%   | 284<br>4%   | 93<br>9%   | 615<br>4%                 | 20<br>4%   | 126<br>5%               | 575<br>4%    | 22<br>4%                    | 548<br>4%   | 50<br>4%   | 66<br>4%   | 54<br>4%   | 69<br>5%     | 80<br>4%    | 114<br>4%   | 83<br>6%      |
| TOTAL AGREE   | 8618<br>45% | 3340<br>44% | 3372<br>49% | 513<br>50% | 7267<br>47%               | 242<br>47% | 962<br>41%              | 6884<br>47%  | 276<br>49%                  | 6680<br>48% | 742<br>58% | 888<br>53% | 619<br>44% | 480<br>33%   | 1210<br>55% | 1175<br>38% | 623<br>48%    |
| TOTAL DISAGREE  | 6543<br>34% | 2767<br>36% | 2163<br>32% | 270<br>27% | 5098<br>33%               | 167<br>32% | 904<br>39%              | 4835<br>33%  | 182<br>32%                  | 4604<br>33% | 275<br>21% | 433<br>26% | 543<br>38% | 688<br>48%   | 536<br>24%  | 1363<br>44% | 345<br>27%    |

**Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?**

| Counts<br>Break %<br>Respondents  | Total       | District   |            |            |            |            |            | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |
|---|-------------|------------|------------|------------|------------|------------|------------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|
|   |             | Harlow     | Maldon     | Rochford   | Tendring   | Uttlesford | Other      | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     |
|   |             |            |            |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |
| Base  | 19005       | 669        | 808        | 1412       | 1738       | 1271       | 653        | 167                          | 18838       | 284                | 13148             | 1856                 | 15556                       | 72        | 725                  | 1003            | 10306       |
| Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc... |             |            |            |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |
| Strongly agree  | 2825<br>15% | 94<br>14%  | 159<br>20% | 153<br>11% | 225<br>13% | 166<br>13% | 90<br>14%  | 1<br>1%                      | 2824<br>15% | 44<br>15%          | 2130<br>16%       | 221<br>12%           | 2488<br>16%                 | 12<br>17% | 59<br>8%             | 147<br>15%      | 1625<br>16% |
| Agree   | 5793<br>30% | 214<br>32% | 294<br>36% | 370<br>26% | 453<br>26% | 422<br>33% | 208<br>32% | 39<br>23%                    | 5754<br>31% | 90<br>32%          | 4295<br>33%       | 400<br>22%           | 4942<br>32%                 | 20<br>28% | 121<br>17%           | 311<br>31%      | 3305<br>32% |
| Neither agree nor disagree  | 3027<br>16% | 112<br>17% | 133<br>16% | 198<br>14% | 278<br>16% | 242<br>19% | 106<br>16% | 26<br>16%                    | 3001<br>16% | 39<br>14%          | 2070<br>16%       | 297<br>16%           | 2456<br>16%                 | 9<br>13%  | 108<br>15%           | 156<br>16%      | 1606<br>16% |
| Disagree  | 3056<br>16% | 91<br>14%  | 98<br>12%  | 288<br>20% | 326<br>19% | 198<br>16% | 112<br>17% | 94<br>56%                    | 2962<br>16% | 37<br>13%          | 1997<br>15%       | 354<br>19%           | 2387<br>15%                 | 13<br>18% | 143<br>20%           | 150<br>15%      | 1607<br>16% |
| Strongly disagree   | 3487<br>18% | 126<br>19% | 98<br>12%  | 336<br>24% | 384<br>22% | 174<br>14% | 106<br>16% | -<br>-                       | 3487<br>19% | 66<br>23%          | 2156<br>16%       | 487<br>26%           | 2662<br>17%                 | 13<br>18% | 249<br>34%           | 203<br>20%      | 1779<br>17% |
| Don't feel able to say  | 817<br>4%   | 32<br>5%   | 26<br>3%   | 67<br>5%   | 72<br>4%   | 69<br>5%   | 31<br>5%   | 7<br>4%                      | 810<br>4%   | 8<br>3%            | 500<br>4%         | 97<br>5%             | 621<br>4%                   | 5<br>7%   | 45<br>6%             | 36<br>4%        | 384<br>4%   |
| TOTAL AGREE   | 8618<br>45% | 308<br>46% | 453<br>56% | 523<br>37% | 678<br>39% | 588<br>46% | 298<br>46% | 40<br>24%                    | 8578<br>46% | 134<br>47%         | 6425<br>49%       | 621<br>33%           | 7430<br>48%                 | 32<br>44% | 180<br>25%           | 458<br>46%      | 4930<br>48% |
| TOTAL DISAGREE  | 6543<br>34% | 217<br>32% | 196<br>24% | 624<br>44% | 710<br>41% | 372<br>29% | 218<br>33% | 94<br>56%                    | 6449<br>34% | 103<br>36%         | 4153<br>32%       | 841<br>45%           | 5049<br>32%                 | 26<br>36% | 392<br>54%           | 353<br>35%      | 3386<br>33% |

**Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?**

| Counts<br>Break %<br>Respondents   | Total                     | Marital status    |                          |            |             |             |                   | Religion/Faith |           |           |           |           |            |             |            |
|--|---------------------------|-------------------|--------------------------|------------|-------------|-------------|-------------------|----------------|-----------|-----------|-----------|-----------|------------|-------------|------------|
|  |                           | Civil partnership | Divorced or CP dissolved | Separated  | Widowed     | Single      | Prefer not to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh      | Jewish     | None        | Not sure   |
| <b>Base</b>  | <b>19005</b>              | <b>81</b>         | <b>908</b>               | <b>138</b> | <b>1125</b> | <b>1533</b> | <b>1286</b>       | <b>9797</b>    | <b>51</b> | <b>68</b> | <b>93</b> | <b>19</b> | <b>123</b> | <b>4890</b> | <b>315</b> |
| <b>Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc...</b> |                           |                   |                          |            |             |             |                   |                |           |           |           |           |            |             |            |
| <b>Strongly agree</b>  | <b>2825</b><br><b>15%</b> | 13<br>16%         | 165<br>18%               | 24<br>17%  | 179<br>16%  | 247<br>16%  | 151<br>12%        | 1645<br>17%    | 6<br>12%  | 22<br>32% | 9<br>10%  | 3<br>16%  | 19<br>15%  | 675<br>14%  | 46<br>15%  |
| <b>Agree</b>   | <b>5793</b><br><b>30%</b> | 22<br>27%         | 276<br>30%               | 44<br>32%  | 382<br>34%  | 482<br>31%  | 257<br>20%        | 3245<br>33%    | 11<br>22% | 13<br>19% | 30<br>32% | 8<br>42%  | 46<br>37%  | 1428<br>29% | 88<br>28%  |
| <b>Neither agree nor disagree</b>  | <b>3027</b><br><b>16%</b> | 13<br>16%         | 141<br>16%               | 27<br>20%  | 168<br>15%  | 271<br>18%  | 209<br>16%        | 1479<br>15%    | 7<br>14%  | 14<br>21% | 14<br>15% | 3<br>16%  | 19<br>15%  | 804<br>16%  | 52<br>17%  |
| <b>Disagree</b>  | <b>3056</b><br><b>16%</b> | 9<br>11%          | 141<br>16%               | 18<br>13%  | 166<br>15%  | 206<br>13%  | 248<br>19%        | 1492<br>15%    | 9<br>18%  | 9<br>13%  | 13<br>14% | 2<br>11%  | 13<br>11%  | 798<br>16%  | 45<br>14%  |
| <b>Strongly disagree</b>   | <b>3487</b><br><b>18%</b> | 20<br>25%         | 155<br>17%               | 19<br>14%  | 159<br>14%  | 261<br>17%  | 348<br>27%        | 1533<br>16%    | 15<br>29% | 5<br>7%   | 21<br>23% | 2<br>11%  | 24<br>20%  | 998<br>20%  | 72<br>23%  |
| <b>Don't feel able to say</b>  | <b>817</b><br><b>4%</b>   | 4<br>5%           | 30<br>3%                 | 6<br>4%    | 71<br>6%    | 66<br>4%    | 73<br>6%          | 403<br>4%      | 3<br>6%   | 5<br>7%   | 6<br>6%   | 1<br>5%   | 2<br>2%    | 187<br>4%   | 12<br>4%   |
| <b>TOTAL AGREE</b>   | <b>8618</b><br><b>45%</b> | 35<br>43%         | 441<br>49%               | 68<br>49%  | 561<br>50%  | 729<br>48%  | 408<br>32%        | 4890<br>50%    | 17<br>33% | 35<br>51% | 39<br>42% | 11<br>58% | 65<br>53%  | 2103<br>43% | 134<br>43% |
| <b>TOTAL DISAGREE</b>  | <b>6543</b><br><b>34%</b> | 29<br>36%         | 296<br>33%               | 37<br>27%  | 325<br>29%  | 467<br>30%  | 596<br>46%        | 3025<br>31%    | 24<br>47% | 14<br>21% | 34<br>37% | 4<br>21%  | 37<br>30%  | 1796<br>37% | 117<br>37% |



**Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?**

| Counts<br>Break %<br>Respondents  | Total       | All         | User v non user |            | Internet use |                    |            | Tier 4      |             | Tier 3      |             | Respondent Type |                           | Gender      |             | Age         |            |
|---|-------------|-------------|-----------------|------------|--------------|--------------------|------------|-------------|-------------|-------------|-------------|-----------------|---------------------------|-------------|-------------|-------------|------------|
|   |             | All         | User            | Non user   | Yes          | Library/c-afe only | No         | User        | Non user    | User        | Non-user    | Individual      | Family with kids under 11 | Male        | Female      | 16 or under | 17 - 30    |
| Base  | 19293       | 19293       | 18677           | 487        | 17305        | 1044               | 837        | 6788        | 12452       | 7215        | 12030       | 14932           | 4284                      | 5075        | 11506       | 526         | 706        |
| Q15. To what extent do you agree with the idea of some library services being available in places other than libraries? |             |             |                 |            |              |                    |            |             |             |             |             |                 |                           |             |             |             |            |
| Strongly agree  | 2519<br>13% | 2519<br>13% | 2378<br>13%     | 124<br>25% | 2370<br>14%  | 58<br>6%           | 86<br>10%  | 764<br>11%  | 1751<br>14% | 594<br>8%   | 1920<br>16% | 1899<br>13%     | 615<br>14%                | 687<br>14%  | 1578<br>14% | 86<br>16%   | 133<br>19% |
| Agree   | 5524<br>29% | 5524<br>29% | 5324<br>29%     | 165<br>34% | 5095<br>29%  | 194<br>19%         | 210<br>25% | 1661<br>24% | 3847<br>31% | 1524<br>21% | 3984<br>33% | 4281<br>29%     | 1221<br>29%               | 1546<br>30% | 3369<br>29% | 118<br>22%  | 183<br>26% |
| Neither agree nor disagree  | 2589<br>13% | 2589<br>13% | 2496<br>13%     | 75<br>15%  | 2361<br>14%  | 116<br>11%         | 100<br>12% | 965<br>14%  | 1619<br>13% | 922<br>13%  | 1664<br>14% | 2098<br>14%     | 484<br>11%                | 760<br>15%  | 1456<br>13% | 88<br>17%   | 76<br>11%  |
| Disagree  | 4105<br>21% | 4105<br>21% | 4013<br>21%     | 58<br>12%  | 3662<br>21%  | 255<br>24%         | 166<br>20% | 1534<br>23% | 2551<br>20% | 1847<br>26% | 2238<br>19% | 3133<br>21%     | 939<br>22%                | 959<br>19%  | 2543<br>22% | 102<br>19%  | 126<br>18% |
| Strongly disagree   | 4088<br>21% | 4088<br>21% | 4010<br>21%     | 55<br>11%  | 3447<br>20%  | 384<br>37%         | 218<br>26% | 1696<br>25% | 2388<br>19% | 2172<br>30% | 1915<br>16% | 3116<br>21%     | 967<br>23%                | 1009<br>20% | 2308<br>20% | 120<br>23%  | 174<br>25% |
| Don't feel able to say  | 468<br>2%   | 468<br>2%   | 456<br>2%       | 10<br>2%   | 370<br>2%    | 37<br>4%           | 57<br>7%   | 168<br>2%   | 296<br>2%   | 156<br>2%   | 309<br>3%   | 405<br>3%       | 58<br>1%                  | 114<br>2%   | 252<br>2%   | 12<br>2%    | 14<br>2%   |
| TOTAL AGREE   | 8043<br>42% | 8043<br>42% | 7702<br>41%     | 289<br>59% | 7465<br>43%  | 252<br>24%         | 296<br>35% | 2425<br>36% | 5598<br>45% | 2118<br>29% | 5904<br>49% | 6180<br>41%     | 1836<br>43%               | 2233<br>44% | 4947<br>43% | 204<br>39%  | 316<br>45% |
| TOTAL DISAGREE  | 8193<br>42% | 8193<br>42% | 8023<br>43%     | 113<br>23% | 7109<br>41%  | 639<br>61%         | 384<br>46% | 3230<br>48% | 4939<br>40% | 4019<br>56% | 4153<br>35% | 6249<br>42%     | 1906<br>44%               | 1968<br>39% | 4851<br>42% | 222<br>42%  | 300<br>42% |

**Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?**

| Counts<br>Break %<br>Respondents  | Total       | Age         |             |            | Ethnic groups              |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |            |              |             |             |               |
|---|-------------|-------------|-------------|------------|----------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|------------|--------------|-------------|-------------|---------------|
|   |             | 31 - 60     | 61 - 80     | 81+        | White British/Irish/-Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood  | Castle Point | Chelmsford  | Colchester  | Epping Forest |
|   |             |             |             |            |                            |            |                         |              |                             |             |            |            |            |              |             |             |               |
| Base  | 19293       | 7703        | 6965        | 1055       | 15636                      | 521        | 2380                    | 14843        | 575                         | 14215       | 1308       | 1682       | 1434       | 1468         | 2217        | 3139        | 1315          |
| Q15. To what extent do you agree with the idea of some library services being available in places other than libraries? |             |             |             |            |                            |            |                         |              |                             |             |            |            |            |              |             |             |               |
| Strongly agree  | 2519<br>13% | 1046<br>14% | 914<br>13%  | 125<br>12% | 2123<br>14%                | 87<br>17%  | 245<br>10%              | 2065<br>14%  | 119<br>21%                  | 1959<br>14% | 231<br>18% | 264<br>16% | 140<br>10% | 114<br>8%    | 383<br>17%  | 346<br>11%  | 156<br>12%    |
| Agree   | 5524<br>29% | 2209<br>29% | 2133<br>31% | 331<br>31% | 4624<br>30%                | 138<br>26% | 608<br>26%              | 4417<br>30%  | 159<br>28%                  | 4245<br>30% | 511<br>39% | 563<br>33% | 378<br>26% | 290<br>20%   | 757<br>34%  | 752<br>24%  | 406<br>31%    |
| Neither agree nor disagree  | 2589<br>13% | 916<br>12%  | 1026<br>15% | 157<br>15% | 2089<br>13%                | 65<br>12%  | 322<br>14%              | 1968<br>13%  | 59<br>10%                   | 1906<br>13% | 165<br>13% | 236<br>14% | 178<br>12% | 178<br>12%   | 299<br>13%  | 406<br>13%  | 213<br>16%    |
| Disagree  | 4105<br>21% | 1639<br>21% | 1465<br>21% | 189<br>18% | 3318<br>21%                | 112<br>21% | 480<br>20%              | 3163<br>21%  | 117<br>20%                  | 2938<br>21% | 215<br>16% | 304<br>18% | 351<br>24% | 377<br>26%   | 399<br>18%  | 715<br>23%  | 254<br>19%    |
| Strongly disagree   | 4088<br>21% | 1783<br>23% | 1246<br>18% | 190<br>18% | 3139<br>20%                | 109<br>21% | 634<br>27%              | 2937<br>20%  | 116<br>20%                  | 2869<br>20% | 158<br>12% | 266<br>16% | 364<br>25% | 465<br>32%   | 329<br>15%  | 848<br>27%  | 250<br>19%    |
| Don't feel able to say  | 468<br>2%   | 110<br>1%   | 181<br>3%   | 63<br>6%   | 343<br>2%                  | 10<br>2%   | 91<br>4%                | 293<br>2%    | 5<br>1%                     | 298<br>2%   | 28<br>2%   | 49<br>3%   | 23<br>2%   | 44<br>3%     | 50<br>2%    | 72<br>2%    | 36<br>3%      |
| TOTAL AGREE   | 8043<br>42% | 3255<br>42% | 3047<br>44% | 456<br>43% | 6747<br>43%                | 225<br>43% | 853<br>36%              | 6482<br>44%  | 278<br>48%                  | 6204<br>44% | 742<br>57% | 827<br>49% | 518<br>36% | 404<br>28%   | 1140<br>51% | 1098<br>35% | 562<br>43%    |
| TOTAL DISAGREE  | 8193<br>42% | 3422<br>44% | 2711<br>39% | 379<br>36% | 6457<br>41%                | 221<br>42% | 1114<br>47%             | 6100<br>41%  | 233<br>41%                  | 5807<br>41% | 373<br>29% | 570<br>34% | 715<br>50% | 842<br>57%   | 728<br>33%  | 1563<br>50% | 504<br>38%    |

**Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?**

| Counts<br>Break %<br>Respondents   | Total       | District   |            |            |            |            |            | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |
|--|-------------|------------|------------|------------|------------|------------|------------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|
|  |             | Harlow     | Maldon     | Rochford   | Tendring   | Uttlesford | Other      | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     |
|  |             |            |            |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |
| Base   | 19293       | 674        | 827        | 1440       | 1760       | 1293       | 664        | 172                          | 19121       | 286                | 13305             | 1886                 | 15776                       | 74        | 734                  | 1016            | 10428       |
| Q15. To what extent do<br>you agree with the<br>idea of some library<br>services being<br>available in places<br>other than libraries? |             |            |            |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |
| Strongly agree   | 2519<br>13% | 102<br>15% | 166<br>20% | 140<br>10% | 184<br>10% | 180<br>14% | 108<br>16% | 1<br>1%                      | 2518<br>13% | 45<br>16%          | 1925<br>14%       | 184<br>10%           | 2204<br>14%                 | 9<br>12%  | 52<br>7%             | 162<br>16%      | 1438<br>14% |
| Agree  | 5524<br>29% | 192<br>28% | 277<br>33% | 334<br>23% | 445<br>25% | 420<br>32% | 181<br>27% | 38<br>22%                    | 5486<br>29% | 84<br>29%          | 4085<br>31%       | 434<br>23%           | 4702<br>30%                 | 17<br>23% | 156<br>21%           | 290<br>29%      | 3162<br>30% |
| Neither agree nor<br>disagree  | 2589<br>13% | 87<br>13%  | 94<br>11%  | 181<br>13% | 264<br>15% | 200<br>15% | 79<br>12%  | 14<br>8%                     | 2575<br>13% | 39<br>14%          | 1783<br>13%       | 228<br>12%           | 2115<br>13%                 | 12<br>16% | 74<br>10%            | 118<br>12%      | 1380<br>13% |
| Disagree   | 4105<br>21% | 129<br>19% | 153<br>19% | 366<br>25% | 415<br>24% | 252<br>19% | 152<br>23% | 111<br>65%                   | 3994<br>21% | 54<br>19%          | 2714<br>20%       | 440<br>23%           | 3278<br>21%                 | 14<br>19% | 166<br>23%           | 211<br>21%      | 2174<br>21% |
| Strongly disagree  | 4088<br>21% | 147<br>22% | 127<br>15% | 377<br>26% | 406<br>23% | 214<br>17% | 124<br>19% | 1<br>1%                      | 4087<br>21% | 61<br>21%          | 2530<br>19%       | 549<br>29%           | 3137<br>20%                 | 21<br>28% | 255<br>35%           | 222<br>22%      | 2075<br>20% |
| Don't feel able to say   | 468<br>2%   | 17<br>3%   | 10<br>1%   | 42<br>3%   | 46<br>3%   | 27<br>2%   | 20<br>3%   | 7<br>4%                      | 461<br>2%   | 3<br>1%            | 268<br>2%         | 51<br>3%             | 340<br>2%                   | 1<br>1%   | 31<br>4%             | 13<br>1%        | 199<br>2%   |
| TOTAL AGREE  | 8043<br>42% | 294<br>44% | 443<br>54% | 474<br>33% | 629<br>36% | 600<br>46% | 289<br>44% | 39<br>23%                    | 8004<br>42% | 129<br>45%         | 6010<br>45%       | 618<br>33%           | 6906<br>44%                 | 26<br>35% | 208<br>28%           | 452<br>44%      | 4600<br>44% |
| TOTAL DISAGREE   | 8193<br>42% | 276<br>41% | 280<br>34% | 743<br>52% | 821<br>47% | 466<br>36% | 276<br>42% | 112<br>65%                   | 8081<br>42% | 115<br>40%         | 5244<br>39%       | 989<br>52%           | 6415<br>41%                 | 35<br>47% | 421<br>57%           | 433<br>43%      | 4249<br>41% |

**Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?**

| Counts<br>Break %<br>Respondents  | Total       | Marital status    |                          |           |            |            |                   | Religion/Faith |           |           |           |           |           |             |            |
|---|-------------|-------------------|--------------------------|-----------|------------|------------|-------------------|----------------|-----------|-----------|-----------|-----------|-----------|-------------|------------|
|   |             | Civil partnership | Divorced or CP dissolved | Separated | Widowed    | Single     | Prefer not to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh      | Jewish    | None        | Not sure   |
| Base  | 19293       | 84                | 926                      | 140       | 1166       | 1550       | 1299              | 9968           | 52        | 69        | 93        | 19        | 125       | 4933        | 319        |
| Q15. To what extent do you agree with the idea of some library services being available in places other than libraries? |             |                   |                          |           |            |            |                   |                |           |           |           |           |           |             |            |
| Strongly agree  | 2519<br>13% | 12<br>14%         | 127<br>14%               | 22<br>16% | 143<br>12% | 238<br>15% | 124<br>10%        | 1374<br>14%    | 6<br>12%  | 18<br>26% | 14<br>15% | 2<br>11%  | 16<br>13% | 692<br>14%  | 27<br>8%   |
| Agree   | 5524<br>29% | 19<br>23%         | 268<br>29%               | 44<br>31% | 348<br>30% | 456<br>29% | 278<br>21%        | 2988<br>30%    | 13<br>25% | 20<br>29% | 19<br>20% | 9<br>47%  | 36<br>29% | 1452<br>29% | 95<br>30%  |
| Neither agree nor disagree  | 2589<br>13% | 10<br>12%         | 126<br>14%               | 30<br>21% | 171<br>15% | 229<br>15% | 155<br>12%        | 1351<br>14%    | 5<br>10%  | 8<br>12%  | 7<br>8%   | 4<br>21%  | 17<br>14% | 643<br>13%  | 47<br>15%  |
| Disagree  | 4105<br>21% | 18<br>21%         | 195<br>21%               | 24<br>17% | 233<br>20% | 292<br>19% | 297<br>23%        | 2137<br>21%    | 7<br>13%  | 13<br>19% | 20<br>22% | 1<br>5%   | 19<br>15% | 986<br>20%  | 59<br>18%  |
| Strongly disagree   | 4088<br>21% | 24<br>29%         | 190<br>21%               | 19<br>14% | 223<br>19% | 297<br>19% | 395<br>30%        | 1902<br>19%    | 19<br>37% | 9<br>13%  | 31<br>33% | 3<br>16%  | 34<br>27% | 1062<br>22% | 81<br>25%  |
| Don't feel able to say  | 468<br>2%   | 1<br>1%           | 20<br>2%                 | 1<br>1%   | 48<br>4%   | 38<br>2%   | 50<br>4%          | 216<br>2%      | 2<br>4%   | 1<br>1%   | 2<br>2%   | -<br>-    | 3<br>2%   | 98<br>2%    | 10<br>3%   |
| TOTAL AGREE   | 8043<br>42% | 31<br>37%         | 395<br>43%               | 66<br>47% | 491<br>42% | 694<br>45% | 402<br>31%        | 4362<br>44%    | 19<br>37% | 38<br>55% | 33<br>35% | 11<br>58% | 52<br>42% | 2144<br>43% | 122<br>38% |
| TOTAL DISAGREE  | 8193<br>42% | 42<br>50%         | 385<br>42%               | 43<br>31% | 456<br>39% | 589<br>38% | 692<br>53%        | 4039<br>41%    | 26<br>50% | 22<br>32% | 51<br>55% | 4<br>21%  | 53<br>42% | 2048<br>42% | 140<br>44% |

**Rankings**

| Counts<br>Analysis %<br>Respondents  | Total | Mean |              |              |              |              |              |              |
|--|-------|------|--------------|--------------|--------------|--------------|--------------|--------------|
|  |       |      | 1            | 2            | 3            | 4            | 5            | 6            |
| Base   | 80136 | 3.64 | 15613<br>19% | 13830<br>17% | 13940<br>17% | 12167<br>15% | 11898<br>15% | 12688<br>16% |
| Fully staffed library opening hours (this would mean libraries would be open for fewer hours over all)                                 | 13743 | 4.44 | 5970<br>43%  | 1924<br>14%  | 1869<br>14%  | 1399<br>10%  | 1281<br>9%   | 1300<br>9%   |
| More volunteer and community supported opening (this would mean libraries would be open for more hours over all, so you could ...)     | 12852 | 4.15 | 3300<br>26%  | 3352<br>26%  | 1996<br>16%  | 1655<br>13%  | 1336<br>10%  | 1213<br>9%   |
| Self-service access using smart library technology (this would mean libraries would be open for more hours over all, so you could ...) | 12401 | 3.75 | 2073<br>17%  | 2643<br>21%  | 2531<br>20%  | 1816<br>15%  | 1946<br>16%  | 1392<br>11%  |
| More weekend opening (this could mean libraries would be open less on weekdays, unless volunteers or smart library tech were av...)    | 13924 | 3.73 | 1908<br>14%  | 2809<br>20%  | 3165<br>23%  | 2644<br>19%  | 2441<br>18%  | 957<br>7%    |
| More evening opening (this could mean libraries would be open less in daytimes, unless volunteers or smart library tech were avail...) | 12216 | 3.05 | 611<br>5%    | 1569<br>13%  | 2440<br>20%  | 2869<br>23%  | 2674<br>22%  | 2053<br>17%  |
| Improved eLibrary so I can access library services any time I want   | 15000 | 2.77 | 1751<br>12%  | 1533<br>10%  | 1939<br>13%  | 1784<br>12%  | 2220<br>15%  | 5773<br>38%  |

**Q17. Digital services**

| Counts<br>Analysis %<br>Respondents                                     | Total  |              |                |               |              |                       |                |
|---|--------|--------------|----------------|---------------|--------------|-----------------------|----------------|
|   |        | Total used   | Total not used | Total aware   | Not aware    | Not used, would li... | Not interested |
| Base  | 214060 | 73522<br>34% | 140538<br>66%  | 121799<br>57% | 43852<br>20% | 12143<br>6%           | 36266<br>17%   |
| Ask a question - aware or used  | 15479  | 5059<br>33%  | 10420<br>67%   | 7995<br>52%   | 4216<br>27%  | 699<br>5%             | 2569<br>17%    |
| Book a computer in a library - aware or used                            | 15661  | 5008<br>32%  | 10653<br>68%   | 9760<br>62%   | 1741<br>11%  | 468<br>3%             | 3692<br>24%    |
| Catalogue search - aware or used  | 16223  | 9490<br>58%  | 6733<br>42%    | 12128<br>75%  | 1709<br>11%  | 593<br>4%             | 1793<br>11%    |
| Download an eBook, eMagazine, eNewspaper or eAudio book - aware or used | 15219  | 2560<br>17%  | 12659<br>83%   | 6543<br>43%   | 3104<br>20%  | 1465<br>10%           | 4107<br>27%    |
| Join the library - aware or used  | 15007  | 8779<br>58%  | 6228<br>42%    | 11140<br>74%  | 1949<br>13%  | 311<br>2%             | 1607<br>11%    |
| Libraries website Livechat - aware or used                              | 14705  | 1119<br>8%   | 13586<br>92%   | 3569<br>24%   | 5399<br>37%  | 591<br>4%             | 5146<br>35%    |
| Online course - aware or used   | 14684  | 1205<br>8%   | 13479<br>92%   | 4377<br>30%   | 5181<br>35%  | 1403<br>10%           | 3723<br>25%    |
| Online payment for overdue item - aware or used                         | 14807  | 2153<br>15%  | 12654<br>85%   | 6534<br>44%   | 4225<br>29%  | 1126<br>8%            | 2922<br>20%    |
| Renew a loaned item - aware or used                                     | 16622  | 11532<br>69% | 5090<br>31%    | 13623<br>82%  | 1229<br>7%   | 643<br>4%             | 1127<br>7%     |
| Report a problem - aware or used  | 14670  | 3515<br>24%  | 11155<br>76%   | 7630<br>52%   | 4027<br>27%  | 922<br>6%             | 2091<br>14%    |
| Request an item - aware or used   | 16317  | 10612<br>65% | 5705<br>35%    | 13139<br>81%  | 1371<br>8%   | 664<br>4%             | 1143<br>7%     |
| Request or reset your library PIN - aware or used                       | 14730  | 3838<br>26%  | 10892<br>74%   | 8592<br>58%   | 3375<br>23%  | 837<br>6%             | 1926<br>13%    |
| Update your details - aware or used                                     | 14968  | 5690<br>38%  | 9278<br>62%    | 10186<br>68%  | 2350<br>16%  | 835<br>6%             | 1597<br>11%    |

Q17. Digital services

| Counts<br>Analysis %<br>Respondents                                   | Total  |              |                   |                |              |                          |                   |
|---|--------|--------------|-------------------|----------------|--------------|--------------------------|-------------------|
|   |        | Total used   | Total not<br>used | Total<br>aware | Not aware    | Not used,<br>would li... | Not<br>interested |
| Base  | 214060 | 73522<br>34% | 140538<br>66%     | 121799<br>57%  | 43852<br>20% | 12143<br>6%              | 36266<br>17%      |
| Use online reference<br>resources e.g.<br>Ancestry - aware or<br>used | 14968  | 2962<br>20%  | 12006<br>80%      | 6583<br>44%    | 3976<br>27%  | 1586<br>11%              | 2823<br>19%       |

**Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?**

| Counts<br>Break %<br>Respondents            |             | All         | User v non user |           | Internet use |                    |           | Tier 4     |            | Tier 3     |            | Respondent Type |                           | Gender     |            | Age         |           |
|---|-------------|-------------|-----------------|-----------|--------------|--------------------|-----------|------------|------------|------------|------------|-----------------|---------------------------|------------|------------|-------------|-----------|
|   |             |             | User            | Non user  | Yes          | Library/c-afe only | No        | User       | Non user   | User       | Non-user   | Individual      | Family with kids under 11 | Male       | Female     | 16 or under | 17 - 30   |
| Base  | Total       | All         | User            | Non user  | Yes          | Library/c-afe only | No        | User       | Non user   | User       | Non-user   | Individual      | Family with kids under 11 | Male       | Female     | 16 or under | 17 - 30   |
|   | 2842        | 2842        | 2761            | 65        | 2672         | 117                | 43        | 1148       | 1691       | 1104       | 1734       | 2159            | 679                       | 638        | 1959       | 105         | 154       |
| Q18   |             |             |                 |           |              |                    |           |            |            |            |            |                 |                           |            |            |             |           |
| Customer Services Volunteer                 | 1279<br>45% | 1279<br>45% | 1254<br>45%     | 23<br>35% | 1213<br>45%  | 43<br>37%          | 22<br>51% | 468<br>41% | 810<br>48% | 568<br>51% | 710<br>41% | 1082<br>50%     | 196<br>29%                | 288<br>45% | 891<br>45% | 16<br>15%   | 57<br>37% |
| Home Library Service volunteer              | 831<br>29%  | 831<br>29%  | 805<br>29%      | 19<br>29% | 786<br>29%   | 30<br>26%          | 11<br>26% | 315<br>27% | 516<br>31% | 317<br>29% | 514<br>30% | 691<br>32%      | 140<br>21%                | 147<br>23% | 618<br>32% | 17<br>16%   | 34<br>22% |
| Library Activity Volunteer                  | 777<br>27%  | 777<br>27%  | 756<br>27%      | 15<br>23% | 725<br>27%   | 34<br>29%          | 14<br>33% | 341<br>30% | 436<br>26% | 313<br>28% | 464<br>27% | 577<br>27%      | 200<br>29%                | 144<br>23% | 573<br>29% | 35<br>33%   | 54<br>35% |
| Mobile Library Support Volunteer            | 625<br>22%  | 625<br>22%  | 604<br>22%      | 19<br>29% | 587<br>22%   | 25<br>21%          | 11<br>26% | 257<br>22% | 367<br>22% | 216<br>20% | 408<br>24% | 517<br>24%      | 107<br>16%                | 110<br>17% | 463<br>24% | 10<br>10%   | 25<br>16% |
| Baby and Toddler Rhymetime Volunteer        | 601<br>21%  | 601<br>21%  | 589<br>21%      | 9<br>14%  | 568<br>21%   | 19<br>16%          | 12<br>28% | 290<br>25% | 311<br>18% | 232<br>21% | 368<br>21% | 277<br>13%      | 323<br>48%                | 32<br>5%   | 518<br>26% | 24<br>23%   | 62<br>40% |
| Computer Support Volunteer                  | 417<br>15%  | 417<br>15%  | 396<br>14%      | 17<br>26% | 388<br>15%   | 23<br>20%          | 5<br>12%  | 167<br>15% | 249<br>15% | 166<br>15% | 250<br>14% | 343<br>16%      | 73<br>11%                 | 182<br>29% | 194<br>10% | 11<br>10%   | 39<br>25% |
| Computer Training Volunteer                 | 415<br>15%  | 415<br>15%  | 391<br>14%      | 20<br>31% | 386<br>14%   | 22<br>19%          | 7<br>16%  | 178<br>16% | 236<br>14% | 160<br>14% | 254<br>15% | 326<br>15%      | 88<br>13%                 | 193<br>30% | 181<br>9%  | 12<br>11%   | 43<br>28% |
| Library Ambassador (for 13 to 18 year olds) | 258<br>9%   | 258<br>9%   | 248<br>9%       | 9<br>14%  | 243<br>9%    | 8<br>7%            | 6<br>14%  | 117<br>10% | 140<br>8%  | 86<br>8%   | 171<br>10% | 171<br>8%       | 86<br>13%                 | 43<br>7%   | 190<br>10% | 57<br>54%   | 17<br>11% |
| Work Club Volunteer                         | 217<br>8%   | 217<br>8%   | 204<br>7%       | 12<br>18% | 197<br>7%    | 14<br>12%          | 6<br>14%  | 91<br>8%   | 126<br>7%  | 58<br>5%   | 159<br>9%  | 161<br>7%       | 56<br>8%                  | 57<br>9%   | 145<br>7%  | 11<br>10%   | 24<br>16% |
| Sensory Wall Volunteer                      | 194<br>7%   | 194<br>7%   | 188<br>7%       | 5<br>8%   | 179<br>7%    | 8<br>7%            | 7<br>16%  | 101<br>9%  | 93<br>5%   | 70<br>6%   | 124<br>7%  | 104<br>5%       | 90<br>13%                 | 17<br>3%   | 159<br>8%  | 10<br>10%   | 30<br>19% |
| Code Club Volunteer                         | 152<br>5%   | 152<br>5%   | 138<br>5%       | 11<br>17% | 140<br>5%    | 6<br>5%            | 6<br>14%  | 64<br>6%   | 88<br>5%   | 54<br>5%   | 98<br>6%   | 102<br>5%       | 50<br>7%                  | 54<br>8%   | 82<br>4%   | 17<br>16%   | 19<br>12% |
| CreatorSpace Volunteer                      | 119<br>4%   | 119<br>4%   | 113<br>4%       | 5<br>8%   | 107<br>4%    | 7<br>6%            | 5<br>12%  | 52<br>5%   | 67<br>4%   | 42<br>4%   | 77<br>4%   | 90<br>4%        | 29<br>4%                  | 28<br>4%   | 79<br>4%   | 9<br>9%     | 15<br>10% |



**Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?**

| Counts<br>Break %<br>Respondents                   | Total                     | Age         |             |           | Ethnic groups              |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |            |              |            |            |               |
|--|---------------------------|-------------|-------------|-----------|----------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|------------|--------------|------------|------------|---------------|
|  |                           | 31 - 60     | 61 - 80     | 81+       | White British/Irish/-Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood  | Castle Point | Chelmsford | Colchester | Epping Forest |
|  |                           |             |             |           |                            |            |                         |              |                             |             |            |            |            |              |            |            |               |
| <b>Base</b>  | <b>2842</b>               | <b>1219</b> | <b>1092</b> | <b>85</b> | <b>2399</b>                | <b>143</b> | <b>317</b>              | <b>2364</b>  | <b>128</b>                  | <b>2319</b> | <b>183</b> | <b>302</b> | <b>221</b> | <b>187</b>   | <b>311</b> | <b>482</b> | <b>205</b>    |
| <b>Q18</b>   |                           |             |             |           |                            |            |                         |              |                             |             |            |            |            |              |            |            |               |
| <b>Customer Services Volunteer</b>                 | <b>1279</b><br><b>45%</b> | 477<br>39%  | 605<br>55%  | 37<br>44% | 1102<br>46%                | 47<br>33%  | 151<br>48%              | 1067<br>45%  | 23<br>18%                   | 1074<br>46% | 75<br>41%  | 139<br>46% | 121<br>55% | 99<br>53%    | 129<br>41% | 222<br>46% | 87<br>42%     |
| <b>Home Library Service volunteer</b>              | <b>831</b><br><b>29%</b>  | 336<br>28%  | 370<br>34%  | 26<br>31% | 720<br>30%                 | 32<br>22%  | 74<br>23%               | 710<br>30%   | 17<br>13%                   | 701<br>30%  | 55<br>30%  | 94<br>31%  | 63<br>29%  | 49<br>26%    | 92<br>30%  | 129<br>27% | 49<br>24%     |
| <b>Library Activity Volunteer</b>                  | <b>777</b><br><b>27%</b>  | 354<br>29%  | 268<br>25%  | 24<br>28% | 667<br>28%                 | 44<br>31%  | 95<br>30%               | 653<br>28%   | 36<br>28%                   | 652<br>28%  | 38<br>21%  | 87<br>29%  | 68<br>31%  | 51<br>27%    | 76<br>24%  | 124<br>26% | 58<br>28%     |
| <b>Mobile Library Support Volunteer</b>            | <b>625</b><br><b>22%</b>  | 241<br>20%  | 298<br>27%  | 15<br>18% | 540<br>23%                 | 23<br>16%  | 63<br>20%               | 526<br>22%   | 14<br>11%                   | 534<br>23%  | 39<br>21%  | 84<br>28%  | 37<br>17%  | 38<br>20%    | 86<br>28%  | 94<br>20%  | 47<br>23%     |
| <b>Baby and Toddler Rhymetime Volunteer</b>        | <b>601</b><br><b>21%</b>  | 359<br>29%  | 113<br>10%  | 8<br>9%   | 500<br>21%                 | 41<br>29%  | 66<br>21%               | 507<br>21%   | 99<br>77%                   | 434<br>19%  | 36<br>20%  | 63<br>21%  | 38<br>17%  | 42<br>22%    | 60<br>19%  | 97<br>20%  | 51<br>25%     |
| <b>Computer Support Volunteer</b>                  | <b>417</b><br><b>15%</b>  | 175<br>14%  | 152<br>14%  | 6<br>7%   | 340<br>14%                 | 33<br>23%  | 64<br>20%               | 329<br>14%   | 11<br>9%                    | 346<br>15%  | 27<br>15%  | 43<br>14%  | 31<br>14%  | 37<br>20%    | 46<br>15%  | 64<br>13%  | 29<br>14%     |
| <b>Computer Training Volunteer</b>                 | <b>415</b><br><b>15%</b>  | 199<br>16%  | 118<br>11%  | 8<br>9%   | 328<br>14%                 | 41<br>29%  | 61<br>19%               | 334<br>14%   | 12<br>9%                    | 339<br>15%  | 28<br>15%  | 41<br>14%  | 28<br>13%  | 30<br>16%    | 46<br>15%  | 64<br>13%  | 37<br>18%     |
| <b>Library Ambassador (for 13 to 18 year olds)</b> | <b>258</b><br><b>9%</b>   | 131<br>11%  | 33<br>3%    | 5<br>6%   | 208<br>9%                  | 27<br>19%  | 20<br>6%                | 224<br>9%    | 10<br>8%                    | 222<br>10%  | 19<br>10%  | 29<br>10%  | 20<br>9%   | 17<br>9%     | 24<br>8%   | 52<br>11%  | 23<br>11%     |
| <b>Work Club Volunteer</b>                         | <b>217</b><br><b>8%</b>   | 113<br>9%   | 52<br>5%    | 5<br>6%   | 173<br>7%                  | 25<br>17%  | 39<br>12%               | 171<br>7%    | 10<br>8%                    | 181<br>8%   | 12<br>7%   | 27<br>9%   | 16<br>7%   | 19<br>10%    | 28<br>9%   | 28<br>6%   | 11<br>5%      |
| <b>Sensory Wall Volunteer</b>                      | <b>194</b><br><b>7%</b>   | 117<br>10%  | 28<br>3%    | 4<br>5%   | 158<br>7%                  | 17<br>12%  | 30<br>9%                | 162<br>7%    | 28<br>22%                   | 143<br>6%   | 17<br>9%   | 28<br>9%   | 13<br>6%   | 15<br>8%     | 29<br>9%   | 23<br>5%   | 14<br>7%      |
| <b>Code Club Volunteer</b>                         | <b>152</b><br><b>5%</b>   | 83<br>7%    | 24<br>2%    | 2<br>2%   | 121<br>5%                  | 14<br>10%  | 23<br>7%                | 124<br>5%    | 11<br>9%                    | 114<br>5%   | 13<br>7%   | 17<br>6%   | 17<br>8%   | 7<br>4%      | 18<br>6%   | 23<br>5%   | 10<br>5%      |
| <b>CreatorSpace Volunteer</b>                      | <b>119</b><br><b>4%</b>   | 59<br>5%    | 27<br>2%    | 3<br>4%   | 88<br>4%                   | 16<br>11%  | 17<br>5%                | 99<br>4%     | 7<br>5%                     | 100<br>4%   | 10<br>5%   | 18<br>6%   | 11<br>5%   | 9<br>5%      | 13<br>4%   | 15<br>3%   | 9<br>4%       |

**Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?**

| Counts<br>Break %<br>Respondents                       | Total                     | District   |            |            |            |            |           | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |
|--|---------------------------|------------|------------|------------|------------|------------|-----------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|
|  |                           | Harlow     | Maldon     | Rochford   | Tendring   | Uttlesford | Other     | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     |
|  |                           |            |            |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |
| <b>Base</b>  | <b>2842</b>               | <b>119</b> | <b>140</b> | <b>163</b> | <b>245</b> | <b>186</b> | <b>92</b> | <b>1</b>                     | <b>2841</b> | <b>59</b>          | <b>2183</b>       | <b>252</b>           | <b>2523</b>                 | <b>15</b> | <b>92</b>            | <b>185</b>      | <b>1565</b> |
| <b>Q18</b>   |                           |            |            |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |
| <b>Customer Services<br/>Volunteer</b>                 | <b>1279</b><br><b>45%</b> | 39<br>33%  | 56<br>40%  | 77<br>47%  | 128<br>52% | 72<br>39%  | 34<br>37% | 1<br>100%                    | 1278<br>45% | 24<br>41%          | 999<br>46%        | 114<br>45%           | 1140<br>45%                 | 8<br>53%  | 44<br>48%            | 59<br>32%       | 713<br>46%  |
| <b>Home Library Service<br/>volunteer</b>              | <b>831</b><br><b>29%</b>  | 31<br>26%  | 51<br>36%  | 44<br>27%  | 81<br>33%  | 59<br>32%  | 31<br>34% | -<br>-                       | 831<br>29%  | 15<br>25%          | 643<br>29%        | 74<br>29%            | 741<br>29%                  | 2<br>13%  | 24<br>26%            | 53<br>29%       | 463<br>30%  |
| <b>Library Activity<br/>Volunteer</b>                  | <b>777</b><br><b>27%</b>  | 30<br>25%  | 41<br>29%  | 49<br>30%  | 77<br>31%  | 47<br>25%  | 31<br>34% | -<br>-                       | 777<br>27%  | 18<br>31%          | 601<br>28%        | 73<br>29%            | 703<br>28%                  | 4<br>27%  | 33<br>36%            | 63<br>34%       | 416<br>27%  |
| <b>Mobile Library<br/>Support Volunteer</b>            | <b>625</b><br><b>22%</b>  | 21<br>18%  | 36<br>26%  | 27<br>17%  | 56<br>23%  | 37<br>20%  | 22<br>24% | -<br>-                       | 625<br>22%  | 8<br>14%           | 482<br>22%        | 61<br>24%            | 560<br>22%                  | -<br>-    | 16<br>17%            | 37<br>20%       | 346<br>22%  |
| <b>Baby and Toddler<br/>Rhymetime Volunteer</b>        | <b>601</b><br><b>21%</b>  | 30<br>25%  | 31<br>22%  | 42<br>26%  | 43<br>18%  | 45<br>24%  | 22<br>24% | -<br>-                       | 601<br>21%  | 12<br>20%          | 475<br>22%        | 57<br>23%            | 540<br>21%                  | 3<br>20%  | 19<br>21%            | 72<br>39%       | 366<br>23%  |
| <b>Computer Support<br/>Volunteer</b>                  | <b>417</b><br><b>15%</b>  | 21<br>18%  | 16<br>11%  | 17<br>10%  | 45<br>18%  | 29<br>16%  | 11<br>12% | -<br>-                       | 417<br>15%  | 17<br>29%          | 307<br>14%        | 46<br>18%            | 370<br>15%                  | 2<br>13%  | 20<br>22%            | 26<br>14%       | 210<br>13%  |
| <b>Computer Training<br/>Volunteer</b>                 | <b>415</b><br><b>15%</b>  | 21<br>18%  | 16<br>11%  | 21<br>13%  | 52<br>21%  | 22<br>12%  | 9<br>10%  | -<br>-                       | 415<br>15%  | 16<br>27%          | 304<br>14%        | 45<br>18%            | 368<br>15%                  | 1<br>7%   | 19<br>21%            | 30<br>16%       | 199<br>13%  |
| <b>Library Ambassador<br/>(for 13 to 18 year olds)</b> | <b>258</b><br><b>9%</b>   | 20<br>17%  | 10<br>7%   | 12<br>7%   | 8<br>3%    | 13<br>7%   | 11<br>12% | -<br>-                       | 258<br>9%   | 9<br>15%           | 181<br>8%         | 29<br>12%            | 224<br>9%                   | 4<br>27%  | 8<br>9%              | 24<br>13%       | 112<br>7%   |
| <b>Work Club Volunteer</b>                             | <b>217</b><br><b>8%</b>   | 13<br>11%  | 14<br>10%  | 11<br>7%   | 20<br>8%   | 12<br>6%   | 6<br>7%   | -<br>-                       | 217<br>8%   | 5<br>8%            | 163<br>7%         | 24<br>10%            | 193<br>8%                   | 2<br>13%  | 10<br>11%            | 12<br>6%        | 107<br>7%   |
| <b>Sensory Wall<br/>Volunteer</b>                      | <b>194</b><br><b>7%</b>   | 9<br>8%    | 5<br>4%    | 11<br>7%   | 16<br>7%   | 8<br>4%    | 6<br>7%   | -<br>-                       | 194<br>7%   | 4<br>7%            | 152<br>7%         | 21<br>8%             | 170<br>7%                   | 1<br>7%   | 14<br>15%            | 25<br>14%       | 92<br>6%    |
| <b>Code Club Volunteer</b>                             | <b>152</b><br><b>5%</b>   | 14<br>12%  | 4<br>3%    | 6<br>4%    | 10<br>4%   | 9<br>5%    | 4<br>4%   | -<br>-                       | 152<br>5%   | 5<br>8%            | 106<br>5%         | 25<br>10%            | 127<br>5%                   | 1<br>7%   | 14<br>15%            | 13<br>7%        | 66<br>4%    |
| <b>CreatorSpace<br/>Volunteer</b>                      | <b>119</b><br><b>4%</b>   | 11<br>9%   | 6<br>4%    | 4<br>2%    | 5<br>2%    | 5<br>3%    | 3<br>3%   | -<br>-                       | 119<br>4%   | 3<br>5%            | 91<br>4%          | 10<br>4%             | 106<br>4%                   | -<br>-    | 7<br>8%              | 16<br>9%        | 55<br>4%    |

**Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?**

| Counts<br>Break %<br>Respondents                   | Total                     | Marital status    |                          |           |            |            |                   | Religion/Faith |           |           |           |          |           |            |           |
|--|---------------------------|-------------------|--------------------------|-----------|------------|------------|-------------------|----------------|-----------|-----------|-----------|----------|-----------|------------|-----------|
|  |                           | Civil partnership | Divorced or CP dissolved | Separated | Widowed    | Single     | Prefer not to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh     | Jewish    | None       | Not sure  |
| <b>Base</b>  | <b>2842</b>               | <b>21</b>         | <b>166</b>               | <b>29</b> | <b>167</b> | <b>303</b> | <b>192</b>        | <b>1576</b>    | <b>14</b> | <b>22</b> | <b>18</b> | <b>4</b> | <b>24</b> | <b>791</b> | <b>50</b> |
| <b>Q18</b>   |                           |                   |                          |           |            |            |                   |                |           |           |           |          |           |            |           |
| <b>Customer Services Volunteer</b>                 | <b>1279</b><br><b>45%</b> | 4<br>19%          | 88<br>53%                | 16<br>55% | 91<br>54%  | 125<br>41% | 92<br>48%         | 739<br>47%     | 4<br>29%  | 8<br>36%  | 7<br>39%  | 1<br>25% | 13<br>54% | 338<br>43% | 23<br>46% |
| <b>Home Library Service volunteer</b>              | <b>831</b><br><b>29%</b>  | 7<br>33%          | 55<br>33%                | 11<br>38% | 55<br>33%  | 71<br>23%  | 48<br>25%         | 456<br>29%     | 3<br>21%  | 3<br>14%  | 6<br>33%  | 2<br>50% | 7<br>29%  | 236<br>30% | 15<br>30% |
| <b>Library Activity Volunteer</b>                  | <b>777</b><br><b>27%</b>  | 5<br>24%          | 39<br>23%                | 12<br>41% | 48<br>29%  | 102<br>34% | 52<br>27%         | 430<br>27%     | 7<br>50%  | 9<br>41%  | 6<br>33%  | 1<br>25% | 7<br>29%  | 226<br>29% | 13<br>26% |
| <b>Mobile Library Support Volunteer</b>            | <b>625</b><br><b>22%</b>  | 5<br>24%          | 44<br>27%                | 7<br>24%  | 46<br>28%  | 49<br>16%  | 42<br>22%         | 350<br>22%     | 4<br>29%  | 2<br>9%   | 8<br>44%  | 1<br>25% | 3<br>13%  | 166<br>21% | 13<br>26% |
| <b>Baby and Toddler Rhymetime Volunteer</b>        | <b>601</b><br><b>21%</b>  | 5<br>24%          | 21<br>13%                | 3<br>10%  | 14<br>8%   | 48<br>16%  | 35<br>18%         | 317<br>20%     | 5<br>36%  | 2<br>9%   | 6<br>33%  | -<br>-   | 3<br>13%  | 179<br>23% | 19<br>38% |
| <b>Computer Support Volunteer</b>                  | <b>417</b><br><b>15%</b>  | 6<br>29%          | 19<br>11%                | 4<br>14%  | 16<br>10%  | 67<br>22%  | 42<br>22%         | 205<br>13%     | 3<br>21%  | 10<br>45% | 3<br>17%  | 2<br>50% | 5<br>21%  | 123<br>16% | 10<br>20% |
| <b>Computer Training Volunteer</b>                 | <b>415</b><br><b>15%</b>  | 2<br>10%          | 20<br>12%                | 7<br>24%  | 16<br>10%  | 74<br>24%  | 39<br>20%         | 192<br>12%     | 3<br>21%  | 11<br>50% | 3<br>17%  | 1<br>25% | 7<br>29%  | 132<br>17% | 12<br>24% |
| <b>Library Ambassador (for 13 to 18 year olds)</b> | <b>258</b><br><b>9%</b>   | 1<br>5%           | 5<br>3%                  | 3<br>10%  | 8<br>5%    | 59<br>19%  | 20<br>10%         | 118<br>7%      | 6<br>43%  | 5<br>23%  | 3<br>17%  | 2<br>50% | 2<br>8%   | 80<br>10%  | 13<br>26% |
| <b>Work Club Volunteer</b>                         | <b>217</b><br><b>8%</b>   | 2<br>10%          | 8<br>5%                  | 2<br>7%   | 7<br>4%    | 43<br>14%  | 24<br>13%         | 107<br>7%      | 3<br>21%  | 4<br>18%  | 3<br>17%  | 1<br>25% | 2<br>8%   | 63<br>8%   | 7<br>14%  |
| <b>Sensory Wall Volunteer</b>                      | <b>194</b><br><b>7%</b>   | 1<br>5%           | 9<br>5%                  | 4<br>14%  | 6<br>4%    | 33<br>11%  | 16<br>8%          | 95<br>6%       | 2<br>14%  | 3<br>14%  | 3<br>17%  | -<br>-   | 2<br>8%   | 52<br>7%   | 8<br>16%  |
| <b>Code Club Volunteer</b>                         | <b>152</b><br><b>5%</b>   | -<br>-            | 4<br>2%                  | 2<br>7%   | 4<br>2%    | 31<br>10%  | 20<br>10%         | 54<br>3%       | 2<br>14%  | 3<br>14%  | 2<br>11%  | 1<br>25% | 2<br>8%   | 55<br>7%   | 9<br>18%  |
| <b>CreatorSpace Volunteer</b>                      | <b>119</b><br><b>4%</b>   | 1<br>5%           | 4<br>2%                  | 5<br>17%  | 3<br>2%    | 20<br>7%   | 6<br>3%           | 48<br>3%       | 2<br>14%  | 3<br>14%  | 4<br>22%  | -<br>-   | 1<br>4%   | 41<br>5%   | 5<br>10%  |

Q27. What is your age?

| Counts<br>Break %<br>z-test<br>Respondents |             |
|--|-------------|
| Base                                       | 17642       |
| V27  |             |
| 16 or under                                | 535<br>3%   |
| 17 - 20                                    | 136<br>1%   |
| 21 - 30                                    | 573<br>3%   |
| 31 - 40                                    | 2475<br>14% |
| 41 - 50                                    | 2739<br>16% |
| 51 - 60                                    | 2557<br>14% |
| 61 - 70                                    | 4056<br>23% |
| 71 - 80                                    | 3044<br>17% |
| 81 - 90                                    | 1025<br>6%  |
| 91 or over                                 | 92<br>1%    |
| Prefer not to say                          | 410<br>2%   |
| Total 61+                                  | 8217<br>47% |

Q28. Do you consider yourself to have an impairment and/or a disability?

| Counts<br>Break %<br>z-test<br>Respondents |              |
|--|--------------|
| Base                                       | 17503        |
| Q28  |              |
| Yes  | 2457<br>14%  |
| No   | 15046<br>86% |

Q28. If yes, which of the following would best describe your impairment/disability?

| Counts<br>Break %<br>z-test<br>Respondents |             |
|--|-------------|
| Base                                       | 1938        |
| Q28a                                       |             |
| Physical impairment/disability             | 1348<br>70% |
| Sensory Impairment                         | 470<br>24%  |
| Mental Health Needs                        | 246<br>13%  |
| Learning Difficulty or Disability          | 123<br>6%   |

**Q29. What is your ethnicity?**

| Counts<br>Break %<br>z-test<br>Respondents |              |
|--|--------------|
| Base                                       | 16486        |
| V29  |              |
| White British                              | 15166<br>92% |
| White Irish                                | 166<br>1%    |
| White Other                                | 549<br>3%    |
| Gypsy / Roma                               | 10<br>0%     |
| Black or Black British<br>African          | 72<br>0%     |
| Black or Black British<br>Caribbean        | 25<br>0%     |
| Mixed White/Black<br>African               | 19<br>0%     |
| Mixed White/Black<br>Caribbean             | 28<br>0%     |
| Asian or Asian British<br>Pakistani        | 19<br>0%     |
| Asian or Asian British<br>Indian           | 100<br>1%    |
| Asian or Asian British<br>Other            | 39<br>0%     |
| Mixed White/Asian                          | 49<br>0%     |
| Asian Other                                | 30<br>0%     |
| Chinese                                    | 56<br>0%     |
| Mixed Other                                | 72<br>0%     |

**Q29. What is your ethnicity?**

| Counts<br>Break %<br>z-test<br>Respondents |           |
|--|-----------|
| Base                                       | 16486     |
| Not Known                                  | 80<br>0%  |
| Black Other                                | 6<br>0%   |
| Total BAME                                 | 525<br>3% |

**Q30. What is your gender?**

| Counts<br>Break %<br>z-test<br>Respondents |              |
|--|--------------|
| Base                                       | 17338        |
| Q30  |              |
| Male                                       | 5141<br>30%  |
| Female                                     | 11700<br>67% |
| Prefer not to say                          | 497<br>3%    |

**Q31. Does your gender identity match your sex as registered at birth?**

| Counts<br>Break %<br>z-test<br>Respondents |              |
|--|--------------|
| Base                                       | 16836        |
| Q31  |              |
| Yes  | 16015<br>95% |
| No   | 76<br>0%     |
| Prefer not to say                          | 745<br>4%    |

**Q32. Pregnancy/maternity: Are you currently pregnant or have you been pregnant in the last year?**

| Counts<br>Break %<br>z-test<br>Respondents |              |
|--|--------------|
| Base                                       | 15719        |
| Q32  |              |
| Yes  | 577<br>4%    |
| No   | 14421<br>92% |
| Prefer not to say                          | 721<br>5%    |

**Q33. Marital status: Are you currently?**

| Counts<br>Break %<br>z-test<br>Respondents                      |              |
|---|--------------|
| Base  | 16858        |
| Q33   |              |
| Cohabiting  | 1025<br>6%   |
| Married   | 10570<br>63% |
| In a civil partnership  | 84<br>0%     |
| Divorced or civil partnership dissolved                         | 944<br>6%    |
| Separated (but still legally married or in a civil partnership) | 142<br>1%    |
| Widowed or a surviving partner from a civil partnership         | 1209<br>7%   |
| Single (never married or never in a civil partnership)          | 1568<br>9%   |
| Prefer not to say   | 1316<br>8%   |

Q34. What is your Religion/Faith?

| Counts<br>Break %<br>z-test<br>Respondents |              |
|--|--------------|
| Base                                       | 15811        |
| Q34  |              |
| Christian                                  | 10141<br>64% |
| Muslim                                     | 53<br>0%     |
| Hindu                                      | 69<br>0%     |
| Buddhist                                   | 95<br>1%     |
| Sikh                                       | 19<br>0%     |
| Jewish                                     | 126<br>1%    |
| None                                       | 4986<br>32%  |
| Not sure                                   | 322<br>2%    |

Q35. What is your sexual orientation?

| Counts<br>Break %<br>z-test<br>Respondents |              |
|--|--------------|
| Base                                       | 15691        |
| Q35  |              |
| Bisexual                                   | 141<br>1%    |
| Heterosexual                               | 13493<br>86% |
| Gay  | 102<br>1%    |
| Lesbian                                    | 49<br>0%     |
| Prefer not to say                          | 1906<br>12%  |

# Essex Libraries Consultation

## Individuals and family tables - tier 4 library users

This report shows tables for each question and has been filtered to show the responses for 'Tier 4=User' amongst individual and family respondents.

Are you aged under 16?

|                                  |             |
|----------------------------------|-------------|
| Counts<br>Break %<br>Respondents |             |
| Base                             | 6942        |
| Are you aged under 16?           |             |
| Yes                              | 251<br>4%   |
| No                               | 6691<br>96% |

Q1. I am responding as:

|                                  |             |
|----------------------------------|-------------|
| Counts<br>Break %<br>Respondents |             |
| Base                             | 6942        |
| Q1. I am responding as:          |             |
| An Individual                    | 5079<br>73% |
| A family with children under 11  | 1837<br>26% |
| Not known                        | 26<br>0%    |



**Q2. Which district, borough or city do you live in?**

| Counts<br>Break %<br>Respondents                          |             |
|---|-------------|
| Base  | 6919        |
| Q2. Which district,<br>borough or city do you<br>live in? |             |
| Basildon  | 323<br>5%   |
| Braintree   | 755<br>11%  |
| Brentwood   | 113<br>2%   |
| Castle Point  | 84<br>1%    |
| Chelmsford  | 1265<br>18% |
| Colchester  | 1227<br>18% |
| Epping Forest   | 778<br>11%  |
| Harlow  | 423<br>6%   |
| Hertfordshire   | 16<br>0%    |
| Maldon  | 394<br>6%   |
| Redbridge   | 32<br>0%    |
| Rochford  | 434<br>6%   |
| Southend  | 59<br>1%    |
| Suffolk   | 9<br>0%     |
| Tendring  | 374<br>5%   |

| Counts<br>Break %<br>Respondents |           |
|----------------------------------|-----------|
| Base                             | 6919      |
| Thurrock                         | 7<br>0%   |
| Uttlesford                       | 566<br>8% |
| Other authority area             | 60<br>1%  |

**Q3. Have you visited an Essex Library within the last 12 months?**

| Counts<br>Break %<br>Respondents  | Total       | All         | Internet use |                        |            | Respondent Type |                                 | Gender      |             | Age            |            |             |             |            | Ethnic groups                       |            |
|---|-------------|-------------|--------------|------------------------|------------|-----------------|---------------------------------|-------------|-------------|----------------|------------|-------------|-------------|------------|-------------------------------------|------------|
|   |             | All         | Yes          | Library/c-<br>afe only | No         | Individual      | Family<br>with kids<br>under 11 | Male        | Female      | 16 or<br>under | 17 - 30    | 31 - 60     | 61 - 80     | 81+        | White Bri-<br>tish/Irish/-<br>Other | BAME       |
| Base  | 6903        | 6903        | 6179         | 433                    | 260        | 5052            | 1826                            | 1696        | 4101        | 223            | 308        | 3073        | 2086        | 315        | 5429                                | 230        |
| Q3. Have you<br>visited an Essex<br>Library within the last<br>12 months? |             |             |              |                        |            |                 |                                 |             |             |                |            |             |             |            |                                     |            |
| Yes   | 6822<br>99% | 6822<br>99% | 6110<br>99%  | 431<br>100%            | 251<br>97% | 4980<br>99%     | 1817<br>100%                    | 1672<br>99% | 4054<br>99% | 216<br>97%     | 298<br>97% | 3045<br>99% | 2070<br>99% | 304<br>97% | 5365<br>99%                         | 223<br>97% |
| No  | 81<br>1%    | 81<br>1%    | 69<br>1%     | 2<br>0%                | 9<br>3%    | 72<br>1%        | 9<br>0%                         | 24<br>1%    | 47<br>1%    | 7<br>3%        | 10<br>3%   | 28<br>1%    | 16<br>1%    | 11<br>3%   | 64<br>1%                            | 7<br>3%    |

| Counts<br>Break %<br>Respondents  | Total       | Disabled v non<br>disabled |                 | Pregnancy &<br>maternity v non |             | District    |            |                |                 |                 |                 |                  |            |            |            |            |
|---|-------------|----------------------------|-----------------|--------------------------------|-------------|-------------|------------|----------------|-----------------|-----------------|-----------------|------------------|------------|------------|------------|------------|
|   |             | Disabled                   | Non<br>disabled | Preg/Mat                       | Non         | Basildon    | Braintree  | Brentwoo-<br>d | Castle<br>Point | Chelmsfo-<br>rd | Colchest-<br>er | Epping<br>Forest | Harlow     | Maldon     | Rochford   | Tendring   |
| Base  | 6903        | 897                        | 5182            | 263                            | 4959        | 322         | 749        | 110            | 84              | 1259            | 1220            | 770              | 421        | 393        | 434        | 374        |
| Q3. Have you<br>visited an Essex<br>Library within the last<br>12 months? |             |                            |                 |                                |             |             |            |                |                 |                 |                 |                  |            |            |            |            |
| Yes   | 6822<br>99% | 882<br>98%                 | 5125<br>99%     | 261<br>99%                     | 4899<br>99% | 321<br>100% | 741<br>99% | 107<br>97%     | 84<br>100%      | 1246<br>99%     | 1215<br>100%    | 764<br>99%       | 412<br>98% | 387<br>98% | 431<br>99% | 369<br>99% |
| No  | 81<br>1%    | 15<br>2%                   | 57<br>1%        | 2<br>1%                        | 60<br>1%    | 1<br>0%     | 8<br>1%    | 3<br>3%        | -<br>-          | 13<br>1%        | 5<br>0%         | 6<br>1%          | 9<br>2%    | 6<br>2%    | 3<br>1%    | 5<br>1%    |

**Q3. Have you visited an Essex Library within the last 12 months?**

| Counts<br>Break %<br>Respondents  | Total       | District   |            | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |                        |                                |           |
|---|-------------|------------|------------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|------------------------|--------------------------------|-----------|
|   |             | Uttlesford | Other      | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     | Civil part-<br>nership | Divorced<br>or CP<br>dissolved | Separated |
| Base  | 6903        | 566        | 182        | 35                           | 6868        | 117                | 4599              | 736                  | 5508                        | 36        | 318                  | 388             | 3643        | 34                     | 302                            | 47        |
| Q3. Have you<br>visited an Essex<br>Library within the last<br>12 months? |             |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |                                |           |
| Yes   | 6822<br>99% | 549<br>97% | 177<br>97% | 35<br>100%                   | 6787<br>99% | 114<br>97%         | 4547<br>99%       | 726<br>99%           | 5445<br>99%                 | 35<br>97% | 313<br>98%           | 383<br>99%      | 3611<br>99% | 33<br>97%              | 298<br>99%                     | 46<br>98% |
| No  | 81<br>1%    | 17<br>3%   | 5<br>3%    | -<br>-                       | 81<br>1%    | 3<br>3%            | 52<br>1%          | 10<br>1%             | 63<br>1%                    | 1<br>3%   | 5<br>2%              | 5<br>1%         | 32<br>1%    | 1<br>3%                | 4<br>1%                        | 1<br>2%   |

| Counts<br>Break %<br>Respondents  | Total       | Marital status |            |                      | Religion/Faith |           |           |           |           |            |             |            |
|---|-------------|----------------|------------|----------------------|----------------|-----------|-----------|-----------|-----------|------------|-------------|------------|
|   |             | Widowed        | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh      | Jewish     | None        | Not sure   |
| Base  | 6903        | 342            | 580        | 546                  | 3413           | 26        | 33        | 32        | 9         | 65         | 1744        | 133        |
| Q3. Have you<br>visited an Essex<br>Library within the last<br>12 months? |             |                |            |                      |                |           |           |           |           |            |             |            |
| Yes   | 6822<br>99% | 335<br>98%     | 567<br>98% | 540<br>99%           | 3373<br>99%    | 25<br>96% | 32<br>97% | 31<br>97% | 9<br>100% | 65<br>100% | 1724<br>99% | 132<br>99% |
| No  | 81<br>1%    | 7<br>2%        | 13<br>2%   | 6<br>1%              | 40<br>1%       | 1<br>4%   | 1<br>3%   | 1<br>3%   | -<br>-    | -<br>-     | 20<br>1%    | 1<br>1%    |

## Q3. Essex libraries or services used most frequently (Descending)

| Counts<br>Break %<br>z-test<br>Respondents           |             | Counts<br>Break %<br>z-test<br>Respondents |           | Counts<br>Break %<br>z-test<br>Respondents |           | Counts<br>Break %<br>z-test<br>Respondents |          | Counts<br>Break %<br>z-test<br>Respondents |          |
|--|-------------|--|-----------|--|-----------|--|----------|--|----------|
| Base   | 6590        | Base                                       | 6590      | Base                                       | 6590      | Base                                       | 6590     | Base                                       | 6590     |
| Q3. Essex libraries or services used most frequently |             | Stansted                                   | 261<br>4% | Sible Hedingham                            | 165<br>3% | Debden                                     | 95<br>1% | South Woodham Ferrers                      | 67<br>1% |
| Chelmsford   | 1044<br>16% | Stanway                                    | 248<br>4% | Great Wakering                             | 149<br>2% | Brentwood                                  | 94<br>1% | Stock                                      | 65<br>1% |
| Colchester   | 945<br>14%  | Thaxted                                    | 238<br>4% | Tye Green                                  | 147<br>2% | Southminster                               | 94<br>1% | Ingatestone                                | 61<br>1% |
| Prettygate   | 872<br>13%  | Broomfield                                 | 232<br>4% | Hockley                                    | 139<br>2% | Greenstead                                 | 90<br>1% | Wickford                                   | 61<br>1% |
| Harlow   | 385<br>6%   | Saffron Walden                             | 224<br>3% | Mark Hall                                  | 139<br>2% | Hadleigh                                   | 87<br>1% | Waltham Abbey                              | 48<br>1% |
| Buckhurst Hill                                       | 349<br>5%   | Great Baddow                               | 219<br>3% | Dunmow                                     | 138<br>2% | North Melbourne                            | 85<br>1% | Manningtree                                | 45<br>1% |
| Loughton   | 342<br>5%   | Basildon                                   | 218<br>3% | Billericay                                 | 137<br>2% | Chipping Ongar                             | 83<br>1% | Brightlingsea                              | 42<br>1% |
| Kelvedon   | 325<br>5%   | North Weald                                | 207<br>3% | Fryerns                                    | 124<br>2% | Frinton                                    | 83<br>1% | Laindon                                    | 42<br>1% |
| Witham   | 325<br>5%   | Clacton                                    | 195<br>3% | Springfield                                | 116<br>2% | West Mersea                                | 83<br>1% | South Benfleet                             | 41<br>1% |
| Maldon   | 307<br>5%   | Braintree                                  | 193<br>3% | Tiptree                                    | 112<br>2% | Great Parndon                              | 82<br>1% | Earls Colne                                | 40<br>1% |
| Galleywood   | 295<br>4%   | Wickham Bishops                            | 191<br>3% | Vange                                      | 109<br>2% | Burnham                                    | 80<br>1% | Great Tarpots                              | 40<br>1% |
| Writtle  | 273<br>4%   | Hatfield Peverel                           | 190<br>3% | Old Harlow                                 | 102<br>2% | Silver End                                 | 80<br>1% | Walton                                     | 39<br>1% |
| Hullbridge   | 269<br>4%   | Rayleigh                                   | 185<br>3% | Coggeshall                                 | 99<br>2%  | Rochford                                   | 74<br>1% | Canvey                                     | 34<br>1% |
| Danbury  | 264<br>4%   | Chigwell                                   | 180<br>3% | Wivenhoe                                   | 99<br>2%  | Shenfield                                  | 70<br>1% | Harwich                                    | 29<br>0% |
| Holland  | 263<br>4%   | Epping                                     | 174<br>3% | Halstead                                   | 96<br>1%  | Pitsea                                     | 69<br>1% | West Clacton                               | 29<br>0% |

**Q3. Essex libraries or services used most frequently (Alphabetical)**

| Counts<br>Break %<br>z-test<br>Respondents           |             | Counts<br>Break %<br>z-test<br>Respondents |            | Counts<br>Break %<br>z-test<br>Respondents |           | Counts<br>Break %<br>z-test<br>Respondents |            | Counts<br>Break %<br>z-test<br>Respondents |           |
|--|-------------|--|------------|--|-----------|--|------------|--|-----------|
| Base   | 6590        | Base                                       | 6590       | Base                                       | 6590      | Base                                       | 6590       | Base                                       | 6590      |
| Q3. Essex libraries or services used most frequently |             | Colchester                                 | 945<br>14% | Halstead                                   | 96<br>1%  | North Weald                                | 207<br>3%  | Stanway                                    | 248<br>4% |
| Basildon   | 218<br>3%   | Danbury                                    | 264<br>4%  | Harlow                                     | 385<br>6% | Old Harlow                                 | 102<br>2%  | Stock                                      | 65<br>1%  |
| Billericay   | 137<br>2%   | Debden                                     | 95<br>1%   | Harwich                                    | 29<br>0%  | Pitsea                                     | 69<br>1%   | Thaxted                                    | 238<br>4% |
| Braintree  | 193<br>3%   | Dunmow                                     | 138<br>2%  | Hatfield Peverel                           | 190<br>3% | Prettygate                                 | 872<br>13% | Tiptree                                    | 112<br>2% |
| Brentwood  | 94<br>1%    | Earls Colne                                | 40<br>1%   | Hockley                                    | 139<br>2% | Rayleigh                                   | 185<br>3%  | Tye Green                                  | 147<br>2% |
| Brightlingsea  | 42<br>1%    | Epping                                     | 174<br>3%  | Holland                                    | 263<br>4% | Rochford                                   | 74<br>1%   | Vange                                      | 109<br>2% |
| Broomfield   | 232<br>4%   | Frinton                                    | 83<br>1%   | Hullbridge                                 | 269<br>4% | Saffron Walden                             | 224<br>3%  | Waltham Abbey                              | 48<br>1%  |
| Buckhurst Hill                                       | 349<br>5%   | Fryerns                                    | 124<br>2%  | Ingatestone                                | 61<br>1%  | Shenfield                                  | 70<br>1%   | Walton                                     | 39<br>1%  |
| Burnham  | 80<br>1%    | Galleywood                                 | 295<br>4%  | Kelvedon                                   | 325<br>5% | Sible Hedingham                            | 165<br>3%  | West Clacton                               | 29<br>0%  |
| Canvey   | 34<br>1%    | Great Baddow                               | 219<br>3%  | Laindon                                    | 42<br>1%  | Silver End                                 | 80<br>1%   | West Mersea                                | 83<br>1%  |
| Chelmsford   | 1044<br>16% | Great Parndon                              | 82<br>1%   | Loughton                                   | 342<br>5% | South Benfleet                             | 41<br>1%   | Wickford                                   | 61<br>1%  |
| Chigwell   | 180<br>3%   | Great Tarpots                              | 40<br>1%   | Maldon                                     | 307<br>5% | South Woodham<br>Ferrers                   | 67<br>1%   | Wickham Bishops                            | 191<br>3% |
| Chipping Ongar                                       | 83<br>1%    | Great Wakering                             | 149<br>2%  | Manningtree                                | 45<br>1%  | Southminster                               | 94<br>1%   | Witham                                     | 325<br>5% |
| Clacton  | 195<br>3%   | Greenstead                                 | 90<br>1%   | Mark Hall                                  | 139<br>2% | Springfield                                | 116<br>2%  | Wivenhoe                                   | 99<br>2%  |
| Coggeshall   | 99<br>2%    | Hadleigh                                   | 87<br>1%   | North Melbourne                            | 85<br>1%  | Stansted                                   | 261<br>4%  | Writtle                                    | 273<br>4% |

**Library usage**

| Counts<br>Break %<br>Respondents | Total       | All         | Internet use |                        |            | Respondent Type |                                 | Gender     |             | Age            |            |             |            |            | Ethnic groups                       |            |
|----------------------------------|-------------|-------------|--------------|------------------------|------------|-----------------|---------------------------------|------------|-------------|----------------|------------|-------------|------------|------------|-------------------------------------|------------|
|                                  |             | All         | Yes          | Library/c-<br>afe only | No         | Individual      | Family<br>with kids<br>under 11 | Male       | Female      | 16 or<br>under | 17 - 30    | 31 - 60     | 61 - 80    | 81+        | White Bri-<br>tish/Irish/-<br>Other | BAME       |
| Base                             | 6590        | 6590        | 5905         | 415                    | 241        | 4783            | 1783                            | 1620       | 3915        | 213            | 296        | 2966        | 1972       | 288        | 5186                                | 219        |
| Library usage                    |             |             |              |                        |            |                 |                                 |            |             |                |            |             |            |            |                                     |            |
| 1 library                        | 2172<br>33% | 2172<br>33% | 1903<br>32%  | 121<br>29%             | 136<br>56% | 1627<br>34%     | 533<br>30%                      | 497<br>31% | 1290<br>33% | 70<br>33%      | 64<br>22%  | 852<br>29%  | 719<br>36% | 155<br>54% | 1693<br>33%                         | 50<br>23%  |
| 2 libraries                      | 1612<br>24% | 1612<br>24% | 1501<br>25%  | 62<br>15%              | 39<br>16%  | 1135<br>24%     | 472<br>26%                      | 412<br>25% | 976<br>25%  | 48<br>23%      | 65<br>22%  | 755<br>25%  | 501<br>25% | 67<br>23%  | 1297<br>25%                         | 48<br>22%  |
| 3 libraries                      | 2806<br>43% | 2806<br>43% | 2501<br>42%  | 232<br>56%             | 66<br>27%  | 2021<br>42%     | 778<br>44%                      | 711<br>44% | 1649<br>42% | 95<br>45%      | 167<br>56% | 1359<br>46% | 752<br>38% | 66<br>23%  | 2196<br>42%                         | 121<br>55% |

| Counts<br>Break %<br>Respondents | Total       | Disabled v non<br>disabled |                 | Pregnancy &<br>maternity v non |             | District   |            |                |                 |                 |                 |                  |            |            |            |            |
|----------------------------------|-------------|----------------------------|-----------------|--------------------------------|-------------|------------|------------|----------------|-----------------|-----------------|-----------------|------------------|------------|------------|------------|------------|
|                                  |             | Disabled                   | Non<br>disabled | Preg/Mat                       | Non         | Basildon   | Braintree  | Brentwoo-<br>d | Castle<br>Point | Chelmsfo-<br>rd | Colchest-<br>er | Epping<br>Forest | Harlow     | Maldon     | Rochford   | Tendring   |
| Base                             | 6590        | 837                        | 4973            | 256                            | 4741        | 310        | 721        | 102            | 83              | 1196            | 1165            | 741              | 396        | 380        | 418        | 358        |
| Library usage                    |             |                            |                 |                                |             |            |            |                |                 |                 |                 |                  |            |            |            |            |
| 1 library                        | 2172<br>33% | 303<br>36%                 | 1595<br>32%     | 76<br>30%                      | 1523<br>32% | 70<br>23%  | 293<br>41% | 18<br>18%      | 13<br>16%       | 327<br>27%      | 278<br>24%      | 269<br>36%       | 117<br>30% | 102<br>27% | 201<br>48% | 123<br>34% |
| 2 libraries                      | 1612<br>24% | 181<br>22%                 | 1261<br>25%     | 77<br>30%                      | 1165<br>25% | 67<br>22%  | 151<br>21% | 8<br>8%        | 14<br>17%       | 329<br>28%      | 363<br>31%      | 211<br>28%       | 67<br>17%  | 85<br>22%  | 80<br>19%  | 85<br>24%  |
| 3 libraries                      | 2806<br>43% | 353<br>42%                 | 2117<br>43%     | 103<br>40%                     | 2053<br>43% | 173<br>56% | 277<br>38% | 76<br>75%      | 56<br>67%       | 540<br>45%      | 524<br>45%      | 261<br>35%       | 212<br>54% | 193<br>51% | 137<br>33% | 150<br>42% |

**Library usage**

| Counts<br>Break %<br>Respondents | Total       | District   |           | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |                        |                                |           |
|----------------------------------|-------------|------------|-----------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|------------------------|--------------------------------|-----------|
|                                  |             | Uttlesford | Other     | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     | Civil part-<br>nership | Divorced<br>or CP<br>dissolved | Separated |
|                                  |             |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |                                |           |
| Base                             | 6590        | 529        | 172       | 35                           | 6555        | 112                | 4393              | 702                  | 5265                        | 34        | 305                  | 379             | 3477        | 32                     | 284                            | 44        |
| Library usage                    |             |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |                                |           |
| 1 library                        | 2172<br>33% | 276<br>52% | 74<br>43% | 15<br>43%                    | 2157<br>33% | 26<br>23%          | 1395<br>32%       | 237<br>34%           | 1693<br>32%                 | 11<br>32% | 102<br>33%           | 107<br>28%      | 1138<br>33% | 7<br>22%               | 95<br>33%                      | 8<br>18%  |
| 2 libraries                      | 1612<br>24% | 126<br>24% | 24<br>14% | 8<br>23%                     | 1604<br>24% | 27<br>24%          | 1096<br>25%       | 156<br>22%           | 1316<br>25%                 | 8<br>24%  | 65<br>21%            | 85<br>22%       | 927<br>27%  | 6<br>19%               | 63<br>22%                      | 9<br>20%  |
| 3 libraries                      | 2806<br>43% | 127<br>24% | 74<br>43% | 12<br>34%                    | 2794<br>43% | 59<br>53%          | 1902<br>43%       | 309<br>44%           | 2256<br>43%                 | 15<br>44% | 138<br>45%           | 187<br>49%      | 1412<br>41% | 19<br>59%              | 126<br>44%                     | 27<br>61% |

| Counts<br>Break %<br>Respondents | Total       | Marital status |            |                      | Religion/Faith |           |           |           |          |           |            |           |
|----------------------------------|-------------|----------------|------------|----------------------|----------------|-----------|-----------|-----------|----------|-----------|------------|-----------|
|                                  |             | Widowed        | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh     | Jewish    | None       | Not sure  |
|                                  |             |                |            |                      |                |           |           |           |          |           |            |           |
| Base                             | 6590        | 320            | 554        | 529                  | 3244           | 24        | 31        | 31        | 9        | 63        | 1680       | 131       |
| Library usage                    |             |                |            |                      |                |           |           |           |          |           |            |           |
| 1 library                        | 2172<br>33% | 154<br>48%     | 146<br>26% | 163<br>31%           | 1091<br>34%    | 5<br>21%  | 7<br>23%  | 5<br>16%  | 1<br>11% | 18<br>29% | 520<br>31% | 35<br>27% |
| 2 libraries                      | 1612<br>24% | 69<br>22%      | 111<br>20% | 118<br>22%           | 783<br>24%     | 5<br>21%  | 11<br>35% | 9<br>29%  | 3<br>33% | 16<br>25% | 453<br>27% | 21<br>16% |
| 3 libraries                      | 2806<br>43% | 97<br>30%      | 297<br>54% | 248<br>47%           | 1370<br>42%    | 14<br>58% | 13<br>42% | 17<br>55% | 5<br>56% | 29<br>46% | 707<br>42% | 75<br>57% |

## Library usage

| Counts<br>Break %<br>Respondents | Total       | All         | Internet use |                    |            | Respondent Type |                           | Gender      |             | Age         |            |             |             |            | Ethnic groups               |            | Disabled v non disabled |              | Pregnancy & maternity v non |             |
|----------------------------------|-------------|-------------|--------------|--------------------|------------|-----------------|---------------------------|-------------|-------------|-------------|------------|-------------|-------------|------------|-----------------------------|------------|-------------------------|--------------|-----------------------------|-------------|
|                                  |             | All         | Yes          | Library/c-afe only | No         | Individual      | Family with kids under 11 | Male        | Female      | 16 or under | 17 - 30    | 31 - 60     | 61 - 80     | 81+        | White British/Irish/- Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         |
|                                  |             |             |              |                    |            |                 |                           |             |             |             |            |             |             |            |                             |            | Disabled                | Non disabled | Preg/Mat                    | Non         |
| Base                             | 6590        | 6590        | 5905         | 415                | 241        | 4783            | 1783                      | 1620        | 3915        | 213         | 296        | 2966        | 1972        | 288        | 5186                        | 219        | 837                     | 4973         | 256                         | 4741        |
| Library usage                    |             |             |              |                    |            |                 |                           |             |             |             |            |             |             |            |                             |            |                         |              |                             |             |
| 1 library                        | 2172<br>33% | 2172<br>33% | 1903<br>32%  | 121<br>29%         | 136<br>56% | 1627<br>34%     | 533<br>30%                | 497<br>31%  | 1290<br>33% | 70<br>33%   | 64<br>22%  | 852<br>29%  | 719<br>36%  | 155<br>54% | 1693<br>33%                 | 50<br>23%  | 303<br>36%              | 1595<br>32%  | 76<br>30%                   | 1523<br>32% |
| 2+ libraries                     | 4418<br>67% | 4418<br>67% | 4002<br>68%  | 294<br>71%         | 105<br>44% | 3156<br>66%     | 1250<br>70%               | 1123<br>69% | 2625<br>67% | 143<br>67%  | 232<br>78% | 2114<br>71% | 1253<br>64% | 133<br>46% | 3493<br>67%                 | 169<br>77% | 534<br>64%              | 3378<br>68%  | 180<br>70%                  | 3218<br>68% |

| Counts<br>Break %<br>Respondents | Total       | District   |            |           |              |            |            |               |            |            |            |            |            |           |           | Easy Read v non<br>easy read |           | Sexual orientation |                   |             | Gender i.. |
|----------------------------------|-------------|------------|------------|-----------|--------------|------------|------------|---------------|------------|------------|------------|------------|------------|-----------|-----------|------------------------------|-----------|--------------------|-------------------|-------------|------------|
|                                  |             | Basildon   | Braintree  | Brentwood | Castle Point | Chelmsford | Colchester | Epping Forest | Harlow     | Maldon     | Rochford   | Tendring   | Uttlesford | Other     | Yes       | No                           | LGBT      | Heterosexual       | Prefer not to say | Yes         |            |
|                                  |             |            |            |           |              |            |            |               |            |            |            |            |            |           |           |                              |           |                    |                   |             |            |
| Base                             | 6590        | 310        | 721        | 102       | 83           | 1196       | 1165       | 741           | 396        | 380        | 418        | 358        | 529        | 172       | 35        | 6555                         | 112       | 4393               | 702               | 5265        |            |
| Library usage                    |             |            |            |           |              |            |            |               |            |            |            |            |            |           |           |                              |           |                    |                   |             |            |
| 1 library                        | 2172<br>33% | 70<br>23%  | 293<br>41% | 18<br>18% | 13<br>16%    | 327<br>27% | 278<br>24% | 269<br>36%    | 117<br>30% | 102<br>27% | 201<br>48% | 123<br>34% | 276<br>52% | 74<br>43% | 15<br>43% | 2157<br>33%                  | 26<br>23% | 1395<br>32%        | 237<br>34%        | 1693<br>32% |            |
| 2+ libraries                     | 4418<br>67% | 240<br>77% | 428<br>59% | 84<br>82% | 70<br>84%    | 869<br>73% | 887<br>76% | 472<br>64%    | 279<br>70% | 278<br>73% | 217<br>52% | 235<br>66% | 253<br>48% | 98<br>57% | 20<br>57% | 4398<br>67%                  | 86<br>77% | 2998<br>68%        | 465<br>66%        | 3572<br>68% |            |

| Counts<br>Break %<br>Respondents |             | Gender identity mat... |                   | Marital status  |             |                        |                                |           |            |            |                      | Religion/Faith |           |           |           |          |           |             |           |
|----------------------------------|-------------|------------------------|-------------------|-----------------|-------------|------------------------|--------------------------------|-----------|------------|------------|----------------------|----------------|-----------|-----------|-----------|----------|-----------|-------------|-----------|
|                                  |             | No                     | Prefer not to say | Cohabitin-<br>g | Married     | Civil part-<br>nership | Divorced<br>or CP<br>dissolved | Separated | Widowed    | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh     | Jewish    | None        | Not sure  |
|                                  | Total       |                        |                   |                 |             |                        |                                |           |            |            |                      |                |           |           |           |          |           |             |           |
| Base                             | 6590        | 34                     | 305               | 379             | 3477        | 32                     | 284                            | 44        | 320        | 554        | 529                  | 3244           | 24        | 31        | 31        | 9        | 63        | 1680        | 131       |
| Library usage                    |             |                        |                   |                 |             |                        |                                |           |            |            |                      |                |           |           |           |          |           |             |           |
| 1 library                        | 2172<br>33% | 11<br>32%              | 102<br>33%        | 107<br>28%      | 1138<br>33% | 7<br>22%               | 95<br>33%                      | 8<br>18%  | 154<br>48% | 146<br>26% | 163<br>31%           | 1091<br>34%    | 5<br>21%  | 7<br>23%  | 5<br>16%  | 1<br>11% | 18<br>29% | 520<br>31%  | 35<br>27% |
| 2+ libraries                     | 4418<br>67% | 23<br>68%              | 203<br>67%        | 272<br>72%      | 2339<br>67% | 25<br>78%              | 189<br>67%                     | 36<br>82% | 166<br>52% | 408<br>74% | 366<br>69%           | 2153<br>66%    | 19<br>79% | 24<br>77% | 26<br>84% | 8<br>89% | 45<br>71% | 1160<br>69% | 96<br>73% |



**Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?**

| Counts<br>Break %<br>Respondents  | Total       | All         | Internet use |                    |            | Respondent Type |                           | Gender      |             | Age         |            |             |             |            | Ethnic groups              |            |
|---|-------------|-------------|--------------|--------------------|------------|-----------------|---------------------------|-------------|-------------|-------------|------------|-------------|-------------|------------|----------------------------|------------|
|   |             | All         | Yes          | Library/c-afe only | No         | Individual      | Family with kids under 11 | Male        | Female      | 16 or under | 17 - 30    | 31 - 60     | 61 - 80     | 81+        | White British/Irish/-Other | BAME       |
| Base  | 6862        | 6862        | 6157         | 431                | 258        | 5008            | 1830                      | 1682        | 4081        | 220         | 310        | 3069        | 2064        | 308        | 5405                       | 226        |
| Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months? |             |             |              |                    |            |                 |                           |             |             |             |            |             |             |            |                            |            |
| Yes   | 6100<br>89% | 6100<br>89% | 5438<br>88%  | 411<br>95%         | 236<br>91% | 4354<br>87%     | 1723<br>94%               | 1443<br>86% | 3669<br>90% | 207<br>94%  | 271<br>87% | 2716<br>88% | 1827<br>89% | 283<br>92% | 4786<br>89%                | 205<br>91% |
| No  | 762<br>11%  | 762<br>11%  | 719<br>12%   | 20<br>5%           | 22<br>9%   | 654<br>13%      | 107<br>6%                 | 239<br>14%  | 412<br>10%  | 13<br>6%    | 39<br>13%  | 353<br>12%  | 237<br>11%  | 25<br>8%   | 619<br>11%                 | 21<br>9%   |

| Counts<br>Break %<br>Respondents  | Total       | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |            |              |             |             |               |            |            |            |            |
|---|-------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|------------|--------------|-------------|-------------|---------------|------------|------------|------------|------------|
|   |             | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood  | Castle Point | Chelmsford  | Colchester  | Epping Forest | Harlow     | Maldon     | Rochford   | Tendring   |
| Base  | 6862        | 887                     | 5158         | 265                         | 4936        | 319        | 751        | 113        | 82           | 1256        | 1215        | 766           | 413        | 391        | 425        | 369        |
| Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months? |             |                         |              |                             |             |            |            |            |              |             |             |               |            |            |            |            |
| Yes   | 6100<br>89% | 784<br>88%              | 4579<br>89%  | 238<br>90%                  | 4370<br>89% | 294<br>92% | 661<br>88% | 103<br>91% | 75<br>91%    | 1143<br>91% | 1099<br>90% | 674<br>88%    | 355<br>86% | 353<br>90% | 386<br>91% | 335<br>91% |
| No  | 762<br>11%  | 103<br>12%              | 579<br>11%   | 27<br>10%                   | 566<br>11%  | 25<br>8%   | 90<br>12%  | 10<br>9%   | 7<br>9%      | 113<br>9%   | 116<br>10%  | 92<br>12%     | 58<br>14%  | 38<br>10%  | 39<br>9%   | 34<br>9%   |

**Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?**

| Counts<br>Break %<br>Respondents  | Total       | District   |            | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |                        |                                |           |
|---|-------------|------------|------------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|------------------------|--------------------------------|-----------|
|   |             | Uttlesford | Other      | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     | Civil part-<br>nership | Divorced<br>or CP<br>dissolved | Separated |
| Base  | 6862        | 560        | 181        | 35                           | 6827        | 115                | 4585              | 730                  | 5483                        | 34        | 315                  | 391             | 3631        | 33                     | 303                            | 47        |
| Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months? |             |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |                                |           |
| Yes   | 6100<br>89% | 442<br>79% | 159<br>88% | 29<br>83%                    | 6071<br>89% | 90<br>78%          | 4053<br>88%       | 657<br>90%           | 4860<br>89%                 | 30<br>88% | 286<br>91%           | 337<br>86%      | 3228<br>89% | 31<br>94%              | 267<br>88%                     | 40<br>85% |
| No  | 762<br>11%  | 118<br>21% | 22<br>12%  | 6<br>17%                     | 756<br>11%  | 25<br>22%          | 532<br>12%        | 73<br>10%            | 623<br>11%                  | 4<br>12%  | 29<br>9%             | 54<br>14%       | 403<br>11%  | 2<br>6%                | 36<br>12%                      | 7<br>15%  |

| Counts<br>Break %<br>Respondents  | Total       | Marital status |            |                      | Religion/Faith |           |           |           |            |           |             |            |
|---|-------------|----------------|------------|----------------------|----------------|-----------|-----------|-----------|------------|-----------|-------------|------------|
|   |             | Widowed        | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh       | Jewish    | None        | Not sure   |
| Base  | 6862        | 338            | 573        | 537                  | 3395           | 26        | 33        | 30        | 10         | 65        | 1737        | 133        |
| Q4. Have you used an Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months? |             |                |            |                      |                |           |           |           |            |           |             |            |
| Yes   | 6100<br>89% | 300<br>89%     | 503<br>88% | 489<br>91%           | 3004<br>88%    | 23<br>88% | 30<br>91% | 27<br>90% | 10<br>100% | 56<br>86% | 1533<br>88% | 124<br>93% |
| No  | 762<br>11%  | 38<br>11%      | 70<br>12%  | 48<br>9%             | 391<br>12%     | 3<br>12%  | 3<br>9%   | 3<br>10%  | -<br>-     | 9<br>14%  | 204<br>12%  | 9<br>7%    |

**Q5. How do you usually travel to the library you use most frequently?**

| Counts<br>Break %<br>Respondents                                      | Total       | All         | User v non user |           | Internet use |                    |            | Respondent Type |                           | Gender      |             | Age         |            |             |             |            |
|---|-------------|-------------|-----------------|-----------|--------------|--------------------|------------|-----------------|---------------------------|-------------|-------------|-------------|------------|-------------|-------------|------------|
|   |             | All         | User            | Non user  | Yes          | Library/c-afe only | No         | Individual      | Family with kids under 11 | Male        | Female      | 16 or under | 17 - 30    | 31 - 60     | 61 - 80     | 81+        |
| Base  | 6821        | 6821        | 6719            | 64        | 6150         | 421                | 236        | 4966            | 1830                      | 1671        | 4053        | 212         | 307        | 3065        | 2059        | 286        |
| Q5. How do you usually travel to the library you use most frequently? |             |             |                 |           |              |                    |            |                 |                           |             |             |             |            |             |             |            |
| On foot   | 4300<br>63% | 4300<br>63% | 4246<br>63%     | 30<br>47% | 3855<br>63%  | 280<br>67%         | 155<br>66% | 3054<br>61%     | 1228<br>67%               | 1080<br>65% | 2523<br>62% | 136<br>64%  | 204<br>66% | 1979<br>65% | 1276<br>62% | 159<br>56% |
| Own vehicle   | 2694<br>39% | 2694<br>39% | 2654<br>39%     | 27<br>42% | 2538<br>41%  | 94<br>22%          | 59<br>25%  | 1892<br>38%     | 797<br>44%                | 573<br>34%  | 1704<br>42% | 75<br>35%   | 116<br>38% | 1300<br>42% | 730<br>35%  | 116<br>41% |
| Public transport  | 686<br>10%  | 686<br>10%  | 673<br>10%      | 7<br>11%  | 554<br>9%    | 92<br>22%          | 38<br>16%  | 571<br>11%      | 110<br>6%                 | 207<br>12%  | 357<br>9%   | 19<br>9%    | 56<br>18%  | 202<br>7%   | 272<br>13%  | 34<br>12%  |
| Bicycle   | 277<br>4%   | 277<br>4%   | 273<br>4%       | 3<br>5%   | 249<br>4%    | 24<br>6%           | 2<br>1%    | 202<br>4%       | 75<br>4%                  | 92<br>6%    | 127<br>3%   | 11<br>5%    | 20<br>7%   | 135<br>4%   | 66<br>3%    | 3<br>1%    |

| Counts<br>Break %<br>Respondents                                      | Total       | Ethnic groups              |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |           |              |            |            |               |            |            |
|---|-------------|----------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|-----------|--------------|------------|------------|---------------|------------|------------|
|   |             | White British/Irish/-Other | BAME       |                         |              |                             |             |            |            |           |              |            |            |               |            |            |
|   |             |                            |            | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood | Castle Point | Chelmsford | Colchester | Epping Forest | Harlow     | Maldon     |
| Base  | 6821        | 5362                       | 228        | 834                     | 5169         | 264                         | 4910        | 319        | 749        | 113       | 83           | 1242       | 1213       | 768           | 413        | 388        |
| Q5. How do you usually travel to the library you use most frequently? |             |                            |            |                         |              |                             |             |            |            |           |              |            |            |               |            |            |
| On foot   | 4300<br>63% | 3365<br>63%                | 159<br>70% | 474<br>57%              | 3318<br>64%  | 184<br>70%                  | 3056<br>62% | 204<br>64% | 535<br>71% | 72<br>64% | 53<br>64%    | 777<br>63% | 641<br>53% | 526<br>68%    | 286<br>69% | 223<br>57% |
| Own vehicle   | 2694<br>39% | 2137<br>40%                | 78<br>34%  | 320<br>38%              | 2049<br>40%  | 105<br>40%                  | 1986<br>40% | 133<br>42% | 249<br>33% | 49<br>43% | 31<br>37%    | 543<br>44% | 520<br>43% | 282<br>37%    | 138<br>33% | 181<br>47% |
| Public transport  | 686<br>10%  | 509<br>9%                  | 44<br>19%  | 126<br>15%              | 478<br>9%    | 18<br>7%                    | 483<br>10%  | 36<br>11%  | 38<br>5%   | 19<br>17% | 15<br>18%    | 145<br>12% | 172<br>14% | 55<br>7%      | 54<br>13%  | 20<br>5%   |
| Bicycle   | 277<br>4%   | 205<br>4%                  | 13<br>6%   | 32<br>4%                | 204<br>4%    | 9<br>3%                     | 195<br>4%   | 10<br>3%   | 16<br>2%   | 1<br>1%   | 3<br>4%      | 74<br>6%   | 88<br>7%   | 9<br>1%       | 16<br>4%   | 16<br>4%   |

**Q5. How do you usually travel to the library you use most frequently?**

| Counts<br>Break %<br>Respondents                                      | Total       | District   |            |            |           | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |                        |
|---|-------------|------------|------------|------------|-----------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|------------------------|
|   |             | Rochford   | Tendring   | Uttlesford | Other     | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     | Civil part-<br>nership |
|   |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| Base  | 6821        | 418        | 360        | 555        | 179       | 34                           | 6787        | 117                | 4554              | 719                  | 5445                        | 36        | 312                  | 389             | 3627        | 32                     |
| Q5. How do you usually travel to the library you use most frequently? |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| On foot   | 4300<br>63% | 308<br>74% | 228<br>63% | 375<br>68% | 60<br>34% | 19<br>56%                    | 4281<br>63% | 77<br>66%          | 2841<br>62%       | 462<br>64%           | 3433<br>63%                 | 23<br>64% | 201<br>64%           | 263<br>68%      | 2279<br>63% | 21<br>66%              |
| Own vehicle   | 2694<br>39% | 128<br>31% | 132<br>37% | 203<br>37% | 99<br>55% | 16<br>47%                    | 2678<br>39% | 32<br>27%          | 1869<br>41%       | 259<br>36%           | 2170<br>40%                 | 10<br>28% | 107<br>34%           | 166<br>43%      | 1505<br>41% | 12<br>38%              |
| Public transport  | 686<br>10%  | 33<br>8%   | 28<br>8%   | 30<br>5%   | 37<br>21% | 7<br>21%                     | 679<br>10%  | 24<br>21%          | 428<br>9%         | 79<br>11%            | 539<br>10%                  | 3<br>8%   | 42<br>13%            | 32<br>8%        | 293<br>8%   | 1<br>3%                |
| Bicycle   | 277<br>4%   | 9<br>2%    | 14<br>4%   | 10<br>2%   | 11<br>6%  | 1<br>3%                      | 276<br>4%   | 5<br>4%            | 171<br>4%         | 40<br>6%             | 207<br>4%                   | 2<br>6%   | 22<br>7%             | 19<br>5%        | 133<br>4%   | 4<br>13%               |

| Counts<br>Break %<br>Respondents   | Total | Marital status                 |           |         |        |                      | Religion/Faith |        |       |          |      |        |      |          |
|--|-------|--------------------------------|-----------|---------|--------|----------------------|----------------|--------|-------|----------|------|--------|------|----------|
|  |       | Divorced<br>or CP<br>dissolved | Separated | Widowed | Single | Prefer not<br>to say | Christian      | Muslim | Hindu | Buddhist | Sikh | Jewish | None | Not sure |
| Base   | 6821  | 298                            | 46        | 323     | 568    | 531                  | 3372           | 26     | 33    | 32       | 10   | 65     | 1726 | 128      |
| Q5. How do you<br>usually travel to the<br>library you use most<br>frequently? |       |                                |           |         |        |                      |                |        |       |          |      |        |      |          |
| On foot  | 4300  | 179                            | 27        | 193     | 361    | 332                  | 2075           | 19     | 22    | 20       | 6    | 39     | 1116 | 78       |
|  | 63%   | 60%                            | 59%       | 60%     | 64%    | 63%                  | 62%            | 73%    | 67%   | 63%      | 60%  | 60%    | 65%  | 61%      |
| Own vehicle  | 2694  | 116                            | 22        | 123     | 191    | 162                  | 1389           | 7      | 15    | 11       | 5    | 29     | 651  | 53       |
|  | 39%   | 39%                            | 48%       | 38%     | 34%    | 31%                  | 41%            | 27%    | 45%   | 34%      | 50%  | 45%    | 38%  | 41%      |
| Public transport   | 686   | 36                             | 3         | 35      | 103    | 88                   | 337            | 3      | 8     | 4        | 2    | 5      | 159  | 18       |
|  | 10%   | 12%                            | 7%        | 11%     | 18%    | 17%                  | 10%            | 12%    | 24%   | 13%      | 20%  | 8%     | 9%   | 14%      |
| Bicycle  | 277   | 8                              | 3         | 5       | 31     | 30                   | 112            | 1      | 1     | 4        | 1    | 4      | 84   | 12       |
|  | 4%    | 3%                             | 7%        | 2%      | 5%     | 6%                   | 3%             | 4%     | 3%    | 13%      | 10%  | 6%     | 5%   | 9%       |

## Q6. Do you have access to the internet?

| Counts<br>Break %<br>Respondents  | Total       | All         | User v non user |           | Respondent Type |                           | Gender      |             | Age         |            |             |             |            | Ethnic groups              |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |
|---|-------------|-------------|-----------------|-----------|-----------------|---------------------------|-------------|-------------|-------------|------------|-------------|-------------|------------|----------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|
|   |             | All         | User            | Non user  | Individual      | Family with kids under 11 | Male        | Female      | 16 or under | 17 - 30    | 31 - 60     | 61 - 80     | 81+        | White British/Irish/-Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   |
|   |             | 6910        | 6792            | 80        | 5050            | 1834                      | 1696        | 4104        | 222         | 310        | 3082        | 2085        | 312        | 5435                       | 229        | 894                     | 5192         | 265                         | 4968        | 322        |
| Base  |             | 6910        | 6792            | 80        | 5050            | 1834                      | 1696        | 4104        | 222         | 310        | 3082        | 2085        | 312        | 5435                       | 229        | 894                     | 5192         | 265                         | 4968        | 322        |
| Q6. Do you have access to the internet?                                 |             |             |                 |           |                 |                           |             |             |             |            |             |             |            |                            |            |                         |              |                             |             |            |
| Yes, at home  | 5478<br>79% | 5478<br>79% | 5388<br>79%     | 61<br>76% | 4010<br>79%     | 1454<br>79%               | 1356<br>80% | 3291<br>80% | 181<br>82%  | 235<br>76% | 2477<br>80% | 1742<br>84% | 169<br>54% | 4368<br>80%                | 165<br>72% | 600<br>67%              | 4271<br>82%  | 213<br>80%                  | 4021<br>81% | 242<br>75% |
| Yes, at work  | 104<br>2%   | 104<br>2%   | 101<br>1%       | 2<br>3%   | 82<br>2%        | 22<br>1%                  | 35<br>2%    | 55<br>1%    | -<br>-      | 4<br>1%    | 74<br>2%    | 16<br>1%    | -<br>-     | 82<br>2%                   | 4<br>2%    | 9<br>1%                 | 85<br>2%     | 4<br>2%                     | 75<br>2%    | 6<br>2%    |
| Yes on my mobile device   | 631<br>9%   | 631<br>9%   | 621<br>9%       | 6<br>8%   | 340<br>7%       | 291<br>16%                | 112<br>7%   | 418<br>10%  | 23<br>10%   | 53<br>17%  | 374<br>12%  | 90<br>4%    | 6<br>2%    | 491<br>9%                  | 27<br>12%  | 57<br>6%                | 494<br>10%   | 42<br>16%                   | 456<br>9%   | 28<br>9%   |
| I can only use the internet in the library or in a public internet cafe | 434<br>6%   | 434<br>6%   | 431<br>6%       | 2<br>3%   | 369<br>7%       | 59<br>3%                  | 140<br>8%   | 179<br>4%   | 13<br>6%    | 16<br>5%   | 136<br>4%   | 144<br>7%   | 33<br>11%  | 290<br>5%                  | 25<br>11%  | 121<br>14%              | 223<br>4%    | 4<br>2%                     | 263<br>5%   | 31<br>10%  |
| No  | 263<br>4%   | 263<br>4%   | 251<br>4%       | 9<br>11%  | 249<br>5%       | 8<br>0%                   | 53<br>3%    | 161<br>4%   | 5<br>2%     | 2<br>1%    | 21<br>1%    | 93<br>4%    | 104<br>33% | 204<br>4%                  | 8<br>3%    | 107<br>12%              | 119<br>2%    | 2<br>1%                     | 153<br>3%   | 15<br>5%   |

| Counts<br>Break %<br>Respondents  | Total       | District   |           |              |             |             |               |            |            |            |            |            |            | Easy Read v non easy read |             | Sexual orientation |              |                   | Gender identity mat... |           |
|---|-------------|------------|-----------|--------------|-------------|-------------|---------------|------------|------------|------------|------------|------------|------------|---------------------------|-------------|--------------------|--------------|-------------------|------------------------|-----------|
|   |             | Braintree  | Brentwood | Castle Point | Chelmsford  | Colchester  | Epping Forest | Harlow     | Maldon     | Rochford   | Tendring   | Uttlesford | Other      | Yes                       | No          | LGBT               | Heterosexual | Prefer not to say | Yes                    | No        |
|   |             | 754        | 113       | 83           | 1261        | 1220        | 774           | 422        | 393        | 427        | 372        | 564        | 183        | 33                        | 6877        | 118                | 4607         | 739               | 5517                   | 36        |
| Base  |             | 754        | 113       | 83           | 1261        | 1220        | 774           | 422        | 393        | 427        | 372        | 564        | 183        | 33                        | 6877        | 118                | 4607         | 739               | 5517                   | 36        |
| Q6. Do you have access to the internet?                                 |             |            |           |              |             |             |               |            |            |            |            |            |            |                           |             |                    |              |                   |                        |           |
| Yes, at home  | 5478<br>79% | 629<br>83% | 84<br>74% | 48<br>58%    | 1039<br>82% | 1005<br>82% | 595<br>77%    | 301<br>71% | 325<br>83% | 316<br>74% | 272<br>73% | 471<br>84% | 140<br>77% | 22<br>67%                 | 5456<br>79% | 90<br>76%          | 3734<br>81%  | 580<br>78%        | 4433<br>80%            | 25<br>69% |
| Yes, at work  | 104<br>2%   | 13<br>2%   | 3<br>3%   | 2<br>2%      | 14<br>1%    | 22<br>2%    | 14<br>2%      | 4<br>1%    | 5<br>1%    | 7<br>2%    | 2<br>1%    | 7<br>1%    | 5<br>3%    | -<br>-                    | 104<br>2%   | 4<br>3%            | 70<br>2%     | 12<br>2%          | 86<br>2%               | -<br>-    |
| Yes on my mobile device   | 631<br>9%   | 60<br>8%   | 11<br>10% | 14<br>17%    | 115<br>9%   | 111<br>9%   | 85<br>11%     | 50<br>12%  | 31<br>8%   | 40<br>9%   | 26<br>7%   | 42<br>7%   | 17<br>9%   | 2<br>6%                   | 629<br>9%   | 12<br>10%          | 443<br>10%   | 58<br>8%          | 509<br>9%              | 3<br>8%   |
| I can only use the internet in the library or in a public internet cafe | 434<br>6%   | 38<br>5%   | 13<br>12% | 18<br>22%    | 48<br>4%    | 48<br>4%    | 58<br>7%      | 47<br>11%  | 23<br>6%   | 36<br>8%   | 35<br>9%   | 22<br>4%   | 14<br>8%   | 4<br>12%                  | 430<br>6%   | 9<br>8%            | 224<br>5%    | 63<br>9%          | 298<br>5%              | 4<br>11%  |
| No  | 263<br>4%   | 14<br>2%   | 2<br>2%   | 1<br>1%      | 45<br>4%    | 34<br>3%    | 22<br>3%      | 20<br>5%   | 9<br>2%    | 28<br>7%   | 37<br>10%  | 22<br>4%   | 7<br>4%    | 5<br>15%                  | 258<br>4%   | 3<br>3%            | 136<br>3%    | 26<br>4%          | 191<br>3%              | 4<br>11%  |

**Q6. Do you have access to the internet?**

| Counts<br>Break %<br>Respondents  | Total | Gender i...       | Marital status |         |                    |                          |           |         |        |                   | Religion/Faith |        |       |          |      |        |      |          |
|---|-------|-------------------|----------------|---------|--------------------|--------------------------|-----------|---------|--------|-------------------|----------------|--------|-------|----------|------|--------|------|----------|
|   |       | Prefer not to say | Cohabitin-g    | Married | Civil part-nership | Divorced or CP dissolved | Separated | Widowed | Single | Prefer not to say | Christian      | Muslim | Hindu | Buddhist | Sikh | Jewish | None | Not sure |
| Base  | 6910  | 320               | 391            | 3650    | 34                 | 303                      | 47        | 343     | 579    | 545               | 3417           | 26     | 33    | 32       | 10   | 65     | 1749 | 134      |
| Q6. Do you have access to the internet?                                 |       |                   |                |         |                    |                          |           |         |        |                   |                |        |       |          |      |        |      |          |
| Yes, at home  | 5478  | 240               | 306            | 3080    | 26                 | 225                      | 38        | 228     | 417    | 394               | 2711           | 11     | 26    | 26       | 8    | 52     | 1431 | 108      |
|   | 79%   | 75%               | 78%            | 84%     | 76%                | 74%                      | 81%       | 66%     | 72%    | 72%               | 79%            | 42%    | 79%   | 81%      | 80%  | 80%    | 82%  | 81%      |
| Yes, at work  | 104   | 6                 | 11             | 51      | 1                  | 6                        | 1         | 2       | 13     | 6                 | 58             | 1      | -     | -        | -    | 1      | 26   | 2        |
|   | 2%    | 2%                | 3%             | 1%      | 3%                 | 2%                       | 2%        | 1%      | 2%     | 1%                | 2%             | 4%     | -     | -        | -    | 2%     | 1%   | 1%       |
| Yes on my mobile device   | 631   | 30                | 54             | 327     | 3                  | 25                       | 5         | 10      | 74     | 46                | 282            | 7      | 5     | -        | 1    | 9      | 191  | 12       |
|   | 9%    | 9%                | 14%            | 9%      | 9%                 | 8%                       | 11%       | 3%      | 13%    | 8%                | 8%             | 27%    | 15%   | -        | 10%  | 14%    | 11%  | 9%       |
| I can only use the internet in the library or in a public internet cafe | 434   | 34                | 16             | 117     | 4                  | 23                       | 3         | 32      | 61     | 76                | 211            | 5      | 2     | 3        | 1    | 2      | 70   | 8        |
|   | 6%    | 11%               | 4%             | 3%      | 12%                | 8%                       | 6%        | 9%      | 11%    | 14%               | 6%             | 19%    | 6%    | 9%       | 10%  | 3%     | 4%   | 6%       |
| No  | 263   | 10                | 4              | 75      | -                  | 24                       | -         | 71      | 14     | 23                | 155            | 2      | -     | 3        | -    | 1      | 31   | 4        |
|   | 4%    | 3%                | 1%             | 2%      | -                  | 8%                       | -         | 21%     | 2%     | 4%                | 5%             | 8%     | -     | 9%       | -    | 2%     | 2%   | 3%       |

**Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?**

| Counts<br>Break %<br>Respondents   | Total       | All         | User v non user |           | Internet use |                    |            | Respondent Type |                           | Gender     |             | Age         |            |             |            |            |
|--|-------------|-------------|-----------------|-----------|--------------|--------------------|------------|-----------------|---------------------------|------------|-------------|-------------|------------|-------------|------------|------------|
|  |             | All         | User            | Non user  | Yes          | Library/c-afe only | No         | Individual      | Family with kids under 11 | Male       | Female      | 16 or under | 17 - 30    | 31 - 60     | 61 - 80    | 81+        |
| Base   | 6698        | 6698        | 6582            | 80        | 6011         | 411                | 248        | 4889            | 1783                      | 1647       | 3987        | 217         | 307        | 3001        | 2021       | 297        |
| Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources? |             |             |                 |           |              |                    |            |                 |                           |            |             |             |            |             |            |            |
| Strongly Agree   | 678<br>10%  | 678<br>10%  | 661<br>10%      | 14<br>18% | 628<br>10%   | 35<br>9%           | 11<br>4%   | 515<br>11%      | 161<br>9%                 | 176<br>11% | 423<br>11%  | 29<br>13%   | 28<br>9%   | 282<br>9%   | 246<br>12% | 29<br>10%  |
| Agree  | 1600<br>24% | 1600<br>24% | 1565<br>24%     | 27<br>34% | 1495<br>25%  | 63<br>15%          | 38<br>15%  | 1152<br>24%     | 443<br>25%                | 378<br>23% | 1032<br>26% | 55<br>25%   | 91<br>30%  | 712<br>24%  | 509<br>25% | 67<br>23%  |
| Neither agree nor disagree   | 842<br>13%  | 842<br>13%  | 827<br>13%      | 12<br>15% | 773<br>13%   | 40<br>10%          | 26<br>10%  | 631<br>13%      | 208<br>12%                | 175<br>11% | 524<br>13%  | 34<br>16%   | 36<br>12%  | 331<br>11%  | 280<br>14% | 39<br>13%  |
| Disagree   | 1595<br>24% | 1595<br>24% | 1571<br>24%     | 11<br>14% | 1428<br>24%  | 95<br>23%          | 66<br>27%  | 1158<br>24%     | 427<br>24%                | 362<br>22% | 981<br>25%  | 38<br>18%   | 67<br>22%  | 723<br>24%  | 482<br>24% | 76<br>26%  |
| Strongly Disagree  | 1806<br>27% | 1806<br>27% | 1784<br>27%     | 13<br>16% | 1538<br>26%  | 165<br>40%         | 92<br>37%  | 1293<br>26%     | 508<br>28%                | 525<br>32% | 921<br>23%  | 52<br>24%   | 83<br>27%  | 878<br>29%  | 458<br>23% | 71<br>24%  |
| Don't feel able to say   | 177<br>3%   | 177<br>3%   | 174<br>3%       | 3<br>4%   | 149<br>2%    | 13<br>3%           | 15<br>6%   | 140<br>3%       | 36<br>2%                  | 31<br>2%   | 106<br>3%   | 9<br>4%     | 2<br>1%    | 75<br>2%    | 46<br>2%   | 15<br>5%   |
| TOTAL AGREE  | 2278<br>34% | 2278<br>34% | 2226<br>34%     | 41<br>51% | 2123<br>35%  | 98<br>24%          | 49<br>20%  | 1667<br>34%     | 604<br>34%                | 554<br>34% | 1455<br>36% | 84<br>39%   | 119<br>39% | 994<br>33%  | 755<br>37% | 96<br>32%  |
| TOTAL DISAGREE   | 3401<br>51% | 3401<br>51% | 3355<br>51%     | 24<br>30% | 2966<br>49%  | 260<br>63%         | 158<br>64% | 2451<br>50%     | 935<br>52%                | 887<br>54% | 1902<br>48% | 90<br>41%   | 150<br>49% | 1601<br>53% | 940<br>47% | 147<br>49% |

**Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?**

| Counts<br>Break %<br>Respondents   | Total       | Ethnic groups             |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |           |              |            |            |               |            |            |
|--|-------------|---------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|-----------|--------------|------------|------------|---------------|------------|------------|
|  |             | White British/Irish/Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood | Castle Point | Chelmsford | Colchester | Epping Forest | Harlow     | Maldon     |
|  |             |                           |            |                         |              |                             |             |            |            |           |              |            |            |               |            |            |
| Base   | 6698        | 5288                      | 223        | 865                     | 5051         | 256                         | 4836        | 315        | 728        | 110       | 83           | 1222       | 1186       | 747           | 405        | 383        |
| Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources? |             |                           |            |                         |              |                             |             |            |            |           |              |            |            |               |            |            |
| Strongly Agree   | 678<br>10%  | 553<br>10%                | 38<br>17%  | 83<br>10%               | 528<br>10%   | 22<br>9%                    | 521<br>11%  | 42<br>13%  | 62<br>9%   | 8<br>7%   | 8<br>10%     | 132<br>11% | 104<br>9%  | 90<br>12%     | 53<br>13%  | 40<br>10%  |
| Agree  | 1600<br>24% | 1310<br>25%               | 50<br>22%  | 160<br>18%              | 1284<br>25%  | 76<br>30%                   | 1201<br>25% | 96<br>30%  | 154<br>21% | 20<br>18% | 9<br>11%     | 364<br>30% | 270<br>23% | 184<br>25%    | 91<br>22%  | 111<br>29% |
| Neither agree nor disagree   | 842<br>13%  | 654<br>12%                | 21<br>9%   | 114<br>13%              | 619<br>12%   | 30<br>12%                   | 607<br>13%  | 43<br>14%  | 108<br>15% | 13<br>12% | 6<br>7%      | 131<br>11% | 140<br>12% | 85<br>11%     | 61<br>15%  | 52<br>14%  |
| Disagree   | 1595<br>24% | 1269<br>24%               | 48<br>22%  | 208<br>24%              | 1202<br>24%  | 61<br>24%                   | 1152<br>24% | 57<br>18%  | 184<br>25% | 26<br>24% | 18<br>22%    | 286<br>23% | 283<br>24% | 182<br>24%    | 85<br>21%  | 79<br>21%  |
| Strongly Disagree  | 1806<br>27% | 1373<br>26%               | 63<br>28%  | 272<br>31%              | 1299<br>26%  | 60<br>23%                   | 1242<br>26% | 67<br>21%  | 204<br>28% | 39<br>35% | 40<br>48%    | 283<br>23% | 354<br>30% | 189<br>25%    | 103<br>25% | 94<br>25%  |
| Don't feel able to say   | 177<br>3%   | 129<br>2%                 | 3<br>1%    | 28<br>3%                | 119<br>2%    | 7<br>3%                     | 113<br>2%   | 10<br>3%   | 16<br>2%   | 4<br>4%   | 2<br>2%      | 26<br>2%   | 35<br>3%   | 17<br>2%      | 12<br>3%   | 7<br>2%    |
| TOTAL AGREE  | 2278<br>34% | 1863<br>35%               | 88<br>39%  | 243<br>28%              | 1812<br>36%  | 98<br>38%                   | 1722<br>36% | 138<br>44% | 216<br>30% | 28<br>25% | 17<br>20%    | 496<br>41% | 374<br>32% | 274<br>37%    | 144<br>36% | 151<br>39% |
| TOTAL DISAGREE   | 3401<br>51% | 2642<br>50%               | 111<br>50% | 480<br>55%              | 2501<br>50%  | 121<br>47%                  | 2394<br>50% | 124<br>39% | 388<br>53% | 65<br>59% | 58<br>70%    | 569<br>47% | 637<br>54% | 371<br>50%    | 188<br>46% | 173<br>45% |



**Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?**

| Counts<br>Break %<br>Respondents  | Total       | District   |            |            |           | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |                        |
|---|-------------|------------|------------|------------|-----------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|------------------------|
|   |             | Rochford   | Tendring   | Uttlesford | Other     | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     | Civil part-<br>nership |
|   |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| Base  | 6698        | 411        | 363        | 549        | 174       | 30                           | 6668        | 117                | 4465              | 731                  | 5360                        | 34        | 316                  | 383             | 3543        | 33                     |
| Q7. To what extent do<br>you agree or disagree<br>that our five ambitions<br>(above) are the right p-<br>lace on which to focus<br>our limited resources? |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| Strongly Agree  | 678<br>10%  | 29<br>7%   | 27<br>7%   | 55<br>10%  | 22<br>13% | -<br>-                       | 678<br>10%  | 10<br>9%           | 501<br>11%        | 55<br>8%             | 582<br>11%                  | 6<br>18%  | 16<br>5%             | 53<br>14%       | 361<br>10%  | 7<br>21%               |
| Agree   | 1600<br>24% | 74<br>18%  | 79<br>22%  | 100<br>18% | 45<br>26% | 14<br>47%                    | 1586<br>24% | 26<br>22%          | 1137<br>25%       | 143<br>20%           | 1344<br>25%                 | 8<br>24%  | 45<br>14%            | 93<br>24%       | 901<br>25%  | 3<br>9%                |
| Neither agree nor<br>disagree   | 842<br>13%  | 58<br>14%  | 61<br>17%  | 60<br>11%  | 23<br>13% | -<br>-                       | 842<br>13%  | 12<br>10%          | 556<br>12%        | 81<br>11%            | 675<br>13%                  | 1<br>3%   | 27<br>9%             | 40<br>10%       | 430<br>12%  | 4<br>12%               |
| Disagree  | 1595<br>24% | 118<br>29% | 79<br>22%  | 152<br>28% | 40<br>23% | 15<br>50%                    | 1580<br>24% | 35<br>30%          | 1056<br>24%       | 184<br>25%           | 1260<br>24%                 | 8<br>24%  | 95<br>30%            | 87<br>23%       | 850<br>24%  | 10<br>30%              |
| Strongly Disagree   | 1806<br>27% | 119<br>29% | 105<br>29% | 166<br>30% | 37<br>21% | -<br>-                       | 1806<br>27% | 32<br>27%          | 1114<br>25%       | 241<br>33%           | 1369<br>26%                 | 10<br>29% | 121<br>38%           | 100<br>26%      | 930<br>26%  | 7<br>21%               |
| Don't feel able to say  | 177<br>3%   | 13<br>3%   | 12<br>3%   | 16<br>3%   | 7<br>4%   | 1<br>3%                      | 176<br>3%   | 2<br>2%            | 101<br>2%         | 27<br>4%             | 130<br>2%                   | 1<br>3%   | 12<br>4%             | 10<br>3%        | 71<br>2%    | 2<br>6%                |
| TOTAL AGREE   | 2278<br>34% | 103<br>25% | 106<br>29% | 155<br>28% | 67<br>39% | 14<br>47%                    | 2264<br>34% | 36<br>31%          | 1638<br>37%       | 198<br>27%           | 1926<br>36%                 | 14<br>41% | 61<br>19%            | 146<br>38%      | 1262<br>36% | 10<br>30%              |
| TOTAL DISAGREE  | 3401<br>51% | 237<br>58% | 184<br>51% | 318<br>58% | 77<br>44% | 15<br>50%                    | 3386<br>51% | 67<br>57%          | 2170<br>49%       | 425<br>58%           | 2629<br>49%                 | 18<br>53% | 216<br>68%           | 187<br>49%      | 1780<br>50% | 17<br>52%              |

**Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?**

| Counts<br>Break %<br>Respondents   | Total       | Marital status                 |           |            |            |                      | Religion/Faith |           |           |           |          |           |            |           |
|--|-------------|--------------------------------|-----------|------------|------------|----------------------|----------------|-----------|-----------|-----------|----------|-----------|------------|-----------|
|  |             | Divorced<br>or CP<br>dissolved | Separated | Widowed    | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh     | Jewish    | None       | Not sure  |
| Base   | 6698        | 294                            | 46        | 323        | 568        | 538                  | 3313           | 25        | 33        | 31        | 10       | 62        | 1705       | 129       |
| Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources? |             |                                |           |            |            |                      |                |           |           |           |          |           |            |           |
| Strongly Agree   | 678<br>10%  | 28<br>10%                      | 8<br>17%  | 43<br>13%  | 63<br>11%  | 39<br>7%             | 388<br>12%     | 1<br>4%   | 8<br>24%  | 2<br>6%   | 3<br>30% | 9<br>15%  | 154<br>9%  | 12<br>9%  |
| Agree  | 1600<br>24% | 72<br>24%                      | 10<br>22% | 76<br>24%  | 145<br>26% | 88<br>16%            | 824<br>25%     | 8<br>32%  | 11<br>33% | 10<br>32% | 2<br>20% | 13<br>21% | 418<br>25% | 22<br>17% |
| Neither agree nor disagree   | 842<br>13%  | 40<br>14%                      | 7<br>15%  | 44<br>14%  | 76<br>13%  | 60<br>11%            | 428<br>13%     | -<br>-    | 3<br>9%   | 3<br>10%  | 1<br>10% | 7<br>11%  | 198<br>12% | 10<br>8%  |
| Disagree   | 1595<br>24% | 74<br>25%                      | 11<br>24% | 70<br>22%  | 123<br>22% | 145<br>27%           | 766<br>23%     | 6<br>24%  | 4<br>12%  | 3<br>10%  | 4<br>40% | 13<br>21% | 418<br>25% | 42<br>33% |
| Strongly Disagree  | 1806<br>27% | 71<br>24%                      | 10<br>22% | 75<br>23%  | 146<br>26% | 182<br>34%           | 835<br>25%     | 10<br>40% | 6<br>18%  | 11<br>35% | -<br>-   | 18<br>29% | 471<br>28% | 37<br>29% |
| Don't feel able to say   | 177<br>3%   | 9<br>3%                        | -<br>-    | 15<br>5%   | 15<br>3%   | 24<br>4%             | 72<br>2%       | -<br>-    | 1<br>3%   | 2<br>6%   | -<br>-   | 2<br>3%   | 46<br>3%   | 6<br>5%   |
| TOTAL AGREE  | 2278<br>34% | 100<br>34%                     | 18<br>39% | 119<br>37% | 208<br>37% | 127<br>24%           | 1212<br>37%    | 9<br>36%  | 19<br>58% | 12<br>39% | 5<br>50% | 22<br>35% | 572<br>34% | 34<br>26% |
| TOTAL DISAGREE   | 3401<br>51% | 145<br>49%                     | 21<br>46% | 145<br>45% | 269<br>47% | 327<br>61%           | 1601<br>48%    | 16<br>64% | 10<br>30% | 14<br>45% | 4<br>40% | 31<br>50% | 889<br>52% | 79<br>61% |

**Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?**

| Counts<br>Break %<br>Respondents   | Total       | All         | User v non user |           | Internet use |                    |            | Respondent Type |                           | Gender     |             | Age         |            |             |            |            |
|--|-------------|-------------|-----------------|-----------|--------------|--------------------|------------|-----------------|---------------------------|------------|-------------|-------------|------------|-------------|------------|------------|
|  |             | All         | User            | Non user  | Yes          | Library/c-afe only | No         | Individual      | Family with kids under 11 | Male       | Female      | 16 or under | 17 - 30    | 31 - 60     | 61 - 80    | 81+        |
| Base   | 6746        | 6746        | 6633            | 77        | 6061         | 414                | 243        | 4906            | 1815                      | 1665       | 4013        | 219         | 305        | 3035        | 2039       | 288        |
| Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need? |             |             |                 |           |              |                    |            |                 |                           |            |             |             |            |             |            |            |
| Strongly Agree   | 338<br>5%   | 338<br>5%   | 326<br>5%       | 11<br>14% | 313<br>5%    | 17<br>4%           | 7<br>3%    | 273<br>6%       | 64<br>4%                  | 90<br>5%   | 219<br>5%   | 21<br>10%   | 22<br>7%   | 139<br>5%   | 112<br>5%  | 20<br>7%   |
| Agree  | 1757<br>26% | 1757<br>26% | 1719<br>26%     | 25<br>32% | 1648<br>27%  | 65<br>16%          | 36<br>15%  | 1203<br>25%     | 549<br>30%                | 407<br>24% | 1151<br>29% | 60<br>27%   | 84<br>28%  | 820<br>27%  | 553<br>27% | 64<br>22%  |
| Neither agree nor disagree   | 1169<br>17% | 1169<br>17% | 1157<br>17%     | 9<br>12%  | 1096<br>18%  | 47<br>11%          | 24<br>10%  | 818<br>17%      | 348<br>19%                | 271<br>16% | 715<br>18%  | 38<br>17%   | 45<br>15%  | 514<br>17%  | 366<br>18% | 48<br>17%  |
| Disagree   | 1657<br>25% | 1657<br>25% | 1625<br>24%     | 20<br>26% | 1469<br>24%  | 102<br>25%         | 81<br>33%  | 1221<br>25%     | 427<br>24%                | 391<br>23% | 1004<br>25% | 34<br>16%   | 65<br>21%  | 758<br>25%  | 520<br>26% | 78<br>27%  |
| Strongly Disagree  | 1637<br>24% | 1637<br>24% | 1621<br>24%     | 9<br>12%  | 1372<br>23%  | 171<br>41%         | 82<br>34%  | 1240<br>25%     | 391<br>22%                | 471<br>28% | 820<br>20%  | 49<br>22%   | 85<br>28%  | 743<br>24%  | 437<br>21% | 65<br>23%  |
| Don't feel able to say   | 188<br>3%   | 188<br>3%   | 185<br>3%       | 3<br>4%   | 163<br>3%    | 12<br>3%           | 13<br>5%   | 151<br>3%       | 36<br>2%                  | 35<br>2%   | 104<br>3%   | 17<br>8%    | 4<br>1%    | 61<br>2%    | 51<br>3%   | 13<br>5%   |
| TOTAL AGREE  | 2095<br>31% | 2095<br>31% | 2045<br>31%     | 36<br>47% | 1961<br>32%  | 82<br>20%          | 43<br>18%  | 1476<br>30%     | 613<br>34%                | 497<br>30% | 1370<br>34% | 81<br>37%   | 106<br>35% | 959<br>32%  | 665<br>33% | 84<br>29%  |
| TOTAL DISAGREE   | 3294<br>49% | 3294<br>49% | 3246<br>49%     | 29<br>38% | 2841<br>47%  | 273<br>66%         | 163<br>67% | 2461<br>50%     | 818<br>45%                | 862<br>52% | 1824<br>45% | 83<br>38%   | 150<br>49% | 1501<br>49% | 957<br>47% | 143<br>50% |

**Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?**

| Counts<br>Break %<br>Respondents   | Total       | Ethnic groups              |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |           |              |            |            |               |            |            |
|--|-------------|----------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|-----------|--------------|------------|------------|---------------|------------|------------|
|  |             | White British/Irish/-Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood | Castle Point | Chelmsford | Colchester | Epping Forest | Harlow     | Maldon     |
|  |             |                            |            |                         |              |                             |             |            |            |           |              |            |            |               |            |            |
| Base   | 6746        | 5326                       | 225        | 863                     | 5098         | 261                         | 4877        | 321        | 739        | 112       | 84           | 1228       | 1192       | 746           | 411        | 385        |
| Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need? |             |                            |            |                         |              |                             |             |            |            |           |              |            |            |               |            |            |
| Strongly Agree   | 338<br>5%   | 285<br>5%                  | 16<br>7%   | 43<br>5%                | 269<br>5%    | 12<br>5%                    | 262<br>5%   | 21<br>7%   | 38<br>5%   | 4<br>4%   | 6<br>7%      | 66<br>5%   | 51<br>4%   | 39<br>5%      | 18<br>4%   | 19<br>5%   |
| Agree  | 1757<br>26% | 1463<br>27%                | 55<br>24%  | 153<br>18%              | 1431<br>28%  | 83<br>32%                   | 1340<br>27% | 91<br>28%  | 181<br>24% | 30<br>27% | 12<br>14%    | 379<br>31% | 287<br>24% | 206<br>28%    | 94<br>23%  | 119<br>31% |
| Neither agree nor disagree   | 1169<br>17% | 919<br>17%                 | 37<br>16%  | 139<br>16%              | 894<br>18%   | 47<br>18%                   | 862<br>18%  | 52<br>16%  | 134<br>18% | 16<br>14% | 12<br>14%    | 231<br>19% | 197<br>17% | 141<br>19%    | 72<br>18%  | 71<br>18%  |
| Disagree   | 1657<br>25% | 1304<br>24%                | 48<br>21%  | 222<br>26%              | 1252<br>25%  | 76<br>29%                   | 1182<br>24% | 69<br>21%  | 199<br>27% | 25<br>22% | 20<br>24%    | 287<br>23% | 298<br>25% | 173<br>23%    | 103<br>25% | 83<br>22%  |
| Strongly Disagree  | 1637<br>24% | 1226<br>23%                | 62<br>28%  | 275<br>32%              | 1132<br>22%  | 38<br>15%                   | 1112<br>23% | 80<br>25%  | 163<br>22% | 37<br>33% | 33<br>39%    | 227<br>18% | 325<br>27% | 167<br>22%    | 111<br>27% | 87<br>23%  |
| Don't feel able to say   | 188<br>3%   | 129<br>2%                  | 7<br>3%    | 31<br>4%                | 120<br>2%    | 5<br>2%                     | 119<br>2%   | 8<br>2%    | 24<br>3%   | -<br>-    | 1<br>1%      | 38<br>3%   | 34<br>3%   | 20<br>3%      | 13<br>3%   | 6<br>2%    |
| TOTAL AGREE  | 2095<br>31% | 1748<br>33%                | 71<br>32%  | 196<br>23%              | 1700<br>33%  | 95<br>36%                   | 1602<br>33% | 112<br>35% | 219<br>30% | 34<br>30% | 18<br>21%    | 445<br>36% | 338<br>28% | 245<br>33%    | 112<br>27% | 138<br>36% |
| TOTAL DISAGREE   | 3294<br>49% | 2530<br>48%                | 110<br>49% | 497<br>58%              | 2384<br>47%  | 114<br>44%                  | 2294<br>47% | 149<br>46% | 362<br>49% | 62<br>55% | 53<br>63%    | 514<br>42% | 623<br>52% | 340<br>46%    | 214<br>52% | 170<br>44% |

**Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?**

| Counts<br>Break %<br>Respondents   | Total       | District   |            |            |           | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |                        |
|--|-------------|------------|------------|------------|-----------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|------------------------|
|  |             | Rochford   | Tendring   | Uttlesford | Other     | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     | Civil part-<br>nership |
|  |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| Base   | 6746        | 419        | 366        | 546        | 176       | 28                           | 6718        | 115                | 4523              | 728                  | 5411                        | 34        | 314                  | 383             | 3593        | 32                     |
| Q8. To what extent do<br>you agree with the<br>evaluation criteria we<br>propose to use to<br>assess need? |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| Strongly Agree   | 338<br>5%   | 18<br>4%   | 18<br>5%   | 23<br>4%   | 14<br>8%  | -<br>-                       | 338<br>5%   | 8<br>7%            | 242<br>5%         | 31<br>4%             | 303<br>6%                   | 3<br>9%   | 5<br>2%              | 24<br>6%        | 176<br>5%   | 6<br>19%               |
| Agree  | 1757<br>26% | 69<br>16%  | 78<br>21%  | 154<br>28% | 50<br>28% | 9<br>32%                     | 1748<br>26% | 30<br>26%          | 1297<br>29%       | 141<br>19%           | 1496<br>28%                 | 7<br>21%  | 41<br>13%            | 93<br>24%       | 1025<br>29% | 4<br>13%               |
| Neither agree nor<br>disagree  | 1169<br>17% | 71<br>17%  | 65<br>18%  | 67<br>12%  | 40<br>23% | -<br>-                       | 1169<br>17% | 15<br>13%          | 806<br>18%        | 110<br>15%           | 955<br>18%                  | 4<br>12%  | 42<br>13%            | 64<br>17%       | 631<br>18%  | 3<br>9%                |
| Disagree   | 1657<br>25% | 122<br>29% | 100<br>27% | 139<br>25% | 35<br>20% | 18<br>64%                    | 1639<br>24% | 27<br>23%          | 1090<br>24%       | 187<br>26%           | 1309<br>24%                 | 8<br>24%  | 90<br>29%            | 94<br>25%       | 896<br>25%  | 8<br>25%               |
| Strongly Disagree  | 1637<br>24% | 128<br>31% | 92<br>25%  | 149<br>27% | 31<br>18% | -<br>-                       | 1637<br>24% | 31<br>27%          | 993<br>22%        | 225<br>31%           | 1216<br>22%                 | 11<br>32% | 118<br>38%           | 98<br>26%       | 796<br>22%  | 9<br>28%               |
| Don't feel able to say   | 188<br>3%   | 11<br>3%   | 13<br>4%   | 14<br>3%   | 6<br>3%   | 1<br>4%                      | 187<br>3%   | 4<br>3%            | 95<br>2%          | 34<br>5%             | 132<br>2%                   | 1<br>3%   | 18<br>6%             | 10<br>3%        | 69<br>2%    | 2<br>6%                |
| TOTAL AGREE  | 2095<br>31% | 87<br>21%  | 96<br>26%  | 177<br>32% | 64<br>36% | 9<br>32%                     | 2086<br>31% | 38<br>33%          | 1539<br>34%       | 172<br>24%           | 1799<br>33%                 | 10<br>29% | 46<br>15%            | 117<br>31%      | 1201<br>33% | 10<br>31%              |
| TOTAL DISAGREE   | 3294<br>49% | 250<br>60% | 192<br>52% | 288<br>53% | 66<br>38% | 18<br>64%                    | 3276<br>49% | 58<br>50%          | 2083<br>46%       | 412<br>57%           | 2525<br>47%                 | 19<br>56% | 208<br>66%           | 192<br>50%      | 1692<br>47% | 17<br>53%              |

**Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?**

| Counts<br>Break %<br>Respondents   | Total       | Marital status                 |           |            |            |                      | Religion/Faith |           |           |           |          |           |            |           |
|--|-------------|--------------------------------|-----------|------------|------------|----------------------|----------------|-----------|-----------|-----------|----------|-----------|------------|-----------|
|  |             | Divorced<br>or CP<br>dissolved | Separated | Widowed    | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh     | Jewish    | None       | Not sure  |
| Base   | 6746        | 293                            | 45        | 323        | 570        | 540                  | 3333           | 26        | 33        | 32        | 9        | 62        | 1729       | 133       |
| Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need? |             |                                |           |            |            |                      |                |           |           |           |          |           |            |           |
| Strongly Agree   | 338<br>5%   | 14<br>5%                       | 5<br>11%  | 21<br>7%   | 41<br>7%   | 18<br>3%             | 193<br>6%      | 1<br>4%   | 6<br>18%  | 2<br>6%   | 2<br>22% | 2<br>3%   | 78<br>5%   | 7<br>5%   |
| Agree  | 1757<br>26% | 81<br>28%                      | 12<br>27% | 84<br>26%  | 155<br>27% | 87<br>16%            | 941<br>28%     | 4<br>15%  | 11<br>33% | 11<br>34% | 1<br>11% | 23<br>37% | 442<br>26% | 30<br>23% |
| Neither agree nor disagree   | 1169<br>17% | 44<br>15%                      | 9<br>20%  | 67<br>21%  | 83<br>15%  | 93<br>17%            | 569<br>17%     | 3<br>12%  | 5<br>15%  | 6<br>19%  | 1<br>11% | 11<br>18% | 309<br>18% | 15<br>11% |
| Disagree   | 1657<br>25% | 78<br>27%                      | 11<br>24% | 71<br>22%  | 126<br>22% | 137<br>25%           | 826<br>25%     | 8<br>31%  | 5<br>15%  | 4<br>13%  | 3<br>33% | 8<br>13%  | 421<br>24% | 38<br>29% |
| Strongly Disagree  | 1637<br>24% | 69<br>24%                      | 8<br>18%  | 70<br>22%  | 139<br>24% | 176<br>33%           | 730<br>22%     | 9<br>35%  | 5<br>15%  | 9<br>28%  | 1<br>11% | 16<br>26% | 431<br>25% | 37<br>28% |
| Don't feel able to say   | 188<br>3%   | 7<br>2%                        | -<br>-    | 10<br>3%   | 26<br>5%   | 29<br>5%             | 74<br>2%       | 1<br>4%   | 1<br>3%   | -<br>-    | 1<br>11% | 2<br>3%   | 48<br>3%   | 6<br>5%   |
| TOTAL AGREE  | 2095<br>31% | 95<br>32%                      | 17<br>38% | 105<br>33% | 196<br>34% | 105<br>19%           | 1134<br>34%    | 5<br>19%  | 17<br>52% | 13<br>41% | 3<br>33% | 25<br>40% | 520<br>30% | 37<br>28% |
| TOTAL DISAGREE   | 3294<br>49% | 147<br>50%                     | 19<br>42% | 141<br>44% | 265<br>46% | 313<br>58%           | 1556<br>47%    | 17<br>65% | 10<br>30% | 13<br>41% | 4<br>44% | 24<br>39% | 852<br>49% | 75<br>56% |

**Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?**

| Counts<br>Break %<br>Respondents  | Total       | All         | User v non user |           | Internet use |                    |            | Respondent Type |                           | Gender      |             | Age         |            |             |             |            |
|---|-------------|-------------|-----------------|-----------|--------------|--------------------|------------|-----------------|---------------------------|-------------|-------------|-------------|------------|-------------|-------------|------------|
|   |             | All         | User            | Non user  | Yes          | Library/c-afe only | No         | Individual      | Family with kids under 11 | Male        | Female      | 16 or under | 17 - 30    | 31 - 60     | 61 - 80     | 81+        |
| Base  | 6702        | 6702        | 6588            | 78        | 6021         | 409                | 244        | 4877            | 1800                      | 1660        | 3992        | 215         | 302        | 3031        | 2021        | 299        |
| Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services... |             |             |                 |           |              |                    |            |                 |                           |             |             |             |            |             |             |            |
| Strongly Agree  | 213<br>3%   | 213<br>3%   | 206<br>3%       | 6<br>8%   | 188<br>3%    | 13<br>3%           | 10<br>4%   | 170<br>3%       | 41<br>2%                  | 69<br>4%    | 121<br>3%   | 13<br>6%    | 13<br>4%   | 86<br>3%    | 72<br>4%    | 8<br>3%    |
| Agree   | 1060<br>16% | 1060<br>16% | 1035<br>16%     | 18<br>23% | 971<br>16%   | 55<br>13%          | 32<br>13%  | 757<br>16%      | 298<br>17%                | 270<br>16%  | 674<br>17%  | 44<br>20%   | 48<br>16%  | 484<br>16%  | 323<br>16%  | 70<br>23%  |
| Neither agree nor disagree  | 853<br>13%  | 853<br>13%  | 834<br>13%      | 15<br>19% | 785<br>13%   | 35<br>9%           | 30<br>12%  | 599<br>12%      | 252<br>14%                | 174<br>10%  | 553<br>14%  | 37<br>17%   | 45<br>15%  | 362<br>12%  | 271<br>13%  | 32<br>11%  |
| Disagree  | 1973<br>29% | 1973<br>29% | 1942<br>29%     | 20<br>26% | 1785<br>30%  | 104<br>25%         | 77<br>32%  | 1443<br>30%     | 520<br>29%                | 456<br>27%  | 1217<br>30% | 37<br>17%   | 77<br>25%  | 869<br>29%  | 644<br>32%  | 97<br>32%  |
| Strongly Disagree   | 2461<br>37% | 2461<br>37% | 2430<br>37%     | 18<br>23% | 2167<br>36%  | 196<br>48%         | 84<br>34%  | 1795<br>37%     | 661<br>37%                | 661<br>40%  | 1346<br>34% | 73<br>34%   | 113<br>37% | 1183<br>39% | 680<br>34%  | 75<br>25%  |
| Don't feel able to say  | 142<br>2%   | 142<br>2%   | 141<br>2%       | 1<br>1%   | 125<br>2%    | 6<br>1%            | 11<br>5%   | 113<br>2%       | 28<br>2%                  | 30<br>2%    | 81<br>2%    | 11<br>5%    | 6<br>2%    | 47<br>2%    | 31<br>2%    | 17<br>6%   |
| TOTAL AGREE   | 1273<br>19% | 1273<br>19% | 1241<br>19%     | 24<br>31% | 1159<br>19%  | 68<br>17%          | 42<br>17%  | 927<br>19%      | 339<br>19%                | 339<br>20%  | 795<br>20%  | 57<br>27%   | 61<br>20%  | 570<br>19%  | 395<br>20%  | 78<br>26%  |
| TOTAL DISAGREE  | 4434<br>66% | 4434<br>66% | 4372<br>66%     | 38<br>49% | 3952<br>66%  | 300<br>73%         | 161<br>66% | 3238<br>66%     | 1181<br>66%               | 1117<br>67% | 2563<br>64% | 110<br>51%  | 190<br>63% | 2052<br>68% | 1324<br>66% | 172<br>58% |

**Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?**

| Counts<br>Break %<br>Respondents  | Total       | Ethnic groups             |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |           |              |            |            |               |            |            |
|---|-------------|---------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|-----------|--------------|------------|------------|---------------|------------|------------|
|   |             | White British/Irish/Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood | Castle Point | Chelmsford | Colchester | Epping Forest | Harlow     | Maldon     |
|   |             |                           |            |                         |              |                             |             |            |            |           |              |            |            |               |            |            |
| Base  | 6702        | 5304                      | 221        | 869                     | 5072         | 259                         | 4854        | 318        | 741        | 108       | 83           | 1229       | 1184       | 735           | 404        | 381        |
| Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services... |             |                           |            |                         |              |                             |             |            |            |           |              |            |            |               |            |            |
| Strongly Agree  | 213<br>3%   | 174<br>3%                 | 13<br>6%   | 29<br>3%                | 165<br>3%    | 5<br>2%                     | 159<br>3%   | 15<br>5%   | 18<br>2%   | 2<br>2%   | 6<br>7%      | 39<br>3%   | 30<br>3%   | 23<br>3%      | 17<br>4%   | 8<br>2%    |
| Agree   | 1060<br>16% | 869<br>16%                | 47<br>21%  | 112<br>13%              | 852<br>17%   | 39<br>15%                   | 817<br>17%  | 78<br>25%  | 104<br>14% | 13<br>12% | 5<br>6%      | 254<br>21% | 150<br>13% | 120<br>16%    | 75<br>19%  | 85<br>22%  |
| Neither agree nor disagree  | 853<br>13%  | 674<br>13%                | 33<br>15%  | 95<br>11%               | 661<br>13%   | 39<br>15%                   | 627<br>13%  | 35<br>11%  | 94<br>13%  | 12<br>11% | 6<br>7%      | 162<br>13% | 145<br>12% | 102<br>14%    | 59<br>15%  | 56<br>15%  |
| Disagree  | 1973<br>29% | 1581<br>30%               | 52<br>24%  | 240<br>28%              | 1515<br>30%  | 83<br>32%                   | 1427<br>29% | 92<br>29%  | 233<br>31% | 35<br>32% | 23<br>28%    | 364<br>30% | 362<br>31% | 209<br>28%    | 110<br>27% | 100<br>26% |
| Strongly Disagree   | 2461<br>37% | 1907<br>36%               | 71<br>32%  | 377<br>43%              | 1777<br>35%  | 86<br>33%                   | 1731<br>36% | 91<br>29%  | 278<br>38% | 46<br>43% | 41<br>49%    | 381<br>31% | 482<br>41% | 264<br>36%    | 130<br>32% | 123<br>32% |
| Don't feel able to say  | 142<br>2%   | 99<br>2%                  | 5<br>2%    | 16<br>2%                | 102<br>2%    | 7<br>3%                     | 93<br>2%    | 7<br>2%    | 14<br>2%   | -<br>-    | 2<br>2%      | 29<br>2%   | 15<br>1%   | 17<br>2%      | 13<br>3%   | 9<br>2%    |
| TOTAL AGREE   | 1273<br>19% | 1043<br>20%               | 60<br>27%  | 141<br>16%              | 1017<br>20%  | 44<br>17%                   | 976<br>20%  | 93<br>29%  | 122<br>16% | 15<br>14% | 11<br>13%    | 293<br>24% | 180<br>15% | 143<br>19%    | 92<br>23%  | 93<br>24%  |
| TOTAL DISAGREE  | 4434<br>66% | 3488<br>66%               | 123<br>56% | 617<br>71%              | 3292<br>65%  | 169<br>65%                  | 3158<br>65% | 183<br>58% | 511<br>69% | 81<br>75% | 64<br>77%    | 745<br>61% | 844<br>71% | 473<br>64%    | 240<br>59% | 223<br>59% |



**Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?**

| Counts<br>Break %<br>Respondents   | Total       | District   |            |            |           | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |                        |
|--|-------------|------------|------------|------------|-----------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|------------------------|
|  |             | Rochford   | Tendring   | Uttlesford | Other     | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     | Civil part-<br>nership |
|  |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| Base   | 6702        | 414        | 360        | 546        | 178       | 27                           | 6675        | 115                | 4501              | 726                  | 5383                        | 34        | 312                  | 384             | 3576        | 34                     |
| Q10. To what extent do<br>you agree that our pro-<br>posals provide a reas-<br>onable range of differ-<br>ent ways for people to<br>access library servic... |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| Strongly Agree   | 213<br>3%   | 13<br>3%   | 10<br>3%   | 21<br>4%   | 8<br>4%   | -<br>-                       | 213<br>3%   | 8<br>7%            | 139<br>3%         | 24<br>3%             | 177<br>3%                   | 5<br>15%  | 6<br>2%              | 14<br>4%        | 106<br>3%   | 4<br>12%               |
| Agree  | 1060<br>16% | 42<br>10%  | 42<br>12%  | 55<br>10%  | 32<br>18% | 1<br>4%                      | 1059<br>16% | 16<br>14%          | 788<br>18%        | 83<br>11%            | 915<br>17%                  | 3<br>9%   | 26<br>8%             | 72<br>19%       | 587<br>16%  | 1<br>3%                |
| Neither agree nor<br>disagree  | 853<br>13%  | 40<br>10%  | 45<br>13%  | 60<br>11%  | 36<br>20% | 4<br>15%                     | 849<br>13%  | 12<br>10%          | 595<br>13%        | 86<br>12%            | 702<br>13%                  | 4<br>12%  | 28<br>9%             | 51<br>13%       | 468<br>13%  | 6<br>18%               |
| Disagree   | 1973<br>29% | 139<br>34% | 119<br>33% | 143<br>26% | 39<br>22% | 20<br>74%                    | 1953<br>29% | 29<br>25%          | 1328<br>30%       | 196<br>27%           | 1573<br>29%                 | 8<br>24%  | 89<br>29%            | 92<br>24%       | 1090<br>30% | 7<br>21%               |
| Strongly Disagree  | 2461<br>37% | 172<br>42% | 137<br>38% | 249<br>46% | 60<br>34% | 1<br>4%                      | 2460<br>37% | 47<br>41%          | 1567<br>35%       | 317<br>44%           | 1908<br>35%                 | 14<br>41% | 151<br>48%           | 148<br>39%      | 1277<br>36% | 14<br>41%              |
| Don't feel able to say   | 142<br>2%   | 8<br>2%    | 7<br>2%    | 18<br>3%   | 3<br>2%   | 1<br>4%                      | 141<br>2%   | 3<br>3%            | 84<br>2%          | 20<br>3%             | 108<br>2%                   | -<br>-    | 12<br>4%             | 7<br>2%         | 48<br>1%    | 2<br>6%                |
| TOTAL AGREE  | 1273<br>19% | 55<br>13%  | 52<br>14%  | 76<br>14%  | 40<br>22% | 1<br>4%                      | 1272<br>19% | 24<br>21%          | 927<br>21%        | 107<br>15%           | 1092<br>20%                 | 8<br>24%  | 32<br>10%            | 86<br>22%       | 693<br>19%  | 5<br>15%               |
| TOTAL DISAGREE   | 4434<br>66% | 311<br>75% | 256<br>71% | 392<br>72% | 99<br>56% | 21<br>78%                    | 4413<br>66% | 76<br>66%          | 2895<br>64%       | 513<br>71%           | 3481<br>65%                 | 22<br>65% | 240<br>77%           | 240<br>63%      | 2367<br>66% | 21<br>62%              |

**Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?**

| Counts<br>Break %<br>Respondents   | Total                     | Marital status                 |                         |                          |                          |                          | Religion/Faith            |                         |                         |                         |                        |                         |                           |                         |
|--|---------------------------|--------------------------------|-------------------------|--------------------------|--------------------------|--------------------------|---------------------------|-------------------------|-------------------------|-------------------------|------------------------|-------------------------|---------------------------|-------------------------|
|  |                           | Divorced<br>or CP<br>dissolved | Separated               | Widowed                  | Single                   | Prefer not<br>to say     | Christian                 | Muslim                  | Hindu                   | Buddhist                | Sikh                   | Jewish                  | None                      | Not sure                |
| <b>Base</b>  | <b>6702</b>               | <b>289</b>                     | <b>47</b>               | <b>319</b>               | <b>567</b>               | <b>536</b>               | <b>3324</b>               | <b>24</b>               | <b>32</b>               | <b>32</b>               | <b>10</b>              | <b>63</b>               | <b>1710</b>               | <b>131</b>              |
| <b>Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services...</b> |                           |                                |                         |                          |                          |                          |                           |                         |                         |                         |                        |                         |                           |                         |
| <b>Strongly Agree</b>  | <b>213</b><br><b>3%</b>   | <b>9</b><br><b>3%</b>          | <b>2</b><br><b>4%</b>   | <b>11</b><br><b>3%</b>   | <b>33</b><br><b>6%</b>   | <b>9</b><br><b>2%</b>    | <b>129</b><br><b>4%</b>   | <b>1</b><br><b>4%</b>   | <b>2</b><br><b>6%</b>   | <b>1</b><br><b>3%</b>   | <b>1</b><br><b>10%</b> | <b>2</b><br><b>3%</b>   | <b>39</b><br><b>2%</b>    | <b>2</b><br><b>2%</b>   |
| <b>Agree</b>   | <b>1060</b><br><b>16%</b> | <b>41</b><br><b>14%</b>        | <b>10</b><br><b>21%</b> | <b>66</b><br><b>21%</b>  | <b>107</b><br><b>19%</b> | <b>53</b><br><b>10%</b>  | <b>577</b><br><b>17%</b>  | <b>6</b><br><b>25%</b>  | <b>13</b><br><b>41%</b> | <b>6</b><br><b>19%</b>  | <b>-</b><br><b>-</b>   | <b>12</b><br><b>19%</b> | <b>245</b><br><b>14%</b>  | <b>23</b><br><b>18%</b> |
| <b>Neither agree nor disagree</b>  | <b>853</b><br><b>13%</b>  | <b>42</b><br><b>15%</b>        | <b>7</b><br><b>15%</b>  | <b>32</b><br><b>10%</b>  | <b>64</b><br><b>11%</b>  | <b>64</b><br><b>12%</b>  | <b>422</b><br><b>13%</b>  | <b>2</b><br><b>8%</b>   | <b>5</b><br><b>16%</b>  | <b>7</b><br><b>22%</b>  | <b>1</b><br><b>10%</b> | <b>9</b><br><b>14%</b>  | <b>230</b><br><b>13%</b>  | <b>20</b><br><b>15%</b> |
| <b>Disagree</b>  | <b>1973</b><br><b>29%</b> | <b>92</b><br><b>32%</b>        | <b>13</b><br><b>28%</b> | <b>99</b><br><b>31%</b>  | <b>136</b><br><b>24%</b> | <b>153</b><br><b>29%</b> | <b>993</b><br><b>30%</b>  | <b>4</b><br><b>17%</b>  | <b>5</b><br><b>16%</b>  | <b>5</b><br><b>16%</b>  | <b>5</b><br><b>50%</b> | <b>15</b><br><b>24%</b> | <b>497</b><br><b>29%</b>  | <b>35</b><br><b>27%</b> |
| <b>Strongly Disagree</b>   | <b>2461</b><br><b>37%</b> | <b>98</b><br><b>34%</b>        | <b>14</b><br><b>30%</b> | <b>100</b><br><b>31%</b> | <b>209</b><br><b>37%</b> | <b>234</b><br><b>44%</b> | <b>1145</b><br><b>34%</b> | <b>11</b><br><b>46%</b> | <b>5</b><br><b>16%</b>  | <b>13</b><br><b>41%</b> | <b>2</b><br><b>20%</b> | <b>23</b><br><b>37%</b> | <b>660</b><br><b>39%</b>  | <b>46</b><br><b>35%</b> |
| <b>Don't feel able to say</b>  | <b>142</b><br><b>2%</b>   | <b>7</b><br><b>2%</b>          | <b>1</b><br><b>2%</b>   | <b>11</b><br><b>3%</b>   | <b>18</b><br><b>3%</b>   | <b>23</b><br><b>4%</b>   | <b>58</b><br><b>2%</b>    | <b>-</b><br><b>-</b>    | <b>2</b><br><b>6%</b>   | <b>-</b><br><b>-</b>    | <b>1</b><br><b>10%</b> | <b>2</b><br><b>3%</b>   | <b>39</b><br><b>2%</b>    | <b>5</b><br><b>4%</b>   |
| <b>TOTAL AGREE</b>   | <b>1273</b><br><b>19%</b> | <b>50</b><br><b>17%</b>        | <b>12</b><br><b>26%</b> | <b>77</b><br><b>24%</b>  | <b>140</b><br><b>25%</b> | <b>62</b><br><b>12%</b>  | <b>706</b><br><b>21%</b>  | <b>7</b><br><b>29%</b>  | <b>15</b><br><b>47%</b> | <b>7</b><br><b>22%</b>  | <b>1</b><br><b>10%</b> | <b>14</b><br><b>22%</b> | <b>284</b><br><b>17%</b>  | <b>25</b><br><b>19%</b> |
| <b>TOTAL DISAGREE</b>  | <b>4434</b><br><b>66%</b> | <b>190</b><br><b>66%</b>       | <b>27</b><br><b>57%</b> | <b>199</b><br><b>62%</b> | <b>345</b><br><b>61%</b> | <b>387</b><br><b>72%</b> | <b>2138</b><br><b>64%</b> | <b>15</b><br><b>63%</b> | <b>10</b><br><b>31%</b> | <b>18</b><br><b>56%</b> | <b>7</b><br><b>70%</b> | <b>38</b><br><b>60%</b> | <b>1157</b><br><b>68%</b> | <b>81</b><br><b>62%</b> |

*Tier 4 library used*

| Counts<br>Break %<br>Respondents | Total       | All         | User v non user |           | Internet use |                    |           | Respondent Type |                           | Gender     |            | Age         |           |            |            |           |
|----------------------------------|-------------|-------------|-----------------|-----------|--------------|--------------------|-----------|-----------------|---------------------------|------------|------------|-------------|-----------|------------|------------|-----------|
|                                  |             | All         | User            | Non user  | Yes          | Library/c-afe only | No        | Individual      | Family with kids under 11 | Male       | Female     | 16 or under | 17 - 30   | 31 - 60    | 61 - 80    | 81+       |
| Base                             | 6942        | 6942        | 6822            | 81        | 6213         | 434                | 263       | 5079            | 1837                      | 1701       | 4125       | 223         | 310       | 3089       | 2098       | 316       |
| Tier 4 library used              |             |             |                 |           |              |                    |           |                 |                           |            |            |             |           |            |            |           |
| Prettygate                       | 1223<br>18% | 1223<br>18% | 1209<br>18%     | 8<br>10%  | 1132<br>18%  | 55<br>13%          | 28<br>11% | 928<br>18%      | 294<br>16%                | 292<br>17% | 714<br>17% | 45<br>20%   | 58<br>19% | 540<br>17% | 368<br>18% | 38<br>12% |
| Writtle                          | 514<br>7%   | 514<br>7%   | 509<br>7%       | 2<br>2%   | 481<br>8%    | 21<br>5%           | 11<br>4%  | 336<br>7%       | 176<br>10%                | 144<br>8%  | 301<br>7%  | 14<br>6%    | 29<br>9%  | 264<br>9%  | 123<br>6%  | 25<br>8%  |
| Galleywood                       | 503<br>7%   | 503<br>7%   | 495<br>7%       | 4<br>5%   | 442<br>7%    | 36<br>8%           | 22<br>8%  | 366<br>7%       | 134<br>7%                 | 112<br>7%  | 310<br>8%  | 10<br>4%    | 26<br>8%  | 224<br>7%  | 154<br>7%  | 25<br>8%  |
| Kelvedon                         | 489<br>7%   | 489<br>7%   | 476<br>7%       | 11<br>14% | 439<br>7%    | 33<br>8%           | 16<br>6%  | 354<br>7%       | 134<br>7%                 | 130<br>8%  | 278<br>7%  | 25<br>11%   | 31<br>10% | 246<br>8%  | 113<br>5%  | 14<br>4%  |
| Broomfield                       | 445<br>6%   | 445<br>6%   | 434<br>6%       | 9<br>11%  | 412<br>7%    | 21<br>5%           | 11<br>4%  | 284<br>6%       | 161<br>9%                 | 111<br>7%  | 260<br>6%  | 13<br>6%    | 29<br>9%  | 230<br>7%  | 106<br>5%  | 15<br>5%  |
| Buckhurst Hill                   | 443<br>6%   | 443<br>6%   | 436<br>6%       | 3<br>4%   | 397<br>6%    | 33<br>8%           | 12<br>5%  | 288<br>6%       | 154<br>8%                 | 115<br>7%  | 257<br>6%  | 12<br>5%    | 26<br>8%  | 233<br>8%  | 90<br>4%   | 14<br>4%  |
| Danbury                          | 434<br>6%   | 434<br>6%   | 430<br>6%       | 3<br>4%   | 393<br>6%    | 27<br>6%           | 13<br>5%  | 295<br>6%       | 138<br>8%                 | 101<br>6%  | 258<br>6%  | 25<br>11%   | 25<br>8%  | 206<br>7%  | 96<br>5%   | 20<br>6%  |
| Hullbridge                       | 403<br>6%   | 403<br>6%   | 401<br>6%       | 2<br>2%   | 329<br>5%    | 45<br>10%          | 22<br>8%  | 320<br>6%       | 79<br>4%                  | 106<br>6%  | 223<br>5%  | 5<br>2%     | 18<br>6%  | 147<br>5%  | 138<br>7%  | 32<br>10% |
| Stansted                         | 380<br>5%   | 380<br>5%   | 363<br>5%       | 17<br>21% | 351<br>6%    | 17<br>4%           | 11<br>4%  | 282<br>6%       | 97<br>5%                  | 97<br>6%   | 231<br>6%  | 9<br>4%     | 15<br>5%  | 164<br>5%  | 129<br>6%  | 18<br>6%  |
| Holland                          | 368<br>5%   | 368<br>5%   | 363<br>5%       | 5<br>6%   | 292<br>5%    | 35<br>8%           | 39<br>15% | 329<br>6%       | 37<br>2%                  | 92<br>5%   | 214<br>5%  | 10<br>4%    | 7<br>2%   | 108<br>3%  | 159<br>8%  | 36<br>11% |
| Thaxted                          | 339<br>5%   | 339<br>5%   | 337<br>5%       | 2<br>2%   | 301<br>5%    | 21<br>5%           | 15<br>6%  | 260<br>5%       | 77<br>4%                  | 82<br>5%   | 177<br>4%  | 10<br>4%    | 16<br>5%  | 151<br>5%  | 85<br>4%   | 9<br>3%   |
| North Weald                      | 319<br>5%   | 319<br>5%   | 312<br>5%       | 2<br>2%   | 270<br>4%    | 34<br>8%           | 13<br>5%  | 238<br>5%       | 79<br>4%                  | 72<br>4%   | 189<br>5%  | 7<br>3%     | 13<br>4%  | 138<br>4%  | 89<br>4%   | 15<br>5%  |
| Hatfield Peverel                 | 317<br>5%   | 317<br>5%   | 311<br>5%       | 2<br>2%   | 292<br>5%    | 15<br>3%           | 9<br>3%   | 231<br>5%       | 86<br>5%                  | 82<br>5%   | 181<br>4%  | 12<br>5%    | 17<br>5%  | 145<br>5%  | 96<br>5%   | 11<br>3%  |
| Tye Green                        | 309<br>4%   | 309<br>4%   | 300<br>4%       | 6<br>7%   | 264<br>4%    | 36<br>8%           | 8<br>3%   | 234<br>5%       | 74<br>4%                  | 82<br>5%   | 170<br>4%  | 24<br>11%   | 23<br>7%  | 145<br>5%  | 64<br>3%   | 13<br>4%  |

*Tier 4 library used*

| Counts<br>Break %<br>Respondents | Total       | Ethnic groups              |           | Disabled v non disabled |              | Pregnancy & maternity v non |            | District |            |           |              |            |             |               |            |           |
|----------------------------------|-------------|----------------------------|-----------|-------------------------|--------------|-----------------------------|------------|----------|------------|-----------|--------------|------------|-------------|---------------|------------|-----------|
|                                  |             | White British/Irish/-Other | BAME      | Disabled                | Non disabled | Preg/Mat                    | Non        | Basildon | Braintree  | Brentwood | Castle Point | Chelmsford | Colchester  | Epping Forest | Harlow     | Maldon    |
|                                  |             |                            |           |                         |              |                             |            |          |            |           |              |            |             |               |            |           |
| Base                             | 6942        | 5459                       | 231       | 902                     | 5208         | 265                         | 4987       | 323      | 755        | 113       | 84           | 1265       | 1227        | 778           | 423        | 394       |
| Tier 4 library used              |             |                            |           |                         |              |                             |            |          |            |           |              |            |             |               |            |           |
| Prettygate                       | 1223<br>18% | 943<br>17%                 | 51<br>22% | 164<br>18%              | 913<br>18%   | 29<br>11%                   | 901<br>18% | 2<br>1%  | 20<br>3%   | 1<br>1%   | 1<br>1%      | 15<br>1%   | 1106<br>90% | 3<br>0%       | 2<br>0%    | 9<br>2%   |
| Writtle                          | 514<br>7%   | 416<br>8%                  | 16<br>7%  | 47<br>5%                | 414<br>8%    | 27<br>10%                   | 370<br>7%  | 13<br>4% | 20<br>3%   | 34<br>30% | 5<br>6%      | 377<br>30% | 13<br>1%    | 8<br>1%       | 5<br>1%    | 6<br>2%   |
| Galleywood                       | 503<br>7%   | 389<br>7%                  | 22<br>10% | 80<br>9%                | 357<br>7%    | 19<br>7%                    | 370<br>7%  | 15<br>5% | 14<br>2%   | 25<br>22% | 7<br>8%      | 395<br>31% | 9<br>1%     | 2<br>0%       | 4<br>1%    | 11<br>3%  |
| Kelvedon                         | 489<br>7%   | 385<br>7%                  | 16<br>7%  | 59<br>7%                | 372<br>7%    | 24<br>9%                    | 363<br>7%  | 4<br>1%  | 315<br>42% | 8<br>7%   | 1<br>1%      | 14<br>1%   | 102<br>8%   | 3<br>0%       | 3<br>1%    | 19<br>5%  |
| Broomfield                       | 445<br>6%   | 337<br>6%                  | 26<br>11% | 57<br>6%                | 337<br>6%    | 25<br>9%                    | 320<br>6%  | 6<br>2%  | 30<br>4%   | 15<br>13% | 6<br>7%      | 347<br>27% | 11<br>1%    | 2<br>0%       | 4<br>1%    | 3<br>1%   |
| Buckhurst Hill                   | 443<br>6%   | 328<br>6%                  | 40<br>17% | 48<br>5%                | 340<br>7%    | 31<br>12%                   | 307<br>6%  | 3<br>1%  | 3<br>0%    | 13<br>12% | 1<br>1%      | 7<br>1%    | 1<br>0%     | 369<br>47%    | 10<br>2%   | 1<br>0%   |
| Danbury                          | 434<br>6%   | 337<br>6%                  | 16<br>7%  | 41<br>5%                | 338<br>6%    | 22<br>8%                    | 309<br>6%  | 5<br>2%  | 18<br>2%   | 14<br>12% | 9<br>11%     | 284<br>22% | 11<br>1%    | 3<br>0%       | 3<br>1%    | 70<br>18% |
| Hullbridge                       | 403<br>6%   | 320<br>6%                  | 7<br>3%   | 60<br>7%                | 288<br>6%    | 7<br>3%                     | 274<br>5%  | 10<br>3% | 2<br>0%    | 4<br>4%   | 26<br>31%    | 13<br>1%   | 4<br>0%     | -<br>-        | 3<br>1%    | 3<br>1%   |
| Stansted                         | 380<br>5%   | 310<br>6%                  | 10<br>4%  | 51<br>6%                | 294<br>6%    | 21<br>8%                    | 272<br>5%  | 2<br>1%  | 5<br>1%    | 5<br>4%   | 2<br>2%      | 5<br>0%    | 13<br>1%    | 3<br>0%       | 6<br>1%    | 1<br>0%   |
| Holland                          | 368<br>5%   | 290<br>5%                  | 6<br>3%   | 95<br>11%               | 231<br>4%    | 6<br>2%                     | 259<br>5%  | 1<br>0%  | 2<br>0%    | 5<br>4%   | 2<br>2%      | 4<br>0%    | 28<br>2%    | -<br>-        | 3<br>1%    | 2<br>1%   |
| Thaxted                          | 339<br>5%   | 250<br>5%                  | 9<br>4%   | 33<br>4%                | 247<br>5%    | 18<br>7%                    | 218<br>4%  | 1<br>0%  | 15<br>2%   | 2<br>2%   | 4<br>5%      | 6<br>0%    | 7<br>1%     | 2<br>0%       | 3<br>1%    | 1<br>0%   |
| North Weald                      | 319<br>5%   | 227<br>4%                  | 17<br>7%  | 41<br>5%                | 232<br>4%    | 13<br>5%                    | 215<br>4%  | 2<br>1%  | 3<br>0%    | 17<br>15% | 1<br>1%      | 11<br>1%   | 2<br>0%     | 230<br>30%    | 30<br>7%   | 1<br>0%   |
| Hatfield Peverel                 | 317<br>5%   | 249<br>5%                  | 8<br>3%   | 40<br>4%                | 240<br>5%    | 15<br>6%                    | 234<br>5%  | 4<br>1%  | 144<br>19% | 4<br>4%   | 2<br>2%      | 78<br>6%   | 18<br>1%    | -<br>-        | 3<br>1%    | 41<br>10% |
| Tye Green                        | 309<br>4%   | 230<br>4%                  | 23<br>10% | 51<br>6%                | 222<br>4%    | 12<br>5%                    | 218<br>4%  | 1<br>0%  | 5<br>1%    | -<br>-    | 1<br>1%      | 4<br>0%    | 1<br>0%     | 10<br>1%      | 273<br>65% | 1<br>0%   |

*Tier 4 library used*

| Counts<br>Break %<br>Respondents | Total       | District   |            |            |           | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |          |                      | Marital status  |            |                        |
|----------------------------------|-------------|------------|------------|------------|-----------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|----------|----------------------|-----------------|------------|------------------------|
|                                  |             | Rochford   | Tendring   | Uttlesford | Other     | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No       | Prefer not<br>to say | Cohabitin-<br>g | Married    | Civil part-<br>nership |
|                                  |             |            |            |            |           |                              |             |                    |                   |                      |                             |          |                      |                 |            |                        |
| Base                             | 6942        | 434        | 374        | 566        | 183       | 35                           | 6907        | 118                | 4624              | 742                  | 5538                        | 36       | 322                  | 391             | 3665       | 34                     |
| Tier 4 library used              |             |            |            |            |           |                              |             |                    |                   |                      |                             |          |                      |                 |            |                        |
| Prettygate                       | 1223<br>18% | 4<br>1%    | 48<br>13%  | 2<br>0%    | 9<br>5%   | 6<br>17%                     | 1217<br>18% | 30<br>25%          | 782<br>17%        | 159<br>21%           | 958<br>17%                  | 7<br>19% | 64<br>20%            | 68<br>17%       | 627<br>17% | 4<br>12%               |
| Writtle                          | 514<br>7%   | 8<br>2%    | 7<br>2%    | 11<br>2%   | 4<br>2%   | 4<br>11%                     | 510<br>7%   | 11<br>9%           | 361<br>8%         | 49<br>7%             | 422<br>8%                   | 2<br>6%  | 25<br>8%             | 34<br>9%        | 295<br>8%  | 4<br>12%               |
| Galleywood                       | 503<br>7%   | 6<br>1%    | 3<br>1%    | 5<br>1%    | 5<br>3%   | 2<br>6%                      | 501<br>7%   | 4<br>3%            | 345<br>7%         | 53<br>7%             | 402<br>7%                   | -<br>-   | 22<br>7%             | 30<br>8%        | 267<br>7%  | 2<br>6%                |
| Kelvedon                         | 489<br>7%   | 4<br>1%    | 5<br>1%    | 2<br>0%    | 7<br>4%   | -<br>-                       | 489<br>7%   | 13<br>11%          | 327<br>7%         | 60<br>8%             | 393<br>7%                   | 2<br>6%  | 25<br>8%             | 29<br>7%        | 262<br>7%  | -<br>-                 |
| Broomfield                       | 445<br>6%   | 8<br>2%    | 1<br>0%    | 10<br>2%   | 2<br>1%   | 3<br>9%                      | 442<br>6%   | 7<br>6%            | 297<br>6%         | 46<br>6%             | 356<br>6%                   | 3<br>8%  | 18<br>6%             | 31<br>8%        | 234<br>6%  | 4<br>12%               |
| Buckhurst Hill                   | 443<br>6%   | 3<br>1%    | 5<br>1%    | 2<br>0%    | 25<br>14% | 4<br>11%                     | 439<br>6%   | 10<br>8%           | 285<br>6%         | 48<br>6%             | 346<br>6%                   | 4<br>11% | 21<br>7%             | 26<br>7%        | 216<br>6%  | 1<br>3%                |
| Danbury                          | 434<br>6%   | 5<br>1%    | 1<br>0%    | 5<br>1%    | 5<br>3%   | -<br>-                       | 434<br>6%   | 5<br>4%            | 281<br>6%         | 55<br>7%             | 345<br>6%                   | 3<br>8%  | 20<br>6%             | 24<br>6%        | 235<br>6%  | -<br>-                 |
| Hullbridge                       | 403<br>6%   | 311<br>72% | -<br>-     | 2<br>0%    | 21<br>11% | 3<br>9%                      | 400<br>6%   | 3<br>3%            | 260<br>6%         | 46<br>6%             | 309<br>6%                   | 5<br>14% | 22<br>7%             | 21<br>5%        | 205<br>6%  | 5<br>15%               |
| Stansted                         | 380<br>5%   | 3<br>1%    | 2<br>1%    | 313<br>55% | 20<br>11% | -<br>-                       | 380<br>6%   | 6<br>5%            | 263<br>6%         | 40<br>5%             | 310<br>6%                   | 1<br>3%  | 25<br>8%             | 8<br>2%         | 217<br>6%  | 4<br>12%               |
| Holland                          | 368<br>5%   | 5<br>1%    | 306<br>82% | 2<br>0%    | 5<br>3%   | 1<br>3%                      | 367<br>5%   | 8<br>7%            | 227<br>5%         | 50<br>7%             | 285<br>5%                   | 1<br>3%  | 20<br>6%             | 18<br>5%        | 185<br>5%  | 3<br>9%                |
| Thaxted                          | 339<br>5%   | 3<br>1%    | 3<br>1%    | 280<br>49% | 12<br>7%  | -<br>-                       | 339<br>5%   | 6<br>5%            | 196<br>4%         | 49<br>7%             | 244<br>4%                   | 2<br>6%  | 25<br>8%             | 17<br>4%        | 155<br>4%  | 3<br>9%                |
| North Weald                      | 319<br>5%   | 3<br>1%    | 2<br>1%    | 6<br>1%    | 10<br>5%  | 11<br>31%                    | 308<br>4%   | 8<br>7%            | 187<br>4%         | 42<br>6%             | 243<br>4%                   | 1<br>3%  | 18<br>6%             | 22<br>6%        | 155<br>4%  | -<br>-                 |
| Hatfield Peverel                 | 317<br>5%   | 6<br>1%    | 6<br>2%    | 4<br>1%    | 5<br>3%   | -<br>-                       | 317<br>5%   | 6<br>5%            | 210<br>5%         | 35<br>5%             | 251<br>5%                   | 2<br>6%  | 19<br>6%             | 15<br>4%        | 167<br>5%  | -<br>-                 |
| Tye Green                        | 309<br>4%   | 3<br>1%    | 1<br>0%    | 4<br>1%    | 5<br>3%   | -<br>-                       | 309<br>4%   | 18<br>15%          | 192<br>4%         | 32<br>4%             | 234<br>4%                   | 2<br>6%  | 25<br>8%             | 29<br>7%        | 126<br>3%  | 3<br>9%                |

*Tier 4 library used*

| Counts<br>Break %<br>Respondents | Total       | Marital status                 |           |           |            |                      | Religion/Faith |          |          |           |          |           |            |           |
|----------------------------------|-------------|--------------------------------|-----------|-----------|------------|----------------------|----------------|----------|----------|-----------|----------|-----------|------------|-----------|
|                                  |             | Divorced<br>or CP<br>dissolved | Separated | Widowed   | Single     | Prefer not<br>to say | Christian      | Muslim   | Hindu    | Buddhist  | Sikh     | Jewish    | None       | Not sure  |
| Base                             | 6942        | 304                            | 47        | 345       | 580        | 550                  | 3435           | 26       | 33       | 32        | 10       | 65        | 1751       | 134       |
| Tier 4 library used              |             |                                |           |           |            |                      |                |          |          |           |          |           |            |           |
| Prettygate                       | 1223<br>18% | 58<br>19%                      | 19<br>40% | 44<br>13% | 109<br>19% | 118<br>21%           | 565<br>16%     | 1<br>4%  | 3<br>9%  | 11<br>34% | 3<br>30% | 2<br>3%   | 348<br>20% | 28<br>21% |
| Writtle                          | 514<br>7%   | 23<br>8%                       | 2<br>4%   | 16<br>5%  | 35<br>6%   | 37<br>7%             | 248<br>7%      | 2<br>8%  | -<br>-   | 2<br>6%   | 1<br>10% | 4<br>6%   | 151<br>9%  | 18<br>13% |
| Galleywood                       | 503<br>7%   | 16<br>5%                       | 2<br>4%   | 27<br>8%  | 49<br>8%   | 36<br>7%             | 276<br>8%      | 3<br>12% | 3<br>9%  | 3<br>9%   | -<br>-   | 2<br>3%   | 112<br>6%  | 12<br>9%  |
| Kelvedon                         | 489<br>7%   | 21<br>7%                       | 5<br>11%  | 18<br>5%  | 58<br>10%  | 32<br>6%             | 266<br>8%      | 3<br>12% | -<br>-   | 2<br>6%   | -<br>-   | 1<br>2%   | 113<br>6%  | 11<br>8%  |
| Broomfield                       | 445<br>6%   | 20<br>7%                       | 4<br>9%   | 9<br>3%   | 44<br>8%   | 28<br>5%             | 210<br>6%      | 1<br>4%  | 2<br>6%  | 2<br>6%   | 1<br>10% | 3<br>5%   | 119<br>7%  | 13<br>10% |
| Buckhurst Hill                   | 443<br>6%   | 17<br>6%                       | 2<br>4%   | 12<br>3%  | 57<br>10%  | 41<br>7%             | 188<br>5%      | 2<br>8%  | 9<br>27% | 1<br>3%   | 3<br>30% | 15<br>23% | 112<br>6%  | 7<br>5%   |
| Danbury                          | 434<br>6%   | 20<br>7%                       | 2<br>4%   | 13<br>4%  | 39<br>7%   | 31<br>6%             | 217<br>6%      | 2<br>8%  | 1<br>3%  | 4<br>13%  | -<br>-   | 2<br>3%   | 108<br>6%  | 9<br>7%   |
| Hullbridge                       | 403<br>6%   | 16<br>5%                       | 4<br>9%   | 27<br>8%  | 16<br>3%   | 41<br>7%             | 190<br>6%      | 1<br>4%  | -<br>-   | 4<br>13%  | -<br>-   | 3<br>5%   | 105<br>6%  | 6<br>4%   |
| Stansted                         | 380<br>5%   | 20<br>7%                       | 3<br>6%   | 23<br>7%  | 26<br>4%   | 35<br>6%             | 191<br>6%      | 1<br>4%  | -<br>-   | 4<br>13%  | -<br>-   | 3<br>5%   | 88<br>5%   | 15<br>11% |
| Holland                          | 368<br>5%   | 17<br>6%                       | 3<br>6%   | 28<br>8%  | 25<br>4%   | 32<br>6%             | 203<br>6%      | 1<br>4%  | -<br>-   | 2<br>6%   | -<br>-   | 1<br>2%   | 76<br>4%   | 6<br>4%   |
| Thaxted                          | 339<br>5%   | 12<br>4%                       | 3<br>6%   | 14<br>4%  | 24<br>4%   | 41<br>7%             | 158<br>5%      | -<br>-   | -<br>-   | 4<br>13%  | -<br>-   | 3<br>5%   | 73<br>4%   | 8<br>6%   |
| North Weald                      | 319<br>5%   | 12<br>4%                       | 2<br>4%   | 15<br>4%  | 26<br>4%   | 32<br>6%             | 141<br>4%      | 2<br>8%  | 1<br>3%  | 6<br>19%  | -<br>-   | 2<br>3%   | 80<br>5%   | 5<br>4%   |
| Hatfield Peverel                 | 317<br>5%   | 16<br>5%                       | 2<br>4%   | 21<br>6%  | 27<br>5%   | 24<br>4%             | 173<br>5%      | 1<br>4%  | -<br>-   | 1<br>3%   | -<br>-   | 1<br>2%   | 67<br>4%   | 6<br>4%   |
| Tye Green                        | 309<br>4%   | 8<br>3%                        | 3<br>6%   | 12<br>3%  | 48<br>8%   | 30<br>5%             | 107<br>3%      | 5<br>19% | 1<br>3%  | 4<br>13%  | -<br>-   | 3<br>5%   | 104<br>6%  | 9<br>7%   |

*Tier 4 library used*

| Counts<br>Break %<br>Respondents | Total            | All         | User v non user |           | Internet use |                    |            | Respondent Type |                           | Gender      |             | Age         |            |             |             |            |
|----------------------------------|------------------|-------------|-----------------|-----------|--------------|--------------------|------------|-----------------|---------------------------|-------------|-------------|-------------|------------|-------------|-------------|------------|
|                                  |                  | All         | User            | Non user  | Yes          | Library/c-afe only | No         | Individual      | Family with kids under 11 | Male        | Female      | 16 or under | 17 - 30    | 31 - 60     | 61 - 80     | 81+        |
| <b>Base</b>                      | <b>6942</b>      | <b>6942</b> | <b>6822</b>     | <b>81</b> | <b>6213</b>  | <b>434</b>         | <b>263</b> | <b>5079</b>     | <b>1837</b>               | <b>1701</b> | <b>4125</b> | <b>223</b>  | <b>310</b> | <b>3089</b> | <b>2098</b> | <b>316</b> |
| <b>Mark Hall</b>                 | <b>299</b><br>4% | 299<br>4%   | 293<br>4%       | 5<br>6%   | 243<br>4%    | 41<br>9%           | 15<br>6%   | 229<br>5%       | 69<br>4%                  | 87<br>5%    | 155<br>4%   | 21<br>9%    | 28<br>9%   | 123<br>4%   | 71<br>3%    | 12<br>4%   |
| <b>Wickham Bishops</b>           | <b>287</b><br>4% | 287<br>4%   | 281<br>4%       | 5<br>6%   | 254<br>4%    | 26<br>6%           | 6<br>2%    | 214<br>4%       | 73<br>4%                  | 71<br>4%    | 168<br>4%   | 11<br>5%    | 17<br>5%   | 125<br>4%   | 87<br>4%    | 8<br>3%    |
| <b>Chigwell</b>                  | <b>284</b><br>4% | 284<br>4%   | 275<br>4%       | 7<br>9%   | 240<br>4%    | 34<br>8%           | 9<br>3%    | 224<br>4%       | 60<br>3%                  | 74<br>4%    | 152<br>4%   | 10<br>4%    | 24<br>8%   | 134<br>4%   | 61<br>3%    | 9<br>3%    |
| <b>Sible Hedingham</b>           | <b>236</b><br>3% | 236<br>3%   | 234<br>3%       | 1<br>1%   | 221<br>4%    | 11<br>3%           | 3<br>1%    | 170<br>3%       | 66<br>4%                  | 52<br>3%    | 145<br>4%   | 5<br>2%     | 17<br>5%   | 103<br>3%   | 73<br>3%    | 3<br>1%    |
| <b>Vange</b>                     | <b>225</b><br>3% | 225<br>3%   | 223<br>3%       | 2<br>2%   | 183<br>3%    | 30<br>7%           | 11<br>4%   | 177<br>3%       | 46<br>3%                  | 65<br>4%    | 122<br>3%   | 3<br>1%     | 20<br>6%   | 112<br>4%   | 48<br>2%    | 7<br>2%    |
| <b>Great Waking</b>              | <b>216</b><br>3% | 216<br>3%   | 212<br>3%       | 4<br>5%   | 186<br>3%    | 17<br>4%           | 12<br>5%   | 170<br>3%       | 46<br>3%                  | 54<br>3%    | 120<br>3%   | 8<br>4%     | 15<br>5%   | 90<br>3%    | 60<br>3%    | 11<br>3%   |
| <b>Fryerns</b>                   | <b>215</b><br>3% | 215<br>3%   | 212<br>3%       | 2<br>2%   | 183<br>3%    | 20<br>5%           | 11<br>4%   | 167<br>3%       | 48<br>3%                  | 57<br>3%    | 126<br>3%   | 2<br>1%     | 25<br>8%   | 109<br>4%   | 45<br>2%    | 10<br>3%   |
| <b>Debden</b>                    | <b>198</b><br>3% | 198<br>3%   | 195<br>3%       | 3<br>4%   | 176<br>3%    | 19<br>4%           | 3<br>1%    | 134<br>3%       | 63<br>3%                  | 44<br>3%    | 114<br>3%   | 3<br>1%     | 15<br>5%   | 100<br>3%   | 38<br>2%    | 5<br>2%    |
| <b>Southminster</b>              | <b>167</b><br>2% | 167<br>2%   | 162<br>2%       | 5<br>6%   | 150<br>2%    | 14<br>3%           | 3<br>1%    | 128<br>3%       | 38<br>2%                  | 34<br>2%    | 100<br>2%   | 5<br>2%     | 17<br>5%   | 74<br>2%    | 42<br>2%    | 5<br>2%    |
| <b>Silver End</b>                | <b>152</b><br>2% | 152<br>2%   | 148<br>2%       | 1<br>1%   | 143<br>2%    | 3<br>1%            | 6<br>2%    | 111<br>2%       | 40<br>2%                  | 40<br>2%    | 88<br>2%    | 4<br>2%     | 15<br>5%   | 72<br>2%    | 40<br>2%    | 2<br>1%    |
| <b>Stock</b>                     | <b>149</b><br>2% | 149<br>2%   | 148<br>2%       | 1<br>1%   | 132<br>2%    | 12<br>3%           | 5<br>2%    | 97<br>2%        | 52<br>3%                  | 33<br>2%    | 84<br>2%    | 3<br>1%     | 11<br>4%   | 76<br>2%    | 28<br>1%    | 5<br>2%    |

*Tier 4 library used*

| Counts<br>Break %<br>Respondents | Total                   | Ethnic groups             |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |            |              |             |             |               |            |            |
|----------------------------------|-------------------------|---------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|------------|--------------|-------------|-------------|---------------|------------|------------|
|                                  |                         | White British/Irish/Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood  | Castle Point | Chelmsford  | Colchester  | Epping Forest | Harlow     | Maldon     |
|                                  |                         |                           |            |                         |              |                             |             |            |            |            |              |             |             |               |            |            |
| <b>Base</b>                      | <b>6942</b>             | <b>5459</b>               | <b>231</b> | <b>902</b>              | <b>5208</b>  | <b>265</b>                  | <b>4987</b> | <b>323</b> | <b>755</b> | <b>113</b> | <b>84</b>    | <b>1265</b> | <b>1227</b> | <b>778</b>    | <b>423</b> | <b>394</b> |
| <b>Mark Hall</b>                 | <b>299</b><br><b>4%</b> | 219<br>4%                 | 23<br>10%  | 57<br>6%                | 213<br>4%    | 11<br>4%                    | 217<br>4%   | 1<br>0%    | 2<br>0%    | 1<br>1%    | -<br>-       | 5<br>0%     | 3<br>0%     | 7<br>1%       | 261<br>62% | 1<br>0%    |
| <b>Wickham Bishops</b>           | <b>287</b><br><b>4%</b> | 227<br>4%                 | 8<br>3%    | 27<br>3%                | 223<br>4%    | 16<br>6%                    | 206<br>4%   | 1<br>0%    | 23<br>3%   | 1<br>1%    | 3<br>4%      | 14<br>1%    | 17<br>1%    | 1<br>0%       | 3<br>1%    | 208<br>53% |
| <b>Chigwell</b>                  | <b>284</b><br><b>4%</b> | 187<br>3%                 | 38<br>16%  | 43<br>5%                | 202<br>4%    | 12<br>5%                    | 192<br>4%   | 4<br>1%    | 4<br>1%    | 13<br>12%  | 4<br>5%      | 8<br>1%     | 3<br>0%     | 202<br>26%    | 7<br>2%    | 1<br>0%    |
| <b>Sible Hedingham</b>           | <b>236</b><br><b>3%</b> | 185<br>3%                 | 8<br>3%    | 29<br>3%                | 181<br>3%    | 13<br>5%                    | 172<br>3%   | 3<br>1%    | 186<br>25% | 5<br>4%    | -<br>-       | 4<br>0%     | 12<br>1%    | 2<br>0%       | 3<br>1%    | 1<br>0%    |
| <b>Vange</b>                     | <b>225</b><br><b>3%</b> | 173<br>3%                 | 14<br>6%   | 42<br>5%                | 157<br>3%    | 10<br>4%                    | 156<br>3%   | 151<br>47% | 2<br>0%    | 1<br>1%    | 31<br>37%    | 4<br>0%     | 5<br>0%     | 1<br>0%       | 3<br>1%    | 4<br>1%    |
| <b>Great Wakering</b>            | <b>216</b><br><b>3%</b> | 162<br>3%                 | 12<br>5%   | 30<br>3%                | 160<br>3%    | 5<br>2%                     | 158<br>3%   | 3<br>1%    | 1<br>0%    | -<br>-     | 14<br>17%    | 5<br>0%     | 1<br>0%     | -<br>-        | 3<br>1%    | 1<br>0%    |
| <b>Fryerns</b>                   | <b>215</b><br><b>3%</b> | 167<br>3%                 | 15<br>6%   | 41<br>5%                | 152<br>3%    | 7<br>3%                     | 151<br>3%   | 167<br>52% | 3<br>0%    | 1<br>1%    | 17<br>20%    | 5<br>0%     | 4<br>0%     | -<br>-        | 3<br>1%    | 2<br>1%    |
| <b>Debden</b>                    | <b>198</b><br><b>3%</b> | 132<br>2%                 | 18<br>8%   | 31<br>3%                | 136<br>3%    | 15<br>6%                    | 129<br>3%   | 2<br>1%    | 3<br>0%    | 4<br>4%    | -<br>-       | 7<br>1%     | 4<br>0%     | 135<br>17%    | 7<br>2%    | 1<br>0%    |
| <b>Southminster</b>              | <b>167</b><br><b>2%</b> | 133<br>2%                 | 5<br>2%    | 13<br>1%                | 135<br>3%    | 8<br>3%                     | 126<br>3%   | 2<br>1%    | 1<br>0%    | 8<br>7%    | 4<br>5%      | 13<br>1%    | 2<br>0%     | 1<br>0%       | 2<br>0%    | 120<br>30% |
| <b>Silver End</b>                | <b>152</b><br><b>2%</b> | 120<br>2%                 | 8<br>3%    | 25<br>3%                | 112<br>2%    | 9<br>3%                     | 114<br>2%   | 4<br>1%    | 104<br>14% | 4<br>4%    | -<br>-       | 5<br>0%     | 16<br>1%    | 1<br>0%       | 3<br>1%    | 5<br>1%    |
| <b>Stock</b>                     | <b>149</b><br><b>2%</b> | 108<br>2%                 | 10<br>4%   | 21<br>2%                | 108<br>2%    | 7<br>3%                     | 104<br>2%   | 32<br>10%  | 2<br>0%    | 20<br>18%  | 4<br>5%      | 70<br>6%    | 5<br>0%     | -<br>-        | 2<br>0%    | 3<br>1%    |



*Tier 4 library used*

| Counts<br>Break %<br>Respondents | Total                   | District   |            |            |            | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |                        |
|----------------------------------|-------------------------|------------|------------|------------|------------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|------------------------|
|                                  |                         | Rochford   | Tendring   | Uttlesford | Other      | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     | Civil part-<br>nership |
|                                  |                         |            |            |            |            |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| <b>Base</b>                      | <b>6942</b>             | <b>434</b> | <b>374</b> | <b>566</b> | <b>183</b> | <b>35</b>                    | <b>6907</b> | <b>118</b>         | <b>4624</b>       | <b>742</b>           | <b>5538</b>                 | <b>36</b> | <b>322</b>           | <b>391</b>      | <b>3665</b> | <b>34</b>              |
| <b>Mark Hall</b>                 | <b>299</b><br><b>4%</b> | 5<br>1%    | 1<br>0%    | 6<br>1%    | 6<br>3%    | 1<br>3%                      | 298<br>4%   | 12<br>10%          | 182<br>4%         | 46<br>6%             | 226<br>4%                   | 2<br>6%   | 34<br>11%            | 26<br>7%        | 120<br>3%   | 2<br>6%                |
| <b>Wickham Bishops</b>           | <b>287</b><br><b>4%</b> | 4<br>1%    | 2<br>1%    | 2<br>0%    | 7<br>4%    | -<br>-                       | 287<br>4%   | 5<br>4%            | 193<br>4%         | 34<br>5%             | 230<br>4%                   | 1<br>3%   | 16<br>5%             | 13<br>3%        | 165<br>5%   | 2<br>6%                |
| <b>Chigwell</b>                  | <b>284</b><br><b>4%</b> | 4<br>1%    | 2<br>1%    | 3<br>1%    | 29<br>16%  | 2<br>6%                      | 282<br>4%   | 10<br>8%           | 174<br>4%         | 38<br>5%             | 214<br>4%                   | 2<br>6%   | 21<br>7%             | 7<br>2%         | 125<br>3%   | -<br>-                 |
| <b>Sible Hedingham</b>           | <b>236</b><br><b>3%</b> | 3<br>1%    | 3<br>1%    | 6<br>1%    | 8<br>4%    | 1<br>3%                      | 235<br>3%   | 4<br>3%            | 162<br>4%         | 29<br>4%             | 193<br>3%                   | 1<br>3%   | 10<br>3%             | 18<br>5%        | 127<br>3%   | -<br>-                 |
| <b>Vange</b>                     | <b>225</b><br><b>3%</b> | 6<br>1%    | 1<br>0%    | 1<br>0%    | 14<br>8%   | 1<br>3%                      | 224<br>3%   | 7<br>6%            | 143<br>3%         | 28<br>4%             | 176<br>3%                   | 2<br>6%   | 19<br>6%             | 10<br>3%        | 93<br>3%    | 3<br>9%                |
| <b>Great Wakering</b>            | <b>216</b><br><b>3%</b> | 140<br>32% | -<br>-     | 1<br>0%    | 47<br>26%  | -<br>-                       | 216<br>3%   | 5<br>4%            | 135<br>3%         | 30<br>4%             | 167<br>3%                   | -<br>-    | 14<br>4%             | 16<br>4%        | 100<br>3%   | 1<br>3%                |
| <b>Fryerns</b>                   | <b>215</b><br><b>3%</b> | 6<br>1%    | -<br>-     | 1<br>0%    | 5<br>3%    | -<br>-                       | 215<br>3%   | 7<br>6%            | 149<br>3%         | 28<br>4%             | 175<br>3%                   | 2<br>6%   | 15<br>5%             | 11<br>3%        | 94<br>3%    | 2<br>6%                |
| <b>Debden</b>                    | <b>198</b><br><b>3%</b> | 3<br>1%    | 3<br>1%    | 15<br>3%   | 14<br>8%   | 1<br>3%                      | 197<br>3%   | 3<br>3%            | 121<br>3%         | 24<br>3%             | 141<br>3%                   | 1<br>3%   | 14<br>4%             | 5<br>1%         | 86<br>2%    | -<br>-                 |
| <b>Southminster</b>              | <b>167</b><br><b>2%</b> | 7<br>2%    | 1<br>0%    | 1<br>0%    | 5<br>3%    | -<br>-                       | 167<br>2%   | 1<br>1%            | 109<br>2%         | 24<br>3%             | 132<br>2%                   | -<br>-    | 12<br>4%             | 8<br>2%         | 79<br>2%    | 1<br>3%                |
| <b>Silver End</b>                | <b>152</b><br><b>2%</b> | 3<br>1%    | 2<br>1%    | 3<br>1%    | 1<br>1%    | -<br>-                       | 152<br>2%   | 6<br>5%            | 95<br>2%          | 22<br>3%             | 122<br>2%                   | -<br>-    | 10<br>3%             | 10<br>3%        | 79<br>2%    | 2<br>6%                |
| <b>Stock</b>                     | <b>149</b><br><b>2%</b> | 9<br>2%    | -<br>-     | 1<br>0%    | 1<br>1%    | -<br>-                       | 149<br>2%   | 4<br>3%            | 97<br>2%          | 16<br>2%             | 118<br>2%                   | -<br>-    | 10<br>3%             | 6<br>2%         | 75<br>2%    | 1<br>3%                |

*Tier 4 library used*

| Counts<br>Break %<br>Respondents | Total            | Marital status                 |           |            |            |                      | Religion/Faith |           |           |           |           |           |             |            |
|----------------------------------|------------------|--------------------------------|-----------|------------|------------|----------------------|----------------|-----------|-----------|-----------|-----------|-----------|-------------|------------|
|                                  |                  | Divorced<br>or CP<br>dissolved | Separated | Widowed    | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh      | Jewish    | None        | Not sure   |
| <b>Base</b>                      | <b>6942</b>      | <b>304</b>                     | <b>47</b> | <b>345</b> | <b>580</b> | <b>550</b>           | <b>3435</b>    | <b>26</b> | <b>33</b> | <b>32</b> | <b>10</b> | <b>65</b> | <b>1751</b> | <b>134</b> |
| <b>Mark Hall</b>                 | <b>299</b><br>4% | 11<br>4%                       | 2<br>4%   | 11<br>3%   | 46<br>8%   | 46<br>8%             | 117<br>3%      | 5<br>19%  | 1<br>3%   | 2<br>6%   | -<br>-    | 3<br>5%   | 95<br>5%    | 8<br>6%    |
| <b>Wickham Bishops</b>           | <b>287</b><br>4% | 10<br>3%                       | 2<br>4%   | 12<br>3%   | 24<br>4%   | 22<br>4%             | 140<br>4%      | -<br>-    | -<br>-    | 1<br>3%   | -<br>-    | 1<br>2%   | 68<br>4%    | 10<br>7%   |
| <b>Chigwell</b>                  | <b>284</b><br>4% | 10<br>3%                       | 1<br>2%   | 9<br>3%    | 44<br>8%   | 36<br>7%             | 98<br>3%       | 6<br>23%  | 9<br>27%  | 2<br>6%   | 6<br>60%  | 27<br>42% | 57<br>3%    | 6<br>4%    |
| <b>Sible Hedingham</b>           | <b>236</b><br>3% | 12<br>4%                       | 2<br>4%   | 9<br>3%    | 22<br>4%   | 16<br>3%             | 120<br>3%      | -<br>-    | 1<br>3%   | 2<br>6%   | -<br>-    | 2<br>3%   | 59<br>3%    | 5<br>4%    |
| <b>Vange</b>                     | <b>225</b><br>3% | 12<br>4%                       | 1<br>2%   | 10<br>3%   | 34<br>6%   | 33<br>6%             | 105<br>3%      | 2<br>8%   | 2<br>6%   | 5<br>16%  | -<br>-    | -<br>-    | 57<br>3%    | 3<br>2%    |
| <b>Great Wakering</b>            | <b>216</b><br>3% | 9<br>3%                        | 3<br>6%   | 14<br>4%   | 20<br>3%   | 20<br>4%             | 101<br>3%      | -<br>-    | 2<br>6%   | 2<br>6%   | 1<br>10%  | 3<br>5%   | 50<br>3%    | 3<br>2%    |
| <b>Fryerns</b>                   | <b>215</b><br>3% | 13<br>4%                       | 2<br>4%   | 10<br>3%   | 34<br>6%   | 24<br>4%             | 96<br>3%       | 2<br>8%   | 1<br>3%   | 1<br>3%   | -<br>-    | 1<br>2%   | 59<br>3%    | 4<br>3%    |
| <b>Debden</b>                    | <b>198</b><br>3% | 8<br>3%                        | 2<br>4%   | 5<br>1%    | 28<br>5%   | 26<br>5%             | 83<br>2%       | 2<br>8%   | 3<br>9%   | 1<br>3%   | 1<br>10%  | 5<br>8%   | 41<br>2%    | 7<br>5%    |
| <b>Southminster</b>              | <b>167</b><br>2% | 7<br>2%                        | 3<br>6%   | 6<br>2%    | 17<br>3%   | 21<br>4%             | 76<br>2%       | -<br>-    | -<br>-    | 2<br>6%   | -<br>-    | 1<br>2%   | 39<br>2%    | 10<br>7%   |
| <b>Silver End</b>                | <b>152</b><br>2% | 10<br>3%                       | 1<br>2%   | 3<br>1%    | 15<br>3%   | 12<br>2%             | 77<br>2%       | 1<br>4%   | 1<br>3%   | 1<br>3%   | -<br>-    | -<br>-    | 35<br>2%    | 4<br>3%    |
| <b>Stock</b>                     | <b>149</b><br>2% | 3<br>1%                        | 1<br>2%   | 4<br>1%    | 18<br>3%   | 15<br>3%             | 75<br>2%       | -<br>-    | -<br>-    | 1<br>3%   | -<br>-    | 2<br>3%   | 32<br>2%    | 3<br>2%    |

**Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?**

| Counts<br>Break %<br>Respondents   | Total       | All         | User v non user |           | Internet use |                    |            | Respondent Type |                           | Gender      |             | Age         |            |             |             |            |
|--|-------------|-------------|-----------------|-----------|--------------|--------------------|------------|-----------------|---------------------------|-------------|-------------|-------------|------------|-------------|-------------|------------|
|  |             | All         | User            | Non user  | Yes          | Library/c-afe only | No         | Individual      | Family with kids under 11 | Male        | Female      | 16 or under | 17 - 30    | 31 - 60     | 61 - 80     | 81+        |
| Base   | 6647        | 6647        | 6533            | 76        | 5985         | 400                | 237        | 4830            | 1795                      | 1646        | 3960        | 216         | 303        | 2997        | 2000        | 291        |
| Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? |             |             |                 |           |              |                    |            |                 |                           |             |             |             |            |             |             |            |
| Use another library  | 4099<br>62% | 4099<br>62% | 4027<br>62%     | 49<br>64% | 3775<br>63%  | 176<br>44%         | 132<br>56% | 3037<br>63%     | 1048<br>58%               | 1003<br>61% | 2529<br>64% | 125<br>58%  | 182<br>60% | 1827<br>61% | 1305<br>65% | 185<br>64% |
| None exclusively   | 2548<br>38% | 2548<br>38% | 2506<br>38%     | 27<br>36% | 2210<br>37%  | 224<br>56%         | 105<br>44% | 1793<br>37%     | 747<br>42%                | 643<br>39%  | 1431<br>36% | 91<br>42%   | 121<br>40% | 1170<br>39% | 695<br>35%  | 106<br>36% |

| Counts<br>Break %<br>Respondents   | Total       | Ethnic groups              |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |           |              |            |            |               |            |            |
|--|-------------|----------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|-----------|--------------|------------|------------|---------------|------------|------------|
|  |             | White British/Irish/-Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood | Castle Point | Chelmsford | Colchester | Epping Forest | Harlow     | Maldon     |
| Base   | 6647        | 5257                       | 227        | 854                     | 5033         | 264                         | 4814        | 308        | 723        | 107       | 83           | 1225       | 1175       | 735           | 403        | 384        |
| Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? |             |                            |            |                         |              |                             |             |            |            |           |              |            |            |               |            |            |
| Use another library  | 4099<br>62% | 3316<br>63%                | 132<br>58% | 454<br>53%              | 3218<br>64%  | 158<br>60%                  | 3037<br>63% | 206<br>67% | 419<br>58% | 69<br>64% | 53<br>64%    | 825<br>67% | 759<br>65% | 420<br>57%    | 256<br>64% | 257<br>67% |
| None exclusively   | 2548<br>38% | 1941<br>37%                | 95<br>42%  | 400<br>47%              | 1815<br>36%  | 106<br>40%                  | 1777<br>37% | 102<br>33% | 304<br>42% | 38<br>36% | 30<br>36%    | 400<br>33% | 416<br>35% | 315<br>43%    | 147<br>36% | 127<br>33% |

**Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead?**

| Counts<br>Break %<br>Respondents  | Total       | District   |            |            |           | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |                        |
|---|-------------|------------|------------|------------|-----------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|------------------------|
|   |             | Rochford   | Tendring   | Uttlesford | Other     | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     | Civil part-<br>nership |
|   |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| Base  | 6647        | 411        | 349        | 543        | 179       | 28                           | 6619        | 115                | 4463              | 711                  | 5344                        | 31        | 303                  | 379             | 3539        | 32                     |
| Q12. If we no longer re-<br>tain the libraries listed<br>in tier 4 above, will you<br>be able to use one of t-<br>he following alternativ-<br>e services instead? |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| Use another library   | 4099<br>62% | 226<br>55% | 223<br>64% | 277<br>51% | 91<br>51% | 20<br>71%                    | 4079<br>62% | 76<br>66%          | 2842<br>64%       | 398<br>56%           | 3385<br>63%                 | 22<br>71% | 146<br>48%           | 229<br>60%      | 2241<br>63% | 14<br>44%              |
| None exclusively  | 2548<br>38% | 185<br>45% | 126<br>36% | 266<br>49% | 88<br>49% | 8<br>29%                     | 2540<br>38% | 39<br>34%          | 1621<br>36%       | 313<br>44%           | 1959<br>37%                 | 9<br>29%  | 157<br>52%           | 150<br>40%      | 1298<br>37% | 18<br>56%              |

| Counts<br>Break %<br>Respondents  | Total       | Marital status                 |           |            |            |                      | Religion/Faith |           |           |           |          |           |             |           |
|---|-------------|--------------------------------|-----------|------------|------------|----------------------|----------------|-----------|-----------|-----------|----------|-----------|-------------|-----------|
|   |             | Divorced<br>or CP<br>dissolved | Separated | Widowed    | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh     | Jewish    | None        | Not sure  |
|   |             |                                |           |            |            |                      |                |           |           |           |          |           |             |           |
| Base  | 6647        | 287                            | 46        | 319        | 566        | 527                  | 3302           | 26        | 33        | 32        | 10       | 62        | 1688        | 132       |
| Q12. If we no longer re-<br>tain the libraries listed<br>in tier 4 above, will you<br>be able to use one of t-<br>he following alternativ-<br>e services instead? |             |                                |           |            |            |                      |                |           |           |           |          |           |             |           |
| Use another library   | 4099<br>62% | 196<br>68%                     | 32<br>70% | 197<br>62% | 362<br>64% | 274<br>52%           | 2098<br>64%    | 14<br>54% | 21<br>64% | 20<br>63% | 6<br>60% | 29<br>47% | 1051<br>62% | 84<br>64% |
| None exclusively  | 2548<br>38% | 91<br>32%                      | 14<br>30% | 122<br>38% | 204<br>36% | 253<br>48%           | 1204<br>36%    | 12<br>46% | 12<br>36% | 12<br>38% | 4<br>40% | 33<br>53% | 637<br>38%  | 48<br>36% |

**Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (Those who would use another library)**

| Counts<br>Break %<br>z-test<br>Respondents   |            | Counts<br>Break %<br>z-test<br>Respondents |           | Counts<br>Break %<br>z-test<br>Respondents |          | Counts<br>Break %<br>z-test<br>Respondents |          |
|--|------------|--|-----------|--|----------|--|----------|
| Base   | 3811       | Base                                       | 3811      | Base                                       | 3811     | Base                                       | 3811     |
| Q12. If we no longer retain the libraries listed in tier 4 above, will you be able to use one of the following alternative services instead? (...) |            | Home Library Service                       | 141<br>4% | North Melbourne                            | 66<br>2% | Waltham Abbey                              | 34<br>1% |
|  |            | Saffron Walden                             | 138<br>4% | Great Parndon                              | 63<br>2% | Brightlingsea                              | 32<br>1% |
|  |            | Clacton                                    | 136<br>4% | Frinton                                    | 56<br>1% | Walton                                     | 30<br>1% |
| eLibrary   | 727<br>19% | Epping                                     | 124<br>3% | Rochford                                   | 56<br>1% | Earls Colne                                | 27<br>1% |
| Chelmsford   | 602<br>16% | Braintree                                  | 106<br>3% | Brentwood                                  | 55<br>1% | Canvey                                     | 26<br>1% |
| Colchester   | 512<br>13% | Old Harlow                                 | 93<br>2%  | West Mersea                                | 53<br>1% | Great Tarpots                              | 26<br>1% |
| Mobile library service   | 445<br>12% | Dunmow                                     | 89<br>2%  | Chipping Ongar                             | 52<br>1% | Manningtree                                | 26<br>1% |
| Witham   | 255<br>7%  | Tiptree                                    | 88<br>2%  | South Woodham<br>Ferrers                   | 50<br>1% | South Benfleet                             | 25<br>1% |
| Loughton   | 246<br>6%  | Billericay                                 | 87<br>2%  | Greenstead                                 | 49<br>1% | West Clacton                               | 23<br>1% |
| Maldon   | 201<br>5%  | Pitsea                                     | 80<br>2%  | Ingatstone                                 | 49<br>1% | Harwich                                    | 20<br>1% |
| Harlow   | 199<br>5%  | Halstead                                   | 79<br>2%  | Shenfield                                  | 46<br>1% |  |          |
| Stanway  | 189<br>5%  | Springfield                                | 78<br>2%  | Laindon                                    | 45<br>1% |  |          |
| Friends and family<br>membership   | 180<br>5%  | Burnham                                    | 74<br>2%  | Hadleigh                                   | 44<br>1% |  |          |
| Great Baddow   | 179<br>5%  | Coggeshall                                 | 73<br>2%  | Wivenhoe                                   | 44<br>1% |  |          |
| Basildon   | 162<br>4%  | Hockley                                    | 69<br>2%  | Wickford                                   | 43<br>1% |  |          |
| Rayleigh   | 143<br>4%  |  |           |  |          |  |          |

**Q13 If you answered 'none of these' in question 12, which of the following best explain why you would not be able to use one of our other services instead? (Those who answered none exclusively in Q12)**

| Counts<br>Break %<br>Respondents  | Total       | All         | User v non user |           | Internet use |                        |           | Respondent Type |                                 | Gender     |            | Age            |           |            |            |           | Ethnic groups                       |           | Disabled v non disabled |                 | Pregnanc-<br>y & mat... |
|---|-------------|-------------|-----------------|-----------|--------------|------------------------|-----------|-----------------|---------------------------------|------------|------------|----------------|-----------|------------|------------|-----------|-------------------------------------|-----------|-------------------------|-----------------|-------------------------|
|   |             | All         | User            | Non user  | Yes          | Library/c-<br>afe only | No        | Individual      | Family<br>with kids<br>under 11 | Male       | Female     | 16 or<br>under | 17 - 30   | 31 - 60    | 61 - 80    | 81+       | White Bri-<br>tish/Irish/-<br>Other | BAME      | Disabled                | Non<br>disabled | Preg/Mat                |
|   |             |             |                 |           |              |                        |           |                 |                                 |            |            |                |           |            |            |           |                                     |           | Disabled                | Non<br>disabled |                         |
| Base  | 2049        | 2049        | 2010            | 24        | 1733         | 208                    | 102       | 1471            | 572                             | 507        | 1165       | 75             | 104       | 902        | 576        | 98        | 1571                                | 76        | 334                     | 1455            | 81                      |
| Q13 If you answered '-<br>none of these' in ques-<br>tion 12, which of the f-<br>ollowing best explain<br>why you would not be<br>able to use one of o... |             |             |                 |           |              |                        |           |                 |                                 |            |            |                |           |            |            |           |                                     |           |                         |                 |                         |
| I do not want to use<br>any of the alternatives   | 1449<br>71% | 1449<br>71% | 1425<br>71%     | 15<br>63% | 1293<br>75%  | 106<br>51%             | 45<br>44% | 1031<br>70%     | 415<br>73%                      | 360<br>71% | 847<br>73% | 38<br>51%      | 80<br>77% | 663<br>74% | 426<br>74% | 55<br>56% | 1136<br>72%                         | 46<br>61% | 192<br>57%              | 1099<br>76%     | 60<br>74%               |
| I am unable to travel to<br>any of the remaining<br>49 libraries  | 819<br>40%  | 819<br>40%  | 806<br>40%      | 7<br>29%  | 623<br>36%   | 130<br>63%             | 63<br>62% | 583<br>40%      | 232<br>41%                      | 194<br>38% | 453<br>39% | 50<br>67%      | 44<br>42% | 336<br>37% | 202<br>35% | 57<br>58% | 606<br>39%                          | 39<br>51% | 197<br>59%              | 504<br>35%      | 27<br>33%               |
| I do not know how to<br>use the eLibrary  | 324<br>16%  | 324<br>16%  | 318<br>16%      | 3<br>13%  | 218<br>13%   | 60<br>29%              | 42<br>41% | 249<br>17%      | 73<br>13%                       | 64<br>13%  | 192<br>16% | 14<br>19%      | 16<br>15% | 100<br>11% | 100<br>17% | 41<br>42% | 245<br>16%                          | 9<br>12%  | 93<br>28%               | 184<br>13%      | 9<br>11%                |
| I do not have access to<br>a computer or mobile<br>device to use the<br>eLibrary  | 244<br>12%  | 244<br>12%  | 243<br>12%      | 1<br>4%   | 70<br>4%     | 110<br>53%             | 61<br>60% | 201<br>14%      | 41<br>7%                        | 54<br>11%  | 134<br>12% | 13<br>17%      | 14<br>13% | 66<br>7%   | 67<br>12%  | 43<br>44% | 177<br>11%                          | 10<br>13% | 75<br>22%               | 134<br>9%       | 2<br>2%                 |

| Counts<br>Break %<br>Respondents  | Total       | Pregnanc-<br>y & mat... | District  |            |                |                 |                 |                 |                  |           |           |            |           |            |           | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender i... |
|---|-------------|-------------------------|-----------|------------|----------------|-----------------|-----------------|-----------------|------------------|-----------|-----------|------------|-----------|------------|-----------|------------------------------|-------------|--------------------|-------------------|----------------------|-------------|
|   |             | Non                     | Basildon  | Braintree  | Brentwoo-<br>d | Castle<br>Point | Chelmsfo-<br>rd | Colchest-<br>er | Epping<br>Forest | Harlow    | Maldon    | Rochford   | Tendring  | Uttlesford | Other     | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes         |
|   |             | 1431                    | 87        | 247        | 33             | 26              | 297             | 318             | 246              | 121       | 109       | 163        | 114       | 219        | 65        | 7                            | 2042        | 35                 | 1300              | 254                  | 1574        |
| Base  | 2049        | 1431                    | 87        | 247        | 33             | 26              | 297             | 318             | 246              | 121       | 109       | 163        | 114       | 219        | 65        | 7                            | 2042        | 35                 | 1300              | 254                  | 1574        |
| Q13 If you answered '-<br>none of these' in ques-<br>tion 12, which of the f-<br>ollowing best explain<br>why you would not be<br>able to use one of o... |             |                         |           |            |                |                 |                 |                 |                  |           |           |            |           |            |           |                              |             |                    |                   |                      |             |
| I do not want to use<br>any of the alternatives   | 1449<br>71% | 1036<br>72%             | 58<br>67% | 179<br>72% | 27<br>82%      | 18<br>69%       | 211<br>71%      | 240<br>75%      | 160<br>65%       | 88<br>73% | 75<br>69% | 125<br>77% | 72<br>63% | 149<br>68% | 44<br>68% | 2<br>29%                     | 1447<br>71% | 20<br>57%          | 952<br>73%        | 175<br>69%           | 1145<br>73% |
| I am unable to travel to<br>any of the remaining<br>49 libraries  | 819<br>40%  | 564<br>39%              | 32<br>37% | 91<br>37%  | 8<br>24%       | 11<br>42%       | 106<br>36%      | 107<br>34%      | 124<br>50%       | 54<br>45% | 42<br>39% | 65<br>40%  | 59<br>52% | 93<br>42%  | 26<br>40% | 4<br>57%                     | 815<br>40%  | 17<br>49%          | 478<br>37%        | 123<br>48%           | 610<br>39%  |
| I do not know how to<br>use the eLibrary  | 324<br>16%  | 220<br>15%              | 17<br>20% | 40<br>16%  | 7<br>21%       | 1<br>4%         | 38<br>13%       | 39<br>12%       | 43<br>17%        | 22<br>18% | 21<br>19% | 27<br>17%  | 26<br>23% | 28<br>13%  | 13<br>20% | 4<br>57%                     | 320<br>16%  | 3<br>9%            | 197<br>15%        | 40<br>16%            | 239<br>15%  |
| I do not have access to<br>a computer or mobile<br>device to use the<br>eLibrary  | 244<br>12%  | 154<br>11%              | 14<br>16% | 22<br>9%   | 2<br>6%        | 4<br>15%        | 32<br>11%       | 27<br>8%        | 32<br>13%        | 17<br>14% | 11<br>10% | 27<br>17%  | 22<br>19% | 22<br>10%  | 11<br>17% | 2<br>29%                     | 242<br>12%  | 5<br>14%           | 122<br>9%         | 37<br>15%            | 171<br>11%  |

**Q13 If you answered 'none of these' in question 12, which of the following best explain why you would not be able to use one of our other services instead? (Those who answered none exclusively in Q12)**

| Counts<br>Break %<br>Respondents   | Total       | Gender identity mat... |                   | Marital status |            |                   |                          |           |           |            |                   | Religion/Faith |          |          |           |          |           |            |           |
|--|-------------|------------------------|-------------------|----------------|------------|-------------------|--------------------------|-----------|-----------|------------|-------------------|----------------|----------|----------|-----------|----------|-----------|------------|-----------|
|  |             | No                     | Prefer not to say | Cohabiting     | Married    | Civil partnership | Divorced or CP dissolved | Separated | Widowed   | Single     | Prefer not to say | Christian      | Muslim   | Hindu    | Buddhist  | Sikh     | Jewish    | None       | Not sure  |
| Base   | 2049        | 6                      | 133               | 128            | 1014       | 16                | 80                       | 12        | 112       | 168        | 208               | 981            | 11       | 9        | 11        | 3        | 29        | 511        | 42        |
| Q13 If you answered 'none of these' in question 12, which of the following best explain why you would not be able to use one of o... |             |                        |                   |                |            |                   |                          |           |           |            |                   |                |          |          |           |          |           |            |           |
| I do not want to use any of the alternatives   | 1449<br>71% | 2<br>33%               | 94<br>71%         | 100<br>78%     | 750<br>74% | 12<br>75%         | 53<br>66%                | 10<br>83% | 72<br>64% | 109<br>65% | 147<br>71%        | 704<br>72%     | 4<br>36% | 4<br>44% | 10<br>91% | 1<br>33% | 20<br>69% | 381<br>75% | 23<br>55% |
| I am unable to travel to any of the remaining 49 libraries   | 819<br>40%  | 5<br>83%               | 54<br>41%         | 45<br>35%      | 355<br>35% | 7<br>44%          | 33<br>41%                | 3<br>25%  | 54<br>48% | 82<br>49%  | 95<br>46%         | 378<br>39%     | 7<br>64% | 4<br>44% | 3<br>27%  | 2<br>67% | 13<br>45% | 197<br>39% | 23<br>55% |
| I do not know how to use the eLibrary  | 324<br>16%  | -                      | 24<br>18%         | 18<br>14%      | 139<br>14% | 1<br>6%           | 18<br>23%                | 1<br>8%   | 32<br>29% | 23<br>14%  | 37<br>18%         | 178<br>18%     | 1<br>9%  | 2<br>22% | 1<br>9%   | -        | 5<br>17%  | 55<br>11%  | 10<br>24% |
| I do not have access to a computer or mobile device to use the eLibrary  | 244<br>12%  | -                      | 23<br>17%         | 13<br>10%      | 68<br>7%   | 3<br>19%          | 13<br>16%                | -         | 35<br>31% | 25<br>15%  | 39<br>19%         | 116<br>12%     | 2<br>18% | 1<br>11% | 1<br>9%   | -        | 3<br>10%  | 47<br>9%   | 6<br>14%  |

**Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?**

| Counts<br>Break %<br>Respondents  | Total       | All         | User v non user |           | Internet use |                    |            | Respondent Type |                           | Gender     |             | Age         |            |             |            |            |
|---|-------------|-------------|-----------------|-----------|--------------|--------------------|------------|-----------------|---------------------------|------------|-------------|-------------|------------|-------------|------------|------------|
|   |             | All         | User            | Non user  | Yes          | Library/c-afe only | No         | Individual      | Family with kids under 11 | Male       | Female      | 16 or under | 17 - 30    | 31 - 60     | 61 - 80    | 81+        |
| Base  | 6726        | 6726        | 6608            | 80        | 6047         | 410                | 242        | 4909            | 1795                      | 1681       | 4029        | 218         | 308        | 3050        | 2049       | 292        |
| Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc... |             |             |                 |           |              |                    |            |                 |                           |            |             |             |            |             |            |            |
| Strongly agree  | 971<br>14%  | 971<br>14%  | 944<br>14%      | 23<br>29% | 904<br>15%   | 40<br>10%          | 24<br>10%  | 697<br>14%      | 272<br>15%                | 276<br>16% | 598<br>15%  | 45<br>21%   | 49<br>16%  | 424<br>14%  | 331<br>16% | 41<br>14%  |
| Agree   | 1819<br>27% | 1819<br>27% | 1786<br>27%     | 24<br>30% | 1669<br>28%  | 85<br>21%          | 60<br>25%  | 1284<br>26%     | 530<br>30%                | 423<br>25% | 1176<br>29% | 59<br>27%   | 83<br>27%  | 836<br>27%  | 567<br>28% | 87<br>30%  |
| Neither agree nor disagree  | 1145<br>17% | 1145<br>17% | 1133<br>17%     | 9<br>11%  | 1058<br>17%  | 53<br>13%          | 31<br>13%  | 815<br>17%      | 326<br>18%                | 264<br>16% | 702<br>17%  | 41<br>19%   | 48<br>16%  | 511<br>17%  | 352<br>17% | 49<br>17%  |
| Disagree  | 1104<br>16% | 1104<br>16% | 1080<br>16%     | 11<br>14% | 974<br>16%   | 81<br>20%          | 43<br>18%  | 816<br>17%      | 285<br>16%                | 255<br>15% | 669<br>17%  | 20<br>9%    | 40<br>13%  | 515<br>17%  | 353<br>17% | 33<br>11%  |
| Strongly disagree   | 1369<br>20% | 1369<br>20% | 1353<br>20%     | 10<br>13% | 1167<br>19%  | 133<br>32%         | 60<br>25%  | 1056<br>22%     | 308<br>17%                | 397<br>24% | 693<br>17%  | 38<br>17%   | 76<br>25%  | 644<br>21%  | 353<br>17% | 45<br>15%  |
| Don't feel able to say  | 318<br>5%   | 318<br>5%   | 312<br>5%       | 3<br>4%   | 275<br>5%    | 18<br>4%           | 24<br>10%  | 241<br>5%       | 74<br>4%                  | 66<br>4%   | 191<br>5%   | 15<br>7%    | 12<br>4%   | 120<br>4%   | 93<br>5%   | 37<br>13%  |
| TOTAL AGREE   | 2790<br>41% | 2790<br>41% | 2730<br>41%     | 47<br>59% | 2573<br>43%  | 125<br>30%         | 84<br>35%  | 1981<br>40%     | 802<br>45%                | 699<br>42% | 1774<br>44% | 104<br>48%  | 132<br>43% | 1260<br>41% | 898<br>44% | 128<br>44% |
| TOTAL DISAGREE  | 2473<br>37% | 2473<br>37% | 2433<br>37%     | 21<br>26% | 2141<br>35%  | 214<br>52%         | 103<br>43% | 1872<br>38%     | 593<br>33%                | 652<br>39% | 1362<br>34% | 58<br>27%   | 116<br>38% | 1159<br>38% | 706<br>34% | 78<br>27%  |



**Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?**

| Counts<br>Break %<br>Respondents  | Total       | Ethnic groups             |           | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |           |              |            |            |               |            |            |
|---|-------------|---------------------------|-----------|-------------------------|--------------|-----------------------------|-------------|------------|------------|-----------|--------------|------------|------------|---------------|------------|------------|
|   |             | White British/Irish/Other | BAME      | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood | Castle Point | Chelmsford | Colchester | Epping Forest | Harlow     | Maldon     |
|   |             |                           |           |                         |              |                             |             |            |            |           |              |            |            |               |            |            |
| Base  | 6726        | 5352                      | 226       | 875                     | 5113         | 259                         | 4907        | 316        | 736        | 111       | 84           | 1225       | 1192       | 750           | 415        | 384        |
| Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc... |             |                           |           |                         |              |                             |             |            |            |           |              |            |            |               |            |            |
| Strongly agree  | 971<br>14%  | 802<br>15%                | 41<br>18% | 104<br>12%              | 788<br>15%   | 33<br>13%                   | 768<br>16%  | 51<br>16%  | 131<br>18% | 9<br>8%   | 6<br>7%      | 226<br>18% | 153<br>13% | 111<br>15%    | 50<br>12%  | 75<br>20%  |
| Agree   | 1819<br>27% | 1506<br>28%               | 55<br>24% | 207<br>24%              | 1431<br>28%  | 89<br>34%                   | 1376<br>28% | 95<br>30%  | 213<br>29% | 31<br>28% | 15<br>18%    | 386<br>32% | 271<br>23% | 227<br>30%    | 113<br>27% | 107<br>28% |
| Neither agree nor disagree  | 1145<br>17% | 910<br>17%                | 33<br>15% | 155<br>18%              | 867<br>17%   | 51<br>20%                   | 818<br>17%  | 49<br>16%  | 125<br>17% | 15<br>14% | 9<br>11%     | 220<br>18% | 196<br>16% | 127<br>17%    | 70<br>17%  | 63<br>16%  |
| Disagree  | 1104<br>16% | 861<br>16%                | 34<br>15% | 120<br>14%              | 856<br>17%   | 32<br>12%                   | 805<br>16%  | 37<br>12%  | 115<br>16% | 14<br>13% | 17<br>20%    | 179<br>15% | 220<br>18% | 115<br>15%    | 66<br>16%  | 62<br>16%  |
| Strongly disagree   | 1369<br>20% | 1028<br>19%               | 56<br>25% | 239<br>27%              | 944<br>18%   | 47<br>18%                   | 925<br>19%  | 72<br>23%  | 117<br>16% | 33<br>30% | 35<br>42%    | 165<br>13% | 316<br>27% | 122<br>16%    | 100<br>24% | 64<br>17%  |
| Don't feel able to say  | 318<br>5%   | 245<br>5%                 | 7<br>3%   | 50<br>6%                | 227<br>4%    | 7<br>3%                     | 215<br>4%   | 12<br>4%   | 35<br>5%   | 9<br>8%   | 2<br>2%      | 49<br>4%   | 36<br>3%   | 48<br>6%      | 16<br>4%   | 13<br>3%   |
| TOTAL AGREE   | 2790<br>41% | 2308<br>43%               | 96<br>42% | 311<br>36%              | 2219<br>43%  | 122<br>47%                  | 2144<br>44% | 146<br>46% | 344<br>47% | 40<br>36% | 21<br>25%    | 612<br>50% | 424<br>36% | 338<br>45%    | 163<br>39% | 182<br>47% |
| TOTAL DISAGREE  | 2473<br>37% | 1889<br>35%               | 90<br>40% | 359<br>41%              | 1800<br>35%  | 79<br>31%                   | 1730<br>35% | 109<br>34% | 232<br>32% | 47<br>42% | 52<br>62%    | 344<br>28% | 536<br>45% | 237<br>32%    | 166<br>40% | 126<br>33% |

**Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?**

| Counts<br>Break %<br>Respondents   | Total       | District   |            |            |           | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |                        |
|--|-------------|------------|------------|------------|-----------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|------------------------|
|  |             | Rochford   | Tendring   | Uttlesford | Other     | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     | Civil part-<br>nership |
|  |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| Base   | 6726        | 413        | 356        | 547        | 178       | 32                           | 6694        | 116                | 4548              | 733                  | 5437                        | 34        | 315                  | 387             | 3608        | 33                     |
| Q14. To what extent do<br>you agree with the pro-<br>posal to invite commu-<br>nity groups or other o-<br>rganisations to run 19<br>libraries in tier 3 loc... |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| Strongly agree   | 971<br>14%  | 38<br>9%   | 38<br>11%  | 61<br>11%  | 20<br>11% | -<br>-                       | 971<br>15%  | 17<br>15%          | 708<br>16%        | 87<br>12%            | 842<br>15%                  | 4<br>12%  | 25<br>8%             | 51<br>13%       | 555<br>15%  | 7<br>21%               |
| Agree  | 1819<br>27% | 85<br>21%  | 93<br>26%  | 129<br>24% | 49<br>28% | 15<br>47%                    | 1804<br>27% | 30<br>26%          | 1339<br>29%       | 133<br>18%           | 1540<br>28%                 | 9<br>26%  | 44<br>14%            | 113<br>29%      | 1044<br>29% | 6<br>18%               |
| Neither agree nor<br>disagree  | 1145<br>17% | 69<br>17%  | 63<br>18%  | 103<br>19% | 36<br>20% | 6<br>19%                     | 1139<br>17% | 13<br>11%          | 783<br>17%        | 114<br>16%           | 918<br>17%                  | 5<br>15%  | 51<br>16%            | 63<br>16%       | 612<br>17%  | 4<br>12%               |
| Disagree   | 1104<br>16% | 80<br>19%  | 57<br>16%  | 100<br>18% | 38<br>21% | 8<br>25%                     | 1096<br>16% | 18<br>16%          | 715<br>16%        | 141<br>19%           | 875<br>16%                  | 7<br>21%  | 59<br>19%            | 65<br>17%       | 566<br>16%  | 5<br>15%               |
| Strongly disagree  | 1369<br>20% | 109<br>26% | 85<br>24%  | 114<br>21% | 30<br>17% | -<br>-                       | 1369<br>20% | 34<br>29%          | 810<br>18%        | 210<br>29%           | 1020<br>19%                 | 6<br>18%  | 114<br>36%           | 82<br>21%       | 673<br>19%  | 10<br>30%              |
| Don't feel able to say   | 318<br>5%   | 32<br>8%   | 20<br>6%   | 40<br>7%   | 5<br>3%   | 3<br>9%                      | 315<br>5%   | 4<br>3%            | 193<br>4%         | 48<br>7%             | 242<br>4%                   | 3<br>9%   | 22<br>7%             | 13<br>3%        | 158<br>4%   | 1<br>3%                |
| TOTAL AGREE  | 2790<br>41% | 123<br>30% | 131<br>37% | 190<br>35% | 69<br>39% | 15<br>47%                    | 2775<br>41% | 47<br>41%          | 2047<br>45%       | 220<br>30%           | 2382<br>44%                 | 13<br>38% | 69<br>22%            | 164<br>42%      | 1599<br>44% | 13<br>39%              |
| TOTAL DISAGREE   | 2473<br>37% | 189<br>46% | 142<br>40% | 214<br>39% | 68<br>38% | 8<br>25%                     | 2465<br>37% | 52<br>45%          | 1525<br>34%       | 351<br>48%           | 1895<br>35%                 | 13<br>38% | 173<br>55%           | 147<br>38%      | 1239<br>34% | 15<br>45%              |

**Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?**

| Counts<br>Break %<br>Respondents  | Total       | Marital status                 |           |            |            |                      | Religion/Faith |           |           |           |          |           |            |           |
|---|-------------|--------------------------------|-----------|------------|------------|----------------------|----------------|-----------|-----------|-----------|----------|-----------|------------|-----------|
|   |             | Divorced<br>or CP<br>dissolved | Separated | Widowed    | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh     | Jewish    | None       | Not sure  |
| Base  | 6726        | 291                            | 45        | 328        | 574        | 540                  | 3354           | 25        | 33        | 32        | 10       | 64        | 1730       | 131       |
| Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc... |             |                                |           |            |            |                      |                |           |           |           |          |           |            |           |
| Strongly agree  | 971<br>14%  | 49<br>17%                      | 9<br>20%  | 53<br>16%  | 91<br>16%  | 50<br>9%             | 556<br>17%     | 2<br>8%   | 14<br>42% | 1<br>3%   | 1<br>10% | 7<br>11%  | 224<br>13% | 23<br>18% |
| Agree   | 1819<br>27% | 71<br>24%                      | 11<br>24% | 93<br>28%  | 171<br>30% | 87<br>16%            | 999<br>30%     | 4<br>16%  | 6<br>18%  | 8<br>25%  | 4<br>40% | 23<br>36% | 434<br>25% | 33<br>25% |
| Neither agree nor disagree  | 1145<br>17% | 56<br>19%                      | 8<br>18%  | 55<br>17%  | 91<br>16%  | 93<br>17%            | 553<br>16%     | 6<br>24%  | 5<br>15%  | 2<br>6%   | 1<br>10% | 11<br>17% | 294<br>17% | 19<br>15% |
| Disagree  | 1104<br>16% | 50<br>17%                      | 8<br>18%  | 55<br>17%  | 82<br>14%  | 115<br>21%           | 521<br>16%     | 3<br>12%  | 2<br>6%   | 4<br>13%  | 2<br>20% | 5<br>8%   | 309<br>18% | 19<br>15% |
| Strongly disagree   | 1369<br>20% | 54<br>19%                      | 7<br>16%  | 50<br>15%  | 115<br>20% | 158<br>29%           | 575<br>17%     | 10<br>40% | 3<br>9%   | 12<br>38% | 1<br>10% | 16<br>25% | 390<br>23% | 30<br>23% |
| Don't feel able to say  | 318<br>5%   | 11<br>4%                       | 2<br>4%   | 22<br>7%   | 24<br>4%   | 37<br>7%             | 150<br>4%      | -<br>-    | 3<br>9%   | 5<br>16%  | 1<br>10% | 2<br>3%   | 79<br>5%   | 7<br>5%   |
| TOTAL AGREE   | 2790<br>41% | 120<br>41%                     | 20<br>44% | 146<br>45% | 262<br>46% | 137<br>25%           | 1555<br>46%    | 6<br>24%  | 20<br>61% | 9<br>28%  | 5<br>50% | 30<br>47% | 658<br>38% | 56<br>43% |
| TOTAL DISAGREE  | 2473<br>37% | 104<br>36%                     | 15<br>33% | 105<br>32% | 197<br>34% | 273<br>51%           | 1096<br>33%    | 13<br>52% | 5<br>15%  | 16<br>50% | 3<br>30% | 21<br>33% | 699<br>40% | 49<br>37% |

**Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?**

| Counts<br>Break %<br>Respondents  | Total       | All         | User v non user |           | Internet use |                    |            | Respondent Type |                           | Gender     |             | Age         |            |             |            |            |
|---|-------------|-------------|-----------------|-----------|--------------|--------------------|------------|-----------------|---------------------------|------------|-------------|-------------|------------|-------------|------------|------------|
|   |             | All         | User            | Non user  | Yes          | Library/c-afe only | No         | Individual      | Family with kids under 11 | Male       | Female      | 16 or under | 17 - 30    | 31 - 60     | 61 - 80    | 81+        |
| Base  | 6788        | 6788        | 6672            | 79        | 6087         | 420                | 251        | 4952            | 1812                      | 1689       | 4074        | 220         | 310        | 3071        | 2071       | 299        |
| Q15. To what extent do you agree with the idea of some library services being available in places other than libraries? |             |             |                 |           |              |                    |            |                 |                           |            |             |             |            |             |            |            |
| Strongly agree  | 764<br>11%  | 764<br>11%  | 739<br>11%      | 20<br>25% | 722<br>12%   | 26<br>6%           | 15<br>6%   | 532<br>11%      | 231<br>13%                | 199<br>12% | 483<br>12%  | 31<br>14%   | 45<br>15%  | 359<br>12%  | 242<br>12% | 26<br>9%   |
| Agree   | 1661<br>24% | 1661<br>24% | 1630<br>24%     | 22<br>28% | 1550<br>25%  | 62<br>15%          | 44<br>18%  | 1172<br>24%     | 483<br>27%                | 423<br>25% | 1050<br>26% | 50<br>23%   | 69<br>22%  | 778<br>25%  | 518<br>25% | 86<br>29%  |
| Neither agree nor disagree  | 965<br>14%  | 965<br>14%  | 951<br>14%      | 9<br>11%  | 880<br>14%   | 46<br>11%          | 37<br>15%  | 748<br>15%      | 215<br>12%                | 268<br>16% | 559<br>14%  | 46<br>21%   | 35<br>11%  | 382<br>12%  | 338<br>16% | 40<br>13%  |
| Disagree  | 1534<br>23% | 1534<br>23% | 1509<br>23%     | 15<br>19% | 1366<br>22%  | 94<br>22%          | 64<br>25%  | 1109<br>22%     | 412<br>23%                | 334<br>20% | 954<br>23%  | 35<br>16%   | 64<br>21%  | 701<br>23%  | 479<br>23% | 64<br>21%  |
| Strongly disagree   | 1696<br>25% | 1696<br>25% | 1679<br>25%     | 9<br>11%  | 1423<br>23%  | 180<br>43%         | 81<br>32%  | 1254<br>25%     | 441<br>24%                | 426<br>25% | 933<br>23%  | 54<br>25%   | 94<br>30%  | 793<br>26%  | 439<br>21% | 63<br>21%  |
| Don't feel able to say  | 168<br>2%   | 168<br>2%   | 164<br>2%       | 4<br>5%   | 146<br>2%    | 12<br>3%           | 10<br>4%   | 137<br>3%       | 30<br>2%                  | 39<br>2%   | 95<br>2%    | 4<br>2%     | 3<br>1%    | 58<br>2%    | 55<br>3%   | 20<br>7%   |
| TOTAL AGREE   | 2425<br>36% | 2425<br>36% | 2369<br>36%     | 42<br>53% | 2272<br>37%  | 88<br>21%          | 59<br>24%  | 1704<br>34%     | 714<br>39%                | 622<br>37% | 1533<br>38% | 81<br>37%   | 114<br>37% | 1137<br>37% | 760<br>37% | 112<br>37% |
| TOTAL DISAGREE  | 3230<br>48% | 3230<br>48% | 3188<br>48%     | 24<br>30% | 2789<br>46%  | 274<br>65%         | 145<br>58% | 2363<br>48%     | 853<br>47%                | 760<br>45% | 1887<br>46% | 89<br>40%   | 158<br>51% | 1494<br>49% | 918<br>44% | 127<br>42% |

**Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?**

| Counts<br>Break %<br>Respondents  | Total       | Ethnic groups              |            | Disabled v non disabled |              | Pregnancy & maternity v non |             | District   |            |           |              |            |            |               |            |            |
|---|-------------|----------------------------|------------|-------------------------|--------------|-----------------------------|-------------|------------|------------|-----------|--------------|------------|------------|---------------|------------|------------|
|   |             | White British/Irish/-Other | BAME       | Disabled                | Non disabled | Preg/Mat                    | Non         | Basildon   | Braintree  | Brentwood | Castle Point | Chelmsford | Colchester | Epping Forest | Harlow     | Maldon     |
|   |             |                            |            |                         |              |                             |             |            |            |           |              |            |            |               |            |            |
| Base  | 6788        | 5403                       | 230        | 880                     | 5161         | 264                         | 4942        | 317        | 742        | 112       | 83           | 1237       | 1197       | 763           | 414        | 387        |
| Q15. To what extent do you agree with the idea of some library services being available in places other than libraries? |             |                            |            |                         |              |                             |             |            |            |           |              |            |            |               |            |            |
| Strongly agree  | 764<br>11%  | 639<br>12%                 | 30<br>13%  | 77<br>9%                | 628<br>12%   | 44<br>17%                   | 591<br>12%  | 38<br>12%  | 93<br>13%  | 6<br>5%   | 4<br>5%      | 178<br>14% | 124<br>10% | 81<br>11%     | 49<br>12%  | 62<br>16%  |
| Agree   | 1661<br>24% | 1373<br>25%                | 54<br>23%  | 189<br>21%              | 1320<br>26%  | 72<br>27%                   | 1254<br>25% | 93<br>29%  | 198<br>27% | 16<br>14% | 9<br>11%     | 370<br>30% | 254<br>21% | 185<br>24%    | 99<br>24%  | 101<br>26% |
| Neither agree nor disagree  | 965<br>14%  | 759<br>14%                 | 39<br>17%  | 128<br>15%              | 727<br>14%   | 30<br>11%                   | 715<br>14%  | 46<br>15%  | 108<br>15% | 9<br>8%   | 9<br>11%     | 166<br>13% | 164<br>14% | 115<br>15%    | 52<br>13%  | 46<br>12%  |
| Disagree  | 1534<br>23% | 1229<br>23%                | 41<br>18%  | 184<br>21%              | 1189<br>23%  | 61<br>23%                   | 1103<br>22% | 58<br>18%  | 164<br>22% | 27<br>24% | 15<br>18%    | 252<br>20% | 299<br>25% | 164<br>21%    | 84<br>20%  | 89<br>23%  |
| Strongly disagree   | 1696<br>25% | 1275<br>24%                | 61<br>27%  | 270<br>31%              | 1185<br>23%  | 54<br>20%                   | 1170<br>24% | 77<br>24%  | 159<br>21% | 53<br>47% | 43<br>52%    | 236<br>19% | 334<br>28% | 195<br>26%    | 120<br>29% | 83<br>21%  |
| Don't feel able to say  | 168<br>2%   | 128<br>2%                  | 5<br>2%    | 32<br>4%                | 112<br>2%    | 3<br>1%                     | 109<br>2%   | 5<br>2%    | 20<br>3%   | 1<br>1%   | 3<br>4%      | 35<br>3%   | 22<br>2%   | 23<br>3%      | 10<br>2%   | 6<br>2%    |
| TOTAL AGREE   | 2425<br>36% | 2012<br>37%                | 84<br>37%  | 266<br>30%              | 1948<br>38%  | 116<br>44%                  | 1845<br>37% | 131<br>41% | 291<br>39% | 22<br>20% | 13<br>16%    | 548<br>44% | 378<br>32% | 266<br>35%    | 148<br>36% | 163<br>42% |
| TOTAL DISAGREE  | 3230<br>48% | 2504<br>46%                | 102<br>44% | 454<br>52%              | 2374<br>46%  | 115<br>44%                  | 2273<br>46% | 135<br>43% | 323<br>44% | 80<br>71% | 58<br>70%    | 488<br>39% | 633<br>53% | 359<br>47%    | 204<br>49% | 172<br>44% |

**Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?**

| Counts<br>Break %<br>Respondents  | Total       | District   |            |            |           | Easy Read v non<br>easy read |             | Sexual orientation |                   |                      | Gender identity match birth |           |                      | Marital status  |             |                        |
|---|-------------|------------|------------|------------|-----------|------------------------------|-------------|--------------------|-------------------|----------------------|-----------------------------|-----------|----------------------|-----------------|-------------|------------------------|
|   |             | Rochford   | Tendring   | Uttlesford | Other     | Yes                          | No          | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No        | Prefer not<br>to say | Cohabitin-<br>g | Married     | Civil part-<br>nership |
|   |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| Base  | 6788        | 421        | 360        | 553        | 180       | 35                           | 6753        | 118                | 4584              | 732                  | 5485                        | 35        | 315                  | 390             | 3633        | 34                     |
| Q15. To what extent do you agree with the idea of some library services being available in places other than libraries? |             |            |            |            |           |                              |             |                    |                   |                      |                             |           |                      |                 |             |                        |
| Strongly agree  | 764<br>11%  | 24<br>6%   | 27<br>8%   | 44<br>8%   | 31<br>17% | -<br>-                       | 764<br>11%  | 19<br>16%          | 567<br>12%        | 68<br>9%             | 664<br>12%                  | 5<br>14%  | 22<br>7%             | 49<br>13%       | 451<br>12%  | 6<br>18%               |
| Agree   | 1661<br>24% | 76<br>18%  | 86<br>24%  | 125<br>23% | 45<br>25% | 12<br>34%                    | 1649<br>24% | 24<br>20%          | 1215<br>27%       | 136<br>19%           | 1412<br>26%                 | 2<br>6%   | 55<br>17%            | 107<br>27%      | 931<br>26%  | 6<br>18%               |
| Neither agree nor disagree  | 965<br>14%  | 68<br>16%  | 61<br>17%  | 96<br>17%  | 23<br>13% | 5<br>14%                     | 960<br>14%  | 12<br>10%          | 658<br>14%        | 97<br>13%            | 777<br>14%                  | 8<br>23%  | 31<br>10%            | 46<br>12%       | 520<br>14%  | 3<br>9%                |
| Disagree  | 1534<br>23% | 115<br>27% | 84<br>23%  | 134<br>24% | 43<br>24% | 14<br>40%                    | 1520<br>23% | 26<br>22%          | 1006<br>22%       | 192<br>26%           | 1225<br>22%                 | 10<br>29% | 85<br>27%            | 82<br>21%       | 817<br>22%  | 8<br>24%               |
| Strongly disagree   | 1696<br>25% | 118<br>28% | 94<br>26%  | 143<br>26% | 34<br>19% | 1<br>3%                      | 1695<br>25% | 37<br>31%          | 1035<br>23%       | 216<br>30%           | 1283<br>23%                 | 9<br>26%  | 108<br>34%           | 102<br>26%      | 841<br>23%  | 11<br>32%              |
| Don't feel able to say  | 168<br>2%   | 20<br>5%   | 8<br>2%    | 11<br>2%   | 4<br>2%   | 3<br>9%                      | 165<br>2%   | -<br>-             | 103<br>2%         | 23<br>3%             | 124<br>2%                   | 1<br>3%   | 14<br>4%             | 4<br>1%         | 73<br>2%    | -<br>-                 |
| TOTAL AGREE   | 2425<br>36% | 100<br>24% | 113<br>31% | 169<br>31% | 76<br>42% | 12<br>34%                    | 2413<br>36% | 43<br>36%          | 1782<br>39%       | 204<br>28%           | 2076<br>38%                 | 7<br>20%  | 77<br>24%            | 156<br>40%      | 1382<br>38% | 12<br>35%              |
| TOTAL DISAGREE  | 3230<br>48% | 233<br>55% | 178<br>49% | 277<br>50% | 77<br>43% | 15<br>43%                    | 3215<br>48% | 63<br>53%          | 2041<br>45%       | 408<br>56%           | 2508<br>46%                 | 19<br>54% | 193<br>61%           | 184<br>47%      | 1658<br>46% | 19<br>56%              |

**Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?**

| Counts<br>Break %<br>Respondents  | Total       | Marital status                 |           |            |            |                      | Religion/Faith |           |           |           |          |           |            |           |
|---|-------------|--------------------------------|-----------|------------|------------|----------------------|----------------|-----------|-----------|-----------|----------|-----------|------------|-----------|
|   |             | Divorced<br>or CP<br>dissolved | Separated | Widowed    | Single     | Prefer not<br>to say | Christian      | Muslim    | Hindu     | Buddhist  | Sikh     | Jewish    | None       | Not sure  |
| Base  | 6788        | 295                            | 46        | 339        | 575        | 543                  | 3396           | 26        | 33        | 32        | 10       | 65        | 1740       | 133       |
| Q15. To what extent do you agree with the idea of some library services being available in places other than libraries? |             |                                |           |            |            |                      |                |           |           |           |          |           |            |           |
| Strongly agree  | 764<br>11%  | 35<br>12%                      | 7<br>15%  | 35<br>10%  | 70<br>12%  | 39<br>7%             | 417<br>12%     | 1<br>4%   | 8<br>24%  | 2<br>6%   | 2<br>20% | 5<br>8%   | 212<br>12% | 12<br>9%  |
| Agree   | 1661<br>24% | 75<br>25%                      | 14<br>30% | 84<br>25%  | 146<br>25% | 96<br>18%            | 882<br>26%     | 6<br>23%  | 8<br>24%  | 3<br>9%   | 3<br>30% | 15<br>23% | 413<br>24% | 37<br>28% |
| Neither agree nor disagree  | 965<br>14%  | 41<br>14%                      | 9<br>20%  | 53<br>16%  | 90<br>16%  | 64<br>12%            | 494<br>15%     | 2<br>8%   | 4<br>12%  | 1<br>3%   | 3<br>30% | 11<br>17% | 242<br>14% | 17<br>13% |
| Disagree  | 1534<br>23% | 62<br>21%                      | 12<br>26% | 77<br>23%  | 111<br>19% | 153<br>28%           | 769<br>23%     | 2<br>8%   | 5<br>15%  | 5<br>16%  | 1<br>10% | 8<br>12%  | 398<br>23% | 28<br>21% |
| Strongly disagree   | 1696<br>25% | 75<br>25%                      | 4<br>9%   | 71<br>21%  | 143<br>25% | 170<br>31%           | 757<br>22%     | 14<br>54% | 7<br>21%  | 19<br>59% | 1<br>10% | 23<br>35% | 433<br>25% | 35<br>26% |
| Don't feel able to say  | 168<br>2%   | 7<br>2%                        | -<br>-    | 19<br>6%   | 15<br>3%   | 21<br>4%             | 77<br>2%       | 1<br>4%   | 1<br>3%   | 2<br>6%   | -<br>-   | 3<br>5%   | 42<br>2%   | 4<br>3%   |
| TOTAL AGREE   | 2425<br>36% | 110<br>37%                     | 21<br>46% | 119<br>35% | 216<br>38% | 135<br>25%           | 1299<br>38%    | 7<br>27%  | 16<br>48% | 5<br>16%  | 5<br>50% | 20<br>31% | 625<br>36% | 49<br>37% |
| TOTAL DISAGREE  | 3230<br>48% | 137<br>46%                     | 16<br>35% | 148<br>44% | 254<br>44% | 323<br>59%           | 1526<br>45%    | 16<br>62% | 12<br>36% | 24<br>75% | 2<br>20% | 31<br>48% | 831<br>48% | 63<br>47% |

**Rankings**

| Counts<br>Analysis %<br>Respondents   | Total | Mean |             |             |             |             |             |             |
|---|-------|------|-------------|-------------|-------------|-------------|-------------|-------------|
|   |       |      | 1           | 2           | 3           | 4           | 5           | 6           |
| Base  | 28741 | 3.62 | 5487<br>19% | 4930<br>17% | 4988<br>17% | 4397<br>15% | 4346<br>15% | 4593<br>16% |
| Fully staffed library opening hours (this would mean libraries would be open for fewer hours over all)                                | 4873  | 4.38 | 2034<br>42% | 681<br>14%  | 687<br>14%  | 515<br>11%  | 470<br>10%  | 486<br>10%  |
| More volunteer and community supported opening (this would mean libraries would be open for more hours over all, so you could ...     | 4675  | 4.17 | 1261<br>27% | 1175<br>25% | 698<br>15%  | 614<br>13%  | 513<br>11%  | 414<br>9%   |
| More weekend opening (this could mean libraries would be open less on weekdays, unless volunteers or smart library tech were av...    | 5004  | 3.81 | 720<br>14%  | 1097<br>22% | 1119<br>22% | 955<br>19%  | 806<br>16%  | 307<br>6%   |
| Self-service access using smart library technology (this would mean libraries would be open for more hours over all, so you could ... | 4433  | 3.75 | 749<br>17%  | 939<br>21%  | 849<br>19%  | 708<br>16%  | 714<br>16%  | 474<br>11%  |
| More evening opening (this could mean libraries would be open less in daytimes, unless volunteers or smart library tech were avail... | 4417  | 3.11 | 236<br>5%   | 577<br>13%  | 952<br>22%  | 1002<br>23% | 985<br>22%  | 665<br>15%  |
| Improved eLibrary so I can access library services any time I want  | 5339  | 2.57 | 487<br>9%   | 461<br>9%   | 683<br>13%  | 603<br>11%  | 858<br>16%  | 2247<br>42% |



**Q17. Digital services**

| Counts<br>Analysis %<br>Respondents                                     | Total        |                            |                            |                            |                            |                          |                            |
|---|--------------|----------------------------|----------------------------|----------------------------|----------------------------|--------------------------|----------------------------|
|   |              | Total used                 | Total not used             | Total aware                | Not aware                  | Not used, would li...    | Not interested             |
| <b>Base</b>   | <b>77050</b> | <b>27375</b><br><b>36%</b> | <b>49675</b><br><b>64%</b> | <b>44433</b><br><b>58%</b> | <b>15268</b><br><b>20%</b> | <b>3881</b><br><b>5%</b> | <b>13468</b><br><b>17%</b> |
| Ask a question - aware or used  | 5563         | 1881<br>34%                | 3682<br>66%                | 2858<br>51%                | 1479<br>27%                | 228<br>4%                | 998<br>18%                 |
| Book a computer in a library - aware or used                            | 5641         | 1930<br>34%                | 3711<br>66%                | 3537<br>63%                | 650<br>12%                 | 176<br>3%                | 1278<br>23%                |
| Catalogue search - aware or used  | 5803         | 3413<br>59%                | 2390<br>41%                | 4351<br>75%                | 612<br>11%                 | 180<br>3%                | 660<br>11%                 |
| Download an eBook, eMagazine, eNewspaper or eAudio book - aware or used | 5479         | 1014<br>19%                | 4465<br>81%                | 2407<br>44%                | 1079<br>20%                | 407<br>7%                | 1586<br>29%                |
| Join the library - aware or used  | 5456         | 3255<br>60%                | 2201<br>40%                | 4069<br>75%                | 680<br>12%                 | 109<br>2%                | 598<br>11%                 |
| Libraries website Livechat - aware or used                              | 5308         | 430<br>8%                  | 4878<br>92%                | 1343<br>25%                | 1919<br>36%                | 196<br>4%                | 1850<br>35%                |
| Online course - aware or used   | 5297         | 517<br>10%                 | 4780<br>90%                | 1699<br>32%                | 1788<br>34%                | 463<br>9%                | 1347<br>25%                |
| Online payment for overdue item - aware or used                         | 5341         | 853<br>16%                 | 4488<br>84%                | 2478<br>46%                | 1430<br>27%                | 356<br>7%                | 1077<br>20%                |
| Renew a loaned item - aware or used                                     | 5908         | 4068<br>69%                | 1840<br>31%                | 4818<br>82%                | 448<br>8%                  | 211<br>4%                | 431<br>7%                  |
| Report a problem - aware or used  | 5316         | 1378<br>26%                | 3938<br>74%                | 2854<br>54%                | 1352<br>25%                | 306<br>6%                | 804<br>15%                 |
| Request an item - aware or used   | 5814         | 3804<br>65%                | 2010<br>35%                | 4673<br>80%                | 490<br>8%                  | 216<br>4%                | 435<br>7%                  |
| Request or reset your library PIN - aware or used                       | 5316         | 1497<br>28%                | 3819<br>72%                | 3171<br>60%                | 1155<br>22%                | 257<br>5%                | 733<br>14%                 |
| Update your details - aware or used                                     | 5421         | 2170<br>40%                | 3251<br>60%                | 3703<br>68%                | 847<br>16%                 | 265<br>5%                | 606<br>11%                 |

Q17. Digital services

| Counts<br>Analysis %<br>Respondents                          | Total |              |                |              |              |                       |                |
|--|-------|--------------|----------------|--------------|--------------|-----------------------|----------------|
|  |       | Total used   | Total not used | Total aware  | Not aware    | Not used, would li... | Not interested |
| Base   | 77050 | 27375<br>36% | 49675<br>64%   | 44433<br>58% | 15268<br>20% | 3881<br>5%            | 13468<br>17%   |
| Use online reference resources e.g. Ancestry - aware or used | 5387  | 1165<br>22%  | 4222<br>78%    | 2472<br>46%  | 1339<br>25%  | 511<br>9%             | 1065<br>20%    |

**Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?**

| Counts<br>Break %<br>Respondents                       | Total                    | All         | User v non user |           | Internet use |                        |           | Respondent Type |                                 | Gender     |            | Age            |           |            |            |           |
|--|--------------------------|-------------|-----------------|-----------|--------------|------------------------|-----------|-----------------|---------------------------------|------------|------------|----------------|-----------|------------|------------|-----------|
|  |                          | All         | User            | Non user  | Yes          | Library/c-<br>afe only | No        | Individual      | Family<br>with kids<br>under 11 | Male       | Female     | 16 or<br>under | 17 - 30   | 31 - 60    | 61 - 80    | 81+       |
| <b>Base</b>  | <b>1148</b>              | <b>1148</b> | <b>1127</b>     | <b>14</b> | <b>1068</b>  | <b>62</b>              | <b>15</b> | <b>814</b>      | <b>333</b>                      | <b>250</b> | <b>776</b> | <b>61</b>      | <b>69</b> | <b>535</b> | <b>364</b> | <b>32</b> |
| <b>Q18</b>   |                          |             |                 |           |              |                        |           |                 |                                 |            |            |                |           |            |            |           |
| <b>Customer Services<br/>Volunteer</b>                 | <b>468</b><br><b>41%</b> | 468<br>41%  | 463<br>41%      | 5<br>36%  | 437<br>41%   | 23<br>37%              | 8<br>53%  | 379<br>47%      | 89<br>27%                       | 96<br>38%  | 319<br>41% | 9<br>15%       | 25<br>36% | 189<br>35% | 190<br>52% | 8<br>25%  |
| <b>Library Activity<br/>Volunteer</b>                  | <b>341</b><br><b>30%</b> | 341<br>30%  | 334<br>30%      | 4<br>29%  | 316<br>30%   | 18<br>29%              | 6<br>40%  | 233<br>29%      | 108<br>32%                      | 54<br>22%  | 245<br>32% | 25<br>41%      | 24<br>35% | 161<br>30% | 99<br>27%  | 7<br>22%  |
| <b>Home Library Service<br/>volunteer</b>              | <b>315</b><br><b>27%</b> | 315<br>27%  | 309<br>27%      | 3<br>21%  | 292<br>27%   | 15<br>24%              | 6<br>40%  | 250<br>31%      | 65<br>20%                       | 54<br>22%  | 227<br>29% | 14<br>23%      | 12<br>17% | 135<br>25% | 119<br>33% | 11<br>34% |
| <b>Baby and Toddler<br/>Rhymetime Volunteer</b>        | <b>290</b><br><b>25%</b> | 290<br>25%  | 286<br>25%      | 3<br>21%  | 274<br>26%   | 11<br>18%              | 5<br>33%  | 123<br>15%      | 166<br>50%                      | 17<br>7%   | 241<br>31% | 12<br>20%      | 29<br>42% | 175<br>33% | 50<br>14%  | 4<br>13%  |
| <b>Mobile Library<br/>Support Volunteer</b>            | <b>257</b><br><b>22%</b> | 257<br>22%  | 253<br>22%      | 3<br>21%  | 237<br>22%   | 15<br>24%              | 5<br>33%  | 204<br>25%      | 53<br>16%                       | 43<br>17%  | 193<br>25% | 6<br>10%       | 14<br>20% | 107<br>20% | 111<br>30% | 6<br>19%  |
| <b>Computer Training<br/>Volunteer</b>                 | <b>178</b><br><b>16%</b> | 178<br>16%  | 171<br>15%      | 6<br>43%  | 159<br>15%   | 15<br>24%              | 4<br>27%  | 137<br>17%      | 41<br>12%                       | 80<br>32%  | 77<br>10%  | 9<br>15%       | 18<br>26% | 82<br>15%  | 50<br>14%  | 5<br>16%  |
| <b>Computer Support<br/>Volunteer</b>                  | <b>167</b><br><b>15%</b> | 167<br>15%  | 161<br>14%      | 5<br>36%  | 151<br>14%   | 13<br>21%              | 3<br>20%  | 135<br>17%      | 32<br>10%                       | 68<br>27%  | 75<br>10%  | 8<br>13%       | 19<br>28% | 71<br>13%  | 50<br>14%  | 4<br>13%  |
| <b>Library Ambassador<br/>(for 13 to 18 year olds)</b> | <b>117</b><br><b>10%</b> | 117<br>10%  | 113<br>10%      | 3<br>21%  | 110<br>10%   | 4<br>6%                | 3<br>20%  | 75<br>9%        | 42<br>13%                       | 17<br>7%   | 85<br>11%  | 34<br>56%      | 5<br>7%   | 58<br>11%  | 11<br>3%   | 2<br>6%   |
| <b>Sensory Wall<br/>Volunteer</b>                      | <b>101</b><br><b>9%</b>  | 101<br>9%   | 99<br>9%        | 2<br>14%  | 93<br>9%     | 5<br>8%                | 3<br>20%  | 47<br>6%        | 54<br>16%                       | 5<br>2%    | 84<br>11%  | 6<br>10%       | 17<br>25% | 61<br>11%  | 11<br>3%   | 2<br>6%   |
| <b>Work Club Volunteer</b>                             | <b>91</b><br><b>8%</b>   | 91<br>8%    | 87<br>8%        | 4<br>29%  | 81<br>8%     | 7<br>11%               | 3<br>20%  | 62<br>8%        | 29<br>9%                        | 21<br>8%   | 61<br>8%   | 8<br>13%       | 11<br>16% | 44<br>8%   | 22<br>6%   | 2<br>6%   |
| <b>Code Club Volunteer</b>                             | <b>64</b><br><b>6%</b>   | 64<br>6%    | 57<br>5%        | 5<br>36%  | 58<br>5%     | 3<br>5%                | 3<br>20%  | 44<br>5%        | 20<br>6%                        | 18<br>7%   | 36<br>5%   | 12<br>20%      | 9<br>13%  | 27<br>5%   | 11<br>3%   | 1<br>3%   |
| <b>CreatorSpace<br/>Volunteer</b>                      | <b>52</b><br><b>5%</b>   | 52<br>5%    | 50<br>4%        | 2<br>14%  | 45<br>4%     | 4<br>6%                | 3<br>20%  | 38<br>5%        | 14<br>4%                        | 8<br>3%    | 37<br>5%   | 8<br>13%       | 6<br>9%   | 23<br>4%   | 9<br>2%    | 2<br>6%   |

**Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?**

| Counts<br>Break %<br>Respondents                   | Total                    | Ethnic groups              |           | Disabled v non disabled |              | Pregnancy & maternity v non |            | District  |            |           |              |            |            |               |           |           |
|--|--------------------------|----------------------------|-----------|-------------------------|--------------|-----------------------------|------------|-----------|------------|-----------|--------------|------------|------------|---------------|-----------|-----------|
|  |                          | White British/Irish/-Other | BAME      | Disabled                | Non disabled | Preg/Mat                    | Non        | Basildon  | Braintree  | Brentwood | Castle Point | Chelmsford | Colchester | Epping Forest | Harlow    | Maldon    |
|  |                          |                            |           |                         |              |                             |            |           |            |           |              |            |            |               |           |           |
| <b>Base</b>  | <b>1148</b>              | <b>943</b>                 | <b>71</b> | <b>143</b>              | <b>935</b>   | <b>71</b>                   | <b>908</b> | <b>52</b> | <b>151</b> | <b>20</b> | <b>14</b>    | <b>197</b> | <b>202</b> | <b>138</b>    | <b>72</b> | <b>71</b> |
| <b>Q18</b>   |                          |                            |           |                         |              |                             |            |           |            |           |              |            |            |               |           |           |
| <b>Customer Services Volunteer</b>                 | <b>468</b><br><b>41%</b> | 384<br>41%                 | 22<br>31% | 64<br>45%               | 374<br>40%   | 16<br>23%                   | 378<br>42% | 17<br>33% | 71<br>47%  | 9<br>45%  | 8<br>57%     | 77<br>39%  | 95<br>47%  | 55<br>40%     | 22<br>31% | 25<br>35% |
| <b>Library Activity Volunteer</b>                  | <b>341</b><br><b>30%</b> | 279<br>30%                 | 23<br>32% | 44<br>31%               | 279<br>30%   | 23<br>32%                   | 263<br>29% | 11<br>21% | 48<br>32%  | 6<br>30%  | 6<br>43%     | 57<br>29%  | 57<br>28%  | 45<br>33%     | 17<br>24% | 22<br>31% |
| <b>Home Library Service volunteer</b>              | <b>315</b><br><b>27%</b> | 262<br>28%                 | 18<br>25% | 34<br>24%               | 262<br>28%   | 9<br>13%                    | 260<br>29% | 12<br>23% | 43<br>28%  | 3<br>15%  | 3<br>21%     | 51<br>26%  | 57<br>28%  | 29<br>21%     | 21<br>29% | 24<br>34% |
| <b>Baby and Toddler Rhymetime Volunteer</b>        | <b>290</b><br><b>25%</b> | 237<br>25%                 | 24<br>34% | 40<br>28%               | 237<br>25%   | 55<br>77%                   | 194<br>21% | 10<br>19% | 39<br>26%  | 11<br>55% | 5<br>36%     | 44<br>22%  | 47<br>23%  | 39<br>28%     | 19<br>26% | 15<br>21% |
| <b>Mobile Library Support Volunteer</b>            | <b>257</b><br><b>22%</b> | 225<br>24%                 | 13<br>18% | 33<br>23%               | 212<br>23%   | 8<br>11%                    | 223<br>25% | 5<br>10%  | 43<br>28%  | 3<br>15%  | 4<br>29%     | 52<br>26%  | 41<br>20%  | 27<br>20%     | 12<br>17% | 16<br>23% |
| <b>Computer Training Volunteer</b>                 | <b>178</b><br><b>16%</b> | 138<br>15%                 | 21<br>30% | 25<br>17%               | 144<br>15%   | 7<br>10%                    | 141<br>16% | 8<br>15%  | 27<br>18%  | 2<br>10%  | 7<br>50%     | 32<br>16%  | 20<br>10%  | 22<br>16%     | 13<br>18% | 7<br>10%  |
| <b>Computer Support Volunteer</b>                  | <b>167</b><br><b>15%</b> | 130<br>14%                 | 17<br>24% | 26<br>18%               | 130<br>14%   | 7<br>10%                    | 131<br>14% | 9<br>17%  | 24<br>16%  | 2<br>10%  | 8<br>57%     | 31<br>16%  | 19<br>9%   | 18<br>13%     | 14<br>19% | 6<br>8%   |
| <b>Library Ambassador (for 13 to 18 year olds)</b> | <b>117</b><br><b>10%</b> | 90<br>10%                  | 17<br>24% | 13<br>9%                | 101<br>11%   | 9<br>13%                    | 95<br>10%  | 7<br>13%  | 16<br>11%  | 1<br>5%   | 5<br>36%     | 15<br>8%   | 27<br>13%  | 15<br>11%     | 12<br>17% | 5<br>7%   |
| <b>Sensory Wall Volunteer</b>                      | <b>101</b><br><b>9%</b>  | 78<br>8%                   | 13<br>18% | 19<br>13%               | 82<br>9%     | 21<br>30%                   | 66<br>7%   | 4<br>8%   | 21<br>14%  | 5<br>25%  | 4<br>29%     | 24<br>12%  | 10<br>5%   | 9<br>7%       | 7<br>10%  | 1<br>1%   |
| <b>Work Club Volunteer</b>                         | <b>91</b><br><b>8%</b>   | 72<br>8%                   | 12<br>17% | 20<br>14%               | 68<br>7%     | 8<br>11%                    | 70<br>8%   | 4<br>8%   | 19<br>13%  | 2<br>10%  | 4<br>29%     | 12<br>6%   | 13<br>6%   | 4<br>3%       | 9<br>13%  | 5<br>7%   |
| <b>Code Club Volunteer</b>                         | <b>64</b><br><b>6%</b>   | 49<br>5%                   | 8<br>11%  | 14<br>10%               | 46<br>5%     | 7<br>10%                    | 44<br>5%   | 4<br>8%   | 12<br>8%   | 1<br>5%   | 2<br>14%     | 11<br>6%   | 9<br>4%    | 4<br>3%       | 10<br>14% | -<br>-    |
| <b>CreatorSpace Volunteer</b>                      | <b>52</b><br><b>5%</b>   | 37<br>4%                   | 9<br>13%  | 12<br>8%                | 38<br>4%     | 7<br>10%                    | 38<br>4%   | 4<br>8%   | 12<br>8%   | 2<br>10%  | 2<br>14%     | 8<br>4%    | 4<br>2%    | 6<br>4%       | 6<br>8%   | 3<br>4%   |

**Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?**

| Counts<br>Break %<br>Respondents               | Total      | District  |           |            |           | Easy Read v non<br>easy read |            | Sexual orientation |                   |                      | Gender identity match birth |          |                      | Marital status  |            |                        |
|--|------------|-----------|-----------|------------|-----------|------------------------------|------------|--------------------|-------------------|----------------------|-----------------------------|----------|----------------------|-----------------|------------|------------------------|
|  |            | Rochford  | Tendring  | Uttlesford | Other     | Yes                          | No         | LGBT               | Heterose-<br>xual | Prefer not<br>to say | Yes                         | No       | Prefer not<br>to say | Cohabitin-<br>g | Married    | Civil part-<br>nership |
|  |            |           |           |            |           |                              |            |                    |                   |                      |                             |          |                      |                 |            |                        |
| Base   | 1148       | 56        | 49        | 92         | 33        | 1                            | 1147       | 26                 | 878               | 107                  | 1006                        | 6        | 42                   | 76              | 627        | 10                     |
| Q18  |            |           |           |            |           |                              |            |                    |                   |                      |                             |          |                      |                 |            |                        |
| Customer Services<br>Volunteer                 | 468<br>41% | 19<br>34% | 23<br>47% | 35<br>38%  | 12<br>36% | 1<br>100%                    | 467<br>41% | 9<br>35%           | 351<br>40%        | 48<br>45%            | 402<br>40%                  | 3<br>50% | 22<br>52%            | 22<br>29%       | 255<br>41% | 1<br>10%               |
| Library Activity<br>Volunteer                  | 341<br>30% | 18<br>32% | 20<br>41% | 25<br>27%  | 9<br>27%  | -<br>-                       | 341<br>30% | 10<br>38%          | 247<br>28%        | 39<br>36%            | 295<br>29%                  | 1<br>17% | 21<br>50%            | 27<br>36%       | 182<br>29% | 1<br>10%               |
| Home Library Service<br>volunteer              | 315<br>27% | 13<br>23% | 22<br>45% | 25<br>27%  | 11<br>33% | -<br>-                       | 315<br>27% | 5<br>19%           | 244<br>28%        | 29<br>27%            | 275<br>27%                  | 2<br>33% | 11<br>26%            | 26<br>34%       | 167<br>27% | 1<br>10%               |
| Baby and Toddler<br>Rhymetime Volunteer        | 290<br>25% | 19<br>34% | 10<br>20% | 24<br>26%  | 8<br>24%  | -<br>-                       | 290<br>25% | 7<br>27%           | 225<br>26%        | 29<br>27%            | 253<br>25%                  | -<br>-   | 15<br>36%            | 34<br>45%       | 182<br>29% | 3<br>30%               |
| Mobile Library<br>Support Volunteer            | 257<br>22% | 13<br>23% | 15<br>31% | 19<br>21%  | 7<br>21%  | -<br>-                       | 257<br>22% | 2<br>8%            | 200<br>23%        | 30<br>28%            | 234<br>23%                  | -<br>-   | 9<br>21%             | 17<br>22%       | 143<br>23% | 1<br>10%               |
| Computer Training<br>Volunteer                 | 178<br>16% | 10<br>18% | 13<br>27% | 13<br>14%  | 4<br>12%  | -<br>-                       | 178<br>16% | 6<br>23%           | 135<br>15%        | 16<br>15%            | 156<br>16%                  | -<br>-   | 12<br>29%            | 10<br>13%       | 87<br>14%  | 2<br>20%               |
| Computer Support<br>Volunteer                  | 167<br>15% | 6<br>11%  | 11<br>22% | 14<br>15%  | 5<br>15%  | -<br>-                       | 167<br>15% | 7<br>27%           | 124<br>14%        | 17<br>16%            | 142<br>14%                  | 1<br>17% | 12<br>29%            | 12<br>16%       | 83<br>13%  | 4<br>40%               |
| Library Ambassador<br>(for 13 to 18 year olds) | 117<br>10% | 4<br>7%   | 2<br>4%   | 6<br>7%    | 2<br>6%   | -<br>-                       | 117<br>10% | 7<br>27%           | 79<br>9%          | 16<br>15%            | 100<br>10%                  | -<br>-   | 7<br>17%             | 11<br>14%       | 51<br>8%   | 1<br>10%               |
| Sensory Wall<br>Volunteer                      | 101<br>9%  | 5<br>9%   | 6<br>12%  | 4<br>4%    | 1<br>3%   | -<br>-                       | 101<br>9%  | 1<br>4%            | 80<br>9%          | 14<br>13%            | 88<br>9%                    | -<br>-   | 11<br>26%            | 16<br>21%       | 49<br>8%   | -<br>-                 |
| Work Club Volunteer                            | 91<br>8%   | 5<br>9%   | 5<br>10%  | 6<br>7%    | 3<br>9%   | -<br>-                       | 91<br>8%   | 3<br>12%           | 66<br>8%          | 15<br>14%            | 79<br>8%                    | 1<br>17% | 8<br>19%             | 5<br>7%         | 48<br>8%   | -<br>-                 |
| Code Club Volunteer                            | 64<br>6%   | 4<br>7%   | 1<br>2%   | 5<br>5%    | 1<br>3%   | -<br>-                       | 64<br>6%   | 2<br>8%            | 45<br>5%          | 10<br>9%             | 51<br>5%                    | 1<br>17% | 8<br>19%             | 5<br>7%         | 26<br>4%   | -<br>-                 |
| CreatorSpace<br>Volunteer                      | 52<br>5%   | 1<br>2%   | -<br>-    | 3<br>3%    | 1<br>3%   | -<br>-                       | 52<br>5%   | 1<br>4%            | 40<br>5%          | 4<br>4%              | 46<br>5%                    | -<br>-   | 4<br>10%             | 5<br>7%         | 26<br>4%   | -<br>-                 |

**Q18. Would you be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?**

| Counts<br>Break %<br>Respondents                       | Total                    | Marital status                 |           |           |            |                      | Religion/Faith |          |           |          |          |           |            |           |
|--|--------------------------|--------------------------------|-----------|-----------|------------|----------------------|----------------|----------|-----------|----------|----------|-----------|------------|-----------|
|  |                          | Divorced<br>or CP<br>dissolved | Separated | Widowed   | Single     | Prefer not<br>to say | Christian      | Muslim   | Hindu     | Buddhist | Sikh     | Jewish    | None       | Not sure  |
| <b>Base</b>  | <b>1148</b>              | <b>52</b>                      | <b>19</b> | <b>54</b> | <b>141</b> | <b>82</b>            | <b>622</b>     | <b>7</b> | <b>12</b> | <b>9</b> | <b>3</b> | <b>10</b> | <b>305</b> | <b>23</b> |
| <b>Q18</b>   |                          |                                |           |           |            |                      |                |          |           |          |          |           |            |           |
| <b>Customer Services<br/>Volunteer</b>                 | <b>468</b><br><b>41%</b> | 28<br>54%                      | 11<br>58% | 25<br>46% | 48<br>34%  | 37<br>45%            | 253<br>41%     | 3<br>43% | 4<br>33%  | 3<br>33% | -<br>-   | 3<br>30%  | 121<br>40% | 9<br>39%  |
| <b>Library Activity<br/>Volunteer</b>                  | <b>341</b><br><b>30%</b> | 11<br>21%                      | 9<br>47%  | 13<br>24% | 50<br>35%  | 25<br>30%            | 179<br>29%     | 4<br>57% | 5<br>42%  | 6<br>67% | -<br>-   | 4<br>40%  | 84<br>28%  | 9<br>39%  |
| <b>Home Library Service<br/>volunteer</b>              | <b>315</b><br><b>27%</b> | 16<br>31%                      | 8<br>42%  | 23<br>43% | 33<br>23%  | 15<br>18%            | 169<br>27%     | 1<br>14% | 1<br>8%   | 4<br>44% | 1<br>33% | 2<br>20%  | 85<br>28%  | 8<br>35%  |
| <b>Baby and Toddler<br/>Rhymetime Volunteer</b>        | <b>290</b><br><b>25%</b> | 7<br>13%                       | 1<br>5%   | 4<br>7%   | 22<br>16%  | 20<br>24%            | 154<br>25%     | 2<br>29% | 1<br>8%   | 4<br>44% | -<br>-   | 3<br>30%  | 81<br>27%  | 10<br>43% |
| <b>Mobile Library<br/>Support Volunteer</b>            | <b>257</b><br><b>22%</b> | 15<br>29%                      | 6<br>32%  | 19<br>35% | 24<br>17%  | 18<br>22%            | 149<br>24%     | 2<br>29% | -<br>-    | 4<br>44% | -<br>-   | 1<br>10%  | 65<br>21%  | 7<br>30%  |
| <b>Computer Training<br/>Volunteer</b>                 | <b>178</b><br><b>16%</b> | 7<br>13%                       | 6<br>32%  | 4<br>7%   | 30<br>21%  | 21<br>26%            | 88<br>14%      | 1<br>14% | 5<br>42%  | 2<br>22% | -<br>-   | 2<br>20%  | 47<br>15%  | 6<br>26%  |
| <b>Computer Support<br/>Volunteer</b>                  | <b>167</b><br><b>15%</b> | 6<br>12%                       | 2<br>11%  | 1<br>2%   | 28<br>20%  | 20<br>24%            | 77<br>12%      | 1<br>14% | 5<br>42%  | 2<br>22% | 1<br>33% | 1<br>10%  | 48<br>16%  | 5<br>22%  |
| <b>Library Ambassador<br/>(for 13 to 18 year olds)</b> | <b>117</b><br><b>10%</b> | 1<br>2%                        | 1<br>5%   | 2<br>4%   | 31<br>22%  | 8<br>10%             | 49<br>8%       | 2<br>29% | 2<br>17%  | 3<br>33% | 1<br>33% | -<br>-    | 38<br>12%  | 7<br>30%  |
| <b>Sensory Wall<br/>Volunteer</b>                      | <b>101</b><br><b>9%</b>  | 2<br>4%                        | 4<br>21%  | 1<br>2%   | 16<br>11%  | 12<br>15%            | 50<br>8%       | -<br>-   | 2<br>17%  | 2<br>22% | -<br>-   | 1<br>10%  | 25<br>8%   | 6<br>26%  |
| <b>Work Club Volunteer</b>                             | <b>91</b><br><b>8%</b>   | 1<br>2%                        | 2<br>11%  | 1<br>2%   | 18<br>13%  | 13<br>16%            | 45<br>7%       | 1<br>14% | -<br>-    | 2<br>22% | -<br>-   | 1<br>10%  | 23<br>8%   | 5<br>22%  |
| <b>Code Club Volunteer</b>                             | <b>64</b><br><b>6%</b>   | 3<br>6%                        | 2<br>11%  | 1<br>2%   | 16<br>11%  | 8<br>10%             | 25<br>4%       | 1<br>14% | 1<br>8%   | 2<br>22% | -<br>-   | 1<br>10%  | 18<br>6%   | 5<br>22%  |
| <b>CreatorSpace<br/>Volunteer</b>                      | <b>52</b><br><b>5%</b>   | -<br>-                         | 3<br>16%  | 1<br>2%   | 9<br>6%    | 5<br>6%              | 23<br>4%       | 1<br>14% | 1<br>8%   | 3<br>33% | -<br>-   | -<br>-    | 12<br>4%   | 3<br>13%  |

Q27. What is your age?

| Counts<br>Break %<br>z-test<br>Respondents |             |
|--|-------------|
| Base                                       | 6204        |
| V27  |             |
| 16 or under                                | 223<br>4%   |
| 17 - 20                                    | 65<br>1%    |
| 21 - 30                                    | 245<br>4%   |
| 31 - 40                                    | 1094<br>18% |
| 41 - 50                                    | 1054<br>17% |
| 51 - 60                                    | 941<br>15%  |
| 61 - 70                                    | 1254<br>20% |
| 71 - 80                                    | 844<br>14%  |
| 81 - 90                                    | 289<br>5%   |
| 91 or over                                 | 27<br>0%    |
| Prefer not to say                          | 168<br>3%   |
| Total 61+                                  | 2414<br>39% |

Q28. Do you consider yourself to have an impairment and/or a disability?

| Counts<br>Break %<br>z-test<br>Respondents |             |
|--|-------------|
| Base                                       | 6110        |
| Q28  |             |
| Yes  | 902<br>15%  |
| No   | 5208<br>85% |

Q28. If yes, which of the following would best describe your impairment/disability?

| Counts<br>Break %<br>z-test<br>Respondents |            |
|--|------------|
| Base                                       | 718        |
| Q28a                                       |            |
| Physical impairment/disability             | 497<br>69% |
| Sensory Impairment                         | 164<br>23% |
| Mental Health Needs                        | 111<br>15% |
| Learning Difficulty or Disability          | 60<br>8%   |

Q29. What is your ethnicity?

| Counts<br>Break %<br>z-test<br>Respondents |             |
|--|-------------|
| Base                                       | 5721        |
| V29  |             |
| White British                              | 5224<br>91% |
| White Irish                                | 53<br>1%    |
| White Other                                | 182<br>3%   |
| Gypsy / Roma                               | 5<br>0%     |
| Black or Black British African             | 25<br>0%    |
| Black or Black British Caribbean           | 13<br>0%    |
| Mixed White/Black African                  | 9<br>0%     |
| Mixed White/Black Caribbean                | 13<br>0%    |
| Asian or Asian British Pakistani           | 11<br>0%    |
| Asian or Asian British Indian              | 44<br>1%    |
| Asian or Asian British Other               | 19<br>0%    |
| Mixed White/Asian                          | 19<br>0%    |
| Asian Other                                | 19<br>0%    |
| Chinese                                    | 21<br>0%    |
| Mixed Other                                | 30<br>1%    |

Q29. What is your ethnicity?

| Counts<br>Break %<br>z-test<br>Respondents |           |
|--|-----------|
| Base                                       | 5721      |
| Not Known                                  | 31<br>1%  |
| Black Other                                | 3<br>0%   |
| Total BAME                                 | 231<br>4% |

Q30. What is your gender?

| Counts<br>Break %<br>z-test<br>Respondents |             |
|--|-------------|
| Base                                       | 6038        |
| Q30  |             |
| Male                                       | 1701<br>28% |
| Female                                     | 4125<br>68% |
| Prefer not to say                          | 212<br>4%   |



**Q31. Does your gender identity match your sex as registered at birth?**

| Counts<br>Break %<br>z-test<br>Respondents |             |
|--|-------------|
| Base                                       | 5896        |
| Q31  |             |
| Yes  | 5538<br>94% |
| No   | 36<br>1%    |
| Prefer not to say                          | 322<br>5%   |

**Q32. Pregnancy/maternity: Are you currently pregnant or have you been pregnant in the last year?**

| Counts<br>Break %<br>z-test<br>Respondents |             |
|--|-------------|
| Base                                       | 5572        |
| Q32  |             |
| Yes  | 265<br>5%   |
| No   | 4987<br>90% |
| Prefer not to say                          | 320<br>6%   |

**Q33. Marital status: Are you currently?**

| Counts<br>Break %<br>z-test<br>Respondents                      |             |
|---|-------------|
| Base  | 5916        |
| Q33   |             |
| Cohabiting  | 391<br>7%   |
| Married   | 3665<br>62% |
| In a civil partnership  | 34<br>1%    |
| Divorced or civil partnership dissolved                         | 304<br>5%   |
| Separated (but still legally married or in a civil partnership) | 47<br>1%    |
| Widowed or a surviving partner from a civil partnership         | 345<br>6%   |
| Single (never married or never in a civil partnership)          | 580<br>10%  |
| Prefer not to say   | 550<br>9%   |

Q34. What is your Religion/Faith?

| Counts<br>Break %<br>z-test<br>Respondents |             |
|--|-------------|
| Base                                       | 5486        |
| Q34  |             |
| Christian                                  | 3435<br>63% |
| Muslim                                     | 26<br>0%    |
| Hindu                                      | 33<br>1%    |
| Buddhist                                   | 32<br>1%    |
| Sikh                                       | 10<br>0%    |
| Jewish                                     | 65<br>1%    |
| None                                       | 1751<br>32% |
| Not sure                                   | 134<br>2%   |

Q35. What is your sexual orientation?

| Counts<br>Break %<br>z-test<br>Respondents |             |
|--|-------------|
| Base                                       | 5484        |
| Q35  |             |
| Bisexual                                   | 58<br>1%    |
| Heterosexual                               | 4624<br>84% |
| Gay  | 40<br>1%    |
| Lesbian                                    | 20<br>0%    |
| Prefer not to say                          | 742<br>14%  |

# Essex Libraries Consultation

## Organisation tables

This report shows tables for each question and has been filtered to show the responses for 'All Respondents'.

**Organisation type**

| Counts<br>Break %<br>Respondents |           |
|----------------------------------|-----------|
| Base                             | 328       |
| Organisation type                |           |
| Other                            | 96<br>29% |
| Community group                  | 92<br>28% |
| Registered charity               | 57<br>17% |
| Town or parish council           | 47<br>14% |
| Other public body                | 15<br>5%  |
| District or borough council      | 13<br>4%  |
| Not identified                   | 8<br>2%   |

**Q2. Which district(s), borough(s) or city does your organisation cover?**

| Counts<br>Break %<br>Respondents   |           | Counts<br>Break %<br>Respondents                  |         |
|--|-----------|---|---------|
| Base   | 317       | Base  | 317     |
| Q2. Which district(s),<br>borough(s) or city<br>does your<br>organisation cover? |           | We support people<br>who live in Thurrock         | 7<br>2% |
|  |           | We support people<br>who live in Suffolk          | 7<br>2% |
| Basildon   | 31<br>10% | We support people<br>who live in<br>Hertfordshire | 4<br>1% |
| Braintree  | 54<br>17% | We support people<br>who live in Redbridge        | 4<br>1% |
| Brentwood  | 30<br>9%  |   |         |
| Castle Point   | 37<br>12% |   |         |
| Chelmsford   | 58<br>18% |   |         |
| Colchester   | 65<br>21% |   |         |
| Epping Forest  | 32<br>10% |   |         |
| Harlow   | 38<br>12% |   |         |
| Maldon   | 38<br>12% |   |         |
| Rochford   | 38<br>12% |   |         |
| Tendring   | 58<br>18% |   |         |
| Uttlesford   | 43<br>14% |   |         |
| We support people<br>outside the boundary<br>of Essex County<br>Council          | 16<br>5%  |   |         |
| We support people<br>who live in Southend  | 15<br>5%  |   |         |

**Q3. Has your organisations visited an Essex Library within the last 12 months?**

| Counts<br>Break %<br>Respondents   | Total      | All        | Organisation Type      |                             |                   |                  |                    | Organisation Tier 4 user |            | Representation of organisation |                       |                 |                     |                              |
|--|------------|------------|------------------------|-----------------------------|-------------------|------------------|--------------------|--------------------------|------------|--------------------------------|-----------------------|-----------------|---------------------|------------------------------|
|  |            | All        | Town or parish council | District or borough council | Other public body | Communit-y group | Registered charity | Tier 4 user              | Non user   | Older people                   | Children/young people | Disabled people | Transgend-er people | Pregnant women or new mot... |
|  |            |            |                        |                             |                   |                  |                    |                          |            |                                |                       |                 |                     |                              |
| Base   | 322        | 322        | 45                     | 11                          | 15                | 92               | 57                 | 121                      | 201        | 136                            | 126                   | 98              | 58                  | 70                           |
| Q3. Has your organisations visited an Essex Library within the last 12 months? |            |            |                        |                             |                   |                  |                    |                          |            |                                |                       |                 |                     |                              |
| Yes  | 285<br>89% | 285<br>89% | 36<br>80%              | 11<br>100%                  | 12<br>80%         | 82<br>89%        | 52<br>91%          | 112<br>93%               | 173<br>86% | 124<br>91%                     | 110<br>87%            | 89<br>91%       | 51<br>88%           | 61<br>87%                    |
| No   | 37<br>11%  | 37<br>11%  | 9<br>20%               | -<br>-                      | 3<br>20%          | 10<br>11%        | 5<br>9%            | 9<br>7%                  | 28<br>14%  | 12<br>9%                       | 16<br>13%             | 9<br>9%         | 7<br>12%            | 9<br>13%                     |

| Counts<br>Break %<br>Respondents   | Total      | Representation of organisation        |  |            |           |   |
|--|------------|---------------------------------------|--|------------|-----------|---|
|  |            | Black and ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women      | Men       | Lesbian, g-<br>ay or bise-<br>xual people |
| Base   | 322        | 71                                    | 65                                       | 117        | 89        | 64  |
| Q3. Has your organisations visited an Essex Library within the last 12 months? |            |                                       |  |            |           |   |
| Yes  | 285<br>89% | 64<br>90%                             | 58<br>89%                                | 107<br>91% | 80<br>90% | 57<br>89%                                 |
| No   | 37<br>11%  | 7<br>10%                              | 7<br>11%                                 | 10<br>9%   | 9<br>10%  | 7<br>11%                                  |

**Q3. Name of up to three Essex libraries or services organisation uses most frequently (Descending)**

| Counts<br>Break %<br>z-test<br>Respondents  |          | Counts<br>Break %<br>z-test<br>Respondents |         | Counts<br>Break %<br>z-test<br>Respondents |         | Counts<br>Break %<br>z-test<br>Respondents |         | Counts<br>Break %<br>z-test<br>Respondents |         |
|---|----------|--|---------|--|---------|--|---------|--|---------|
| Base  | 266      | Base                                       | 266     | Base                                       | 266     | Base                                       | 266     | Base                                       | 266     |
| Q3. Name of up to three Essex libraries or services organisation uses most frequently |          | Shenfield                                  | 9<br>3% | Thaxted                                    | 7<br>3% | Laindon                                    | 4<br>2% | Sible Hedingham                            | 2<br>1% |
|   |          | Witham                                     | 9<br>3% | Frinton                                    | 6<br>2% | South Woodham Ferrers                      | 4<br>2% | Vange                                      | 2<br>1% |
| Colchester  | 19<br>7% | Braintree                                  | 8<br>3% | Rochford                                   | 6<br>2% | Stanway                                    | 4<br>2% | Burnham                                    | 1<br>0% |
| West Mersea   | 18<br>7% | Brentwood                                  | 8<br>3% | Wickham Bishops                            | 6<br>2% | Stock                                      | 4<br>2% | Chigwell                                   | 1<br>0% |
| Hadleigh  | 14<br>5% | Brightlingsea                              | 8<br>3% | Danbury                                    | 5<br>2% | Wickford                                   | 4<br>2% | Great Parndon                              | 1<br>0% |
| Chelmsford  | 12<br>5% | Galleywood                                 | 8<br>3% | Debden                                     | 5<br>2% | Canvey                                     | 3<br>1% | Great Wakering                             | 1<br>0% |
| Rayleigh  | 12<br>5% | South Benfleet                             | 8<br>3% | Earls Colne                                | 5<br>2% | Chipping Ongar                             | 3<br>1% | Ingatestone                                | 1<br>0% |
| Basildon  | 11<br>4% | Stansted                                   | 8<br>3% | Great Tarpots                              | 5<br>2% | Fryerns                                    | 3<br>1% | North Weald                                | 1<br>0% |
| Maldon  | 11<br>4% | Wivenhoe                                   | 8<br>3% | Halstead                                   | 5<br>2% | Greenstead                                 | 3<br>1% | Pitsea                                     | 1<br>0% |
| Saffron Walden  | 11<br>4% | Billericay                                 | 7<br>3% | Tiptree                                    | 5<br>2% | Loughton                                   | 3<br>1% | Silver End                                 | 1<br>0% |
| Harwich   | 10<br>4% | Coggeshall                                 | 7<br>3% | Tye Green                                  | 5<br>2% | Prettygate                                 | 3<br>1% | Southminster                               | 1<br>0% |
| Broomfield  | 9<br>3%  | Dunmow                                     | 7<br>3% | Walton                                     | 5<br>2% | Writtle                                    | 3<br>1% | Springfield                                | 1<br>0% |
| Clacton   | 9<br>3%  | Hockley                                    | 7<br>3% | Buckhurst Hill                             | 4<br>2% | Holland                                    | 2<br>1% | Waltham Abbey                              | 1<br>0% |
| Harlow  | 9<br>3%  | Hullbridge                                 | 7<br>3% | Great Baddow                               | 4<br>2% | Mark Hall                                  | 2<br>1% |  |         |
| Manningtree   | 9<br>3%  | Kelvedon                                   | 7<br>3% | Hatfield Peverel                           | 4<br>2% | Old Harlow                                 | 2<br>1% |  |         |

## Q3. Name of up to three Essex libraries or services organisation uses most frequently (Alphabetical)

| Counts<br>Break %<br>z-test<br>Respondents  |          | Counts<br>Break %<br>z-test<br>Respondents |          | Counts<br>Break %<br>z-test<br>Respondents |          | Counts<br>Break %<br>z-test<br>Respondents |          | Counts<br>Break %<br>z-test<br>Respondents |          |
|---|----------|--|----------|--|----------|--|----------|--|----------|
| Base  | 266      | Base                                       | 266      | Base                                       | 266      | Base                                       | 266      | Base                                       | 266      |
| Q3. Name of up to three Essex libraries or services organisation uses most frequently |          |  |          |  |          |  |          |  |          |
| Basildon  | 11<br>4% | Coggeshall                                 | 7<br>3%  | Halstead                                   | 5<br>2%  | Old Harlow                                 | 2<br>1%  | Stock                                      | 4<br>2%  |
| Billericay  | 7<br>3%  | Colchester                                 | 19<br>7% | Harlow                                     | 9<br>3%  | Pitsea                                     | 1<br>0%  | Thaxted                                    | 7<br>3%  |
| Braintree   | 8<br>3%  | Danbury                                    | 5<br>2%  | Harwich                                    | 10<br>4% | Prettygate                                 | 3<br>1%  | Tiptree                                    | 5<br>2%  |
| Brentwood   | 8<br>3%  | Debden                                     | 5<br>2%  | Hatfield Peverel                           | 4<br>2%  | Rayleigh                                   | 12<br>5% | Tye Green                                  | 5<br>2%  |
| Brightlingsea   | 8<br>3%  | Dunmow                                     | 7<br>3%  | Hockley                                    | 7<br>3%  | Rochford                                   | 6<br>2%  | Vange                                      | 2<br>1%  |
| Broomfield  | 9<br>3%  | Earls Colne                                | 5<br>2%  | Holland                                    | 2<br>1%  | Saffron Walden                             | 11<br>4% | Waltham Abbey                              | 1<br>0%  |
| Buckhurst Hill  | 4<br>2%  | Frinton                                    | 6<br>2%  | Hullbridge                                 | 7<br>3%  | Shenfield                                  | 9<br>3%  | Walton                                     | 5<br>2%  |
| Burnham   | 1<br>0%  | Fryerns                                    | 3<br>1%  | Ingatestone                                | 1<br>0%  | Sible Hedingham                            | 2<br>1%  | West Mersea                                | 18<br>7% |
| Canvey  | 3<br>1%  | Galleywood                                 | 8<br>3%  | Kelvedon                                   | 7<br>3%  | Silver End                                 | 1<br>0%  | Wickford                                   | 4<br>2%  |
| Chelmsford  | 12<br>5% | Great Baddow                               | 4<br>2%  | Laindon                                    | 4<br>2%  | South Benfleet                             | 8<br>3%  | Wickham Bishops                            | 6<br>2%  |
| Chigwell  | 1<br>0%  | Great Parndon                              | 1<br>0%  | Loughton                                   | 3<br>1%  | South Woodham Ferrers                      | 4<br>2%  | Witham                                     | 9<br>3%  |
| Chipping Ongar  | 3<br>1%  | Great Tarpots                              | 5<br>2%  | Maldon                                     | 11<br>4% | Southminster                               | 1<br>0%  | Wivenhoe                                   | 8<br>3%  |
| Clacton   | 9<br>3%  | Great Wakering                             | 1<br>0%  | Manningtree                                | 9<br>3%  | Springfield                                | 1<br>0%  | Writtle                                    | 3<br>1%  |
|   |          | Greenstead                                 | 3<br>1%  | Mark Hall                                  | 2<br>1%  | Stansted                                   | 8<br>3%  |  |          |
|   |          | Hadleigh                                   | 14<br>5% | North Weald                                | 1<br>0%  | Stanway                                    | 4<br>2%  |  |          |

**Q4. Has your organisation used a Essex Library Card, eg. to borrow a book or access wi-fi, in the last 12 months?**

| Counts<br>Break %<br>Respondents   | Total      | All        | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |           | Organisation Tier 4<br>user |            | Representation of organisation |                              |                    |
|--|------------|------------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|-----------|-----------------------------|------------|--------------------------------|------------------------------|--------------------|
|  |            | All        | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user  | Tier 4 user                 | Non user   | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|  |            |            |                              |                                   |                         |                      |                       |   |           |                             |            |                                |                              |                    |
| Base   | 311        | 311        | 45                           | 7                                 | 15                      | 89                   | 55                    | 274   | 36        | 119                         | 192        | 136                            | 126                          | 97                 |
| Q4. Has your<br>organisation used<br>a Essex Library Card,<br>eg. to borrow a book<br>or access wi-fi, in the<br>last 12 months? |            |            |                              |                                   |                         |                      |                       |   |           |                             |            |                                |                              |                    |
| Yes  | 191<br>61% | 191<br>61% | 14<br>31%                    | 4<br>57%                          | 11<br>73%               | 65<br>73%            | 25<br>45%             | 184<br>67%  | 6<br>17%  | 73<br>61%                   | 118<br>61% | 84<br>62%                      | 72<br>57%                    | 58<br>60%          |
| No   | 120<br>39% | 120<br>39% | 31<br>69%                    | 3<br>43%                          | 4<br>27%                | 24<br>27%            | 30<br>55%             | 90<br>33%   | 30<br>83% | 46<br>39%                   | 74<br>39%  | 52<br>38%                      | 54<br>43%                    | 39<br>40%          |

| Counts<br>Break %<br>Respondents   | Total      | Representation of organisation |                                    |  |  |           |           |   |
|--|------------|--------------------------------|------------------------------------|--|--|-----------|-----------|---|
|  |            | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women     | Men       | Lesbian, g-<br>ay or bise-<br>xual people |
|  |            |                                |                                    |  |  |           |           |   |
| Base   | 311        | 57                             | 70                                 | 70                                       | 65                                       | 117       | 88        | 64  |
| Q4. Has your<br>organisation used<br>a Essex Library Card,<br>eg. to borrow a book<br>or access wi-fi, in the<br>last 12 months? |            |                                |                                    |  |  |           |           |   |
| Yes  | 191<br>61% | 28<br>49%                      | 35<br>50%                          | 38<br>54%                                | 33<br>51%                                | 74<br>63% | 48<br>55% | 34<br>53%                                 |
| No   | 120<br>39% | 29<br>51%                      | 35<br>50%                          | 32<br>46%                                | 32<br>49%                                | 43<br>37% | 40<br>45% | 30<br>47%                                 |



**Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?**

| Counts<br>Break %<br>Respondents  | Total      | All        | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |           | Organisation Tier 4<br>user |           | Representation of organisation |                              |                    |
|---|------------|------------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|-----------|-----------------------------|-----------|--------------------------------|------------------------------|--------------------|
|   |            | All        | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user  | Tier 4 user                 | Non user  | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|   |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Base  | 266        | 266        | 40                           | 9                                 | 12                      | 72                   | 46                    | 233   | 29        | 118                         | 148       | 134                            | 125                          | 94                 |
| Q7. To what extent do<br>you agree or disagree<br>that our five ambitions<br>(above) are the right p-<br>lace on which to focus<br>our limited resources? |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Strongly Agree  | 31<br>12%  | 31<br>12%  | 3<br>8%                      | -<br>-                            | 3<br>25%                | 8<br>11%             | 5<br>11%              | 24<br>10%   | 6<br>21%  | 12<br>10%                   | 19<br>13% | 14<br>10%                      | 16<br>13%                    | 13<br>14%          |
| Agree   | 69<br>26%  | 69<br>26%  | 6<br>15%                     | 3<br>33%                          | 4<br>33%                | 18<br>25%            | 13<br>28%             | 61<br>26%   | 7<br>24%  | 26<br>22%                   | 43<br>29% | 31<br>23%                      | 32<br>26%                    | 19<br>20%          |
| Neither agree nor<br>disagree   | 44<br>17%  | 44<br>17%  | 7<br>18%                     | 1<br>11%                          | 2<br>17%                | 12<br>17%            | 11<br>24%             | 39<br>17%   | 5<br>17%  | 17<br>14%                   | 27<br>18% | 22<br>16%                      | 17<br>14%                    | 15<br>16%          |
| Disagree  | 50<br>19%  | 50<br>19%  | 11<br>28%                    | 2<br>22%                          | 1<br>8%                 | 14<br>19%            | 10<br>22%             | 44<br>19%   | 6<br>21%  | 25<br>21%                   | 25<br>17% | 32<br>24%                      | 24<br>19%                    | 21<br>22%          |
| Strongly Disagree   | 60<br>23%  | 60<br>23%  | 9<br>23%                     | 2<br>22%                          | 2<br>17%                | 15<br>21%            | 7<br>15%              | 55<br>24%   | 3<br>10%  | 34<br>29%                   | 26<br>18% | 29<br>22%                      | 33<br>26%                    | 24<br>26%          |
| Don't feel able to say  | 12<br>5%   | 12<br>5%   | 4<br>10%                     | 1<br>11%                          | -<br>-                  | 5<br>7%              | -<br>-                | 10<br>4%  | 2<br>7%   | 4<br>3%                     | 8<br>5%   | 6<br>4%                        | 3<br>2%                      | 2<br>2%            |
| TOTAL AGREE   | 100<br>38% | 100<br>38% | 9<br>23%                     | 3<br>33%                          | 7<br>58%                | 26<br>36%            | 18<br>39%             | 85<br>36%   | 13<br>45% | 38<br>32%                   | 62<br>42% | 45<br>34%                      | 48<br>38%                    | 32<br>34%          |
| TOTAL DISAGREE  | 110<br>41% | 110<br>41% | 20<br>50%                    | 4<br>44%                          | 3<br>25%                | 29<br>40%            | 17<br>37%             | 99<br>42%   | 9<br>31%  | 59<br>50%                   | 51<br>34% | 61<br>46%                      | 57<br>46%                    | 45<br>48%          |

**Q7. To what extent do you agree or disagree that our five ambitions (above) are the right place on which to focus our limited resources?**

| Counts<br>Break %<br>Respondents  | Total      | Representation of organisation |                                    |  |  |           |           |   |
|---|------------|--------------------------------|------------------------------------|--|--|-----------|-----------|---|
|   |            | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women     | Men       | Lesbian, g-<br>ay or bise-<br>xual people |
| Base  | 266        | 57                             | 69                                 | 69                                       | 65                                       | 114       | 87        | 62  |
| Q7. To what extent do<br>you agree or disagree<br>that our five ambitions<br>(above) are the right p-<br>lace on which to focus<br>our limited resources? |            |                                |                                    |  |  |           |           |   |
| Strongly Agree  | 31<br>12%  | 6<br>11%                       | 6<br>9%                            | 7<br>10%                                 | 6<br>9%                                  | 14<br>12% | 11<br>13% | 5<br>8%                                   |
| Agree   | 69<br>26%  | 8<br>14%                       | 15<br>22%                          | 13<br>19%                                | 17<br>26%                                | 22<br>19% | 16<br>18% | 11<br>18%                                 |
| Neither agree nor<br>disagree   | 44<br>17%  | 9<br>16%                       | 9<br>13%                           | 11<br>16%                                | 9<br>14%                                 | 17<br>15% | 13<br>15% | 11<br>18%                                 |
| Disagree  | 50<br>19%  | 14<br>25%                      | 17<br>25%                          | 16<br>23%                                | 13<br>20%                                | 26<br>23% | 20<br>23% | 16<br>26%                                 |
| Strongly Disagree   | 60<br>23%  | 18<br>32%                      | 20<br>29%                          | 20<br>29%                                | 18<br>28%                                | 30<br>26% | 24<br>28% | 17<br>27%                                 |
| Don't feel able to say  | 12<br>5%   | 2<br>4%                        | 2<br>3%                            | 2<br>3%                                  | 2<br>3%                                  | 5<br>4%   | 3<br>3%   | 2<br>3%                                   |
| TOTAL AGREE   | 100<br>38% | 14<br>25%                      | 21<br>30%                          | 20<br>29%                                | 23<br>35%                                | 36<br>32% | 27<br>31% | 16<br>26%                                 |
| TOTAL DISAGREE  | 110<br>41% | 32<br>56%                      | 37<br>54%                          | 36<br>52%                                | 31<br>48%                                | 56<br>49% | 44<br>51% | 33<br>53%                                 |

**Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?**

| Counts<br>Break %<br>Respondents   | Total      | All        | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |           | Organisation Tier 4<br>user |           | Representation of organisation |                              |                    |
|--|------------|------------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|-----------|-----------------------------|-----------|--------------------------------|------------------------------|--------------------|
|  |            | All        | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user  | Tier 4 user                 | Non user  | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|  |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Base   | 275        | 275        | 42                           | 10                                | 13                      | 75                   | 48                    | 241   | 31        | 124                         | 151       | 136                            | 127                          | 99                 |
| Q8. To what extent do<br>you agree with the<br>evaluation criteria we<br>propose to use to<br>assess need? |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Strongly Agree   | 16<br>6%   | 16<br>6%   | -<br>-                       | 1<br>10%                          | -<br>-                  | 5<br>7%              | 2<br>4%               | 14<br>6%  | 2<br>6%   | 9<br>7%                     | 7<br>5%   | 7<br>5%                        | 6<br>5%                      | 7<br>7%            |
| Agree  | 77<br>28%  | 77<br>28%  | 8<br>19%                     | 3<br>30%                          | 6<br>46%                | 18<br>24%            | 15<br>31%             | 69<br>29%   | 8<br>26%  | 29<br>23%                   | 48<br>32% | 35<br>26%                      | 36<br>28%                    | 27<br>27%          |
| Neither agree nor<br>disagree  | 43<br>16%  | 43<br>16%  | 8<br>19%                     | 1<br>10%                          | 2<br>15%                | 11<br>15%            | 7<br>15%              | 37<br>15%   | 6<br>19%  | 19<br>15%                   | 24<br>16% | 22<br>16%                      | 16<br>13%                    | 13<br>13%          |
| Disagree   | 54<br>20%  | 54<br>20%  | 10<br>24%                    | 1<br>10%                          | 4<br>31%                | 16<br>21%            | 11<br>23%             | 45<br>19%   | 8<br>26%  | 23<br>19%                   | 31<br>21% | 28<br>21%                      | 27<br>21%                    | 18<br>18%          |
| Strongly Disagree  | 71<br>26%  | 71<br>26%  | 12<br>29%                    | 4<br>40%                          | 1<br>8%                 | 20<br>27%            | 9<br>19%              | 65<br>27%   | 5<br>16%  | 39<br>31%                   | 32<br>21% | 37<br>27%                      | 36<br>28%                    | 30<br>30%          |
| Don't feel able to say   | 14<br>5%   | 14<br>5%   | 4<br>10%                     | -<br>-                            | -<br>-                  | 5<br>7%              | 4<br>8%               | 11<br>5%  | 2<br>6%   | 5<br>4%                     | 9<br>6%   | 7<br>5%                        | 6<br>5%                      | 4<br>4%            |
| TOTAL AGREE  | 93<br>34%  | 93<br>34%  | 8<br>19%                     | 4<br>40%                          | 6<br>46%                | 23<br>31%            | 17<br>35%             | 83<br>34%   | 10<br>32% | 38<br>31%                   | 55<br>36% | 42<br>31%                      | 42<br>33%                    | 34<br>34%          |
| TOTAL DISAGREE   | 125<br>45% | 125<br>45% | 22<br>52%                    | 5<br>50%                          | 5<br>38%                | 36<br>48%            | 20<br>42%             | 110<br>46%  | 13<br>42% | 62<br>50%                   | 63<br>42% | 65<br>48%                      | 63<br>50%                    | 48<br>48%          |

**Q8. To what extent do you agree with the evaluation criteria we propose to use to assess need?**

| Counts<br>Break %<br>Respondents   | Total      | Representation of organisation |                                    |  |  |           |           |   |
|--|------------|--------------------------------|------------------------------------|--|--|-----------|-----------|---|
|  |            | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women     | Men       | Lesbian, g-<br>ay or bise-<br>xual people |
| Base   | 275        | 59                             | 70                                 | 72                                       | 66                                       | 116       | 90        | 65  |
| Q8. To what extent do<br>you agree with the<br>evaluation criteria we<br>propose to use to<br>assess need? |            |                                |                                    |  |  |           |           |   |
| Strongly Agree   | 16<br>6%   | 2<br>3%                        | 2<br>3%                            | 2<br>3%                                  | 3<br>5%                                  | 5<br>4%   | 4<br>4%   | 3<br>5%                                   |
| Agree  | 77<br>28%  | 11<br>19%                      | 18<br>26%                          | 17<br>24%                                | 17<br>26%                                | 31<br>27% | 21<br>23% | 14<br>22%                                 |
| Neither agree nor<br>disagree  | 43<br>16%  | 9<br>15%                       | 8<br>11%                           | 11<br>15%                                | 9<br>14%                                 | 16<br>14% | 14<br>16% | 10<br>15%                                 |
| Disagree   | 54<br>20%  | 13<br>22%                      | 15<br>21%                          | 15<br>21%                                | 13<br>20%                                | 22<br>19% | 17<br>19% | 14<br>22%                                 |
| Strongly Disagree  | 71<br>26%  | 22<br>37%                      | 25<br>36%                          | 24<br>33%                                | 21<br>32%                                | 37<br>32% | 30<br>33% | 22<br>34%                                 |
| Don't feel able to say   | 14<br>5%   | 2<br>3%                        | 2<br>3%                            | 3<br>4%                                  | 3<br>5%                                  | 5<br>4%   | 4<br>4%   | 2<br>3%                                   |
| TOTAL AGREE  | 93<br>34%  | 13<br>22%                      | 20<br>29%                          | 19<br>26%                                | 20<br>30%                                | 36<br>31% | 25<br>28% | 17<br>26%                                 |
| TOTAL DISAGREE   | 125<br>45% | 35<br>59%                      | 40<br>57%                          | 39<br>54%                                | 34<br>52%                                | 59<br>51% | 47<br>52% | 36<br>55%                                 |

**Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?**

| Counts<br>Break %<br>Respondents   | Total      | All        | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |           | Organisation Tier 4<br>user |           | Representation of organisation |                              |                    |
|--|------------|------------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|-----------|-----------------------------|-----------|--------------------------------|------------------------------|--------------------|
|  |            | All        | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user  | Tier 4 user                 | Non user  | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|  |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Base   | 271        | 271        | 41                           | 10                                | 12                      | 75                   | 47                    | 239   | 29        | 116                         | 155       | 136                            | 123                          | 97                 |
| Q10. To what extent do<br>you agree that our pro-<br>posals provide a reas-<br>onable range of differ-<br>ent ways for people to<br>access library servic... |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Strongly Agree   | 5<br>2%    | 5<br>2%    | 1<br>2%                      | -<br>-                            | 1<br>8%                 | 2<br>3%              | -<br>-                | 5<br>2%   | -<br>-    | 2<br>2%                     | 3<br>2%   | 2<br>1%                        | 3<br>2%                      | 2<br>2%            |
| Agree  | 53<br>20%  | 53<br>20%  | 4<br>10%                     | 1<br>10%                          | 4<br>33%                | 9<br>12%             | 14<br>30%             | 48<br>20%   | 5<br>17%  | 15<br>13%                   | 38<br>25% | 22<br>16%                      | 24<br>20%                    | 16<br>16%          |
| Neither agree nor<br>disagree  | 38<br>14%  | 38<br>14%  | 6<br>15%                     | 1<br>10%                          | 1<br>8%                 | 13<br>17%            | 7<br>15%              | 31<br>13%   | 7<br>24%  | 15<br>13%                   | 23<br>15% | 17<br>13%                      | 15<br>12%                    | 12<br>12%          |
| Disagree   | 69<br>25%  | 69<br>25%  | 10<br>24%                    | 4<br>40%                          | 5<br>42%                | 21<br>28%            | 13<br>28%             | 62<br>26%   | 6<br>21%  | 33<br>28%                   | 36<br>23% | 41<br>30%                      | 32<br>26%                    | 29<br>30%          |
| Strongly Disagree  | 92<br>34%  | 92<br>34%  | 17<br>41%                    | 2<br>20%                          | 1<br>8%                 | 25<br>33%            | 12<br>26%             | 82<br>34%   | 8<br>28%  | 48<br>41%                   | 44<br>28% | 50<br>37%                      | 46<br>37%                    | 36<br>37%          |
| Don't feel able to say   | 14<br>5%   | 14<br>5%   | 3<br>7%                      | 2<br>20%                          | -<br>-                  | 5<br>7%              | 1<br>2%               | 11<br>5%  | 3<br>10%  | 3<br>3%                     | 11<br>7%  | 4<br>3%                        | 3<br>2%                      | 2<br>2%            |
| TOTAL AGREE  | 58<br>21%  | 58<br>21%  | 5<br>12%                     | 1<br>10%                          | 5<br>42%                | 11<br>15%            | 14<br>30%             | 53<br>22%   | 5<br>17%  | 17<br>15%                   | 41<br>26% | 24<br>18%                      | 27<br>22%                    | 18<br>19%          |
| TOTAL DISAGREE   | 161<br>59% | 161<br>59% | 27<br>66%                    | 6<br>60%                          | 6<br>50%                | 46<br>61%            | 25<br>53%             | 144<br>60%  | 14<br>48% | 81<br>70%                   | 80<br>52% | 91<br>67%                      | 78<br>63%                    | 65<br>67%          |

**Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library services according to their needs?**

| Counts<br>Break %<br>Respondents   | Total                    | Representation of organisation |                                    |  |  |                         |                         |   |
|--|--------------------------|--------------------------------|------------------------------------|--|--|-------------------------|-------------------------|---|
|  |                          | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women                   | Men                     | Lesbian, g-<br>ay or bise-<br>xual people |
| <b>Base</b>  | <b>271</b>               | <b>57</b>                      | <b>70</b>                          | <b>71</b>                                | <b>65</b>                                | <b>117</b>              | <b>88</b>               | <b>64</b>                                 |
| <b>Q10. To what extent do you agree that our proposals provide a reasonable range of different ways for people to access library servic...</b> |                          |                                |                                    |  |  |                         |                         |   |
| <b>Strongly Agree</b>  | <b>5</b><br><b>2%</b>    | <b>1</b><br><b>2%</b>          | <b>2</b><br><b>3%</b>              | <b>2</b><br><b>3%</b>                    | <b>1</b><br><b>2%</b>                    | <b>3</b><br><b>3%</b>   | <b>3</b><br><b>3%</b>   | <b>3</b><br><b>5%</b>                     |
| <b>Agree</b>   | <b>53</b><br><b>20%</b>  | <b>7</b><br><b>12%</b>         | <b>12</b><br><b>17%</b>            | <b>11</b><br><b>15%</b>                  | <b>10</b><br><b>15%</b>                  | <b>17</b><br><b>15%</b> | <b>12</b><br><b>14%</b> | <b>9</b><br><b>14%</b>                    |
| <b>Neither agree nor disagree</b>  | <b>38</b><br><b>14%</b>  | <b>8</b><br><b>14%</b>         | <b>8</b><br><b>11%</b>             | <b>8</b><br><b>11%</b>                   | <b>8</b><br><b>12%</b>                   | <b>14</b><br><b>12%</b> | <b>12</b><br><b>14%</b> | <b>8</b><br><b>13%</b>                    |
| <b>Disagree</b>  | <b>69</b><br><b>25%</b>  | <b>15</b><br><b>26%</b>        | <b>16</b><br><b>23%</b>            | <b>20</b><br><b>28%</b>                  | <b>19</b><br><b>29%</b>                  | <b>31</b><br><b>26%</b> | <b>23</b><br><b>26%</b> | <b>17</b><br><b>27%</b>                   |
| <b>Strongly Disagree</b>   | <b>92</b><br><b>34%</b>  | <b>25</b><br><b>44%</b>        | <b>31</b><br><b>44%</b>            | <b>29</b><br><b>41%</b>                  | <b>26</b><br><b>40%</b>                  | <b>48</b><br><b>41%</b> | <b>37</b><br><b>42%</b> | <b>26</b><br><b>41%</b>                   |
| <b>Don't feel able to say</b>  | <b>14</b><br><b>5%</b>   | <b>1</b><br><b>2%</b>          | <b>1</b><br><b>1%</b>              | <b>1</b><br><b>1%</b>                    | <b>1</b><br><b>2%</b>                    | <b>4</b><br><b>3%</b>   | <b>1</b><br><b>1%</b>   | <b>1</b><br><b>2%</b>                     |
| <b>TOTAL AGREE</b>   | <b>58</b><br><b>21%</b>  | <b>8</b><br><b>14%</b>         | <b>14</b><br><b>20%</b>            | <b>13</b><br><b>18%</b>                  | <b>11</b><br><b>17%</b>                  | <b>20</b><br><b>17%</b> | <b>15</b><br><b>17%</b> | <b>12</b><br><b>19%</b>                   |
| <b>TOTAL DISAGREE</b>  | <b>161</b><br><b>59%</b> | <b>40</b><br><b>70%</b>        | <b>47</b><br><b>67%</b>            | <b>49</b><br><b>69%</b>                  | <b>45</b><br><b>69%</b>                  | <b>79</b><br><b>68%</b> | <b>60</b><br><b>68%</b> | <b>43</b><br><b>67%</b>                   |

**Q11. Has your organisation used any of the following libraries in the last 12 months, or has someone used any of them on your behalf?**

| Counts<br>Break %<br>z-test<br>Respondents  |           | Counts<br>Break %<br>z-test<br>Respondents |         |
|---|-----------|--|---------|
| Base  | 124       | Base                                       | 124     |
| Q11. Has your organisation used any of the following libraries in the last 12 months, or has someone used any of them on your behalf... |           | Silver End                                 | 9<br>7% |
| Stansted  | 14<br>11% | Writtle                                    | 9<br>7% |
| Galleywood  | 13<br>10% | Debden                                     | 8<br>6% |
| Kelvedon  | 13<br>10% | Vange                                      | 7<br>6% |
| Thaxted   | 13<br>10% | Buckhurst Hill                             | 6<br>5% |
| Tye Green   | 13<br>10% | North Weald                                | 6<br>5% |
| Broomfield  | 12<br>10% | Fryerns                                    | 5<br>4% |
| Prettygate  | 12<br>10% | Great Wakering                             | 5<br>4% |
| Sible Hedingham   | 12<br>10% | Holland                                    | 5<br>4% |
| Wickham Bishops   | 12<br>10% | Southminster                               | 5<br>4% |
| Danbury   | 11<br>9%  | Stock                                      | 4<br>3% |
| Hatfield Peverel  | 11<br>9%  | Chigwell                                   | 3<br>2% |
| Hullbridge  | 9<br>7%   |  |         |
| Mark Hall   | 9<br>7%   |  |         |

**Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?**

| Counts<br>Break %<br>Respondents   | Total      | All        | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |           | Organisation Tier 4<br>user |           | Representation of organisation |                              |                    |
|--|------------|------------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|-----------|-----------------------------|-----------|--------------------------------|------------------------------|--------------------|
|  |            | All        | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user  | Tier 4 user                 | Non user  | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|  |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Base   | 275        | 275        | 42                           | 10                                | 13                      | 72                   | 47                    | 242   | 29        | 120                         | 155       | 137                            | 128                          | 100                |
| Q14. To what extent do<br>you agree with the pro-<br>posal to invite commu-<br>nity groups or other o-<br>rganisations to run 19<br>libraries in tier 3 loc... |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Strongly agree   | 30<br>11%  | 30<br>11%  | 4<br>10%                     | 1<br>10%                          | 1<br>8%                 | 6<br>8%              | 9<br>19%              | 25<br>10%   | 5<br>17%  | 19<br>16%                   | 11<br>7%  | 15<br>11%                      | 17<br>13%                    | 13<br>13%          |
| Agree  | 70<br>25%  | 70<br>25%  | 11<br>26%                    | 1<br>10%                          | 6<br>46%                | 14<br>19%            | 15<br>32%             | 65<br>27%   | 5<br>17%  | 24<br>20%                   | 46<br>30% | 34<br>25%                      | 26<br>20%                    | 24<br>24%          |
| Neither agree nor<br>disagree  | 47<br>17%  | 47<br>17%  | 9<br>21%                     | 3<br>30%                          | 3<br>23%                | 10<br>14%            | 8<br>17%              | 40<br>17%   | 6<br>21%  | 21<br>18%                   | 26<br>17% | 24<br>18%                      | 22<br>17%                    | 17<br>17%          |
| Disagree   | 55<br>20%  | 55<br>20%  | 7<br>17%                     | 4<br>40%                          | 3<br>23%                | 19<br>26%            | 8<br>17%              | 49<br>20%   | 5<br>17%  | 20<br>17%                   | 35<br>23% | 28<br>20%                      | 28<br>22%                    | 19<br>19%          |
| Strongly disagree  | 63<br>23%  | 63<br>23%  | 10<br>24%                    | 1<br>10%                          | -<br>-                  | 20<br>28%            | 5<br>11%              | 55<br>23%   | 6<br>21%  | 33<br>28%                   | 30<br>19% | 34<br>25%                      | 31<br>24%                    | 26<br>26%          |
| Don't feel able to say   | 10<br>4%   | 10<br>4%   | 1<br>2%                      | -<br>-                            | -<br>-                  | 3<br>4%              | 2<br>4%               | 8<br>3%   | 2<br>7%   | 3<br>3%                     | 7<br>5%   | 2<br>1%                        | 4<br>3%                      | 1<br>1%            |
| TOTAL AGREE  | 100<br>36% | 100<br>36% | 15<br>36%                    | 2<br>20%                          | 7<br>54%                | 20<br>28%            | 24<br>51%             | 90<br>37%   | 10<br>34% | 43<br>36%                   | 57<br>37% | 49<br>36%                      | 43<br>34%                    | 37<br>37%          |
| TOTAL DISAGREE   | 118<br>43% | 118<br>43% | 17<br>40%                    | 5<br>50%                          | 3<br>23%                | 39<br>54%            | 13<br>28%             | 104<br>43%  | 11<br>38% | 53<br>44%                   | 65<br>42% | 62<br>45%                      | 59<br>46%                    | 45<br>45%          |



**Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 locations, to maximise the number of libraries remaining?**

| Counts<br>Break %<br>Respondents   | Total                    | Representation of organisation |                                    |  |  |            |           |   |
|--|--------------------------|--------------------------------|------------------------------------|--|--|------------|-----------|---|
|  |                          | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women      | Men       | Lesbian, g-<br>ay or bise-<br>xual people |
| <b>Base</b>  | <b>275</b>               | <b>60</b>                      | <b>72</b>                          | <b>73</b>                                | <b>67</b>                                | <b>120</b> | <b>91</b> | <b>66</b>                                 |
| <b>Q14. To what extent do you agree with the proposal to invite community groups or other organisations to run 19 libraries in tier 3 loc...</b> |                          |                                |                                    |  |  |            |           |   |
| <b>Strongly agree</b>  | <b>30</b><br><b>11%</b>  | 9<br>15%                       | 9<br>13%                           | 9<br>12%                                 | 9<br>13%                                 | 12<br>10%  | 11<br>12% | 10<br>15%                                 |
| <b>Agree</b>   | <b>70</b><br><b>25%</b>  | 9<br>15%                       | 15<br>21%                          | 16<br>22%                                | 16<br>24%                                | 25<br>21%  | 19<br>21% | 12<br>18%                                 |
| <b>Neither agree nor disagree</b>  | <b>47</b><br><b>17%</b>  | 14<br>23%                      | 13<br>18%                          | 15<br>21%                                | 14<br>21%                                | 23<br>19%  | 20<br>22% | 14<br>21%                                 |
| <b>Disagree</b>  | <b>55</b><br><b>20%</b>  | 11<br>18%                      | 14<br>19%                          | 12<br>16%                                | 10<br>15%                                | 26<br>22%  | 17<br>19% | 11<br>17%                                 |
| <b>Strongly disagree</b>   | <b>63</b><br><b>23%</b>  | 16<br>27%                      | 20<br>28%                          | 20<br>27%                                | 17<br>25%                                | 32<br>27%  | 23<br>25% | 18<br>27%                                 |
| <b>Don't feel able to say</b>  | <b>10</b><br><b>4%</b>   | 1<br>2%                        | 1<br>1%                            | 1<br>1%                                  | 1<br>1%                                  | 2<br>2%    | 1<br>1%   | 1<br>2%                                   |
| <b>TOTAL AGREE</b>   | <b>100</b><br><b>36%</b> | 18<br>30%                      | 24<br>33%                          | 25<br>34%                                | 25<br>37%                                | 37<br>31%  | 30<br>33% | 22<br>33%                                 |
| <b>TOTAL DISAGREE</b>  | <b>118</b><br><b>43%</b> | 27<br>45%                      | 34<br>47%                          | 32<br>44%                                | 27<br>40%                                | 58<br>48%  | 40<br>44% | 29<br>44%                                 |

**Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?**

| Counts<br>Break %<br>Respondents   | Total      | All        | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |           | Organisation Tier 4<br>user |           | Representation of organisation |                              |                    |
|--|------------|------------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|-----------|-----------------------------|-----------|--------------------------------|------------------------------|--------------------|
|  |            | All        | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user  | Tier 4 user                 | Non user  | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|  |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Base   | 280        | 280        | 42                           | 10                                | 13                      | 77                   | 48                    | 245   | 31        | 122                         | 158       | 139                            | 128                          | 100                |
| Q15. To what extent do<br>you agree with the<br>idea of some library<br>services being<br>available in places<br>other than libraries? |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Strongly agree   | 34<br>12%  | 34<br>12%  | 3<br>7%                      | 1<br>10%                          | 3<br>23%                | 8<br>10%             | 7<br>15%              | 27<br>11%   | 7<br>23%  | 16<br>13%                   | 18<br>11% | 12<br>9%                       | 15<br>12%                    | 10<br>10%          |
| Agree  | 66<br>24%  | 66<br>24%  | 12<br>29%                    | 3<br>30%                          | 5<br>38%                | 12<br>16%            | 15<br>31%             | 58<br>24%   | 7<br>23%  | 27<br>22%                   | 39<br>25% | 29<br>21%                      | 26<br>20%                    | 19<br>19%          |
| Neither agree nor<br>disagree  | 39<br>14%  | 39<br>14%  | 8<br>19%                     | -<br>-                            | -<br>-                  | 16<br>21%            | 4<br>8%               | 32<br>13%   | 6<br>19%  | 15<br>12%                   | 24<br>15% | 22<br>16%                      | 17<br>13%                    | 13<br>13%          |
| Disagree   | 62<br>22%  | 62<br>22%  | 4<br>10%                     | 5<br>50%                          | 3<br>23%                | 20<br>26%            | 16<br>33%             | 56<br>23%   | 6<br>19%  | 22<br>18%                   | 40<br>25% | 35<br>25%                      | 29<br>23%                    | 25<br>25%          |
| Strongly disagree  | 69<br>25%  | 69<br>25%  | 13<br>31%                    | 1<br>10%                          | 1<br>8%                 | 17<br>22%            | 6<br>13%              | 64<br>26%   | 4<br>13%  | 36<br>30%                   | 33<br>21% | 37<br>27%                      | 37<br>29%                    | 30<br>30%          |
| Don't feel able to say   | 10<br>4%   | 10<br>4%   | 2<br>5%                      | -<br>-                            | 1<br>8%                 | 4<br>5%              | -<br>-                | 8<br>3%   | 1<br>3%   | 6<br>5%                     | 4<br>3%   | 4<br>3%                        | 4<br>3%                      | 3<br>3%            |
| TOTAL AGREE  | 100<br>36% | 100<br>36% | 15<br>36%                    | 4<br>40%                          | 8<br>62%                | 20<br>26%            | 22<br>46%             | 85<br>35%   | 14<br>45% | 43<br>35%                   | 57<br>36% | 41<br>29%                      | 41<br>32%                    | 29<br>29%          |
| TOTAL DISAGREE   | 131<br>47% | 131<br>47% | 17<br>40%                    | 6<br>60%                          | 4<br>31%                | 37<br>48%            | 22<br>46%             | 120<br>49%  | 10<br>32% | 58<br>48%                   | 73<br>46% | 72<br>52%                      | 66<br>52%                    | 55<br>55%          |

**Q15. To what extent do you agree with the idea of some library services being available in places other than libraries?**

| Counts<br>Break %<br>Respondents  | Total      | Representation of organisation |                                    |  |  |           |           |   |
|---|------------|--------------------------------|------------------------------------|--|--|-----------|-----------|---|
|   |            | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women     | Men       | Lesbian, g-<br>ay or bise-<br>xual people |
| Base  | 280        | 60                             | 72                                 | 73                                       | 67                                       | 120       | 91        | 66  |
| Q15. To what extent do you agree with the idea of some library services being available in places other than libraries? |            |                                |                                    |  |  |           |           |   |
| Strongly agree  | 34<br>12%  | 5<br>8%                        | 6<br>8%                            | 5<br>7%                                  | 6<br>9%                                  | 9<br>8%   | 9<br>10%  | 7<br>11%                                  |
| Agree   | 66<br>24%  | 12<br>20%                      | 14<br>19%                          | 14<br>19%                                | 14<br>21%                                | 22<br>18% | 18<br>20% | 13<br>20%                                 |
| Neither agree nor disagree  | 39<br>14%  | 12<br>20%                      | 11<br>15%                          | 12<br>16%                                | 12<br>18%                                | 19<br>16% | 13<br>14% | 12<br>18%                                 |
| Disagree  | 62<br>22%  | 8<br>13%                       | 14<br>19%                          | 15<br>21%                                | 12<br>18%                                | 33<br>28% | 23<br>25% | 10<br>15%                                 |
| Strongly disagree   | 69<br>25%  | 21<br>35%                      | 25<br>35%                          | 25<br>34%                                | 21<br>31%                                | 34<br>28% | 26<br>29% | 22<br>33%                                 |
| Don't feel able to say  | 10<br>4%   | 2<br>3%                        | 2<br>3%                            | 2<br>3%                                  | 2<br>3%                                  | 3<br>3%   | 2<br>2%   | 2<br>3%                                   |
| TOTAL AGREE   | 100<br>36% | 17<br>28%                      | 20<br>28%                          | 19<br>26%                                | 20<br>30%                                | 31<br>26% | 27<br>30% | 20<br>30%                                 |
| TOTAL DISAGREE  | 131<br>47% | 29<br>48%                      | 39<br>54%                          | 40<br>55%                                | 33<br>49%                                | 67<br>56% | 49<br>54% | 32<br>48%                                 |

**Rankings**

| Counts<br>Analysis %<br>Respondents   | Total |      |                |            |            |            |            |            |            |
|---|-------|------|----------------|------------|------------|------------|------------|------------|------------|
|   |       | Mean | Standard Error | 1          | 2          | 3          | 4          | 5          | 6          |
| Base  | 1076  | 3.63 | 0.05           | 206<br>19% | 185<br>17% | 187<br>17% | 165<br>15% | 170<br>16% | 163<br>15% |
| Fully staffed library opening hours (this would mean libraries would be open for fewer hours over all)                                | 174   | 4.64 | 0.13           | 85<br>49%  | 29<br>17%  | 19<br>11%  | 12<br>7%   | 11<br>6%   | 18<br>10%  |
| More volunteer and community supported opening (this would mean libraries would be open for more hours over all, so you could ...     | 170   | 4.03 | 0.14           | 46<br>27%  | 42<br>25%  | 18<br>11%  | 21<br>12%  | 21<br>12%  | 22<br>13%  |
| More weekend opening (this could mean libraries would be open less on weekdays, unless volunteers or smart library tech were av...    | 195   | 3.82 | 0.10           | 22<br>11%  | 47<br>24%  | 47<br>24%  | 38<br>19%  | 35<br>18%  | 6<br>3%    |
| Self-service access using smart library technology (this would mean libraries would be open for more hours over all, so you could ... | 163   | 3.48 | 0.12           | 21<br>13%  | 27<br>17%  | 34<br>21%  | 29<br>18%  | 31<br>19%  | 21<br>13%  |
| More evening opening (this could mean libraries would be open less in daytimes, unless volunteers or smart library tech were avail... | 165   | 3.16 | 0.11           | 8<br>5%    | 20<br>12%  | 41<br>25%  | 38<br>23%  | 37<br>22%  | 21<br>13%  |
| Improved eLibrary so I can access library services any time I want  | 209   | 2.78 | 0.12           | 24<br>11%  | 20<br>10%  | 28<br>13%  | 27<br>13%  | 35<br>17%  | 75<br>36%  |

## Q17. Digital services

| Counts<br>Analysis %<br>z-test<br>Respondents                              | Total |            |                |             |            |                       |                |
|--|-------|------------|----------------|-------------|------------|-----------------------|----------------|
|  |       | Total used | Total not used | Total aware | Not aware  | Not used, would li... | Not interested |
| Base   | 2763  | 914<br>33% | 1849<br>67%    | 1864<br>67% | 376<br>14% | 127<br>5%             | 396<br>14%     |
| A. Ask a question - aware or used  | 205   | 87<br>42%  | 118<br>58%     | 135<br>66%  | 34<br>17%  | 7<br>3%               | 29<br>14%      |
| B. Book a computer in a library - aware or used                            | 202   | 63<br>31%  | 139<br>69%     | 146<br>72%  | 14<br>7%   | 7<br>3%               | 35<br>17%      |
| C. Catalogue search - aware or used  | 204   | 101<br>50% | 103<br>50%     | 153<br>75%  | 18<br>9%   | 10<br>5%              | 23<br>11%      |
| D. Download an eBook, eMagazine, eNewspaper or eAudio book - aware or used | 194   | 45<br>23%  | 149<br>77%     | 117<br>60%  | 26<br>13%  | 14<br>7%              | 37<br>19%      |
| E. Join the library - aware or used  | 199   | 104<br>52% | 95<br>48%      | 160<br>80%  | 13<br>7%   | 5<br>3%               | 21<br>11%      |
| F. Libraries website Livechat - aware or used                              | 188   | 20<br>11%  | 168<br>89%     | 77<br>41%   | 57<br>30%  | 8<br>4%               | 46<br>24%      |
| G. Online course - aware or used   | 191   | 24<br>13%  | 167<br>87%     | 94<br>49%   | 52<br>27%  | 12<br>6%              | 33<br>17%      |
| H. Online payment for overdue item - aware or used                         | 192   | 28<br>15%  | 164<br>85%     | 111<br>58%  | 34<br>18%  | 7<br>4%               | 40<br>21%      |
| I. Renew a loaned item - aware or used                                     | 200   | 97<br>49%  | 103<br>52%     | 162<br>81%  | 10<br>5%   | 6<br>3%               | 22<br>11%      |
| J. Report a problem - aware or used  | 195   | 62<br>32%  | 133<br>68%     | 133<br>68%  | 33<br>17%  | 9<br>5%               | 20<br>10%      |

Q17. Digital services

| Counts<br>Analysis %<br>z-test<br>Respondents                   | Total |            |                |             |            |                       |                |
|---|-------|------------|----------------|-------------|------------|-----------------------|----------------|
|   |       | Total used | Total not used | Total aware | Not aware  | Not used, would li... | Not interested |
| Base  | 2763  | 914<br>33% | 1849<br>67%    | 1864<br>67% | 376<br>14% | 127<br>5%             | 396<br>14%     |
| K. Request an item - aware or used                              | 203   | 108<br>53% | 95<br>47%      | 166<br>82%  | 13<br>6%   | 6<br>3%               | 18<br>9%       |
| L. Request or reset you library PIN - aware or used             | 196   | 53<br>27%  | 143<br>73%     | 134<br>68%  | 27<br>14%  | 11<br>6%              | 24<br>12%      |
| M. Update your details - aware or used                          | 196   | 69<br>35%  | 127<br>65%     | 143<br>73%  | 20<br>10%  | 11<br>6%              | 22<br>11%      |
| N. Use online reference resources e.g. Ancestry - aware or used | 198   | 53<br>27%  | 145<br>73%     | 133<br>67%  | 25<br>13%  | 14<br>7%              | 26<br>13%      |

**Q18. Would members of your organisation be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?**

| Counts<br>Break %<br>Respondents                       | Total                   | All       | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |          | Organisation Tier 4<br>user |           | Representation of organisation |                              |                    |
|--|-------------------------|-----------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|----------|-----------------------------|-----------|--------------------------------|------------------------------|--------------------|
|  |                         | All       | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user | Tier 4 user                 | Non user  | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|  |                         |           |                              |                                   |                         |                      |                       |   |          |                             |           |                                |                              |                    |
| <b>Base</b>  | <b>84</b>               | <b>84</b> | <b>14</b>                    | <b>2</b>                          | <b>8</b>                | <b>19</b>            | <b>21</b>             | <b>76</b>   | <b>6</b> | <b>43</b>                   | <b>41</b> | <b>42</b>                      | <b>48</b>                    | <b>35</b>          |
| <b>Q49</b>   |                         |           |                              |                                   |                         |                      |                       |   |          |                             |           |                                |                              |                    |
| <b>Library Activity<br/>Volunteer</b>                  | <b>43</b><br><b>51%</b> | 43<br>51% | 9<br>64%                     | 2<br>100%                         | 3<br>38%                | 11<br>58%            | 10<br>48%             | 40<br>53%   | 1<br>17% | 24<br>56%                   | 19<br>46% | 27<br>64%                      | 28<br>58%                    | 22<br>63%          |
| <b>Customer Services<br/>Volunteer</b>                 | <b>38</b><br><b>45%</b> | 38<br>45% | 7<br>50%                     | 1<br>50%                          | 3<br>38%                | 10<br>53%            | 10<br>48%             | 36<br>47%   | 1<br>17% | 19<br>44%                   | 19<br>46% | 25<br>60%                      | 19<br>40%                    | 20<br>57%          |
| <b>Baby and Toddler<br/>Rhymetime Volunteer</b>        | <b>31</b><br><b>37%</b> | 31<br>37% | 7<br>50%                     | 1<br>50%                          | 1<br>13%                | 8<br>42%             | 7<br>33%              | 28<br>37%   | 2<br>33% | 22<br>51%                   | 9<br>22%  | 17<br>40%                      | 23<br>48%                    | 13<br>37%          |
| <b>Home Library Service<br/>volunteer</b>              | <b>29</b><br><b>35%</b> | 29<br>35% | 9<br>64%                     | 1<br>50%                          | -<br>-                  | 7<br>37%             | 7<br>33%              | 25<br>33%   | 3<br>50% | 16<br>37%                   | 13<br>32% | 19<br>45%                      | 17<br>35%                    | 15<br>43%          |
| <b>Computer Training<br/>Volunteer</b>                 | <b>26</b><br><b>31%</b> | 26<br>31% | 6<br>43%                     | 1<br>50%                          | 2<br>25%                | 6<br>32%             | 6<br>29%              | 24<br>32%   | 1<br>17% | 17<br>40%                   | 9<br>22%  | 18<br>43%                      | 18<br>38%                    | 17<br>49%          |
| <b>Computer Support<br/>Volunteer</b>                  | <b>25</b><br><b>30%</b> | 25<br>30% | 6<br>43%                     | 1<br>50%                          | 2<br>25%                | 6<br>32%             | 6<br>29%              | 23<br>30%   | 1<br>17% | 16<br>37%                   | 9<br>22%  | 18<br>43%                      | 17<br>35%                    | 18<br>51%          |
| <b>Work Club Volunteer</b>                             | <b>24</b><br><b>29%</b> | 24<br>29% | 7<br>50%                     | 1<br>50%                          | 2<br>25%                | 6<br>32%             | 6<br>29%              | 22<br>29%   | 1<br>17% | 16<br>37%                   | 8<br>20%  | 16<br>38%                      | 18<br>38%                    | 15<br>43%          |
| <b>Library Ambassador<br/>(for 13 to 18 year olds)</b> | <b>22</b><br><b>26%</b> | 22<br>26% | 5<br>36%                     | 1<br>50%                          | 1<br>13%                | 7<br>37%             | 5<br>24%              | 19<br>25%   | 1<br>17% | 15<br>35%                   | 7<br>17%  | 13<br>31%                      | 18<br>38%                    | 13<br>37%          |
| <b>Mobile Library<br/>Support Volunteer</b>            | <b>19</b><br><b>23%</b> | 19<br>23% | 7<br>50%                     | 1<br>50%                          | 3<br>38%                | 3<br>16%             | 3<br>14%              | 18<br>24%   | -<br>-   | 12<br>28%                   | 7<br>17%  | 12<br>29%                      | 12<br>25%                    | 13<br>37%          |
| <b>Sensory Wall<br/>Volunteer</b>                      | <b>16</b><br><b>19%</b> | 16<br>19% | 5<br>36%                     | 1<br>50%                          | -<br>-                  | 2<br>11%             | 2<br>10%              | 14<br>18%   | 1<br>17% | 11<br>26%                   | 5<br>12%  | 10<br>24%                      | 12<br>25%                    | 12<br>34%          |
| <b>CreatorSpace<br/>Volunteer</b>                      | <b>13</b><br><b>15%</b> | 13<br>15% | 5<br>36%                     | 1<br>50%                          | -<br>-                  | 3<br>16%             | 2<br>10%              | 12<br>16%   | -<br>-   | 9<br>21%                    | 4<br>10%  | 9<br>21%                       | 9<br>19%                     | 9<br>26%           |
| <b>Code Club Volunteer</b>                             | <b>12</b><br><b>14%</b> | 12<br>14% | 5<br>36%                     | 1<br>50%                          | 2<br>25%                | 1<br>5%              | 1<br>5%               | 9<br>12%  | 2<br>33% | 10<br>23%                   | 2<br>5%   | 9<br>21%                       | 10<br>21%                    | 10<br>29%          |

**Q18. Would members of your organisation be interested in finding out any more about any of the volunteering roles, either on an occasional or regular basis?**

| Counts<br>Break %<br>Respondents                       | Total                   | Representation of organisation |                                    |  |  |           |           |   |
|--|-------------------------|--------------------------------|------------------------------------|--|--|-----------|-----------|---|
|  |                         | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women     | Men       | Lesbian, g-<br>ay or bise-<br>xual people |
| <b>Base</b>  | <b>84</b>               | <b>20</b>                      | <b>30</b>                          | <b>26</b>                                | <b>25</b>                                | <b>36</b> | <b>29</b> | <b>21</b>                                 |
| <b>Q49</b>   |                         |                                |                                    |  |  |           |           |   |
| <b>Library Activity<br/>Volunteer</b>                  | <b>43</b><br><b>51%</b> | 13<br>65%                      | 17<br>57%                          | 17<br>65%                                | 19<br>76%                                | 22<br>61% | 19<br>66% | 13<br>62%                                 |
| <b>Customer Services<br/>Volunteer</b>                 | <b>38</b><br><b>45%</b> | 12<br>60%                      | 16<br>53%                          | 14<br>54%                                | 14<br>56%                                | 19<br>53% | 16<br>55% | 13<br>62%                                 |
| <b>Baby and Toddler<br/>Rhymetime Volunteer</b>        | <b>31</b><br><b>37%</b> | 11<br>55%                      | 17<br>57%                          | 15<br>58%                                | 12<br>48%                                | 18<br>50% | 15<br>52% | 11<br>52%                                 |
| <b>Home Library Service<br/>volunteer</b>              | <b>29</b><br><b>35%</b> | 11<br>55%                      | 14<br>47%                          | 12<br>46%                                | 12<br>48%                                | 15<br>42% | 13<br>45% | 11<br>52%                                 |
| <b>Computer Training<br/>Volunteer</b>                 | <b>26</b><br><b>31%</b> | 12<br>60%                      | 14<br>47%                          | 12<br>46%                                | 12<br>48%                                | 15<br>42% | 15<br>52% | 12<br>57%                                 |
| <b>Computer Support<br/>Volunteer</b>                  | <b>25</b><br><b>30%</b> | 12<br>60%                      | 14<br>47%                          | 14<br>54%                                | 14<br>56%                                | 15<br>42% | 15<br>52% | 12<br>57%                                 |
| <b>Work Club Volunteer</b>                             | <b>24</b><br><b>29%</b> | 12<br>60%                      | 14<br>47%                          | 14<br>54%                                | 13<br>52%                                | 16<br>44% | 15<br>52% | 12<br>57%                                 |
| <b>Library Ambassador<br/>(for 13 to 18 year olds)</b> | <b>22</b><br><b>26%</b> | 10<br>50%                      | 14<br>47%                          | 11<br>42%                                | 10<br>40%                                | 13<br>36% | 11<br>38% | 10<br>48%                                 |
| <b>Mobile Library<br/>Support Volunteer</b>            | <b>19</b><br><b>23%</b> | 9<br>45%                       | 10<br>33%                          | 11<br>42%                                | 10<br>40%                                | 10<br>28% | 10<br>34% | 9<br>43%                                  |
| <b>Sensory Wall<br/>Volunteer</b>                      | <b>16</b><br><b>19%</b> | 10<br>50%                      | 10<br>33%                          | 9<br>35%                                 | 8<br>32%                                 | 9<br>25%  | 9<br>31%  | 10<br>48%                                 |
| <b>CreatorSpace<br/>Volunteer</b>                      | <b>13</b><br><b>15%</b> | 8<br>40%                       | 8<br>27%                           | 8<br>31%                                 | 7<br>28%                                 | 8<br>22%  | 8<br>28%  | 8<br>38%                                  |
| <b>Code Club Volunteer</b>                             | <b>12</b><br><b>14%</b> | 8<br>40%                       | 8<br>27%                           | 8<br>31%                                 | 7<br>28%                                 | 8<br>22%  | 8<br>28%  | 8<br>38%                                  |



**Q20. Does your organisation currently do any of the following? - Share a library building**

| Counts<br>Break %<br>Respondents    | Total      | All        | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |           | Organisation Tier 4<br>user |           | Representation of organisation |                              |                    |
|-------------------------------------|------------|------------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|-----------|-----------------------------|-----------|--------------------------------|------------------------------|--------------------|
|                                     |            | All        | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user  | Tier 4 user                 | Non user  | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|                                     |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Base                                | 198        | 198        | 34                           | 5                                 | 12                      | 48                   | 35                    | 175   | 19        | 88                          | 110       | 120                            | 114                          | 92                 |
| V51a                                |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Yes                                 | 33<br>17%  | 33<br>17%  | 6<br>18%                     | 5<br>100%                         | 1<br>8%                 | 4<br>8%              | 7<br>20%              | 30<br>17%   | 1<br>5%   | 19<br>22%                   | 14<br>13% | 23<br>19%                      | 21<br>18%                    | 21<br>23%          |
| No                                  | 141<br>71% | 141<br>71% | 20<br>59%                    | -<br>-                            | 8<br>67%                | 43<br>90%            | 26<br>74%             | 125<br>71%  | 14<br>74% | 55<br>63%                   | 86<br>78% | 84<br>70%                      | 77<br>68%                    | 56<br>61%          |
| No, but interested in<br>the future | 24<br>12%  | 24<br>12%  | 8<br>24%                     | -<br>-                            | 3<br>25%                | 1<br>2%              | 2<br>6%               | 20<br>11%   | 4<br>21%  | 14<br>16%                   | 10<br>9%  | 13<br>11%                      | 16<br>14%                    | 15<br>16%          |

| Counts<br>Break %<br>Respondents    | Total      | Representation of organisation |                                    |  |  |           |           |   | Organisation Tier 3<br>user vs non user |                    |
|-------------------------------------|------------|--------------------------------|------------------------------------|--|--|-----------|-----------|---|---|--------------------|
|                                     |            | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women     | Men       | Lesbian, g-<br>ay or bise-<br>xual people | Tier 3 user                             | Tier 3 non<br>user |
|                                     |            |                                |                                    |  |  |           |           |   |   |                    |
| Base                                | 198        | 56                             | 68                                 | 68                                       | 63                                       | 104       | 81        | 62  | 65                                      | 133                |
| V51a                                |            |                                |                                    |  |  |           |           |   |   |                    |
| Yes                                 | 33<br>17%  | 14<br>25%                      | 16<br>24%                          | 14<br>21%                                | 12<br>19%                                | 21<br>20% | 18<br>22% | 15<br>24%                                 | 7<br>11%                                | 26<br>20%          |
| No                                  | 141<br>71% | 32<br>57%                      | 41<br>60%                          | 42<br>62%                                | 41<br>65%                                | 68<br>65% | 52<br>64% | 37<br>60%                                 | 53<br>82%                               | 88<br>66%          |
| No, but interested in<br>the future | 24<br>12%  | 10<br>18%                      | 11<br>16%                          | 12<br>18%                                | 10<br>16%                                | 15<br>14% | 11<br>14% | 10<br>16%                                 | 5<br>8%                                 | 19<br>14%          |

**Q20. Does your organisation currently do any of the following? - Use space in a library for regular service delivery/activities**

| Counts<br>Break %<br>Respondents    | Total      | All        | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |           | Organisation Tier 4<br>user |           | Representation of organisation |                              |                    |
|-------------------------------------|------------|------------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|-----------|-----------------------------|-----------|--------------------------------|------------------------------|--------------------|
|                                     |            | All        | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user  | Tier 4 user                 | Non user  | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|                                     |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Base                                | 209        | 209        | 33                           | 4                                 | 12                      | 53                   | 39                    | 185   | 20        | 93                          | 116       | 124                            | 116                          | 90                 |
| V51b                                |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Yes                                 | 76<br>36%  | 76<br>36%  | 11<br>33%                    | 3<br>75%                          | 2<br>17%                | 21<br>40%            | 15<br>38%             | 71<br>38%   | 2<br>10%  | 36<br>39%                   | 40<br>34% | 51<br>41%                      | 42<br>36%                    | 38<br>42%          |
| No                                  | 111<br>53% | 111<br>53% | 17<br>52%                    | 1<br>25%                          | 7<br>58%                | 26<br>49%            | 22<br>56%             | 95<br>51%   | 15<br>75% | 45<br>48%                   | 66<br>57% | 61<br>49%                      | 60<br>52%                    | 41<br>46%          |
| No, but interested in<br>the future | 22<br>11%  | 22<br>11%  | 5<br>15%                     | -<br>-                            | 3<br>25%                | 6<br>11%             | 2<br>5%               | 19<br>10%   | 3<br>15%  | 12<br>13%                   | 10<br>9%  | 12<br>10%                      | 14<br>12%                    | 11<br>12%          |

| Counts<br>Break %<br>Respondents    | Total      | Representation of organisation |                                    |  |  |           |           |   | Organisation Tier 3<br>user vs non user |                    |
|-------------------------------------|------------|--------------------------------|------------------------------------|--|--|-----------|-----------|---|---|--------------------|
|                                     |            | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women     | Men       | Lesbian, g-<br>ay or bise-<br>xual people | Tier 3 user                             | Tier 3 non<br>user |
|                                     |            |                                |                                    |  |  |           |           |   |   |                    |
| Base                                | 209        | 54                             | 67                                 | 66                                       | 61                                       | 106       | 81        | 59  | 69                                      | 140                |
| V51b                                |            |                                |                                    |  |  |           |           |   |   |                    |
| Yes                                 | 76<br>36%  | 24<br>44%                      | 29<br>43%                          | 29<br>44%                                | 24<br>39%                                | 45<br>42% | 35<br>43% | 25<br>42%                                 | 25<br>36%                               | 51<br>36%          |
| No                                  | 111<br>53% | 22<br>41%                      | 27<br>40%                          | 28<br>42%                                | 28<br>46%                                | 50<br>47% | 37<br>46% | 26<br>44%                                 | 38<br>55%                               | 73<br>52%          |
| No, but interested in<br>the future | 22<br>11%  | 8<br>15%                       | 11<br>16%                          | 9<br>14%                                 | 9<br>15%                                 | 11<br>10% | 9<br>11%  | 8<br>14%                                  | 6<br>9%                                 | 16<br>11%          |

**Q20. Does your organisation currently do any of the following? - Use space in a library for occasional service delivery/activities**

| Counts<br>Break %<br>Respondents    | Total     | All       | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |           | Organisation Tier 4<br>user |           | Representation of organisation |                              |                    |
|-------------------------------------|-----------|-----------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|-----------|-----------------------------|-----------|--------------------------------|------------------------------|--------------------|
|                                     |           | All       | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user  | Tier 4 user                 | Non user  | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|                                     |           |           |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Base                                | 194       | 194       | 32                           | 4                                 | 11                      | 46                   | 37                    | 171   | 19        | 87                          | 107       | 114                            | 113                          | 86                 |
| V51c                                |           |           |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Yes                                 | 67<br>35% | 67<br>35% | 9<br>28%                     | 3<br>75%                          | 3<br>27%                | 15<br>33%            | 17<br>46%             | 66<br>39%   | 1<br>5%   | 34<br>39%                   | 33<br>31% | 40<br>35%                      | 41<br>36%                    | 34<br>40%          |
| No                                  | 98<br>51% | 98<br>51% | 18<br>56%                    | -<br>-                            | 4<br>36%                | 22<br>48%            | 17<br>46%             | 84<br>49%   | 11<br>58% | 36<br>41%                   | 62<br>58% | 56<br>49%                      | 53<br>47%                    | 37<br>43%          |
| No, but interested in<br>the future | 29<br>15% | 29<br>15% | 5<br>16%                     | 1<br>25%                          | 4<br>36%                | 9<br>20%             | 3<br>8%               | 21<br>12%   | 7<br>37%  | 17<br>20%                   | 12<br>11% | 18<br>16%                      | 19<br>17%                    | 15<br>17%          |

| Counts<br>Break %<br>Respondents    | Total     | Representation of organisation |                                    |  |  |           |           |   | Organisation Tier 3<br>user vs non user |                    |
|-------------------------------------|-----------|--------------------------------|------------------------------------|--|--|-----------|-----------|---|---|--------------------|
|                                     |           | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women     | Men       | Lesbian, g-<br>ay or bise-<br>xual people | Tier 3 user                             | Tier 3 non<br>user |
|                                     |           |                                |                                    |  |  |           |           |   |   |                    |
| Base                                | 194       | 52                             | 65                                 | 64                                       | 60                                       | 99        | 79        | 57  | 65                                      | 129                |
| V51c                                |           |                                |                                    |  |  |           |           |   |   |                    |
| Yes                                 | 67<br>35% | 18<br>35%                      | 24<br>37%                          | 24<br>38%                                | 19<br>32%                                | 40<br>40% | 33<br>42% | 20<br>35%                                 | 24<br>37%                               | 43<br>33%          |
| No                                  | 98<br>51% | 23<br>44%                      | 27<br>42%                          | 28<br>44%                                | 29<br>48%                                | 44<br>44% | 34<br>43% | 26<br>46%                                 | 35<br>54%                               | 63<br>49%          |
| No, but interested in<br>the future | 29<br>15% | 11<br>21%                      | 14<br>22%                          | 12<br>19%                                | 12<br>20%                                | 15<br>15% | 12<br>15% | 11<br>19%                                 | 6<br>9%                                 | 23<br>18%          |

**Q20. Does your organisation currently do any of the following? - Provide space in your building to ECC for an ECC-run library or library activities**

| Counts<br>Break %<br>Respondents    | Total      | All        | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |           | Organisation Tier 4<br>user |           | Representation of organisation |                              |                    |
|-------------------------------------|------------|------------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|-----------|-----------------------------|-----------|--------------------------------|------------------------------|--------------------|
|                                     |            | All        | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user  | Tier 4 user                 | Non user  | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|                                     |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Base                                | 189        | 189        | 33                           | 4                                 | 11                      | 42                   | 36                    | 165   | 20        | 86                          | 103       | 115                            | 111                          | 87                 |
| V51d                                |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Yes                                 | 11<br>6%   | 11<br>6%   | 3<br>9%                      | -<br>-                            | 1<br>9%                 | 2<br>5%              | 2<br>6%               | 10<br>6%  | 1<br>5%   | 8<br>9%                     | 3<br>3%   | 6<br>5%                        | 10<br>9%                     | 5<br>6%            |
| No                                  | 151<br>80% | 151<br>80% | 22<br>67%                    | 3<br>75%                          | 7<br>64%                | 37<br>88%            | 27<br>75%             | 134<br>81%  | 14<br>70% | 65<br>76%                   | 86<br>83% | 94<br>82%                      | 81<br>73%                    | 66<br>76%          |
| No, but interested in<br>the future | 27<br>14%  | 27<br>14%  | 8<br>24%                     | 1<br>25%                          | 3<br>27%                | 3<br>7%              | 7<br>19%              | 21<br>13%   | 5<br>25%  | 13<br>15%                   | 14<br>14% | 15<br>13%                      | 20<br>18%                    | 16<br>18%          |

| Counts<br>Break %<br>Respondents    | Total      | Representation of organisation |                                    |  |  |           |           |   | Organisation Tier 3<br>user vs non user |                    |
|-------------------------------------|------------|--------------------------------|------------------------------------|--|--|-----------|-----------|---|---|--------------------|
|                                     |            | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women     | Men       | Lesbian, g-<br>ay or bise-<br>xual people | Tier 3 user                             | Tier 3 non<br>user |
|                                     |            |                                |                                    |  |  |           |           |   |   |                    |
| Base                                | 189        | 54                             | 67                                 | 67                                       | 62                                       | 100       | 78        | 60  | 61                                      | 128                |
| V51d                                |            |                                |                                    |  |  |           |           |   |   |                    |
| Yes                                 | 11<br>6%   | 2<br>4%                        | 5<br>7%                            | 3<br>4%                                  | 2<br>3%                                  | 5<br>5%   | 4<br>5%   | 3<br>5%                                   | 2<br>3%                                 | 9<br>7%            |
| No                                  | 151<br>80% | 41<br>76%                      | 48<br>72%                          | 50<br>75%                                | 48<br>77%                                | 79<br>79% | 59<br>76% | 46<br>77%                                 | 54<br>89%                               | 97<br>76%          |
| No, but interested in<br>the future | 27<br>14%  | 11<br>20%                      | 14<br>21%                          | 14<br>21%                                | 12<br>19%                                | 16<br>16% | 15<br>19% | 11<br>18%                                 | 5<br>8%                                 | 22<br>17%          |

**Q20. Does your organisation currently do any of the following? - Provide space in your building to ECC for an ECC run library or library activities**

| Counts<br>Break %<br>Respondents    | Total      | All        | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |           | Organisation Tier 4<br>user |           | Representation of organisation |                              |                    |
|-------------------------------------|------------|------------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|-----------|-----------------------------|-----------|--------------------------------|------------------------------|--------------------|
|                                     |            | All        | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user  | Tier 4 user                 | Non user  | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|                                     |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Base                                | 182        | 182        | 30                           | 3                                 | 10                      | 41                   | 35                    | 158   | 20        | 82                          | 100       | 110                            | 105                          | 83                 |
| V51e                                |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Yes                                 | 9<br>5%    | 9<br>5%    | 2<br>7%                      | -<br>-                            | 1<br>10%                | 2<br>5%              | -<br>-                | 6<br>4%   | 2<br>10%  | 5<br>6%                     | 4<br>4%   | 5<br>5%                        | 8<br>8%                      | 5<br>6%            |
| No                                  | 144<br>79% | 144<br>79% | 20<br>67%                    | 2<br>67%                          | 6<br>60%                | 36<br>88%            | 26<br>74%             | 129<br>82%  | 13<br>65% | 62<br>76%                   | 82<br>82% | 89<br>81%                      | 75<br>71%                    | 62<br>75%          |
| No, but interested in<br>the future | 29<br>16%  | 29<br>16%  | 8<br>27%                     | 1<br>33%                          | 3<br>30%                | 3<br>7%              | 9<br>26%              | 23<br>15%   | 5<br>25%  | 15<br>18%                   | 14<br>14% | 16<br>15%                      | 22<br>21%                    | 16<br>19%          |

| Counts<br>Break %<br>Respondents    | Total      | Representation of organisation |                                    |  |  |           |           |   | Organisation Tier 3<br>user vs non user |                    |
|-------------------------------------|------------|--------------------------------|------------------------------------|--|--|-----------|-----------|---|---|--------------------|
|                                     |            | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women     | Men       | Lesbian, g-<br>ay or bise-<br>xual people | Tier 3 user                             | Tier 3 non<br>user |
|                                     |            |                                |                                    |  |  |           |           |   |   |                    |
| Base                                | 182        | 51                             | 63                                 | 63                                       | 58                                       | 96        | 75        | 56  | 60                                      | 122                |
| V51e                                |            |                                |                                    |  |  |           |           |   |   |                    |
| Yes                                 | 9<br>5%    | 2<br>4%                        | 3<br>5%                            | 2<br>3%                                  | 2<br>3%                                  | 4<br>4%   | 3<br>4%   | 3<br>5%                                   | 2<br>3%                                 | 7<br>6%            |
| No                                  | 144<br>79% | 38<br>75%                      | 45<br>71%                          | 47<br>75%                                | 43<br>74%                                | 76<br>79% | 57<br>76% | 42<br>75%                                 | 53<br>88%                               | 91<br>75%          |
| No, but interested in<br>the future | 29<br>16%  | 11<br>22%                      | 15<br>24%                          | 14<br>22%                                | 13<br>22%                                | 16<br>17% | 15<br>20% | 11<br>20%                                 | 5<br>8%                                 | 24<br>20%          |

**Q21. If the library service was withdrawn from your nearest library/libraries would it have an impact on...Your organisation**

| Counts<br>Break %<br>Respondents | Total      | All        | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |           | Organisation Tier 4<br>user |           | Representation of organisation |                              |                    |
|----------------------------------|------------|------------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|-----------|-----------------------------|-----------|--------------------------------|------------------------------|--------------------|
|                                  |            | All        | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user  | Tier 4 user                 | Non user  | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|                                  |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Base                             | 221        | 221        | 35                           | 5                                 | 12                      | 58                   | 40                    | 195   | 22        | 99                          | 122       | 130                            | 122                          | 93                 |
| V52a                             |            |            |                              |                                   |                         |                      |                       |   |           |                             |           |                                |                              |                    |
| Yes                              | 174<br>79% | 174<br>79% | 16<br>46%                    | 3<br>60%                          | 12<br>100%              | 52<br>90%            | 31<br>78%             | 162<br>83%  | 9<br>41%  | 76<br>77%                   | 98<br>80% | 103<br>79%                     | 92<br>75%                    | 73<br>78%          |
| No                               | 29<br>13%  | 29<br>13%  | 13<br>37%                    | 2<br>40%                          | -<br>-                  | 2<br>3%              | 7<br>18%              | 19<br>10%   | 10<br>45% | 12<br>12%                   | 17<br>14% | 18<br>14%                      | 18<br>15%                    | 12<br>13%          |
| Not sure                         | 18<br>8%   | 18<br>8%   | 6<br>17%                     | -<br>-                            | -<br>-                  | 4<br>7%              | 2<br>5%               | 14<br>7%  | 3<br>14%  | 11<br>11%                   | 7<br>6%   | 9<br>7%                        | 12<br>10%                    | 8<br>9%            |

| Counts<br>Break %<br>Respondents | Total      | Representation of organisation |                                    |  |  |           |           |   |
|----------------------------------|------------|--------------------------------|------------------------------------|--|--|-----------|-----------|---|
|                                  |            | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women     | Men       | Lesbian, g-<br>ay or bise-<br>xual people |
| Base                             | 221        | 58                             | 69                                 | 69                                       | 64                                       | 115       | 86        | 62  |
| V52a                             |            |                                |                                    |  |  |           |           |   |
| Yes                              | 174<br>79% | 40<br>69%                      | 52<br>75%                          | 50<br>72%                                | 48<br>75%                                | 93<br>81% | 64<br>74% | 45<br>73%                                 |
| No                               | 29<br>13%  | 12<br>21%                      | 10<br>14%                          | 13<br>19%                                | 10<br>16%                                | 14<br>12% | 14<br>16% | 11<br>18%                                 |
| Not sure                         | 18<br>8%   | 6<br>10%                       | 7<br>10%                           | 6<br>9%                                  | 6<br>9%                                  | 8<br>7%   | 8<br>9%   | 6<br>10%                                  |

**Q21. If the library service was withdrawn from your nearest library/libraries would it have an impact on...The people your organisation represents/ serves**

| Counts<br>Break %<br>Respondents | Total      | All        | Organisation Type            |                                   |                         |                      |                       | Organisation visited Li-<br>brary within last 12 m... |           | Organisation Tier 4<br>user |            | Representation of organisation |                              |                    |
|----------------------------------|------------|------------|------------------------------|-----------------------------------|-------------------------|----------------------|-----------------------|---|-----------|-----------------------------|------------|--------------------------------|------------------------------|--------------------|
|                                  |            | All        | Town or<br>parish<br>council | District or<br>borough<br>council | Other<br>public<br>body | Communit-<br>y group | Registered<br>charity | User  | Non user  | Tier 4 user                 | Non user   | Older<br>people                | Children/<br>young<br>people | Disabled<br>people |
|                                  |            |            |                              |                                   |                         |                      |                       |   |           |                             |            |                                |                              |                    |
| Base                             | 227        | 227        | 36                           | 9                                 | 11                      | 59                   | 41                    | 200   | 23        | 102                         | 125        | 136                            | 129                          | 97                 |
| V52b                             |            |            |                              |                                   |                         |                      |                       |   |           |                             |            |                                |                              |                    |
| Yes                              | 221<br>97% | 221<br>97% | 35<br>97%                    | 9<br>100%                         | 10<br>91%               | 57<br>97%            | 41<br>100%            | 196<br>98%  | 22<br>96% | 97<br>95%                   | 124<br>99% | 133<br>98%                     | 126<br>98%                   | 96<br>99%          |
| No                               | 3<br>1%    | 3<br>1%    | 1<br>3%                      | -<br>-                            | -<br>-                  | 1<br>2%              | -<br>-                | 2<br>1%   | 1<br>4%   | 3<br>3%                     | -<br>-     | 3<br>2%                        | 1<br>1%                      | 1<br>1%            |
| Not sure                         | 3<br>1%    | 3<br>1%    | -<br>-                       | -<br>-                            | 1<br>9%                 | 1<br>2%              | -<br>-                | 2<br>1%   | -<br>-    | 2<br>2%                     | 1<br>1%    | -<br>-                         | 2<br>2%                      | -<br>-             |

| Counts<br>Break %<br>Respondents | Total      | Representation of organisation |                                    |  |  |            |           |   |
|----------------------------------|------------|--------------------------------|------------------------------------|--|--|------------|-----------|---|
|                                  |            | Transgend-<br>er people        | Pregnant<br>women or<br>new mot... | Black and<br>ethnic min-<br>ority peo... | Religious<br>or faith co-<br>mmunity/... | Women      | Men       | Lesbian, g-<br>ay or bise-<br>xual people |
| Base                             | 227        | 59                             | 72                                 | 72                                       | 65                                       | 115        | 89        | 65  |
| V52b                             |            |                                |                                    |  |  |            |           |   |
| Yes                              | 221<br>97% | 59<br>100%                     | 70<br>97%                          | 70<br>97%                                | 65<br>100%                               | 112<br>97% | 87<br>98% | 63<br>97%                                 |
| No                               | 3<br>1%    | -<br>-                         | 1<br>1%                            | 1<br>1%                                  | -<br>-                                   | 2<br>2%    | 1<br>1%   | 1<br>2%                                   |
| Not sure                         | 3<br>1%    | -<br>-                         | 1<br>1%                            | 1<br>1%                                  | -<br>-                                   | 1<br>1%    | 1<br>1%   | 1<br>2%                                   |

**Q23. Does your organisation primarily work with or represent people with any of these groups of people?**

| Counts<br>Break %<br>z-test<br>Respondents |            |
|--|------------|
| Base                                       | 203        |
| Q54  |            |
| Older people                               | 139<br>68% |
| Children/ young people                     | 129<br>64% |
| Women                                      | 120<br>59% |
| Disabled people                            | 100<br>49% |
| Men  | 91<br>45%  |
| Black and ethnic minority people           | 73<br>36%  |
| Pregnant women or new mothers              | 72<br>35%  |
| Religious or faith community/ies           | 67<br>33%  |
| Lesbian, gay or bisexual people            | 66<br>33%  |
| Transgender people                         | 60<br>30%  |

**Q24. Would your organisation be interested in partnering to support the delivery of library services run by Essex County Council in tier 2, 3 or 4? Examples include providing space for us to run groups and activities outside libraries, providing space to house libraries, providing staff or volunteers to increase our capacity and help meet more needs?**

| Counts<br>Break %<br>z-test<br>Respondents |            |
|--|------------|
| Base                                       | 201        |
| Q55  |            |
| Yes  | 58<br>29%  |
| No   | 143<br>71% |

**Q25. Would your organisation be interested in running or being involved with a community-run library in a tier 3 or tier 4 location?**

| Counts<br>Break %<br>z-test<br>Respondents |            |
|--|------------|
| Base                                       | 207        |
| Q56  |            |
| Yes  | 46<br>22%  |
| No   | 161<br>78% |



# Appendix 8 – Evaluation criteria (Q9) – 'other' comments

## Individuals and family respondents

- My local library in Stansted was knocked down circa 2 years ago in order to build a bigger & better library. Since it was demolished a very temporary mobile library was available, when it showed up, and now a temporary base in the old mother & baby site is being used to facilitate this, it's on a much smaller site, limited books & no computer resource. Is it any wonder the numbers have reduced when the service has deteriorated so much during this period? I am a regular library user & would have to drive to saffron Walden on a Saturday, my only day off, which won't be convenient. How on earth are the elderly & less able going to cope with this monumental change? Stansted is increasing its population year on year, yet more houses have been built, there is no other library within a 2 mile walk, to close it down would be madness.
- Schools. Many students use the library spaces for study in Saffron Walden, and libraries can provide advice and further reading for pupils. An area with more schools has a greater need of a library. Also, areas of high unemployment, where people may not be able to afford a computer, but need to learn new skills. You have not provided the option of agreeing with certain of your aims and not others.1) Have books and reading at the heart of our library service offer Books and reading may be separating. Books have, in many cases, the veracity of being publisher and peer-reviewed, which gives them an advantage over internet content from unspecified sources, and the perennial problem of fake news. The library as a source of reliable, verified information has great potential which merits further exploration. Reading can also be extended to programming languages, which the BBC reports will soon be taught to each child. A librarian with the ability to compile a reading list on Ruby, Java or Python will surely be of great value to children, schools and children's employment prospects. However, books now sold in bookshops are increasingly beautifully, intricately designed novelty items divorced from the act of reading. Books are moving toward designed artefacts - there is scope here for art, design and a cafe culture. Caffe Nero opposite Cambridge rail station cleverly combines an extensive bookcase with classical music and a comfortable study space. It is very popular, and prospers.2) Have a class-leading eLibrary and embrace digital technology. This is essential. Information is now readily accessible online - but it is not moderated or verified online. The challenge today is not finding an ebook, but establishing the veracity of its information. Libraries could be a major and wonderful resource in recommending reliable sources of information and filtering out the tall tales and unreliable news sources. This is the resource vitally needed in the present internet age. People come to library reference sections to find truth - truth may have become abstract online, but readers are still searching for it.3) Have a smaller number of libraries more effectively focused on meeting the needs of communities This can be read to mean you are going to fire a large number of librarians and quite probably sell or repurpose some wonderful old buildings. Please note how you will redistribute these staff and who exactly you propose to sell the buildings to before asking library user to agree to this. My local library's librarians are a dedicated, community-focussed staff. They deserve more respect than this casual bulletpoint awards them.4) Work in partnership with our communities to run and improve library services a) Have you thought about partnering with rail stations? The station at Newport, Essex has a small collection of books to be borrowed and exchanged by passengers.

There's also a station in Japan that has a whole wall of books for commuters. Rail stations are community hubs, so these books are very accessible. Cafes and places of worship also tend to have good book collections) Q15 is a nice idea, but does running a library next to a swimming pool really sound practicable? Leisure centre and village hall staff have no library or catalogue training - you are likely to lose track of books.c) If a community group chooses to run a library, who will retain ownership of the books? Will they belong to you, to the physical library, or to the community group? If they belong to you, will you write a contract to note you have ownership of the books, but not the space in which they are stored or the way in which they are used? Are you lending them to the community as a group? d) This bullet pointed ambition is vague, but can be read to imply relying on unpaid staff and volunteers, which again may mean firing a number of librarians. Volunteers, though well-intentioned, are low on time. In the current economic climate, people will need to work to eat - they are unlikely to have time to staff a library full-time for free. This will not be an improvement - it is likely to lead to the abandonment or dissolution of volunteer libraries. Also, do you really believe community volunteers will have specialist conservation training for the handling of antique books? Or are you planning to sell those? 5) Offer a consistently good customer experience. It would be good to include more detail here. With reduced funding, staff and buildings, how exactly are you planning to accomplish this? A warm smile and a great reading list go a long way - but there have to be staff to smile and write the list, or at the very least to program the website. Training all staff in web development would be a huge step forward, both for the libraries and the individuals. There are successful websites which rely on the curation of lists and maintenance of online collections - skills in which librarians excel. Developing a virtual online space for library users with forums and dialogues, with a physical community meeting space is one way forward. The key question here is: why do people read? Your summary includes a lot of information about the libraries, but what about the readers? Successful businesses know the customer or user is key - the business is designed around their needs, not vice versa. If you are truly interested in good customer experience, you must survey your customers. What are they reading? Where are they reading it? How are they reading it? Why are they reading it? What do they want that they don't have, and how can you provide it? Don't give me a list of things you think you might be able to provide - ask me what I actually need, and then tell me how much of it can be achieved. Regarding question 10: I would need to see a more detailed proposal regarding further development of the ebooks section of the library before answering this question. The fact that only one person can borrow an ebook at any one time is, for example, ridiculous in practical terms. Please note: You have not mentioned how you will use the Deprivation index - whether higher or lower deprivation will be of greater need of a library. You also have not mentioned how you will use the Social isolation index. Therefore, how is it possible for a surveyed library member to agree or disagree with your unspecified usage of these criteria?

- Qualitative survey
- The social aspect of (no doubt) all these libraries is totally lacking in all your proposals!!. This survey makes no reference to the fact that these libraries (Shenfield, in my case) act as a focal point for the community at large, be it somewhere warm and dry for a person to visit, to read the paper, meet and converse with other (perhaps lonely, infirm or disabled) people. Our library is a place where all people, young and old feel welcome by the staff and other users. A place to browse and not necessarily take out a book. A place to sit quietly, a place to listen to children enjoying reading or looking at books that they read in situ and not necessarily taking out on loan. These libraries are historically somewhere local to pop into to find out local information that would not be possible in larger libraries because of the cost of parking, bus fares etc. Your proposals take no note of the number of PEOPLE who enter their libraries each week, instead you base all your criteria on book loans -

which is totally missing the point! Local libraries, also act as distribution points for (in my case) hearing aid batteries and I have to visit mine 18 to 20 times a year to replace my batteries! My nearest alternate distribution points are Brentwood Community Hospital and/or Brentwood Library, both of which are much more difficult to get to, not to mention my carbon footprint getting there by car that number of time - as I currently walk to Shenfield. Likewise Shenfield library is the only local outlet for free orange and white waste sacks which are heavy items that older people would not relish carting all the way from Brentwood! Likewise, if I want to buy something I can consult the Which magazine more easily and conveniently in Shenfield than Brentwood. As a former childminder I could borrow up to 15 children's books at one time, I and my minded children could choose from a great number of books held in Shenfield Library without knowing what we wanted - these could be loaded onto my pushchair and walked home. This ease of choice and accessibility would no longer be available under your proposals - thereby depriving children of choice and the chance to explore books. There would be no way I would ever contemplate taking 3 young children into Brentwood to do this and still retain my sanity! Shenfield is a thriving town, its population is increasing all the time, it has main line links to London and beyond. It will continue to grow and yet you deem it right to replace its library with an inferior example. Your proposals are flawed because they do not take account of local needs, all you care about is saving money, and I might add that according to our Prime Minister austerity is over! If you want to make money, employ more parking wardens and catch all those who park on pavements, double yellow lines and in disabled parking bays. That could easily offset the cost of retaining Shenfield Library.

- There is only criteria and that is providing education and free access to books for the community as was intended by the creation of the library service there is more to life than costs and your assumptions are a continued fall in library use which will definitely happen if you close libraries. You are creating a self-fulfilling prophecy
- Community needs, valuing staff, Not wasting money on other less important projects.
- Consider late fees more ethically. By this I mean under 16s are not charged late fees. However if they take out an adult book for example an A Level education book and keep it passed the allowed time they will be charged late fees for it. This either needs to be stopped because under 16s are not supposed to pay late fees or at least inform the child that the policy does not apply to taking adults books out on a child card. This shouldn't even be a possibility anyway as the Library workers should not allow children to take out adult books anyway.
- In my view you have covered the main criteria
- Whether provision of associated services would be affected by a change in the library estate. For example, some third party lenders on interlibrary loan will only lend some books for use in a public library building.
- Offering CD hire is also an important service for people to try new types of music. I do feel that £1.10 is a suitable rate, but feel that 7 days is little time to try the CD and then return it, especially as some libraries do not offer the night drop off box service (South Woodham Ferrers). I cannot understand why the Chelmsford library has so much empty space when it could be used to stock more books.
- Both me and my wife are in our seventies as are many users of the library in Walton all of which pay a hefty community charge and receive very little in return perhaps the council can explain in closing Walton library just where saving will be spent as for the disabled young and old this is catastrophic
- Bring in the private sector, to create other needs.
- Yes please tell me if there is another free community premises within our community where we can go feel safe, don't have to buy anything and it is something that over 60 years I have paid for, especially as I have paid for this service AND NO OTHER COUNTY FACILITY is available unless I want to go swimming, use a gym AND I

DON'T either swim or need to use a gym because I haven't smoked like a chimney or drunk like a fish!

- The amount of money paid in council tax for the area so as Billericay is a major contributor to the money received by local government means we should have a decent library and resources without having to travel long distances and if you close a library you should think of the environmental issues this causes in extra car journeys on ever increasing congested roads and the wear and tear to road surfaces and also all the new housing developments planned around Essex hundredfold of thousands of more residents
- I use the library as a meeting place for our group at Galleywood.....people talk to us while we are there.....so you get to know other people in the area to keep the village feel of Galleywood. The next nearest library is at the vineyards not easy to get to when people are disabled/elderly. I personally would find it difficult to use the library in Chelmsford as there is no disabled parking nearby. I pay the same council tax as people in Chelmsford but will not get the same access to a library that's not fair nor right or will I get a reduction in council tax to reflect my reduced library service?
- How about a person pays over a £1000 council tax a year and should get his rubbish taken away once a week and be able to walk in to a library where someone has bought some books in the last decade as a criteria?
- Mental health referrals in the area. Usage should not be defined by card use but by numbers of people in the library (attending organised children's events or going to the library to socialise while reading). Essex county council should also consider reducing wages of senior staff or redundancies of senior high paid positions to pay for libraries because libraries are the only free social place left in towns and villages.
- Do they provide a service?
- Basildon Library is just ripping off peoples.... they are most daylight robbery from taxpayers.... did you seen for children.... they have to pay 20pence per day for late submission of books... that's ridiculous... you have to entertain children's for reading books... no one happy with Basildon council library they just ripping off peoples... I never seen this kind of horrible charges like criminal type of fines of young generations and old age people who forgotten to return library books.... if you use any library service they charge like they providing 5 star hotel facility... sooner no one going to use Basildon library ... that's main reason Basildon local people and students prefer to use another county's library and avoiding even enter in Basildon council operated any library
- You can't assess need in this way. The fewer people using the libraries these days are needing them twice as much – e.g. people who aren't familiar with computers having to wrestle with them for Universal Credit applications. Instead of assessing need why not concentrate your efforts in seeing what added offers libraries can provide. Give, not take away. The major need is for the Government to spend loads more on public services!! They're vital!!
- Libraries are community hubs. To close them down is to take away an important asset which brings people together. Libraries aren't just books and the internet (self-evidently important in the age of austerity). They are a refuge for single mothers, for older people. That is why we won't let you take them away. You don't provide street lights.....you don't fix potholes...you don't support transport investment (buses going...no money into Epping Ongar railway). You are a disgrace.....you won't take this away from residents.
- I do not think that population should be considered.
- Areas of deprivation and those people/families who suffer isolation need to be targeted. So often reading is not part of a family's routine and libraries can sometimes appear off-putting and not very welcoming. Parents can often be working at weekends and evenings so encouraging them to spend time with their child at a



library can be very difficult. Maybe an approach via supermarkets such as a book corner as a welcoming introduction. For people who can feel so isolated, possible out-reach/ tea and biscuit for £1? Advertise not just on the library notice board but at/through medical centres, post offices etc.?

- If you reduce the libraries overall, or spread them further apart, or open them for less days per week, then you are bound to get reduction in users. A five year reduction is very abrupt for something in public use. The library service should take a hard look at what they have done that is different in the past five years because, I believe, therein will be found the sudden and 'apparently ?' inexplicable reason why they have less customers. If the ECC is looking to save money on library use, then I would suggest that the internet facility in public libraries is superfluous. There are very few homes that do not have the internet these days and even fewer people who would take a trip to the library to use the internet
- It seems pointless and a waste of tax payers money to keep open small libraries than nobody uses
- You should certainly be looking at future development in an area, not current population. In the case of Silver End the number of houses being built is high, 350 on one estate alone. Not only that money was spent on moving the library only 2 years ago, I would consider this a waste of Council taxpayers' money and a short action in view of the growth in the area. You should also consider that Libraries are a very important need in an area to help combat isolation.
- Although it might not be within the library service remit the fact that this is one of the few areas of community left, I think it is important to acknowledge the fact that the library is a very important part of many people's lives. Could they not include a bookshop for instance, a cafe (with decent coffee - you need to be as good as the chains!!). In Brentwood there are already many activities bringing families in - but the existence of the smaller, very local libraries is really really important. I would like to be told how much the saving is compared with savings in other council expenditure areas. Is it really worth chipping away at the fabric of society for minimal savings?
- If a library is closed then it will mean that there is another empty building in the village. Village shops are disappearing and local independent businesses are struggling. What strategy does the council have for these empty buildings after it has closed the libraries?
- Home delivery is an essential service, as so many local residents are unable to travel to their local library and rely on volunteers selecting and delivering reading and listening material,
- I do not think there is a need for any libraries and the money would be better spent on the police or other services. There is already a mobile library service, which I agree is still needed, whether council or voluntary run, and maybe this service should be expanded.
- Future Use /Future Population growth /Future population changes. The absolute best case scenario is that in the short term reducing the number of libraries may save some money, but that will only be in the short term. Should any change occur which may mean reinstating a library the cost saved will be completely lost and result in a cost many times greater than what was saved. This is without taking into consideration the damage done to the community the library serves when it is closed. I strongly believe that cost saving policies should not be allowed to be considered only in the short term, or more specifically only over the amount of time an official making the decision will be in office. There are many real examples I can give of this short sightedness, the most obvious being the closure and relocation of Passmores school, on for it have to be reopened and refurbished again at a significant cost loss over any savings made. I also strong feel that the officials who make those decisions should have to pay a penalty as a matter of principle

- Proximity of library to high schools and colleges maybe not for the lending of books but a quiet space to do homework, projects and access internet. Until I saw a piece about this survey from our residents assoc. I didn't realise there was a library in Debden thought it closed when Epping college was rebuilt, an idea maybe to have alternate openings days between Loughton and Debden libraries? I noted with interest your idea of swipe card entry I would be concerned about security of individuals, theft and vandalism which is rife in Loughton/Debden.
- We the rate payers do not get much for our money, we demand our libraries stay.
- There should be a library in every town, many families rely on it. Perhaps also base it on the success of events from the libraries. For example, for Manningtree library the numbers are high for participation in the summer reading challenge. The council will take away many kids enthusiasm for this event and numbers will fall as families can't go to other places to join it. Also the staff members that will lose their jobs.
- access to toilets
- In the case of Stansted Mountfitchet, you may or may not know that the redevelopment of the library has been delayed by poor a council survey leading to a forced closure over past few years. There is an elderly population in the area which would benefit from the new library once opened. The site will also include parish council offices and if not allowed to continue to function will be a waste of £400,000.
- The opportunity to have access to other libraries outside the Essex Libraries system without having to pay such high fees I believe it is £7 per loan at present.
- I have to pay taxes and expect to have a local library. If you want to remove services you should remove them whole scale. Why should I have to pay for other people to have a library when our local community wouldn't?
- I'm probably in a minority but local history writing has been an interest for 50 years and I wonder what will happen to all the little odd booklets and local village histories tucked in corners I so often consulted, there for years and nowhere else, good for research and not on the internet. Will they vanish in the sands of time in the changes? I remember a time when many sat in that quiet corner.
- Close libraries in Conservative voting areas
- The ebook aspect for range and choice is very poor compared with the physical copies available in the library - if the reduction of libraries is to take place the ebooks facilities would need to greatly improve
- I don't think deprivation should be used as an indicator. There could be a relatively affluent area but with some residents who are deprived. It is wrong that library services should be withdrawn on the assumption that most don't need them as you could be depriving the few who rely on them
- What other services Essex County Council provide in that area. Why are only people who live in towns being catered for when we ALL pay council tax? Some get all manner of services, village residents get roads/nothing
- You need to keep Wivenhoe Library open as a proper functioning library. Among other things it has a car park so those of us who are no longer able to walk very far can use it, which is more than be said for Brightlingsea. We will be watching for how our Councillor votes and a vote for closure will ensure that our vote at the next election will go elsewhere.
- The rate of council tax paid for the borough and the element for individual villages. i.e. Tiptree is very high but no street lights at night, no police station and is now facing the prospect of having their library closed.
- The proposals are good in theory but the practicalities of letting people know about services and supporting the setting up of such services will need a trained team with clear vision and drive. I run the (name removed) at Braintree and it has taken a while to get this up and running. It's well supported now but it needs constant updating to keep it fresh and relevant. I am constantly trying to bring in new visitors.

- It is extremely important to acknowledge that not everyone has IT equipment, which is expensive and difficult to some people to use. The libraries are a very important social centre especially, as is pointed out, for the elderly, young mothers and those who are less well-off. If they are not being used so much, perhaps measures should be taken to promote and publicise their services. Surely the expense of running them is, comparatively speaking, not a major county expenditure. Start by reducing overblown salaries at the top of the heap, for example.
- Think of young family with no car and couple of kids under 5. I would not bother getting on a bus or tube to get to the library, it would need to be walking distance to our home. For people it is a meeting point, young children see other children reading books, old people socialise. I would prefer my council tax money go towards this than another MP sitting in the office.
- Rural nature of the area where the service is provided, which can act as a restriction to use. If you close Stansted library, the nearest library is in the neighbouring county of Hertfordshire, so council tax would have to be reduced, as you would not be providing a service to an Essex community. Harlow is 10 miles away, Saffron Walden has limited transport links.
- need to do some outreach - and focus on lived experiences and value
- Compare salaries of Essex county council's executives and managers in 2001 vs 2018, then compare spending on libraries across Essex in 2001 vs 2018 - let us know which has grown by the most.
- Yes. I use a mobile Library in Tollesbury. It's not mentioned in your survey. Therefore the survey is not valid. I shall be commenting about this on social media.
- I feel that what's missing here is the old idea of a library as a quiet space. I think this is still very important. A designated quiet space in an increasingly noisy world. A space for quiet study - I used the library for quiet study when I was an OU student. A space for quiet reading - a haven from e.g. mobile phone chatter and the general intrusive/inconsiderate/rude noisiness of the modern world. (Whatever happened to Shhhhhh!) The library has lost its way here over the last years - in an effort perhaps to be an inclusive multi-purpose open community space. I think this loses sight of what makes/made the library so vital.
- It is stated above that you are using current population statistics, not projected growth. Essex local authorities, over many years, have consistently failed to forecast the needs of the local population. Take traffic forecasts, although this is only one example. Local authorities in Essex have failed abysmally over the years to get this right. Moreover, planning permission is, almost without exception, granted without regard to the demands placed upon resources. Needless to say police stations are another example. So why do you think you'll get this one right? On a constructive note you could probably save quite a bit of money by reducing the size of the library in Chelmsford.
- Library closures. Have you considered the users of libraries who do not take books on loan but use it as a source of reference? As I presume you have no way of measuring this (unless you use footfall monitoring) how can you not include this as one of the criteria? On a similar note how many people access County council services, offices, facilities, Councillors? Are they in the same range as has been used for deciding on library closures? If this is not measured should it not be? If they are surely we should get rid of a percentage of wasteful County Council Operatives and buildings? I look forward to a response but very much doubt that I will receive anything other than a standard letter, possibly grammatically incorrect and probably misspelled in places.
- Hadleigh Library is local and the staff are friendly and helpful
- Social isolation should have a higher percentage. I also feel if community is paying for a service it should receive a service irrelevant of its financial status

- For the older person and people with mental health issues libraries are somewhere to go and meet people a reason to go out keep the smaller libraries get rid of the larger ones keep communities alive the older person will walk to the library but we will not go on a bus to one sometimes it not about money if you want to save money look at the way the councils are run get the people working for the council we the tax payer are paying them to stay at home it will be good for their mental health please leave Writtle Library open
- An outdated service
- It is critical that ECC provides a reading, loan and on-line service to all the residents of the county and it is beholden upon them to provide this service without resorting to closures. Perhaps the closure of overlapping and under capacity council offices should be given higher consideration, I'm especially minded of the duplication, even triplication, in the Tendring area!
- Much higher rating for social isolation and much lower for location. 2 miles is as good as 100 miles if people can't walk far/don't drive/don't have - or can't access a public bus service etc. - which is the case in my village. Using deprivation as a metric is obviously a very right and PC thing to do - however - what I suspect this means is that libraries in locations scoring highly on the deprivation scale will be kept open - and the deprived families still won't use them. Just like the children's centres, that provided free support and events for families and were clearly designed for deprived families, but ended up being used by middle class families while the target audience didn't attend. That's obviously a really big social issue - but I just don't want libraries to fall in to this trap of providing for the people that one thinks \*should\* use them - when whatever interventions are put in place - they still won't (sadly)
- Any assessment must consider that reduced usage of libraries is coming in a context of lack of investment in comprehensive and accessible public services of all kinds, libraries included. It does not in any way demonstrate reduced need; rather, it frequently speaks to a lack of outreach and integration of libraries with their communities that come with poorly supported service. The need is greater than ever, as inequalities deepen and support for individuals and families decreases. It is not logically nor ethically sound to spend years under-funding and weakening a service, only to then deem it inefficient or unneeded. The council has a duty of care to provide needed services to its constituency, and these assessments of usage tell us nothing about how well the council is making its services known and accessible.
- Leave the libraries alone - we pay for this service, you have taken away street lighting and many other services - just what services are we paying for. The elderly are unable to travel to the libraries not affected and the majority do not have access to computers let alone use them.
- Yes. I live in Leigh-on-Sea, within walking distance to Leigh Library. However due to this library now coming out of ECC, it is no longer fit for purpose. Less titles available to reserve from the catalogue within the Southend network, meaning they need to be ordered from SELMS at a cost of £3 per book. Fewer ebooks and audio books are available on Borrowbox on the Southend instance than in ECC. As a result I have to use my nearest local Essex Library, accessible by a direct bus, which is Hadleigh and I note that has been classified as Tier 3. I am extremely concerned that I won't have a library service I can use if this consultation results in another closure.
- Quality of service and acting as a community hub
- The common sense one. You should think how can I consider shutting Tiptree library when I have already greatly reduced the library buses in the smaller surrounding villages of Tiptree and then I have the cheek to consider shutting Tiptree library. Not everyone is interested in this hideous digital age especially the aging population of villages. I am not old but like the old school way and appreciate how it's a meeting place for elderly who would be otherwise lonely. When you consider the appalling amount of waste age and greedy higher up positions held by government's and



councils it makes the average person shake their head in disgust when you start mentioning that these things need to close to save money.

- Using criteria such as the ones proposed in the strategy are inadequate to truly measure the impact and difference a good library service makes. You are looking to apply hard target measures to something that is primarily a soft target enterprise. You will always be able to find numbers to justify cuts, but that does not mean the service should be cut. It is a service, not a profit making business. Therefore those standards do not apply and will always give a skewed picture.
- No need for library
- Libraries are portals to all of the world's knowledge. Only a tiny fraction of the world's information is available for free on the internet. But all of it is available through libraries.
- Connection and integration with public needs. More awareness of out-reach, your social media group seem lacking.
- This is a retrograde step I have worked in and used the library service for 40 years and the value they bring to a community are tenfold I am in a private library at the moment for children, and the necessity of the summer reading challenge which is accessible in the branch libraries is paramount to getting children off of computers and involved with books. These small branch libraries will never be replaced and it is something our grandparents fought long and hard to obtain I use the library weekly to borrow collect or return books as do many others in the village I know the amount of council funds which are wasted every year. The libraries should not be under attack no matter how the user numbers fluctuate. Parents will not be bothered to take children to main libraries, Chelmsford, Maldon, Witham as this will involve time car travel and expense for most at a point when time is at a premium. I went into Hatfield Peverel this morning for the consultation brief. What a waste of time, the salaries of the poor staff having to listen to our moans could have been put to better use running a library. Shame on you Essex County Council stand up for your library service and make it pay by involving local groups running homework sessions and renting the premises. Look at Woolwich it can be done
- We need more libraries and not to use the ones we have access to as a means so that money can be spend on services which are irrelevant and no important. Perhaps libraries should be taken out of the hands of ECC and placed with organisations who want higher educational needs in their community.
- whether there is a local group willing/able to take over a library premises (with help from ECC) to run a local library in a locality which is destined to lose its ECC-run library
- Social isolation is main factor. With less and less places for people to meet and interact, the library is important and a service you should support. How about flattening management levels, outsourcing and putting more funds in supporting community facilities?
- Providing a speciality resource, maybe with other counties in east Anglia, so specialist subjects can be dedicated to certain libraries. All these resources should be accessible online, but it would mean that across the country specialist librarians could be involved in resourcing and maintaining material in their subject area.
- Review which libraries have already been cut back in the past few years (eg Danbury has already had its hours cut back) - so this is a double whammy.
- Why don't you think about what makes a community and how to attract more people in? The council and the Government constantly cut what they perceive as high cost/low usage facilities available to the public. I doubt if any of the council use the library very regularly and highly doubt that any one instigating this plan does either. Why don't you invest in Hadleigh instead of putting the rents up so high that none of the public have an interest in coming to Hadleigh as a decent shopping village with a great library facility. You have let the buildings run down i.e. The Crown, agree fast

food outlets, put parking up, and just build more flats - it is a disgrace how the Council have destroyed Hadleigh. Why don't you step back, think how you can make Hadleigh work instead of ripping out its heart which is the Library. Why don't people use it? Because you do not market it correctly or communicate its strengths. It is an utter disgrace that you are unable to support a vital community hub because you do not have strategic expertise or marketing professionalism within your council team to save the Library and make it a successful thriving business platform.

- How easy is it to access the area where the library is, congestion, and parking. How many people would lose their jobs as a result if this? Will they get alternative jobs?
- The criteria that the library is an essential part of everyday living and the reduced hours it is open are restrictive already without the library as a disabled person I would be even more isolated than I already am. The online emagazine are minimal and not up to date. More up to date choice please and more open hours I am in ingatestone
- I feel that, in the Colchester Borough certainly, we need to take projected population into account when assessing the need for library provision. Two of your proposed closures, Prettygate and Stanway, are on the West side of the town. This area is currently subject to numerous high density residential building projects, which will increase the population dramatically. The housing includes an amount of low cost 'starter homes' which will provide accommodation for precisely the type of young families likely to become active library users. Two miles, as a measure of walking distance, is significant to those with mobility issues and disabilities. This would be compounded by the closure of Prettygate and Stanway, which have parking, in favour of Colchester town library, which does not. I suspect that this will cause significant accessibility issues for those reliant on driving to the library. I agree that socially deprived areas should retain their libraries. The risk of social isolation is a given, especially in West Colchester, with a significant elderly population. I feel that you should be using projected population and disabled access as further criteria in your assessment. I also feel that, as a whole, the visible presence of a library within a community increases awareness, hence usage of, the service. Naturally, more libraries will spread the amount of users more thinly, but it is likely to increase usage overall. It would be tragic to deprive the coming generation of children of a library in their neighbourhood that they can pop in to. Siting it several miles away, such as in the town centre, changes its role from a community facility to a specific destination; likely to be visited less often. Please note that getting to such a destination is likely to incur cost for transportation; whereas a facility in the neighbourhood does not. One also should not be too short sighted. We believe, now, that technology and the internet will shape the entirety of the future, that progressively more of life will transfer online and the old ways of reading on paper will fall away. We cannot know such a thing for certain. Looking to the past suggests numerous things: radio, telephones, the car etc. were going to be 'the future' but they had their time and faded away. The one constant has been reading real books; and there are no precedents to suggest they will ever become insignificant or 'have their day'. Electronic book sales have fallen recently and real books are enjoying a surge in popularity. Perhaps you ought not to stake everything on the one horse?
- Why don't you propose to keep the libraries open on the areas that contribute the most to council tax? We pay an awful lot of money on council tax, do not use that fact against us and take away our library. Local children use the library, people with special needs walk into the library and find it to be a special and secure environment, you cannot replace that by choosing criteria. Shame on you for boxing residents rights to a library.
- Local taxpayers' wishes. People want a LOCAL library. How can a teenager travel several miles along busy roads to another library? Or a mother with a toddler? Or someone old? More weighting to location. Omit social deprivation - social engineering is not your job; it's the Government's Number of libraries per population

in each district is meaningless if your nearest library is miles away. This item should be omitted. It means nothing. What about ranking libraries by retention of active members? All your 'criteria' are highly subjective and are deliberately designed to close by some head office accountant to close small libraries. The library budget is minimal and it is a highly cost-efficient way of learning for everyone, especially poorer people. Your proposals will destroy what is a brilliant library service. Your bosses clearly know nothing about libraries.

- Desire for a library by local people. Your statement 'a library service is not required' for tier 4 libraries is unsupported and arrogant. Cost of running the library. Small libraries cost very little to run and are excellent value for money. Deprivation is not your concern - it's the Government's. Omit it from your criteria. Libraries per district is not a valid measure - it depends how accessible they are. Districts vary in their geography. Measure the effect on different groups - the elderly, the young. LISTEN to what your taxpayers want. The library service cost is minimal. Your proposed savings for destroying the service are less than 1% of your council budget.
- Just think what incredible damage you are doing to the infrastructure of the county of Essex. Do you want to go down as the Council that destroyed a vital part of our society? As Conservatives do you think that voters will forget this shambles when it comes to the next county elections?
- You don't seem to be taking loneliness in to consideration. Libraries need to be close to home, Children need to be encouraged to read more hard books with others as well as on their own. The so called suite for gaming in Basildon Library is scarcely use
- Home access monthly.
- Car pollution, children's independent access to community services, the ridiculous 'austerity' constraints on public funds, when corruption like Carillion and the public bailout of the criminal behaviour of the banks that still haunt the 'small' citizenry of our towns and villages goes unrectified. Everything for the social good is being swept away in order to divert funds to the rich who don't need it, away from those who do. How dare you classify Brightlingsea as a tier 3 when your description of tier 3 is called locations where no library service is needed. The Colne high school should be a red flag that there is a need to have a 'Comprehensive and efficient network'. The fact that Brightlingsea is a cul-de-sac without a train service and very poor bus service should immediately boost us to Tier 2
- Prioritise having the books that people are more likely to read (dystopians, horror and fantasy are popular in the young adult range).
- Your own internal efficiency and costs. There are many staff at Colchester library who are really nice but do not look busy.
- You should base all your criteria on what people want and need rather than what you think they need. There are 23000 people in Castle Point over 65, a lot of whom are not mobile and do not have Internet access so rely on a local library. Suggesting that a library is within a 2 mile walk of home does not address this issue. It is interesting that your banner headline against the Strategy page says To fit to people's lives. Shame you don't read your own material. I suspect that the above 23000 people (and others who are opposed) will think very seriously about who they vote for at the next County Elections.
- If libraries were able to order books relevant to customer needs then I believe foot flow would increase. For instance, just over 12mths ago I attempted to obtain a book on timber frame buildings from Brentwood library. Not one was available to either collect immediately or order from another library. With many timber framed buildings in Essex I do not believe this was a tall order and purely emphasises the need for improvement. This is not the first occasion where Brentwood library has not been able to assist.

- Usage needs to be considered in conjunction with other factors i.e. reduction in opening hours. Historical lack of investment in buildings and fittings. Extent to which interior design has remained essentially unchanged over last 30-40 years.
- Just because an area is not deprived or hugely populated, why should it not have access to a library? You are discriminating against people who work hard as usual.
- what about my wife & i we are in our 80s we go to Staple the library at least weekly mainly because of access we can at least park & not have to walk far, to close this branch would be a catastrophic proportions for us & would lead to US just sitting watching Another gov , thing BBC go even further downhill taking us with it (name removed)
- If the space taken up by the library would be better used to extend the car park provision
- There is too much weight given to Location. Libraries clustered within a two mile walk of each other is a loaded statement, as if everyone should be willing and able to walk 2 miles to a library. The sort of people who need libraries the most are ones least able to walk 2 miles, whether due to age, disability or due to young children. This statement sounds condescending and indicates a lack of care and understanding. I think your cover has been blown.
- Closing 25+ libraries out of 74 is not the way to improve services, cutting unnecessary jobs in councils offices is the way forward, not cutting services for taxpayers
- Ask security to remove all noisy and badly behaved people immediately
- yes, people in the I'm afraid ultimately be the losers
- The suitability of the present building for example the Hullbridge library is mainly worth facing: unwelcoming (vs the Wickford library), has horrendous sound deadening properties, has to be heated from a cold state four days a week (we now import half of
- The average age of residents of Shenfield and surrounding local areas tend to be quite elderly and an amenity like a library can be a lifeline for them. The council tax paid by lots of high value houses perhaps should be considered when removing an existing amenity which will obviously never be reinstated. Just because usage is low, doesn't mean it will stay that way as bookshop use has recently increased. We are being urged not to let children have so much screen time yet we are closing a perfectly serviceable building, recently having had new windows.
- Your criteria seems to be all of the small libraries, regardless of anything else. Perhaps these properties will make most money for ECC. Mental health appears to have been ignored - perhaps no data as we are talking about real people here, not statistics. What about the huge numbers of visually impaired customers who need large print or spoken word? Not everything can be quantified. If councillors actually spent a week in a library observing those who visit daily, or experienced life without the internet themselves, they would see why they are so desperately needed by the most vulnerable.
- Needs of disabled and children. Numbers of available books have been so reduced it is not surprising fewer books have been borrowed.
- We have waited 20 years for our library in Springfield and now after 5 years you are suggesting closing it. I can't express how disappointed I feel and let down by the new City Council. I am 67 and have to walk or use bus services so would miss this severely.
- Teresa May has made a statement saying AUSTERITY is over, so why are there more cuts to the libraries? Libraries are a very important of our historical civilised culture and have been for many years so why more cut backs. Every time I visit a library there are young mothers with their children. An early start with a love of reading and learning is so important to their education. What will you do with the



money saved.??? I suggest cut back on Councillors robotic computers could do the work with less cost and more facts to hand. sincerely

- Change the way you ask questions
- Use by children from close by schools not taken into account. Not taken into account the proximity to bus routes. Not taken into account that the Registration service is co-located in buildings. Recent expenditure on moving services e.g. Registration into existing library buildings.
- Look at the cost effectiveness of each unit, the new home developer contributions, the fact the Uttlesford is one of the UKs fastest expanding area for homes growth. Modernise the service, allow them to generate revenue, you can't keep increasing taxes and stripping services, this will speed up the breakdown of communities.
- Your statement that Essex County Council cannot continue to support the 74 libraries it currently runs. 'suggests that the whole consultation process is flawed. It is misleading to call this a consultation when the outcome is pre-decided.
- No library should be closing how is one supposed to learn? Buying of news books is impossible with the cost of living as it is. This is all to do with this Tory Government trying to save money and we the Council Tax payers have to bear the brunt of these cutback because this government is all about saving money at whatever cost Even though the council is going up again. And could end up with not having another public service at a reduced level.
- This survey and its objectives seek to provide a 21st Century relevant service in the information technology age yet seeks to finance this by shutting down facilities to focus resources yet the decline in usage if the service lays with Essex County Council in not developing a relevant service or seeking to make the service relevant. Frankly crippling what we already have and focusing facilities remotely for many residents of the county is a recipe for further decline. Where are the commercial partnerships where is the imagination where us the setting up of facilities for U3As etc instead of them renting church halls etc.?? When they should be in a hub with everything at hand. Amazon make billions from readers where is the gumption to engage with them or others like Google Apple Publishing houses etc. You are steering this survey to get the result you want. I am a Conservative local politician and find the effort and direction frankly to lack lustre. Look outside yourselves as no doubt you have convinced yourselves that you are on the ball and getting it right.
- In North Weald there an above average number of Homeless facilities than in most other EPFDC areas. (Norway House houses a number of families with children, Cunningham House, the hotel near Ashlyn's Farm). Car ownership is lower here. There are a large number of older residents who do not drive. We have two gypsy communities (most other EPFDC areas do not house anyone in this group and their needs are greater than most). North Weald residents without cars have to take a bus or taxi to visit the GP in Epping or Loughton (The Limes Medical Centre is oversubscribed). There is no surgery here. A number of the residents are arguably less financially affluent than in the surrounding areas. Ebooks - great idea. However, does everyone own a smart devices which they can download ebooks onto? Are older residents computer literate enough to be able to use this technology? Does everyone have wifi? Is it fair or reasonable to expect that parents buy a device for each of their children in order to facilitate a joy in reading and future success in life?
- The moral one perhaps?
- Likelihood of alternative use supporting the wider community or just being turned into residential buildings. More flats are not needed
- Need to look at how to increase reading and knowledge within the general population. The library service should be expanding not contracting, particularly for young people and the elderly. Changes do need to be made but not just to save money. Why go into ebooks? You cannot compete with Amazon - why try to do it.

- There are no algorithms to determine the way forward. Your proposal for Castle Point is outrageous with the plan to keep Canvey open and provide a cut down service for the other three libraries. How can Canvey cater for the whole of Castle Point and people that live outside Canvey will not travel there? You need to consider peoples' wants and not monetary issues only as so much is being cutback and the public services provided are becoming worse each year. Why should volunteers have to work free to keep the libraries open? Councils are trying to get everything for nothing and residents pay huge Council Tax already and receive nothing in return.
- Just keep all libraries open! Save the money by cutting your over inflated salaries!
- You need to keep libraries open and modernise the service. At the moment this is simply a cost cutting exercise dressed up as modernisation. Prettygate Library is not Tier 4. It's the second most used Library in Colchester!
- Projected population growth should be taken into account as well as actual growth. (The planning inspector appears to ignore local representations about lack of infrastructure etc.) The possibility of moving back office tasks from other departments together with staff to library buildings and dispensing with some central office accommodation should be considered.
- You have not thought about the other functions of the library, for instance how the library is used for activities by sections of the community, for e.g. toddler mornings, knit and knatter groups. You have failing to see the role the library has in small rural communities that are not sucked into the conurbation of Chelmsford. Remember your tax payers because they will remember you.
- A lack of historical investment and forecasting has created the current library problem. I do not agree that having a smaller number of libraries is the most proactive step to take. That coupled with population based on current not projected growth is extremely short sighted. The needs of growing communities such as South Woodham Ferrers (100s of new houses to be built infrastructure and investment by Essex Council decreasing) and other such towns should be taken into account, not the current needs as a result of previous lack of investment, planning or growth strategy.
- Hullbridge library has had the opening hours cut so that any working person is unable to attend the library except on Saturday, which is not always convenient. No thought is given to the people that need the library. One can only think that it has been engineered this way so to have a reason to close it down
- Be aware of a 'self-fulfilling' prophesy where a running down of services leads to reduced 'evidence' of need. This aspect needs to be factored in somehow. For example, I will use the library service to some extent if it is readily accessible, but if less accessible I probably won't. This will then 'evidence' still more 'reducing need'....and so the cycle continues.
- So basically - shut more services and pay the same amount of council tax? Trust you will reduce our council tax bill accordingly, or perhaps make some council staff redundant to accommodate
- You should be promoting and investing in libraries that is your job. If there is low participation it is your role to see that it is increased. You should aim to have all school age and pre-school children in Essex belonging to and using the library. It is your job to promote reading and learning throughout all age groups. If you do not believe that then you should not be in charge of the library service. It vital that these services are used and promoted throughout the county. As the population increases library activity should be increasing. If it is not then that is your failure. If you have funding issues you should be lobbying the government for more funding not spending time and money on a strategy of failure and contraction. The service is vital for early years development and there is accredited research to verify this fact. It cannot be replaced by e-readers. Also, it should be part of the County council's policy to promote libraries as part of an anti-loneliness and social isolation strategy across all

age groups. This is important if the costs of running the NHS are to be contained. Your strategy is short sighted, poorly researched and defeatist. It makes no reference to the cultural and literary heritage of this country which if it is to be maintained must be supported by an extensive library system.

- Common sense, the amount of money this would save is minimal in the budget. I cannot believe that you are removing these essential services. What kind of people are you, do you think the public cannot see through these prettily printed words above. Just another loss in the community, shame on you
- Value for Money. The accommodation costs of providing a library service in a town or village. Do the buildings used provide Value for Money? Holland Library's accommodation costs are only £9k a year - peanuts! Other libraries are in excess of £250,000 a year - a quarter of a million! Should find another building in the town or village and SAVE - without closing the town or village provision.
- The Usage figures need to reflect more than use of a library card. People visit libraries, for example, children's sing along groups, Knitting groups, etc. These activities can have a positive impact on social isolation which ECC see as a key priority. More emphasis should be given, in particular, to activities that encourage children to visit the library. They are the next generation of library users and will be most affected by the changes. Getting them into an environment where they are surrounded by books will encourage them to develop their reading and understanding of the world they are growing up in. The population figures should reflect the projected population in 2024. These figures should be available from the local plans in each district. Libraries are one of the few places where residents come into face to face contact with the Council. Closing so many libraries will make the council seem more remote and impersonal.
- The number of people who will just no longer visit a library if you close the one nearest to them.
- Longer time on google for emails it is currently one hour (or use of other information services)
- Housebound, the housebound service is a wonderful service, how can you deal with the service if you shut all the libraries in Castle Point, except Canvey. I order books online but need a library to collect them and it will never be at Canvey Library 'no-
- How is the person on the street supposed to know what the LSOA \*means\*?
- Yes - stop pay top brass loads of money, & keep the libraries open.
- Jobs ought be a criterion. By closing libraries and cutting back on funding, you are showing a level of ignorance about the value of professionally trained librarians. At a time when the population of the Borough of Colchester is expanding at an alarming rate, why are there ongoing cuts to jobs in the area? That would also include other jobs relating to libraries, e.g. cleaning staff. Furthermore, more houses being built ought to mean more council tax, surely?? We need to continue to invest in our public libraries. Cuts to schools mean that plenty of children will find their local library to be a useful learning resource. You give great weight to the criterion of Location. It is just daft to think that children or young families will have the wherewithal to travel outside of their local area to go to a library. It needs to be readily accessible.
- The most off putting thing is having to use the computer gadget to take out & return books. You are shown & you go back next time & have forgotten & it is awful feeling stupid & people wanting to do their books being impatient so you feel you cannot go again.
- ALL AS Q7.TO ALL COUNCILLORS: DO NOT CLOSE ANY LIBRARIES, INSTEAD TAKE A PAY CUT AND PAY CAR PARKING CHARGES
- School children and young adults, use the internet for research and fact finding. News is available from many sources, so needs have changed there. Books for pleasure reading are available cheaply from charity shops, and local book swaps. I agree totally with your proposals.

- It's ridiculous expecting Joe Public to decide on criteria for closing libraries. 'The deprivation level of the lower-layer super output area (LSOA)' seems like gobbledegook. Are our governments national and local not able to cope their jobs properly?
- What the impact on the local community will be, what happens to the building will it be left to rot or squatters to gain access, will the building cost more money being empty
- Quality study - beneficial impact on users rather than being all about quantity of users, etc.
- Libraries have reinvented themselves to provide services that were not previously offered. Flexible community usage with access to Internet should be a primary consideration. In addition the charges for acquiring obscure books have gone so high that the service has become less attractive. It is somewhat disingenuous to levy high charges and then consider closing libraries because of the amount of the charges.
- We cannot answer five questions with one answer as some are good and others not so. The library is used for many things - not just using our ticket to have a book out but the use of learning computers, exhibitions of local arts, taking a group of children in to teach reading and showing them how to use books. If all our amenities are taken away - no further housing should be built as there will be not community. The Government should stop wasting money and we would not need to close everything down. Hadleigh is an important centre - no one would go all the way to Canvey for a book!!! We need our library.
- I agree with it all
- Keep all libraries even in small places for convenience not just for customers but for the staff whose jobs are at stake
- Actual number of people who visit the library for other reasons which don't involve using a library card. Have staff in libraries been consulted for this information?
- To see the situation less ligixsllt and less robot-like and add some human feelings into the equation
- If volunteers are proposed to 'staff' a local library, then the library will in effect become a 'charity type' service. If this is the case, can we expect the 'Borough or County Councils' to reduce the 'council tax' for a less complete service? Also, when can we expect the Councils to be operated with volunteers in the future? Will the Public Libraries Act 1850 and later be amended? I have a library card for the Kent County Council, but I cannot access their 'family history resources' for my research. Similarly, I need to access the East Sussex Resources in Lewes, but I cannot because there is no link. Please explain how a 'Public Library Service' is being controlled by Private Organisations or/and Landlords? Surely, such libraries should be 'compulsory purchased to bring such assets into the relevant Council Ownership and Control. Furthermore, why is the Disability and other toilets in such an unhealthy mess? When will these toilets receive A Health Inspection?
- You are treating Council Tax Payers with complete and total contempt. You have no consideration whatsoever for the Elderly, who don't drive and cannot walk 2 miles to the next library
- The ambience of the building is very important. Where this services shared (post office, police) the place is so off putting that one tries to find ways of avoiding it or stop using it altogether
- Consideration of vast building projects by Essex in Ingatestone yet you plan to lessen facilities. While families may have one computer (if lucky) not everyone can access at the same time yet homework etc. time sensitive. Library as a community hub is imp
- Consider the needs of villages where Libraries provide so much more than books. They are crucial centres for the community. Often the only place of contact for lonely elderly people who find the journey to towns hard and also the challenge of



computers too much to deal with. The librarians in the smaller libraries know their customers well; they are familiar faces whom people trust; they are the eyes and ears of the neighbourhood; they know when support is needed; they nurture a love of books in young and old alike. The smaller libraries are places where all can feel at ease and not daunted by the vastness of the main hubs.

- Stop cutting funding to this important area - with child poverty on the increase providing libraries is increasingly necessary to enable those in poverty access to educational resources .To educate is to enable - the wealthy don't use libraries and yet they are the ones making these decisions - leave the libraries alone and stop spending our council tax on your own 'greed' projects....
- Lack of printed local newspaper
- I think you should also be considering the relative cost per transaction - for example look at footfall relative to staff and building costs. Town centre libraries may not be best value for money, or particularly of those that use them are for example councillors at County Hall who can afford I-pads, kindles and taxi's to an out of town library, best value added. Footfall indicates all users, I put all the kids items on one of their cards to save time at the machine while I am also toddler wrangling and wondering what to get for lunch. Three users counting as only one for the purposes of your statistics. That's convenient...for you.
- Does it provide other services that are not covered in this survey? Is it used within the community? Take it away and what else is left for communities to use? Are there other perceived underused services which can be considered for cost saving? Do residents think that Essex Council spends their money wisely?
- Broaden definition of usage e.g. I visit a library weekly to read with my daughter but don't borrow books. This is a valuable introduction for her to her community and to literature, but not at all captured in your figures. I also notice the libraries being used differently e.g. a community space for young people, but again wouldn't be captured in your figures. Rhyme times in village halls misses the point- having them in libraries does something unique to other classes. It introduces children to having fun in libraries, to learning in diverse groups, to being around books. Until becoming a mum I would have been daunted to visit libraries- rhyme time as an accessible free fun class, meant I signed me and my daughter up to the library. This took weeks of me dipping my toe into the library- now we have lifelong love of libraries together (I hope!). I no longer go to rhyme time due to work- so my data isn't captured, yet the library is so important to us. The fact the librarians know who I am helps me feel connected to others on days I feel low.
- If our local library is closed will reservation service be delivered by the royal like Amazon?
- I don't understand why Essex county council cannot afford to run the libraries as it has been for numerous years, does it no longer value community and education? (1) council tax has been increasing. (2) how and where are funds being wasted or mismanaged?
- Use by families with young children. Many families cannot afford to buy books but getting used to having and reading books is vital to young people's longterm enjoyment and creativity - and that is what we are going to need as the country gets itself into an ever greater mess with austerity economics and Brexit chaos.
- Cut waste elsewhere. Closing libraries is cultural vandalism and the sign of a diseased mind.
- Time and consideration should be given to improving the use for libraries. Before you determine the 'need' for a library within the existing use, more should be done to think about their potential use and efforts should be made to make each library readable. You should not define the 'need' for a specific library by past and present use but encourage its use first and then assess its usefulness. There is nothing like the threat of closure to make a community value something they 'might' lose. The

options given fail to take this as its first step and looks only like a money saving exercise which insulting to people like myself who has worked hard and paid full taxes for the last 34 years of my working life.

- The library provides a social space for residents to come together and communicate so the online approach takes the community spirit and lifeline to many deprived and socially isolated people. If this service is going to be provided are we then going to see council tax cost decrease. You will be saving a lot of money using this new structure and from selling the libraries to developers. I would be keen to see the proposed cost prediction as you will now be spending so much by your own admission above.
- There's been a library in Benfleet for more than 65 years and it's a service which is much valued. Based on the huge amount of council tax paid, more weight ought to be given on the allocation of budget to continue providing the service.
- I think Social Isolation should have a greater weighting as should Deprivation. Use of resources to continue with the libraries is a political decision and unfortunately Tory Councillors are probably not the best politicians to make these decision because of their policies.
- Tier 1 Brentwood Library doesn't have community closeness but Tier 3 Shenfield Library has warm community atmosphere. It's important for me to know that high grade Council Tax I have to pay is well spent for us residents, young and old
- Quality Experienced
- The whole of the fabric of society is collapsing and libraries need to be repurposed to adapt to the changing circumstances including the 5 criteria, but also to project future needs of an increasingly poverty stricken working class: including internet access and educational support.
- The computers software is very out of date. Flash needs to be updated frequently to allow use of any web-site, including those offering jobs! Why is it impossible to communicate with IT staff - requests are made and NOTHING EVER HAPPENS. This is another example - you will ignore these comments.
- One Library per town as a minimum use the space better don't give any planning permission to any Costa or Starbuck unless they support or operate within. I pick on these because they don't pay proper UK Tax. Also an Amazon drop off point because they don't pay proper tax either. Govt must make these B\*\*\*\*\* pay some how
- no...just do not close the libraries....they're essential for the children to actually make them visit a library in person, enough of this online technology, you intend to put the council tax up beyond many people's means, you have cut and cut, the cut in the bin collection is causing rats, we can't park to support the small shops because you have put yellow lines everywhere and take in a fortune in fines, we have no police, and now you want to get rid of libraries and bus passes for the elderly...this is as everyone says a rich country, is this a joke? it is becoming a third world country, you are an utter disgrace and provide no care for the elderly, just keep penalising the young, poor and elderly, you have gone too far and people are getting more and more angry, so can you do those little children a favour and keep the libraries open, as we are getting nothing for the exorbitant council tax rise.
- Transport links which control the ability of potential users to use libraries may be a factor in reduced use. In this context we have seen a reduction in bus services in particular. In Chelmsford in particular the poor cycle path network is also a factor
- Cut council staff wages instead of libraries!
- The budget required to provide the library service should take into account the surplus of funds (excluding emergency reserves) which ECC has and which it continues to misuse in retaining expensive car registration plates and unnecessarily providing taxi services for councillors who are wealthy enough to not require this

service. This consultation should also be mindful that while Brightlingsea library may be near to West Mersea as the crow flies, it is considerably further by foot.

- The council seems to forget they are supposed to provide a service to the public so far Halstead have lost the Police station we have no railway station and the bus service is so unreliable it's a joke, with the population of Halstead growing and council tax increasing Halstead is receiving less and less everything seems to go to Braintree .....
- I understand that you are in a very difficult situation due to continued cuts to funding, but then again, the public who voted Conservative are only getting what they voted for.
- There are no other options for some people and the current online library is missing many books
- The need of normal, ordinary, people to be able to access REAL (physical) books for education, entertainment and enrichment. Even if to do so requires additional central government funding. If there is money to rebuild the Brentwood Council Offices then there is simply no excuse on financial grounds not to keep our Libraries open!
- Housebound Service.
- yes in Wickford there are more residents than ever paying their community charge we need our library in this growing community and its resources without cuts so tier 1 ok
- You should be taking into account future population growth - Colchester has and will continue to grow enormously. Not taking this into account is poor planning - you wouldn't ignore future projections for any other decision. What if the future levels showed usage would fall due to a falling population? You'd take that into account for certain. This is a political decision not a budgetary decision. You've under invested in many of these libraries for years, showing the desire to sustain them is not a long term one. You should also ensure usage is not judged solely on people taking out books. People use libraries and don't take out books - they use them for reference purposes/ study, where all work is done at the library. It gives poorer people a place to go and they don't necessarily take out books but enjoy reading them in the warmth of the library.
- How many regular users have stopped using the library due to cuts in the service?
- How in God's name is an ordinary member of the public expected to understand where the boundaries of a lower-layer super output area are? I put it to you that more than 99 people in 100 will abandon answering these questions muttering b\*\*\*\*t baffles brains. I have tried to relate this hogwash to actual geographical areas before and it requires the investment of hours of effort so this means the so-called survey is probably meaningless.
- Sorry, I believe in universal provision of services and don't wish to play one library off against another. Already I feel your questions and criteria are loaded. I also don't think for a minute that you will act fairly over this consultation.
- You should consider: 1. The cost of travelling to a library. Your 2 mile criteria would mean that it would not be possible to walk to a library. This would have a severe detrimental impact on health and make it very expensive to visit a library due to fuel costs, high costs of public transport and car parking costs. 2. You have not considered the impact on the budget of other departments in the overall budget. For example, the cost of property reorganisation and disposal should be taken into account.
- Usage shouldn't just be based on loans and card usage, but on footfall and engagement. Also, you should use a consistent process for assessing data rather than scoring the libraries individually and the community based on borough averages. Statistics should be fair and objective, with a relative and consistent application of the ways in which this information is gathered. Results shouldn't be gathered in an inconsistent way as this consultation has found.

- You ought to consider it your duty to keep all libraries running, seeking funds to improve and maintain, rather than seeking to cut funds for services and resources. The mere fact that I have to fill out this survey to recommend how to do your job is an insult. I would never consider shortening opening hours in order to then claim that the current services are not viable because less people are using the libraries - that shows how nasty some of you councillors can be, I won't let you get away with this.
- ECC has promoted the brand 'Essex Libraries- at the heart of our Communities' - yet there has been little investment in or promotion of Libraries in response to alleged falling usage. I say alleged because I understand that the data available is on books only, so my time there reading the range of free and other newspapers would not be registered. Running down a service then claiming it is less used seems to be the modus operandi. Proposals to put ALL of the three Benfleet Libraries in Tier 3 make no sense whatsoever.
- Need to consider what else takes place in libraries. Shenfield library is well used by loads of people. My husband and I both have mobility problems but we can walk to this library. We also get our hearing aid batteries as well as books. We are having so many houses, flats and retirement homes built in the area that this consultation is inappropriate at this time. You are trying to rush this through to the detriment of the community. Schools visit this library. Toddler sessions take place. Crime prevention people give advice from here and book clubs meet up. When our grandchildren visit we take them to the library to look at books not necessarily getting books out. Instead of getting rid of libraries get rid of 1 or 2 councillors in each district we have far too many. Their wages could keep our libraries open.
- Ensure homeless people, drug addicts, and individuals are not allowed to enter any library and those who are, should speak quietly and not disturb the atmosphere of the library.
- How did Hadleigh and Canvey score the same yet you want to close Hadleigh? Location wise Hadleigh is in more major bus routes and is more accessed than Canvey. Hadleigh gets used more than Canvey and population wise Hadleigh is easier to get to so will be more available to a greater number of people than Canvey. With Canvey's deprivation levels it must retain a publicly funded library but Hadleigh's location, usage and population scores it must also be kept open and fully funded. Please don't destroy our community for the sake of money. So shortsighted. Cancel the private healthcare scheme for ECC staff and invest in the future and communities. Introduce a coffee shop etc. so it pays more for itself, perhaps people could hire the space to provide more funds.
- Qualitative not quantitative measures should be used
- If this is NOT the end, heralding the demise of hub libraries, the plan appears to be reasonable, in these days of austerity.
- Where will the staff go?
- Re-direct the money ECC wastes on ? not? means testing both the free bus passes and winter fuel allowance. Those in genuine need already on benefits who have been means tested would qualify, this is not discrimination, it is discrimination for ECC to put u
- Use common sense and stop following right-wing doctorates. Closing libraries is a disgrace. They've been doing it for years in the USA. The result is Trump. Wake up!
- To tidy, some books out as people mix them and let book code numbers to public
- Transportation for instance living in Brightlingsea the only major public transport is to Colchester, where the library is in the town centre, old people are not going to carry weighty books from there to the bus stop and then from bus stop to home. Home broadband rates, the older generation are less likely to have this and more likely to use library facilities for any electronic data needs. Carbon footprint - making people drive/use public transport to a centralised library will increase pollution. You would be better placed de-centralising the libraries 'Have a smaller number of libraries more

effectively focused on meeting the needs of communities' and not putting big libraries in the centre of the big towns where really people will only go to from work.

- instead of sending letters confirming availability for collection send an email if one is available as it is quicker notification and probably cheaper
- I use Witham library which you have not mentioned so could not put it on the list. I rarely use Chelmsford or Braintree but you needed an answer?
- Library should be an e service. If you want to borrow a book order it via email & pick up at a council facility & return the same way. Create a reference library 1 per council. I suspect it would not be used as the majority of the population would use the WWW
- Walking to the library is good exercise for all who do not drive and therefore need to be able to walk to it. Living in a village makes you walk, you would not be able or feel inclined to walk to another town. If the library wants to save money they could ask for more volunteers. This does not seem to be advertised.
- Suitability of the proposed new building to provide similar or same services.
- Restore the access to the full library network, rather than have two separate systems. Why not have libraries for a larger area, so it is easier to get and share materials which are not available locally? I feel it is not a good practice to have to go out of the area served to take back borrowed items, or pay more to do so. Perhaps better ebook access also would be useful?
- Allowing students to loan books even if they are not from this area. Lots of higher education books I am unable to loan or access. Yet the university I study my masters degree at is 200miles away. Not an easy pop over when it's an independent learning courses and I do not attend the university. I know many others also effected.
- I think that the main benefit by far that I personally get from our local libraries has been seemingly overlooked in the above - we are now members of our local library but it took us years to actually sign up as we very rarely borrow books - the reality is that it's the environment we've always gone for. We visit our local library at least twice a week, sometimes more - some days just for 15mins, others for a couple of hours. We also often 'pop-in' to other town libraries when we're out and about and I find myself looking them up when heading somewhere new... The reason: they are consistently a safe haven for myself and the kids. They all provide a calm, safe place we can go into to spend proper time together with clean facilities and endless supplies of books (and toys) to browse through at random. There's no record of any of our visits as we don't generally take out books or logon to any of the online facilities, but we're so often there whether that be just us (mum + two kids), or for a group toddler storytime, or more and more often just dad or grandma + kids... We all benefit from that same safe zone that nowhere other than the library can offer - and of course the children absolutely love it - it really is a homely haven of discovery that provides a hugely understated support for parents and children alike.
- Libraries should be looked at individually because our library is used by people living in another district I.e. Leigh on Sea
- Academic support for users involved in academic projects not necessarily linked to the local University, and therefore not serviced by its library.
- Mental Health - the role that the community library plays in alleviating stress (children, teenagers etc., similar to social isolation argument but not the same) it's a safe and positive environment to nurture learning but also removing the pressures of screen time e.g. ebooks do not produce the same level of serotonin in the brain as researching for a book in the library. Nor do ebooks provide a level of social interaction or responsibility for the books they have borrowed. For many young children (pre-teens) it's a place they may be allowed to visit unaccompanied by an adult and gain a sense of independence. Coggeshall library is an excellent example of this.



- I often borrow ordnance survey maps when I am going on holiday to take with me. I'm not sure if I would be able to access them digitally.
- Before the end of the consultation all council members SHOULD NOT have a personnel opinion
- The trend is that more books are being sold therefore there is a greater interest in reading. This point should be considered.
- I think you need to look at each community and what minimal services that it already has that brings people together. Hadleigh has lost the community hall at John Burrows and desperately lacks opportunities other than church fetes and summer fayres (which are great). Don't take our library too ðŸ™ Also I know Canvey is an area of greater deprivation but Hadleigh residents cannot travel to the 'Castlepoint' facilities there with ease and would not use the libraries there. I work on Canvey as a school nurse and I certainly wouldn't say that there are good transport links. You'd need to look at parking at the library sites too. There is none at Canvey!
- I think that you have covered all the criteria
- Location, especially if it is in a central area with a relatively high footfall & if uses could be increased e.g. hiring out of a room or section to help add to revenue & ideal for many teenagers who wish to do voluntary work
- Keep Buckhurst Hill library open & give the building listed status.
- The two mile walk between libraries is no indicator of need. I couldn't get to any library without a car. I certainly couldn't access Colchester town branch. You should forget all about percentages and acronyms and go by each library's individual usage. Why can you not think of ways to bring income into the library service? A small payment per book or ebook borrowed. Fining borrowers substantial amounts for not returning books, you know where they live! Obviously not for hearing books etc. Why not take donations of users own books. The criteria of using present data and not future developments etc. is ridiculous. You know what housing developments are in the pipe works and should be thinking of future rate payers' income. Just in our village there will be another 150 houses built. And with the constant house building going on in Colchester future council revenue will increase substantially. Finally your assertion that ebooks etc. are more in fashion, please see the recent news article refuting this claim.
- Buy more books and make bigger libraries
- If local schools are offered a strong library service, together with 'book sale' days where a selection of books are brought in for sale, and other events like authors coming into school to speak to students with the option to purchase their books, then I believe this would lessen the need for library services & should be taken into account.
- Provide an online remote facility to search for books held by the county library service. I.e. so that you can go to a website and search for specific books or topics held by Essex libraries.
- A library should be an essential part of the community. Regardless.
- Better use of existing space. Sometimes too much space is given to view books. Smaller access areas should be acceptable. Definitely applies to Witham Library. Keep the building but utilise the space better.
- A given area that NEEDS a library.
- Fairly new and well stocked library like Springfield.
- Community Health & Wellbeing will be sadly diminish should the Holland on Sea library close. The Holland Library has fantastic staff who help with all sorts of queries and offer the personal touch. It may be a small library but it has a massive heart within the local community - please, please re-consider closing this library.
- Visit the library and monitor the use over a period of time.
- Visit the library in person and monitor over a period of time.

- Books available for all free. The staff are more than just librarians they are councillors, social workers, a friend to the lonely. Always very helpful when you need to locate a book, pick up rubbish bag or photocopy something. They offer so many services and they have been an important part of my children's love of reading, and they know them by first name still and they are 16 and 13. It fulfil the role of community centre, council office, well as a library,
- Consider using volunteers in the libraries.
- You should look at educational attainment in particular areas. Also, availability of access to alternative sources of information such as school/college libraries, community centres/hubs or even privately run bookshops. You should give more weight to social isolation and deprivation.
- A library should also act as a focus for meetings and discussion, both formal and informal.
- availability and success of bookshops in the area (if people can afford and are buying books, they won't go to the library - like me)
- Remove the most unpopular libraries and add new ones in more places that are in need of a library. The library books are great!
- I understand that footfall was not included as part of usage. Libraries are so much more than books and computers. They are safe places, community spaces and it is this that will be keenly missed in those areas where we lose our libraries
- Love of books!
- To make the use of the Internet for a longer period of time. More computers in the junior section. More activities in libraries for young people and adults to highlight the services of a public library.
- More BSL DVD's.
- If an area has a lot of young people, there should be more libraries. Not only to encourage reading but also as an area in which they can volunteer to build experience and give back to their community. Libraries are integral in providing volunteering opportunities for awards such as DofE. They should also be in areas where a significant number of people do not have access to the internet and may be falling on hard times.
- Aspirational criteria, the potential of changing lives through the impact of libraries functioning in new ways. If you count pennies then the unknown opportunities could be lost. Grab the chance to reinvigorate.
- Agree
- Increase stock of music books of popular songs
- Areas that have the least strong postal service
- use volunteers (but adequately trained and vetted) Going in partnership is great-lots of churches are used as meeting places and could be approached
- Tourism. Locally our museum is in Manningtree library and we get a lot of tourists come through. Some use the internet in the library and visit the museum
- All over Essex there is some demand for library services - libraries and library staff should be made a funding priority.
- Book sales are on the increase. Bean counters know the cost of everything and the value of nothing. Libraries are vital part of education.
- A central library is an excellent idea which is funded well rather than 6 or seven poorly funded libraries in one town. Also perhaps adding a mobile library to the system for those less mobile than others.
- To ensure that the libraries that remain often have good public transport facilities for their access and they have the opportunities to study and revise quietly within the building
- I use sometimes library, Uttlesford Council, The Poplars

- Your criteria sounds to me like you are planning to close smaller libraries and just keep the large ones in larger towns and cities. Could you not utilise some Town Halls to incorporate a library because in most cases our Town Halls are much too large. You have done this for our Police Department in Maldon, so why not for our Library - after all it is only one room that is required.
- You should actually VISIT the libraries and monitor in person how much they're used. The library isn't just used for getting books out and internet access.
- I think an on line library would be good.
- Consider whether any deficiency in the current provision at any particular library might be the cause of its under use, and address that, rather than place it on an endangered list.
- You should look at the data compiled by borrow box to see how many people have signed up to download from the library
- What are the criteria for a voluntary run library in a village hall or other suitable building? Information to assist Parish Councillors and others to think about opting for this form of library.
- I think it's a good idea to take the library service into homes where people are house bound or unable to access library services either the mobile service or the library building.
- Questionnaires on types of books
- Some libraries, like Debden are poorly visited, a library in the Broadway would be busier & therefore more needed.
- Community needs, social contact, reading groups especially for children to discover books and all that these stimulate about the world, society and imagination and ideas - human advice from trained librarians and enthusiastic assistants can provide an invaluable stimulus to reading and discovering the world of books.
- You should try to keep as many libraries as possible open and be run by volunteers it's got a lot of potential to be run or part run on a voluntary basis
- Anecdotal evidence from actual people in actual libraries. Survey of librarians and library card holders Information from schools and parents. Research from reading agency and other expert bodies
- Yes, the County Council should utilise existing buildings to provide volunteer supported book groups & learning facilities to improve overall literacy rates & child engagement with books & learning.
- I feel that the mobile library is a good idea on paper, as it's important to reach people who live out in the sticks, as they tend to be in greater need of social mobility. A library being an integral part of opportunity to advance your position in society. However I think it would need heavy advertisement, as I could see it being underutilised if no one knows about it. Additionally, across the board, library fines should be abolished. Wracking up a fine can cause poorer library users to end up avoiding the library altogether, and let's face it. Fines are in no way a significant contribution to the library's running cost. Announcing the abolishment of fines would double your foot traffic. And it would trigger a tidal wave of returned overdue books.
- Perhaps to provide more of an isolated area for parents and toddlers as it does get rather noisy.
- I think you need to consider many more social aspects to libraries and the fact they provide a core village service. There are a massive influence on children and families that can meet read have story time and generally immerse themselves in books. It is a relaxation and quietness that is unique to a library and an important start in many lives. At the other end of the scale for adults how attend and socialise in book clubs with books the loan from the library. It is very short sighted to even think about closing Manningtree library it is too far from other facilities and with all the new housing the library use is likely to increase hugely.



- The value of Colchester Library is of historical significance. The weakening of our local history is not acceptable. Libraries should offer a wide range of quality material, not just tankard to popular trends, which inevitably dampen poor service.
- Look to move local, smaller libraries rather than smaller number of libraries.
- Strongly disagree with having smaller number of libraries and agree potential for all libraries should be explored and focus on benefits for the community now and the future.
- 1. Income Generation potential 2. Opportunities to offer criss-cutting services to members 3. Potential to improve the service and thereby become more useful to residents/library members. E.g., improve customer interaction, environment, the times people can access the service.
- The community hub that our local library creates. Many schools and pre-schools/nurseries are located within the Queens Road area which enables children to visit the library by foot, so no costs are incurred by schools or parents. The library in Buckhurst Hill is a beautiful looking building, it would be an absolute crime to close this and no doubt have it turned into flats or a coffee shop!
- Some criteria cannot be measured e.g. the pleasure it gives children to go to the library or take part in the Summer Read.
- Yes. 1. Over the next few years the population of North Weald will more than double and you should not deprive those probably younger people from reading books. 2. The use of e-readers has declined among older users, and more bookshops have opened during this time. 3. You have not taken into account the proposed doubling of the population. 4. You have not taken into account those library users who do not take out books but use the sources of reference books and papers as well as advice from Staff
- A silent library (at times) for quiet research, reading and writing
- Use of Kindle books is declining and people are gradually returning to the printed book. Libraries are a community facility, providing services such hearing aid battery supply for NHS, Waste collection bags for local Council, Art display space for local art groups, space for children's groups to help young parents. As such, local Council's should recognise the need and provide funding accordingly.
- How many accessible and affordable bookstores are in the area (the less there are, the stronger need for a library)
- Usage is no guidance to need. Libraries should look at accessibility and providing what's useful to the customer. Look at examples of good practice in other counties/countries. The more deprived will tend to have accessibility issues so find it hard to use a library. Look at working across counties - we live in North Essex and use a library regularly but it's in Suffolk as it's nearer.
- Wakering is a rural area only getting bigger by the day. To visit my next nearest Essex library is an hour bus journey. I use Wakering library, not just to borrow books but to entertain my granddaughter on a Friday afternoon with their preschool group which is always very busy. I've met other members of the community I otherwise wouldn't. I absolutely disagree that social isolation is only 5%. Who did you ask? Certainly not me. Every time I visit the library, there's other people there, I'm never alone. If anything, the library should be expanded, not closed down. I propose the old headmasters cottage at the old school. Don't ecc own this any way? Surely selling the current building and using the money to refurb and relocate would make more monetary sense? Or is sense something that ecc have totally lost?
- I think you are missing something rather significant here. I like many others use our library regularly, however, we do not take books home so would not fit your criteria! Instead the library is a special, quiet, one to one place where I take my kids to get away from the distractions of life, where we can sit and read together, maybe join in an activity session etc.... the use of a library card is not a true reflection on the use of a library!

- I think like I live in Leigh on Sea. There a library in Leigh on Sea, Kent Elms, and West Cliff, not far from. But if they need to save money, the biggies library in Southend. It a shame but why not shut the other three just keep main one in Southend. People can get bus there. I think we should a one per regain. For books, Music, DVD, Computers. People computer brake, some do not have one.
- The significance of the library building itself. Is it an important historic library building - is it listed, was the building constructed as a library - have important event happened at that building. If it is - it has a heritage value within the community for its use within that particular building. Some libraries are beautiful and important buildings in themselves and if made better - then great.
- The need to accept donated books.
- Are you aware that the sales of books have actually risen this year? I believe that the popularity of libraries will rise with this trend.
- The quality of the building in which the library is housed.
- If there is a children's centre in the village / Town they should be encouraged to get all children signed and using the library. Limited access to shops selling books within walking distance.
- Can't some public libraries be based in schools so as to keep children engaged and optimise the local nature of the service?
- A friendly place to meet
- Advertisement for youngsters & elderly in some way. Making people aware of their local library.
- Working with other departments within ECC to ensure residents access to educational support for less economically residents are met. No provision for economically challenged residents in our area to have equal access to books, technology and support with further education.
- I would like to see more possibilities for fiction recommendations. Library members / readers may even like to donate a copy of their own favourite book (to save costs).
- The pleasure and happiness that libraries bring to people...it can't be measured crudely.
- That all libraries should remain not only open but to also have new books
- Importance of the Library in the social fabric of the Community. Libraries often offer a vital place of community, especially for the elderly and the very young. By reducing the amount of sites available for this important function, Essex County Council would be failing in its duty to provide a community service. Many people feel that money is significantly wasted at local and county council level at the expense of vital public services such as the library service. The headline reason given for this plan is that Essex has more libraries than any other county and spends more per head on the library service than any other county. This is a fact to be celebrated rather than be embarrassed on an accounting basis. By having these statistics Essex should be proudly saying that it offers one of the best services to its communities in the country. I feel that Essex CC is looking at this from the wrong angle.
- The role of the library to the local community e.g. used by elderly, child reading groups. The architectural significance of the building to the community.
- It's unfortunate that in Benfleet, there have previously been 2 libraries and now the plans are to remove them both. Has anyone combined the usage of these two libraries to consider that one may be needed?
- More childrens inclusive activities- we use the library to socialise with other families and created a network in the local area. Rhyme time on more than once a week, easl story groups, or small group, audio story times as I've witnessed and from personal experience not all adults can read. May be have a read along with headphones etc. ....so can reduce any embarrassment/ stigma. Plus many people would enjoy this resource if near comfy seating. Have more visual signs so are more inclusive of routine or things to assess. Have available and signposted toilets and changing

facilities. Make wall displays brighter and more inviting .Hold groups for i.e. children's nannies not child minders as would use the library as a hub. Important part of assessing community. Allow children an active role at stamping out their own books etc. (Names removed) at old Harlow are outstanding. They make everyone from the old to the young feel special always giving them the time of day, library always clean etc x the best library around my far, the others are dirty ( stained floors) not inviting for children to sit on. Plus unfriendly librarians without young children attending young they wouldn't attend as grow up x

- Access should be made available to libraries online from people's homes.
- My grandchildren love trips to the library and it encourages them to explore books and their imagination! We enjoy going to our local library at Waltham Abbey and would find it difficult finding time to travel further to find another one. Ours is next to the museum and Waltham Abbey is full of exciting history!
- Your figures aren't accurate; There are deprived areas just off the boundary of undeprived areas. Vange is ranked as the third most deprived area but you want to close the library; Fyrns is the 11th. Car ownership has been overestimated and increased fuel costs not taken into consideration. You have not done an impact assessment on disabled people. You have not counted users who refer to reference books in libraries (you can't borrow these books!). You have ignored footfall because it went up March 2017-2018 in several libraries you want to shut or downgrade. Your previous survey was too limited and did not reach many library users. You have not included the needs of children in your criteria, e.g. how many children go into libraries for essential quiet study (the ECC rep described such children as fluff ; you have not assessed children's access to books (e.g. closure of school libraries; recent figures on how few books are available in family homes). You have not looked at literacy or the word gap and examined the needs of pre-school children. You have not included criteria around the decreasing popularity of ebooks and increased popularity of print books; you have not considered criteria around the growing alarm around screen reading leading to grooming and mental health issues (such as suicide around social media). Your figures aren't up to date. You have not considered the impact on other consultations and how they will be distributed and help given by librarians on filling them in. For example, the first page of this survey says you can get help from your librarian filling it in - so this consultation would have been impossible at a town with library closure or not librarian.
- I would like to see regular interchange of books from one library branch to others, so that I can read all the books by my favourite authors.
- Clacton Library is over 2 miles away. Holland staff are very efficient and do a very good job. They are kind and helpful.
- Amount of summer visitors requiring help during summer time period i.e. Tourism help - in places such as Frinton, Brightlingsea, Manningtree and West Mersea
- Myself, my wife and 2 children all one members since 2009
- A meeting place for everyone

# Appendix 9 – Ideas, suggestions & comments (Q19) – ‘other’ comments

## Individuals and family respondents

- The measures used to determine which libraries are in which tier are not exhaustive or thorough enough. Use of a physical library is indicated in more ways than just membership. The distance to another library is also unreasonable - people with disabilities, young children and low incomes should not be expected to walk 2 miles to a library when at present they have one in their community. Volunteers are brilliant, but staff have training and are reliable in a way volunteers cannot be expected to be. Volunteers that are currently supporting library services may well not find it convenient to continue with their support if the library they are affiliated to is closed. This will lose the library a percentage of their current volunteers, and I would like there to be some investigation into this number as gleaned from discussions with volunteers.
- My own view is that more books should be purchased and held in libraries or in a reserve location. I am perfectly content to see the number of libraries actually halve across Essex if the actual library stock was maintained and slightly improved. Hence fully support the move to cut library locations. In fact it should have been done 5 years ago when kindle became a major feature in book distribution.
- I understand why this needs to be looked at in the context of shrinking budgets. Feels a shame that the education budget is first call - education is the solution to most of our problems. Some more transparency on the costs of running a library would be useful. Could libraries establish closer links with schools to increase usage and revenues?
- If the council is looking to redevelop the Shenfield site I don't object per se but whatever is developed then should incorporate a redesigned library. I particularly like the smart library idea however there should be some sort of CCTV in place to discourage antisocial activity when no person of authority is in place.
- Decisions affecting the library must be taken holistically, and council departments must communicate with one another. For example, one of the issues I have with the library at Great Dunmow is parking. I have to travel two miles from a village outside the town to visit the library. The only parking available in Dunmow town centre (unless I am very lucky and can find one of the very few free spaces) is the pay and display car parks. I am very reluctant to pay for parking just to return or borrow a book, which is a process of just a few minutes. It is therefore important to establish why people are not visiting the library as often; in my case it is the parking issue and it's likely that it applies to other people in the district. The pay and display pricing tiers should include a short free parking period (say 30 minutes) to allow people to use the services in the town centre, including the library, which I believe would increase footfall into the library. I understand that this comment relates to parking in Dunmow town centre and not specific to the library services, but it highlights the need to look at the wider picture.
- The survey does not permit multiple answers in some questions where this would be appropriate. In others, the questions appear designed to elicit a particular response. One must therefore assume that you have designed the survey to support your proposals. As mentioned above, your choice to fail to provide many services to working adults will have directly reduced library use.
- Schools have not been included, maybe opening times of existing libraries could be looked at.

- The staff at mark hall library are really friendly and remember mine and my brother's names as we have been going there since we were little, and we both do the summer read every year.
- Since the huge cuts to library funding I am sure usage has changed. Now austerity is over(!) and other authorities are reopening libraries this could be a very bad move at the wrong time. That said I would welcome a labour council
- Separate school visits could be managed by school staff e.g. Danbury
- Q11 includes Stansted but it has been closed for rebuilding. I have used this one in the past but now go to Saffron Walden
- I am dyslexic. I don't know what support the library can give me, as I struggle to read books, and even though I love having them read to me by mummy I would like to not have to wait for her.
- We use the mobile library service and because of living in a rural area with no public transportation, we find this system vital for us to borrow books. Using the online service to order these is very efficient and convenient.
- Obviously it is not ideal to close some libraries but I do understand budgets are tight
- I see no reason to keep a library open in an area where less than 15% of the local population use it. Close the library and spend the funds in improving other more popular libraries and other critical frontline services such as Social care, schools and roads.
- We use Billericay library on a regular basis, but have been concerned that homeless people have been using it during the day. This prevents others sitting to read newspapers etc. Although sympathetic, this is not the place for them.
- The people who need libraries the most are the elderly, people with disabilities of all kinds including learning disabilities, school age students, toddlers and parents of toddlers. Access to libraries is a mark of a civilized society and I fear that we are being philistines by putting money above free at the point of access education and entertainment. In my local area (Colchester area) the mobile library service currently operates out of staff car boots at the moment as the vans do not cover all routes. This is dangerous for staff and vulnerable users. I understand that OD arrangements are separate to this consultation - it's unfair to leave staff with the threat of job losses hanging over them. As a library volunteer I now feel undervalued and demoralized. Finally, as a volunteer myself at a tier 3 library this proposal makes me feel undervalued.
- I just think it's incredibly sad it's come to this.
- Community libraries should receive funding to cover costs of heating and lighting
- I used to design computer systems and have an MSc in information science. I once applied for a job with Essex cc but withdrew because the people interviewing me were totally incompetent. Two years ago I provided 5 pages of feedback on the revamped library system - no acknowledgement, no effect. Are my opinions/ideas of any use this time?
- Question 15 is a step back in time to over 50 years ago!
- Not surprised perpetuate earmarked for closure, rude staff, they always seem to be chatting and not to customers, returned items shelves frequently full to overflowing, to busy chatting to return items to shelves also when I used library in the evenings doors were locked and machines switched off before 7pm and I was informed they had to get home, so I now use Colchester branch staff are more helpful and much friendlier
- I cannot find either of the libraries I use in your lists, these being Southend and Southchurch??
- I have not used the library due to the fact I am working full time from next April I will be working part time so will have time to visit the library
- Things NOT covered:1) In the past, library staff have failed to deal with disruptive individuals - mainly through cowardice, using the excuse that 'the library is for all'.



One disruptive or intimidating person can easily put off 20+ decent readers and, (as a person whose family have been in business for 40 years) once lost these readers have gone for good. People will find other things to do or other ways of getting their information or reading material. 2) I DO NOT use the libraries when there are Job Clubs on because I am the victim of bullying and abuse by Jobcentre staff (as are a lot of people). I don't like to see these people bullying others (in the guise of 'helping' them). You will probably find that the number of people that are put off using the library during this time outweighs the use from the number of people they 'help', and the 'community service' they provide. 3) The cost of printouts has doubled recently (from 10p to 20p for black and white, and from 50p to £1.20 for colour) as have the cost of inter-library loans - from £1 to £7 or £22 depending on the order. 4) The cost of council car parking for people travelling from out of town is off-putting. Arguably, not a library issues but the increased cost of parking has a knock-on effect for people using town-centre services.

- This is nothing but a cost cutting exercise, whilst ECC is busy buying up expensive proposed building plots to then sell on with a profit. I think it is time to pass on the evidence I have to the press.
- I note your general lead in comments mentions Library usage falling to 'just' 1 in 5 of population (20% of public), this is major amount of use??
- Thinking & acting more for disabled people in the community.
- Maybe local Churches could be used for community events?
- I am not sure why I have been sent this survey as we are based in Hertfordshire though my children have used the Library in Harlow with my mother.
- As Broomfield is in Tier 4 I do not expect our library to remain open in its present form. However, I would like to be assured that the building will be used in a constructive manner sooner rather than later. A 5 year wait would not be an acceptable option for me.
- If library services are reduced in Essex I'm more likely to use the very good & active library services in Haverhill
- Lots of my friends won't get to have their say because they won't know about this survey or have access to it. I only know about it because of my Mum and she only knows about it because of her job.
- It's a pity the surrounding area of Maldon library is not kept litter & weed free, as does not look very appealing from the outside.
- There is no justification for running libraries at the public's expense. Just about everyone has a PC or mobile phone where there are millions of pages of online fiction, fact and digital entertainment. If people want a paper book, every high street has a charity shop where books can be picked up for a few pence. The internet has changed everything. It's time to close ALL libraries, and use the money for more important things like tackling crime and homelessness.
- We are thinking about the second item locally'
- Close all the libraries they are just a waste of money with the easy access of the internet
- I had to rush through this because of the limited time allowed. Not good!
- Close the libraries and build affordable housing on the plots
- Unfortunately there are some staff who still seem to have a very outdated view of customer service. In particular (name removed) seems to have a very low opinion of children being let loose in what she clearly feels is her domain, which is a shame as all the other staff are excellent.
- Our library in Earls Colne has a garden at the rear which could be a perfect spot to read or study to perhaps enjoy a cup of tea.
- Specialist healthcare professionals. Expand continuous professional development CPD for all library employees and volunteers.

- Please ensure toddler story time librarians are trained properly - some are totally unaware of how to speak to or deal with pre-school children, and service is dire.
- I am a trustee of (name removed) and sometime volunteer to run the library. We have hardly any customers on a regular basis.
- Demolish library in Coggeshall and use the land to increase number of parking spaces in the adjoining car park
- I have used the library less as I feel guilty about ordering books
- By supplying survey forms to library - thus saving £2.04 on each survey
- I feel that the result of this survey will depend on financial matters rather than the benefit to the local community.
- I also use the Library in Southend.
- On a Saturday recently I picked up 2 books from the sale trolley at our library, on paying for them I was surprised to learn it will be shutting!! On talking to someone in there (staff) she mentioned a survey & I said ok. What I received is not at all what I thought it would be BUT has given me reason to write. To be truthful I have not used the place or any other library service it all changed to do your own check-in & out. I am 85yrs old and do not use or want to use that sort of thing, also I'm very very dear (not stupid), it is not everyone who works with the public will spend time helping. I must admit there is a very nice young man in Rayleigh who is good but I didn't go there enough. As for our little library, many years ago it was held in the school, was lovely. Surveys? Not interested.
- Tier 3 libraries need to be supported by ECC in the provision and management of books to ensure that they continue to provide adequate services. The quantity and refreshment of book stocks should be agreed with the community group. ECC should provide facilities for withdrawing and returning books using the standard library card. The community group could provide other computer services, including catalogue search and renewals, etc.
- As I live in and use the Maldon library I do not want to add any suggestions that might influence decisions that will affect others.
- Smart libraries are an excellent idea. However, there must times when a librarian will be present. Furthermore, inter-lending is important to me. Regarding Ingatestone Library I understand the building was donated to the parish by an individual provided it was used as a library or for educational purposes. At a recent parish council meeting, several councillors had also heard this but said the Deed could not be found. Surely it has to be somewhere!
- Would be pleased to contribute further, however not got time right now.
- Link to Live Well and Connect Well yo 8mproce social prescribing
- I'm not sure if 'customer services volunteer' is what I have in mind i.e. to give assistance in my local library - e.g. replacing books, helping customers, giving advice etc. I have had some experience in library work when I was in charge of a college library - but that was some time ago!
- Spelling of 'constraints' wrong on earlier page!
- At our coffee morning at Ramsden Heath 2nd Monday in the month, we have 2 6ft tables of books for the villagers to reach and exchange. This could happen elsewhere and does i.e. Downham WI
- Buckhurst hill has two awful community centres urgent need for a nice modern building as Theydon Bois already has. I'm sure it would not be
- I ran a creative writers group in Manningtree and intend to do the same in West Mersea. We put together an anthology of the work submitted by the group which is now available from Amazon. (Name removed) by (name removed) group. The proceeds of the royalties will be donated to The British Red Cross
- You have made no mention of current Sunday openings
- I chaired public meetings when Suffolk CC proposed changes and was in a good position to evaluate the consequences

- No mention of libraries in Southend Borough, is this maybe because they are not provided by E.C.C.?
- I will never vote for (name removed) again or any of the other Conservative councillors.
- I have absolutely no faith or confidence in the council running a service efficiently. I have phoned the council several times to renew my books and found staff absolutely useless. Tried to fine be £5 on arrears. Fortunately, I was able to prove my innocence. I found the entire proceeding very upsetting and demeaning, being accused of something I had not done and worst of all nobody believing you.
- I have a degree in PPE, and now I know about economics: investment under growth, due to the multiplying effect, and the investment. Also, the council in getting power in having no limit in the funding on building new homes.
- Need to support the local plans.



## APPENDIX 2

### **Essex Future Library Services Strategy - Consultation Response Report**

Comments received on Essex Future Library Services Strategy 2019-2024 and Essex County Council's response

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## 1. Introduction

This report is produced as an appendix to the Cabinet report on the Future Library Services Strategy 2019-2024 (Forward Plan number FP/461/06/19). It is intended to inform decision-makers and others about the range of comments and suggestions received during the public consultation on the draft future library services strategy 2019-2024 (draft strategy). It lists comments received through the consultation survey and other correspondence sent to the Council that are not included in the consultation analysis report, *Essex Future Library Services Consultation 2019*.

### 1.1 How to read this report

This report should be read in conjunction with the analysis report mentioned above. That report lists the most common comments and suggestions received. It groups comments on the evaluation criteria (survey question 9) and additional comments (survey question 19) into themes.

Section two of this report identifies some overall themes that have emerged from those comments.

Section 3 of this report lists comments and suggestions that fall outside the themes identified in the analysis report. It also groups the suggestions made in response to question 19 into lists, to show things the Council is already doing, ideas that are in the strategy, ideas that may be considered later and ideas that are not appropriate due to law or Council policy.

Sections 4 to 7 contain comments and suggestions from key stakeholder groups: MPs, borough, city and district councils within Essex, town and parish councils within Essex and interested community groups and organisations. Where one of these respondents commented about a specific library or place this is listed in section 9 or 10.

Sections 9 and 10 provide a summary of common comments for each library identified in tier 3 or 4 in the draft strategy, consistent with the themes identified and responded to in sections 2 and 3. Where respondents made comments or suggestions that did not fall into those themes, these are listed in sections 9 and 10.

If you made a particular comment and do not see it spelt out, it will have been captured under one of the themes.

### 1.2 The Council's Response

The Council has changed the strategy significantly in response to the consultation responses. It is now proposed that all libraries will stay open, and that we will encourage the community to take over running of some libraries as we believe that this is the best way to reinvigorate libraries – Springfield has seen an increase, or at least no drop, in usage and that is largely run by volunteers.

The experience of volunteering to support libraries is positive: the service has around 700 regular volunteers and several hundred more volunteers come forward to support the Summer Reading Challenge each year. The county currently has seven volunteer-run community libraries and 80 expressions of interest in running community libraries were received from local groups in response to the consultation. Nearly 3,000 survey respondents said they were interested in finding out about volunteering roles. Together, these responses demonstrate public engagement in volunteering and support for library services. Some people responded to the consultation to suggest that increased use of well-trained volunteers would be positive for libraries as set out below.

That has to be viewed in the context that some people responded to the consultation to say that they wanted libraries staffed by paid staff as they considered that volunteers would not be sustainable or offer a high-quality service and may lead to libraries not being opened. Our view is that volunteers can provide a sustainable high-quality service and they are already doing so. The community can benefit significantly from having library services which they design to suit their needs and the consultation response shows that there is a lot of interest from the community in volunteering. We recognise that it is important that volunteers do need to be trained in order to provide high quality library services and we ensure that this is the case. Even with paid staff libraries sometimes have to close if an employee is taken ill and volunteers can provide a service which is at least as resilient.

## 2. Overall themes

- 2.1 The survey received 21,961 responses. Nearly half (48%) of the 21,543 individual and family respondents and around a third of the 328 organisations that responded provided additional comments. (90 respondents did not identify as any of the three categories.) Many of those made multiple comments.
- 2.2 Two survey questions invited comments. Question 9 asked “Are there any other criteria you think we should use to assess need [for library services]?” Question 19 asked “Would you like to add anything else about the Council’s proposals that has not been covered above? Please give us any other ideas you may have for improving the service or reducing the cost of the service.”
- 2.3 The survey analysis grouped the responses to each question into themes and identified the volume of responses on those themes. A similar approach was used to analyse comments in letters and emails, using the same themes as question 19 where applicable and creating additional themes for comments not already covered.

- 2.4 In addition to the survey, the Council received 1,094 emails and letters directly. Many of these were asking for more information, to enable the enquirer to respond to the consultation. Those including comments or suggestions, 844, were included in analysis (741 by Enventure, 103 by the Council's consultation team after identifying them during a quality audit to ensure no comments had been missed). The same themes as identified for Q19 were applied to the analysis of emails and letters as far as possible. Some comments fell outside those themes and were grouped under a new theme or listed separately.
- 2.5 Some overarching themes have been identified from all the responses and these are set out in the paragraphs below. These group together the detailed themes used by Enventure Research in their analysis. Detailed themes and number of responses for each are set out in the analysis report, appendix 1.
- 2.6 Many of the comments referred to the value of libraries in promoting learning and literacy, for both children and adults. Respondents provided the Council with many examples of the value of their library or libraries to their community and to their own or their family's education, literacy and wellbeing. The Council runs several key services in this area, which it is proposed will continue through the life of the strategy.
- Free Bookstart packs will continue to be provided to all children at age 0-6 months and age 3-4 years, including packs for children with disabilities or special educational needs. Bookstart supports home learning, early speech, language and communication skills.
  - Baby and toddler Rhymetimes, storytelling and other activities for children and young people will continue, both in Council-run libraries and at outreach sessions in community-run libraries, schools, village halls or other community venues depending on need.
  - The annual Summer Reading Challenge, which thousands of children take part in, will also continue.
  - Other programmes to support children's and adults' learning and literacy include reading recommendations and book groups.
  - The Council will continue to invest in new book stock and will review its reservations and stock rotation policies.
  - Schools will still be able to arrange visits to the comprehensive library service which the Council will continue to provide, and outreach will bring library activities into schools and other education settings.
  - Library services will continue to liaise with other Council functions such as Education and Children and Families to target library activities and outreach according to need.

## **2.7 The needs assessment process and evaluation criteria**

Survey respondents were given a summary of the proposed process for assessing the need for each of the current libraries and of the criteria to be used. A draft needs assessment had been done and libraries had been placed into four tiers, based on the results.

Survey question 9 asked: **“Are there any other criteria you think we should use to assess need?”**

In the survey, 8,554 individuals and 172 organisations responded to this question. Together they made 20,387 comments about the draft needs assessment. 297 letters and emails also commented on the draft needs assessment, about the methodology or suggesting additional evidence or factors that they felt should be considered. In some cases, respondents argued for a recategorization of one or more library. The draft needs assessment evaluated need for each library against five criteria:

- Location: proximity to other libraries
- Usage: the number of active users (people who had used their library card in that library in the previous 12 months)
- Population: the number of libraries per head of population in each district, based on current figures not projected growth.
- Deprivation: deprivation levels in the area immediately around the library's postcode (known as the 'lower layer super output area' (LSOA) as identified in the national Index of Multiple Deprivation)
- Social isolation: the prevalence of new parents and of residents over 65 years old in the district.

These are explained in the draft [needs assessment](#).

The most common suggestions for other criteria were:

- Footfall/usage by local community groups/other activities and services based in libraries as a central community hub as well as library card use
- Distance to/length of journey to nearest alternate library and/or availability/reliability of public transport
- Impact on geographically isolated communities
- Projected population growth/planned housing developments.

There were also disagreements with the way the existing criteria had been measured. Common comments included:

- Population should be measured at a lower level, eg town, village, ward or library catchment area
- Population should consider projected population growth in the library area

- Adopt lower or higher weightings for the deprivation and social isolation criteria, relative to the others
- Deprivation should consider wider catchment area of the library, not just the Lower-Level Super Output Area in which it was situated.

## **2.8 Opposition to closures because of the value of libraries to the community**

Survey question 19 asked: **“Would you like to add anything else about the Council's proposals that has not been covered above?”**

In the survey, 10,397 individuals and 184 organisations responded to this question. Together they made 7,727 comments citing the value of the library service to the community, as perceived by them or set forth in research. In letters and emails, 1,377 comments were about the community value of library service provision. For many respondents, the value was embodied in their local library and imperilled by the proposed programme of closures.

Common views expressed included:

- Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub
- Libraries are important for children/reading habits/education/long term outcomes
- Closing libraries will have an impact on older/retired users, disabled users/those with reduced mobility and people using online services to search for jobs and claim benefits.

## **2.9 Financial considerations**

A range of comments related to the costs of running libraries, the relative benefits they provide and the potential savings that could or could not be made through the strategy.

Question 19 of the survey asked: **“Would you like to add anything else about the Council’s proposals that has not been covered above? Please give us any other ideas you may have for improving the service or reducing the cost of the service.”**

Altogether 1,713 individuals and 48 organisations completing the survey and 83 letters and emails provided suggestions for reducing cost; 1,308 individuals and 12 organisations completing the survey and 63 letters and emails, provided suggestions for improving the service; 1,046 individuals and eight organisations completing the survey, and 70 letters and emails, provided suggestions for generating income.

Some said the potential impact of closing libraries outweighed the potential savings benefits, and that taxpayers should receive the service they have paid for. Others were in favour of libraries generating income, using existing

funding from developments, such as Section 106 funding or lobbying the Government for more money.

### 3. Detailed themes

#### 3.1 Question 9: Comments on evaluation criteria

The analysis report grouped comments on the evaluation criteria into 48 themes. These are listed, together with the number of respondents making these comments, in the analysis report (p59 for individuals and families, p115 for organisations). Additional comments that are not captured under the analysis themes are listed below. In some cases, several comments have been grouped together.

| <b>Suggested evaluation criteria</b>  |
|---|
| I do not think that population should be considered.  |
| Qualitative not quantitative measures should be used.   |
| Some criteria cannot be measured, eg the pleasure it gives children to go to the library or take part in the Summer Read.<br>The pleasure and happiness that libraries bring to people...it can't be measured crudely.  |
| Tourism. Locally our museum is in Manningtree Library and we get a lot of tourists come through. Some use the internet in the library and visit the museum.<br>Amount of summer visitors requiring help during summer time period ie Tourism help - in places such as Frinton, Brightlingsea, Manningtree and West Mersea.  |
| How many accessible and affordable bookstores are in the area (the less there are, the stronger need for a library).<br>Availability and success of bookshops in the area (if people can afford and are buying books, they won't go to the library - like me)   |
| Areas that have the least strong postal service.  |
| Some libraries, like Debden are poorly visited, a library in the Broadway would be busier and therefore more needed.  |
| The number of people who will just no longer visit a library if you close the one nearest to them.  |
| The quality of the building in which the library is housed.<br>The significance of the library building itself, ie is it an important historic library building - is it listed, was the building constructed as a library - have important events happened at that building. If it is - it has a heritage value within the community for its use within that particular building. Some libraries are beautiful and important buildings in themselves and if made better - then great. |
| In my view you have covered the main criteria.  |

|                                      |
|--------------------------------------|
| <b>Suggested evaluation criteria</b> |
|--------------------------------------|

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|---|
| How about a person pays over £1000 council tax a year and should get his rubbish taken away once a week and be able to walk in to a library where someone has bought some books in the last decade as a criteria? |
|---|

### 3.2 Question 19: Would you like to add anything else about the Council's proposals that has not been covered above?

This question included a request for ideas for improving the service or reducing the cost of the service.

The analysis report grouped these comments into 21 themes, which are shown, together with the number of people making each comment, on p102 of that report (for individuals and families) and p136 (for organisations).

Additional comments that did not fall under those themes are listed below.

|                          |
|--------------------------|
| <b>Theme and comment</b> |
|--------------------------|

|                       |
|-----------------------|
| <b>Centralisation</b> |
|-----------------------|

|   |
|---|
| Buy more books and make bigger libraries. |
|---|

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| A central library is an excellent idea which is funded well rather than six or seven poorly funded libraries in one town. Also, perhaps adding a mobile library to the system for those less mobile than others. |
|--|

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|---|
| <b>Council response:</b> Mobile libraries currently serve 217 stops and the service will be regularly reviewed in response to need. |
|---|

|                         |
|-------------------------|
| <b>Decentralisation</b> |
|-------------------------|

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|--|
| Your criteria sound to me like you are planning to close smaller libraries and just keep the large ones in larger towns and cities. Could you not utilise some Town Halls to incorporate a library because in most cases our Town Halls are much too large. You have done this for our Police Department in Maldon, so why not for our Library - after all it is only one room that is required. |
|--|

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|--|
| Look to move local, smaller libraries rather than smaller number of libraries. |
|--|

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|--|
| <b>Council response:</b> Essex County Council was not involved in the relocation of Maldon police station. This was agreed between Essex Police the Police, Fire and Crime Commissioner for Essex and Maldon District Council. |
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|                  |
|------------------|
| <b>Buildings</b> |
|------------------|

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| The value of Colchester Library is of historical significance. The weakening of our local history is not acceptable. Libraries should offer a wide range of quality material, not just tanker to popular trends, which inevitably dampen poor service. |
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|--|
| [Consider] suitability of the proposed new building to provide similar or same services. |
|--|



| Theme and comment   |
|---|
| <p><b>Promotion</b></p> <p>If there is a children's centre in the village / town they should be encouraged to get all children signed and using the library. Limited access to shops selling books within walking distance.</p> <p><b>Funding</b></p> <p>It seems pointless and a waste of taxpayers' money to keep open small libraries that nobody uses.</p> <p>I do not think there is a need for any libraries and the money would be better spent on the police or other services. There is already a mobile library service, which I agree is still needed, whether council or voluntary run, and maybe this service should be expanded.</p> <p>Compare salaries of Essex County Council's executives and managers in 2001 vs 2018, then compare spending on libraries across Essex in 2001 vs 2018 - let us know which has grown by the most.</p> <p>So basically - shut more services and pay the same amount of council tax? Trust you will reduce our council tax bill accordingly, or perhaps make some council staff redundant to accommodate.</p> <p>Cut council staff wages instead of libraries!</p> <p>How many regular users have stopped using the library due to cuts in the service?</p> <p>Re-direct the money ECC wastes on not means testing both the free bus passes and winter fuel allowance. Those in genuine need already on benefits who have been means tested would qualify, this is not discrimination, it is discrimination for ECC to put u (<i>Comment incomplete</i>)</p> <p><b>Council response:</b> The Council is unable to redirect funding as suggested. Budgets for free bus passes and winter fuel allowance cannot be used for library services.)</p> |
| <p><b>Range of books</b></p> <p>The trend is that more books are being sold therefore there is a greater interest in reading. This point should be considered.</p> <p>Prioritise having the books that people are more likely to read (dystopians, horror and fantasy are popular in the young adult range).</p> <p>If libraries were able to order books relevant to customer needs, then I believe foot flow would increase. For instance, just over 12 months ago I attempted to obtain a book on timber frame buildings from Brentwood Library. Not one was available to either collect immediately or order from another library. With many timber framed buildings in Essex I do not believe this was a tall order and purely emphasises the need for improvement. This is not the first occasion where Brentwood Library has not been able to assist.</p>  |

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| <p><b>Theme and comment</b></p> <p>Consider whether any deficiency in the current provision at any particular library might be the cause of its underuse, and address that, rather than place it on an endangered list.</p> <p>I would like to see more possibilities for fiction recommendations. Library members / readers may even like to donate a copy of their own favourite book (to save costs). (<b>Council response:</b> Libraries regularly recommend both fiction and non-fiction through book displays using both inhouse and publisher-produced promotional materials, in addition to monthly reading ideas promoted on the Council's social media channels, newsletters and the Reading Ideas page of the libraries catalogue.)</p> <p>I would like to see regular interchange of books from one library branch to others, so that I can read all the books by my favourite authors.</p> <p>Increase stock of music books of popular songs.</p>   |
| <p><b>Approval of strategy</b></p> <p>I agree with it all.</p> <p>If this is NOT the end, heralding the demise of hub libraries, the plan appears to be reasonable, in these days of austerity.</p>  |
| <p><b>Access to service</b></p> <p>We use the mobile library service and because of living in a rural area with no public transportation, we find this system vital for us to borrow books. Using the online service to order these is very efficient and convenient.</p> <p>Thinking and acting more for disabled people in the community.</p> <p>I often borrow Ordnance Survey maps when I am going on holiday to take with me. I'm not sure if I would be able to access them digitally.</p> <p>Provide an online remote facility to search for books held by the county library service, i.e. so that you can go to a website and search for specific books or topics held by Essex Libraries.</p> <p>Access should be made available to libraries online from people's homes.</p> <p><b>Council response:</b> There is already online access to both the library catalogue and a range of online resources such as newspapers, magazines, e-books, encyclopaedias and other reference materials. These can be accessed remotely via PCs and mobile devices. The strategy proposes enhancing e-library services so that they are easier to use.</p> |
| <p><b>Charges</b></p> <p>Consider late fees more ethically. By this I mean under 16s are not charged late fees. However, if they take out an adult book for example an A Level education book and keep it past the allowed time they will be charged late fees for it. This either needs to be stopped because under 16s are not supposed to pay late fees or at least inform the child that the policy does not apply to taking adults' books out on a child card. This shouldn't even be a possibility anyway as the library</p>   |

| Theme and comment   |
|---|
| <p>workers should not allow children to take out adult books anyway. (<b>Council response:</b> The library management system does not allow adult books to be borrowed using a children's card.)</p> <p>Offering CD hire is also an important service for people to try new types of music. I do feel that £1.10 is a suitable rate, but feel that 7 days is little time to try the CD and then return it, especially as some libraries do not offer the night drop off box service (South Woodham Ferrers). I cannot understand why Chelmsford Library has so much empty space when it could be used to stock more books.</p> <p>Basildon Library is just ripping off people.... they are most daylight robbery from taxpayers.... did you seen for children's.... they have to pay 20 pence per day for late submission of books... that's ridiculous... you have to entertain children's for reading books... no one happy with Basildon council library they just ripping off peoples... I never seen this kind of horrible charges like criminal type of fines of young generations and old age people who forgotten to return library books.... if you use any library service they charge like they providing 5 star hotel facility... sooner no one going to use Basildon Library ... that's main reason Basildon local people and students prefer to use another county's library and avoiding even enter in Basildon council operated any library. (<b>Council response:</b> Basildon Library is run by Essex County Council, not Basildon Council. Items borrowed on children's cards are not liable for any overdue charges.)</p> |
| <p><b>Community library services</b></p> <p>[Consider] whether provision of associated services would be affected by a change in the library estate. For example, some third-party lenders on interlibrary loan will only lend some books for use in a public library building.</p> <p>What are the criteria for a voluntary run library in a village hall or other suitable building? Information to assist Parish Councillors and others to think about opting for this form of library.</p>  |
| <p><b>Facilities</b></p> <p>Access to toilets.</p> <p>The ambience of the building is very important. Where this service is shared (post office, police) the place is so off putting that one tries to find ways of avoiding it or stop using it altogether.</p> <p>Provide more of an isolated area for parents and toddlers as it does get rather noisy.</p>  |
| <p><b>Education</b></p> <p>I'm probably in a minority but local history writing has been an interest for 50 years and I wonder what will happen to all the little odd booklets and local village histories tucked in corners I so often consulted, there for years and nowhere else, good for research and not on the internet. Will they vanish in the sands of time in the changes? I remember a time when many sat in that quiet corner.</p>   |

|  |
|--|
| <b>Theme and comment</b>   |
| Libraries are portals to all the world's knowledge. Only a tiny fraction of the world's information is available for free on the internet. But all of it is available through libraries.   |
| <b>Political</b><br>Close libraries in Conservative voting areas.  |
| <b>E-services</b><br>The e-book aspect for range and choice is very poor compared with the physical copies available in the library - if the reduction of libraries is to take place the e-book facilities would need to greatly improve.<br>Library should be an e-service. If you want to borrow a book, order it via email and pick up at a council facility and return the same way. Create a reference library, one per council. I suspect it would not be used as the majority of the population would use the WWW.<br>You should look at the data compiled by BorrowBox to see how many people have signed up to download from the library. |
| <b>Outreach</b><br>Need to do some outreach - and focus on lived experiences and value.  |
| <b>Staff</b><br>Hadleigh Library is local, and the staff are friendly and helpful.   |
| <b>Interlibrary loans</b><br>Providing a speciality resource, maybe with other counties in east Anglia, so specialist subjects can be dedicated to certain libraries. All these resources should be accessible online, but it would mean that across the country specialist librarians could be involved in resourcing and maintaining material in their subject area.   |
| <b>Opening hours</b><br>Review which libraries have already been cut back in the past few years (eg Danbury has already had its hours cut back) - so this is a double whammy.  |
| <b>Parking</b><br>[Consider] if the space taken up by the library would be better used to extend the car park provision.   |
| <b>Security</b><br>Ask security to remove all noisy and badly-behaved people immediately.<br>Stop tramps sleeping in the library.<br>Ensure homeless people, drug addicts, and individuals are not allowed to enter any library and those who are, should speak quietly and not disturb the atmosphere of the library.   |
| <b>Consultation process</b>  |

|   |
|---|
| <b>Theme and comment</b>  |
| Your statement that Essex County Council cannot continue to support the 74 libraries it currently runs suggests that the whole consultation process is flawed. It is misleading to call this a consultation when the outcome is pre-decided.  |
| <b>Property</b><br>Likelihood of alternative use supporting the wider community or just being turned into residential buildings. More flats are not needed.   |
| <b>Volunteers</b><br>Consider using volunteers in the libraries.<br>Use volunteers (but adequately trained and vetted). Going in partnership is great – lots of churches are used as meeting places and could be approached.<br><b>Council response:</b> Essex Libraries have around 700 regular volunteers and several hundred more in summer to support the Summer Reading Challenge. |
| <b>Quiet space</b><br>A silent library (at times) for quiet research, reading and writing.  |
| <b>Promotion and publicity</b><br>Advertisement for youngsters and elderly in some way. Making people aware of their local library.<br><b>Council response:</b> Marketing will continue as a major element of the implementation plan for the strategy, to promote library services to new and existing audiences.  |

### 3.3 Additional correspondence

The analysis report grouped comments via email or letter into 31 themes, many of which are substantially the same as those in 3.2 above. They are shown, together with the number of correspondents making each comment, on p141 of the analysis report.

Listed here are comments and suggestions submitted via email or letter that were not captured in the analysis report.

| Theme                                | Comment  |
|--------------------------------------|--|
| Evaluation criterion:<br>Population  | Using district level data does not present a true picture of local communities' needs; Population should be measured at a lower level, eg town, village, ward or library catchment area. |
| Evaluation criterion:<br>Deprivation | Needs assessment should consider wider catchment area of the library, not just Lower-Level Super Output Area in which it was situated. Evaluating using LSOA has led to                  |

| Theme                     | Comment  |
|---------------------------|--|
|                           | inconsistencies in scoring. Examples were given of deprivation around libraries, outside the LSOA.                                 |
| Rural communities         | The strategy is biased against rural communities.  |
| Partnerships              | Partnerships with parish councils and / or community groups should be encouraged to help with running costs and improve the offer. |
| Role of community archive | The library is a valuable source of local historical information, much of it not digitised, encouraging community identity.        |
| Library closures          | Closures aren't inevitable, as other councils facing similar pressures are opening new libraries.                                  |
| Social justice            | Libraries are an essential tool in the fight for social justice / equality.  |
| Finance                   | Strategy is financially unsound because there have been no calculations of the costs of implementing the proposals.                |

### 3.4 Suggestions for reducing the cost of library services

The analysis report lists (on p103 for individuals and families and p137 for organisations) suggestions made for reducing the cost of services. The lists below group these into things the Council already does, suggestions that are already in the strategy, suggestions that could be looked at in future and suggestions that are not appropriate due to law or council policy. Additional suggestions identified by the project team have been included.

#### 3.4.1 Suggestions for things the Council already does.

| Analysis code | Comment  | The Council response   |
|---------------|--|--|
| R.1           | Offer work placements / internships / apprenticeships              | The Council already offers work experience placements for young people with special educational needs and disability to support their route into employment and develop skills and intends to do more of this in the county. |
| R.2           | Reduce energy costs (eg turning down heating / turning off lights) | The Council already takes action to reduce its own energy use and emissions and encourage lower energy use across the county. See  |

| Analysis code | Comment  | The Council response   |
|---------------|--|--|
|               |  | <a href="https://www.essex.gov.uk/reducing-carbon-emissions">https://www.essex.gov.uk/reducing-carbon-emissions</a>  |
| R.3           | Seek ideas from librarians / successful library services elsewhere | There are leads in the service who are members of national professional bodies and regularly meet colleagues in the region and nationally to exchange ideas and keep up-to-date with service developments. |
| R.4           | Seek ideas from the local community / community groups             | The engagement and research in spring 2018 and the draft strategy consultation did this. The service will continue to engage with communities through the Strategy period.                                 |
| R.5           | Send email / text reminders rather than posting letters            | The library service emails, texts or writes letters to members according to individual preferences and encourages people to sign-up to electronic communications.  |

### 3.4.2 Suggestions received for ideas that are already proposed in the strategy

| Analysis code | Comment  |
|---------------|--|
| R.6           | Greater use of technology / self-service / unmanned libraries                      |
| R.7           | Reduce number of libraries / combine libraries                                     |
| R.8           | Share premises / resources / staff with other libraries / services / councils      |
| R.9           | Stop throwing away / selling book stock / redistribute books from closed libraries |
| R.10          | Use volunteers and community groups to run libraries / supplement paid staff       |

### 3.4.3 Other suggestions for reducing the cost of the service.

| <b>Analysis code</b> | <b>Comment</b>   |
|----------------------|--|
| R.11                 | Accept second-hand equipment from other government departments             |
| R.12                 | Adopt Open Source software   |
| R.13                 | Close all but Tier 1 libraries / close all but town centre libraries       |
| R.14                 | Close town centre libraries / focus on local libraries                     |
| R.15                 | Decrease use of / stop mobile library service                              |
| R.16                 | Encourage book donations / buy second-hand books                           |
| R.17                 | Encourage friends' groups to contribute to costs                           |
| R.18                 | Focus on physical books / reduce focus on other services                   |
| R.19                 | Follow up on unreturned books  |
| R.20                 | Greater focus on online services / more e-books / buy fewer physical books |
| R.21                 | Greater investment in / focus on mobile libraries                          |
| R.22                 | Increase delivery times for reserved items                                 |
| R.23                 | Limit ordering of books  |
| R.24                 | Local collection points for books in the community                         |
| R.25                 | More focus on book reservations / have a central bank for books            |
| R.26                 | Outsource library services / bring in private sector                       |
| R.27                 | Partner with universities / colleges                                       |
| R.28                 | Receive endorsements from companies  |
| R.29                 | Reduce opening times / number of days open                                 |
| R.30                 | Reduce staff wages   |
| R.31                 | Reduce the number of books offered   |
| R.32                 | Reduce the number of events / activities held at libraries                 |
| R.33                 | Reduce the number of paid staff  |
| R.34                 | Relocate to smaller premises / cheaper areas                               |
| R.35                 | Run libraries like businesses  |
| R.36                 | Save money elsewhere / use reserves  |
| R.37                 | Stop allowing phone / laptop charging                                      |
| R.38                 | Stop buying foreign language books   |
| R.39                 | Stop buying / reduce buying of hardback books                              |
| R.40                 | Stop offering CD/DVD rental  |
| R.41                 | Stop providing computers / internet access                                 |
| R.42                 | Stop purchasing newspapers   |



| <b>Analysis code</b> | <b>Comment</b>                |
|----------------------|-------------------------------|
| R.43                 | Use refillable ink cartridges |

### **3.4.4 Suggestions that are not appropriate due to law or Council policy**

| <b>Analysis code</b> | <b>Comment</b>                              | <b>The Council response</b>   |
|----------------------|---|---|
| R.44                 | Charge a deposit to ensure returns of books | It would be unlawful to charge for borrowing books in Essex Libraries as the Council has a statutory duty to provide free loans.  |
| R.45                 | Stop / reduce Bookstart scheme              | This is a national scheme that makes a Bookstart pack available to every child at age 0-6 months and at 3-4 years. The resources given to the Council by Bookstart are worth in retail value up to £600,000 a year. The Council currently contributes £15,000 a year to enable onward distribution to families. Balancing the cost and benefits of this we believe that it would not be appropriate to stop this. |

## **3.5 Suggestions for improving library services**

The analysis report lists (on p104 for individuals and families and p137 for organisations) suggestions made for improving library services. The lists below group these into things the Council already does, suggestions that are already in the strategy, suggestions that could be looked at in future and suggestions that are not appropriate due to law or council policy. Additional suggestions identified by the project team have been included.

### **3.5.1 Suggestions for things the Council already does.**

Where more information is appropriate the Council's response is given.

| Analysis code | Comment  | The Council response   |
|---------------|--|--|
| IS.1          | Encourage better book selection by asking librarians for suggestions   | Library staff and volunteers already suggest books to stock.   |
| IS.2          | Encourage parents to get babies their own library card: combine with booklists / incentives scheme.              | The Council already does this through Bookstart, baby and toddler Rhymetimes and information for new parents.  |
| IS.3          | Ensure libraries are accessible for disabled users / wheelchair users/ those with special needs                  | <p>Libraries are already largely accessible to users with physical, sensory or learning disabilities or impairments or mental health needs, with a range of relevant books, materials and activities. Information about the accessibility of current libraries is on the <a href="#">website</a>.</p> <p><a href="#">Access membership cards</a> give users free access to all audio and DVD collections; Memory Support membership cards for adults who have memory problems do not incur any late fees; Access for disabled users and those with special needs will be considered as plans are brought forward for developing or improving Council-run libraries.</p> <p>Community-run libraries will be expected to comply with legislation on disabled access.</p> |
| IS.4          | Introduce library ambassadors  | There is a <a href="#">library ambassador scheme</a> , currently limited to 13 to 18-year-olds.  |
| IS.5          | More integration with local schools, eg share libraries, book collection from schools, mobile service to schools | Three libraries – North Melbourne, South Woodham Ferrers and Stock – are currently shared with schools. The mobile library service visits several schools. All schools have their own book collections for reading for pleasure and can subscribe to the School Library  |

| Analysis code | Comment   | The Council response  |
|---------------|---|---|
|               |   | Service provided by <a href="#">EES for Schools</a> .   |
| IS.6          | Offer bilingual children's sessions                             | Bilingual Rhymetimes have been run from time to time in various libraries.  |
| IS.7          | Offer printing / scanning / photocopying facilities             | Printers and photocopiers are available in all static libraries, and scanners in several.   |
| IS.8          | Promote / encourage people to use libraries / use social media  | Marketing will continue as a major element of the implementation plan for the strategy, to promote library services to new and existing audiences.  |
| IS.9          | Provide accessible toilet facilities / baby changing facilities | These are available in some libraries and will be considered when planning improvements to Council-run libraries.   |
| IS.10         | Provide children only libraries / separate areas for children   | Many libraries have designated children's zones. Chelmsford Library has a separate children and young people's library. Provision of designated areas in Council-run libraries will be considered as part of plans to modernise and improve them. |
| IS.11         | Provide coffee facilities                                       | These are already available in some libraries and will be considered when planning improvements to Council-run libraries.   |
| IS.12         | Refund volunteers' out-of-pocket expenses                       | Volunteers are already encouraged to claim for expenses.  |
| IS.13         | Remove borrowing restrictions for teenagers                     | Subject to permission from parent / guardian being obtained for a Young Adult card, young people aged 12-14 can borrow anything except DVDs classified "15" or "18" which we cannot legally allow them to borrow.                                 |

| Analysis code | Comment   | The Council response   |
|---------------|---|--|
| IS.14         | Run reading sessions for children   | Reading activities for children are a major part of library activities already and will continue within libraries and as outreach activities in local communities.   |
| IS.15         | Share resources with other libraries / allow ordering from other libraries      | Customers can already <a href="#">reserve items</a> from other library authorities. The Council also lends to other authorities.   |
| IS.16         | Suggestion boxes / suggestions email address                                    | The Council already has suggestion boxes in libraries and an <a href="#">online feedback form</a> .  |
| IS.17         | Take suggestions from library users to find out what types of books are needed. | This already happens. Better IT systems and customer service will enable greater use of customer insight to inform the type of stock held in libraries in future.  |
| IS.18         | Direct delivery for disabled people   | The <a href="#">Home Library Service</a> or <a href="#">Friends and Family Membership</a> are available to anyone unable to get to a library due to age, disability or caring responsibilities. Volunteers or friends/family bring books and other items to people in their own homes. |

### 3.5.2 Suggestions for ideas already proposed in the strategy.

| Analysis code | Comment   |
|---------------|---|
| IS.19         | Better rotation of books from other libraries                     |
| IS.20         | Greater use of library for other purposes – multi-purpose use     |
| IS.21         | Improve digital services  |
| IS.22         | Improve / more investment in Home Library Service                 |
| IS.23         | Improve / simplify the reservation system                         |
| IS.24         | Improve website / online search facilities / provide a mobile app |
| IS.25         | Increase opening times / weekend opening / evening opening        |

| <b>Analysis code</b> | <b>Comment</b>   |
|----------------------|--|
| IS.26                | Introduce sensory areas  |
| IS.27                | Modernise / refurbish library buildings                              |
| IS.28                | Reinvestment of funds from closed libraries into remaining libraries |
| IS.29                | Relocate libraries to more accessible locations                      |

### 3.5.3 Other suggestions for improving the service

| <b>Analysis code</b> | <b>Comment</b>   |
|----------------------|--|
| IS.30                | Allow card payments  |
| IS.31                | Allow computers to be used for more than one hour  |
| IS.32                | Allow greater use by community (eg groups, exhibition space)   |
| IS.33                | Approach publishers for permission to make available more e-books / audiobooks   |
| IS.34                | Automatic enrolment at birth   |
| IS.35                | Ban food consumption in libraries  |
| IS.36                | Better computers / wi-fi provision / internet security   |
| IS.37                | Better online facilities (eg online renewals, access to Summer Reading Challenge, access to online reference materials, access to online newspapers) |
| IS.38                | Better organisation of books / library space (eg categorise by age, sort all fiction alphabetically, promote new items)                              |
| IS.39                | Ensure collection points (in shops etc.) have good parking and people don't have to queue  |
| IS.40                | Expand library catalogue / more new books  |
| IS.41                | Extend reading challenge to other times besides summer   |
| IS.42                | Free CD / DVD borrowing  |
| IS.43                | Get more young people / ethnic minorities involved to increase diversity   |
| IS.44                | Greater focus on sustainability / green issues   |
| IS.45                | Greater links with libraries in other areas, eg sharing of books.  |
| IS.46                | Improve access to libraries, eg investment in public transport   |
| IS.47                | Improve / more investment in mobile library service, eg more stops, greater choice of books, more frequent visits                                    |

| <b>Analysis code</b> | <b>Comment</b>   |
|----------------------|--|
| IS.48                | Increase length of borrowing period  |
| IS.49                | Introduce family membership cards  |
| IS.50                | Lend more types of items, eg toys, baby equipment, tools, mobility scooters, e-readers.                              |
| IS.51                | Make it easier to contact the library, eg via telephone, email   |
| IS.52                | Make libraries more attractive to children to encourage use  |
| IS.53                | More academic / reference books  |
| IS.54                | More alternative book collection and drop-off points / click and collect service / post-box for out-of-hours returns |
| IS.55                | More audiobooks / large print books  |
| IS.56                | More car parking / free car parking / validated parking  |
| IS.57                | More clubs / social activities / events  |
| IS.58                | More helpful library staff   |
| IS.59                | More investment in e-library / greater range of e-books / increase number of licences for e-books                    |
| IS.60                | More security / enforcement of behavioural standards   |
| IS.61                | No reduction of any library services   |
| IS.62                | Offer courses / training events / adult learning   |
| IS.63                | Offer a greater selection of CDs / DVDs  |
| IS.64                | Offer postal book service  |
| IS.65                | Offer training for using smart technology  |
| IS.66                | Partner with community groups  |
| IS.67                | Partner with local high streets / shops, eg discount schemes   |
| IS.68                | Provide more daily newspapers / a greater range of newspapers  |
| IS.69                | Provide more electrical ports for charging phones / laptops  |
| IS.70                | Provide quiet study areas / introduce quiet periods / adult only periods   |
| IS.71                | Remove fines / introduce alternative fines, eg time penalties  |
| IS.72                | Restrict computer use / don't allow use for games  |
| IS.73                | Seek ideas from successful library services elsewhere  |
| IS.74                | Specialised libraries, eg IT centres   |

### **3.5.4 Suggestion that is not appropriate due to law or Council policy**

| Analysis code | Comment  | The Council response  |
|---------------|--|---|
| IS.75         | Invest in technology so those with Kindles can borrow e-books. | <p>This has been explored before but is currently not possible due to Amazon's closed digital rights system. The Council is unable to purchase eBooks in Kindle format.</p> <p>Library e-books can be accessed via Borrowbox and read on a range of devices and operating systems including iOS (eg iPad, iPhone, iPod), Android (eg tablet, smartphone, Kindle Fire), Kobo, Nook, Sony Reader.</p> <p>E-magazines, newspapers and comics can be read using Press Reader or RBDigital e-reading apps. For information on the e-library see <a href="https://libraries.essex.gov.uk/e-books-e-audio-e-magazines-and-book-groups/">https://libraries.essex.gov.uk/e-books-e-audio-e-magazines-and-book-groups/</a>.</p> |

### 3.6 Suggestions for generating income for library services

The analysis report lists (on p105 for individuals and families and p137 for organisations) suggestions made for generating income for library services. The lists below group these into things the Council already does, suggestions that are already in the strategy, suggestions that could be looked at in future and suggestions that are not appropriate due to law or council policy. Additional suggestions identified by the project team have been included.

#### 3.6.1 Suggestions for things the Council already does.

Where more information is appropriate the Council's response is given.

| Analysis code | Comment                                     | The Council response  |
|---------------|---|---|
| G.1           | Hire out CDs/DVDs/games                     | Libraries already <a href="#">lend CDs and DVDs</a> , for a small fee   |
| G.2           | Offer venue hire for events / meetings etc. | Many library spaces are already <a href="#">offered for hire</a> . A new initiative offers library spaces for hire for birthday parties. Plans to |

| <b>Analysis code</b> | <b>Comment</b>  | <b>The Council response</b>  |
|----------------------|---|--|
|                      |   | modernise Council-run libraries during the strategy period will include making the spaces flexible for hire and use for a range of activities.   |
| G.3                  | Pursue grants eg Future High Streets Fund / charity status etc.           |  |
| G.4                  | Put on fee-paying events, eg author Q&As, lectures, community cinema etc. | Some events in libraries are free, some are fee-paying.  |
| G.5                  | Run a café / sell refreshments / use for community tearoom                | Some libraries already have a café area.   |
| G.6                  | Sell unwanted books / CDs / DVDs etc.                                     |  |
| G.7                  | Work with publishers to promote books / authors                           | The Council works with the Reading Agency and publishers to promote new books, book prizes, etc. via publishers' promotional materials. Publishers also provide copies of new titles for the Council to offer to book groups. The Council holds several author events throughout the year with the key focus on the Essex Book Festival. |

### 3.6.2 Other suggestions for generating income

| <b>Analysis code</b> | <b>Comment</b>   |
|----------------------|--|
| G.8                  | Charge book clubs to borrow books  |
| G.9                  | Charge for reserving books   |
| G.10                 | Charge for computer use / internet access  |
| G.11                 | Charge for key fobs to access libraries out of hours                                 |
| G.12                 | Charge for / encourage donations for activities, e.g. Rhymetime, craft sessions etc. |
| G.13                 | Charge for parking   |



| <b>Analysis code</b> | <b>Comment</b>  |
|----------------------|---|
| G.14                 | Crowdfunding  |
| G.15                 | Encourage / allow cash donations  |
| G.16                 | Ensure fines are paid/increase late fees  |
| G.17                 | Hire out car parks, eg for fruit/vegetable stalls   |
| G.18                 | Hire out meeting equipment, eg projectors   |
| G.19                 | Hold fundraising events / run a lottery   |
| G.20                 | Increase Council Tax  |
| G.21                 | Introduce drop-off points for parcels   |
| G.22                 | Partner with community groups to pursue funding opportunities                             |
| G.23                 | Partner with local businesses, eg selling items / sponsorship / advertising opportunities |
| G.24                 | Provide advertising space for rent  |
| G.25                 | Reduce current venue hire fees to make them more attractive                               |
| G.26                 | Run a play area   |
| G.27                 | Run a shop / sell items in the library  |
| G.28                 | Seek additional funding from parish councils  |
| G.29                 | Seek contributions from land developers   |
| G.30                 | Sell closed library buildings / unused land   |

### **3.6.3 Suggestions that are not appropriate due to law or Council policy**

| <b>Analysis code</b> | <b>Comment</b>                                  | <b>The Council response</b>   |
|----------------------|---|---|
| G.31                 | Charge for borrowing books                      | It would be unlawful to charge for borrowing books in Essex Libraries as the Council has a statutory duty to provide free loans of books. |
| G.32                 | Introduce a joining fee / annual membership fee | This would also be unlawful - see response to G.31 above.   |

## 4. Responses from MPs

### 4.1 Checklist of responses

The Council received correspondence from the MP's set out below. A summary of the points raised by them and the Council's response are provided within the paragraphs that follow:

|    |  |
|----|--|
| 1  | Letter from 12 Essex MPs                       |
| 2  | Alex Burghart MP, Brentwood and Ongar          |
| 3  | James Duddridge MP, Rochford and Southend East |
| 4  | Vicky Ford MP, Chelmsford                      |
| 5  | Rt Hon Mark Francois MP, Rayleigh and Wickford |
| 6  | Rt Hon Robert Halfon MP, Harlow                |
| 7  | Rebecca Harris MP, Castle Point                |
| 8  | Sir Bernard Jenkin MP, Harwich and North Essex |
| 9  | Rt Hon Priti Patel MP, Witham                  |
| 10 | Will Quince MP, Colchester                     |
| 11 | Giles Watling MP, Clacton                      |

### 4.2 Summaries of the responses

4.2.1 A letter from 12 Essex MPs (Rt Hon Robert Halfon MP, Stephen Metcalfe MP, Giles Watling MP, Will Quince MP, Vicky Ford MP, Rebecca Harris MP, Kemi Badenoch MP, Rt Hon Mark Francois MP, James Cleverly MP, Rt Hon Priti Patel MP, Rt Hon John Whittingdale MP, and Alex Burghart MP). A summary of the points raised is set out below:

- ... Not opposed to the aims of the Council proposals but take issue with the suggestion that modernising services and retaining buildings are mutually exclusive.
- ... Libraries hold an important social value.
- ... Partnerships with district and parish councils and community groups should be explored to share running costs and improve the offer.
- ... Other county councils are expanding their library services.
- ... Needs assessment is deeply flawed. By focussing on decline in book lending, the Council is not considering other library uses.
- ... Computers and tablets in libraries enable work on educational and life skills courses, Internet browsing and applications for universal credit. If

libraries are closed, other public spaces with free computer access will need to be made available.

- ... Libraries and the library offer can be better marketed, and this should be tried before libraries are closed.
- ... The weighting of the needs assessment criteria is concerning. Conclusions are motivated by statistics rather than social value.
- ... Location doesn't consider public transport networks. Free access is important for people and that includes getting to the library.
- ... Deprivation and social isolation should be weighted higher given that these are the people libraries can benefit most. Without the groups that libraries host, there may be more pressure on public services.
- ... We should be encouraging children from disadvantaged backgrounds to take up reading and improve literacy levels. We should encourage people to take advantage of free careers advice in libraries.
- ... Closing libraries in deprived areas will have a damaging effect on the fight for social justice.

#### 4.2.2 **Alex Burghart MP** (Brentwood and Ongar)

- ... The online survey takes too long to fill in, is not easy for older people to take part in because it is only online and has been virtually impossible to access as a hard copy. This causes difficulties for older, less computer-literate or time-poor people.
- ... Activities which don't require use of library cards appear to have been excluded from the consultation criteria.
- ... North Weald: three temporary hostels are situated in North Weald. These have poor internet connections. The deprivation score may not include these, and overall the score seems very low.
- ... North Weald Parish Council is concerned that closure will leave them without a base of operations.
- ... Shenfield should be Tier 2, given its level of deprivation, and a high number of active users and community groups using it.
- ... Ingatestone hosts a popular sight-impaired group.
- ... There is concern that local business might suffer if it closes.
- ... There's concern that the libraries may be sold for development. It would be possible to redevelop both Shenfield and North Weald to generate additional revenue while leaving a library in situ.

#### 4.2.3 **James Duddridge MP** (Rochford and Southend East)

- ... Great Wakering Library should be retained. It serves a large elderly population with relatively little public transport. A large number rely on these services; closure could cause them to become isolated as the nearest alternatives are many miles away.
- ... Should changes be required, please consider moving these key services into the old school. Please look at all options available.

#### 4.2.4 **Vicky Ford MP** (Chelmsford)

- ... Galleywood and Springfield Libraries provide vital community hubs, used for much more than traditional library services.
- ... They're vitally important educational work spaces, used by children as homework and study areas.
- ... Urges us to work with Chelmsford City Council and parish councils to ensure these community assets are maintained.

#### 4.2.5 **Rt Hon Mark Francois MP** (Rayleigh and Wickford)

- ... Held meetings with local communities at Hockley and Hullbridge both of which are determined they shouldn't close.
- ... Hockley should be upgraded to Tier 2 because:
  - It only fell 2 points short of achieving Tier 2 status.
  - It is a highly popular library with an important role in the community – also in Hawkwell. Hosts many community groups and exhibitions.
  - Location: Hockley is almost 3 miles from nearest library and served by one bus route which is itself under consultation.
  - Population: There has been considerable building in the area in the last few years.
  - Usage: This has gone down partly because of cuts in opening hours. However the recent book raid shows how popular Hockley is capable of being.
- ... Hullbridge should be upgraded to Tier 2 because:
  - Used by many community groups.
  - Location: Over 3 miles to Rayleigh Library. Walking route far from ideal and served by one intermittent bus service.
  - Social Isolation: Has one of the highest proportions of senior citizens in Essex. The mobile home parks are overwhelmingly populated with senior citizens, many of whom rely on Hullbridge for their community services.

- ... Libraries generally have an extremely important role in combatting social isolation and have great community benefits. They should be invested in not cut back.
- ... Advises the Council that the Department for Digital, Culture, Media and Sport (DCMS) is ready to step in with a local enquiry if needed.
- ... It is nonsensical that a council with £250million in reserves should be seeking to save £1m a year in this way, given the benefits stated. Whatever the economics it is very bad politics!
- ... We should listen to the strong opinions of residents and drop the closure programme altogether.

#### 4.2.6 Rt Hon Robert Halfon MP (Harlow)

- ... Not clear what level of response would be necessary to keep the libraries in Harlow open. Summarises his other actions including joint MPs' letter, school's petition, correspondence with Michael Ellis MP and question in the House.
- ... If the libraries in Great Parndon, Tye Green and Mark Hall are closed it is questionable whether we're fulfilling our statutory duty. This is principally because of the following flaws in the way the proposals have been developed:
  - Loan statistics do not provide true picture of level of need for libraries eg computers for learning, welfare and leisure, community groups, book clubs.
  - E-libraries can aid efficiency but are no substitute for physical buildings in the locality. They are often used for printing eg homework, CVs, other important documents. Digital library no use for people without home computer access or printers. Therefore equal access to information is lost.
  - Hub libraries rely on transport, difficult through limited mobility, poor parking availability, poor or unaffordable public transport or no car ownership. Alternatives such as mobiles or Home Library Service fail to provide social benefits that libraries do and are unsustainable.
  - Community activities could take place in alternative locations if there is space available, otherwise they will disappear (or not remain free). The Council should investigate such availability before deciding whether to close libraries.
  - Social isolation is recognised to a certain extent by the Council but not enough. Staffed neighbourhood libraries provide face-to-face support and social contact. Live chat is no substitute with regard to these aspects.

- Social isolation and deprivation should have been weighted higher. The Council should do all it can to improve life prospects and literacy. Many cannot afford books, computers and learning resources. They need quiet space away from home. Library access can also be a bulwark against anti-social behaviour, not considered in the consultation. Ready access to computers is a life-line to those struggling on low incomes.
- Location does not take into account poor public transport routes – Harlow has recently been subject to a reduction in bus transport – the cost of travel or limited parking. Reliance on a hub library would also increase traffic congestion. The overall effect of the proposals may be to discourage library use.
- ... Acknowledges that the Council is under pressure to save but closing libraries is not the answer. Other councils under similar pressures are opening new ones. Suggestions:
  - Reduce staffing costs
  - Partner with community groups eg by hiring out spaces
  - Reduce number of staffed hours and introduce smart out-of-hours access
- ... Would be pleased to work with the Council and assist community engagement in any way he can.
- ... “Number of libraries per head” statistics presented in a misleading way in the strategy. As the Council serves one of the largest populations these statistics are correlative and don’t justify closures.
- ... Statutorily the Council is obliged to encourage use of the library service, but marketing could be much better.
- ... Ends with suggestions for making offer more multi-functional and appealing:
  - Café; create additional income and jobs
  - House art exhibitions eg by local school children
  - Celebrate local news and achievements
  - Hosting sales of work and second-hand goods
  - Hosting themed nights
  - Introduce sensory spaces
  - Introduce specific devices such as memory boxes and sound booths
  - Host health and wellbeing events and courses
- ... Encloses many comments from constituents.

In additional comments Mr Halfon argues against closure of Tye Green and Mark Hall because of their close proximity to secondary schools, and that libraries have a key role to play in the fight for equality.

#### 4.2.7 **Rebecca Harris MP** (Castle Point)

- ... Libraries help tackle loneliness, provide an outlet for community groups and help residents access council services.
- ... It's right that Canvey should be retained as Tier 1 but unacceptable to leave mainland Castle Point without a static library. Residents of Benfleet, Thundersley and Hadleigh find Canvey inaccessible and use Hadleigh and Benfleet Libraries well.
- ... Any solution should ensure a continued base of operations for the registrar service and the Home Library Service.
- ... Mainland Castle Point deserves at the very least a Tier 1 library. Supports Castle Point Council's statistical analysis demonstrating why. Ms Harris's preference is for the current provision to be maintained in partnership with the local community. Benfleet councillors are bringing forward a solution for South Benfleet. Hadleigh "island" is being redeveloped and there's an expectation that library provision would be included there. Holy Family Catholic Church is developing a proposal for Great Tarpots.
- ... Essex County Council has Ms Harris's support in pursuing any option to keep Castle Point libraries open.

#### 4.2.8 **Sir Bernard Jenkin MP** (Harwich and North Essex)

- ... Wishes the Council to look closely at the future of the County libraries in Manningtree, Wivenhoe, West Mersea and Harwich. Refers to response from Library supporters in Manningtree.
- ... The Council accounts for the cost of its libraries but does not see the value of all the ancillary benefits of their buildings and facilities to communities and in the delivery of other public sector provided services, such as access through computers to the benefits system.
- ... Many public libraries in other counties are being transferred to charitable trusts and community groups. What consideration is being given to this?
- ... Why should the Department for Work & Pensions (DWP) not be required to contribute something to the cost of facilities which are provided for benefit claimants? This is particularly important in rural areas where people often live far from their DWP Job Centre Plus.

#### 4.2.9 **Rt Hon Priti Patel MP** (Witham)

- ... There is strong opposition and concerns regarding the draft strategy from residents across the Witham constituency, but some appetite for community-based solutions.
- ... Seven out of eight libraries in the constituency will potentially be lost as will two libraries sitting just outside it.
- ... In other local authority areas libraries are being transformed by a mixture of community management, co-location and the introduction of new services.
- ... The MP would be glad to explore with local communities the opportunities for new library models and pilot them, and to that end will contact parish councils where Tier 3 and 4 libraries are based seeking views on prospects for developing community models. She will share this feedback and map out some options.
- ... Sought information on what new and different models the Council has considered introducing to improve the viability of local libraries, what alternative models are available and how communities in the Witham constituency can work constructively with the Council and with her to set up some viable working pilots.

#### 4.2.10 **Will Quince MP (Colchester)**

- ... Closing Prettygate would have a detrimental effect on the community. Alternatives mean driving into Colchester centre and parking – leisure use of the library being difficult if an eye has to be kept on the parking meter – or taking the bus. Neither option is easy with young children.
- ... It's important to get children interested in reading and this will be hampered by closure of Prettygate. Please explore other options.
- ... There's no central meeting place in Prettygate other than the library and the churches.
- ... A coffee shop alongside the library would prove popular and encourage use of the library.

#### 4.2.11 **Giles Watling MP (Clacton)**

- ... Approves ECC's appreciation of the need to change radically. Would have appreciated a pre-consultation meeting so he and colleagues could feed into the emerging options.
- ... His constituency has an older population who are more reliant on community facilities, and its remoteness from urban centres makes it more liable to be overlooked.
- ... **Clacton:** approves Tier 1 status but argues it's in need of investment.



- ... **Frinton** and **Walton**: downgrade to Tier 3 is worrying. Frinton in particular serves as a focal point for many large wards with few public facilities. Suggests a merger to create one full hub would be capable of serving the entire area.
- ... **Holland**: other constituencies have at least one Tier 2 library. His constituency is amongst the most economically inactive.
- ... **Deprivation** and **social isolation** should have been weighted higher. His constituency contains the most deprived ward in the nation, Jaywick.
- ... Suggests:
  - Co-location of libraries with school library services where appropriate
  - Facilitating health and community groups via libraries
- ... The three Tier 3 libraries in his constituency (**Frinton**, **Walton** and **West Clacton**) are vital to local communities. To survive they need to turn to local organisations and community groups. He would be willing to help in this matter.

## 5. Responses from district, borough and city councils

This section, and those following, includes responses submitted by survey, email or letter, and motions passed at council meetings.

### 5.1 Checklist of responses and motions

|   | Council                      | Response method            |
|---|------------------------------|----------------------------|
| 1 | Basildon Borough Council     | Survey, letter and motion  |
| 2 | Brentwood Borough Council    | Motions                    |
| 3 | Castle Point Borough Council | Letter                     |
| 4 | Chelmsford City Council      | Motion                     |
| 5 | Colchester Borough Council   | Survey, letter and motions |
| 6 | Harlow Council               | Letter and motion          |
| 7 | Rochford District Council    | Motion                     |
| 8 | Tendring District Council    | Survey                     |
| 9 | Uttlesford District Council  | Survey and motion          |

### 5.2 Summaries of the responses

#### 5.2.1 Basildon Borough Council

Basildon Council submitted a survey response, a letter providing more detailed responses to survey questions and passed a motion at its full council on 28 March 2019.

The [motion](#), in relation to a report on changes to the scheme of Council Tax Discounts and Premiums, was: "To support the maximum increases to the long term empty property premium starting from 1 April 2019. That the Council make the strongest possible representations to colleagues at Essex County Council to seek unequivocal agreement to ring fence their share of this additional income to prevent both Vange and Fryerns Libraries from closing or changing existing operational terms and conditions, although this would not be conditional on these technical changes being agreed and implemented from 1 April 2019. Full Council receives a report no later than the first full Council of the municipal year in 2019."

To date the Council has received no direct representation from Basildon Council in relation to this motion; we have learnt about this motion from other sources.

Basildon Council's key arguments in its survey response and letter were:

An assessment of the social value contribution of existing library services should be included in the criteria and weighted accordingly. This would capture the breadth of other activity delivered from libraries and the social return on investment achieved from the library service. Gathering such information may also inform a more collaborative approach across the Council with regards to the future of local libraries.

Strongly disagree with the five ambitions of the draft strategy. They should be broadened to reflect:

- ... The evolution of library services and the role that libraries play in modern society, their social value and contribution, and relationship to the Council's broader responsibilities and priorities as set out in Essex Vision.
- ... Libraries' use as community hubs hosting a range of community activities which benefit the Council, particularly regarding social care and education.
- ... The range of other services currently provided from the libraries in both Vange and Fryerns.

Basildon Council would be keen to work with the Council to ensure such valuable community resources continue to be available in the locality.

Strongly disagree with the evaluation criteria.

- ... Using district-level data masks the significant disadvantage experienced in communities supported by Vange and Fryerns libraries and does not provide a true representation of the needs of these areas.
- ... The lack of locality-based EqlAs further increases the risk of decisions being based on unrepresentative data.
- ... Greater effort should be made to use data available at a LSOA level, where available; where not, be proactive in obtaining relevant insight eg by collecting protected characteristic data as part of library membership.
- ... Usage - does not capture true footfall or reflect library usage

- ... Location - does not give due consideration to barriers that would prevent residents accessing other library services.
- ... Needs assessment assumes that 78% of households in the borough have access to one or more car or van. Using Acorn segmentation data it is predicted that only 66% of Vange residents and 69% of Fryerns residents would have access to a car. In addition, lower levels of income may also act as a barrier to using public transport.
- ... Population – does not provide additional weighting where the proposals will further increase the ratio of people per library.
- ... The borough's libraries already serve a higher number of residents than the national average. Loss of 2 libraries would leave a managed library for every 37,419 residents. This ratio is above the national average figure and 5,000 residents per library more than the county of Worcestershire's average (which had the highest level of residents per managed library in the CIPFA population per library comparator English counties 2016-17).
- ... Assumptions have been based on current population figures which do not reflect that Basildon will grow in population far more rapidly than other areas in Essex, nor does it consider the projected increase in population anticipated as result of the Local Plan.
- ... Deprivation – 15% weighting is too low, dismissive of the negative impact deprivation has on life chances, does not recognise differences in deprivation levels nor seeks to address disadvantage. Fryerns and Vange wards both rank in the most deprived 5% of wards in Essex (Vange 3rd and Fryerns 11th out of 258 wards); have a low percentage of school-ready children, higher than average persistent secondary school absenteeism, high rates of children in care, high rates of child poverty and fewer pupils than average that aspire to go to university.
- ... Social Isolation – A further indicator of the risk of social isolation is the number of pensioners who live alone. 32.2% of Basildon borough pensioners live alone (worse than the England average of 31.5% and the Essex average of 29.9%). 41% of pensioners live alone in Vange and 34% in Fryerns.
- ... In Vange the population estimate for under 9s is higher than the Essex average at 7.6% and 8.1% in Fryerns. This would suggest that there are more parents with young families in these communities and potentially a greater risk of social isolation.
- ... Social isolation weighting is too low given the consequences to local authorities and communities of contributing to increased social isolation through service reduction.
- ... Suggested criterion to assess need: social value contribution of existing library services

Disagree that the proposals provide a reasonable range of different ways for people to access library services according to their needs.

- ... Unclear whether the services that remain will be accessible to existing users of Vange and Fryerns libraries due to a lack of accurate user data as set out in the EqlA.

Strongly disagree with proposal to invite community groups or other organisations to run 19 libraries in tier 3.

- ... Basildon Council unaffected as no tier 3 libraries in the borough.
- ... Had sought to explore capacity of local communities to run Fryerns and Vange libraries. It is evident that capacity is significantly reduced in communities facing multiple challenges when compared to communities that have the capacity to organise, such as those that have a Parish council. It should not be assumed that all communities are willing or able to take on responsibility for service provision and delivery.

Disagree with idea of some library services being available in places other than libraries (outreach).

- ... Idea has merit in principle but the proposal relies on availability of suitable locations within communities. In deprived areas it cannot be assumed that village halls, community halls, leisure centres or even shops exist or have capacity to accommodate the service.

Basildon Council would be interested to explore how the council's existing community hall provision could be developed to accommodate those aspects of the existing library service that are utilised and valued by the community. This could facilitate the growth of community spaces and allow flexibility for our residents to continue to use books and access library services.

Having longer opening hours would be a priority for those libraries in the borough identified as tier 1 and 2. Given the potential closure of two libraries in the borough, it would seem sensible and necessary to increase the accessibility of remaining libraries by increasing open hours and extending this across the weekend.

Vange and Fryerns are two of the most deprived areas in Essex. The withdrawal of a library service in these areas would have adverse effects on the local communities. Access to digital technology, cars, books and a safe work environment is significantly lower in deprived areas, which will inadvertently affect education, attainment, employment opportunities, community cohesion, happiness, and social isolation.

The proposal also appears to disproportionately impact on groups with protected characteristics including older people, children/young people and pregnant women/new mothers who make up a significant majority of existing users.

There also appears to be a lack of insight on the part of the Council on how the proposals will impact on those with a disability or from a BME group.

Basildon Borough Council would not be interested in partnering to support the delivery of library services run by Essex County Council in tier 2, 3 or 4.

Basildon Borough Council would not be interested in running or being involved with a community-run library in a tier 3 or tier 4 location. However, should the Council receive notification of community interest in running either Vange or Fryerns libraries, Basildon Council would welcome the opportunity to discuss the council's potential contribution.

### **5.2.2 Brentwood Borough Council**

#### Council meeting 5 December 2018

The following motion was carried:

"This Council welcomes the review and public consultation that has been launched by Essex County Council in regards to library provision across the county, including within the borough of Brentwood. We recognise and agree that the current library service is outdated and needs modernising. Therefore, Brentwood Borough Council pledges to work with our County Council partners in this regard and will consider options around location, service access and opening hours as part of this review. We will support efforts to involve the local community in both shaping and delivering future library provision in the borough, with particular focus on both Shenfield and Ingatestone libraries, identified as "tier 3" in the review."

#### Council meeting 27 February 2019

The following motion was carried:

"This Council is concerned about the methodology and information relied on by the County Council to list Shenfield Library as tier 3. We call on Essex County Council to reconsider its findings and recognise that Shenfield Library should be listed as tier 2."

#### The following arguments were advanced in support of the above motion.

- ... Residents of Shenfield and Hutton could lose a book lending service that is more used than any other ECC tier 2 or 3 library
- ... Could lose an asset that is highly valued by the community, a valuable hub and service beyond traditional library use with 75,000 visits, support for children's reading and young mothers, meeting place for groups including elderly and use as a polling station
- ... Over 8,000 residents signed a petition, believed to be the largest ever in Brentwood
- ... Flaws in the needs assessment and grounds for re-examining Shenfield's ranking in tier 3:
  - Usage should have highest weighting, above location and population

- Arbitrary weighting given to population and inconsistent scoring; Shenfield and Ingatestone have third highest head of population per library [in the county] but second lowest score
- Compares population scores for Shenfield and Ingatestone against those for libraries in other boroughs and districts to illustrate point above, using data from the needs assessment.

**Explanatory note from Essex County Council:** Libraries were scored in two rounds in the needs assessment. In round 1, they were allocated a score for population based on the number of libraries in the district per head of population. Tier 4 libraries were identified in round 1. Libraries were then scored again, based on the impact on the number of libraries per head of population if tier 4 libraries were closed. As Brentwood did not have any libraries that were identified as tier 4, the scores for Ingatestone and Shenfield did not change. In other districts that did have libraries identified in tier 4, the population scores for the remaining libraries increased in round 2.

The following motion was also carried

“This Council supports the level of response from the local community in regards to Ingatestone Library, including on questioning the information in the consultation document and calls upon ECC to give detailed consideration to all responses, including those which have challenged the underpinning data. Furthermore, it should be remembered that that the library is used out of library hours by the local community and the parish council. And that proper use of the available assets has not been considered.”

Community, Health and Housing Committee meeting 5 March 2019

It was resolved unanimously that Shenfield and Ingatestone Libraries be listed as Assets of Community Value.

### **5.2.3 Castle Point Borough Council**

Recognises that library service must remain fit for purpose.

Supports the proposal that Canvey is a Tier 1 library.

Unless sustainable community management solutions are agreed, the other three libraries could be under threat of closure. This would leave a community of 50,000 people without any local library provision.

Hadleigh Library should be at least Tier 2 because:

- ..... In the first round of scoring it scored second out of 59 libraries
- ..... The process by which it sunk to 17th in the second round was arbitrary. In particular the second round took account of the loss of Tier 4 libraries but not Tier 3. The criterion of libraries per head of population per district also

fails to take account of a library's true catchment area: a main consideration in Castle Point.

- .... The usage figures were not similarly adjusted in the second round, suggesting that full and proper analysis has been undertaken [sic].

There should be a Tier 1 library on the Castle Point mainland because:

- .... By aggregating the three Tier 3 communities on the Castle Point mainland and comparing them with Billericay, Wickford and Witham (each with a Tier 1 library) it can be seen there's enough usage, population and demographics to justify one.

Further work is required to better explore the impact of closures not only on the core services libraries provided, but also services such as the Registry Office and Home Library Services Volunteers base at South Benfleet, their use as community spaces, associations with schools and early years groups and the impact on vulnerable groups and older people.

Castle Point Council would welcome discussions with the County Council to find a sustainable solution to the library service within the Borough.

#### **5.2.4 Chelmsford City Council**

##### Council meeting 5 December 2018

The following motion was carried:

"This Council has been briefed on the review and public consultation that has been launched by Essex County Council in regards to library provision across the county, including within the City of Chelmsford. We recognise and agree that the current library service is in need of modernising in the light of changing usage by the public. Therefore, Chelmsford City Council pledges to work with our County Council partners in this regard and will consider options around location, service access and opening hours as part of this review. We will support efforts to involve the local community in both shaping and delivering future library provision in the City, with particular focus on Springfield Library, shown as Tier 3 and the five libraries identified as Tier 4."

#### **5.2.5 Colchester Borough Council**

##### *Health & Wellbeing*

- Libraries provide a local community-based space that supports and contributes to improved health and wellbeing outcomes for the residents of Colchester. Community groups and individuals can use these spaces to meet up, make new connections and socialise which in turn contributes to reducing social isolation and loneliness.

- Young people can do their homework in a library (and improve their life chances as a result) which isn't always possible at home for many reasons. People who don't have a computer or only have limited access, can become digitally excluded. People who have literacy / numeracy issues can develop those skills in a safe space within a library.
- A proposed reduction in the existing library service provision coincides with key programmes of work in Colchester and North East Essex looking to maximise existing community assets and resources. The potential for the existing libraries to contribute to and support this emerging programme of work needs to be fully explored and understood before any changes are implemented.
- Libraries already help people access a wide range of local services, either by operating out of the same building, providing space for regular drop-ins or advice sessions, or by sign-posting people to other services. Libraries are at the heart of our communities, where people go for advice, information or to see other service providers such as local councils, Citizens Advice or job clubs.

#### *Reduced Accessibility*

- Reduced opening times would be less accessible for all, but having members of the public as 'key holders,' would provide out of hours access for the working population.
- The proposal to close the library in Mersea will have an adverse effect on the higher than average elderly population there. Isolation is an issue in this locality for this specific cohort of people
- Removing the library in Wivenhoe would impact the high number of students in the locality.

#### *Prettygate Library*

- Population has increased in Prettygate between 2011-2017 by 40.8%, over 6,000 being aged 40 years and over.
- This library has a higher usage amongst 0-9 years (28%) compared to the Essex Library average for 0-9 years (23%). Additionally, Prettygate Library also has a higher usage amongst 0-19 years (43%) compared to the Essex Library average for 0-19 years (37%)
- Within the library sits Colchester Toy Library.
- A range of other nearby community assets is listed. Home Farm Primary School could be used as an alternative library and community space. Straight Road Community Centre, Kingsland Church and St Leonards Church Hall are all in proximity and could provide alternative community space.

Survey response asked us to consider



- The foot fall into the library, the home delivered books and the difficulty in getting to the remaining library in the event of closure

Council meeting 6 December 2018

The following motions were both carried:

1 "This Council notes with sadness, the review and public consultation that has been launched by Essex County Council in regards to library provision across the county, including within the borough of Colchester to meet the modern day demands of our residents. We recognise and agree that some library buildings are outdated and should be modernised. Therefore, Colchester Borough Council pledges to work with our County Council partners. We will ensure the local community is involved in shaping, improving and enhancing future library service provision across our borough."

2 ""This Council notes with sadness the public consultation launched by Essex County Council to close libraries across the county, including within the borough of Colchester. Whether complete closure or transition to volunteer run services, this Council cannot accept the irreversible impact such plans have upon the social mobility and educational opportunities of our residents. This Council believes that education and information are fundamental for individuals to be socially mobile. For centuries, Libraries have provided people with available and accessible books, information and educational resources. This historic principle is now under threat in our borough. Colchester Borough residents access many services provided at our libraries, not just books, but free Internet, DVDs, audio texts, a range of Council Services, CAB support and much more. Libraries form a bedrock of our communities and their social fabric. Therefore, we call upon the Leader of the Council to write directly to the Leader of Essex County Council to suspend the consultation and halt the closure plans and enter into a meaningful dialogue to shape, improve and enhance library services in our Borough. The Council calls upon the Leader of the Council to also write to the Chancellor of the Exchequer, the Secretary of State for Education and Secretary of State for Housing, Communities and Local Government to truly end austerity and provide local government with the resources it needs to fund vital services in the future."

## **5.2.6 Harlow Council**

Council meeting 18 December 2018

The following motion was carried:

"This Council is concerned by Essex County Council's plans to close public libraries in Harlow. Libraries are vital to promoting literacy and fostering a love of reading amongst all people. They are used by pre-school children taking their first steps towards reading, those at the other end of the school journey and by young adults studying for their exams. Libraries also provide essential services for the least well off in society, providing computer access to people looking for jobs and accommodation, completing Universal Credit forms and for those filling out online

school admission applications. This Council believes that library closures run counter to the County's health and wellbeing agenda and therefore requests that the Leader of the Council writes to the County Council urging it to keep all of Harlow's libraries open and invites the Leader of the Opposition to sign the letter."

The subsequent letter from Cllr Ingall, Leader of Harlow Council, and Cllr Johnson, Leader of the Opposition, made the following points:

Libraries provide:

- Reading, guidance and quiet study space
- Free broadband – least well off who cannot afford it at home rely on this
- Meeting points for the community – an essential service in combatting social isolation
- Community hubs, gallery spaces and places for public meetings

Libraries cannot change if they are closed. Closing three out of five would run counter to the needs of the town.

#### Council meeting 4 April 2019

The following motion was carried:

"Essex County Council (ECC) have not responded adequately to the letter of concern about library closures sent by the Leader of Harlow District Council and co-signed by the Leader of the opposition on 7 January 2019.

At the meeting of ECC on 12 March 2019, that council had concluded that as the libraries consultation had only just closed, it was too early to put forward a decision to their Cabinet on the matter and therefore a final closure decision has yet to be taken;

and this council urges:

- i) the Leader to write again to the Portfolio Holder responsible for the consultation around library closures asking for ECC to reconsider particularly in light of the (disproportionate) effect the proposed closures in this and immediately surrounding areas; and
- ii) Members to support the motion and this council's position, both at district level and ECC members when the matter comes before them for decision."

To date Essex County Council has received no direct representation from Harlow Council in relation to this latter motion.

### **5.2.7 Rochford District Council**

#### Council meeting 11 December 2018

The following motion was carried:

“This Council has noted the review and public consultation that has been launched by Essex County Council in regard to the library provision across the County, including the District of Rochford. The District Council also recognise that the current library service is outdated and needs modernising. We encourage all to respond to the consultation as this will shape the way the future service will be delivered. However, we are mindful that the County Council also has a duty under the 1964 Libraries and Museums Act to provide a library service for our residents. We are largely rural communities and we will endeavour to ensure that Essex County Council also considers this within its review, taking into account the Equality Act 2010 and access to services. Therefore, this Council pledges to work alongside Essex County Council and the local community in both shaping and delivering future library provision throughout the District and will support the retention of a library service in all the current five existing areas in the District.”

### **5.2.8 Tendring District Council**

Usage - we do not consider that it is an accurate reflection of the use of libraries just to rely on where a library card has been used. Many people use the library for other reasons including research, social engagement and access to IT. Social Isolation - in many communities the library is a place where people can go to engage with others. With loneliness as an ever-growing issue, particularly, amongst the elderly population, Tendring Council feels it is counter intuitive to be considering closing libraries when these are often the places that are at the heart of communities. Population - Tendring District Council is disappointed that no account has been taken of projected population. There is in Tendring, as in many other areas, an extensive range of house building taking place with a consequent growth in local population and we feel that this should be taken account of.

It is felt that using volunteers is not always reliable and could result in libraries not being manned or not being open. There is also a loss of knowledge which experienced librarians have. It is also felt that the strategy has been developed without the full assessment of responses to the consultation and that the thrust of the approach should be about how to keep libraries open rather than potential for closure.

### **5.2.9 Uttlesford District Council**

#### Council meeting 4 December 2018

The following motion was carried:

“This Council asks the Cabinet member for communities and partnerships to work with Essex County Council, parish/town councils, voluntary organisations and residents to explore ways in which the library service in Uttlesford is maintained and enhanced, in light of the county council’s major consultation on the proposed future strategy for the county’s libraries.”

### Council meeting 9 April 2019

The following motion was carried:

“This Council recognises that libraries make a significant contribution to education, well-being and community activities. Any library closures or reductions in services could potentially affect the well-being of children and young families, the elderly, the unemployed and other vulnerable groups and increase their social isolation. At the December Council meeting, it was ‘RESOLVED this Council asks the Cabinet Member for Communities and Partnerships to work with Essex County Council, parish/town councils, voluntary organisations and residents to explore ways in which the library service in Uttlesford is maintained and enhanced, in light of the County Council’s major consultation on the proposed future strategy for the county’s libraries’ and we will continue to do this.”

Survey response: In a relatively sparsely populated predominantly rural area like Uttlesford using the number of libraries per head of population underplays accessibility issues. It is not appropriate to expect users to travel 10 miles to reach their nearest library. The criteria need to reflect the diverse character of Essex and avoid weighting the assessment towards the needs of urban areas.

At the UDC Council Meeting in December 2018 it was resolved that the Cabinet Member for Communities and Partnerships would work with ECC, parish/ town councils, voluntary organisations and residents to explore ways in which the library service in Uttlesford is maintained and enhanced in the light of the county council's major consultation on the proposed future strategy for the county's libraries, and we will continue to do this.

Loss of library services in Stansted Mountfitchet and Thaxted would have adverse impacts in particular on the wellbeing of children and young families, older persons, the unemployed and other vulnerable groups at risk of social isolation.

## 6. Responses from town and parish councils

### 6.1 Checklist of responses

Comments made by town and parish councils about libraries that were identified as tier 3 or tier 4 in the original draft strategy are listed and responded to in sections 9 and 10 below. General comments not covered in the tables and sections above are listed below this table.

|   | <b>Council</b>           | <b>Response method</b> |
|---|--------------------------|------------------------|
| 1 | Ashingdon Parish Council | Email                  |

|    | <b>Council</b>                                | <b>Response method</b> |
|----|---|------------------------|
| 2  | Bradwell on Sea Parish Council                | Survey                 |
| 3  | Brightlingsea Town Council                    | Letter                 |
| 4  | Broomfield Parish Council                     | Survey                 |
| 5  | Buckhurst Hill Parish Council                 | Survey                 |
| 6  | Canewdon Parish Council                       | Survey and email       |
| 7  | Clavering Parish Council                      | Survey                 |
| 8  | Coggeshall Parish Council                     | Letter                 |
| 9  | Colne Engaine Parish Council                  | Letter                 |
| 10 | Danbury Parish Council                        | Survey                 |
| 11 | Elsenham Parish Council                       | Survey and letter      |
| 12 | Farnham Parish Council                        | Letter                 |
| 13 | Feering Parish Council                        | Survey                 |
| 14 | Galleywood Parish Council                     | Survey                 |
| 15 | Great Baddow Parish Council                   | Survey                 |
| 16 | Great Burstead and South Green Parish Council | Survey                 |
| 17 | Great Dunmow Town Council                     | Survey and letter      |
| 18 | Harwich Town Council                          | Letter                 |
| 19 | Hatfield Broad Oak Parish Council             | Survey                 |
| 20 | Hatfield Peverel Parish Council               | Survey                 |
| 21 | Hawkwell Parish Council                       | Letter                 |
| 22 | Hockley Parish Council                        | Survey and letter      |
| 23 | Hullbridge Parish Council                     | Survey and email       |
| 24 | Kelvedon Parish Council                       | Survey                 |
| 25 | Kelvedon and Feering Parish Councils          | Email                  |
| 26 | Langford and Ulting Parish Council            | Survey                 |
| 27 | Lawford Parish Council                        | Survey                 |
| 28 | Little Baddow Parish Council                  | Survey                 |
| 29 | Little Braxted Parish Council                 | Survey                 |
| 30 | Loughton Town Council                         | Letter                 |
| 31 | Manningtree Town Council                      | Survey and letter      |
| 32 | Mistley Parish Council                        | Letter                 |
| 33 | Noak Bridge Parish Council                    | Survey                 |
| 34 | North Fambridge Parish Council                | Survey                 |

|    | <b>Council</b>   | <b>Response method</b>   |
|----|--|--------------------------|
| 35 | North Weald Parish Council   | Survey and email         |
| 36 | Rayleigh Town Council  | Survey                   |
| 37 | Saffron Walden Town Council  | Letter                   |
| 38 | South Woodham Ferrers Town Council   | Survey                   |
| 39 | Springfield Parish Council   | Survey and letter        |
| 40 | St Osyth Parish Council  | Survey                   |
| 41 | Stansted Mountfitchet Parish Council   | Survey, letter and email |
| 42 | Stock Parish Council   | Survey                   |
| 43 | Thaxted Parish Council (incorporates formal complaint to Michael Ellis MP)   | Survey and letter        |
| 44 | Tiptree Parish Council   | Survey and email         |
| 45 | Toppesfield Parish Council   | Letter                   |
| 46 | West Mersea Parish Council   | Survey and letter        |
| 47 | Wickham Bishops Parish Council   | Survey                   |
| 48 | Winstred Hundred and East Mersea Parish Councils   | Email                    |
| 49 | Witham Town Council  | Letter                   |
| 50 | Wivenhoe Town Council  | Survey and email         |
| 51 | Woodham Walter Parish Council  | Survey                   |
| 52 | Joint evidential response by councillors from Manningtree, Mistley and Lawford Parish Councils, and from Tendring District Council | Letter                   |

## 6.2 Summaries of the responses

Comments by town and parish councils echoed the themes listed above and therefore will not be repeated or responded to in detail. Where a council raised a point not covered above, they are listed below. Where a council has only made comments that are specific to a named community-run library, these are shown in sections 9 and 10 below.

### 6.2.1 Canewdon Parish Council

Suggest that the County Council consider what hard copy books are available throughout Essex given that hard copy books can be transferred from one library to another.

### 6.2.2 Coggeshall Parish Council

Note that parish clerks and councils could be involved in running community libraries and feel that this conflicts with Section 101 of Local Government Act 1972 prohibiting a local authority from discharging its functions to another local authority.

### **6.2.3 Farnham Parish Council**

The mobile library visit time was altered by the county council without consultation with the Parish Council. (Note: The change to the mobile stop in Farnham came about in April 2018 following an extensive consultation about the mobile service. All town and parish councils on the Council's comprehensive list were sent notifications about this consultation in September 2017. The Council is likely to be reviewing mobile stops later in the year and will do so regularly thereafter, adjusting the routes and timetable according to need for the service.)

### **6.2.4 Galleywood Parish Council**

All needs assessment criteria should be used in relation to each other, e.g. usage to population, deprivation to population.

The five measurement criteria should not be used to set communities against each other in a battle for resources showing division and discord. The Carnegie UK Shining A Light report says we should measure the impact of public libraries on wellbeing, a shift away from measuring inputs (costs) towards methods for measuring participation and impact (measuring participation in all programmes of activity and courses). Policies based on outcomes will better guide decision makers. Library services must align services with community needs and the priorities and policies of funders and public policy decision makers. The replacement by dispersal of the offering runs a higher risk to the public service failure or deterioration. Any add-on service should be seen as supplementary and not replacement, online offering will exclude many of the current user community of they have no access to online suite of tools.

The Parish Council would like to see the Council adopt, invest and expand the strategy.

It would like to see the Council actively promote, increase the range of services, become creative not destructive with public service library services by way of the following: longer opening hours, encouraging a larger footfall, improving investment and use of technology. Improve service link up with the Council's well-being and mental health policies. Reduce cost of the service by looking at overhead costs e.g. cleaning and staff costs.

### **6.2.5 Great Baddow Parish Council**

- ... PC expects to be consulted as part of any future discussions on the future level of services at Great Baddow Library.

- ... Withdrawal of service from Great Baddow Library would destroy opportunities for working together, for example on an exhibition and utilising library contacts and resources for this. The library also acts as a point of contact for people to find out about contact points and services offered by the council.

#### **6.2.6 Great Dunmow Town Council**

- ... Business opportunities should be included as a criterion in the needs assessment.
- ... Tourist Information Centre is sited in the library.
- ... Suggestions: commercial partnerships, refreshments/coffee machine, room lettings at commercial rate, use outside regular opening hours, book signings, virtual reality gaming.

#### **6.2.7 Hatfield Broad Oak Parish Council**

Uttlesford has a greater number of smaller primary schools often serving a larger catchment area. These are often in groups and depend upon smaller libraries - not only Dunmow but Thaxted and Stansted - for introduction to the library and what it can offer. Mobile library services to Hatfield Broad Oak have been reduced from 1 hour every week to half an hour every 3 weeks. Public transport is concentrated on Stansted Airport and Bishop's Stortford and access to libraries is only feasible by car.

#### **6.2.8 Loughton Town Council**

Shorter opening hours at Loughton Library would affect opening hours of Citizens Advice and Loughton Town Council which have their offices there. Comments about Debden Library are shown in section 10.

#### **6.2.9 Manningtree Town Council**

The Assessment carried out in Spring 2018 which has formed the basis on which the Strategy has been formulated is not robust, comprehensive, nor informative enough to justify its proposals. Most of the crucial information will be supplied as a result of this current consultation, only then should a meaningful strategy have been put in place and shared with the public.

The population in our two closest neighbouring parishes Lawford and Mistley is estimated to increase by 42% over the next few years.

#### **6.2.10 North Fambridge Parish Council**

No bus service to Maldon and only once a week bus to South Woodham Ferrers.

#### **6.2.11 South Woodham Ferrers Town Council**

In the Social Isolation criterion, the age bracket is not suitable. From public research within our area parents of all ages use the library for their reading challenges, nursery rhyme and singing sessions and themed days and nights.



Concern that outreach activities in other buildings (eg Rhymetimes) will be charged for, excluding those who can't afford them.

#### **6.2.12 Tiptree Parish Council**

The strategy may end up with people paying twice over, once via their ECC charge and again via the precept required to cover capital and running costs of a volunteer library.

#### **6.2.13 Willingale Parish Council**

The Parish Council does not own or manage any premises.

#### **6.2.14 Witham Town Council**

With the closure of neighbouring libraries there will be additional footfall in Witham's library. It was therefore felt important that at least local papers should be available in the library.

## **7. Responses from community and other organisations**

### **7.1 Checklist of responses**

Comments made organisations about particular community-run libraries are listed and responded to in sections 9 and 10 below. General comments not covered in the tables and sections above are listed below this table.

|    | <b>Organisation</b>   | <b>Category</b>  | <b>Response method</b> |
|----|---|------------------|------------------------|
| 1  | 1 <sup>st</sup> Coggeshall Scout Group                              | Youth group      | Survey                 |
| 2  | Acorn Village   | Residential home | Survey                 |
| 3  | Age UK Essex Befriending  | Social           | Survey                 |
| 4  | All Saints' Reading Group   | Book group       | Survey                 |
| 5  | Appetite Book Club  | Book group       | Survey                 |
| 6  | Archives  | History          | Survey                 |
| 7  | Arterial Culture CIC  | Arts             | Survey                 |
| 8  | Ashingdon Primary Academy   | School           | Survey                 |
| 9  | Barnardo's  | Public body      | Survey                 |
| 10 | Barnardo's, Saffron Walden (Essex Child & Family Wellbeing Service) | Public body      | Survey                 |
| 11 | Beacon Hill Rovers FC   | Sports           | Survey                 |
| 12 | Becca's Book Club   | Book group       | Survey                 |
| 13 | Benfleet Community Archive  | History          | Survey                 |
| 14 | Benfleet U3A (University of the Third Age)                          | U3A              | Survey                 |

|    | <b>Organisation</b>  | <b>Category</b>   | <b>Response method</b> |
|----|--|-------------------|------------------------|
| 15 | Bentfield Primary School   | School            | Survey                 |
| 16 | Billericay Methodist Preschool                                     | Preschool         | Survey                 |
| 17 | Book Club, Galleywood  | Book group        | Survey                 |
| 18 | Book Group, Kelvedon   | Book group        | Survey                 |
| 19 | Book Group, Shenfield  | Book group        | Survey                 |
| 20 | Book Talk Book Club, Buckhurst Hill                                | Book group        | Survey                 |
| 21 | Book Talk Book Group   | Book group        | Survey                 |
| 22 | Booklets Book Group, Brightlingsea                                 | Book group        | Survey                 |
| 23 | Boxted Mobile Library Van Users                                    | Library           | Survey                 |
| 24 | Bradfield WI Book Group  | Book group        | Survey                 |
| 25 | Braintree Area Foodbank Ltd  | Foodbank          | Survey                 |
| 26 | Brentwood Choral Society   | Music and theatre | Survey                 |
| 27 | Brightlingsea Book Club  | Book group        | Survey                 |
| 28 | Brightlingsea Playreading Group                                    | Book group        | Survey                 |
| 29 | Broomfield Green Zone  | Environment       | Survey                 |
| 30 | Broomfield SOLE (Save Our Libraries Essex)                         | Library           | Survey                 |
| 31 | Broomfield U3A   | U3A               | Survey                 |
| 32 | Cheeky Monkeys Nursery, Earls Colne                                | Preschool         | Survey                 |
| 33 | Chelmsford Community Transport                                     | Community         | Survey                 |
| 34 | Chicken and Frog Bookshop / Brentwood Children's Literary Festival | Literary          | Survey                 |
| 35 | Childminder, Harlow  | Preschool         | Survey                 |
| 36 | Childminding   | Preschool         | Survey                 |
| 37 | Chipping Hill Book Club  | Book group        | Survey                 |
| 38 | Chipping Hill Primary School                                       | School            | Survey                 |
| 39 | Citizens' Advice Essex   | Citizens advice   | Survey                 |
| 40 | Citizens' Advice South Essex                                       | Citizens advice   | Survey                 |
| 41 | Coastliners  | Book group        | Survey                 |
| 42 | Coffee Mates Ladies' Club  | Social            | Survey                 |
| 43 | Coggeshall Community Library Group                                 | Library           | Survey                 |

|    | <b>Organisation</b>   | <b>Category</b>   | <b>Response method</b> |
|----|---|-------------------|------------------------|
| 44 | Colchester Sixth Form College                                 | School            | Survey                 |
| 45 | Colne Place Residential Home                                  | Residential home  | Survey                 |
| 46 | Cygnets Mothers and Toddlers                                  | Preschool         | Survey                 |
| 47 | Dedham Primary School   | School            | Survey                 |
| 48 | Dovercourt Choral Society                                     | Music and theatre | Survey                 |
| 49 | Earls Colne Community Library Group                           | Library           | Survey                 |
| 50 | Edward Bear, Wickham Bishops                                  | Preschool         | Survey                 |
| 51 | Elsenham Village Hall   | Community         | Survey                 |
| 52 | Emma Durrant Childcare  | Preschool         | Survey                 |
| 53 | Epping Forest Conservative Association, Buckhurst Hill Branch | Political party   | Survey                 |
| 54 | Epping Forest Foodbank  | Foodbank          | Survey                 |
| 55 | EPUT (Essex Partnership University NHS Trust)                 | Public body       | Survey                 |
| 56 | Essex and Harlow Symphony Orchestras                          | Music and theatre | Survey                 |
| 57 | Essex Cares Ltd (ECL)   | Public body       | Survey                 |
| 58 | Essex Child and Family Wellbeing Service                      | Public body       | Survey                 |
| 59 | Essex Knitters and Stitchers                                  | Arts              | Survey                 |
| 60 | Essex Lifestyle Service                                       | Public body       | Survey                 |
| 61 | Essex Partnership NHS Trust (Brockfield House)                | Public body       | Survey                 |
| 62 | Essex Society for Archaeology and History                     | History           | Letter                 |
| 63 | Essex Society for Family History                              | History           | Survey                 |
| 64 | Feering WI  | Community         | Survey                 |
| 65 | Finchingfield Community Library                               | Library           | Survey                 |
| 66 | French Club, West Mersea                                      | Adult Learning    | Survey                 |
| 67 | Friends of Hullbridge Library Group                           | Library           | Survey                 |
| 68 | Frinton Chapel Preschool                                      | Preschool         | Survey                 |
| 69 | Fryatt in Harwich   | Community         | Survey                 |
| 70 | Fyfield Book Club   | Book group        | Survey                 |

|    | <b>Organisation</b>                                | <b>Category</b>  | <b>Response method</b> |
|----|--|------------------|------------------------|
| 71 | George Book Lovers, Braintree                      | Book group       | Survey                 |
| 72 | Great Baddow Booktalk                              | Book group       | Survey                 |
| 73 | Great Baddow Village Market                        | Community        | Survey                 |
| 74 | Great Tey Women's Institute Book Club              | Book group       | Survey                 |
| 75 | Grove Preschool, Stanway                           | Preschool        | Survey                 |
| 76 | H&TCA (Hadleigh and Thundersley Community Archive) | History          | Survey                 |
| 77 | Hadleigh Castle U3A                                | U3A              | Survey                 |
| 78 | Hadleigh Community Group                           | Community        | Survey                 |
| 79 | Halstead and District U3A                          | U3A              | Survey                 |
| 80 | Hamelin Trust                                      | Residential home | Survey                 |
| 81 | Hands Off Thaxted                                  | Library          | Letter                 |
| 82 | Hanover Court, Dovercourt                          | Residential home | Survey                 |
| 83 | Harlow Alliance Party                              | Political party  | Survey                 |
| 84 | Harlow Civic Society                               | Community        | Letter and survey      |
| 85 | Harlow Common Residents' Forum                     | Residents        | Survey                 |
| 86 | Harlow Ethnic Minority Umbrella                    | Community        | Survey                 |
| 87 | Harlow Talking News                                | Community        | Survey                 |
| 88 | Harwich Festival of the Arts                       | Arts             | Survey                 |
| 89 | Harwich Reading Group                              | Book group       | Survey                 |
| 90 | Hawkwell Residents' Association                    | Residents        | Survey                 |
| 91 | Hazelmere Infant School and Nursery                | School           | Survey                 |
| 92 | Helping Hands Essex                                | Community        | Survey                 |
| 93 | Holland Residents' Association                     | Residents        | Email and survey       |
| 94 | HomeStart Essex                                    | Community        | Survey                 |
| 95 | HPFT (Hertfordshire Partnership Foundation Trust)  | Public body      | Survey                 |
| 96 | Hullbridge Residents' Association                  | Residents        | Letter                 |
| 97 | Hundred Parishes Society                           | History          | Survey                 |
| 98 | Inform Galleywood                                  | Community        | Survey                 |

|     | <b>Organisation</b>                               | <b>Category</b>  | <b>Response method</b> |
|-----|---|------------------|------------------------|
| 99  | Integration Support Services                      | Community        | Survey                 |
| 100 | Islanders Book Group                              | Book group       | Survey                 |
| 101 | Jack and Jill Preschool, Brentwood                | Preschool        | Survey                 |
| 102 | Jean's Book Club                                  | Book group       | Survey                 |
| 103 | Kayte's House                                     | Preschool        | Survey                 |
| 104 | Kelvedon and Feering Heritage Society             | History          | Letter                 |
| 105 | Kelvedon Roman Catholic Church                    | Church           | Survey                 |
| 106 | Kelvedon St Mary's Primary Academy and Autism Hub | School           | Survey                 |
| 107 | Kingston Primary School                           | School           | Survey                 |
| 108 | Kool Carers South East Ltd                        | Care             | Survey                 |
| 109 | Laver de la Haye Primary School                   | School           | Email                  |
| 110 | Lindsell Bookclub                                 | Book group       | Survey                 |
| 111 | Little Pickles Nursery                            | Preschool        | Survey                 |
| 112 | Little Smarties Nursery                           | Preschool        | Survey                 |
| 113 | Longridge and Literary Friendship Book Club       | Book group       | Survey                 |
| 114 | Loughton Voluntary Care Association               | Care             | Survey                 |
| 115 | Love Stanway                                      | Community        | Survey                 |
| 116 | Macmillan   | Care             | Survey                 |
| 117 | Magna Carta Primary Academy                       | School           | Survey                 |
| 118 | Manningtree Museum & Local History Group          | History          | Letter                 |
| 119 | Maylandsea Primary School                         | School           | Survey                 |
| 120 | Meadows Montessori                                | Preschool        | Survey                 |
| 121 | Mersea and Pyefleet Branch, Labour Party          | Political party  | Survey                 |
| 122 | Mersea Community Support                          | Community        | Survey                 |
| 123 | Mersea Island Library Enthusiasts                 | Library          | Survey                 |
| 124 | Mersea Island School                              | School           | Survey                 |
| 125 | Mersea Island Society                             | Community        | Email and survey       |
| 126 | Mersea Island Trust (Mersea Court)                | Residential home | Survey                 |

|     | <b>Organisation</b>                            | <b>Category</b>       | <b>Response method</b> |
|-----|--|-----------------------|------------------------|
| 127 | MICA (Mersea Island Community Association)     | Community             | Survey                 |
| 128 | Millfields Primary School                      | School                | Survey                 |
| 129 | Monday Shakespeare Group, Old Harlow           | Book group / Literary | Survey                 |
| 130 | Mulberry Book Club                             | Book group            | Survey                 |
| 131 | Mulberry Bush Montessori Ltd                   | Preschool             | Survey                 |
| 132 | Mum and Toddler Group, Hadleigh                | Preschool             | Survey                 |
| 133 | Museums Essex                                  | History               | Survey                 |
| 134 | National Education Union North East Essex      | Trade union           | Letter                 |
| 135 | National Education Union North Essex           | Trade union           | Survey                 |
| 136 | National Education Union West Essex            | Trade union           | Survey                 |
| 137 | National Jazz Archive                          | Arts                  | Survey                 |
| 138 | Normski Readers                                | Book group            | Survey                 |
| 139 | NWES (Norfolk and Waveney Enterprise Services) | Business support      | Survey                 |
| 140 | NWR Bookworms                                  | Book group            | Survey                 |
| 141 | OWs (Older Wiser Links) Brightlingsea          | Social                | Letter                 |
| 142 | Parish Church of St Mary the Virgin, Shenfield | Church                | Letter                 |
| 143 | Passmores Academy                              | School                | Survey                 |
| 144 | Paycockes WI                                   | Community             | Survey                 |
| 145 | Plume Academy                                  | School                | Survey                 |
| 146 | Prettygate Baptist Church                      | Church                | Survey                 |
| 147 | Prettygate Reading Group                       | Book group            | Email                  |
| 148 | Puffins Reading Group                          | Book group            | Survey                 |
| 149 | Purford Green School                           | School                | Survey                 |
| 150 | Rainbow Pre-School, Stansted                   | Preschool             | Email and survey       |
| 151 | Ramsden Hall School                            | School                | Survey                 |
| 152 | Rayleigh Library (Tuesday) Writers' Group      | Literary              | Survey                 |
| 153 | Rayleigh Mount WI                              | Community             | Survey                 |
| 154 | Reading Between the Lines                      | Book group            | Survey                 |

|     | <b>Organisation</b>                                  | <b>Category</b>   | <b>Response method</b> |
|-----|--|-------------------|------------------------|
| 155 | Realise Futures                                      | Employment        | Survey                 |
| 156 | Recorders of Uttlesford History                      | History           | Letter                 |
| 157 | Residents 4 Uttlesford                               | Political party   | Letter and survey      |
| 158 | Richmond Preschool                                   | Preschool         | Survey                 |
| 159 | Riverside Primary School                             | School            | Survey                 |
| 160 | Rochford and Southend East Constituency Labour Party | Political party   | Survey                 |
| 161 | Save Coggeshall Library Campaign                     | Library           | Survey                 |
| 162 | Save Manningtree Library Action Group                | Library           | Letter                 |
| 163 | Saxon Amateur Theatre Group                          | Music and theatre | Survey                 |
| 164 | SeeHistory   | Literary          | Survey                 |
| 165 | Shenfield and Hutton Morning WI                      | Community         | Survey                 |
| 166 | Shenfield Library Friday Book Group                  | Book group        | Survey                 |
| 167 | Shenfield Readers                                    | Book group        | Survey                 |
| 168 | Sible Hedingham Book Group                           | Book group        | Survey                 |
| 169 | Sible Hedingham Save Our Libraries                   | Library           | Survey                 |
| 170 | Sid Bolan Big Band                                   | Music and theatre | Survey                 |
| 171 | Signpost (Colchester) Ltd                            | Community         | Survey                 |
| 172 | Singing Book Club, Brightlingsea                     | Book group        | Survey                 |
| 173 | Smiles Montessori Preschool                          | Preschool         | Survey                 |
| 174 | Sounds Right Phonics for Kids                        | Preschool         | Survey                 |
| 175 | South Woodham Ferrers U3A Play Reading Group         | Book group        | Survey                 |
| 176 | Southminster CE Primary School                       | School            | Survey                 |
| 177 | St Cedd's Reading Group                              | Book group        | Survey                 |
| 178 | St John's Buckhurst Hill Book Club                   | Book group        | Survey                 |
| 179 | St John's C of E Primary School                      | School            | Survey                 |
| 180 | St Luke's Church, Tiptree                            | Church            | Survey                 |
| 181 | St Mary's CE Church, Ardleigh                        | Church            | Survey                 |
| 182 | St Mary's Music Association                          | Music and theatre | Survey                 |

|     | <b>Organisation</b>                          | <b>Category</b>   | <b>Response method</b> |
|-----|--|-------------------|------------------------|
| 183 | St Mary's Primary School, Stansted           | School            | Survey                 |
| 184 | St Michael and All Angels Church, Galleywood | Church            | Letter and survey      |
| 185 | St Michael's CE Junior School, Galleywood    | School            | Survey                 |
| 186 | St Peter's Church Reading Group              | Book group        | Survey                 |
| 187 | St Peter's Primary School                    | School            | Survey                 |
| 188 | Stambridge Primary School                    | School            | Survey                 |
| 189 | Stansted Free Church                         | Church            | Survey                 |
| 190 | Stansted is Well Read Book Group             | Book group        | Survey                 |
| 191 | Stanway Village Hall Management Committee    | Community         | Survey                 |
| 192 | Stondon Singers                              | Music and theatre | Survey                 |
| 193 | Team to Save Hockley Library                 | Library           | Letter                 |
| 194 | Teen Talk, Clacton/Walton                    | Community         | Survey                 |
| 195 | Thaxted Primary School                       | School            | Email                  |
| 196 | Thaxted Society                              | History           | Letter and survey      |
| 197 | Thorpe le Soken WI                           | Community         | Survey                 |
| 198 | Tiptree Choral Society                       | Music and theatre | Letter                 |
| 199 | Tiptree Preschool Playgroup                  | Preschool         | Survey                 |
| 200 | Tiptree U3A                                  | U3A               | Email                  |
| 201 | Toad Hall Day Nursery, Castle Point          | Preschool         | Survey                 |
| 202 | Tolleshunt d'Arcy Book Group                 | Book group        | Survey                 |
| 203 | Totham Hill Book Club                        | Book group        | Survey                 |
| 204 | Twinkling Tots                               | Preschool         | Survey                 |
| 205 | Tye Green Leisure and Community Association  | Community         | Letter                 |
| 206 | U3A Book Group, Shenfield                    | Book group        | Survey                 |
| 207 | U3A Essex                                    | U3A               | Survey                 |
| 208 | U3A Family History, Hockley                  | History           | Survey                 |
| 209 | U3A Play Readers, Hadleigh                   | Book group        | Survey                 |



|     | <b>Organisation</b>  | <b>Category</b>   | <b>Response method</b> |
|-----|--|-------------------|------------------------|
| 210 | U3A Playreading 2, Hadleigh  | Book group        | Survey                 |
| 211 | UNISON Essex County Branch   | Trade union       | Letter                 |
| 212 | Uplanders Book Group, West Mersea  | Book group        | Survey                 |
| 213 | Uttlesford Citizens Advice (incorporates formal complaint to Michael Ellis MP) | Citizens advice   | Letter and survey      |
| 214 | Walkers Book Group   | Book group        | Survey                 |
| 215 | Walton Community Forum   | Community         | Survey                 |
| 216 | Water Lane Primary Academy   | School            | Survey                 |
| 217 | West Horndon Art Group   | Arts              | Survey                 |
| 218 | Westcliff High School for Girls  | School            | Survey                 |
| 219 | Westerings Primary Academy   | School            | Survey                 |
| 220 | WI Book Group, Manuden   | Book group        | Survey                 |
| 221 | WI Orchard Springs Reading Group   | Book group        | Survey                 |
| 222 | Wickford Community Projects  | Community         | Survey                 |
| 223 | Wickham Bishops Baby and Toddler Rhymetime Group                               | Preschool         | Survey                 |
| 224 | Wickham Bishops with Little Braxted Parish Church Council                      | Church            | Survey                 |
| 225 | Willingale Book Club   | Book group        | Email and survey       |
| 226 | Witham Choral  | Music and theatre | Survey                 |
| 227 | Wivenhoe Open Air Shakespeare  | Music and theatre | Survey                 |
| 228 | Wivenhoe Orchestra   | Music and theatre | Survey                 |
| 229 | Workers' Educational Association Essex   | Adult education   | Survey                 |
| 230 | Workers' Educational Association Brightlingsea                                 | Adult education   | Survey                 |
| 231 | Workers' Educational Association Halstead                                      | Adult education   | Survey                 |
| 232 | Workers' Educational Association Writtle                                       | Adult education   | Survey                 |
| 233 | Writtle Infant School  | School            | Survey                 |

There were also 21 survey responses from unidentified organisations.

## **7.2 Summaries of the responses**

Comments by organisations echoed the themes listed in section 3 and therefore will not be listed again here. Where an organisation raised a point not covered above, they are listed below.

Two classes of organisation have specific needs, involving dealing with large numbers of books, which were often iterated in their responses. These are book groups, of which Essex Libraries supports over 700, and performing arts groups, 102 of whom subscribe to Essex Libraries' Performing Arts Service.

### **7.2.1 Book groups**

48 book groups responded to the consultation. Frequent comments included:

- ... Assumption or apprehension that book group loans will not be available from community library services
- ... Book group management typically involves one person in the group collecting from and returning to the library multiple copies of books. This will become difficult / impossible if they're obliged to travel further to an alternative library. The difficulties already considered under 3.1 (distance, parking, availability of public transport, cost) are exacerbated by the weight of the multiple copies.
- ... Many book group members are elderly.
- ... Book group loans are issued on one card per group. By not counting book groups supported per library, the active user criterion in the needs assessment ignores the fact that several people are actively using the same card.
- ... The potential closure of many libraries implies considerable reduction of the overall bookstock. This will make it difficult, and in some cases no doubt impossible, to gather together enough copies of a requested book to satisfy book group needs.
- ... Many groups rely upon staff knowledge for their reading choices, and it's felt that volunteers will lack the knowledge to assist them in this.
- ... Most book groups who responded stated that they would have to close if their local library were closed, or if the book group loan service were made unavailable there.

#### **Book Talk Book Club, Buckhurst Hill**

Book groups are a great way to contribute to the fabric of society and motivate and galvanise people about local issues. In ours, we regularly discuss all manner of community topics from policing, schools, transport, high streets and in doing so, we play a more active part in local issues. Book groups can provide a vital role in helping people with mental health issues and dementia.

It's important from a cultural point of view that authors are supported, and book groups have a key role to play in doing this.

### **Booktalk Book Group**

Responses to the consultation should have been used as criteria for the needs assessment.

### **Great Baddow Booktalk**

Please look at what the Thimblemill Library, Sandwell, West Midlands, is doing to see the potential of community involvement in activities and social evenings held there varying from folk evenings, talks, small theatre groups etc.

### **NWR Bookworms, Harwich**

Suggested needs assessment criterion: Distance of libraries from other libraries where that distance is more than 3 miles. Libraries further than 3 miles from their closest library should be given a higher priority, especially in semi-rural areas with poor public transport as that will prevent many customers from visiting libraries.

### **Uplanders Book Group, West Mersea**

Cultural education should have been included as a criterion in the needs assessment.

### **Willingale Book Club**

There's currently a book swap in the village hall and they were wondering if they should expand and enhance this. Not offering to run a community library.

## **7.2.2 Performing arts groups**

11 music and theatre groups responded to the consultation. (Play reading groups, which belong to both classes, have been included with book groups above.) Frequent comments included:

- ... Assumption or apprehension that performing arts loans will not be available from community library services
- ... Typically, one person in the group collects from and returns to the library multiple copies of books or scores. In the case of the largest choirs, this may amount to several boxes full of heavy hardback scores. This will become difficult / impossible if they're obliged to travel further to an alternative library.

## **7.2.3 Archives, archaeology and historical societies**

### **Archives**

Metrics on how the Libraries are also being used creatively should be included in the needs assessment.

### **Essex Society for Archaeology and History**

It's important we recognise the social and health value of walking to a library, especially when many other facilities such as shops or banks are closing.

### **Essex Society for Family History**

Family historians make extensive use of the reference materials currently only available in libraries. There include Ancestry, Find My Past, National Newspaper Archive, Dictionary of National Biography, Who was Who etc. As the number of libraries is to be significantly reduced can these reference sources be available using a library card from home computers? (Note: The Guardian, Observer and Times archives, the Dictionary of National Biography and Who Was Who are currently available online to library users from home. Ancestry, Find My Past, and the British Newspaper Archive are currently available online in libraries only, but the possibility of making them accessible from home will be explored during the strategy period.)

### **Recorders of Uttlesford History (signed by representatives of 20 parishes in Uttlesford)**

Access to the Town Library with its valuable role in research would be compromised by reduced opening hours at Saffron Walden; out-of-hours access would be no good for the Town Library. Reduced opening hours would also affect the Essex Record Office Access Point at Saffron Walden.

## **7.2.4 Foodbanks**

### **Braintree Area Foodbank Ltd**

Confidential space for emergency help would be a tremendous benefit to clients in crisis and needing food. Foodbanks could have volunteers working out of libraries maybe a couple of hours each day.

The library is a safe space for those who need to access computers for benefit links and to use the Turn2Us link for benefit advice and information.

### **Epping Forest Foodbank**

Epping Forest Foodbank serves 3-day emergency food parcels to local people in crisis, referred to the Foodbank by front line professionals. If you close Debden Library the Distribution Centre that the Foodbank runs from there would also have to close/relocate creating problems for people who desperately need supplies and who rely on being able to access them via the service run from Debden Library. Debden Library is the 2nd most visited distribution centre out of the 3 in Epping Forest.

## **7.2.5 Chelmsford Community Transport**

Suggestion: Memory Cafes where people can reminisce about the local community.

#### **7.2.6 Childminder, Harlow**

Suggestion: Having post offices in libraries to generate income to support the libraries.

#### **7.2.7 Citizens Advice Essex**

We would like to offer to be one of the community groups running some of the tier 3 and possibly tier 4 libraries. We plan to prepare for you a more comprehensive business case to explain how we work with volunteers, how Citizens Advice is running libraries elsewhere in the Country and different models available. We feel we are well placed with a wide Essex network, a brand the public recognise and trust to provide Essex County Council a viable alternative community offer for some libraries. We would welcome an opportunity to discuss this with you further.

#### **7.2.8 Citizens Advice South Essex**

Citizens Advice South Essex would like to discuss working with the Council particularly regarding the Tier 2 and 3 libraries.

#### **7.2.9 Colchester Sixth Form College**

The loss of our weekly delivery van was regrettable and has substantially reduced the amount of inter library loans we place. Extra time is required by our staff to return books, usually individually. Statistically this means although we value the service, we are unable to use it as much. We value the ability to borrow books but are unable to maintain it as a promoted service, therefore reducing issue stats.

#### **7.2.10 Dedham Primary School**

Suggestions: Is it possible to get involved with NCT groups/playgroups/nurseries so that the message about the importance of making time for children's reading gets out as early as possible? Lots of our children sign up to the Summer Reading Challenge and therefore perhaps something ongoing throughout the year to encourage reading would be possible? Our parents are always looking for after school clubs/childcare opportunities and therefore perhaps there are possibilities for book clubs/holiday clubs etc?

#### **7.2.11 Elsenham Village Hall**

If the nearest library building closes and the Council needs to find alternative spaces to run activities, our organisation (village hall) will need to consider stepping in to offer a venue. However, we feel strongly that library services should be provided by professional trained staff in a purpose-designed space

#### **7.2.12 Essex Knitters and Stitchers**

Knitters and Stitchers groups meet in various libraries including Tiptree, Kelvedon and Hatfield Peverel, making items for local charities. Many of the

ladies involved would possibly not see or talk to anyone if they did not come along to the knitting groups.

#### **7.2.13 Essex Partnership University NHS Trust (Brockfield House, Wickford)**

Mental health organisations such as Brockfield House in Wickford have patients who undergo extensive rehabilitation and re-integrate them with the real world. Many of our patients have IT skills, customer service skills and volunteer in community organisations before discharge. Some of them also do paid employment. It will be useful for libraries to partner with us to identify and utilise such talent as it is mutually beneficial. Also, our unit will be willing to host a part of library services within our unit by providing space, utilise any smart services library can offer for our service users and staff. Being a 98 bedded unit, at any time, we have 98 patients and 100 staff on the unit. As such, it's a community of 200 people at any point of day or night! Having a 'library hub' on site in collaboration with Essex library services will be a useful way of extending this vital service to our community, increase uptake of library services and thus contributing to improving our communities.

#### **7.2.14 Harlow Alliance Party**

The Harlow Alliance Party would like to see Harlow Council decentralise some of its services to neighbourhoods and we are now making the case that they look to offer to share space in libraries (and costs) so that the library service can remain where it is now.

#### **7.2.15 Home-Start Essex**

School readiness should have been used as a needs assessment criterion.

#### **7.2.16 Integration Support Services, Harlow**

The majority of our users speak English as a Second Language (ESL). They are therefore reliant upon libraries to improve their English and integrate.

#### **7.2.17 Millfields Primary School**

No weighting is given to the number of school age children in a community.

#### **7.2.18 National Education Union, North Essex**

Suggested needs assessment criterion: The use of libraries by children and by secondary and sixth form students as peaceful places in which to study or do homework, especially students who do not live near a tier 1 library.

#### **7.2.19 National Jazz Archive (NJA)**

The criteria are for the most part entirely appropriate. However, they do not include important criteria relevant to the NJA which is based at Loughton Library. NJA holds a collection of national and international significance. It receives visitors and enquiries from around the UK and around the world.

It is a remarkable tribute to Essex County Council that it has hitherto provided generous support to such an important institution. This has enabled NJA to

achieve its current status and has helped to raise the profile of Essex County Council. NJA keeps a detailed record of visitors and enquiries and its outreach work. NJA also engages a number of volunteers. These are all important criteria which should be taken into account in deciding on the value of retaining Loughton Library and retaining NJA at Loughton Library.

The National Jazz Archive hopes that the consultation will take into account the importance of NJA as a national and international institution.

Accommodation at Loughton Library is critical to its ongoing survival.

#### **7.2.20 Ramsden Hall School**

Suggested needs assessment criterion: Community access for pupils and students that are not in full time school. Without access to a library it would be increasingly difficult to tutor the most vulnerable young people in our community.

#### **7.2.21 Rayleigh Library Writers' Group**

Rayleigh Writers meets each month at Rayleigh Library. Formed in 2002, following an initiative by the library, it has provided a valuable resource for local writers, helping many of them to develop their skills and become published authors. The Group has produced eight anthologies of short stories and poems which it sells in support of the Essex and Herts Air Ambulance. In 2013 the Group was awarded a 'Special Certificate' for its services to Rayleigh by Rayleigh Town Council. None of this would have happened without the help and support of Rayleigh Library. Closure would deprive us of our meeting place and the help and support of library staff.

#### **7.2.22 Reading Between the Lines**

Suggestion: Reduce the number of new books into smaller libraries. Ask the staff to pick a small selection from the books being sent to the larger ones. The librarians know what their customers want.

#### **7.2.23 Realise Futures**

As an example of space sharing for drop-in sessions, in Colchester Library there could be space for Realise Futures, Signpost, Purple, Citizens Advice, Mencap and Shelter to offer advice and expertise on Employment/Training/Job Searching/Disability, CV writing and skills, finance queries and advice, mental ill health and homelessness.

The use of the cafeteria area would be increased bringing in more money, and volunteering is a huge part of building work experience, so it would even be possible for us to source suitable volunteers locally from a Realise Futures perspective. Would be willing to discuss further.

#### **7.2.24 Residents 4 Uttlesford**

- .... Libraries are more important in remote rural communities. Saffron Walden and Dunmow are 14 miles apart; Stansted and Thaxted are in the middle

of the district serving villages between. Proportionally more important due to poor physical connectivity, poor rural broadband and remoteness from other services.

- .... Using a measure of local fertility rates [for the social isolation criterion] is wholly inadequate as it fails to measure the number of new people moving to the area.
- .... Financial case not proven and identified costs do not outweigh benefits
- .... Thaxted and Stansted libraries have already been paid for by developer contributions paid to Essex County Council when new homes are built, and ought to have been generating a surplus for ECC.
- .... Uttlesford is disproportionately underfunded, receiving 4% of library funding for 6% of Essex residents.
- .... When Thaxted Library building was sold residents were told the proceeds would guarantee provision for many years; in fact using figures provided under FOI it should be guaranteed for over 100 years.

#### **7.2.25 SeeHistory**

SeeHistory produces books in hard copy and e-book versions. We would love to be able to expand this in conjunction with the library to include books for the poorly sighted etc.

#### **7.2.26 Shenfield and Hutton Morning WI**

Suggested criterion for needs assessment: Main criterion should be education and public service.

#### **7.2.27 Shenfield Readers**

Suggestions: Classes on all manner of subjects could be held. Why was the orange sack service withdrawn from Shenfield?

#### **7.2.28 Signpost (Colchester) Ltd**

Signpost is a registered charity that helps Colchester residents back in to work by providing employability support services. We based ourselves on the first floor of Greenstead Library due to high unemployment in the area and the need for our support - our model is to base ourselves in areas of deprivation. As we have use of the first floor of the building two days a week when the library is closed, it seems sensible to explore ways of joint working with Essex Libraries to help deliver services as a partner organisation.

#### **7.2.29 Singing Book Club, Brightlingsea**

Suggested criterion for needs assessment: Manual handling - book groups have to carry larger numbers of books.

#### **7.2.30 Southminster C of E Primary School**

Suggested needs assessment criterion: Active outreach to schools.



As a school we are keen to actively engage in the new model of library services, from hosting activities to lending space and encouraging volunteers. Southminster School and St Cedd's Primary in Bradwell on Sea work closely together, sharing resources & staff and would therefore be able to support in 2 communities. We are also interested in exploring how our 2 minibuses might find a role within this model.

#### **7.2.31 Stanway Village Hall Management Committee**

Suggestion: Have you asked the financial sector if they would be willing to support libraries and have some banking facilities available? It cannot always be about cost of the individual facility as closure often leads to problems elsewhere that eventually cost the Council more money.

#### **7.2.32 Tolleshunt d'Arcy Book Group**

Maldon Library, our next nearest library would need more staff to take on other book groups from libraries which have closed. I think they already have in excess of 30 groups.

#### **7.2.33 Twinkling Tots**

Suggestion: Make the Rhymetime sessions interactive - allow children to dress up and encourage them to act out parts of a story - this would also encourage more participation from groups/ schools/ childminders/ nurseries and greatly help disadvantaged children to love books.

#### **7.2.34 UNISON Essex County Branch**

- ... Urges further investment (including technology) to deliver new and more efficient ways of working.
- ... Online and digital challenges:
  - Issues with the current market for eBooks – both in terms of extent to which publishers support and issues with compatibility of current platforms.
  - How digital access and increased knowledge/skills in this area will be supported given this will be limited to tier 1 & 2 libraries.
- ... Learning: Recommends more joined up working with Adult Community Learning (ACL) to support learning needs.
- ... Concerned that it is a “cash raising plan” to use funds from sale of buildings etc. to “defray costs such as redundancy, or to bail out other services”.
- ... Concerned that proposals to raise local funds for tier 1 & 2 libraries be used as additional income not to prop up core service provision.
- ... Concerned that Smart libraries risk effectively excluding children and literacy levels will suffer.

- ... Concerned that increasing revenue by charging for services will drive people away.

### **7.2.35 Uttlesford Citizens Advice**

Suggestion: A model of encouraging second hand exchange or purchase could be a viable alternative, possibly run in conjunction with like-minded charities; this could save money, whilst preserving the social space. Lending services could then focus on specialized materials such as large print, Braille and talking books.

Having worked locally in Thaxted and Stansted, we know there are no alternative sites for free public access to computers or the internet in these villages.

Made a formal complaint to Michael Ellis MP, Minister for Libraries, expressing concern about proposals to close Thaxted and Stansted libraries.

- ... The consultation and business planning process used by the Council was flawed
- ... Asked for a Local Inquiry by the Department for Digital Culture Media and Sport to stop the consultation process.
- ... The assessment criteria and weighting in the needs assessment take no account of the rural nature of Thaxted or Stansted and the surrounding villages; therefore the outcome of the proposal promotes a bias against rural library provision.
- ... Needs assessment used book borrowing statistics only; Stansted library was operating a reduced service from temporary premises prior to a move into a new community hub.
- ... needs assessment fails to consider library use for other purposes, eg internet access; a safe, warm place to sit; a meeting place; a source of local information; for research or homework.
- ... Loss of library services in our rural area will disproportionately affect the elderly, the young, those on low incomes and those who are already socially isolated and lonely.
- ... Nearest alternative libraries are between 6 and 10 miles away. Public transport in Uttlesford is already prohibitively expensive for many clients, so closure would mean a complete loss of access to library services.
- ... A large number of Citizens Advice clients do not have a computer or access to the internet at home so they use the library and support of the librarians to apply for jobs, manage their finances and household bills and apply for welfare benefits. No other locations provide free access to computers in Thaxted or Stansted.
- ... Clients struggling or unable to heat their homes are encouraged to use libraries as safe, warm, free places to spend time and find companionship.

- ... CA Uttlesford uses Thaxted and Stansted libraries to meet and advise clients unable to travel to Great Dunmow and Saffron Walden currently provide a fortnightly service from Thaxted, which has been identified as a 'Model Community Library' by Essex County Council and have an agreement in place to provide our service from the new community hub in Stansted once it is reopened.
- ... Libraries are so much more than just a place to borrow books. They provide a vital service to rural communities, facilitating social interaction, reducing disadvantage and improving access to other services.

#### **7.2.36 Water Lane Primary Academy, Harlow**

Would like mobile service to continue, but to remain at school for longer than 30 minutes to an hour, as this limits the number of children who can make use of the service. The pupils would not otherwise be able to access library books.

#### **7.2.37 West Horndon Art Group**

Our Art Group regularly exhibits at Essex Libraries (8, over the years). This is not just a cosmetic function but represents an essential part of the painting process - the artist needs to accept that their work will be viewed by strangers - and challenges their creative and compositional skills. The Libraries have provided a valuable aid to Essex residents in this regard over the years. The inability to exhibit undermines a 'well-being' activity for groups of Essex residents (mostly pensioners) and takes away an opportunity for confidence boosting & self-esteem enhancement.

#### **7.2.38 Westerings Academy, Hockley**

The lasting impact of its closure would be felt for generations, as we would be unable to facilitate a three mile walk to our next local library for our pupils. (Other schools made a similar point.)

#### **7.2.39 Anonymous response:**

One response suggested the five-year time frame for the strategy is too short.

## **8 Petitions**

Fifty-seven petitions were received during the consultation period, containing 60,000 signatures. Where petitions were from the same organisation or about the same library they were pooled, with permission of the lead petitioner. Petitions are listed below in order of size. Please note that the Council can only consider petitions that have been closed and submitted to the Council. Petitions that are still open cannot be considered.

| Library/area          | Petition title   | Number of signatures |
|-----------------------|--|----------------------|
| <b>All libraries</b>  | <p>SOLE Save our Libraries Essex (5 petitions)</p> <p>We oppose the downgrading and closure of libraries in Essex. All libraries must remain open and with paid staff to ensure a safe and proper service. The proposed saving of less than £3.50 per household per year is not justified against the loss to the community.</p>   | 15,382               |
| <b>Shenfield</b>      | <p>Save Shenfield Library (3 petitions)</p> <p>We call on ECC to maintain Shenfield Library as at present. Using ECC tiering methodology, this would require ECC to upgrade Shenfield Library from a tier 3 library to a tier 2 library.</p>   | 8,789                |
| <b>Hockley</b>        | <p>Save Hockley Library (2 petitions)</p> <p>We call on ECC to retain Hockley Library as a fully funded library service with full digital access, funded, staffed and serviced by ECC.</p>   | 8,028                |
| <b>Buckhurst Hill</b> | <p>Save Buckhurst Hill Library (2 petitions)</p> <p>Buckhurst Hill Library is an essential part of our community encouraging reading and learning for the young, providing access to computers for the poorest, used as a community hub providing classes for mums and toddlers and safe meeting spaces. Instead of thinking creatively about how to use the space ECC just want to close the library to save money. We call on ECC to remove Buckhurst Hill Library from their list of libraries earmarked for potential closure.</p> | 3,043                |
| <b>Great Tarpots</b>  | <p>Save Great Tarpots Library (2 petitions)</p>  | 2,538                |

| Library/area         | Petition title  | Number of signatures |
|----------------------|---|----------------------|
|                      | We object to the closure of Great Tarpots Library.  |                      |
| <b>Coggeshall</b>    | Save Coggeshall Library (2 petitions)<br>We wish the council to retain Coggeshall Library as a fully funded library service with full digital access; funded, staffed and serviced by ECC.  | 2,278                |
| <b>All libraries</b> | Save our Essex Libraries (Lib Dem)<br>We call on ECC to abandon its plan to close 24 libraries and possibly 19 more.  | 2,259                |
| <b>Manningtree</b>   | Manningtree Library (2 petitions)<br>Manningtree Library has been highlighted as at risk of closure in the next two years. It is a vital community hub, we cannot afford to lose it. We urge our council leaders to act now to save Manningtree Library.  | 1,852                |
| <b>Hadleigh</b>      | Save Hadleigh Library (3 petitions)<br>ECC propose to change Hadleigh to a community run establishment with no guarantee of it staying open if a suitable partner cannot be found. Hadleigh is a busy and well-run library used by various local community groups and a vital hub of the area. We urge our leaders to act now to keep Hadleigh Library open and within ECC to maintain its quality of service to the community. | 1,730                |
| <b>Chigwell</b>      | Chigwell Library (2 petitions)<br>ECC wants to close Chigwell Library, but it is an essential part of our community. It encourages children, young people, elderly and people with learning disabilities to have space and time to learn and meet others in a learning environment. We call on ECC to save Chigwell Library from closure.   | 1,662                |

| Library/area             | Petition title   | Number of signatures |
|--------------------------|--|----------------------|
| <b>Fryerns and Vange</b> | <p>Fryerns and Vange Libraries (2 petitions)</p> <p>We are concerned that Fryerns and Vange Libraries are threatened with closure. We call upon the council to ensure that these libraries remain open under ECC management.</p>   | 1,620                |
| <b>South Benfleet</b>    | <p>South Benfleet Library (3 petitions)</p> <p>We call on ECC to retain South Benfleet Library as a fully funded library service with full digital access, funded, staffed and serviced by ECC.</p>  | 1,232                |
| <b>Wivenhoe</b>          | <p>Save Wivenhoe Library and Librarians (2 petitions)</p> <p>Essex libraries are threatened with closure, Wivenhoe to be downgraded to volunteer-run. ECC and MP Bernard Jenkin, please fund our libraries. For learning, love of reading and community, nothing can replace a thriving library.</p>   | 1,226                |
| <b>Hullbridge</b>        | <p>Hullbridge Library (2 petitions)</p> <p>We call on ECC to retain Hullbridge Library as a fully funded library service with full digital access funded, staffed and serviced by ECC. We believe that further use of the existing library premises should be explored and call on ECC to retain this important community hub.</p>                     | 1,141                |
| <b>Thaxted</b>           | <p>Thaxted Library</p> <p>We are appalled that ECC has announced that 25 libraries are earmarked for closure and we wish to make a particular plea to oppose the closure of Thaxted Library. This is a model of what a good, modern community library should be, and it is serving the people of Thaxted well. It is more than just a building, it</p> | 898                  |

| Library/area              | Petition title  | Number of signatures |
|---------------------------|---|----------------------|
|                           | <p>provides a service that is inclusive and vibrant, and enables users to learn, engage and remain connected to the community. The library has already been forcibly down-sized from larger premises so that Clarence House could be sold by ECC. Since this was an important educational centre for Thaxted, some of the proceeds from this sale should have been reinvested in Thaxted's educational infrastructure to compensate for its loss. [Other points repeat those listed in section 3 above, and in the submissions by Uttlesford District Council and Thaxted Parish Council.]</p>  |                      |
| <b>Tendring libraries</b> | <p>Save Tendring's public libraries<br/>ECC have announced a list of 44 libraries across the county which are at risk of closing including the four in Tendring. Libraries are a part of the fabric of our local community which have provided generations of families with access to literature, education, knowledge, learning and support. Libraries are an essential part of public services, enabling poor children from disadvantaged families to access information, knowledge and skills to give them a decent chance in life. Libraries are fantastic assets to the community and need to be saved for future generations.</p> | 877                  |
| <b>Holland</b>            | <p>Holland-on-Sea Library (2 petitions)<br/>We demand that Holland Library remains open. It provides vital services for the local community which help to reduce social costs such as reliance on the NHS and other publicly funded organisations. It provides access to a variety of</p>   | 755                  |

| Library/area          | Petition title  | Number of signatures |
|-----------------------|---|----------------------|
|                       | learning materials for people of all age groups in an area that is expanding and attracting many young families. We sincerely hope that ECC will reconsider its intentions to significantly reduce the number of libraries in Essex, particularly small ones like ours, which provide a service that is unique and not found elsewhere in the community.  |                      |
| <b>Writtle</b>        | <p>Writtle Library</p> <p>Writtle Library is a valuable resource for the villagers. It fosters a love of reading within the youngest to the oldest in our community, is a meeting space for various local groups and organisations and provides IT resources for those who do not have their own. It is central to village life and without it the village and residents will be substantially worse off.</p>   | 695                  |
| <b>Silver End</b>     | <p>Silver End Library</p> <p>The current Silver End Library was opened by ECC less than 2 years ago. It would be a waste of that investment to close it now. The library is part of the hub services at the Village Hall that help to support the local community. With Silver End set to have over 1000 more residents within the next 10 years, it will need better, not reduced services. We call on ECC to keep Silver End Library open and to withdraw the closure proposal.</p> | 650                  |
| <b>Great Wakering</b> | <p>Save Great Wakering Library (3 petitions)</p> <p>We object to the closure of Great Wakering Library. We remind ECC of their statutory duty under the Public</p>  | 532                  |



| Library/area         | Petition title   | Number of signatures |
|----------------------|--|----------------------|
|                      | Libraries and Museums Act 1964 'to provide a comprehensive and efficient library service for all persons.' Also that ECC must legally take into consideration section 149 of the Equalities Act 2010 - when applying the Equality Duty, consideration should be given to certain data sets, for example, accessibility (analysed by public transport). |                      |
| <b>Brightlingsea</b> | Save Brightlingsea Library (2 petitions)<br><br>We call on ECC to stop the 12-week consultation to close 25 libraries across the county.   | 527                  |
| <b>Mark Hall</b>     | Mark Hall Library<br><br>Please don't close Mark Hall Library. Books are very important to us, and our library is a place where we can read and discover them. Walt Disney once said. "There is more treasure in books than in all the pirate's loot on treasure island." Please don't take away our treasure.   | 444                  |
| <b>Kelvedon</b>      | Save Kelvedon Library (2 petitions)<br><br>Kelvedon Library is a much-valued local community asset used by young and old for a variety of community activities. We call upon ECC to reconsider its closure plan and keep Kelvedon Library open.  | 407                  |
| <b>Ingatestone</b>   | Save Ingatestone Library<br><br>Under this proposal and with adjacent Shenfield, Writtle, Galleywood and Stock Libraries also under threat, and with a shrinking public transport service, people of all ages who rely on Ingatestone library will struggle to find alternative opportunities for guaranteed access to books and                       | 310                  |

| Library/area   | Petition title   | Number of signatures |
|--|--|----------------------|
|  | computers, and will suffer from increased social isolation. The library is one of the only safe, quiet public spaces to study in Ingatestone. For the youngest villagers, there is no substitute for picking out new picture books. It offers choice over reading topics and encourages a love of the physical element of reading. These are vital building blocks of literacy. Ingatestone is a growing village, so more people will need access to these services in future. We call on ECC to guarantee the future of Ingatestone Library, by accepting responsibility for its funding and by designating it as a tier 2 service. |                      |
| <b>West Mersea</b>   | Save West Mersea Library<br>We call on ECC not to reduce funding to West Mersea Library, and to withdraw the consultation regarding libraries.   | 284                  |
| <b>Nine libraries<br/>(Coggeshall, Earls Colne, Hatfield Peverel, Kelvedon, Sible Hedingham, Silver End, Stanway, Tiptree and Wickham Bishops)</b> | Defend your local library<br>ECC plans to decimate library services across the county with libraries in Coggeshall, Earls Colne, Hatfield Peverel, Kelvedon, Sible Hedingham, Silver End, Stanway, Tiptree and Wickham Bishops under threat of closure. These plans are unimaginative, short sighted and further undermine community life in our small towns and villages. We call upon ECC to rethink their closure plans and develop proposals for an inclusive and properly supported library service fit for future needs.   | 246                  |
| <b>Hatfield Peverel</b>  | Hatfield Peverel Library<br>We wish to express our concern at the proposed closure of our library. We feel that this has been actioned   | 227                  |

| Library/area                          | Petition title  | Number of signatures |
|---------------------------------------|---|----------------------|
|                                       | without due consideration for the social consequences for our younger residents and our older and less able residents. Our community will have nowhere to meet, and we fear it will cause social isolation for young mothers and the older generation in need of a social hub. We have successful groups meeting within the library and are concerned that there appears to be no room for consultation on alternatives such as a volunteer led library.  |                      |
| <b>All libraries</b>                  | Stop the loss of our libraries  | 139                  |
| <b>Mark Hall <u>and</u> Tye Green</b> | Mark Hall and Tye Green<br>We call on ECC to stop the 12-week consultation to close 25 libraries across the county.   | 79                   |
| <b>Waltham Abbey</b>                  | Waltham Abbey Library<br>ECC has announced plans to close 25 libraries and to turn a further 19 over to be run by local communities to save money. Waltham Abbey's library could have its hours cut from the current 48 per week to just 16, with the majority of staff expected to be volunteers. This could drastically reduce accessibility for working families, put community facilities such as drop-ins under threat and throw away years of experience gained by our paid, dedicated librarians. We call on ECC to preserve Waltham Abbey Library's current hours, services and paid staffing levels. | 73                   |
| <b>All libraries</b>                  | Essex Libraries<br>We call on ECC to stop the 12-week consultation to close 25 libraries across the county.   | 36                   |
| <b>Prettygate</b>                     | Prettygate Library  | 28                   |

| Library/area    | Petition title  | Number of signatures |
|-----------------|---|----------------------|
|                 | We ask that you stop the plan to close Prettygate Library and that the consultation process is halted because the information in the document provided is wrong. Councillor Sue Lissimore has already publicly agreed that Prettygate Library has the highest use of all, after Colchester Central Library. The strategy document places Prettygate Library within Tier 4 “low evidence of need”. This is clearly false. [Other points repeat those listed in section 3 above, and in the paragraph on book groups in section 7.] |                      |
| <b>Rochford</b> | Rochford Library<br><br>We call on ECC to retain Rochford Library as a fully funded 'hub' library service with full digital access; funded, staffed, and serviced by Essex County Council.  | 13                   |

In addition, Kelvedon St Mary’s Primary Academy submitted a petition with 422 signatures requesting that the Council retain Kelvedon Library as a fully funded service with funded staff, full digital access and serviced by the Council. The signatories were all primary school children. This petition has been excluded from the main table above in accordance with the provision in the Council’s petitions policy, ‘A person signing should normally be at least 12 years of age’.

## 9 Responses by Tier 3 library

In their responses to question 3 of the survey, individual respondents to the survey cited specific tier 3 libraries 9,186 times as libraries they visited frequently. Organisations responding to the survey cited specific tier 3 libraries 121 times. Hadleigh Library had the greatest number of mentions (1,118), followed by Shenfield with 1,061. Letters and emails cited specific Tier 3 libraries 340 times, of which Brightlingsea had the greatest number of mentions (88).

### 9.1 Key comments about specific libraries

Below, under each library are listed the key overall concerns that consultation respondents raised. Additional analysis identified the three most suggested criteria for the needs assessment by users of the library, based on answers to question 9 of the survey; the three classes of comment most often made in responses to question 19 of the survey; and the three classes of comment most often made by people who submitted emails and letters (where nine or more mentioning that library have been received). When reading the entry for an individual library it is also worth referring to sections 4 to 7 to see comments from MPs, local councils or community groups that may be relevant to that library.

## Brightlingsea

416 survey respondents use this library (2% of survey respondents).

### Key overall concerns

Concerns about capability and longevity of a volunteer-run service; high percentage of elderly people; distance to and accessibility of alternative libraries if Brightlingsea closed; challenge to lack of recognition of soft evidence (eg book clubs); planned housing and population growth in local area.

### Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (62 individuals, 1 organisation), Availability /reliability of public transport (37 individuals, 2 organisations), Social benefits provided by libraries/effect on social isolation/mental health (38 individuals, 0 organisations).

### Question 19

Most frequent comments: Libraries are important for children/reading habits/education/long term outcomes (55 individuals, 2 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (51 individuals, 1 organisations), I/others would have to travel further/reduce usage/stop using libraries (47 individuals, 1 organisations).

### Emails and letters (88 correspondents)

Most frequent comments: Libraries provide a variety of important services/are not just about books (66 correspondents), Don't make cuts/invest more in the library service (42), I/others will find it difficult to travel/reduce usage/stop using libraries (41).

### Specific comments not covered above.

Usage as recorded is not a true picture of usage. Books reserved online should have been counted twice

## Coggeshall

371 survey respondents use this library (2%).

### **Key overall concerns**

Challenge to lack of recognition of soft evidence (eg book clubs); concerns about capability and longevity of a volunteer-run service.

### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (54 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (36 individuals, 0 organisations), Footfall/type of usage-not used by card (25 individuals, 1 organisation).

### **Question 19**

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (46 individuals, 2 organisations), Don't make cuts/invest more in the library service (39 individuals, 3 organisations), I/others would have to travel further/reduce usage/stop using libraries (36 individuals, 1 organisations).

### **Emails and letters (12)**

Libraries provide a variety of important services/are not just about books (7), Library staff are helpful/trained staff are important/reservations about using volunteers (7), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (5).

### **Specific comments not covered above.**

#### **1<sup>st</sup> Coggeshall Scout Group**

- ... Withdrawal of the service at Coggeshall would mean they wouldn't be able to do some badge work.

#### **Save Coggeshall Library Campaign**

- ... We would be interested in volunteering if it meant the library staying open; however currently the libraries have trained librarians for obvious reasons.

## **Earls Colne**

218 survey respondents use this library (1%).

### **Key overall concerns**

No specific enquiries raised against library.

### **Question 9**

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (15 individuals, 0 organisations), Usage by local community groups/other activities services

based in libraries as a central community hub (13 individuals, 1 organisation), Impact on children/young families (13 individuals, 0 organisations).

#### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (24 individuals, 0 organisations), Alternative suggestions - ideas for reducing the cost of the service (21 individuals, 2 organisations), Not everyone can access online services/eBooks/smart technology/physical books are important (18 individuals, 1 organisation).

There were two emails and letters mentioning this library.

**Specific comments not covered above.**

#### **Cheeky Monkeys Nursery, Earls Colne**

Where can we put a library facility in Earls Colne? We have already lost our post office and preschool. Not sure there is anywhere else. We would be happy to support it at the nursery but there is no public transport to our site.

### **Frinton**

435 survey respondents use this library (2%).

#### **Key overall concerns**

Challenge to lack of recognition of soft evidence (eg book clubs).

#### **Question 9**

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (46 individuals, 2 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (34 individuals, 0 organisations), Impact on older/retired users (25 individuals, 1 organisation).

#### **Question 19**

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (42 individuals, 2 organisations), I/others would have to travel further/reduce usage/stop using libraries (40 individuals, 1 organisation), Trained staff are important/jobs would be lost/reservations about using volunteers (39 individuals, 2 organisations).

There were three emails and letters mentioning this library.

**There are no additional comments about this library.**

### **Great Parndon**

131 survey respondents use this library (1%).

#### **Key overall concerns**

No specific enquiries raised against library.

### **Question 9**

Criteria the Council should use to measure need: Proximity to local schools/colleges/universities/impact on education and performance figures (15 individuals, 0 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (13 individuals, 0 organisations), Footfall/type of usage-not used by card (13 individuals, 0 organisations).

### **Question 19**

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (13 individuals, 0 organisations), Alternative suggestions - ideas for improving the service (13 individuals, 0 organisations), Don't make cuts/invest more in the library service (11 individuals, 0 organisations).

### **Emails and letters (20)**

Libraries provide a variety of important services/are not just about books (12), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (12), Libraries are important for children/reading habits/education/long term outcomes (12).

**There are no additional comments about this library.**

## **Great Tarpots**

399 survey respondents use this library (2%).

### **Key overall concerns**

Consider impact of Great Tarpots and South Benfleet, both in Benfleet, both being community-run libraries.

### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (56 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (27 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (23 individuals, 1 organisation).

### **Question 19**

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (49 individuals, 1 organisation), Libraries are important for children/reading habits/education/long term outcomes (36 individuals, 0 organisations), Don't make cuts/invest more in the library service (34 individuals, 1 organisation).

There were eight emails and letters mentioning this library.



**Specific comments not covered above.**

See comments for Hadleigh.

**Hadleigh**

1,118 survey respondents use this library (6%).

**Key overall concerns**

Challenge to lack of recognition of soft evidence (eg book clubs); accessibility of Canvey Island alternative in the event of closure; challenge to close scoring in Needs Assessment compared with Canvey Island (tier 1); relatively high percentage of elderly people; Castle Point Local Plan has referenced provision of a new library service.

**Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (196 individuals, 3 organisations), Social benefits provided by libraries/effect on social isolation/mental health (109 individuals, 1 organisation), Impact on older/retired users (75 individuals, 1 organisation).

**Question 19**

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (150 individuals, 1 organisation), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (114 individuals, 1 organisation), Don't make cuts/invest more in the library service (112 individuals, 1 organisation).

**Emails and letters (29)**

Libraries provide a variety of important services/are not just about books (19), Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (18), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (15).

**Specific comments not covered above.**

- ... Canvey was deemed to be the Tier 1 for Castle Point and Hadleigh Tier 3. The Benfleet Creek which divides the two major parts of the Borough is a very serious "divide" both in terms of the community and from the perspective of accessibility. The roads onto and off the island are dire for car drivers, and the buses are not that frequent and from Hadleigh the route is a lengthy one via the A13 and Tarpots.
- ... Hadleigh has an ageing population. The Mean Age is 43.2 as opposed to the UK Mean Age 39.3. The population of Hadleigh as a whole is older than the national average.

- ... There is a need to have a library facility both on Canvey Island and on the mainland. Since Hadleigh scored the highest on the mainland of the three libraries, it would seem logical for it to be Hadleigh that remains.

### **H&TCA (Hadleigh and Thundersley Community Archive)**

- The proximity of Hadleigh to Benfleet and Tarpots has been used to propose that all three be considered Tier 3 sites. This appears illogical, as the absence of one, presumably, should allow the others to be retained. As Tarpots lease is not being renewed, Benfleet and Hadleigh Libraries should, therefore, be (at least) upgraded to Tier 2.
- Hadleigh and Canvey libraries score the same on the strategic criteria but this is not apparently reflected in the evaluation. 'Hadleigh is the busiest library in this district for physical visits and loans and renewals' is a quote from the Castle Point infographic sent to Castle Point councillors, but this does not appear to have formed part of the evaluation criteria.
- Canvey has weaker transport links on the extreme edge of Castle Point, logistically a Tier 2 location. Hadleigh has excellent transport links, growth initiatives and focus on community which should be imbedded in the Library strategy. Our archive group's view of Hadleigh Library as deserving of Tier 1 status reflects the dynamic interplay between the Library and the Archive, working together to promote successful Local History days, integrating several local groups and speakers. Along with other groups, we also conduct drop-in opportunities which both benefit from existing Library footfall and bring additional people to the library. In addition, Hadleigh Library already achieves the community contact which should be part of the strategy.

### **Hockley**

870 survey respondents use this library (4%).

#### **Key overall concerns**

Challenge to lack of recognition of soft evidence (eg book clubs); concern about capability and longevity of volunteer run service; proximity to and usage by nearby schools; concern about accuracy of population data used against wider conurbation.

#### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (106 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (85 individuals, 0 organisations), Footfall/type of usage-not used by card (60 individuals, 0 organisations).

#### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (93 individuals, 2 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (87 individuals, 0 organisations), Libraries are important for children/reading habits/education/long term outcomes (73 individuals, 2 organisations).

#### **Emails and letters (30)**

Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (17), Libraries provide a variety of important services/are not just about books (16), Don't make cuts/invest more in the library service (12).

#### **Specific comments not covered above.**

- ... Hockley has higher usage, footfall and population than Rochford but is a tier less. The difference between Canvey and Hockley also seems to be minimal, despite the former's Tier 1 rating.
- ... Hockley is only one point below tier 2 in the needs assessment scoring.
- ... Needs assessment is flawed as it uses 2015 population data and does not take account of housing growth, does not consider pockets of deprivation outside LSOA in which the library is based
- ... Location: The nearest library to Hockley is Rayleigh, 3.3 miles away. Some areas of Ashingdon are also nearer to Hockley Library than to Rochford Library.
- ... Population: Arguably part of Ashingdon should also be classed as Hockley.
- ... Social isolation: there is greater social isolation in Hockley than in Rochford. New births also appear not to have been calculated correctly.
- ... Hockley has more facilities near the library than Rochford.
- ... Use the High Street Initiative to keep Hockley library
- ... The true intention is to knock the library down and replace it with flats.

**Ashingdon Parish Council:** Owing to parking issues and the presence at Hockley of a surgery, social centre and shopping facilities, Hockley Library has become as important as Rochford to parishioners.

#### **Hockley Parish Council**

Hockley Library belongs to J9 scheme [a domestic abuse initiative] for vulnerable people.

Should ECC be looking at developing current library site, provision needs to be made for an alternative community hub in Hockley which would incorporate library facilities and enable the community to have a point of contact for other

services such, Police, health, social services, a meeting area for local groups and public toilets.

### **Team to Save Hockley Library**

- The assertion that funding will run out in five years hasn't been substantiated.
- The survey is generalised. If you're proposing to close a library, you need to consult on that particular library.
- There are five schools within a mile of the library, with 2,905 pupils, all of whom need access to a library to research, borrow books and seek information.
- Maintenance costs of Hockley library should be lower than others because it is a modern building

### **Ingatstone**

382 survey respondents use this library (2%).

#### **Key overall concerns**

Concern about capability and longevity of volunteer run service; distance to and accessibility of alternative libraries if Ingatstone closed; challenge to lack of recognition of soft evidence (e.g. book clubs); high percentage of elderly people.

#### **Question 9**

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (51 individuals, 0 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (43 individuals, 0 organisations), Impact on older/retired users (21 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (21 individuals, 0 organisations), Footfall/type of usage-not used by card (21 individuals, 0 organisations).

#### **Question 19**

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (37 individuals, 0 organisations), Libraries are important for children/reading habits/education/long term outcomes (36 individuals, 0 organisations), Alternative suggestions - ideas for generating income for the service (33 individuals, 0 organisations).

#### **Emails and letters (17)**

Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (10), Libraries provide a variety of important services/are not just about books (9), I/others will find it difficult to travel/reduce usage/stop

using libraries (9), Library staff are helpful/trained staff are important/reservations about using volunteers (9).

**Specific comments not covered above.**

### **Ingatestone Parish Council**

The parish council holds all its meetings in the library due to a lack of meeting space owned by the parish council. We would therefore have to source meeting space that equals the library's accessibility. It affects the community as other support groups meet in the library due to its location and accessibility.

### **Manningtree**

586 survey respondents use this library (3%).

#### **Key overall concerns**

Distance to and accessibility of alternative libraries if Manningtree closed; planned housing and population growth in local area; challenge to lack of recognition of soft evidence (e.g. book clubs); serves a number of villages in surrounding area - suggestion of 'urban bias'; concern about capability and longevity of volunteer run service; proximity to and usage by nearby schools; impact on disabled people - used by Acorn Village Care Home.

#### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (94 individuals, 3 organisations), Social benefits provided by libraries/effect on social isolation/mental health (68 individuals, 0 organisations), Footfall/type of usage-not used by card (47 individuals, 2 organisations).

#### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (66 individuals, 4 organisations), Trained staff are important/jobs would be lost/reservations about using volunteers (67 individuals, 2 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (66 individuals, 2 organisations).

#### **Emails and letters (63)**

Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (44), Libraries provide a variety of important services/are not just about books (42), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (37).

**Specific comments not covered above.**

- From the consultation web pages and documents some residents think that the library will not exist in the same premises after five years. The High Street

location is ideal, and they would like to see a library presence in the same building.

- There's no evidence in the strategy documents to show why Tendring should have only one Tier 1 and one Tier 2 library.
- In rural areas such as Manningtree, location should have been given a higher weighting than 30%
- Usage should have been calculated on the basis of all footfall given the range of activities, which for Manningtree would have produced a figure twice what was recorded

**Joint evidential response by councillors from Manningtree, Mistley and Lawford Parish Councils, and from Tendring District Council**

- A large proportion of Manningtree's catchment area lies in Suffolk and was not considered in the population metric.
- Usage by under 9s and over 60s is well above the county average.

**Manningtree Museum & Local History Group**

- Museum based in library premises (old Corn Exchange building) since early days of the library service in Manningtree. Only able to operate thanks to support in kind from ECC.
- Would be pleased to work with any community organisation ECC decides to partner with, but unclear as to whether such an organisation would have the benefit of the current building. The Museum could not operate on anything close to commercial rates (and would thus be unable to pay for the building themselves).
- Manningtree has no public or village hall, nor have ECC or the Town Council any premises in the village.
- Unless ECC is able to provide ongoing annual support directly or indirectly, a move to a more commercial arrangement is not sustainable and the Museum would be forced to close.

**Museums Essex**

- Supports the submission of Manningtree Museum (above) regarding the retention of Manningtree Library in its current form.

**Shenfield**

1,061 survey respondents use this library (5%).

**Key overall concerns**

Concern about capability and longevity of volunteer run service; challenge to lack of recognition of soft evidence (eg book clubs).

**Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (163 individuals, 2 organisations), Social benefits provided by libraries/effect on social isolation/mental health (85 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (80 individuals, 1 organisation).

#### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (132 individuals, 0 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (103 individuals, 0 organisations), Libraries are important for children/reading habits/education/long term outcomes (103 individuals, 1 organisation).

Emails and letters (33)

Libraries provide a variety of important services/are not just about books (20), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (20), Libraries are important for children/reading habits/education/long term outcomes (20).

#### **Specific comments not covered above.**

There has been significant feedback about Shenfield area, with challenge on the scoring system, particularly the second round of scoring. The deprivation score has been challenged as not taking account of deprivation within areas of Hutton.

### **South Benfleet**

618 survey respondents use this library (3%).

#### **Key overall concerns**

Challenge to lack of recognition of soft evidence (eg book clubs); consider impact of Great Tarpots and South Benfleet, both in Benfleet, both being community-run; more would use South Benfleet than Canvey - consider relative populations; consider merging with Great Tarpots and Hadleigh at Castle Point Borough Council office.

#### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (96 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (46 individuals, 1 organisation), Proximity to local schools/colleges/universities/impact on education and performance figures (40 individuals, 1 organisation).

#### **Question 19**

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (65 individuals, 0 organisations), Don't make cuts/invest more in the library service (54 individuals, 1 organisation), Libraries are important for children/reading habits/education/long term outcomes (54 individuals, 0 organisations).

### **Emails and letters (11)**

Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (10), Libraries provide a variety of important services/are not just about books (7), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (7).

### **Specific comments not covered above.**

Also see comments for Hadleigh.

- ... A geographical divide exists in the minds of most people in Castle Point. It is very rare that people from Benfleet travel to Canvey to access community facilities (with the exception of the local leisure centre which is literally a short walking distance from Benfleet Station) and vice versa. Many residents in the mainland of Castle Point will simply go without a library service as they do not view the library on Canvey as easily accessible.
- ... Some form of library service should also be maintained by the Council on the site of the South Benfleet library. The Council should fully explore the option of keeping a library space on the majority of the ground floor of the current South Benfleet Library site, fully staffed and maintained by the Council, and realise the rest of the space, and the vertical space above it, for residential purposes. This would allow residents to continue to access and enjoy a library service at the heart of the South Benfleet community. It would also allow the Council to create a modern purpose built library space with reduced building operation and maintenance costs. It would be in keeping with the Council's policy of helping realise its own and other public sector land to help meet the housing need of local authorities and provide a capital receipt to spend on other council projects. It would have the added benefit of growing the customer pool of our local convenience based High Road economy.
- ... Provision for a registration service in Castle Point, currently based in South Benfleet Library, is required whatever the outcome of the consultation.
- ... The library is used as a base for the local Home Library Service

### **Benfleet Community Archive**

South Benfleet Library is our access to the public and we would be lost without it, putting the future of our site (set up by Essex Libraries) at risk.



## Springfield

327 survey respondents use this library (2%).

### Key overall concerns

Planned housing and population growth in local area; provides volunteering opportunities for disabled people (via MENCAP).

### Question 9

Criteria the Council should use to measure need: Projected population growth/planned housing developments (27 individuals, 1 organisation), Usage by local community groups/other activities services based in libraries as a central community hub (24 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (22 individuals, 0 organisations).

### Question 19

Most frequent comments: Don't make cuts/invest more in the library service (23 individuals, 0 organisations), Alternative suggestions - ideas for reducing the cost of the service (22 individuals, 1 organisation), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (22 individuals, 0 organisations), Libraries are important for children/reading habits/education/long term outcomes (22 individuals, 0 organisations), Alternative suggestions - ideas for improving the service (22 individuals, 0 organisations).

There were three emails and letters mentioning this library.

### Specific comments not covered above.

### Springfield Parish Council

Usage figures have been increasing, reversing the trend elsewhere.

Any changes will involve renegotiation of 99-year lease agreed with ECC.

Survey response: The parish council is keen to explore a working partnership with ECC that will keep its library open. The possibilities of extended opening hours and revenue support may be considered by the parish council, but within this consideration the vital support of ECC continuing with IT/loan supported software and supply of books will need to be guaranteed. The suggested number of 200 books being supplied every 6 months to a community library serving a population of 20,000 residents will in no circumstance accommodate the 46,000 loans per year currently issued. The parish council is led to believe that the completion of this consultation document will lead to further discussion and negotiation with ECC to retain a library in Springfield. If this is not the case please can the parish council be notified of such and advised of the procedure needed to be undertaken to enable further discussions with the Council.

Springfield has a growing population with predicted influx of residents in new areas development such as Beaulieu Park (3,500 homes), Channels (1,500 homes) in the next 10-year period, this is in addition to some 20,000 residents.

### Stanway

427 survey respondents use this library (2%).

#### **Key overall concerns**

No specific enquiries raised against library.

#### **Question 9**

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (37 individuals, 0 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (31 individuals, 0 organisations), Footfall/type of usage-not used by card (31 individuals, 0 organisations).

#### **Question 19**

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (50 individuals, 0 organisations), Don't make cuts/invest more in the library service (40 individuals, 1 organisation), Trained staff are important/jobs would be lost/reservations about using volunteers (38 individuals, 1 organisation).

There were three emails and letters mentioning this library.

#### **Specific comments not covered above.**

#### **Love Stanway**

As an organisation we have an interest to possibly get involved to keep this service running in Stanway come what may.

### Tiptree

487 survey respondents use this library (2%).

#### **Key overall concerns**

Concern about capability and longevity of volunteer run service.

#### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (50 individuals, 0 organisations), Impact on older/retired users (27 individuals, 1 organisation), Availability /reliability of public transport (27 individuals, 0 organisations).

#### **Question 19**

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (50 individuals, 0 organisations), Don't make cuts/invest more in the library service (41 individuals, 0 organisations), Alternative suggestions - ideas for reducing the cost of the service (38 individuals, 1 organisation).

#### **Emails and letters (9)**

Libraries provide a variety of important services/are not just about books (5), Libraries are important for children/reading habits/education/long term outcomes (4), Library staff are helpful/trained staff are important/reservations about using volunteers (4).

**There are no additional comments about this library.**

### **Walton**

244 survey respondents use this library (1%).

#### **Key overall concerns**

High percentage of elderly people; distance to and accessibility of alternative libraries if Walton closed.

#### **Question 9**

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (27 individuals, 1 organisation), Ability to travel two miles independently (e.g. non-drivers, disabled users, vulnerable people) (23 individuals, 0 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (21 individuals, 0 organisations).

#### **Question 19**

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (23 individuals, 1 organisation), Trained staff are important/jobs would be lost/reservations about using volunteers (23 individuals, 1 organisation), Not everyone can access online services/eBooks/smart technology/physical books are important (20 individuals, 2 organisations).

There were five emails and letters mentioning this library.

#### **Specific comments not covered above.**

- ... Walton has a very high percentage of elderly people who also live alone and whose main source of social interaction is the library, it has a very high population of deprived and poor residents, it is an extremely needy town with much of its population falling in to the disadvantaged and requiring additional support and approximately 50% of the Walton primary school pupils are pupil premium.

#### **Walton Community Forum**

We believe the town library has an important role to play in creating a strong and vibrant community and are willing to work with ECC to ensure that this facility continues to contribute.

## West Clacton

76 survey respondents use this library (<1%).

### Key overall concerns

No specific enquiries raised against library.

### Question 9

Criteria the Council should use to measure need: Impact on older/retired users (4 individuals, 0 organisations), Impact on disabled users/those with reduced mobility (4 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (4 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (4 individuals, 0 organisations).

### Question 19

Most frequent comments: Trained staff are important/jobs would be lost/reservations about using volunteers (8 individuals, 0 organisations), I/others would have to travel further/reduce usage/stop using libraries (7 individuals, 0 organisations), Don't make cuts/invest more in the library service (7 individuals, 0 organisations), Not everyone can access online services/eBooks/smart technology/physical books are important (7 individuals, 0 organisations).

No emails or letters mentioned this library.

**There are no additional comments about this library.**

## West Mersea

551 survey respondents use this library (3%).

### Key overall concerns

High percentage of elderly people; deprivation levels questioned; semi-permanent population base not accounted for (eg holiday homes, caravans); distance to and accessibility of alternative libraries if West Mersea closed; lack of alternative community buildings; challenge to lack of recognition of soft evidence (e.g. book clubs); concern about capability and longevity of volunteer run service.

### Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (64 individuals, 2 organisations), Social benefits provided by libraries/effect on

social isolation/mental health (54 individuals, 2 organisations), Impact on older/retired users (48 individuals, 0 organisations).

### **Question 19**

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (74 individuals, 2 organisations), Don't make cuts/invest more in the library service (64 individuals, 4 organisations), Reconsider tier proposals/re-categorise libraries (66 individuals, 0 organisations).

Emails and letters (25)

Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (16), Libraries provide a variety of important services/are not just about books (13), Don't make cuts/invest more in the library service (13).

### **Specific comments not covered above.**

- ... Mersea is an island frequently cut off by the tide and /or traffic for several hours. It is 9.2 miles from central Colchester. There is no lateral communication due to the geography of rivers and estuaries so in the absence of Mersea library there would be no provision in the whole of the Winstree Hundred. The bus takes 45 mins to get to Colchester and costs £5 for a single ticket, a car journey would cost a minimum of £6 including parking.
- ... the demographics of Mersea are not the same as the rest of Colchester, it is a retirement community. The statistics used in the needs assessment are those of Colchester Borough as a whole. The percentage of over 65s in Mersea are twice that of Colchester as a whole.
- ... Deprivation:- 10% of our older population are affected by income deprivation according to 2015 IMD
  - Social isolation:- in Mersea and Pyefleet ward the number of people over 65 is 33% of the total of 10,000, significantly higher than Colchester as a whole. Many of the elderly rely on mobility scooters that prevent the use of public transport. We have blind folk who rely on talking books from the library. There are parts of the island that have no internet access, the library provides the only means to access the now paperless local government.
  - Usage:- As well as the books, CDs and talking books collected in person, there are the home delivery books, I do not know the figures for these but with the age demographics it will be sizeable. The library is also used by Children's French Club, Baby and Toddler Rhyme Time, Book Club, Stretch and Tone, internet access and picking up recycling bags. The zone warden also holds a drop-in session to assist

those needing help with the internet. There is no alternative venue for these and other groups as everything is heavily subscribed.

#### **West Mersea Parish Council**

- Mersea is regularly inaccessible during high tides.

#### **French Club, West Mersea**

- It was not viable to hire the library space to run a French group for children, so the club has been running voluntarily for a year at West Mersea Library with the support of librarians there. This means it has been open to all children aged 4-9 as a resource.

#### **Mersea Island Library Enthusiasts**

- Mersea Library should be larger to allow for all the different groups that use it to function without having an impact on other library users. In the last two months, two new groups have formed that take place in the library. All the parents of the Rhymetime group believe that it should not take place in a different building as the whole point of Rhymetime is to introduce the next generation to books and develop a love of books.
- Suggestion: Get paid library staff into schools to encourage the use of libraries.

#### **Mersea Island School**

- Classification of community, eg hamlet, village, town, should have been used as a criterion in the needs assessment.

#### **Mersea Island Society**

- Location: Mersea is regularly cut off from the mainland. (Many Mersea Island organisations made this point.)
- Social Isolation: the population of over 65s across Colchester District was used for the Needs Assessment, but Mersea has fully twice the average across the district as a whole.
- Usage: The strategy quoted an active use figure across the county of 16% of the population. In Mersea however the figure is 21.5% indicating that the local library is popular. It's also used by groups and individuals for a variety of purposes.

#### **Wivenhoe**

590 survey respondents use this library (3%).

Key overall concerns

No specific enquiries raised against library.

Question 9

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (70 individuals, 1 organisation), Usage by local community groups/other activities services based in libraries as a central community hub (68 individuals, 1 organisation), Impact on children/young families (48 individuals, 1 organisation).

#### Question 19

Most frequent comments: Trained staff are important/jobs would be lost/reservations about using volunteers (93 individuals, 0 organisations), Don't make cuts/invest more in the library service (88 individuals, 1 organisation), Libraries are important for children/reading habits/education/long term outcomes (71 individuals, 1 organisation).

Emails and letters (17)

Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (9), Don't make cuts/invest more in the library service (8), Libraries are important for children/reading habits/education/long term outcomes (7).

**Specific comments not covered above.**

#### **Wivenhoe Town Council**

If there is anything the Town Council can do to support Wivenhoe Library, Town Councillors have made it clear that they will be fully motivated to do so.

#### **Wivenhoe Orchestra**

Wivenhoe Library is the venue where Wivenhoe Orchestra rehearses every other week. We have also given concerts in the library so that would be lost to the local community as well were the library to close.

## 10. Responses by Tier 4 library

In their responses to question 3 of the survey, individual respondents to the survey cited specific tier 4 libraries 6,337 times as libraries they visited frequently. Organisations responding to the survey cited specific tier 4 libraries 101 times. Prettygate Library had the greatest number of mentions (1,015). It was followed by Buckhurst Hill with 392 mentions. Letters and emails cited specific Tier 4 libraries 270 times, of which Thaxted had the greatest number of mentions (38).

### 10.1 Key comments about specific libraries

Below, under each library are listed the key overall concerns that consultation respondents raised. Additional analysis identified the three most suggested criteria for the needs assessment by users of each library, based on answers to question 9 of the survey; the three classes of comment most often made in responses to question 19 of the survey; and the three classes of comment

most often made by people who submitted emails and letters (where nine or more mentioning that library have been received). When reading the entry for an individual library it is also worth referring to sections 4 to 7 to see comments from MPs, local councils or community groups that may be relevant to that library.

## **Broomfield**

295 survey respondents use this library frequently (1% of survey respondents).

### **Key overall concerns**

Consider footfall/other uses, value to community: children/social isolation.

### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (61 individuals, 1 organisation), Footfall/type of usage-not used by card (40 individuals, 1 organisation), Proximity to local schools/colleges/universities/impact on education and performance figures (37 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (37 individuals, 0 organisations).

### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (65 individuals, 3 organisations), Libraries are important for children/reading habits/education/long term outcomes (64 individuals, 3 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (54 individuals, 1 organisation).

Five emails and letters mentioned this library.

### **Specific comments not covered above.**

**Broomfield Parish Council:** There is no capacity to be able to host groups (eg Children's activities, several book groups and board games groups etc.) elsewhere in the village. The Village Hall is currently used to capacity.

Without our local library service and the use that is currently made of the building, the Parish Council would not be able to either provide the space for activities nor advice, local information etc that currently occur at the Library.

### **Broomfield Green Zone**

Suggestion: Gift the library building to the community to run as a hub with cafe/shop etc.

### **Broomfield SOLE (Save Our Libraries Essex)**

A 2-mile walk carrying books is far too far. Average walking speed is put at 1 mile in 20 minutes so that is a round trip of 80 minutes or 1 hour 20 minutes



for an average fit healthy walker not someone with mobility problems or walking with 1 or more small children. Planners think that people will only use a bus if it is within a ½ mile or 10-minute walk of their house. Therefore 1 mile is the most users should be expected to walk.

More qualified librarians should be employed specially to help those not computer literate.

### Buckhurst Hill

392 survey respondents use this library frequently (2%).

#### **Key overall concerns**

Consider footfall/other uses; don't make cuts/invest more.

Issues: Regularly used by school children (convenience).

#### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (81 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (57 individuals, 0 organisations), Footfall/type of usage-not used by card (46 individuals, 0 organisations).

#### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (102 individuals, 2 organisations), Libraries are important for children/reading habits/education/long term outcome (67 individuals, 0 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (57 individuals, 1 organisation).

#### **Emails and letters (23)**

Libraries are important for children/reading habits/education/long term outcomes (15), Don't make cuts/invest more in the library service (12), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (10).

**There are no additional comments about this library.**

### Chigwell

207 survey respondents use this library frequently (1%).

#### **Key overall concerns**

Consider footfall/other uses; don't make cuts/invest more.

Issues: Access issues for elderly / disabled at other alternatives due to lack of parking and poor public transport.

#### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (46 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (29 individuals, 0 organisations), Footfall/type of usage-not used by card (25 individuals, 0 organisations).

#### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (59 individuals, 2 organisations), I/others would have to travel further/reduce usage/stop using libraries (48 individuals, 0 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (40 individuals, 1 organisation).

**Emails and letters (7).**

**There are no additional comments about this library.**

### **Danbury**

297 survey respondents use this library frequently (1%).

#### **Key overall concerns**

Consider footfall/other uses, value to community: social isolation.

Parish Council submitted Expression of Interest in community-run library.

#### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (60 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (51 individuals, 1 organisation), Footfall/type of usage-not used by card (44 individuals, 1 organisation).

#### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (70 individuals, 3 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (57 individuals, 2 organisations), I/others would have to travel further/reduce usage/stop using libraries (55 individuals, 1 organisation).

Eight emails and letters mentioned this library.

**There are no additional comments about this library.**

### **Debden**

121 survey respondents use this library frequently (1%).

#### **Key overall concerns**

Consider footfall/other uses; don't make cuts/invest more.

### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (37 individuals, 1 organisation), Proximity to local schools/colleges/universities/impact on education and performance figures (21 individuals, 0 organisations), Footfall/type of usage-not used by card (21 individuals, 0 organisations).

### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (36 individuals, 4 organisations), Libraries provide a variety of important services/are not just about books (23 individuals, 5 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (25 individuals, 2 organisations).

Two emails and letters mentioned this library.

### **Specific comments not covered above**

**Loughton Town Council:** Opposes closure of Debden Library which if relocated to a more convenient site would sustain doubling of usage and lending.

## **Fryerns**

139 survey respondents use this library frequently (1%).

### **Key overall concerns**

Social benefits – proximity to schools/colleges; don't make cuts/invest more.

Issues: Basildon Council in favour of giving greater weight to deprivation.

### **Question 9**

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (25 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (23 individuals, 0 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (19 individuals, 0 organisations).

### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (33 individuals, 1 organisation), Libraries are important for children/reading habits/education/long term outcomes (29 individuals, 0 organisations), Libraries provide a variety of important services/are not just about books (28 individuals, 2 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (28 individuals, 1 organisation).

Three emails and letters mentioned this library.

**Specific comments not covered above**

See also comments from Basildon Council.

**Essex Cares Ltd (ECL)**

ECL work with vulnerable older people and people with learning/physical disabilities and sensory impairment. The library at Fryerns is next door to our Ashleigh Wellbeing Centre. There is real opportunity for people with Learning Disabilities to use this library. ECL are interested in having a conversation with the Council regarding the running of Fryerns Library.

**Galleywood**

337 survey respondents use this library frequently (2%).

**Key overall concerns**

Consider footfall/other uses, social benefits; impact on social isolation, would have to travel/stop using, don't make cuts/invest more.

**Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (91 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (75 individuals, 0 organisations), Footfall/type of usage-not used by card (61 individuals, 2 organisations).

**Question 19**

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (71 individuals, 3 organisations), I/others would have to travel further/reduce usage/stop using libraries (68 individuals, 3 organisations), Don't make cuts/invest more in the library service (67 individuals, 4 organisations).

**Emails and letters (11)**

Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (6), Libraries are important for children/reading habits/education/long term outcomes (6), Don't make cuts/invest more in the library service (6).

**Specific comments not covered above**

- ... Travel to the north of Chelmsford from the south is difficult due to the lack of south-north communication infrastructure.

Galleywood Parish Council made some general comments, covered in section 6.

**St Michael and All Angels Church, Galleywood**

- ...Although the documents give little idea what kind of proposal might be sought from communities, or what potential costings are, the church would be prepared to support in considering any proposal the parish council might put forward to keep the library open.

## Great Wakering

162 survey respondents use this library frequently (1%).

### Key overall concerns

Would have to travel/stop using; consider footfall/other uses.

Issues: High percentage of elderly people; access issues for elderly / disabled at other alternatives due to lack of parking and poor public transport.

### Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (37 individuals, 0 organisations), Projected population growth/planned housing developments (24 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (24 individuals, 0 organisations).

### Question 19

Most frequent comments: I/others would have to travel further/reduce usage/stop using libraries (43 individuals, 1 organisation), Don't make cuts/invest more in the library service (33 individuals, 1 organisation), Libraries are important for children/reading habits/education/long term outcomes (33 individuals, 0 organisations).

Six emails and letters mentioned this library.

### Specific comments not covered above

- Usage has not been calculated on a pro-rata basis, based on the number of hours a library is open

The main factor in the case of **Great Wakering** is premises costs. Once these are removed the library provides value for money.

ECC is sole trustee of the Old Caretaker's House next to the current Community Centre. This is an ideal location, easy to access with easy parking. The Old Caretaker's House should be refurbished at a cost to ECC and offered to the Community Association within their lease on the condition they house the library within it. The Community Association are open to this suggestion. Suggests ECC looks to work with the Community Association as the latter may be able to lever in funding streams that ECC cannot access.

## Hatfield Peverel

219 survey respondents use this library frequently (1%).

### **Key overall concerns**

Don't make cuts/invest more, important for children; consider footfall/other uses.

Issues: Impact on village as library is seen as community hub.

### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (47 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (34 individuals, 1 organisation), Projected population growth/planned housing developments (22 individuals, 0 organisations).

### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (46 individuals, 4 organisations), Libraries are important for children/reading habits/education/long term outcomes (45 individuals, 1 organisation), Libraries provide a variety of important services/are not just about books (41 individuals, 3 organisations).

Five emails and letters mentioned this library.

### **Specific comments not covered above**

#### **Hatfield Peverel Parish Council**

- ... LOCATION: The closest library to Hatfield Peverel is Witham - over a two-mile walk, but also this walk would have to encounter the A12 which is not practical. There have also been recent bus route cancellations which further prevents access to Witham unless you have a car.
- ... Hatfield Peverel has many elderly residents and young families - these groups meet regularly at the library for various clubs and activities. It is not an option for them to meet elsewhere as these are free clubs and if held elsewhere, would incur a hire charge.

### **Holland-on-Sea**

305 survey respondents use this library frequently 1%).

### **Key overall concerns**

Would have to travel/stop using, impact on social isolation etc.; don't make cuts/invest more; social benefits; impact on elderly.

Issues: High percentage of elderly people; distance contested as greater than 2 miles from nearest library.

### **Question 9**

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (54 individuals, 0

organisations), Impact on older/retired users (49 individuals, 1 organisation), Ability to travel two miles independently (eg non-drivers, disabled users, vulnerable people (36 individuals, 1 organisation).

### **Question 19**

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (58 individuals, 1 organisation), I/others would have to travel further/reduce usage/stop using libraries (58 individuals, 0 organisations), Don't make cuts/invest more in the library service (56 individuals, 1 organisation).

### **Emails and letters (18)**

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (13), I/others will find it difficult to travel/reduce usage/stop using libraries (8), Libraries provide a variety of important services/are not just about books (7), Libraries are important for children/reading habits/education/long term outcomes (7).

### **Specific comments that are not covered above.**

- ... the distance measure between Holland-on-Sea library and Clacton library was contested. By Trumeter measure it was more than a two-mile walk.
- ... Holland-on-Sea has a high elderly population who would be negatively impacted if it closed

### **Holland Residents' Association**

- We have arranged for CAB sessions to start in the Holland on Sea library in January together with computer training and access to on line services for those unable to do so themselves. Closure would result in residents not able to access CAB services locally.
- The Association would welcome the opportunity to work with ECC to seek new and innovative ways of providing a library service in Holland.

## **Hullbridge**

317 survey respondents use this library frequently (2%).

### **Key overall concerns**

Don't make cuts/invest more; consider footfall/other uses.

Issues: Planned population growth in area.

### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (68 individuals, 0 organisations), Projected population growth/planned housing developments (52 individuals, 0 organisations), Footfall/type of usage-not used by card (38 individuals, 0 organisations).



### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (66 individuals, 3 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (58 individuals, 2 organisations), Libraries provide a variety of important services/are not just about books (52 individuals, 3 organisations).

#### **Emails and letters (11)**

I/others will find it difficult to travel/reduce usage/stop using libraries (8), Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (8), Libraries provide a variety of important services/are not just about books (7), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (7).

#### **Specific comments that are not covered above.**

- ... The amount of social housing in Hullbridge has not been considered in the population figures used in the needs assessment.

**Hullbridge Parish Council:** Hullbridge Library has an active Library Committee [Friends of Hullbridge Library] who organise an array of activities at the Library including games nights, book sales etc. which are well attended.

#### **Hullbridge Residents Association**

- Supports Friends of Hullbridge Library in their call for a review of proposal to close the library
- Projected population growth of 119% by 2034 would change Hullbridge from a village to a town. This would have implications for local government and the status of the parish council. Their understanding is that a town should have a library as part of a statutory service
- Applaud and agree with the Council's perceived ambition to improve the services provided by our libraries to facilitate services for all ages.

### **Kelvedon**

370 survey respondents use this library frequently (2%).

#### **Key overall concerns**

Don't make cuts/invest more, would have to travel/stop using; consider footfall/other uses, social benefits.

Issues: Proximity to and usage by nearby schools; planned housing and population growth in local area.

### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (76 individuals, 1 organisation), Social benefits provided by libraries/effect on



social isolation/mental health (49 individuals, 2 organisations), Impact on children/young families (42 individuals, 2 organisations).

### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (83 individuals, 3 organisations), I/others would have to travel further/reduce usage/stop using libraries (72 individuals, 2 organisations), Libraries are important for children/reading habits/education/long term outcomes (69 individuals, 2 organisations).

### **Emails and letters (11)**

Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (6), Libraries provide a variety of important services/are not just about books (5), Don't make cuts/invest more in the library service (5).

### **Specific comments that are not covered above.**

**Feering Parish Council:** Working with Kelvedon Parish Council and residents of both villages to save Kelvedon Library. Would welcome the opportunity to discuss the next steps and options with ECC.

### **Kelvedon and Feering Parish Councils**

Kelvedon should be recategorized as Tier 3 because:

- ... As around half of Braintree District is empty, the relatively populous area in the south of the District loses out when this statistic is measured at district level
- ... Kelvedon and Feering set to add 1,600 dwellings in the not too distant future
- ... ECC do not own Kelvedon Library, so there's no asset for them to sell
- ... A bank of over 60 volunteers has been identified who are willing to assist with staffing and activities
- ... Building owner Ayletts Foundation Trust has offered assistance in setting up a community library.

### **Kelvedon Roman Catholic Church**

- ... Kelvedon Library is rented from a Trust for a peppercorn rent. £50 per annum is not too much to ask from the local authority if it can be kept open with community support.

### **Kelvedon St Mary's Primary Academy and Autism Hub**

- ... The Autism Hub try to visit Kelvedon Library every term for a sensory story.

161 survey respondents use this library frequently (1%).

**Key overall concerns**

Important for children, don't make cuts/invest more; social benefits.

Issues: Deprivation levels.

**Question 9**

Criteria the Council should use to measure need: Impact on deprived areas/demographics resulting in deprivation (32 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (30 individuals, 0 organisations), Ability to travel two miles independently (eg non-drivers, disabled users, vulnerable people) (24 individuals, 1 organisation), Footfall/type of usage-not used by card (24 individuals, 1 organisation).

**Question 19**

Most frequent comments: Libraries are important for children/reading habits/education/long term outcomes (47 individuals, 1 organisation), Don't make cuts/invest more in the library service (43 individuals, 4 organisations), I/others would have to travel further/reduce usage/stop using libraries (37 individuals, 1 organisation).

**Emails and letters (26)**

Libraries provide a variety of important services/are not just about books (17), Libraries are important for children/reading habits/education/long term outcomes (17), Don't make cuts/invest more in the library service (16),

**Specific comments that are not covered above.**

See also responses from Rt Hon Robert Halfon MP and Harlow Council.

**Harlow Civic Society**

Mark Hall and Tye Green libraries should not close because two neighbourhood libraries aren't enough for a town the size of Harlow, and is detrimental to its design as an interconnected set of local communities, serving needs from cradle to grave.

**North Weald**

232 survey respondents use this library frequently (1%).

**Key overall concerns**

Don't make cuts/invest more, would have to travel/stop using; consider footfall/other uses.

Issues: Shared premises with and volunteer opening by North Weald Parish Council; deprivation levels queried - 3 homeless hostels in North Weald (Norway House, the Phoenix Hotel and Bassetfields).

### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (42 individuals, 2 organisations), Social benefits provided by libraries/effect on social isolation/mental health (37 individuals, 1 organisation), Projected population growth/planned housing developments (25 individuals, 0 organisations).

### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (39 individuals, 3 organisations), I/others would have to travel further/reduce usage/stop using libraries (37 individuals, 1 organisation), Libraries provide a variety of important services/are not just about books (33 individuals, 4 organisations).

#### **Emails and letters (9)**

Libraries provide a variety of important services/are not just about books (6), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (6), I/others will find it difficult to travel/reduce usage/stop using libraries (3), Decision already made/a done deal (3), Don't rely on borrowing figures/footfall more relevant (3).

#### **Specific comments that are not covered above.**

**North Weald Parish Council:** The parish Council has run North Weald Library since 2010, for 4 hours a day, 3 days a week. If closure was implemented there would be an impact on the administration of North Weald Bassett Cemetery. The Parish Council would not have an office and there is no alternative meeting place for the Parish Council or Planning Committee Meetings.

### **Prettygate**

1,015 survey respondents use this library frequently (5%).

#### **Key overall concerns**

Social benefits, consider footfall/other uses, ability to travel.

Issues: Poor facilities (e.g. toilet); lack of alternative community buildings; high percentage of elderly people; used by multiple groups/clubs/schools etc.; high usage; serves Lexden and Shrub End; strong campaign; already co-located; access restrictions with Colchester alternative (parking).

### **Question 9**

Criteria the Council should use to measure need: Social benefits provided by libraries/effect on social isolation/mental health (134 individuals, 1 organisation), Usage by local community groups/other activities services based in libraries as a central community hub (124 individuals, 1

organisation), Footfall/type of usage-not used by card (84 individuals, 0 organisations).

### **Question 19**

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (163 individuals, 4 organisations), I/others would have to travel further/reduce usage/stop using libraries (163 individuals, 2 organisations), Libraries are important for children/reading habits/education/long term outcomes (160 individuals, 1 organisation).

### **Emails and letters (30)**

I/others will find it difficult to travel/reduce usage/stop using libraries (23), Libraries provide a variety of important services/are not just about books (22), Libraries are important for children/reading habits/education/long term outcomes (20).

### **Specific comments not covered above**

See also response from Will Quince MP and Colchester Borough Council.

### **Layer de la Haye Primary School**

- Visiting the local library (Prettygate) with their parents provides young people with valuable lessons on how to behave in public places.

### **Prettygate Baptist Church**

- It's suggested that present library services of libraries in Tier 4 could be made available from other premises. But in Prettygate the only premises are the Prettygate Pub, inappropriate for this use. Apart from local churches and the activities we provide, the Library provides the only community space in Prettygate.
- If the library had toilets, families and the elderly would use the library services far more. If there was a volunteer community cafe it would be vastly more attractive (as we have discovered in our once a month cafe at Prettygate Baptist Church). There is a real need to strengthen community in Prettygate. Removing the library would be damaging.

### **Prettygate Reading Group**

- The library houses the Registrar and a toy library.

## **Sible Hedingham**

190 survey respondents use this library frequently (1%).

### **Key overall concerns**

Consider footfall/other uses, social benefits - isolation; provides variety of important services, effect on social isolation.

Issues: Planned housing and population growth in local area.

### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (44 individuals, 2 organisations), Social benefits provided by libraries/effect on social isolation/mental health (32 individuals, 1 organisation), Projected population growth/planned housing developments (27 individuals, 0 organisations).

### **Question 19**

Most frequent comments: Libraries provide a variety of important services/are not just about books (37 individuals, 4 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (34 individuals, 4 organisations), Don't make cuts/invest more in the library service (33 individuals, 3 organisations).

### **Emails and letters (10)**

Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (7), Libraries provide a variety of important services/are not just about books (6), Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (5), Don't make cuts/invest more in the library service (5).

### **Specific comments that are not covered above.**

### **Sible Hedingham Book Group**

People from Sible Hedingham gravitate to Sudbury, Haverhill and Bury for shopping, eating out, music and theatre, not the proposed hub areas of Halstead and Braintree. If Sible Hedingham Library closes, Essex County Council will seem even more remote and irrelevant to people's lives.

One anonymous response said the Gosfield Shop is over-subscribed for volunteers, many of whom would like to assist in the running of [Sible Hedingham] library to keep it open.

## **Silver End**

94 survey respondents use this library frequently (1%).

### **Key overall concerns**

Consider footfall/other uses, social benefits – isolation; important for children, don't make cuts/invest more.

### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (24 individuals, 2 organisations), Social benefits provided by libraries/effect on

social isolation/mental health (21 individuals, 1 organisation), Footfall/type of usage-not used by card (15 individuals, 2 organisations).

### **Question 19**

Most frequent comments: Libraries are important for children/reading habits/education/long term outcomes (30 individuals, 2 organisations), Don't make cuts/invest more in the library service (28 individuals, 4 organisations), I/others would have to travel further/reduce usage/stop using libraries (25 individuals, 1 organisation).

Four emails and letters mentioned this library.

### **Specific comments that are not covered above.**

- ... The petition handed in by Cllr James Abbott at Full Council on 11 December 2018 made the point that Silver End library was only moved to the village hall less than two years ago and it would be a waste of investment to close it now.
- ... As a result of the move the library is already co-located in a large community hub with the Children's Centre, a pre-school and the parish council office.
- ... Silver End residents receive little for the taxes they pay.
- ... The village has lost other services over recent years.
- ... Lack of paper copies of the survey until late in the consultation period may have affected potential respondents who do not have internet access
- ... Silver End also serves Cressing; planning consents have been granted for 61 new homes in Silver End and 421 in Cressing.
- ... Compared to 10 years ago, Silver End has retained 84% of active membership and 64% of visits.
- ... If Silver End, Kelvedon and Coggeshall libraries were to close the nearest library access for villages in the area would be Braintree or Witham. Suggesting that residents should walk more than two miles across rural rights of way, which tend to be muddy, or roads with no footways and 60mph speed limits is unacceptable.

## **Southminster**

121 survey respondents use this library frequently (1%).

### **Key overall concerns**

Consider footfall/other uses, social benefits – isolation; don't make cuts/invest more, would have to travel/stop using.

### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (18 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (16 individuals, 1 organisation), Footfall/type of usage-not used by card (13 individuals, 0 organisations).

#### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (29 individuals, 1 organisation), I/others would have to travel further/reduce usage/stop using libraries (25 individuals, 1 organisation), Trained staff are important/jobs would be lost/reservations about using volunteers (23 individuals, 2 organisations).

There were no emails or letters mentioning this library.

**There are no additional comments about this library.**

### **Stansted**

295 survey respondents use this library frequently (1%).

#### **Key overall concerns**

Deprivation levels - highest in Uttlesford; temporary arrangements while library moved and impact on usage not accounted for?; planned population growth in area (Foresthall & Wcommunity-run libraryole Farm Developments); high percentage of elderly people; alternative nearby libraries in Herts (Bishops Stortford) only available to those who live, work or study in Herts.

#### **Question 9**

Criteria the Council should use to measure need: Projected population growth/planned housing developments (39 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (30 individuals, 2 organisations), Impact on children/young families (25 individuals, 0 organisations).

#### **Question 19**

Most frequent comments: Reconsider tier proposals/re-categorise libraries (94 individuals, 1 organisation), Don't make cuts/invest more in the library service (61 individuals, 3 organisations), I/others would have to travel further/reduce usage/stop using libraries (59 individuals, 3 organisations).

#### **Emails and letters (26)**

Reconsider tier proposals/re-categorise libraries/consider other factors/based on inaccurate data (18), Libraries provide a variety of important services/are not just about books (12), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (11).

#### **Specific comments not covered above**

**Elsenham Parish Council:** Stansted has one of the highest levels of child poverty in Uttlesford, with 26.2% of children in poverty after housing costs. £1.2 million had been spent on Mountfitchet Exchange with no indication from ECC that it would withdraw support from library.

### **Stansted Mountfitchet Parish Council**

#### Deprivation

- ... Needs assessment score suffers because Stansted Library is in quite an affluent LSOA. Other nearby LSOAs including one just over 100m away, have much greater levels of deprivation. Taking these into account would add 7.5 to the score.

#### Usage

- ... Needs assessment score suffers because during period when usage data was gathered a mobile library was providing the service, followed by a small room in the parish council offices. This was poorly publicised. Data from before the temporary relocation would support the addition of another 7.5 points to the score.

#### Access to a comprehensive service

- ... Closure of two out of four Uttlesford libraries would leave one library per 4nj2000 residents (1 per 50000 if projected population increase is taken into account) – worst in England.

Addition of 15 points to first round score as earlier discussed would make Stansted a Tier 3, not 4, library.

Stansted Mountfitchet PC was not informed of the March 2018 public engagement. The proposals in the engagement report for creating community hubs, reducing social isolation and extending the service offer would all be enhanced by the hub planned for Stansted prior to the consultation.

Hub as proposed in discussions with parish council and as partly staffed by them could create a vibrant multi-functional cultural and creative facility. A range of existing groups plus Business Forum would support. It already fits “What does a good community library look like?” on p40 of draft strategy. Uttlesford already receives less funding for the library service than its population warrants.

Stansted also pays the same in rates as larger conurbations, but sees less in the way of cultural and community support.

They would not have committed public money to the hub project, had they known the Council would not support a library service there.

The parish council had almost completed the process of partnering with the Council to deliver library and community services under one roof for Stansted and surrounding area and believe the Council has an overwhelming obligation to see this project through to completion.



## Stock

75 survey respondents use this library frequently (<1%).

### **Key overall concerns**

Proximity to schools and colleges, social benefits.

### **Question 9**

Criteria the Council should use to measure need: Proximity to local schools/colleges/universities/impact on education and performance figures (17 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (17 individuals, 0 organisations), Usage by local community groups/other activities services based in libraries as a central community hub (15 individuals, 0 organisations).

### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (21 individuals, 1 organisation), Trained staff are important/jobs would be lost/reservations about using volunteers (19 individuals, 1 organisation), Not everyone can access online services/eBooks/smart technology/physical books are important (19 individuals, 1 organisation).

There were no emails or letters mentioning this library.

**There are no additional comments about this library.**

## Thaxted

276 survey respondents use this library frequently (1%).

### **Key overall concerns**

Consider footfall/other uses, reconsider proposals/recategorize.

Issues: Parish Council lodged formal complaint with DCMS: consultation and business planning processes flawed; sought halt to consultation; DCMS replied, will await decision; functions already as a Community Hub (co-located with other services); distance to other libraries & public transport deficiencies; increasing population yet declining local amenities; distance to Saffron Walden & Dunmow; level of usage by schools and other groups not accounted for; most cost effective library in Essex - little financial sense in closing; Uttlesford receives 4% of library funding yet serves 6% of county households; rural deprivation in surrounding areas.

### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (43 individuals, 2 organisations), Social benefits provided by libraries/effect on social isolation/mental health (34 individuals, 3 organisations), Footfall/type of usage-not used by card (26 individuals, 2 organisations).

### Question 19

Most frequent comments: Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (48 individuals, 4 organisations), Libraries provide a variety of important services/are not just about books (46 individuals, 5 organisations), Don't make cuts/invest more in the library service (44 individuals, 4 organisations).

#### Emails and letters (38)

Libraries provide a variety of important services/are not just about books (23), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (22), Libraries are important for children/reading habits/education/long term outcomes (21), I/others will find it difficult to travel/reduce usage/stop using libraries (21).

#### Specific comments not covered above

##### Thaxted Parish Council

Thaxted is the least expensive ECC library to operate.

Cites UNESCO manifesto: "Freedom, Prosperity and the Development of society and individuals are fundamental human values. They will only be attained through the ability of well-informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information."

Survey response:

We disagree with the factor that more affluent areas are identified by having use of more than one car. The proposal to place 2 of the 4 libraries within UDC in Tier 4 equates to 50% of Libraries in UDC being at risk of closure which is against policy. The Food bank run from here, the CAB use an office, a social worker regularly meets vulnerable clients and the Parish Council and Community information centre are also based within the Library. Uttlesford is set to have the highest percentage forecast growth, at 32.2%. The statement 'There is no reason to keep a library if it is the only community service in the area if there is no need for a library service' is utterly ridiculous.

Thaxted Parish Council subsequently made a **formal complaint** to Michael Ellis MP, Parliamentary Under-Secretary of State for the Arts, Tourism and Heritage.

- ... The consultation survey is biased and the questions are designed to elicit the answer ECC wants
- ... Previous requests to ECC to review and reconsider have been ignored
- ... Needs assessment is based on limited data and over-reliant on borrowing statistics

- ... In addition to the arguments presented earlier, the deprivation catchment area should have been expanded to include the areas of rural hinterland around Thaxted
- ... The population demographics are changing, contributing more young users and potential book group members.

### **Thaxted Society**

- 149 Thaxted homes currently lack superfast broadband.
- We stand ready to target a community-based solution where there is robust and well-intentioned support from ECC.

### **Tye Green**

170 survey respondents use this library frequently (1%).

#### **Key overall concerns**

Consider footfall/other uses, proximity to schools/colleges; don't make cuts/invest more, important for children.

Issues: Deprivation levels.

#### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (27 individuals, 1 organisation), Proximity to local schools/colleges/universities/impact on education and performance figures (26 individuals, 1 organisation), Footfall/type of usage-not used by card (22 individuals, 2 organisations).

#### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (43 individuals, 4 organisations), Libraries are important for children/reading habits/education/long term outcomes (42 individuals, 2 organisations), Trained staff are important/jobs would be lost/reservations about using volunteers (30 individuals, 3 organisations).

#### **Emails and letters (27)**

Libraries are important for children/reading habits/education/long term outcomes (19), Libraries provide a variety of important services/are not just about books (18), Don't make cuts/invest more in the library service (15).

#### **Specific comments not covered above**

See also comments for Mark Hall and comments from Robert Halfon MP and Harlow Council.

#### **Purford Green School**

We take Year 1 and 2 children to Tye Green Library every three weeks. Without the library being in walking distance this will stop.

### **Tye Green Leisure and Community Association**

Expressing an interest in taking over the property to enhance their community services, providing after school clubs, breakfast clubs, perhaps full day care.

### **Vange**

122 survey respondents use this library frequently (1%).

#### **Key overall concerns**

Don't make cuts/invest more; consider footfall/other uses, social benefits.

Issues: Deprivation levels; poor literacy levels / educational attainment?; Basildon Council wish higher weight to be given to deprivation.

#### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (31 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (27 individuals, 0 organisations), Proximity to local schools/colleges/universities/impact on education and performance figures (17 individuals, 0 organisations), Ability to travel two miles independently (eg non-drivers, disabled users, vulnerable people) (17 individuals, 0 organisations) .

#### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (44 individuals, 1 organisation), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (30 individuals, 1 organisation), Libraries provide a variety of important services/are not just about books (29 individuals, 2 organisations), Trained staff are important/jobs would be lost/reservations about using volunteers (29 individuals, 2 organisations).

Four emails and letters mentioned this library.

**There are no additional comments about this library but see the response from Basildon Council, above.**

### **Wickham Bishops**

224 survey respondents use this library frequently (1%).

#### **Key overall concerns**

Don't make cuts/invest more, impact on social isolation etc.; consider footfall/other uses, social benefits.

Issues: Poor infrastructure (lack of footpaths) or decent transport links to alternatives: Maldon/Witham; high percentage of elderly people; village location: cannot walk to nearest alternative – Witham.

### **Question 9**

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (42 individuals, 1 organisation), Social benefits provided by libraries/effect on social isolation/mental health (41 individuals, 2 organisations), Impact on children/young families (24 individuals, 1 organisation).

### **Question 19**

Most frequent comments: Don't make cuts/invest more in the library service (54 individuals, 2 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (47 individuals, 2 organisations), I/others would have to travel further/reduce usage/stop using libraries (40 individuals, 0 organisations).

### **Emails and letters (19)**

Don't make cuts/invest more in the library service (15), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (13), Libraries are important for children/reading habits/education/long term outcomes (13).

### **Specific comments not covered above**

#### **Wickham Bishops Parish Council**

Specific comments on the criteria used and weighting of categories:

Location: If the footfall measure is set against the population at a district level this is essentially double counting in favour of densely populated areas and against less populated villages

Usage: It is unclear if PC usage has been considered. Instead there is a count for book renewals and Wi-Fi usage. Many older parishioners don't use Wi-Fi but do use the PCs as a lifeline.

Deprivation: Is there any evidence of a proven link between deprivation and library usage? If not, then the selection of it as a criterion distraught the assessment of need.

Social Isolation: reference to new parents (i.e. the very young) and those over 65. This should be based on the catchment area and actual usage. The libraries have records of the actual members so more accurate data could have been used. Instead the data at a district level is used.

ECC's own statistics in the needs assessment showed that 71% of Wickham Bishops library users are under the age of 19, or over 60. The same figure for Maldon is 62%.

Would welcome the opportunity to discuss with the Council ways in which costs could be saved.

Question 14 ought to have offered organisations the opportunity to run Tier 4 libraries, not just Tier 3 libraries, as community libraries.

## Writtle

302 survey respondents use this library frequently (1%).

### Key overall concerns

Consider footfall/other uses, social benefits; important for children, don't make cuts/invest more, impact on social isolation etc.

Issues: Expression of Interest in buying building.

### Question 9

Criteria the Council should use to measure need: Usage by local community groups/other activities services based in libraries as a central community hub (87 individuals, 0 organisations), Social benefits provided by libraries/effect on social isolation/mental health (65 individuals, 0 organisations), Footfall/type of usage-not used by card (52 individuals, 0 organisations).

### Question 19

Most frequent comments: Libraries are important for children/reading habits/education/long term outcomes (85 individuals, 1 organisation), Don't make cuts/invest more in the library service (82 individuals, 2 organisations), Closing libraries will increase social isolation/reduce wellbeing/libraries provide a social hub (81 individuals, 1 organisation).

One email or letter mentioned this library.

### Specific comments not covered above

#### Workers' Educational Association Writtle

- Using the library for community use is important as other halls in the village are booked. Need library within walking distance as traffic in area is often gridlocked. Subjects close to lectures being taken in village hall.

#### Writtle Infant School

- Suggested needs assessment criterion: Whether the existing library building can be used for anything else.
- Writtle is due to have about 600 new houses. In addition, the existing building cannot be sold as it has a covenant on it.

## 11. Website feedback

A further 361 items of feedback were received via the dedicated website during the consultation. Of these, 141 were about the survey, mostly about

difficulties finding or accessing it via the site. There were 130 comments about the strategy: 97 that information was unclear, lacking or misleading, 17 that it was clear/easy to understand, nine negative comments about the consultation approach, three positive comments in agreement with the strategy, three about design issues and one technical issue.

**The Council response:** The Council will take on board the comments to improve the way information and consultations are written and presented on the website in future.



# Essex Future Library Services Strategy

2019 - 2024



Essex County Council



This is a strategy for the provision of library services in Essex over the next five years, from 2019/20 to 2023/24. This document was considered by Essex County Council's Cabinet in July 2019, in the context of a range of supporting documents including a Equalities Impact Assessment, and the Essex Future Libraries Consultation Report. All these documents can be found [here](#).

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# Foreword

Libraries educate, entertain and inform. They play a unique role in our society, providing us with learning resources, safe community spaces and digital access. They are both an entrance way to fictional new destinations and help us to gain greater knowledge of our own world.

I am incredibly proud of the public library service in Essex and both the employees and volunteers who deliver it. Over the last ten years – book borrowing has almost halved, fewer than one in five Essex residents are active library members and memberships, visits and demand for library computers are all down by a third or more. Customers' expectations have continued to evolve as more of us read, learn, shop and seek entertainment online.

I take my role as Cabinet Member with responsibility for library services incredibly seriously. I have visited every library in Essex to understand the challenges they face. What quickly became clear was that the library service needs to be more ambitious in order to better meet the needs of its users.

Between November 2018 and February 2019, Essex County Council conducted one of our largest consultations ever when we asked the people of Essex to comment on the draft Future Library Services Strategy. Nearly 22,000 people responded to the survey, with many more sending in letters and e-mails expressing their views on the new ambitions and what the library service means to them.

I am grateful to all the individuals, families and organisations that took the time to respond to the consultation. I am grateful to the schoolchildren who sent in pictures of what a library of the future would look like. I am grateful to every single person who expressed their views.

We have listened and the final strategy reflects this.

We will work with our communities, employees and volunteers to ensure that we create a modern library service that is fit for the 21st century, whilst also continuing to explore the opportunities that innovative technology affords and being open to new and creative ideas.

We have heard that libraries are not just about books or computers – but that they are spaces too for people to meet, learn and exchange ideas. And we have heard and seen the passion of communities that want to keep a local library. So, we have changed the strategy.

We will invest in the library service to create new vibrant, modern spaces in council-run libraries in towns, villages and suburbs across the county. And we will work strenuously with local people to set up community-run libraries and provide funding and support to help make them a success.

We are convinced that there are better ways to run the service and by working with communities we can keep a library service in every current location. The passion and energy of local people can also revitalise library services and community spaces, bring communities together and help tackle social isolation and loneliness. So, we will keep all libraries open while we work together to transform the service. We are still concerned about the declining use but believe a combination of council-run and community-run libraries offer the best hope to reverse the trend.

We have received 80 expressions of interest already from communities to manage community-run libraries. These community groups and organisations include parish councils, residents associations, pre-schools and village hall trusts.

We will provide guidance to each of those who have submitted an expression of interest and welcome any new ones, so that they can develop a robust proposal. This document also details the significant support offer we will provide, which includes grant funding, an initial donation of books and stock rotation, to get these proposals off to the best start.

We will also develop a wide-ranging outreach programme, to provide library services and activities where they are needed most, including schools, playgroups, village halls and other community venues. We will use our mobile libraries and Home Library Service to reach those who may otherwise struggle to access library services.

I am excited to see a library service that communities are part of too; that continues to play a role in the lives of people of all ages and that appeals to new and old users alike.



**Cllr Susan Barker**

Cabinet Member for Customer, Corporate, Culture and Communities



# Summary

Essex County Council (the council) has a statutory duty under the Public Libraries and Museums Act 1964 to deliver a comprehensive and efficient free library service to all who live, work or study in the county and who desire to use it. It currently meets this duty through a network of 74 libraries, two mobile library vehicles, eLibrary services and a home library service delivered by volunteers to people unable to get to a library due to age, disability or caring responsibilities. The council is the second largest library authority in the country, serving a population of approximately 1.5 million.

Over the last 10 years (2009-2019), as part of a national trend, use of Essex libraries has declined, with loans more than halved and membership down by a third. Loans fell 53%, from just under 8.4m in 2008-09 to 3.9m in 2018-19. Active membership fell 33% over the same period, from 331,482 to 221,640 (this figure excludes mobile library and online only services); this includes a fall of 5% in 2018/19 alone. Usage and visitor numbers continued to fall in 2018-19.

In early 2018 we asked Essex residents what they thought about the service. What Essex people say is set out on p20. We used this to produce a draft strategy for library services.

Between 29 November 2018 and 21 February 2019 we consulted Essex residents and library users on a draft strategy for future library services. This was informed by previous research and engagement to find out people's views and priorities for libraries, national policy and examples from other authorities, and a needs assessment of each current library.

To help identify where the council needs to provide library services in future, the needs assessment took account of proximity to other libraries, usage, population, social deprivation and social isolation. The assessment then drew a conclusion on the overall priority ranking (need) for a library location.

There was a significant response to the consultation. More than 21,900 people and organisations completed the survey, giving their detailed views. You can read a summary of the results on p21 and full details here ([link to \*\*Enventure report\*\*](#)). During the consultation, the council also received more than 1,000 letters and emails and 57 petitions containing around 60,000 signatures.

Every response, comment and representation has been read and carefully considered and the insight, ideas and suggestions have been valuable in helping to prepare this final version of the strategy (the Strategy).

We also invited groups to express interest in running community libraries. By the end of June 2019, 80 expressions of interest had been received, covering 39 existing locations and two new locations that don't have libraries. These came from a range of groups including town and parish councils, residents' associations, pre-schools and trusts.

The council has listened to the feedback received from the consultation - it is very clear that libraries are valued by those who use them not just for books but also as safe social spaces and hubs for a range of activities. In many locations there is community support for retaining some form of library service.

While the provision of council-run library services must be driven by evidence of need for them, our intention is that by working with communities, we can together keep a library service in every current location.

|  |   |   |
|--|---|---|
| <p>Taking account of all this feedback, national policy and what Essex people have previously told us, our strategy will be to focus on:</p> <ul style="list-style-type: none"> <li>• developing an investment plan to improve libraries prioritising, at least initially, larger libraries, and working with and supporting community groups or other partner organisations to set up community run libraries, with the aim of ensuring a library service is retained in every current location.</li> </ul> | <p>Over the life of this strategy, 2019-2024 (the strategy period), we will continue to deliver our core offer, whilst also seeking new ways of working to ensure we achieve the following ambitions:</p> <ul style="list-style-type: none"> <li>• Place books and reading at the heart of our library service offer</li> <li>• Provide a modern library service and library spaces, which are fit for both now and the future</li> <li>• Empower and support communities and groups to shape and manage community-run library services that best meet the needs of the community they serve</li> </ul> | <p>The council will also continue to explore opportunities for community hubs, either within its own libraries or through community-run libraries.</p> <p>The council will offer a significant support package to organisations wishing to take over delivery of library services in a location served by a current library. This includes grant funding over three years, an initial donation of books, quarterly refresh of reading materials and support to community-run library groups to train their volunteers and cascade information</p> |
|  | <ul style="list-style-type: none"> <li>• Offer a consistently good customer experience</li> <li>• Have a comprehensive eLibrary offer and embrace digital technology.</li> </ul>  |   |

## Proposals for community-run-libraries with council support

We will maintain a comprehensive and efficient library service across Essex. We will retain a network of council run libraries, particularly in larger towns but it is evident that there is community interest in running libraries in locations where this council currently runs them. From the start of the strategy, we will work closely with community groups or partners to transition libraries to community-run where there is local support for that. We do not envisage that libraries will close as a result of this strategy.

In the next few years, we hope that, with our support, community-run libraries will have been established or will be in the process of being established in many locations. It may be that early adopters will encourage others to come forward and the trend in the decline in usage may have changed.

We need to ensure we spend money wisely and we believe the expressions of interest shown will help ensure this by reversing the decline in the usage of the library resources. If this does not prove to be the case and the decline continues, then there will be a time when it will be difficult to justify continuing with the same level of service, and at that point, we will need to reconsider the approach

This new strategy also commits to:

- Developing an investment plan to improve libraries prioritising, at least initially, larger libraries to deliver a consistent high-quality look and feel across libraries in the council-run network
- Implementing an up to date and flexible library management computer system
- Upskilling staff and volunteers to improve the service to users
- Embracing new technology and 'smart libraries' functionality that enables users to choose when and how they access books and learning materials.
- Deliver more outreach than ever before – taking the library service into a wide range of communities.



# Our vision and ambitions

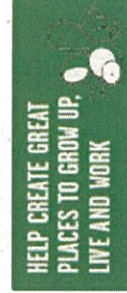
Our vision over the next five years is to create a 21st century library service that is inclusive and efficient, which enables all users to engage with a wide range of reading materials, participate in learning activity and connect with their community.

Over the strategy period, we will continue to deliver our core offer, whilst also seeking new ways of working to ensure that we achieve the following ambitions:

- Place books and reading at the heart of our library service offer
- Provide a modern library service and spaces, which are fit for both now and the future
- Empower and support communities and groups to shape and manage community-run library services that best meet the needs of the community they serve
- Offer a consistently good customer experience
- Have a comprehensive eLibrary offer and embrace digital technology.

Public services do not operate in isolation – they are greater than the sum of their individual parts and this strategy has a key role to play in enabling the council to deliver on its strategic aims, be that through providing spaces and resources to help people in Essex to increase their skills and prosper, or through providing safe, welcoming and stimulating spaces for users to engage with others.

This strategy helps to meet the four key strategic aims in the council's Organisation Strategy 2017-21.



The Essex Joint Health and Wellbeing Strategy 2018-22, a strategy owned by a range of organisations across the county including the council, identifies the challenge and priority of social isolation.

Social isolation can affect any age and can affect older people, young parents, carers, disabled people and people living with mental health issues.

The library service will continue to play an important role in tackling isolation, as places to meet or through outreach work in communities. However, it is important to recognise that this is only one part of a response to tackling isolation from across the service, the voluntary sector and within the community. Library services will continue to work closely with education services and schools to contribute to children's literacy, school-readiness, learning and development.



# What will be different in five years?

We will consider this strategy to have achieved our ambitions for libraries if by 2024:

- Essex residents and community groups are much more involved, with many libraries run by or run jointly with community groups/partners and volunteers

We have transformed how people access library services and how reading materials are borrowed and distributed

People are able to access library services online more easily 24 hours a day via the eLibrary

- We make much better use of insight from our customers and systems to ensure that the quality and range of books, eBooks and materials on offer is high and books are rotated when possible to ensure choice

- We have a strong programme of outreach, providing library services and activities where they are most needed, including schools, playgroups, day care centres, village halls and other community venues

- We have extended opening hours through volunteer support and the introduction of smart library technology, where viable and in line with local community need, to enable people to use libraries at times that are convenient to them

- Customers understand the core library offer and make good use of it, as measured by customer surveys and user insight

- Customers receive consistently good service

- Income from activities helps to reduce costs or to enhance the service we provide

- The service is reaching new communities, increasing service usage and bringing in new customers through outreach, marketing and providing a service that is appealing and relevant to them

- The library service helps people to live full and independent lives

- We have increased effectiveness through co-location with community-based services such as Job Centres, Citizens Advice Bureaux, Post Offices and voluntary and community groups.

# National context

The council has a statutory duty under the Public Libraries and Museums Act 1964 to provide a comprehensive and efficient library service that lends books and other materials free to people who live, work or study in Essex and want to use it.

We have looked at best practice around the country and guidance from the Government's Libraries Taskforce, which includes the seven ambitions below.

## The 7 Outcomes: Ambition for Public Libraries in England (Libraries Taskforce).<sup>1</sup>

- Cultural and creative enrichment
- Increased reading and literacy
- Increased digital access and literacy
- Helping everyone achieve their full potential
- Healthier and happier lives
- Greater prosperity
- Stronger, more resilient communities.

Most importantly we have listened to the views of Essex residents and their needs. This is a library strategy for them.

## Library services in Essex in 2019

Essex Libraries serve a population of approximately 1.5m through 74 library buildings, an eLibrary service, two mobile libraries, home library service volunteers and support for seven volunteer-run community libraries. The location and spread of libraries are a result of historical decisions rather than design and do not reflect current demographics or community need. In 2016-17 (the most recent comparison available), Essex was the second largest library authority in England, with a higher than average number of outlets and the fourth highest spending per head of population.

The national average ratio in 2016/17 was one library per 22,425 people; in Essex the ratio was one per 17,325.<sup>2</sup> The comparison with other local authorities reflects a point in time and cannot be used to forecast future comparison with other local authorities. This is a strategy for the next five years and other local authorities have already started to review or will review their service offers during this period.

## Some of the many things that happen in libraries

The mobile library service was reviewed and changed after public consultation in 2017-18. This strategy does not propose another review of mobile libraries, but routes and timetables may be adjusted over the strategy period to meet changing needs.

Library services have evolved and changed over recent years. As well as being a source and lender of books, magazines and other learning materials, libraries play a role in preventing health and social problems by providing safe spaces where people can access or find out about other services, meet others and socialise or simply spend time.



Books and magazines



Job clubs and job search help



Free public network computers



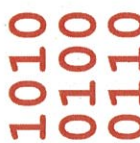
Baby and Toddler Rhymetimes



Book readings, music and events



Language books and classes



Code Clubs

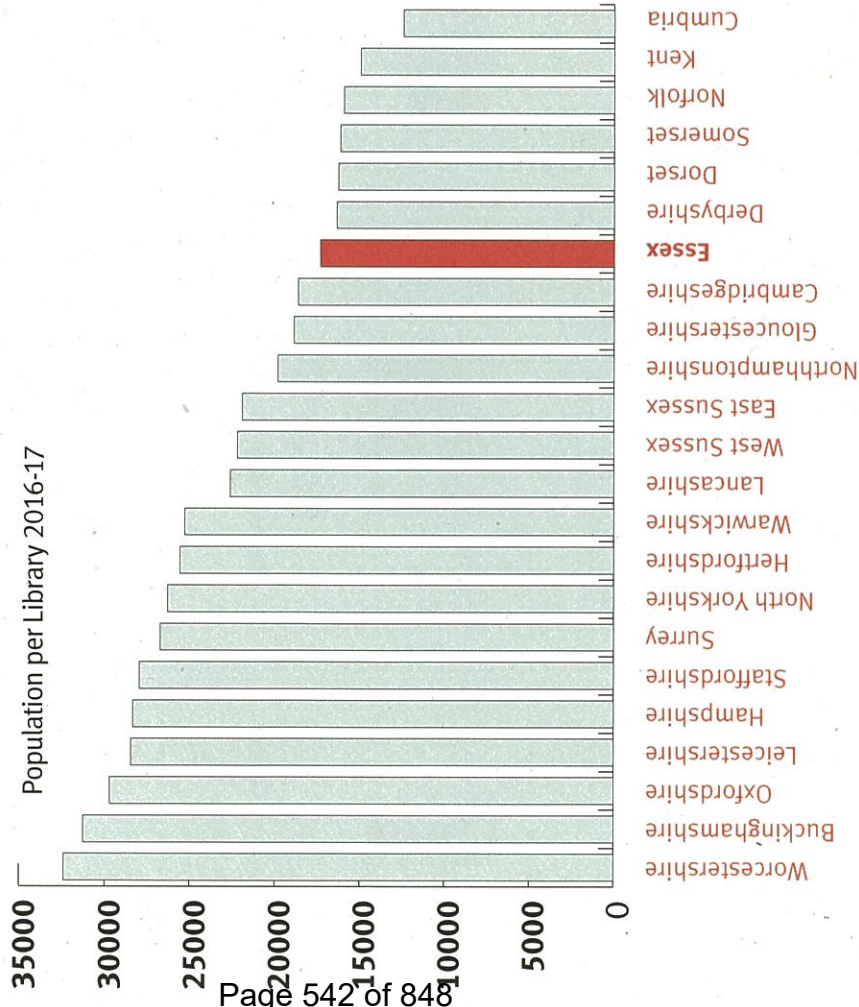


Wifi access



### How Essex compares with other counties 2016-17<sup>3</sup>

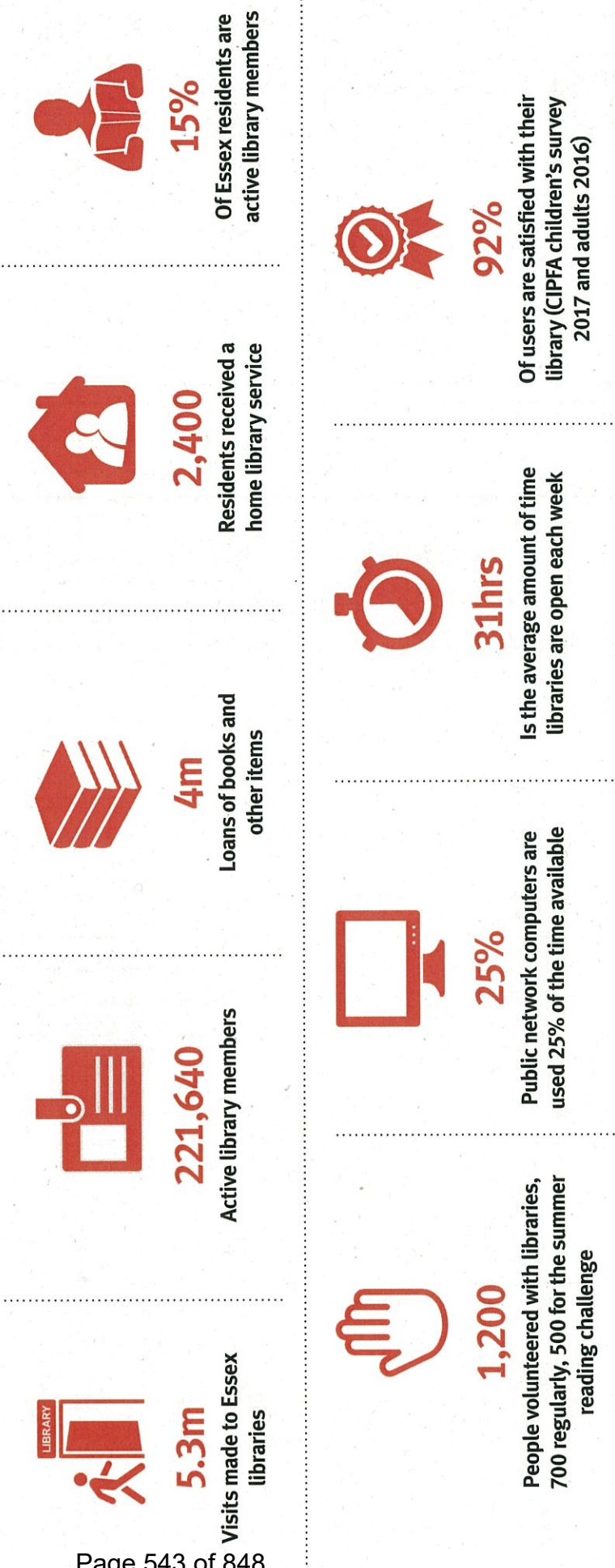
This comparison is from 2016-17, the latest year for which comparison figures are available. It is a snapshot in time and cannot be used to compare what we and other counties provide now as populations have changed and other authorities are reviewing or have reviewed and changed their own library services.



Source: Cipa Benchmarking 16-17. Population / Authority run libraries (includes mobiles).  
Outlier Lincolnshire excluded due to only having 2.

| County           | Total Population | No of libraries | Council run libraries | Population per library based on current number of libraries | Population per library based on number of council run libraries |
|------------------|------------------|-----------------|-----------------------|---|---|
| Lincolnshire     | 743,400          | 51              | 2                     | 14576.47  | 371700.00   |
| Worcestershire   | 583,100          | 23              | 18                    | 25352.17  | 32394.44  |
| Buckinghamshire  | 534,700          | 30              | 17                    | 17823.33  | 31452.94  |
| Oxfordshire      | 683,200          | 43              | 23                    | 15888.37  | 29704.35  |
| Leicestershire   | 683,000          | 51              | 24                    | 13392.16  | 28458.33  |
| Hampshire        | 1,360,400        | 53              | 48                    | 25667.92  | 28341.67  |
| Staffordshire    | 867,100          | 43              | 31                    | 20165.12  | 27970.97  |
| Surrey           | 1,176,500        | 54              | 44                    | 21787.04  | 26738.64  |
| North Yorkshire  | 604,900          | 43              | 23                    | 14067.44  | 26300.00  |
| Hertfordshire    | 1,176,700        | 48              | 46                    | 24514.58  | 25580.43  |
| Warwickshire     | 556,800          | 31              | 22                    | 17961.29  | 25309.09  |
| Lancashire       | 1,198,800        | 47              | 53                    | 25506.38  | 22618.87  |
| West Sussex      | 843,800          | 36              | 38                    | 23438.89  | 22205.26  |
| East Sussex      | 547,800          | 26              | 25                    | 21069.23  | 21912.00  |
| Northamptonshire | 733,100          | 36              | 37                    | 20363.89  | 19813.51  |
| Gloucestershire  | 623,100          | 40              | 33                    | 15577.50  | 18881.82  |
| Cambridgeshire   | 651,900          | 42              | 35                    | 15521.43  | 18625.71  |
| Essex            | 1,455,300        | 75              | 84                    | 19404.00  | 17325.00  |
| Derbyshire       | 785,800          | 46              | 48                    | 17082.61  | 16370.83  |
| Dorset           | 422,700          | 33              | 26                    | 12809.09  | 16257.69  |
| Somerset         | 549,400          | 34              | 34                    | 16158.82  | 16158.82  |
| Norfolk          | 892,900          | 47              | 56                    | 18997.87  | 15944.64  |
| Kent             | 1,541,900        | 99              | 103                   | 15574.75  | 14969.90  |
| Cumbria          | 497,900          | 40              | 40                    | 12447.50  | 12447.50  |
| Suffolk          | 745,300          | 45              | 0                     | 16562.22  |   |
| Devon            | 779,800          | 50              | 0                     | 15596.00  |   |
| Nottinghamshire  | 810,700          | 60              | 0                     | 13511.67  |   |

# Our foundations - Essex Libraries in 2018/19





# Why do we need a new strategy?

*"The way people use libraries and their expectations of public services are changing. Financial and demographic challenges are increasing. Standing still is not an option."*

*Libraries Deliver: Ambition for Public Libraries in England, 2016-2021, Department for Digital, Culture, Media and Sport.* <sup>4</sup>

Libraries remain a valued part of the communities they serve. We have continued to invest in the service, including opening a new children's library in Chelmsford, offering eBooks and eComics and improving our online catalogue. But in the last ten years, traditional use of libraries has significantly fallen.

We know there are significant budget pressures ahead. As such, the council must consider all options to deliver library provision in new and more efficient ways to create an active and sustainable service.

The use of the library service has dropped by 53% from almost 8.4m loans a year in 2008/09 to 3.9m loans in 2018/19. Demand to use public network

computers in libraries has also fallen 38% over the same period. This reducing demand for libraries follows the national trend as people have greater access to alternative information sources with improvements to broadband and mobile technologies. In March 2019, 221,640 people, were active members of Essex libraries (this figure excludes mobile library and online only services), down 33% in ten years. An active member is defined as somebody who has used their library card in the last year.<sup>5</sup>

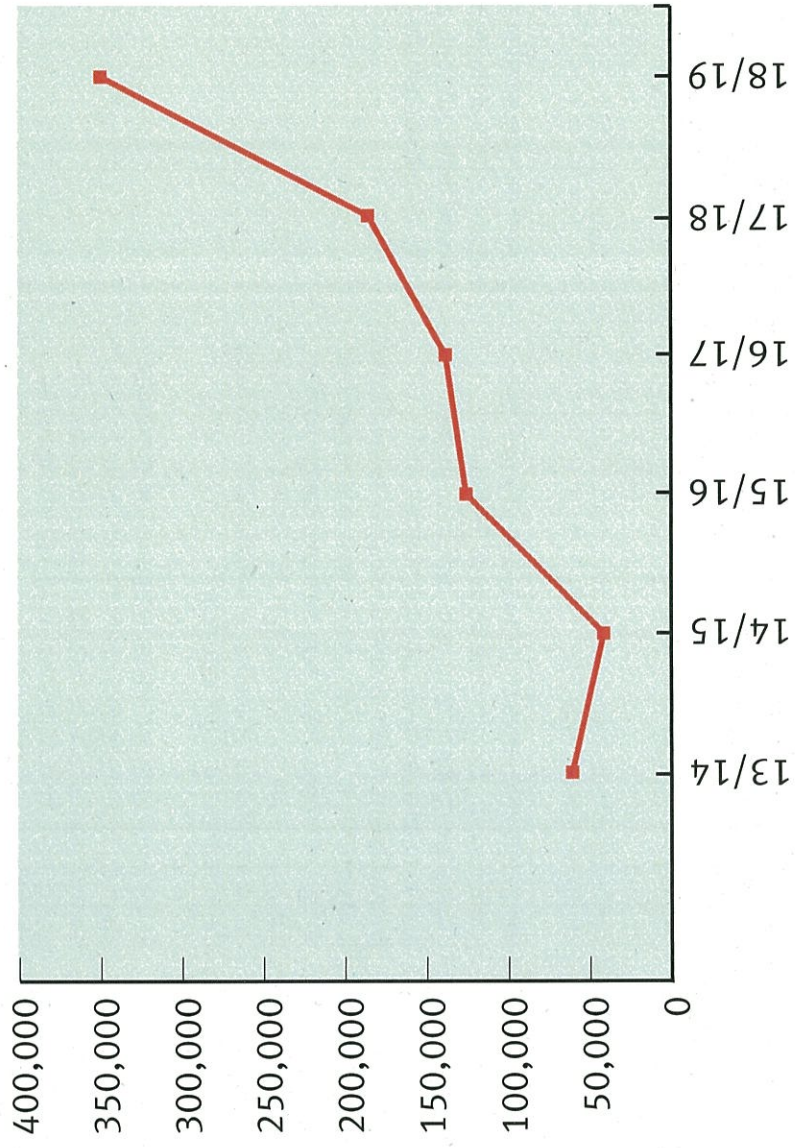
At the same time, we have seen growth in our online services. Loans of eBooks, eAudio and eMagazines have increased almost six-fold since records began in 2013/14, from 61,000 loans to 350,000 loans in 2018/19.

According to an annual survey of electronic device use in the UK, 87% of adults owned a smartphone in 2018, up from 52% in 2012; 79% owned a laptop (up from 73%) and 64% owned a tablet (up from 16%). The study also found that 33% of adults use an eReader daily and the percentage of 55 to 75 year olds that own smartphones rose from 40% to 77% between 2013 and 2018. It forecast that this upward trend would continue.<sup>6</sup>

90% of the consultation respondents said they had internet access at home, work or on a mobile device; 5% said they could only access it in a library or public café; 4% did not use the internet.

Graph 1: E-loans

| Year    | Amount  |
|---------|---------|
| 2013-14 | 61,018  |
| 2014-15 | 41,571  |
| 2015-16 | 126,042 |
| 2016-17 | 138,620 |
| 2017-18 | 186,099 |
| 2018-19 | 350,064 |





The population of Essex is changing too. The county's population is forecast to grow by 20% between 2014 and 2039, to 1.7m. <sup>7</sup> It is currently approximately 1.5m. One in five of the population are aged over 65. By 2039 it is predicted that there will be 61% more over 65 year olds and 16% more under 16 year olds.

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The challenges facing Essex communities are varied and not consistently spread across the county, so our library service therefore needs to be able to 'flex' to recognise and respond to differing needs.

We know that many Essex residents experience feelings of loneliness or isolation. These feelings do not discriminate by age or gender but we know people in rural areas, older people and new parents can be particularly affected. Library services have a vital role to play in this. For example, Rhymetime sessions for babies and toddlers are activities where new parents can meet and socialise, be that in library buildings or other community venues.

We will work with other council functions and partner organisations as part of a joined up response to tackle loneliness and isolation.

### Rhymetime in Southminster

Continuing to deliver Baby and Toddler Rhymetimes for local families was a priority as Southminster Library moved to smaller premises. The library sessions attracted an average of five families.

The Head Teacher at Southminster Primary was delighted to offer a light and airy space with access to outside space and tea making facilities for a small renumeration and also offered support to promote Rhymetime within the school networks.

The new school based Rhymetime is building gradually and after just a few weeks is attended by a similar number of families as when it took place in the library and is now also enjoyed by staff and children visiting from the Pre-School next to the Primary School.

Libraries reach and support the whole community regardless of age, gender, socioeconomic status or educational attainment. This is reflected in what people want from their library, be that a quiet place to study, a shared space for community events, or access to books to encourage a love of reading from early years to old age. This does however create challenges. We need spaces that work for all these audiences and needs.

Whilst we do not underestimate these challenges, the opportunities to create a sustainable service that has a lasting impact on the lives of Essex residents are great.

The financial outlook for all local government is challenging and as a public body it is important we spend taxpayers' money wisely. Demand for many services is increasing and becoming more complex, whilst government funding is reducing.

Over the last four years the council has generated savings to taxpayers of £311m and is budgeting to deliver a further £60m of new savings by the end of 2019/20 (6% of net budget). The council has an outstanding track record both in terms of delivering savings, generating income and delivering value to our residents, with a constant focus on strategic outcomes



and financial prudence. This track record has enabled the council to maintain services and invest for the future. However, we still face substantial challenges.

By 2021/22 the council will need to identify £100 million a year of savings, of which £72m must be found in 2020/21. We are fully aware of the challenges that we face but are determined to continue to transform how we operate to tackle this enormous financial shift. It is important that the library service contributes along with other council services to achieving this by implementing new delivery models.

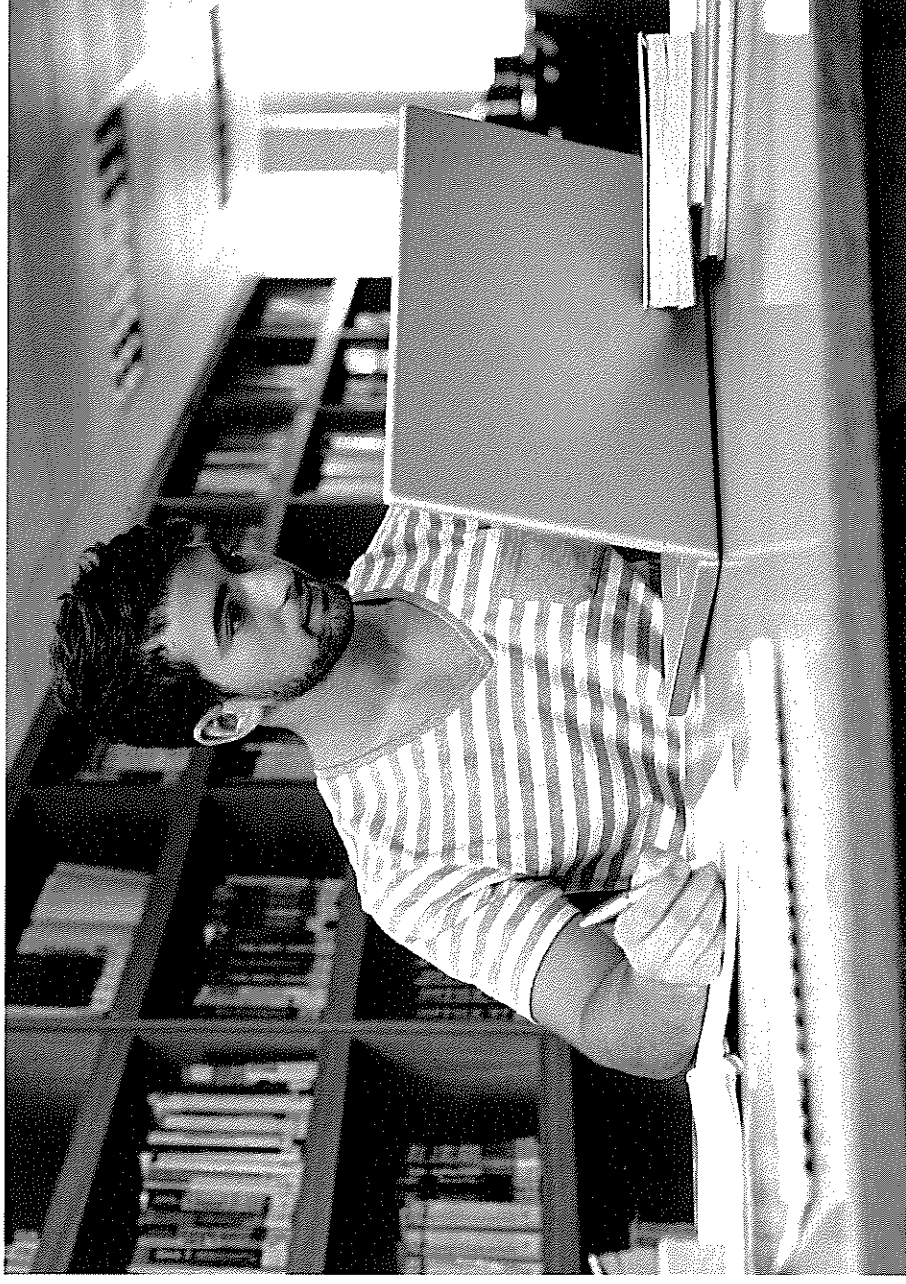
We also expect the costs to maintain and refurbish the aging estate of library buildings will increase over the next five years. We need to target investment towards improving the library spaces that are most in demand and to take opportunities to generate financial benefits.

| Essex Libraries budget   |                    |                      |
|--------------------------|--------------------|----------------------|
|                          | 2018/19            | 2019/20 <sup>8</sup> |
| <b>Gross expenditure</b> | <b>£12,953,000</b> | <b>£14,067,000</b>   |
| <b>Income</b>            | <b>£1,590,000</b>  | <b>£1,607,000</b>    |
| <b>Net expenditure</b>   | <b>£11,363.000</b> | <b>£12,460.000</b>   |

| How it is spent              |            |
|------------------------------|------------|
| <b>Employees</b>             | <b>59%</b> |
| <b>Premises</b>              | <b>22%</b> |
| <b>Books</b>                 | <b>14%</b> |
| <b>Supplies and services</b> | <b>3%</b>  |
| <b>Transport related</b>     | <b>2%</b>  |

Doing nothing is not an option. If we did not transform the service, within five years it is highly likely that the decline in usage would continue; the service and buildings would not be modernised or be fit for purpose and communities would have less opportunity to be involved in shaping local services to suit their needs, as less resources would be available to them. Efficiencies and greater convenience associated with sharing space, embracing digital technology and other planned improvements would not be achieved.

Of Essex libraries are currently delivered in-house and managed by the council. There are alternative delivery models that some other authorities use, such as setting up a local authority trading company, transferring the whole service to a commercial company or charitable trust, or partnering in a joint venture. The council intends to keep the council-run service in-house and support community-run libraries. We will continue to review options over the strategy period.



# What Essex people say

The development of this strategy has been informed by two important and wide-ranging engagement activities.

## 2018 Engagement Sessions

In spring 2018, the council ran public engagement and research to find out what people think about libraries, what they value and what their priorities were for future library services (the 2018 Engagement).

This included a countywide survey, interviews with users, focus groups with young people and public events for community groups, elected representatives and the public. More than 3,000 people responded. A summary of the research and engagement can be found [here](#).

Key points from the 2018 Engagement:

- **Books and reading** are still far and away the top priority: that's what 90% of users visit libraries for and what survey respondents said is a priority for the future

- **People use library services at different stages of their lives.** Children and young people are most likely to use them; women use them more than men. Life changes such as becoming a parent, losing a job or retiring are triggers for using them more. People who don't use library services say they either don't need them or don't have time. Working age men are least likely to use them

- **People value well-informed employees and volunteers** to help them. Users are satisfied with the service they get

- **People value having a local library.** Two out of five visit more than one library, either because they are near home and work, to access the books or materials they are interested in or, because the opening hours at different libraries are convenient to them

- **Libraries are valued as safe social spaces** to find quiet space, help, information, learning, social activities or simply shelter

- **People want to get involved.** Around 1,200 people already volunteer in libraries. One in four would consider volunteering and seven community-run libraries are now open

- **Some people want activities, some want quiet.** Some people want to be able to access more services and do more things in libraries; others worry that too many activities take the focus away from books and reading and libraries are no longer the quiet spaces they value. They suggested having quiet booths, zones, days or designated 'quiet libraries'

- **Libraries are seen as valuable public spaces** that could be hired for community use in the evenings and at weekends: as rehearsal spaces or performance venues, for art exhibitions, for meetings and public celebrations

- **Many recognise the budget constraints** and that hiring out spaces generates income to support the service. But there is a tension between this and the impact that charging for space might have on voluntary groups

- **Young people do not feel libraries are designed and delivered to meet their needs.** The layout of libraries is a priority for them, to give space for study, reading, games and chilling out. They also want more digital provision and libraries open in the evenings.



## Consultation on Draft Future Library Service Strategy

The proposals in the draft version of the new Future Library Service Strategy (the draft strategy) were consulted on between November 2018 and February 2019. This proposed placing libraries into four tiers, based on an assessment of need for them.

More than 21,900 people and organisations responded to the consultation survey. The response rate equated to 1.5% of the Essex population and 9% of active library members.

The consultation on the draft strategy provided many important messages to help shape our work:

- 52% of consultation respondents use more than one library frequently
- The majority - 97% of individuals and families, 90% of organisations - had visited an Essex library in the previous year and most had used a library card to borrow items, use the wi-fi or use the public computers

- 62% of users of tier 4 libraries said they would be able to use an alternative library service if tier 4 libraries were not retained

- 6% of respondents said that they used only one tier 4 library and would be unable to access any alternatives

- 90% of respondents have internet access at home, work or on a mobile device

- More individuals and families agreed overall with the ambitions of the draft strategy, evaluation criteria for assessing need for libraries, and community library proposals

- More respondents felt that the draft strategy, which proposed closing some libraries, did not provide a reasonable range of ways to access the service

- The preferences expressed for opening hours support the strategic intention to combine staffed opening with volunteer supported opening, and to explore the potential of smart library technology to enable library users to access libraries outside staffed opening hours

- From comments in the survey and correspondence, library users value the use of libraries as social hubs for a range of activities beyond borrowing books, the social benefits they provide and how they contribute to mental health and wellbeing

- Community groups and organisations were invited to express interest in setting up community libraries in locations identified as tier 3 and 4. By end of June 2019, the council had received 80 such expressions

- Nearly 3,000 respondents, 13% of individual and 26% of organisational respondents, were interested in finding out more about volunteering roles.

Through the consultation survey and other correspondence, the council received thousands of comments including suggestions for ways to improve the service, generate income or make savings. The full consultation findings can be found [here](#).

# Our priorities

The council is committed to delivering the strategy's ambitions and our priorities over the strategy period are aligned to them.

These priorities are informed by our data about library usage, the results of our public engagement and the Consultation exercise.

**Put books and reading at the heart of what we do**  
Despite the decline in number of books borrowed, books are still at the top of the list of things people expect from libraries. Book borrowing remains by far the most popular activity that people use libraries for: 90% of users say they come in to borrow books and one in four do so at least every two weeks.

**Create great social spaces where people can read and study quietly or socialise and do activities without disrupting each other**

Whilst some engagement respondents stated that they would like to be able to access more services and do more in library spaces, others worried that they would lose the quiet space that is so important to them. A clear message from the consultation was that users value libraries as social spaces. Our priority is to

understand these views and to develop a plan to invest in and improve libraries prioritising, at least initially, larger libraries to create flexible spaces that can meet a whole range of needs.

**Invest in and support our employees and volunteers so they remain well informed and have the right skills and equipment**

We heard about the value that people place on well-informed employees and volunteers. People are at the heart of the library service and ensuring that they have the right skills and equipment is a priority (see p35 for more about this priority).

**Enhance the service to attract more Essex residents**

Good customer experience is fundamental to this. Users of Essex libraries rated customer satisfaction highly: 88% of library users in the 2018 household survey are satisfied with their local library service. But satisfaction varies from site to site and we know we can improve the online service.

**Create a library service that fits people's lives and is convenient**

Opening hours and convenience are important to library customers. Our priority is to work with communities, as well as to use eLibrary and 'smart library' technology to create library services that continue to meet the needs of current users, whilst also encouraging new and returning users. We will review the current reservations system, management systems and logistics network to ensure our service is provided as efficiently as possible.

**Support community-run libraries to get off to the best start possible**

A passion for local libraries and interest in running community libraries or volunteering to support the service came across loud and clear in the consultation. We believe that communities hold the key to revitalising the service and have the expertise to run community libraries in ways that work best for their local residents. Our priority for the first part of this strategy will be ensuring that these individuals and groups are supported in the best way possible to contribute to library services in Essex. The details of this support offer to community libraries can be found at p28.

**Work seamlessly with other service providers, organisations and communities to ensure that the positive impacts of library outreach services are maximised**

In 2018/19 Essex library services provided outreach services in settings including schools, playgroups, daycare centres, village halls, community settings and other community venues. As part of delivering the strategy, we aim to also work closely with both district, town and parish councils and other service providers to deliver a more joined up service.

**Better engage with residents**

we will review our communication channels and develop a communication and marketing approach that complements our outreach offer, maximises digital communication and makes accurate and timely information about our services, activities and events available to customers to easily access in a self-service way. We will market library services to attract new customers and improve the future sustainability of the service.





# Our core offer

We propose to deliver a core offer through a range of physical and online services through council-run libraries.

Over time, the range of activities taking place in libraries has expanded. We think it is useful to redefine our core offer, which is available to everyone and free at the point of use.

The council's future library service core offer will reflect the national Universal Offers<sup>9</sup> from libraries and the priorities that our customers told us about.

As we work to support community-run libraries we will offer guidance, resources and support to help them reflect the core offer but it will be up to each community-run library to determine their offer to best suit local needs.

## The core offer comprises:

**Books, DVDs and audio** – we will use data on what our customers want to inform the range available. We will review the library stock and how we spend the Book Fund to keep our stock modern, fresh, available in a range of formats and responsive to customer needs and trends. We will use insight from customer usage

and best practice to define stock levels for each service and to target our spending on books. We will provide access to the library catalogue to search available materials, request materials, make payments and renew loans.

**Children's promise** – we will continue to inspire children from their earliest years to discover a love of reading and to learn and develop. This includes free Bookstart packs for babies, toddlers and school-starters, work with schools, Summer Reading Challenge, Rhymetimes, story times, clubs and activities for children as well as books for all ages and dedicated study zones and online resources.

**Space and place** – we will seek investment to provide modern, fresh, flexible spaces where people can easily find the information and resources they need, and which are welcoming and practical for a range of age groups and diverse needs.

**eLibrary (includes online services)** – customers can already access a wealth of eBooks and reference material, browse our catalogue, reserve items and book events online. We will explore new technologies and how we can optimise current technologies to make it easier for customers to access library materials

anywhere, anytime from their own devices. We will continue to invest in e-Content, using data and insight to ensure customers can access material that is relevant to them

**Digital access** – We will continue to offer public computers – targeting the resources where there is the highest need – and help people to develop their digital skills and confidence.

**People** – employees and/or volunteers will help people access library services and materials, and signpost services offered by partners. We will support employees and volunteers to develop new skills and work in different ways as library services evolve.

**Activities** – our employees will continue to deliver activities for the community that provide cultural and creative experiences such as the Essex Book Festival and will encourage community-run libraries to get involved with this too. We will continue to provide story times, Rhymetimes for young families, Summer Reading Challenge and other activities for children. We will look to continue to provide space for community-led activities such as knit and natter and local book groups.

### Essex Book Festival

Originally developed by Essex Libraries and now in its twentieth year, Essex Book Festival is a month-long series of arts events held in venues across the county each March. Essex Libraries works in partnership with the Festival partners, hosting a variety of author events in libraries across the county.

These feature both established and debut authors writing in a variety of genres and appealing to broad audiences. From small town libraries, to flagship venues, the Festival takes culture directly to people's communities and is extremely valued by library customers.

**Learning** – our employees will signpost learners to reference materials and our libraries will provide great space for study.

This core offer will be delivered through the following network:

- council-run libraries
- eLibrary services
- mobile libraries
- home library service.

Community run libraries may wish to run these core offer activities, and this will be discussed and developed with the relevant communities

To ensure best value and best fit of our future service, we will review non-core services, for example:

- interLibrary loans (loans from library services outside Essex)
- performance sets (music scores and play sets) including collection at any location

- newspapers - physical and digital
- access to online courses.

In addition, the home library service will be available to all library users who are unable to access alternative library services due to age, disability and caring responsibilities

We will manage and maintain council-run libraries and offer a significant support package to communities to assist them in setting up and running community-run libraries around the county. This creates the opportunity for library services to be run by people who live and work in the community and who best understand the unique needs of their area. You can find out more about this package of support on [p28](#).

The council will actively work with the parties that have submitted an expression of interest (EOI) to develop proposals and any new community groups or organisations wishing to set up a community-run library.



**Table 2: Library core offer**

|  | Council-run  | Community-run  |
|--|--|--|
| <b>Brief description</b>                     | Libraries normally in a main town, may also rent/lease space to other service provider.  | Library services where the council supports community organisations or other partners to set up community-run libraries.                                 |
| <b>Management and Support</b>                | Managed by the council and could be delivered in partnership with the community or other partners.   | Managed and run by the community or other partners with council support as set out in our offer.   |
| <b>Opening times</b>                         | Current opening hour range is 12 - 24 hours a week for the smallest libraries and 31 – 59 hours a week for larger libraries.<br><br>We will look to extend opening hours (where there is community need), including into the evening, through smart library access or resourced by volunteers where possible or can be made affordable.<br><br>No change for the first year to allow time to review, then set hours based on usage data and insight. | To be agreed by community-run library but there will be a negotiated minimum number of hours if the community-run library is to receive council support. |
| <b>Range of books and stock</b>              | Mid to wide range of stock with opportunity to search and request stock from other libraries in the council-run network.   | To be agreed in partnership with community-run library.  |
| <b>Digital access (computers and advice)</b> | Yes.   | To be agreed by community-run library.   |

# The council's offer to community-run libraries

Many community-run libraries already operate successfully across the country. Seven community-run libraries currently exist in Essex. They are volunteer-run and owned and managed by local groups, not the council. Some have existed for many years, others are new. In 2017 alongside the mobile libraries review, we supported some communities to set up community-run libraries in places that didn't already have one.

Current community-run libraries are based in: Chrishall, Fincham, Great Bromley, Jaywick Library Access Point, Lamarsh, Ramsey and Steeple Bumpstead.

We recognise that there are challenges in setting up a community-run library. This is why we have developed a comprehensive support offer, rather than a simple one-off grant, to support the formation of all new community-run libraries.

Interested parties are encouraged to submit a formal proposal setting out their case for running a community-run library. Upon adoption of the strategy, the process will begin to agree and set up as many community-run libraries as possible. The submission and agreement process will be published on the [Essex Community Library Services website](#).





**Table 3: Support offered to community-run libraries**

| Item                                 | Offer description  | Detail  |
|--------------------------------------|--|---|
| <b>Grant</b>                         | <p>3-year grant to assist with establishing a community-run library.</p> <p>Could be used for:</p> <ul style="list-style-type: none"> <li>• maintenance</li> <li>• furniture/furnishings costs</li> <li>• property rent/associated costs</li> <li>• purchasing additional stock</li> <li>• purchasing/funding public computers and internet access.</li> </ul> | <p>Grant for 3 years -<br/>Year 1: £8,000<br/>Year 2: £7,000<br/>Year 3: £3,000</p>   |
| <b>Stock</b>                         | <b>Initial donation</b> - one-off donation of book stock.  | The number of books will be agreed on a case by case basis and proportionate to usage.  |
|                                      | <b>Regular refresh</b> - An additional ongoing bulk-loan of books from the council's stock, in proportion to usage which will be rotated quarterly.  | The council deliver to and collect from community-run library   |
|                                      | <b>Community library card</b> - Access to full ECC library stock.  | The council will provide a library card allowing the community-run library to reserve and collect from the council's stock from council-run locations on behalf of its users. |
| <b>ECC Outreach &amp; Engagement</b> | <b>Activities</b> - Ongoing support and visits by council staff to deliver outreach activities in the best place for children and adults.  | Designed on the basis of community need.  |
|                                      | <b>Support and guidance</b> - Ongoing Council support through advice, guidance and training to the community-run library to train and cascade information to their volunteers such as Equality and Diversity training, stock editing & management, collaboration between community-run library services and delivery of activities such as Rhymetime.          | Included.   |
|                                      | <b>Sharing of best practice</b> - The council will create a community library forum/network which will be available for community-run library representatives.   | Included.   |

# Resources and investment

In the context of significant budget pressure over the coming years, the council needs to do more than simply identify savings each year. It must transform services to make them sustainable and fit for the future. We need to think very differently about how we operate, be more innovative, entrepreneurial and commercially minded.

As plans develop, we will seek investment to modernise and enhance library spaces in council-run library services. These will prioritise, at least initially, larger libraries.

We will explore additional sources of funding for our services, including:

- grants for specific projects such as the recent redevelopment of Chelmsford Children's Library funded by Chelmsford City Council through the Community Infrastructure Levy and Arts Council England/ Libraries Taskforce
- encouraging local fundraising to support local delivery of library services
- generating income from hire of library space, chargeable events, sale of complementary products and by reviewing our current chargeable services
- moving some services to lower cost digital delivery channels where appropriate
- seeking contributions from developers such as section 106 funding.

During the strategy period we will invest in new technology and library space by:

- refurbishing council-run libraries to deliver a consistent high-quality look and feel across the Council-run network
- implementing an up to date and flexible library management system
- upskilling staff to improve the service to users
- embracing new technology and 'smart libraries' functionality that enables users to choose when and how they access books and learning materials.

# What about the buildings

This strategy is about the service, not the buildings. But we know that library buildings are often seen as valuable community assets and many people will be concerned about their future use. We will work to make the most efficient use of public buildings, whether owned by the council, other public bodies or community organisations. Most library services will be in shared spaces by 2024.

We will review running costs and the condition of library buildings in council-run libraries, with a view to bringing all services up to a consistent, modern standard and finding the most effective ways to respond to local needs. This includes considering the most appropriate location for the service.

In the future, library services could be provided from a range of outlets, such as shared locations with other services, new spaces provided as part of housing or retail developments or co-located in community centres, shops, leisure centres or other locations. In most cases, we would expect library services to be provided in alternative, better locations.

We would expect community libraries would be run from premises owned or paid for by the community groups. Buildings that are no longer required by the library service because the community has opened a library in other premises will be considered under the council's usual way for dealing with properties no longer required for their current use.



# Our eLibrary

We use the term eLibrary to cover a range of online services. Customers can currently browse the catalogue and reserve books online to collect at their local library. They can download ebooks, read newspapers and magazines, book events, volunteer or find out about the home library service or mobile library timetable.

Public engagement has highlighted a need to target and tailor our services to new generations of tech-savvy users. Younger users in particular have told us they use technology on a daily basis and want to be able to study and access services online.

To make this a reality, we will review our processes and technology to make it easy to do as much as possible online: access our stock and services, communicate with our employees, book and pay for things we charge for, such as room bookings and some events (core services are all free).

## New digital library service

In early May 2019, Essex Libraries launched a new digital service comprising over 180 comics and graphic novels that customers can download in the same way as our existing emagazines, either online through a browser, or via a mobile application.

This fantastic service has been launched in response to customer interest in this genre and format and allows access to a great range of top comics from the publishers Marvel, IDW, Disney and Dark Horse which we hope will be of appeal to all ages, but particularly to a younger audience.

Early statistics show a daily increase in subscribers to the RBdigital e-reader (which includes emagazines).

Improving our digital offer will include:

- Improving our management system to enable efficient operating processes and deliver a high-quality customer experience
- Bringing e-content, such as eBooks, into the main library catalogue so that all resources can be searched and accessed in one place
- Exploring “smart library” technology to enable access to library buildings, materials and services outside of staffed opening hours (see highlight box below)
- Improving the range of payment options available to customers
- Updating our website
- Reviewing our electronic communication channels and ‘online chat with a librarian’ service
- Reviewing the content and availability of eBooks and eAudio Books

- Investing in our public computers and more responsive digital access so that it is more flexible to need; and reviewing print services
  - Exploring the option of loaning eReaders to increase the range of accessible materials and access to eBooks
- Exploring options for improving access to library services on mobile devices such as smart phones
- Helping customers to access eLibrary services by reviewing our help and guidance, which may include adding step by step video guides on the website e.g. downloading eBooks, searching the catalogue.

### Smart libraries

Smart libraries can increase opening hours and use of library services by enabling customers to use their library card to enter the library outside staffed hours. It is similar to the secure ATM lobbies some banks have. People could browse, study, borrow and return books using self-service machines or even hire the library for meetings or activities. We will explore the potential this technology offers.

Several other authorities are already running successful smart libraries, such as [Leicestershire](#) and [Peterborough](#).



# Opening hours and access

Opening hours are important to our customers: 62% of respondents to our 2018 engagement said convenient opening hours were important to them. Alternative opening hours, for example, evening or weekend opening, would encourage 39% of respondents to use libraries more.

On the draft strategy consultation, respondents were asked to rank a range of options for opening hours in order of preference. Fully staffed opening, even if that meant libraries were open less overall was the top choice, with volunteer supported opening a close second and self-service access using smart library technology third. More evening opening and 24/7 eLibrary access were least favoured. Individuals and families were more in favour than organisations of the idea of self-service access using 'smart library' technology outside staffed opening hours, whilst organisation respondents preferred more weekend opening hours.

It is not financially viable for the council to provide more staffed opening hours and if we change opening hours to suit some users, they won't necessarily suit others. Since we last reviewed opening hours in 2011, technology and lifestyles have changed, affecting what library users need and what they see as convenient.

Our aim is to create an overall pattern of library opening in council-run libraries that will maximise access to libraries through a combination of:

- staffed opening hours
- volunteer supported opening hours
- smart library technology
- improved eLibrary which people can access 24 hours a day.

By staffed hours, we mean paid council employees and unpaid Essex library volunteers. Some libraries are already opened outside the staffed hours by volunteers from other groups or organisations that share space with libraries. We will seek to encourage more of this where there is demand.

We will not make any changes to opening hours in council-run libraries for the first year of this strategy.<sup>10</sup>

We will then draw on a wide evidence base, including usage data, to develop a consistent approach to opening hours across the council-run service and to respond to changes in demand over time, including the impact on locations where nearby libraries may have become community-run libraries.

Community-run libraries will be able to set their own opening hours, subject to a negotiated minimum number of hours

You can access library services in the following ways:

- library building
- mobile library
- home library service
- outreach including schools, early years settings and care homes
- e-library.



# Our people

## Employees

Our library employees are at the heart of our business. Research and engagement feedback shows they are hugely valued and trusted by our customers.

Having well informed staff or volunteers was the 2nd highest priority for respondents (70%) to the countywide engagement exercise in 2018. This was the view of both library users and non-users.

Essex Library Service is committed to ensuring that our employees have the skills and competencies they need to help deliver our future vision.

The key skills and capabilities required are:

- Delivering excellent customer service – putting needs of library users at heart of what we do
- Digital knowledge and expertise to support customers in accessing information
- Outreach and Engagement with community members and organisations
- Collaborative working – working with partner organisations to deliver the library service.

## Volunteers and community involvement

Essex library services are intrinsically connected to the communities they serve. This includes a wide variety of volunteering opportunities and close work with community groups and partner organisations across the county.

In 2017-18, 1,200 residents, aged from 14 to 94, volunteered in our libraries, delivering services ranging from running the library outside staffed opening hours to supporting the home library service, to running clubs and activities and supporting the annual Summer Reading Challenge.<sup>11</sup>

Public engagement shows there is an appetite among residents to be more involved with libraries, be that shaping our approach to stock purchasing to volunteering in libraries. Through draft strategy consultation, encouragingly there were strong levels of interest shown in volunteering opportunities with 13% of individual and family respondents (nearly 3,000 people) expressing an interest to volunteer in future library services in Essex.

To support new ways of working, we will provide support, training and development for the community-run libraries so that they can train their volunteers. This approach will enable us to offer a consistent experience for our customers across library services.

A review of the current operating model of libraries and work to define the future target operating model will inform the future size and shape of the council-run library workforce.

We also intend to create new roles that will specialise in engaging with partners and communities. These will support the upskilling of our workforce.

Volunteers play a vital role in supporting and enhancing the library service in council-run and will continue to do so in the future. It is important to Essex libraries that our volunteers complement the work delivered by our paid employees and work alongside them, enabling us to develop and improve the experience of our customers whilst helping to meet our budgetary challenges. Training and guidance will be offered to community-run libraries in how to recruit, train and support volunteers. This will include advice on ensuring DBS (safeguarding) checks - which are free - are completed on community-run library volunteers if necessary

We aim to ensure our volunteers feel valued and get something worthwhile from the time they give us. In order to do this, we will work closely with Volunteer Essex to ensure their interests and skills are well matched to our opportunities and that they are fully trained and properly supported by our paid employees and fellow volunteers.

We will also take every opportunity to recognise and celebrate the contribution they make to the library service and our customers.

Our volunteers will also be supported to ensure that our customers experience a consistent level of service wherever they access our services.

## Customers

We know that our customers are diverse. They are of all ages, backgrounds and abilities and have different aspirations. Equally each has their own preference for how and when to access services, and the types of services they access.

We will continue to provide our services in a way that has regard to our duty under the Equalities Act 2010 to eliminate discrimination, advance equality of opportunity and foster good relations. An equalities impact assessment has been prepared to inform the development and ongoing implementation of this strategy and can be found [here](#).

This includes having a range of stock that reflects and celebrates our diverse community in Essex, and promotes good relations across all equality areas, including race, disability, gender, religion and sexual orientation.

We will make library spaces and services accessible to all and provide a home library service for people who can't easily access libraries owing to age, disability or caring responsibilities. We will continue to seek feedback and use insight about customer preferences to update our stock and services over time.

# Glossary

|  |   |
|--|---|
| <b>CIPFA</b><br>The Chartered Institute of Public Finance and Accountancy; collates bi-annual survey data from library users across England and Wales; analyses data from library authorities and provides benchmarking information for library authorities. | <b>Expression of Interest (EOI)</b><br>Initial, non-binding online form submitted to express an interest in providing community-run library.  |
| <b>Public community-run library</b><br>Defined by the Government's Libraries Taskforce as community led and largely community delivered libraries, rarely with paid staff (but with some professional support) and some form of council support.             | <b>Online services</b><br>Another term for eLibrary. Also refers to being able to access other websites and services.   |
| <b>Digital access</b><br>Ability to see and use library services and information online; within a library: access to public network computers and help or advice to learn digital skills.  | <b>Proposal</b><br>A formal application or business case made by the community to manage and run a community-run library - may also be known as 'formal expression of interest' (EOI).  |
| <b>eBooks</b><br>Books available in digital format online.   | <b>Smart library</b><br>Technology that enables card holders to swipe in to gain secure access to libraries outside staffed opening hours; connects membership, security, power and lighting systems so they can operate without employees present. |
| <b>eLibrary</b><br>Essex Libraries' online offer; includes the website, online catalogue, eBooks and eMagazines to download.   |   |

# Appendices

- 1 Source: Libraries Deliver: Ambition for Public Libraries in England, 2016-2021, Libraries Taskforce.
- 2 Source: CIPFA Library Statistics 2017-18.
- 3 Source: The number of Essex council-run libraries in 2016/17 included 9 mobile vehicles. The number of static libraries is listed as 75, as this table included Jaywick library in their figures, which is already community-run.  
Source: Department for Culture, Media and Sport, Libraries Deliver, 2016.
- 5 Source: Source: Essex Library Services Needs Assessment 2018-2019.
- 6 Source: <https://www2.deloitte.com/uk/en/pages/technology-media-and-telecommunications/articles/mobile-consumer-survey.html>
- 7 Source: Headline statistics from Sub-National Population Projections 2014, Essex Insight, [www.essexinsight.org.uk/Resource.aspx?GroupID=40&ResourceID=1314](http://www.essexinsight.org.uk/Resource.aspx?GroupID=40&ResourceID=1314)
- 8 Source: The Council Organisation Plan and Budget, Approved by Full Council in February 2019.
- 9 Source: [www.librariesconnected.org.uk](http://www.librariesconnected.org.uk)
- 10 Source: Until July 2020.
- 11 All volunteering opportunities are advertised online at [www.volunteeressex.org.uk/news/library-volunteers](http://www.volunteeressex.org.uk/news/library-volunteers)



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The information contained in this  
 document can be translated, and/or  
 made available in alternative formats, on  
 request. It is also available in large print  
 and Easy Read.

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**How to read this appendix**

Please read these notes before looking at the tables on the following pages.

The tables show the records of usage and borrowing for every current library run by Essex County Council over the last ten years. They do not include usage of mobile libraries or elibrary services.

The page titled 'Usage 2009 to 2019' , pages 2 -7, covers the period from 1 April 2009 to 31 May 2019.

The page titled 'Usage Apr-May 2019, pages 8-10, provides figures for the first two months of the current financial year.

"Active membership" shows the number of library users who are registered at each library and used their library card in the year reported. They may have used their card at any library or online, not necessarily in the library where they are registered.

Springfield library was opened in 2013/14 and therefore is no data available before this period.

| Data: Apr 2009 - Mar 2019 |         | Active Membership |         |         |         |         |         |         |         |         |         |
|---------------------------|---------|-------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Library                   | 2008-09 | 2009-10           | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 |
| Basildon                  | 10,700  | 10,688            | 10,146  | 9,438   | 9,666   | 9,944   | 9,381   | 9,159   | 8,946   | 8,590   | 8,346   |
| Billericay                | 11,065  | 10,861            | 10,563  | 9,587   | 9,073   | 8,805   | 8,260   | 7,631   | 7,205   | 7,038   | 6,658   |
| Braintree                 | 15,567  | 15,651            | 15,094  | 13,729  | 12,948  | 12,270  | 11,597  | 10,936  | 10,508  | 9,817   | 9,063   |
| Brentwood                 | 12,528  | 12,063            | 11,290  | 10,226  | 9,642   | 9,617   | 9,069   | 8,550   | 8,226   | 7,816   | 7,549   |
| Brightlingsea             | 2,127   | 2,173             | 1,925   | 1,889   | 1,805   | 1,711   | 1,670   | 1,631   | 1,627   | 1,545   | 1,552   |
| Broomfield                | 1,009   | 1,084             | 978     | 1,036   | 1,048   | 1,019   | 937     | 898     | 975     | 994     | 977     |
| Buckhurst Hill            | 2,054   | 1,988             | 1,988   | 1,791   | 1,708   | 1,554   | 1,454   | 1,385   | 1,359   | 1,408   | 1,370   |
| Burnham                   | 2,115   | 2,108             | 2,036   | 1,838   | 1,802   | 1,708   | 1,558   | 1,487   | 1,395   | 1,346   | 1,294   |
| Canvey                    | 6,665   | 6,782             | 6,608   | 6,482   | 6,414   | 6,286   | 5,747   | 5,590   | 5,126   | 4,995   | 4,558   |
| Chelmsford                | 27,198  | 26,705            | 24,910  | 22,942  | 22,069  | 22,219  | 20,947  | 19,935  | 19,123  | 18,964  | 18,254  |
| Chigwell                  | 1,178   | 1,350             | 1,359   | 1,217   | 1,113   | 1,061   | 1,040   | 995     | 1,025   | 983     | 973     |
| Chipping Ongar            | 2,651   | 2,690             | 2,577   | 2,294   | 2,284   | 2,169   | 2,126   | 2,118   | 2,052   | 1,954   | 1,852   |
| Clacton                   | 13,551  | 13,227            | 12,642  | 11,405  | 10,761  | 10,752  | 9,841   | 8,886   | 8,772   | 7,741   | 7,222   |
| Coggeshall                | 1,273   | 1,358             | 1,298   | 1,272   | 1,192   | 1,201   | 1,102   | 1,089   | 1,086   | 1,036   | 970     |
| Colchester                | 27,761  | 28,027            | 26,516  | 24,697  | 23,776  | 23,326  | 23,834  | 23,146  | 20,998  | 19,976  | 18,771  |
| Danbury                   | 1,181   | 1,194             | 1,148   | 1,120   | 1,062   | 1,044   | 1,202   | 1,203   | 1,074   | 1,061   | 1,079   |
| Debden                    | 1,242   | 1,209             | 1,173   | 982     | 772     | 738     | 633     | 587     | 546     | 471     | 386     |
| Dunmow                    | 2,920   | 6,000             | 5,535   | 5,142   | 5,007   | 5,144   | 4,885   | 4,599   | 4,352   | 4,319   | 3,975   |
| Earls Colne               | 1,039   | 1,052             | 1,074   | 1,065   | 962     | 1,000   | 908     | 956     | 865     | 877     | 801     |
| Epping                    | 3,397   | 3,417             | 3,320   | 3,005   | 2,926   | 2,777   | 2,611   | 2,554   | 2,531   | 2,480   | 2,415   |
| Frinton                   | 3,938   | 3,848             | 3,824   | 3,421   | 3,043   | 2,904   | 2,581   | 2,410   | 2,241   | 2,134   | 1,949   |
| Fryerns                   | 1,978   | 1,913             | 1,892   | 1,794   | 1,707   | 1,745   | 1,591   | 1,510   | 1,544   | 1,720   | 1,440   |
| Galleywood                | 1,102   | 1,091             | 1,120   | 1,051   | 942     | 897     | 889     | 846     | 803     | 832     | 860     |
| Great Baddow              | 3,707   | 3,641             | 3,434   | 3,223   | 3,031   | 2,912   | 2,855   | 2,658   | 2,682   | 2,697   | 2,503   |
| Great Parndon             | 2,366   | 2,600             | 2,458   | 2,282   | 2,122   | 2,204   | 2,046   | 2,029   | 1,947   | 1,868   | 1,989   |
| Great Tarpots             | 2,722   | 2,728             | 2,647   | 2,525   | 2,421   | 2,355   | 2,096   | 2,073   | 1,882   | 1,759   | 1,643   |
| Great Wakering            | 672     | 671               | 656     | 629     | 583     | 594     | 551     | 537     | 549     | 567     | 611     |
| Greenstead                | 2,712   | 2,686             | 2,807   | 2,606   | 2,743   | 2,709   | 2,658   | 2,626   | 2,382   | 2,216   | 1,979   |
| Hadleigh                  | 4,301   | 4,601             | 4,475   | 4,431   | 4,413   | 4,329   | 4,027   | 3,898   | 3,517   | 3,520   | 3,397   |
| Halstead                  | 4,239   | 4,191             | 3,981   | 3,815   | 3,611   | 3,468   | 3,110   | 3,021   | 2,846   | 2,866   | 2,563   |



FLS 2019-2024 Appendix 4:

| Data: Apr 2009 - Mar 2019 |         | Active Membership |         |         |         |         |         |         |         |         |         |
|---------------------------|---------|-------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Library                   | 2008-09 | 2009-10           | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 |
| Harlow                    | 15,005  | 15,318            | 14,746  | 13,151  | 12,927  | 13,097  | 12,311  | 11,688  | 10,924  | 10,492  | 9,900   |
| Harwich                   | 5,760   | 5,670             | 5,462   | 5,131   | 4,603   | 4,409   | 4,072   | 3,923   | 3,965   | 3,786   | 3,493   |
| Hatfield Peverel          | 1,178   | 1,197             | 1,151   | 1,084   | 1,011   | 946     | 855     | 828     | 796     | 756     | 753     |
| Hockley                   | 4,358   | 4,537             | 4,152   | 3,844   | 3,598   | 3,281   | 3,140   | 2,889   | 2,791   | 2,547   | 2,700   |
| Holland                   | 897     | 899               | 882     | 813     | 727     | 671     | 636     | 569     | 542     | 567     | 587     |
| Hullbridge                | 1,352   | 1,453             | 1,396   | 1,302   | 1,106   | 1,108   | 1,013   | 927     | 915     | 915     | 934     |
| Ingatestone               | 1,493   | 1,479             | 1,440   | 1,326   | 1,224   | 1,174   | 1,117   | 1,024   | 1,068   | 1,034   | 1,019   |
| Kelvedon                  | 776     | 887               | 855     | 894     | 820     | 817     | 758     | 705     | 664     | 627     | 607     |
| Laindon                   | 5,185   | 5,221             | 5,225   | 5,252   | 5,203   | 5,100   | 4,916   | 4,787   | 4,429   | 4,064   | 4,112   |
| Loughton                  | 11,741  | 11,690            | 11,041  | 9,578   | 9,427   | 9,388   | 8,641   | 8,186   | 7,858   | 7,551   | 6,908   |
| Maldon                    | 9,263   | 9,166             | 8,917   | 8,239   | 7,792   | 7,581   | 7,199   | 6,569   | 6,369   | 6,069   | 5,574   |
| Manningtree               | 3,772   | 3,576             | 3,577   | 3,267   | 3,052   | 3,082   | 2,922   | 2,809   | 2,791   | 2,811   | 2,812   |
| Mark Hall                 | 1,324   | 1,399             | 1,302   | 1,110   | 1,073   | 1,055   | 1,200   | 1,159   | 1,164   | 1,119   | 1,074   |
| North Melbourne           | 2,274   | 2,252             | 2,362   | 2,228   | 2,110   | 1,974   | 1,878   | 1,821   | 1,615   | 1,555   | 1,421   |
| North Weald               | 888     | 864               | 954     | 896     | 831     | 820     | 747     | 684     | 615     | 583     | 549     |
| Old Harlow                | 2,063   | 2,080             | 1,931   | 1,808   | 1,733   | 1,702   | 1,648   | 1,460   | 1,363   | 1,485   | 1,467   |
| Pitsea                    | 3,468   | 3,505             | 3,289   | 3,010   | 2,958   | 2,881   | 2,632   | 2,499   | 2,573   | 2,310   | 2,303   |
| Prettygate                | 3,981   | 3,974             | 3,790   | 3,427   | 3,245   | 3,162   | 3,026   | 2,943   | 2,849   | 2,904   | 2,762   |
| Rayleigh                  | 10,255  | 9,789             | 9,666   | 8,717   | 8,283   | 8,037   | 7,429   | 7,001   | 6,522   | 6,561   | 6,349   |
| Rochford                  | 3,871   | 4,048             | 3,766   | 3,323   | 3,036   | 3,060   | 2,834   | 2,675   | 2,532   | 2,346   | 2,288   |
| Saffron Walden            | 11,973  | 11,646            | 11,115  | 10,100  | 9,573   | 9,290   | 8,830   | 8,275   | 7,619   | 7,309   | 6,990   |
| Shenfield                 | 5,992   | 6,260             | 6,129   | 5,747   | 5,440   | 5,368   | 5,085   | 4,722   | 4,422   | 4,347   | 4,213   |
| Sible Hedingham           | 1,020   | 1,049             | 1,109   | 967     | 893     | 826     | 802     | 726     | 801     | 742     | 742     |
| Silver End                | 554     | 604               | 574     | 584     | 545     | 523     | 507     | 486     | 485     | 463     | 429     |
| South Benfleet            | 3,687   | 3,622             | 3,458   | 3,231   | 2,989   | 2,695   | 2,462   | 2,358   | 2,324   | 2,248   | 2,140   |
| South Woodham Ferrers     | 5,457   | 5,361             | 5,155   | 4,897   | 4,749   | 4,633   | 4,573   | 4,487   | 4,315   | 4,400   | 4,049   |
| Southminster              | 958     | 1,018             | 1,087   | 989     | 971     | 840     | 857     | 812     | 672     | 607     | 498     |
| Springfield               |         |                   |         |         |         | 382     | 421     | 450     | 450     | 633     | 825     |
| Stansted                  | 1,235   | 1,389             | 1,407   | 1,317   | 1,238   | 1,110   | 1,075   | 1,060   | 679     | 552     | 611     |
| Stanway                   | 1,197   | 1,291             | 1,308   | 1,310   | 1,348   | 1,338   | 1,298   | 1,313   | 1,248   | 1,280   | 1,275   |



FLS 2019-2024 Appendix 4:

| Data: Apr 2009 - Mar 2019 |         | Active Membership |         |         |         |         |         |         |         |         |         |
|---------------------------|---------|-------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Library                   | 2008-09 | 2009-10           | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 |
| Stock                     | 330     | 331               | 331     | 322     | 313     | 310     | 317     | 278     | 259     | 237     | 228     |
| Thaxted                   | 475     | 521               | 659     | 547     | 523     | 498     | 513     | 483     | 489     | 424     | 443     |
| Tiptree                   | 2,523   | 2,487             | 2,389   | 2,272   | 2,113   | 2,080   | 1,939   | 1,839   | 1,785   | 1,723   | 1,686   |
| Tye Green                 | 1,911   | 1,950             | 2,061   | 2,013   | 1,903   | 1,886   | 1,735   | 1,727   | 1,823   | 1,796   | 1,649   |
| Vange                     | 2,199   | 2,123             | 2,049   | 1,886   | 1,825   | 1,867   | 1,756   | 1,679   | 1,712   | 1,594   | 1,559   |
| Waltham Abbey             | 4,297   | 4,344             | 4,008   | 3,826   | 3,574   | 3,784   | 3,577   | 3,326   | 3,295   | 3,099   | 2,896   |
| Walton                    | 1,372   | 1,434             | 1,420   | 1,257   | 1,156   | 1,164   | 1,049   | 986     | 944     | 866     | 800     |
| West Clacton              | 593     | 633               | 700     | 650     | 629     | 489     | 400     | 417     | 500     | 416     | 455     |
| West Mersea               | 2,258   | 2,236             | 2,165   | 2,093   | 1,959   | 1,951   | 1,816   | 1,635   | 1,598   | 1,528   | 1,522   |
| Wickford                  | 8,063   | 8,163             | 7,625   | 7,332   | 7,035   | 7,013   | 6,473   | 6,292   | 6,029   | 6,020   | 5,768   |
| Wickham Bishops           | 410     | 452               | 429     | 467     | 427     | 406     | 384     | 362     | 397     | 416     | 408     |
| Witham                    | 8,192   | 8,079             | 7,316   | 6,865   | 6,784   | 6,769   | 6,353   | 6,028   | 5,950   | 5,778   | 5,548   |
| Wivenhoe                  | 1,612   | 1,695             | 1,799   | 1,719   | 1,690   | 1,651   | 1,478   | 1,386   | 1,391   | 1,304   | 1,403   |
| Writtle                   | 1,312   | 1,409             | 1,251   | 1,367   | 1,210   | 1,125   | 1,027   | 948     | 884     | 833     | 892     |
| Total                     | 331,482 | 334,698           | 320,922 | 297,092 | 284,292 | 279,805 | 264,907 | 252,164 | 240,600 | 232,287 | 221,640 |

FLS 2019-2024 Appendix 4:

| Data: Apr 2009 - Mar 2019 |         | Loans and Renewals |         |         |         |         |         |         |         |         |         |
|---------------------------|---------|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Library                   | 2008-09 | 2009-10            | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 |
| Basildon                  | 228,162 | 214,816            | 203,364 | 185,206 | 153,857 | 138,501 | 127,204 | 117,859 | 105,796 | 87,425  | 81,530  |
| Billericay                | 289,146 | 270,876            | 273,912 | 240,255 | 222,460 | 199,449 | 177,248 | 157,208 | 147,781 | 133,827 | 123,384 |
| Braintree                 | 380,469 | 355,299            | 335,280 | 292,592 | 253,273 | 231,689 | 200,193 | 174,728 | 163,191 | 139,980 | 129,738 |
| Brentwood                 | 288,928 | 287,295            | 273,745 | 243,476 | 211,798 | 193,467 | 172,448 | 160,558 | 155,330 | 137,741 | 129,800 |
| Brightlingsea             | 56,400  | 58,525             | 54,117  | 49,828  | 42,800  | 42,094  | 38,225  | 33,646  | 32,374  | 31,343  | 31,805  |
| Broomfield                | 35,613  | 37,774             | 28,190  | 32,441  | 28,210  | 22,704  | 21,534  | 19,820  | 19,671  | 19,643  | 19,631  |
| Buckhurst Hill            | 37,318  | 36,787             | 36,489  | 33,145  | 30,944  | 25,377  | 25,607  | 24,110  | 24,645  | 24,626  | 27,416  |
| Burnham                   | 58,912  | 56,622             | 56,844  | 50,424  | 43,137  | 41,096  | 34,978  | 31,072  | 28,953  | 27,782  | 27,470  |
| Canvey                    | 151,116 | 144,052            | 139,182 | 126,511 | 115,038 | 105,589 | 91,227  | 84,757  | 78,223  | 72,737  | 68,987  |
| Chelmsford                | 740,927 | 732,401            | 692,616 | 638,084 | 563,216 | 503,233 | 441,716 | 378,939 | 332,197 | 322,688 | 317,724 |
| Chigwell                  | 34,178  | 36,059             | 38,654  | 37,150  | 28,997  | 29,451  | 27,752  | 24,936  | 26,074  | 23,333  | 22,721  |
| Chipping Ongar            | 66,732  | 65,558             | 61,030  | 54,910  | 50,132  | 47,281  | 46,024  | 42,193  | 39,166  | 36,922  | 32,482  |
| Clacton                   | 323,180 | 307,902            | 287,954 | 263,073 | 224,404 | 208,289 | 184,338 | 161,877 | 149,690 | 124,219 | 114,136 |
| Coggeshall                | 39,901  | 42,460             | 42,049  | 38,021  | 34,379  | 31,438  | 30,645  | 28,340  | 26,185  | 22,883  | 22,457  |
| Colchester                | 549,901 | 570,036            | 522,598 | 478,420 | 429,362 | 346,784 | 333,828 | 298,217 | 277,151 | 249,332 | 235,602 |
| Danbury                   | 42,887  | 43,904             | 42,653  | 36,093  | 31,214  | 29,782  | 30,624  | 29,193  | 28,095  | 28,597  | 32,066  |
| Debden                    | 19,827  | 17,514             | 18,485  | 16,244  | 13,695  | 13,618  | 10,020  | 9,635   | 8,552   | 6,537   | 6,101   |
| Dunmow                    | 74,717  | 121,510            | 122,629 | 112,634 | 100,571 | 97,377  | 89,007  | 78,686  | 76,876  | 69,611  | 63,646  |
| Earls Colne               | 32,637  | 36,602             | 31,876  | 29,897  | 25,165  | 26,347  | 24,194  | 24,063  | 24,108  | 23,707  | 22,221  |
| Epping                    | 81,415  | 81,905             | 79,081  | 71,976  | 66,098  | 59,192  | 52,168  | 47,320  | 46,421  | 46,432  | 44,903  |
| Frinton                   | 117,521 | 112,833            | 106,362 | 91,258  | 77,384  | 70,974  | 63,169  | 56,542  | 55,079  | 50,636  | 46,654  |
| Fryerns                   | 53,198  | 44,764             | 51,238  | 42,297  | 36,201  | 35,280  | 28,597  | 26,803  | 26,197  | 24,324  | 21,818  |
| Galleywood                | 40,486  | 42,122             | 40,070  | 34,886  | 30,594  | 27,040  | 28,332  | 23,007  | 22,755  | 23,149  | 25,261  |
| Great Baddow              | 115,076 | 117,053            | 111,307 | 103,775 | 94,833  | 85,634  | 79,170  | 71,410  | 66,187  | 59,384  | 55,325  |
| Great Parndon             | 51,140  | 55,149             | 51,145  | 50,599  | 40,721  | 41,002  | 37,836  | 33,462  | 30,437  | 29,037  | 30,954  |
| Great Tarpots             | 65,341  | 67,425             | 64,408  | 59,696  | 56,986  | 46,741  | 45,734  | 42,350  | 34,391  | 29,602  | 27,463  |
| Great Wakering            | 22,327  | 18,856             | 19,877  | 20,464  | 18,041  | 14,568  | 15,401  | 12,355  | 12,424  | 11,872  | 16,045  |
| Greenstead                | 77,657  | 75,644             | 72,979  | 69,933  | 64,115  | 59,842  | 51,039  | 45,946  | 45,470  | 43,736  | 38,716  |
| Hadleigh                  | 120,700 | 128,468            | 124,985 | 117,228 | 109,095 | 104,861 | 94,850  | 90,251  | 85,995  | 82,502  | 82,342  |
| Halstead                  | 105,177 | 100,166            | 94,185  | 87,389  | 80,000  | 77,724  | 71,756  | 61,229  | 59,617  | 50,193  | 48,415  |

FLS 2019-2024 Appendix 4:

| Data: Apr 2009 - Mar 2019 |         | Loans and Renewals |         |         |         |         |         |         |         |         |         |
|---------------------------|---------|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Library                   | 2008-09 | 2009-10            | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 |
| Harlow                    | 310,966 | 294,909            | 284,020 | 242,686 | 201,049 | 173,866 | 142,812 | 122,025 | 112,025 | 95,231  | 83,834  |
| Harwich                   | 154,934 | 143,419            | 138,888 | 123,742 | 104,468 | 91,839  | 71,645  | 70,628  | 65,362  | 56,215  | 58,721  |
| Hatfield Peverel          | 48,757  | 51,288             | 47,319  | 42,045  | 37,972  | 29,854  | 27,077  | 25,633  | 25,115  | 24,067  | 22,489  |
| Hockley                   | 112,238 | 111,119            | 107,391 | 95,439  | 84,391  | 79,687  | 73,866  | 68,172  | 64,065  | 56,496  | 66,786  |
| Holland                   | 36,345  | 35,600             | 34,675  | 28,633  | 24,809  | 22,223  | 20,415  | 19,122  | 19,206  | 18,498  | 18,686  |
| Hullbridge                | 42,907  | 44,128             | 43,607  | 40,230  | 30,715  | 30,938  | 29,823  | 25,400  | 24,455  | 23,191  | 26,681  |
| Ingatestone               | 41,460  | 42,198             | 39,932  | 35,052  | 30,333  | 32,909  | 29,020  | 26,253  | 26,324  | 25,825  | 26,192  |
| Kelvedon                  | 23,289  | 27,759             | 29,452  | 27,393  | 27,046  | 24,868  | 22,994  | 20,276  | 19,630  | 18,784  | 18,096  |
| Laindon                   | 131,381 | 125,155            | 120,185 | 115,689 | 99,289  | 92,995  | 82,739  | 73,727  | 68,986  | 64,433  | 63,851  |
| Loughton                  | 311,675 | 291,921            | 274,325 | 236,458 | 209,669 | 195,563 | 170,925 | 160,071 | 148,591 | 137,403 | 125,516 |
| Maldon                    | 235,255 | 235,274            | 220,530 | 196,688 | 174,331 | 165,046 | 146,288 | 128,509 | 122,027 | 111,492 | 105,794 |
| Manningtree               | 98,346  | 85,876             | 87,197  | 81,509  | 66,785  | 71,082  | 68,757  | 63,348  | 61,047  | 57,557  | 57,308  |
| Mark Hall                 | 32,965  | 33,559             | 35,483  | 27,156  | 21,172  | 18,498  | 18,005  | 19,052  | 20,651  | 17,477  | 15,427  |
| North Melbourne           | 73,873  | 70,612             | 79,712  | 68,360  | 57,472  | 54,044  | 49,267  | 42,772  | 41,253  | 37,726  | 37,447  |
| North Weald               | 29,281  | 23,535             | 26,283  | 22,606  | 19,828  | 19,024  | 17,326  | 15,661  | 13,099  | 13,136  | 12,040  |
| Old Harlow                | 50,937  | 53,295             | 50,237  | 49,086  | 46,298  | 39,146  | 38,070  | 28,097  | 23,726  | 34,088  | 32,746  |
| Pitsea                    | 79,074  | 73,937             | 70,424  | 59,822  | 52,551  | 43,167  | 36,491  | 30,647  | 32,067  | 29,546  | 28,307  |
| Prettygate                | 159,901 | 150,148            | 145,355 | 132,484 | 115,656 | 115,648 | 103,454 | 90,393  | 85,900  | 82,718  | 82,697  |
| Rayleigh                  | 262,029 | 237,967            | 242,822 | 217,890 | 196,434 | 177,345 | 164,565 | 146,499 | 137,417 | 123,475 | 120,033 |
| Rochford                  | 85,943  | 97,214             | 90,769  | 77,402  | 61,509  | 62,416  | 57,330  | 52,542  | 51,692  | 45,101  | 42,462  |
| Saffron Walden            | 302,349 | 292,667            | 272,140 | 240,870 | 213,349 | 191,019 | 175,016 | 158,794 | 147,409 | 136,356 | 127,821 |
| Shenfield                 | 165,955 | 172,559            | 168,282 | 153,666 | 136,721 | 128,652 | 114,951 | 101,221 | 92,247  | 90,821  | 88,652  |
| Sible Hedingham           | 35,533  | 34,363             | 34,686  | 25,893  | 21,214  | 20,633  | 19,569  | 17,852  | 18,308  | 17,410  | 18,972  |
| Silver End                | 12,623  | 13,825             | 14,063  | 13,433  | 12,300  | 11,227  | 11,742  | 10,482  | 7,445   | 7,214   | 7,450   |
| South Benfleet            | 86,867  | 85,613             | 87,069  | 79,766  | 68,508  | 62,541  | 53,752  | 45,672  | 44,476  | 39,747  | 39,708  |
| South Woodham Ferrers     | 141,119 | 133,384            | 127,993 | 120,709 | 105,054 | 98,772  | 94,698  | 88,196  | 84,444  | 82,135  | 76,814  |
| Southminster              | 26,359  | 26,444             | 28,034  | 25,169  | 24,888  | 21,793  | 18,122  | 16,159  | 10,447  | 7,296   | 7,451   |
| Springfield               |         |                    |         |         |         | 46,707  | 51,248  | 50,388  | 50,218  | 46,303  | 46,831  |
| Stansted                  | 36,165  | 38,190             | 41,366  | 39,610  | 36,422  | 34,177  | 32,982  | 29,778  | 15,618  | 11,940  | 15,506  |
| Stanway                   | 40,533  | 43,890             | 44,902  | 43,511  | 42,729  | 44,667  | 39,401  | 37,898  | 34,145  | 34,924  | 35,688  |

FLS 2019-2024 Appendix 4:

Data: Apr 2009 - Mar 2019

| Library         | Loans and Renewals |         |         |         |         |         |         |         |         |         |         |
|-----------------|--------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
|                 | 2008-09            | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 | 2016-17 | 2017-18 | 2018-19 |
| Stock           | 11,997             | 12,634  | 14,078  | 14,323  | 14,826  | 13,088  | 11,983  | 9,807   | 8,768   | 7,987   | 7,359   |
| Thaxted         | 14,464             | 13,643  | 13,667  | 12,672  | 11,759  | 11,783  | 11,287  | 11,923  | 10,669  | 10,453  | 11,050  |
| Tiptree         | 63,841             | 62,219  | 54,754  | 57,909  | 54,570  | 52,286  | 45,999  | 41,787  | 37,913  | 37,267  | 36,560  |
| Tye Green       | 45,004             | 42,160  | 46,040  | 38,201  | 36,996  | 31,929  | 26,799  | 27,495  | 27,080  | 24,687  | 22,210  |
| Vange           | 46,366             | 42,898  | 38,018  | 35,463  | 28,083  | 26,069  | 23,581  | 20,016  | 18,989  | 17,956  | 16,685  |
| Waltham Abbey   | 85,331             | 84,926  | 78,591  | 75,750  | 66,190  | 60,806  | 55,509  | 46,921  | 43,637  | 39,041  | 36,350  |
| Walton          | 47,988             | 47,698  | 41,667  | 36,807  | 32,556  | 31,280  | 28,405  | 24,395  | 22,676  | 20,210  | 18,350  |
| West Clacton    | 16,182             | 18,072  | 18,329  | 14,329  | 13,924  | 14,265  | 16,011  | 12,634  | 12,436  | 11,959  | 12,080  |
| West Mersea     | 71,642             | 73,215  | 66,985  | 64,298  | 54,230  | 51,213  | 49,623  | 44,657  | 42,631  | 41,379  | 37,745  |
| Wickford        | 197,460            | 195,029 | 179,441 | 169,514 | 154,418 | 145,159 | 131,589 | 117,087 | 110,737 | 102,545 | 97,652  |
| Wickham Bishops | 15,020             | 17,243  | 16,636  | 15,845  | 15,229  | 15,012  | 13,398  | 11,845  | 11,345  | 11,372  | 11,612  |
| Witham          | 186,035            | 191,858 | 179,931 | 168,082 | 153,214 | 140,263 | 121,566 | 110,123 | 104,778 | 94,717  | 86,934  |
| Wivenhoe        | 49,622             | 49,541  | 50,432  | 47,959  | 42,745  | 43,106  | 38,597  | 34,957  | 36,205  | 33,438  | 41,313  |
| Writtle         | 48,219             | 47,974  | 37,640  | 37,920  | 33,332  | 30,761  | 28,437  | 27,913  | 26,427  | 26,717  | 29,487  |

|       |           |           |           |           |           |           |           |           |           |           |           |
|-------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Total | 8,369,219 | 8,249,335 | 7,900,654 | 7,159,974 | 6,311,754 | 5,823,790 | 5,259,998 | 4,717,339 | 4,410,717 | 4,060,133 | 3,922,206 |
|-------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|

Data: Apr-May 2019

## LOANS &amp; RENEWALS

## ACTIVE MEMBERSHIP

| Library        | Apr-19 | May-19 | Apr-19 | May-19 |
|----------------|--------|--------|--------|--------|
| Basildon       | 6,500  | 6,461  | 8,342  | 8,364  |
| Billericay     | 10,135 | 9,953  | 6,628  | 6,596  |
| Braintree      | 10,403 | 11,114 | 9,058  | 9,002  |
| Brentwood      | 10,219 | 10,121 | 7,521  | 7,549  |
| Brightlingsea  | 2,668  | 2,658  | 1,539  | 1,539  |
| Broomfield     | 1,184  | 1,503  | 972    | 970    |
| Buckhurst Hill | 2,393  | 2,384  | 1,388  | 1,387  |
| Burnham        | 2,159  | 2,092  | 1,292  | 1,281  |
| Canvey         | 5,273  | 5,819  | 4,534  | 4,584  |
| Chelmsford     | 24,822 | 23,431 | 18,252 | 18,238 |
| Chigwell       | 1,653  | 1,837  | 960    | 945    |
| Chipping Ongar | 2,581  | 2,661  | 1,847  | 1,868  |
| Clacton        | 9,200  | 9,135  | 7,117  | 7,115  |
| Coggeshall     | 2,043  | 2,251  | 985    | 1,004  |
| Colchester     | 18,846 | 18,986 | 18,636 | 18,656 |
| Danbury        | 2,360  | 2,768  | 1,067  | 1,067  |
| Debden         | 469    | 607    | 389    | 382    |
| Dunmow         | 5,520  | 5,156  | 3,956  | 3,924  |
| Earls Colne    | 1,796  | 1,720  | 787    | 787    |
| Epping         | 3,295  | 3,208  | 2,404  | 2,378  |
| Frinton        | 3,603  | 4,214  | 1,942  | 1,914  |
| Fryerns        | 1,538  | 1,949  | 1,423  | 1,428  |
| Galleywood     | 1,980  | 2,115  | 836    | 836    |
| Great Baddow   | 4,401  | 4,220  | 2,487  | 2,484  |
| Great Parndon  | 2,561  | 2,429  | 2,009  | 2,005  |
| Great Tarpots  | 2,295  | 2,093  | 1,645  | 1,635  |
| Great Wakering | 1,141  | 1,263  | 596    | 592    |

Data: Apr-May 2019

## LOANS &amp; RENEWALS

## ACTIVE MEMBERSHIP

| Library          | Apr-19 | May-19 | Apr-19 | May-19 |
|------------------|--------|--------|--------|--------|
| Greenstead       | 3,241  | 3,146  | 1,993  | 1,990  |
| Hadleigh         | 6,722  | 6,405  | 3,358  | 3,350  |
| Halstead         | 4,046  | 3,965  | 2,552  | 2,568  |
| Harlow           | 6,447  | 6,462  | 9,911  | 9,870  |
| Harwich          | 4,518  | 4,751  | 3,451  | 3,472  |
| Hatfield Peverel | 1,941  | 2,140  | 748    | 769    |
| Hockley          | 4,593  | 4,891  | 2,696  | 2,696  |
| Holland          | 1,432  | 1,484  | 585    | 586    |
| Hullbridge       | 1,987  | 2,201  | 928    | 933    |
| Ingatestone      | 2,186  | 2,049  | 1,016  | 1,021  |
| Kelvedon         | 1,450  | 1,241  | 610    | 601    |
| Laindon          | 5,023  | 4,684  | 4,100  | 4,132  |
| Loughton         | 10,030 | 10,372 | 6,916  | 6,929  |
| Maldon           | 8,309  | 8,157  | 5,552  | 5,520  |
| Manningtree      | 4,364  | 4,636  | 2,801  | 2,794  |
| Mark Hall        | 965    | 1,146  | 1,063  | 1,049  |
| North Melbourne  | 2,988  | 3,291  | 1,420  | 1,415  |
| North Weald      | 950    | 977    | 543    | 528    |
| Old Harlow       | 2,589  | 2,625  | 1,482  | 1,495  |
| Pitsea           | 2,178  | 2,149  | 2,313  | 2,296  |
| Prettygate       | 6,460  | 6,508  | 2,740  | 2,714  |
| Rayleigh         | 9,505  | 9,593  | 6,284  | 6,235  |
| Rochford         | 3,434  | 3,576  | 2,269  | 2,260  |
| Saffron Walden   | 9,895  | 9,462  | 6,981  | 6,944  |
| Shenfield        | 7,217  | 6,948  | 4,220  | 4,215  |
| Sible Hedingham  | 1,482  | 1,343  | 729    | 727    |
| Silver End       | 671    | 644    | 429    | 427    |

FLS 2019-2024 Appendix 4:

**Data: Apr-May 2019**

**LOANS & RENEWALS**

**ACTIVE MEMBERSHIP**

| Library               | Apr-19         | May-19         | Apr-19         | May-19         |
|-----------------------|----------------|----------------|----------------|----------------|
| South Benfleet        | 3,063          | 3,281          | 2,144          | 2,129          |
| South Woodham Ferrers | 6,235          | 6,105          | 4,013          | 3,977          |
| Southminster          | 693            | 590            | 503            | 498            |
| Springfield           | 3,649          | 3,624          | 824            | 837            |
| Stansted              | 1,425          | 1,619          | 624            | 624            |
| Stanway               | 2,712          | 2,643          | 1,264          | 1,254          |
| Stock                 | 352            | 502            | 226            | 227            |
| Thaxted               | 1,006          | 1,006          | 442            | 449            |
| Tiptree               | 3,050          | 3,057          | 1,690          | 1,697          |
| Tye Green             | 1,361          | 2,002          | 1,607          | 1,638          |
| Vange                 | 1,442          | 1,223          | 1,557          | 1,553          |
| Waltham Abbey         | 2,930          | 3,019          | 2,885          | 2,872          |
| Walton                | 1,463          | 1,368          | 789            | 776            |
| West Clacton          | 974            | 848            | 463            | 464            |
| West Mersea           | 3,288          | 3,155          | 1,508          | 1,497          |
| Wickford              | 7,427          | 7,618          | 5,729          | 5,733          |
| Wickham Bishops       | 994            | 873            | 410            | 409            |
| Witham                | 6,892          | 7,028          | 5,556          | 5,530          |
| Wivenhoe              | 3,060          | 3,151          | 1,407          | 1,403          |
| Writtle               | 2,379          | 2,460          | 878            | 871            |
| <b>Total</b>          | <b>310,056</b> | <b>312,166</b> | <b>220,821</b> | <b>220,504</b> |

**Appendix 6: Recommendations from PSEG Scrutiny Task and Finish Review,  
30 May 2019**

1. Greater clarity is requested around proposed changes to the current courier, delivery and reservation service. Members of this committee strongly recommend that it continues to operate.
2. Cllr Barker should hold high level conversations around inter-departmental collaboration and internal enterprising opportunities with a view to determining how ECC can maximise library spaces.
3. Members are concerned that there is little information provide around the offer from ECC to community run library projects. While this may take the form of a bespoke relationship with each site, there must be universal principles to underline any working relationship. Service Level Agreements should be put in place for each for each community run library, outlining clear expectations and offer from both the libraries service (ECC) and the community.
4. PSEG members need to see how a community library runs in practice. The cabinet member should provide more information and facilitate a trip to one of the sites currently in operation so members can more effectively engage with the practical implication of proposed changes.
5. PSEG members felt strongly that the plans as they currently see them lack a clear forward vision - how will our libraries service be used in the future? How is this strategy future-proofed. This should be included in the cabinet paper.
6. The Cabinet Member should ensure that the cabinet paper contains evidence that engagement has taken place with the Education Service in Essex to clarify the relationship between the libraries service and schools.
7. Co-partnership conversations t with districts and boroughs took place a significant time ago. Political realities in many districts have changed significantly. These conversations may need to be revisited and assured.



**Agenda Item 5**

**Forward Plan reference number: FP/41/04/19**

|   |                      |
|---|----------------------|
| <b>Report title:</b> Evening and Sunday Supported Local Bus Services  |                      |
| <b>Report to:</b> Cabinet   |                      |
| <b>Report author:</b> Andrew Cook, Director, Highways and Transportation  |                      |
| <b>Date:</b> 23 July 2019   | <b>For:</b> Decision |
| <b>Enquiries to:</b> Helen Morris Head of Integrated Public Transport Unit email helen.morris@essex.gov.uk or Robert Richardson Local Bus, DRT and & CT Manager, IPTU |                      |
| <b>County Divisions affected:</b> All Essex   |                      |

This report includes a confidential appendix which is **NOT FOR PUBLICATION** by virtue of paragraph 3 of Schedule 12A to the Local Government Act 1972 as amended

**1. Purpose of Report**

- 1.1 This report asks the Cabinet to agree new policies for supported evening and Sunday bus services. The new policy would mean that generally ECC would not support journeys leaving after 2200 Monday to Friday, 2300 on Saturday and 1900 on Sunday, subject to exceptions for journeys which regularly carry six or more passengers on average. The Sunday policy would additionally mean that the services that ECC did support on Sundays would run at a minimum two hourly frequency.
- 1.2 The report also asks Cabinet to agree to procure contracts providing supported evening and Sunday local bus services, which are due to expire in March 2020, currently totaling £635,000 for Sunday services and £1.2m for evening services except for contracts for two services. The report asks that contracts for these two services (service 21 ,Black Notley to Bocking and 418B Loughton to Harlow) are not awarded unless the tender prices is less than £5 per passenger journey.

**2. Recommendations**

***Supported evening services***

- 2.1 Agree a new supported evening services policy: that evening services are supported for departures until 22:00 on Mondays to Fridays and until 23:00 on Saturdays, with exceptions based on journeys carrying an average of six passengers or more.
- 2.2 Agree to the procurement of supported evening services listed at appendices A and C on the basis of this policy using the Dynamic Purchasing System.

### **Supported Sunday services**

- 2.3 Agree a new supported Sunday services policy that Sunday services are a) supported between 08:00 and 19:00 with exceptions where appropriate based on journeys carrying an average of six passengers or more and b) supported on a minimum two hourly frequency.
- 2.4 Agree to the procurement of the supported Sunday services listed at appendix B on the basis of this policy, using the Dynamic Purchasing System and inviting bids on three options where appropriate with award to be based on price:
- (i) a specified route and timetable basis;
  - (ii) an area basis, specifying the settlements to be covered and requiring operators to specify routes and timetables that meet the policy; and
  - (ii) a fleet basis, specifying the area and settlements to be covered and the fleet to be provided to enable a demand responsive service to be put in place that meets the terms of the policy.

### **General**

- 2.5 Agree that the Director, Highways and Transportation, is authorised to award new evening and Sunday contracts to the lowest price bid meeting the minimum standards via ECC's existing dynamic purchasing system as long as those contracts are affordable within the overall local bus budget.
- 2.6 Agree that any such new contract will be for a period determined by the Director, Highways and Transportation with a maximum award term of four years on the basis of 2 years with the possibility of two further extensions for up to two years in total.
- 2.7 Agree that a procurement is undertaken for evening journeys on service 21 (Black Notley to Bocking) and 418B (Loughton to Harlow) and that the Director, Highways and Transportation
- (i) Shall award a contract for either or both services if they are secured at a cost of £5.00 per passenger journey or less; or
  - (ii) Shall withdraw either or both services and not award a contract if the procurement fails to secure services at a cost per passenger journey of £5.00 or less.

## **3. Summary of issue**

### **Background**

- 3.1 In Essex, around 85 per cent of the bus network, by passenger miles travelled, is provided commercially. On these services, commercial operators set their own bus routes, set their own fares, maintain their own buses and run their services as commercial interests dictate.

- 3.2 The remaining 15 per cent of the bus network is supported by ECC. The Essex local bus network currently supports over 3 million passenger journeys a year. In 2018/19 the bus network supported by ECC accounts for over 200 services at a cost of £8.1m net per annum. Where commercial operators do not provide a service, ECC's role is to decide whether it is appropriate to provide a service.
- 3.3 To help make this decision ECC looks at many factors including what alternatives are available, how many people use services and whether they offer value for money. ECC will not support a service where it pays the operator more than £5.00 per passenger carried after all finances of that service have been taken into consideration (all paying fares and concessionary fares included). This is commonly known as 'cost per passenger journey' (cppj) and is a key element in determining whether services should be provided by the local authority because it reflects both cost and demand.
- 3.4 ECC's current strategy for the local bus network is set out in 'Getting Around in Essex – a bus and passenger transport strategy' (the Strategy) which was published in September 2015.

### **The Consultation**

- 3.5 The current evening and Sunday bus services provided by ECC support in total around 900,000 passenger journeys a year at a net cost of £1.9m.
- 3.6 In 2018 ECC began a thorough review of its financial support for those local bus services. In December 2018 the Cabinet Member for Education approved a 12 week consultation period on proposals, which sought to consult on:
- a new policy for supporting evening and Sunday services;
  - the individual impacts of those policies by service;
  - exceptions to those policies, if adopted;
  - withdrawing two evening services (service 21 Bocking to Black Notley and 418B Harlow to Loughton) which currently exceed ECC's cost per passenger journey criterion of £5;
  - a more flexible approach to the delivery of services, including smaller vehicles, demand responsive services and devolution.
- 3.7 In terms of impact, if implemented, the 10pm cut off for lightly used evening services would mean that for evening services, over 90% (92.4%) of passenger journeys will continue to be supported and withdrawn journeys (7.6%) are only those that carry fewer than 6 passengers. That would mean 97 individual journeys per day would no longer be provided, although some could be re-timed.
- 3.8 In terms of impact, if implemented, the 7pm cut off for lightly used Sunday services would mean over 90% of journey opportunities will continue to be supported (although some journeys may need to be re-timed – see paragraph below). Journeys carrying fewer than 6 people (9.7% of all journeys) would

be withdrawn. That would mean 492 individual journeys would no longer be provided every Sunday, although some could be re-timed.

- 3.9 In terms of impact, if implemented, changing the frequency of Sunday services to 2 hourly, 44.8% of passenger journeys which are on the twenty routes which already operate at a two hourly frequency would see no change in frequency. There are eighteen Sunday services which currently operate at greater than two hourly frequency. Around 26% of passenger journeys overall would need to be re-timed where service frequencies are reduced. This would mean 1120 individual journeys can still be made but would have to be re-timed on a Sunday. It should be noted that all these passenger journeys will still be possible, the frequency with which some journeys run is just being reduced.
- 3.10 ECC will continue to apply a £5 cost per passenger journey criteria as set out in the Essex Local Bus Service Priority Policy 2015 to 2020.
- 3.11 The first part of the consultation asked about ECC funded evening and Sunday local bus services; the new policies; and how we might deliver more flexible services. The second part looked at journeys made by individuals on affected services. Thirdly, consultees were asked to give their views on devolving the responsibility for local bus services to a more localised supported provision.
- 3.12 The consultation was sent to Parish Council representatives, City, District and Borough Councils, Libraries, mobile libraries, representatives of older persons groups, faith groups, options for independent living (OIL), schools, health care providers, bus operators and was available on the ECC Website and bus operators' web sites. ECC also asked Parish Councils to issue communications on the consultation. In addition, the consultation was publicised via the ECC website, social media channels, posters on bus routes, distribution on bus routes, advertising at bus stops in order to ensure that it attracted the largest response possible.
- 3.13 Responses could be completed online or by post. The consultation document included questions on all affected services, understanding the bus user and establishing reasons behind usage, establishing whether alternative options were available to make the journey, flexible delivery models and questions around devolving powers to other local councils or organisations
- 3.14 ECC received 3,318 responses to the survey, with a total of 1,220 people fully completing a questionnaire. In addition, around 22 responses were received via email, through comments on the consultation landing page or by letter. All of these responses were inputted into the consultation and are included in the overall analysis.

## Evenings

- 3.15 ECC's proposal is to have a general policy that allows taxpayer funding to be focused on those services that are most well used, so that as many journeys as possible can continue to be supported. This means ECC would:
- continue to fund the existing journeys on evening services that depart before 22:00 on Mondays to Fridays or before 23:00 on Saturdays;
  - consider funding specific additional journeys starting after these times that meet specific exception criteria, specifically journeys that have on average six passengers or more travelling.
- 3.16 Out of 1462 respondents to this question 56% did not agree with the proposal with 44% agreeing.
- 3.17 The main reasons for respondents agreeing with the proposal were:
- that it continued to support services up to 22:00 on weekdays and 23:00 on Saturdays;
  - the most well used journeys were still supported;
  - it was a better use of taxpayers' money;
  - it largely maintained current services.
- 3.18 *Of the respondents who disagreed with the proposals, they were given two options to select and a free text option in order to explain why.*

**63% of respondents stated that *I or others do not have an alternative way to make my/their journey* and 37% of respondents stated *It will have an adverse impact on the night time economy*.**

Responses in the free text comments box related to 'not supporting changes to the evening services' have been themed, coded and quantified below:

| Theme   | Count | Percentage | Response   |
|---|-------|------------|--|
| <b><i>Comments on better reflecting user needs and travel patterns and on the potential negative impacts of the changes</i></b> |       |            | The Council recognises that people may not have alternative transport at a similar cost meaning that people may have to travel at different times – which, in a small number of cases, may not be possible including where people are travelling for employment. The services proposed for withdrawal are those with light usage – i.e. only those which on average carry fewer than six passengers. The Council proposes to retain evening services until 2200 departures on weekdays and 2300 on Saturdays and those proposed for withdrawal are less used. We accept that this will affect some people but the number of people affected by each journey will on average be fewer than six. The Council has |
| The proposal doesn't take into account user needs   | 67    | 17%        |  |
| The policy will not support activities outside normal working hours   | 53    | 14%        |  |
| The policy will affect current employment travel  | 49    | 13%        |  |
| The policy will have a negative impact on the community   | 26    | 7%         |  |
| There should be a more co-ordinated approach for bus travel   | 18    | 5%         |  |

| Theme  | Count | Percentage | Response   |
|--|-------|------------|--|
| There should be more services – for example more night buses                         | 11    | 3%         | <p>to allocate resources where they will have the most benefit. Community led solutions such as shared taxis would offer a better alternative for these levels of usage.</p> <p>Although some people suggested there should be more, not fewer, night buses, those buses that we do run after 2200 on weekdays and 2300 on Saturdays are frequently lightly used.</p> <p>This proposal does take into account user need, because it is continuing to support journeys with higher need, but not at times of lower need.</p>  |
| <b>Comments on individual routes</b>   |       |            | Comments on individual routes are included in annex E alongside a response. Generally, routes are assessed against the policy, including the exceptions policy, and no exceptions are made outside that policy.  |
| Comments on individual routes  | 21    | 5%         |  |
| <b>Comments supporting the case for maintaining and improving existing services</b>  |       |            | <p>The policy focuses on continued support for the most well used journeys and only withdrawing journeys where fewer than six people on average are travelling.</p> <p>The number of car or taxi journeys required to replace a bus with fewer than six people is unlikely to be less sustainable than the bus carrying fewer than six people. Community led shared car and taxi journeys offer the better option.</p> <p>Whilst people with impairments/ disabilities/health conditions may find it easier to use the bus than some other forms of transport, other forms of transport are available and buses are available at earlier times. At a time of diminishing resources it is right that we should remove bus services which are so lightly used. Focusing on core hours will still enable people to access services although times may be less convenient.</p> <p>Some people have said that they feel safer on the bus than walking. However, other forms of transport are available and these proposals focus on the journeys which carry fewer than six people on average.</p> <p>Unfortunately, it is not possible to increase service frequency with the resources available. We will always consider proposals for services which are likely to be well used where there is funding to do so and the change in policy would continue to facilitate this.</p> |
| ECC should maintain current services   | 17    | 4%         |  |
| There is not enough affordable alternative sustainable transport                     | 38    | 10%        |  |
| The policy is detrimental to personal safety   | 16    | 4%         |  |
| These services are vital for people with impairments/disabilities/ health conditions | 10    | 3%         |  |
| There should be an increase in bus service frequency                                 | 10    | 3%         |  |
| Environmental factors should be considered these decisions                           | 8     | 2%         |  |

| Theme  | Count | Percentage | Response   |
|--|-------|------------|--|
| <b>Comments on routing options</b>                               |       |            | ECC already encourage combining routes to deliver reduced cost in the tender process and this approach will continue. However, the savings would be less than stopping lightly used evening services.  |
| Combining routes could make savings                              | 9     | 2%         |  |
| <b>Comments on the rationale for the proposition</b>             |       |            | The cost of delivering a service to the taxpayer is always considered alongside usage. The proposal is that the costs of providing a journey for fewer than six people on average are not considered proportionate and the investment is focused on the most well used journeys.   |
| The proposal is financially driven                               | 8     | 2%         |  |
| <b>Comments on the content of the consultation</b>               |       |            | The consultation listed the services subject to consultation and set a clear parameter for service withdrawals i.e. after 22:00 for Monday to Friday evenings, after 23:00 for Saturday evenings and outside the hours 08:00 to 19:00 for Sundays. It invited views on that policy and an exceptions policy based on the average number of passengers travelling. The criteria of less than six passengers is based on an average annual figure. Concessionary passes are unaffected by this consultation or the proposals. Around half of Sunday services already run two hourly.   |
| More information is needed to understand the proposal            | 7     | 2%         |  |
| <b>Comments on the specific elements of the policy proposals</b> |       |            | The passenger usage criteria are based on analysis which shows a significant drop in usage later in the evening and that later services run with on average fewer than 6 passengers. The fewer than six passengers criterion is based on an annual average not a single journey so it allows for variations over days and weeks. Numbers include concessionary pass holders. The policy end times are based on this with exceptions provided for where on average six passengers or more are travelling. It is not feasible for ECC to commission services that meet each individual transport need. Decisions on exceptions will be made by the Cabinet Member or Cabinet. Services will not stop running mid journey if numbers do not reach six or fall below six. Data is gathered from the operators and is from the electronic ticket machines. A passenger criterion based on fewer than six people travelling on average is considered reasonable. |
| I do not agree with the proposed passenger number criteria       | 4     | 1%         |  |
| I do not agree with the time constraints proposed                | 3     | 1%         |  |
| <b>Comments on concessionary pass policies</b>                   |       |            | ECC are not allowed by law to means test bus passes.   |

| Theme   | Count | Percentage | Response  |
|---|-------|------------|---|
| ECC should means test bus passes                                    | 4     | 1%         |   |
| <b>Comments on vehicle size</b>                                     |       |            | Operators are encouraged to use the most appropriately sized vehicle for the passengers travelling and it is in their interests to do so as tenders are awarded on price. Journeys carrying fewer than six people are unlikely to be cost effective local bus services even with a smaller minibus sized vehicle. |
| Smaller vehicles should be used on routes to reduce cost            | 3     | 1%         |   |
| <b>Comments on the value for money test</b>                         |       |            | There is no proposal to change the £5 per passenger journey value for money criterion as part of this consultation. This still represents a per journey subsidy which is more than the cost of many single bus fares.   |
| £5 per passenger journey test needs to be revisited                 | 2     | 1%         |   |
| <b>Comments on the opportunities presented by technology</b>        |       |            | ECC already promote technology to improve bus user experience (such as real time passenger information, digital journey planning, digital tickets and contactless card payments). Late evening services are unlikely to see significant growth in passenger numbers as a result of new technology.                |
| Technology should be introduced to help improve bus user experience | 2     | 1%         |   |

## Evening – exceptions

- 3.19 The consultation asked respondents if they agreed with proposals for an exceptions policy for supporting services after 22:00 Monday to Friday and 23:00 on Saturdays. ECC would consider funding any journeys after those times that have on average six passengers or more travelling
- 3.20 Out of 1226 respondents, 51% agreed with the proposed exceptions policy and 49% did not agree.
- 3.21 Those who agreed did so for the following main reasons:
- because the exceptions policy allowed specific cases to be taken into account
  - because it allowed flexibility in decision making.
- 3.22 Of the respondents who disagreed with the proposal, the main reasons were:
- there should not be exceptions
  - the proposed exceptions were too narrow
  - the proposed exceptions were too broad
- 3.23 ECC's view is that exceptions to the policy are justified on the grounds that it means specific circumstances can be reflected to ensure changes are made equitably across the county. It believes an exceptions policy based on usage



enables the core objective of focusing support on the most well used journeys to be delivered.

## Sundays

- 3.24 ECC's proposal is to have a general policy that allows taxpayer funding to be focused on those services that are most well used, so that as many journeys as possible can continue to be supported. This means ECC would:
- fund current Sunday services departing between the hours of 08:00 and 19:00;
  - consider funding specific additional journeys starting after these times that meet specific exception criteria, specifically journeys that have on average six passengers or more travelling;
  - set a minimum two hourly frequency for those services.
- 3.25 Out of 1307 respondents to this question 59% did not agree with the proposal with 41% agreeing.
- 3.26 The main reasons for respondents agreeing with the proposal were:
- that it continued to support services between 08:00 and 19:00 hours;
  - the most well used journeys were still supported;
  - it focuses support at the time when most people are travelling;
  - it was a better use of taxpayers' money.
- 3.27 Of the respondents that did not support the policy, the reasons were broken down into 3 answers of which respondents could select all they felt applied.

**43% of respondents to the question said that I/others do not have an alternative way to make my/their journey, 3% said the reduction to a two hourly frequency would significantly affect my journey and 26% of responses said It will have an adverse impact on the Sunday economy**

**In regards to the free text comments box relating to exceptions, these responses have been themed, coded and quantified below**

| Theme  | Count | Percentage | Response   |
|--|-------|------------|--|
| <b>Comments on the specific elements of the policy proposals</b> |       |            | The passenger usage criterion is based on analysis which shows a significant drop in usage later in the evening and that later services run with on average fewer than 6 passengers. The fewer than six passengers criterion is based on an annual average not a single journey so it allows for variations over days and weeks. Numbers include concessionary pass holders. The policy end times are based on this with exceptions provided for where six passengers or more on average are travelling. It is not feasible for ECC to |
| I do not agree with the time constraints proposed                | 66    | 16%        |  |
| I do not agree with the proposed passenger number criteria       | 4     | 1%         |  |

|  |    |     |   |
|--|----|-----|---|
|  |    |     | commission services that meet each individual transport need. Decisions on exceptions will be made by the Cabinet Member or Cabinet. Services will not stop running mid journey if numbers do not reach six or fall below six. Data is gathered from the operators and is from the electronic ticket machines. A passenger usage criterion based on fewer than six people travelling on average is considered reasonable.   |
| <b>Comments on better reflecting user needs and travel patterns and on the potential negative impacts of the changes</b> |    |     | <p>The Council recognises that people may not have alternative transport at a similar cost meaning that people may have to travel at different times – which, in a small number of cases, may not be possible, for example where people are travelling for employment. The services proposed for withdrawal are those with light usage – i.e. only those which on average carry fewer than six passengers. We accept that this will affect some people but the number of people affected by each journey will be fewer than six on average. The Council has to allocate resources where they will have the most benefit. Community led solutions such as shared taxis would offer a better alternative for these levels of usage.</p> <p>This proposal does take into account user need, because it is continuing to support journeys with higher need but not at times of lower need.</p> <p>Moving to two hourly frequency means that journeys can still be made even if they must be re-timed.</p> |
| The policy doesn't take into account user needs  | 48 | 12% |   |
| The policy will have a negative impact on the community  | 30 | 7%  |   |
| The policy does not support activities as well as Monday – Saturday  | 29 | 7%  |   |
| There should be a more co-ordinated approach for bus travel  | 21 | 5%  |   |
| <b>Comments on individual routes</b>   |    |     | Comments on individual routes are included in annex E alongside a response. Generally, routes are assessed against the policy, including the exceptions policy, and no exceptions are made outside that policy.   |
| Comments on individual routes  | 47 | 12% |   |
| <b>Comments supporting the case for maintaining and improving existing services</b>                                      |    |     | The policy focuses on continued support for the most well used journeys and only withdrawing journeys where fewer than six people on average are travelling.  |
| The policy will affect current employment/volunteering travel  | 37 | 9%  |   |
| There is not enough affordable alternative sustainable transport   | 23 | 6%  |   |

|   |    |    |  |
|---|----|----|--|
| There should be an increase in bus service frequency                                | 17 | 4% | <p>The number of car or taxi journeys required to replace a bus with fewer than six people is unlikely to be less sustainable than the bus carrying fewer than six people. Community led shared car and taxi journeys offer the better option.</p> <p>Whilst people with impairments/disabilities/health conditions may find it easier to use the bus than some other forms of transport, other forms of transport are available and buses are available at other times. At a time of diminishing resources it is right that we should remove bus services which are so lightly used. Focusing on core hours will still enable people to access services although times may be less convenient.</p> <p>Some people have said that they feel safer on the bus than walking. However, other forms of transport are available and by making these proposals we are focussing on the journeys which carry fewer than six people on average.</p> <p>Unfortunately, it is not possible to increase service frequency with the resources available. We will always consider proposals for services which are likely to be well used where there is funding to do so and the change in policy would continue to facilitate this.</p> |
| ECC should maintain current services  | 13 | 3% |  |
| These services are vital for people with impairments/disabilities/health conditions | 10 | 2% |  |
| Environmental factors should be considered in these decisions                       | 7  | 2% |  |
| The policy is detrimental to personal safety  | 3  | 1% |  |
| <b>Comments on the long term impact of the proposed change</b>                      |    |    | <p>The current level of taxpayer investment in services is no longer affordable in the current financial climate. The policy focuses on continue support for the most well used journeys and only withdrawing later journeys where fewer than 6 people on average are travelling. Moving to two hourly frequency means journeys can still be made even if they must be re-timed. If there is an increased demand in future, then service levels can be reviewed.</p>   |
| The impact on potential future bus users should be considered                       | 12 | 3% |  |
| <b>Comments on the rationale for the proposition</b>                                |    |    | <p>The cost of delivering a service to the taxpayer is always considered alongside usage. The proposal is that the costs of providing a journey for fewer than six people on average are not considered proportionate and the investment is focused on the most well used journeys.</p>  |
| The proposal is financially driven  | 7  | 2% |  |
| <b>Comments on the content of the consultation</b>                                  |    |    |  |

|   |   |    |   |
|---|---|----|---|
| More information needed to understand proposal  | 6 | 1% | The consultation listed those services subject to consultation and set a clear parameter for service withdrawals i.e. after 22:00 for Monday to Friday evenings, after 23:00 for Saturday evenings and outside the hours 08:00 to 19:00 for Sundays. It invited views on that policy and an exceptions policy based on the average number of passengers travelling. The criteria of less than six passengers is based on an average annual figure not a single journey. Concessionary passes are unaffected by this consultation or the proposals. Around half of Sunday services already run two hourly. |
| <b>Comments on routing options</b>  |   |    | ECC already encourage combining routes to deliver reduced cost in the tender process and this approach will continue.   |
| Combining routes could make savings   | 5 | 1% |   |
| <b>Comments on strategy</b>   |   |    | We continually review our strategy. The current strategy 'Getting Around in Essex' was published in 2015 and takes account of future growth and the promotion of public transport.  |
| New strategy needed to reflect growth and promote public transport                    | 3 | 1% |   |
| <b>Comments on travel variations</b>  |   |    | The proposal is based on average passenger journey numbers over a year. There are alternatives available for time limited travel demand, such as a seasonal increase or intermittent events.<br><br>Additional early Sunday services and services running on routes and at a frequency that they do on weekdays are not justified by demand which is significantly less.  |
| Seasonal differences need to be considered in the policy                              | 4 | 1% |   |
| Sunday services should reflect routes and times of weekday services and start earlier | 3 | 1% |   |
| <b>Comments on vehicle size</b>   |   |    | Operators are encouraged to use the most appropriately sized vehicle for the passengers travelling and it is in their interests to do so as tenders are awarded on price. Journeys carrying fewer than six people on average are unlikely to be cost effective local bus services even with a smaller minibus sized vehicle.  |
| Smaller vehicles should be used on routes to reduce cost                              | 2 | 0% |   |
| <b>Comments on the value for money test</b>   |   |    | There is no proposal to change the £5 per passenger journey value for money criteria as part of this consultation. This still represents a subsidy which is more than the cost of many single bus fares.  |
| £5 per passenger journey test needs to be revisited                                   | 2 | 0  |   |

## **Sundays – exceptions**

- 3.28 The consultation asked respondents if they agreed with proposals for an exceptions policy for supporting services before 08:00 and after 19:00 on Sundays. ECC would consider funding any journeys after those times that have on average six passengers or more travelling
- 3.29 Out of 1281 respondents, 41% agreed with the proposed exceptions policy and 59% did not agree.
- 3.30 Those who agreed did so for the following main reasons:
- because the exceptions policy allowed specific cases to be taken into account
  - because it allowed flexibility in decision making.
- 3.31 Of the respondents who disagreed with the proposal, the main reasons were:
- there should not be exceptions
  - the proposed exceptions were too narrow
  - the proposed exceptions were too broad
- 3.32 ECC's view is that exceptions to the policy are justified on the grounds that it means specific circumstances can be reflected while ensuring changes are made equitably across the county. It believes an exceptions policy based on usage enables the core objective of focusing support on the most well used journeys to be delivered. The exceptions policy is for journeys outside of the core hours of 08:00 to 19:00 to ensure travel is still available where there is that level of demand. It does not apply to frequency where journeys can be re-timed even if it is less convenient.

## **Getting the right type of service**

- 3.33 Respondents were asked whether they supported ECC making wider use of smaller vehicles and/or demand responsive transport which are run when they are needed. This was answered by 1014 respondents and 72% of them supported this proposal. Of those who did not support the proposal, 42% said they prefer a fixed timetable, 30% said they don't like pre-booking, 16% said that it would be less accessible, and 12% said they prefer larger buses.
- 3.34 The Council understand people have differing preferences about how they want to travel. However, the Council needs to achieve the most cost-effective way to provide transport and this is one way to achieve this. It is proposed that any contract is awarded to the lowest cost option to the taxpayer. This could include a demand responsive service that involves pre-booking. If this is the case, ECC will ensure that passengers are supported in accessing the new service. Demand responsive services have proved popular in rural areas where they have been introduced. Vehicles would be accessible. For people with mobility issues demand responsive services can prove more accessible than traditional services. They have, for example, enabled services to run more widely and frequently than a traditional bus service would have done. However, ECC recognises that this would be the first time they have been

introduced on a wider scale. If demand responsive services can be provided at a lower cost than traditional bus routes then more journeys can be supported as a whole.

### **Consultation respondents**

- 3.35 Of the 1198 people who responded to the demographic information,
- 48% of respondents were male, 44% were female and 8% preferred not to say.
  - 29% of respondents were aged 65 or over while 19% were aged between 55 and 64, 14% were aged 45-54, 10% were aged 75 – 84, 9% were aged 35 – 44, 7% aged 25 -34, 4% aged 18 – 24, 2% were 85 or over and 1% were under the age of 18. 5% of respondents preferred not to say.
- 3.36 Of the 1165 people who provided this information:
- 4.14% of respondents said that they have a physical impairment, 9% have a long term health condition that affects their transport needs (eg epilepsy), 6% have a hearing impairment, 6% have a have a mental health need and 3% have a visual impairment.
- 3.37 ***Place Services and Economic Growth Policy and Scrutiny Committee*** met on Thursday 23 May 2019 to consider the outcome of consultation. They raised the following issues in discussion: the time constraints in booking demand responsive transport services in advance and how flexible the service could be; whether age data was collected as part of the consultation (it is); that the main reasons why people disagreed with the proposals were made visible; whether in principle a break down of responses by District is possible (it is where that data has been shared by respondents); opportunities for using vehicles that fit passenger demand more closely. Scrutiny Committee also asked that as part of the final decision there should be clarity on which journeys would remain and which would be withdrawn. A service by service and journey by journey breakdown (A Guide to the Evening and Sunday Bus Services Changes) has been published on the website to ensure clarity. <https://www.essexhighways.org/transport-and-roads/getting-around/bus/bus-service-changes.aspx>
- 3.38 The consultation responses have also informed the content of the EQIA.

### **Devolution**

- 3.39 The consultation asked people for their views on the devolution of services. The responses on devolution are included in the consultation report and will be considered as part of the review of all other supported services later this year. This will form part of a future report to Cabinet.

## Potential withdrawal of services

- 3.40 ECC currently provide the following two evening services: service 21 (Black Notley to Bocking via Braintree) and 418B (Loughton to Harlow) which are set out in appendix C. The cost of these services currently exceeds £5 per passenger journey.
- 3.41 There were 9 responses to the consultation which related directly to the 21 (Black Notley to Bocking) service. 8 respondents indicated that they could not re-time their journey.
- 3.42 The reasons given for using the service were work, leisure, shopping, healthcare, study or training and worship.

Comments relating to this service included:

- the proposals are detrimental to local bus users and withdrawal will make it more difficult for the community to access vital services, hospital, leisure activities, employment and will increase isolation

This service is a lightly used evening service. The majority of healthcare and other vital services are offered during the day when a commercial service is operated, although this may be less convenient. There may be an adverse impact if the services are withdrawn. At present the Council is operating a service which costs more than its policy of £5 per passenger journey and there are no exceptional circumstances relating to this service. There are many other communities who may be able to have a service if the cut off was more than £5 per passenger journey.

- It was suggested that the use of smaller buses may make the service cheaper

We will offer this option in the proposed re-tendering exercise.

- 3.43 There were seven consultation responses directly related to the 418B (Loughton to Harlow evening service). All respondents indicated that they could not re-time their journey with alternative services.
- 3.44 The reasons provided by the respondents for usage of the service were leisure, shopping, healthcare, worship, study or training, volunteering, visiting relatives and friends.
- 3.45 Comments relating to this service included:
- The current service helps the community to access leisure services and it would be a financial burden because not everyone can afford to use alternatives.

This is a consultation about a lightly used evening service. There may be an adverse impact on a number of people if the services are withdrawn. At present the Council is operating a service which costs more than its policy of £5 per passenger journey and there are no exceptional circumstances relating to this service. There are many other communities who may be able to have a service if the cut off was more than £5 per passenger journey.

- The Council should introduce more initiatives to use public transport,

The Council does seek to encourage the use of public transport. However bus patronage is currently in decline and services are being re-shaped to reflect usage.

3.46 It is proposed to include these services within the above procurement exercise in order to establish whether the service could be run in accordance with the new policy and provide a cost per passenger journey of £5 or under.

3.47 However, if it is not possible to secure a service which ensures that the cost per passenger journey is £5 or less, then it is recommended that ECC withdraw these services with effect from March 2020. This is when the current contracts in place for these services expire. Withdrawal is recommended because the cost per passenger journey exceeds £5 and there are no exceptional reasons to maintain these services.

3.48 Additional Comments

**The consultation had an additional comments section asking if respondents wished to make any other point in response to the consultation.**

There were 613 respondents who provided comment within this section.

***The comments captured within this part of the consultation have been themed, coded and quantified below:***

| Theme  | Count | Percentage | Response   |
|--|-------|------------|--|
| <b>Comments on better reflecting user needs and travel patterns and on the potential negative impacts of the changes</b> |       |            | The Council recognises that people may not have alternative transport at a similar cost meaning that people may have to travel at different times – which, in a small number of cases, may not be possible, including where people are travelling for employment. The services proposed for withdrawal are those with light usage – i.e. only those which on average carry fewer than six passengers. We accept that this will affect some people but the number of people |
| The policy would have a negative impact on the community   | 57    | 10%        |  |
| The proposals will affect the most vulnerable members of the community   | 54    | 10%        |  |
| There is a lack of alternative transport in the community  | 28    | 5%         |  |
| Bus travel is essential  | 27    | 5%         |  |
| The proposals will affect Cultural/Social/Leisure activities   | 25    | 4%         |  |
| The proposals would affect current employment travel methods   | 24    | 4%         |  |



| Theme   | Count | Percentage | Response  |
|---|-------|------------|---|
| The proposals are counterproductive to local plans  | 23    | 4%         | affected by each journey will be fewer than six on average. The Council has to allocate resources where they will have the most benefit. Community led solutions such as shared taxis would offer a better alternative for these levels of usage.<br><br>This proposal does take into account user need, because it is continuing to support journeys with higher need but not at times of lower need.  |
| There should be a more coordinated approach for bus travel  | 22    | 4%         |   |
| The proposals will be detrimental to the environment  | 19    | 3%         |   |
| The proposals would affect the night-time economy in Essex  | 3     | 1%         |   |
| The proposals will lead to more expenditure on travel   | 3     | 1%         |   |
| Local authorities have a duty under the UN convention on disability to provide public transport for all their residents | 2     | <1%        | <p>Whilst people with impairments/ disabilities/health conditions may find it easier to use the bus than some other forms of transport, other forms of transport are available and buses are available at other times. At a time of diminishing resources it is right that we should remove bus services which are so lightly used. Core hours means access to healthcare and other services is preserved even if it is less convenient.</p> <p>Adverse impacts on the local economy, environment, cultural, social and leisure activities, employment, local plans and individual travel costs are being minimised by focusing support on the services with sustainable demand. Only journeys with on average fewer than six passengers are being withdrawn. It is not possible to support low travel demand through a commissioned bus service cost effectively.</p> <p>Local bus services are commissioned to deliver travel opportunities for as many people as possible and have never been able to meet every individual travel need.</p> <p>ECC has a duty to review the provision of bus services and where none are commercially provided to make a decision on whether taxpayer supported services should be provided. There is no duty to provide services. ECC supports Community Transport schemes in Essex to enable those who cannot</p> |
| ECC should revise the proposals to consider withdrawal of day services  | 2     | <1%        |   |

| Theme   | Count | Percentage | Response   |
|---|-------|------------|--|
|   |       |            | <p>access mainstream transport to make journeys.</p> <p>Following this review of evening and Sunday services there will be a review of all other supported services including daytime services</p>   |
| <b>Comments supporting the case for maintaining and improving existing services</b> |       |            | <p>The evening and Sunday policies focus on continued support for the most well used journeys and only withdraw journeys where fewer than six people on average are travelling.</p> <p>Bus usage is promoted by the bus operators and by ECC. However, these late evening and Sunday services show lighter levels of usage and are at times where there is less travel more generally and hence fewer potential passengers.</p> <p>The number of private car or taxi journeys required to replace a bus with fewer than six people is unlikely to be less sustainable than the bus carrying fewer than six people. Community led solutions such as shared taxis would offer a better alternative for these levels of usage.</p> <p>The level of patronage on the services that are proposed for withdrawal means that they are not capable of being run commercially.</p> <p>We will always consider proposals for services which are likely to be well used and the change in policy would continue to facilitate this.</p> |
| There should be proposals to advertise/market/encourage more bus use                | 42    | 7%         |  |
| ECC should maintain and/or improve current bus services in general                  | 37    | 7%         |  |
| The proposals should encourage more sustainable transport solutions                 | 36    | 6%         |  |
| Alternative methods of funding/commercial ideas should be considered                | 11    | 2%         |  |
| <b>Comments on the content of the consultation</b>                                  |       |            | <p>Seeking to protect as much of the supported network as possible and reduce cost in ways that impact as little as possible on passengers has meant that ECC has proposed policies that are not simple wholesale service withdrawals. We recognise that this has meant the consultation is more complex than it would otherwise have been. However, written submissions are always accepted. The consultation was widely publicised including on buses and at bus stops, as well as through local magazines and on-line.</p> <p>The consultation set clear parameters for service withdrawals i.e. after 22:00 for Monday to Friday</p>   |
| The consultation was not simple to complete and was difficult to understand         | 33    | 6%         |  |
| More information needed to understand the proposals fully                           | 13    | 2%         |  |
| The consultation will not reach the affected cohort of bus users                    | 9     | 2%         |  |

| Theme   | Count | Percentage | Response   |
|---|-------|------------|--|
|   |       |            | evenings, after 23:00 for Saturday evenings and outside the hours 08:00 to 19:00 for Sundays. It invited views on that policy and an exceptions policy based on the average number of passengers travelling. The criteria of less than six passengers is based on an average annual figure not a single journey. Concessionary passes are unaffected by this consultation or the proposals. Around half of Sunday services already run two hourly.   |
| <b>Comments on the specific elements of the policy proposals</b>                |       |            | <p>Around half of services already run on a two hourly frequency on Sundays. The proposal allows passengers to continue to make journeys within core hours while reducing the cost of running services at a higher frequency. Two hourly frequency is sufficient to carry the number of passengers travelling. Traffic volumes are significantly lower on Sundays so congestion is less of an issue. Services can still be accessed, even if times are less convenient.</p> <p>The policy end times are based on a significant drop in usage later in the evening. Later services run with on average fewer than six passengers. The policy end times are based on this with exceptions provided for where six passengers on average or more are travelling.</p> |
| Disagree with policy around Sunday services every 2 hours                       | 20    | 4%         |  |
| I do not agree with the time constraints proposed                               | 8     | 1%         |  |
| I do not agree the proposed passenger number criteria                           | 5     | 1%         |  |
| <b>Comments on vehicle size</b>   |       |            | Operators are encouraged to use the most appropriately sized vehicles for the passengers travelling. Journeys that are carrying fewer than six people on average are unlikely to become cost effective when procured as a local bus service even with a smaller minibus type vehicle.  |
| Smaller vehicles need to be considered/made available to communities            | 20    | 4%         |  |
| There should be specific vehicles for specific routes so that they match demand | 2     | <1%        |  |
| <b>Comments on the status of decisions</b>                                      |       |            | No decisions are made until consultation responses to the proposals have been fully considered. Decisions are taken by Cabinet.  |
| It is not a true consultation because decisions have already been made          | 14    | 2%         |  |
| <b>Comments on devolution</b>   |       |            | Comments on devolution will be considered as part of the review of all other services later this year and will be the subject of a separate Cabinet paper in due course. Once those decisions have been taken  |
| More localised commissioning decisions are needed                               | 9     | 2%         |  |

| Theme  | Count | Percentage | Response  |
|--|-------|------------|---|
|  |       |            | then the policy will also apply to evening and Sunday services.   |
| <b>Comments supporting the proposals</b>   |       |            | The consultation seeks to balance provision with cost in a way that delivers the maximum benefits and causes the minimum adverse impacts.   |
| I agree with the consultation proposals  | 6     | 1%         |   |
| <b>Comments on different operating models</b>  |       |            | Where demand responsive models have been introduced in Essex they have proved successful. Vehicles are accessible. Passengers are supported in moving to the new model. The proposal is to invite bids on this basis for appropriate Sunday services. This would be the first time that demand services had operated on this scale in Essex. Roll out will depend on tender price at procurement.   |
| I have concerns over the roll out of Demand Responsive Transport and how accessible vehicles will be | 4     | 1%         |   |
| <b>Comments on opportunities presented by technology</b>   |       |            | The intention is to test digital solutions to demand responsive transport as part of the procurement of some Sunday services.   |
| The proposals need to include new digital solutions to demand transport                              | 2     | <1%        |   |
| <b>Comments on the value for money test</b>  |       |            | There is no proposal to change the £5 per passenger journey value for money criteria as part of this consultation. This still represents a subsidy which is more than the cost of many single bus fares.  |
| Review policy around price per passenger per trip  | 2     | <1%        |   |
| <b>Comments on assessing equalities impacts</b>  |       |            | The equalities impacts are assessed on the known characteristics of bus users. The overall impacts are also assessed on the specific journeys under consultation. The EQIA shows that those in certain protected groups are more likely to be bus users and therefore more likely to be disadvantaged by these proposals. Individual responses to the consultation also reflect this usage pattern. These impacts are being mitigated by focusing support on the journeys with the highest usage, by focusing on core hours to allow access to services and only withdrawing journeys with fewer than six people on average travelling. Areas with higher bus usage are likely to retain more journeys because they will meet the exception criteria more frequently. |
| A specific EQIA is needed for each district  | 2     | <1%        |   |

## **4 The Procurement**

- 4.1 The local bus contracts have previously been let via a Dynamic Purchasing System (DPS) which has provided for the procurement of services since 2017. It is proposed that ECC will continue to use this system for the procurement of the supported evening and Sunday local bus services.
- 4.2 Sunday services may be offered for procurement on three bases where appropriate:
- (i) a specified route and timetable basis;
  - (ii) an area basis, specifying the settlements to be covered and asking operators to specify routes and timetables that meet the policy; and
  - (ii) a fleet basis specifying the area and settlements to be covered and the fleet to be provided to enable a demand responsive service to be put in place that meets the terms of the policy.
- 4.3 It is proposed that contract bids will be assessed to ensure that they meet minimum standards and then all bids will be based exclusively on price. The standard framework terms and conditions will be used, which include key performance indicators for contract management purposes and ensure ECC can seek continuous improvements during the contract period.
- 4.4 It is proposed that at the conclusion of the procurement, the contracts will be awarded to the successful bidder by the Director, Highways and Transportation, provided those contracts are affordable within the overall local bus budget. These contracts will be for a period determined by the Director, Highways and Transportation with a maximum award term of four years on terms 2 years + plus 1 + plus 1.

## **5. Options**

- 5.1 Option 1 - Procure services according to the supported evening and Sunday service policies using intelligence gathered from the public consultation and passenger data, to ensure communities retain access to key services as highlighted below (recommended option)
- Evening journeys to operate until 22:00 Monday to Fridays and 23:00 on Saturdays with appropriate exceptions where there are on average six passengers or more on a journey;
  - on Sundays to operate between 08:00 – 19:00 with appropriate exceptions where there are on average six passengers or more on a journey and at a two hourly frequency;
  - Flexible delivery options are included in the procurement to maximise the travel opportunities within budget.
- 5.1.1 Benefits:
- Local communities served would retain access to evening and Sunday bus services;

- Services would be tailored to meet local usage, reducing the need to provide services where there is no demand;
- Opportunity is provided for operators to provide local solutions in an innovative way;
- The needs of communities are balanced proportionately against the cost to taxpayers.
- There could be a positive impact on the commercial network following the withdrawal of an ECC journeys as the current operator may feel inclined to operate these journeys on a commercial basis.

#### 5.1.2 Issues:

- Some areas will have reduced service provision where there has been a lack of patronage
- Some areas will have a reduced frequency
- New delivery models may mean that passengers need to adapt to different vehicles (such as minibuses) or are required to book journeys
- There could be a negative impact on the commercial network following a withdrawal of an ECC journey as the current operator may feel it is not commercially viable for them to operate a later evening journey beyond ECC operating hours.

#### 5.2 Option 2 – No action – To let contracts for all current evening and Sunday services expire at the end March 2020. (Not recommended).

##### 5.2.1 Benefits:

- Until March 2020 local communities served would retain access to all current services, maintaining existing links to key services;
- There would be a saving to taxpayers of £1.9m from April 2020.

##### 5.2.2 Issues:

- With existing contracts due to finish in March 2020 this will leave communities with no ECC supported evening and Sunday services on these routes following this date;
- ECC have not consulted on the withdrawal of evening and Sunday services;
- This approach would not meet the objectives of the current Local Bus Priority Policy. See appendix D.

#### 5.3 Option 3 – procure all evening and Sunday services as they currently operate. (Not recommended).

##### 5.3.1 Benefits:

- Communities would retain access to all current services, maintaining existing links to key services.

##### 5.3.2 Issues:

- Taxpayers will continue to fund evening and Sunday services at a cost of £1.9m including where there is often little or no passenger use.

- 5.4 Option 1 is the recommended approach as this balances the needs of communities, bus passengers and cost to the taxpayer and mitigates the key risk that decisions on future service provision are made in isolation and without due consideration of the wider strategy.

## **6 Financial implications**

- 6.1 Refer to separate confidential appendix. This paragraph contains commercially confidential information relating to the estimated cost of the contracts which could be used to unduly influence tender submission prices if published.
- 6.2 The proposed option to procure evening and Sunday services according to the intelligence gathered from the public consultation and passenger data, will ensure the future service delivery design is efficient and effective and will ensure value for money is achieved for the taxpayer.

## **7 Legal implications**

- 7.1 The Transport Act 1985 puts ECC under a statutory duty to secure the provision of such passenger transport services as ECC consider it appropriate to meet any public transport requirements within their area which would not in their view be met otherwise.
- 7.2 ECC will undertake a procurement exercise in accordance with the provisions set out within the Public Contract's Regulations 2015 and ECC's procurement policy and procedures. The contracts for these services will be procured via ECC's Passenger Transport Dynamic Purchasing System/Framework Contract. Bids are evaluated 100% on price.

## **8. Equality and Diversity implications**

- 8.1 The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:
- (a) Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
  - (b) Advance equality of opportunity between people who share a protected characteristic and those who do not.
  - (c) Foster good relations between people who share a protected characteristic and those who do not including tackling prejudice and promoting understanding.
- 8.2 The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or

belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).

- 8.3 The equality impact assessment recognises that some groups are over represented in bus passengers, namely older people, disabled people and younger people. Bus passengers are also likely to be in lower income brackets, although income is not a protected characteristic. Any withdrawal of bus services is likely to have a greater on people in these groups. ECC are minimising the impact on these groups by maintaining services, other than those services which are used by fewer than six people on average. ECC are ensuring that people can still make journeys on these routes up to 2200 hours on weekdays; 2300 hours on Saturdays and between 0800 and 1900 on Sundays. This means people can still travel although they may need to re-time their journey. The policy protects 'core hours' so that people are still able to access key services, even if it is less convenient.

## **9 List of appendices**

- 9.1 Appendix A - List of Evening services
- 9.2 Appendix B - List of Sunday contracts
- 9.3 Appendix C - List of evening/Sunday contracts failing the £5 cppj threshold
- 9.4 Appendix D - Local Bus Priority Policy
- 9.5 Appendix E - Summary of consultation evaluation
- 9.6 Appendix F - EQiA
- 9.7 Appendix G - Confidential financial information

## **10 List of Background papers**

- 10.1 Getting Around in Essex – a Bus and Passenger Transport Strategy
- 10.2 A Guide to the Evening and Sunday Bus Services Changes



Evening contracts

| Service number          | Days of operation  | Number of Days<br>from 'All Data<br>Calendar Data 18-19' | Supported<br>Journeys | Origin                   | Destination                                    | priority | Origin district     | Destination<br>district | Annualised<br>Nett contract<br>cost to ECC |
|-------------------------|--------------------|--|-----------------------|--------------------------|--|----------|---------------------|-------------------------|--|
| 5                       | Monday to Saturday | 304  | evenings              | Felmores                 | Basildon                                       | 5        | Basildon            | Basildon                | 20,282.50                                  |
| 8/8A                    | Monday to Saturday | 304  | evenings              | Pitsea                   | Laindon  | 5        | Basildon            | Basildon                | 59,621.40                                  |
| 21B                     | Monday to Saturday | 304  | evenings              | Canvey                   | Southend                                       | 5        | Castle Point        | Southend                | 56,367.05                                  |
| 57A/57C                 | Monday to Saturday | 304  | evenings              | Chelmsford               | Galleywood                                     | 5        | Chelmsford          | Chelmsford              | 47,210.95                                  |
| 88                      | Monday to Friday   | 252  | evenings              | Halstead                 | Colchester                                     | 5        | Braintree           | Colchester              | 25,836.36                                  |
| 31/36/73                | Monday to Saturday | 304  | evenings              | Chelmsford               | Maldon/South Woodham Ferrers                   | 5        | Chelmsford          | Maldon                  | 74,017.40                                  |
| 74B                     | Monday to Saturday | 304  | evenings              | Clacton                  | Colchester                                     | 5        | Tendring            | Colchester              | 34,669.35                                  |
| 45                      | Monday to Saturday | 304  | evenings              | Moulsham Lodge           | Oxney Green                                    | 5        | Chelmsford          | Chelmsford              | 25,958.55                                  |
| 1/2/3/4/6/8/10          | Monday to Saturday | 304  | evenings              | Harlow                   | Harlow   | 5        | Harlow              | Harlow                  | 112,048.64                                 |
| 7                       | Monday to Saturday | 304  | evenings              | Southend                 | Rayleigh                                       | 5        | Southend - on - Sea | Rochford                | 54,900.00                                  |
| 42                      | Monday to Saturday | 304  | evenings              | Great Waltham            | Galleywood                                     | 5        | Chelmsford          | Chelmsford              | 37,478.40                                  |
| 71A                     | Monday to Saturday | 304  | evenings              | Chelmsford               | Colchester                                     | 5        | Chelmsford          | Colchester              | 77,049.10                                  |
| 1A                      | Monday to Saturday | 304  | evenings              | Ambrose Avenue           | Greenstead                                     | 5        | Colchester          | Colchester              | 68,051.60                                  |
| 2A                      | Monday to Saturday | 304  | evenings              | Highwoods                | Great Horkesley                                | 5        | Colchester          | Colchester              | 47,119.45                                  |
| 64/A                    | Monday to Saturday | 304  | evenings              | Greenstead               | St Michaels Estate/ Shrub End/Layer De La Haye | 5        | Colchester          | Colchester              | 42,428.55                                  |
| 66                      | Monday to Saturday | 304  | evenings              | Colchester North Station | Rowhedge                                       | 5        | Colchester          | Colchester              | 24,034.00                                  |
| 66B                     | Monday to Saturday | 304  | evenings              | Old Heath                | West Bergholt                                  | 5        | Colchester          | Colchester              | 28,880.45                                  |
| 68                      | Monday to Saturday | 304  | evenings              | Highwoods                | West Mersea                                    | 5        | Colchester          | Colchester              | 69,607.10                                  |
| 4 and 6 (was 8 and 10a) | Monday to Saturday | 304  | evenings              | Jaywick/ Clacton         | Great Clacton / Holland on Sea                 | 5        | Tendring            | Tendring                | 37,752.90                                  |
| 6A (was 17/18           | Monday to Saturday | 304  | evenings              | Clacton                  | Point Clear                                    | 5        | Tendring            | Tendring                | 27,886.15                                  |
| 102                     | Monday to Saturday | 304  | evenings              | Harwich                  | Colchester                                     | 5        | Tendring            | Colchester              | 64,138.45                                  |
| 7/8/100                 | Monday to Saturday | 304  | evenings              | Clacton                  | Walton   | 5        | Tendring            | Tendring                | 36,718.95                                  |
| 352                     | Monday to Saturday | 304  | evenings              | Chelmsford               | Halstead                                       | 5        | Chelmsford          | Braintree               | 60,472.35                                  |

Total 1.132.529.65

Sunday contracts

| Service number              | Days of operation        | Number of Days from 'All Data Calendar Data 18-19' | Supported Journeys | Origin                               | Destination                        | priority | Origin district | Destination district | Annualised Nett contract cost to ECC |
|-----------------------------|--------------------------|--|--------------------|--------------------------------------|------------------------------------|----------|-----------------|----------------------|--------------------------------------|
| 5                           | Sunday & Public Holidays | 56   |                    | Felmoses                             | Basildon                           | 6        | Basildon        | Basildon             | 4,898.01                             |
| 8/8A                        | Sunday & Public Holidays | 56   |                    | Pitsea                               | Laindon                            | 6        | Basildon        | Basildon             | 17,717.88                            |
| 25                          | Sunday & Public Holidays | 56   |                    | Basildon                             | Wickford                           | 6        | Basildon        | Basildon             | 10,618.53                            |
| 21                          | Sunday & Public Holidays | 56   |                    | Bocking                              | Black Notley                       | 6        | Braintree       | Braintree            | 24,514.29                            |
| 57B/57C                     | Sunday & Public Holidays | 56   |                    | Chelmsford                           | Galleywood                         | 6        | Chelmsford      | Chelmsford           | 13,477.08                            |
| 54C/56                      | Sunday & Public Holidays | 56   |                    | North Melbourne                      | Beaulieu Park                      | 6        | Chelmsford      | Chelmsford           | 12,091.98                            |
| 59                          | Sunday & Public Holidays | 56   |                    | Chelmsford                           | Harlow                             | 6        | Chelmsford      | Harlow               | 14,109.21                            |
| 1A                          | Sunday & Public Holidays | 56   |                    | Ambrose Avenue                       | Greenstead                         | 6        | Colchester      | Colchester           | 19,946.30                            |
| 66                          | Sunday & Public Holidays | 56   |                    | Colchester North Station             | Rowhedge                           | 6        | Colchester      | Colchester           | 11,935.23                            |
| 132                         | Sunday & Public Holidays | 56   |                    | Saffron Walden                       | Cambridge                          | 6        | Uttlesford      | Cambridgeshi         | 8,982.63                             |
| 351                         | Sunday & Public Holidays | 56   |                    | Chelmsford                           | Brentwood                          | 6        | Chelmsford      | Brentwood            | 16,353.87                            |
| 80A/80C                     | Sunday & Public Holidays | 56   |                    | Brentwood                            | Hutton                             | 6        | Brentwood       | Brentwood            | 22,517.85                            |
| 37                          | Sunday & Public Holidays | 56   |                    | Warley                               | Brentwood                          | 6        | Chelmsford      | Brentwood            | 9,621.60                             |
| 71C                         | Sunday & Public Holidays | 56   |                    | Chelmsford                           | Colchester                         | 6        | Chelmsford      | Colchester           | 35,460.84                            |
| 88a                         | Sunday & Public Holidays | 56   |                    | Colchester                           | Halstead                           | 6        | Colchester      | Braintree            | 22,223.16                            |
| 418B                        | Sunday & Public Holidays | 56   |                    | Loughton                             | Harlow                             | 6        | Epping Forest   | Harlow               | 15,280.08                            |
| 66 a/b (previously 240/250) | Sunday & Public Holidays | 56   |                    | Waltham Cross                        | Debden/Upshire                     | 6        | Epping Forest   | Epping Forest        | 22,800.00                            |
| 1/2/4/6/8/10                | Sunday & Public Holidays | 56   |                    | Harlow                               | Harlow                             | 6        | Harlow          | Harlow               | 78,714.38                            |
| 1                           | Sunday & Public Holidays | 56   |                    | Hadleigh                             | Rayleigh                           | 6        | Castle Point    | Rochford             | 4,857.27                             |
| 7/8                         | Sunday & Public Holidays | 56   |                    | Rayleigh                             | Rochford                           | 6        | Rochford        | Southend             | 22,655.62                            |
| 251                         | Sunday & Public Holidays | 56   |                    | Warley                               | Wickford                           | 6        | Brentwood       | Basildon             | 22,403.66                            |
| 33/36/94C                   | Sunday & Public Holidays | 56   |                    | Chelmsford                           | Southminster/South Woodham Ferrers | 6        | Chelmsford      | Maldon               | 36,009.75                            |
| 42A/48A                     | Sunday & Public Holidays | 56   |                    | Chelmsford                           | Stansted Airport/Boreham           | 6        | Chelmsford      | Uttlesford           | 18,446.91                            |
| 45A                         | Sunday & Public Holidays | 56   |                    | Oxney Green                          | Chelmer Village                    | 6        | Chelmsford      | Chelmsford           | 8,803.08                             |
| 70                          | Sunday & Public Holidays | 56   |                    | Colchester Mason Rd                  | Chelmsford                         | 6        | Colchester      | Chelmsford           | 22,451.73                            |
| 352                         | Sunday & Public Holidays | 56   |                    | Chelmsford, Broomfield Hospital only | Halstead                           | 6        | Chelmsford      | Braintree            | 14,326.38                            |
| 66                          | Sunday & Public Holidays | 56   |                    | Colchester                           | West Bergholt                      | 6        | Colchester      | Colchester           | 11,199.93                            |
| 67B                         | Sunday & Public Holidays | 56   |                    | Colchester Mason Rd                  | West Mersea                        | 6        | Colchester      | Colchester           | 17,043.00                            |
| 2A                          | Sunday & Public Holidays | 56   |                    | Great Horkesley                      | Highwoods                          | 6        | Colchester      | Colchester           | 18,842.49                            |
| 420                         | Sunday & Public Holidays | 56   |                    | Ongar                                | Harlow                             | 6        | Epping Forest   | Harlow               | 11,400.00                            |
| 75                          | Sunday & Public Holidays | 56   |                    | Maldon                               | Colchester                         | 6        | Maldon          | Colchester           | 13,580.82                            |
| 76/100                      | Sunday & Public Holidays | 56   |                    | Clacton                              | Colchester/ Thorpe le Soken        | 6        | Tendring        | Colchester           | 12,644.31                            |
| 102/106                     | Sunday & Public Holidays | 56   |                    | Colchester                           | Harwich                            | 6        | Tendring        | Colchester           | 33,433.92                            |
| 4a                          | Sunday & Public Holidays | 56   |                    | Southend                             | Shoeburyness                       | 6        | Southend on Sea | Shoeburyness         | 4,985.79                             |

**Total 634,347.58**

services to be withdrawn

| Service number | Days of operation  | Number of Days from 'All Data Calendar Data 18-19' | Supported Journeys | Origin   | Destination  | priority | Origin district | Destination district | Annualised Nett contract cost to ECC |
|----------------|--------------------|--|--------------------|----------|--------------|----------|-----------------|----------------------|--------------------------------------|
| 21             | Monday to Saturday | 304  | evenings           | Bocking  | Black Notley | 5        | Braintree       | Braintree            | 28,503.73                            |
| 418B           | Monday to Saturday | 304  | evenings           | Loughton | Harlow       | 5        | Epping Forest   | Epping Forest/Harlow | 109,783.06                           |

**Total 138.286.79**

## Local Bus Service Priority Policy 2015 to 2020

### 1.0 Principles

The role of the County Council as set out through the 1985, 2000 and 2008 Transport Acts is, in essence, to look at where market failure occurs in the local road passenger transport network (that is where the needs of local residents are not met by the commercial market), to determine whether in these instances a service is needed and if, in the council's opinion, it is then to provide one.

Given limited funding the Council therefore needs a way to decide how to balance the differing potential transport needs of residents when allocating funding (**The Assessment Process**). It also needs to be able to manage the network in the light of changes to the commercial bus network, public demand and changing corporate priorities over time.

This process needs to be objective and should be so constructed as to contribute directly to the County Council's key outcomes. The key corporate outcomes are set out below:

They are:

- Children in Essex get the best start in life.
- People in Essex enjoy good health and wellbeing.
- People have aspirations and achieve their ambitions through education, training and lifelong-learning.
- People in Essex live in safe communities and are protected from harm.
- Sustainable economic growth for Essex communities and businesses.
- People in Essex experience a high quality and sustainable environment.
- People in Essex can live independently and exercise control over their lives.

Transport outcomes that directly contribute to these corporate outcomes are set out below:

1. Providing access to schools, colleges, and training, work, health and leisure services.
2. Providing access to health services, shopping, leisure activities, employment, reducing isolation and increasing independence.
3. Providing access to learning and training opportunities, supplier workforce training and apprenticeships.
4. Providing access to care services and providing safe transport for access to health, education, work and leisure services, reducing the number of people killed or seriously injured (KSIs).
5. Attracting inward investment by offering improved connectivity, access to work and leisure opportunities and reducing congestion.

## **Local Bus Service Assessment and Priority Policy 2015 to 2020**

6. Reducing congestion, air quality and CO<sub>2</sub> emissions.
7. Enabling access to key services, improving community involvement.

### **2.0 The Local Bus Service Assessment and Priority System**

The Local Bus Service Assessment and Priority System has two Functions. First, given that it is not possible to fund every conceivable public transport need for service users in Essex it will allow the Council to prioritise where its limited financial resources should be allocated as part of the area review process. Second, once the revised supported bus network is put in place, it allows the Council to respond to changes to the commercial bus network over which it has no control and assess the need for additional contracted services that result from them (or indeed to cease providing a contracted service where a comparable commercial service is started).

To this end the System comprises two processes, the **Service Need Assessment Process** and the **Service Provision Priority Process**.

#### **2.1 The Service Need Assessment System**

The Service Need Assessment System (SNAS) is aimed at determining whether there is a need for a service as a result of commercial transport operators' failure to provide one. This comprises the following 'gateway' assessments that will help the County Council determine whether it needs to consider buying a supported service in each circumstance. To proceed an assessment will need to pass all the gateways in order to progress:

#### **2.3 Assessment Stage 1: *Is there market failure?***

The council will consider the following factors when determining whether a market failure has occurred.

- Are there reasonable alternative services on offer that will already allow residents to make the same Journey?
- Are there broadly comparable journeys or suitable alternative destinations accessible without the need for an intervention by ECC?
- Will any ECC service provision risk undermining the economic viability of a commercial service?

If there are reasonable alternative or broadly comparable services available or of the provision of a contracted service would undermine the economic viability of a commercial bus service then normally assessment will end here and no contracted service will be provided.

## Local Bus Service Assessment and Priority Policy 2015 to 2020

If there are none, then the assessment proceeds to **Assessment Stage 2**.

Definitions of what would be considered to be reasonable and broadly comparable in terms of services are set out in **Appendix 1**.

### **2.4 Assessment Stage 2: Does the available transport for the area affected meet the Service Intervention Point (SIP) benchmark?**

This stage considers whether in the absence of the service or services in question, the areas affected still have a level of service at or above that at which the County Council feels it is necessary to consider whether it is necessary to provide additional transport services.

To this end the County Council has developing a series of tables setting out **Service Intervention Points (SIPs)** that indicate the level of bus service available to residents in an area beneath which it will consider the need to provide additional transport services.

- The levels for urban and key interurban corridors are based on frequency along main transport corridors.
- Those for peri-urban, suburban and rural areas will be based on population, with higher populations assumed to require better access to key services.

The **SIPs** are intended based on the minimum service levels set out the Essex Road Passenger Transport Strategy, adjusted to allow for changes to the commercial network since these were introduced, the need to reflect the Essex Outcomes and issues raised through the consultation and area review process.

The proposed SIP tables are shown in **Appendix 2** below.

If the SIP level of service is met by existing services, then assessment will normally stop here and no contracted service will be provided.

If the SIP level is *not* met then assessment proceeds to **Stage 3**

### **2.5 Assessment Stage 3: What is the impact on current transport users?**

This stage assesses the impact of a loss of service or decision to provide a service on current or potential future bus service users.

## **Local Bus Service Assessment and Priority Policy 2015 to 2020**

This will be considered looking at:

- Are there any people using the service toward whom the County Council has a statutory duty to provide transport?
- Are there key services or destinations that residents will not be able to access if a service is not provided and are there no other destinations at which similar services can be obtained that can still be accessed by public transport?
- Are the residents of the area likely to be particularly reliant on public transport services?

For the purposes of this stage of the assessment:

People toward whom the County has a statutory duty to provide transport will include:

- Students of statutory school age who qualify for free home to school transport under the regulations applying at the time of assessment.
- Any other specific group toward which there is a statutory duty to provide transport at the time of assessment, or for whom the County has an agreed local policy of providing free transport at the time of assessment.

'Key Destinations not able to be accessed' will include:

- Town centres giving access to shopping
- Health centres such as Hospitals or Doctors surgeries
- Secondary Schools, Further or Higher Education centres
- Major Employment centres outside town centres (above 500 persons employed)

Groups for whom there may be a 'particular reliance on public' transport will include (but will not necessarily be limited to):

- Residents of protected or sheltered accommodation or residential care homes, either for older people or people with disabilities.
- Areas that show high level of social deprivation and/or low car ownership

If any of the above applies, then the assessment will proceed to Assessment Stage 4. If not, then assessment will not normally continue and no contracted service will be provided.

## **2.6 Assessment Stage 4: *Does the service offer value for money?***

A service will then be assessed to determine whether it offers value for money for the taxpayer. This will be done by considering the nett cost to the taxpayer of carrying each passenger after all income for the service (from on-bus fares, concessionary travel and any season tickets or other pass arrangements) has been taken into account over a given period (usually one year) will be calculated and this will be divided by the number of passenger journeys (individual movements) of all types carried on the service over the same period. This is the Cost Per Passenger Journey (CPPJ)

The County Council has set an upper limit to the cost per passenger journeys beyond which it will not normally continue to provide the service. This upper cost will initially be set at **£5.00** but may be reviewed periodically in light of changing circumstances.

- If the CPPJ is equal to or lower than the maximum figure provision of a service will be considered.
- If it is higher than the maximum CPPJ figure, then provision of a contracted service will not normally be considered.

## **2.7 Assessment Stage 5 - *Conclusion***

Once the assessment stage has been completed a decision will be made about whether a service is in principle required based on the process set out above.

If the decision is that a service is, in principle, needed, then the process will proceed to the priority determination stage.



## Local Bus Service Assessment and Priority Policy 2015 to 2020

### 3.0 Priority Determination Stage

#### 3.1 Background

As Essex is a very large and diverse County with many differing transport needs and given the County Council's budget for supporting bus services is limited, it cannot meet every potential need for transport that might occur. It is therefore necessary to prioritise its support for services. The **Priority Determination Stage** of this strategy is therefore designed to focus the County Council's expenditure on transport services where it will most effectively meet residents needs and also serve the County Council's key outcomes, as set out in **1.0 Principles** above, while managing the budget and dealing with the impact of a sometimes unpredictable commercial market.

To facilitate this, the County Council has identified the following **Service Categories**:

**Table 1: Categories of Service provided by Essex County Council**

| <b>Service Category</b>  |
|--|
| <b>Monday to Saturday frequent (more than 5 return journeys per week or demand responsive) services linking rural areas to key service centres. (Shopping, Health, Employment, Education).</b> |
| <b>Monday to Saturday peak period only services, offering access to Employment, Training, Education or Commuter Services</b>   |
| <b>Monday to Saturday urban services connecting to key service centres/ transport interchanges off peak.</b>   |
| <b>Infrequent rural 'lifeline' services (less than 5 return journeys per week) linking rural areas to key service centres (shopping, Health, Employment, Education).</b>                       |
| <b>Evening Services (after 19:00)</b>  |
| <b>Sunday services</b>   |
| <b>Access to tourist/leisure destinations and other services and night buses.</b>  |

## Local Bus Service Assessment and Priority Policy 2015 to 2020

### 3.2 Allocation of Priorities to Existing Services.

As part of the Service Review, each current ECC contract was analysed through the priority. The services provided by Essex County Council were allocated to each Service Category, based on their primary use. The Evening and Sunday categories were applied to all services operating on those days, regardless of their location or other potential categorisation.

Having established the Service Categories, their impact on key outcomes and were mapped to each them. The preferences expressed by 5,000 Essex residents across three consultation processes carried out in 2013/14, 2014/15 and 2015/16 were then analysed and mapped into each of the above Service Categories. Their combined priority scores were used to establish a priority for each Service Category. The process involved is shown in **Appendix 3: Service Priority Schedules**.

In determining the priority to be given to a particular service, a number of factors have been taken into account. These include:

- The number of people responding to each consultation – higher weighting was given to consultation outcomes with larger number of respondents.
- The fact that the majority of the respondents were older people. This will have influenced which services were given the highest priority through the consultations. Two factor help mitigate any potential bias from this effect. First the use of the an Essex Outcomes priority factor helps to compensate for the as the outcome priorities favour services that support economic growth and lifelong learning, which, by their nature are more likely to be used by working age and younger people. Second most services funded by Essex County Council run in the daytime off peak, in rural areas, in the evening or on Sundays. The majority of users on these services will be older people, so the age bias to some extent reflects actual service use.

In addition the outcome of the final consultation on the proposed new policy which took place between September 17<sup>th</sup> 2015 and October 22<sup>nd</sup> 2017 have been taken into account when determining the final priority categories

The priority given to each category was as follows:

## Local Bus Service Assessment and Priority Policy 2015 to 2020

**Table 2: Priority Allocated to Service Categories by Essex key Outcomes and Public Consultations.**

| <b>Service Category</b>  | <b>Priority Allocated</b> |
|--|---------------------------|
| <b>Monday to Saturday frequent (more than 5 return journeys per week or demand responsive) services linking rural areas to key service centres. (Shopping, Health, Employment, Education).</b> | <b>1</b>                  |
| <b>Monday to Saturday peak period only services, offering access to Employment, Training, Education or Commuter Services</b>   | <b>2</b>                  |
| <b>Monday to Saturday urban services connecting to key service centres/ transport interchanges off peak.</b>   | <b>3</b>                  |
| <b>Infrequent rural 'lifeline' services (less than 5 return journeys per week) linking rural areas to key service centres (shopping, Health, Employment, Education).</b>                       | <b>4</b>                  |
| <b>Evening Services (after 19:00)</b>  | <b>5</b>                  |
| <b>Sunday services</b>   | <b>6</b>                  |
| <b>Access to tourist/leisure destinations and other services and night buses.</b>  | <b>7</b>                  |

Within each Service category, priority of service provision is determined by the services' Cost Per Passenger Journey (See **Assessment Stage 4**) above. The lower the CPPJ, the higher the priority given to the service.

The CPPJ therefore acts as a value for money check by both giving an absolute cap to the level of expenditure on any service at £5.00 per passenger carried and by determining the priority a service receives within its category).

A list of ECC supported services broken down into Service Category priority and by CPPJ priorities within service categories is produced in **Appendix 4 Service Category Priority List**

## **Local Bus Service Assessment and Priority Policy 2015 to 2020**

### **3.3 Allocation of Priorities for Future Services**

Once the revised network is in place the County Council will still have to assess request for new services and the need for new services following changes to the commercial network. The initial Service Assessment will establish whether there is a need for a service and if there is, the proposed new service will then be allocated to a service category based on its principal purpose and within that category a priority based on its cost per passenger journey.

If insufficient funding is available in the local bus budget to provide a new service even if it has a high priority, then the County Council will look at the following options:

- Not to provide the service at this time, but place it upon a reserve list, with priority for provision, should additional funding be made available at a future date
- Allocate additional funding to provide the service identified from within other Essex County Council resources.
- Provide the service and fund it by withdrawing services with the overall lowest priority (lowest priority category and highest cost per a passenger journey within that category) sufficient to provide the necessary funding

This decision will be made by the Cabinet Member for Highways and Transportation, advised by the Director for Commissioning Transport and Infrastructure, or any successor role to these roles as may result from changes to the Council's structure over time or such officers of the County Council as may be duly delegated authority to do so.

### **3.4 Further Changes to Council Funding Priorities**

Over time it is possible that circumstances will change and that level of financial support for local bus services may vary. In this case the council may decide that it is no longer able to part or all of the services categories that this policy sets out for support or conversely that it may extend support for services. In these circumstances, support for services will be altered in line with the priority allocated to them under this system, although each service affected will be considered in its own right and in the case of service reductions, impact and equality assessments will be undertaken before any changes are made and service users will be consulted. In making any such changes, the County Council will aim as far as possible to ameliorate the impact of any service loss through the use of community transport services.

## **Local Bus Service Assessment and Priority Policy 2015 to 2020**

### **3.5 Special Circumstances.**

Regardless of the outcome of the above priority system, the Cabinet Member for Transport, Planning and the Environment (or any duly appointed responsible successor cabinet post, or duly delegated officer) will have the authority to determine whether a service should be provided, where in their assessment special or exceptional circumstances warrant such intervention.

# **Local Bus Consultation 2019**

- Supported evening and Sunday  
local bus services
- Getting the right type of service
- Proposals around Devolution of  
Local Bus Services

July 2019

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## Introduction

In 2018 Essex County Council (ECC) began a thorough review of its support for those local bus services that it funds across the County. From December 2018 to March 2019, residents were consulted on three elements all related to bus services within Essex. The first part was council funded evening and Sunday local bus services, the second part looked at individuals journeys in regards to affected services within the consultation and finally residents were asked to give their views on a proposal around devolving the responsibility for local bus services to a more localised supported provision.

This report looks at all three parts of the consultation and looks at the 32 affected services within the evening and 44 affected services on Sunday and public holidays across Essex where the current contracts end in 2020.

Most bus services in Essex are run by commercial operators. The County Council's role is to decide (where the commercial operators do not provide a service) whether one is needed and if it determines that one is, then to provide it. To help make this decision ECC looks at many factors including what alternatives are available, how many people use them and whether they offer value for money. The Council will not support a service where it pays the operator £5.00 or more per passenger journey after all the finances of that service has been taken into consideration (all paying fares and concessionary fares included). This is commonly known as Cost Per Passenger Journey (CPPJ) and is a criterion to determine whether services should be provided by the local authority when forward planning for future demand.

How the Council decides whether a service is needed and what services it will support are set out in the Bus Services Priority Policy 2015 to 2020, which can be found here

<https://www.essexhighways.org/uploads/files/local%20bus%20service%20priority%20policy%202015%20to%202020.pdf>

The services provided under this policy are paid for by Essex taxpayers. The supported network mainly operates in rural areas, and at less popular times for travel, such as in the evenings and on Sundays. At present ECC spends a total of around £9m of taxpayers' money on these services each year.

The consultation was aimed at how ECC supports evening and Sunday services; and at how we can work with other local authorities in Essex and other organisations to provide bus services to communities.

Residents of Essex were consulted on these proposals via a series of surveys on bus services in all districts in the county: these could be completed online or by post which were collated via the customer contact centre. The consultation document included all affected services, understanding the bus user, establishing reasons behind usage and whether alternative methods can be met to make the journey and questions around different delivery models and devolving powers to other local councils or organisations.



This report shows the findings from this consultation. Respondents were given a list of proposals and options for services across the county and the analysis has been reported as an overall county wide view and data captured can be split into the following districts:

- Basildon
- Braintree
- Brentwood
- Castle Point
- Chelmsford
- Colchester
- Epping Forest
- Harlow
- Maldon
- Rochford
- Tendring
- Uttlesford
- Out of County (Including Southend and Thurrock)

## **Interpreting the data within the consultation**

This report contains several tables and charts that present the consultation findings. In some instances, responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- A response of between 0% and 0.5% will be shown as <1%.
- As the questionnaire was completed by respondents themselves (self-completion), not all respondents have answered all the questions. Therefore, the base size (the number of people answering a question) varies by question.
- To ensure inclusivity, the questionnaire was open for anyone to take part and was available online and in paper format.
- For the analysis of free text comments, all have been read through and a coding frame was developed on a theme by theme basis and quantified thereafter.

## Key Conclusions

- Transport is a key service and is seen as a vital service for many members of the community and respondents stated how invaluable transport is across the county.
- When analysing the 3 parts of the consultation there was no overwhelming agreement or disagreement with the proposals within the consultation.
- More respondents answered section1 (Supported evening and Sunday local bus services) than any other sections.
- A small number of respondents stated that they felt they wanted to have more information before agreeing or not agreeing to specific proposals. For example they wanted to know who would make decisions on exceptions, how the passenger journey numbers were gathered and whether concessionary passengers were included in those numbers. They also felt they may have questions specific to routes not covered by this consultation and made general comments on the bus network and wider bus issues.
- A number of respondents gave comments on routes that were not affected by the proposals in the consultation.
- Respondents when responding with their community in mind typically spoke about the potential for their community to become isolated without a regular bus service.
- Although some respondents agreed with the devolution proposal, they still felt Essex County Council should have a part to play in this process.
- There was a high number of freetext comments which made comments about other transport issues which were not related to the actual proposals which are subject to the consultation (**General Comments** in Detailed Findings).

## Executive Summary

There were 3 parts to the consultation

- Supported evening and Sunday local bus services
- Getting the right type of service
- Proposals around Devolution of Local Bus Services

Of the supported evening and Sunday local bus services, the proposed changes to the evening service policy had 56% who did not agree with the proposal compared to 44% of respondents who found these acceptable. Of those who approved the most popular reason was that it ***continues to support services up to 22:00 on weekdays and 23:00 on Saturdays***. Of those who did not agree with the proposals the most given reason was ***I or others do not have an alternative way to make my/their journey***.

When looking at the exceptional criteria for supporting evening services after 22:00 Monday to Friday and 23:00 on Saturdays, 51% agreed with the evening services exception compared to 49% who did not agree. Of those who approved the most popular reason was that it would ***allow specific cases to be taken into account***. Of those who did not agree with the proposals the most given reason was there ***should not be exceptions***

The proposed changes to the Sunday service policy had 59% who did not agree with the proposal compared to 41% of respondents who found these acceptable. Of those who approved the most popular reason was that it ***continues to support services up to 08:00 and 19:00***. Of those who did not agree with the proposals the most given reason was ***I or others do not have an alternative way to make my/their journey***.

When looking at the exceptional criteria for supporting Sunday services, 41% agreed with the evening services exception compared to 59% who did not agree. Of those who approved the most popular reason was that it would ***allow flexibility in decision making***. Of those who did not agree with the proposals the most given reason was there ***should not be exceptions***

The second part of the supported evening and Sunday local bus services related to specific journeys (You and your specific journeys section) and asked respondents to comment on the changes proposed for Evening and Sunday services. A summary of the affected routes are available in Appendix 1 and Appendix 2. Each service has been analysed on a service by service section under the detailed findings below.

Getting the right type of service sets out possible changes in policy and approach that could apply to how services are delivered across Essex for county council contracted services. 72% said they support ECC making wider use of services requiring smaller vehicles and/or demand responsive transport and 28% said they did not support this. Of those who approved the most popular reason was that it

provided **more flexibility** and of those who did not agree with the proposals the most given reason was **I prefer a fixed Timetable.**

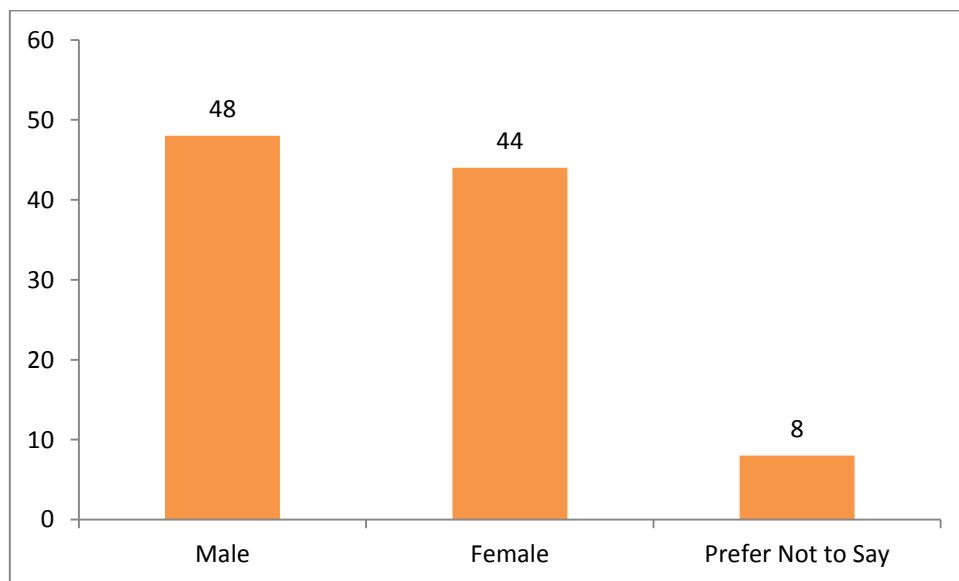
Proposals around devolution of local bus services showed that 56% of respondents said they supported passing the responsibility for the commissioning and delivery of local bus services to more localised community groups and 44% did not support this. Of those who approved the most popular reason was it enabled **better decisions made closer to the communities they serve** and of those who did not agree with the proposals the most given reason was **less consistent decisions across communities.**

More detailed analysis can be found in the detailed findings section below

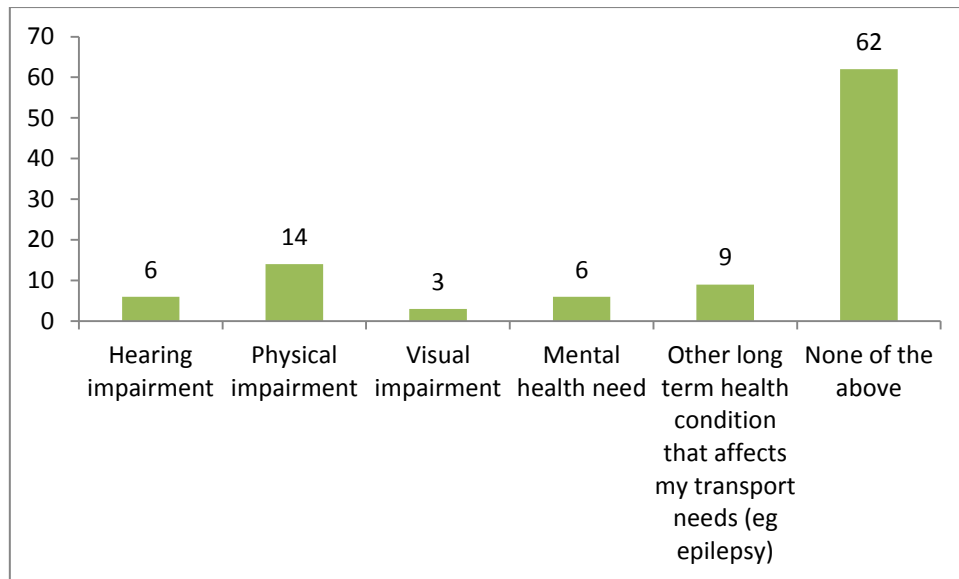
## Who gave their views?

**3,318** respondents responded to the survey, with a total of **1,220** people fully completing a questionnaire.

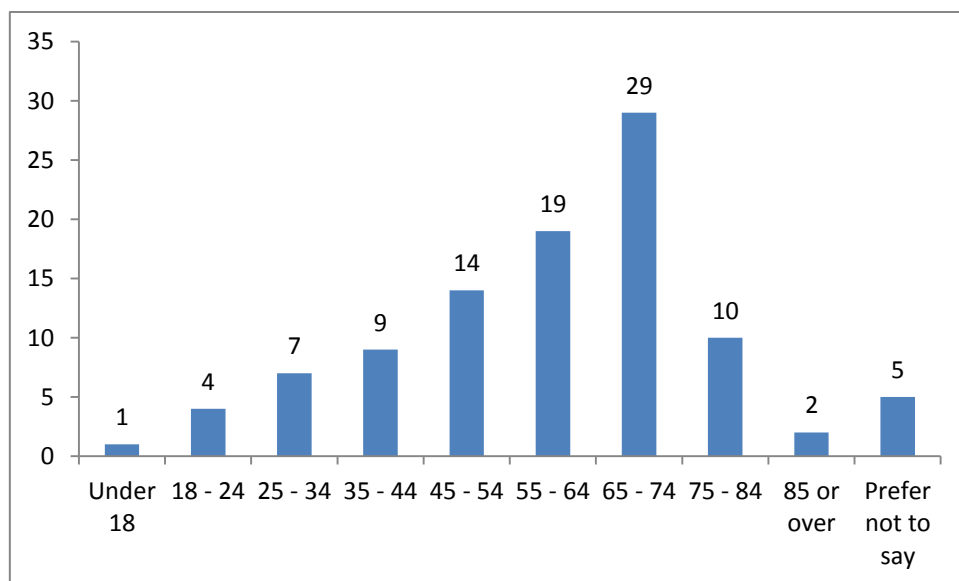
**48%** of respondents were **Male**, **44%** were **female** and **8%** **preferred not to say** (Sample=1198).



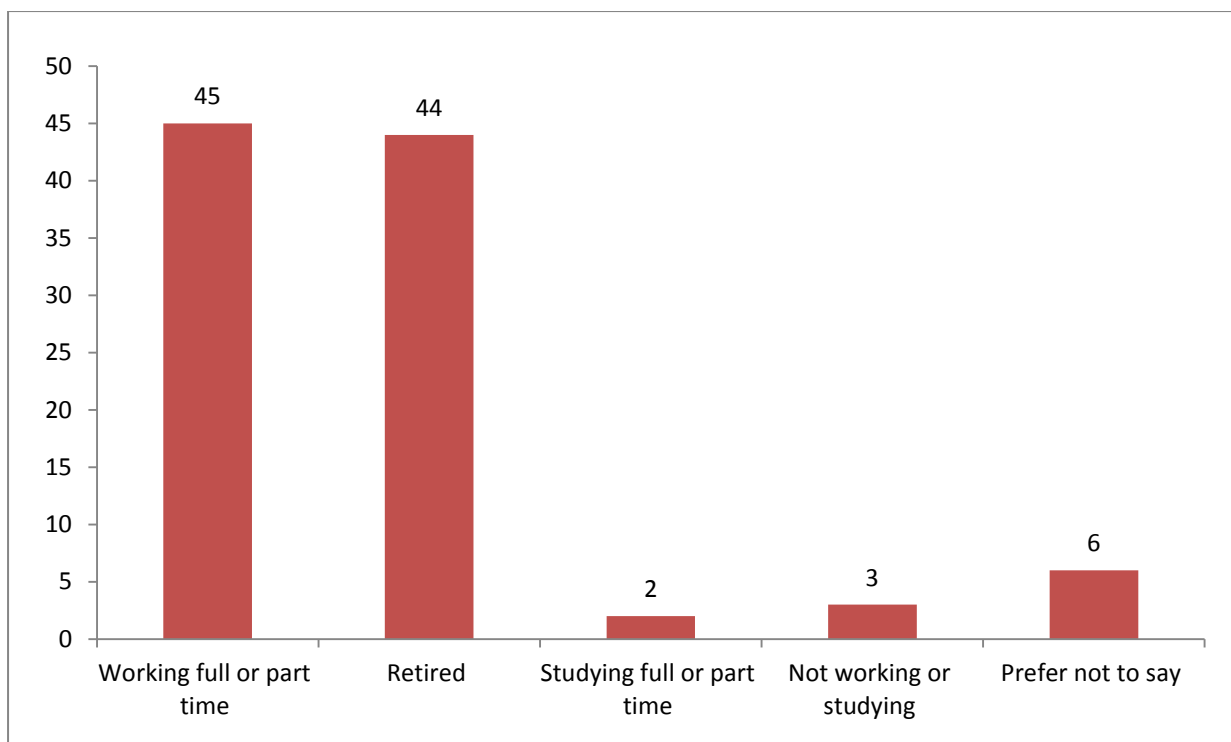
**14%** of respondents said that they have a **physical impairment**, **9%** have a **long term health condition** that affects their transport needs (eg epilepsy), **6%** have a **hearing impairment**, **6%** have a **mental health need** and **3%** have a **visual impairment**. (Sample=1165)



**29%** of respondents were aged **65 or over**, **19%** were aged between **55 and 64**, **14%** were aged between **45 – 54**, **10%** were aged **75 – 84**, **9%** were between **35 – 44**, **7%** **25 -34** years old, **4%** were **18 – 24**, **2%** were **85 or over** and **1%** were **under the age of 18**. **5%** of respondents **preferred not to say**



**45%** of respondents **work** while **44%** are **retired**, **6%** **preferred not to say**, **3%** **Not working or studying** with **2%** **studying full or part time**



The number of respondents completing each district questionnaire is shown in the table below:

| District questionnaires | Number completed | Percentage |
|-------------------------|------------------|------------|
| Basildon                | 98               | 8%         |
| Braintree               | 62               | 5%         |
| Brentwood               | 67               | 6%         |
| Castle Point            | 43               | 4%         |
| Chelmsford              | 224              | 19%        |
| Colchester              | 192              | 16%        |
| Epping Forest           | 30               | 3%         |
| Harlow                  | 33               | 3%         |
| Maldon                  | 52               | 4%         |
| Rochford                | 78               | 7%         |
| Tendring                | 59               | 5%         |
| Uttlesford              | 40               | 3%         |
| Southend-on-sea         | 18               | 2%         |
| Thurrock                | 4                | <1%        |
| Other out of County     | 7                | 1%         |
| Other*                  | 188              | 16%        |
| Total                   | 1195             | 100%       |

\*Please note, respondents who had stated other are classified because they gave answers covering multiple districts. These have been broken down into sub analysis when looking at section 2 of the consultation - My journey

1066 respondents gave the first 3 characters of their postcodes. This information is for further analysis to understand impact at local level with data captured within the previous question.

In addition, around 22 responses were received outside of the consultation via email, comment on consultation landing page or letter. All of these responses were inputted into the consultation and are included in the overall analysis where possible and others can be viewed within the Appendix below.

## **Detailed findings**

### **Views on the proposed supported evening services policy**

**The consultation asked respondents to provide their views on the proposed evening services policy.**

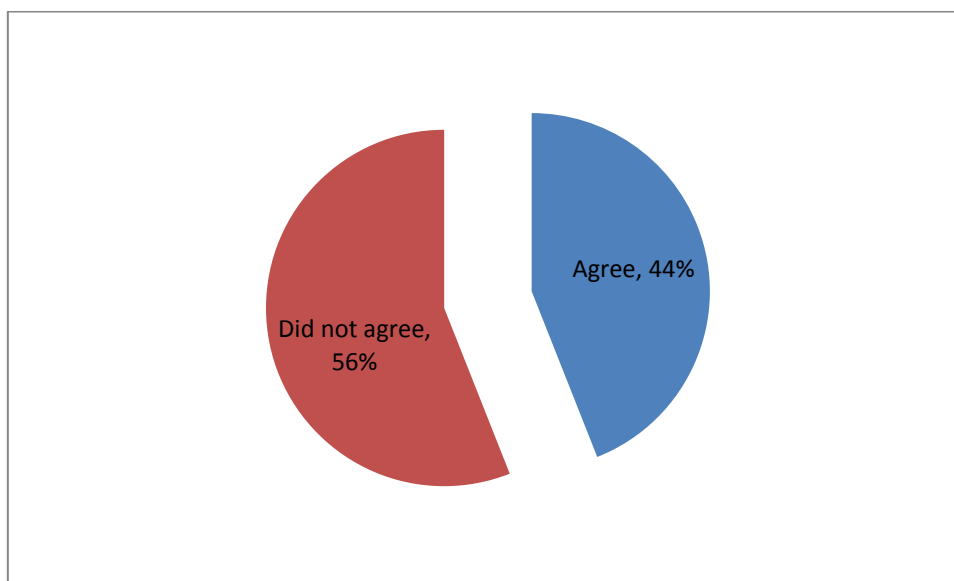
#### **The proposed policy:**

ECC's proposal is to have a general policy that allows taxpayer funding to be focused on those services that are most well used, but which has the flexibility to deal with the exceptions, so that support can continue for as many well used journeys as possible. This means that ECC would:

- Continue to fund the existing journeys on evening services that depart before 22:00 on weekdays (Monday to Fridays) or before 23:00 on Saturdays
- Consider funding specific additional journeys starting after these times that meet specific 'exception' criteria. (Continue to support current evening services up until the times stated and would consider funding, as an exception to the policy, any journeys after those times that have an average of 6 passengers or more on board.).
- ECC will continue to consider our £5 cost per passenger journey criteria as set out in the Essex Local Bus Service Priority Policy 2015 to 2020.



Out of the 1462 respondents to this question **56% (n=822) did not agree with the proposals with 44% (n=640) agreeing.**



Where respondents agreed with the proposals, they were asked to indicate one of three reasons why they supported them. Respondents could select all they felt applied.

- **42% of respondents said that it continues to support services up to 22:00 on weekdays and 23:00 on Saturdays,**
- **35% said the most well used journeys are still supported and**
- **22% said it's a better use of taxpayer's money.**

**In regards to the free text comments box relating to responses from people supporting the proposed policy for evening services these responses have been themed, coded and quantified below**

| Theme  | Count | Percentage |
|--|-------|------------|
| Proposal largely maintains current services                  | 17    | 28%        |
| The provision supports activities at some non-social hours   | 7     | 12%        |
| Smaller vehicles should be used on routes to reduce cost     | 6     | 10%        |
| There should be more services – for example more night buses | 5     | 8%         |
| The policy takes into account user needs                     | 3     | 5%         |
| Combining routes could make savings                          | 3     | 5%         |
| Increase Bus service frequency                               | 3     | 5%         |
| General comments   | 3     | 5%         |
| Services should be run fully commercially                    | 2     | 3%         |
| Agree with passenger number criterion                        | 2     | 3%         |

|   |   |    |
|---|---|----|
| Vital for employment travel   | 2 | 3% |
| Vital for people with impairments/disabilities                      | 2 | 3% |
| Better for the environment  | 1 | 2% |
| £5 per passenger journey test needs to be revisited                 | 1 | 2% |
| New technology for new route suggestions                            | 1 | 2% |
| Technology should be introduced to help improve bus user experience | 1 | 2% |
| Supports passenger safety   | 1 | 2% |

*Of the respondents who disagreed with the proposals, they were given two reasons and a freetext option to understand why.*

**63% of respondents stated that *I or others do not have an alternative way to make my/their journey* and 37% of respondents stated *It will have an adverse impact on the night time economy*.**

***In regards to the free text comments box relating to not supporting changes to the evening services these responses have been themed, coded and quantified below***

| Theme  | Count | Percentage |
|--|-------|------------|
| The proposal doesn't take into account user needs                                    | 67    | 17%        |
| The proposal will not support activities outside normal working hours                | 53    | 14%        |
| The policy will affect current employment travel                                     | 49    | 13%        |
| There is not enough affordable alternative sustainable transport                     | 38    | 10%        |
| The policy will have a negative impact on the community                              | 26    | 7%         |
| Comments on individual routes (these are covered in more detail later in the report) | 21    | 5%         |
| There should be a more co-ordinated approach for future bus travel                   | 18    | 5%         |
| ECC should maintain current services   | 17    | 4%         |
| The policy is detrimental to personal safety   | 16    | 4%         |
| There should be more night buses   | 11    | 3%         |
| These services are vital for people with impairments/disabilities/health conditions  | 10    | 3%         |
| There should be an increase in bus service frequency                                 | 10    | 3%         |
| Combining routes could make savings  | 9     | 2%         |

|  |   |    |
|--|---|----|
| The proposal is financially driven                                   | 8 | 2% |
| Environmental factors should be considered in making these decisions | 8 | 2% |
| More information is needed to understand the proposal                | 7 | 2% |
| General comments   | 5 | 1% |
| I do not agree with the proposed passenger number criteria           | 4 | 1% |
| ECC should means test bus passes                                     | 4 | 1% |
| Smaller vehicles should be used on routes to reduce costs            | 3 | 1% |
| I do not agree with the time constraints proposed                    | 3 | 1% |
| £5 per passenger journey test needs to be revisited                  | 2 | 1% |
| Technology should be introduced to help improve bus user experience  | 2 | 1% |

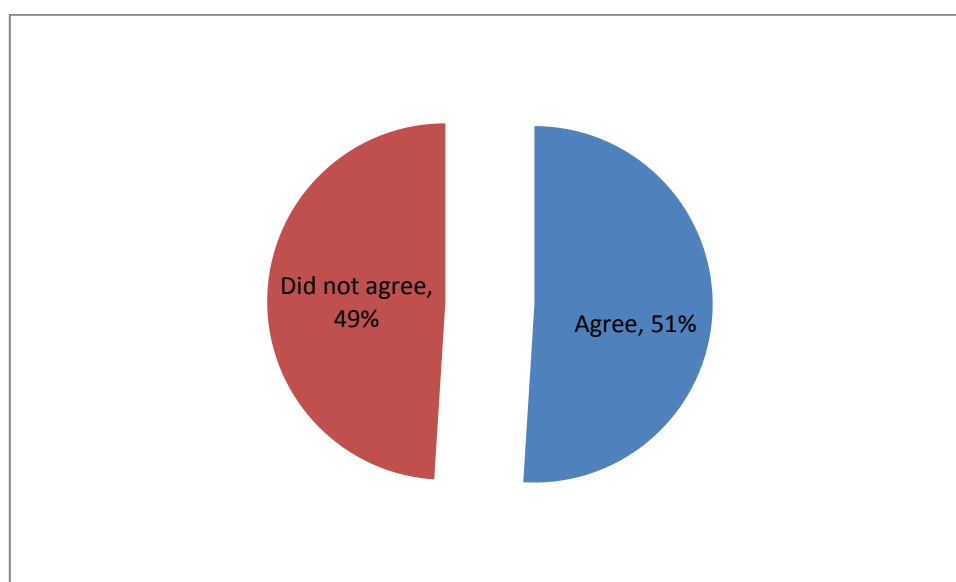
## Questions on exceptions to the proposed evening services policy

The consultation asked respondents if they agreed with the proposals around an evening exceptions policy

### ***Exceptional criteria for supporting evening services after 22:00 Monday to Friday and 23:00 on Saturdays***

ECC will continue to support current evening services up until the times stated and would consider funding, as an exception to the policy, any journeys after those times that have 6 regular passengers or more on board. This will allow the vast majority of current passengers to travel.

Out of 1226 respondents to this question **51%** of respondents **agreed** (n=631) with the evening services exception and **49%** **did not agree** (n=595).



*Of the respondents that agreed with the proposals, the reasons given for the approval of the proposals were broken down into 2 answers of which respondents could select all they felt applied.*

**54%** of respondents to the question said that they agree that the proposals **allow specific cases to be taken into account** and **46%** said the proposals **enable flexibility in decision making**

***In regards to the free text comments box relating to agreeing to the proposed exception criteria these comments have been themed, coded and quantified below***

| Theme                                | Count | Percentage |
|--------------------------------------|-------|------------|
| ECC should maintain current services | 8     | 19%        |

|   |   |     |
|---|---|-----|
| There should be a more co-ordinated approach for bus travel                     | 6 | 14% |
| The policy must take into account user needs                                    | 5 | 12% |
| General comments  | 4 | 9%  |
| The policy will have a negative impact on the community                         | 3 | 7%  |
| Smaller vehicles should be used to reduce cost                                  | 2 | 5%  |
| Later services help support activities outside normal working hours             | 2 | 5%  |
| Combining routes could make savings   | 2 | 5%  |
| Exceptions could help with current employment in the area                       | 2 | 5%  |
| More information needed to understand proposal                                  | 2 | 5%  |
| Need to take into account local demand  | 2 | 5%  |
| Introduce on demand transport   | 1 | 2%  |
| £5 per passenger journey test needs to be revisited                             | 1 | 2%  |
| There should be more night buses  | 1 | 2%  |
| Free concessionary travel should be ended and the money invested in local buses | 1 | 2%  |
| The policy will have a positive impact on the environment                       | 1 | 2%  |

*Of the respondents that disagreed with the proposals, the reasons given were broken down into 3 answers of which respondents could select all they felt applied.*

**53%** of respondents to the question said that **there should not be exceptions**, **30%** said the **exceptions are too narrow** and **17%** of responses said **the exceptions are too broad**

***In regards to the free text comments box relating to exceptions these responses have been themed, coded and quantified below***

| Theme | Count | Percentage |
|-------|-------|------------|
|-------|-------|------------|

| Theme  | Count | Percentage |
|--|-------|------------|
| Comments on individual routes (these are considered in detail later in the report)   | 18    | 9%         |
| The policy will have a negative impact on the community                              | 15    | 8%         |
| There should be a more co-ordinated approach for bus travel                          | 14    | 7%         |
| The proposal doesn't take into account user needs                                    | 13    | 7%         |
| ECC should maintain current services   | 13    | 7%         |
| The policy will be detrimental to passengers activities outside normal working hours | 12    | 6%         |
| I do not agree with the proposed passenger number criterion                          | 12    | 6%         |
| General comments   | 12    | 6%         |
| I do not agree with the time constraints proposed                                    | 9     | 5%         |
| The policy will affect current employment travel                                     | 8     | 4%         |
| More information needed to understand proposal                                       | 7     | 4%         |
| No exceptions at all   | 7     | 4%         |
| There is a lack of alternative transport provision in the area                       | 6     | 3%         |
| Commercial services will be less viable  | 5     | 3%         |
| The financial burden is placed onto current bus users                                | 5     | 3%         |
| Passenger numbers are reported correctly   | 5     | 3%         |
| The policy is detrimental to personal safety   | 5     | 3%         |
| The policy will have a negative impact on vulnerable people                          | 5     | 3%         |
| An overall strategy is needed  | 4     | 2%         |
| Smaller vehicles should be used on routes to reduce cost                             | 3     | 2%         |
| More criteria to be included in exceptions   | 3     | 2%         |
| £5 Fare needs to be revisited  | 3     | 2%         |
| Seasonal exceptions should be allowed  | 2     | 1%         |
| Occasional users should be considered  | 2     | 1%         |
| Combining routes could make savings  | 1     | 1%         |
| Residents should be involved   | 1     | 1%         |
| The policy should consider the impact on Environment                                 | 1     | 1%         |
| The policy should consider the impact on worship                                     | 1     | 1%         |
| There is a lack of volunteers in the community                                       | 1     | 1%         |

## Views on the proposed supported Sunday services policy

The consultation asked respondents to provide opinion on the proposed Sunday services policy.

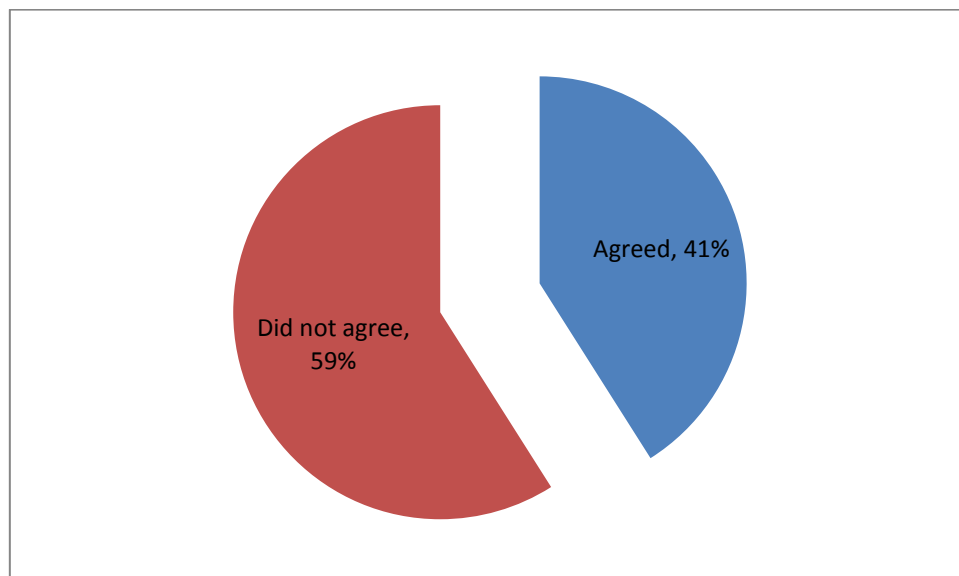
### The proposed policy:

ECC are proposing a new 'supported Sunday services' policy that allows taxpayer funding to be focused on those services that are most well used, but which has the flexibility to deal with exceptions, so that as many journeys as possible can be supported.

This means that ECC would

- Fund current Sunday services departing between the hours of 08:00 to 19:00
- Set a minimum two hourly frequency for these services
- Consider funding specific additional journeys against a set of 'exceptions' criteria
- We will continue to consider our £5 cost per passenger journey criteria as set out in the Essex Local Bus Service Priority Policy 2015 to 2020.

*Out of the 1307 respondents to this question **59% (n=771) did not support the proposals with 41% (n=536) Supported the proposals** outlined above.*



*Of the respondents that supported the proposals, the reasons given were broken down into 4 answers of which respondents could select all they felt applied.*

**34% of respondents said that it continues to support services between 08:00 and 19:00, 26% said that it supports the most well used journeys, 24% said it focuses support on the times at which people are travelling and 16% said it was the most appropriate use of taxpayer's money.**

**regards to the free text comments box relating to supporting changes to the evening services there were responses of which have been themed, coded and**

**quantified below**

| Theme   | Count | Percentage |
|---|-------|------------|
| There should be a more co-ordinated approach for public transport                           | 8     | 13%        |
| Comments on individual bus routes (these are dealt with in more detail later in the report) | 8     | 13%        |
| ECC should maintain current services  | 6     | 10%        |
| There should be an increase in bus service frequency  | 5     | 8%         |
| The policy takes into account user needs  | 4     | 6%         |
| The policy supports activities at non-social hours  | 4     | 6%         |
| The timings should be extended  | 4     | 6%         |
| There should be other sustainable transport options   | 4     | 6%         |
| Smaller vehicles should be used on routes to deliver savings                                | 3     | 5%         |
| Combining routes could make savings   | 3     | 5%         |
| These services are vital for people with impairments/disabilities                           | 3     | 5%         |
| General comments  | 3     | 5%         |
| The policy allows flexibility   | 2     | 3%         |
| ECC should protect night buses over weekend transport                                       | 2     | 3%         |



|   |   |    |
|---|---|----|
| Services are needed for employment travel           | 2 | 3% |
| Services should be fully commercial                 | 1 | 2% |
| I agree with the proposed passenger number criteria | 1 | 2% |

*Of the respondents that did not support the policy, the reasons given were broken down into 3 answers of which respondents could select all they felt applied.*

***43% said I/others do not have an alternative way to make my/their journey,  
33% said the reduction to a two hourly frequency would significantly affect my journey and  
26% said It will have an adverse impact on the Sunday economy***

***In regard to the free text comments box relating to exceptions should include, these responses have been themed, coded and quantified below***

| Theme   | Count | Percentage |
|---|-------|------------|
| Disagree with time proposals                            | 66    | 16%        |
| Doesn't take into user needs                            | 48    | 12%        |
| Individual bus service comments                         | 47    | 12%        |
| Will affect current employment/volunteering travel      | 37    | 9%         |
| Negative impact on community                            | 30    | 7%         |
| Does not support activities outside Monday - Saturday   | 29    | 7%         |
| Not enough affordable alternative sustainable transport | 23    | 6%         |
| Co-ordinated approach for future bus travel             | 21    | 5%         |
| Increase Bus service frequency not withdraw             | 17    | 4%         |
| Maintain current services                               | 13    | 3%         |
| Impact potential future bus users                       | 12    | 3%         |

|  |    |     |
|--|----|-----|
| Vital for people with impairments/disabilities/health conditions | 10 | 2%  |
| Miscellaneous  | 8  | 2%  |
| Proposal is financially driven                                   | 7  | 2%  |
| Environmental factors  | 7  | 2%  |
| More information needed to understand proposal                   | 6  | 1%  |
| Combining routes could make savings                              | 5  | 1%  |
| Disagree with Passenger base figure                              | 4  | 1%  |
| Seasonal differences need to be considered                       | 4  | 1%  |
| Detrimental to personal safety                                   | 3  | 1%  |
| Reflect daytime service  | 3  | 1%  |
| New strategy needed  | 3  | 1%  |
| Use Smaller vehicles   | 2  | <1% |
| £5 limit needs to be revisited                                   | 2  | <1% |

## Questions on exceptions to the proposed changes to the Sundays exception criteria

The consultation asked respondents if they agreed with the proposals around changes to the Sundays exceptions

Exceptional criteria for supporting Sunday services, before 08:00 and after 19:00 adopting a 2 hourly maximum frequency.

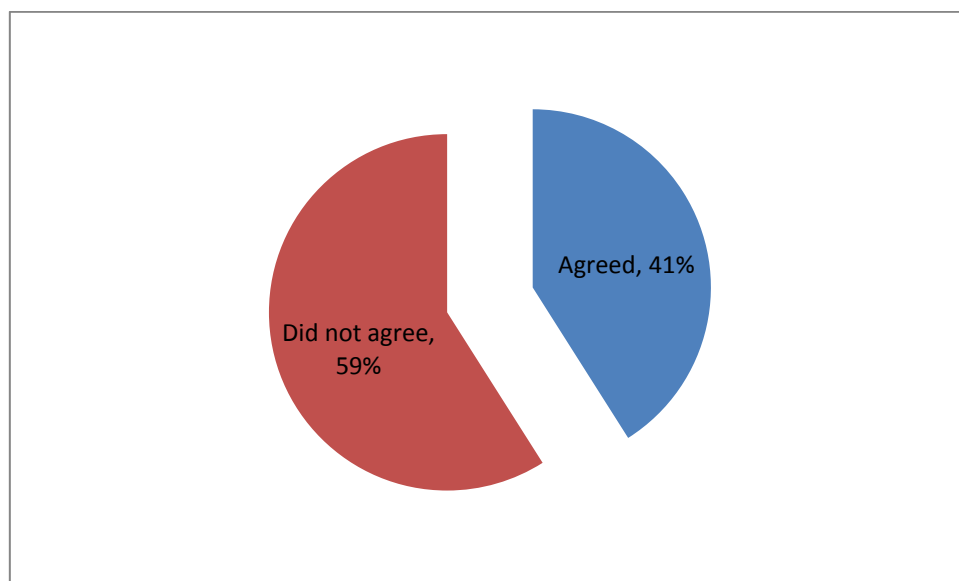
Allowing for exceptions enables flexibility in the policy where it is merited.

We would like to test the proposed exceptions criteria as part of this consultation.

We will continue to support current Sunday services between the times stated and would consider funding, as an exception to the policy, any journeys outside of those times that have 6 regular passengers or more on board.

This will allow the vast majority of current passengers to travel. Such exceptional support would only be possible where the necessary funding is available from the allocated local bus budget.

Out of 1281 respondents to this question **41%** of respondents **agreed** (n=524) with the evening services exception and **59% did not agree** (n=757).



*Of the respondents that agreed with the proposals, the reasons given for the approval of the proposals were broken down into 2 answers of which respondents could select all they felt applied.*

51% of respondents to the question said that they agree that the proposals **allow flexibility in decision making** and **49%** said the proposals **enable specific cases to be taken into account**

***In regards to the free text comments box relating to agreeing to the proposed exception criteria they have been themed, coded and quantified below***

| Theme   | Count | Percentage |
|---|-------|------------|
| Individual route comments   | 7     | 14%        |
| Better co-ordinated approach for future bus travel                              | 6     | 12%        |
| Must take into user needs   | 5     | 10%        |
| Miscellaneous   | 5     | 10%        |
| Maintain current services   | 3     | 6%         |
| Link this to encourage bus travel   | 3     | 6%         |
| No alternative transport methods in area  | 3     | 6%         |
| Need to take into account local demand  | 3     | 6%         |
| General agreement   | 2     | 4%         |
| On demand transport   | 2     | 4%         |
| Help support activities outside normal working hours                            | 2     | 4%         |
| Reduce frequency rather than lose buses overall                                 | 2     | 4%         |
| Tax payers money can be spent elsewhere   | 2     | 4%         |
| Flexibility needed for efficient service  | 2     | 4%         |
| Negative Impact on community  | 1     | 2%         |
| £5 Fare needs to be revisited   | 1     | 2%         |
| Suggestion around future bus plans (More night buses during the week)           | 1     | 2%         |
| Could help with current employment in the area                                  | 1     | 2%         |
| Free concessionary travel should be ended and the money invested in local buses | 1     | 2%         |

*Of the respondents that did not agreed with the proposals, the reasons given were broken down into 3 answers of which respondents could select all they felt applied.*

*55% of respondents to the question said **There should be no exceptions**, 27% said **the exceptions are too narrow** and 18% said **the exceptions are too broad***

***In regards to the free text comments box relating to agreeing to the proposed exception criteria they have been themed, coded and quantified below***

| Theme  | Count | Percentage |
|--|-------|------------|
| Individual service route comments (these are covered in more detail later in the report) | 21    | 10%        |
| General comments   | 19    | 9%         |
| I disagree with the proposed frequency for Sunday services                               | 18    | 9%         |
| Proposals must take into account current user needs                                      | 13    | 6%         |
| ECC should maintain current services   | 11    | 5%         |
| There will be a negative impact on the community   | 11    | 5%         |
| There will be a negative impact on the most vulnerable members of society                | 10    | 5%         |
| Services should be supported in line with retail/leisure demand                          | 9     | 4%         |
| Exceptions will allow for popular commuting times  | 7     | 3%         |
| The policies are inconsistent with transport strategies                                  | 7     | 3%         |
| There should be route changes  | 7     | 3%         |
| The proposals should consider the availability of alternative transport                  | 7     | 3%         |
| ECC should support services that link to other transport links                           | 7     | 3%         |
| There should be consistency in measuring passenger numbers                               | 6     | 3%         |
| The proposal is financially driven   | 6     | 3%         |
| ECC should support more bus services   | 6     | 3%         |
| More information needed  | 5     | 2%         |
| I do not agree with the proposed passenger number criterion                              | 5     | 2%         |
| There should be no exceptions  | 5     | 2%         |
| Buses are the only viable transport for our community                                    | 4     | 2%         |
| Future demand is not predictable   | 4     | 2%         |
| The policy should consider the impact on the environment                                 | 4     | 2%         |
| The proposals could affect employment  | 3     | 1%         |
| Smaller vehicles should be used on routes to make savings                                | 2     | 1%         |
| The policy should consider access to hospital  | 2     | 1%         |
| The policy should allow seasonal exceptions  | 2     | 1%         |
| £5 per passenger journey test needs to be revisited                                      | 1     | <1%        |
| The policy needs to consider access to worship   | 1     | <1%        |
| The policy is detrimental to personal safety   | 1     | <1%        |

## **You and Your Specific Journey**

**This part of the consultation was to understand respondents journeys that they currently make to identify the specific impact on them should their journey be changed or withdrawn.**

### **Views on proposed changes to bus services – Monday to Saturday**

This is an overall analysis of all respondents per service, Further analysis is being undertaken on service by service basis to identify specific journeys relating to journeys affected within the consultation

#### ***1 - Sumners - Passmores - Central Harlow***

***Journey departing from Harlow Bus Station at: 2218***

***Journeys departing from Sumners at: 2200 & 2230***

***Arriva***

*There were 3 responses to the consultation relating to the above service. 2 respondents said they could not re-time their journey to use an alternative service.*

Reasons for usage of the service included work, leisure and shopping.

Comments relating to this service were: counterproductive to promote town centre services and leave no public transport after 10pm, counterproductive to night-time economy and not in line with town revitalisation.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes. Although it may want to promote the night time economy we need to do so in a sustainable way.

## **1A**

### **Monday to Saturday**

#### **Ambrose Avenue – Greenstead**

**Journeys departing from Ambrose Avenue at: 2215, 2245 & 2315**

**Journeys departing from Greenstead at: 2215, 2245 & 2315**

#### **First**

*There were 8 responses to the consultation relating to the service above. 8 people responded directly to the Monday to Saturday proposal. All respondents said they could not re-time their journey to use an alternative service.*

Reasons for usage of the service included studying or training, leisure, babysitting and shopping.

Comments relating to this service were local government should be encouraging sustainable travel and less cars on the road, reducing buses will affect isolation, local authority should be innovative in the ways in improving services rather than cutting back.

Although we wish to innovate, the economics of the cost of subsidy and the low number of people wishing to use public transport mean that there is little scope for innovation. Although we wish to reduce the number of cars on the road these services operate at times when the roads are quiet and we would want to prioritise investment to reduce the number of vehicles at peak times.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **2**

### **Monday to Saturday**

#### **Harlow - Passmores - Staple Tye**

**Journey departing from Harlow Rail Station at: 2240**

#### **Arriva**

*There were 3 responses to the consultation relating to the service above. 1 person said they could re-time their journey for an alternative service, 1 person said they could not re-time their journey and 1 person did not answer that question.*

Reasons for usage of the service are work.

Comments relating to the service were losing the service would be detrimental to passenger safety and increase financial burden on passengers.



The consultation was about a policy rather than specific services. We can confirm that this journey has more than six passengers on average and would therefore be retained under the policy.

## **2A**

### **Monday to Saturday**

#### **Highwoods - Great Horkesley**

**Journey departing from Highwoods at: 2226 & 2326**

**Journey departing from Great Horkesley at: 2258**

#### **First**

*There were 16 responses to the consultation relating to the Monday to Saturday timetable. 14 of the respondents said they could not re-time their journey for an alternative service while 2 respondents could re-time their journey.*

Detailed analysis shows that of those responses, 6 responses related to journeys covered by the consultation with 5 of them being unable to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

Reasons for usage of the service were work, leisure, healthcare, shopping, study or training.

Comments relating to the service were that a late bus should be considered so people do not feel stranded in town late at night; more circular routes should be considered; service changes should be made; that new infrastructure development is being put in place with a lack of public transport to support it; that public transport is only available for residents in profitable areas; that the changes will stop rural residents accessing town activities; that there is a lack of respect shown to residents; that it is cheaper to use buses than rely on taxis and that on-going infrastructure growth promoting modal shift requires reliable bus services,

The fact that buses are lightly used suggests that development has not yet generated significant demand for public transport at these times. Essex County Council subsidises significant bus operations where routes are otherwise unprofitable. We believe that circular routes are unlikely to increase usage significantly although longer journeys will increase the cost.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**4**

**Monday to Saturday**

**Latton Bush - Bush Fair - Tye Green - Central Harlow**

**Journey departing from Harlow Bus Station at: 2237**

**Journey departing from Latton Bush at: 2246**

**Arriva**

There were no responses relating to these journeys.

**4**

**Monday to Saturday**

**Clacton – Jaywick**

**Journeys departing from Jaywick at: 2215 & 2315**

**Hedingham**

*There were 4 responses to the consultation relating to the service above. 3 respondents said they could not re-time their journey for an alternative service and 1 person said they could re-time their journey.*

Reasons for usage of the service were leisure and work.

Comments relating to the service were employment requires reliable public transport links, use smaller buses to save on fuel, increase taxes to pay for this.

Smaller buses are unlikely to lead to a sufficiently large reduction in cost or significantly improve the economics of late night services. Increasing taxes is something that we have limited ability to do as a result of the requirement to hold a referendum for significant increases in council tax. These changes will impact on few people given that the journeys are used by fewer than six people on average.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**5**

**Monday to Saturday**

**Basildon – Felmares**

**Journeys departing from Basildon at: 2220, 2230, 2300**

***Journeys departing from Felmores at: 2214, 2244  
First***

*There were 13 responses to the consultation to the service above. Of the 13 respondents, 5 respondents journey would be affected by the consultation Monday – Saturday and of this no people could re-time their journey with an alternative service.*

Detailed analysis shows that of those responses there were 5 responses related to journeys covered by the consultation, all of whom were unable to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

Reasons for usage of the service are Leisure, Healthcare, Work, Shopping, Study and Training, worship and learning lifeskills

Comments relating to the service from respondents whose journey will be affected were reliant on public transport for employment, cannot afford private transport, reliant on buses as safe methods of transport, Operators earn enough money from day sales to keep evening service going, council run bus operator would could ensure local transport is maintained putting the money gained back into local transport.

The low usage on these services means they are not commercial and a community led solution such as a shared taxi is likely to be a better approach. Wholesale franchising of the network is an option, but would come at significant additional cost and risk to the taxpayer.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

***6  
Monday to Saturday  
Harlow - Little Parndon  
Journey departing from Harlow Bus Station at: 2220  
Arriva***

There were no responses relating to these journeys.

***6A/6B  
Monday to Saturday  
Clacton - Bockings Elm - Point Clear  
Journeys departing from Point Clear at: 2217 & 2317***

***Journey parting from Clacton at: 2250  
Hedingham***

*There were 8 responses related to the service above.*

*Detailed analysis shows that of these, 3 responses related to journeys covered by the consultation. All respondents could not re-time their journey with alternative services. The other responses related to journeys that will not be affected by the consultation.*

The reasons for usage of the service were Leisure, Work, Healthcare. Shopping, Study or training and Worship.

Comments relating to the service were stop making funding cuts, Community cutbacks, Additional timing issues for users, changes could harm local businesses, could harm tourist trade within the area.

The late evening running times of these services mean that tourists will still have the choice of making journeys but doing so earlier. Local businesses continue to be supported by earlier journeys, but later ones are not proving a sustainable investment for taxpayers.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**7**

***Monday to Saturday***

***North Shoebury - Southend - Hockley – Rayleigh***

***Journeys departing from Southend at: 2200 & 2300***

***Journeys departing from Rayleigh at: 2215 & 2245***

***Arriva***

*There were 30 responses related to the service above.*

*Detailed analysis shows that of those responses, 21 related to journeys covered by the consultation. 19 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services. The other responses related to journeys that will not be affected by the consultation.*

The reasons for usage of the service were Leisure, Work, Healthcare, Shopping, Visit elderly friend, attend council meetings, Workers use and pay for this bus, Attending Classes, worship

Comments relating to the service were unreliable service since last change to service provision which has impacted on service use, Services have been cut already, Unable to attend sporting activity if proposed changes happen, Rely on service for employment, Align routes to provide a more complete service, Revise methods of means testing for Travel passes to save money, Will leave people stranded, need to have the service to shopping, meeting friends and other activities.

The usage assessment is based on an average of passenger data and so takes account of occasional unreliability. Whilst there will be individual adverse impacts, it has never been the case that supported local bus services can meet every individual travel need. Community led solutions such as shared taxis are likely to be more appropriate for these numbers of passengers. Under the law, ECC is not able to means test concessionary passes. Earlier journeys are still available even though they may be less convenient.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**7**

***Monday to Saturday***

***Frinton – Clacton***

***Journey departing from Frinton at: 2219***

***First***

There were no responses relating to these journeys.

**8**

***Monday to Saturday***

***Old Harlow - Mark Hall – Harlow***

***Journeys departing from Old Harlow at: 2200 & 2230***

***Journey departing from Harlow Bus Station at: 2218***

***Arriva***

*There were 2 responses directly related to the service above.*

All respondents could not re-time their journey with alternative services.

Detailed analysis shows that of those responses 1 response related to journeys covered by the consultation. The other response related to journeys that will not be affected by the consultation.

The reason for usage of the service is Leisure, Doctors appointment and light shopping.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

***8/8A Monday to Saturday***

***Laindon – Pitsea***

***Journeys departing from Laindon at: 2214, 2242 & 2314***

***Journeys departing from Pitsea Broadway at: 2214 & 2245***

***First***

*There were 24 responses directly related to the service above.*

20 respondents could not re-time their journey with alternative services while 4 respondents could re-time their journey with alternative services.

Detailed analysis shows that of those responses 9 responses related to journeys covered by the consultation. The other responses related to journeys that will not be affected by the consultation.

The reason for usage of the service is Work, Leisure, Shopping, Visiting relatives, Scouts, Volunteering, Healthcare, Worship, Study or training

Comments relating to the service above were unable to attend clubs if bus service withdrawn, unable to use current facilities (Healthcare, leisure, work) and proposed facilities (Multiscreen cinema, restaurants) if service withdrawn, Feel unsafe if bus service withdrawn, Council should control bus services for consistency purposes, Use smaller buses, Would have to find alternative employment as need the service to attend work, Cheaper ticket alternative to incorporate all public transport, Feel safer using public transport, Withdrawal of service would affect mental and physical health.

Smaller buses are unlikely to lead to a sufficiently large reduction in cost or significantly improve the economics of late night services. For those making similar journeys a community led solution such as a shared taxi is likely to be a more appropriate approach. Supported local bus services have never been able to meet every individual travel need. An all Essex saver ticket is already available for bus travel and a plus bus ticket integrates train and bus travel.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**10**

***Monday to Saturday***

***Church Langley - Central Harlow***

***Journey departing from Harlow Rail Station at: 2210***

***Journey departing from Church Langley at: 2222***

***Arriva***

*There were 5 responses directly relating to the service above.*

4 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.

Detailed analysis shows that of those responses, 1 response related to journeys covered by the consultation. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Healthcare, Shopping, Study or training.

Comments relating to the service above were withdrawal of service would affect social life.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **21 B**

**Monday to Saturday**

**Canvey – Southend**

**Journey departing from Southend at: 2214**

**Journeys departing from Canvey at: 2216 & 2316**

**First**

*There were 27 responses directly relating to the service above*

23 respondents could not re-time their journey with alternative services while 4 respondents stated they could re-time their journey with alternative services

Detailed analysis shows that of those responses, 12 related to journeys covered by the consultation with 11 being unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Healthcare, Shopping, Study or training, Caring, Volunteering, Attending meetings

Comments relating to the service above were promotion of sustainable transport, stop cutting public services, Change the way the service is delivered, service provision does not meet customer needs, Would leave residents stranded and away from local amenities, Service keeps people employed, Proposals isolate more people, Reducing bus services has detrimental effect on other public services (mental health services and health services), Replacing service will cost council more money in the long term, Public transport decisions affecting the area, Needed for medical appointments, Buses are more environmentally friendly.

A bus, even a smaller bus, is unlikely to be the most sustainable option for passenger numbers below six. A community led solution such as a shared taxi is likely to be more appropriate. The retention of earlier journeys still allows access to key services even if the times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **31**

**Monday to Saturday**

**Chelmsford - Maldon – Burnham**

**Journeys departing from Chelmsford Bus Station at: 2215 & 2310**

**First**



*There were 25 responses directly relating to the service above.*

22 respondents could not re-time their Journey with alternative services while 3 respondents could re-time their journey with alternative services.

Detailed analysis shows that of these responses 17 related to journeys covered by the consultation, 15 of which are unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work and Job centre, Leisure, Healthcare, Shopping, Study or training, Caring, Volunteering, Attending meetings.

Comments relating to the service above were not cost effective to change service, affect social life, Should look to extend service, Service not reliable at the moment, Reducing services is detrimental to communities, Isolating communities, Reducing social engagement, Impacts personal choice, Reduce service could lead to reduced mental health and wellbeing, Reduced service will affect Children, Elderly and Disabled, Combine with other public transport schemes to improve transport within communities, Promote sustainable transport, Will have to use alternative more expensive travel, Consultation needs to influence policy change.

The consultation was about a policy rather than specific services. We can confirm that this journey has more than six passengers on average and would therefore be retained under the policy.

**36**

***Monday to Saturday***

***Chelmsford - South Woodham Ferrers***

***Journey departing from Chelmsford Bus Station at: 2240***

***Journey departing from South Woodham at: 2221***

***First***

*There were 60 responses directly related to the service above*

57 respondents could not re-time their journey with alternative services while 3 respondents could re-time their journey with alternative services.

Detailed analysis shows that of these responses, 30 related to journeys covered by the consultation. Only 2 said they could retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work and Job centre, Leisure, Healthcare, Shopping, Study or training and family commitments.

Comments relating to the service above were would isolate people in surrounding villages, reliable service would reduce traffic congestion and air quality, Greater marketing and encouragement to use buses, Service always has high number of users, Reduce using facilities in Chelmsford, Reliable service for commuters into London, Withdrawal of service is promotion private car ownership, Could encourage

crime (drink driving), Weekends should be an exception to the reductions, Service is unreliable at the moment, Only source of public transport between two towns at that time of night, Withdrawal of service will not allow travel, Impact on employed people who work late, Withdrawal would lead to spending more money on private transport, Questioning validated of data used by bus companies, Numbers would increase if service was more reliable.

Earlier journeys are still available to access key services, even if the times are less convenient. Supporting bus travel for low numbers is unlikely to contribute to improved air quality and congestion, particularly at these times. Marketing of services at a time when there is already less travel demand is unlikely to make a significant enough change to alter the economics of providing the service. Community led solutions such as shared taxis are likely to be a more appropriate alternative. The passenger data is based on records from electronic ticket machines and is averaged to ensure variations, such as a service occasionally not running, are evened out.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**42**

***Monday to Saturday***

***Galleywood - Chelmsford - Great Waltham***

***Journeys departing from Galleywood at: 2200, 2230 & 2330***

***Journey departing from Great Waltham at: 2249***

***First***

*There were 20 responses directly related to the service above*

17 respondents could not re-time their journey with alternative services while 3 respondents could re-time their journey with alternative services.

Detailed analysis shows that of those responses 8 related to journeys covered by the consultation with 2 being able to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Healthcare, Shopping, Study or training, Work commute.

Comments relating to the service above were alternative transport methods should take accessibility into account, more services would increase uptake, suggested

route improvements, Withdrawal of service would lead to private vehicle hire or use, Stop cutting services, Reliant on public service for transport due to health condition.

Earlier journeys are still available to support access to key services, even if times are less convenient. Changes to routes are unlikely to change patronage sufficiently. It is not feasible to run more services given the already low levels of usage. Community led solutions, such as shared taxis, are likely to be more appropriate.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**45**

***Monday to Saturday***

***Moulsham Lodge - Chelmsford - Oxney Green***

***Journeys departing from Oxney Green at: 2200 & 2307***

***Journey departing from Moulsham Lodge at: 2230***

***First***

*There were 12 responses directly related to the service above*

11 respondents could not re-time their journey with alternative services while only 1 respondent could re-time their journey with alternative services.

Detailed analysis shows that of those responses 8 related to journeys covered by the consultation, with 1 being able to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Healthcare, Shopping, Study or training.

Comments relating to the service above service used as alternative to Sandon park and ride, Service should be improved and not removed, Unreliable service, Use smaller buses, Do not remove service, Reliant on service for further travel.

Supported local bus services have never been able to meet every individual travel need. Increasing services at a time of low usage is not feasible. Smaller buses are unlikely to make a sufficiently large cost saving to change the economics of provision for such low numbers. Community led solutions such as shared taxis are likely to offer a better approach.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted

because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

***Service 57A/57C***

***Monday to Saturday***

***Chelmsford – Galleywood***

***Journeys departing from Chelmsford Bus Station at: 2216 & 2246***

***Journeys departing from Galleywood at: 2221, 2245 & 2313***

***First***

*There were 13 responses directly related to the service above*

12 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.

Detailed analysis shows that of those responses 5 related to journeys covered by the consultation. None of them were able to re-time their journeys. The other responses related to journeys that will not be affected by consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Worship

Comments relating to the service above were Withdrawal would affect social life, Increase service frequency, Increase service reliability, Withdrawal of service would lead to increased private transport, Authority should look at best practice across England relating to public transport strategies and replicate. Consider Environmental impact of reduction in service.

Increasing service frequency when patronage levels are already low is not feasible. For the numbers of passengers carried, private transport alternatives, such as shared taxis, are likely to represent a better alternative, including on environmental grounds. ECC already engages with other local authorities to ensure best practice is reflected in our approach.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**64/64A**

**Monday to Saturday**

**Greenstead - St Michaels Estate/Shrub End/Layer-de-la-Haye**

**Journeys departing from Greenstead at: 2200, 2230 & 2300**

**Journey departing from St.Michaels at: 2230**

**Journey departing from Shrub End at: 2200**

**Journey departing from Layer at: 2310**

**First**

*There were 11 responses directly related to the service above*

9 respondents could not re-time their journey with alternative services while 2 respondents could re-time their journey with alternative services.

Detailed analysis shows that of those responses 7 related to journeys covered by the consultation, with 6 being unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Study or Training, Shopping, Worship

Comments relating to the service above were recommendations for route changes.

Route changes are unlikely to increase patronage sufficiently.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**66**

**Monday to Saturday**

**Colchester North Station – Rowhedge**

**Journey departing Colchester North Station at: 2240**

**Journeys departing from Rowhedge at: 2208 & 2308**

**First**

*There were 29 responses directly related to the service above*

25 respondents could not re-time their journey with alternative services while 4 respondents could re-time their journey with alternative services.

Detailed analysis shows that of these responses 12 related to journeys covered by the consultation, with 11 being unable to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Study or Training, Shopping, Worship, attending meetings, Voluntary work, onward journey and visiting relatives and families.

Comments relating to the service above were recommendations for route changes, Stop cuts relating to public services, Withdrawal of service will affect people with impairments and/or disabilities, Improve services, Impact on the most vulnerable people within the community, Bus services should be inclusive to all members of the public, Ticketing system encouraging non-use, Proposals go against travel plan regarding New housing infrastructure and borough council plans, Proposals need to consider the community benefits of public transport. Increase bus services, Improve flexibility of ticketing, Buses allow resident of Essex to visit the rest of the county, Detrimental to sustainable transport plan proposed for the area.

Earlier journeys are retained to allow access to key services, even if times are less convenient. Route changes are unlikely to significantly increase patronage. A range of ticketing options are available both from the commercial operators and supported by ECC – such as the Essex saver. New infrastructure tends to generate increased peak travel, and those services are unaffected. Buses carrying this number of passengers are unlikely to be environmentally better than community led solutions such as shared taxis.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **66B**

### ***Monday to Saturday***

#### ***West Bergholt - Colchester - Old Heath***

***Journey departing from West Bergholt at: 2259***

***Journey departing from Old Heath at: 2233***

#### ***First***

*There were 12 responses directly related to the service above*

11 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.

Detailed analysis shows that of those responses 7 related to journeys covered by the consultation, all of whom are unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Study or Training, Shopping, Worship, Healthcare and onward journey

Comments relating to the service above were consultation is just cutting services.

This proposal is about shaping services around passenger usage, not simply about cutting services. Well used services are retained.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**68**

***Monday to Saturday***

***Highwoods - West Mersea***

***Journey departing from Highwoods at: 2250***

***Journey departing from West Mersea at: 2255***

***First***

*There were 14 responses directly related to the service above*

11 respondents could not re-time their journey with alternative services while 3 respondents could re-time their journey with alternative services

Detailed analysis shows that of these responses 3 related to journeys covered by the consultation, 2 were unable to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Study or Training, Shopping, Worship, Healthcare.

Comments relating to the service above were alternative route suggestions, Public transport is important infrastructure for communities, Improve flexibility of ticketing, Buses allow resident of Essex to visit the rest of the county, Detrimental to sustainable transport plan proposed for the area.

Alternative routes are unlikely to generate sufficient demand. A range of ticketing options are already available, both from the commercial operators and supported by ECC – such as the Essex saver. A bus carrying this number of passengers is unlikely to be the best environmental option. Others, such as community led shared taxis, are likely to be more appropriate.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

#### **71A**

##### ***Monday to Saturday***

##### ***Chelmsford - Witham - Kelvedon – Colchester***

***Journey departing from Chelmsford Bus Station at: 2230***

***Journey departing from Kelvedon at: 2237***

***Journeys departing from Colchester at: 2205 & 2315***

##### ***First***

*There were 47 responses directly related to the service above*

38 respondents could not re-time their journey with alternative services while 9 respondents could re-time their journey with alternative services.

Detailed analysis shows that of these responses 15 related to journeys covered by the consultation, with 11 being unable to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Study or Training, Shopping, Worship, Healthcare, Volunteering and visiting friends and relatives.

Comments relating to the service above were alternative route suggestions, Public transport is important infrastructure for communities Regular and reliable service needed Proposals do not consider local needs, Affects the most disadvantaged within the communities, Withdrawing service will effect employment (in particular night staff), Withdrawing service not in line with proposed growth of towns villages on route, Detrimental to pollution and environment, Proposals lead to a biased consultation.

Alternative routes are unlikely to generate sufficient additional patronage. Local needs are supported by well used earlier journeys. If future growth generates sufficient demand then additional journeys can be considered. Currently patronage is low. A bus carrying this number of passengers is unlikely to be the best options in environmental terms. Community led solutions, such as shared taxis, are likely to be



more appropriate. The consultation has allowed full scope for people to feed in their views.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **74B**

### ***Monday to Saturday***

#### ***Clacton - Alresford – Colchester***

#### ***Journey from Colchester at: 2210***

#### ***First***

*There were 7 responses directly related to the service above*

All respondents could not re-time their journey with alternative services.

Detailed analysis shows that of those responses 1 related to journeys covered by the consultation. They said they could not retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Visiting relatives and friends

Comments relating to the service above were Bus services monopolised by local providers and detrimental to local bus users, Increase car usage in that area, Service quality has diminished over time, Alternative route suggestions, Improved ticket flexibility would increase usage over time, Withdrawal of services would affect current bus users in poor health.

Bus services are awarded at tender to the operators offering the lowest price. Alternative routes are unlikely to generate sufficient additional patronage. A range of ticketing options are already available both from operators and supported by ECC – such as the Sunday saver. Earlier journeys are retained to allow access to core services, even if the times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**88**

***Monday to Friday***

***Colchester - Earls Colne – Halstead***

***Journey from Colchester at: 2240***

***Journey from Halstead at: 2330***

***First***

*There were 16 responses directly related to the service above*

14 respondents could not re-time their journey with alternative services while 2 respondents could re-time their journey with alternative services.

Detailed analysis shows that of those responses 7 related to journeys covered by the consultation, all of whom are unable to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Study or training, Healthcare, Worship, Visiting relatives and friends

Comments relating to the service above were proposals are detrimental to local bus users, Increase car usage in that area, Alternative route suggestions, Withdrawal of services unable to predict future demand of service to the community, Against proposals of regeneration of specific town.

Alternative routes are unlikely to generate sufficient additional patronage. Passengers are still able to make earlier journeys even if the times are less convenient. Journeys are at times when roads are already quieter so car/taxi journeys are more appropriate for these volumes of travellers. Services can be reviewed if demand increases in future. Alternatives such as community led shared taxis are available for accessing the town centre.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**100**

***Monday to Saturday***

**Clacton – Walton**  
**Journey from Clacton at: 2245**  
**First**

*There was 1 response directly related to the service above*

The respondent could not re-time their journey with alternative services.

Detailed analysis shows that that response related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Shopping.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**102**  
**Monday to Saturday**  
**Colchester – Harwich**  
**Journey departing from Colchester at: 2335**  
**Journey departing from Harwich at: 2215**  
**First**

*There were 22 responses directly related to the service above*

18 respondents could not re-time their journey with alternative services while 4 respondents could re-time their journey with alternative services.

Detailed analysis shows that of these responses 13 related to journeys covered by the consultation. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Study or training, Healthcare, Visiting relatives and friends

Comments relating to the service above were proposals are detrimental to local bus users, Service vital to local community, Increase car usage in that area, Withdrawal of service could lead to isolation, Limited taxi service available in the area, Alternative route suggestions, Service needed for medical appointments, Withdrawal would affect users with various impairments and health conditions, Service to be run by smaller vehicles, Service is vital and the reduction for local authority budget is minimal.

Earlier services are retained to allow access to core services, even if times are less convenient. Alternative routes or smaller vehicles are unlikely to create sufficient additional patronage or change the costs of running services sufficiently.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**352**

***Monday to Saturday***

***Chelmsford – Halstead***

***Journey departing from Chelmsford at: 2245***

***Hedingham***

*There were 14 responses directly related to the service above*

10 respondents could not re-time their journey with alternative services while 4 respondents could re-time their journey with alternative services.

Detailed analysis shows that of those responses 10 related to journeys clearly covered by the consultation. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Attend social group, Visiting relatives and friends

Comments relating to the service above were proposals are detrimental to local bus users, Public transport offer in area is down to minimum before proposed reductions, Increase car/private taxi usage in that area, Increase costs due to private taxi hire, Local authority to have arrangement for flexible fare for future taxi users relating to the withdrawal of the service, Alternative route suggestions, Withdrawal of services could affect people with poor health or impairments , Against proposals of regeneration of specific town.

Earlier journeys are retained to allow access to core services even if times are less convenient. Private car and taxi alternatives are likely to be more appropriate for the numbers travelling. Alternative routes are unlikely to generate sufficient additional patronage. Access to the town centre is still available through more appropriate community led solutions, such as shared taxis.

ECC recognise these potential adverse impacts of withdrawing later services, but we believe that the impact will be limited because of the low number of passengers affected. The recommendation is that the evening services policy is adopted

because of the low usage of these services. It is proposed that as journeys will only be affected if they currently carry less than six passengers on average.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**For the following services, the consultation is in relation to all journeys within the contract stated below because these services are failing the £5 per passenger journey test**

**418B**

**Monday to Saturday**

**Loughton – Harlow**

**Journey departing from Loughton at: 1945, 2045, 2145 and 2245**

**Journey departing from Harlow at: 2020, 2120 and 2220**

**TrustyBus**

*There were 15 responses directly related to the service above*

14 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services

Detailed analysis shows that of those responses 11 related to journeys covered by the consultation, 10 of which were unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Attend social group, Volunteering, Visiting relatives and friends

Comments relating to the service above were proposals are detrimental to local bus users, Reliant on service for further journey, Improve flexibility of bus ticket offer to cater for changes, Increase car/private taxi usage in that area, Alternative route suggestions, Service is unreliable already, Affect Social life, Future services need a coordinated approach to ensure all services serve as many people as possible.

ECC recognise these potential adverse impacts of withdrawing these services, but we believe that the impact will be limited because of the low number of passengers affected. Car or taxi use is likely to be a more appropriate alternative – particularly community led shared taxis.

These services are failing the £5 per passenger journey test. £5 per journey is a level of subsidy that is in excess of many single fares. It is the level above which ECC policy states that services should no longer be supported as they do not offer value to the taxpayer. Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these services.

**21**

**Monday to Saturday**

**Bocking - Black Notley**

**Journeys departing from Bocking at: 1930 & 2030**

**Journeys departing from Black Notley at: 1900 & 2000**

**Stephensons**

*There were 8 responses directly related to the service above*

7 respondents could not re-time their journey with alternative services while 1 respondent did not answer.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Worship,

Comments relating to the service above were proposals are privatising all services, would affect current employment travel, Increase car/private taxi usage in that area, Withdrawal of service will be detrimental to the local community.

ECC recognise these potential adverse impacts of withdrawing these services, but we believe that the impact will be limited because of the low number of passengers affected. Car or taxi use is likely to be a more appropriate alternative – particularly community led shared taxis.

These services are failing the £5 per passenger journey test. £5 per journey is a level of subsidy that is in excess of many single fares. It is the level above which ECC policy states that services should no longer be supported as they do not offer value to the taxpayer. Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these services.

# You and Your Specific Journey

## Views on proposed changes to bus services – Sundays

This is an overall analysis of all respondents per service; further analysis is being undertaken on service by service basis to identify specific journeys relating to journeys affected within the consultation

### ***1 Southend - Hadleigh - South Benfleet - Rayleigh (Hadleigh to Rayleigh section under consultation only)***

#### ***Arriva***

*There were 11 responses directly related to the service above*

10 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.

Detailed analysis shows that of those responses 8 related to journeys covered by the consultation 7 of which said they could not retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training, Volunteering, Visiting relatives and friends

Comments relating to the service above were proposals are detrimental to local bus users, Detrimental to the environment, Lack of alternative methods of transport, Helps community access vital services, Alternative route suggestions, Sunday service is vital for personal situations.

The vast majority of journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Alternative routes are unlikely to generate sufficient additional patronage.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **1 Sumners - Passmores - Central Harlow**

### **Arriva**

*There were 4 responses directly related to the service above*

All respondents could not re-time their journey with alternative services.

Detailed analysis shows that of these responses there were 3 related to journeys covered by the consultation none of which could retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Study or Training, Visiting relatives and friends

Comments relating to the service above were proposals are detrimental to local bus users, Proposals could affect isolation within the community, Work closer with local bus user groups, Current service is unreliable.

The vast majority of journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. ECC already work with local bus user groups and their work in supporting core services is valuable. However, demand is still low at these later times.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **1A - Ambrose Avenue - Greenstead**

### **First**

*There were 9 responses directly related to the service above*

7 respondents could not re-time their journey with alternative services while 2 respondents could re-time their journey with alternative services.

Detailed analysis shows that of those responses 8 related to journeys covered by the consultation, with 2 respondents able to retime their journeys. The other responses related to journeys that will not be affected by the consultation.



The reasons for usage of the service were Work, Leisure, Worship, Childcare commitments.

Comments relating to the service above were effect directly with work arrangements, Proposal will be detrimental to health, Proposals mean a change to social life, Proposal will impact financial element of community, Proposal will be detrimental to health of current service users

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## ***2 - Harlow - Passmores - Staple Tye***

### ***Arriva***

*There were 9 responses directly related to the service above*

6 respondents could not re-time their journey with alternative services while 2 respondents could re-time their journey with alternative services and 1 did not answer.

Detailed analysis shows that of these responses 4 related to journeys covered by the consultation none of which could retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Healthcare, Shopping, Study

Comments relating to the service above were failure to understand the need to review the service, Local demand has not been considered during proposals.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. The review is to enable ECC to focus support on the most well used services and ensure taxpayers' money is invested well. Local demand is considered because the services are shaped around it.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **2A - Highwoods - Great Horkesley**

### **First**

*There were 13 responses directly related to the service above*

12 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.

Detailed analysis shows that of these responses 8 related to journeys covered by the consultation 7 of which were unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training, Visiting relatives and friends

Comments relating to the service above were proposals are detrimental to local bus users, Detrimental to the environment, Lack of alternative methods of transport, Helps community access vital services, Helps community access leisure activities, Alternative route suggestions, Goes against local authority plans for modal shift.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. There are likely to be other options, such as community led shared taxis that are a better alternative environmentally. Alternative routes are unlikely to create sufficient additional demand. Initiatives to focus modal shift are focused on times of peak demand, not Sundays travel when traffic is significantly less.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

#### **4 - Latton Bush - Bush Fair - Tye Green - Central Harlow**

##### **Arriva**

*There were 3 responses directly related to the service above*

1 respondent could not re-time their journey with alternative services while 2 respondents could re-time their journey with alternative services.

The reasons for usage of the service were Leisure, Shopping, Healthcare, Study or Training.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

#### **4A - Southend - Shoeburyness**

##### **Arriva**

*There was 11 response directly related to the service above*

All respondents could not re-time their journey with alternative services.

Detailed analysis showed that there were 9 responses to journeys covered by the consultation of which none were able to retime their journeys. The other responses related to journeys that will not be affected by the consultaion.

The reasons for usage of the service was Leisure, work, shopping, visiting friends and family, Job centre

Comments relating to the service above were expensive alternative transport, vital to access other transport services, Cheaper compared to alternative transport methods and bus service needed to visit relatives

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Although the cost to individuals for these services is potentially lower than alternatives, the additional cost to the taxpayer is significant.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **5 - Basildon - Felmores**

### ***First***

*There were 14 responses directly related to the service above*

All respondents could not re-time their journey with alternative services.

Detailed analysis shows that of these responses 10 related to journeys covered by the consultation of which none were able to retime their journeys. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training, Volunteering, Visiting relatives and friends, Worship, Learning Life skills

Comments relating to the service above were proposals are detrimental to local bus users, Detrimental to personal safety, Lack of alternative methods of transport, Helps community access vital services, Alternative route suggestions, Service is vital for personal situations. Proposals would affect leisure activities

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. For later journeys, alternatives such as community led shared taxis are likely to be a better solution. The retention of core hours journeys will ensure key services can still be accessed. Alternative routes are unlikely to deliver sufficient additional patronage.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times

are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **6 - Harlow - Lt Parndon**

### **Arriva**

There were no responses relating to the service above

## **7/8 - North Shoebury - Southend - Rayleigh(Rayleigh to Rochford section under consultation only)**

### **Arriva**

*There were 13 responses directly related to the service above*

12 respondents could not re-time their journey with alternative services while 1 respondent do not answer.

Detailed analysis shows that of these responses 11 related to journeys clearly covered by the consultation, 8 of whom were unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training, Volunteering, Visiting & caring relatives and friends, Attending meetings.

Comments relating to the service above were proposals are detrimental to local bus users, Proposals will affect congestion in the area, Removal of service will affect current employment travel, Lack of alternative methods of transport, Helps community access vital services, Alternative route suggestions, Sunday service is vital for personal situations.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Alternative routes are unlikely to generate sufficient additional patronage. Routine congestion is not a significant issue after 7pm on Sundays, journeys can still be made before this time.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening

withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### **8 - Old Harlow - Mark Hall - Harlow**

#### **Arriva**

*There was 1 response directly related to the service above*

The respondent could not re-time their journey with alternative services.

The reasons for usage of the service were Shopping, Healthcare

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### **8/8A - Laindon - Pitsea**

#### **First**

*There were 23 responses directly related to the service above*

18 respondents could not re-time their journey with alternative services while 5 respondents could re-time their journey with alternative services.

Detailed analysis shows that of these responses 15 related to journeys covered by the consultation, only 4 of which could retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training, Volunteering, Visiting relatives and friends, Returning home, Caring responsibilities

Comments relating to the service above were proposals are detrimental to local bus users, Detrimental to current responsibilities, Greater financial burden using alternative methods, Lack of alternative methods of transport, Helps community access vital services, Alternative route suggestions, Sunday service is vital for personal situations, Affect current travel for employment, Detrimental to Physically impaired bus users. Detrimental to users with mental health needs, Proposals would affect safety of current bus users

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Alternative routes are unlikely to generate sufficient additional patronage. Additional costs to the individual of using alternatives are recognised but the costs to the taxpayer of supporting services levels with low usage or at frequency are significant. Access to vital services is maintained due to the retention of earlier journeys, even if times are less convenient. Bus users with specific needs or disabilities are still able to access services during core hours.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **10 - Church Langley - Central Harlow**

### **Arriva**

*There were 4 responses directly related to the service above*

3 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training,

Comments relating to the service above were proposals are detrimental to local bus users, Helps community access vital services, Helps community access leisure activities, Affect social life.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **21 - Black Notley - Braintree - Bocking**

### **NIBS**

*There were 9 responses directly related to the service above*

8 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.

Detailed analysis shows that of these responses 3 related to journeys covered by the consultation, 2 of which are unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training, Worship

Comments relating to the service above were proposals are detrimental to local bus users, Helps community access vital services, Helps community access hospital, Helps community access leisure activities, Affect travel arrangements for current employment. Increase isolation within communities. Use smaller buses

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Access to services and leisure activities are still available in core hours, even if times are less convenient. Smaller buses are unlikely to reduce cost sufficiently to change the economies of delivering these services.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is



adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **25 - Basildon - Wickford**

### ***First***

*There were 12 responses directly related to the service above*

All respondents could not re-time their journey with alternative service.

Detailed analysis shows that of these responses 8 related to journeys covered by the consultation none of which could retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Worship, Volunteering, Visiting hospital

Comments relating to the service above were proposals are detrimental to local bus users, Helps community access vital services, Helps community access leisure activities, Affect travel arrangements for current employment. Increase isolation within communities. Financial constraints to source alternative transport, Use smaller buses, Increase isolation within the community, Detrimental to personal safety.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Access to services and activities is still available in core hours even if times are less convenient. The financial costs to the individual of alternatives are recognised, but the costs to the taxpayer of supporting low use services or higher frequencies are significant. Smaller buses are unlikely to reduce costs sufficiently to change the economies of supporting low use services. Alternatives are available, even though these are likely to be at higher cost to individuals.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### **33 Broomfield - Chelmsford - Southminster First**

*There were 3 responses directly related to the service above*

All respondents could not re-time their journey with alternative service.

Detailed analysis shows that there were 3 responses to journeys covered by the consultation none of which could retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Leisure, Shopping, Healthcare and Worship

Comments relating to the service above were proposals are detrimental to local bus users, Helps community access vital services, Helps community access leisure activities, Lack of alternative transport options,. Increase isolation within communities. Service needs to be more reliable.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Services and activities can still be accessed during core hours, even if times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### **36 Broomfield - Chelmsford - South Woodham Ferrers**

#### **First**

*There were 25 responses directly related to the service above*

24 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.

Detailed analysis shows that of these responses 10 related to journeys covered by the consultation only 1 of which could retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training, Volunteering, Visiting relatives and friends, Worship

Comments relating to the service above were proposals are detrimental to local bus users, Main access linking to Dengie area and Chelmsford, Lack of alternative methods of transport, Proposal detrimental to environment, Helps community access vital services, Alternative route suggestions, Sunday service is vital for personal situations, Affect current travel for employment, Only transport available due to health issues.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. There are likely to be more environmentally friendly alternatives to supporting low use services or services that run at a higher frequency such as community led shared taxis. Alternative routes are unlikely to generate sufficient additional patronage. Services are still accessible during core hours, even if times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### **37 Brentwood - Pilgrims Hatch First**

*There were 10 responses directly related to the service above*

5 respondents could not re-time their journey with alternative services while 5 respondents could re-time their journey with alternative services.

More detailed analysis shows that there were 10 responses to journeys covered by the consultation 5 of are unable to retime their journey. The other responses related to journeys that are not affected by this consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training, Visiting relatives and friends

Comments relating to the service above were proposals are detrimental to local bus users, Sunday service vital to the community.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

#### **42A Chelmsford - Stansted First**

*There were 8 responses directly related to the service above*

All respondents could not re-time their journey with alternative services.

The reasons for usage of the service were Work, Leisure, Shopping.

Comments relating to the service above were proposals are detrimental to local bus users reliant on service when using Stansted airport, Helps community access vital services, Local people should deliver service, rely on service due to poor health.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Services are still accessible during core hours, even if times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

#### **45A Oxney Green - Chelmer Village**

##### **First**

*There were 4 responses directly related to the service above*

All respondents could not re-time their journey with alternative services.

The reasons for usage of the service were Work, Leisure, Worship

Comments relating to the service above were proposals are detrimental to local bus users, Hope community need is taken into consideration, Alternative route suggestions.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Alternative routes are unlikely to generate sufficient additional patronage. Community need is reflected in that retained journeys are shaped around usage.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

#### **48A Chelmsford - Boreham**

##### **First**

There were no responses relating to the service above.

#### **54/56 North Melbourne - Beaulieu Park**

##### **First**

*There were 7 responses directly related to the service above*

All respondents could not re-time their journey with alternative services.

Detailed analysis shows that of those responses 1 related to journeys covered by the consultation. They were unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Worship, Hospital Visit, Healthcare, Shopping

Comments relating to the service above were proposals are detrimental to local bus users, Proposals would affect current employment travel arrangements, Bus travel helps with social isolation, Current Service is unreliable.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### ***57B/57C Chelmsford - Galleywood First***

*There were 4 responses directly related to the service above*

3 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.

The reasons for usage of the service were Leisure, Worship

Comments relating to the service above were proposals are detrimental to local bus users, Impact on employment at Hospital, Hope community need is taken into consideration, Use smaller vehicles, Lack of alternative transport methods for that route.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Smaller vehicles are unlikely to deliver sufficient cost reductions to make supporting low used services viable. Alternatives such as community led shared taxis are available although they may be at higher cost to individuals.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For

changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **59 Chelmsford - Harlow**

### **First**

*There were 4 responses directly related to the service above*

3 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.

Detailed analysis shows that of these responses 3 related to journeys covered by the consultation, 2 of which were unable to retime their journey. The other response related to a journey that will not be affected by the consultation.

The reasons for usage of the service were Leisure, Shopping, Visiting Relatives and families

Comments relating to the service above were proposals were unfavourable compared to current service delivery

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

## **66**

### **Colchester - West Bergholt**

#### **First**

*There was 1 response directly related to the service above*

The respondent could not re-time their journey with alternative services.

The reasons for usage of the service was Leisure and work

The comment relating to the service above was late services are still needed to meet community need.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**66**

**Colchester North Station - Rowhedge  
First**

*There was 29 responses directly related to the service above*

The respondent could re-time there journey with alternative services.

26 respondents could not re-time their journey with alternative services while 3 respondent could re-time their journey with alternative services.

Detailed analysis showed that there were 16 responses to journeys covered by the consultation, only 5 of whom could retime their journey. The other responses related to journeys that are unaffected by the consultation.

The reasons for usage of the service were Work, Leisure, Study or Training, Shopping, Worship, attending meetings, Voluntary work, onward journey and visiting relatives and families.

Comments relating to the service above were recommendations for route changes, Stop cuts relating to public services, Withdrawal of service will affect people with impairments and/or disabilities, Improve services, Impact on the most vulnerable people within the community, Bus services should be inclusive to all members of the public, Ticketing system encouraging non-use, Proposals go against travel plan regarding New housing infrastructure and borough council plans, Proposals need to consider the community benefits of public transport. Increase bus services, Improve flexibility of ticketing, Buses allow resident of Essex to visit the rest of the county, Detrimental to sustainable transport plan proposed for the area



Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Alternative routes are unlikely to generate sufficient additional patronage. People with disabilities are still able to make journeys during core hours, even though the times may be less convenient. A range of ticketing options are available both from operators and supported by ECC – such as the Sunday saver. Services can be reviewed if development generates new demand outside of core hours. For low use or higher frequency journeys, alternatives such as community led shared taxis or re-timing journeys are likely to offer more environmentally friendly and sustainable alternatives to a supported local bus.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

#### **66A**

#### ***Waltham Cross - Waltham Abbey - Loughton - Debden Swallow***

*There was 1 response directly related to the service above*

The respondent could not re-time their journey with alternative services.

The reasons for usage of the service were Work and shopping.

The comment relating to the service above was service does not allow weekly ticket due to service being provided by different operators and is financially detrimental to the users.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Where a service is run by a different operator on Sundays to weekdays separate ticketing will be in place.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is

adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

#### **67B**

##### ***West Mersea - Peldon - Monkwick - Colchester First***

*There was 4 responses directly related to the service above*

2 respondents could re-time their journey with alternative services while 2 respondents could re-time their journey with alternative services

The reasons for usage of the service were Leisure and work.

The comments relating to the service above was there was a lack of alternative transport provision within the community and the service is vital to people with impairments/disability.

Most journeys can still be made on Sundays, including by those with disabilities, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

#### **70 Colchester - Chelmsford**

##### ***First***

*There were 8 responses directly related to the service above*

7 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.

Detailed analysis shows that of these responses 6 relate to journeys covered by the consultation, only 1 of which was able to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Leisure, Shopping, Worship, Work, Study or training, Visiting relatives and families

Comments relating to the service above were Understanding community value towards bus service delivery, Affect current travel arrangements for employment.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### ***71C Chelmsford - Witham - Kelvedon - Colchester First***

*There were 30 responses directly related to the service above*

28 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services and 1 respondent did not answer.

Detailed analysis shows that of those responses 17 related to journeys covered by the consultation, none of which are able to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training, Worship, Visiting relatives and friends

Comments relating to the service above were proposals are detrimental to local bus users, Whole bus services need a co-ordinated approach. Increase service frequency, Sunday service vital to the community, Detrimental to the environment, Lack of alternative methods of transport, Helps community access vital services, Helps community access leisure activities, Alternative route suggestions, Goes against local authority plans for modal shift, Current unreliable service.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. There will be no increase in frequency

unless there is sufficient demand to justify it. Alternative routes are unlikely to generate sufficient additional patronage. Alternatives, such as community led shared taxis, are likely to be available and while they will potentially cost more to individuals they offer a more sustainable alternative. Services can still be accessed between core hours, even if the times are less convenient. Investment in modal shift is focused on peak times, whereas Sundays travel demand is much lower.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### **75 Maldon - Colchester First**

*There were 9 responses directly related to the service above*

8 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services.

Detailed analysis shows that of those responses 8 related to journeys covered by the consultation, only 1 of which was able to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training, Worship, Visiting relatives and friends.

Comments relating to the service above were proposals are detrimental to local bus users, Current bus travel too expensive, Un-coordinated follow on bus journeys, Current unreliable service, Helps community access vital services; Health conditions make public transport necessity.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Most fares are set by commercial operators and reflect the costs of delivery of the service and current market rates. Bus services serve a range of passenger needs and so individual onward journeys cannot be catered for easily. Access to services, including for those with health issues, are still available in core hours, even if times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### **76 Clacton - Colchester First**

*There were 4 responses directly related to the service above*

All respondents could not re-time their journey with alternative services.

The reasons for usage of the service were Work, Leisure, Shopping, Study or Training.

Comments relating to the service above were proposals are detrimental to local bus users, Current bus travel too expensive, Un-coordinated follow on bus journeys, ,Current unreliable service, Providers should work closer to get more co-ordinated approach for bus users.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Bus services cater for a range of passenger needs and so individual onward journeys are not easily delivered. Most fares are set by commercial operators and reflect the cost of delivering the service and current market rates.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### **80A/80C Brentwood - Shenfield - Hutton First**

*There were 22 responses directly related to the service above*

13 respondents could not re-time their journey with alternative services while 7 respondents could re-time their journey with alternative services and 2 did not answer if they could re-time their journey.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training, Worship, Visiting relatives and friends.

Comments relating to the service above were proposals are detrimental to local bus users, Current bus travel too expensive, Un-coordinated follow on bus journeys, Current unreliable service, Helps community access vital services, Health conditions make public transport necessity, Sunday service is vital to community, Proposal could affect isolation within community.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Alternative routes are unlikely to generate sufficient additional patronage. Most fares are set by commercial operators and reflect the cost of the service delivered and current market rates. Bus services cater for a range of passenger needs so individual onward journeys are not easily delivered. Services are still supported within core hours and can be accessed then. Including by those with health conditions, even if the times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### ***88A Halstead - Eight Ash Green - Colchester***

#### ***First***

*There were 10 responses directly related to the service above*

9 respondents could not re-time their journey with alternative services while 1 respondent could re-time their journey with alternative services..

Detailed analysis shows that of these responses 4 related to journeys covered by the consultation, none of which are able to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training, Worship, Visiting relatives and friends, Relationship.

Comments relating to the service above were proposals are detrimental to local bus users, Current bus travel too expensive, Bus services should cater the demands on the community, Current unreliable service, Helps community access leisure services, Proposal could affect isolation within community.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Fares are mostly set by commercial operators and reflect the costs of delivering the service and current market rates. These services are shaped around community usage. Services are still accessible in core hours, even if times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**94C South Woodham - Marsh Farm**  
**First**

There were no responses related to the service above

**100 Clacton - Thorpe-le-Soken**  
**First**

*There was 1 response directly related to the service above*

They could not re-time their journey with alternative services.

The reasons for usage of the service were Leisure, Shopping.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening

withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### **102 Colchester - Harwich First**

*There were 13 responses directly related to the service above*

9 respondents could not re-time their journey with alternative services while 4 respondents could re-time their journey with alternative services..

Detailed analysis shows that of those responses 10 related to journeys covered by the consultation, 6 of which were unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training.

Comments relating to the service above were proposals are detrimental to local bus users, Reliant for medical appointment, Helps community access leisure services, Transport operators should encourage more initiatives. Detrimental to environment.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Health and leisure services are still accessible even if times are less convenient. Supporting services with low usage or at high frequency when there is not high demand is not environmentally sustainable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### **106 Colchester - Harwich First**



There were no responses related to the service above

**132 Saffron Walden - Cambridge**  
**C G Myall & Son**

*There were 5 responses directly related to the service above*

All respondents could not re-time their journey with alternative services.

The reasons for usage of the service were Leisure, Shopping, Healthcare, Worship.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**251 Warley - Wickford**  
**First**

*There were 10 responses directly related to the service above*

6 respondents could not re-time their journey with alternative services while 2 respondents could re-time their journey with alternative services and 2 respondents did not answer.

Detailed analysis shows that of these responses 6 related to journeys covered by the consultation 3 of which could not retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Leisure, Shopping, Healthcare, Study or Training.

Comments relating to the service above were proposals are detrimental to local bus users, Helps community access leisure services, Sunday service access is vital, Transport operators and ECC should encourage more initiatives. Cleanliness of buses, Services are unreliable.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so

continuing to support them is not viable. Services are still accessible during core hours, even if the times are less convenient.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

### **351 Chelmsford - Brentwood First**

*There were 21 responses directly related to the service above*

16 respondents could not re-time their journey with alternative services while 4 respondents could re-time their journey with alternative services and 1 respondent did not answer.

Detailed analysis shows that of those responses 15 related to journeys covered by the consultation, 12 of which could not retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Work, Leisure, Shopping, Healthcare, Study or Training, Worship, Visiting relatives and friends.

Comments relating to the service above were proposals are detrimental to local bus users; Reliant for medical appointment, Helps community access leisure services, Transport operators should encourage more initiatives, detrimental to environment.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Services are still accessible in core hours even though times may be less convenient. Supporting low use bus journeys or higher frequency when demand does not justify it is unlikely to be environmentally sustainable.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**352 Broomfield - Halstead**  
**First**

*There were 5 responses directly related to the service above*

3 respondents could not re-time their journey, 1 respondent could re-time their journey with alternative services while 1 respondent did not answer.

Detailed analysis showed that there were no responses to journeys clearly covered by the consultation. Other responses were related to services that will not be affected by the consultation.

The reasons for usage of the service were Leisure and work.

Comments relating to the service above were proposals are detrimental to local bus users, Helps community access leisure services, Financial burden to use alternative transport methods.

Most journeys can still be made on Sundays, including to access services, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Although alternatives can be financially more costly to individuals the cost to taxpayers of supporting low use journeys is significantly less.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

**418B Loughton - Harlow**  
**Arriva**

*There were 7 responses directly related to the service above*

All respondents could not re-time their journey with alternative services.

Detailed analysis shows that of those responses 4 related to journeys clearly covered by the consultation, none of whom were unable to retime their journey. The other responses related to journeys that will not be affected by the consultation.

The reasons for usage of the service were Leisure, Shopping, Healthcare, Worship. Study or training, Volunteering, Visiting relatives and friends.

Comments relating to the service above were proposals are detrimental to local bus users, more initiatives to use public transport, Helps community access leisure services, financial burden to use alternative transport methods, Current service unreliable.

Most journeys can still be made on Sundays, including to access services, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Although alternatives can be financially more costly to individuals the cost to the taxpayers of supporting low use journeys is significantly less.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

#### ***420 Ongar – Harlow (Ongar to North Weald section under consultation only) Trustybus***

*There were 3 responses directly related to the service above*

All respondents could not re-time their journey with alternative services.

The reasons for usage of the service were Leisure, Healthcare, Visiting relatives and friends

Comments relating to the service above were proposals are detrimental to local bus users, Fully integrated ticketing for all public transport, Redesign of how bus services should be delivered, Lack of public transport links.

Most journeys can still be made on Sundays, even if times are less convenient. For later services, fewer than six people on average will use those journeys and so continuing to support them is not viable. Integrated ticketing is available across buses – the Essex saver – and with trains – plus bus.

ECC recognise these potential adverse impacts of withdrawing later services and changing frequencies or timetables. We believe that the impact on evening withdrawals will be limited because of the low number of passengers affected. For changes to frequency and timetables, the journey can still be made even if the times are less convenient. The recommendation is that the Sunday services policy is adopted because of the ability for journeys to continue to be made during core hours at different times and because of the low usage of the evening services.

Officers view is that there are no exceptional circumstances which would suggest that the Council should depart from that policy on these routes.

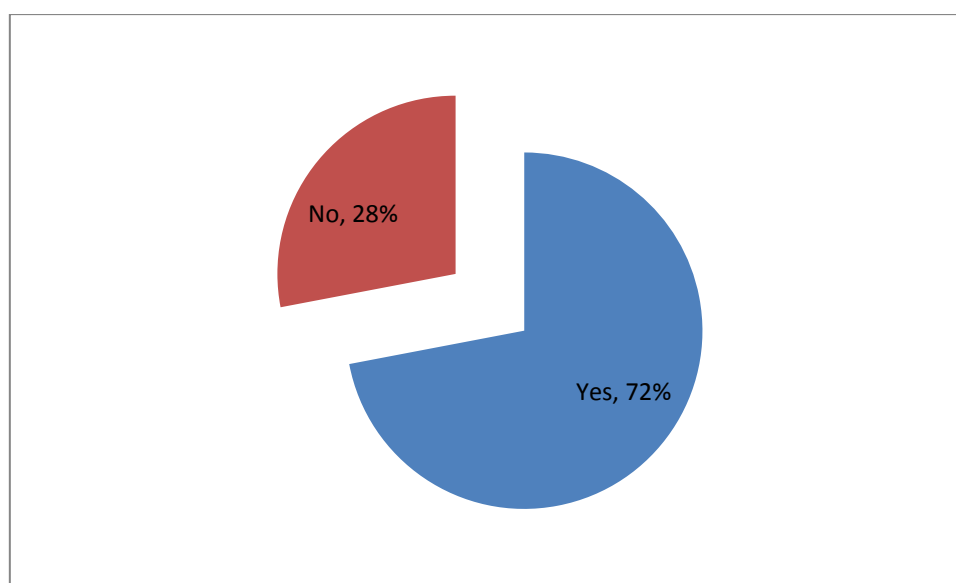
## Getting the Right Type of Service

*The County Council is considering making wider use of services requiring smaller vehicles and of demand responsive transport – with the outcome being transport that runs when it is needed.*

*Essex County Council needs to consider carefully what type of transport service best meets the travel needs in a community or area while remaining affordable in the longer term and were seeking to find views on this proposal.*

*Respondents were asked if they supported ECC making wider use of services requiring smaller vehicles and/or demand responsive transport – transport run when it is needed.*

*1014 respondents answered this question and **72% said Yes they support ECC making wider use of services requiring smaller vehicles and/or demand responsive transport (n=727) and 28% said No they do not support ECC making wider use of services requiring smaller vehicles and/or demand responsive transport.***



*Of the respondents that agreed with the proposals, the reasons given for the approval of the proposals were broken down into 6 answers of which respondents could select all they felt applied.*

***20%** of respondents to the question said that they agree that the proposals would provide **More Flexibility**, **20%** said the proposals would mean **Buses would run at the times when they are most needed**, **17%** said the proposals would mean **Buses not running empty**, **15%** said the proposals would mean **More boarding options**, **15%** said the proposals would be **More environmentally friendly** and **14%** of respondents said the proposals would be a **Better use of tax payers money**.*

***In regards to the free text comments box relating to agreeing with ECC making wider use of services requiring smaller vehicles and/or demand responsive transport, they have been themed, coded and quantified below***

| Theme   | Count | Percentage |
|---|-------|------------|
| Use smaller vehicles  | 33    | 20%        |
| Must take into account user needs                                       | 16    | 10%        |
| Comments on individual routes   | 15    | 9%         |
| General comments  | 12    | 7%         |
| There should be a better co-ordinated approach for bus travel           | 11    | 7%         |
| Services should meet the demands of the employed who rely on bus travel | 10    | 6%         |
| Timetables are needed/real time timetables                              | 10    | 6%         |
| ECC should maintain current services                                    | 8     | 5%         |
| Services should help support activities outside normal working hours    | 6     | 4%         |
| There is an issue with the reliability of bus services                  | 6     | 4%         |
| ECC should improve marketing to encourage bus travel                    | 6     | 4%         |
| Services should have a positive impact on the community                 | 5     | 3%         |
| There should be on demand transport                                     | 5     | 3%         |
| The policy should take into account local demand                        | 5     | 3%         |
| Flexibility is needed for an efficient service                          | 4     | 2%         |
| Accessibility requirements must be met                                  | 3     | 2%         |
| Environmental factors should be considered in making these decisions    | 3     | 2%         |
| Comments on route changes   | 2     | 1%         |
| More information needed   | 2     | 1%         |
| General agreement   | 1     | 1%         |
| Services should be expanded e.g. more night buses during the week       | 1     | 1%         |
| DBS should be required for drivers                                      | 1     | 1%         |
| Safety factors should be considered                                     | 1     | 1%         |

*Of the respondents that disagreed with the proposals, the reasons given were broken down into 4 answers of which respondents could select all they felt applied.*

**42% of respondents to the question said I prefer a fixed Timetable, 30% said they Do not like to pre-book a journey, 16% said the proposals would make transport Less Accessible and 12% said they prefer Larger buses.**

**In regards to the free text comments box relating to not agreeing with ECC making wider use of services requiring smaller vehicles and/or demand responsive transport, they have been themed, coded and quantified below**

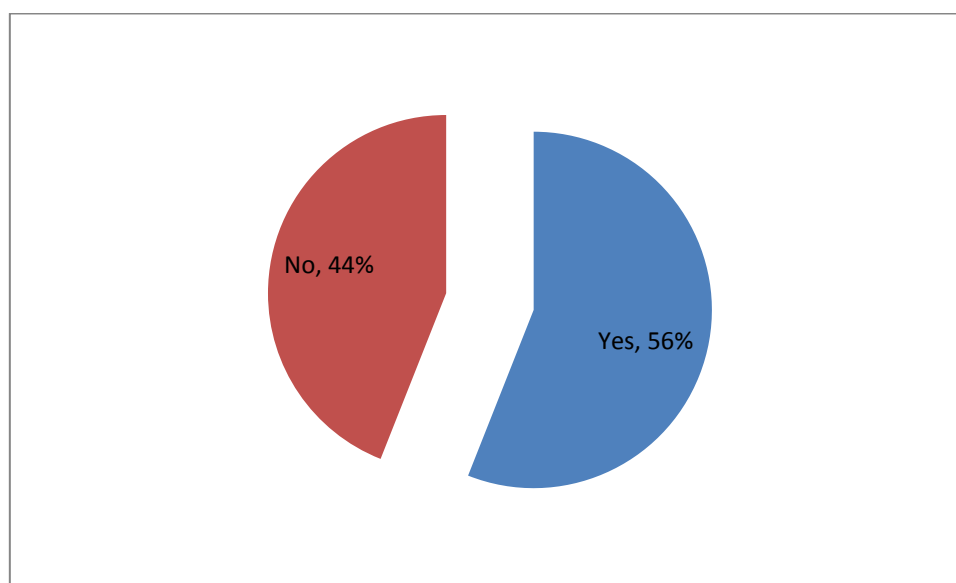
| Theme  | Count | Percentage |
|--|-------|------------|
| The policy does not take into account user needs   | 11    | 10%        |
| There is a reliability issue with bus services   | 11    | 10%        |
| Timetable are needed/real time timetables  | 11    | 10%        |
| There should be a better co-ordinated approach for bus travel                              | 9     | 8%         |
| Comments on individual routes (these are reflected in more detail elsewhere in the report) | 9     | 8%         |
| Accessibility requirements are not met   | 8     | 7%         |
| Flexibility is needed for an efficient service   | 7     | 6%         |
| Smaller vehicles should be used on routes to reduce cost                                   | 7     | 6%         |
| The proposal will have a negative impact on the community                                  | 6     | 5%         |
| It is difficult to understand possible future services                                     | 6     | 5%         |
| Proposals should meet the demand of the employed who rely on bus travel                    | 6     | 5%         |
| I do not agree with on demand transport  | 4     | 3%         |
| The proposals are financially driven   | 4     | 3%         |
| There are insufficient passenger numbers   | 3     | 3%         |
| ECC should maintain current services   | 3     | 3%         |
| There are financial pressures for alternative transport options                            | 3     | 3%         |
| No restrictions should be put in place   | 2     | 2%         |
| Need to take into account local demand   | 2     | 2%         |
| The policy needs to consider safety factors  | 2     | 2%         |
| Tax payers should not be funding this  | 2     | 2%         |
| The proposal is detrimental to the environment   | 2     | 2%         |
| General comments   | 2     | 2%         |
| Buses should be re-nationalised  | 1     | 1%         |
| Proposals around route changes   | 1     | 1%         |
| There is significant reliance on volunteer drivers   | 1     | 1%         |
| More information needed to understand  | 1     | 1%         |



## Devolution - Giving people more control over what, when and where services are run

The consultation was seeking to capture views on how ECC can better enable communities, parishes, districts and local groups to lead the commissioning and delivery of their own local services.

*Respondents were asked if they supported the passing of responsibility for the commissioning and delivery of local bus services to more localised community groups (devolution). 896 answered this question with **56% said Yes they supported passing the responsibility for the commissioning and delivery of local bus services to more localised community group** (n=500) and **44% said No they do not Supported passing the responsibility for the commissioning and delivery of local bus services to more localised community group** (n=396).*



*Of the respondents that agreed with the proposals, the reasons given for the approval of the proposals were broken down into 4 answers of which respondents could select all they felt applied.*

**34%** of respondents to the question said that they agree that the proposals provide **Better decisions made closer to communities they serve**, **29%** said the proposals gave **More local control**, **22%** said the proposals gave **People making decisions are easier for users to contact** and **15%** said the proposals gave **Better value**.

***In regards to the free text comments box relating to agreeing with the devolution proposals, they have been themed, coded and quantified below***

| Theme  | Count | Percentage |
|--|-------|------------|
| The proposal will take into account user needs                                     | 12    | 15%        |
| It is easier to make changes based on local demand                                 | 11    | 14%        |
| Comments on individual routes  | 7     | 9%         |
| The proposal will have a positive impact on the community                          | 5     | 6%         |
| The proposal is taking away services from commercial operator driven travel        | 5     | 6%         |
| Funding needs to be transferred fairly   | 5     | 6%         |
| There should be a combined approach (ECC and local councils) for future bus travel | 5     | 6%         |
| Providers should work more closely with local business/organisations               | 5     | 6%         |
| Reliable bus travel is needed  | 4     | 5%         |
| Governance is needed to oversee transport provision                                | 4     | 5%         |
| Needs to maintain current service standards  | 3     | 4%         |
| Gives communities a greater say in delivery of transport                           | 3     | 4%         |
| More information/marketing needed around devolution                                | 3     | 4%         |
| The proposal enables the local promotion of sustainable transport                  | 2     | 2%         |
| Need to ensure the safety of passengers  | 2     | 2%         |
| General comments   | 2     | 2%         |
| The proposal will support the easing of local traffic                              | 1     | 1%         |
| Technology should be introduced to improve bus user experience                     | 1     | 1%         |
| There should be changes to fare paying procedures                                  | 1     | 1%         |

*Of the respondents that did not agree with devolution, the reasons given were broken down into 4 answers of which respondents could select all they felt applied.*

***27% of respondents to the question said that the proposals provide less consistent decisions across communities, 26% said Non statutory bodies are less accountable, 24% said too much work for smaller groups to manage and 23% said Local communities would need to work together to achieve cost effective cross boundary services.***

***In regards to the free text comments box relating to agreeing with the devolution proposals, they have been themed, coded and quantified below***

| Theme   | Count | Percentage |
|---|-------|------------|
| There should be a combined approach (ECC and local councils) for bus travel | 27    | 14%        |
| Proposals risk a negative impact on the community                           | 21    | 11%        |
| Funding needs to be transferred fairly                                      | 17    | 9%         |
| Expertise would be needed at community level                                | 14    | 7%         |
| Governance/ Regulation needed to oversee transport provision                | 13    | 7%         |
| The proposal risks not taking user needs into account                       | 11    | 6%         |
| The proposal risks cross-boundary differences                               | 11    | 6%         |
| The proposal could have a negative impact on current provision              | 8     | 4%         |
| The proposal risks a lack of ownership of local transport                   | 7     | 4%         |
| The proposal needs to maintain current service standards                    | 7     | 4%         |
| More information needed around devolution                                   | 7     | 4%         |
| The proposal risks bureaucracy rather than service delivery                 | 6     | 3%         |
| Providers need to work closer with local business/organisations to succeed  | 6     | 3%         |
| The proposal needs to take into account local demand                        | 5     | 3%         |
| Comments on individual routes   | 5     | 3%         |
| General comments  | 5     | 3%         |
| The proposal risks being too reliant on volunteers                          | 4     | 2%         |
| Reliable bus travel is needed   | 4     | 2%         |
| The proposal could have a negative effect on vulnerable people              | 4     | 2%         |
| The proposal could remove provision from commercial operator driven travel  | 3     | 2%         |
| The proposal needs to ensure accessibility requirements are met             | 2     | 1%         |
| The proposal would not keep up with changes based on local demand           | 2     | 1%         |
| Public transport should be renationalised                                   | 2     | 1%         |
| The proposal is not sustainable in the long run                             | 2     | 1%         |
| The proposal risks a negative impact on the environment                     | 1     | 1%         |

## Views on Organisations best placed to reflect and support passenger transport needs

The consultation asked respondents to provide views on organisations best placed to reflect and support the passenger transport needs of their community and in getting them to where they need to go.

*Of the respondents that answered the question, there were 4 answers of which respondents could select 1 option or provide a freetext response of who they felt best placed to deliver passenger transport needs.*

**34% of respondents to the question said that *Essex County Council (current commissioner of passenger transport and local transport authority)*, 30% said *Local councils (District and/or Parish)*, 23% said *Bus users groups*, 7% said *Community transport schemes* and 6% said *Community groups*.**

***In regards to the free text comments box relating to other organisations who respondents felt best placed to deliver passenger transport needs, they have been themed, coded and quantified below***

| Theme  | Count | Percentage |
|--|-------|------------|
| General comments   | 14    | 21%        |
| Co-operative model (All organisation listed)               | 11    | 17%        |
| Community transport schemes                                | 8     | 12%        |
| ECC  | 7     | 11%        |
| Bus user groups  | 7     | 11%        |
| Combined parish/district and county council                | 6     | 9%         |
| District and/or parish council                             | 6     | 9%         |
| Bus operators  | 4     | 6%         |
| Service similar to Transport for London                    | 4     | 6%         |
| A national organisation                                    | 4     | 6%         |
| Community groups   | 4     | 6%         |
| Public transport commissioner/Regional Transport executive | 3     | 5%         |
| ECC and Bus forums   | 3     | 5%         |

## Additional Comments

The consultation had an additional comments section asking if respondents had anything additional to the consultation.

*The following section is left blank for you to make further comments relating to this consultation. Please state which service you are referring to.*

There were 613 respondents who provided comment within this section.

Upon further analysis there was 318 service specific comments directly linked to the routes specified within the “*You and your service*” section of the consultation. There were 40 general comments.

***Of the other comments captured within this part of the consultation, these have been themed, coded and quantified below***

| Theme   | Count | Percentage |
|---|-------|------------|
| Proposals will affect the whole community                               | 57    | 10%        |
| Proposals will affect the most vulnerable members of the community      | 54    | 10%        |
| Proposals should advertise/market/encourage more bus use                | 42    | 7%         |
| Maintain and/or Improve current bus services in general                 | 37    | 7%         |
| Proposals should encourage more sustainable transport solutions         | 36    | 6%         |
| Consultation not simple to complete/difficult to understand             | 33    | 6%         |
| Lack of alternative transport in the community                          | 28    | 5%         |
| Sunday travel is essential/Bus travel is essential                      | 27    | 5%         |
| Will affect Cultural/Social/Leisure activities                          | 25    | 4%         |
| Would affect/Consideration needed for current employment travel methods | 24    | 4%         |
| Counterproductive to local plans  | 23    | 4%         |
| More coordinated approach to bus transport needed                       | 22    | 4%         |
| Disagree with policy around Sunday services every 2 hours               | 20    | 4%         |
| Smaller transport needs to be considered/made available to communities  | 20    | 4%         |
| Proposals will be detrimental to environment                            | 19    | 3%         |
| Not a true consultation/decisions have already been made                | 14    | 2%         |
| More information needed to understand the proposals fully               | 13    | 2%         |
| Alternative methods of funding/commercial ideas                         | 11    | 2%         |

|   |   |     |
|---|---|-----|
| to be considered  |   |     |
| Consultation will not reach the affected cohort of bus users  | 9 | 2%  |
| More localised commissioning decisions needed   | 9 | 2%  |
| Disagree with policy around time for evenings   | 8 | 1%  |
| Agree with consultation proposals   | 6 | 1%  |
| Disagree with policy around passenger numbers   | 5 | 1%  |
| Concerns over roll out of DRT/accessible vehicles   | 4 | 1%  |
| Proposals would affect night-time economy in Essex  | 3 | 1%  |
| Proposals will lead to more expenditure money spent on travel   | 3 | 1%  |
| Proposals need to include new digital solutions to demand transport   | 2 | <1% |
| Local authority have a duty under the UN convention on disability to provide public transport for all their residents | 2 | <1% |
| Revise proposals to reconsidered withdrawal of day services   | 2 | <1% |
| Specific vehicles for specific routes   | 2 | <1% |
| Review policy around price per passenger per trip   | 2 | <1% |
| Specific EQIA needed for each district  | 2 | <1% |

## **Appendix 1: Bus service routes considered within the consultation**



Appendix A - for  
consultation 2018.pdf



Appendix B -  
Sundays - use this on

## **Appendix 2: PDF Copy of the consultation survey**



Bus Consultation  
Final Copy.pdf

## Quality Assurance

Report authors: Sean Marks (Research), Research and Citizen Insight

Quality assured by

Signed off by [Name] on [date] for publication

This information is issued by:

**Research and Citizen Insight**

**Essex County Council**

**D202, County Hall, Chelmsford, Essex CM1 1QH**

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**Agenda Item 6**

**Forward Plan reference number: FP/478/07/19e**

|  |                      |
|--|----------------------|
| <b>Report title:</b> Annual Report 2018-19   |                      |
| <b>Report to:</b> Cabinet  |                      |
| <b>Report Author:</b> Gavin Jones, Chief Executive   |                      |
| <b>Date:</b> 23 July 2019  | <b>For:</b> Decision |
| <b>Enquiries to:</b> Richard Puleston, Director for Strategy, Insight and Engagement<br>email Richard.puleston2@essex.gov.uk |                      |
| <b>County Divisions affected:</b> All Essex  |                      |

**1. Purpose of Report**

- 1.1. The Annual Report provides a commentary on the progress made towards ECC's strategic aims and priorities in 2018-19.

**2. Recommendations**

- 2.1. Approve the Annual Report 2018-19 (attached as appendix 1) and that this be published on ECC's website.

**3. Background**

- 3.1 In July 2017, Council formally adopted ECC's Organisation Strategy 2017-2021.
- 3.2 The Organisation Strategy underpins business and corporate planning. It sets out the strategic direction for the organisation and provides a basis for the 'golden thread' connecting ECC's strategic priorities, business plans and individual employee performance plans.
- 3.3 It was agreed that an annual report would be published each year providing a commentary on the performance against the achievement of our strategic aims and priorities.

**4. Issues for consideration**

**4.1 Financial implications**

- 4.1.1 There are no financial implications arising from this paper. The Organisation Strategy sets out ECC's strategic aims and priorities and provides a framework for setting the council's budget. Plans to deliver the strategy are set out each year in ECC's Organisation Plan and given financial expression

in the budget presented to Council in February. The Annual Report provides a commentary on the progress made in delivering the strategy.

## **4.2 Legal implications**

- 4.2.1 The Organisation Plan is a Council approved document meaning that the Cabinet cannot take a decision which is contrary to it. The Annual Report contains information about the Council's activity and outcomes and does not itself have any legal implications.

## **5. Equality and Diversity implications**

- 5.1 The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:
- (a) Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
  - (b) Advance equality of opportunity between people who share a protected characteristic and those who do not.
  - (c) Foster good relations between people who share a protected characteristic and those who do not including tackling prejudice and promoting understanding.
- 5.2 The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).
- 5.3 Progress against ECC's equalities objectives is considered throughout the Annual Report.

## **6. List of appendices**

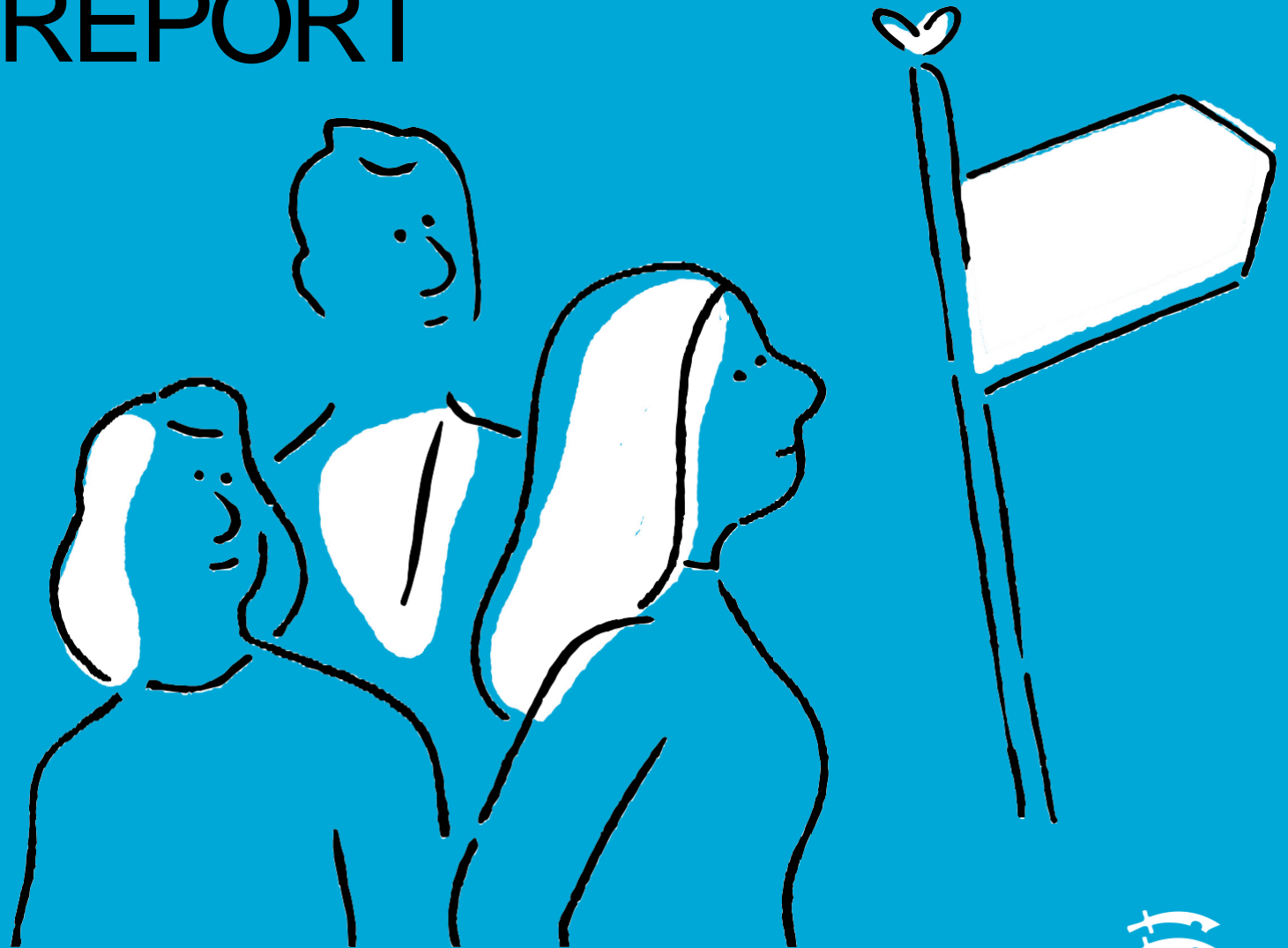
Annual Report 2018/19

## **7. List of Background papers**

Organisation Strategy 2017 - 2021

# ESSEX COUNTY COUNCIL ANNUAL REPORT

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**2018/19**

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# FOREWORD

## FROM THE LEADER

Our Annual Report for 2018/19 shares the progress we have made in delivering the aims set out in our 2017- 21 [Organisation Strategy](#). It sets out our key achievements, our impact for residents and communities and detailed information on our performance against our end of year targets.

We are proud of the progress we have made over the past year.

We have undertaken our largest ever consultation, exploring the future of libraries with Essex residents. Over seventy organisations have already come forward to express an interest in running community library services.

We have secured a game-changing investment of £10.7m from Sport England to help increase physical activity.

We have invested in our county's infrastructure, delivering an ambitious programme of road repairs, over 3,000 new school places and working with government to submit a £546m bid to support transformational road and rail investments.

But we are particularly proud having secured an 'Outstanding' rating from Ofsted for our work in children's social care. This rating marks the culmination in a long but rewarding journey. It reflects our investment in our staff and in improving practice. We must now work to sustain our performance, placing the drive to improve the lives of our vulnerable children and families at the heart of what we do.

These achievements have been made possible because our staff and partners have shown passion and commitment in the face of challenging financial pressures. To offset reductions in government funding, we must constantly manage demand, reshape and reimagine services and look for opportunities to generate income. We must work tirelessly to bring investment into the county so that we can help make Essex an even better place to live and work.

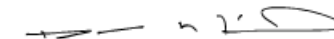
We have high aspirations for Essex – and we are thinking hard about how to achieve these.

The digital revolution has opened up new opportunities for how services are delivered and how residents can access information and make choices. Increasingly, our job is to create opportunities for people and communities to choose and act for themselves, rather than to simply deliver services over which the public has no say.

We are at the midpoint of our administration. There is no doubt that, given our circumstances, we are having to make some tough choices. We also know that there is still a great deal more to achieve to deliver our Organisation Strategy. However, although significant change is likely to be the norm for many years to come, the chance to do things differently and involve our communities in our journey means we are also looking forward to an exciting future for the Council, but, most importantly, for the people of Essex and the communities we serve.



**Cllr David Finch**  
Leader,  
Essex County Council



# STRATEGIC AIMS AND PRIORITIES

## OUR STRATEGIC AIMS

### ENABLE INCLUSIVE ECONOMIC GROWTH



### HELP PEOPLE GET THE BEST START AND AGE WELL



### HELP CREATE GREAT PLACES TO GROW UP, LIVE AND WORK



### TRANSFORM THE COUNCIL TO ACHIEVE MORE WITH LESS



## OUR STRATEGIC PRIORITIES

- » Help people in Essex prosper by increasing their skills
- » Enable Essex to attract and grow large firms in high growth industries
- » Target economic development to areas of opportunity

- » Help keep vulnerable children safer and enable them to fulfil their potential
- » Enable more vulnerable adults to live independent of social care
- » Improve the health of people in Essex

- » Help to secure stronger, safer and more neighbourly communities
- » Help secure sustainable development and protect the environment
- » Facilitate growing communities and new homes

- » Limit cost and drive growth in revenue
- » Develop the capability, performance and engagement of our people
- » Re-imagine how residents' needs can be met in a digital world

## EQUALITY OBJECTIVES

We will tackle the causes of disadvantage, ensuring that all Essex residents can access good jobs and an excellent education, regardless of their background.

We will remove the obstacles that hold Essex residents back, tackling inequalities between children and supporting older people to live independently with dignity.

We will help make it easier for people to travel across Essex, bringing communities together and connecting people to services, employment and learning opportunities.

We will employ a diverse workforce, drawing on the different values and experiences that reflect the communities we serve.

# 2018/19 ACHIEVEMENTS AT A GLANCE

## ENABLE INCLUSIVE ECONOMIC GROWTH



- We have overseen sustained growth in the Essex economy – growth in output, employment and jobs has exceeded national benchmarks.
- We have secured inward investment supporting 1,200 jobs.
- We have continued to deliver our Superfast Broadband programme, we have now enabled more than 120,000 homes and businesses to access superfast services through this programme.
- We have created more than 3,000 new school places, accepting almost 32,000 students into Essex primary and secondary schools.
- We have enhanced further education provision in Essex - working with colleges to establish Stansted Airport College, the Centre for Health and Development (Colchester) and to deliver the second phase of the STEM Innovation Campus in Braintree.
- We have made the case for transformational investment in key road and rail links – working with local partners and government agencies to bid for investment.
- We have cut the number of pot holes on our main roads by more than half and treated over 642 miles of road to prevent new potholes forming.

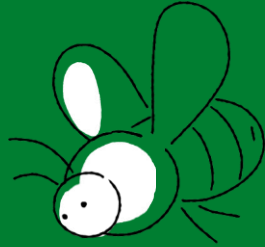
## HELP PEOPLE GET THE BEST START IN LIFE AND AGE WELL



- We have been recognised by Ofsted as providing 'Outstanding' Children's services and by HMIP as providing an 'Outstanding' Youth Offending Service
- We have established specialist provision, within our Youth Offending Service, to support young people to leave gangs
- We have been awarded the Social Worker Employer of the Year
- We have continued to reduce the number of permanent admissions to residential care
- We have reduced delays associated with transfers of care from hospitals to social care – helping to reducing pressures on the NHS
- We have helped ensure that more than eight out of ten care providers in Essex are rated 'Good' or 'Outstanding'
- We have launched a major initiative to improve physical activity in the population and won £10.7m from Sport England.
- We have delivered a new community-focused approach to weight management and have redesigned local alcohol treatment services.

# 2018/19 ACHIEVEMENTS AT A GLANCE

## HELP CREATE GREAT PLACES TO GROW UP, LIVE AND WORK



- We have invested in flood protection, reducing surface water flood risk to 383 homes.
- We have worked with district councils and government to develop a strong partnership approach to support emerging Garden Communities.
- We have worked with district councils and the development industry to enable the delivery of over 6,000 net new homes.
- We have worked with district councils to help secure investment in local infrastructure from private developers.
- We have published the award-winning Essex Design Guide, including new content on digital, the ageing population, and Garden Communities, to improve new housing development.
- We have successfully limited waste growth enabling Essex residents to reuse, recycle and compost over 55% of all household waste, and making Essex one of the top performing county areas.

## TRANSFORM THE COUNCIL TO ACHIEVE MORE WITH LESS



- We have delivered savings of £64 million against our budget, by developing more innovative approaches to the way we work
- We have completed the construction of two residential development schemes in 2018/19 (38 units) and established a pipeline of over 600 new homes to follow. Gross sales revenue in 2018/19 was £5.7m, delivering a net surplus of £1.1m.
- We have completed the majority of our organisational redesign making staff savings of £19m over two years and driving up productivity, most notably across support services.
- Developed a new, fairer pay and grading scheme for employees, including an investment of £3.3m.



# RESOURCES

We continue to face significant financial challenges. We face tough decisions on where to focus our resources to best meet the needs of our residents and communities now and in the future.

We know that securing the best outcomes for Essex means maximising the impact of the resources we have. We do this by continually seeking value for money for the taxpayer: reviewing our services regularly to ensure they are modern and fit for purpose; reducing costs; increasing efficiency and generating new income.

We have an outstanding track record, having delivered £311 million of savings in the last 4 years. That equates to a saving £1.5m per week, every week, for the last four years. We have done this while delivering outstanding children's and youth offending services, cutting the number of pot holes on our main roads by half, and supporting our schools to be amongst the best in the country.

## OUR SPENDING

Over the past year, we have spent over £2bn on making Essex a better place to live and work. Of this, around £1.85bn was our day to day spending on the services we deliver to residents and communities.

We fund services which support some of our county's most vulnerable people. For example, we spent over £650m on health and adult social care services last year. This includes spending on public health

programmes and on the support we provide to older people, those with mental health problems, and those with physical, sensory and learning disabilities. We provided support to more than 24,000 vulnerable adults.

We also spent over £116 million on services to support children and families. This includes services which helped us safeguard, protect and secure positive outcomes for vulnerable children. It includes supporting children in care and providing fostering and adoption services across the county.

As well as supporting and protecting vulnerable people, we fund key services that enable our county to function – services which we all take for granted, but which we cannot operate without. For example, we spent almost £90m last year on environmental and waste management services. This includes running recycling centres and managing over 1,000 kg of waste per household, recycling 55%.

We also use our money to fund services which contribute to our residents quality of life, such as libraries and country parks, and provide funding for local initiatives.

Last year, over half of this spending was funded by grants, (including from government), and from income we generated through fees and charges. Local taxes paid by local businesses and residents accounted for the balance: business rates funded 9% of our

spending while council tax funded 34%.

## OUR INVESTMENTS

In addition to our day-to-day spending on services, we invested £255m through our Capital Investment Programme last year. Through this programme we:

**Invest to Grow** – making investments in infrastructure to enable, and respond to, economic and demographic growth.

In 2018/19 our investments have, for example:

- enabled 8,905 household and business premises to access Superfast broadband for the first time and some 3,240 to access broadband speeds of over 300mb;
- created c.3,000 new school places;
- through school expansions and the construction of new schools at Beaulieu Park Chelmsford and Newhall Primary in Harlow; and
- enabled the expansion of further education provision through Stansted Airport College, the Centre for Health and Development (Colchester) and to deliver the second phase of the STEM Innovation Campus in Braintree.

**Invest to Maintain** – maintaining or extending the life of current assets. In

2018/19 our investments have, for example:

- enabled us to treat over 642 miles of road across the county, rectifying carriageway and structural defects;
- reduced the risk of surface water flooding to 383 residential properties.

**Invest to save/ generate financial return** - in 2018/19 we have:

- supported the roll-out of LED street-lighting, reducing ECC's energy bill and carbon footprint;
- sold the first properties built through the Essex Housing Programme – providing award winning market housing and specialist provision for vulnerable people. In 2018/19 this programme generated sales revenue of £5.7m and a net surplus of £1.1m.

## NEXT YEAR

We will continue to face financial pressures in 2019/20 (and beyond) and, in this year alone, will need to deliver a challenging portfolio of savings projects to save a further £60m.

Nevertheless, we will continue to seek value for money and invest in Essex. We will use all resources at our disposal to ensure we meet the needs of our residents and communities and that Essex continues to be a great place to grow up, live and work.

# 2018/19 ACTIVITY AND PERFORMANCE

This section summarises our key activities and performance for each key area of our four strategic aims, outlined in our Organisation Strategy:

Detailed information on our performance measures and targets is provided in the Appendix.

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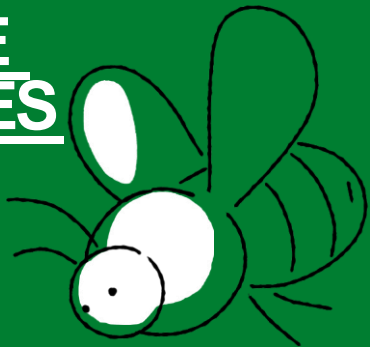
ENABLE  
INCLUSIVE  
ECONOMIC  
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HELP  
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HELP CREATE  
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WORK



TRANSFORM THE  
COUNCIL TO  
ACHIEVE MORE  
WITH LESS



# HELP PEOPLE IN ESSEX PROSPER BY INCREASING THEIR SKILLS

We know that the number of well qualified people in Essex has continued to increase, but that the workforce remains less well qualified than similar areas in the south east and the UK as a whole. Just under half (49%) of Essex residents aged 16 to 64 had Level 3 or above qualifications in 2018 - below the UK average of 58%.

Certain groups in Essex are significantly less skilled and, as a result, can face other barriers to economic success.

Over the past year we have continued to focus our efforts on improving skills levels within Essex – working with schools; improving careers advice and influencing education and training provision to better reflect the needs of both current employers and the growing technology sector.

## ENSURING QUALITY EDUCATION FOR ALL

We have continued our work to increase the capacity and quality of schools and colleges in Essex.

We have delivered more than 3,000 new school places. We have reformed our approach to school support based on clusters of schools and started a review of learning provision in each district for people

0-19 years old.

We have enhanced further education provision in Essex - working with colleges to establish Stansted Airport College, the Centre for Health and Development (Colchester) and to deliver the second phase of the STEM Innovation Campus in Braintree.

90% of pupils in the county now attend a good or outstanding school, compared to 85% nationally, and in 2018, 63.5% of pupils achieved at least a level 4 pass (Grade C in the old system) in GCSE English and Maths.

## IMPROVING CAREERS ADVICE

Essex County Council has continued to support schools and college Careers professionals through the Essex Network Careers and weekly bulletins that include information that will enable the establishments to progress their Careers Education and Information, Advice and Guidance Programmes.

We have also improved young people's understanding of career opportunities through the continued development of the Enterprise Advisor Network. This network provides a link between businesses and

schools, and there are now 37 Enterprise Advisers working across the county with a further nine to be matched with schools.

In addition to this, our 'Give an Hour' Campaign has identified, within its first two months, a further 26 people from a range of business sectors wishing to support school events that promote and improve young people's understanding of opportunities in the world of work. We will continue this campaign, building on these early results.

## DEVELOPING SKILLS TO SUPPORT GROWTH SECTORS

We have continued the Education and Industry STEM Programme, supporting secondary schools to increase student uptake and continued learning in Science, Technology, Engineering and Mathematics. Through this we have provided students with the opportunities to participate in industry led events, challenges and competitions.

We have played a direct role in linking employers in growing sectors with learners. We have created a health and social care fund to promote health and social care

careers to further education students. We have also expanded the Apprenticeship Promotion and Brokerage Hub – linking employers in growth sectors with new learners. 403 school leavers secured an Apprenticeship last year. This is a 25% increase on the previous year – bucking the national trend which saw a decline Apprenticeship starts.

## WHAT NEXT?

In the year ahead, we plan to deliver 1,066 new primary school places and 2,198 new secondary school places. We will increase the number of apprenticeships delivered through Adult Community Learning.

Building on the success of our ACL provision, we will review our future skills focus and release a new Skills Strategy and Action Plan. This will focus on the importance of all age skills development and working increasingly with employers across Essex to understand their needs and the support they can offer their employees, whilst continuing to work closely with our further and higher education partners.

# ENABLE ESSEX TO ATTRACT AND GROW LARGE FIRMS IN HIGH GROWTH INDUSTRIES

We know that Essex needs to attract large firms and improve the productivity of existing businesses to bridge the productivity gap that exists between Essex and its peers in the UK and overseas.

Through the Industrial Strategy, the UK government aims to boost productivity by backing businesses to create good jobs and increase the earning power of people throughout the UK. Our strategy is to ensure that Essex has a business environment that allows productive and knowledge-based industries to thrive.

## PROMOTING ESSEX AS THE PLACE TO LOCATE

Through Invest Essex we are working to attract new businesses to the high-quality commercial spaces Essex has to offer, targeting national and international industry networks and targeted exhibitions, conferences and network events.

The Invest Essex service supported 61 Essex Inward Investment projects in 2018/19, leading to the relocation of 8 new businesses into Essex, including 3 large employers, and the creation of 1247 new jobs.

We have also overseen an increase in the number of Foreign Direct Investment opportunities that have been successfully secured in Essex, bucking a national trend.

Through the Invest Essex service we have also supported smaller businesses to develop and grow. This programme has supported 40 Essex SMEs to grow and has led to the creation of over 60 new jobs.

## DEVELOPING SUPPORTIVE INFRASTRUCTURE

The Superfast Programme is working with OpenReach and Gigaclear to upgrade as many homes and businesses across Essex to access Superfast Broadband with the deployment of fibre to help increase economic growth opportunities.

In 2018/19 Superfast Essex has enabled more than 20,500 homes and businesses to access superfast fibre broadband. Meaning that over 120,000 homes and businesses are now enabled to access superfast broadband.

Superfast Essex has also secured a £5m DEERA Grant to help rural businesses access full fibre broadband.

We have been supporting the development of strategic commercial space across the county. This includes the new University of Essex Knowledge Gateway Innovation Centre in Colchester which was completed in December 2018 and ARU's ARISE Harlow Innovation Centre on Harlow Science Park, which will open later in 2019.

Ongoing work is taking place in planning upgrades to the major road networks across Essex including the new Lower Thames Crossing, J7a on M11, A12 and A120 upgrades and improvements.

We have also secured over £3.6m from the South East Local Enterprise Partnership to support the development of a new digital skills campus in Basildon and the expansion of commercial space in Epping Forest district.

## WHAT NEXT?

2020 will be an important year for Essex businesses as the Essex 2020 Festival and British Science Week are hosted in the County, coinciding with the 100th Anniversary of Marconi's First radio broadcast. In addition, 2020 will see the 400th anniversary of the sailing of the Mayflower and 200th

anniversary of the Beagle. It is envisaged that these opportunities will come together to showcase Essex and its businesses on a global scale, attracting greater investment and growth into the economy of Essex.

In 2019 ECC will be consulting upon and developing the Essex Local Industrial Strategy, feeding into the South East Local Enterprise Partnership Industrial Strategy which is due to be published early in 2020, setting out the key drivers for future economic growth in Essex and what ECC and our partners will do to support that growth to happen.

Alongside this work, we will also be preparing for the delivery of major infrastructure projects that will be coming to Essex in the coming years, including the new Lower Thames Crossing and a potential new nuclear power station at Bradwell in Maldon. Working with partners we will be planning to ensure that these major infrastructure projects will benefit the economy, residents and communities of Essex.

# TARGET ECONOMIC DEVELOPMENT TO AREAS OF OPPORTUNITY

We know that Essex has significant untapped economic potential compared to the rest of the South East. We are focusing our work to unlock economic growth on those areas with the most significant development opportunities, building on the inherent strengths of these places to unlock inclusive housing and economic growth whilst addressing the deprivation, disadvantage and inequality that exists in some communities.

## INVESTING IN OUR KEY LOCATIONS

Over the past year we have worked with partners to better understand the potential for inclusive growth in four areas of opportunity: Basildon, Colchester, Harlow and Tendring. We have begun to develop a bespoke programme of work for each of these areas, based around a set of interventions that will secure long-term, positive impact.

As part of this, we are working in partnership to develop town centre regeneration plans focused on improving the vibrancy and attractiveness of key towns – success in this area will provide a catalyst to new housing, employment and leisure opportunities for residents.

In Harlow we have established a partnership to transform its town centre through better use of public sector assets. We are working with partners to secure investment to improve public spaces, develop new homes and business units, and redesign the transport network for the town, building sustainable transport infrastructure, allowing a better choice of travel and better connectivity.

We are enabling new growth as well as regeneration, developing new approaches to housing growth, focused on creating new, sustainable and attractive garden communities that will be accessible for current and future residents of Essex:

- In North Essex we are working closely with district authorities to develop plans to build 40,000 homes in Colchester, Tendring and Braintree and attract thousands of new, high quality jobs to the area.
- In Harlow we are supporting Harlow and Gilston Garden Town, to build around 16,000 new homes up to 2033, in East Herts, Harlow and Epping Forest, attracting good jobs, infrastructure and building quality places.

- In Chelmsford and Uttlesford we are offering support to four new garden settlements.

In each of these areas we have worked with partners to secure ongoing financial support from government.

We are also working to address issues in some of the county's most challenged areas. In Jaywick Sands we are working with partners across the public, private and third sectors, using our collective resources to enhance the existing housing stock and develop new, bespoke approaches to tackling deprivation and addressing disadvantage.

## INVESTING IN ECONOMIC GROWTH

We have invested in the construction of the Stansted Airport College, providing practical courses in aviation-related careers, business services, engineering, and hospitality, retail and events. The college officially opened in November 2018, and was inundated with applications, over recruiting against its targets, with 279 fulltime learners and 17 apprentices.

Year 2 applications have been strong with 371 fulltime applications and 12 new

apprentice applications. The college anticipate further strong progression into apprenticeships.

The College has experienced overwhelming interest from organisations associated with the airport, receiving donations inclusive of a jet, equipment and training aids.

Harlow college is currently in discussions with Stansted Airport Ltd with a view to further develop training resources to include more airport related equipment and technology built into programmes.

## WHAT NEXT?

Over the next twelve months we will lead work with the North Essex authorities of Colchester, Tendring, Braintree and Uttlesford on the North Essex Economic Strategy and Action Plan, which will help create the conditions for existing businesses to grow and attract new businesses to locate in North Essex.

We will take forward work with Tendring District Council and the Housing and Finance Institute to finalise and implement a joint action plan for the revitalisation of Jaywick Sands.



# HELP KEEP VULNERABLE CHILDREN SAFER AND ENABLE THEM TO FULFIL THEIR POTENTIAL

Over the past twelve months, our work to improve outcomes for the most vulnerable children, young people and families in Essex has been consistently judged as outstanding.

In November 2018 Ofsted inspected our services to vulnerable children and families and judged them to be outstanding. Our Youth Offending Service was also judged outstanding, by HMIP.

Analysis by the consultancy iMPower found that we provided the third-most efficient children's services in the country; and ECC won Employer of the Year at the annual Social Work Awards.

This recognition means that children, their families, and the people of Essex can have a high degree of confidence in the help we provide.

## IMPROVEMENT PARTNERSHIPS

We were awarded £2.1m over two years, by the Department for Education's Partners in Practice programme, to support other local

authorities, whose children's services require improvement. We are now working with 12 authorities, helping them to improve a wide range of children's services, successfully. In addition, we have been contracted as consultants by other authorities directly, generating a small income that will help strengthen services for Essex residents.

## INSIDE OUT: ENGAGING WITH VULNERABLE ADOLESCENTS IN CARE

Following a funding award of £3.1m from the Children's Services Innovation Fund, we have led work to implement the Inside Out pilot project with Hertfordshire and Norfolk county councils. The project aims to engage the most vulnerable young people in residential care, with intensive support, to settle them, and then safely step them down to family-based services. The project went live in June 2018 with 11 young people and is showing early signs of success: all young people have been engaged, and 5 have left residential care, saving over £100,000pa. The pilot continues in 2019/20, expanding into Hertfordshire and Norfolk.

## ESSEX FOSTERING SERVICE

During 2018/19, we invested in adaptations to the homes of a dozen foster carers, and developed our therapeutic foster carer service, to enable more children to leave institutional settings and live in family-based care.

## YOUTH VIOLENCE

Our Youth Offending Service is collaborating with partner agencies to develop a comprehensive response to youth violence. Setting up the country's first Violence & Vulnerability Unit, it will engage young people and help to reduce violence in our communities.

## WHAT NEXT?

Our primary focus is to maintain the quality of our outcomes for children and their families. However, this does not mean standing still.

Over the four years of the Children & Families Business Plan 2019-23 we will:

- reduce non-contact time for social workers, by 10%;
- Increase the number of children in foster care placed with our own Fostering Service to 85%; seek to minimise growth in demand arising from poverty; and
- re-commission our emotional wellbeing and mental health services, to improve services to young people in 2019/20

We will continue to experience service pressures due to the impact of poverty, and the complexity of the difficulties facing families, from the impact of austerity.

We are developing a programme focusing on narrowing the gap in outcomes as we seek to tackle deprivation and increase aspiration. We will work alongside our key partners in Essex to identify what role we can play in tackling child poverty

# ENABLE MORE VULNERABLE ADULTS TO LIVE INDEPENDENT OF SOCIAL CARE

We have sustained our focus on enabling vulnerable adults to live independently. We have continued to shift from reactive services, working with our partners in the NHS, the voluntary and community sector and the private care sector, to emphasise prevention and early intervention. We are reducing the need for hospital admissions and formal care services, and supporting recovery and reablement – helping people to regain independence following times of crisis.

## INCREASING INDEPENDENT LIVING

We have supported more than 24,000 vulnerable adults this year, through a range of social care and support services.

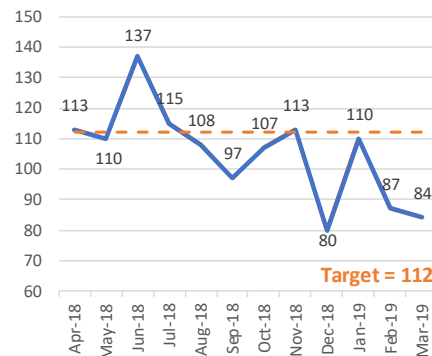
Particular highlights include:

- reducing the number of older people entering residential care by preventing crises, and by promoting both homecare and the use of assistive technologies; and
- rethinking our approach to accommodation for people with mental health issues, issuing contracts that emphasise recovery.

This has helped increase the percentage of people who are in contact with secondary mental health services and who are in

stable accommodation.

**Admissions of older people to permanent residential care, Apr 18- Mar 19**



Source: ECC A4W service data

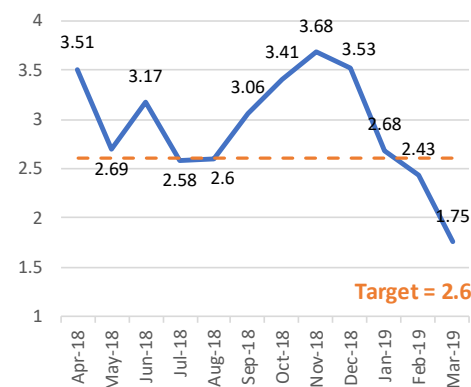
## INTEGRATING HEALTH & SOCIAL CARE

We have developed joined-up plans with local NHS partners for the future of health and care. This includes provider-led Alliances, Integrated Care Partnerships and the development of neighbourhood level teams.

One area where integration has had a big impact has been in reducing delayed transfers of care from hospitals to social care. By developing Integrated Discharge teams – including social care, mental health, reablement and hospital

representatives – we are providing long-term support following hospital discharge, and have improved outcomes month-on-month since Nov 2018. There were 1,400 fewer social care delays in 2018/19 than in 2017/18, and we are on course to exceed challenging national targets in this area.

**Delayed transfers of care, occurrences per day per 100,000 Apr 18 - Mar 19**



Source: NHS Sitrep Report, 18+ years

## SUPPORTING PEOPLE LIVING WITH DEMENTIA

We have continued to innovate and drive new thinking. ECC's Challenge Prize focused on tackling dementia was won by Wayback – a Virtual Reality film concept

designed to fully immerse viewers in positive moments from our collective past, triggering memories and helping improve the well-being of those with dementia.

## WHATNEXT?

More than eight out of ten care providers in Essex are rated 'Good' or 'outstanding' but, over the year ahead, we will seek to increase this by investing in the PROSPER programme, dementia training and rolling out the Gold Standard for End of Life.

We will invest in public health initiatives to reduce long-term demands on social care and will further strengthen our work to support those with mental health issues and learning disabilities into employment. 16% of those with Learning disabilities are already in work – well above our four-year target.

We will also seek to develop digital approaches to improve access to information, advice and guidance for vulnerable adults and carers.

# IMPROVE THE HEALTH OF PEOPLE IN ESSEX

Life expectancy in most parts of Essex is above national averages, but it varies significantly across different areas and is lower for vulnerable and socially excluded groups.

The fundamental drivers of health inequalities are inequalities in economic and educational opportunities. ECC remains committed to reducing economic inequality between more affluent and deprived communities, and giving all children the best chance of an outstanding education and quality of life (see pages 9, 12 and 13 above)

Avoidable deaths from heart disease and mental health remain key issues in Essex. Obesity, diabetes and dementia are growing problems.

## DEVELOPING A JOINT STRATEGY WITH PARTNERS

Over the past year we have worked with partners to agree and launch a new Joint Health and Wellbeing Strategy. This strategy signals a commitment from across agencies to:

- tackle mental health issues;
- address the poor lifestyle choices that lead to obesity and related conditions;

- focus on disability and older age; and
- take steps to address the wider determinants of health.

We have also been instrumental in establishing a multi-partner Prevention group, focused on interventions that can help prevent poor-health outcomes. This group brings together statutory partners, businesses and local communities.

## PUBLIC HEALTH AND COMMUNITIES

Through 2018/19 we have strengthened our work with communities, engaging with local business, schools, GPs, and residents and developing community led, owned and delivered services. This approach has enabled us to reach further and engage more widely than we ever could by acting alone. As a result we have seen:

- a 30% increase in people helped to lose weight last year to 7,500 through community led initiatives.
- 2000 people trained in Mental Health First Aid; and
- 12,000 reached with our Suicide prevention training.

Through our work with Provide, we have also stepped up work with employers to

improve workplace health with a focus on mental health and muscular skeletal disorders. This has included offering mental health first aid training to 1200 ECC staff.

## PHYSICAL ACTIVITY AND OBESITY

We have secured £10.7 million through a bid to Sport England to support work with partners in Basildon, Colchester and Tendring, to help increase opportunities for people to get active – particularly those who are older, disabled or in disadvantaged socio-economic groups.

We have progressed work with Braintree District partners to develop a system wide approach to managing childhood obesity. The programme – Livewell Child – has started to deliver significant gains. Children at the schools involved saw a reduction in levels of obesity while the levels increased everywhere else. This project will now be rolled out more widely.

## WHATNEXT?

We will continue to build our work with local communities over the coming year. We will expand community weight management initiatives and roll out Livewell Child with other districts. We will begin to deliver the Sport England funded

pilot and will ensure 75% of our primary schools undertake the Daily Mile.

We will also pilot devolution of the whole drug and alcohol budget to a new Charity which will both seek additional external resources and commission user focussed services.

Crucially, we will influence and steer the work of public sector partners in tackling deprivation and disadvantage – focusing on the fundamental drivers of poor health and inequalities.



# HELP TO SECURE STRONGER, SAFER AND MORE NEIGHBOURLY COMMUNITIES

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We are supporting communities to help themselves by building community capacity and capability.

## BUILDING COMMUNITY CAPACITY THROUGH SOCIAL MEDIA

Over the past twelve months we have reached 250,000 people through Facebook. Through local Facebook groups, and links with their administrators, we have encouraged the community to help each other, using microgrants to provide support for locally devised projects.

We have convened Facebook administrators with interests in epilepsy, learning disabilities and carers issues to support the co-production of care pathways with the local NHS.

Our reach through Facebook is also helping us to tackle social isolation. Working with Provide, our community health provider, we are supporting Facebook group administrators with training in care navigation - supporting people to get to the right community, health and social care support. We are also building the role of Facebook group administrators as VIP high-value volunteers. Provide will help

Facebook administrators to develop community project ideas, access funding, facilitate meet ups and undertake training in Asset Based Community Development.

We are the only local authority working with communities in this way – defining the blue print for online community building and setting a direction for others to follow.

## BUILDING CAPACITY THROUGH THE VOLUNTARY & COMMUNITY SECTOR

We have worked to build capacity at the community level and within the Voluntary and Community Sector (VCS), working with partners such as the Rural Community Council for Essex and the Essex Association of Local Councils.

We have worked with partners to launch the Essex Community Alliance, giving community sector organisations a stronger voice and a vehicle to secure more co-ordination within Essex.

We have also reviewed our investment in the VCS ensuring that the resources we have are used to maximise the achievement of outcomes. A single point of access has been developed to optimise the

effectiveness of funded community schemes, including community agents and care navigators. We have also developed an approach to identifying our assets of benefit to the local community

## COMMUNITIES INFRASTRUCTURE

We undertook our largest ever consultation exercise in 2018/19, on the future of libraries. Over 21,000 people have taken part in the debate and shared their views. More than seventy community groups have expressed an interest in running community-led libraries.

We have continued to invest to establish vibrant hubs in our communities that include library and registration services with other partners and our communities

## SAFER AND STRONGER

The newly integrated Health and Justice Services across Essex (Street Triage, Police Custody Healthcare and Liaison and Diversion) have been mobilised to support reductions in re-offending.

We have worked with partners to improve 'community sentencing' and 'out of court

disposals' to reduce levels of offending.

Crucially, we continue to work to improve the lives of those impacted by domestic abuse. Our campaigns have resulted in more people reporting abuse to the police and accessing our community services for support. The Drive programme - a new approach to holding perpetrators of domestic abuse to account – has helped deliver substantial reductions in physical abuse, sexual abuse harassment, stalking and controlling behaviours.

## WHAT NEXT?

Over the next year, we will:

- continue to fund training for Facebook admins and the groups they support;
- work with Facebook administrators to develop a welcome pack for new residents; and
- further strengthen our work to tackle social isolation, launching our 'United in-kind' social movement and befriending service; and
- work with local communities to establish a network of community-led libraries.

# HELP SECURE SUSTAINABLE DEVELOPMENT AND PROTECT THE ENVIRONMENT

We want to protect the environment for current and future generations. At the centre of our approach to this is our developing Green Infrastructure Strategy which will take a positive approach to enhancing, protecting and creating an inclusive and integrated network of high-quality green spaces across Essex

## PROTECTING COMMUNITIES FROM FLOODING

Over the past year we have delivered a programme of flood protection schemes reducing the risk of surface water flooding in 383 properties. Over 1,000 properties have seen a reduction in surface water flood risk since the beginning of our floods capital programme four years ago. We succeeded in securing external flood investment of £1.6m in 2018/19 bringing the total amount of external investment to £3.9m over the four year programme. This external investment funds over one-third of our flood protection capital programme.

The Floods Team built new water gardens in Basildon Hospital's Cardiothoracic centre and created a nearby flood storage wetland,

designed to reduce flooding in Basildon. The gardens have proved hugely popular and provide therapeutic respite for patients, visitors and staff. The funding partnership included the ECC Capital Programme, the EU Interreg 2 Seas programme, Basildon & Thurrock University Hospital, Anglian Water, and the Environment Agency. The project received the prestigious British Construction Industry Small Project Award last year and has been shortlisted for Climate Resilience Project of the Year at this year's awards.

## SUPPORTING GREENER LIVING

As part of our drive to secure a greener and more sustainable future for our county, we launched '**Solar Together Essex**' in partnership with iChoosr- the group buying specialist. This scheme offers residents the opportunity to take part in an online auction for high quality solar panels, saving money on both installation and future energy bills.

ECC is already an electricity generator, generating electricity on the roof of County Hall and from three landfill sites. Over the past year, 305 solar installations have been completed in Essex, which has resulted in a

total of just over 1,000 KW (i.e. 1MW) installed renewable energy on Essex homes and a carbon saving of almost 300 tonnes per year.

We continue to sponsor the Essex 'energy switch' scheme and have seen 1723 acceptances for the scheme this year. Since running this scheme the average saving for the bill payer has been £230.

## COMMITMENT TO ACHIEVE ZERO WASTE

We aim to achieve zero avoidable waste by 2050. We are continuing to focus our efforts to minimise waste and reduce our reliance on landfill - we are currently recycling and composting over 55% of our waste.

- The Love Essex social media campaign was shortlisted for the national LARAC award with content being seen more than 2.3 million times.
- A partnership with Freecycle10 has seen 14,000 new users giving away unwanted items
- The £30 cloth nappy refund claims increased by 26.8% compared to the

previous year and reflects a countywide trend.

- We have led by example, driving out single use plastics in catering outlets at County Hall.

## WHATNEXT?

Opportunities will be developed to generate more clean, renewable energy on publicly owned assets and promote schemes that reduce carbon emissions and that enable the growth of electric vehicles in the county.

We aim to raise residents' awareness of reuse across the county from January 2019 to December 2019.

We will develop a clean air strategy to improve the health of the county.

# FACILITATE GROWING COMMUNITIES AND NEW HOMES

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The County Council is working with partners to enable the development of 144,000 new homes over the next 20 years, while protecting the county's landscape and ensuring Essex remains a great place to live. Homes need to be affordable and meet residents' needs throughout their lives, building vibrant communities, not just houses.

## GARDEN COMMUNITIES: SUSTAINABLE NEW DEVELOPMENTS

Districts across Essex are bringing forward proposals to create new 'Garden Communities' as great places to live and work. Essex County Council is working in partnership with district councils to plan for the new communities across the county. Garden communities are designed to promote community inclusion and walkable neighbourhoods, with easy access to green spaces and commercial areas.

We are equal shareholders with district councils in North Essex Garden Communities Ltd a company established to take forward proposals for three new Garden

Communities in Tendring, Colchester and Braintree. Over the next 30 years these three schemes will deliver over 40,000 homes and jobs in high-quality, liveable communities.

We are partnering with Uttlesford District Council in new communities at Easton Park and North Uttlesford, and development at the West of Braintree site, and with Chelmsford City Council on the garden community planned north east of the City. Further work is underway at Harlow Gilston Garden Town in the west of the county and Dunton Hills in the south. The option for a new settlement bordering Southend is under consultation.

## BIDS FOR MAJOR TRANSPORT INFRASTRUCTURE TO UNLOCK NEW HOMES

Infrastructure is vital alongside new homes. We have therefore worked with partners and government to make the case for transformational investments in road and rail infrastructure to help support housing growth across the county. We are also supporting bids lead by Hertfordshire County

Council to unlock growth in Harlow and Gilston Garden Town. Essex's bids total more than £540 million.

## LOCAL PLANS

New Local Plans set out how to deliver significant housing proposals, including new Garden Communities, and the infrastructure required to make great places. We are providing support to our borough, city and district councils to develop Local Plans. Four were submitted for examination in Chelmsford, Epping Forest, Harlow and Uttlesford, and three continued to examination, in Braintree, Colchester and Tendring. Consultation on draft Local Plans took place for Basildon, Brentwood and Rochford.

## A NEW DESIGN GUIDE FOR ESSEX

We need to ensure that new housing development is planned and designed to a high standard. Through the Essex Planning Officers' Association and supported by the County Council, the Essex Design Guide was updated in 2018. It embraces emerging design challenges and opportunities by incorporating

the themes of Health and Wellbeing, Active Design, Ageing Populations, Digital and Smart Technology and Garden Communities. The updated Design Guide was a winner in the 2019 Planning Awards, in the category of the award for Design Excellence.

## WHAT NEXT?

We will continue to work with district, borough and city councils to progress their local plans for growth, including planning and delivering Garden Communities. Essex districts have committed to increase the supply of new homes in the coming years. If successful in securing funding, we will start to deliver strategic transport infrastructure needed for new and existing communities.

We will increasingly focus on the quality of development in Essex, launching a new Quality Review Panel to advise on the quality of new developments in Essex. We will also update our Developers Guide to ensure that developers continue to support the delivery of community infrastructure as an intrinsic part of their developments.

# LIMIT COST AND DRIVE GROWTH IN REVENUE

Essex County Council has already delivered £311 million of savings in the last 4 years, including £64 million in 2018/19. We have kept council tax as low as possible for residents, with bills amongst the lowest of county councils in England. But we face significant financial challenges and must continue to maximise the value of every pound of taxpayers' money.

Our commitment to secure value is reflected in the way we work. We have built sound financial and cost management practices. We apply rigour to our financial decision-making and to our investments, scrutinising the business case supporting each decision to ensure that taxpayers' money is used wisely.

We also review our services on a regular basis to ensure they are modern and fit for purpose; reducing costs, increasing efficiency, increasing skills and capacity when necessary and generating new income.

This way of working provides a platform for success. It allows us to secure quality in our services whilst maintaining discipline in managing our costs. It allows us to invest in positive outcomes whilst exploiting opportunities to generate income. It allows

us to innovate and be confident that we can realise the benefits of new ideas and new ways of working. Key examples from this year are set out below.

## QUALITY & VALUE FOR MONEY IN OUR SERVICES

In 2018/19 we secured an outstanding rating from Ofsted for our Children's Services. This is a remarkable achievement, but is all the more remarkable considering our low cost base. Independent analysis conducted by IMPOWER suggests we have one of the most efficient children services departments in the country. Several factors contribute to this, including:

- a strong emphasis on early intervention – diverting children from costly care placements;
- working with neighbouring authorities to develop shared bids for funding;
- reviewing our approach to respite for children with disabilities – expanding the range of options available to families; and
- redesigning how we place foster children in residential care – developing a framework to ensure the best providers in Essex are secured to support those children with complex needs.

## QUALITY AND RETURNS THROUGH OUR INVESTMENTS

In 2018/19 we completed the construction of two new residential development schemes, comprising 38 housing units, and established a pipeline of future development of around 600 units. The largest of the schemes delivered this year was Goldlay Gardens in Chelmsford - a 32-unit development located on a former library headquarters. The development combines market housing with specialist apartments, supporting a better quality of life for young adults with learning disabilities. The units are built to a high specification, and we were highly commended in the UK Housing Awards 2019.

Due to the quality of the development, and the sound supporting business case, the scheme helped secure financial returns too. The total value of sales in 2018/19 was £5.7m, generating a surplus of £1.1m.

## INNOVATION IN PROCUREMENT

Sound financial management has also allowed us to innovate through our procurements. Our £600m Integrated Residential and Nursing contract is a clear example. This contract runs over six years in collaboration with health partners in Essex

and enables the roll out of innovative practices such as:

- BedFinder – a new digital tool allowing social workers and citizens to search online, and in real time, for rooms in care homes. This will bring practices which have been common place in the hotels industry into the care sector, and allow users to make more informed choices;
- offering a maximum of three choices of home that meet users' needs, changing our practice to ensure efficient use of time and money; and
- collaborative pricing with NHS partners, ensuring that ECC and the NHS pay the same rate and avoid unnecessary and costly competition.

## WHAT'S NEXT?

We will continue to tightly manage costs and explore new opportunities. For example, we are investing in our outdoor centres, exploiting commercial opportunities by offering a greater range of activities and accommodation to customers in the schools and leisure market.

# DEVELOP THE CAPABILITY, PERFORMANCE AND ENGAGEMENT OF OUR PEOPLE

Essex County Council employs around 6,500 people. They are our greatest asset. We need to continue to attract a highly skilled workforce, and provide the tools, processes and direction they need to perform well. This work is crucial to ensure we continue to attract and retain the best employees in local government.

## OUR PEOPLE PLAN

In 2018, the workforce strategy “Our People Plan” was launched and a £2.9m investment was agreed to ensure delivery of four crucial themes.

**Creating the right conditions** – we are working to ensure our people can bring their best to work, making sure that we set the right culture through listening and consulting with our employees; that they have a clear and development focused performance management approach and that they are rewarded appropriately.

In support of this, we have completed 80% of the transition to Essex Pay, our new Pay & Grading approach which ensures pay is in line with the market, is fair and transparent so that we can continue to attract and retain the best employees in local government.

Alongside Essex Pay we have developed a social care competency framework which links rate of pay to an approach of capability development which will improve performance as well as retention of social care practitioners. We have also seen a reduction of our gender pay gap of 1.9%.

The use of apprentices has significantly increased with 147 active apprentices across the council.

**Getting ahead of the curve** – We are enabling our workforce to work more productively, providing better technology and continuous improvement capability to ensure business processes are fit for purpose and efficient. This also looks at how we better utilise data and analytics to ensure the Council has the right size workforce, with the right skills and right people – at the right cost.

Our Organisation Design programme has continued throughout 2018/19 and is laying the foundations for this. It is iterating a structure best able to respond to our current and future challenges whilst also enabling £19m savings over two years.

**Optimising the employee experience** – We are giving our employees a stronger voice, developing our culture of learning and ensuring ECC is a desirable place to work. We are delivering a better working environment, creating a workplace that everyone is proud of and that can help attract the best, diverse talent.

The employee experience starts with recruitment. Over the past year, we have decided to bring management of ECC’s permanent recruitment process in-house, and to develop a new approach to recruiting temporary workers. This will contribute to savings of at least £449K as well as delivering a higher performing recruitment service.

**Enabling Growth & Development** – We are ensuring that our workforce is ready to perform at their best in an ever-changing environment. We’re committed to building an organisation which enables every one of us to be the best we can.

Our Organisation Design programme has already achieved great results in terms of improved leadership and we continue to develop strong leadership development programme as well as setting the

foundation for our management programme and learning framework for all employees

## WHAT NEXT?

Over the next twelve months we will be investing in areas across our People Plan to ensure we have a workforce that’s ready for the future in areas such as new people-based technology, continuous improvement and reward & recognition.

We will also be designing our new individual performance management approach, built on a foundation of what our staff want and need rather than mechanistic, unnecessary processes.

We’ll be looking at our employment standards, ensuring that they are fit for purpose and that they deliver a better employee experience. Our new wellbeing strategy will be developed focusing on employee engagement in, and employee ownership of, issues such as wellbeing, the working environment and how active leaders support wellbeing.

Through this work, we will ensure our workforce is more diverse, highly skilled and productive, transforming the council to doing more, for less.



# RE-IMAGINE HOW RESIDENTS' NEEDS CAN BE MET IN A DIGITAL WORLD

Our residents expect good online services that they can access at a time and on a device of their choosing. Effective online services can help them to move from phone contact to self-service online.

## IMPROVING OUR ONLINE PRESENCE

We know that residents and professionals experience challenges when interacting with [essex.gov.uk](https://www.essex.gov.uk) and our wider web estate. In many cases, users simply cannot find the information that they need. A significant proportion of users call the council's Contact Centre as a result.

Over the past year, we have been working on a new website. Our aim has been to develop a single website that meets the needs of our residents, delivers the best possible content and uses flexible and scalable technology. This will provide a platform for better online services.

By working in stages and testing with users as we go, we have been able to identify and fix potential issues early on before investing in costly development work. And instead of building our own website from scratch we have collaborated with Stockport Metropolitan Council who made a

significant investment in their website and use an innovative approach that enables content to be delivered to a range of devices including voice (such as Alexa) rather than focusing narrowly on websites and web browsers.

To address issues with finding information, we have undertaken extensive user testing, added a new search function and redesigned our content based on user need.

Throughout this work, we have used GOV.UK good practice guidelines to ensure our work is consistent and quality assured.

## ACCESSIBLE, INCLUSIVE SERVICES

As a public body it's vital our online services are accessible to everyone.

New accessibility legislation came into force last September that gave us a legal duty to make our websites and web apps accessible to the 'AA standard'. We have been using accessibility checking tools as it is built alongside an expert Accessibility audit to achieve an AA standard accreditation. The website has a badge from the accrediting provider that indicates we are undergoing the audit to show we are

serious about accessibility.

## REDESIGN AND AUTOMATION OF SERVICES

Over the past year we have assessed and redesigned key 'public facing' services, improving and automating processes to make it quicker and easier for residents and service users to have their needs met.

This has been supported by work to reduce the number and complexity of our supporting IT systems. These improvements will ensure we can do more with less, reducing duplication and overhead costs.

A clear example of this has been our work on the Blue Badge service. By simplifying our approach and using national solutions, we have improved the customer experience for both initial applications and renewals.

As we continue this work, our customer communications platform will be replaced and improved. This will add new digital access channels and provide more choice for customers. For example, it will supplement the telephony service with a self-service portal including web chat to enable assisted on-line applications.

## WHAT NEXT?

We will continue to assess and consolidate our web estate. Building on the foundations of [Essex.gov.uk](https://www.essex.gov.uk), we begin a new programme of work to provide better online services for Essex residents.

We will monitor user feedback and respond by making quick improvements to the website as we identify issues for users.

We will offer additional support to some of our residents who can't currently access services online. We have started research to understand the level of need and the support that will be required.

We will also explore the use of new and emerging technologies such as Artificial Intelligence and Robotic Process Automation, where appropriate, to ensure access to council services continues to improve and keeps pace with our residents' expectations.



**Agenda Item 8**

**Forward Plan reference number:** FP/409/04/19)

|  |                      |
|--|----------------------|
| <b>Report title:</b> Extension of local bus contracted services due to expire in March and July 2020 |                      |
| <b>Report to:</b> Cabinet  |                      |
| <b>Report author:</b> Andrew Cook, Director, Highways and Transport                                  |                      |
| <b>Date:</b> 23 July 2019  | <b>For:</b> Decision |
| <b>Enquiries to:</b> Helen Morris (Head of IPTU) or Robert Richardson (Local Bus, DRT, CT Manager)   |                      |
| <b>County Divisions affected:</b> All Essex  |                      |

**Confidential Appendix**

This report has a confidential appendix which is not for publication as it includes exempt information falling within paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972, as amended.

**1. Purpose of Report**

- 1.1 This report relates mainly to supported local bus Monday to Saturday contracts which are due to expire in July 2020.
- 1.2 The contracts allow for a year's extension. We seek authority to extend most of the contracts for a year, if the contractor agrees to this, and to re-procure contracts where the contractor declines.
- 1.3 Cabinet is also asked to approve consultation on a proposal to withdraw two contracts in July 2020:
  - service 39 Witham Town Centre to Allectus Way and
  - 313/313a Great Dunmow to Saffron Walden,as these are both over £10.00 per passenger journey which significantly exceeds Essex County Council's (ECC) benchmark cost per passenger journey of £5.00.
- 1.4 Finally, Cabinet is asked to extend three contracts from March 2020 to July 2021 to align the termination date with the other contracts which are the subject of this report.

**2. Recommendations**

- 2.1 To agree to extend 76 Monday to Saturday local bus contracts across Essex as set out in appendix A by 12 months from July 2020 until July 2021 if the



operator agrees to the extension. Cabinet is asked to note that the annual cost of these is £6.9m.

- 2.2 To agree to extend three Monday to Saturday local bus contracts as set out in appendix B with a current cost of £198k per annum from March 2020 to July 2021.
- 2.3 To agree that where the contractor will not agree to extend a contract then ECC will undertake a procurement exercise using the Dynamic Purchasing System to replace only those contracts, on the basis that the existing services are maintained. Any new award shall be for a period of 12 months expiring in July 2021 and will be provided within the available total local bus budget.
- 2.4. To authorise the Director, Highways and Transport, to award the contracts procured to replace contracts which cannot be extended.
- 2.5 To agree to consult on the withdrawal of services 39, 313 and 313a listed in appendix C in July 2020 as the cost of these services significantly exceed ECC's benchmark figure of £5.00 per passenger journey.

### **3. Summary of issue**

#### **Background**

- 3.1 In Essex around 85 per cent of the bus network, by passenger miles travelled, is provided commercially. On these services, commercial operators set their own bus routes, set their own fares, and run their services as their commercial interests require.
- 3.2 The remaining 15 per cent of the local bus network is supported as set out in 'Getting Around in Essex' – a bus and passenger transport strategy (the Strategy) which was published in September 2015. In December 2018 ECC launched a 12-week consultation on reshaping the local bus network for Sunday and evening services and on specifically identified service routes. That consultation has closed and the outcomes and proposals for the future evening and Sunday bus services is subject to a separate Cabinet decision.
- 3.3 In the meantime, there are a number of contracts that relate to daytime Monday to Saturday services which are due to expire in July 2020. These are set out in Appendix A. These routes support in total around 2.4 million passenger journeys a year at an annual cost of £6.9m. ECC would like to develop options for those services and time is needed to properly consult on the service proposals and consider the responses. Accordingly, ECC plans to extend those 76 contracts held with the current providers to enable time for this review to take place. Following the review, a full consultation will take place.
- 3.4 In addition there are some services for which contracts expire in March 2020. These have an anomalous termination date, in some cases because they

were originally tendered as part of a pilot integration scheme, where ECC were testing tendering contracts with home to school contracted services. The proposal is to extend these contracts to July 2021 so they will align with the remaining Monday to Saturday daytime contracted services. This will allow for a public consultation to take place in order to shape the future integrated design of the network.

- 3.5 Local bus contracts are let through a Dynamic Purchasing System (DPS) on terms which allow ECC to extend the contract term by up to 12 months in total if the contractor agrees.
- 3.6 Some current providers may choose not to extend their contracts with ECC and prefer that the contract is allowed to naturally expire at the end of the contractual period. In these instances, ECC will need to carry out a short procurement exercise using the Dynamic Purchasing System (DPS) to ensure that there is no loss of service on these routes over the next 12 months.
- 3.7 The evaluation criteria for any new contracts will be based on price, subject to the supplier meeting a minimum threshold. The standard existing framework terms and conditions will be used, which include key performance indicators for contract management purposes to ensure ECC can seek continuous improvements during the contract period.
- 3.8 Any new replacement contracts will be awarded to expire initially in July 2021. This will provide ECC time to undertake its review and consultation exercise. It is proposed that these new contracts are awarded by the Director, Highways and Transportation.
- 3.9 During the next 12 months, ECC propose to hold a 12-week consultation on the Daytime Monday to Saturday services. This consultation will seek to explore the options for re-shaping the local bus network and consider how ECC could devolve more of that activity to communities and their representatives. The consultation will also seek to identify the journeys that people feel are the most important to them.
- 3.10 ECC will also look at how to procure services as flexibly as possible. This includes seeking ways of operating services in different ways where appropriate. This might include demand responsive services or the use of accessible minibuses rather than full size traditional buses.
- 3.11 The consultation will enable ECC to assess the individual impact of these proposals. Upon the conclusion of the consultation, ECC will carry out a full review of all responses and use those responses to inform its decision making around the future daytime Monday to Saturday contracted services across Essex. A further report will be brought back to Cabinet for consideration on any proposals for the service.
- 3.12 Finally, it is proposed to consult on withdrawing services 39, 313 and 313a as described in appendix C as the passenger numbers and cost of the service mean that they currently significantly exceed ECC's value for money

benchmark figure of £5.00 per passenger journey. For these services the cost is over £10.00. A decision on withdrawal will be made by the Cabinet Member after formal consideration later this year.

#### **4. Options**

4.1 Option 1 – Neither extend nor retender services – all current Monday to Saturday services under contract to ECC would end in 2020. (Not recommended).

##### 4.1.1 Benefits:

- Until March/July 2020 local communities served would retain access to all current services, maintaining existing links to key services. By not extending expiring contracts in July 2020 taxpayers would save £6,950,587.42 per annum.

##### 4.1.2 Issues:

- With existing contracts due to finish in March and July 2020 this will leave communities with no ECC supported Monday to Saturday services following these dates.
- ECC have not consulted on the withdrawal of Monday to Saturday services, therefore the option does not meet the objectives of the current ECC Passenger Transport Strategy and there is a risk of legal challenge.

4.2 Option 2 – Re-procure all existing services as they currently operate. (Not recommended).

##### 4.2.1 Benefits:

- Communities would retain access to all current services, maintaining existing links to key services.

##### 4.2.2 Issues

- This would mean there would be no review of current services including those that are failing and those that might be suitable for commercialisation.
- There would be no consultation on provision of a more tailored service to suit passenger needs.
- There would be no consultation on service provision to consider cost and future budget restrictions.
- This will mean taxpayers will continue to fund Monday to Saturday journeys in a way which may not be optimal and in some cases where the service costs more than £5 per passenger journey.
- There would be no opportunity to reflect alternative delivery options in service delivery.

4.3 Option 3 - Extend contracts expiring in March 2020 for 16 months to July 2021 and extend contracts expiring in July 2020 for 12 months to July 2021 to allow a full review and consult over future service delivery to provide a cost effective and efficient service delivering value for money for the taxpayer. **(Recommended approach).**

#### 4.3.1 Benefits

- Local communities served would retain access to journeys Monday to Saturday until July 2021.
- Allow time for ECC to carry out a full review and consultation process to identify the most suitable and effective service provision in terms of value for money and meeting demand.
- Potential for ECC and operators to provide local solutions in an innovative way.

#### 4.3.2 Issues

- Some operators may decline to extend the contracts so ECC will need to procure those contracts. This may increase current contract costs, as they were last procured in 2016 and therefore may not reflect current market value.
- In addition, timetable requirements set in 2016 may not meet current passenger travel patterns.

4.4 Option 3 is the preferred approach as this mitigates the key risk that decisions on future service provision are made in isolation and without due consideration of the wider strategy.

### 5.1 Financial implications

5.1. Please refer to separate confidential appendix E. The appendix contains commercially confidential information relating to the estimated cost of the contracts which could be used to unduly influence tender submission prices if published.

5.2 The proposed procurement approach of extending existing contracts to July 2021 is likely to deliver the best value in overall cost. As well as securing continued service delivery relatively quickly, the Authority has an opportunity to remain with existing contractors on existing terms and conditions, whilst consulting on the future service design.

5.3 Entering into longer term arrangements now would mean that the opportunity to focus on the long term strategy of the service would be foregone. Alternatively, running a short term procurement often leads to increased contract costs as the market has the opportunity to increase prices as the period from which to gain a benefit from has shrunk.

### 6 Legal implications

6.1 ECC is under a statutory duty in accordance with the Transport Act 1985 to secure the provision of such passenger services as ECC considers it appropriate to secure to meet any public transport requirements within its area which would not in its view be met otherwise.

- 6.2 Where the providers choose not to extend the current contracts, ECC will undertake a procurement exercise in accordance with the provisions set out within the Public Contract's Regulations 2015 and ECC's procurement policy and procedures.

## **7. Equality and Diversity implications**

- 7.1 The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:
- (a) Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
  - (b) Advance equality of opportunity between people who share a protected characteristic and those who do not.
  - (c) Foster good relations between people who share a protected characteristic and those who do not including tackling prejudice and promoting understanding.
- 7.2 The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).
- 7.3 The equality impact assessment indicates that the proposals in this report will not have a disproportionately adverse impact on any people with a particular characteristic.

## **8 List of appendices**

- 8.1 Appendix A - List of contracts expiring in July 2020
- 8.2 Appendix B - List of contracts expiring in March 2020
- 8.3 Appendix C - List of services to consult on withdrawal
- 8.4 Appendix D - Equality Impact Assessment
- 8.5 Appendix E – Confidential Financial information (Agenda item 16)

## **9 List of Background papers**

- 9.1 Getting Around in Essex: a bus and passenger transport strategy

| Service number                         | Days of operation                   | Origin                       | Destination   | priority | Origin district     | Destination district             | Operator  | Annualised Nett contract cost to ECC |
|--|-------------------------------------|------------------------------|---|----------|---------------------|----------------------------------|---|--------------------------------------|
| <b>Contracts expiring in July 2020</b> |                                     |                              |   |          |                     |                                  |   |                                      |
| 21                                     | Saturday                            | Ongar                        | Brentwood   | 1        | Epping Forest       | Epping Forest                    | Ensign Bus Co Ltd   | £5,200.00                            |
| 14                                     | Monday to Friday                    | Wickford                     | The Wick  | 2        | Basildon            | Basildon                         | NIBS Buses Ltd  | £30,814.42                           |
| 21                                     | Saturday                            | North Benfleet               | Basildon  | 2        | Basildon            | Basildon                         | First Essex Ltd   | £7,107.36                            |
| 21                                     | Monday to Friday                    | North Benfleet               | Basildon  | 3        | Basildon            | Basildon                         | NIBS Buses Ltd  | £51,106.00                           |
| 256 / 257                              | Tuesday, Thursday, Saturday         | Basildon/Ramsden Heath       | Billericay  | 4        | Basildon            | Basildon                         | NIBS Buses Ltd  | £27,017.71                           |
| 9/9A                                   | Monday to Friday                    | Great Saling/Great Bardfield | Great Notley  | 1        | Braintree           | Braintree                        | Stephensons of Essex Ltd  | £169,041.95                          |
| 16                                     | Monday to Saturday                  | Wethersfield                 | Chelmsford  | 1        | Braintree           | Chelmsford                       | Stephensons of Essex Ltd  | £123,830.00                          |
| 30                                     | Monday to Saturday                  | Beckers Green                | Marks Farm  | 2        | Braintree           | Braintree                        | Stephensons of Essex Ltd  | £35,852.75                           |
| SB21                                   | Monday                              | Fuller Street                | Braintree   | 4        | Braintree           | Braintree                        | Community Link  | £2,818.56                            |
| SB28                                   | Wednesday                           | Stisted                      | Braintree Freeport  | 4        | Braintree           | Braintree                        | Braintree Community Transport                                     | £1,393.60                            |
| DaRT 2                                 | Monday to Saturday                  | Braintree / Uttlesford       | Braintree / Uttlesford  | 1        | Uttlesford          | Braintree                        | Arrow Taxis Essex Ltd   | £154,330.00                          |
| DaRT 3                                 | Monday to Saturday                  | Braintree                    | Braintree   | 1        | Uttlesford          | Braintree                        | Arrow Taxis Essex Ltd   | £111,630.00                          |
| 90                                     | Monday to Saturday                  | Maldon                       | Witham  | 2        | Maldon              | Braintree                        | Stephensons of Essex Ltd  | £58,499.00                           |
| 21                                     | Monday to Saturday                  | Bocking                      | Gt Notley   | 2        | Braintree           | Braintree                        | Stephensons of Essex Ltd  | £23,918.10                           |
| 40                                     | Monday, Wednesday, Saturday         | Witham, Ebenezer Way         | Witham, Town service  | 4        | Braintree           | Braintree                        | Community Link  | £18,647.36                           |
| 21C                                    | Monday to Friday                    | Canvey                       | Hadleigh  | 3        | Castle Point        | Castle Point                     | NIBS Buses Ltd  | £34,914.00                           |
| 17/18                                  | Tuesday, Thursday, Friday, Saturday | Great Dunmow                 | Chelmsford  | 4        | Uttlesford          | Chelmsford                       | JW Lodges & Sons  | £33,948.00                           |
| 4/11                                   | Monday to Friday                    | Hythe Tesco/Highwoods        | Stanway Sainsburys/North Station                                    | 2        | Colchester          | Colchester                       | Arriva Kent & Thameside Ltd                                       | £134,844.12                          |
| 16                                     | Schooldays                          | Old Heath                    | St Helena School  | 2        | Colchester          | Colchester                       | Hedinghams & District Omnibus Ltd                                 | £12,709.10                           |
| 16A                                    | Schooldays                          | Canwick Grove                | St Helena School  | 2        | Colchester          | Colchester                       | Hedinghams & District Omnibus Ltd                                 | £26,421.40                           |
| 17                                     | Schooldays                          | West Bergholt                | Stanway   | 2        | Colchester          | Colchester                       | First Essex Ltd   | £49,097.90                           |
| 50/50A/50B/69/69A/79/84B/85/92         | Monday to Saturday                  | Colchester                   | Tollesbury / East Mersea / Layer Breton / Tiptree/ Little Horkesley | 2        | Colchester          | Maldon                           | Hedinghams & District Omnibus Ltd                                 | £84,123.69                           |
| 80/80A/81/81A                          | Monday to Saturday                  | Colchester                   | Boxted / Dedham   | 1        | Colchester          | Colchester                       | Panther Travel  | £226,238.22                          |
| 804                                    | Schooldays                          | Debden                       | Chigwell  | 2        | Epping Forest       | Epping Forest                    | London General Transport Services Ltd t/a Blue Triangle Group Ltd | £22,800.00                           |
| 505                                    | Saturday                            | Harlow                       | Chingford   | 2        | Harlow              | London Borough of Waltham Forest | Galleon Travel 2009 Ltd   | £7,482.97                            |
| 63                                     | Wednesday & Friday                  | Rayleigh                     | Great Wakering / Landwick   | 4        | Rochford            | Rochford                         | NIBS Buses Ltd  | £33,607.45                           |
| 7/8                                    | Monday to Saturday                  | Golden Cross / Rayleigh      | Hockley   | 5        | Rochford            | Rochford                         | Arriva Kent & Thameside Ltd                                       | £15,997.25                           |
| 60/60A                                 | Monday to Saturday                  | Southend                     | Paglesham   | 1        | Rochford            | Southend                         | Stephensons of Essex Ltd  | £71,864.10                           |
| 2                                      | Monday to Saturday                  | Clacton                      | Mistley   | 1        | Tendring            | Tendring                         | First Essex Ltd   | £111,132.85                          |
| 77/77A                                 | Monday to Friday                    | St Osyth Beach               | Tufnell Way   | 1        | Tendring            | Colchester                       | Arriva Kent & Thameside Ltd                                       | £102,854.26                          |
| 118                                    | Schooldays                          | Parkeston                    | Ramsey  | 2        | Colchester          | Colchester                       | Panther Travel  | £26,452.92                           |
| 9/101/105/107/115                      | Monday to Saturday                  | Walton / Weeley/Point Clear  | Gt Holland / Colchester / Thorpe le Soken/Brightlingsea             | 1        | Tendring            | Tendring                         | Stephensons of Essex Ltd  | £254,960.07                          |
| 5                                      | Monday to Saturday                  | Bishops Stortford            | Stansted Airport  | 1        | Hertfordshire       | Uttlesford                       | Stephensons of Essex Ltd  | £237,741.40                          |
| 6                                      | Monday to Saturday                  | Stansted Airport             | Saffron Walden  | 1        | Hertfordshire       | Uttlesford                       | Stephensons of Essex Ltd  | £237,741.40                          |
| 301                                    | Monday to Saturday                  | Bishops Stortford            | Saffron Walden  | 1        | Uttlesford          | Uttlesford                       | Stephensons of Essex Ltd  | £271,755.00                          |
| DaRT 1                                 | Monday to Saturday                  | Uttlesford                   | Uttlesford  | 1        | Uttlesford          | Braintree                        | Arrow Taxis Essex Ltd   | £86,315.00                           |
| Citi 7                                 | Monday to Saturday                  | Cambridge                    | Saffron Wallden   | 2        | Uttlesford          | Cambridgeshire                   | Stagecoach Cambus   | £25,016.10                           |
| 552                                    | Monday to Friday                    | Ramsden Heath                | Billericay Station  | 2        | Basildon            | Basildon                         | NIBS Buses Ltd  | £44,022.00                           |
| 104/106                                | Monday to Friday                    | Langdon Hills                | Basildon  | 2        | Basildon            | Basildon                         | NIBS Buses Ltd  | £61,479.00                           |
| 1A                                     | Saturday                            | Basildon                     | Pitsea  | 3        | Basildon            | Basildon                         | NIBS Buses Ltd  | £9,927.31                            |
| 12                                     | Monday to Saturday                  | Wickford                     | Billericay  | 2        | Basildon            | Basildon                         | Stephensons of Essex Ltd  | £76,930.15                           |
| DaRT3 (F315)                           | Monday to Saturday                  | Sudbury                      | Halstead  | 1        | Braintree           | Braintree                        | Arrow Taxis Essex Ltd   | £150,975.00                          |
| 565                                    | Monday to Saturday                  | Grays                        | Brentwood   | 1        | Brentwood           | Brentwood                        | First Essex Ltd   | £117,110.85                          |
| 269                                    | Monday to Saturday                  | Brentwood                    | Grays   | 1        | Brentwood           | Thurrock                         | NIBS Buses Ltd  | £132,275.47                          |
| 61                                     | Monday to Saturday                  | Blackmore/Doddinghurst       | Brentwood   | 1        | Brentwood           | Brentwood                        | Swallow Coach Co Ltd  | £68,438.29                           |
| 71/72                                  | Monday to Saturday                  | Stondon Massey               | Warley  | 1        | Brentwood           | Brentwood                        | Stephensons of Essex Ltd  | £72,895.00                           |
| 32                                     | Monday to Saturday                  | Chelmsford                   | Ongar   | 1        | Chelmsford          | Epping Forest                    | First Essex Ltd   | £61,338.55                           |
| 10 (previously service 52)             | Monday to Friday                    | Temple Grove                 | Pleshey   | 1        | Chelmsford          | Chelmsford                       | Arrow Taxis Essex Ltd   | £49,335.00                           |
| 3                                      | Monday to Saturday                  | Southend                     | Chelmsford  | 1        | Southend - on - Sea | Chelmsford                       | Essex and Suffolk DaRT  | £211,670.00                          |
| 211/212                                | Monday to Saturday                  | Waltham Cross                | Breach Barns/Roundhills   | 3        | Epping Forest       | Epping Forest                    | Community Link  | £50,166.40                           |
| 13 (previously 213)                    | Monday to Saturday                  | Waltham Cross Bus Station    | St Margaret's Hospital Epping                                       | 2        | Epping Forest       | Epping Forest                    | Swallow Coach Co Ltd  | £103,700.00                          |
| 418                                    | Monday to Saturday                  | Loughton                     | Harlow  | 1        | Epping Forest       | Epping Forest                    | Galleon Travel 2009 Ltd   | £44,225.00                           |
| 381                                    | Monday to Saturday                  | Toot Hill                    | Harlow  | 1        | Epping Forest       | Harlow                           | Community Link  | £89,825.55                           |
| 14 (old 5)                             | Monday to Saturday                  | Harlow                       | Pinnacles   | 2        | Harlow              | Harlow                           | Galleon Travel 2009 Ltd   | £112,217.16                          |
| 5                                      | Monday to Saturday                  | Sumners Farm                 | Harlow Bus Station  | 3        | Harlow              | Harlow                           | Galleon Travel 2009 Ltd   | £70,150.00                           |
| 99a (previously 31A)                   | Monday to Friday                    | Chelmsford                   | Woodham Walter  | 1        | Chelmsford          | Maldon                           | Arrow Taxis Essex Ltd   | £34,926.65                           |
| D1/D2                                  | Monday to Saturday                  | Maldon                       | Bradwell  | 1        | Maldon              | Maldon                           | Hedinghams & District Omnibus Ltd                                 | £190,849.11                          |
| DaRT 5                                 | Monday to Saturday                  | Maldon                       | Stow Maries/Nth Fambridge/Althorne                                  | 1        | Maldon              | Maldon                           | Arrow Taxis Essex Ltd   | £71,675.00                           |
| DaRT 4                                 | Monday to Saturday                  | St Lawrence                  | Burnham on Crouch   | 1        | Maldon              | Maldon                           | Essex and Suffolk DaRT  | £65,270.00                           |
| 14                                     | Monday to Saturday                  | Southend                     | Shoeburyness/Barling  | 1        | Southend - on - Sea | Rochford                         | Stephensons of Essex Ltd  | £98,210.00                           |
| 2                                      | Monday to Saturday                  | Harwich                      | Harwich   | 3        | Tendring            | Tendring                         | Panther Travel  | £45,498.18                           |
| 34                                     | Tuesday and Thursday only           | Saffron Walden               | Saffron Walden  | 3        | Uttlesford          | Uttlesford                       | Stephensons of Essex Ltd  | £11,841.00                           |
| 306                                    | Schooldays                          | Wicken Bonhunt               | Bishops Stortford   | 1        | Uttlesford          | Hertfordshire                    | Galleon Travel 2009 Ltd   | £47,977.46                           |
| 7/7A                                   | Monday to Saturday                  | Bishops Stortford            | Stansted Airport  | 1        | Hertfordshire       | Uttlesford                       | Galleon Travel 2009 Ltd   | £286,251.72                          |
| 59/60                                  | Monday to Saturday                  | Haverhill                    | Saffron Walden/Newport  | 1        | Suffolk             | Uttlesford                       | Stephensons of Essex Ltd  | £182,426.60                          |
| 10                                     | Monday to Saturday                  | Shotgate / Wickford          | Basildon  | 2        | Basildon            | Basildon                         | First Essex Ltd   | £111,619.71                          |
| 94/A/B                                 | Monday to Saturday                  | South Woodham                | Basildon  | 2        | Chelmsford          | Basildon                         | First Essex Ltd   | £268,099.91                          |
| 345                                    | Wednesday                           | Fuller Street                | Braintree   | 4        | Braintree           | Braintree                        | Hedinghams & District Omnibus Ltd                                 | £6,506.76                            |
| 13/13a/14                              | Monday to Saturday                  | Chelmsford                   | Wickford  | 1        | Chelmsford          | Basildon                         | First Essex Ltd   | £217,141.70                          |
| 47/73                                  | Monday to Saturday                  | Chelmsford                   | Springfield-Broomfield/Maldon                                       | 1        | Chelmsford          | Chelmsford                       | First Essex Ltd   | £258,649.15                          |
| 15/82/A/B/83/A/B                       | Monday to Saturday                  | Colchester/Lexden            | Marks Tey/Colne Engaine/Bures                                       | 1        | Colchester          | Tendring                         | Hedinghams & District Omnibus Ltd                                 | £244,677.10                          |

|           |                    |                                    |                                    |   |               |                |                                   |             |
|-----------|--------------------|------------------------------------|------------------------------------|---|---------------|----------------|-----------------------------------|-------------|
| 19/63/63A | Monday to Saturday | Colchester Cowdray Centre/Rowhedge | William Harris Way/Monkwick School | 2 | Colchester    | Colchester     | Hedinghams & District Omnibus Ltd | £137,482.29 |
| 174/175   | Monday to Saturday | Colchester                         | Fingringhoe                        | 2 | Colchester    | Colchester     | First Essex Ltd                   | £82,981.35  |
| 46        | Monday to Saturday | Chelmsford / Epping                | Ongar                              | 1 | Chelmsford    | Epping Forest  | First Essex Ltd                   | £100,351.10 |
| 87        | Monday to Saturday | Debden                             | Loughton                           | 2 | Epping Forest | Epping Forerst | Arriva Kent & Thameside Ltd       | £250.00     |
| 115       | Schooldays         | Clacton                            | Tendring Tech                      | 2 | Tendring      | Tendring       | Community Link                    | £31,997.90  |

| Service number                          | Days of operation  | Origin                                 | Destination                      | priority | Origin district | Destination district   | Operator                           | Annualised Nett contract cost to ECC |
|---|--------------------|--|----------------------------------|----------|-----------------|------------------------|------------------------------------|--------------------------------------|
| <b>Contracts expiring in March 2020</b> |                    |  |                                  |          |                 |                        |                                    |                                      |
| 91/92/ 95/95A                           | Monday to Saturday | Tollesbury / Maldon                    | Witham / Tollesbury / Colchester | 1        | Maldon          | Braintree / Colchester | Hedingshams & District Omnibus Ltd | 182,161.79                           |
| SB10/11/13                              | Monday & Thursday  | Moreton/Matching Green/Stanford Rivers | Epping                           | 4        | Epping Forest   | Epping Forest          | Community Link                     | 12,500.00                            |
| SB12                                    | Wednesday & Friday | Toot Hill                              | Harlow                           | 4        | Epping Forest   | Epping Forest          | Community Link                     | 3,701.82                             |



| Service number                             | Days of operation  | Origin               | Destination          | priority | Origin district | Destination district | Operator                 | Annualised Nett contract cost to ECC |
|--|--------------------|----------------------|----------------------|----------|-----------------|----------------------|--------------------------|--------------------------------------|
| <b>Contracts considered for withdrawal</b> |                    |                      |                      |          |                 |                      |                          |                                      |
| 39   | Monday to Saturday | Witham, Allectus Way | Witham, Town service | 2        | Braintree       | Braintree            | Stephensons of Essex Ltd | £54,448.60                           |
| 313/313A                                   | Monday to Saturday | Great Dunmow         | Saffron Walden       | 1        | Uttlesford      | Uttlesford           | Stephensons of Essex Ltd | £95,613.38                           |

**Agenda Item 9**

**Forward Plan reference number: FP/400/03/19**

|  |               |
|--|---------------|
| <b>Report title:</b> Sourcing Strategy for Major Schemes – Eastern Highways Alliance           |               |
| <b>Report to:</b> Cabinet  |               |
| <b>Report author:</b> Paul Crick, Director for Capital Investment and Delivery                 |               |
| Date: 23 July 2019   | For: Decision |
| Enquiries to: Ben Finlayson, Head of Infrastructure Delivery, email ben.finlayson@essex.gov.uk |               |
| County Divisions affected: All Essex   |               |

## **1 Purpose of Report**

- 1.1 The Eastern Highways Alliance is a group of local authorities who work together to create a framework agreement which makes it easy for them to buy highways works at lower cost by using bulk buying power. The current framework agreement expires on 31 March 2020. This report asks the Cabinet to agree that ECC can procure a new framework agreement on behalf of the Alliance.

## **2 Recommendations**

- 2.1 Approve the procurement of a four-year multi-supplier framework agreement for the provision of major highway project design and construction services on behalf of the Eastern Highways Alliance and to do so using the restricted procedure.
- 2.2 Agree that ECC will act as lead authority for the alliance on the basis that it will hold money for the alliance and the cost of doing so will be met by members of the alliance
- 2.3 Delegate the approval of the number of lots to be procured to the Deputy Leader and Cabinet Member for Infrastructure.
- 2.4 Delegate approval of the detailed evaluation methodology to the Deputy Leader and Cabinet Member for Infrastructure.
- 2.5 Delegate to the Deputy Leader and Cabinet Member for Infrastructure the authority to award the framework agreement to the successful bidders following the outcome of evaluation based on a high-level evaluation criteria split of 60:40 price: quality.
- 2.5 Delegate to the Deputy Leader and Cabinet Member for Infrastructure the approval of the terms upon which the Eastern Highways Alliance (referred to in this report as the 'Alliance') may make the framework available to be used by other contracting authorities that are not Alliance members via an Access Agreement.

- 2.6 Delegate to the Deputy Leader and Cabinet Member for Infrastructure the approval of the terms of an Inter Authority Agreement to be entered in to between the Alliance members.

### **3 Summary of issue**

#### **About the Alliance**

- 3.1 ECC is a founding member of the Eastern Highways Alliance which was established in 2012 and is a formal collaboration between eleven local authorities across the East of England. Current Alliance members are listed in Appendix 2. The purpose of the Alliance is to share know-how, achieve best value through leveraging combined spending power with resulting economies of scale and to further support and embed partnership working across the member authorities.

#### **About the Current Framework**

- 3.2 The existing framework was procured by Cambridgeshire County Council in 2016 on behalf of the Alliance members. ECC has been the principal user of this framework, with seven major schemes delivered to date and four more that it is presently considering calling off under the existing framework. These eleven schemes have a total value of £21.5 million. The current framework expires on 31 March 2020 and no new schemes can be awarded after that date, although schemes awarded prior to 31 March 2020 can continue to be delivered.
- 3.3 ECC undertook a recent review of the use of the current framework and membership of the Alliance and identified that:
- The main use by ECC is for capital delivery programmes
  - Remaining a member of the Alliance helps ECC to secure additional/external funding opportunities by enabling it to demonstrate evidence of partnership working.
  - ECC benefits from sharing best practice and being able to identify common issues with a wide network to help resolve them.
  - ECC benefits from the vast amount of training available through the Alliance that aids the work being undertaking within the Infrastructure team.
  - The framework gives a lawful route to market without the need to run a separate procurement exercise for each scheme, giving savings in staff time.
  - There are opportunities for savings across the Alliance i.e. sharing of depots/assets/equipment etc although these have not been realised to date.
- 3.4 The Alliance provides evidence of partnership working which is often requested when we submit bids for external funding, particularly for cross-border schemes. ECC has also been the main user of the current framework to call off its requirements and so has benefited greatly from having an efficient and compliant route to market.

#### **Proposal**

- 3.5 The procurement of a framework supports the Alliance members by securing a legally compliant and cost-effective route to market for their requirements and to

achieve better quality highway, public realm and infrastructure schemes at a lower cost by sharing resources and gaining competitive pricing through combining their potential spend.

- 3.6 The proposed framework would be the third such framework procured by the Alliance. In August 2018 the Highways and Transportation Board (comprised of representatives from the Alliance members) agreed that Essex County Council should take the lead in procuring the framework, subject to ECC Cabinet approval. ECC will act as lead authority for the alliance on the basis that it will hold money for the alliance and the cost of doing so will be met by members of the alliance.

**Proposed new framework:**

- 3.7 The overall estimated value of the current Alliance members requirements is in the region of £310-£400 million. It is estimated that ECC could spend around £50 million on the framework over its lifetime.
- 3.8 The Alliance members each have different requirements that they would look to use the framework for, with some planning to use it exclusively for major schemes, while others are planning to use it for smaller, maintenance-based work. ECC is planning to deliver both major schemes and, if required, maintenance work through this new framework.
- 3.9 Although this is a large overall estimated value for the requirements of the Alliance members there is no guarantee of any work to successful bidders appointed to the framework. ECC will take no risk on individual construction projects commissioned by other Authorities as the other Authorities will contract directly with the successful bidders.
- 3.10 Although it is proposed that ECC will procure the framework it is proposed that there will be an agreement between the members of the Alliance which will set out the risks and responsibilities associated with using the framework. If there is a challenge to the award of the framework then the cost of defending will be met by partners.

**Relationship with Essex Highways Contract**

- 3.11 ECC discharges much of its highways work under the Essex Highways Contract with Ringway Jacobs (RJ) which undertakes the highways maintenance works across Essex. Some elements of capital works are also undertaken such using the contract such as resurfacing programmes and the installation of LED lighting.
- 3.12 The RJ contract doesn't include the ability for ECC to source major highway project design and construction services through it and therefore other options need to be procured to enable ECC to deliver these works. The framework will provide the appropriate mechanism for ECC and the Alliance members.

## **4 Options**

### **Procurement Options**

#### **Option 1: Do Nothing**

- 4.1 This would mean that upon expiry of the current framework ECC would not have access to a framework to deliver major highway project design and construction services. ECC would need to either undertake an open market tender for every project individually as it arises or call off from a framework agreement organised by someone else if available (option 3 below). This could add significant cost (see estimated costs in 4.9) and delay to each project as well as increasing risk in delivery. It would also prevent the development of working relationships with a consistent pool of contractors and the best practice improvements that result from this.
- 4.2 The Alliance could continue without a new framework, but the joint commissioning of the framework is a key attraction for members to continue partnership working. The lack of a framework could put at risk the value achieved from greater combined purchasing power.

#### **Option 2: Procure a replacement framework agreement for the Eastern Highways Alliance (recommended option)**

- 4.3 Procure a replacement four-year framework agreement and continue with membership of the Alliance. This would ensure flexibility and competitiveness across the eastern region and be more attractive to the market as an Alliance with greater opportunities. By using this type of framework there will be a consistent pool of suppliers across the eastern region and framework performance management to maintain required standards.

#### **Option 3: Use another framework procured by another Authority**

- 4.4 There is a potential saving of procuring via another framework if another framework from another Authority/Alliance was available. One such framework has been identified although it can only be used for requirements in excess of £1m only and is not focussed on Eastern England.
- 4.5 There would be some work involved in setting up this framework.
- 4.6 Officers consider that the loss of an Eastern region framework and a framework for works under £1m would increase procurement costs overall. Whilst use of existing frameworks is something that ECC would usually seek to do this is not recommended as there is no suitable framework for these works.

#### **Option 4: Procure a Sole Supplier Contract**

- 4.7 This has the potential to achieve economies of scale given that the supplier would receive significant work but means that there would be no ongoing price competition (as there would be within a framework through the mini competition process). The Council would be left with no supplier if the supplier failed and

would need to make alternative arrangements if the supplier failed or if the work proved poor value.

**Option 5: ECC procures its own framework**

- 4.5 ECC could procure its separate framework tailored entirely to its needs. However, this option wouldn't achieve the same economies of scale as the proposed Alliance framework and would potentially be less attractive to the market.

**Preferred Option (Option 2)**

- 4.6 The ongoing requirement for an efficient, accessible and fast access solution to deliver the Council's capital investment programme supports the selection of option (2) above as the recommended option, which will also allow competitive tension to be maintained within a collaborative working environment.
- 4.7 The preferred option is to replace the current framework with a similar framework, aiming to improve the overall framework by considering the future project pipeline, lessons learned and latest best practice.
- 4.8 A multi-supplier framework enables ongoing competitive tension to be maintained between successful suppliers through the mini competition process, thereby achieving best value.
- 4.9 Whilst there is no guaranteed volume of work to be let to contractors under the framework the estimated total pipeline value across the Alliance for major highway project design and construction services is estimated at £400 million, with ECC projecting to award approximately £50 million through the framework. Several schemes individually are likely to have values above the Public Contracts Regulations 2015 (PCR 2015) financial threshold for Works (c. £4.55m). The resource cost of an open market procurement of an above threshold construction contract is estimated at approximately £30,000 per average project, with smaller contracts costing approximately £5,000. The use of the proposed new framework enables a significant procurement cost reduction across the Alliance for each requirement and will therefore be less resource intensive with an estimated time saving of around 3 months compared to using a separate OJEU process for each project.
- 4.10 The new framework will to be open to existing Alliance members. We are also proposing to make it available for use by others. The current agreement was intended to be available to other Authorities but it has not to date been used in this way. If the new framework is made available to others, then it would be on the basis that the Authority paid for access in accordance with the framework agreement terms and conditions. This would be via an Access Agreement, subject to approval of the Alliance members. The terms of the Access Agreement would be approved by the Deputy Leader and Cabinet Member for Infrastructure if the recommendations are agreed by Cabinet. This charge will cover the Alliance costs of managing the framework and, dependent on volumes, may generate a revenue surplus. If a surplus does arise then the Alliance will review the requirements across the local authorities and assess how this can be

used, such as for training to further upskill staff. The opportunity for other Authorities to call off contracts from the framework, up to the maximum advertised value of the framework, may make it more attractive to contractors when it is tendered. The tender costs for the framework are shared amongst the Alliance members through the operation of a jointly funded combined budget currently held and managed by Cambridgeshire County Council: the budget will be transferred to ECC prior to the framework going live.

4.11 ECC's standard high-level evaluation criteria split is 70:30 price to quality. The framework is seeking a deviation from the approved ECC high level evaluation criteria policy to move to a 60:40 price to quality split. Due to this being an Alliance framework each member has differing views and requirements for their own Authorities approach to the price and quality ratio. Consideration was given across the Alliance to the following in order to reach agreement:

- Variant types of schemes being sourced with different levels of complexity being delivered across the Alliance from cycle maintenance to major schemes
- Alliance members have a different preference of the price:quality ratio with some seeking a complete balance for price and quality and others requiring a higher reflection on price than quality
- Accommodate the needs of the Alliance members to ensure the framework is utilised as a first option approach for sourcing this type of work.
- Therefore, this is evidenced to the Alliance of the need to deviate from the current ECC high-level evaluation criteria. The price:quality split is proposed to be undertaken as follows:
  - The 60:40 price and quality is for assessment onto the initial framework
  - As it is a framework contract, the weighting for quality is the lead factor at this stage, this is in part because price will be tested again at each call off.
  - It is harder to test price at this stage because, the bidder would only be able to price a "scenario" rather than a real project and this may lead to unrealistic bidding.
  - The price and quality ratios can be adjusted at call off stage to suit each of the Alliance members individual requirements.
  - ECC could revert to the current policy of price and quality for the future ECC proposed schemes to be issued via this framework.

## **5 Issues for consideration**

### **5.1 Financial implications**

5.1.1 The ability to ensure ongoing value for money for the Council will be enabled by the framework tender testing rates for preliminaries, profit, and overhead as well as many quality aspects related to value. Projects/schemes called off from the framework will be competitively tendered through the operation of a mini competition with all tenderers appointed to the Lot being asked to bid. The overall

estimated value of the current Alliance members requirements is in the region of £310-£400 million. It is estimated that ECC could spend around £50 million on the framework over its lifetime.

5.1.2 The proposal to continue a managed framework approach to delivery will allow ECC to continue to deliver projects with minimal procurement costs compared to running a full procurement for each requirement as would be the case in the 'Do Nothing' option 1.

5.1.3 The annual membership fee is under review given the change in lead authority, ECC will contain their fee within existing resources (the current fee for ECC is £10,000). In addition, each individual scheme has fees payable that will form part of the scheme cost: as part of the framework the Alliance members pay a scheme fee in to the combined budget of 1% of the tendered scheme value but up to a maximum cap of £20,000 on each scheme. The combined budget is ring fenced for use and is not intended to make a surplus: in the event of a surplus the Alliance will review the requirements of the member authorities and assess how this can be used. The annual membership fee will be set on a full cost recovery basis, which will more than cover the costs of the role of Eastern Highways Alliance Manager and ECC's overhead costs of being lead authority.

5.1.4 As part of ECC being lead authority, the costs and contributions from the Alliance will go through ECCs accounts. The current Joint Authority Agreements and proposed Inter Authority Agreements will protect ECC against any risks associated with this and operation of the same will be monitored to ensure independence from ECC activity is maintained.

5.1.5 The costs of re-procuring the framework will be covered by the balance of the combined budget which is to be transferred from Cambridgeshire County Council following the closure of their account and handing over of the role of Lead Authority to ECC, subject to Cabinet's approval. Any further costs will be met from an additional charge levied to members in the first year.

## **5.2 Legal implications**

5.2.1 The restricted procurement process to establish the framework will need to be run in compliance with the requirements of the Public Contracts Regulations 2015. Once established the framework would enable members of the Alliance to individually call off contracts to meet their requirements in accordance with the mini competition process contained within the framework.

5.2.2 The proposal to make the framework available for use by contracting authorities that are not Alliance members is to be further explored, but it is envisaged that this would be pursuant to an Access Agreement.

5.2.3 As well as the framework agreement and call off terms it is envisaged that the Alliance members will enter into a separate Inter Authority Agreement.



### **5.3 Market Considerations**

5.3.1 Recent events in the construction industry, such as the collapse of Carillion, have led to a concern over the stability of key contractors in the market. This is exemplified by the issues currently being faced by some of the top UK construction companies that have recently suffered decreasing share prices.

5.3.2 Insurance firms are also reflecting the volatility of the construction industry, with many firms withdrawing from the Professional Indemnity insurance market, and those remaining are increasing premiums significantly. Experts are warning that premiums could more than double in the next round of renewals which may impact on the cost of these services. The mini competition process at call off will include evaluation of price: it is hoped that this further competition tension will mitigate against this, but officers will keep this under review.

5.3.3 Procuring a framework means that there is no guarantee given to successful bidders that requirements will be called off. To seek to best protect the Council officers will continue to review market stability throughout the life of the framework and will remain open to amending the route to market if considered necessary for particular projects, especially for the higher value tier projects.

5.3.4 General skills shortage of Civil Engineers across the UK with a significant pull in the south east with rail projects such as High Speed 2.

## **6 Equality and Diversity implications**

6.1 The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:

- (a) Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
- (b) Advance equality of opportunity between people who share a protected characteristic and those who do not.
- (c) Foster good relations between people who share a protected characteristic and those who do not including tackling prejudice and promoting understanding.

6.2 The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).

6.3 The equality impact assessment indicates that the proposals in this report will not have a disproportionately adverse impact on any people with a particular characteristic.

## **7 List of appendices**

1. Equality Impact Assessment

2. List of Alliance members

**8 List of Background papers**

None

**Appendix 2: List of Alliance members:**

- Bedford Borough Council
- Cambridge City Council
- Central Bedfordshire Council
- Essex County Council
- Hertfordshire County Council
- Luton Borough Council
- Norfolk County Council
- Peterborough City Council
- Southend Borough Council
- Suffolk County Council
- Thurrock Council

|  |                      |
|--|----------------------|
| <b>Report title:</b> 2019/20 Financial Overview as at the First Quarter Stage  |                      |
| <b>Report to:</b> Cabinet  |                      |
| <b>Report author:</b> Nicole Wood, Executive Director for Finance and Technology   |                      |
| <b>Date:</b> 23 July 2019  | <b>For:</b> Decision |
| <b>Enquiries to:</b> Tina French, Head of Strategic Finance and Insight<br>Telephone: 03330 138461 Email: <a href="mailto:tina.french@essex.gov.uk">tina.french@essex.gov.uk</a> |                      |
| <b>County Divisions affected:</b> All Essex  |                      |

## **1. Purpose of report**

- 1.1 The purpose of this report is to set out the forecast financial position of Essex County Council's (ECC) revenue and capital budgets as at the first quarter stage of the 2019/20 financial year. There is a forecast under spend of **£4.6m** (0.5%) against a net budget of **£939.3m**.
- 1.2 This assumes full commitment of the Emergency Contingency (**£4m**). Whilst there is a forecast under spend, it is early in the financial year and there are known costs and both risks and opportunities which are likely to change the position.
- 1.3 There is an under spend of **£336,000** (0.1%) on capital against the current budget of **£253.3m**. After taking account of budget change requests in this report there will be an over spend of **£66,000**.

## **2. Recommendations**

Approval is sought for the following:

- 2.1 To draw down funds from reserves as follows:
  - i. **£5.2m** from the Reserve for Future Capital Funding to the Deputy Leader and Infrastructure portfolio in relation to Department of Transport additional Highways funding (section 5.9.ii).
  - ii. **£5m** from the Adults Digital Programme reserve to the Health and Adult Social Care portfolio to fund digital schemes in 2019/20 (section 5.8.iii).
  - iii. **£241,000** from the Community Initiatives Fund reserve to the Customer, Communities, Culture and Corporate Services portfolio to support expenditure incurred to date in relation to local projects and grants to third parties for community improvements (section 5.2.ii).

## *2019/20 Financial Overview as at the First Quarter Stage*

- iv. **£215,000** from the Community Initiatives Fund Reserve to the Reserve for Future Capital Funding (via the Customer, Communities, Culture and Corporate portfolio), to match expenditure incurred to date in the final quarter of 2018/19 and first quarter of 2019/20) in relation to the Community Initiatives project (section 7.4.ii).
  - v. **£205,000** from the Transformation reserve to Customer, Communities, Culture and Corporate Recharged Strategic Support Service (RSSS) portfolio for Organisation Design project funding (section 5.13.ii).
  - vi. **£69,000** from the Transformation reserve to the Environment and Waste portfolio in support of development of an energy and low carbon agenda (section 5.6.i).
  - vii. **£21,000** from the Transformation reserve to the Reserve for Future Capital Funding (via the Children and Families portfolio) in relation to Children's capital projects.
  - viii. **£156,000** from the Transformation Reserve to Performance, Business Planning and Partnerships RSSS to support the Future Gov contract (Essex Transformation Partners) (section 5.16.ii).
- 2.2 To appropriate funds to reserves as follows:
- i. **£1.4m** to the Waste reserve from Environment and Waste portfolio following a favourable pricing movement (section 5.6.i).
  - ii. **£4.6m** to the Transformation reserve from Children and Families portfolio relating to the Children's Sustainability programme (section 5.1.iii).
- 2.3 To approve the following adjustments:
- i. Vire **£167,000** from Health and Adult Social Care portfolio to Economic Development portfolio in relation to Independent Living posts (section 5.3.ii).
  - ii. Vire **£56,000** from Education and Skills Non Dedicated Schools Grant (DSG) portfolio to Customer, Communities, Culture and Corporate portfolio for two posts transferring from the Employment and Licencing Service to Corporate and Customer Services as part of Organisation Design (section 5.2.ii).
  - iii. Vire **£20,000** from Customer, Communities, Culture and Corporate RSSS Services to Education and Skills Non DSG portfolio for School Organisation and Place Planning (section 5.5.ii).

## 2019/20 Financial Overview as at the First Quarter Stage

- iv. Vire **£2.5m** to Finance, Property and Housing RSSS from other portfolios to reflect early delivery of savings across the Customer and Corporate Services function. Budget to be transferred from Customer, Communities, Culture and Corporate (£1.1m); Customer, Communities, Culture and Corporate RSSS (£1m); Education and Skills Non DSG (£260,000); Health and Adult Social Care (£93,000) (section 5.14.ii).
- v. **£60,000** from the Place Services Traded reserve to Place Services Traded budget to fund investment in their office environment (section 6.4).
- vi. Close the Digital Infrastructure reserve and transfer the residual balance (**£3.1m**) to the Transformation reserve (section 9.2).
- vii. To amend the capital budget as shown in Appendices C (i) and C (ii) which allows for capital slippage of **£13.1m**, capital budget additions of **£13.1m**, capital budget reductions of **£1.6m** and advanced works of **£1.2m** (see section 7.2).

### 3. Executive Summary: Revenue

- 3.1 Appendix A summarises the revenue budgets and forecast outturn for each portfolio. There is a full year forecast under spend of **£4.6m**, which is due to:
  - i. Finance, Property and Housing RSSS **£2.6m** which is due to holding staff vacancies and some delays in recruitment across the Corporate and Customer function;
  - ii. Finance, Property and Housing **£917,000** mainly due to changes in the council tax sharing agreement;
  - iii. Customer, Communities, Culture and Corporate **£582,000** due to Technology Services vacancies following a delay in recruitment to some key posts.
- 3.2 However, whilst the above are resulting in a forecast under spend there are some known pressures and costs which may impact the position notably (i) meeting the costs of the full implementation of Essex Pay across the workforce (the social care workforce pay is being reviewed by August 2019) (ii) early indications of volatility on childrens placements (section 5.1 ii) and (iii) the need to bridge the savings across Strategic Support Services which go into 2020/21.
- 3.3 The under spend represents a variance of **0.5%** against a net budget of **£939.3m**. The position assumes full commitment of the emergency contingency of **£4m**. Further detail can be found in Section 5.
- 3.4 The position includes a forecast under spend against Minimum Revenue Provision (MRP) of **£3.2m**. MRP is the setting aside of revenue resource to

## *2019/20 Financial Overview as at the First Quarter Stage*

repay borrowing. The under spend is due to reduced borrowing assumptions, in significant part as the cash balances at the start of the financial year have been higher than originally forecast. This will be transferred to the Reserve for Future Capital Funding to help fund future capital costs, risks and liabilities on the capital programme.

- 3.5 **£4.6m** is requested to be drawn down from the Reserve for Future Capital Funding to address Highways pressures, including £1m for additional pothole redress activity and £444,000 to be devolved to Local Highway Panels. This is following receipt of additional local roads capital funding from the Department for Transport (DfT) (see section 4.2).
- 3.6 Since this position, sale of EES for Schools traded service has been concluded (gross receipt £16m) and final accounting arrangements will be concluded over the coming weeks (see section 6.3).
- 3.7 The position reported in section 5 is after proposed adjustments in this report, set out in sections 2.1 to 2.3.

### **4. Executive Summary: Capital**

- 4.1 The original capital programme for 2019/20 as set by Full Council in February 2019 was **£249m**. The forecast outturn is **£252.9m**, before adjustments proposed within this report. This represents an under spend of **£336,000** against latest budget of **£253.3m**. After taking account of budget change requests in this report, there is a residual over spend of **£66,000**. More detail is set out in Section 7.
- 4.2 Additional funding of **£10.9m** for Local Roads by the Department for Transport (DfT) is being incorporated into the Capital Programme. Of this sum, **£6.3m** is an addition to the capital programme, requested within this report;
- £2.4m Roads Maintenance
  - £1.6m Footways Maintenance
  - £1.3m Bridges
  - £1m Street Lighting Replacement

The residual **£4.6m** may be released to revenue from the Reserve for Future Capital Funding, to address Highways pressures (see section 3.5).

- 4.3 Appendix C (i) summarises current year forecasts and changes to the Capital Programme for 2019/20 since approval of the original programme in the Budget Report to Council in February 2019. Appendix C (ii) contains the detail of the budget adjustments seeking approval.

## 5. Revenue Position

### 5.1 Children and Families - £319,000 (0.3%) over spend

- i. The forecast over spend is **£319,000** against a budget of **£124.6m**.
- ii. This over spend is mainly due to higher than expected placement costs relating to the number of children in residential homes **£1.6m**, and external fostering placements **£1m**. These are partially offset by under spends on internal fostering fees (**£758,000**) and Special Guardianship Orders (**£653,000**), where both placement numbers and average fees are lower than anticipated, together with staffing under spends.
- iii. The budget includes **£4.6m** of one-off funding that has specifically earmarked for use in setting the outcomes and critical success factors for the Children's Sustainability programme. Approval is sought in this report to transfer the **£4.6m** into the Transformation reserve. Funding will be drawn down from the reserve to meet the costs of the Children's Sustainability programme as they are incurred.

### 5.2 Customer, Communities, Culture and Corporate - £228,000 (1.2%) under spend

- i. The under spend is primarily attributable to vacant posts in the Customer Enquiries Team (**£161,000**) and the Blue badge scheme (**£70,000**) as legislative changes that widen the blue badge scheme to people with hidden disabilities is being implemented later than assumed in the budget.
- ii. Approval is sought in this report for the following:
  - **£241,000** to be drawn down from the Community Initiatives Fund reserve into the following policy lines; **£97,000** Communities and **£144,000** Community Initiatives Fund (CIF) to fund revenue expenditure on approved schemes.
  - **£56,000** to be transferred to Customer Services and Member Enquiries from Education Non DSG portfolio to fund two posts transferring into the service.

### 5.3 Economic Development - £254,000 (3.9%) under spend

- i. The under spend is mainly due to the improved recovery of management time from grants, and staffing vacancies across the portfolio (**£303,000**). These are being partially offset by an under recovery of income within Tourism (**£49,000**) as subscriptions and membership fees income is anticipated to be 30% lower than assumed within the budget.
- ii. Approval is sought in this report to transfer budget of **£167,000** from Health and Adult Social care portfolio to fund posts for the Independent Living Adults with Disabilities' (AWD) Strategy.



#### **5.4 Education and Skills Dedicated Schools Grant (DSG) - £2.5m over spend**

- i. There is an over spend in the High Needs Block of **£3.4m** which is mainly due to the increase in volume and complexity of pupils with Special Educational Needs (SEN) (**£3m**), and placements in independent settings (**£585,000**).
- ii. This is partially offset by Specialist Teachers across all four Quadrants forecasting an under spend due to vacancies held due to the Special Educational Needs and Disabilities (SEND) Organisation Design (**£471,000**).

#### **5.5 Education and Skills Non Dedicated Schools Grant - £179,000 (0.2%) over spend**

- i. The over spend is caused by minor misalignment of staffing budgets within the Corporate and Customer Services functional budget following changes relating to their new Organisation Design. Budgets are being realigned to rectify this. There is no underlying budget pressure.
- ii. Approval is sought in this report to transfer **£20,000** from Customer, Communities, Culture and Corporate RSSS to the Infrastructure Delivery team for School Organisation and Place Planning.

#### **5.6 Environment and Waste - online**

- i. Approval is sought in this report for:
  - **£1.4m** to be transferred to the Waste reserve in respect of growth built into 2019/20 for Biowaste prices. Actual prices following procurement are lower than budgeted.
  - **£69,000** to be drawn down from the Transformation reserve to Development Management in support of development of an energy and low carbon agenda. Previous approval (now lapsed) FP/948/09/17 – Invest in Renewable Energy.

#### **5.7 Finance, Property and Housing - £917,000 (5.5%) under spend**

- i. The under spend relates mainly to the Council Tax Sharing Scheme (**£671,000**) due to differences between the actual tax base and council tax rates and estimates used to set the budget.

#### **5.8 Health and Adult Social Care – £40,000 (0%) under spend**

- i. The portfolio is forecasting on line (there is an immaterial under spend of **£40,000** or just 0.01% of net budget). Within this position there is an over spends on some budget lines of **£2.8m** offset by additional income of **£2.8m**:
- ii. The drivers of the underlying position are:

## *2019/20 Financial Overview as at the First Quarter Stage*

- Whilst the overall number of clients is consistent with budgeted expectations, a greater number of clients have opted for domiciliary care packages instead of receiving cash payments. This has resulted in pressure on the domiciliary care budget (£6.6m), which are offset by under spends on cash payments (£7.8m).
  - There is pressure on the staffing budget (£3.9m) mainly relating to agency costs. Management action is being taken to reduce reliance on agency workers and maximise the number of roles filled by directly employed staff. Resolution of pay through the Essex Pay framework is in progress.
  - There are under spends on Residential placement costs and higher than budgeted income on Continuing Health Care (£1.6m). There is also increased income following national uplifts to the minimum Clinical Commissioning Groups Better Care Fund (CCG BCF) contributions (£1.2m).
- iii. Approval is sought in this report to transfer **£5m** from the Adults Digital Programme reserve to fund commitments for digital schemes in 2019/20.

### **5.9 Deputy Leader and Infrastructure - £190,000 (0.4%) under spend**

- i. The under spend is mainly due to vacancies within Essex Highways Operations.
- ii. Approval is sought in this report for the following:
- **£4.6m** from the Reserve for Future Capital Funding in relation to the Department for Transport (DfT) additional Highways funding carried forward from 2018/19 to address Highways pressures; **£1m** for additional Potholes redress activity and **£444,000** for Devolution works.
  - **£664,000** from the Reserve for Future Capital Funding to revenue in relation to the DfT Pothole grant.

### **5.10 Leader - £8,000 (0.1%) over spend**

- i. There is no material variance to budget.

### **5.11 Other Operating Costs – online**

- i. This on-line position is reported after a proposed adjustment of **£3.2m** relating to under spend against the budget for Minimum Revenue Provision (MRP) due to reduced borrowing assumptions, in significant part as the cash balances at the start of the financial year have been higher than originally forecast. A transfer to the Reserve for Future Capital Funding will be requested when realised to help offset future risks and liabilities on the capital programme.

**5.12 Performance, Business Planning and Partnerships – online**

- i. This online position includes an under spend of **£100,000** for teleconferencing developments to be transferred to Technology Services in the Customer, Communities, Culture and Corporate portfolio and an over spend of **£245,000** in Strategic Partnerships relating to the Transformation Challenge Award which will be offset by a draw down from the Grant Equalisation reserve.

**5.13 Customer, Communities, Culture and Corporate Recharged Support Services - £582,000 (0.9%) under spend**

- i. This is mainly due to delay in recruitment to some posts within Technology Services (**£685,000**) following implementation of their new organisational structure at April 2019.
- ii. Approval is sought in this report to draw down **£205,000** from the Transformation Reserve to fund Organisational Design projects costs in Human Resources, as previous approvals have now expired.

**5.14 Finance, Property & Housing Recharged Support Services - £2.6m (13.2%) under spend**

- i. The under spend is due to earlier delivery of savings within the Corporate and Customer Services function where staff vacancies are being held and there has been some delays in recruitment.
- ii. It is proposed that the functional under spend is transferred to this portfolio and approval is sought in this report to transfer **£2.5m** from the following portfolios: Customer, Communities, Culture and Corporate (£1.1m); Customer, Communities, Culture and Corporate RSSS (£1m); Education and Skills Non DSG (£260,000); Health and Adult Social Care (£93,000).

**5.15 Leader Recharged Support Services - £61,000 (2.9%) under spend**

- i. This position comprises an under spend of **£228,000** within the Equality and Partnership team where vacancies are being held to mitigate pressures in other areas of the service. This is partially offset by a forecast over spend of **£167,000** in Communications and Customer Relations pending consultation.

**5.16 Performance, Business Planning and Partnerships Recharged Support Services - £90,000 (1.1%) under spend**

- i. This position includes an over spend of **£48,000** attributable to staffing expenditure within the Data and Analytics and Research and Citizen Insight teams, and a forecast over spend of **£113,000** in the Transformation Support Unit. This is offset by **£95,000** to be transferred from Technology Services to support staffing expenditure in Essex Centre for Data and Analytics.

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- ii. Approval is sought in this report to draw **£156,000** from the Transformation reserve to support Essex Transformation Partners.

### **6. Trading Activities**

- 6.1 Trading activities are reporting an over achievement of **£1.3m** against the budgeted surplus.
- 6.2 The services have challenging income and profit targets for 2019/20 and there has been a strong start to the new financial year with no reported risks to the targets being achieved.
- 6.3 EES for Schools are forecast to over achieve income by **£1.3m** as no appropriation target was set in 2019/20 due to its potential sale. Since this position, sale of the service has been concluded (gross receipt £16m) and final accounting arrangements will be concluded over the coming weeks.
- 6.4 Approval is sought in this report to draw down **£60,000** from the Place Services Traded reserve to Place Services Traded budget to fund investment in their office environment.
- 6.5 Appendix B shows the position by each Trading Activity.

### **7. Capital**

- 7.1 An under spend of **£336,000** (0.1%) is forecast against the latest capital budget of **£253.3m**. After taking account of budget change requests in this report there is a residual over spend of **£66,000**.
- 7.2 Approval is sought for:
  - i. Slippage of **£13.1m**
  - ii. Budget additions of **£13.1m**
  - iii. Budget reductions of **£1.6m**
  - iv. Advanced works of **£1.2m**
- 7.3 The key points to note are listed below, and the detailed requests are shown at Appendix C(ii).
- 7.4 **Customer, Communities, Culture and Corporate - £291,000 under spend**
  - i. **Travellers**; Approval is sought in this report for a reduction of **£311,000** where budget is no longer required.
  - ii. **Community Initiatives**; Approval is sought to draw down **£215,000** from the Community Initiatives Fund Reserve to cover expenditure incurred to date in

## *2019/20 Financial Overview as at the First Quarter Stage*

the final quarter of 2018/19 and first quarter of 2019/20) in relation to the Community Initiatives project.

### **7.5 Economic Development – £369,000 over spend**

- i. **Chelmsford College High Need scheme;** An addition of **£369,000** is being sought relating to transforming its classrooms with completion expected in the summer in readiness for the September 2019 term.

### **7.6 Education and Skills - £4.7m under spend**

- i. **Clacton County High;** Approval is sought to reprofile **£4m** into future years due to on-going discussions with Tendring District Council concerning land transfers.
- ii. **Chatham Free School;** Approval is sought to reprofile **£2m** into future years due to uncontrollable Department of Education (DfE) delays in funding sign off.
- iii. **West Hatch;** Approval is sought to reprofile **£1m** into future years where the appointment of a new contractor is still in process following the removal of the prior contractor.
- iv. **Basildon Primary Basic Need;** Approval is sought to re-profile **£639,000** from 2021/22 into 2019/20 due to the earlier completion of works at Northlands Primary Academy.

### **7.7 Finance, Property and Housing Portfolio - £44,000 over spend**

- i. The over spend is due to Essex Outdoors where additional costs have arisen relating to the refurbishment of a shower block and installation of accommodation pods.
- ii. **Goldlay Gardens;** Approval is sought for an addition of **£25,000** from the Essex Housing Programme for Goldlay Gardens relating to the final snagging costs at completion.

### **7.8 Health and Adult Social Care - £10,000 under spend**

- i. **Coppins Court;** Approval is sought to re-profile **£10,500** into future years, as the work is expected to start later in the year.

### **7.9 Deputy Leader and Infrastructure - £2.2m over spend**

- i. **Major Schemes;** Approval is sought for an addition of **£1.7m** in respect to additional South East Local Enterprise Partnership (SELEP) Local Growth Fund (LGF) funding for Frating roundabout on the A133 Colchester to Clacton; and **£540,000** in relation to Chelmsford North Eastern Bypass, with a

## 2019/20 Financial Overview as at the First Quarter Stage

corresponding reduction relating to Advanced Scheme Design. Housing Infrastructure Bids (HIF) of **£545m** have been submitted and the decision is due within the next month. Activity has been progressed on schemes at risk assuming the bids are successful. If the bids are unsuccessful and a decision is made to cease activity, costs incurred to date may need to be treated as abortive costs. At the current time there is no indication that bids will be unsuccessful.

- ii. **Highways maintenance**; Approval is sought to add **£6.3m** from the DfT additional Highways funding that was carried forward from 2018/19 relating to: **£2.4m** Roads Maintenance, **£1.6m** Footways Maintenance, **£1.3m** Bridges and **£1m** Street Lighting Replacement. Approval is also sought to add **£664,000** from the DfT Potholes grant funding for redress activity.
- iii. **BDUK**; Superfast Programme Phase 4b is reporting slippage of **£5.2m** following delays in obtaining grant approval with Department of Environment, Food and Rural Affairs (DEFRA) and subsequent extended procurement timelines. Milestones for delivery are now expected to be in 2020/21.

### 7.10 Controlled Elsewhere - £2.1m over spend

- i. Approval is sought for an addition of **£2.1m** in relation to the Schools Devolved Formula Capital grant, which the Council hold on behalf of Essex Schools and have no control over the spend, for transactions that do not meet the capitalisation criteria.

7.11 **Appendix C** provides a comparison of approved and forecast outturn capital payments by Portfolio and sets out the variance plan which summarise the proposals for addressing the forecast budget variances.

## 8. Policy context and Outcomes Framework

This report is an assessment of the financial position of the County Council, which itself is a representation of the corporate plan. The budget and organisation plan were approved in parallel in February 2019.

## 9. Reserves

- 9.1 A summary of the forecast balances on reserves is provided in **Appendix D**.
- 9.2 Approval is sought to close the Digital Infrastructure reserve and transfer the residual balance (£3.1m) to the Transformation reserve.

## **10. Financial Implications**

### **Finance and Resources Implications (Section 151 Officer)**

- 10.1 The report is provided by the Section 151 Officer. There are no further comments.

## **11. Legal Implications**

- 11.1 The Council is responsible for setting the budget each year. Once agreed the executive then have to implement the policy framework and keep within the budget, subject to the limits set by Financial Regulations.

## **12. Equality and Diversity implications**

- 12.1 Section 149 of the Equality Act 2010 creates the public sector equality duty which requires that when ECC makes decisions it must have regard to the need to:
- (a) Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act
  - (b) Advance equality of opportunity between people who share a protected characteristic and those who do not
  - (c) Foster good relations between people who share a protected characteristic and those who do not including tackling prejudice and promoting understanding.
- 12.2 The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation.
- 12.3 The equality implications are assessed as part of budget setting process and as part of individual schemes.
- 12.4 There are no equality and diversity or other resource implications associated with this report.

## **13. List of Appendices**

|                 |                                    |
|-----------------|------------------------------------|
| Appendix A      | Revenue Forecast Outturn           |
| Appendix B      | Trading Activities                 |
| Appendix C (i)  | Capital Forecast Outturn           |
| Appendix C (ii) | Capital Variance Plan              |
| Appendix D      | Balance Sheet - Earmarked Reserves |

**(Available at [www.essex.gov.uk](http://www.essex.gov.uk) if not circulated with this report)**

## **14. List of Background Papers**

Budgetary control reports.

Revenue

| Portfolio  | Latest Budget<br>£000 | Residual<br>Variance<br>£000 | % of<br>Latest<br>Budget |
|--|-----------------------|------------------------------|--------------------------|
| Children and Families                                | 124,621               | 319                          | 0.3%                     |
| Customer, Communities, Culture and Corporate         | 18,977                | (228)                        | (1.2%)                   |
| Economic Development                                 | 6,522                 | (254)                        | (3.9%)                   |
| Education and Skills DSG                             | (935)                 | 2,521                        | (269.7%)                 |
| Education and Skills Non DSG                         | 78,857                | 179                          | 0.2%                     |
| Environment and Waste                                | 80,715                | (0)                          | (0.0%)                   |
| Finance, Property & Housing                          | 16,549                | (917)                        | (5.5%)                   |
| Health and Adult Social Care                         | 415,163               | (40)                         | (0.0%)                   |
| Infrastructure                                       | 44,161                | (190)                        | (0.4%)                   |
| Leader   | 6,447                 | 8                            | 0.1%                     |
| Other Operating Costs                                | 51,883                | 0                            | 0.0%                     |
| Performance, Business Planning and Partnerships      | 2,040                 | (0)                          | (0.0%)                   |
| Customer, Communities, Culture and Corporate RSSS    | 63,429                | (582)                        | (0.9%)                   |
| Finance, Property & Housing RSSS                     | 19,919                | (2,634)                      | (13.2%)                  |
| Leader RSSS  | 2,116                 | (61)                         | (2.9%)                   |
| Performance, Business Planning and Partnerships RSSS | 7,873                 | (90)                         | (1.1%)                   |
| <b>Total</b>   | <b>938,337</b>        | <b>(1,972)</b>               | <b>(0.2%)</b>            |
| DSG Offset   | 935                   | (2,521)                      | (269.7%)                 |
| <b>Total Excluding DSG</b>                           | <b>939,272</b>        | <b>(4,493)</b>               | <b>(0.5%)</b>            |
| Funding  |                       | (96)                         |                          |
| <b>Revised Total</b>                                 | <b>939,272</b>        | <b>(4,589)</b>               | <b>(0.5%)</b>            |



Appendix B

Traded Services

|  | Revenue<br>reserve<br>1 April 2019 | Income          | Budget<br>Expenditure | (Surplus)/<br>Deficit | Income          | Forecast<br>Expenditure | Forecast<br>(Surplus) /<br>deficit | Final<br>Outturn<br>position | To County<br>Revenue<br>Account | To<br>Trading<br>Activity<br>reserve | Variance<br>Plan<br>Proposals<br>to/(from)<br>reserves | Revenue<br>reserve<br>31 March<br>2020 |
|--|------------------------------------|-----------------|-----------------------|-----------------------|-----------------|-------------------------|------------------------------------|------------------------------|---------------------------------|--------------------------------------|--|--|
|  | £000                               | £000            | £000                  | £000                  | £000            | £000                    | £000                               | £000                         | £000                            | £000                                 | £000   | £000                                   |
| <b>EDUCATION TRADED</b>                |                                    |                 |                       |                       |                 |                         |                                    |                              |                                 |                                      |  |  |
| EES for Schools                        | -                                  | -               | -                     | -                     | (2,429)         | 1,115                   | (1,314)                            | (1,314)                      | -                               | -                                    | -  | (1,314)                                |
| <b>FINANCE, PROPERTY &amp; HOUSING</b> |                                    |                 |                       |                       |                 |                         |                                    |                              |                                 |                                      |  |  |
| Information Services infrastructure    | -                                  | (6,500)         | 6,500                 | -                     | (6,500)         | 6,500                   | 0                                  | 0                            | -                               | -                                    | -  | 0                                      |
| Place Services                         | (483)                              | (2,682)         | 2,402                 | (280)                 | (2,686)         | 2,406                   | (280)                              | (55)                         | (225)                           | (55)                                 | 60   | (478)                                  |
| Music Services Traded                  | (168)                              | (4,497)         | 4,384                 | (113)                 | (4,497)         | 4,384                   | (113)                              | 0                            | (113)                           | -                                    | -  | (168)                                  |
| <b>Total</b>                           | <b>(651)</b>                       | <b>(13,679)</b> | <b>13,286</b>         | <b>(393)</b>          | <b>(16,112)</b> | <b>14,406</b>           | <b>(1,706)</b>                     | <b>(1,368)</b>               | <b>(338)</b>                    | <b>(55)</b>                          | <b>60</b>  | <b>(1,959)</b>                         |

## Appendix C (i)

## Capital

|  | Year to date  |               |                 | Budget Movement |                          | Full Year      |                |                |
|--|---------------|---------------|-----------------|-----------------|--------------------------|----------------|----------------|----------------|
|  | Budget        | Actuals       | Variance        | Original Budget | In year approved changes | Revised Budget | Outturn        | Variance       |
|  | £000          | £000          | £000            | £000            | £000                     | £000           | £000           | £000           |
| Children and Families                        | 71            | 21            | (50)            | 900             | 75                       | 975            | 975            | -              |
| Customer, Communities, Culture and Corporate | 1,123         | 58            | (1,065)         | 7,500           | 1,535                    | 9,035          | 8,745          | (291)          |
| Economic Development                         | 1,748         | 445           | (1,303)         | 5,847           | 1,307                    | 7,154          | 7,523          | 369            |
| Education and Skills                         | 13,104        | 7,795         | (5,309)         | 76,926          | 6,822                    | 83,748         | 79,039         | (4,709)        |
| Environment and Waste                        | 662           | (231)         | (893)           | 3,850           | 490                      | 4,340          | 4,340          | (0)            |
| Finance, Property and Housing                | 1,466         | 376           | (1,090)         | 14,765          | 467                      | 15,232         | 15,276         | 44             |
| Health and Adult Social Care                 | 1             | (716)         | (717)           | 421             | 7                        | 428            | 418            | (10)           |
| Infrastructure                               | 15,717        | 9,357         | (6,360)         | 137,646         | (6,801)                  | 130,845        | 133,021        | 2,176          |
| <b>ECC Capital Programme</b>                 | <b>33,892</b> | <b>17,104</b> | <b>(16,788)</b> | <b>247,855</b>  | <b>3,903</b>             | <b>251,758</b> | <b>249,338</b> | <b>(2,420)</b> |
| Schools Cash Balance                         | 296           | 607           | 311             | -               | 296                      | 296            | 296            | -              |
| Devolved Formula Capital                     | 155           | 2,498         | 2,343           | 1,113           | 99                       | 1,212          | 3,296          | 2,084          |
| <b>Total School Balances</b>                 | <b>451</b>    | <b>3,105</b>  | <b>2,654</b>    | <b>1,113</b>    | <b>395</b>               | <b>1,508</b>   | <b>3,591</b>   | <b>2,084</b>   |
| <b>Total Capital Programme</b>               | <b>34,343</b> | <b>20,209</b> | <b>(14,133)</b> | <b>248,967</b>  | <b>4,298</b>             | <b>253,265</b> | <b>252,929</b> | <b>(336)</b>   |

## Financed by:

|  | Budget Movement |                          | Full Year      |                |                |
|--|-----------------|--------------------------|----------------|----------------|----------------|
|  | Original Budget | In year approved changes | Revised Budget | Outturn        | Variance       |
|  | £000            | £000                     | £000           | £000           | £000           |
| <b>ECC Capital Programme</b>                   |                 |                          |                |                |                |
| Grants   | 91,401          | 3,711                    | 95,112         | 88,054         | (7,058)        |
| Reserves                                       | 8,268           | -                        | 8,268          | 8,288          | 20             |
| Developer & Other contributions                | 12,949          | 453                      | 13,402         | 13,464         | 62             |
| Capital receipts                               | 7,000           | (2,000)                  | 5,000          | 5,000          | -              |
| Unsupported borrowing                          | 128,237         | 2,034                    | 130,271        | 134,827        | 4,556          |
| <b>ECC Capital Programme</b>                   | <b>247,855</b>  | <b>4,198</b>             | <b>252,053</b> | <b>249,633</b> | <b>(2,420)</b> |
| Grants   | 1,112           | 100                      | 1,212          | 3,296          | 2,084          |
| Unsupported borrowing                          | -               | -                        | -              | -              | -              |
| <b>School Balances</b>                         | <b>1,112</b>    | <b>100</b>               | <b>1,212</b>   | <b>3,296</b>   | <b>2,084</b>   |
| <b>Total ECC &amp; Schools Capital Funding</b> | <b>248,967</b>  | <b>4,298</b>             | <b>253,265</b> | <b>252,929</b> | <b>(336)</b>   |

Appendix C(ii)

Capital Variance Plan

| Portfolio                                    | Approved changes |               |                 |                |                  | Variance Plan   |               |                |                |                   |                |
|--|------------------|---------------|-----------------|----------------|------------------|-----------------|---------------|----------------|----------------|-------------------|----------------|
|  | Slippage         | Additions     | Reductions      | Advanced Works | Approved changes | Slippage        | Additions     | Reductions     | Advanced Works | Residual Variance | Total Variance |
|  | £000             | £000          | £000            | £000           | £000             | £000            | £000          | £000           | £000           | £000              | £000           |
| Children and Families                        | 75               | -             | -               | -              | 75               | -               | -             | -              | -              | -                 | -              |
| Customer, Communities, Culture and Corporate | 1,535            | -             | -               | -              | 1,535            | -               | 20            | (311)          | -              | (0)               | (291)          |
| Economic Development                         | 1,326            | -             | -               | (19)           | 1,307            | -               | 369           | -              | -              | 0                 | 369            |
| Education and Skills                         | 987              | 12,821        | (6,321)         | (665)          | 6,822            | (7,574)         | 1,661         | (222)          | 1,178          | 248               | (4,709)        |
| Environment and Waste                        | 490              | -             | -               | -              | 490              | -               | -             | -              | -              | (0)               | (0)            |
| Finance, Property and Housing                | 492              | -             | -               | (25)           | 467              | -               | 25            | -              | -              | 19                | 44             |
| Health and Adult Social Care                 | 7                | -             | -               | -              | 7                | (10)            | -             | -              | -              | 1                 | (10)           |
| Infrastructure                               | 1,900            | 347           | (6,535)         | (2,513)        | (6,801)          | (5,555)         | 8,978         | (1,045)        | -              | (202)             | 2,176          |
| <b>ECC Capital Programme</b>                 | <b>6,812</b>     | <b>13,168</b> | <b>(12,856)</b> | <b>(3,221)</b> | <b>3,903</b>     | <b>(13,139)</b> | <b>11,053</b> | <b>(1,578)</b> | <b>1,178</b>   | <b>66</b>         | <b>(2,420)</b> |
| Schools Cash Balance                         | 296              | -             | -               | -              | 296              | -               | -             | -              | -              | -                 | -              |
| Devolved Formula Capital                     | 99               | -             | -               | -              | 99               | -               | 2,084         | -              | -              | 0                 | 2,084          |
| <b>Total Capital Programme</b>               | <b>7,207</b>     | <b>13,168</b> | <b>(12,856)</b> | <b>(3,221)</b> | <b>4,298</b>     | <b>(13,139)</b> | <b>13,136</b> | <b>(1,578)</b> | <b>1,178</b>   | <b>66</b>         | <b>(336)</b>   |

## Appendix C(ii) cont'd

| Portfolio & Scheme                                  | Slippage        | Additions     | Reductions     | Advanced Works | 2019/20 Changes |
|---|-----------------|---------------|----------------|----------------|-----------------|
|   | £000            | £000          | £000           | £000           | Requested       |
| Community Initiatives                               | -               | 20            | -              | -              | 20              |
| Travellers  | -               | -             | (311)          | -              | (311)           |
| <b>Customer, Communities, Culture and Corporate</b> | -               | <b>20</b>     | <b>(311)</b>   | -              | <b>(291)</b>    |
| A120 Preferred route                                | -               | -             | (500)          | -              | (500)           |
| A133 Colchester to Clacton RBS                      | -               | 1,742         | -              | -              | 1,742           |
| Advanced Scheme Design                              | -               | -             | (540)          | -              | (540)           |
| BDUK Essex Superfast Programme Phase 4              | (5,255)         | -             | -              | -              | (5,255)         |
| Bridges   | -               | 1,300         | -              | -              | 1,300           |
| Chelmsford Growth Area                              | -               | 27            | -              | -              | 27              |
| Chelmsford North Eastern Bypass                     | -               | 540           | -              | -              | 540             |
| Footway maintenance                                 | (300)           | 1,600         | -              | -              | 1,300           |
| Local Highways Panels                               | -               | 300           | -              | -              | 300             |
| Road Maintenance                                    | -               | 2,400         | -              | -              | 2,400           |
| Street Lighting Replacement                         | -               | 1,000         | -              | -              | 1,000           |
| Section 106   | -               | 69            | (5)            | -              | 64              |
| <b>Deputy Leader and Infrastructure</b>             | <b>(5,555)</b>  | <b>8,978</b>  | <b>(1,045)</b> | -              | <b>2,378</b>    |
| Chelmsford College High Needs                       | -               | 369           | -              | -              | 369             |
| <b>Economic Development</b>                         | -               | <b>369</b>    | -              | -              | <b>369</b>      |
| Basildon Primary Basic Need                         | -               | -             | -              | 639            | 639             |
| Basildon Secondary Basic Need                       | -               | 443           | -              | -              | 443             |
| Braintree Primary Basic Need                        | -               | -             | -              | 400            | 400             |
| Brentwood Primary Basic Need                        | -               | 32            | -              | 139            | 171             |
| Chelmsford Primary Basic Need                       | (167)           | -             | -              | -              | (167)           |
| Epping Forest Secondary Basic Need                  | (1,000)         | -             | -              | -              | (1,000)         |
| Special Schools                                     | (2,000)         | 493           | -              | -              | (1,507)         |
| Temporary Accommodation                             | (407)           | 222           | -              | -              | (185)           |
| Tendring Secondary Basic Need                       | (4,000)         | -             | -              | -              | (4,000)         |
| Uttlesford Primary Basic Need                       | -               | 61            | -              | -              | 61              |
| Schools Capitalised Building Maintenance            | -               | 410           | -              | -              | 410             |
| Early Years   | -               | -             | (222)          | -              | (222)           |
| <b>Education and Skills</b>                         | <b>(7,574)</b>  | <b>1,661</b>  | <b>(222)</b>   | <b>1,178</b>   | <b>(4,957)</b>  |
| Goldlay Gardens                                     | -               | 25            | -              | -              | 25              |
| <b>Finance, Property and Housing</b>                | -               | <b>25</b>     | -              | -              | <b>25</b>       |
| Independent Living Older People Coppins Court       | (10)            | -             | -              | -              | (10)            |
| <b>Health and Adult Social Care</b>                 | <b>(10)</b>     | -             | -              | -              | <b>(10)</b>     |
| <b>ECC Capital Programme</b>                        | <b>(13,139)</b> | <b>11,053</b> | <b>(1,578)</b> | <b>1,178</b>   | <b>(2,486)</b>  |
| Devolved Formula Capital                            | -               | 2,084         | -              | -              | 2,084           |
| <b>Total Capital Programme</b>                      | <b>(13,139)</b> | <b>13,136</b> | <b>(1,578)</b> | <b>1,178</b>   | <b>(403)</b>    |

## Appendix D

### Reserves

|  | Balance at 1<br>April 2019<br>£000 | (Contributions)<br>Withdrawals<br>agreed<br>£000 | Adjustments<br>proposed in<br>quarterly report<br>£000 | Future<br>commitments<br>£000 | Estimated<br>Closing<br>balance<br>£000 |
|--|------------------------------------|--|--|-------------------------------|---|
| Long Term Contractual Commitment                     |                                    |  |  |                               |   |
| PFI Reserves   |                                    |  |  |                               |   |
| A130 PFI   | (42,136)                           | 3,413  |  |                               | (38,723)                                |
| Building Schools for the Future PFI                  | (2,267)                            | -  |  | 2,267                         | -                                       |
| Debden School PFI                                    | (3,633)                            | -  |  | 3,633                         | -                                       |
| Clacton Secondary Schools' PFI                       | (2,518)                            | -  |  | 2,518                         | -                                       |
| Waste Reserve  | (103,631)                          | (7,869)  | (1,376)  |                               | (112,876)                               |
| Grant Equalisation Reserve                           | (12,636)                           | 1,121  | 245  | -                             | (11,270)                                |
| Trading Activities (not available for use)           | (653)                              | 338  | 60   | (55)                          | (310)                                   |
| Partnerships and Third Party (not available for use) | (1,815)                            | -  |  | -                             | (1,815)                                 |
| Schools (not available for use)                      | (38,025)                           | -  |  | -                             | (38,025)                                |
| General Balance                                      | (56,610)                           | -  |  | -                             | (56,610)                                |
| Reserves earmarked for future use                    |                                    |  |  |                               |   |
| Adults Digital Programme                             | (5,256)                            | -  | 5,006  | 250                           | -                                       |
| Capital Receipts Pump Priming                        | (3,204)                            | -  |  | 500                           | (2,704)                                 |
| Carbon Reduction                                     | (2,303)                            | 2,256  |  | -                             | (47)                                    |
| Carry Forward  | (23,250)                           | 23,250   |  | -                             | -                                       |
| Collection Fund Risk                                 | (1,412)                            | -  |  | -                             | (1,412)                                 |
| Community Initiatives Fund                           | (1,153)                            | -  | 456  | 697                           | -                                       |
| Digital Infrastructure                               | (3,053)                            | -  | 3,053  | -                             | -                                       |
| Emergency Planning                                   | (300)                              | -  |  |                               | (300)                                   |
| Future Capital Funding                               | (12,061)                           | (6,974)  | 5,022  | 3,952                         | (10,061)                                |
| Health and Safety                                    | (881)                              | -  |  | 250                           | (631)                                   |
| Insurance  | (8,061)                            | -  |  | -                             | (8,061)                                 |
| Property Fund  | (326)                              | (326)  |  | -                             | (652)                                   |
| Quadrennial Elections                                | (618)                              | (500)  |  | -                             | (1,118)                                 |
| Service Improvement                                  | -                                  | (3,970)  |  | -                             | (3,970)                                 |
| Tendering PPP  | (496)                              | -  |  | 496                           | -                                       |
| Transformation                                       | (25,193)                           | (7,521)  | (7,314)  | 14,893                        | (25,135)                                |

|   |                         |
|---|-------------------------|
| <b>Report title: Decisions taken by or in consultation with Cabinet Members</b> |                         |
| <b>Report author:</b> Secretary to the Cabinet                                  |                         |
| <b>Date:</b> 23 July 2019   | <b>For:</b> Information |
| <b>Enquiries to:</b> Emma Tombs, Democratic Services Manager, 03330 322709      |                         |
| <b>County Divisions affected:</b> All Essex                                     |                         |

The following decisions have been taken by or in consultation with Cabinet Members since the last meeting of the Cabinet:

#### **Leader of the Council**

**FP/469/07/19** Essex Cares Limited – Shareholder Approval of Business Plan 2019/20

#### **Deputy Leader & Cabinet Member for Infrastructure**

**FP/460/06/19** Formal Adoption of Policy to Remove Vehicles which are Unlawfully Parked and Interfering with Highway Works

**\*FP/407/04/19** Approval to place 2019/20 contractual task orders with Ringway Jacobs for values between £2m and £5m

**FP/464/06/19** Chapel Lane, Thorrington – Implementation of an Experimental One-Way Restriction

**\*FP/449/05/19** A133 Colchester to Clacton Route Based Strategy – Weeley and Frating Road Roundabout Improvements – Request to go to Tender under the Eastern Highways Alliance Framework

**FP/475/07/19** Proposed Conversion of Zebra Crossing to Puffin Crossing, A129 Southend Road, Wickford

#### **Cabinet Member for Customer, Communities, Culture and Corporate**

**FP/467/06/19** Proposed changes to the Essex Lottery

#### **Cabinet Member for Finance, Property and Housing**

**FP/466/06/19** Essex Core Estate (Buildings) LED Lighting Upgrade Phase 1

**\*FP/945/09/17** Land for Housing Development in Epping Forest

**FP/471/07/19** Surplus Property Schedule: New Bridge House, 60-68 New London Road, Chelmsford, Essex, CM2 0PD

#### **\* Key Decisions**

**Forward Plan reference number:** FP/430/05/19

|   |                      |
|---|----------------------|
| <b>Report title:</b> ECC Highways Maintenance Policies  |                      |
| <b>Report to:</b> Cabinet   |                      |
| <b>Report author:</b> Andrew Cook, Director, Highways and Transportation  |                      |
| <b>Date:</b> 23 July 2019   | <b>For:</b> Decision |
| <b>Enquiries to:</b> Deana James, Business Planning Manager, Essex Highways<br>Commissioning email deana.james@essex.gov.uk |                      |
| <b>County Divisions affected:</b> All Essex   |                      |

## 1. Purpose of Report

- 1.1 This report asks the Cabinet to adopt a new framework for highway maintenance policies, and the main policies forming part of that framework. It also proposes that Deputy Leader should adopt the new policies which sit under the high level policies as part of the framework.

## 2. Recommendations

- 2.1 Agree that the Council should adopt new highways maintenance policies consisting of those policies set out in paragraph 3.5, and general principles and associated strategies which will be introduced from August 2019 as shown in the diagram at appendix 1.
- 2.2 Adopt the Highways Maintenance Policy and General Principles (2019), the ECC Maintenance and Inspections Strategy: Carriageways, Footways and Cycleways (2019) and the ECC Maintenance and Inspections Strategy: Structures (2019) in the form at appendices 2-4) with effect from 1 August 2019.
- 2.3 Adopt the Revised footway and structures hierarchies in the form at appendix 5 with effect from 1 August 2019
- 2.4 Note that Cabinet Member for Infrastructure to agree future revisions to the ECC Highways Maintenance Policy and General Principles and associated strategies in consultation with the Leader of the Council.
- 2.5 Note that the Cabinet Member for Infrastructure will be adopting the strategies listed in phase 2 (see 3.6) and to approve a public facing summary document to complement the new policy and strategies.

## 3. Summary of issue

- 3.1 The Council has a duty to maintain the highway network. A list showing the number of types of various highway assets is at appendix 6. In order to provide

a high-quality service and ensure that resources are directed to the highest priorities we need to have policies setting out what the public can expect. At present the main policy was adopted in 2008 although it has been changed significantly by the Cabinet Member during that time, to reflect resources made available to the portfolio.

3.2 Since that time there have been changes in what the public and the courts expect and new national guidance has been produced. The national guidance, is called the UK Code of Practice: Well Managed Highway Infrastructure 2016 (the New Code).

3.3 It is proposed that a whole new set of policies are produced. The proposed high level document is the new ECC Highways Maintenance Policy and General Principles which is at Appendix 2. It is proposed that other documents will sit beneath this document. Cabinet are asked to adopt the following documents with the main policy

- ECC Maintenance and Inspections Strategy: Carriageways, Footways and Cycleways (2019), appendix 3. This document outlines the inspection frequencies, and then how identified issues will be classified. The strategy gives a repair time for each type of defect.
- ECC Maintenance and Inspections Strategy: Structures (2019), appendix 4. This document provides the requirements for inspection types, frequencies and defect categorisation.

3.4 The remaining documents are currently being finalised and it is proposed that the Cabinet Member will be asked to adopt these at a later date. The future documents are:

- \* **ECC Maintenance and Inspections Strategy: Public Rights of Way.** This is a new document, which will provide the hierarchy, inspection frequencies and defect categories and repair times. This document will be the subject of consultation with the Local Access Forum and will therefore be finalised next year.
- \* **ECC Maintenance and Inspections Strategy: Street Lighting** This document contains inspection and defect repair times along with items for inspections.
- \* **ECC Maintenance and Inspections Strategy: Winter Maintenance** It is proposed that this document will be finalised before the start of the 2019/20 gritting season.
- \* **ECC Maintenance and Inspections Strategy: ITS** This is a new document which is currently being drafted and will be implemented later this year.

### General Changes

3.5 The draft strategy and associated documents will align ECC's highway maintenance activities and provide more succinct documentation to support the risk based approach advocated by the New Code. No changes are proposed to the investigatory levels or inspection frequencies for carriageways from those in the current policy.



## **Maintenance of Footways**

- 3.6 The Council proposes to implement a new footway hierarchy which prioritises inspections to those which are more heavily used by pedestrians. As a result of this decision, some inspection frequencies for footways may be increased or decreased depending on their position within the revised hierarchy.
- 3.7 The proposed footway hierarchy replaces the existing hierarchy and provides additional guidance of usage within the county to classify footways into the appropriate hierarchy category.

## **Maintenance of bridges and other highway structures**

- 3.8 The proposed structures policy introduces a hierarchy for resources prioritisation which is based on usage (the amount of traffic the structure carries) and access requirements, for example, a structure providing the only access to a property would be given a higher priority than another on the same type of road that doesn't provide a single access point. The structures hierarchy is not used to determine inspection frequency, but is used to influence priority order for maintenance activities arising as a result of inspection or assessment results.
- 3.9 The highways service helps achieve the following aims of the Organisational Strategy:

- **Help create great places to grow up, live and work**

Secure sustainable development and protect the environment

- Reduce the environmental impact and cost to the taxpayer of dealing with waste, by working effectively with partners to minimise waste.
- Improve the image of the county, by promoting the benefits of Essex Highways and the County Council.
- Reduce carbon emissions and energy costs for Essex Highways by supporting the development of new strategies that promote clean growth and the use of affordable energy.

- **Transform the council to achieve more with less**

Limit cost and drive growth in revenue

- Optimise revenue from services, by charging appropriately and realising commercial benefit
- Drive out inefficiency, by reducing costs, increasing productivity and adopting lean methodology.
- Work collaboratively with partners to deliver maximum value for taxpayers' money that is spent through Essex Highways.

## **4. Options**

### **4.1 Option 1:**

#### **4.1.1 Implement the new ECC Highways Maintenance Policy and General Principles and associated strategies from August 2019.**

4.1.2 This will enable the authority to bring documentation in line with the new Code of Practice. Additionally, the implementation of the revised footway hierarchy and the new Structures hierarchy will also help to direct maintenance activities to reflect usage and strategic importance.

#### **4.2 Option 2:**

##### **4.2.1 Continue with the existing Maintenance Strategy**

4.2.2 Not refreshing the Maintenance Policy and associated documents would mean that we are not working to the updated Code of Practice: Well Managed Highway Infrastructure which was released in October 2016. If we are operating at a standard lower than the national code of practice there is a risk that a claim for disrepair will not be defensible.

### **5. Issues for consideration**

#### **5.1 Financial implications**

5.1.1 The proposed changes present a neutral impact upon ECCs Highways budgets. The timescales for the relevant works to be carried out have not been altered and the adoption of a risk based approach to maintenance enables ECC to comply with all legislation. By utilising the proposed approach ECC are ensuring that it utilises its resources in the optimum manner whilst ensuring its asset base is maintained as required.

#### **5.2 Legal implications**

5.2.1 The Council has a legal duty to maintain those highways and associated structures for which it is responsible. If anyone brings legal proceedings against the Council based on a claim that the Council has failed to maintain then it is important that we demonstrate strong policies and inspection. These policies help us to do this and to ensure that resources are prioritised to repairs where there is greatest need.

### **6. Equality and Diversity implications**

6.1 The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:

- (a) Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
- (b) Advance equality of opportunity between people who share a protected characteristic and those who do not.

- (c) Foster good relations between people who share a protected characteristic and those who do not including tackling prejudice and promoting understanding.

- 6.2 The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).
- 6.3 The equality impact assessment at appendix 7 indicates that the proposals in this report will not have a disproportionately adverse impact on any people with a particular characteristic.

## **7. List of appendices**

Appendix 1 – Diagram showing the proposed policy hierarchy

Appendix 2 - Highways Maintenance Policy and General Principles (2019)

Appendix 3 - ECC Maintenance and Inspections Strategy: Carriageways, Footways and Cycleways (2019).

Appendix 4 - ECC Maintenance and Inspections Strategy: Structures (2019)

Appendix 5 - Revised footway and structures hierarchies (plan)

Appendix 6 – Numbers of different types of Highways and Transportation Assets 2017/18

Appendix 7 - Equality Impact Assessment

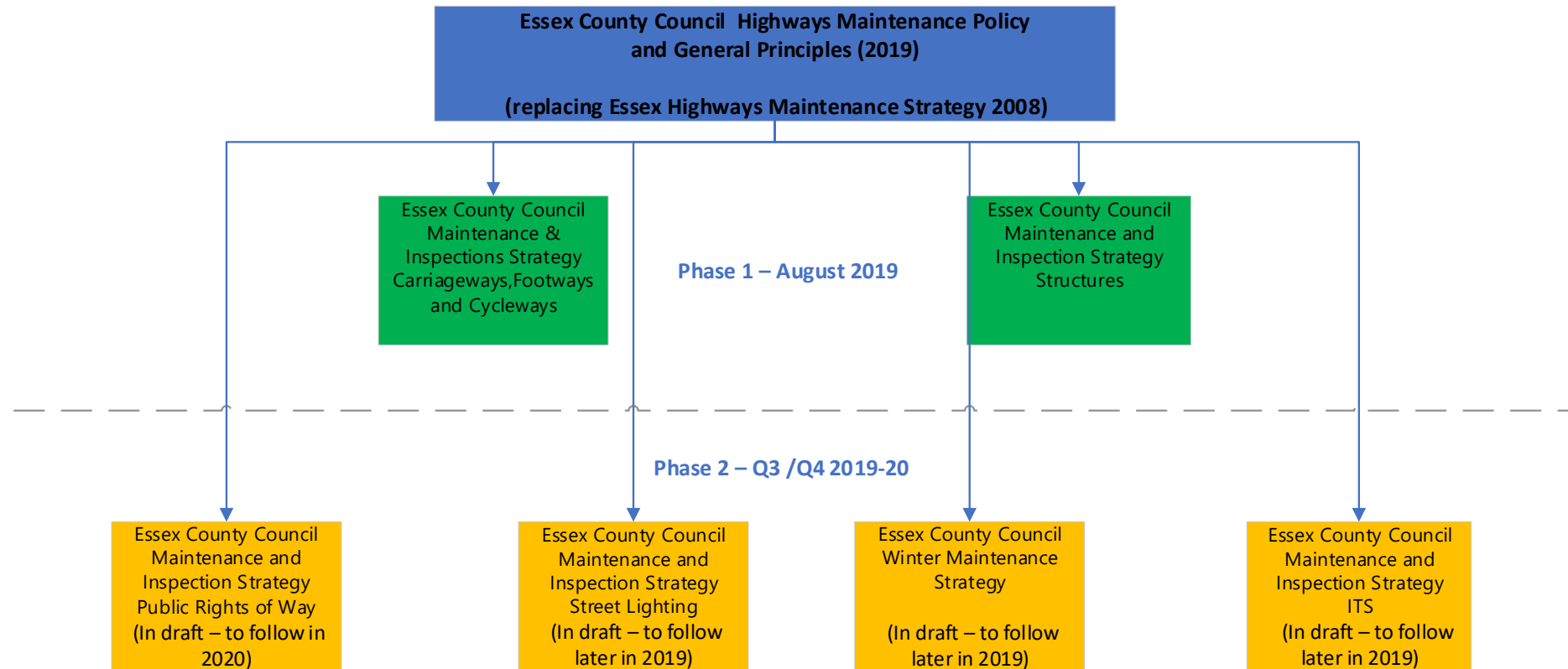
## **8. List of Background papers**

ECC Highways Maintenance Policy and General Principles (2019)

ECC Maintenance and Inspections Strategy: Carriageways, Footways and Cycleways (2019)

ECC Maintenance and Inspections Strategy: Structures (2019)

## ESSEX HIGHWAYS MAINTENANCE POLICY HIERARCHY





# Highways Maintenance Policy

## & General Principles

May 2019

|                       |                             |
|-----------------------|-----------------------------|
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# Essex Highway Maintenance Policy

## 1.1 Introduction

The Essex County Council Highways Maintenance Policy and Strategy has been fundamentally reviewed with maintenance engineers, inspectors and other practitioners to take account of the recommendations and best practice set out in the October 2016 “Well-managed Highway Infrastructure: A Code of Practice”. The Code was developed by the UK Road Liaison Group and is supported, endorsed and recommended by:

Department of Transport  
SCOTS  
CSS Wales  
Department of Infrastructure  
ADEPT  
(Association of Directors of Environment, Economy, Planning and Transportation)  
HMEP  
(Highway Maintenance Efficiency Programme)

The code is not statutory but provides Highway Authorities across the UK guidance on management of the highway. Adoption of any recommendation or deviations from the code is a matter for each Authority. Development of the authorities own standards or level of service will match their local need, priorities and environment.

This Policy, on adoption supersedes the “Essex Highway Maintenance Strategy – Maintenance Policy and Standards”, April 2008.

The 2016 Code of Practice moves away from specific guidance and recommendations as used previously, replaced by the promotion of a risk based approach. It says that Authorities will need to determine and evolve their own standards and levels of service though this approach to deliver maintenance standards appropriate for their own unique Authority.

The code also promotes liaison and collaboration between neighbouring Authorities, to determine levels of service and provide consistency across boundaries. Essex County Council (ECC) is an active member of the Eastern Highway Alliance (EHA)

Other members include;

- Cambridgeshire County Council
- Bedford Borough Council
- Buckinghamshire County Council



- Cambridgeshire County Council
- Central Bedfordshire Council
- Hertfordshire County Council
- Leicester City Council
- Leicestershire County Council
- Luton Borough Council
- Norfolk County Council
- Northamptonshire County Council
- Northumberland County Council
- Oxfordshire County Council
- Peterborough City Council
- Southend Borough Council
- Suffolk County Council
- Worcestershire County Council

The Council recognises the vital role that its Highway Network plays in the lives of its residents, as well as the travelling public and local businesses.

Effective management of the Highway Network and its infrastructure is fundamental in supporting the Council's Vision of Essex and in contributing to the Council's Strategic Aims:

- **Enable inclusive economic growth**
- **Help people get the best start and age well**
- **Help create great places to grow up, live and work**
- **Transform the council to achieve more with less**

This leads to a safe, accessible, serviceable and sustainable Highway Network which is vital for providing the foundation for plans of growth and prosperity, as well as providing access to key services such as employment, healthcare, education, social services, sports and leisure facilities. It is also an integral part of supporting key services such as the police, ambulance, fire and other emergency response services.

The Priority Routes within Essex provide the main arteries for the flow of commerce, goods and people, and therefore carries high volumes of traffic through and around and through the County. However, ECC recognises that although these routes are economically important, so are the local routes that its residents travel on each and every day.

A balanced approach to investment promotes choice as to where people wish to travel and how people wish to travel, by walking, cycling, driving or using public transport. The Highway and Public Rights of Way Network also affords opportunities for exercise and improves wellbeing through walking, cycling, horse riding and access to the countryside.

## 1.2 Objective, Purpose and Scope

The objectives of this Policy are:

- To adopt an asset management approach to highways maintenance. Through this approach the Council shall be able to compare and determine the best methods of achieving; value for money, long term maintenance need, environmental best practice, and public safety.
- To adopt a framework of strategies, service levels and operational practices that are flexible and adaptable to changing needs, legislation, funding, available resources, methods of service delivery and technologies.
- To move away from prescriptive national standards and adopt standards and service levels more suited to local needs and the environment of Essex.
- To continue a risk based approach to operational decision making.
- To adopt an appropriate, efficient and consistent approach in the collection and processing of highway inventory, condition and operational data.
- To work with other Authorities to compare, harmonise, share data and resources.
- To carry out regular reviews and updates as required. These will be generated by changes in legislation, financial situations, resources and service delivery experience

Where possible all strategies, service standards and operational practices shall be backed up with evidence and supporting data. This could be in any form and from a variety of sources.

Where there is little or no available supporting evidence or data, assumption and reasoning may be applied, and this will also be recorded

### 1.2.1 Purpose of highway maintenance

The main purpose of highway maintenance is to maintain a functioning network of Roads, Cycleways, Footways, and Public Rights of Way, as well as other highway assets for the expeditious and safe movement of people and goods.

Functioning is defined as the acceptable standard in order for the highway to operate for the user's needs but achieving:

A level of **safety** that reduces or minimises the risk of accidents and harm, as well as complying with statutory duties. The level needs to be practical and balanced without being an unnecessary burden in cost and resources.

A level of **serviceability** where the network is considered to be available to highway users, as well as reliable and integrated.

A level of **customer service** in that the highway user is informed, can obtain information and can be involved, and is satisfied with how this is carried out.

Is **sustainable**, minimising cost over time, maximising both value to the community and environmental contribution.

### 1.2.2 Scope of Highway Maintenance

This Policy applies to all maintenance activities carried out in the highway, maintaining the pavement structure, the drainage, any related structure, street lighting, other street furniture and apparatus, providing these assets are maintained by the Council.

Responsibilities for the maintenance of all highway assets in Essex is delivered by the following organisations:

- Essex County Council
- Department for Transport (DfT) – Highways England (A12, A120, M11, M25)
- CountyRoute (A130, between A12 & A127)
- The unitary authorities of Southend and Thurrock
- Private roads (various owners such as housing associations, housing developments and residents.)

This Policy document covers only the assets that are managed or maintained by ECC.

ECC Highways are responsible for the maintenance and management of many different asset types. This Policy document covers the following:

- Carriageways
- Footways
- Cycleways
- Structures
- Vehicle Restraint Systems (VRS) eg crash barriers
- Public Rights of Way (PRoW)
- Street lighting
- Intelligent Transport Systems (ITS)
- Winter maintenance

This Policy is supported by a suite of Strategies that cover the wide and varied asset inventory.

Each asset group has its own individual set of requirements and needs. This is addressed through separating the Strategies between relevant supporting documents. Where the needs of one asset are similar to another they may be managed within the same strategy document.

The Strategy documents are listed below:

- Carriageway, Footway and Cycleway Maintenance & Inspections Strategy
- Public Rights of Way (PRoW) Maintenance & Inspections Strategy
- Structures Maintenance & Inspections Strategy
- Vehicle Restraint Systems (VRS) Maintenance & Inspections Strategy
- Street Lighting Maintenance & Inspections Strategy
- Intelligent Transport Systems (ITS) Maintenance & Inspections Strategy
- Winter Maintenance Strategy

### **1.2.3 Related Activities**

Because of the nature of some minor asset groups they are better suited to be included and picked up on the routine safety inspections or when reported by a member of the public. A reactive risk-based approach will be taken to rectifying problems relating to:

- Embankments
- Signs
- Trees and hedges
- Bus stops
- Bus telematics
- Highway drainage systems

There are a number of other highway activities listed below which are outside the scope of this Highway Policy that would influence directly or indirectly the delivery of highway maintenance.

- Large capital and infrastructure projects
- New housing and business developments
- Network management
- Utility infrastructure works and services
- Rail network operations and activities
- Public transport services
- Flood prevention operations and projects
- Town centre management
- Street cleansing and environmental protection.

### 1.3 Terminology and Glossary

The main relevant definitions used in this Policy and supporting documents are:

**Highway** – The term used to describe all roads, carriageway, footways and Public Rights of Way maintained at public expense.

**Carriageway** – Is the paved running surface and facilities used by motor vehicles.

**Cycleway** – Is the paved running surface and facilities designed to be used by cyclists but could be used by pedestrians and other forms of transportation as exempt and defined by law (i.e. Mobility scooters, or similar)

**Footway** – A paved running surface and facilities designed for used by pedestrians but it can within exceptions of law or legislation or reason, be used by other forms of transportation (i.e. mobility scooters or motor vehicles for specific purposes such as maintenance)

**Remote footway/cycleway** – A paved surface and facilities used by pedestrians and/or cyclists, but are independent of or not immediately adjoining, a carriageway.

**Shared Surface** – A paved running surface and facilities used by all traffic including motor vehicles and motorcycles and pedestrians. Examples would be areas used for residential parking or passage but which do not have a footway or separate area designated for footway traffic. It could also be used for heavily pedestrianized areas where vehicle traffic has not been segregated.

**Public Right of Way (PRoW)** – A collective term used for routes or highways where a right of way has been established. Generally, the surface will be un-made or constructed of loose or unbound material, but there may be cases where the surface is paved. Sub groups are:

**Byway** – PRoW open to all traffic.

**Restricted Byways and Bridleways** – A PRoW open to all traffic except motorised vehicles and motorcycles.

**Footpath** – A highway over which the public have a right of way on foot only.

There are a number of industrial and technical terms that may or may not be used in this document and/or supporting documents, but they are referenced for completeness. They are:

**Running Surface** – A collective term for all surfaces used in the highway for the passage of all highway uses.

**Paved Surface** – A collective term for all hard surfaces.

**Pavement (Construction)** – A term used to described the collective layers and materials used to constructed the paved surface.

**Surface Course** – The top layer of the pavement construction used to receive the highway traffic.

**Binder/base Course** – Structural layer below the surface course. Usually constructed using a bitumen or cement bound material.

**Sub-base/foundation/capping** – The base of the pavement construction usually using un-bound materials.

**Modular Paving** – A surface course constructed using pre-formed paving units, such as modular block, or concrete paving slabs and flag stones.

**Flexible Pavement** – A pavement constructed from bitumen bound material, thus will flex under traffic loading.

**Rigid Pavement** – A pavement constructed from cement bound materials that will not flex under traffic loading.

**Composite Construction** – A pavement with a cement bound base and bitumen bound surface course.

## 1.4 The Maintenance Policy Hierarchy

- Much of highway maintenance activities are based upon statutory powers and duties contained in legislation. It is further detailed and clarified by legal precedents and case law over time. These will continue to evolve over the life time of this Policy. Therefore amendments or changes within the supporting documents will have to be implemented as these develop.
- The most important headline powers and duties are summarised in this Policy. Where appropriate the supporting documents should set out the relevant legal framework in greater detail alongside how this affects the way ECC has to operate. Being contained within the supporting documents, these services can be adjusted quickly and easily as the law and legislation evolves.

The risk based approach to highway maintenance will be more dynamic. This will result in changes or adaptations to experience gained, legal rulings, changes in legislation, changes in procurement, contract or service delivery.

**Essex Highways Maintenance Policy and General Principles**– This document sets out the aims and main principles of the service area. It is envisaged that the document will need no regular reviews unless there is a fundamental or high level change in the Council's structure or role that impacts these principles. It will be the only document that requires Member's approval.

This Policy document is supported by the Strategies below:

**Maintenance and Inspections Strategies (as listed in 1.2.2)**– These documents will detail how the service will be delivered and the standards and service levels they will work to. These shall be regularly reviewed and any amendments shall be signed off by the Cabinet Member.

## **1.5 Inspections**

### **1.5.1 Routine Inspections**

The Council undertakes a system of routine highway safety inspections of all of its maintainable assets in order to comply with its statutory duty to maintain highways pursuant to Section 41 of The Highways Act 1981, and to provide a special defence under Section 58 of the Act. This allows the Council to provide defence against actions brought by third parties for damages resulting from failure to maintain the highway provided there is an efficient and effective highway inspection regime and that thorough and detailed inspection records are kept plus that there is a reasonable system for repair and maintenance.

Inspection intervals vary depending on the asset type and assessed risk of the asset, further details on routine inspection intervals can be found in the relevant supporting strategy documents.

### **1.5.2 Reactive Safety Inspections**

In addition to planned-inspection regimes, the Council receives reports and enquiries from a number of sources regarding its highway assets. The Council operates systems that allow these to be received either electronically or via traditional methods, for example Letter/telephone call. It also operates a system to receive reports or enquiries of an emergency nature out of hours.

### **1.5.3 Special Inspections**

Some assets require bespoke inspections, these are known as Special Inspections. The purpose of a Special Inspection is to provide detailed information on a particular part, area or defect that is causing concern, or inspection of which is beyond the requirements of the Routine Inspection's remit. Special Inspections are carried out when a need is identified. For example, based on the specific characteristics of the asset, identified by a competent team member. The Council carries these out in order to ensure public safety and the frequency can be found in the relevant supporting strategy documents.

## **1.6 Duty of Care**

Even in the absence of specific duties and powers the Council has a general duty of care to users and the community to maintain the highway in a condition fit for its purpose. This duty extends also to ensuring its operations carried out in its name either directly or through contractors, agents or providers are executed in a safe and appropriate manner. For example it needs to ensure, to the best of its abilities that

- Its contractors and their workforce are working in a safe manner.

- Materials are procured appropriately from sustainable and ethical sources.
- Waste materials are disposed of or recycled safely and sustainably.

### **1.6.1 The Main Highway Provision**

The **Highways Act 1980** sets out the main powers and duties of a Highway Authority.

The most important duty is set out in Section 41. This imposes a duty on the Authority to maintain the highways maintainable at public expense for which it is the local highway authority.

Sometimes people suffer damage or injury as a result of travelling on the highway and they may seek to argue that ECC or its contractors is liable for failing to comply with the duty to maintain. In such cases ECC may seek to rely on a defence against such actions which is set out in section 58, on the basis that they had taken reasonable measures to ensure that the part of the highway network in question was not dangerous to the highway user.

The Policy and associated Strategies cover the Highway as defined in the highway record which can be found on the Essex County Council Website.

## **1.7 Risk Based Approach**

Neither legislation nor the Code of Practice has set out or prescribed the minimum standards to be employed. It is up to each Authority to establish and implement their own levels of service to suit their circumstances.

ECC, along with a number of other Authorities, has for some time operated a risk based approach in their maintenance operations. Mainly assessing the level of risk present by highway defects, and then determining the level of response. The recommendation is that ECC ensure the risk based approach is applied to all aspects of the highway service.

The risk based approach can be operated at:

- Operational levels, such as determining risks events in the field so that a course of action could be determined, or at a;
- Strategic level in determining an acceptable level of service or standard to be employed.



Corporate risks are those at a high level that could affect the whole authority. Either financial, political, reputation or legal. These risks are beyond the scope of this Policy.

#### **1.7.1 Application of the risk based approach**

The risk based approach shall be applied using the principles set out in the Code of Practice and the Highway Infrastructure Asset Management – Guidance documents.

For the majority of highway assets, the risk based approach shall be applied through the formulation of a hierarchy, inspection frequencies, risk based defect assessments and corresponding repair times.

Supporting documents shall detail how the level of service or standard at a strategic level was formed. This may be in the form of an Appendix detailing the supporting evidence and reasoning, leading to the assessment and evaluation and final conclusion. These may be updated and adjusted as more information, studies, or data become available.

## 1.8 Sustainability, Recycling and Designing for Maintenance

As well as providing a value for money service for highway users the Council has an obligation to make sure service delivery is sustainable, protects natural resources, protects the environment and local communities, and reduces future maintenance needs. Wherever practicable, the Council will aim to implement sustainable solutions for Highways activities, in balance with achieving the best value in terms of a long term solution and financial cost.

The key considerations to be made are:

- Waste streams from highway operations are, wherever practicable and efficient, recycled, ideally back into highway.
- Landfill should only be used if there is no other viable alternative.
- Re-use of materials or products that are already in situ.
- Use of products and materials that have a low energy usage in their production
- Employing processes that minimise transportation or haulage
- Using products and materials that have a low energy usage or could be self-sustained or “off grid”.
- Using products and materials that require little or no maintenance
- Using products and materials that could be sustained over a long service life with ease of maintenance and replacement
- Designing for ease of maintenance and the safety of operatives carrying out maintenance operations.

The above principles are applied across the entire service. It is, however, recognised that in some cases, the implementation of the most sustainable solution, may lead to an increase in cost, or reduction in longevity or quality. In such cases, engineering judgement and knowledge will be used to determine the best solution for each particular site.

## **1.9 Competencies, Training and Development**

The Code of Practice (Well Managed Highway Infrastructure 2016) recognises the importance of competency in relation to highway activities. Different highway functions require different skills and competencies for inspection, repair and the like. Each inspection plan will detail the relevant skills and competencies required.

### **1.10 Functional Hierarchy**

The historical system of road classifications (A B C and unclassified) and associated footways does not reflect the actual needs, priorities and highway usage in Essex. This is not just for Carriageways and footways but many other asset types.

In line with the Code of Practice suggestions, functional hierarchies have been developed for the majority of asset types and are also in development for other asset types. Details of these can be found within the supporting strategy documents.

Some of the types of characteristics that are taken into account when creating a functional hierarchy are listed below:

- Character and volume of traffic
- Link to critical infrastructure
- Its importance to maintain economic movement of traffic
- Congestion and traffic sensitivity
- Environment it is within or serves
- Ability to be used as a diversion route

These differ for each asset type due to the unique elements and aspects relevant to that asset.

## 1.11 Finance and Funding

Funding for highway maintenance is split into two types.

**Revenue** – Is for the day to day costs of maintenance or servicing of the highway asset. Revenue funding is typically used for urgent, safety related maintenance issues. The aim is to maintain the state of the highway to get the maximum usage or life from the asset.

**Capital** – Is typically used for the programmed works aimed at renewing part of the highway asset that have reached the end of their service life, or extending the life of the asset by applying preventative maintenance treatments.

Scope of both revenue and capital works will be determined in line with available budgets each year.

## 1.12 Procurement and Service Delivery

The main function of the Highway Authority is to maintain the highway network. To achieve this the Authority has to access a range of services, skills and materials, some of which are of a specialist nature.

The Highways Service is presently delivered via a Strategic Partnership which covers all highway services, encompassing delivery of works as well as supporting and strategic functions.

The Council also has options to procure works via other means such as Local and Regional Frameworks. Regular benchmarking of the service is completed in order to verify that the Partnership is delivering best value.

## **1.13 Performance Management**

Performance management is the means to measure the outputs of the service. The outputs can then be used to:

- Monitor if the agreed levels of service are being met.
- Determine if the intended outcomes are being achieved.
- The effects or impact of changes to the service both internally and externally.
- A tool to forecast future demands or pressures.

When carrying out performance management there are a number of key points that are considered in order to be useful and effective.

- The measures are meaningful and relevant to aims and objectives that need to be achieved.
- Data collection should be simple and not a burden, providing additional benefits where possible.
- The cost and resources applied to collecting data shall be proportional to the overall cost of the service.
- Where possible they should be comparable with other Authorities for benchmarking locally or nationally.

### **1.13.1 The Performance Management Framework**

The above is developed annually and sets out the measures that are monitored throughout the service. The measures may be linked to national or regional indicators or are specific to the service delivery in Essex.

This information is issued by:  
**Highways & Transportation**

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The information contained in this  
document can be translated, and/or  
made available in alternative formats,  
on request.

**Page 792 of 848**

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# Maintenance & Inspections Strategy:

## Carriageways, Footways & Cycleways

May 2019

|                       |   |
|-----------------------|---|
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# Maintenance & Inspections Strategy: Carriageway, Footway and Cycleway

## 1.1. Introduction

The Essex County Council Highways Carriageway, Footway and Cycleway Maintenance & Inspections Strategy has been fundamentally reviewed with maintenance engineers, inspectors and other practitioners to take account of the recommendations and best practice set out in the October 2016 “Well-managed Highway Infrastructure: A Code of Practice”.

The Code of Practice is designed to promote the adoption of an integrated asset management approach to highway infrastructure based on the establishment of local levels of service through risk-based assessment.

This document supports the overarching Essex County Council Highways Maintenance Policy sets out and describes the service levels relating to our risk-based approach to managing how it organises, inspects and maintains the Carriageway, Footway and Cycleway Network it is responsible for.

Alongside this strategy will be supporting documents that sets down the process & procedures to be operated.

This strategy covers the following key areas:

- Network Hierarchies
- Inspections
- Defect Investigatory levels
- Items for Inspection
- Defect Assessments
- Response times

## 1.2. Network Hierarchies

### 1.2.1. Carriageway Hierarchy

The functional route hierarchy (County Road Network) placed the roads under the responsibility of Essex County Council Highways into three hierarchies:

- Primary Route 1 (PR1)
- Primary Route 2 (PR2)
- Local Roads

These routes created a network that better reflected the asset usage in Essex compared to the national classifications, that enables the Council prioritisation of maintenance and network decisions with greater accuracy ensuring a better flow for commerce, goods and people.

Overleaf is a table outlining the national carriageway classification types and how they transpose into the County Road Network hierarchies

| County/Local Route | County/Local Hierarchy   | Category | Hierarchy Description | Type of Road General description  | Description  |
|--------------------|--|----------|-----------------------|---|--|
| County Route       | PR1 – These are routes that we acknowledge are our busiest in Essex. The roads that form this network are those that carry large volumes of higher speed traffic through and around the County. It is essential that traffic on these routes remains free flowing, that they are maintained to the higher standards, and that unnecessary obstructions are removed promptly. | 1        | Motorway              | Limited access motorway regulations apply                                     | Routes for fast moving long distance traffic. Fully grade separated and restrictions on use. These are not maintained by Essex County Council.   |
|                    |  |          | Radial Feeders        | Final journey route into or out of town centres                               | These routes feed traffic to and from the inter-urban routes (to their final destination) and carry large volumes of traffic during the peak hours when people are trying to access/leave town centres. They will normally be developed areas in towns and village centres. It is essential that traffic on these routes remains free flowing, that they are maintained to the highest standards, and that unnecessary obstructions are removed promptly. They will normally have car park guidance systems and traffic signals to aid the flow of traffic and manage areas of conflict between the different modes and hierarchies. Therefore it will be necessary to check and, if required, adjust the systems regularly. |
|                    |  | 2        | Strategic Route       | Trunk and some Principal 'A' roads between primary destinations.              | Routes for fast moving long distance traffic with little frontage access or pedestrian traffic. Speed limits are usually in excess of 40 mph and there are few junctions. Pedestrian crossings are either segregated or controlled and parked vehicles are generally prohibited.   |
|                    |  | 3a       | Main Distributor      | Major Urban Network and Inter-Primary Links. Short – medium distance traffic. | Routes between Strategic Routes and linking urban centres to the strategic network with limited frontage access. In urban areas speed limits are usually 40 mph or less, parking is restricted at peak times and there are positive measures for pedestrian safety.  |

|   |  |    |                       |   |  |
|---|--|----|-----------------------|---|--|
|   |  | 3b | Secondary Distributor | Classified Road (B and C class) and unclassified urban bus routes carrying local traffic with frontage access and frequent junctions. | In rural areas these roads link the larger villages and HGV generators to the Strategic and Main Distributor Network. In built up areas these roads have 30 mph speed limits and very high levels of pedestrian activity with some crossing facilities including zebra crossings. On-street parking is generally unrestricted except for safety reasons. |
| <p>PR2 - The remaining County Routes as defined in the LSA. Although not as important as the Priority 1 routes, the Priority 2 routes still perform an essential traffic management distributary function between the local network and Priority One County Routes. They will be accessed by a number of different types of user including local buses. Therefore, motorised vehicular traffic will generally take precedence over the other modes on these routes.</p> |  | 2  | Strategic Route       | Trunk and some Principal 'A' roads between primary destinations   | Routes for fast moving long distance traffic with little frontage access or pedestrian traffic. Speed limits are usually in excess of 40 mph and there are few junctions. Pedestrian crossings are either segregated or controlled and parked vehicles are generally prohibited.   |
|   |  | 3a | Main Distributor      | Major Urban Network and Inter-Primary Links.<br><br>Short – medium distance traffic   | Routes between Strategic Routes and linking urban centres to the strategic network with limited frontage access. In urban areas speed limits are usually 40 mph or less, parking is restricted at peak times and there are positive measures for pedestrian safety.  |
|   |  | 3b | Secondary Distributor | Classified Road (B and C class) and unclassified urban bus routes carrying local traffic with frontage access and frequent junctions. | In rural areas these roads link the larger villages and HGV generators to the Strategic and Main Distributor Network. In built up areas these roads have 30 mph speed limits and very high levels of pedestrian activity with some crossing facilities including zebra crossings. On-street parking is generally unrestricted except for safety reasons. |
|   |  | 4a | Link Road             | Roads linking between the Main and Secondary Distributor Network with frontage access and frequent junctions.                         | In rural areas these roads link the smaller villages to the distributor roads. They are of varying width and not always capable of carrying two way traffic. In urban areas they are residential or industrial inter-connecting roads with 30mph speed limits, random pedestrian movements and uncontrolled parking.                                     |

|             |   |    |                   |   |  |
|-------------|---|----|-------------------|---|--|
| Local Route | <p>Local Roads - Local roads will comprise all roads not defined as County Routes. These roads will be diverse in nature and use but will fall into one of the following descriptions:</p> <p>Urban – normally residential roads. These roads will be in towns and some residentially developed parts of villages. Their functional use is similar. i.e. mixed priority use, carrying local traffic only, routes leading to amenities and through residential areas.</p> <p>Rural - all other roads will be in this category. They will generally be unclassified roads linking small areas of development such as hamlets, farms and tourist attractions to each other and the strategic vehicle routes. Their use will be local in a transportation function but these roads are likely to form parts of important cycling, horse riding or walking leisure routes.</p> | 4a | Link Road         | Roads linking between the Main and Secondary Distributor Network with frontage access and frequent junctions. | In rural areas these roads link the smaller villages to the distributor roads. They are of varying width and not always capable of carrying two way traffic. In urban areas they are residential or industrial inter-connecting roads with 30mph speed limits, random pedestrian movements and uncontrolled parking. |
|             |   | 4b | Local Access Road | Roads serving limited numbers of properties carrying only access traffic.                                     | In rural areas these roads serve small settlements and provide access to individual properties and land. They are often only single lane width and unsuitable for HGVs. In urban areas they are often residential loop roads or cul-de-sacs.   |

### 1.2.2. Footway Hierarchy

The Essex Footway Network is a tailored functional route hierarchy that places the footway assets that the Council are responsible for into three hierarchies. These are:

- Primary Footway 1 (PF1)
- Primary Footway 2 (PF2)
- Primary Footway 3 (PF3)

The PF1 and PF2 hierarchies combined create the County Route Footway Network, this is the high footfall network of footways. PF3 footways create the Local Route Footway Network and are the low footfall footways in the County.

This hierarchy ensures all areas of the network are addressed appropriately, and allows the flexibility for the network to evolve, influenced by the changing needs of Essex and the highway users.

Below is a table outlining the national footway classification types and how they transpose into the Essex Footway Networks hierarchies.

|                              | Essex Footway Hierarchy | Code of Practice Category | Category Name            | Code of Practice Description  | Essex Description  |
|------------------------------|-------------------------|---------------------------|--------------------------|---|--|
| County Route (High Footfall) | PF1                     | 1a                        | Prestige Walking Zones   | Very busy areas of towns and cities with high public space and street scene contribution.         | Very busy areas of towns and cities with high public space and street scene contribution. Area not solely filled with shops or businesses, has other attraction for public.                                    |
|                              |                         | 1                         | Primary Walking Routes   | Busy urban shopping and business areas and main pedestrian routes.                                | Busy urban shopping and business areas and main pedestrian routes.   |
|                              | PF2                     | 2                         | Secondary Walking Routes | Medium usage routes through local areas feeding into primary routes, local shopping centres, etc. | Medium usage routes through local areas feeding into primary routes, local shopping centres, railway stations, bus stations, schools, hospitals, public gardens, sports centres, and other public spaces, etc. |
| Local Route (Low Footfall)   | PF3                     | 3                         | Link Footways            | Linking local access footways throughout urban areas and busy rural footways.                     | Linking local access footways through urban areas and busy rural footways.   |
|                              |                         | 4                         | Local Access Footways    | Footway associated with low usage, short estate roads to the main routes and cul-de-sacs.         | Footway associated with low usage, short estate roads to the main routes and cul-de-sacs.  |

### **1.2.3. Cycleway Network/Hierarchy**

Cycleways are currently inspected at the same time as the carriageway they are on and to that same frequency. If they are on or adjoining a footway they are inspected at the same time as and to the frequency of that footway.

A review is in progress of the full cycleway network and a functional hierarchy is being created that will allow the Council to take a much more tailored and prioritised approach to the network.

## **1.3. Safety Inspection – Strategy and Service Levels**

### **1.3.1. General Principles for completion of Safety Inspections**

The council shall carry out safety inspections using trained personnel in the manner deemed appropriate for the particular inspection route. The safety of the highway Inspector will always be of paramount consideration in determining the method of inspection.

Inspections are either walked or driven. If driven, the inspection will be completed from a slow moving vehicle and will be double manned with a driver and an inspector, who is the passenger and observer. Where safe to do so, the vehicle speed shall not exceed 20 mph. Where this is unsafe, multiple passes can be made until the inspector is satisfied that all defects meeting investigatory level have been identified and recorded. Driven routes are identified within the Asset Management system, typical examples where inspections may be carried out from a slow moving vehicle are;

- Roads with no footway or pedestrian facilities
- Roads of a significant length where inspections on foot would not be practical.

On some roads the carriageway and adjacent footway will be of differing inspection frequencies. The inspections will be undertaken at frequencies appropriate for both carriageway and footway.

All driven inspections shall be driven in both directions where road traffic regulations permit.

Where there are footways or isolated sections of carriageways due for inspection but not visible from the vehicle these shall be walked at the appropriate inspection frequency. This may be carried out either at the start, end or during the inspection when it is practical and safe to do so.

Walked inspections of roads with footway facilities on both sides shall also be inspected in both directions.

In the event of severe conditions e.g. snow or emergency conditions that effect business continuity like outbreaks of illness the inspections may be suspended at the decision of the Inspections Manager.

The methodology and procedures for carrying out safety inspections are set out in supporting documents.



### 1.3.2. Safety Inspection Frequency

The inspection frequency (table below) is aligned with the network hierarchy. The hierarchy has been developed and assigned based on the nature and usage of the asset.

| Feature            | Hierarchy  | Inspection frequency                             |
|--------------------|--|--|
| Carriageway        | County Road PR1<br>County Road PR2<br>Local Route  | Monthly<br>3 Monthly<br>12 Monthly               |
| Footway & Cycleway | County Route Primary Footway PF1<br>County Route Primary Footway PF2<br>Local Route Footway PF3<br>Cycleway PC | Monthly<br>3 Monthly<br>12 Monthly<br>12 Monthly |

As far as possible Inspections are planned to maximise efficiency with all inspections undertaken within the calendar month that they are due. However, the programme will need to remain flexible due to holiday, sickness or other unforeseen events.

### 1.3.3. Ad Hoc Inspections

In addition to the safety inspections the council receives reports and enquiries from a number of sources regarding its highway assets. The Council operates systems that allow these to be received either electronically or via traditional methods, for example a letter/telephone call. It also operates a system to receive reports or enquiries of an emergency nature out of hours.

An enquiry is not considered to be a defect meeting the investigatory levels until it has been assessed on site by an inspector. Until that time it remains a query from the public. Reports can be taken online or via a phone call. Due to their nature urgent reports cannot be reported online. The website provides the contact number for the customer to call to report anything that in their opinion is urgent.

On receipt of the report the unconfirmed defect will be triaged, based on the information received, and assigned to one of the following two categories.

|          |   |
|----------|---|
| Urgent   | Urgent enquiries will be assessed the same working day. *   |
| Standard | Our aim is to have an average assessment response time of 28 days including site visit if required. |

*\*During periods of high demand such as the period after severe weather it may not be possible to comply with these response times.*

## 1.4. Items to be inspected and their Investigatory Levels

The main purpose of a safety inspection is to identify defects that are likely to be a source of danger or of inconvenience to the highway user. The inspection can also be used to identify non-safety defects that have an impact on long term serviceability and sustainability of the highway asset.

Recording every minor defect or blemish on the highway network would not be reasonable or practical. Therefore lists of the common items that are inspected with their investigatory levels are set out below.

All defects listed below that meet or exceed the investigatory levels are recorded.

The items to be assessed during an inspection and the corresponding investigatory levels are set out below.

| Item                                 | Defect   | Investigatory level              |
|--------------------------------------|--|----------------------------------|
| Carriageway/<br>Cycleway<br>Surface  | Pothole<br>100mm across in two perpendicular directions  | ≥ 50mm depth at lowest point     |
|                                      | Depressions or deformations or < 400mm in any width)   | ± 50mm depth from designed level |
|                                      | Wheel track Rutting  | ± 50mm depth from designed level |
|                                      | Longitudinal or transverse cracking (in carriageways of composite or ridged construction or at other construction joints)  | 50mm deep, ≥40mm in width        |
|                                      | Sudden Changes in level (i.e. at joints in composite or ridged construction joints)<br>Defects found within a designated pedestrian crossing area within a carriageway (such as zebra crossing) will be recorded at the corresponding footway investigatory levels. All other areas will be treated as per the carriageway investigatory levels. | ≥50mm                            |
|                                      | Dedicated cycle lanes 75mm across in two perpendicular directions  | ≥50mm depth at lowest point      |
| Footway Surface, (including Cycleway | Surface defect 75mm across   | ≥20mm                            |

|   |  |   |
|---|--|---|
| and shared surfaces)                        | Displaced Slab/block paving, Trip/Sudden level difference              | ≥20mm   |
|   | Rocking slab or block paving   | ≥20mm (of vertical movement)                                    |
|   | Gradient changes in surface levels e.g. due to iron works, tree roots  | ±30mm (from designed finished level)                            |
|   | Broken or cracked flag paving (but still restrained)                   | Defect present  |
| Kerbs (adjacent to Carriageway and Footway) | Missing/ displaced (unrestrained)                                      | Defect present  |
|   | Loose/rocking (unrestrained movement when pressure is applied)         | ≥20mm of movement in any direction.                             |
|   | Misaligned (but still restrained)                                      | ≥20mm in a vertical alignment and ≥50mm in horizontal alignment |
|   | Chipped/damaged with a trip or sudden level difference on the top face | ≥20mm   |
| Kerbs (adjacent to Carriageway only)        | Missing/displaced (unrestrained)                                       | Defect present  |
|   | Loose/rocking (unrestrained movement when pressure is applied)         | ≥50mm of movement in any direction.                             |
|   | Misaligned (but still restrained)                                      | ≥50mm in a vertical alignment and ≥50mm in horizontal alignment |
|   | Chipped/damaged with a trip or sudden level difference on the top face | ≥50mm depth and 75mm along the length of the kerb               |

|   |   |   |
|---|---|---|
| Verges<br>Soft Verges-<br>Grass or Mud                              | Over run or sunken area adjacent to the edge of the carriageway pavement construction.      | ≥150mm in depth                                     |
|   | Over run or sunken area adjacent to the edge of the footway/cycleway pavement construction. | ≥100mm in depth                                     |
| Hard Verges-<br>surfaced non-<br>footway or<br>carriageway<br>areas | Damaged area of non-footway or non-carriageway area adjacent to a carriageway               | ≥150mm in depth                                     |
|   | Damaged area of non-footway or non-carriageway area adjacent to a footway                   | ≥100mm in depth                                     |
| Iron Works –<br>in<br>Carriageways                                  | Gaps in framework (other than designed and manufactured)                                    | ≥40mm in width.                                     |
|   | Level differences between covers and frame  | ± 40mm depth from designed level                    |
|   | Rocking/noisy covers<br>Cracked/broken Cover  | Defect present                                      |
|   | Worn/polished covers  | ≥25% worn/polished                                  |
|   | Missing Cover   | Defect Present                                      |
|   | Material reinstatement/surround failure   | 50mm deep, 100mm across in any horizontal direction |
| Iron Works –<br>in Cycleways,<br>Shared<br>surfaces and<br>Footways | Gaps in framework (other than designed and manufactured)                                    | ≥25mm in width.                                     |
|   | Level differences between covers and frame  | ± 20mm depth from designed level                    |
|   | Rocking/noisy covers  | Defect present                                      |
|   | Cracked/broken Cover  | Defect Present                                      |

|   |   |                    |
|---|---|--------------------|
|   | Worn/polished covers  | ≥25% worn/polished |
|   | Missing Cover   | Defect present     |
| Flooding/<br>Drainage                                       | Substantial Standing water/flooding 2 hours after cessation of rainfall 1.5 meters from edge of carriageway | Defect Present     |
|   | Substantial Running water across the highway (other than by design i.e. Ford)                               | Defect Present     |
|   | Collapsed/blocked drainage system   | Defect Present     |
|   | Blocked gully (silted above outlet)   | Defect Present     |
| Road Markings   | Faded or worn markings - regulatory markings (Give Way, Stop, Zebra Crossings etc)                          | 25% loss           |
|   | Faded or worn marking – all others  | 50% loss           |
| Road Studs  | Missing, displaced, lose or defective   | Defect Present     |
| Traffic Signs   | Missing, damaged signs  | Defect Present     |
|   | Dirty, faded or worn signs  | 25% loss           |
| Vehicle Restraint Barriers, Pedestrian Barriers and fencing | Damaged, moving or misaligned.  | Defect Present     |
| Bollards  | Damaged/missing or misaligned   | Defect Present     |
|   | Dirty, faded.   | 25% loss           |
| Street Lighting and lit items                               | Not operating, malfunctioning,  | Defect Present     |
|   | Damaged or misaligned posts and other furniture,  | Defect Present     |
|   | Exposed wiring  | Defect present     |
| Traffic Signals and other                                   | Signals not operating, malfunctioning   | Defect Present     |

|                              |   |  |
|------------------------------|---|--|
| electronic items             | Damaged or misaligned posts and other furniture   | Defect Present   |
|                              | Exposed wiring  | Defect present   |
|                              | Obscured/dirty/faded signal lights  | 25% loss   |
| Trees, Hedges and vegetation | Unstable tree (or hedge) fallen or in danger of falling onto the highway  | Defect present   |
|                              | Overhanging tree leading to loss of height clearance  | ≤ 2.1m over Footway<br>≤ 2.4m over Cycle Way<br>≤5.1m over Carriageway |
|                              | Encroachment on to the highway  | Defect Present   |
|                              | Obstructing visibility spays/lines  | Defect Present   |
|                              | Obstructing signs, lighting and traffic signal  | Defect Present   |
| Highway general condition    | Oil/fuel/debris/mud/stone/gravel at a level likely to be a hazard   | Defect Present   |
|                              | Fire Damage   | Defect Present   |
|                              | Damaged/missing street furniture  | Defect Present   |
|                              | Illegal signs   | Defect Present   |
|                              | Obstructions  | Defect Present   |
|                              | Obstructed sight lines  | Defect Present   |
|                              | Offensive graffiti  | Defect Present   |
| Other                        | Illegal vehicle crossing  | Defect Present   |
|                              | Other issues that an inspector identifies during an inspection that they consider should be recorded as part of the inspection. | Defect Present   |

## **1.5. Defect assessment**

Recorded defects are risk assessed during the inspection on a site specific basis. This allows other considerations that the inspector feels relevant to be factored into the risk assessment and is used to determine the level of response.

The process and methodology applied by the inspector is set out below.

When a defect meets investigatory level, it is risk assessed. The risk shall be assessed in two parts;

### **1.5.1. Consequence**

The Inspector will conduct an assessment which considers the most likely outcome if there is an interaction by a highway user with the defect.

Examples of factors that an Inspector will consider are:

- The type of highway user likely to interact with the defect e.g. a pedestrian or cyclist, who would be more vulnerable to be caused personal injury
- Any other circumstances that would increase the likely consequence of an interaction e.g. a trip defect located at the top of steps

The likely consequence of an interaction by a highway user will be quantified by the Inspector using their experience and judgement on a scale of 1 to 4:

1. Negligible consequence e.g. minor jarring to the occupants of a vehicle
2. Minor consequence e.g. dented or scuffed wheel rim on a vehicle
3. Noticeable consequence e.g. a burst tyre on the vehicle
4. Serious consequence e.g. vehicle incurs major damage

### **1.5.2. Likelihood**

The likelihood of a highway user interacting with the defect shall be quantified on a scale of 1 to 4.

Considerations will include the following;

- Its location in the highway, considering all highway users
- Local facilities e.g. schools, hospitals
- Other factors within the knowledge of the inspector

1. Very Low likelihood (up to 40% of users)
2. Low likelihood (41 to 60% of users)
3. Medium likelihood (61 to 80% of users)
4. High likelihood (over 80% of users)

|             |                 | Likelihood                   |                      |                         |                         |
|-------------|-----------------|------------------------------|----------------------|-------------------------|-------------------------|
| Consequence |                 | Very Low<br>1<br>(up to 40%) | Low<br>2<br>(41-60%) | Medium<br>3<br>(61-80%) | High<br>4<br>(over 80%) |
|             | Negligible<br>1 | 1                            | 2                    | 3                       | 4                       |
|             | Minor<br>2      | 2                            | 4                    | 6                       | 8                       |
|             | Noticeable<br>3 | 3                            | 6                    | 9                       | 12                      |
|             | Serious<br>4    | 4                            | 8                    | 12                      | 16                      |

### 1.5.3. Risk Factor Score

The risk factor is the combination of likelihood and consequence assessments multiplied together. This will produce a range of scores from 1 to 16. It is this score that identifies the seriousness of the risk and consequently that appropriate level of response.

The level of response can be correlated with the risk factor scores via the Risk matrix overleaf.



## 1.6. Defect response times

Defects will be defined as follows;

Priority 1 and 2 defects are those that following risk assessment may be potentially so dangerous to the public that they require urgent attention because they represent an immediate or imminent safety hazard or because there is a risk of short-term structural deterioration.

Priority 3 and 4 defects are those that following risk assessment are of low risk of causing harm, and are considered to be defects that impact long term serviceability and sustainability of the highway asset. These defects will be addressed in a planned manner as resources permit.

Response time is defined as the time taken to deliver a make safe or permanent repair from the time the defect is assessed on site by an inspector.

| County Route carriageways or footways |   | Local Route carriageways or footways |   | Non-carriageway or non-footway assets |  |
|---------------------------------------|---|--------------------------------------|---|---------------------------------------|--|
| Priority response                     | Response Time   | Priority response                    | Response Time   | Priority response                     | Response Time  |
| <b>S1</b> (score 16)                  | 2 hours*  | <b>S1</b> (score 16)                 | 2 hours*  | <b>S1</b> (score 16)                  | 2 hours*   |
| <b>S2</b> (scores 8-12)               | 2 working days*   | <b>S2</b> (scores 8-12)              | 5 working days*   | <b>S2</b> (scores 8-12)               | If an S2 defect is in the carriageway the response time will be inherited from the carriageway hierarchy S2. If the S2 defect is in the footway the response time will be inherited from the footway hierarchy S2. |
| <b>S3</b> (scores 4-6)                | Defect to be considered for repair as part of a planned maintenance programme | <b>S3</b> (scores 4-6)               | Defect to be considered for repair as part of a planned maintenance programme | <b>S3</b> (scores 4-6)                | Defect to be considered for repair as part of a planned maintenance programme  |
| <b>S4</b> (scores 1-3)                | Presumption not to undertake repair within a stated time period               | <b>S4</b> (scores 1-3)               | Presumption not to undertake repair within a stated time period               | <b>S4</b> (scores 1-3)                | Presumption not to undertake repair within a stated time period  |

\*Where a S1 defect may require follow up treatment to affect a permanent repair, this will be undertaken as Priority 3 (S3) defect.

### **1.6.1. Guidance and monitoring**

This type of assessment by its nature is subjective and therefore every Inspector attends regular training sessions. In addition there is an audit regime in place to check the quality and consistency of defect identification and recording.

The Highway Inspection manual contains information about how inspectors undertake this function.

### **1.6.2. Exceptions**

There will be occasions where the inspector will be faced with exceptional situations or when having completed the defect assessment the Inspector feels a higher priority is warranted. In such situations the inspector may use their discretion to increase the priority of a defect.

In these cases the inspector will record this increase on the notes relevant to the defect summarising their reasoning. Supporting evidence in the form of extra photographs, etc., may be linked or attached within the asset management system.

### **1.6.3. Recording of inspections and defects**

All routine safety inspections are to be electronically recorded with the following information.

- Date and time of inspection
- Identity of the lead inspector
- Weather conditions and highway surface state
- Type of inspection
- Identity of secondary inspector (if applicable)
- Notes of any issues or concerns noted by the inspector.
- General photographs of the road or highway that was inspected.

Defects will be recorded with the following information.

- Date and time that the defect was recorded
- Identity of the inspector
- Description of the defect (including any measurements)
- Location of the defect
- The assessment scores and Risk factor score
- The defect priority
- Linked photographs

#### **1.6.4. Performance Management**

In order to assess and manage the delivery the following measures and indicators will be recorded and assessed:

1. Monitoring and reporting each year the level of missed inspections, split by cause
2. Monitoring and reporting each month the level of defects being recorded, split by priority

The reports shall be maintained and presented as Safety Inspection Performance Measures.

#### **1.6.5. Key roles and Competencies**

There is a dedicated team whose main function is undertaking Highway Safety Inspections and reactive Inspections in accordance with this Strategy. All members of the team will be assessed against the Highway Inspections Competency Framework to ensure they meet the minimum standards for their role.

The Competency Framework will set out the expected knowledge level against the relevant tasks or requirements for each role in the team.

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# Maintenance & Inspections Strategy:

# Structures

May 2019

|                       |   |
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# Maintenance & Inspections Strategy:

## Structures

### 1.1 Introduction

The Essex County Council approach to Structures Maintenance & Inspections has been fundamentally reviewed with maintenance engineers, inspectors and other practitioners to take account of the recommendations and best practice set out in the October 2016 “Well-managed Highway Infrastructure: A Code of Practice” and those from the Design Manual for Roads and Bridges.

The Code of Practice is designed to promote the adoption of an integrated asset management approach to highway infrastructure based on the establishment of local levels of service through risk-based assessment.

This document supports the overarching Essex County Council Highways Maintenance Policy and describes the service levels relating to the Council’s risk-based approach to managing how it organises, inspects and maintains the Structures that it is responsible for. The document will also set out the service levels and details of its risk based approach.

Alongside this strategy will be supporting documents that detail the processes & procedures to be operated.

This strategy covers the following key areas:

- Network Hierarchies
- Inspections
- Defect Investigatory levels
- Items for Inspection
- Defect Assessments
- Response times.

### 1.2 Network Hierarchies

The Council have produced a tailored, risk-based functional route hierarchy that organised the structures that Essex County Council Highways are responsible for into four hierarchies:

- Structures Priority 1 (STR1)
- Structures Priority 2 (STR2)
- Structures Priority 3 (STR3)
- Structures Priority 4 (STR4).



This hierarchy ensures that all structures on the network are addressed appropriately, based on their unique factors. The hierarchy allows the flexibility for the network to evolve along with the industry, commerce, habits and needs of Essex and the highway user.

Table outlining the Essex Structures Hierarchy.

| Structures Hierarchy  | Hierarchy Description title   | Description  |
|---|---|--|
| <b>STR1</b> - Structures that are the highest priority of the network. The majority of these structures endure a higher amount of usage through frequency of traffic and loads or provide essential links. They are vital to ensure the continued unhindered flow for commerce, goods and people. | All of the PR1 Network  | All structures that either support or span a PR1 route are classified as an STR1 structure due to the volume of fast moving, long distance traffic and commercial use of the network. As a result of prioritising the structures on the PR1 routes this will maintain the safety, availability and resilience of the network. This will ensure ECC's robust resilient approach towards prioritising and maintaining free flowing traffic on the Essex network (can include Footbridges.) |
|   | Highways England High and Heavy Routes (Abnormal loads transporting transformers) | Prioritising the availability on selected routes of the network for Abnormal load vehicles and all structures that are on Highways England High and Heavy routes must be safe and sustainable to allow for applicable vehicles to use the network.   |
|   | Single access to residential and commercial properties                            | Structures that are the only available access to properties will be treated as a high priority.  |
|   | Critical economic developments (Abnormal load routes)                             | Keeping selected Abnormal load routes in the county accessible to promote critical industrial and commercial developments.   |
|   | Highways England diversion routes   | Ensure that Highways England diversion routes are kept available for suitable traffic.   |
|   | Access points for Abnormal loads  | Maintain access points to known heavy Abnormal loads users. (E.g. Railway Museum, Barracks and boat yards etc.)  |

|  |   |  |
|--|---|--|
|  | Road over rail  | To reduce the risk to road rail incursion and prevent disruption to rail users.  |
|  | Non-vehicular access into town/city centre where there is no safe alternative | Pedestrian/cyclist specific structures that provide the only available access to the city/town centre will be treated as a STR1.   |
|  | Emergency services  | All applicable structures that are necessary for emergency services to gain access in and out of depots will be treated as an STR1 structure.  |
|  | Supporting key public services (e.g. Hospitals, Ports, Airports and Bradwell) | All applicable structures that are necessary for key public services to gain access in and out of will be treated as an STR1 structure.  |
|  | High-risk structures (materials/construction type)                            | Due to the unique material properties and construction of cast iron, half-joint and post-tensioned structures they are prioritised as STR1.  |
|  | Monitoring List   | Structures that are on the monitoring list as an interim protection measure following assessment by a competent officer, are included as STR1. These structures will remain as STR1 until relevant remedial works, interim protection measures, full asset replacement or permanent works have been carried out and the structure has been reassessed and no longer requires monitoring. |
| <b>STR2</b> - Structures that are of a high importance to ensure the continued unhindered flow for commerce, goods and people. | All PR2 Network + relevant local access structures                            | Structures on PR2 routes will be part of interconnecting or links with PR1 or further PR2 routes. Relevant local access routes with a structure/ structures will often lead off or onto a PR2 route. This can be the only link between two rural villages.   |
|  | Filler beam construction type   | Since their last assessment, the codes that the filler beams were assessed to have been re-examined and less conservative assessment methods have been developed.  |

|  |                                  |   |
|--|----------------------------------|---|
| <p><b>STR3</b> - Structures located mainly on the local road network.</p>  | <p>Remaining Road Structures</p> | <p>All remaining road structures that have not been categorized as being part of the STR1/ STR2 network. All of the remaining road structures will be located on local roads.</p> |
| <p><b>STR4</b> - The lowest priority structures assets on the network.</p> | <p>Footbridges and PRow</p>      | <p>Footbridges and Public Rights of Way will serve as one of many ways to access further Public Rights of Way or Local Road footpaths. These areas will be mostly rural.</p>      |
|  | <p>Noise Barriers</p>            | <p>Noise Barriers are minor ancillary assets managed by the structures team that reduce noise pollution to nearby properties.</p>   |

## **1.3 Safety Inspection – Strategy and Service Levels**

### **1.3.1 General Principles for completion of Structures Inspections**

The Council shall carry out structures inspections undertaken by suitably experienced and competent staff in the manner deemed appropriate for the particular inspection site. The safety of the Structures Inspector will be paramount in determining the method of inspection.

Prior to undertaking any inspection, the inspector must review the structure records to familiarise themselves with the characteristics of the structure, any hazards, the condition at the time of the last inspection and any significant maintenance/modifications since the last inspection.

According to BD 63/17 there are five types of structures inspection that are undertaken;

- Routine Inspections;
  - General Inspection (GI)
  - Principal Inspection (PI)
- Reactive Inspections;
  - Safety Inspection
  - Special Inspection
  - Inspection for Assessment

#### **1.3.1.1 Investigatory Levels**

Throughout this document investigatory levels are not referred to. Structures are a complex asset group and similar defects have entirely different consequences on each individual structure. Therefore it is not possible to assign generic investigatory levels. Instead the Structures Inspector/Engineer will determine the appropriate response at the time of inspection.

#### **1.3.1.2 General Inspection (GI)**

The purpose of a General Inspection is to provide information on the physical condition of all visible elements on a highway structure and is scheduled to be undertaken biennially. A GI comprises of the visual inspection of all parts of the structure that can be inspected usually without the need for special access equipment or extensive traffic management arrangements.

#### **1.3.1.3 Principal Inspection (PI)**

The purpose of a Principal Inspection is to provide information on the physical condition of all inspectable parts of a highway structure. A PI is more comprehensive and provides more detailed information than a GI. A PI comprises a close examination, within touching distance of all inspectable parts of a structure. A PI should utilise as necessary suitable inspection techniques such as; access and/or traffic management works.

Suitable inspection techniques that should be considered for a PI include hammer tapping, paint thickness measurements and material testing. Testing is not a requirement for a PI however, will only be undertaken when there is concern regarding; condition, age, current assessment scores or the previous inspection score of the structure.

PIs are required to be undertaken every six years unless an altered inspection interval has been agreed, providing the proposal is supported by a risk assessment. Where a risk assessment has not been approved to increase the PI interval beyond six years, intervals shall remain at six years. PI intervals determined through risk assessment shall not exceed twelve years.

When a General Inspection coincides with a due Principal Inspection only the latter is undertaken.

In the event of conditions that affect business continuity for example, severe weather events, the inspections may be suspended and re-programmed at the decision of the Inspections Manager.

Further details on the methodology and procedures for carrying out safety inspections are set out in supporting documents.

#### **1.3.1.4 Routine Inspection Frequency**

The inspection frequency guidance that sits in BD 63/17 is shown on the table below. This shows the best practice guidance for routine inspection frequencies.

| Feature    | Inspection type                            | Inspection frequency   |
|------------|--|--|
| Structures | General Inspection<br>Principal Inspection | Every two years<br>Every six years (Can be extended to up to twelve years) |

The Council carries out GIs every two years, as per the guidance found above. The PI programme is developed using a risk based approach.

### **1.3.2 Reactive Inspections**

#### **1.3.2.1 Safety Inspection**

The Council receives defect reports and enquiries relating to condition concerns from a number of sources regarding its highway structures. Due to their nature urgent reports cannot be reported online and the website provides the contact number for the customer to call to report anything that in their opinion is urgent.

An ad hoc Safety inspection may be required following notification of a defect by a third party, e.g. Emergency services. Should any Safety Inspection, or other source, reveal a possible defect requiring urgent attention, including defects that may represent a hazard to road, rail and other users, the Council shall immediately take action as is required to safeguard the public and/or sustain structural functionality.

Both the Structures Asset Management Team and Structures Team receive and triage structures related enquiries. If following triage there is believed to be either a public safety concern or structural damage to an asset, a Structures Inspector/Engineer will visit the site to assess the query and carry out a Safety Inspection. An enquiry is not considered to be a defect until it has been assessed as a defect on site by a Structures Inspector/Engineer. Until that time it remains a query from the public. Any enquiry relating to a structure must be passed on to the Structures Team to assess, this includes enquiries received out of hours.

On receipt of the report the unconfirmed defect will be triaged, based on the information received, and assigned one of the following two categories.

|          |   |
|----------|---|
| Urgent   | Urgent enquiries will be assessed the same working day. *   |
| Standard | The aim is to have an average assessment response time of 28 days including site visit if required. |

*\*During periods of high demand such as the period following severe weather it may not be possible to comply with these response times.*

### **1.3.2.2 Special Inspection**

Special Inspections are carried out when a need is identified by a competent engineer. The purpose of a Special Inspection is to provide detailed information on a particular part, area or defect that is causing concern. Special Inspections can also be undertaken when the issue is beyond the requirements of the General/Principal Inspection regime. Specific construction forms that may require additional inspections that go over the remit for a GI or PI, and such would have a Special Inspection programmed include;

- Post-tensioned structures
- Cast Iron structures
- Half-joint structures
- Structures with Cathodic Protection

A Special Inspection will be tailored for specific structure type or defect/issue and may require a close visual inspection, testing and/or monitoring. It may involve a tailored one-off inspection, a series of inspections or an ongoing programme of inspections. As such, Special Inspections are tailored to specific needs.

Refer to BD 79/13 for monitoring, associated with the management of substandard structures.

### **1.3.2.3 Inspection for Assessment**

The sole purpose of an Inspection for Assessment is to provide the information that is required to enable a structural assessment. BD 21/01 provides guidance on undertaking an Inspection for Assessment and recommends that these be done in conjunction with a Principal Inspection. Once an Inspection for Assessment has been complete, the Assessment can take place, Assessments are carried out to calculate the load capacity of the structure.

## 1.4 Items to be inspected

The main purpose of a routine inspection is to provide information on the physical condition of all inspectable elements on the structure. Defects that are likely to be a possible source of hazard or of serious inconvenience to the highway user should also be identified. The inspection also identifies non-safety defects that have an impact on long term serviceability and sustainability of the highway asset.

During routine inspections, all defects are recorded, assessed and prioritised and the worst defect present on each element is scored using the severity and extent tables to calculate the structures' BCI score.

All defects that are recorded are assessed by the inspector and prescribed an appropriate works priority code, using their experience, training and engineering judgement. These can be either;

- Urgent: Make Safe Required
- Urgent
- High
- Medium
- Low
- Very Low

Due to the nature and complexity of highway structures any assessment or inspection must be carried out by a competent team member that has experience, sound engineering judgement and has received relevant training in all aspects of the inspection process including thorough understanding of the following five tables.

These tables come from The Inspection Manual for Highway Structures (Volumes 1 and 2) it was commissioned by Highways England and published in May 2007. A Technical Project Board, representing UK highway bridge owners, oversaw the development; the manual is supported, endorsed and recommended by the UK Bridges Board.

The tables show the following;

1. Severity Descriptions
2. Extent Codes
3. Generic Severity Descriptions
4. Permissible Combinations of Severity and Extent
5. Element Importance

**Table 1**  
**Severity Descriptions**

| No | Item   | Severity |   |  |   |  |  |
|----|--|----------|---|--|---|--|--|
|    |  |          | 1   | 2  | 3   | 4  | 5  |
| 1  | Metalwork  | .1       | No signs of rusting or damage                           | Minor surface rusting  | moderate pitting  | Deep pits and perforations (localised severe corrosion)  | Disintegrated by corrosion mechanisms                |
|    |  | .2       | No loss of section thickness                            | Minor section loss (penetration less than 5% of section)                       | moderate section loss causing some reduction in functionality (penetration 5 to 20% of section thickness) | Major section loss causing significant reduction in functionality (penetration more than 20% of section) | Collapsed or collapsing                              |
|    |  | .3       | No signs of rusting or damage to bolts, nuts and rivets | Non-structural bolts loose, minor corrosion of nuts and washers                | Non-structural bolts missing, moderate corrosion of rivet heads, nuts and washers                         | Structural bolts missing, rivets loose or missing, crack through bolt                                    | Failure of element due to missed/failed bolts/rivets |
|    |  | .4       | No corrosion or damage of weld runs                     | Slight corrosion of weld run   | Crack at toe of weld, moderate reduction in size of weld due to corrosion                                 | longitudinally cracked weld, major reduction in size of weld due to corrosion                            | Weld connection failure (longitudinal crack)         |
|    |  | .5       | Defect category removed                                 |  |   |  |  |
| 2  | Reinforced Concrete, Prestressed Concrete & Filler Joist | .1       | Defect category removed                                 |  |   |  |  |
|    |  | .2       | No spalls   | Minor localised spalls exposing shear links                                    | Major localised spalls exposing shear links and main bars with general corrosion                          | Joined up, deep spalls exposing shear links and main bars with general and pitting corrosion             | Collapsed  |
|    |  | .3       | Hairline cracks, difficult to detect visually           | Cracks and crazing in areas of low flexural behaviour (cracks less than 0.3mm) | Cracks and crazing in areas of high flexure, Cracks approx. 1mm and easily visible                        | Wide/deep cracks (more than 2mm). Shear cracks.  | Element unable to function due to structural cracks  |
|    |  | .4       | No signs of damage to prestressing                      | Substandard grouting of ducts (may not be visible)                             | Cracks along line of prestressing duct  | Exposed prestressing cables  | Failed prestressing cables                           |



|   |                                    |    |  |  |   |   |   |
|---|------------------------------------|----|--|--|---|---|---|
|   |                                    | .5 | No signs of delamination                                   | Early signs of delamination e.g. cracks with rust staining                     | Delamination in areas of low flexural and/or shear action   | Delamination in areas of high flexural and/or shear action  | Failure due to delaminated bars                 |
|   |                                    | .6 | No signs of thaumasite or freeze-thaw attack               | Slight cracking caused by thaumasite or freeze-thaw                            | Major thaumasite or freeze-thaw attack  | Moderate thaumasite or freeze-thaw attack   | Failure due to thaumasite or freeze-thaw attack |
| 3 | Masonry, Brickwork & Mass Concrete | .1 | No evidence of deformation                                 | Minor deformation  | Moderate deformation  | Major deformation   | Collapsed                                       |
|   |                                    | .2 | Pointing sound   | Minor depth of pointing deteriorated   | Moderate to significant depth of pointing lost, but does not appear to be rapidly disintegrating or crumbling, bricks not easily loosened | Pointing in very poor condition, severely weathered, crumbling to touch and/or significant depth loss, bricks easily loosened | Collapsed                                       |
|   |                                    | .3 | No arch ring cracking or separation                        | Arch ring cracks difficult to see  | Arch ring separation (gap less than 25mm)   | Arch ring separation (gap greater than 25mm)  | Disintegrated                                   |
|   |                                    | .4 | No arch barrel cracks                                      | No diagonal cracks, longitudinal cracks less than 3mm wide, lateral cracks     | Diagonal cracks, longitudinal cracks greater than 3mm wide  | Diagonal cracks, longitudinal cracks braking barrel into 1m sections or less  | Arch barrel failure                             |
|   |                                    | .5 | No cracks  | Minor hairline cracks and shallow spalls                                       | Moderate cracks (easily visible, crazing) and deep localised spalls   | Major cracks and spalling   | Failure due to structural cracks                |
|   |                                    | .6 | No bricks/masonry blocks missing, minor surface weathering | Few bricks/stones missing (no adjacent ones missing), major surface weathering | Moderate loss of bricks/stones  | Severe loss of bricks/stones  | Failure due to missing bricks/stones            |
|   |                                    | .7 | No bulging, leaning or displacement                        | Minor bulging, leaning or displacement   | Moderate bulging, leaning or displacement   | Severe bulging, leaning or displacement   | Collapsed or non-functional                     |

|   |                                   |    |   |   |  |  |  |
|---|-----------------------------------|----|---|---|--|--|--|
| 4 | Paintwork and Protective Coatings | .1 | Finishing coat sound, slight weathering       | Normal weathering of finishing coat   | Spot, chips and cracks of finishing coat, undercoat exposed but sound  | Failure of finishing coat and spots, chips and cracks to undercoat/substrate   | All coats failed   |
|   |                                   | .2 | Defect category removed                       |   |  |  |  |
|   |                                   | .3 | Defect category removed                       |   |  |  |  |
| 5 | Vegetation                        | .1 | Slight to no vegetation                       | Minor vegetation causing no structural damage (surface mosses, small grass and weeds) | Vegetation growth on or near bridge causing structural damage and/or deformation e.g. roots and branches of nearby trees, small tree/plants growing on structure | Vegetation growth on or near bridge causing major structural damage and/or deformation e.g. roots and branches of nearby trees, large tree/plants growing on structure | Failure caused by vegetation growth or tree collapsing on the structure  |
|   |                                   | .2 | Slight to no vegetation                       | Low depth/density of vegetation cover, easily removed e.g. moss                       | Significant depth/density of vegetation, obscuring inspection e.g. ivy   | Inspection impossible due to vegetation growth but structural damage due to vegetation unlikely  | Inspection of critical structural elements not possible due to density of vegetation and root systems likely to be causing structural damage |
| 6 | Foundations                       | .1 | No visible settlement of structure            | No visible settlement, but cracks that may be due to it                               | Minor settlement of structure  | Major settlement of structure  | Collapsed due to settlement  |
|   |                                   | .2 | No visible differential movement of structure | No visible movement, but cracks that may be due to it                                 | Minor differential movement of structure   | Major differential movement of structure   | Collapsed due to differential movement   |
|   |                                   | .3 | No visible sliding of structure               | No visible sliding, but cracks that may be due to it                                  | Minor sliding of structure   | Major sliding of structure   | Collapsed due to sliding   |
|   |                                   | .4 | No visible rotation of structure              | No visible rotation, but cracks that may be due to it                                 | Minor rotation of structure  | Major rotation of structure  | Collapsed due to rotation  |
|   |                                   | .5 | No scour                                      | Minor scour   | Moderate scour   | Major scour  | Dangerous scour or failure   |

|   |  |    |  |   |  |  |   |
|---|--|----|--|---|--|--|---|
|   |  | .6 | Substructure appears unaffected by foundation faults (assume no foundation faults) | Foundation faults causing minor cracks in substructure                          | Foundation faults causing moderate cracks in substructure  | Foundation faults causing major cracks and deformation in substructure   | Failure due to foundation faults                                |
| 7 | Invert, apron & river bed (also see 2 and 3) | .1 | No scour   | Minor scour   | Moderate scour   | Major scour  | Dangerous scour or failure                                      |
|   |  | .2 | No vegetation growth or silting  | Vegetation growth, trapped debris and silting causing slight disruption to flow | Vegetation growth, trapped debris and silting causing significant disruption to flow causing faster flow in areas of the river | Vegetation growth, trapped debris and silting severe disruption to flow causing much faster flow in areas of the river | Failure caused by vegetation growth, trapped debris and silting |
| 8 | Drainage                                     | .1 | In sound condition and fully functional  | Mostly functional (less than 25% of cross section blocked)                      | Part functional (25% to 50% of cross section blocked)  | Mostly non-functional (more than 50% of cross section blocked)   | Totally blocked/non-functional/broken                           |
|   |  | .2 | Causing no staining  | Causing minor staining  | Cleaning of staining required  | Urgent cleaning required   | Urgent & frequent cleaning                                      |
|   |  | .3 | No structural damage   | Causing minor structural damage   | Causing structural damage  | Causing major structural damage  | Causing severe damage to adjacent elements                      |
|   |  | .4 | No blockage of weep holes, outlets   | Minor blockage of weep holes, outlets   | Moderate blockage of weep holes, outlets   | Major blockage of weep holes, outlets  | Non-functioning weep holes                                      |
| 9 | Surfacing                                    | .1 | Little to no wear and weathering   | Minor wear/weathering   | Moderate wear/weathering   | Major wear/weathering  | Dangerous   |
|   |  | .2 | No crazing, tracking or fretting   | Minor crazing, tracking and/or fretting   | Moderate crazing, tracking and/or fretting   | Major crazing, tracking and/or fretting  | Complete break up   |
|   |  | .3 | Dense  | Poor texture  | Open texture   | Very open texture  | Dangerous   |
|   |  | .4 | Sound  | Cracks in top layer   | Top layer breached   | Deep cracks and potholes   | Top layer completely missing                                    |
|   |  | .5 | Not slippery   | Starting to become slippery   | Definitely becoming slippery   | Slippery   | Dangerous   |

|    |  |     |                                      |  |  |  |  |
|----|--|-----|--------------------------------------|--|--|--|--|
|    | Flagged surfacing                        | .6  | No defects                           | Trips < 5mm  | Cracked flags<br>Trips > 5mm and < 10mm  | Trips > 10mm and < 20mm  | Trips > 20mm   |
| 10 | Asphaltic Plug                           | .1  | Sound                                | Minor debonding between plug and road                          | Moderate debonding between plug and road                                       | Major debonding between plug and road  | Dangerous  |
|    |  | .2  | Sound                                | Slight loss of surface binder and aggregate                    | Loss of aggregate (surface penetration 20 to 50mm)                             | Loss of material from joint (causing holes > 50mm deep)                            | Missing  |
|    |  | .3  | Sound                                | Minor tracking and flow of binder                              | Moderate tracking and flow of binder   | Major tracking and flow of binder  | Disintegrated  |
|    | Nosing Defects                           | .4  | Sound                                | Minor cracking along nosing                                    | Moderate cracking along nosing, some break-up                                  | Break-up of nosing material  | Disintegrated  |
|    | Elastomeric and others                   | .5  | Minor signs of wear                  | One bolt missing at cross section                              | Numerous bolts missing at cross section  | Majority of bolts missing at cross section   | Failure due to missing bolts   |
|    |  | .6  | Strip sealant sound                  | Strip sealant loose/poor, compression seal dropped and/or worn | Sealant breached, strip sealant breached                                       | Sealant missing, strip sealant missing/out   | Failure  |
|    |  | .7  | Sound road surface adjacent to joint | Minor break up of road surface adjacent to joint               | Moderate break up of road surface adjacent to joint, some debris in joint seal | Major break up of road surface adjacent to joint, significant debris in joint seal | Joint failure due to deteriorated condition of adjacent road surface |
|    |  | .8  | Sound fixings                        | Bolt sealer missing  | Fixings loose  | Fixings missing, plates and angles loose   | Failure due to missing fixtures                                      |
|    |  | .9  | Sound components                     | Initiation of cracking or tearing of components                | Crack/tear < 20% of width of component   | Crack/tear >20% but < 50% of width of component                                    | Failure of expansion joint components                                |
|    | Buried Joint (formerly "0" in this list) | .10 | Reasonably sound                     | Minor surfacing cracking                                       | Moderate surface cracking  | Major surfacing cracking   | Failure  |
|    |  | .11 | Sealant for induced crack is sound   | Minor cracking or break up of sealant for induced crack        | Moderate cracking or break up of sealant for induced crack                     | Major cracking or break up of sealant for induced crack                            | Disintegrated or missing sealant for induced crack                   |
|    | Joint leakage                            | .12 | No visible signs of leakage          | Minor leakage through joint                                    | Moderate leakage through joint   | Major leakage through joint causing structural damage                              | Open joint causing major structural damage                           |

|    |  |    |  |  |  |  |   |
|----|--|----|--|--|--|--|---|
| 11 | Embankments  | .1 | Sound<br>No deformation                | Minor subsidence<br>Minor deformation  | Minor slip/settlement<br>causing slight cracking<br>of carriageway   | Major slip/settlement<br>causing major cracking of<br>carriageway  | Critical slip/settlement  |
| 12 | Bearings (also<br>see 1)                                     | .1 | Negligible rusting<br>minor Weathering | Minor rusting,<br>moderate weathering  | Moderate weathering  | Major rusting  | Failed or seized due<br>to rusting  |
|    |  | .2 | Correct position                       | Minor offset   | Moderate offset/tilt   | Dislodged  | Off bearing/missing   |
|    |  | .3 | Sliding bearing in<br>correct position | Sliding bearing in<br>slightly skewed (off<br>centre) position at<br>normal temp   | Sliding bearing at end<br>of travel in normal<br>temperatures  | Sliding bearing beyond<br>designed extent of travel<br>at normal temperatures  | Sliding bearing failed  |
|    |  | .4 | No crazing                             | External crazing   | External breakdown   | Major breakdown (PTFE,<br>laminations, rubber etc.)  | Complete breakdown  |
|    |  | .5 | Sliding plate<br>sound                 | Minor deformation of<br>sliding plate  | Moderate deformation<br>of sliding plate   | Major deformation of<br>sliding plate  | Bearings seized by<br>sliding plate<br>deformations                               |
|    |  | .6 | Bearings sound                         | Minor cracks   | Moderate cracks or<br>loose  | Spitting and deformation   | Disintegrated   |
| 13 | Impact Damage  | .1 | No damage                              | Slight surface scoring,<br>minor displacement of<br>element e.g. marking<br>and chipping of beam<br>faces, several bricks<br>across arch barrel<br>width, slight impact<br>deformation of<br>steelwork | Moderate displacement<br>of element e.g. beam<br>slightly offset on<br>bearings, significant<br>number of bricks<br>knocked out across<br>arch barrel width,<br>moderate impact<br>deformation of<br>steelwork | Severe displacement of<br>element e.g. beam<br>dislodged off bearings,<br>many bricks knocked out<br>across arch barrel width,<br>major impact deformation<br>of steelwork | Knocked down,<br>broken, collapsing   |
| 14 | Waterproofing<br>(try to exclude<br>leaks through<br>joints) | .1 | No visible sign of<br>seepage          | Minor seepage through<br>deck/arch etc. (slow<br>dripping)   | Moderate seepage<br>through deck/arch etc.<br>(some resistance to<br>seepage)  | Major seepage (little<br>resistance) through<br>deck/arch etc. causing<br>structural damage  | Non-functional<br>causing critical<br>structural damage                           |
|    |  | .2 | No visible sign of<br>seepage          | Damp surface, slight<br>water stains on soffit   | Wet surface, drops of<br>water falling and<br>significant sealing  | Very wet surface and<br>stalactites causing<br>structural damage   | Major structural<br>damage caused by<br>waterproofing not<br>functioning properly |

|    |                    |    |  |   |   |  |   |
|----|--------------------|----|--|---|---|--|---|
| 15 | Stone slab bridges | .1 | Sound, no defects or damage              | Minor cracking  | Moderate cracking but no visible displacement   | Major cracking and/or displacement   | Collapsed                                       |
| 16 | Timber             | .1 | No sign of damage                        | Minor signs of damage   | Moderate signs of damage  | Major signs of damage  | Disintegrated through damage                    |
|    |                    | .2 | No loss of section thickness             | Minor section loss (decay less than 5% of section)                        | Moderate section loss causing some reduction in functionality (decay 5 to 20% of section thickness) | Major section loss causing significant reduction in functionality (decay more than 20% of section) | Collapsed or collapsing                         |
|    |                    | .3 | No visible signs of open joints          | Joints/shakes open slightly on surface or cracked coating at joint/shakes | Open joints/shakes < 50% width of beam, in areas of low flexure or < 25% in areas of high flexure   | Open joints/shakes > 50% width of beam, in areas of low flexure or > 25% in areas of high flexure  | Beam separated into multiple elements           |
|    |                    | .4 | No signs of rusting or damage to fixings | Non-structural bolts loose, minor corrosion of nuts and washers           | Non-structural bolts missing, moderate corrosion of fixings   | Structural fixings missing   | Failure of element due to missed/failed fixings |

**Table 2**

Extent Codes

| Code | Description |
|------|-------------|
|------|-------------|

|          |   |
|----------|---|
| <b>A</b> | <b>No significant defect</b>                                  |
| <b>B</b> | <b>Slight, not more than 5% of surface area/length/number</b> |
| <b>C</b> | <b>Moderate, 5% - 20% of surface area/length/number</b>       |
| <b>D</b> | <b>Wide: 20% - 50% of surface area/length/number</b>          |
| <b>E</b> | <b>Extensive, more than 50% of surface area/length/number</b> |

**Table 3**

Generic Severity Descriptions

| Code | Description |
|------|-------------|
|------|-------------|

|          |  |
|----------|--|
| <b>1</b> | <b>As new condition or defect has no significant effect on the element (visually or functionally).</b> |
| <b>2</b> | <b>Early signs of deterioration, minor defect/damage, no reduction in functionality of element</b>     |
| <b>3</b> | <b>Moderate defect/damage, some loss of functionality could be expected</b>                            |
| <b>4</b> | <b>Severe defect/damage, significant loss of functionality and/or is close to failure/collapse</b>     |
| <b>5</b> | <b>The element is non-functional/failed</b>  |

**Table 4**  
Permissible Combinations of Severity and Extent

|               |                 |  |  |  |  |
|---------------|-----------------|--|--|--|--|
| <b>Extent</b> | <b>Severity</b> |  |  |  |  |
|---------------|-----------------|--|--|--|--|

|          | 1         | 2         | 3         | 4         | 5         |
|----------|-----------|-----------|-----------|-----------|-----------|
| <b>A</b> | <b>1A</b> | -         | -         | -         | -         |
| <b>B</b> | -         | <b>2B</b> | <b>3B</b> | <b>4B</b> | <b>5B</b> |
| <b>C</b> | -         | <b>2C</b> | <b>3C</b> | <b>4C</b> | <b>5C</b> |
| <b>D</b> | -         | <b>2D</b> | <b>3D</b> | <b>4D</b> | <b>5D</b> |
| <b>E</b> | -         | <b>2E</b> | <b>3E</b> | <b>4E</b> | <b>5E</b> |



**Table 5**

Element Importance

| Set                       | Item No. | Element Description                    |                                | Element Importance  |
|---------------------------|----------|--|--------------------------------|---|
| Deck Elements             | 1        | Primary Deck Element                   |                                | Very High   |
|                           | 2        | Secondary Deck Element/s               | Transverse Beams               | Very High   |
|                           | 3        |  | Element from Table 2 of Ref. 3 | Very High   |
|                           | 4        | Half Joints                            |                                | Very High   |
|                           | 5        | Tie beam/rod                           |                                | Very High   |
|                           | 6        | Parapet beam or cantilever             |                                | Very High   |
|                           | 7        | Deck bracing                           |                                | High  |
| Load-Bearing Substructure | 8        | Foundations                            |                                | High  |
|                           | 9        | Abutments (incl. arch springing)       |                                | High  |
|                           | 10       | Spandrel wall/head wall                |                                | High  |
|                           | 11       | Pier/column                            |                                | Very High   |
|                           | 12       | Cross-head/capping beam                |                                | Very High   |
|                           | 13       | Bearings                               |                                | High  |
|                           | 14       | Bearing plinth/shelf                   |                                | Medium  |
| Durability Elements       | 15       | Superstructure drainage                |                                | Medium  |
|                           | 16       | Substructure drainage                  |                                | Medium  |
|                           | 17       | Water proofing                         |                                | Medium  |
|                           | 18       | Movement/expansion joints              |                                | High  |
|                           | 19       | Painting: deck elements                |                                | Medium  |
|                           | 20       | Painting: substructure elements        |                                | Medium  |
|                           | 21       | Painting: parapets/safety fences       |                                | Medium  |
| Safety Elements           | 22       | Access/walkways/gantries               |                                | Medium  |
|                           | 23       | Handrail/parapets/safety fences        |                                | High  |
|                           | 24       | Carriageway surfacing                  |                                | Medium  |
|                           | 25       | Footway/verge/footbridge surfacing     |                                | Low   |
| Other Bridge Elements     | 26       | Invert/river bed                       |                                | Medium  |
|                           | 27       | Aprons                                 |                                | Medium  |
|                           | 28       | Fenders/cutwaters/collision protection |                                | Medium  |
|                           | 29       | River training works                   |                                | Medium  |
|                           | 30       | Revetment/batter paving                |                                | Low   |
|                           | 31       | Wing walls                             |                                | High  |
|                           | 32       | Retaining walls                        |                                | Medium  |
|                           | 33       | Embankments                            |                                | Low   |
|                           | 34       | Machinery                              |                                | Medium  |
| Ancillary Elements        | 35       | Approach rails/barriers/walls          |                                | Elements not used in BCI evaluation, thus importance not required |
|                           | 36       | Signs                                  |                                |   |
|                           | 37       | Lighting                               |                                |   |
|                           | 38       | Services                               |                                |   |

### **1.4.1 Defect response times**

All defects that are recorded are assessed by the inspector and prescribed an appropriate works priority code, using their experience, training and engineering judgement. These can be either:

Urgent: Make Safe Required  
Urgent  
High  
Medium  
Low  
Very Low

#### **Urgent - Make Safe Required:**

These defects are those that require an urgent prioritised repair or to be made safe within a 2 hour response time to ensure the safety of the highway user following risk assessment by a competent officer. A make safe can be the protection and/or closure to part or all of the asset or just the defective section and will be site specific.

Once the site has been temporarily made safe, the defect shall then be re-assessed by a competent officer to determine the priority of remedial works.

#### **All other priority codes:**

All other priority defects (urgent, high, medium, low, very low) are those that following a risk assessment are of lower risk of causing harm, and considered to be defects that may impact long term serviceability and sustainability of the highway asset. Due to the lead-ins associated with mobilisation for structures repairs a time scale is not provided, these defects will be addressed in a planned manner as resources permit.

### **1.4.2 Exceptions**

There will be occasions where the inspector will be faced with exceptional situations or when having completed the defect assessment the Inspector feels a higher priority is warranted. In such situations the inspector may use their discretion to increase the priority of a defect.

In these cases the inspector will record this increase on the notes relevant to the defect summarising their reasoning. Supporting evidence in the form of extra photographs, etc., may be linked or attached within the asset management system.

### **1.4.3 Recording of inspections and defects**

All routine inspections are to be electronically recorded with the following information.

- Date and time of inspection
- Identity of the lead inspector
- Weather conditions and highway surface state
- Type of inspection

- Identity of secondary inspector (if applicable)
- Notes of any issues or concerns noted by the inspector.
- General photographs of all elements inspected.

Defects will be recorded with the following information.

- Date and time that the defect was recorded
- Identity of the inspector
- Description of the defect (including any measurements)
- Location of the defect
- The Severity/Extent scores
- The defect priority
- Linked photographs

#### **1.4.4 Performance Management**

The following measures and indicators will be recorded in order to assess and manage the delivery

1. Monitoring and reporting each year on the number of complete inspections by type
2. Monitoring and reporting each month the number of defects being recorded split by priority

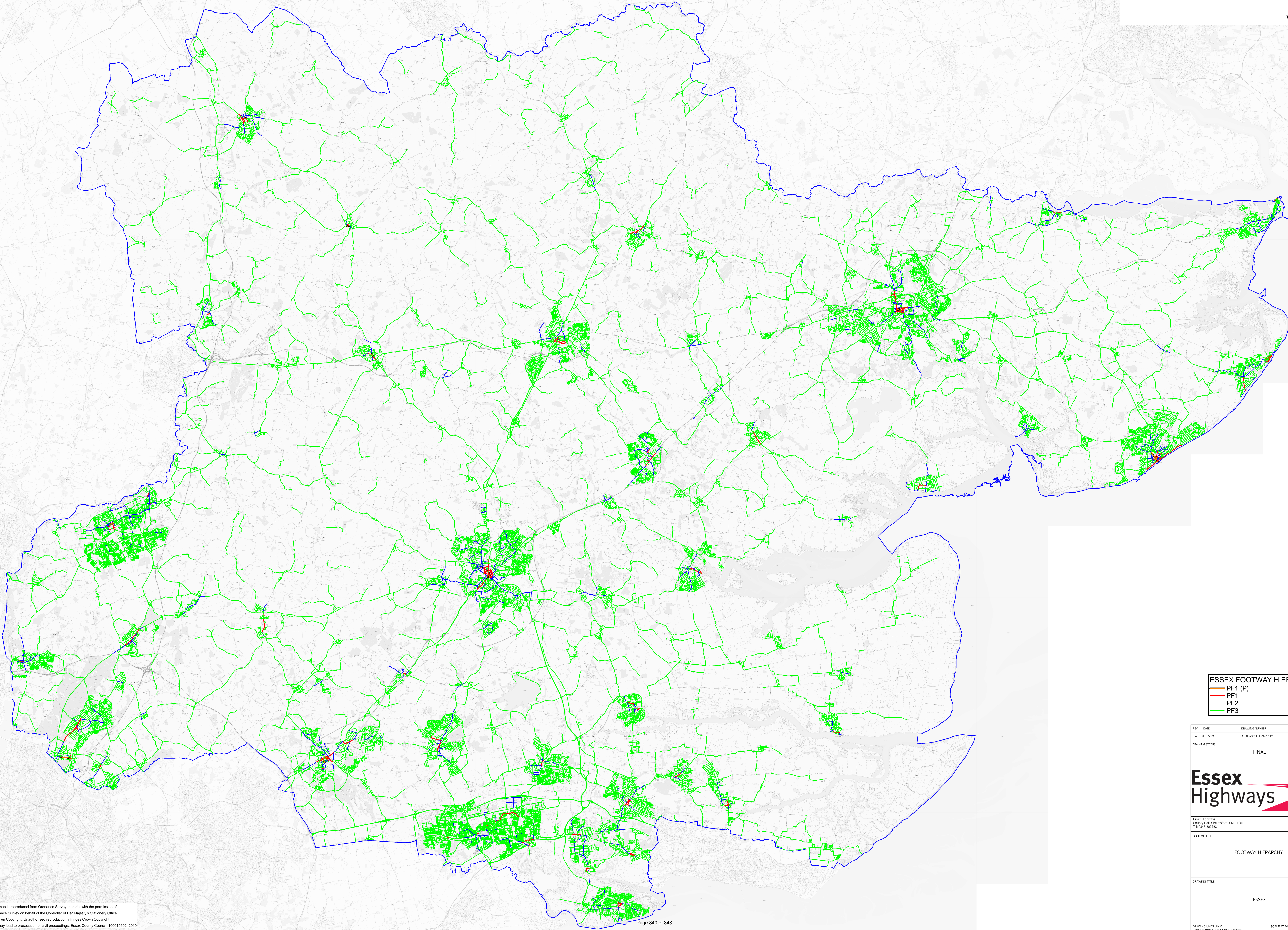
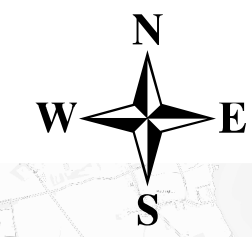
These reports shall be maintained and presented as Safety Inspection Performance Measures

#### **1.4.5 Key roles and Competencies**

There is a dedicated team whose key role is to undertake Structures Routine Inspections and reactive Inspections in accordance with this Strategy. All members of the team will be assessed against the Structures Inspections Competency Framework to ensure they meet the required standards for their role. The Competency Framework will set out the expected knowledge level against the relevant tasks or requirements for each role in the team.







| ESSEX FOOTWAY HIERARCHY |         |
|-------------------------|---------|
| PF1 (P)                 | (29)    |
| PF1                     | (187)   |
| PF2                     | (579)   |
| PF3                     | (25652) |

| REV   | DATE     | DRAWING NUMBER    | DRAWN                                | CHECKED |
|---|----------|-------------------|--------------------------------------|---------|
| ..  | 01/07/19 | FOOTWAY HIERARCHY | JK                                   | ..      |
| DRAWING STATUS  |          |                   |                                      |         |
| FINAL   |          |                   |                                      |         |
| <div><div>Essex</div><div>Highways</div></div>  |          |                   |                                      |         |
| <div><div><div>Essex Highways</div><div>County Hall, Chelmsford, CM1 1GH</div><div>Tel: 0145 6037631</div></div><div>© Essex County Council</div></div> |          |                   |                                      |         |
| SCHEME TITLE  |          |                   |                                      |         |
| FOOTWAY HIERARCHY   |          |                   |                                      |         |
| DRAWING TITLE   |          |                   |                                      |         |
| ESSEX   |          |                   |                                      |         |
| DRAWING DIMENSIONS<br>DIMENSIONS IN MILLIMETRES<br>LEVELS IN METRES   |          |                   | SCALE AT A0 (1086x841mm)<br>AS SHOWN |         |



**Appendix 6:** FP/430/05/19 ECC Highways Maintenance Policy and General Principles (2019) and associated maintenance / inspection strategies

| <b>Numbers of different types of Highways and Transportation Assets 2017/18<br/>(Essex Excluding A130)</b>    | <b>Asset Quantity</b>                               |
|---|---|
| County Structures (including bridges, retaining walls, culverts and gantries)                                 | 1,628 (number)                                      |
| Safety Barriers, including pedestrian guard rail  | 129 (miles)   |
| Lighting Columns  | 121,570 (number)                                    |
| Illuminated Highway Signs + Bollards + VAS  | 16,918 (number)                                     |
| Traffic Signals Infrastructure (including Zebra Crossings, Bus Telematics and Safety Cameras)                 | 490 (Signal Junctions and Crossings) + Other Assets |
| Non illuminated Highway Signs   | 80,287 (number)                                     |
| Passenger Transport Infrastructure  | 471 bus shelters (items) + Other assets             |
| Public Rights of Way Infrastructure (footbridges and signage) 3,900 bridges, 21,000 sign posts + Other Assets | 31,313 (items)                                      |
| Winter Management Infrastructure  | 947 (items)   |
| Cycle Loop Monitoring Sites   | 41 (items)  |

# Equality Impact Assessment

## Context

1. under s.149 of the Equality Act 2010, when making decisions, Essex County Council must have regard to the Public Sector Equality Duty, i.e. have due regard to:
  - eliminating unlawful discrimination, harassment and victimisation, and other conduct prohibited by the Act,
  - advancing equality of opportunity between people who share a protected characteristic and those who do not,
  - fostering good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.
2. The characteristics protected by the Equality Act are:
  - age
  - disability
  - gender reassignment
  - marriage/civil partnership
  - pregnancy/maternity
  - race
  - religion/belief
  - gender
  - sexual orientation.
3. In addition to the above protected characteristics you should consider the cross-cutting elements of the proposed policy, namely the social, economic and environmental impact (including rurality) as part of this assessment. These cross-cutting elements are not a characteristic protected by law but are regarded as good practice to include.
4. The Equality Impact Assessment (EqIA) document should be used as a tool to test and analyse the nature and impact of either what we do or are planning to do in the future. It can be used flexibly for reviewing existing arrangements but in particular should enable identification where further consultation, engagement and data is required.
5. Use the questions in this document to record your findings. This should include the nature and extent of the impact on those likely to be affected by the proposed policy.
6. Where this EqIA relates to a continuing project, it must be reviewed and updated at each stage of the decision.
7. The EqIA will be published [online](#):
8. All **Cabinet Member Actions, Chief Officer Actions, Key Decisions** and **Cabinet Reports must be** accompanied by an EqIA.
9. For further information, refer to the EqIA guidance for staff.

10. For advice, contact:  
Shammi Jalota [shammi.jalota@essex.gov.uk](mailto:shammi.jalota@essex.gov.uk)  
Head of Equality and Diversity  
Corporate Law & Assurance  
Tel 0330 134592 or 07740 901114





## Section 1: Identifying details

Your function, service area and team: Essex Highways

If you are submitting this EqlA on behalf of another function, service area or team, specify the originating function, service area or team: Asset Management

Title of policy or decision: ECC Highways Maintenance Policy and General Principles (2019) and associated maintenance/ inspection strategies

Officer completing the EqlA: Deana James, Business Planning Manager, Essex Highways  
Commissioning [deana.james2@essex.gov.uk](mailto:deana.james2@essex.gov.uk)

Date of completing the assessment: 02 July 2019

## Section 2: Policy to be analysed

- |     |  |
|-----|--|
| 2.1 | Is this a new policy (or decision) or a change to an existing policy, practice or project? New decision  |
| 2.2 | <p>Describe the main aims, objectives and purpose of the policy (or decision):</p> <p>To agree the implementation of a new ECC Highways Maintenance Policy and General Principles and associated strategies which will be introduced from August 2019.</p> <p>This will replace the current Essex Highways Maintenance Strategy – Maintenance Policy and Standards (April 2008) along with subsequent amendments in August 2013 and November 2018.</p> <p>What outcome(s) are you hoping to achieve (i.e. decommissioning or commissioning a service)?</p> <p>The previous Maintenance Strategy was implemented in April 2008 and amendments since then have addressed hierarchy changes and defect response times but have not updated the remainder of the document.</p> <p>The new policy and associated documents are proposed to align ECC's approach with its highway maintenance activities and provide more succinct documentation to support this approach.</p> |



|     |   |
|-----|---|
|     |   |
| 2.3 | <p>Does or will the policy or decision affect:</p> <ul style="list-style-type: none"> <li>• service users</li> <li>• employees</li> <li>• the wider community or groups of people, particularly where there are areas of known inequalities?</li> </ul> <p>Although this decision will impact users of the highway network within Essex, the new policy is formulated around keeping the network safe rather than affecting levels of service.</p> <p>Will the policy or decision influence how organisations operate?<br/>No</p>   |
| 2.4 | <p>Will the policy or decision involve substantial changes in resources?<br/>No</p>   |
| 2.5 | <p>Is this policy or decision associated with any of the Council's other policies and how, if applicable, does the proposed policy support corporate outcomes?</p> <p>Delivery of these works and services will contribute towards the following objectives;</p> <ul style="list-style-type: none"> <li>• Meet customer needs.</li> <li>• Obtain value for money.</li> <li>• Promote improvement and innovation.</li> <li>• Help ECC realise its strategic aims 2017-2021.</li> <li>• Reduce the cost of the Service.</li> </ul> <p>We aim to achieve these by maximising the commercial and strategic opportunities with Ringway Jacobs to ensure we are delivering quality services and maximising value for money. This ambition will in turn contribute towards achieving the following strategic aims:</p> <ul style="list-style-type: none"> <li>• <b>Help create great places to grow up, live and work</b> <ul style="list-style-type: none"> <li>Secure sustainable development and protect the environment <ul style="list-style-type: none"> <li>○ Reduce the environmental impact and cost to the taxpayer of dealing with waste, by working effectively with partners to minimise waste.</li> <li>○ Improve the image of the county, by promoting the benefits of Essex Highways and the County Council.</li> <li>○ Reduce carbon emissions and energy costs for Essex Highways by supporting the development of new strategies that promote clean growth and the use of affordable energy.</li> </ul> </li> </ul> </li> </ul> |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>• <b>Transform the council to achieve more with less</b><br/>Limit cost and drive growth in revenue <ul style="list-style-type: none"> <li>○ Optimise revenue from services, by charging appropriately and realising commercial benefit</li> <li>○ Drive out inefficiency, by reducing costs, increasing productivity and adopting lean methodology.</li> <li>○ Work collaboratively with partners to deliver maximum value for taxpayers' money that is spent through Essex Highways.</li> </ul> </li> </ul> |
|--|--|

### Section 3: Evidence/data about the user population and consultation<sup>1</sup>

As a minimum you must consider what is known about the population likely to be affected which will support your understanding of the impact of the policy, eg service uptake/usage, customer satisfaction surveys, staffing data, performance data, research information (national, regional and local data sources).

|     |   |
|-----|---|
| 3.1 | <p>What does the information tell you about those groups identified?</p> <p>As part of the requirement in the new Code of Practice, we have undertaken best practice sharing and consultation with our peers both locally and nationally. We undertake annual customer satisfaction surveys and it is hoped that by implementing these changes we can better manage public expectation.</p>   |
| 3.2 | <p>Have you consulted or involved those groups that are likely to be affected by the policy or decision you want to implement? If so, what were their views and how have their views influenced your decision?</p> <p>See above.</p>  |
| 3.3 | <p>If you have not consulted or engaged with communities that are likely to be affected by the policy or decision, give details about when you intend to carry out consultation or provide reasons for why you feel this is not necessary. Please include any reasonable adjustments, e.g. accessible formats, you will provide as part of the consultation process for disabled people:</p> <p>N/A as county wide, not targeted.</p> |

<sup>1</sup> Data sources within EEC. Refer to Essex Insight:  
<http://www.essexinsight.org.uk/mainmenu.aspx?cookieCheck=true>  
with links to JSNA and 2011 Census.

## Section 4: Impact of policy or decision

Use this section to assess any potential impact on equality groups based on what you now know.

| Description of impact   | Nature of impact<br>Positive, neutral, adverse<br>(explain why) | Extent of impact<br>Low, medium, high<br>(use L, M or H) |
|---|---|--|
| Age   | Neutral – county wide decision not targeted at specific groups  | L  |
| Disability – learning disability                                | Neutral – county wide decision not targeted at specific groups  | L  |
| Disability – mental health                                      | Neutral – county wide decision not targeted at specific groups  | L  |
| Disability – physical disability                                | Neutral – county wide decision not targeted at specific groups  | L  |
| Disability – sensory impairment (visual, hearing and deafblind) | Neutral – county wide decision not targeted at specific groups  | L  |
| Gender  | Neutral – county wide decision not targeted at specific groups  | L  |
| Gender reassignment   | Neutral – county wide decision not targeted at specific groups  | L  |
| Marriage/civil partnership                                      | Neutral – county wide decision not targeted at specific groups  | L  |
| Pregnancy/maternity   | Neutral – county wide decision not targeted at specific groups  | L  |
| Race  | Neutral – county wide decision not targeted at specific groups  | L  |
| Religion/belief   | Neutral – county wide decision not targeted at specific groups  | L  |
| Sexual orientation  | Neutral – county wide decision not targeted at specific groups  | L  |
| <b>Cross-cutting themes</b>                                     |   |  |
| Description of impact   | Nature of impact<br>Positive, neutral, adverse (explain why)    | Extent of impact<br>Low, medium, high                    |

|  |   |                 |
|--|---|-----------------|
|  |   | (use L, M or H) |
| Socio-economic   | Neutral – county wide decision not targeted at specific areas or groups | L               |
| Environmental, eg housing, transport links/rural isolation | Neutral – county wide decision not targeted at specific areas           | L               |
|  |   |                 |

## Section 5: Conclusion

|     |  | Tick<br>Yes/No as<br>appropriate       |   |
|-----|--|--|---|
| 5.1 | Does the EqlA in Section 4 indicate that the policy or decision would have a medium or high adverse impact on one or more equality groups? | No <input checked="" type="checkbox"/> |   |
|     |  | Yes <input type="checkbox"/>           | If 'YES', use the action plan at <b>Section 6</b> to describe the adverse impacts and what mitigating actions you could put in place. |

## Section 7: Sign off

## Section 6: Action plan to address and monitor adverse impacts

| What are the potential adverse impacts? | What are the mitigating actions? | Date they will be achieved. |
|---|----------------------------------|-----------------------------|
| N/A                                     |                                  |                             |
|   |                                  |                             |
|   |                                  |                             |
|   |                                  |                             |
|   |                                  |                             |
|   |                                  |                             |
|   |                                  |                             |
|   |                                  |                             |
|   |                                  |                             |



**I confirm that this initial analysis has been completed appropriately.  
(A typed signature is sufficient.)**

Signature of Head of Service: Andrew Cook

Date: 05 July 2019

Signature of person completing the EqlA: Deana James

Date: 02 July 2019

### **Advice**

Keep your director informed of all equality & diversity issues. We recommend that you forward a copy of every EqlA you undertake to the director responsible for the service area. Retain a copy of this EqlA for your records. If this EqlA relates to a continuing project, ensure this document is kept under review and updated, eg after a consultation has been undertaken.

