

Community Libraries Equality Assessment

The public consultation ran from the 25th October 2016 until the 27th January 2017. During this time 4 public meetings were attended by the Deputy Leader of the Council, Councillor Ian Ward there were 248 members of the public in attendance.

There were also 33 public briefing sessions alongside 6 focus group sessions that looked at the impact of the proposed changes on groups with protected characteristics as well as groups focusing on the impact of the proposed closure of Aston and Sutton Coldfield Libraries.

This document outlines the analysis of the questionnaire that was held on Be Heard and also the more simplistic questionnaire that was made available to children. The equality information including equality specific information derived from the consultation questionnaires as well as comments made at the public meetings and briefings are considered throughout this Equality assessment. Actions taken as a result of the implementation of a tiered library model will be subject to an ongoing regular review for each protected characteristic.

The consultation questionnaire was made available through Birmingham City Councils consultation portal “Be Heard” as well as in all community libraries. A simpler survey was also made available through Birmingham Primary Schools, community libraries as well as been advertised on social media.

The questionnaires were open to all sections of the community, including potential partner organisations as well as BCC staff including library staff.

BCC consultation portal Be Heard hosted all of the consultation documents this included 17 appendices. This included the full cabinet report; the data needs analysis and individual library profiles to enable citizens to make informed decisions when answering a series of questions about the proposed changes. Hard copies of the all consultation material plus the full questionnaire and children’s questionnaires were also made available at all libraries; specialist formats e.g alternative languages were available on request. The consultation was launched with a media day organised by BCC press office. This involved news coverage on local television and radio. There was also coverage via press releases and social media, as well as signposting citizens to the consultation through BCC web pages.

Focus groups

45 citizens were recruited to take part in the 6 focus group sessions. The sessions were facilitated by the strategic research team and the sessions focussed on the impact of the closure of Sutton Coldfield Library, the impact of the closure of Aston Library, the impact of the proposed model on disabled citizens and three sessions discussing the proposed model with citizens broadly reflecting the demographics of Birmingham. While participants recruited to two of the four focus groups were recruited via community libraries, and therefore were library users, participants attending the remaining four were a mixture of library users and non-library users.

- All participants gave informed consent prior to taking part in the focus group discussions.
- Focus groups were conducted either at community libraries (i.e. Aston, Erdington and Sutton Coldfield) or at the Council House and lasted approximately one and a half hours to two hours.

- Between two to four researchers attended each focus group, one taking on the role of lead facilitator, one as co-facilitator and the remaining take notes.
- The semi structured discussions touched upon many areas, including:
 - current usage,
 - impacts of proposed changes, and,
 - views on the approach to proposals (e.g. approach and tiers and any ideas or suggestions to help achieve savings).
- All sessions were audio recorded to aid accuracy. The audio recording was then transcribed by a professional transcription company.
- All participants were given £30 shopping vouchers to thank them for taking part in the research.

Analysis:

- All transcripts were analysed by the lead researcher, Kamaljit Caulton.
- While analysis included thematic coding of qualitative data, due to time restrictions as a result of existing tight deadlines transcripts were not analysed using IT package Nvivo.

The demographic breakdown of the focus groups were as follows:

- **Age:** 18-24yrs = 5; 25-34yrs = 6; 35-44yrs = 6; 45-54yrs = 7; 55-64yrs = 11; 65+yrs = 9; Prefer not to say = 1
- **Disability:** Yes = 7; No = 37; Prefer not to say = 1.
- **Ethnicity:** White = 27; Asian/Asian British = 11; Black African/Caribbean/Black British = 6; Mixed/Multiple Ethnic Groups = 0; Other = 1.
- **Religion or belief:** Christian = 18; Hindu = 1; Jewish = 1; Muslim = 10; Sikh = 2; No religion or belief = 13
- **Sex:** Female = 26; Male = 18; Prefer not to say = 1.
- **Sexual Orientation:** Bisexual = 0; Gay or lesbian = 1; Heterosexual or straight = 14; Other = 1 Prefer not to say = 4; No data = 25.

A short presentation (the same one presented at some of the public meetings) was given to the group prior to discussions to help inform the participants of the proposed changes.

The focus group discussions were based on current usage, impacts of proposed changes, views on the approach to proposals (e.g. approach and tiers and any ideas or suggestions to help achieve savings).

Following this format, the analysis and reporting reflects key high level themes and appropriate sub-themes.

The most popular reasons for using library services that were identified in the focus groups included: borrowing books , computer and internet access , a place to access information , using the library as a social meeting place , attending organised activities at the libraries e.g. story time and access to a quiet place to study or do homework. This suggests that the library is not just perceived as a source of information, but rather a place that enables learning, social interaction and inclusivity.

QUOTES

“And people are going, “Well, I can't afford internet. I can't afford a computer. I can't afford a tablet. I can't even probably afford a smartphone. Where do I search for a job?” And that’s what we do here. We do the job search. Once they're confident, we say to them, “There are another nine hours [a week worth of computer time] that you could use at your local library”

“So, all the clients that we see here are based in the local area. So, if it wasn’t for this Library, they wouldn't be able to access our services...we work closely with the Disability Employment Advisors in the Job Centre, because they can't always offer that one-hour sit-down time with them to do all that.”

Few participants spoke about reasons for not using the libraries. However, some participants identified the following reasons for not using community libraries: libraries not being conveniently located or accessible and academic books available in community libraries being out of date. Generally, the view seemed to be that while some do not use library services as they are able to get those services from elsewhere, it is very important to those that do currently use them. Participants seemed concerned about the impact it would have on groups and individuals that used and relied on the service.

Groups likely to be impacted – reduction or cuts in services

- Children
- Older people
- Job seekers
- Transient community
- Parents
- People with disabilities
- Children with additional support needs
- People from deprived households
- People who do not have sufficient access to IT and internet at home
- People who struggle with using IT and online services
- Community (including transient community)
- Students (including mature students)

Potential impact of proposals – reduction or cuts in services

- Reduction in places for people to use where people feel safe:
 - Children
 - Women
 - Parents and carers
- Reduction in a public place where community gather and interact socially
 - General community
 - Children and families
 - Older people
 - People with disabilities

- Fewer reasons to leave the house for some individuals and groups:
 - Older people
 - People with disabilities
 - Mothers and carers

Proposal to close Sutton Coldfield and Aston library

There were some points that were made in both Aston and Sutton Coldfield focus groups about the proposal to close these libraries:

- Key part of the community that generations have used and enjoyed
- Provisions are superior to alternative libraries concerns about capacity of the alternative libraries to meet the needs and demands of the community e.g. access to computers, space, books, staff
- Current locations are convenient and more accessible than alternative libraries
- Current locations are safer
- Skilled, knowledgeable and helpful staff that meet the needs of users and are an essential part of the library experience
- valued community asset will be lost
- Proposed alternative provisions are not going to be able to meet the demand and needs of their existing users and additional users of the libraries proposed to be closed, e.g. access to computers, space, books, staff
- Location of proposed alternative libraries will not be convenient and will be less accessible, which is likely to impact particular groups and reduce library usage
- Concerns about alternative libraries not being as safe e.g. children have to travel further and cross more busy roads to get to Birchfield, easier for children to run out of the library at Mere Green, than it is at Sutton Coldfield
- Loss of skilled, knowledgeable and helpful staff will have an impact on the library experience all service users, but particularly people with disabilities, older people and children.

Other concerns are similar to impacts identified generally by all of the focus groups. The key difference is that the perceived impact on the Aston and Sutton Coldfield community would be sharper and more permanent, due to the proposed closure of the libraries.

Comments on opening hours expressed at focus groups

- Positive comment about increasing opening hours for some libraries, particularly Stirchley library
- Reducing hours could have a negative impact e.g. confusing and may discourage people from using the library (e.g. not being open when they visit or changes difficult to cope with for people who suffer from anxiety and stress)

Public Meetings

Four public meetings led by Chris Jordan Service Integration Head and the Deputy Leader Councillor Ian Ward and two Library Managers took place during November 2016. One meeting was held during the day and three meetings were held during the evening. The meetings were held at the Library of Birmingham, Northfield, Mere Green Community Centre and South Yardley Library to ensure there was a spread across the city, 248 members of the public attended. The meetings were advertised on Birmingham City Council's Be Heard website as well as in all Community Libraries along with the date for the Library Briefing across the remaining 33 sites. Following feedback received at the 4 Public meetings a simplified children's survey was also produced to engage children and gather their views on the proposal for the future of the community library service. 248 members of the public attending the meetings of these 50 residents filled in the equalities data form which enabled demographic information to be captured.

48 postcodes provided

2 postcodes could not be coded

Ward	Total Count	% Total Count
BOURNVILLE	8	17.8%
STECHEFORD AND YARDLEY NORTH	6	13.3%
SOUTH YARDLEY	5	11.1%
WEOLEY	4	8.9%
NORTHFIELD	3	6.7%
ACOCKS GREEN	3	6.7%
SHELDON	2	4.4%
SHARD END	2	4.4%
BARTLEY GREEN	2	4.4%
KINGS NORTON	2	4.4%
BORDESLEY GREEN	1	2.2%
SUTTON VESEY	1	2.2%
SUTTON TRINITY	1	2.2%
LONGBRIDGE	1	2.2%
WASHWOOD HEATH	1	2.2%
LADYWOOD	1	2.2%
SUTTON FOUR OAKS	1	2.2%
SELLY OAK	1	2.2%
Grand Total	45	100.0%

Members of the public attending a public meeting and filling in Equality data

Age Group	No. of attendees	% of total attendees
Under 17	2	4.0%
18-19	0	0.0%
20-24	0	0.0%
25-29	0	0.0%
30-34	2	4.0%
35-39	3	6.0%
40-44	2	4.0%
45-49	2	4.0%
50-54	4	8.0%
55-59	3	6.0%
60-64	6	12.0%
65-69	6	12.0%
70-74	7	14.0%
75-79	8	16.0%
80-84	5	10.0%
85+	0	0.0%
Total attendees	49	100.0%

No response / prefer not to say = 1

Sex/Gender	No. of attendees	% of total attendees	% Census 2011 BCC
Female	30	61.2%	49.2%
Male	19	38.8%	50.8%
Total Respondents	49	100.0%	100.0%

No response / prefer not to say = 1

Sexual Orientation	No. of attendees	% of total attendees
Heterosexual or Straight	37	92.5%
Bisexual	0	0.0%
Gay or Lesbian	3	7.5%
Other	0	0.0%

Total Respondents	40	100%
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Religion	No. of attendees	% of total attendees	% Census 2011 BCC
Christian (including church of England, Catholic, Protestant, and all other Christian denominators)	34	72.0%	49.3%
No Religion	12	25.5%	0.5%
Muslim	0	0.0%	2.2%
Sikh	0	0.0%	0.2%
Any other religion	0	0.0%	23.4%
Jewish	0	0.0%	3.2%
Buddhists	1	2.5%	0.6%
Hindu	0	0.0%	20.6%
Total Respondents	47	100.0%	100.0%

No response / prefer not to say = 3

Ethnic Group	No. of attendees	% of total attendees	% Census 2011 BCC
White (Total)	48	97.9%	57.9%
Black/African/Caribbean/Black British (Total)	1	2.1%	9.0%
<i>No response / prefer not to say = 1</i>	49	100.0%	

Additional Meetings

We also received requests to attend further District Committee, Ward meetings and Sutton Coldfield Town Council meetings. Alongside these, meetings also took place to brief Councillors, stakeholders and potential partner agencies.

An email address communitylibraries@birmingham.gov.uk was used to deal with all consultation enquiries and comments. All emails were logged and acknowledged and dealt with centrally to ensure that they were captured in the consultation process. The Friends of The Library of Birmingham attended all of the Public meeting sessions alongside a number of the individual Library Briefings and submitted a summary report of the meetings with their findings. These were considered as part of the consultation process. Proposals to help deliver the Library service were received from: Sense to support Selly Oak Library, Witton Lodge to support Perry Common Library, The POD to support a Library in Nechells, Friends of Glebe Farm Library to support Glebe Farm Library, Stirchley Friends to support Stirchley Library, Library Lobby and Sutton Town Council to support Sutton Coldfield Library.

Library Review Consultation analysis

There were a total of 1947 responses to the Library questionnaire on the Birmingham City Council Be Heard website. In addition to this 1574 children took part in the children's survey. A summary of the key characteristics can be found in the Analysis of Birmingham Libraries Consultation –Children's survey.

Key respondent characteristics

Where comparisons can be made to the demographics of Birmingham overall, these have been provided.

Percentages are based on those who provided a response, i.e excludes those who didn't respond to that question or stated 'prefer not to say'

- The majority of respondents are residents of Birmingham (92%) and use a library (92%).
- BCC library staff accounted for 3%.
- 67% are age under 65yrs, with 33% age 65+. More than twice the proportion of people age 55-84yrs responded compared to the Birmingham resident population.
- Around two-thirds of respondents are female.
- 87% are of White ethnic background, much higher than the Birmingham resident population (58%). All other broad ethnic groups are underrepresented.
- 18% stated they have a physical or mental health condition lasting 12mths or more, and the majority of these respondents have mobility issues.
- 41% have a form of a caring role.
- 8% are BCC employees.
- Bournville ward had the most respondents (12%).
- Sutton Coldfield district had the most respondents (21%). In the top 11 wards, six of the wards are all located next to each other in the south of the city (Selly Oak, Bournville, Brandwood, Billesley, Hall Green and Moseley & Kings Heath), accounting for 31% of responses with a postcode

Age Group	No. of respondents	% of total respondents	ONS 2015 estimates BCC
Under 18	25	1.0%	25.5%
18-24	40	2.2%	12.3%
25-34	183	9.8%	15.3%
35-44	378	21.5%	12.7%
45-54	272	15.0%	12.0%
55-64	330	17.8%	9.0%
65-74	374	20.9%	6.7%
75-84	164	8.6%	4.5%
85+	50	3.1%	1.9%
Total Respondents	1,816	100.0%	100.0%

No response / prefer not to say = 131

A simplified children's survey has been used to capture the views of children .This gives a broader view of children living in the city.

Sex/Gender	No. of respondents	% of total respondents	ONS 2015 estimates BCC
Female	1,145	67.9%	50.6%
Male	541	32.1%	49.4%
Total Respondents	1,686	100.0%	100.0%

No response / prefer not to say = 261

Sexual Orientation	No. of respondents	% of total respondents
Heterosexual or Straight	1,241	94.7%
Bisexual	31	2.4%
Gay or Lesbian	25	1.9%
Other	13	1.0%
Total Respondents	1,310	100.0%

No response / prefer not to say = 637

Religion	No. of respondents	% of total respondents	% Census 2011 BCC
Christian (including church of England, Catholic, Protestant, and all other Christian denominators)	877	55.5%	49.3%
No Religion	525	33.2%	0.5%
Muslim	106	6.7%	2.2%
Sikh	21	1.3%	0.2%
Any other religion	17	1.1%	23.4%
Jewish	12	0.8%	3.2%
Buddhists	12	0.8%	0.6%
Hindu	11	0.7%	20.6%
Total Respondents	1,581	100.0%	100.0%

No response / prefer not to say = 366

Ethnic Group	No. of respondents	% of total respondents	% Census 2011 BCC
White (Total)	1,441	86.7%	57.9%
English/Welsh/Scottish/Northern Irish/British	1,325	79.7%	
Other White European (including Mixed European)	40	2.4%	
Irish	35	2.1%	
Any other White background	25	1.5%	
Jewish	7	0.4%	
Polish	6	0.4%	
Gypsy or Irish Traveller	3	0.2%	
Asian/Asian British (Total)	143	8.6%	26.6%
Pakistani	42	2.5%	
Bangladeshi	19	1.1%	
Indian Sikh	17	1.0%	
British Asian	17	1.0%	
Indian Other	17	1.0%	

Chinese	12	0.7%	
Kashmiri	12	0.7%	
Afghani	2	0.1%	
Sri Lankan	2	0.1%	
Any other Asian background	2	0.1%	
Filipino	1	0.1%	
Black/African/Caribbean/Black British (Total)	71	4.3%	9.0%
Black British	33	2.0%	
Caribbean	16	1.0%	
African	16	1.0%	
Any other Black/African/Caribbean background	3	0.2%	
Somali	3	0.2%	
Mixed/Multiple (Total)	47	2.8%	4.4%
White and Black Caribbean/African	25	1.5%	
White and Asian	14	0.8%	
Any other mixed background	8	0.5%	
Other Ethnic Group (Total)	8	0.5%	3.0%
Any other ethnic group	4	0.2%	
Arab	3	0.2%	
Kurdish	1	0.1%	
Total Respondents	1,663	100.0%	

No response / prefer not to say

284

Physical or mental health condition/illness lasting 12mths+	No. of respondents	% of total respondents	% Census 2011 BCC*
No	1,362	82.1%	81.6%
Yes	297	17.9%	18.4%
Total Respondents	1,659	100.0%	100.0%

No response / prefer not to say = 288

*based on question of long term limiting illness.

If yes, do any of these conditions or illnesses affect you in any of the following areas? (can choose more than one)	No. of respondents	% of total respondents
Mobility (e.g. walking short distances or climbing stairs)	144	34.2%
Stamina or breathing or fatigue	72	17.1%
Mental Health	70	16.6%
Hearing (e.g. deafness or partial hearing)	70	16.6%
Dexterity (e.g. lifting and carrying and carrying objects, using a keyboard)	48	11.4%
Vision (e.g. blindness or partial sight)	41	9.7%
Learning or understanding or concentrating	24	5.7%
Memory	22	5.2%
Other (please specify)	21	5.0%
Socially or behaviourally (e.g. associated with autism, attention deficit disorder or Asperger's syndrome)	9	2.1%
Total Respondents	421	

No response / prefer not to say

1,526

Survey Questions 1-7

How do you use your Library? How often do you visit a Birmingham library or use the Library Service at home? Which Birmingham libraries and Birmingham library services do you use most often? How do you normally travel to the Library? How far do you travel to your preferred library? When do you normally visit the library? How often do you visit a library to do one or more of the following?

Majority of respondents use a Birmingham library service several times a month, at 56%.

Most walk to use the services, and travel 2 miles or less.

Stirchley had the highest proportion ranking it as 'Most Often' (11% of responses for that ranking). This was closely followed by Sutton Coldfield (9%) and Yardley Wood (7%)

Library of Birmingham had the highest total number of respondents who included it somewhere in the rankings (16% of total responses). Most of this library's responses (85%) was due to second and third placed rankings.

Morning and afternoons are the most popular times for using a service. Saturdays are the most popular days.

Q4. Method of transport (can choose more than one)	No. of respondents	% of total respondents
Bicycle	95	5.0%
Bus	516	27.3%
Car/Motorbike	732	38.7%
Train	131	6.9%
Walk	1,195	63.1%
Other	15	0.8%
Total respondents	1,893	

No response

54

Q5. How far travel to a library	No. of respondents	% of total respondents
Less than one mile	872	47.2%
1-2 miles	720	38.9%
More than 2 miles	257	13.9%
Total respondents	1,849	100.0%

No response

98

The majority of respondents 63.1% walk to their community library and travel less than one mile 47.2%. Comments also collected at the public meetings and briefing sessions indicated that residents would find it difficult to access a library service if it was 2 miles away as the journey would therefore total 4 miles and this would be prohibitive to children, the elderly and disabled citizens. This is also shown in the survey respondents as 34.2% expressed mobility issues when disclosing a disability.

Survey Questions 8-11

Q8. Important functions of a library (can choose more than one)

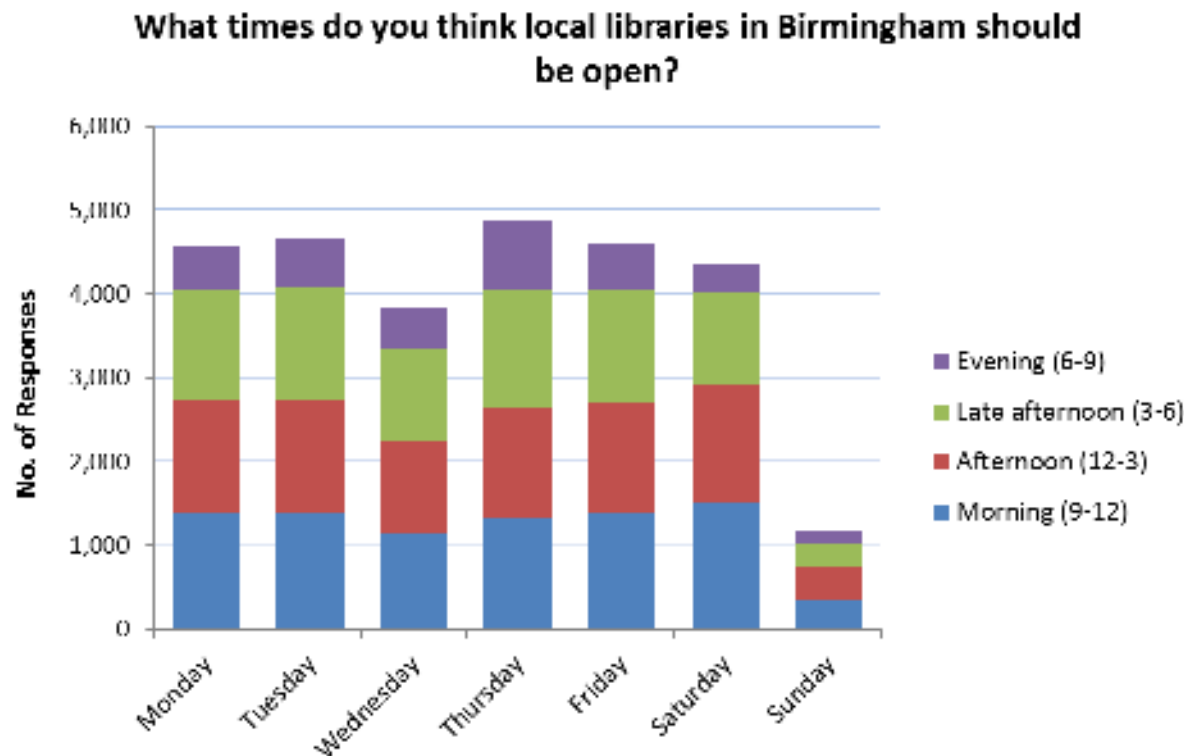
Q10. Reasons not use a library past 12mths (can choose more than one)

Q11. What would encourage more use of libraries (can choose more than one)

Thursday is the most popular day overall, and the most popular day for evenings. Sunday is the least popular day.

Mornings are overall the most popular time of day.

68% of citizens filling in the survey ticked half or more of the options available, with 5% ticking all options.



The survey allowed respondents to choose up to 28 opening hour's slots each.

Evenings and weekends were the most popular options, with people wanting later opening times to accommodate those who cannot make it during the day. Opening times should focus on being accessible for those who work and for families (school children, students, working families).

Many of those who mentioned evenings **did not have a specific day in mind**, as long as there were evening openings some of the time.

"I think there needs to be some evening and weekend service for those people who work in the day time. If hours were to be reduced, I would rather see libraries open late afternoon and evening than daytime-only."

"Maybe on some days libraries should to open later in the mornings, 10 or even 11 a.m., but stay open later in the afternoon, as indicated, until 6, or 7?"

In terms of **weekends**, **Saturday was the most popular day to be open**, with those who mentioned Sundays having differing views.

There were many who wanted libraries to be open every day or for as long as possible, with no specific days mentioned.

Some suggested that library opening times/days should be flexible depending on local need - e.g. based upon specific local usage or nearby libraries staggering their opening times/days:

"Libraries should be open on a range of days and times so that users have options on which libraries to use when they want to visit a library."

"option to open late nights and weekends across a district rather than individual libraries."

Changes to library opening hours:

Many were against library opening hours being reduced and therefore being less accessible for particular groups (depending on when the library is being closed). This particularly included the reduction in Boldmere and Walmley as there was concern over the impact of the proposed closure of Sutton Coldfield would have on these sites. Alternatively, a few suggested that it's preferable to reduce hours in libraries over closing any branches.

However, there were also a number of respondents who thought failing libraries should be closed and their **staff and resources consolidated to larger, 'super' libraries** throughout Birmingham.

Question 16 To what extent do you agree or disagree with the following aspects of the proposal to shape the future of Birmingham Libraries

Q.16 Agreement with aspects of the proposal - PERCENTAGE	Total Agree	Total Disagree
Grouping into four tiers with different levels of service	28.5%	47.4%
Libraries selected for each tier	20.1%	45.0%
How it was decided	15.6%	43.0%
Proposed changes to opening hours	17.4%	61.7%
Proposal overall	16.2%	63.1%

Response by physical/mental health condition or illness	No	Yes	All respondents
Agree total	17.8%	14.8%	16.6%
Disagree total	61.9%	61.5%	63.0%
Neither agree nor disagree	14.8%	16.4%	14.7%
Don't know	5.5%	7.4%	5.8%
Grand Total	100.0%	100.0%	100.0%

Response by Sexual Orientation	Bisexual	Gay or Lesbian	Heterosexual or Straight	Other	All respondents
Agree total	20.0%	21.1%	18.2%	16.7%	16.6%
Disagree total	64.0%	52.6%	61.1%	58.3%	63.0%
Neither agree nor disagree	12.0%	15.8%	15.3%	25.0%	14.7%
Don't know	4.0%	10.5%	5.3%	0.0%	5.8%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%

Response by Ethnic Group	Asian	Black	Mixed	Other	White	All respondents
Agree total	25.0%	25.5%	28.9%	28.6%	16.6%	16.6%
Disagree total	57.0%	41.8%	57.9%	57.1%	62.7%	63.0%
Neither agree nor disagree	11.0%	21.8%	5.3%	14.3%	15.1%	14.7%
Don't know	7.0%	10.9%	7.9%	0.0%	5.6%	5.8%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

63% of respondents disagreed with the overall proposal, whilst a smaller proportion 58.6% of over 65 year olds disagreed with the overall proposal. 61.5% of disabled citizens who responded did not agree with the proposal. 64% of Bisexual respondents disagreed with the proposal this is slightly higher than the overall disagree response of 63%. 28.9% of mixed race respondents did agree with the proposal this is higher than the overall respondent rate of 16.6%.

Question 17 To what extent do you agree or disagree with the following statements

Q17. Agreement with statements - PERCENTAGE	Total Agree	Total Disagree
Reading; Learning; Health; Digital and Information as main focus	69.5%	5.8%
Better to keep library open with reduced opening hours, than to close it	87.4%	6.3%
If a library is to close then the service at a neighbouring library should be enhanced	80.9%	7.4%
Community groups wanting to work in partnership with libraries should receive staff support, books and IT	73.7%	8.7%
Customers should be encouraged to use the self-service kiosks so that staff can concentrate on dealing with enquiries, delivering sessions for children and adults and outreach work	51.1%	27.0%
Library services do not have to be delivered from the current library building if a better property solution exists	37.8%	36.2%
Small one-off grants that enable the community to work in partnership should be made available for service proposals in Tier 4	49.3%	16.2%

Library services do not have to be delivered from the current library building if a better property solution exists

Within the consultation it has been proposed that Aston Library and Sutton Coldfield Libraries will close. Under the model Sutton Coldfield library which is the most expensive site in the city being 2.5 times more expensive than the next most expensive site, with investment being made to increase opening hours at Mere Green. Aston Library is 0.7 miles from Birchfield Library these are the two closest libraries in the city. Following the consultation feedback it is

now proposed that Kents Moat Library is closed as the area is due to be redeveloped. This would allow the budget allocated for Kents Moat Library to be redirected to enhance the service offer at Glebe Farm Library. Following support from Sutton Town Council resources have been allocated to temporarily keep Sutton Coldfield Library open for 35 hours per week whilst a further solution for a library service in Sutton Coldfield is explored.

Response by District	Ladywood	Sutton Coldfield	Yardley	All respondents
Agree total	45.2%	44.4%	27.3%	37.9%
Disagree total	27.4%	31.9%	51.5%	36.5%
Neither agree nor disagree	17.7%	20.4%	17.2%	20.8%
Don't know	9.7%	3.3%	4.0%	4.8%
Grand Total	100.0%	100.0%	100.0%	100.0%

The response rates from citizens living in Ladywood where Aston Library is situated and Sutton Coldfield where Sutton Coldfield town centre library is located are 45.2% and 44.4% in agreement with the library service been delivered from an alternative location if a better property solution exists. This is higher than the 37.9% all respondents agree rate.

Question 18 To what extent will the proposed opening hours for your most visited library, affect your ability to use the library service?

Q18. Extent the proposed opening times affects ability to use library service	No. of respondents	% of total respondents
A great deal	780	43.7%
A little	544	30.5%
Don't know	220	12.3%
Not at all	241	13.5%
Total respondents	1,785	100.0%

No response

162

Q18. Extent the proposed opening times affects ability to use library service

Response by Age	Under 18	18-34	35-49	50-64	65+	All respondents
A great deal	57.1%	50.5%	51.3%	41.0%	34.8%	43.7%
A little	23.8%	23.6%	27.2%	30.5%	38.4%	30.9%
Not at all	0.0%	9.3%	8.4%	13.6%	20.4%	13.5%
Don't know	19.0%	16.5%	13.1%	14.9%	6.4%	11.8%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Response by Gender	Female	Male	All respondents
A great deal	43.5%	40.7%	43.7%
A little	31.2%	33.3%	30.9%
Not at all	12.6%	15.5%	13.5%
Don't know	12.6%	10.6%	11.8%
Grand Total	100.0%	100.0%	100.0%

Response by Sexual Orientation	Bisexual	Gay or Lesbian	Heterosexual or Straight	Other	All respondents
A great deal	46.2%	55.0%	41.0%	23.1%	43.7%
A little	42.3%	15.0%	32.7%	38.5%	30.9%
Not at all	7.7%	15.0%	14.5%	15.4%	13.5%
Don't know	3.8%	15.0%	11.8%	23.1%	11.8%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%

Response by Ethnic Group	Asian	Black	Mixed	Other	White	All respondents
A great deal	56.7%	61.2%	43.6%	50.0%	40.2%	43.7%
A little	17.3%	24.5%	25.6%	33.3%	34.0%	30.9%
Not at all	12.5%	4.1%	12.8%	0.0%	14.1%	13.5%
Don't know	13.5%	10.2%	17.9%	16.7%	11.6%	11.8%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Response by physical/mental health condition or illness	No	Yes	All respondents
A great deal	42.9%	45.1%	43.7%
A little	31.5%	31.2%	30.9%
Not at all	13.8%	10.7%	13.5%
Don't know	11.8%	13.0%	11.8%
Grand Total	100.0%	100.0%	100.0%

Response by District	Ladywood	Sutton Coldfield	All respondents
A great deal	48.5%	59.9%	43.7%
A little	24.2%	26.5%	30.9%
Not at all	10.6%	7.8%	13.5%
Don't know	16.7%	5.8%	11.8%
Grand Total	100.0%	100.0%	100.0%

In areas where a library closure is proposed a higher number of respondents 48.5% in Ladywood district and 59.9% in Sutton Coldfield district indicated that their ability to use the library service would be affected a great deal. Overall this was higher than the overall all respondents rate of 43.7%. 57.1% of under 18's (although the under 18 participant rate on the full survey is very small at 1%)indicated that the proposed changes to opening hours would affect them a great deal. 45.1% of citizens declaring a disability expressed that changes to the opening hours would affect them a great deal. The majority of respondents in each protected characteristic group said it would affect their ability to use the library service a great deal.

Sutton Library's closure has much opposition:

This was the most frequently mentioned library in the consultation (18% of respondents mentioned it, with 15% explicitly against closure). This is a popular library, regarded as centrally located and easily accessible by its proponents.

There was concern over Boldmere and Walmley having hours reduced when Sutton Library's being closed; instead, respondents felt their hours should be increased. Mere Green was often mentioned negatively, in terms of accessibility compared to Sutton Coldfield.

Question 20 In order to maximise the number of libraries remaining open in Birmingham we are proposing to introduce a charge of £1.00 to reserve items. To what extent do you agree or disagree with this proposal.

Q20. Agreement to £1 reservations charge	No. of respondents	% of total respondents
Total Agree	734	39.3%
Total Disagree	841	45.0%

No response

80

Q20. Agreement to £1 reservation charge

Response by Age	Under 18	18-34	35-49	50-64	65+	All respondents
Agree total	22.7%	32.8%	33.8%	38.6%	48.5%	39.4%
Disagree total	63.6%	51.6%	49.3%	48.4%	36.3%	45.3%
Neither agree nor disagree	13.6%	12.5%	15.5%	11.8%	13.4%	13.7%
Don't know	0.0%	3.1%	1.4%	1.2%	1.7%	1.6%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Response by Gender	Female	Male	All respondents
Agree total	39.3%	42.7%	39.4%
Disagree total	46.1%	41.6%	45.3%
Neither agree nor disagree	12.7%	14.4%	13.7%
Don't know	1.9%	1.3%	1.6%
Grand Total	100.0%	100.0%	100.0%

Response by Sexual Orientation	Bisexual	Gay or Lesbian	Heterosexual or Straight	Other	All respondents
Agree total	37.0%	55.0%	41.6%	23.1%	39.4%
Disagree total	59.3%	40.0%	43.6%	76.9%	45.3%
Neither agree nor disagree	3.7%	5.0%	13.9%	0.0%	13.7%
Don't know	0.0%	0.0%	0.9%	0.0%	1.6%

Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	
Response by Ethnic Group	Asian	Black	Mixed	Other	White	All respondents
Agree total	37.0%	31.4%	52.6%	42.9%	41.3%	39.4%
Disagree total	51.9%	51.0%	39.5%	42.9%	44.0%	45.3%
Neither agree nor disagree	10.2%	15.7%	7.9%	14.3%	13.2%	13.7%
Don't know	0.9%	2.0%	0.0%	0.0%	1.6%	1.6%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Response by physical/mental health condition or illness	No	Yes	All respondents			
Agree total	41.7%	35.5%	39.4%			
Disagree total	43.4%	49.5%	45.3%			
Neither agree nor disagree	13.5%	14.2%	13.7%			
Don't know	1.4%	0.7%	1.6%			
Grand Total	100.0%	100.0%	100.0%			

63.6% of under 18 year olds disagree with charging £1 for reserving books. Although 48.5% of over 65 year olds agree with the proposal. 42.7% of men agree with charging £1 compared to 39.3% females. 52.6% of mixed race citizens agree with the proposal, 51.9% Asian citizens disagree and 49.5 % disabled citizens disagree with the charge.

Question 27 To what extent do you or agree or disagree that the tiered proposals will protect a future for Birmingham's Community Library Service?

Response by Age	Under 18	18-34	35-49	50-64	65+	All respondents
Agree total	31.8%	22.7%	18.4%	22.3%	31.7%	24.2%
Disagree total	40.9%	45.3%	52.1%	42.5%	33.1%	43.2%
Neither agree nor disagree	13.6%	16.6%	17.9%	21.3%	21.7%	19.6%
Don't know	13.6%	15.5%	11.6%	14.0%	13.5%	13.1%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Response by Gender	Female	Male	All respondents
Agree total	23.2%	27.1%	24.2%
Disagree total	40.8%	44.7%	43.2%
Neither agree nor disagree	21.2%	17.6%	19.6%
Don't know	14.8%	10.7%	13.1%
Grand Total	100.0%	100.0%	100.0%

Response by Sexual Orientation	Bisexual	Gay or Lesbian	Heterosexual or Straight	Other	All respondents
Agree total	23.1%	30.0%	24.3%	16.7%	24.2%
Disagree total	50.0%	50.0%	40.7%	58.3%	43.2%
Neither agree nor disagree	19.2%	5.0%	21.3%	8.3%	19.6%
Don't know	7.7%	15.0%	13.8%	16.7%	13.1%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%

Response by Ethnic Group	Asian	Black	Mixed	Other	White	All respondents
Agree total	25.2%	36.5%	28.2%	42.9%	24.6%	24.2%
Disagree total	45.6%	28.8%	46.2%	42.9%	41.7%	43.2%
Neither agree nor disagree	14.6%	23.1%	12.8%	14.3%	20.7%	19.6%
Don't know	14.6%	11.5%	12.8%		13.0%	13.1%
Grand Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Response by physical/mental health condition or illness	No	Yes	All respondents
Agree total	25.5%	22.9%	24.2%
Disagree total	41.1%	47.8%	43.2%
Neither agree nor disagree	20.7%	15.3%	19.6%
Don't know	12.8%	14.1%	13.1%
Grand Total	100.0%	100.0%	100.0%

Overall the proposal 43.2% of respondents disagreed with the proposal to protect the future of the Library service although 24.2% of all respondents agree with the proposal and 19.6% neither agree nor disagree and 13.1% don't know. Across the protected characteristics 43.2% of respondents disagreed that the overall proposal will protect the community library service.

Open comments from the consultation questionnaire

The proposals, and further cuts and closures in the future, will impact certain people and vulnerable groups in particular.

Children and young persons

Libraries are essential for providing free books and resources for children, especially for those who do not have access to these resources at home.

'How do children whose parents are short of cash access books, the internet, homework help and reading groups?'

In particular, there is anxiety over losing the *educational* function of library services, which will affect children in particular. Libraries play an important role in education, by encouraging children to read from a young age, by providing a space for children to complete their homework, and by holding school visits where staff can engage with school children. Thus, there is a concern that future generations are going to miss out without a substantial library service which encourages learning and reading from a young age.

Deprived Groups

Many argue that the council are undermining their role in providing a substantial service which is *equally* accessible to all. Many respondents feel that the tiers are divisive, by providing an uneven and inconsistent service which will leave the most deprived members of the community without access to vital resources.

'I fear that people will lose their jobs, and those who live in the more deprived areas of the city who need access to library services the most will be at a disadvantage, especially the young and the elderly.'

In particular, the proposal to implement a £1 reservation charge will discourage library users from accessing books.

'Whilst I could afford to pay a pound for reservations, not everyone can and this proposal will disproportionately affect those who are less well off'

Overwhelming opposition to community library cuts:

Cuts undermine the important role of library in the local communities in terms of social cohesion and education, with respondents concerned for vulnerable groups (children, elderly, deprived households) not having adequate access to a library. There were strong feelings that libraries should be invested in, rather than cut, and that the Council had a 'duty' to run a fully funded library service. There were only a very small handful of respondents who explicitly agreed with the cuts.

Concluding statement on Full Assessment

The proposed future operating model for community libraries which we have consulted on has the potential to impact negatively on citizens with protected characteristics in particular children, the elderly and disabled citizens. This impact may be more noticeable for children and elderly citizens as they have to travel further to access the library service, as hours are reduced across the service. However the consultation and engagement process has informed the process so that appropriate changes have been considered and implemented to mitigate any adverse impacts. Through this process it is acknowledged that Kents Moat and Glebe Farm libraries are in areas of high deprivation, the needs assessment has been adjusted so that deprivation has a higher weighting than the other criteria. Therefore following consultation it has been proposed to channel the resource allocated for Kents Moat Library which is due to close shortly due to redevelopment in the area, to Glebe Farm Library to enhance services for the community.

Sutton Coldfield Library will remain open temporarily as a tier 1 Library. Therefore this removes the impact on the elderly, the young and pregnant women of travelling further to access the library service. This will be reassessed as and when proposals around the future of Sutton Library are finalised. A reduced service will continue to be provided from Aston Library as it is acknowledged that children make good use of the local community library and that this would not be the case if the service closed and was provided from Birchfield Library which is not as accessible to the Aston community. Through the consultation it has been demonstrated that proximity to a community library is greatly valued, this is evident through the Be Heard consultation results and the children's survey. By maintaining provision in Sutton Coldfield and Aston Library all Birmingham residents will be within 1? mile of a library service.

There has been no evidence that the service wide reduction in opening hours of 155 hours (14%) has a disproportionate effect on any group with a protected characteristic. The model was generated from 11 criteria which included a weighted figure for deprivation