

Appendix A

Consultation on the location of a combined Library and One Stop Shop in Bath - Results

Following the report to cabinet on 19th July a consultation was undertaken through the council's online consultation system between 20th July and 15th September. The questionnaire was open for all people to respond online and additional outreach was conducted at youth centres and one stop shops. Paper copies of the survey were circulated to libraries and one stop shops across the district and the results were input manually.

The results were broken down by key user groups, as determined in the Libraries Needs Assessment:

- Regular users of libraries and one stop shops
- People with dependent children
- People with long-term health conditions
- People from different socio-economic backgrounds (determined through the indices of multiple deprivation)

and other demographic characteristics.

Part 1 – Location preference

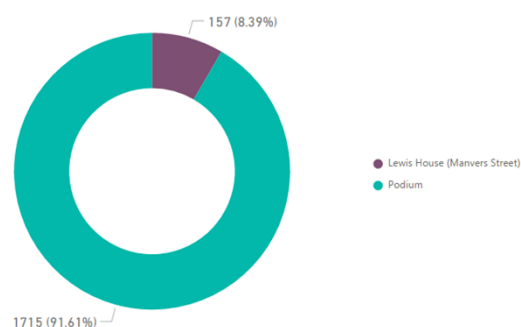
The overall results are shown below:

Bath Modern Library Consultation July-September 2017 Analysis

There were **1891** responses to this consultation

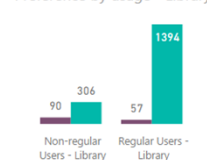
Overall preference

Preference for the location of a combined Library & One Stop Shop service in Bath

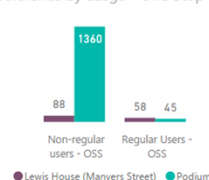


Preference by key groups

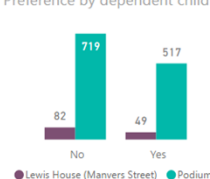
Preference by usage - Library



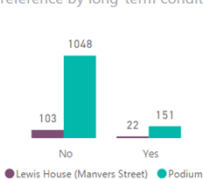
Preference by usage - One Stop Shop



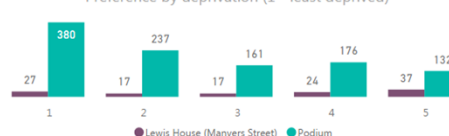
Preference by dependent children



Preference by long-term condition



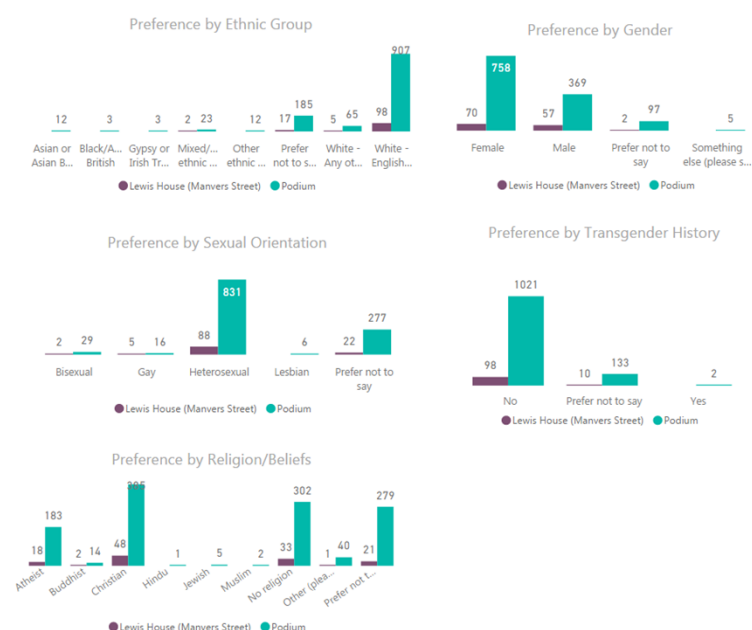
Preference by deprivation (1= least deprived)



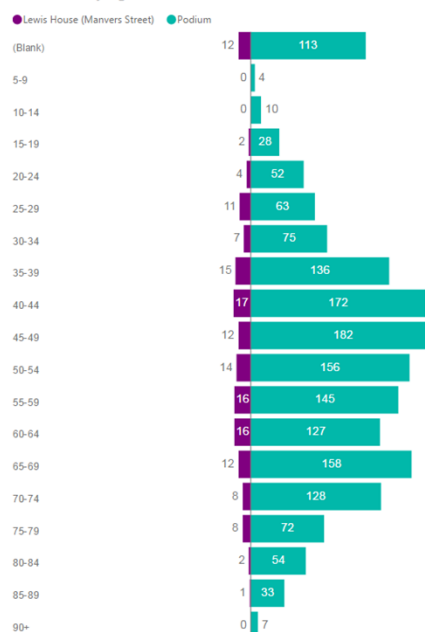
Nearly 92% of respondents opted for the Podium as a location for the combined library and one stop shop.

The analysis also examined the results by protected characteristics as defined in the equalities act, the results by these groups are provided overleaf.

Preference by other demographic groups



Preference by Age



The preference for the podium is echoed across nearly all demographic and user groups recorded with only the small number of existing One Stop Shop users preferring the Lewis House site.

Substantial engagement was undertaken to increase survey turnout amongst key groups, including where there was a lower response rate from regular OSS users who had no preference for either site.

Part 2 – Free Text Analysis.

In addition, a free text option was provided for respondents to identify their reasoning for selection of their preferred site.

Responses were categorised and refined to determine overall themes. This document summarises responses to the free text question included in the questionnaire - “Please could you indicate why you have chosen your preference” in response to choosing between The Podium and Lewis House as the site for the new integrated Library and One Stop Shop service (OSS). Detail of the categories and descriptive quotes are provided in Appendix 1.

A single respondent can provide multiple reasons for their preference (or none), the number of unique comments do not equal the number of respondents.

1. The Podium

Of the **1,715** respondents choosing this option, **3,893** comments/reasons for this preference were recorded.

The following themes were identified:

1. Accessibility, space and atmosphere
2. Location and amenities

3. Financial savings
4. Concerns about Lewis House
5. Integration of Library and OSS
6. Other comments

2. Lewis House

Of the **157** respondents choosing this option, **218** comments/reasons for this preference were recorded.

The following themes were identified:

1. Location and amenities
2. Accessibility, space and atmosphere
3. Financial savings
4. Integration of Library and OSS
5. Other comments

Part 3 – Partner feedback

In parallel with the public consultation, the views of our key partners that deliver services alongside the Council have been sought.

The general view was that accessibility – both in terms of transport links and ground floor access – was an important factor to their clients and that Lewis House better addresses those needs. However, the benefits of co-location were also recognised as important and they are keen to work with the Council to implement whichever decision is reached for the overall benefit of their services to local residents.

Further, they considered it vital the current facilities and good services delivered by the One Stop Shop are maintained and, when integrated services are delivered there is a positive atmosphere within the space. Services need to be accessible to all of the community and the integration of services will continue to make it easier for partners to signpost their clients to a wider range of services delivered all under one roof.

All acknowledged they are keen to see libraries develop, and want to see a wider range of customers using the libraries. By increasing accessibility to the resources that the library has available it was agreed by all that their clients could benefit from the integration of the two services and the opportunities this offers.

“We are very committed to the principle of co-location in One Stop Shops Whichever location is chosen, we would be very keen to be involved in the design and layout of the service area. Our experience at Keynsham and in Bath has shown us that where we meet with clients is very important.”

Part 4 – Full Council and Scrutiny Panel feedback

The debate at Full Council identified issues under the following themes:-

The Council needs to ensure any decision is based on evidence based consultation and detailed understanding of needs and impacts.

The council has carried out a comprehensive needs assessment and this was presented as a background document to the July Cabinet report. It has constantly appraised the Department of Culture, Media and Sport of its proposals and taken appropriate legal advice.

Evidence shows a declining use of traditional library service and an increasing need for integrated services.

The design phase will continue to build on the evidence from the needs assessment and, by involving a cross section of the community in the process, will ensure that the new Modern Library space takes into account needs and impacts.

Throughout the process the council continues to review its Equality Impact Assessment of the programme.

Has the Council looked at creative ways of securing Funding?

At the time when Innovation Funds were available the Council was not in a position to make an appropriate bid. However, as the design phase of this project takes place the Council will seek to access grant funding as and when applicable.

The Council hasn't shared operational plans or how savings will be delivered.

The Council has set out its operational plan in the business case that was presented with the cabinet report in July.

It has made clear that the overall programme will deliver net savings of £800,000 this will predominantly be through a reduction in staffing levels across the whole of the customer services department and through the alignment and improvement of working processes. These savings will be achieved by bringing together integrated One Stop Shops in Keynsham, Midsomer Norton and Bath ensuring the sustainability of both services.

Will there be professional staff and how will you manage the additional pressure staff are facing?

This is the first major review of Library services for many years and therefore it is important that staff are involved in the consultation process, it is equally important that One Stop Shop staff are also involved and our engagement plans will ensure this happens.

In addition staff consultation is ongoing with regard to changes in job descriptions and roles and this is being supported by the appropriate training. Many staff actually view this as a real opportunity.

Reviews of operating procedures are helping staff to improve the ways in which they work.

We will need to maintain a specialist approach across all services including professional librarians but there are also many tasks which can be performed in a more generic way and these will save time and improve the customer experience.

Volunteers can't perform many tasks due to Data Protection issues but they are useful in delivering outreach services!

We are looking at new ways of working and increasing self-serve solutions for which volunteers can be successfully employed and we will certainly be looking to continue to use volunteers to support both day to day functions and outreach support.

There was a request not to choose Lewis House as the new Venue

Whilst there is clear public support for the Podium site, there were a number of comments which highlighted why Lewis House may be a better location.

The report sets out the decision and this has now been ruled out although some of the issues raised could have been resolved through the engagement and design process.

The Community, Transport and Environment Scrutiny Panel raised questions under the following themes:

What is the objective of the proposal – savings or improved services?

The objective is to deliver both. Our aim is to integrate library and customer services in Bath to reach out to more people from all ages and backgrounds – providing a place where everyone in the community can access support, knowledge, culture and events to help them reach their full potential. Across the whole programme, refocussing resources and improving business processes will improve services and deliver the required savings.

Are other consultees aware of the Keynsham model for combined services?

The Keynsham model was cited in the July Cabinet paper and business case.

Issues of design – meeting rooms, customer experience, easy access to books, disabled access.

This development is an opportunity to create a vibrant, bespoke space that will address issues identified in the business, by the public and in building surveys. The design phase will take these issues into account.

Appendix 1 – Detailed Free Text Response Category Descriptions and representative quotes.

1. The Podium

1.1 Accessibility, space and atmosphere

This category includes preferences based on the ease of access to the Podium, layout/design of the building, space available and aesthetic appeal of the building. This category accounts for 1,765 responses. These can be summarised as:

428 respondents commented on available floor space in the Podium

- Available space being larger than the alternative available at Lewis House
- More space being available for physical books
- More space for movement and browsing

“Space for books to be handled. Space for students to work. Recently I saw about 40 Students working there.”

416 respondents felt that the Podium has good accessibility

- Multiple means of entry
- Lift from car park
- Space between aisles
- Covers disability, mobility impairment and access for children and buggies

“The Podium site has excellent accessibility, especially for wheelchair users, the elderly and people with small children, who live outside town where there are no bus links, forcing them to use cars. Having the car park with a lift up to the library is a huge plus for these people”

327 respondents commented that the Podium is a pleasant building and atmosphere

- Light and airy feel
- Aesthetic design favourable to Lewis House
- Good lighting
- A comfortable space with a good layout conducive to reading and studying

“The Podium provides a bright, open plan space with a relaxed feel”

“I love the huge open space and good lighting. It's a space that feels comfortable safe and welcoming”

272 respondents cited the Podium as being purpose-built to be a library and that it works well as it is currently

- Specific comments regarding the Podium being designed and built to be a library
- General comments about the Podium being the most appropriate venue and resistance to change at this point

“Keep the library where it is. It's purpose built, works well so I see no reason to change it”

“Don't see the point in moving a popular service from a building that is ideal as it is”

221 respondents preferred the single floor layout of the Podium

- These are specific mentions of a single-floor space being a benefit
- As well as multiple floors being a negative aspect to Lewis House

- This is seen as impacting accessibility
- A number of parents would not feel comfortable being on a different floor to their children

“Adult/children’s library on different floors not conducive for family use”

“Better access for all and ease to move from one section to another rather than need to go to a different floor”

101 respondents cited the availability of community space

- Multipurpose space available for special events and groups

“exhibition space which can also be used as library space or for events and activities”

“contains function rooms/exhibition space which benefit local community groups”

1.2 Location and Amenities

This category covers comments regarding the position of the library, convenience and proximity to other local amenities. It accounts for 1,293 comments and can be summarised as:

850 respondents (the largest group in the consultation) felt that The Podium was the preferred physical location for the library

- Town centre location
- Proximity to shops and café’s
- Easy to combine trips into Bath with library visits
- A number of respondents said it was simply closer for them to get to

“Bath Library is historically and culturally as important as Bath Abbey and the Guildhall and needs to be situated in the very centre of the city”

“Centrally located - it’s not called Bath Central Library for nothing”

220 respondents cited the car park at the Podium as a benefit

- On-site parking with lift access to library
- Seen as having greater availability than Manvers Street car park with no need to cross road

“The podium has a car park which I can use to get there easily with very little walking, as I am disabled and unable to walk very far”

“There is no free or simple parking at Manvers St”

144 respondents gave the presence of Waitrose as a reason for preferring the Podium

- Ability to combine library visit with shopping on-site
- Waitrose café and free coffee

“More people visit Waitrose on a daily basis & can easily combine that trip with a visit to the library, than visit the One Shop”

79 respondents felt the transport links to the Podium were an important benefit

- Multiple bus stops/routes in vicinity

“Very convenient for bus transport”

1.3 Financial savings

This category covers comments where cost savings were given as a reason for preferring the Podium. This accounts for 293 comments and can be summarised as:

293 respondents felt the financial situation was better with the Podium option

- Short-term saving of not having to move the larger library site to the OSS
- The cheaper option according to provided business case

“Taken purely fiscally, the Podium offers the best option for the Council according to the Council's comparison of the two viable options”

1.4 Concerns about Lewis House

This category covers comments where respondents have chosen the Podium as their preferred location and cited specific concerns about the proposed accommodations and suitability of Lewis House. This accounts for 196 comments and can be summarised as:

156 respondents felt that Lewis House is an unsuitable location for a library

- The aesthetic of Lewis House as a building
- Manvers Street as an environment; including heavy traffic, pollution, small pavements and busy pedestrian traffic due to commuters/tourists
- Association with benefits office
- Location by Southgate and train station

“Lewis House is an ugly and unwelcoming looking building that will put people off using library facilities. Despite its proximity to rail and bus links it is hidden away behind Southgate”

“Lewis House is in horrible part of Bath - constant traffic queues outside and a pavement full of disorientated tourists. I associate the building, and the area, with benefits and poverty”

40 respondents cited lack of available space at Lewis House

“The plans and layout given in the previous attempt to move the library showed very clearly that there would not be enough space at Lewis House to provide the kind of library service I would want to use”

1.5 Integration of Library and One Stop Shop

Although not specifically asked for in the question, a number of respondents provided unsolicited feedback regarding the plan to integrate these 2 services. This accounts for 150 comments and can be summarised as:

139 respondents were opposed to the plan to integrate the library and OSS

“I want the library to remain in the Podium and other options considered for the one stop shop. They are two different services entirely”

11 respondents were in favour of integration

"I think it's a great idea to combine the two facilities"

1.6 Other comments

This category covers comments where respondents have made other suggestions or comments unrelated to the primary question of location preference, or taken the opportunity to express dissatisfaction with the consultation specifically or the Council in general. It accounts for 196 comments and can be summarised as:

52 respondents commented on awareness and familiarity with the existing services and concerns that changing this may impact usage

"Because it's the library I have taken all my children to. It's what we are used to and it's comfortable"

46 respondents had specific issues with the consultation itself

- A number felt the issue of integration should have been asked over preference for location
- Others took issue with the number of demographic questions asked

"I had no choice. We want a separate library but you did [not] offer that option"

"I fail to see why all these questions are relevant with regard to a One Stop Shop/Library"

35 respondents had concerns about risks associated with OSS customers or others near Lewis House

"I don't want my children being near Julian house- there are too many issues around there"

"Opposite all the homeless drunks as on Manvers street"

32 respondents made specific complaints about the council or other services

"This is just an attempt to cut the service"

31 respondents commented specifically on the importance of trained librarians

"Librarians are highly-trained. It isn't appropriate to de-skill them and combine their duties with other totally unrelated functions"

2. Lewis House

2.1 Location and amenities

This category covers comments regarding the position of the library, convenience and proximity to other local amenities. It accounts for 103 comments and can be summarised as:

52 respondents cited the proximity to public transport as a benefit to the Lewis House location

- Train and Bus station
- Taxi rank

“Conveniently near bus station and train station so easy to get to the venue”

38 respondents felt the location of Lewis House was preferable

“Central, near bus station & train station. Perfect location”

12 respondents made reference to the availability of parking at Lewis House

“Easier parking and transport links. No shared location with a supermarket”

2.2 Accessibility, space and atmosphere

This category includes preferences based on the ease of access to Lewis House, layout/design of the building, space available and aesthetic appeal of the building. This category accounts for 38 responses. These can be summarised as:

28 respondents felt Lewis House has good accessibility

- Ground floor entrance
- Disabled toilets on all floors
- Lifts
- Ramps

“Lewis house is easier to get to for wheelchairs”

A small number of other responses (each less than 5 responses) were received which fit in this category, including 5 responses citing the **size** as preferable at Lewis House and 4 stating Lewis House is a **pleasant building**.

“Lewis House is a bright friendly office with an entrance at street level”

2.3 Financial savings

This category covers comments where cost savings were given as a reason for preferring Lewis House. This accounts for 34 comments and can be summarised as:

34 respondents felt the financial situation was better with the Lewis House option

- The Council owns the building so long-term rental savings
- No risk of lease being revoked

“it will save costs in the long term due to rental of building. Makes it more sustainable to combine services”

2.4 Integration of library and One Stop Shop

Although not specifically asked for in the question, a number of respondents provided unsolicited feedback regarding the plan to integrate these 2 services. This accounts for 30 comments and can be summarised as:

29 respondents who commented on integrating the services were in favour and 1 was opposed

2.5 Other comments

This category covers comments where respondents have made other suggestions or comments unrelated to the primary question of location preference, or taken the opportunity to express dissatisfaction with the consultation specifically or the Council in general. It accounts for 13 comments and can be summarised as:

9 respondents commented on awareness and familiarity with the existing services

“the one stop shop is already there and people are aware of how to access the services that operate out of the building”

A very small number of other comments were received which did not fit into other categories, including 2 complaints about the content of the consultation, 1 a general complaint about the Council and 1 concerned about risks associated with mixing OSS and library customers.

“I am a frequent visitor to the One Stop Shop in Bath and I have experienced some difficult customers there. I am concerned how easily they could be extradited from the Podium”