

# Appendix B: Library Phase 2 consultation report

# Introduction and Background

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As part of the Plan for Change the organisation is currently undertaking a three year change programme to ensure that it is fit for the future in a challenging financial climate as well as meeting the needs of our changing population in light of new statutory responsibilities, such as the Localism Act.

The Plan for Change was formally approved by council in June 2011 and this sets out the strategic direction for the Council to 'lead, shape and maintain a prosperous, sustainable Bury that is fit for the future. To support this vision we are committed to the following outcomes:

- Reducing poverty and its effects
- Supporting our most vulnerable residents
- Making Bury a better place to live

The Plan for Change provides a starting point for us to consider the efficiency and effectiveness of what we do; to look at the needs of our changing customer base; to consider the demand we face for services and ensure we manage the expectations of customers in an environment where we have fewer resources.

The Plan for Change is committed to ensuring an open and transparent process, actively seeking the views of the local community, listening to ideas and where possible acting on these ideas.

Since the launch of the Plan for Change we have listened to and engaged with local residents to find out what is important to them. This has included the Choices Consultation in the summer of 2011 which asked individuals to identify their priorities for the council spending, two rounds of Programme of Savings consultations in 2011 and 2012, and finally an initial data gathering consultation for the library service in the summer of 2012 which helped inform the decision making process in relation to Phase 2 library service proposals.

# Methodology

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The second phase of the Libraries Service Review sets out a number of proposed service changes and following a report to Cabinet on 10 April 2013 a decision to consult on these was approved. The six week consultation launched on 11 April. Views and opinions expressed in this exercise will help inform the final libraries report, which is due to be presented to Cabinet in July 2013. The consultation formally closed on 24 May and 308 individual responses were received to the paper and online survey. In addition further responses were received as part of the consultation process via focus group and roadshow feedback, petitions, emails and correspondence.

The consultation exercise enabled residents who live, work and study in the borough, as well as those employees who work in the service, the opportunity to provide feedback on the proposals.

The report focuses on four current libraries at Prestwich, Radcliffe, Unsworth and Radcliffe and details a number of proposed changes to the way services are currently delivered in these locations. Therefore the consultation exercise provides respondents an opportunity to provide general comments on the proposals for community hubs and service redesign, but more detailed work has taken place to ascertain the views of the users of these current libraries.

The consultation questionnaire was made available at:

- All library buildings
- Main council admin buildings with public receptions
- Leisure Centres
- Children's Centres

The questionnaire was also available online on the council website via a link on the front page of the site and also a dedicated Libraries consultation webpage.

The web link to the questionnaire was widely circulated to a number of existing database distribution lists, including the Township Forum database and the Asian Development Association of Bury. The link was also sent to those individuals who had provided contact information when they responded to the first phase of the consultation in the summer of 2012 as well as other Plan for Change consultation respondents.

The full list of where questionnaires were circulated is listed below:

- Housebound readers
- Volunteers in the libraries
- Room hirers
- Heritage Society – Prestwich and Ramsbottom
- Family History Society = Ramsbottom, Prestwich, Radcliffe, Bury
- Churches (sharing library facilities)
- Arts Council
- National Archives
- GM County Record Office
- People holding surgeries in libraries
- Local shops who libraries purchase from
- BADDAC
- ADAB
- B3SDA
- Bury and Radcliffe works
- Youth Council
- Young carers
- Bury and Holy Cross Colleges
- Adult Learning Centre
- Jewish Federation
- Council Employee groups
- Council Staff
- Elected Members

A copy of the questionnaire was also sent to the Council's Citizens Panel. It is a group of 1200 people who are broadly representative of the demographic profile of Bury, that have agreed to take part in up to four consultations a year. The members of the group receive emails or hard copies of the consultations.

The launch of the consultation was supported by a communication plan which included press releases, social media posts and media interviews. Information has also been included in the Bury Council staff newsletter Team Talk and specific briefings have taken place with employees.

In addition a number of road show events took place to allow users to drop-in and ask senior managers from the Library Service questions about the proposals. These took place at:

- Wednesday 17 April, at Bury Library (5.30-7.30pm)
- Thursday 18 April, at Whitefield Library (5.30-7.30pm)
- Friday 19 April, at Ramsbottom Library (5.30-7.30pm)
- Monday 22 April, at Radcliffe Library (10am-noon)
- Wednesday 24 April, at Prestwich Library (10am-noon)

- Thursday 25 April, at Unsworth Library (10am-noon)
- Thursday 25 April, at Tottington Library (2-4pm)

A round of focus groups targeting frequent library users took place at:

- Tuesday 23 April, at the Sensory Unit Whitefield Library
- Tuesday 30 April, at Story Time Whitefield Library
- Thursday 2 May, at Story Time Prestwich Library
- Thursday 2 May, at Knitting Group Radcliffe Library
- Friday 3 May, at Knitting Group Unsworth Library

Sessions took place before, after or during regular user group sessions at the library and the focus groups were promoted to these users beforehand. These sessions were designed to gather feedback about some of the practical issues which users may face due to a change in services.

Specific groups took place to capture the views of users of the Sensory Impairment Service at Whitefield Library and a further session was held at Bury Blind Society to ensure the views of disabled users were considered as part of the consultation. However, no one attended the session at Bury Blind Society.

A round of focus groups to capture the more general views of users, who may not use the library as frequently, took place at:

- Thursday 9 May, at Radcliffe Library
- Tuesday 14 May, at Whitefield Library
- Thursday 16 May, at Unsworth Library (11am to noon).
- Monday 20 May, at Prestwich Library (11am to noon).

These were promoted online, on social media sites utilised by the council and at libraries across the borough.

The consultation was open to members of staff and in addition specific employee briefings took place just prior to the consultation launch. Members of staff from the library service were invited to provide feedback and raise any issues via a dedicated email address which was widely publicised. A general article promoting the consultation also appeared in the April edition of the staff newsletter Team Talk.

In addition, as some of the proposals also involved Adult Care Users, a separate but linked consultation took place with these users. This involved the following:

- Service staff being made aware of the consultation at visioning session on 15 April 2013 and encouraged to participate in the consultation

- A specific questionnaire for customers and their families which will raise awareness of the library service consultation and also seek specific views on Learning Disability Day Services delivery
- Specific consultation and engagement with users of Sunnybank Community Centre
- Specific consultation with staff members.

## **Analysis of results**

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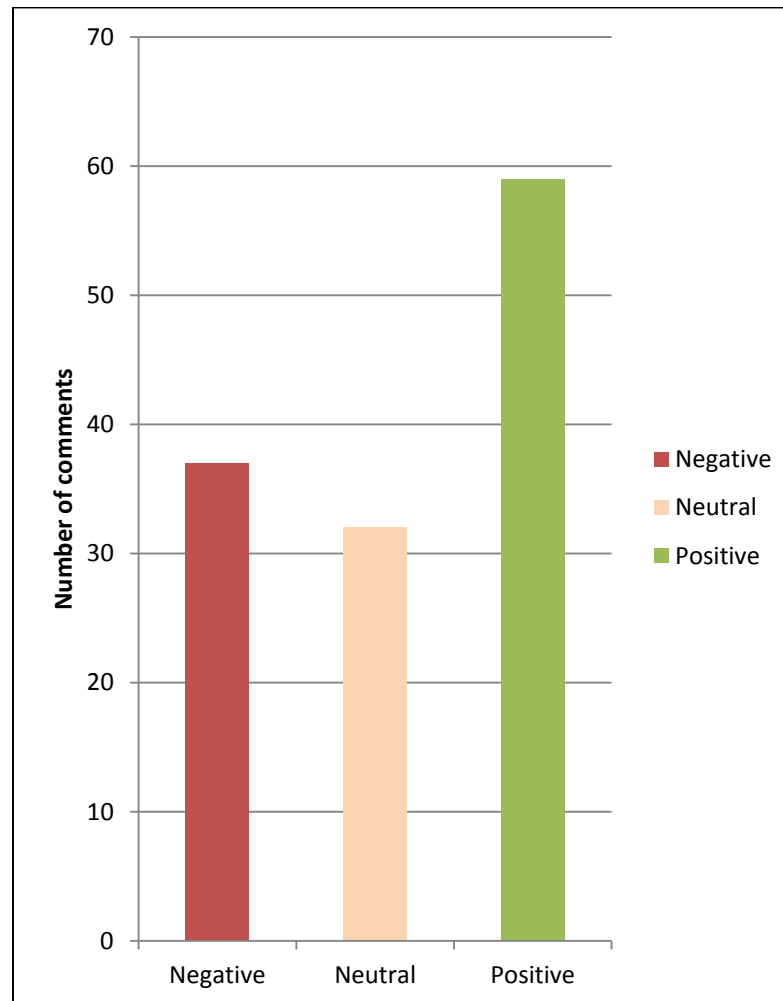
Comments made via the questionnaire or at a drop-in session or focus group have been analysed and a summary of the common themes and comments are found on the next few pages.

All comments were given a rating of 'positive', 'neutral/mixed' and 'negative', these ratings were then totalled to produce the graphs included. Key themes from the comments have been noted and collated in a table summarising the key points. Please note some respondents provided comments that covered more than one subject, so these have been logged appropriately and this means the number of responses do vary between questions.

A copy of the consultation undertaken with Adult Care Services users is attached at the end of the report for information.

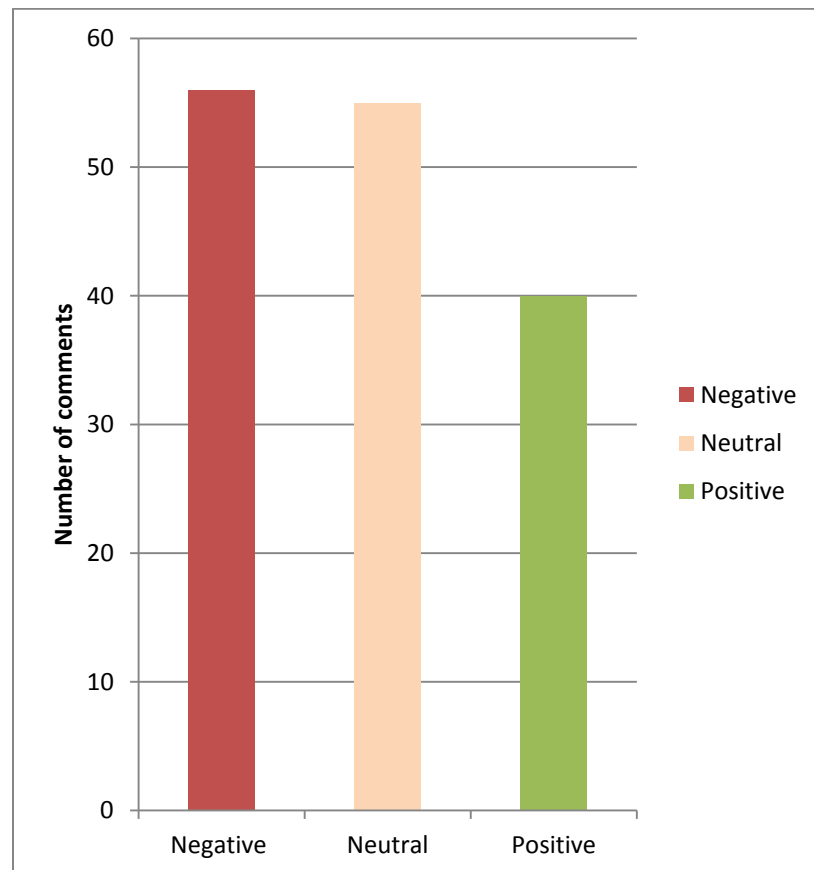
# The principle of Community Hubs

Below is a summary of the positive, 'neutral/mixed' and 'negative' comments raised on the proposals for the establishment of Community Hubs.



# Prestwich Library

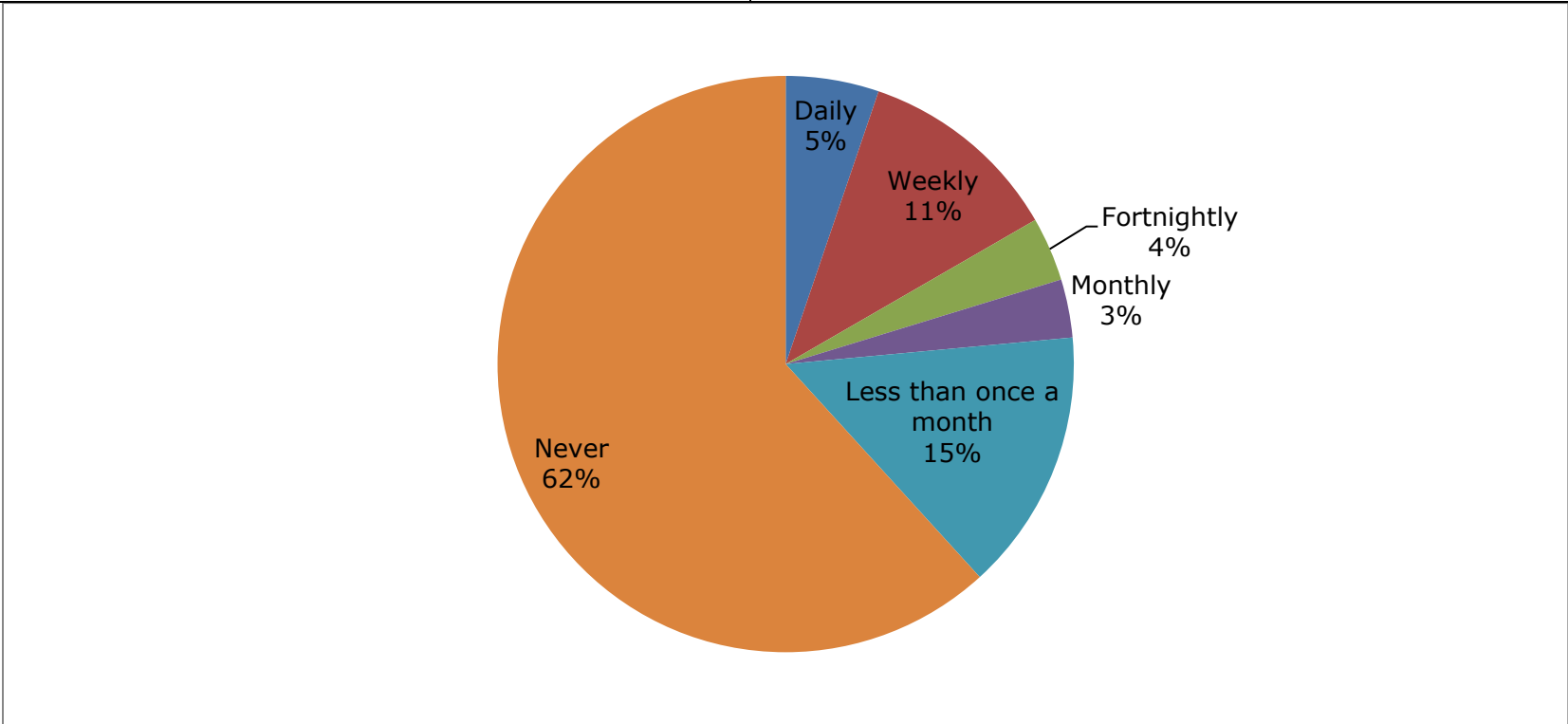
Below is a summary of the positive, 'neutral/mixed' and 'negative' comments raised on the proposals for Prestwich Library.





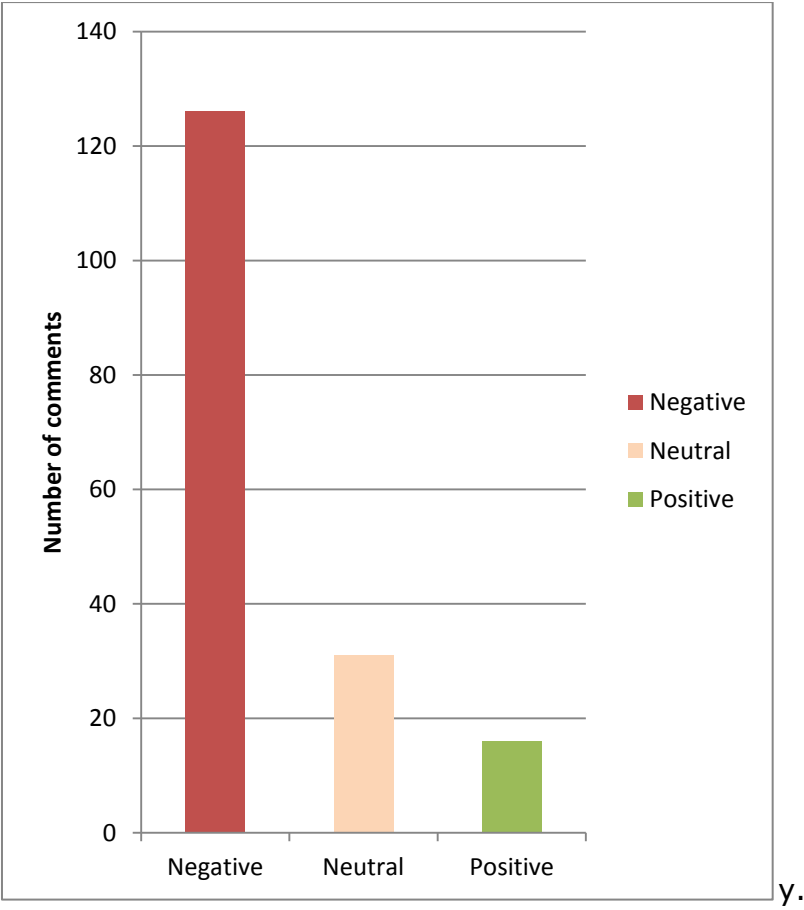
Usage of Prestwich Library from **consultation questionnaire** respondents only.

Answer Options	Response Percent
Daily	5.2%
Weekly	11.4%
Fortnightly	3.6%
Monthly	3.3%
Less than once a month	14.7%
Never	61.8%



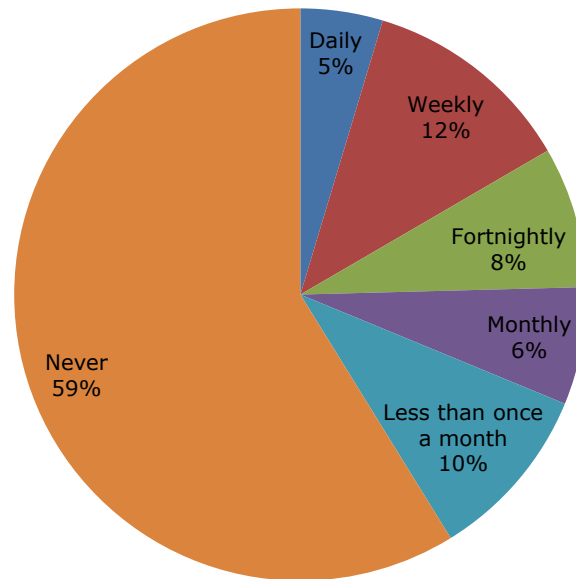
# Radcliffe Library

Below is a summary of the positive, 'neutral/mixed' and 'negative' comments raised on the proposals for Radcliffe Library.



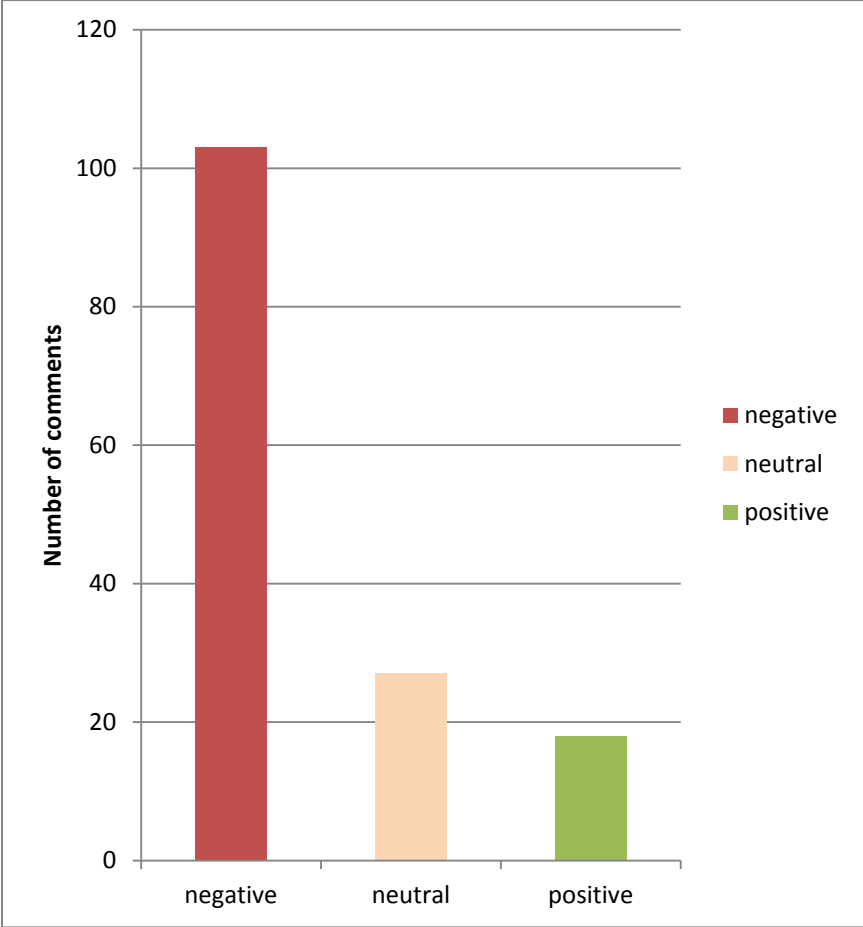
Usage of Radcliffe Library from **consultation questionnaire** respondents only.

Answer Options	Response Percent
Daily	4.7%
Weekly	12.0%
Fortnightly	8.0%
Monthly	6.6%
Less than once a month	10.0%
Never	58.8%



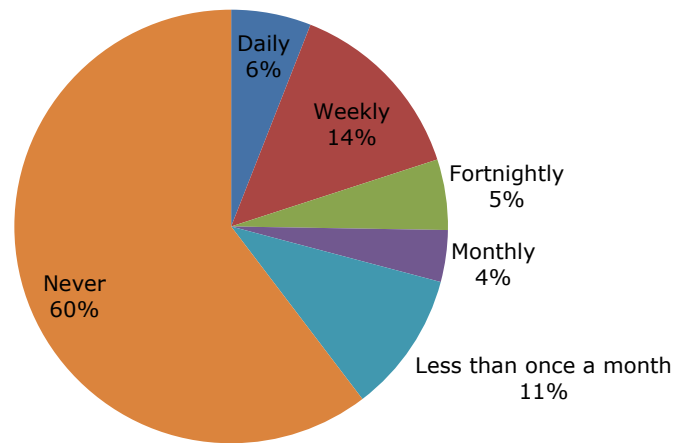
# Unsworth Library

Below is a summary of the positive, 'neutral/mixed' and 'negative' comments raised on the proposals for Unsworth Library.



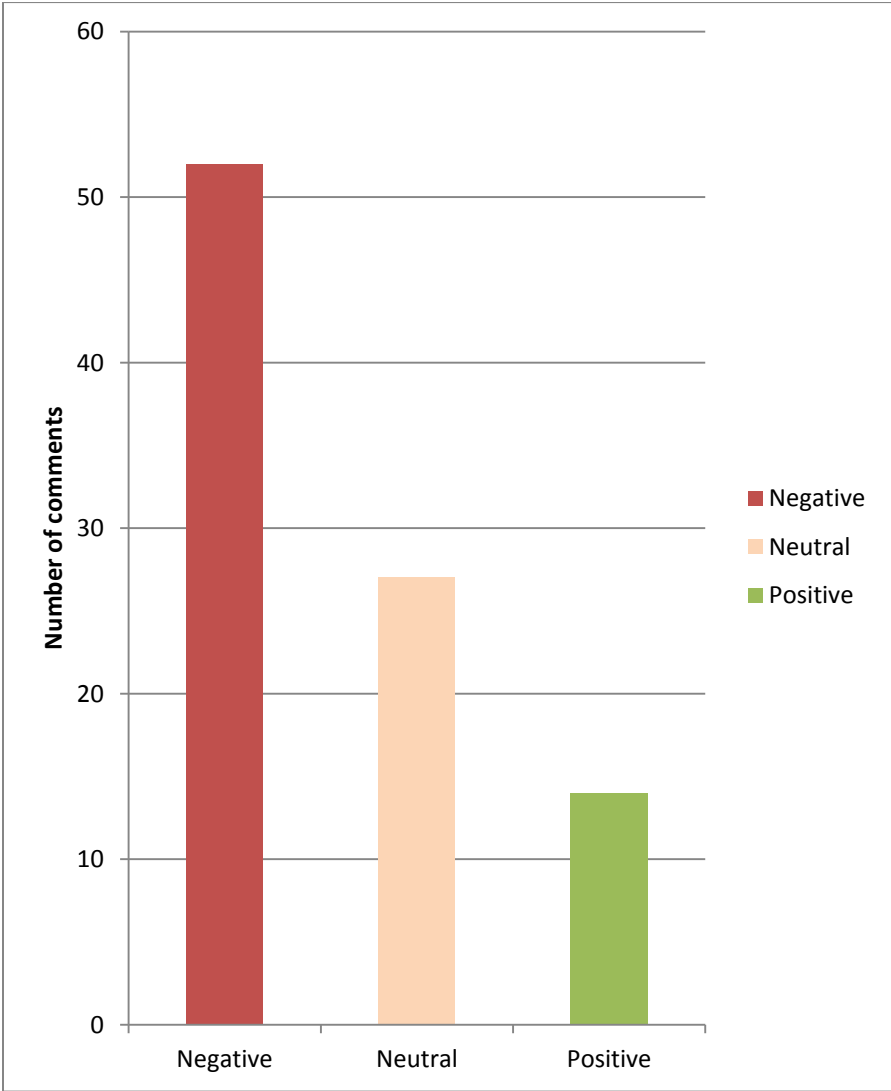
Usage of Unsworth Library from **consultation questionnaire respondents** only.

Answer Options	Response Percent
Daily	6.0%
Weekly	14.0%
Fortnightly	5.3%
Monthly	3.9%
Less than once a month	10.5%
Never	60.4%



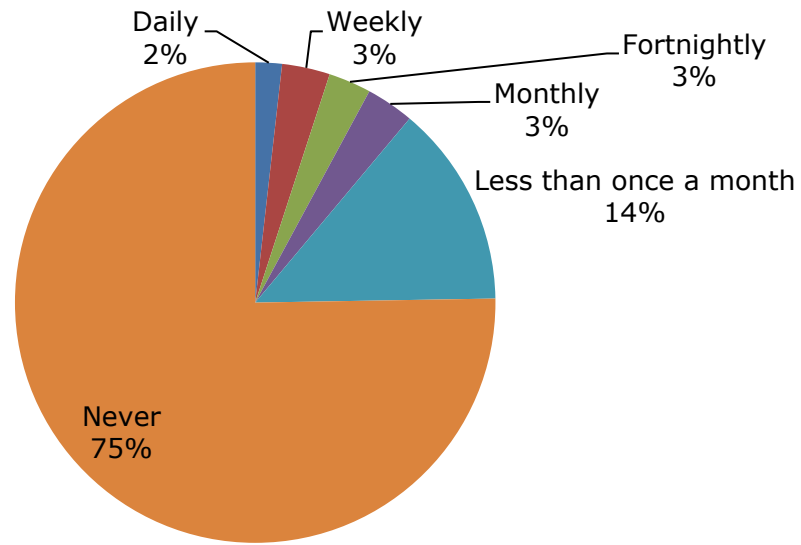
# Whitefield Library

Below is a summary of the positive, 'neutral/mixed' and 'negative' comments raised on the proposals for Whitefield Library.



Usage of Whitefield Library from **consultation respondents** only

Answer Options	Response Percent
Daily	1.8%
Weekly	3.2%
Fortnightly	2.9%
Monthly	3.2%
Less than once a month	13.6%
Never	75.3%



## General Feedback

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A range of general comments and more generalised feedback have been received as part of the consultation. These have been shared with the officers and members working on the Library Review for their information and further analysis.

## Petitions

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In addition to the consultation feedback the council has received a number of petitions:

Petition	Count
<b>ePET017 - Radcliffe library.</b> Keep Radcliffe Library in its present location with all its staff to maintain a superb service.	67
<b>ePET011 - For Bury Libraries to receive an increase in budget.</b> Bury Council have chosen to reduce the amount of money that the Library Service receives. This has resulted in failing standards at the Castle Leisure Library in the Self Service technology. Also, the service does not have enough money to provide resources for all people who use the Libraries. Sign this petition if you wish for Bury Libraries to receive an increase in budget.	33

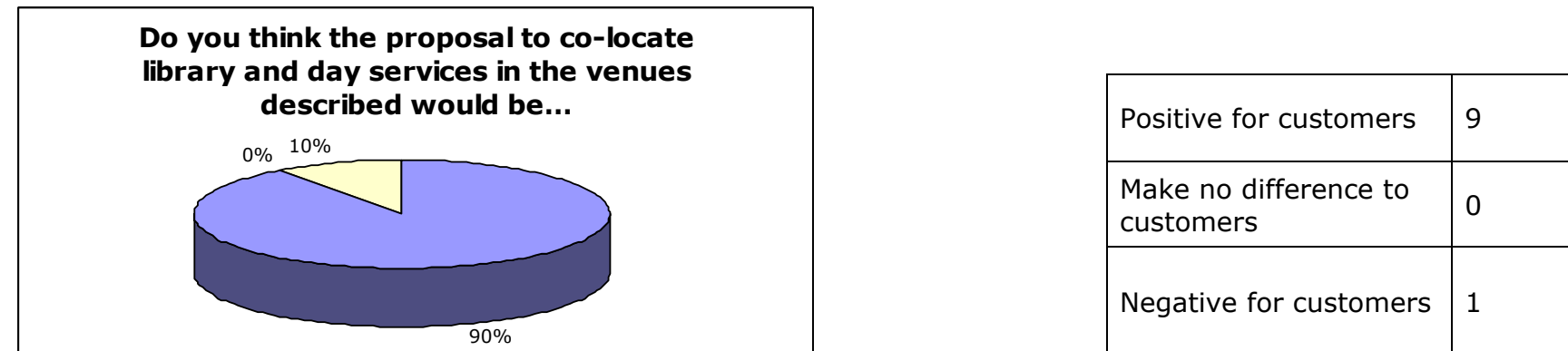


# Day Services consultation - Sunnybank

Consultation on the phase 2 library review proposals in respect of co-locating Adult Care Day Services and Library Services in the south of the borough took place over a 3 week period from Monday 29<sup>th</sup> April to Friday 17<sup>th</sup> May. Consultation took place via initial telephone contacts, 1:1 meetings and home visits followed by a standardised feedback form for each stakeholder to complete.

10 responses were received from customers, families/carers and staff who access services or work from Sunnybank. Responses to the proposals were as follows:

**1.** Do you think the proposal to co-locate library and day services in the 4 venues described would be... *(Please ✓ tick one answer)*



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Please tell us why you think this using the box below:

Library is too small.

Yes, it is a very good thing to do if it means that Libraries will not be closing down and they will be placed in the community where it will benefit everyone.

It will create more opportunities for customers. Easy access to the library and the chance to use library services more often. Having more core bases next to libraries would mean less travel for our customers.

Customers would be able to use the facilities of the library i.e. borrow books, CDs, DVDs and hopefully use the computers, and they would be able to interact with the public and make new friends which can only benefit our customers.

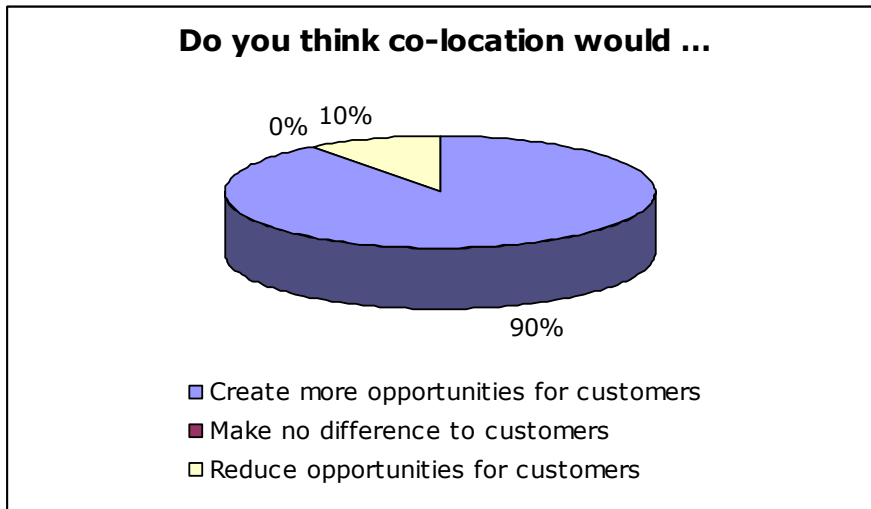
It will enable customers to start new relationships with new user groups and access more community based facilities and make use of the resources.

More opportunities for community integration.

Easy access for customers and more community interaction.

More opportunities for customers to access computers and other activities.

2. Do you think co-location would ... (Please ✓ tick one answer)



Create more opportunities for customers	9
Make no difference to customers	0
Reduce opportunities for customers	1

Please tell us why you think this using the box below:

The opportunity to meet more people.  
 As above - Customers would be able to use the facilities of the library i.e. borrow books, CDs, DVDs and hopefully use the computers, and they would be able to interact with the public and make new friends which can only benefit our customers.  
 As above - It will enable customers to start new relationships with new user groups and access more community based facilities and make use of the resources. It will also widen our customer's circle of community involvement.  
 Yes, because the proposed bases are more in the heart of the community and better access to public transport.  
 As above - Easy access for customers and more community interaction.  
 To be involved in the wider community.

**3.** Do you have any other comments or suggestions in relation to the proposals to co-locate Day Services in the south of Bury with Library Services?

The proposals for Library service joining Sunnybank Core Base could potentially bring a wider range of services, information points, and other user groups together. Working in partnership, that will benefit the community as a whole whilst raising the profile of Day Service provision in Bury for future customers, and creating a transparent overview for visitors of the quality of service that is delivered at Sunnybank Core Base.

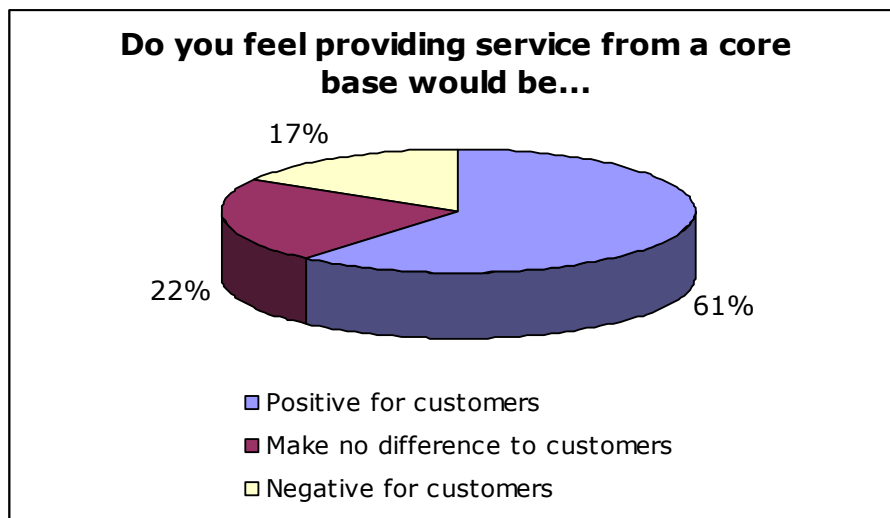
# Day Services consultation - Wheatfields

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Consultation on the phase 2 library review proposals in respect of co-locating Adult Care Day Services and Library Services in the south of the borough took place over a 3 week period from Monday 29<sup>th</sup> April to Friday 17<sup>th</sup> May. Consultation took place via initial telephone contacts, 1:1 meetings and home visits followed by a standardised feedback form for each stakeholder to complete.

18 responses were received from customers, families/carers and staff who access services or work from Wheatfields. Responses to the proposals were as follows:

**1.** Do you feel providing services from a core base (similar in style to Sunnybank or Elton) would be ... *(Please ✓ tick one answer)*



Positive for customers	11
Make no difference to customers	4
Negative for customers	3

Please tell us why you think this using the box below:

Compared to Sunnybank, the space on offer at the other locations seems a fraction of the size. It would seem a reduction in the facilities now offered at Wheatfields would have to be made, and this could compromise the level of care now given to the service users.

Not sure how it would affect the customers as you have no previous models to draw from the experience. I think the adjustment to the people using this service will be difficult as Wheatfields is the only day care centre for most customers since leaving school.

Area is much smaller. Less space for personal care etc. and less space for equipment e.g. wheelchairs, trolleys etc. Parking difficult for dropping off and picking up.

Well used, valued community venue. Good modern facilities and access to transport.

Depending on how the core base is going to be run and introduced to the service users.

I feel that as far as my sister is concerned it would be better for her in a smaller environment with customers of a similar level of disability.

Change causes this customer to become very unsettled and vocally communicates her concerns. As she is unable to communicate verbally her homecare team are advocating on her behalf and our comments are based purely on an individual client.

I like having my own room.

Makes good use of library/community facilities. Is less institutionalised than the Day Centre.

It would help individuals to be more confident with others within the community and promote their independence. It will also finally get us away from the isolation of being in a large day centre and not being tucked away where no one knows where Day Services are situated.

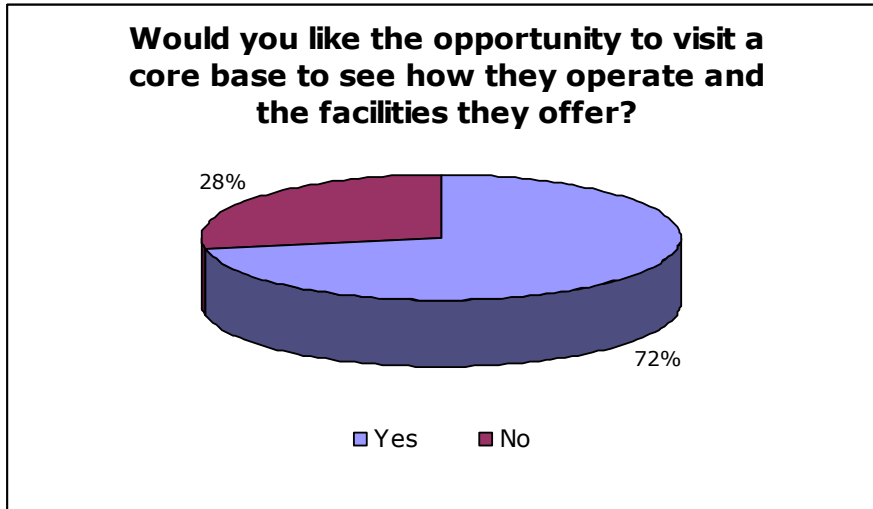
Customers will be able to maintain contact and relationships with peers.

Will give opportunities for customers to be involved in their own community and access the facilities within it. Smaller groups rather than traditional services would give more opportunity to offer quality support.

Makes no difference as the caring staff are already on site.

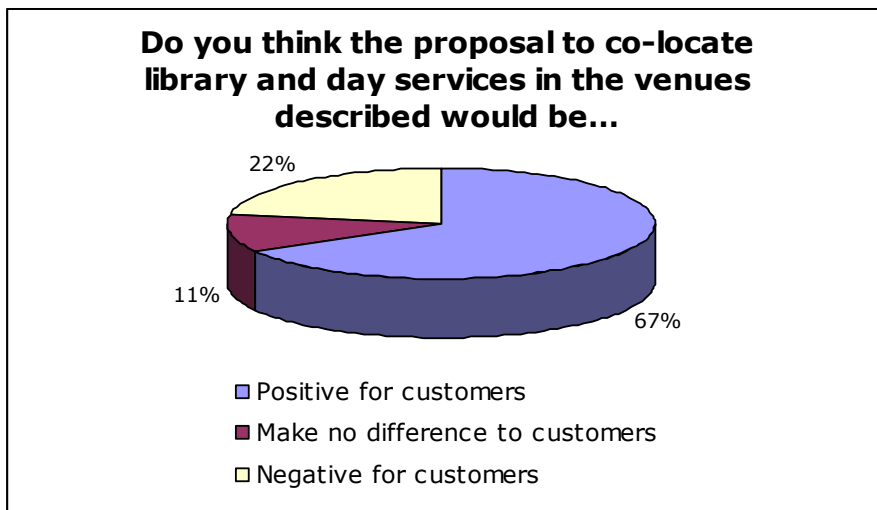
Good quality buildings that are in the community to enable good community networking.

2. Would you like the opportunity to visit a core base to see how they operate and the facilities they offer?



Yes*	13
No	5
*Individuals interested in visiting a core base will be contacted on an individual basis to arrange.	

3. Do you think the proposal to co-locate library and day services in the venues described would be... (Please ✓ tick one answer)



Positive for customers	12
Make no difference to customers	2
Negative for customers	4

Please tell us why you think this using the box below:

I cannot see any benefit in downsizing facilities to “co-locate” to library premises, apart from this being a cost cutting exercise.

As above - Not sure how it would affect the customers as you have no previous models to draw from the experience. I think the adjustment to the people using this service will be difficult as Wheatfields is the only day care centre for most customers since leaving school.

Nobody takes into account how the service users feel. They feel safe and comfortable and a change could be very upsetting, making it difficult to come to terms with the change.

Location nearer to people’s homes. Public contact would be increased.

As above - Depending on how the core base is going to be run and introduced to the service users.

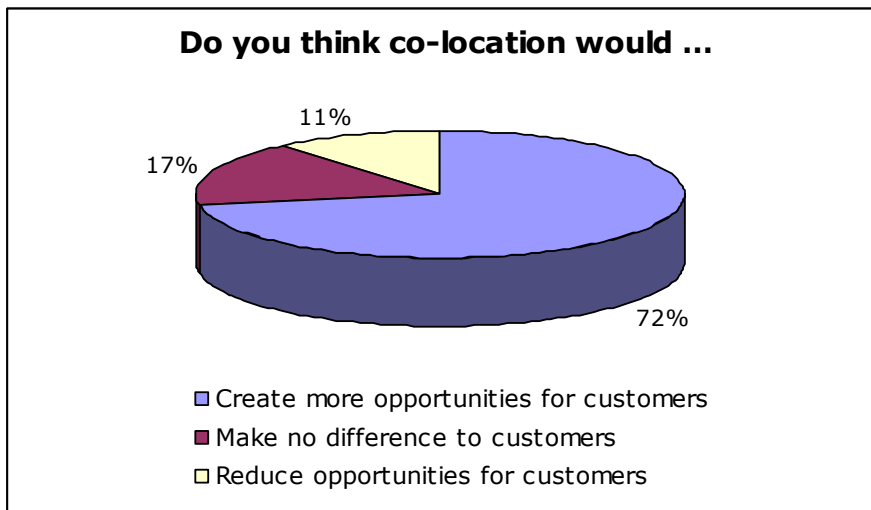
As above - I feel that as far as my sister is concerned it would be better for her in a smaller environment with customers of a similar level of disability.

Due to the fact that it will be combined in one and not separate.



As she likes books and magazines she may benefit from a core base situated within a library. Considerations – space within the core base to remove herself from the group/her own space and transport arrangements. It would create more opportunities and better access to community activities. Customers will be able to form community links and relationships. Good to use existing buildings as long as we have the input into how the rooms/areas are developed, and support our customers. Investigating how it will pan out working alongside another service. Care services are for people who need them. How would library staff or users be of help to clients of care services. Good location for networking with communities.

**4. Do you think co-location would ... (Please ✓ tick one answer)**



Create more opportunities for customers	13
Make no difference to customers	3
Reduce opportunities for customers	2

**5. Are there other venues in the South of Bury that you think could be considered as potential core bases?**

Yes       No

If you said 'yes', please tell us these venues in the box below:

Ex church at the top of Victoria Avenue (New Jerusalem Church/ Hall)

There is a building at the top of Victoria Avenue, which has been looked at before. I believe there has been a price reduction on the building and offers good potential.

New Jerusalem Church at the top of Victoria Avenue in Whitefield.

**6.** Do you have any other comments or suggestions in relation to the proposals to co-locate Day Services in the south of Bury with Library Services?

The people who attend Wheatfields Day Centre have many varied requirements, and for these to be adequately met specific facilities need to be provided. There are a number of wheelchair users and people who have difficulty walking, so easy accessibility is vital with free and adequate parking close by. Adding library facilities onto Sunnybank will not take anything away from the Day Centre there – can this be said for Wheatfields?

I just feel that although the move has to be made at some time, the client base much like my son do not handle change very well, some change results in physical decline so I am not sure how this is going to work. Another point is the meal situation. Having meals prepared on site was seen by myself as a good thing rather than getting a sandwich from local shops. We can't have everything I suppose!

I don't think that much thought has been made to these plans. Having a purpose built building with all the equipment and space is far better than trying to make do with smaller spaces without the space and purpose built rooms. Also, having space outside to do activities e.g. gardening, BBQ etc – no space for this would be available. Also, not having a car park where you can park with no fear of parking tickets or finding a space when you have a user with mobility problems. I feel these are very bad ideas and you are going backwards and not thinking for people's much needed needs that they have a right to.

Hopefully, where possible, service user's parents/carers will be actively involved every step of the way.

Not too sure in the decision and how it would work and how the customers will be affected.

All considerations should be based on an individual and not collectively. Visits to the identified bases on a regular basis prior to moving. Written records on how individual have adapted/responded to changes and discussions at individual's review meetings.

The joint venture should financially help both services survive the recession and promotes community links.

It would be a good experience to co-work alongside library services – holistic approach with everybody involved.

Parking is a major problem in Prestwich. The proposed core base needs to have its own designated parking area.

There need to be enough spaces (disabled spaces) for parents/carers to collect or deliver service users, especially in an emergency. There is no service road to the door and the car park currently does not open until 9.30am. The new services in the south of the borough need to be an equal size and quality to the other core bases at Elton and Sunnybank. The Haymarket struggles for space which reduces opportunities to joint work by bringing the community in. Please ensure good space to help provide good quality customer care. The space allocated at Radcliffe is only 97m<sup>2</sup>, which is very small.

## Further information

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Please contact the Policy and Improvement Team. Bury Council, Town Hall, Knowsley Street, Bury, BL9 0SW

Email [planforchange@bury.gov.uk](mailto:planforchange@bury.gov.uk)

[www.bury.gov.uk](http://www.bury.gov.uk)