



**Notice of a public meeting of
Children, Education & Communities Policy & Scrutiny Committee**

To: Councillors Taylor (Chair), Fenton (Vice-Chair), Brooks, Crawshaw, Jackson, Rawlings and Wells
Mr Hagon (Co-opted Statutory Member)

Date: Tuesday, 22 May 2018

Time: 5.30 pm

Venue: The Thornton Room - Ground Floor, West Offices (G039)

AGENDA

1. Declarations of Interest

At this point, Members are asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they may have in respect of business on this agenda

2. Minutes (Pages 1 - 8)

To approve and sign the minutes of the meeting held on 28 March 2018.

3. Public Participation

At this point in the meeting members of the public who have registered to speak can do so. The deadline for registering is **5.00pm on Monday 21 May 2018**. Members of the public can speak on agenda items or matters within the remit of the committee.

To register to speak please contact the Democracy Officers for the meeting, on the details at the foot of the agenda.

Filming, Recording or Webcasting Meetings

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- 4. Explore York Libraries & Archives Mutual Ltd, (Pages 9 - 20)**
Bi-Annual Update
This report updates Members on the performance of Explore York Libraries & Archives Mutual Ltd.
- 5. Library Service: Comprehensive Statement of (Pages 21 - 202)**
Need
This report presents a Comprehensive Statement of Need for Library Services for York and will form the basis of the council's service specification in the forthcoming retendering exercise.
- 6. SACRE (Standing Advisory Council on (Pages 203 - 208)**
Religious Education) Annual Report
This report provides Members with details of the work of the City of York Standing Advisory Council for Religious Education (SACRE) from January to December 2017.

7. Make it York Annual Report (Pages 209 - 222)

This report from Make It York (MIY) provides an update on the Service Level Agreement (SLA) activity from April 2017 to March 2018.

8. Children, Education & Communities Policy & Scrutiny Committee Draft Work Plan for 2018/19 & Discussion re Potential Scrutiny Topics for 2018/19 (Pages 223 - 224)

Members are asked to consider a draft work plan for the next municipal year and to consider possible topics for review.

9. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officers

Catherine Clarke and Louise Cook (job share)

Contact details:

- Telephone – (01904) 551031
- Email catherine.clarke@york.gov.uk and louise.cook@york.gov.uk

(If contacting by email, please send to both Democracy Officers named above).

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

**Ta informacja może być dostarczona w twoim (Polish)
własnym języku.**

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550

City of York Council

Committee Minutes

Meeting	Children, Education & Communities Policy & Scrutiny Committee
Date	28 March 2018
Present	Councillors Taylor (Chair), Fenton (Vice-Chair), Rawlings, Flinders (as a Substitute for Cllr Wells), Funnell (as a Substitute for Cllr Crawshaw), Steward (as a Substitute for Cllr Brooks) and Reid (as a Substitute for Cllr Jackson)
Apologies	Councillors Brooks, Crawshaw, Jackson and Wells and Mr A Hagon

36. Declarations of Interest

Members were asked to declare, at this point in the meeting, any personal interests, not included on the Register of Interests, or any prejudicial or disclosable pecuniary interests they may have in respect of business on the agenda.

Councillor Dave Taylor declared a personal non prejudicial interest in agenda item 4 (The Work of York@Large since April 2017) as his line manager at City Screen was a member of the Cultural Leaders Group.

37. Minutes

Resolved: That the minutes of the meeting of the committee held on 10 January 2018 be approved as a correct record and then signed by the chair.

38. Public Participation

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

39. The work of York@Large since April 2017

The Chair of York @ Large attended the meeting to present a update on how the organisation had been working with the Council and other partners to deliver joint services during the past 12 months. It covered an update on the membership of York@Large and its changing role, its organisation and the operation of its committees and groups. The Chair drew Members attention to the position of York in national reports and the designations and awards it had received. He also referred to the recent report on the Impact of Arts and Culture in York, and the use of culture to reduce health and wellbeing inequalities, and cultural wellbeing in relation to the Local Plan.

He responded to particular issues raised by Members during discussion of the report and provided further relevant information on:

- the structure of the organisation and use of task and finish groups
- the Annual Heritage Index ranking
- difficulties faced in navigating around many different organisations and the need to ensure transparency to enable people to direct their queries to the correct body.
- the need for the council to be clear on its role in supporting York@Large
- hope for continued support for the Cultural Commissioning Pilot

Resolved: That the report and update be noted.

Reason: To ensure that Members are kept updated on the work of York@Large

40. 2017/18 Finance and Performance Third Quarter Report

Members considered a report which analysed the latest performance for 2017-18 and forecasted the financial outturn position by reference to the service plans and budgets for all of the services falling under the responsibility of the Corporate Director of Children, Education and Communities.

The Finance Manager drew Members attention to the projected net overspend of around 250k, a significant improvement of the 400k reported at Quarter 1, which included an improvement in

projections in relation to home to school transport and also a reduction in the level of projected staff redundancy costs.

The Corporate Director of Children, Education and Communities provided an update on performance noting:

- the number of children in care had remained constant around 200 mark for the last 2 years.
- the outcome for children and young people had continued to improve and strengthen.
- the Regional Adoption Agency, One Adoption North and Humber, hosted by City of York Council was now working to increase number of potential adopters.
- the Progress 8 Score from KS2 to KS4 showed an improved picture in comparison with previous year's performance
- a successful bid for funding to DfE Strategic School Improvement Fund – the council had moved to more of a commissioning role around school improvement
- progress made around narrowing the gap but still more to do.

In response to a number of queries, officers provided further information to Members in relation to the following issues:

- Budget around disability short breaks
- Difficulties recruiting to some Educational Psychologists posts
- Attainment Gap between Free School Meals (FSM) and non FSM pupils – small cohorts caused fluctuations from year to year and there was a need for consistency in attainment year on year to be confident the gap was closing.
- Building provision in York that better met children and young people's needs of increasing complexity, which has reduced the need for out of city placements.
- Information provided to young people coming into care was kept under review and informed by children and young people's experiences

Resolved: That the report be noted.

Reason: To update the committee on the latest financial and performance position for 2017-18

41. York Safeguarding Board Bi-annual Update

Members received an update on the progress of City of York Safeguarding Children Board (CYSCB), which highlighted the consultation on the Draft Working Together 2018 Guidance and the new arrangements resulting from the Children and Social Work Act 2017. The Corporate Director of Children, Education and Communities updated members on changes which would be taking place in relation to future safeguarding partnership arrangements to replace what was currently known as the Local Safeguarding Children's Board (LSCB).

He confirmed that York had responded to the government consultation, and that the current independent chair of York's LSCB had drafted a proposed set of new arrangements as a consultation document which the current Board had started to consider. Although central government was being less prescriptive in terms of what those arrangements would need to look like in the future, they did not plan to move too far away from the existing arrangements as the outcome from previous Ofsted tests had showed that they worked well. However the Board had acknowledged the need to make the most efficient use of partners' time and that this process would provide the opportunity to rationalise the way the current partnership arrangements worked.

He explained that under the new arrangements there would be no requirement to have an independent chair but there was a need to be able to objectively test arrangements on a regular basis. It was noted that the new arrangements would not be in place until September 2019 and it was agreed that the committee would receive a further more detailed update on the proposed new arrangements in six months time.

The Corporate Director of Children, Education and Communities then drew Members attention to the Young People's version of the City of York Safeguarding Children Board (CYSCB) Annual Report. This was a shorter, accessible, easily readable version of the annual report and was available to read online. He went on to advise Members that the voluntary sector was currently doing some good work led by the Chief Executive of Council for Voluntary Services (CVS) and a survey for voluntary organisations around their response to children's safeguarding issues was currently being undertaken. Lastly he updated

Members on a new multi agency Neglect Strategy which the Board had been working on over the last year and advised them that there was a One Minute Guide to Neglect available online which outlined the main issues around neglect of children.

Resolved: (i) That the report be noted.

(ii) That representatives of the Police and CCG and the independent Chair of the LSCB be invited to attend the meeting when the next update from York's Safeguarding Board is due in order to update Members on Safeguarding Board arrangements going forward.

Reason: To update the committee on the progress of the City of York Safeguarding Children Board over the past 6 months and going forward.

42. York Learning - Strategic Plan Progress Report 2017/18

Members considered a report which presented the mid-year performance data for York Learning and updated members on significant service issues.

The Curriculum Manager ICT, E-Learning and Quality Assurance and Head of Functional Skills and Targeted Learning were in attendance to present the report. They provided more information in relation to issues covered in the report and drew Members attention to the York Learning Strategic Service Plan Actions for 2017-18 Academic Year (annex 1) and information on performance targets for 2017-18 (annex 2).

The Chair congratulated officers on retaining York's Matrix accreditation, a national quality framework which measured how well the service provided information, advice and guidance to learners and how well the services promoted these services.

In response to a query in relation to the increase in demand for English for Speakers of Other Languages, officers advised that there was demand from people from a high number of different ethnic groups, many looking for employment and needing to improve their qualifications.

Resolved: That the report be noted.

Reason: To help monitor the service and guide managers and ensure robust and accountable governance arrangements.

43. Library Consultation Feedback

Members considered a report which presented the background to the Council's consultation on its vision for the future of its library services and explained the approach taken. A document setting out the main consultation findings had been circulated to Members in advance of the meeting and copies of the detailed analysis of each of the consultation components set out in the cover report were circulated (and added to the online agenda following the meeting). This comprised the online library survey, the on-street library survey, a write up of the views of the stakeholder groups and the results of the budget consultation 2018-19 on library services. Members were asked to consider whether they felt any amendments were required to the revised vision to reflect the views expressed in the consultation.

The Assistant Director (Communities and Equalities) reported on the findings contained in each of the four documents. He and the Chief Executive of York Explore, responded to and provided further information in relation to particular issues raised during discussion and the following comments were noted:

- Overall the consultation showed very positive results
- Concern was expressed that "longer/more improved" opening hours were grouped together in the consultation and précis of results – however it was clear that users would benefit from more flexible library opening hours
- Need to consider ways to build on customer base – noting difficulties getting young people/teenagers to engage with the services offered by libraries.
- Need to ensure services are available for all residents and that they reflect their needs
- Need to consider flexible operation of buildings – so they can remain open longer so that people can have access through self issue.
- Opening hours have already been changed (without reducing total number of hours open) in some libraries to meet local demand – Discussion is ongoing with communities about when they want libraries to be open.

- There is a solid base of volunteering offers – volunteers are key to driving libraries forward
- Better information needs to be available about what libraries offer – there is a need to get this message across better.
- The vision needs to reflect the fact that there will be different needs at different locations around York.
- The report on discussions at stake holder meetings showed strong support for bringing other community activities together with libraries.

It was noted that under the Explore Gateways heading of the revised draft vision it read “*Offered in a variety of venues, preferably with cafe facilities, these libraries **should** be co-located with other community activities*” where previously the word “should” read “**could**”. In order to acknowledge the differences in options for configuration of suburban and village libraries and the challenges around this, it was suggested that it would be more sensible if this were to read “.... these libraries **should** be co-located with other community activities **wherever possible**.....”

The Assistant Director advised Members that officers would now put together the draft Comprehensive Assessment of Need and would bring this to the May meeting for Members consideration. This document would comprise the following component parts, all of which Members had now seen: the agreed vision; a clear setting out of the demographic needs of York; a résumé of key policy drivers, a résumé of performance of current service; and a résumé of expressed views of its residents (as discussed at this meeting). This document would become a statement of what the council wished to see from its library service (i.e. intent of what the council would want the provider of the new contract to carry forward) and would then be presented to the Executive in June for approval, in order that the Council could begin its procurement process.

- Resolved: (i) That the results of the consultation be noted.
- (ii) That members’ comments on the vision for the future of the Council’s library services made so far be noted.

- (ii) That the draft Comprehensive Assessment of Need be provided to Members at the May meeting for comments before it is considered by Executive.

Reason: To inform the forthcoming procurement of the Council's Library Services.

44. Work Plan 2017/18

Members considered the committee's work plan for the remainder of the 2017-18 municipal year.

The Scrutiny Officer confirmed that a further report in relation to the forthcoming procurement of the Council's Library Services would be provided to Members at the next meeting on 22 May 2018. As there were already a large number of items scheduled for consideration at that meeting, to prevent the meeting from being too lengthy, it was agreed that the following items scheduled for that meeting would be deferred to the beginning of the next municipal year:

- Update on School Meals Take-Up
- York Theatre Royal Bi-annual Performance Update

Resolved: That the work plan be agreed subject to the above amendments.

Reason: To keep the committee's work plan updated.

Councillor D Taylor, Chair

[The meeting started at 5.45 pm and finished at 7.45 pm].

Scrutiny Report – Explore York Libraries and Archives

May 2018

Explore's vision is:

“To enable everyone to lead fuller, more connected and engaged lives”

Our key objectives in delivering that vision are:

- To be a strong and sustainable organisation
- To share the joy of reading with everyone
- To be the focal point of communities, building resilience and engagement
- To contribute to everyone's health and wellbeing
- To be places of learning, creativity and discovery

We are now beginning the fifth and final year of this contract. We are both looking back and planning for the future, using everything we have learned. There are some key things happening in the next few months, a new Explore Centre opening and a new Gateway. Both of these have entailed many years of work to move forward and they represent significant change for Explore as an organisation. We have grown over the last 5 years and we are now much more of a cultural business. Moving in this direction is key to sustainability and we are building a strong business plan looking ahead over the next 20 years.

We have been recruiting for new Community Members and now have over 500. Being a Community Member gives local people a real stake in Explore, with a chance to sit on the Board and help out in other areas.

Performance

The CIPFA library statistics for 16/17 have now been released. These give us an opportunity to benchmark against other library services. It is 18 months behind, which isn't ideal, but it is the only way we have of benchmarking easily

Our book issues (per 1,000 population) are still above average. Within that our issues are upper quartile for specific types – adult non-fiction, ebooks and eaudiobooks. The number of ebooks issuing has been rising for some time now and shows that this is still a popular choice. We are well into the upper quartile for book acquisitions now. Our acquisitions of all items have been roughly 30,000 items for years, so

expressed per 1,000 population it's fallen just a bit here as the population has risen, but meanwhile everyone else has been buying fewer and fewer items. The unitary average has gone from 140 to 97 (average book acquisitions per 1,000 population across all unitaries) in the past four years, which is quite an alarming drop. So it can be seen that across the country, other services are reducing their book buying significantly as a way to reduce budgets. We have managed to keep book buying steady without increasing the amount we spend against a rising population. We are looking at ways to keep doing this and increase the number of books per 1,000 population. This will be a challenge, but books remain at the heart of any library service.

Other key statistics

- Our visits are in the upper quartile. We work hard to increase visits and it remains our most important statistic
- We have a large number of volunteers (volunteer hours per 1000 population = upper quartile and we're the single highest unitary by a small margin). Our volunteers provide invaluable support to our paid staff and allow us to achieve so much more. We do still hold fast to having paid staff in every library and so are different to many other services now who have moved to volunteer run libraries. We believe our mixed approach provides a higher quality of service for local people
- High number of requests (expressed both by population, and as % of all issues, we're well into upper quartile and one of the highest)

York Explore

The staff at York Explore have worked very hard over 17/18 to improve their usage and they have been very successful. Improving figures like this means hard work all day, every day across the year and can only be achieved by working as a team. Barbara Swinn, York's manager has worked so hard alongside her staff to make York Explore an exciting, welcoming place to be. She is building new partnerships in the city centre and inviting people into the spaces e.g York Fashion Week, International Day of Disability. Now York Explore has been shortlisted for a Visit York Award as a family friendly place. We are looking forward to the Awards Evening in June – so fingers crossed!!

At the end of 16/17 against target they were down 23.7% against visits and 10.4% against issues. In 17/18, they have increased visits against target by 17% and 12% for issues. To put this in context, book issues

nationally are declining and so to increase means a lot of work. This can be seen in their book displays, recommendations, events, staff time. They make effective use of social media and other comms. This summer will see activities happening on the library lawn to encourage people to use that space more as well as many exciting events inside.

Archives Accreditation

We have been working hard for the last year to gain Accreditation Status for our archive service. This is administered by The UK Archive Service Accreditation Partnership and is the recognised national quality standard for archive services. The standard defines good practice and agreed standards for archive services across the UK, thereby encouraging and supporting the development of the archive service. It allows archive services to participate in a scheme supporting the ongoing development of their service against a nationally agreed standard. Archive Service Accreditation also allows The National Archive to provide assurance that standards are being maintained by archive services that have been approved as places of deposit.

This is the latest step in the overall plan to improve and to provide a secure future for York's archives and allows us to benchmark ourselves against the best services in the country.

The award is held for 3 years and then we must reapply against the standards. Staff worked very hard to put together the application and our success is a reflection on their commitment to excellence and so we are very proud of our achievement.

Archives Highlights

- Celebration event for Past Caring? Project. This celebrated the work of staff and volunteers on cataloguing and conserving the records. The Lord Mayor shared the story of her grandfather who was in the York Workhouse. This also was the subject of an article in The Press
- The work continues on cataloguing the main collections, both civic and community. There is much work to do here, but our staff are making significant inroads to the task. This is essential to improved access. We are working to clear the basement at York to free up space and to continue this work
- We are working with second year students at York St John University. They are cataloguing records as part of their course. This is proving a very successful project for both them and us and

some students carry on volunteering for us in archives and libraries

- We coordinated events for Vote 100 to celebrate 100 years of improved suffrage
- Work on the Hugh Murray and Knowles collections continues. We will be naming the Family History room upstairs after Hugh Murray in recognition of his huge contribution to the city later this year
- We have completed 3 more education packs in partnership with York Civic Trust for schools. The Workhouse, Suffragettes and World War 1
- We have been successful at stage one of a bid for funding to catalogue the Council's architects and engineers records – On the Drawing Board. Stage 2 has been submitted
- We have submitted a bid to the Arts Council – Archives Alive to use archive material to inspire storytelling for children

Staff Wellbeing

We completed our second staff wellbeing survey in December and the results are very positive. Generally staff are happier now, more satisfied with their job and believe that the work that they do is important. In fact the survey shows us -that 'job satisfaction' had gone up nearly double on the 'very satisfied' section.

We have a Staff Advisory Group (StAG) which is made up of staff who volunteer to be on the group. The group leads on the wellbeing survey work and they develop action plans following each survey to address any issues that arise. We have seen real progress and change as a result and this is one way that our governance model allows staff greater and more meaningful input to strategic and operational management. The group report into our Board and that direct access to Board Members keeps staff wellbeing high on our list of priorities.

Reading - Adult Participation

- We have held a number of top level author events such as Philippa Gregory, Ann Cleeves and Louise Penny
- We worked with local author Pamela Hartshorne who travelled round 3 of our Gateway Libraries. The smaller libraries don't often get authors and so this was well received and we plan to do more
- Hosted 7 events for the York Literature Festival. Our partnership with YLF is growing stronger and we will be working much more together in the future.

The Summer Reading Challenge

This year will be Mischief Makers – 100 years of the Beano and we expect record numbers taking part – maybe even some adults reliving their childhood! We are trying a new source of funding for the delivery of this. Crowdfunding through the York Hive. We have guaranteed the Challenge, so if we don't raise enough it will still go ahead. This is part of our work to establish alternative sources of funding for different parts of our delivery. It has been picked up by the Bookseller as an innovative approach. We are now very much a cultural business and will be exploring lots of different approaches to protecting our core services.

Bloodaxe Challenge is our annual partnership with the York Archaeological Trust. It challenges children to read 4 books around a history theme and coincides with the Viking Festival. Over 400 children took part this year. The Challenge has become one of our key events in the year to promote children's literacy by engaging them in fun activities and events.

Children and Libraries January – March 2018

- School visits, 87 schools visited their local library with 2088 children. Class visits are an opportunity to introduce children to libraries and reading, showing them how to find information etc. For some children this will be their first experience of libraries and we aim to encourage them to come back with their parents to join
- 20 playgroup visits with 201 children
- 233 under 5 storytimes with 1946 children and 1485 adults. Storytimes happened every week in all libraries and are joyous occasions with children joining in with their favourite stories and songs. They can get quite noisy which we love, as it shows that the children feel welcome and at home in libraries and with books. It is also an opportunity to engage with the parents and carers to encourage them to read to their children at home and bring them to other events and take part in the reading challenges we offer
- 75 over 5 events such as craft sessions, chatterbooks and holiday activities – 610 children and 325 adults attending
- 1960 Treasure Packs handed out. These are for all 3 year olds and are part of the Bookstart programme funded by the Treasury

Explore a Story

We are working with students from the Education Dept at the University of York to put together packs of a book with props to deliver storytimes for children. This provides ready made story activities for staff and volunteers to deliver and saves time for frontline staff. It has run for 2 terms so far and the students enjoy the work. We hope to repeat it next year.

Big City Read – Matt Haig’s The Radleys

Matt is a former resident of York and still has close ties with the city and *The Radleys* is set in York’s very own Bishopthorpe. We are enormously excited that he has accepted our invitation to be our Big City Read author and are planning some fantastic events to celebrate the themes of the book and celebrate the power of reading.

We are working hard on a fantastic programme of events including performances of a play that we have specially commissioned for the Big City Read this year. Riding Lights Theatre Company will be performing *Surprise Ending*, written by Bridget Foreman in all of our libraries, mobile libraries and reading cafes and some other specially selected venues in and around the city. This strand of the programme is being funded by a grant from Arts Council England.

The Big City Read 2018 brochure and event booking will be available from 1 August and we will be launching it on Thursday 20 September and distributing 5000 free copies of *The Radleys* from 21 September. Our programme of events across the city will run from 20 September to 16 November.

Acomb – 10 years!

This May, Acomb Explore celebrates its 10th birthday. Acomb was our first Explore Centre and enabled us to show people how the Explore vision worked in reality. It has been unbelievably successful – due in some part to the wonderful staff. Julie Travers who was the first manager there, took our vision and made it a reality. She built a team who opened their arms to the local community, welcoming everyone and working hard to celebrate the joy of reading and encouraging people into learning. Since it opened, it has become the hub of its community. That is a well worn expression, but in this case is completely justified. Its success has meant that we are now considering how to extend and

improve the building to provide more spaces for learning, community activities etc.

Explore was founded on the principle of flexible spaces that can easily be transformed from one use to another, thus maximising the range of events and activities that can take place. Since the doors opened we have welcomed over 1,200,000 people to borrow books, learn pilates, get online, use the WiFi, take level 2 literacy and numeracy exams, play boccia, attend storytime, listen to children's opera, have lunch, sit in the garden, knit,

The success of Acomb lead to York Library's transformation and now onto the latest and biggest Explore Centre at Burnholme (which opens in June). The support we get from the local community has been amazing and we would like to thank everyone for coming along and taking part. We have ambitious plans to improve and further extend the centre to develop our offer into the future.

Explore @ Burnholme

The new Explore Centre @ Burnholme is our biggest ever project and is many ways is the culmination of all the wonderfulness of our vision. Tang Hall Library has served the local community well over the last 55 years and the next chapter in its history, in a new location, is very exciting.

Ten years ago we were opening the very first Explore Centre at Acomb and that has given us the blueprint for York Explore and now Burnholme. It feels very good to have that investment in the east of York that balances out Acomb in the west.

Below is our original vision for an Explore Centre taken from 21st Century Learning; 21st Century Libraries – all the elements will be there at Burnholme. This vision was developed in partnership with Adult Education and has given York's libraries a solid base on which to build. We are developing and adapting it, in consultation with local people, but it remains at the heart of Explore.

Here is a journey through the spaces of an Explore Library Learning Centre. All space is flexible for maximum use

- **Transition space** - as people enter the building, they will find themselves in a welcoming space that is part café, part meeting space, part information point. Here they can decide which services they want to access or simply enjoy a coffee with friends or look at

the latest exhibition. There will also be self issue and return terminals here

- **Quick Choice** – a range of popular fiction and non fiction plus the “just returned” books for people who only have a few minutes. This will be a bright, exciting area that encourages people to stop and look
- **Lending Library** – presentation of fiction will follow the lines of modern bookshop display. The books will be supported by innovative reader development activities with the aim of promoting the joy of reading. Presentation of non fiction will be shelved more traditionally and will support both informal, self directed and formal learning. There will be spaces to sit with sofas, chairs and tables to encourage people to stay
- **Reference and Information Library** – there will be printed and electronic material to support enquiries and study. This will be the quiet part of the building with study space
- **Archive and Local History** – making accessible the wealth of materials the library holds on the history of York and its people. And encouraging communities to add to the collections with their memories and photos.
- **The Children’s Library** will be a colourful space that belongs to the children. Here they can make a noise and enjoy reading and playing. There will be books attractively displayed – fiction to promote the joy of reading and non fiction to support the national curriculum. The space will be flexible to allow for activities such as storytimes, class visits, painting, crafts etc.
- **Young People’s Library** - There will be space for young people that they have helped to design. The aim of which is to encourage young people to stay and feel that they are welcome
- **IT** - In addition to free WiFi throughout the building , there will be public access ICT positioned in different parts of the building to indicate different uses – in the café for quick email sending or internet surfing; in the reference library for study and longer searches; in the lending library to access the catalogue; in the learning rooms to support more formal learning. The aim will be to always be at the cutting edge of technology
- **Community Activities** - There will be a variety of activities happening in the building at any one time from reading groups to homework clubs. Many of these activities will be arranged and led by volunteers from the community – using the building as a space for people to come together

- **Exhibition/Performance Space** – regular programme of exhibitions showcasing local artists, schools work etc. Performances of dance, theatre etc
- **Information and Advice Point** – this will be a flexible space with a desk and a space for confidential interviews. The space will be used by a range of organisations on a rota system e.g CAB, Benefits Agency, Police. IT will link each organisation back to their base
- **Learning Spaces** – these will be a combination of separate rooms and spaces in the public areas that can be used flexibly for a wide range of formal or informal learning as needed. The rooms will be set up as state of the art learning environments with all modern facilities to make the most of blended learning approaches

Sadly, the opening of Burnholme has been put back one month so we now plan to open to the public on 23 June. But our new manager, Andrew Oldham is using the extra time to build partnerships in the local community and training staff. He meets regularly with the Council. Project manager and the current tenants. We want the tenants to have a good experience through the changes and are looking forward to working with them. They are York Community Church, Tang Hall SMART, Burnholme Nursery and York Learning. We are especially pleased to welcome York Learning as they have contributed so much to the development of the Explore vision over the last ten years. United Response, while not a permanent tenant, are a significant hirer of the main hall and community rooms, with multiple room occupancy from Monday to Friday 9am to 5pm for their commissioned service.

We are receiving many requests for room hire and are optimistic that we will be able to meet our targets as well as provide a real mixture of events and activities for local people and for the people of York as a whole. Some examples of this are:

- York Learning – jobs fair
- York Learning – community engagement activities
- NHS organisation – therapy spaces
- Organisation teaching English as a second language
- Keep fit organisations
- North Yorkshire Police training/meetings
- York Mosque

There will be a learning kitchen in the centre and we have been talking with Brunswick Nursery about how we can work together as they will be

managing the grounds around the Centre. Continued promotion of the community rooms will take place, aiming for a diverse range of activities reflecting the local community and their interests and needs – this will include an ongoing aim for the main hall to become a large event venue

We already have a number of events planned, such as Big City Read, the Summer Reading Challenge and, already, several author events in the diary, in partnership with Waterstones York. The hall's capacity means that we can attract major authors and events and will be our largest facility.

We have recruited Facilities Support Assistants and Reading Cafe staff. We are especially pleased with the number of local people who have applied, many of the new staff live within walking distance and so can act as local "ambassadors!". Part of the strength of libraries is through the employment of local people who know their local areas and so are part of the community.

The Explore Reading Cafe continues will operate with minimal environmental impact such as reducing single use plastic and we'll be investigating the composting of food waste, with the wider building ensuring good use of recycling

Open days at Explore Tang Hall Library (the latest being on Friday 11 May) together with social media activity and maintaining strong links with local Tang Hall partners is continuing to create excitement, ongoing interest and enthusiasm. A 'Neighbours Day' is being planned so that those most affected by disruption will get to see the building before it opens to the wider public – they will also receive a cafe discount offer for a period of time as a 'thank you' and leaflets will be locally distributed with this invitation

We are looking at possible discounts for building teams who will be continuing their development of the immediate surrounding area and will benefit from easy access to refreshments

Plans for the opening day (23 June) are being finalised – this will be celebrated but importantly this day is also a chance to ensure the building operates effectively – therefore, there will be a more formal opening too, ideally in July, followed by a community celebration, ideally in September, in partnership with Tang Hall SMART.

We continue to plan for the community rooms to be named, based on the heritage of the former Burnholme Community College and Tang Hall community. A wider communications plan is being developed, with the Explore Centre Manager working with marketing and communications partners at City of York Council and the wider media so that we continue to tell the Burnholme story in the days before we open, but also the impact of the building on the local community, in the weeks and months following.

New Earswick Gateway Library

Plans are now well under way to move the Gateway Library from the primary school to the Folk Hall. Our partnership with JRHT is enabling us to reach further into the local community. Being in the Folk Hall gives us so many possibilities – extended opening hours, a reading cafe, use of the rooms and hall for events and activities. The Folk Hall is very much the centre of New Earswick and we will be much more accessible. We would like to thank the school for our partnership over the last ten years and we want to continue working with them to encourage children to enjoy reading and support their homework.

The new Gateway Library will open to the public on 29th May so we are very busy making sure everything is in place. Mary Marlowe the manager there is working very closely with the manager of the Folk Hall. Although not an Explore Centre, New Earswick gives us the opportunity to use the elements of our vision in different ways. So, we will not be running the cafe, but we will place books in it to encourage reading, we will have a dedicated space for the majority of the books, but we want to use the whole building in different ways e.g a reading group can use a corner, an author event can take place in the hall. This will give local people access to big name authors in a way that we could never achieve previously.

This “co location” provides us with a much more sustainable way to ensure the future of local library services. We will be carefully watching how it works so we can replicate elements in other parts of York. Our overriding ambition is to protect library services in local communities and these different projects are showing us different ways of doing that. The answer will be different for each community, but the result will be the same in keeping our services local.

Looking Ahead

The rest of the year will be busy developing a 20 year plan for York's libraries and archives. The work looking back over the last 5 years is allowing us to reflect on successes and failures and consider what the next 20 years will look like. We are using the results from the public consultation that the council recently undertook to shape future services. The digital technology alone will offer us very exciting opportunities to continue sharing the joy of reading and encouraging people to learn, create and discover. New opportunities at Burnholme and New Earswick will show us more ways forward and we can begin to plan for the next Explore Centre.



**Children, Education & Communities Policy & Scrutiny
Committee**

22 May 2018

Report of the Assistant Director (Communities & Equalities)

Library Service: Comprehensive Statement of Need**Summary**

1. This report presents a Comprehensive Statement of Need for Library Services for York – see Annex 1. This document will form the basis of the council's service specification in the forthcoming retendering exercise. It will be presented to the Executive at its 21 June meeting, as part of the report that will launch the procurement exercise.
2. This committee is invited to comment on the city's needs for library services as set out in the Statement of Need. The committee's comments will be reported to the Executive as part of the report to the 21 June meeting.

Background

3. This Comprehensive Needs Assessment will help inform the contract. It will do this by bringing together what we know about :
 - York's demographics – the make-up of the city's population and their needs
 - The Council's objectives - the key policies relevant to the library service and how libraries can help to deliver on them
 - The current service – how York's service is performing currently and to what extent it is meeting residents' needs
 - Residents' needs – what the public has told us through the consultation that we have undertaken

Recommendation

4. The committee is asked to comment on the city's needs for library services as set out in the document attached at the Annex.

Contact Details

Authors:	Chief Officer responsible for the report:		
Charlie Croft Assistant Director (Communities and Equalities)	Charlie Croft Assistant Director (Communities and Equalities)		
	Report Approved	✓	Date 9.5.18.
Wards Affected:			All ✓
For further information please contact the author of the report			

Annexes:

Annex 1 – York Library Services – Needs Assessment 2018



**York Library Services
Needs Assessment 2018**

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1.0 Background

City of York Council has a statutory duty to provide a library service:

It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof (Public Libraries & Museums Act 1964, section 7).

In 2014, the staff of York's libraries and archives service established a community benefit society, Explore York Libraries and Archives Mutual Ltd. (Explore York), to operate the council's libraries. The council entered into a 5 year contract with them. This contract expires on 31 March 2019 at which point the council will need to enter into a new contract setting out what we want from our library service over the next period. This needs assessment will help inform the contract. It will do this by bringing together what we know about :

- York's demographics – the make-up of the city's population and their needs
- The Council's objectives - the key policies relevant to the library service and how libraries can help to deliver on them
- The current service – how York's service is performing currently and to what extent it is meeting residents' needs
- Residents' needs – what the public has told us through the consultation that we have undertaken

York's libraries are currently very successful. Explore York has introduced many new services, visitor numbers and book issues are good, and the service offers excellent value for money. We know that library users are very satisfied with the current service. Nonetheless, we don't intend to stand still. We want to continue to innovate, building on past success to ensure that the service continues to meet changing needs and expectations in the years ahead.

We also need to be ever more efficient. The council as a whole needs to make savings and, looking at what we spend on libraries, we believe it is both important and possible to make sure that all our provision provides good value for money. We can see a big difference in how much individual libraries cost, ranging between £3.44 per visit and just 22p per visit. We need to look at innovative ways to provide excellent services whilst saving money.

2.0 York's Characteristics

York's population is estimated to be just over 200,000 made up of 51.4% males and 48.6% females. The city is becoming more culturally and religiously diverse with a Black and Minority Ethnic (BME) population of 9.8% (non White British) compared to 4.9% in 2001. By 2025, it is estimated that the 65+ population in York will have increased by a fifth, the 85+ population by about two fifths, and the 0-19 population by about 9%. Some key characteristics are:

- York's population is on the whole healthy (in a recent survey, 83.9% stated that they are in very good or good health compared to 80% regionally and 81.2% nationally). But this is not true of all communities and groups with 15.3% stating that they have some limitation in day to day activities.
- The median gross weekly earnings of residents is £519 compared with £502 regionally and £553 nationally.
- 1.9% of the working population (aged 16-64) claim out of work benefits and 0.2% claim job seekers allowance.
- 66% of residents own their own home, either outright or with a mortgage; 18% are private renters and 14% are social tenants
- 73.5% of residents have a Level 1 - 4 qualification, of which 62.9% are, at least, qualified to Level 2, but 18.0% have no qualifications at all.
- 7.8% of children live in a household where a parent or guardian claims an out-of-work benefit and there are 10.7% of households in fuel poverty.

Key planning considerations for library services will be as follows:

Age: Age will be a significant factor in planning library services given the projections set out above. Generally, community libraries catchments have an older population than York Explore and the three Explore Library Learning Centres. In the areas served by York Explore and the Explore Library Learning Centres, there are a greater proportion of younger adult residents – in Tang Hall and York City Centre there are a lot of single people aged 20 to 24 without children; and in Acomb and Clifton there are a lot of married people aged 30 to 39. Community library catchments generally have much older populations, where around 26% of residents are aged 65+. This is less the case in Fulford, which more closely matches the pattern for York as a whole.

While the catchments served by the community libraries have a greater proportion of older people, the Age UK risk of loneliness measure points

more towards the York Explore and Explore Library Learning Centre catchments as being the areas where there is the greatest likelihood of older people suffering loneliness. This measure takes into account not just the number of older people, but other factors such as marital status and health.

Ethnicity: Generally, York Explore and the three Explore Library Learning Centres catchment areas are more ethnically diverse than those of the community libraries. In the York Explore and Explore Library Learning Centre catchment areas $\geq 10\%$ residents are BME, and in the case of the community libraries the figure is $\leq 5\%$. The exceptions are Acomb and Fulford. Acomb has fewer BME residents than the other Explore Library Learning Centres, and Fulford has the highest proportion in York (25%) which may relate to Imphal Barracks and the university.

Disability: The proportion of residents whose day to day activities are limited by illness or disability is 15% across York, and does not have much variation from one ward to another. The most significant need is at New Earswick with 21%.

3.0 Policy Objectives

York's library services need to contribute to the following key policy areas:

3.1 Creating resilient communities

In York, people are increasingly coming together to define what they want, to find new ways to meet their needs and to deliver services. People's strengths, skills and networks are being harnessed to provide self-supporting networks and a deep reservoir of community resources that people can draw upon to keep well, to be independent and to lead fulfilled lives. Our aim is to encourage resilient communities that:

- Are self-managing and less reliant on the council and other agencies for help
- Are able to minimise the disruption to everyday life that unforeseen events present
- Enable people to be more resourceful
- Enable people to have more control of their own lives
- Ensure people are equipped and willing to play a part in community life

In this context, we need our library services to work alongside the council to help bring people together. They can provide some of the resources - the buildings, infrastructure and staffing - to help more people build on their strengths and tap into local networks as well as a diverse range of locally available support:

- Ensuring that people have appropriate advice and information to keep them resilient, independent, happy and healthy
- Working with and supporting other partners in the community to build capacity, supporting the growth of social networks and social action, bringing all sectors together in projects that deliver on local priorities
- Supporting people and communities to find the help they need to maintain their resilience and independence and participate fully in community life - led by intelligence
- Supporting those partners working to intervene early with those at risk of losing their independence or with escalating levels of need
- Supporting council teams working together within local areas to share intelligence and problem-solve
- Supporting the city's volunteering strategy, *People Helping People*, to scale up social action through impact volunteering
- Supporting and providing a base for the work of ward teams

Local Area Coordination: This is a long-term, integrated, evidence-based approach to supporting people with disabilities, mental health needs, older people and their families or carers. It works on the principle of earlier intervention, helping people to be resilient and self-supporting as far as possible, working alongside them to:

- Build and pursue their personal vision for a good life,
- Stay strong, safe and connected as contributing citizens,
- Find practical, non-service solutions to problems wherever possible, and
- Build more welcoming, inclusive and supportive communities

York became the 12th UK city to join the National LAC Network in 2016 and commenced its Local Area Coordination programme in May 2017 with the recruitment of three Coordinators in Tang Hall, Westfield and Huntingdon & New Earswick. The programme will be expanded to further areas in 2018. The Local Area Coordinators will work closely with the network of libraries across the city, connecting people with these community resources to access information and advice, alongside the

opportunity to volunteer themselves at a local library and become information champions.

3.2 Community assets

Library buildings have an important role in supporting resilient communities. As such, they are recognised within the council's Asset Management Strategy 2017-2022 as important community assets. A number of developments have already taken place or are underway to create library premises that provide multi-use community facilities (e.g. the Centre@Burnholme, and the new library at the refurbished New Earswick Folk Hall which will come on stream this year).

The trend needs to continue of providing a more holistic offer to communities, whilst seeking income generating models such as that found at Rowntree Park Reading Café. The asset strategy calls for maximising positive outcomes for communities and protecting services by:

- Reducing building costs through rationalisation of assets and creating efficiencies
- Co-location of Council and other public sector services
- Generating income to support service delivery
- Supporting the council and partners to achieve joined up services - buildings should not be exclusive to one particular service and community spaces should where possible be flexible and adaptable to support a range of uses
- Assets being operated by the community where a community group is best placed to deliver outcomes

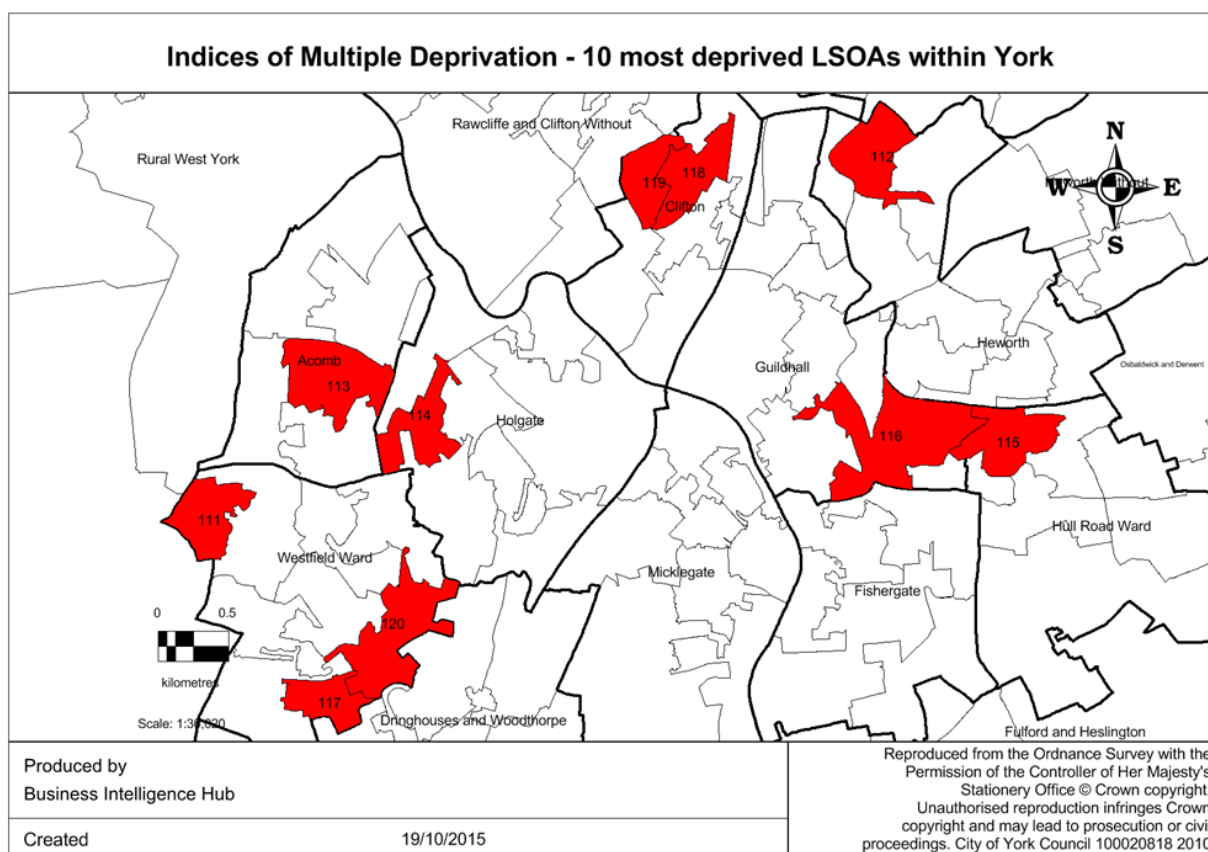
3.3 Inclusion

In York, many people enjoy a good quality of life with access to the things they need to thrive as individuals and communities. But we know that not everyone has equal access to the same opportunities. We believe our city will only fulfil its collective potential if everyone who lives, works and visits here can reach their own individual potential, where people can access opportunities and realise their aspirations, and are not limited because of who they are or where they live.

Those areas of the city that are experiencing deprivation are, in many ways, those with the most to gain from library services. Libraries can offer relevant services such as literacy support, learning & skills development, support with job-seeking, public health initiatives,

assistance with information and advice on personal finance, helping people to get on-line, and a myriad of other services which all address needs arising from deprivation.

The geographical pockets of highest need in York fall into the catchment areas of York Explore and the three Explore Library Learning Centres. Of York's 120 lower super output areas, the ten most deprived all fall into the catchment areas of York, Acomb, Clifton and Tang Hall. These ten areas are within England's bottom 30% of super output areas according to the government's Index of Multiple Deprivation (IMD) 2015.



In terms of York's community libraries, New Earswick and Dringhouses are also situated in or near to some areas of relative deprivation, falling within England's bottom 40% on the IMD2015.

The same areas of deprivation are highlighted when the IMD is split into its constituent categories: income, employment, education, health, crime and living environment; however, when we look at the "barriers to services" domain of the IMD this brings in some areas which would not otherwise be considered deprived – Acaster Malbis, Dunnington, Rufforth & Askham Bryan, Towthorpe & Earswick. This is due to the physical distance these residents need to travel to visit a Post Office, School, General Store and/or GP surgery.

Other indicators of deprivation tend to underline what was found in the IMD2015, where the greatest need is in the York and Explore Library Learning Centre areas:

Residents in fuel poverty: The catchment areas for York Explore and the three Explore Library Learning Centres tend to have $\geq 10\%$ of residents living in fuel poverty whilst the community libraries have $\leq 8\%$, with the single exception of Fulford Library which has 11% of residents living in Fuel Poverty. (Source: Department of Energy & Climate Change, via CYC Business Intelligence Hub)

Children living in poverty: The catchment areas for York Explore and the three Explore Library Learning Centres tend to have $\geq 12\%$ of child residents living in poverty, whilst the community libraries have $\leq 8\%$, again with a single exception, in this case Poppleton Library, the catchment of which has 12% of child residents living in poverty. (Source: HM Revenue & Customs via CYC Business Intelligence Hub)

Social housing tenants: The York Explore and Explore Library Learning Centre catchment areas tend to have $\geq 15\%$ of residents who are social tenants, whilst the community libraries have $\leq 10\%$. The single exception in this case is New Earswick, which has 20% of residents who are social tenants. (Source: CYC Business Intelligence Hub).

Digital exclusion: York is the UK's first Gigabit City, with outstanding 'world-class' connectivity that is helping to create jobs, attract investment and improve the lives of people who live, learn, work in and visit the city. We are aware, however, of the potential for a 'digital divide' whereby some citizens and business may not be able to access the full benefits of York's connectivity. Whilst figures are not available detailing the number of households without internet access in different parts of York, the council's analysis, based on Mosaic postcode profiling, indicates that areas where library users are least likely to have home internet access are those in the catchment areas of York Explore and Tang Hall, Acomb and Clifton Library Learning Centres.

York recognizes the importance of measuring digital needs so that when services are developed or updated we have in-depth knowledge of the target audience's digital skill level. The council wants to collaborate with partners on measuring digital skills to help our understanding of the reasons why digital exclusion may occur, whether that be through access to devices, low digital skills, confidence and/or motivation.

Through the council's involvement in the regional Digital Enterprise (DE) programme we are also seeking to support our small and medium enterprises (SMEs) with their digital skills requirements, and this will involve working with Make It York and the Business Improvement District (BID) team to use their links and close working relationships with York's SMEs. The council is also engaging with schools through code clubs to help our progress as a technological city.

The implications for library services of this identified need will lie in engaging with library users and communities more broadly in programmes that identify users' digital skills and provide practical assistance to raise skill levels and to access particular digital systems and applications from which they might otherwise be excluded.

Other indicators such as residents on out of work benefits or childhood obesity tend to be consistent across all areas.

Library services can help address these inclusion needs through specific library services and more broadly in the following areas:

Financial resilience:

- Encouraging and supporting networks and shared awareness of services and opportunities
- Sharing of practical examples of good practice and support within communities
- Supporting and promoting initiatives which encourage effective budgeting practices and income maximisation

Jobs and skills:

- Gathering and understanding the key offer in each local community
- Connecting professionals to networks and resources
- Supporting key individuals within the local community who can influence and support community development
- Seeking out volunteers to support particular projects and offer opportunities to gain valuable experience
- Referring individuals to appropriate programmes to support their development

Business and enterprise:

- Supporting and promoting local events such as jobs fairs
- Offering information and signposting to those with aspirations around starting their own business

Community capacity building:

- Networking, establishing contacts and developing relationships
- Support local volunteering, encouraging good practice in identifying roles, recruiting, developing and retaining volunteers

3.4 Learning and skills

The Council's ambition is for *A Prosperous City for All* where local businesses can thrive, residents have the opportunity to get good quality and well paid jobs and everyone in York is supported to achieve their full potential, making sure no one is left behind.

Libraries in York have long supported this aspiration through a partnership with the council's learning services to deliver learning through library learning centres and other community facilities. The partnership aims to:

- Build a culture of informal learning across the City
- Support people to drive their own learning both individually and through self-organised groups
- Broaden choice, clarify opportunities and facilitate progression through better information provision
- Deliver and support e learning by offering state of the art technology and training

Libraries remain central to delivery of the community learning offer. Key needs are:

- A broad informal learning offer with clear progression routes - enabling learners to make progress from informal learning for example, a reading group to more structured learning for example in an accredited ICT course
- Multiple entry routes to learning - enabling learners to access learning in many different ways and easily progress to other learning, e.g from a reading group to a language class, from a basic computer taster course to a more complex accredited programme
- A community based library service supporting learning - Universities and colleges all have their own library. York public library service can support adult community based learning across the city through the provision of stock, access to the internet and space to study

- Developing digital participation - ensuring that everyone has access to a computer and can easily learn how to get onto the internet, tackling the digital divide
- A community based learning network - the continued development of flexible ICT centres is essential to ensure that learners have access to ICT and skills for life programmes
- Developing and supporting adult literacy
- Supporting older learners - as we experience an increasingly ageing population, supporting this group to increase skills for employment and leisure

3.5 Health and wellbeing

York's Health and Wellbeing Strategy aims for every single resident of York to enjoy the best possible health and wellbeing throughout the course of their life:

- By promoting greater independence, choice and control
- Building up community based support
- By supporting self-care and management
- With greater use of early help though targeted/short term interventions
- By imaginative use of new technology
- With fewer people using statutory services

The contribution of library services will lie predominantly in the areas of:

- Mental Health and wellbeing: helping to ensure that York has a mental health friendly environment as well as a dementia-friendly environment
- Starting and growing well: helping to reduce inequalities in outcomes for groups including children eligible for free school meals, children who are looked after, young carers and refugees and helping to promote healthy choices
- Living and working well: helping to reduce inequalities in outcomes for particular groups, including those living in the poorer wards and vulnerable groups, offering a range of support to help residents make good choices about their own health and wellbeing, promoting the benefits of healthy lifestyles, helping people to access the services to help them to help themselves
- Ageing well: celebrating the role that older people play in making York such a special place, helping people to remain independent

for longer, supporting the vital contribution of York's carers, and getting involved in social prescribing

3.6 Information advice and guidance

Following a comprehensive review of information and advice provision in the city during 2016, the council has recently developed a new Information and Advice Strategy and action plan. This recognises that for all citizens, but in particular people with health and social care needs care needs, good information and advice is:

- At the heart of personalised care
- Critical to promoting wellbeing and helping people manage their own health
- Helps people to access informal sources of support and optimise use of community assets
- Gives people better access to services which prevent and / or delay need for more expensive forms of care
- Promotes choice
- Requires ownership and coordination across all sectors.

The provision of information and advice is a key building block within the council's Corporate Plan, and linked 'community operating model' and is further reflected within the Care Act (2014) which places new duties on councils to ensure the coherence and availability of information and advice in each local area. Libraries provision will be at the heart of delivering this strategy reflecting their role as community hubs and providers of information and advice.

Through focussing on early intervention, prevention and asset based approaches, the provision of universal information and advice will avoid the use of high cost services, and support citizens and communities to build resilience and stay strong within their homes and neighbourhoods.

A new citizen wellbeing portal – 'Live Well York' will act as the 'go to' website for the city encouraging an asset based approach to building health and wellbeing through a comprehensive on line community directory, which the libraries have been instrumental in helping develop. Building up community based support is also a key 'enabler' identified within the strategy and this is complemented within the action plan through the desire to build 'community hubs' and maximising the use of local assets.

3.7 The cultural offer

The council sees culture as playing a key role in the city's economy and place-making as well as contributing to health and wellbeing. The Council is working with its partners to create a new cultural strategy which will make a *Fresh Loud Statement of Cultural and Visual Identity*, building on York's strengths to develop a cultural offer that is 'exciting', 'inventive', 'ahead of the curve'.

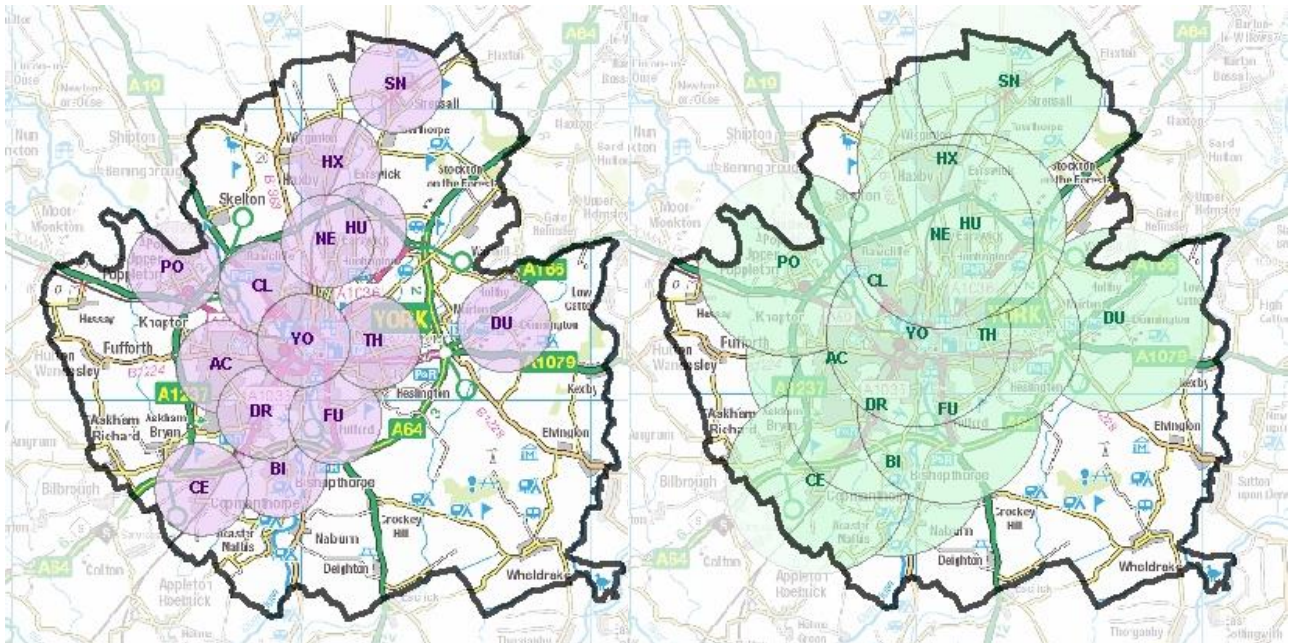
The contribution of the library service to the cultural strategy will lie primarily in helping to engage residents, promoting York's cultural offer, and facilitating collaboration. The outcomes that the service can contribute to are that:

- The people of York are active participants in cultural activity
- The people of York are strong advocates for culture in the city
- York residents are supported in their right to create culture and have public opportunities to curate culture
- York takes a collaborative approach to audience development and engagement

In the consultation, non-users particularly identified activities for children and families as being likely to encourage their participation. This therefore identifies a possible focus for cultural activities within libraries. York's cultural needs are consistent with the Society of Chief Librarians *Universal Cultural Offer* whereby, *People enjoy a quality and diverse cultural experience in libraries*, and the *Stretch Offer*, whereby *Library services should deliver a clear, consistent, and accessible programme of cultural activities and events, based on a wide range of cultural experiences*.

4.0 The Current Service

The service provides 14 static libraries (of which one is currently replaced by a temporary dedicated mobile facility due to the emergency closure of the building), 1 reading café, 1 mobile library, and a home library service. There is also currently a pop-up reading café at Homestead Park delivered in partnership with Joseph Rowntree Housing Trust (not shown below).



Static Libraries with 1 mile buffer zone

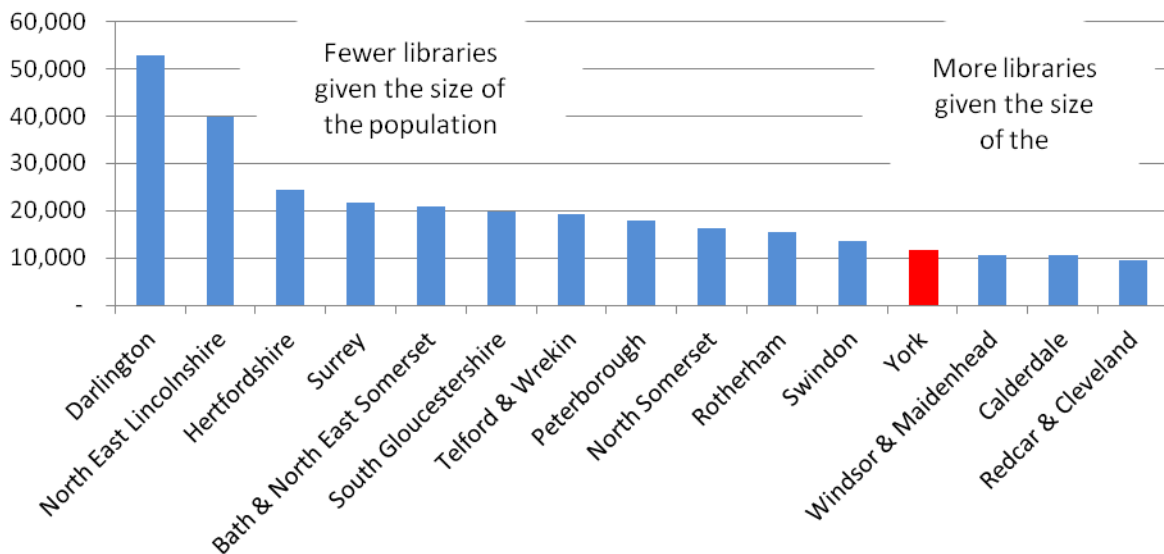
Static Libraries with 2 mile buffer zone

(Note that these maps include Haxby as a static library although it is temporarily being run from a dedicated mobile facility.)

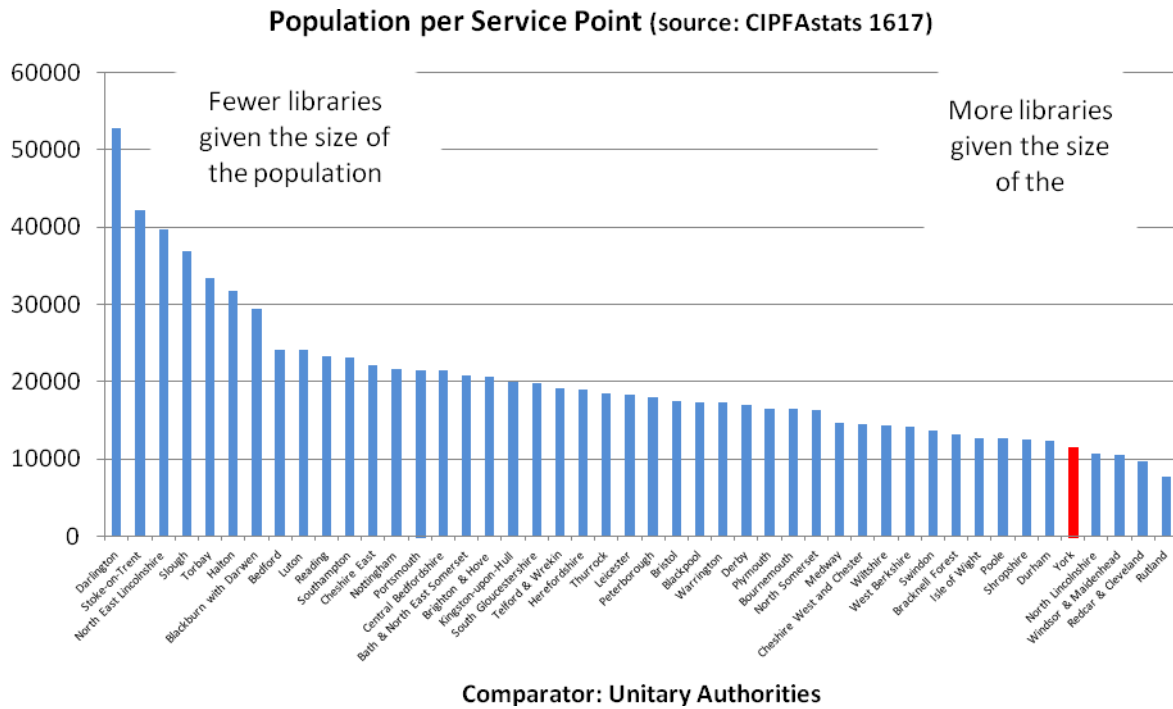
4.1 Number of libraries

York has a relatively high number of library branches for its population size. These graphs show York compared firstly to other unitary authorities and secondly to any authorities with a similar population density. (See the Library Pen Portraits for more on the distinct communities served by Explore’s branches).

Population per Service Point (source: CIPFAstats 1617)



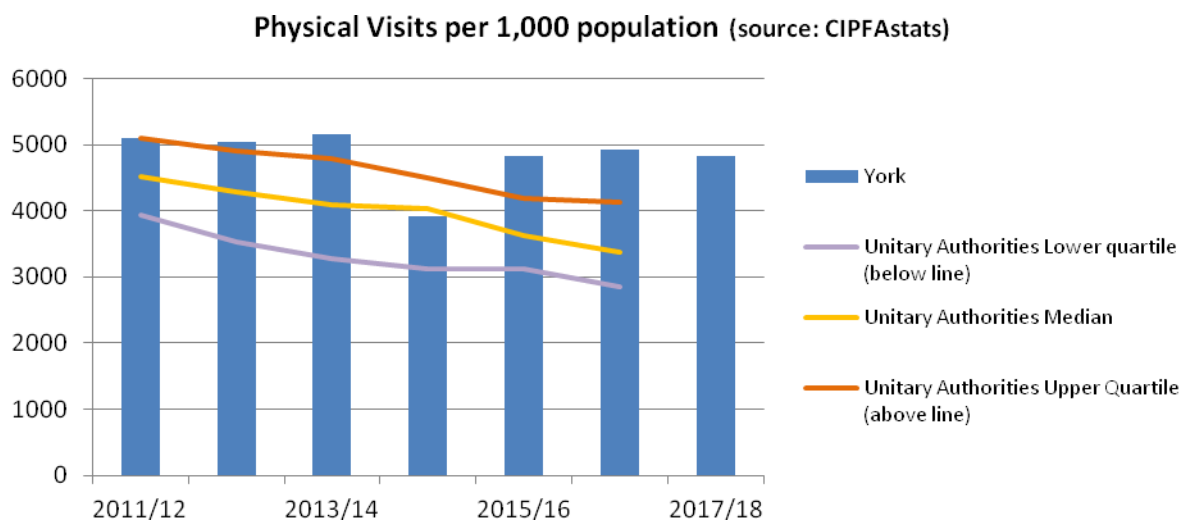
Comparator: English Authorities with a population density of 5 to 10



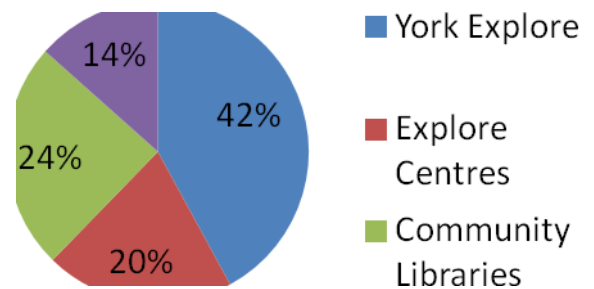
4.2 Usage of libraries

In spite of the national trend of library visits declining slightly over time, Explore's footfall has been holding up well, thanks in large part to the reading cafés which have been opened. Compared to other English unitary authorities, Explore's performance is upper quartile.

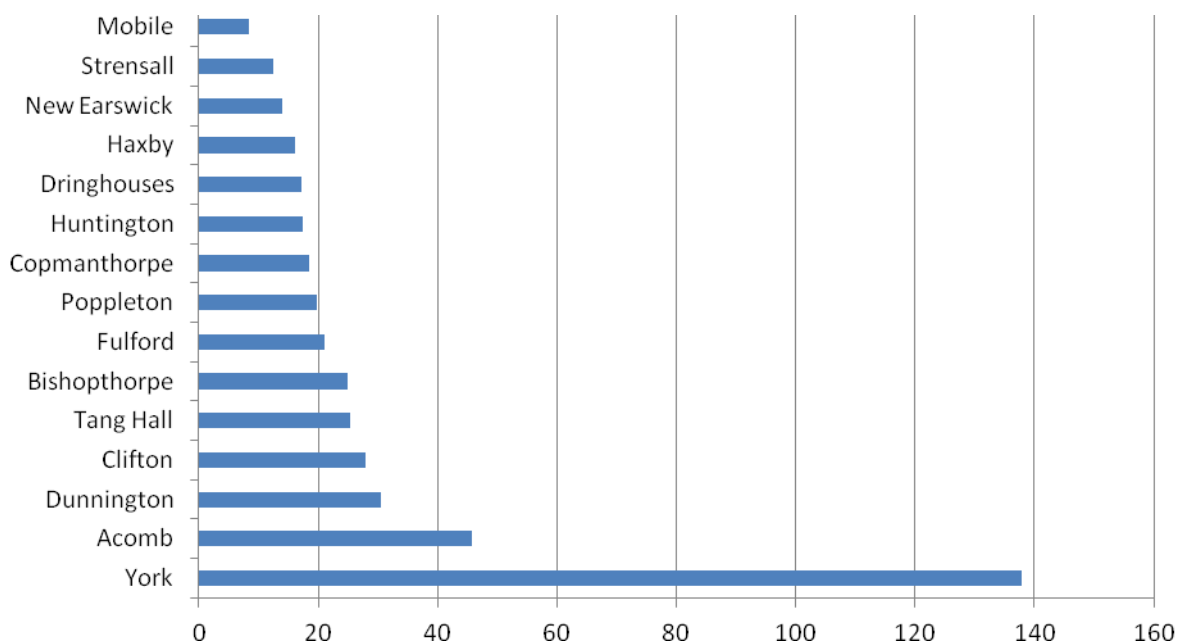
Explore's footfall in 17/18 across all branches was 1,014,173.



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255



Visits per Opening Hour



These figures cover the half terms in October 2017 and February 2018 to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford.

User data shows that York's libraries have an impressive reach across all sections of the population; however, some sections of the community do use libraries more than others. Women are over-represented at 62% of Explore users. This is a common trend across libraries nationally and York's figure is within 1% of the national figure.

Economically inactive people are also over-represented among library users; this over-representation applies to retired people, people with long term disabilities, the unemployed and carers. 28% of York's library customers are affected by ill health or disability (compared to 15.3% of York's population), which is a credit to the accessibility of the buildings. On the other hand, people who are employed or self-employed (full time or part time) are under-represented among library users (42% of adult population, compared to 61% in the population). This holds true across all types of library, which is particularly surprising given that the Explore Library Learning Centres are more likely to be open outside working hours so in theory have more scope to attract working adults than the community explore libraries do.

The breakdown of users by ethnicity is representative of York's population.

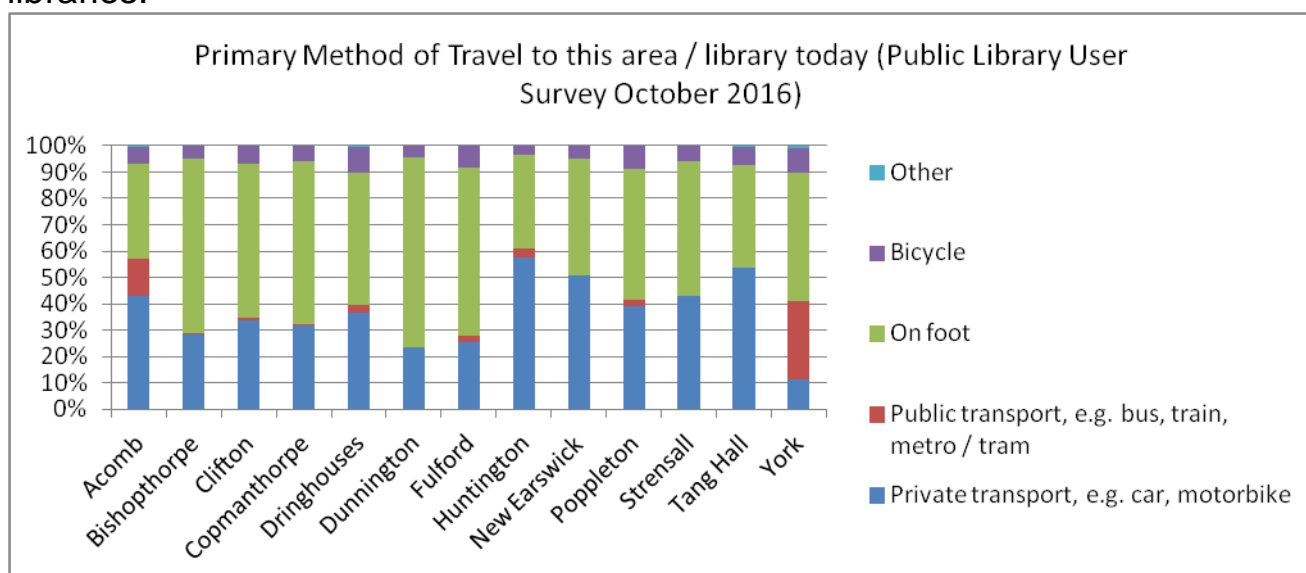
There is longevity of use, with 66% of users having used Explore libraries for more than 3 years, but also a turnover of customers too with 7% of users sampled being on their first visit.

The following table shows how far customers currently travel to get to the libraries. There is a clear trend for people to travel larger distance to get to the Explore Library Learning Centres. They are bigger, they are open longer, they have more services, and they are therefore more likely to be "destination" libraries for people from more than 1km away. Of these Clifton is the one which is attracting the smallest proportion of users from further afield, unsurprisingly, since it is also the smallest of the Explore Library Learning Centres with the shortest opening hours.

Library	Less than 1 KM	between 1 and 2KM	Between 2 and 3KM	Between 3 and 5KM	More than 5 Km
York Explore	15.8%	39.4%	18.9%	16.7%	9.2%
Acomb	42.6%	37.9%	9.0%	8.1%	2.4%
Clifton	59.1%	22.9%	8.2%	7.5%	2.3%
Tang Hall	54.0%	28.7%	8.2%	4.7%	4.4%

Bishophthorpe	69.2%	1.2%	13.5%	15.1%	1.0%
Copmanthorpe	87.9%	5.2%	0.9%	5.1%	1.0%
Dringhouses	70.7%	19.3%	3.0%	5.7%	1.3%
Dunnington	81.1%	4.1%	0.4%	11.1%	3.2%
Fulford	58.1%	24.9%	11.1%	3.7%	2.2%
Huntington	46.5%	33.7%	9.9%	5.4%	4.6%
Haxby	65.3%	21.7%	2.4%	6.6%	4.1%
New Earswick	72.8%	7.4%	12.1%	6.7%	1.0%
Poppleton	74.7%	8.2%	6.7%	3.5%	6.9%
Strensall	73.7%	18.0%	1.1%	4.0%	3.3%
Grand Total	37.3%	31.7%	13.2%	11.8%	6.0%

The following graph shows customers' current means of getting to the libraries:



4.3 Running costs of libraries

The following table shows indicative costs of individual branches, where costs can reasonably be apportioned out. Some costs such as stock and IT databases are considered full service costs and are not reflected here.

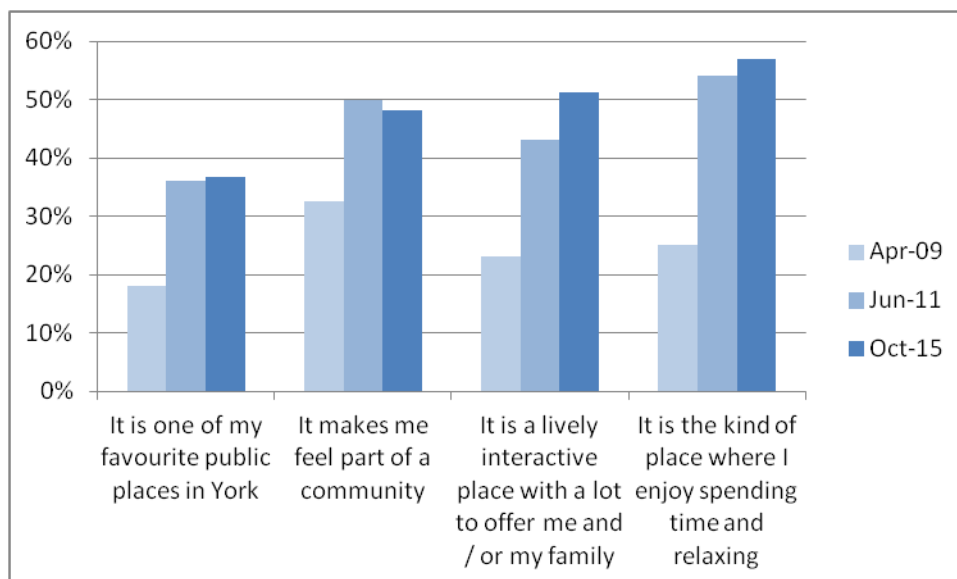
Indicative Cost Per Visit

	1718 visits	Cost per visit
Haxby	25,337	£3.44

Mobile	14,091	£3.19
Tang Hall	55,352	£2.03
Clifton	40,212	£1.79
Strensall	13,129	£1.77
York	426,440	£1.42
Acomb	109,785	£1.38
Huntington	25,734	£1.11
Dringhouses	22,924	£1.09
Copmanthorpe	23,164	£1.04
Poppleton	23,137	£0.96
Bishopthorpe	28,397	£0.77
New Earswick	24,544	£0.67
Dunnington	20,404	£0.53
Fulford	25,322	£0.40
Rowntree Park	93,253	£0.22

4.4 Perception of library spaces

The Council's residents' panel, Talkabout, has been used to survey residents about the main library, and this can be used to track perceptions over time:



The Public Library User Survey (PLUS) undertaken October 2016 surveyed 2,354 York library users across all branches. In this survey, the overall satisfaction was found to be 92.4% (very good + good), which was the same as ten years previously, and within 1% of the national

average. The sub-strands within the survey where users reported the lowest satisfaction were “attractiveness of the buildings outside” (70%) and “computer facilities” (71%).

Free text comments indicate that customers value libraries as spaces:

(Acomb) A lovely friendly place in a sometimes hostile world.

(York) I have 2 children and 1 is autistic, it is very hard to find a place he feel accepted and he feels comfortable in this library and it gives my son what he needs.

(Copmanthorpe) In moving from Kent to Yorkshire 2 years ago at the age of 90 I found the library a life saver. The welcoming and friendliness made all the difference in helping me settle

(York) Wonderful space to feel relaxed at a stressful time.

(York) I really love coming to the library . I use it often in my lunch break as a warm, comfortable, free and safe space to relax

However, in the PLUS survey users also let us know that their enjoyment of the spaces is reduced when they are noisy, smelly, or intimidating, and there were some requests to improve the exteriors of the buildings, so there are mixed feelings about the quality of the current spaces. This reflects the age and condition of many of the community libraries. Condition surveys have shown that there are around £3m of repairing liabilities over the next 20 years. It will be essential to secure new premises that are more fit for purpose and which reduce this significant financial liability on the council.

Libraries offer a large range of activities where people come together, addressing social isolation and bringing people together across the community. In any given week, approximately 18,500 people visit York’s libraries and reading cafés, and 750 specifically come to group events run by Explore such as reading groups, craft groups, coffee mornings, author events, talks, walks, health drop-ins, IT workshops, digital making, children’s activities, storytimes and more.

In the October 2016 PLUS, 37% of customers told us that using the libraries had the positive outcome of “meeting people”, which compares well with the 30% national average on this measure. Verbatim comments from both the survey and some ad hoc comments include:

(Strensall) As a member of the HM forces the community library is a useful element to integrate into the local population

(Copmanthorpe) Hub of the community across the generations.

(Poppleton) The library is a vital element in the life of the community and the only social interactive space for many elderly residents.

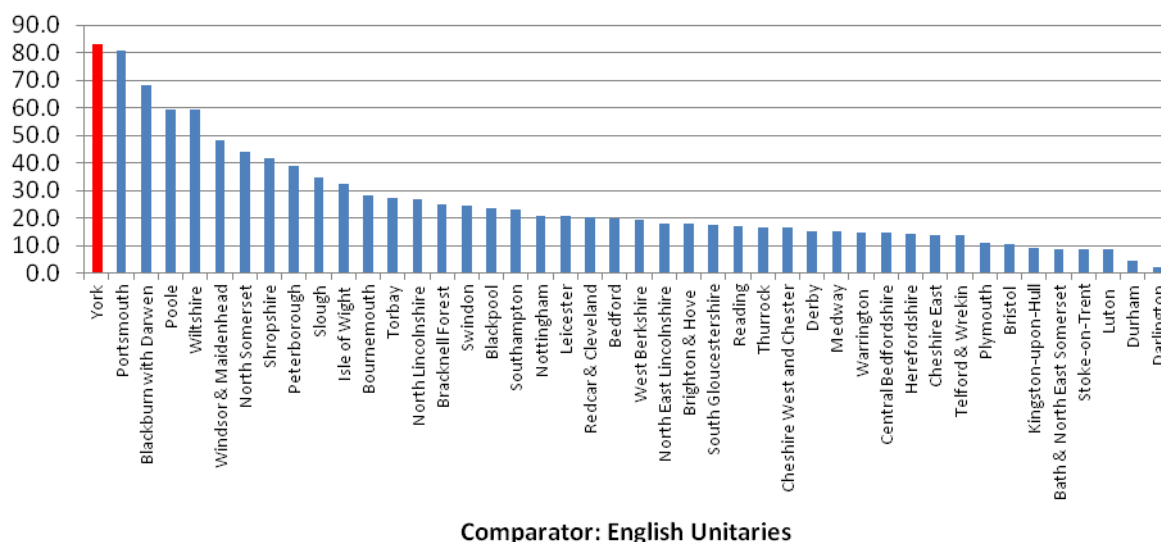
(New Earswick) I love my local library. I come regularly with my daughter and have made friends here.

(Dunnington) We have just moved to the village and my daughter is starting school after the school holidays. Coming to this children's event has enabled her to meet other children and has helped her to start feeling part of the community.

4.5 Community involvement

Volunteering: York does not have volunteer-run libraries, but paid staff are supported by volunteers in many ways including storytime support, archives cataloguing, IT support, so our volunteering figures are still high compared to other authorities. The volunteer programme is expanding.

Volunteer hours per 1,000 population (source: CIPFAstats 1617)



Comparator: English Unitaries

As well as promoting community resilience and enabling the libraries to achieve more, other benefits of the volunteering programme for the volunteers include improvements to self-confidence, employability and social isolation. A volunteer who moved to Poppleton told us she found volunteering invaluable when she first moved to the village and didn't know anybody.

The volunteering programme has varying take up across the branches. Expressing volunteer hours as the average number of volunteers in the building at any time during opening hours makes the figures comparable. The figures below do not include people selecting books for the Home Library Service (HLS), whose volunteers are "freelance", and are volunteering for the HLS rather than for any individual branch.

Volunteers per opening hour 1718	
York	2.1
Dunnington	1.8
Acomb	1.1
Copmanthorpe	0.9
Bishopthorpe	0.8
Fulford	0.8
Poppleton	0.8
Huntington	0.8
Dringhouses	0.8
Tang Hall	0.7
New Earswick	0.5
Clifton	0.5
Strensall	0.4
Haxby	0.2
Mobile	0.1
Homestead Park	0.0
Rowntree Park	0.0

The volunteers programme has been successful but some branches towards the bottom of the chart have had problems with recruitment and retention of volunteers.

Friends Groups, Advisory Groups and Community Membership:

Engaging people in shaping their own library service is fundamental to how Explore works as an organisation. There are Friends groups at:

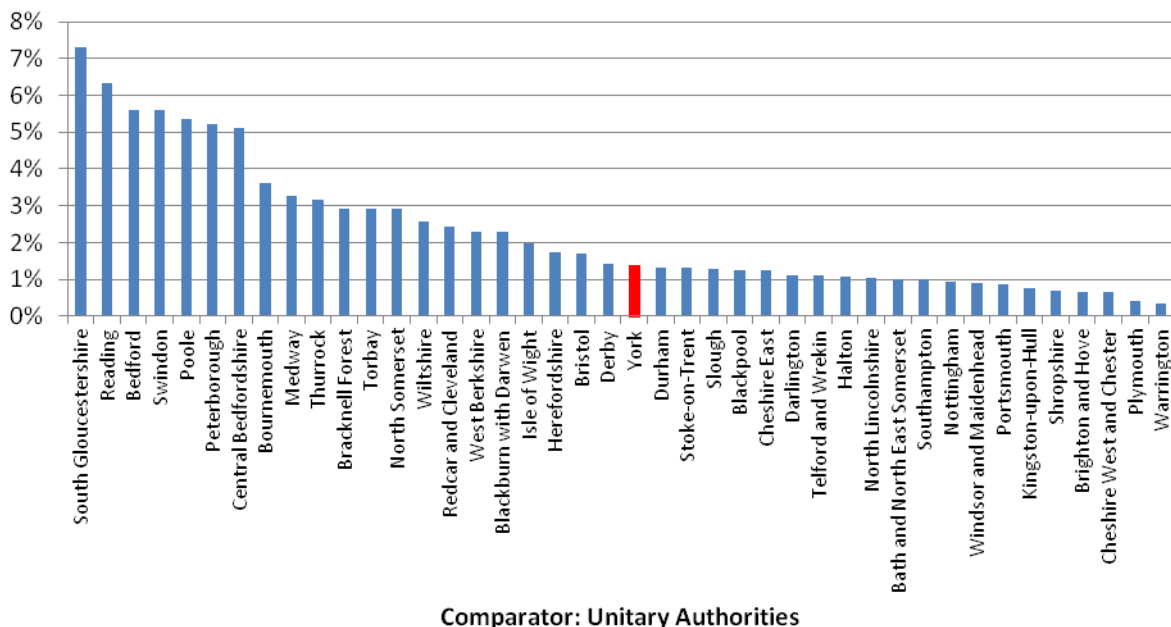
- Bishopthorpe Library
- Copmanthorpe Library
- Dringhouses Library
- Dunnington Library
- Haxby Library
- Huntington Library
- Poppleton Library

These are very hands-on, independent groups, who operate to a common constitution developed in agreement with Explore to support libraries with fund-raising, informing services, and running events. They are open to anybody who is interested in joining and contribute to an active citizenship agenda. There are plans to launch new friends groups at Clifton and Acomb within the next few months.

Partnership Working: Explore York currently works with numerous community groups, small charities, public bodies and other relevant partners supporting their initiatives and providing a place where they can communicate with residents. All libraries host drop-in sessions from relevant parties such as the Police, Ward Committees, council consultations and exhibitions, NHS Vale of York Clinical Commissioning Group, Citizens Advice etc. Explore also holds copies of documentation to support public consultations, for example on the local plan. From putting up a poster about a local event, to hosting a public meeting, Explore connects organisations with residents (and vice versa) in numerous ways.

Home library service: The scale of Explore’s housebound service is small compared to its potential customer base. If we use the census figure for 'one-person households where one person has a long term illness or disability' as a proxy measure for the number of potential customers in each authority, the reach is only 1% which is below average but not bottom quartile. Theoretically there ought to be significant room for improvement here, but a project to expand the service in 2016 met with limited success.

Housebound customers as a proportion of potential customers in population
 (using 'one person households where one person has a long term illness or disability' as proxy measure for potential customers) (source: CIPFAstats 1516 & census 2011)



Other excluded groups: Through work with partner organisations Explore offers services for a number of excluded or harder to reach groups. These include Adults and young people with Learning Disabilities, refugees and migrant workers, LGBT. For example, Explore hosts and facilitates an annual programme for International Day of Disability at York Explore.

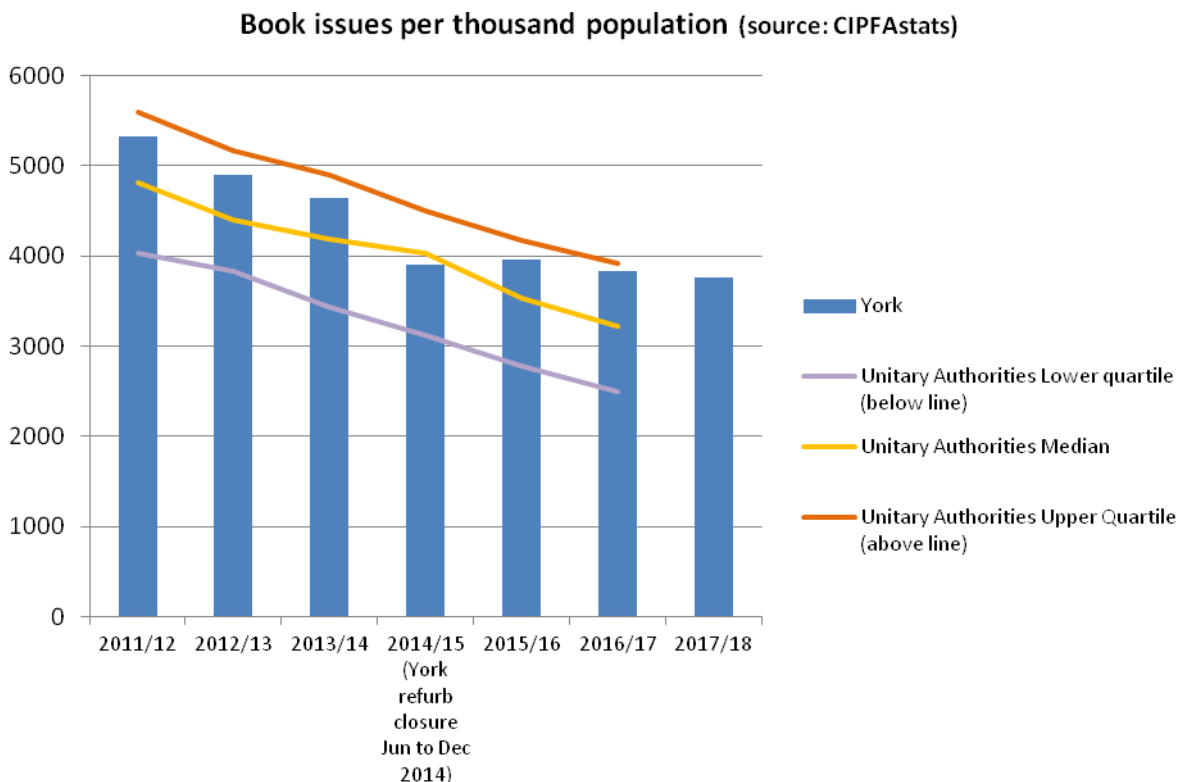
4.6 Book issues

Compared to other English unitary authorities Explore's book issues are above average but not upper quartile. Of the various stock categories, only issues of adult non-fiction, e-books and e-audiobooks achieve upper quartile performance.

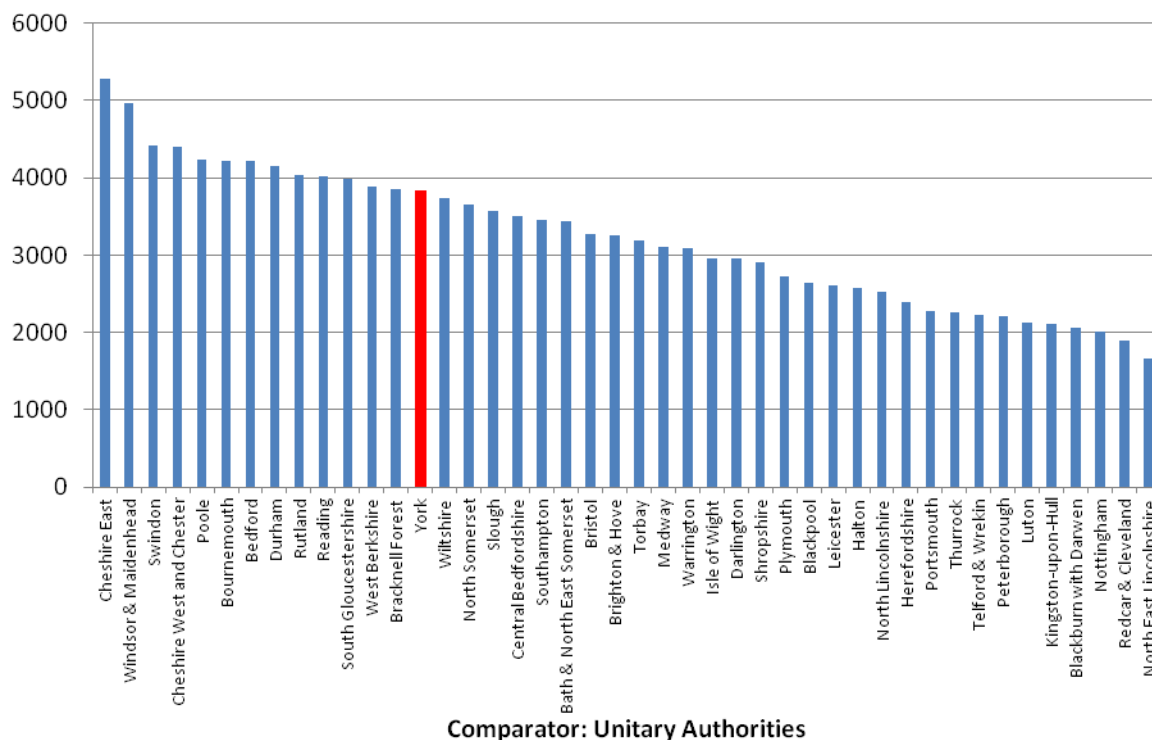
Looking at the trend nationally, it appears that Explore was following the national decline but has recently seen issues stabilise.

The success of the reading cafés does not make a significant contribution to book issues because, although they have lending collections, the books in reading cafés are primarily used for on-site reading.

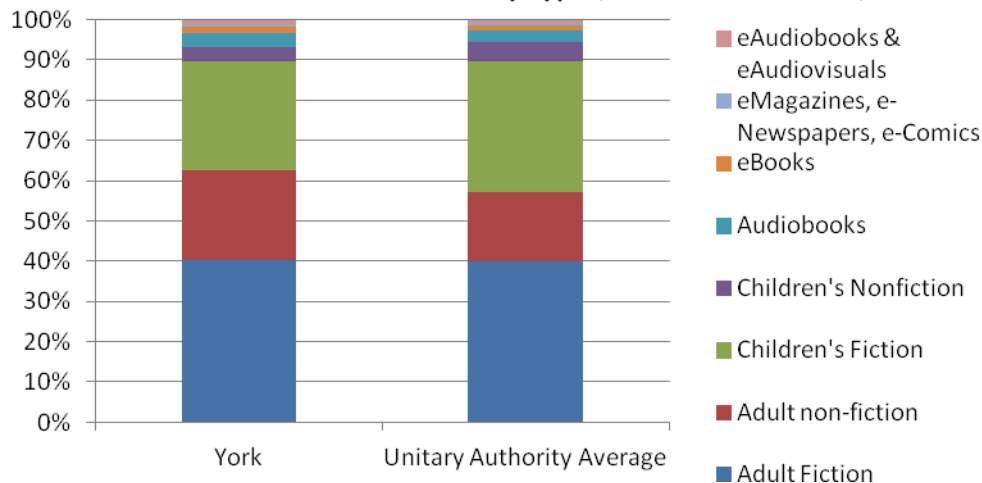
Book issues have been compiled using the CIPFA categories for books, audiobooks, ebooks & emagazines, but not non-book items such as toys, DVDs or CDs. The CIPFA definition of issues includes renewals.



Book Issues per 100 population (source: CIPFAstats 1617)



Breakdown of book issues by type (source CIPFAstats 1617)

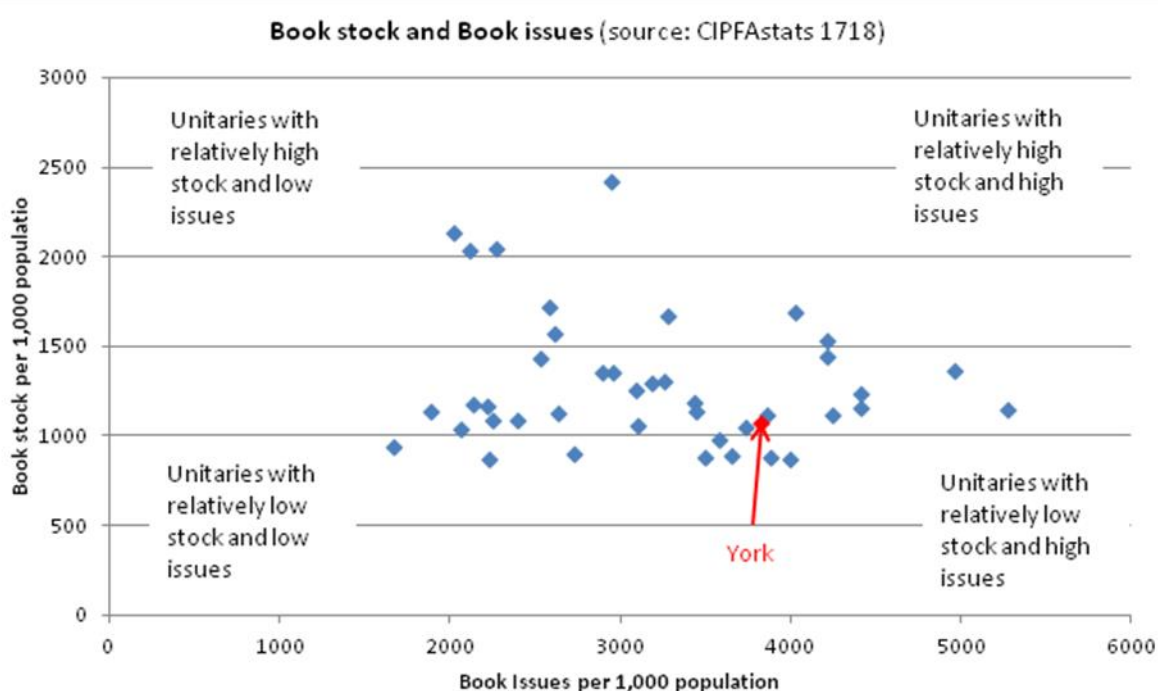


The breakdown of book issues is similar to the national picture, but with adult non-fiction making up more of the issues, and children’s item types making up less of the issues. That said, whilst children’s items make up a smaller proportion of York’s issues than they do at other unitary authorities (31% compared to 37%), this is still high when considered in the context of under 12s making up just 12% of the York population; that is, book issues are skewed towards children’s items at York, but less so than in other authorities.

Explore had 787,585 book issues in 17/18, and 788,861 total issues including non-book items (toys, language courses, CD-ROMs). This is an average of 2,160 issues per day.

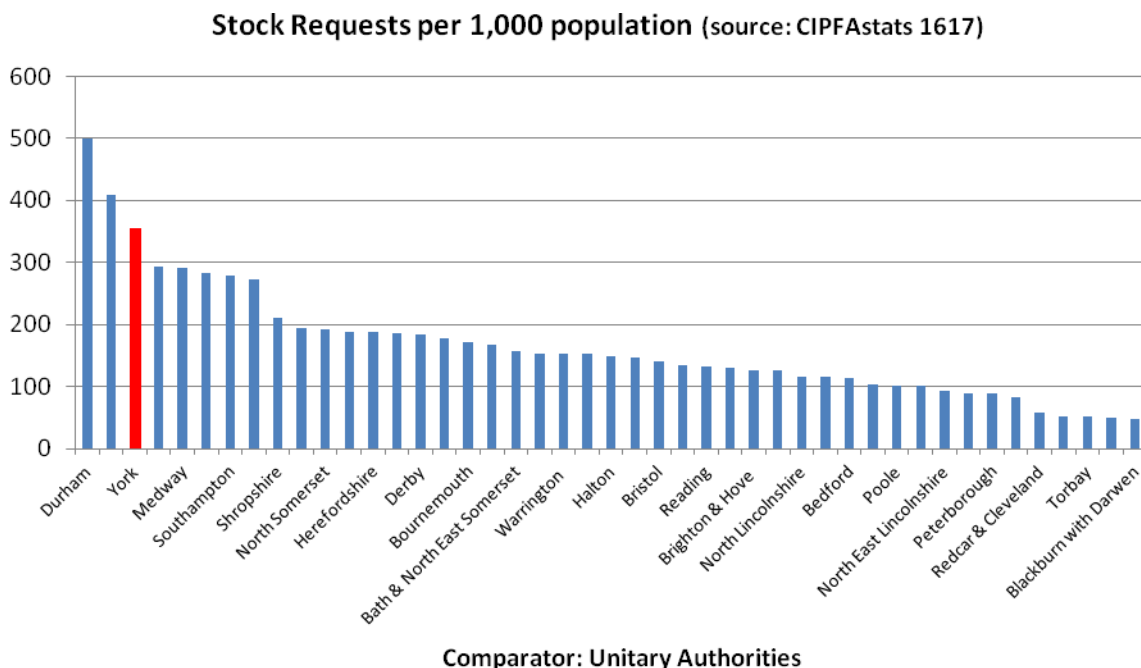
4.7 Book stock

The service has a relatively small lending stock collection compared to other unitary authorities, given the population size. The small stock works hard to achieve above average issues. Explore lends books an average of 5.0 times per year, which is well into the hardest working quartile on this stock turn measure (number 42 of 45 authorities). There is no stock reserve at York: all lending stock is on open shelves.



A lot of the comments in the PLUS were about the quality of the bookstock (176 comments). Some were expressions of gratitude and others were more about voicing requests, but either way the volume of comments shows the strength of feeling about the quality of these basic resources. Comments tended to be requests for more of a particular book type or genre, or comments about the arrangement at specific branches, or asking us to rotate the books more frequently.

Reservations: Explore offers reservations for customers to choose books from across the catalogue for collection at their local branch at a charge of 25p. Explore receives 1,450 stock reservations per week.



The October 2016 user survey suggested that this service is very well received and exceeds customer expectations; although the survey did not specifically ask about the request service 30 compliments were received. Several people have commented that the reservation system makes their small community library seem “bigger”. Whilst Explore deals with a high number of requests, the supply times are not up to standard. On average, unitary authorities supply 61% of requests within 7 days, and Explore's figure of 48% is well into the bottom quartile on this measure which reflects that there is some work to do prioritise resources to ensure that core stock maintenance tasks are completed.

4.8 Engaging readers

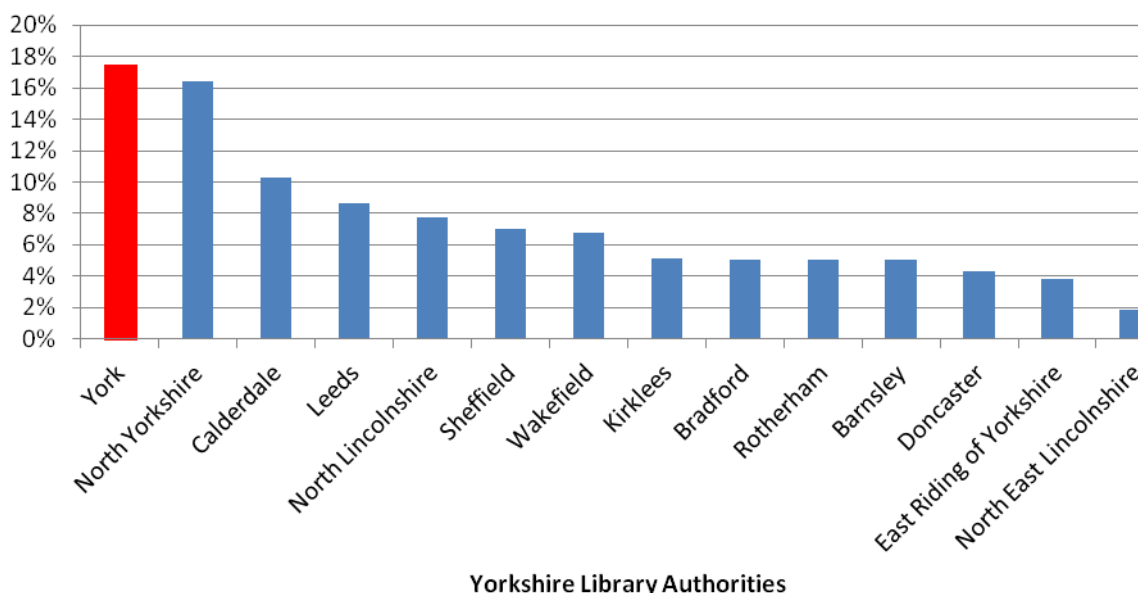
Reading Groups: Research has shown that belonging to a reading group helps people to read more, to enjoy reading more, to read more widely and to share their love of books with others. As a result, reading group members have said that they are happier, more confident, have made more friends and feel a part of their local community. There are currently 15 reading groups run by and in the libraries, and Explore supports 125 community-based reading groups through our collection of book sets which are available free for any reading groups to borrow.

Children's literacy: Explore contributes to children's literacy through various initiatives such as Bookstart book gifting scheme, story times, children's author events and book challenges, all based around sharing the joy of reading with the next generation. Explore does not run a schools library service but focuses specifically on promoting reading for

pleasure. All libraries offer story and/or rhyme times, and on average 180 under 5s per week attend, gaining benefits in terms of listening & concentrations skills, social skills, vocabulary and hopefully getting started with a love of books.

Explore comes top in the region in the annual Summer Reading Challenge, which is coordinated by The Reading Agency. The Challenge aims to counter the dip in children's literacy which can occur if they stop reading over the summer holidays. Regional figures are shown below, as the Reading Agency does not supply figures for unitary authorities.

Summer Reading Challenge Participation 2017 as a % of resident children aged 4 to 12 (source: Reading Agency + ONS mid year population estimates 2015)



The Summer Reading Challenge is very well received by teachers, parents and children alike. Teachers tell us that they can tell when children have kept up with their reading over the holiday. Parents report that children who have never been interested in reading get the reading bug when incentivised to read books for fun.

Author events: Explore offers a varied programme of reader engagement events across all libraries throughout the year. York Explore in the city centre has the capacity for an audience of 200 and regularly hosts events for high profile authors. Other libraries have varying capacities, but most can host a minimum of 40 which means events can be held away from the city centre, for example Dunnington Reading room adjoining Dunnington library can accommodate an audience of 130 and holds regular events with popular authors. The new

libraries coming on stream at New Earswick and Burnholme will both have access to halls of 200+ capacity. Explore's flagship programme is the Big City Read. Five thousand copies of the same title are given away and people in York are encouraged to read the book at the same time, share it, and participate in a two month programme of events and activities across the city to support their enjoyment and understanding of the book. The Big City Read encourages people to read more widely and more often and to engage with activities in their communities, it supports informal learning and creativity and combats social isolation, all of which contribute to improved health and wellbeing.

Reading Ahead: Reading Ahead is a Reading Agency programme which is delivered via public libraries. It is aimed at less confident adult readers and people who have not read for some time, e.g. since leaving school. Reading Ahead challenges people to read 6 books (or poems, magazine articles or web pages) over a period of time and offers incentives as each item is recorded in a reading diary. It has been shown to be a first step back to learning for some people and to encourage people to engage with their local libraries. Explore has run Reading Ahead in partnership with York Learning, Brunswick Nursery and the Blueberry Academy in the last year.

4.9 Learning and skills

Formal Learning: Explore has a long-standing partnership with York Learning, including working closely on getting joint funding to develop the Explore Centres at Acomb and York into modern learning venues. York Learning offer courses at York Explore, Acomb, Tang Hall and Clifton on a range of subjects from functional skills to art. Number of Learners on York Learning courses in library venues August 2016 to July 2017:

- Acomb – 429
- Clifton – 286
- New Earswick - 12
- Tang Hall – 11
- York Explore – 439

York and Acomb have the largest number of rooms and the most modern facilities for learning. The figures for Tang Hall and Clifton could potentially be higher were additional rooms available. This will be improved when Tang Hall moves into the new Explore Centre at Burnholme in 2018.

In addition to courses run by York Learning, there are also courses run by the WEA and the University's Centre for Lifelong Learning. Explore

runs its own programme of digital skills courses which are covered in section 7.

Informal Learning: Libraries support informal learning in a huge range of ways. Informal learning might be learning how to crochet at a craft group; experiencing increased empathy for refugees from a well written novel; learning how to use online shopping at an internet workshop; using the quiet study space; researching the history of your local area; getting the information you need to try writing your own will; being inspired by a storytime to try out some silly accents when reading to your child; or it might be a hundred other things which happen week in week out libraries. Explore is an active member of York's Community Learning Partnership and hosts the York Adult Learner Awards in June every year.

Job seeking: The job centre refers residents to Explore if they do not have internet access or internet skills. Explore can help with teaching basic digital skills, or simply through the free internet access which is offered in all libraries. In a March 2015 PC user survey 21% of users said that they were mostly using Explore's PCs for job hunting, and for context there was a total of 93,850 user sessions on library PCs in 17/18. Other than the online skills element, Explore does not currently directly support job-seekers through job clubs, interview skills training, CV writing or other related workshops, although we have supported job-seekers with one-off workshops in the past. We did, for some time, provide weekly IT workshops for job seekers via a partnership with York Learning which has now been discontinued. Having begun providing support for Universal Credit claimants, we are now keen to extend our support for job seekers by providing regular workshops at our Explore centres. In the PLUS survey 10% of customers said that using the library had helped them with job seeking, which was low compared to the national figure of 15%.

Personal Finance: Books covering pensions, investments, tax and probate are popular in libraries, but events on this theme for a general audience have not had high take-up at Explore. In 2009, Explore attracted some external funding from Aviva to run a substantial series of financial capability workshops on subjects such as budgeting; however, these were not a big success as we learned that it is very difficult to attract people to workshops on budgeting. York Learning's Family Learning tutors support learners with this subject as part of the functional skills classes in York Explore. Citizens Advice York has run some drop-in sessions in libraries.

In July 2017, in partnership with the DWP and CYC, Explore began offering assisted digital support to new Universal Credit claimants, on a referral only basis.

4.10 Health and wellbeing

York's libraries currently support wellbeing by providing safe spaces where people can enjoy all the mental health benefits of engaging with others, taking an active role in their community, reading and learning. In the PLUS survey 35% of customers said that using the library had helped them with their health & wellbeing, which is very similar to the national figure of 34%.

(York) This library service has been vital in providing a safe/calm place to recover from depression.

(York) I love this library and come every day. I live alone with 'horrible voices' and coming here gives me a feeling of community, fulfilment and satisfaction. I can read the papers, go online and have the sense of being with others even when I'm at my worst and unable to connect as well. The size and design of the building alone imparts a sense of dignity and well being. I love that it is free for everyone not just the rich.

(New Earswick) I use the library to borrow audio books for my aunt [...]. She is housebound and her main enjoyment over the last 15 years has been your extensive supply of audiobooks.

The service provides books on health and wellbeing as well as access to trusted websites to support people faced with conditions or illnesses. People who may not consider themselves to be sporty, sometimes find themselves attracted to the light physical activity offered in libraries such as health walks, volunteering the garden, or playing boccia. During July and August 2017 every library in York hosted a drop in consultation session with the NHS Vale of York Clinical Commissioning Group to support their community engagement agenda and allow them to collect feedback on health services in York. There may be scope for York's libraries to contribute more to a public health agenda, perhaps by lending devices or disseminating information, and there is scope for further work with the PCT. Libraries are known as safe neutral spaces, and some people may appreciate accessing health services in a familiar place.

Books on prescription: Reading Well Books on Prescription is a Reading Agency programme which is delivered in partnership with public libraries in the UK. Explore delivers Reading Well across all of its libraries aiming to help people manage their own health and wellbeing through reading specific books recommended by health experts. There are 4 themed collections covering mental wellbeing; dementia; young people's mental health and long term health conditions. The books can be borrowed free by anybody without referral, but GPs can also use a prescription to prescribe the books to their patients. It is difficult to determine how widely this happens as people can be given a prescription and simply go into a library and ask for the book. Currently the total number of issues for all 4 collections is 190 per month. Reading Well for Long Term Conditions was launched at the end of July 2017 along with a re-launch of the 3 existing collections. The NHS Vale of York Clinical Commissioning Group was very supportive of the scheme and the launch and has enabled Explore to open up a communication channel with York GPs. Explore has also made links in support of Reading Well from the York ME Community, Alzheimer's Society, York Rheumatoid Arthritis Support Group, Dementia Forward Healthwatch York, Yorwellbeing, Age UK York, Home Instead, The Motor Neurone Disease Association, York Carers Centre, York Blind & Partially Sighted Society and 30 Clarence Street. Work will continue to strengthen these links to increase use of the collection.

Dementia: Explore has joined the Dementia Awareness Alliance and signed up to the National Dementia Declaration, pledging a commitment to improve the experience of people with dementia who use our service. All staff have taken part in Dementia Friends training. Explore's ambition to be dementia friendly includes holding the Reading Well Dementia collection in every library, and holding a collection of the award-winning Memory Bank DVDs, which are a useful tool for reminiscence. Both facilities can be freely used without referral by any member of the public, but Explore have also approached specific target groups more directly, and have worked with the Dementia Awareness Alliance and Alzheimer's Society. York Explore works in partnership with Alzheimer's Society to run Reading in a Group for people with dementia and their carers. The group meets once a month to share favourite stories and poems, to read aloud and listen to others reading.

4.11 Children's services

Schools: All libraries have a relationship with their local schools. Classes come on visits to learn about libraries and to swap their books, and library staff go into school assemblies to promote initiatives like the Summer Reading Challenge. The relationship usually works very well, especially with Primary Schools and Explore have had good feedback from teachers about the impact of the partnerships. There is a small minority of schools who do not regularly engage with libraries at the present time, but they are kept up to date on all offers e.g. inviting them to come for a session at the library to collect BookTrust Time to Read packs for their reception children and have a story and look round the library.

Outside school, libraries support children's homework through providing internet access, information and some printing. Explore has run homework clubs in the past but these were withdrawn as part of budget savings.

Bookstart: Booktrust's Bookstart scheme delivers free books to babies and toddlers at two stages in their early years, via libraries, through Bookstart Baby Packs (working with Health Visitors) and Treasure Packs (where we work with nurseries and early years settings). The scheme aims to ensure that all babies start out in life with books and reading. Explore offer some high quality activities for parents of babies, particularly story times and baby days where partner organisations are invited in to run sessions in baby signing, baby massage, baby life-saving etc., but these activities are run from within library buildings rather than having a Bookstart Officer engaging hard-to-reach parents out in the community.

Family activities: Every week in libraries there are a huge range of activities for children and families including story times and children's reading clubs (at Acomb, Haxby, Tang Hall and York). All libraries are family friendly. During holiday times there are additional activities including author visits, craft events, minecraft, Lego, animation, digital making and more. Even when there is no specific event on, children's spaces in Explore libraries tend to be fun places where children can play with toys and do some drawing, as well as choosing and reading books. Explore aims to ensure that children learn to love libraries and reading at an early age, and have a space which is theirs. The children's offer garnered a lot of compliments in the PLUS survey, for example:

(Copmanthorpe) The kids crafts have been a real hit with my daughter - who isn't a reader. Its been great to have her

surrounded by books - she will now wander around on her own just picking them up.

(Clifton) I have used this library from 5 years since my children were born. It has been invaluable for us in providing a place for the children to meet other children and for fostering a love of books and learning from an early age.

(Huntington) The library is a very important place for me as a registered childminder, it helps the children to learn, to do homework and explore and learn via books and computers.

(Poppleton) Great for our children. They love coming to the library for different books, challenges, activities and from our point of view it supports them educationally and is free! Thank you.

(Bishopthorpe) I mainly use the library for Storytime which is fabulous we really love coming and hope it continues indefinitely.

Although the PLUS surveys only adults a large proportion of comments in 2016 were complimentary of children's services so these appear to be particularly important to users:

(Copmanthorpe) The kids' crafts have been a real hit with my daughter - who isn't a reader. It's been great to have her surrounded by books - she will now wander around on her own just picking them up.

(Clifton) I have used this library from 5 years since my children were born. It has been invaluable for us in providing a place for the children to meet other children and for fostering a love of books and learning from an early age.

(Poppleton) Great for our children. They love coming to the library for different books, challenges, activities and from our point of view it supports them educationally and is free! Thank you.

(Tang Hall) Really good local service for our 2 children. It has really helped them with reading. They love coming along.

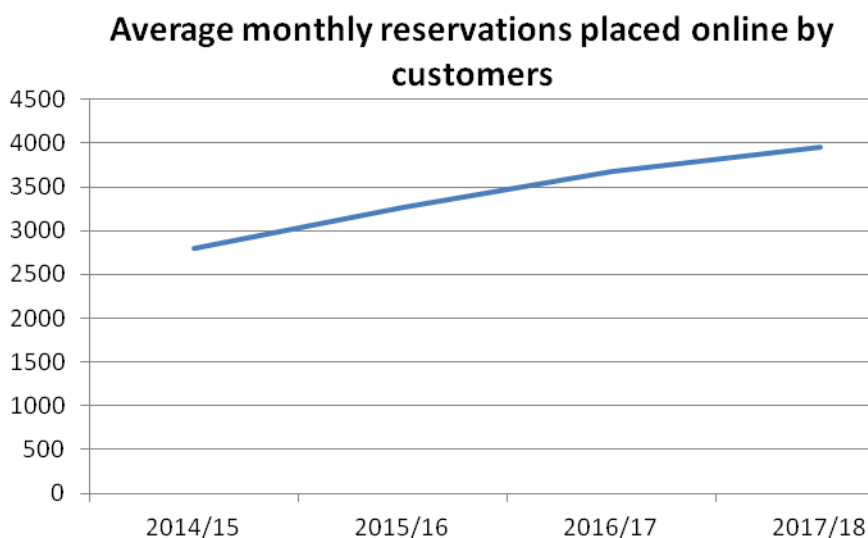
4.12 Digital

Getting online: Explore offers free sessions and courses to help people get to grips with computers and the internet. The most basic free offer is a one to one session looking at the basic functions of a computer, which is run by staff or volunteers at our larger libraries. Explore also runs a free five week taught course introducing people as a group to the internet which includes topics like internet safety and online health information. Aside from these regular free sessions, there are frequent one-off classes on subjects like cloud storage, twitter, minecraft, the basics of coding and more. Between all the free sessions, there are approximately 40 learners per month. Feedback from attendees has shown that York's free offer makes a big difference to people's lives. We've heard from people who have found our support helpful when starting up new businesses, supporting elderly relatives, building websites and promoting their groups and organisations via social media. One recent learner commented that he wanted to use social media to promote his pub and connect with other local services – he and his wife have attended sessions on Twitter, Facebook, Google Services and the Cloud in order to do this.

Aside from a free offer open to a general audience, Explore also reaches out to specific communities. Some of the Home Library Service volunteers have been given tablet computers via a partnership between Explore and Be Independent (who help people live independently at home by providing emergency care and specialist equipment) and who are actively supporting home library service customers with such aspects of IT as emailing, using the online library resources and Skype. Explore also works in partnership with Joseph Rowntree Housing Trust to support residents in a number of local communities with outreach learning opportunities. We host weekly "Digital Clinics" in New Earswick as well as monthly clinics in Huntington and Dunnington. These areas have large elderly communities and our digital drop-ins have proved very popular for mainly people in their 70s and 80s who need support with technology and online resources.

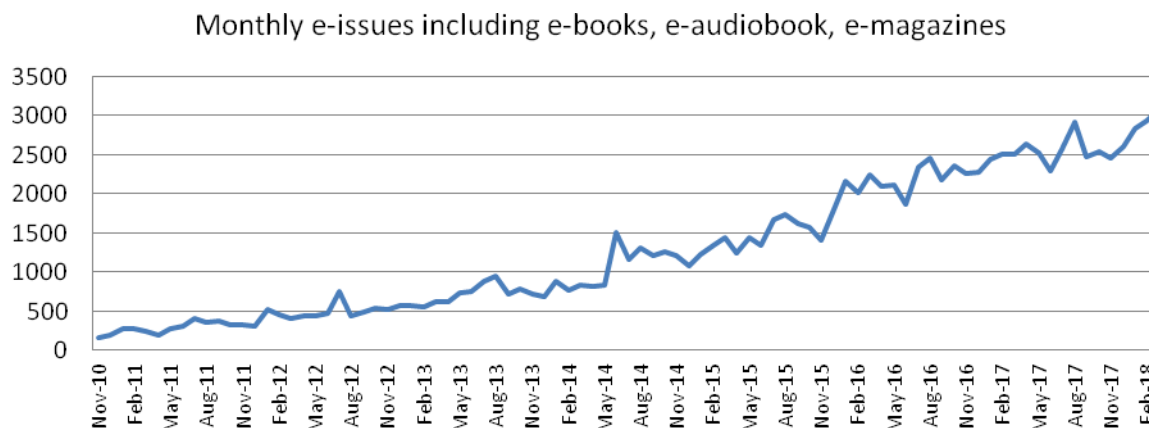
In the PLUS survey 28% of customers said that using the library had helped them with getting online, which was low compared to the national figure of 34%.

Online Services: Explore's online services are well-received, and tend to exceed expectations, but there is room for improvement. The library catalogue website offers residents the ability to place book reservations, renew their books, change their password, submit comments or suggest a book for purchase. The number of customers using these services is increasing, as below. However the website is still not optimised for mobile devices and people cannot update their own contact details or pay their fines online, although these developments should be in place by the end of 2018.



Explore has a principle of digital by default where possible and we see that a high proportion of routine library transactions are now self-service as opposed to staff-mediated: renewals 80%, and book issues 88%. This allows Explore to focus resources more efficiently and spend more time with customers in detailed enquiries. In addition to this, Explore is currently trialling self-payment and release of public printing and this is proving very popular.

There is a steady increase in customers downloading e-books, e-audiobook and e-magazines, which they can do from their homes. Explore was an early adopter of ebooks in 2010, and the service has been very well received, going down particularly well among customers who find it difficult or unappealing to visit a branch. Nationally the publishing industry has seen the appetite for purchasing e-books plateau or even fall compared to print books, but the increasing demand has not yet abated at York Libraries. That said, e-issues are only 5% of total issues at this stage.



As well as e-books, Explore also offers online access to reference resources such as encyclopaedias and academic journals. These resources have not been as successful as the e-books, and usage is fairly costly when expressed in terms of cost per use. Genealogy resources like Ancestry and Find My Past have a definite audience, but other resources can be harder to market. There is a challenge to win people over to using quality subscription resources from the library as opposed to their free counterparts (e.g. OED compared to dictionary.com or Britannica over wikipedia).

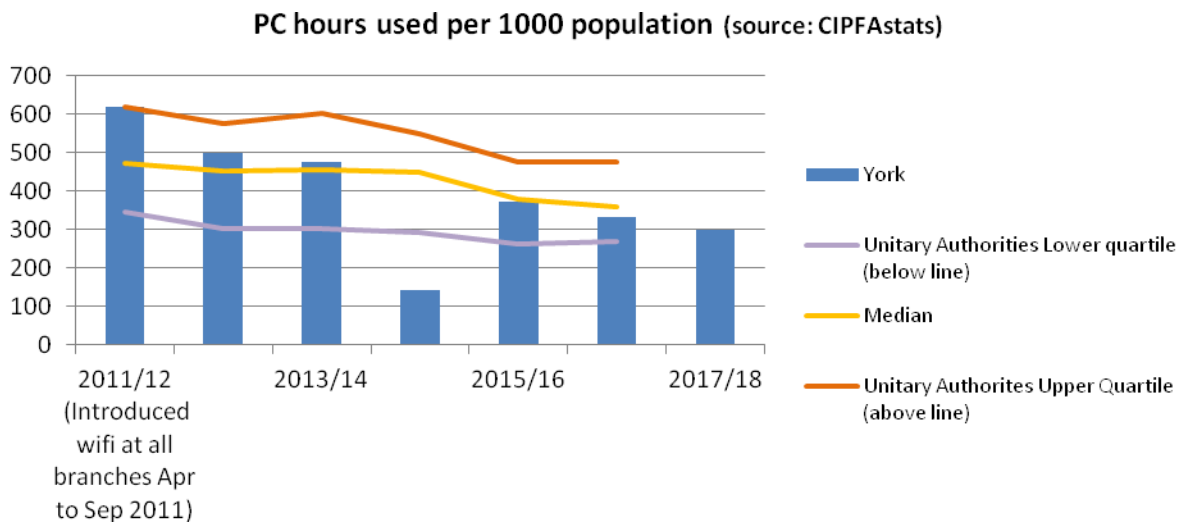
Explore uses social media regularly, and has 18,000 followers across all channels, but no more than 3,500 on any one account, which is low compared to other York organisations with dedicated social media staff, for example City of York Council has 37k on twitter alone.

Explore's main website is modern, having had a complete re-design in 2016, but with investment it could do more, and Explore is looking for ways to fund the development of an e-commerce platform which would enable national and international sales of archive images.

Public Computers & Wifi: PCs are available at all York's libraries, but usage is declining over time over and above the pace of the national decline. From an upper quartile position six years ago, the measure 'PC hours used per 1,000 population' has fallen dramatically. Compared to other unitary authorities, Explore's performance on this measure is below average. However, the extent to which this constitutes "poor" performance is debatable as it may largely reflect the preference for wifi, of which Explore was an early adopter in 2011.

The number of PCs has not been reduced in spite of falling usage, and PCs at a lot of branches are now vacant more often than they are in use. In 05/06 Explore's PCs were used 75% of their available time but, by 17/18, this figure has dropped to 37%. Regardless, there are some occasions when all PCs are in use, and some customers do still ask for

additional PCs. Explore has been reluctant to remove PCs because customer feedback has shown that they meet some significant needs.



The introduction of the wifi offer, which some customers use in preference to PCs, clearly accounts for a significant part of the decline in PC use. In a recent one-day sample, 11% of public network traffic was via wifi as opposed to the PCs.

Whilst the increase in home computing and the availability of wifi in Explore's branches are clearly related to the relatively low PC usage, customer feedback would suggest that quality also has an impact. Only 71% of users rated the computers "very good" or "good" in the October 2016 user satisfaction survey, which was one of the lowest areas of satisfaction in the survey, and lower than the national average of 77%. The oldest of the PCs are from 2007 so approaching 10 years old, and are due to be refreshed by the end of the current contract period.

5.0 The Consultation

5.1 Methodology

The council undertook a major consultation to inform this needs assessment which ran between 9 November 2017 and 14 February 2018. The approach taken was designed to ensure that the broadest reach was achieved, with a mixture of approaches taken supported by a communications plan using all forms of media.

Online survey: This was managed by the council's business intelligence unit and published on the consultation pages of the council's website. A proposed vision, together with background information, were

made available to view before completing the online survey. Paper copies of the survey were made available at all libraries.

Non-user survey: This was managed by QA Research and was delivered through an on-street survey. Various locations were used including the city centre and other shopping areas like Acomb, seeking individuals who had not used the library service in the past 12 months. If someone had used the service, they were directed to the online survey. This survey was conducted between 22 January and 3 February 2018.

Stakeholder and focus group workshops: These were independently facilitated by Andrews Associates. The brief for the stakeholder workshops was to facilitate discussion around each library against the vision. The focus group workshops were aimed at reaching a particular audience, such as young people who were unlikely to respond to a survey. A total of 20 sessions were facilitated, 16 around a local library and 4 focused around young people and adult learner groups, running from 12 December 2017 to 14 February 2018.

Specialist interest groups: Special interest groups were written to seeking feedback on the vision and offering an opportunity to meet face to face to discuss any specific needs.

Council's budget consultation 2018/19: This was managed by the council's business intelligence unit and published on the consultation pages of the council's website from 13 October to 15 December 2017. The survey included questions about future capital investment and future revenue funding for library services.

The following table shows the level of response.

Consultation Method	Responses
Online survey	1,329 (736 online, 593 paper)
Non-user survey	125
Stakeholder & focus groups	200
Specialist interest groups	2 groups
Budget consultation	828
Total	2,484

5.2 Key messages

The detailed feedback from each of the consultation strands can be found in Annex 1. This section provides a summary of the key messages.

There was strong support for the council's proposed headline vision of a library service providing *'Centres of Learning and Opportunity for All'*.

Particularly important to respondents was that libraries are *'staffed by well trained staff with excellent customer focus'*. This was highlighted in the stakeholder sessions and in the online survey where 96% of responses rated it as important.

Next most important to respondents were, *'Accessible spaces: information will be easy to obtain, reading encouraged, research easy and learning natural'*, *'Open at times that reflect the needs of the community including late night and weekend opening where required'*, and *'Clearly signed, easy to see in and encouraging people to come in'*.

Even the two elements of the draft vision that were least endorsed were rated as important by 25% of respondents: *'Flexible spaces which can be used for other purposes when not being used for library services'* and *'Creative spaces that challenge your imagination and encourage the sharing of knowledge and ideas'*.

Furthermore, where respondents were asked in the survey about money saving ideas, they frequently commented on the importance of using library spaces to generate income.

Future priorities for services: With regard to people's top priorities for the different types of library, the top answers were the same for all libraries: Borrowing books, reading and studying space, local information, events, computers. There was just one exception which was that archives and local history was also a priority for York Explore.

Non-users indicated that the top three things that would encourage them to come to a library in the future was: a reading café on site, better information about services, and more events and activities.

Future network of libraries: The key finding here is that almost everyone from the stakeholder and focus group sessions saw the local library providing an important community hub. There were strong aspirations to enhance this hub role through improvements to library buildings and facilities. The perceived role of the community hub varied depending on local needs, but in general there was strong recognition of

the key role that the local library provides in a broader context of social inclusion, providing a neutral place to meet people and to engage in activities including relating to learning and literacy.

Co-location: There was support for a vision of moving away from stand-alone buildings and recognition of the need for partnerships to create services co-located with other community amenities.

With respect to location, over 50% of respondents in the online survey said they would be most likely to combine a visit to the library with a trip to the shops, the post office or the bank suggesting that prominent high street locations remain the most suitable for libraries.

Young People: Three focus groups with young people found that young people like having flexible space for sessions such as lego or story-time and that this works best at the larger libraries such as Acomb and York which have rooms off the main library space. Cafés were also highlighted as important enabling young people to meet up with friends. In terms of what they want to see in the future, especially as teenagers, the importance of technology and things they don't have at home such as 3D printers was stressed. A desire was expressed to see more clubs such as coding clubs.

Three cross-cutting themes emerged particularly strongly across the consultation strands that can help to strengthen the vision for future services:

- **Community involvement** – There was strong support for a 'bottom up' approach where the local communities have a voice and involvement in libraries through the Friends Groups or volunteering. The online survey also highlighted that 1 in 4 respondents would volunteer to carry out basic tasks, like shelving, whilst 1 in 5 said they would join a friends group, help make local decisions and help out with events.
- **Marketing and promotion** – There were numerous comments about a lack of awareness of the services and activities provided by libraries and the need for more marketing activity. The non-user survey also highlighted the need to know more about what is on offer as a solution to encourage people to use libraries in the future. (This was the second highest answer).
- **Reading Cafés** – 40% of responses from the non-user survey felt that a reading café would be the single most important element in encouraging them to visit a library. The stakeholder groups and online survey also confirmed the importance of cafés in libraries,

especially for the parents of the younger users, in generating library usage / growth and facilitating social interaction.

6.0 A New Vision

This assessment of need has attempted to draw out the key strategic needs in York that will shape the future of library services in the city over the next contract period. It points up the contribution that library services can make particularly in:

- Creating resilient communities
- Making high quality spaces available to communities
- Promoting inclusion
- Making a significant contribution to learning and skills
- Promoting health and wellbeing
- Providing high quality information, advice and guidance
- Delivering a cultural offer

It has painted a picture of the current service that is generally successful, providing a wide range of innovative services and good value for money.

It has drawn out the key messages that the public have told us through consultation about what they wish to see in the future.

All this material will need to be reflected in the specification for the next contract period. It suggests:

- Building on success
- Continuing to develop library services to address the strategic needs outlined above
- Continuing to improve and develop the network of buildings to address the current issues and meet future needs and expectations

In order to encapsulate this and to provide a foundation for the new approach the following vision statement is set out:

We propose to build on the success of our libraries by continuing to place learning at the heart of everything we do, re-imagining our libraries as *Centres of Learning and Opportunity for All*. We believe that our libraries should continue to be stocked with a broad range of books and materials that promote reading and literacy and to support people with

the information they need in their everyday lives. Increasingly they will be:

- Fit-for-purpose, contemporary spaces meeting the needs of everyone
- Fully accessible: information will be easy to obtain, reading encouraged, research easy and learning natural
- Outward looking, linking with the community and drawing people in to foster a sense of place
- Open at times that reflect the needs of the community including late night and weekend opening where required
- Shaped by local need, promoting community involvement and enabling local people to take action in their area
- Transparent and visible from the outside, clearly signed and encouraging people to come in
- Staffed by well trained staff with excellent customer focus

And they will:

- Maximise use of the building assets through partnership working and innovative programming
- Proactively promote their activities and services making sure that the whole community is aware of the offer

They will also provide state-of-the-art learning spaces that have:

- The latest digital technologies
- Flexible spaces for formal and informal learning
- Study space and creative spaces
- A range of learning programmes
- Digital inclusion programmes to get people online for free

What network of library buildings should we have?

There should be a range of libraries to meet the needs of different users. Some libraries will be larger, offering all services, and some smaller, designed to meet more local needs. Reading cafés should be incorporated into all libraries wherever possible. There will be five types of library:

York Explore: this should remain the flagship facility where all services are available including the Archive & Local History Centre.

Explore Library Learning Centres: Experience shows that the bigger libraries are popular (the biggest 4 currently account for 64% of library visits). People will travel further to use them because they have more stock, are open longer and offer more services. There is a case to build on this by creating three Explore Library Learning Centres across the city providing:

- A broad range of library, learning and information facilities
- Space for adult learning courses and encounters
- Reading café
- Cultural and community arts activities
- Space for multiple community use / hires
- Access to archive and local history resources

The Explore Library Learning Centres would be located in the areas of greater need: at the Burnholme Centre (currently under construction), Acomb Explore (which has been so successful that it would now benefit from enlargement) and in the Clifton area (potentially a replacement for / upgrade of the current Clifton library).

Explore Gateways: Offered in a variety of venues, preferably with café facilities, these libraries should be co-located with other community activities where possible, with local communities invited to be involved in their operation. They will remain a key part of the statutory service and the library provider will continue to ensure that they are staffed and stocked with books, materials and information.

Virtual Libraries: A 24/7 online service including ebooks and emagazines, other online resources and virtual spaces for people to share ideas e.g. online reading groups.

Reading Cafés: These are a different type of library service encouraging the joy of reading especially for those who may feel uncomfortable in a more traditional library.

Annex

Annex A – Consultation report for Meetings with Stakeholders

Annex B – Online Library Survey Findings Report

Annex C – On-street Library Survey Findings Report

Annex D – Budget Consultation 2018/19 – Library Services Report

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Library Consultation for City of York Council

1 Background

As part of the tendering process for a new contract for the library service in 2019, City of York Council contracted Andrews Associates to help facilitate a consultation with stakeholders and different user groups. The consultation sessions ran from 12 December 2017 to 14 February 2018. In parallel to the consultation sessions with local stakeholders, a public questionnaire (online and paper base) process was undertaken by the City Council, and a series of focus group sessions with non-users of the library services.

The brief from the City Council was for the independent consultant to facilitate discussion around each library on the issues and opportunities in that community, along with focus groups on particular groups, such as young people, who are unlikely to respond to the questionnaire, produce a summary of each meeting, and provide a final report which summarises all the feedback from the consultation sessions.

2. Consultation Process

The engagement meetings with stakeholders focussed around each library. A pen portrait was developed for each library to provide some background to the local community and the service that the local library provided. All attendees to the stakeholder group meetings were circulated with the pen portrait of the local library along with the public questionnaire prior to the meeting to help generate a degree of knowledge about library service and the key issues going forward.

A total of 20 sessions were facilitated, 16 based around a local library and 4 focused around young people and adult learner groups, running from 12 December 2017 until the 14 February, 2018. The sessions were coordinated by Andy Laslett, City of York Council, who also attended the meetings along with Sarah Garbacz of York Explore, the current library service provider to provide any additional insight or expertise that may arise from the discussions with stakeholders. The sessions normally lasted around 1.5 hours and were recorded only to assist with the production of the session summaries.

The consultation sessions with the community stakeholders started with introductions by the participants, followed by a presentation by Andrews Associates which outlined the key aspects of the library services consultation. This highlighted that the library service is starting from a good position, with good visitor numbers and book issues, offering many services, excellent value for money and a space for the community to come together. The current library service has a high number of branches for its population, with usage in the upper quartile for English unitary authorities, and the cost per visit ranging from £0.32 (Rowntree Park Reading Café) to £2.82 (mobile library), and the book stock works hard with an average of 5 times per year.

To help focus the discussion the presentation covered the need for continue innovation and build on the success to date, along with the requirement for the library service continues to

meet the changing needs and expectations in the years ahead. Some of the challenges that the library service faces going forward were outlined including the financial pressure of the local authority budgets, the continued need for better value for money, along with the desire to see improvement in the fabric of the library buildings.

The presentation then outlined the vision for the future of the library as presented in the questionnaire consultation to help ensure the basis of the sessions aligned with public consultation. The headline of the vision was for the library service to be centres of learning and opportunity for all, providing a broad range of books and material to promote reading and literacy, and support people with the information they need in their everyday lives. The aspirations for the library service to become increasingly fit for purpose, fully accessible, flexible spaces that meet the needs of everyone, shaped by local need with community involvement, along with well trained and excellent customer focused staff. A range of libraries, that provide creative space that encourage innovation and sharing of knowledge, utilise the latest digital technologies, with a range of learning programmes and opening times that reflect the needs of the community.

To assist stakeholders to think beyond current needs, and consider the needs of the future, an exercise called Cover Story Vision Canvas was carried out by participants which asked them to pretend it was 2022 and a reporter from the York Press was interviewing them on the success of your local library. What is the story they want reporting, why it is important and how did it happen? Participants provided their thoughts on the headline, the picture on the front page, the key quotes, the bottom line of the interview, along with possible tweets, hashtags and Instagram pictures.

The feedback/discussion on the Cover Story Vision Canvas, then led onto a series of questions which were similar to those areas in the public consultation, for the group to discuss and give views on.

3. Findings

The engagement by the stakeholders was very positive. The attendance varied from session to session but averaged around 10 people. Stakeholders represented a number of community groups such as Friends of the library, reading clubs, Scouts, Parish council, local City councillors, Ward teams, library volunteers, local church, police service, local businesses and others who were involved in the local community. They presented views on behalf of the stakeholder as well as themselves.

3.1 The Vision for the Library Service

There was universal support for the headline vision for the library service of being Centres of Learning and Opportunity for All. Every group was asked if they supported the vision which had at its heart the library service being centres of learning and giving opportunity for all. Not one person spoke up against it. Even when further tested by later questioning, there was continued support for the vision and that libraries should continue to provide broad range of books and materials that promote reading and literacy and support people with the information they need in their everyday lives.

The Cover Story Vision Canvas generated lots of views and discussion. Almost every stakeholder linked their Cover Story Vision to the local library rather than the library service as a whole. This was expected and encouraged as a key area for the consultation was to generate insight into what were the views of stakeholders on the issues and needs of their community and the library service, currently and in the future. The exercise focused their minds on the future, the changing environment, and what role does the library service provide to the community. Headlines such as:

- “Library becomes hub for residents living alone”
- “Fun for all at local library”
- “Investment in library service bring big rewards”
- “Every under 11 holds library card”
- “Local library expands into community”
- “New state of the art digital centre opens”
- “Centre of the community for 172 years”
- “Local library user wins Booker Prize”
- “Library moves to redundant surgery”

The key finding is that almost everyone saw the local library providing an important community hub. The role of that community hub varied depending on local needs, but in general there was strong recognition of the key role that the local library provides in the broader context of social inclusion, a place to meet people and engage in activities centred around learning and literacy.

There was also the desire and aspiration for the local library to expand its community hub status, through improvements to the library buildings. This ranged in options depending on the local community needs, constraints and opportunities. There was recognition and support of the vision of moving away from stand-alone buildings to co-located buildings with a wider partnership would likely be required due to the financial restraints. The example of the new library facility at Burnholme and the range of partners and services provided was often highlighted as a possible way forward. The specific details of the local opportunities to move away from stand-alone library buildings to co-located buildings with possible partners are detailed in the individual session summary notes. This includes discussion on the most convenient place for the library in the community, which in many cases was near to the existing location, but for some communities, there was consideration of alternatives, often linked with possible partnerships.

3.2 Community Involvement

There was strong support for the community-based approach for the local library service being a good way forward. This support for a ‘bottom up’ approach where the local communities have a voice and involvement through their Friends Groups, volunteers or partnering organisations in identifying their community needs, and building a library service based around that input, was also seen as a being positive in positioning the library as a community hub. The strength of the current volunteering at the library service and the large percentage of those attending the sessions linked to volunteering or the Friends

groups may of influence this level of support, but only a few comments were raised when the question was asked, usually focusing on the issue of financial and sustainability of the service.

The library service was seen as a critical service for community involvement and tackling social exclusion. For some members of the public, the library (especially the mobile library) was often the only time they met up or interacted with people. This led to suggestions how the library service could do further outreach work in partnership with social care and the NHS to provide engagement with house bound patients or care homes.

As part of the community hub focus, discussion at the sessions normally raised the possibility of other possible partners or users of space (if available) at the library. Organisations such as Citizen Advice Bureau, health care services, youth clubs/Scouts, post office, arts/theatre clubs, drop in sessions for the police or other community groups who want to engage with the community. The desire for the flexible, community space was a common wish for the stakeholders, with one group wanting the library in the future to be the “cathedral of public space” in the community.

3.3 Network of library buildings

The five types of libraries outlined in the consultation, with York Explore remaining the flagship facility where all services are available, Explore Library Learning Centres, Explore Gateways, Virtual Libraries (online service) and Reading Cafés were generally received well. There was some confusion to which level their local library was in some instances. This links to the term ‘library’ which for many is the term they use rather than ‘Explore Gateways’. There was support/acceptance that there would be differing sizes and level of services for libraries depending on the needs of the community.

3.4 Café Culture

A strong theme, especially for the parents of the younger users, was the provision of a café. The growth of the café culture, along with the social interaction it provides was seen as an important element to generate library usage/growth. The Rowntree Park Reading Café was raised at a number of meetings something that enhanced their visit to the park, and a number of suggested alternative parks that could offer a similar experience. The concept of book availability and places/time to read raised the possibility of books being available on buses or into the future with driverless car technology, reading while travelling in the car. There was recognition that technology could change reading habits and the library service needed to be flexible to adapt to changing needs.

3.6 Branding and marketing

The term library did provide some debate at a number of the sessions. For some the term ‘library’ was seen as being old fashion or creating an impression of places where you couldn’t speak and had to be quiet, rather than representing the changes to the library in recent years to be more of a hub of the community where people interacted. The ‘Explore’ brand was seen by some as a positive, as it better represented the broader role that

libraries provided, but for others they still use the term library as that represents the core function of providing access to books and learning material.

There were a number of comments made of being unaware of some of the services or activities provided by the library service and the need for more marketing activity. Communication is often the biggest issues for any organisation, and the broad range of customers that the library service has, makes this more challenging to get the right message, to the right person at the right time. Marketing and communications to existing customers and non-customers is important to raise awareness of the services available and engage them, so they consider using the services and become loyal customers.

3.7 Quality of Staff

The importance, impact and value that the stakeholders had for the professional staff was highlighted at every session. There was concern raised by a few about future and the ability to maintain the staffing level, but universally there was nothing but the highest praise for the library staff, the professionalism, the service and the friendly welcome they provide. They are seen as one of the key people in the community and a key reason that libraries are referred to the community hub.

3.8 Younger Users

Three focus groups were carried out on the young users, 0-5 and 6-11year olds, plus we had responses from teenagers in some of the other sessions. The children parents as well as the children made a number of points regarding what the youngsters enjoy currently plus what they thought they would want when they get older. The range of activities at the libraries for children was a common theme, along with the café enabling them to meet up with friends and their children supporting the view it was a focal point of the community to meet. The flexible space at (sessions carried out at York and Acomb libraries) enable the children to do what they wanted to, offering something not available at home. Especially for the 0-5 parents, a key aspiration was to get the children use to coming into the library and doing stuff, whether it was story time, or Lego, it was seen as important family time together.

When asked what they may want to see in the future, especially when they are teenagers, the importance of technology and things they don't have at home such as 3D printers, film night for teens, competitions, able to produce things that they are proud to show, extension of the coding club, or anything that makes/maintains the visiting the library a habit. When asked what they might like to see more of, less of, or something else, the responses included books in different languages for children, reading support for parents with children, messy play and coding clubs.

For the teenagers there was recognition that this was a difficult segment to engage and generate visits to the libraries. A range of ideas were raised from the use of revision clubs for exams, tutoring sessions by volunteers on exam subjects, to utilising those libraries with flexible space for youth activities. There were comments that the term library wasn't always seen as being 'cool' by the teenagers, and the branding Explore was better. There

was also a view that the provision of space/activity where teenagers felt they had some degree of autonomy from adult supervision would be more likely to engage teenagers.

3.9 Adult Learners

For some of the adult learner users, such as those with special needs, the library is a vital social interaction where they are able to learn. Whether it is for practical life skills or just being able to interact, have a drink in the café and do the word search, the library was seen as an important resource to help them in their daily lives. For others, the learning centres offered the opportunity to learn new skills or expand their knowledge at a local venue with easy access (that they could walk to or take public transport). Some commented on the opportunity of newer facilities, such as Burnholme because of the wider partnership and the wider range of partner services, to provide practical life skills such as cooking, music or crafts, rather than focusing on reading, writing or technology.

3.10 Library Partnerships

There were comments raised about the opportunity for the citizens of York accessing other libraries in the city, such as school libraries, university libraries, or even private business libraries. A couple of the stakeholder sessions did comment on the strong linkages with the local school, and whether there were opportunities for greater partnerships amongst libraries, which could potentially offer a wider network and possible economies of scale.

Conclusions

The level of passion for the library services was very evident at all the stakeholder sessions. There is a general recognition that the service has to continue to evolve and adapt to the changing environment. There was a strong desire for the local library to continue to be the hub or focal point of the community and engage with the whole community, with recognition that some libraries may need to move to co-located buildings with partners, in order to provide an enhance service that meets local needs such as being open longer and be more accessible. There is a need for the library service to reach out to those who find it difficult to visit and promote the service more widely to engage with those who don't realise what opportunities there are available. The strong volunteering programme and Friends Groups, is a solid foundation to build upon, to provide a library service that is shaped and supported by the local community.

There were many suggestions on possible improvements to the library service which are detailed in the individual summary notes, along with views on opportunities for possible developments to improve the library space to meet the needs of future library users. The current library service was seen as being very good by the stakeholders, especially the staff who go the extra distance to help customer and enhance their experience. There is a need to improve the communications and marketing, to ensure the public are aware of the services as there were a number of examples where a suggestion on a new service was made, for it only to be highlighted that that service already exists. Partnerships was seen as the way forward, however, there may be a leadership role for the library service to help bring partners together.

The stakeholders and focus groups were pleased to be asked for their views and welcome the opportunity to input into the consultation on the future of the library service. There was a strong support to build upon the success of the libraries and make them Centres of Learning giving Opportunity for All.

Appendix 1 - Stakeholders Consultation Session Slides

ANDREWS ASSOCIATES

York's Libraries: *Centres of Learning and Opportunity for All*

CONSULTATION

LOCATION _____

DATE _____

ANDREWS ASSOCIATES

House Rules

- Everyone will have the opportunity to express their views
- We respect peoples views and will listen and will not interrupt
- Recording of conversation is for assisting in the summary of discussion only and will be destroyed at end of consultation
- Summary of the discussion will be prepared and be available

ANDREWS ASSOCIATES

Introductions

NAME _____

REPRESENTING _____

ANDREWS ASSOCIATES

Background to consultation

ANDREWS ASSOCIATES

What do we know

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

ANDREWS ASSOCIATES

Coverage

o 1 mile radius radius from static libraries



ANDREWS ASSOCIATES

The current performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

ANDREWS ASSOCIATES

Cannot stand still

- Need to continue to innovate
- Build on the success to date
- Ensure the service continues to meet changing needs and expectations in the years ahead
- See improvement in the fabric of the library buildings

ANDREWS ASSOCIATES

The challenges

- CYC budget consultation
- Capital vs revenue
- Better value for money

ANDREWS ASSOCIATES

Pen Portrait

NAME OF LIBRARY _____

ANDREWS ASSOCIATES

[Name] Pen Portrait

- The building
- Community assets
- Population profile
- Current usage

ANDREWS ASSOCIATES

The future

ANDREWS ASSOCIATES

Vision for the future

- Centres of Learning and Opportunity for All
- Continue to provide broad range of books and material to promote reading and literacy
- Support people with the information they need in their everyday lives
- Plus...

ANDREWS ASSOCIATES

Increasingly...

- Fit for purpose, contemporary spaces meeting the needs of everyone
- Fully flexible with spaces easily transformed to other purposes
- Fully accessible – information, reading, research and learning
- Outward looking, linking with the community and creating a sense of place, welcoming all
- Open all times that reflect the needs of the community

ANDREWS ASSOCIATES

Increasingly...

- Creative spaces that encourage innovation and sharing of knowledge
- Shaped by local need, promoting community involvement
- Transparent and visible from the outside, encouraging people to come in
- Staffed by well trained staff with excellent customer focus

ANDREWS ASSOCIATES

State of the art learning spaces

- Latest digital technologies
- Flexible spaces for formal and informal learning
- Study space and creative spaces
- Range of learning programmes
- Digital inclusion programmes to get people online for free

ANDREWS ASSOCIATES

What network of library buildings

- Range of libraries that meet the needs of different users
- Some larger offering all services, some small to meet local needs
- Council suggesting five types:
 1. York Explore
 2. Explore Library Learning Centres
 3. Explore Gateways
 4. Virtual Libraries
 5. Reading Cafés

ANDREWS ASSOCIATES

Cover Story Vision Canvas

- o The year is 2022
- o York Press reporter is interviewing you on the success of your library
- o What story do you want reporting?
- o Why is it important?
- o How did you make it happen?



ANDREWS ASSOCIATES

Your views

ANDREWS ASSOCIATES

Questions to consider

- What would you like to see for the future of your library service?
- Is the Vision for the service and ideas for the buildings on the right lines?
- Where do you consider the most convenient place to access the library service in the future?
- What kind of community involvement do people want to have in their local libraries
- Any other specific aspects or issues you want to raise about the library service in the future?

ANDREWS ASSOCIATES

Burning issues

- Anything not discussed regarding the future delivery of your local library services?
- Is the community based approach for the local library services right for your community?
- Any barriers or issues that could impact on greater community involvement?

ANDREWS ASSOCIATES

Next steps

- Thank you for your participation
- If there were things you didn't get to raise, please speak to me afterwards or email me David.Andrews@AndrewsAssociates.co.uk
- Summary of the key points raised will be available and will be fed into the consultation process
- Other workshops taking place with each library stakeholders, user groups and non-users.
- Individual consultation on library service available at [web site link]

ANDREWS ASSOCIATES

Thank you for your attendance

Appendix 2 Individual Consultation Summary Notes

Stakeholders Consultation Notes

LOCATION: 0-5 YEARS, Acomb

DATE: 1 FEBRUARY 2018

Attendance – 10 people (plus lots of children)

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

What do the children/parents like most about the library?

- Story telling
- Open space for the children to play and learn
- Café – child friendly
- Staff – fantastic and enthusiastic
- Books – big letter books
- Sharing books
- Easy access to shelves with books for children to browse.
- Garden
- Colouring activities
- Soft toys

What would you like to see more of? Less of? Something else?

- Café slightly bigger
- Regular activities
- Books in different languages
- Clubs such as the Lego session on Saturday
- Able to bring in pack lunches and have picnic area
- Parking – easy to access compared to other libraries
- More story time sessions
- Key fab of library card details to Nanny can use it
- Public areas – more flexible space

Any additional services that would library service could offer or partner with?

- Partnership with the parks to create more synergy of activity and learning. Could have reading cafes at West Bank park/Homestead Park. Rowntree Park reading café is quite small.
- Linkage with midwifery and Book Start so every child has library card as right, as currently it can be hit or miss depending where you are.

- Publicise the activities and services more with other community groups.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

What would you like to see for the future of your library service?

- Getting children loving books and reading.
- For libraries to be like a home from home for the children as an extension to their home (the library room).
- Activities/courses such as art or other crafts
- Creating a destination for social interaction and meet friends

Where do you consider the most convenient place to access the library service in the future?

- Current location is great access
- Space to expand garden at back

Anything not discussed regarding the future delivery of local library service?

- Some views of ensuring that the strength of the current library isn't lost in any change. The size was preferred by some parents compared to the larger Explore York as it was smaller and brighter.

Is the community-based approach for the local library services right for you community?

- Generally it was thought as a good way forward

Any barriers or issues that could impact on greater community involvement?

- Cost of public transport if on low income
- Awareness of services and access to them.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – the parents and children love story telling time and the facilities at Acomb Library. The staff are held in high regard and make the library very welcoming (a home from home feel) for the children. Any changes to the library service needs to ensure it keeps its strengths.

Stakeholders Consultation Notes

LOCATION: 0-5 YEARS, York Explore

DATE: 29 JANUARY 2018

Attendance – 8 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

What do the children/parents like most about the library?

- Story time (it is easy and creates a routine)
- Space for the children (play and learn)
- Café – child friendly
- Staff – fantastic and enthusiastic
- Reading room – where there is activity and learning
- Changing facility

What would you like to see more of? Less of? Something else?

- Messy play
- Books in different languages
- Overnight stays
- Reading support for parents with children
- Coding clubs

Any additional services that would library service could offer or partner with?

- Safe learning environment where activity and learning can work together. So, partnerships with parks (more reading cafes) or reading in the woods at Museum Gardens.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

What would you like to see for the future of your library service?

- Getting children loving books
- Café culture
- Social interaction

Where do you consider the most convenient place to access the library service in the future?

- Current location is central and great access
- Outreach with other agencies

Anything not discussed regarding the future delivery of local library service?

- Technology and Apps to link learning and activity
- Support the upgrading/use of technology

Is the community based approach for the local library services right for you community?

- Generally, it was thought as a good way forward

Any barriers or issues that could impact on greater community involvement?

- Getting Dad's more involved with child and reading as sometimes they can feel excluded or uncomfortable in female dominated session.
- Awareness of services and access to them.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – the session worked well with the parents engaged and the children being looked after by library staff. The facilities at the library makes the 0-5 year service accessible and welcoming.

Stakeholders Consultation Notes

LOCATION: ACOMB (6-11 YRS)

DATE: 10 FEBRUARY 2018

Attendance – 9 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

6-11 Year Olds

- A number were at Acomb 6-11 Lego activity for the first time
- A small fee is charged which parent were happy to pay
- Staff were supporting the children in their activity.

What do the children like about libraries?

- Freedom of space and ability to do what they want to
- Offering something not available at home
- Range of Activities – e.g. Lego
- Family time together – activity linked with books and reading.
- Doing stuff
- Reading challenge & certificate – creates pride.
- Nice environment – noise and fun
- Interactive stories

What do you as parents like about the library service linked with your child?

- Café, meeting up with friends and their kids
- Flexible space
- Wifi

- Latest books available
- Focal point of the community, place to meet
- Accessible
- Engaging the children for low cost or no cost.
- Get them use to coming into the library and doing stuff.
- Activities such as singing or reading clubs.

What would you like to see for the future of your library service – especially when in their teens?

- Help make the library a habit, so when older hopefully it will continue.
- Extension of the coding club
- Film night for teens
- Technology – things they don't have at home (e.g. 3D printer)
- Able to produce things, things that they are proud to show
- Competitions
- Gaming

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, parents supported it.

Any the children or yourself don't like about the library service?

- Limitation on the number of books (usually take out maximum number) and the number of times you can renew.
- Don't like bringing books back!

Anything not discussed regarding the future delivery of local library service?

- Reserve system is slow in terms of length of time to receive the book
- Opportunity to engage with House Bound patients (Social Care) and Care Homes
- Service to deliver to homes for those who can't get out to libraries or partner with delivery service.
- Raise awareness and marketing of service as only heard of Lego via word of mouth.
- Linkage with schools and other partnerships could expand the range/scope of service.
- Greater interconnection of the library network and other libraries or archives.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – great seeing the kids and parents interacting, having fun and learning as a family. Some excellent comments and views shared.

Stakeholders Consultation Notes

LOCATION: ADULT LEARNERS, YORK

DATE: 30 JANUARY 2018

Attendance – 7 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

What do you like most about the library?

- Social interaction
- Accessibility
- Able to learn
- Wifi
- Word searches
- Sport magazines

What would you like to see more of? Less of? Something else?

- Games
- Able to send emails (voice recognition assistance – Siri)
- Café slightly bigger
- Google Documents
- Simple sign on of computers or tablets
- Better access via buses (everything on one level)
- Unlike the Council Offices, no need to sign in.

Any additional services that would library service could offer or partner with?

- Partnership with schools (Millfield School) to create more synergy of activity and learning.
- Practical skills such as cooking, writing, spelling.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

What would you like to see for the future of your library service?

- Low cost vending machine as option to café.
- Creating a destination for social interaction and meet friends

- Audio books as some find it difficult to read.
- Toilets on each level of building (disabled toilet)
- Online classes (if easy to sign in) as can't always make it in.

Where do you consider the most convenient place to access the library service in the future?

- Current location provides access by buses.

Anything not discussed regarding the future delivery of local library service?

- Nothing raised.

Is the community-based approach for the local library services right for you community?

- Generally it was thought as a good way forward

Any barriers or issues that could impact on greater community involvement?

- Cost of public transport if on low income
- Awareness of services and access to them.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – the learners needs are linked to their specific needs and ability. They have different needs ranging from how to log into their phone (can't remember number) to wanting skills to be more independent. The library provides a space where they can have a routine to meet people and learn. Without this space and service it would be more likely that they wouldn't engage with the library.

Stakeholders Consultation Notes

LOCATION: ACOMB

DATE: 9 JANUARY 2018

Attendance – 11 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Acomb Library

- The building – built in 1960, and major refurbishment & extension in 2007.
- Community assets – Explore Gateway library with strong community, with an active group of volunteers and partnerships with community groups/organisations.
- Population profile – some of York's more deprived areas, larger proportion of young children
- Current usage – 106,316 visits, significantly more usage from females and retired

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives. Some debate regarding the terminology/names of the proposed network (library, learning, discovery), and the need for adaptability in the changing environment (noted how commercial bookstores are moving towards the Vision).

From the Cover Story exercise, the following comments/headlines were made:

- Coffee culture boosts Acomb library to the top of the world – came in for a café and left with a book

- Grace Perry & community design pot together
- Booker Prize winner a local library user. it all started with a short story at Acomb Library
- Family usage goes through the roof
- North Yorkshire Police library partnership rolled out across city
- York school wide Book Awards attract record numbers & international authors
- Local library provides venue for community choir
- More libraries open to serve growing community demand
- Acomb Explore connects the community
- Information centre for Acomb

What would you like to see for the future of your library service in Acomb

- A comfortable and friendly place to try things
- A safe space for people/community
- Use of themes and link to events such as Open Galleries
- Multiple use, neutral, informal community space, flexible space
- Local information, what is going on, reflect local heritage/history
- Things that attract people such as the café, art on the walls, signage to make it clear library is open

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- Current site is the centre of the village
- Partnership opportunities to support the community hub vision and offer a wider range of services
- Land at back purchased by Council for library could be used to enable expansion of building and garden
- Parking is an issue

What kind of community involvement do people want to have in their local libraries?

- Become the community hub and focus
- Outward looking and welcoming all
- Volunteers – excellent support already
- Greater publicity and marketing to create awareness of service, word of mouth promotion

Any other specific aspects or issues you want to raise about the library service in the future?

- Being a one stop shop for other Council or community services
- Talks/events to engage wider community (e.g. York Literature Festival)
- Skills exchange (York Time Bank) and object exchange opportunities
- More space – flexible space, such as meeting rooms
- Scheduling things that is relevant to the audience – may need flexible opening times

- Staff are the key resource, that welcome people, and who can ask questions about anything!

Anything not discussed regarding the future delivery of local library service?

- Opportunity to develop “Bishy Road” festival feeling. Need leadership to drive it
- Partnership to help generate additional revenue and/or share costs
- Opportunity to make borrow resources easier – topic box
- Layout of library – possible to make it more relax and places throughout for reading and café culture

Is the community-based approach for the local library services right for you community?

- Strong support for community based approach for Acomb
- Library being the hub of the community and wider range of partners is the way forward
- An active community with lots of groups

Any barriers or issues that could impact on greater community involvement?

- Resources are finite and need to work together with other partners to become self-efficient.
- The need to get the right people involved is critical to any partnership
- Flexible lending to meet needs of range of users (e.g. longer lending period for those who are dyslexic)

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – a more corporate feeling to discussion as people were raising issues on behalf of stakeholder organisation and less as individuals compared to previous sessions. Strong support for the community approach and building on the success of the Acomb Explore to further develop the library as the hub of the community.

Stakeholders Consultation Notes

LOCATION: BISHOPTHORPE

DATE: 12 DECEMBER 2017

Attendance – 13 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Bishopthorpe Library

- The building – opened in 1968
- Community assets – Explore Gateway library with community usage outside opening hours
- Population profile – relatively affluent, educated but aging
- Current usage – 26,532 visits, high female usage

Vision for the future

There was general support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments were made:

- Bishopthorpe Library – the vibrant centre/hub of the community
- Café brings people in together
- Attractive modern open space
- Sharing of the archive service to the village
- Shared building with other community services

- Engagement with young people – wider range of services beyond the “screen”
- The people who visit reflect the whole community
- Social cohesion of all ages
- Space for events
- Operationally sustainable
- Need to bring in the next generation in and

What would you like to see for the future of your library service in Bishopthorpe

- Greater awareness/promotion of services offered, such as ordering books
- Improved facilities – e.g. access to toilet
- Things that attract people such as a café, film night,
- Hours possibly extended but the staffing costs may be prohibitive

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, general support for it.

Where do you consider the most convenient place to access the library service in the future?

- Current location is ideal as between the two schools and is very visual as at the village cross roads
- Linkages with schools and other community groups
- The old school across the road is currently used as a nursery but could be redeveloped as community hall/hub
- May be partnership opportunities
- Some space to expand out at back or possibly upwards?

What kind of community involvement do people want to have in their local libraries?

- Volunteers – lots of energy, passion and aspiration by volunteers plus positive to change. Future volunteers and succession planning required as increasing retirement age could restrict uptake.
- Volunteers did not see it their role to take on more as it was probably Friends Group remit
- Friends Group of Bishopthorpe library like to put more events on but need more space, better access to toilets, etc.
- New doctor surgery proposed could be a possible partner

Any other specific aspects or issues you want to raise about the library service in the future?

- Operational aspect such as insurance to enable wider usage
- Archives service
- Ability to order books and other library services online for pick up or access to
- Partnership with other such as Universities libraries

Anything not discussed regarding the future delivery of local library service?

- How does the process go forward after the consultation? From the consultation, will come a vision, which a tender will go out based on that vision and specification based on quality and cost. Contract period will likely to be longer (15 years being discussed)

- Bringing in authors and other speakers for talks, linkage with events such as the literature festival
- Opportunity to link with other services such as counselling services (Citizen Advice Bureau),
- Space restricts the opportunity to offer other services

Is the community based approach for the local library services right for you community?

- Strong support for community based approach for Bishopthorpe

Any barriers or issues that could impact on greater community involvement?

- Want the library to be the central focus for the community
- Groups don't want to step on each other toes
- Need to help organise the other community groups

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – positive discussion, with plenty of individual views. Support for the vision and direction of the consultation document and strong passion to improve and develop the library as key hub to the community.

Stakeholders Consultation Notes

LOCATION: Clifton

DATE: 22 JANUARY 2018

Attendance – 9 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Clifton Library

- The building – built in 1969, and in a residential area it has not really changed since. It is open 30 hours per week,
- Community assets – Explore Centre with successful volunteering programme.
- Population profile - ranges from relatively affluent to areas of deprivation.
- Current usage – 37,279 visits, user profile more female, retired and people with disability or ill health. 2nd highest proportion of employed adults as customers

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives. A question regarding whether we were discussing Clifton Library or a library in Clifton was raised. This led to further discussion on the term "Explore" vs "library" and the economic, demographic variation in the ward and the various needs that may be required. The focus of the consultation is what library service does the community want.

From the Cover Story exercise, the following comments/headlines were made:

- Place that the community goes to and they find what they need and want.
- Clifton Community Library celebrates 50 years of reading, learning and exploring.
- New Library creates a destination for the whole community. Could be at current location or perhaps at Clifton Junior School site.
- Multi use learning centre triples users in 3 years.
- Books leads the way in learning

What would you like to see for the future of your library service in Clifton

- Hub of the community, community centre, creating a destination
- Multi-use centre that brings partners together to provide range of community services (playgroup, food bank, dance/fitness, etc.)
- More than just books, a learning space,
- Marketing the service more to improve awareness and usage
- Flexible space
- Celebrate the community and encourage integrational activity

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- General agreement that current site is in the right area as there is no natural high street in the ward area.

What kind of community involvement do people want to have in their local libraries?

- Need to engage all, especially the more deprived areas which is often the hardest to reach.
- The role of the staff, friends group and volunteers are vital to the success of the library

Any other specific aspects or issues you want to raise about the library service in the future?

- Outward looking and transparent to engage the community
- Use of social media to generate engagement, especially with the harder to reach segments such as teenagers.
- Space where groups can meet and use, including outside library hours.

Anything not discussed regarding the future delivery of local library service?

- Partnership opportunities between schools/library

Is the community based approach for the local library services right for you community?

- Yes, very strong passion for library to be the community hub
- Pride in existing support by the community and desire to expand this further

Any barriers or issues that could impact on greater community involvement?

- The sustainability and the long term financial input of the library. This led to a discussion about the need for wider range of services that use the space to generate additional revenue.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – strong passion and pride for the library and the belief it can develop further to be a true community destination. Strong support for the community approach and building on the success of the Acomb Explore to become a library learning centre for the community.

Stakeholders Consultation Notes

LOCATION: COPMANTHORPE

DATE: 13 DECEMBER 2017

Attendance – 4 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Copmanthorpe Library

- The building – built in 1985, long term lease
- Community assets – Explore Gateway library with strong community, with an active Friends Group.
- Population profile – one of York's most affluent, educated but aging
- Current usage – 24,702 visits, usage more female and retired

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments were made:

- Library users visits doubles for Copmanthorpe library
- Relocation to new prominent, accessible and visible premise in village
- Becomes a proper community hub at the heart of the village both inward and outward looking
- An attractive and open space that brings people in, together and delights them

- Shared building with other community services (e.g. post office/pub) providing the wider offer, hence longer opening hours, shared costs, etc.
- The current library location is in the wrong place
- Space for events
- Operationally sustainable
- “Not just only books” – a place with a range of services, where people meet and interact

What would you like to see for the future of your library service in Copmanthorpe

- “Place where people can play”, try things, communal experience
- Community space, flexible space, “cathedral of public space”
- Local information, what is going on, safe space
- Local historical & archives services
- Helps bring people and groups together, opening new opportunities
- Things that attract people such as a café

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, general support for it.

Where do you consider the most convenient place to access the library service in the future?

- Current area is the centre of the village
- Linkages with schools and other community groups
- The old school across the road is currently used as a nursery but could be redeveloped as community hall/hub
- May be partnership opportunities
- Some space to expand out at back or possibly upwards?

What kind of community involvement do people want to have in their local libraries?

- Volunteers – future volunteers and succession planning. Increasing retirement age will restrict uptake
- Parish Council is very active and could help bring groups together and drive forward partnership
- New doctor surgery proposed could enable current building to become available as community hub.
- Scouts, drama groups, charities, theatre, play groups, Post Office, pub, WI, local businesses (yoga, well-being, etc.), AgeUK (drop in service)

Any other specific aspects or issues you want to raise about the library service in the future?

- A space where teenagers can hang out and there are no grown-ups (age after Youth Club)
- Mid age life crisis group – having company where you can have a chat, café culture, having events such as talks.
- Zoning/scheduling things that is relevant to the audience
- More flexible opening times
- Meeting rooms

Anything not discussed regarding the future delivery of local library service?

- Finance and making service sustainable/self-sustaining
- Partnership to help generate additional revenue and share costs
- Local Authority funding will be from Council tax, Business rates and car parking revenue (or its replacement)
- Service needs to be paid for and if the service is valued the public would support it

Is the community based approach for the local library services right for you community?

- Strong support for community based approach for Copmanthorpe
- Sharing facilities is the way forward
- An active community with lots of groups

Any barriers or issues that could impact on greater community involvement?

- Want the library to be part of the “Cathedral community hub”
- The need to get the right people involved is critical to any partnership

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – a positive discussion with many ideas and suggestions on ways to develop the library service to create a vibrant community hub for Copmanthorpe. Support for the vision and direction of the consultation document and strong desire to improve and develop the library in partnership with other community groups/organisations.

Stakeholders Consultation Notes

LOCATION: DRINGHOUSES

DATE: 17 JANUARY 2018

Attendance – 11 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Dringhouses Library

- The building owned by CYC – originally a school hall from 1849, with blue plaque from York Civic Trust. Limited parking but good public transport links. Open 24 hours per week but no evening openings.
- Community assets – library with strong Friends Group, with an active group of volunteers.
- Population profile – a range of neighbourhoods with different characteristics
- Current usage – 22,911 visits, significantly more usage from females and retired but in line with Explore's profile as a whole.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- It's not just about books – need to adapt to changing times and move ahead to engage with the community and get people through the door. Incorporate the

needs of the community, such as providing space for community groups, adopting technology and raise its profile.

- Past, Present, Future – need to build upon the success of the library, develop new (or re-engage) audiences, be ready and adapt for digital literacy.
- Library makeover success – develop partnerships to provide more flexible space within the same building. Hours longer and dedicates times for different users (e.g. revision groups for students).

What would you like to see for the future of your library service in Acomb

- Library as the hub of the community
- More usage by under representative groups (need research on this)
- More volunteering opportunities – Duke of Edinburgh Awards linkage, Reading Challenge.
- More courses/learning opportunities – such as flying a drone!
- Must continue to have the excellent staff
- Community events and library linkage with York College or University of York
- Partnerships to provide drop in base with other community agencies such as CAB, NHS, etc.

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for the various types of libraries, and recognition that Dringhouses will be a local community library and if need further/wider services, then Acomb and York Explore easy to reach.

Where do you consider the most convenient place to access the library service in the future?

- General agreement that current area is the best area as good public transport links and nearby to other public services (church, pub, garage, previous post office).
- Some thought about how to extend the reach to Woodthorpe.

What kind of community involvement do people want to have in their local libraries?

- For the library to be a hub for volunteering in the community
- Accessibility by the community requires a member of staff.

Any other specific aspects or issues you want to raise about the library service in the future?

- The possible need to raise additional revenue streams could require the broadening scope of the library staff away from core service.

Anything not discussed regarding the future delivery of local library service?

- No one had anything further to raise.

Is the community based approach for the local library services right for your community?

- Full agreement for community based approach is right for Dringhouses Library

Any barriers or issues that could impact on greater community involvement?

- Resources and the need for professional library staff and concern about stretching staff from core services. Need for staff for external organised events due to insurance reasons but could be ways to overcome this if necessary.
- Need to understand what will attract new users. Bring a horse to water, but what is the water?
- Sustainability of small libraries and the need for revenue sources
- Perception regarding Library Card and York Card, and the £5 charge (for York Card but often linked to Library card which is free).

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – Local stakeholders have strong support for the Dringhouses library and key role it plays as the hub of the community. There was passionate support for the community approach and the desire to maintain the library at the current location but recognise the need for the service and the building to adapt and be fit for the needs of the future.

Stakeholders Consultation Notes

LOCATION: DUNNINGTON

DATE: 25 JANUARY 2018

Attendance – 13 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Dunnington Library

- The building – built in 1900, and is leased to the council and is open 13.5 hours per week,
- Community assets – smallest of the Gateway Libraries with very successful volunteering programme and a Friends Group
- Population profile – are relatively affluent areas with some areas of deprivation in the west
- Current usage – 20,696 visits, user profile more female, retired and people with disability or ill health. Highest proportion who walk, and long-term users.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- 95% of community are members of library
- We still like a book (plus)

- Teenagers are back as books make comeback (books are “cool”)
- Record number access library
- Local library still thriving

What would you like to see for the future of your library service in Dunnington?

- Space for local community
- Be walking distance for community
- Longer opening hours, hence more staff
- More books, audio, e-books
- Café (build upon the coffee mornings already offered by Friends)
- Learning activity
- IT equipment

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- The current location is the best location by the audience.

What kind of community involvement do people want to have in their local libraries?

- Opportunity for more groups to work together such as having a police drop in session, space for CAB sessions,
- Youth club – opportunity to provide space for one?

Any other specific aspects or issues you want to raise about the library service in the future?

- Social inclusion – libraries provide opportunity to meet people and combat isolation and loneliness. Friends Group often bring in new users to library.
- Salary staff and the essential need for them

Anything not discussed regarding the future delivery of local library service?

- The library lease negotiations could possibly enable increase use of space of village hall.
- Access ramp needs improving
- Continued need for new books

Is the community based approach for the local library services right for you community?

- Definite support for community based approach and for it to be community driven
- With the village hall linkage, there are different spaces for different uses

Any barriers or issues that could impact on greater community involvement?

- Limited opening hours and awareness of opening times of library may impact on the level of volunteers.
- Sustainability and the insecurity of the revenue position as everyone wants the library still to be here.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary –. Strong support for the community approach and the opportunity to further develop the library as part of the hub of the community along with the village hall.

Stakeholders Consultation Notes

LOCATION: FULFORD

DATE: 5 FEBRUARY 2018

Attendance – 10 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Fulford Library

- The building – housed within St Oswald's School, and is open 11.5 hours per week.
- Community assets – offers range of activities and can run events outside of opening hours with agreement from Sewells, with quite successful volunteering programme
- Population profile – one of York's least deprived ward and most ethnically diverse
- Current usage – 25,931 visits, user profile is the most skewed towards women, students and employed users (even with no evening openings).

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Café opens at Fulford library
- Make new friends, talk to real people
- Friendly face of Fulford library

- Record number of users at Fulford library
- Police raid library – meet your police at local library
- Book club is only the beginning

What would you like to see for the future of your library service in Fulford?

- Welcome to everyone, accessible and the community hub
- Local business engagement with Big Read
- Display space for local artists
- Café (possibly in partnership with local operators)
- More events & activities
- Flexible opening times
- Zones times for activities – after school, teens offer (coding club)

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- At or near to current location

What kind of community involvement do people want to have in their local libraries?

- Whole community (young to old) uses library
- Linkage to community groups and events, Fulford show, Fulford in Bloom, Battle of Fulford, archive open to community
- Story boards on local history
- Expansion of Friends of Fulford

Any other specific aspects or issues you want to raise about the library service in the future?

- Books at nearby cafes (outreach reading cafes)
- Making more people aware of what's on at library – advertising/marketing
- Open during school breaks (revision clubs, school links)
- Book stock reflecting trends or requests, and making public aware of stock on shelves is only the “tip of the iceberg”
- Linkage to the university

Anything not discussed regarding the future delivery of local library service?

- The importance of libraries to provide social interaction and meet new friends
- Signage and awareness of service
- Web site and Book Club catalogue – make easier/instructions how to use
- Having book reviews online
- Going out to retirement villages or nursing homes

Is the community based approach for the local library services right for you community?

- Yes, agreement that community approach was right for Fulford.

Any barriers or issues that could impact on greater community involvement?

- The name library and reflecting the broader range of services (Explore branding)
- Sustainability of service in era of budget cuts

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – stakeholders and individuals which showed passion and good community support for their local library at Fulford. Many of the ideas/suggestions could apply to other Explore Gateway libraries.

Stakeholders Consultation Notes

LOCATION: HAXBY

DATE: 6 FEBRUARY 2018

Attendance – 12 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Haxby/Wigginton Library

- The building – Currently using mobile library following evacuation of former building in 2016 with plans to move into extended Haxby Memorial Hall. Current mobile library stops at 4 locations across Haxby and Wigginton offering 34.5 hours per week.
- Community assets – has had good volunteering programme in past and has a new Friends Group.
- Population profile – relatively affluent ward and older age profile.
- Current usage – 43,818 visits, user profile is skewed towards women and retired users.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Access for All, library recognises hidden disability - welcomes hearing impaired & assistance dogs
- Children and Teens rediscover love of local library
- Young new author inspires the 3 & 4 year olds of Haxby.
- New library for Haxby! New library great success
- Bev the hologram librarian – she knows it all
- Wigginton/Haxby community opening their door to their new modern library after years of fundraising.
- 24 hours library access in Haxby

What would you like to see for the future of your library service in Haxby?

- Hearing loops, signing support for events in all libraries
- Technology – virtual library, robots helping shelving books!
- For the teenagers, music and art, space they feel they feel is their own
- Community hub
- Café & vending machines
- Meeting rooms
- History archive
- Car parking and also scooter, pram, bicycle
- Money/banking service
- Other agencies with drop in times – e.g. CAB

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- Memorial Hall
- Wigginton Recreation Hall
- Health centre
- Where it is in/near to centre of villages and accessible by public transport and by walking.

What kind of community involvement do people want to have in their local libraries?

- Potential to expand pool of volunteers but need to engage and promote opportunities, develop the skills, and provide skills of future (digital leaders, coding, etc.)
- Linkage to schools and other groups/partnerships

Any other specific aspects or issues you want to raise about the library service in the future?

- Engaging and welcoming all parts of the community, providing/supporting the needs of specific needs, such as those with autism or with the aging population, those with dementia.

- Funding and making service sustainable. Partnerships with business (CSR) or those who want footfall (e.g. Coop in London). Need to earn/develop revenue streams. Grant & fundraising opportunities?

Anything not discussed regarding the future delivery of local library service?

- Housing expansion in/near to villages increasing the demand for library services
- Opportunity for Section 106 from developments for public services including the library
- Link library with public health services, drop in session or part of hub

Is the community based approach for the local library services right for you community?

- Yes, agreement that community approach was right for Haxby & Wigginton.

Any barriers or issues that could impact on greater community involvement?

- If new library located at one end of the villages
- The time limit on fund raising the match funds for the current proposal for a new library and what happens if target not reached.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – a range of views, suggestions, all linked with the vision of the library being the hub, or part of the hub of the community.

Stakeholders Consultation Notes

LOCATION: Huntington

DATE: 24 JANUARY 2018

Attendance – 8 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Huntington Library

- The building owned by CYC – built in 1964
- Open 25 hours per week, no evening openings.
- Community assets – Explore Gateway library with active Friends Group and successful volunteering programme.
- Population profile – average profile and community cohesion
- Current usage – 24,750 visits, user profile more skewed toward female and retired than Explore's overall profile

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives. The new additional space for library services at the new community football stadium and leisure provision at Monks Cross was outlined which was in the entrance area to the facilities. This was seen generally as a positive opportunity as it could help engage with some of the non-users of libraries.

From the Cover Story exercise, the following comments/headlines were made:

- Accessible for all – front door with electric door opening, ramp and turning area to get through door. Frontage of building is the same since it opened.
- New extension to offer space for children to explore books and technology.
- Libraries not just for books – a place where all people can meet and learn.
- New digital centre opens in Huntington library extension – new research facility that enables new skills to be developed and community and businesses involved in making it happen.
- A warm and welcoming community space for everyone. “The place to meet”

What would you like to see for the future of your library service in Huntington

- Encourage more children into the library and remain regular user throughout their lives
- Cafe that encourages more people to come in, have social interaction and learn.
- Accessible toilets, safe space
- Flexible space where groups can meet and hire out room(s).
- More iPads, talking books, more activities in holidays
- Longer hours – lunch time, Wednesday and Saturday openings

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- Current location is the most convenient and central location, especially as there is space behind to expand, and a play area and a NHS surgery next door.

What kind of community involvement do people want to have in their local libraries?

- Volunteers are vital to the library service.
- To maximise the revenue opportunities there is a need to put in place the support to continue to develop and grow the service, just can't rely on volunteers so may need to someone (named key holder or partner) to open/close up when library staff not there.

Any other specific aspects or issues you want to raise about the library service in the future?

- Connect library network together more through events, music, local history. Library is not a silo but part of a wider network which needs communicating to users to raise awareness of opportunities.
- Flexible space for community events such as village cinema or music venue when library not open.
- Car parking can be issue. Working Men's Club has parking which could be a partner, but some felt it was a bit far away. Surgery car park is available in evenings (and is leased by library to them).
- Equipment to be kept up to date
- Marketing so greater awareness of services (screensavers at all the libraries to promote what is going on across the network.
- Quiet area or zoning of times to reflect users

- Training and evening classes

Anything not discussed regarding the future delivery of local library service?

- Building needs some TLC as not changed since its opening.
- More staff will be required if longer hours, but need to generate revenue to cover cost.
- Local businesses involved – Corporate Social Responsibility - to support projects. Portakabin has helped in past.

Is the community based approach for the local library services right for you community?

- Yes, as it helps reflect/adapt to the needs of the community.
- People felt community based approach is the only way forward to make sure the library survives and is sustainable.

Any barriers or issues that could impact on greater community involvement?

- People perception about times and users (i.e. when it is quiet times) may be out of date as opening times has changed numerous times.
- Access for motorised wheelchairs requires staff assistance which
- Need to reflect the community of the future, and possible competition with other libraries.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – the location was perceived as the right spot for the community hub and there is scope to expand this community based library to bring wider range of services/partners.

Stakeholders Consultation Notes

LOCATION: MOBILE

DATE: 12 FEBRUARY 2018

Attendance – 3 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Mobile Library

- The vehicle – mobile library is 15 years old and increasingly costly to keep on the road. Offering 9 rounds per fortnight.
- Community assets – due to space there is limited amount of community engagement but does offer important social interaction.
- Population profile – a third of Mobile's time is in the Wheldrake ward (relatively affluent).
- Current usage – 13,285 visits, user profile is skewed towards women, retired and long term users.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

What would you like to see for the future of your library service from the mobile library?

- Wifi available on the mobile
- Information source for community

- Community interaction / social interaction – meeting room on mobile
- Linkage to events
- Weekend service & summer holidays
- Expand book stock on mobile
- Catering – probably in partnership with operators in villages.

Is the Vision for the service and ideas for the buildings/mobile on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- Some discussion on the stops in the Hopgrove Kingsway area. Highlight need for flexibility in routes, stops, timing, etc.

What kind of community involvement do people want to have in their local libraries?

- Friends of the various villages was seen as a better option than Friends of Mobile Library.

Any other specific aspects or issues you want to raise about the library service in the future?

- Linkage with schools, nursing/care homes, etc.
- Information source and support for CVs, jobs, digital technology.

Anything not discussed regarding the future delivery of local library service?

- Live update of mobile library progression

Is the community based approach for the local library services right for your community?

- Yes

Any barriers or issues that could impact on greater community involvement?

- Engagement of volunteers may be more challenging as specific time requirement

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – small but detail discussion on mobile library service, with points that are relevant for static libraries.

Stakeholders Consultation Notes

LOCATION: NEW EARSWICK

DATE: 8 FEBRUARY 2018

Attendance – 7 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

New Earswick Library

- The building – forms part of school built in 2008, offering 18.5 hours per week. Moving to Folk Hall May 2018.
- Community assets – library has strong links with community groups. Successful volunteering programme.
- Population profile – some areas of deprivation, poorer education and childhood obesity profile.
- Current usage – 24,331 visits, user profile is skewed towards women, and retired users and highest level of new users.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Library has more relevance than ever
- Teens take over

- Local library initiative helps people navigate through digital world
- 125 years and still going strong – library comes home
- New Earswick Folk Hall library spreads the news
- Investment in library service brings big rewards
- International Space Station has Library Explore

What would you like to see for the future of your library service in New Earswick

- Technology to be accessible, with inter-generational learning, digital skill transfer
- More collaboration and partnerships to strengthen community hub for the library, such as CAB, Health checks, police, parenting, youth club
- Greater teenage engagement, movie night, music/disco, peer support, etc. where they have “ownership” and space to do activities with friends
- Café, catering and comfortable chairs
- Longer hours
- Flexible space
- Range of services expanded such as learning opportunities, skills development

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- Folk hall is the natural hub for the community

What kind of community involvement do people want to have in their local libraries?

- Meeting point, social interaction
- One stop shop for the community

Any other specific aspects or issues you want to raise about the library service in the future?

- Digital library card
- Coding club taken to next level, especially for teens, where they produce games or apps.
- Zoning of library (times/space) to meet varying needs (quiet time, story time, etc.
- Greater school users (after school reading/activity club)

Anything not discussed regarding the future delivery of local library service?

- Sustainability of library service
- Linkage with Open Shop and JRT.

Is the community based approach for the local library services right for you community?

- Agreement that community based approach was best for New Earswick.

Any barriers or issues that could impact on greater community involvement?

- Lack of awareness of opportunities for volunteers. Improve communication
- Skills in the future for volunteers may change and need to adapt to changing environment/needs by community

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – with the upcoming move to the Folk Hall, an update on the plans and interaction with other groups to make library and the expanded services the centre of the community. Plenty of suggestions on future needs and the ability to adapt to changing needs of all the different community users.

Stakeholders Consultation Notes

LOCATION: POPPLETON

DATE: 13 FEBRUARY 2018

Attendance – 19 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Poppleton Library

- The building – built in 1960, offering 21.5 hours per week but no evening opening.
- Community assets – range of services including regular reading group and children activities. Limited volunteering and new Friends Group. Next to Poppleton Centre offering café, sport and events.
- Population profile - relatively affluent and older.
- Current usage – 21,952 visits, user profile is least skewed towards women, but more retired users.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Visitor numbers surge – young and old exploring together
- Poppleton Library becomes community hub and combat loneliness

- Poppleton Discovery Centre brings generations together
- It's all happening at Poppleton Library
- Integration – the library forms focal point of school & centres facilities
- State of the art village library opens in Poppleton
- Best librarian award goes to Debbie at Poppleton
- Accessible resources welcomes all
- Poppleton Library show the way to success

What would you like to see for the future of your library service in Poppleton?

- More books
- Opening times to reflect community need, weekend/evenings
- Digital and audio material, e-books
- Subscriptions to range of journals and magazines
- Local Information events and activities
- Access books from other sources – school and university libraries
- Fastest broadband
- Café (perhaps in partnership with other provides in village)
- After school clubs, links with school
- Warmer library
- Meeting room, for drop in activity (CAB, council services)
- Toilets (although can use staff facilities)

Is the Vision for the library service and ideas for the buildings on the right lines?

- Yes, support for it.

Where do you consider the most convenient place to access the library service in the future?

- Some debate about location, as ideally closer to village centre, but currently no space or sites.
- Current site is next to bus stop, and school and seen as a suitable location
- Other sites such as recreation facilities, was seen, as being slightly further out of village

What kind of community involvement do people want to have in their local libraries?

- Expansion of the volunteers, especially home library service, and linkage with community groups such as health, Rotary Club, social advice, church networks, etc.
- Friends group actively involved in library

Any other specific aspects or issues you want to raise about the library service in the future?

- Recognition that attracting teenagers will be a challenge with the current limited space.
- Any additional services, shouldn't impact on existing suppliers (e.g. café already 2 in village centre)
- Recognition of the fantastic welcome and assistance from the librarian
- Need to make reading a habit/love and the library the natural source of material, especially for the young.

Anything not discussed regarding the future delivery of local library service?

- Sustainability of the library service and whether local library was threatened with closure.
- Need to get more people through the door – marketing, creating awareness and changing perceptions. Linkage with other partners communication channels.
- Poppleton library needs some “TLC” and new Friends Group is raising funds for new carpet, furniture, etc.

Is the community based approach for the local library services right for you community?

- Yes support for the community approach.

Any barriers or issues that could impact on greater community involvement?

-

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – the largest stakeholder group providing a good discussion on the community needs for their local library service. Recognition of the challenges and limitations that exists for the existing library but passion for its role and service to the community was very evident.

Stakeholders Consultation Notes

LOCATION: ROWNTREE PARK READING CAFÉ, WEST OFFICES

DATE: 1 FEBRUARY 2018

Attendance – 3 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Rowntree Park Reading Café

- The building – housed in the park's renovated Edwardian teashop, opening hours change with seasons but open 7 days per week.
- Community assets – range of programmes and strong Friends Group.
- Population profile – beyond local wards as Rowntree Park has a wider appeal.
- Current usage – 90,174 visits.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Jewel in the Crown – Rowntree Park Reading Café
- Favourite Community Hub
- Green Flag Award for Park celebrated at Huge Literature Festival

What would you like to see for the future of your library service in Rowntree Park Reading Café?

- Place where local people can meet and share experiences
- Self-funding / sustainable
- Linkage to other libraries as convenient for pick up reserve books
- Transition point for the Park
- Local artists displayed/based at Park
- Craft days to learn new skills
- Lectures of leading authors
- Superfast Wi-Fi so can be office base for business users

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, support for it.

Where do you consider the most convenient place to access the library service in the future?

- Current location as listed building. Opportunity to look at basement use (can flood though).
- Reading café is more than educational hub, but an experience hub using the park as the destination

What kind of community involvement do people want to have in their local libraries?

- Proud of community hub
- Existing groups include walkers' groups, reading groups, writing groups, etc. all play role in the reading café success
- Events such as RSPB bird watch, Big picnic, Super moon viewing – using the natural space with meeting room space.

Any other specific aspects or issues you want to raise about the library service in the future?

- 100th Anniversary of Park in 2021 – need for support (additional volunteers) to make it happen
- More evening events, but need improved lighting outside
- Could make improvements when refurbishment of flats to holiday lets

Anything not discussed regarding the future delivery of local library service?

- The quality of catering encourages more users and exposed to reading opportunity.
- Zoning of quiet time for students or those research/revising.

Is the community based approach for the local library services right for you community?

- Yes

Any barriers or issues that could impact on greater community involvement?

- Need for more volunteers as currently more ideas than man power
- Community feel it is "their" café/library.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – The reading café has a different feel to the normal library and hence its needs, opportunities are slightly different. The Friends of Rowntree Park have limited resources and would need help to coordinate/deliver more events which the public community desires.

Stakeholders Consultation Notes

LOCATION: STRENSALL

DATE: 7 FEBRUARY 2018

Attendance – 12 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Strensall Library

- The building – Built in 1875 with flats above, offering 18.5 hours per week.
- Community assets – strong links with Parish Council and other community groups. Limited volunteering programme, and Friends Group.
- Population profile – relatively affluent ward and older age profile.
- Current usage – 13,957 visits, user profile is skewed towards women, retired, and people experiencing disability/ill health users.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Over 50 computer literate
- Software and soft play
- Fun for all found at local library

- Strensall library delivers for its community
- Social isolation ended by library in Strensall
- Wonderful community hub
- Great find in Strensall
- Library usage doubles
- Library across the generations

What would you like to see for the future of your library service in Strensall?

- Flexible space
- Parking
- Café
- Meeting rooms/space
- Hours to meet community needs
- Fibre optic to give fastest broadband in village
- Zoning of times/space for different users
- Gaming activities linked to learning or exercise

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- The closing of barracks and new housing will shift focal point of community
- Near to the cross road (The Ship pub)

What kind of community involvement do people want to have in their local libraries?

- Opportunity for more partnerships with library service to create community hub including CAB, mental health, police, tutors, local history group, local councillors, theatre, art, music, everyday needs such as baker, post office, GP/dentist, etc.
- Donation of books to library – need to promote more widely

Any other specific aspects or issues you want to raise about the library service in the future?

- Linkage with schools (after school clubs, parents meeting after school run)
- Other partnerships could include youth club, scouts, etc.
- Revision Club / Tutor support for teenagers' revision (GCSE, A levels)
- Provision of activities that Teenagers don't have at home
- Support for other community groups by providing meeting space, exhibition space, add to other events, informing the community

Anything not discussed regarding the future delivery of local library service?

- Web site and process of ordering books could be more flexible and explained more clearly
- Relationship with NYCC library service and possible links – look beyond the boundary
- The word library – issue of perception of past versus broader multi-function hub.

- Sustainability and need for revenue opportunities such as online sales, room hire, catering.

Is the community based approach for the local library services right for you community?

- Yes, as strong community focus on Folk Hall
- Volunteers online to help users

Any barriers or issues that could impact on greater community involvement?

- Library needs to be on public transport links
- If not walking distance to library

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – a good session with plenty of views and ideas. Desire for improved facilities to work with other partners to provide a community hub. Location ideally near to the cross roads.

Stakeholders Consultation Notes

LOCATION: TANG HALL

DATE: 18 JANUARY 2018

Attendance – 10 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

Tang Hall Library

- The building owned by CYC built in 1958. Shared parking with health centre. Open 41 hours per week and one evening opening.
- Community assets – Explore Library Learning Centre with successful volunteering programme. Plans to relocate to new community centre at Burnholme.
- Population profile – a range of characteristics from relatively affluent to those with significant levels of need.
- Current usage – 57,463 visits, significantly more usage from females, retired, and people experiencing disability or ill health but in line with Explore's profile. Only 3% of library users are students.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Young people come out of their bedrooms – the importance of socialisation that libraries offer in terms of face to face interaction of young people at the library via gaming or social media events to develop their social and interpersonal skills.
- Library continues to grow – new facilities enable over 100 groups to use the library and become the meeting point of the community and the development of new friends.
- Century of Local History – the evolvement of the first local council estate as 2021/22 is the 100th anniversary of the estate.
- Community Hub for All – helping to tackle loneliness and isolation and promote social inclusion for all.

What would you like to see for the future of your library service in Tang Hall?

- An outline of the new facilities at the Burnholme site were outlined including:
 - Cafe
 - Learning kitchen where people can try cooking for individual living (linked to SMART).
 - More staff as library size will increase significantly
 - Longer hours

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- New site.
- Need to have coordination with Tang Hall Community Centre to ensure linkages on services

What kind of community involvement do people want to have in their local libraries?

- Community hub and base for other services such as CAB, Local Area Coordinator, etc.
- Linkage on volunteering with SMART to expand programme.
- Invite the community to have a look around (Hard Hat day) prior to opening and also put the plans on the website.

Any other specific aspects or issues you want to raise about the library service in the future?

- Local history archives link to main city centre library and have more of the archives digitalised in longer term.

Anything not discussed regarding the future delivery of local library service?

- Books are still core to the service and need to maintain full range of publications
- Digital books – license for journals, papers, etc.

Is the community based approach for the local library services right for you community?

- Unanimous support for community based approach.

Any barriers or issues that could impact on greater community involvement?

- The word library as they offer much more than just books to discover. Explore is a good step towards addressing this issue.
- The importance of out-reach activity in the community to break down any perceived barriers to get them to use the library services.

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – with the new facilities opening later this year, the discussion by the stakeholders were often linked to clarification of what the new library would offer, before determining what needs/issues there could be for the library service. Strong support for the community approach and building on the success of the Acomb Explore to further develop the library as the hub of the community.

Stakeholders Consultation Notes

LOCATION: YORK

DATE: 30 JANUARY 2018

Attendance – 13 people

Background to consultation

- New contract for library services in 2019
- York's libraries are successful
- The provider, Explore York, has introduced many new services
- Visitor numbers and book issues are good
- Service offers excellent value for money
- A space for the community to come together

Current Performance

- High number of library branches for its population
- Upper quartile for usage of English unitary authorities
- Cost per visit ranges from £0.32 (Rowntree Park) to £2.82 (mobile)
- Good support by volunteers
- Book stock works hard (average of 5 times per year).

The Challenges

- CYC budget consultation – resources are tight
- Capital can sometimes be easier than revenue
- Continuously seeking better value for money

York Library

- The building – built in 1927, extension in 2014, and is open 66 hours per week.
- Community assets – York Explore is the flagship Centre, offering meeting rooms, archive and local history centre, ICT suite, café, garden, with very successful volunteering programme
- Population profile – beyond local wards, but quite affluent areas with some pockets of deprivation.
- Current usage – 437,009 visits, user profile is the least skewed towards women, but still skewed towards retired. High proportion of students.

Vision for the future

There was support for the outlined vision in the consultation document for a library service that are the Centres of Learning and Opportunity for All, which continue to provide a broad range of books and materials to promote reading and literacy, and support people with the information they need in everyday lives.

From the Cover Story exercise, the following comments/headlines were made:

- Community Arts, Media and Learning Centre

- Increase visits at Library (doubling)
- At least they didn't hang them – Archives provide life story of their relatives
- Library lead literacy
- Award winning artist unveils garden
- Every under 11 holds library card
- Two New Explore centres opened
- Fully integrated library goes live

What would you like to see for the future of your library service in York?

- Library card as an opt out option for babies
- Inter-library loans between schools, universities and Explore.
- Community Art being displayed and developed
- Flexible space where locals can access groups/agencies
- Inspiration of ideas
- More digital learning – teach on wider base
- Linked network so greater usage of resources (virtual access as well).
- Homework clubs for teenagers

Is the Vision for the service and ideas for the buildings on the right lines?

- Yes, full support for it.

Where do you consider the most convenient place to access the library service in the future?

- Current location has good access for locals as well as whole city.
- York Central development may create additional pressures on library.

What kind of community involvement do people want to have in their local libraries?

- Library should reflect the community and be bottom up approach.
- Need to get the community through the door (entrance can be intimidating)
- Learning in other public spaces (poem on the bus (like London Underground) or having Reading Buses (books available to read on buses).
- Linkage with the VIC across the road (could promote Archives & Local History)

Any other specific aspects or issues you want to raise about the library service in the future?

- Use the archives for possible revenue source
- Big Read linked to Henry VIII trip to York created learning with historical linkage that was real
- Flexible drop off, of books – like EBay using local shops, could there be other partners?
- Linkage with school libraries and university libraries.
- Engage in public art events & history
- Need to be more dementia friend in future

Anything not discussed regarding the future delivery of local library service?

- Need to recognise the benefit of social interaction provided by libraries and what cost it saves other agencies
- Community space available to other interested groups
- Issue of money and the importance of the staff. Need staff to provide staff, as all can't be done by volunteers.
- Quality of staff and the warm welcome provide is fantastic
- Awareness of services by the wider community – need for better marketing

Is the community based approach for the local library services right for you community?

- Yes, generally felt it was the right approach but remembering the wider role that the Explore York plays

Any barriers or issues that could impact on greater community involvement?

- Entrance square and conflict with cars going to new apartments
- Signage when open, what's on/where, screens

Next steps

- Summary of key points will be available
- Individual consultation on library service available at <https://www.surveymonkey.co.uk/r/CYCLibraries17> (until the 14 February)
- Can email any comments to David.Andrews@AndrewsAssociats.co.uk

Summary – a good session with lots of views and comments. The remit of Explore York in terms of being the flagship library gave it a wider community feel (not only local but city wide) so it needs to represent the views of a wider audience.

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Acomb Explore Library Learning Centre Pen Portrait

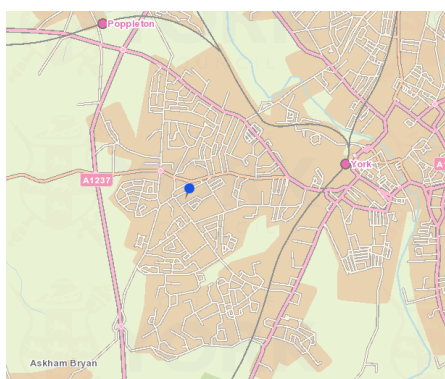
The Building

Acomb Explore was built in 1960, and underwent a major refurbishment & extension in 2008. The land and building is owned by CYC. A 2013 condition survey found that building maintenance costs over 20 years would be £314,536.

The building is very accessible, with level access and a 'changing places' toilet. There is a car park, and a bus stop outside. It is open 50.5 hours per week, which is the longest opening hours of all Explore's libraries with the exception of York Explore, and this includes evenings until 7.30pm. Acomb Explore is close to Acomb's main shopping area.



Community Assets



Acomb was the first Explore Centre, opened in 2008 and is very much the hub of the local community. Acomb also has a reading garden, a cafe and three learning rooms, so has scope to engage the community in a huge range of ways. It addresses social isolation by offering myriad events and by being the meeting point for groups such as craft groups, reading groups and walking groups. Regular children's activities such as the summer reading challenge contribute towards children's literacy, and Explore have a programme of workshops addressing adult digital literacy, alongside free PCs and wifi too.

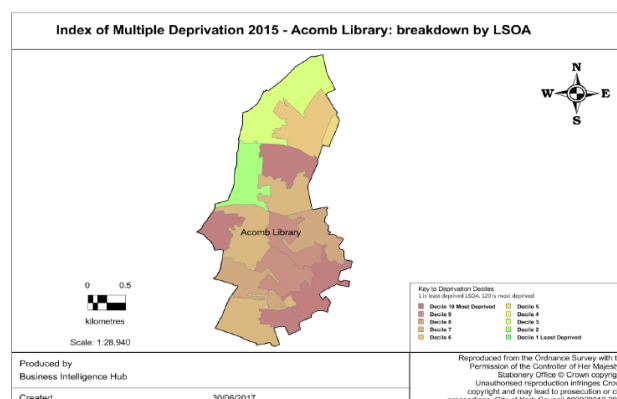
Acomb Explore has a successful volunteering programme, enabling people to get work experience and strengthening community resilience. A previous attempt to establish a Friends Group met with little success, but a re-launch is planned.

York Learning offer a variety of classes at Acomb Explore from functional skills to pilates. Other partners offer activities including breastfeeding, boccia and community police drop-ins. Acomb Explore also fulfils an active citizenship remit with consultations and public meetings, and local community groups use the library for displays and demonstrations. Library staff work closely with schools in the area. From September 2017, Acomb Library will offer a monthly Online Safety session for parents and carers which has been developed through funding from North Yorkshire Police.

Also in the area, the nearby Gateway Centre, run by the Gateway Church, has an outreach offer including parenting groups, a foodbank, debt advice and AA meetings. Chill in the Community are also nearby working with specific audiences such as learning disabled adults, people with mental health issues, families and job-seekers. There are two children's centres within the catchment of Acomb Explore: Westfield and Carr, plus Hob Moor which is just outside the area in Dringhouses & Woodthorpe Ward. Also in Acomb, Energise offers active leisure. Further into Foxwood the community centre has craft groups, slimming groups, housing advice, singing & dancing, and in Chapelfields, Sanderson House fulfils a similar role. Additionally there are multiple churches in the area also doing varying degrees of community outreach.

Population profile

The Acomb and Westfield wards are home to some of York's more deprived areas: five of York's ten most deprived super output areas fall within the catchment area of Acomb Explore. This is reflected in a range of measures including child poverty, anti-social behaviour, the number of adults with no qualifications and premature mortality all of which are poorer in this

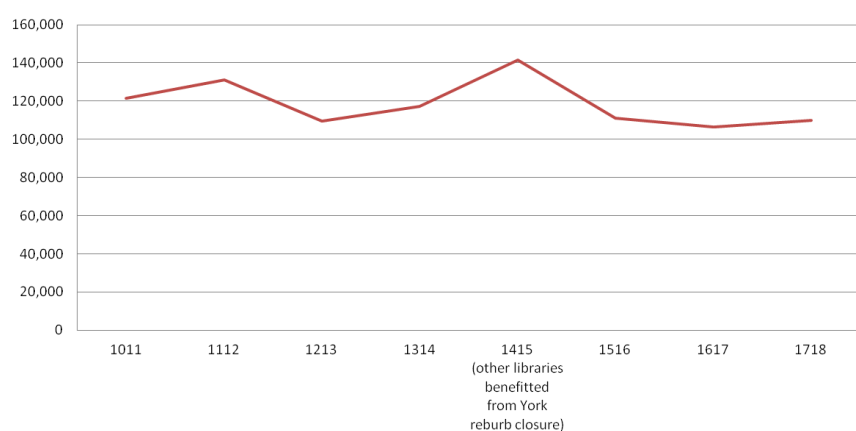


area than in York as a whole. CYC’s analysis also indicates that library users in this area are less likely to have home internet access than in most other parts of York. Age UK’s risk of loneliness heat map, which looks at a combination of factors some of which co-incide with deprivation, identifies a high risk of loneliness in people aged 65+ in this part of York.

The ethnic profile of the area is not particularly diverse, although there is an Eastern European mini-market which suggests that there might be a significant minority of Eastern Europeans within the 2.5% ‘White Other’ category on the 2011 census. The age profile is similar to York as a whole, but without the high number of 15 to 24 year olds you see in areas closer to the universities, and a larger proportion of very young children.

A CYC residents’ survey said only 60% of residents feeling that they “belong to their local area” and 29% feeling that theirs is an area “where people of different backgrounds get on well together”.

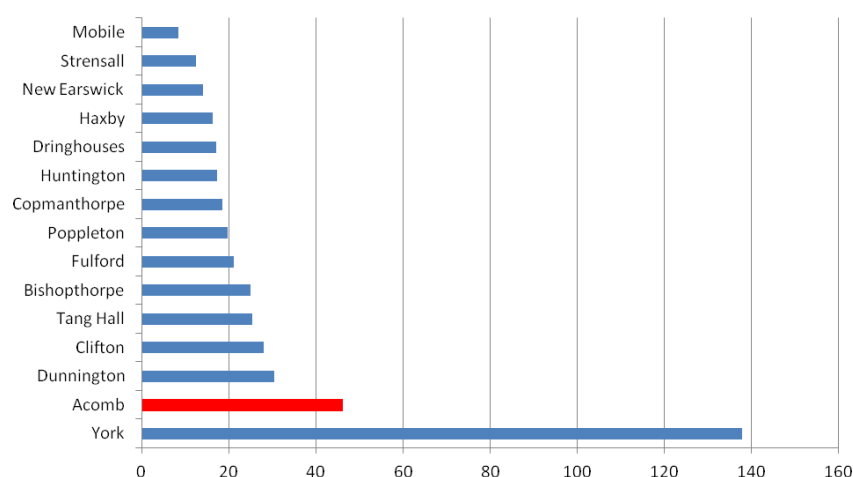
Current Usage



Annual Physical Visits to Acomb Explore over time

Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255

Library visits per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

The user profile of Acomb Explore departs from the local population profile most significantly in terms of having more women (67% of users, 51% of population), more retired people (44% of users, 14% of population) and more people experiencing disability or ill health (36% of users, compared to 18% of the population whose day to day activities limited by ill health or disability in the 2011 census). However, all of these trends are fairly common in libraries, and Acomb Explore's user profile is close to Explore's overall user profile.

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Bishopthorpe Explore Gateway Library Pen Portrait

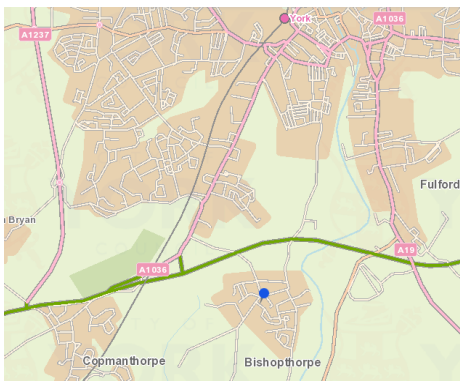
The Building

Bishopthorpe Library was opened in 1968 and has only had minor cosmetic changes since. The most recent was in 2017, with new front windows, planters and signage courtesy of Parish Council & Ward funding. A 2013 condition survey found that building maintenance costs over 20 years would be £67,601. The land and building is owned by CYC but the garden is leased back to the Parish Council, and is run as a sensory garden since 2006.



Bishopthorpe Library is well located in the centre of the village. There is a ramp and an automatic door to the front of the library, and a car park with 2 spaces. Regular bus services (numbers 11 and 21) stop near the library. The library is open for 21.5 hours per week, which is average for a community library, and this includes one evening until 7pm.

Community Assets



Bishopthorpe library uses the main body of the library for groups and events, and these can take place outside of opening hours if necessary. The library helps to combat social isolation through a varied programme of activities including a reading group, local history talks and flower arranging. Regular children's activities such as Fun Friday craft sessions, storytimes and stay and play mornings, along with the summer reading challenge contribute towards children's literacy, and there are computer workshops for beginners addressing adult digital literacy too, plus free PCs and Wi-Fi.

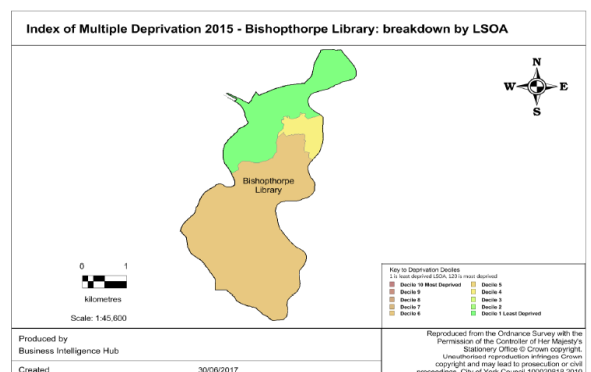
As well strengthening community resilience through a successful volunteering programme, Bishopthorpe Library also has an active Friends Group who supports the library by running events and making funding applications. The library has strong links with the Parish Council and with local schools. Bishopthorpe Library is well represented at village events, with a stall at the Gala and a scarecrow in the scarecrow festival.

Partners do offer activities from the building for example property marking from the police. Local community groups use the library for displays and residents can come to the library to take part in consultations, promoting active citizenship.

Also in the area, the Parish Council manage Vernon House Community Centre and Bishopthorpe Village Hall, the latter of which contains the Community Archive. Both Vernon House and the Village Hall host local groups and activities such as yoga, zumba and dance classes. Bishopthorpe Sports and Social Club has a focus on real ale, music and traditional pub sports. Brunswick Organic Nursery provide work experience and social activities to adults with a learning disability. St Andrews Church and Bishopthorpe Methodist Church both engage the local community in talks and groups too, including some WEA classes at St Andrews church.

Population profile

The Bishopthorpe Ward is relatively affluent. One part of the village is ranked as one of England's least deprived 10% of lower super output areas according to the Index of Multiple Deprivation 2015. This is reflected in a range of measures including level of education, child poverty and anti-social behaviour all of which are better in Bishopthorpe



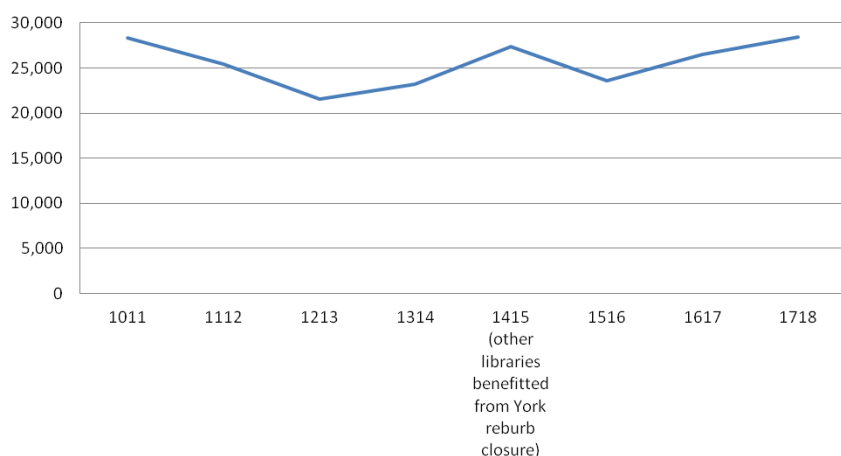
than in York as a whole. 39.5% residents have a level 4 qualification and education is the largest employment sector.

Bishopthorpe residents were 96.5% White British at the 2011 census, so it has less ethnic diversity than elsewhere in York. The age profile is more skewed towards older people than elsewhere in York, with over half the population aged 50+ and very few students. With 16% of people being in their 60s, this library catchment area, along with those at Copmanthorpe and Haxby are likely to be areas which strongly feel the impact of an aging population over the next 20 years.

Community cohesion appears to be excellent, with 93% feeling that they “belong to their local area” and 100% feeling that “their local area is a good place for children and young people to grow up” in a CYC residents’ survey.

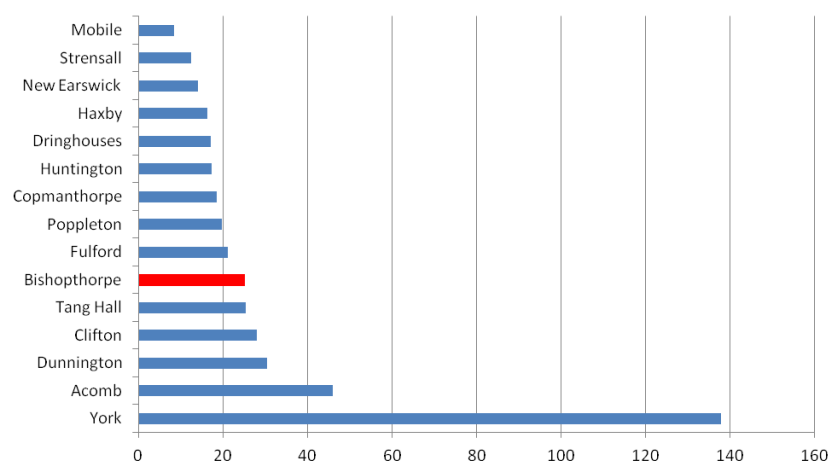
Current Usage

Physical Visits to Bishopthorpe Library over time



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255

Library visits per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

The user profile of Bishopthorpe library departs from the population profile most significantly in terms of having more women (72% of users, 52% of population) and more retired people (49% of users, 26% of population). However, these trends are fairly common in libraries, and Bishopthorpe Library's user profile is not too far from Explore's profile as a whole.

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Clifton Explore Library Learning Centre Pen Portrait

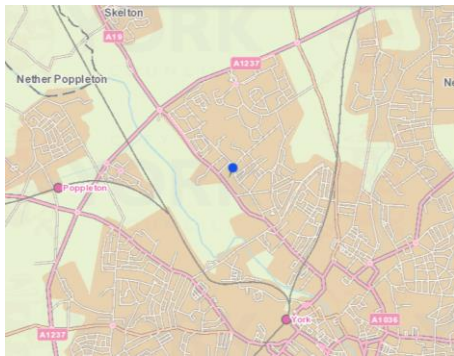
The Building

Clifton Library was constructed in 1969, and has not undergone any significant structural changes since. The children's library was refreshed in 2017, funded by a private legacy. It has a relatively large floor space, including an IT suite. The land and building is owned by CYC.



Clifton Library is in a residential area, around the corner from a small run of shops, but not in a major community focal point. There is a car park, but the library is five minutes from the nearest bus route. It has some accessible features, including an accessible toilet, but the entrance door is not automatic. Opening hours are 30 hours per week, which is between the average for a community library and an Explore centre, and this includes one evening until 7pm, but no lunchtimes.

Community Assets



Clifton library has a programme of events and groups, from boccia to crafts, which engage residents and help to combat social isolation. Regular children's activities such as under 5 story times and the summer reading challenge contribute towards children's literacy. It has an IT suite from which both Explore and York Learning offer a variety of IT courses addressing digital literacy, and free wifi.

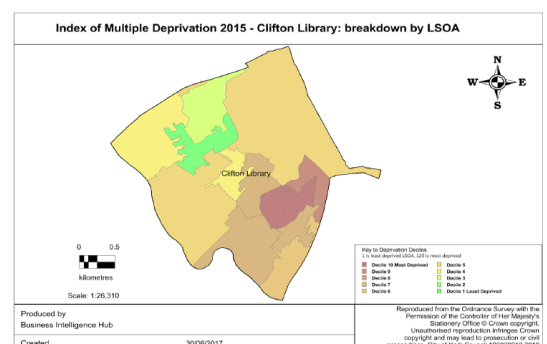
The volunteering programme at Clifton Library is successful, enabling people to get work experience and strengthening community resilience.

As well as York Learning, there are other partners offering events and drop-ins at Clifton Library, and local community groups use the library for displays. Residents can come to the library to take part in consultations, promoting active citizenship. There are good links with some of the local schools, but mixed success at others.

Other community services in the Clifton area tend not to be in the same location as the library, with the Sea Scouts hall being the closest. The Burton Stone Community Centre is still in use for a range of activities now, but is scheduled for closure in 2018 and will be replaced by a community room on the same site in time. On the other side of the library, towards Clifton Moor, Rawcliffe Recreation Pavilion is run by the parish council. Clifton Children's Centre offers on Kingsway North offers support for families and is home to Refugee Action York's 'The Hub'. Additionally the churches in the area (Clifton Moor; Clifton Methodists; Clifton Parish Church; St Luke's and St Mark's) all offer some community engagement, but these are more likely to be for a general audience, rather than supporting specific areas of need such as debt advice or getting online.

Population profile

The Clifton, and the Rawcliffe & Clifton Without wards include a range of neighbourhoods, from the affluent to the deprived. To the South East of the library are two of York's ten most deprived areas. This deprivation is reflected in a range of measures including childhood obesity, burglaries, fuel poverty rates and premature mortality all of which are poorer in this library catchment area than in York as a whole. CYC's analysis also indicates that library users in this area are less likely to have home internet access than in other areas. Age UK's risk



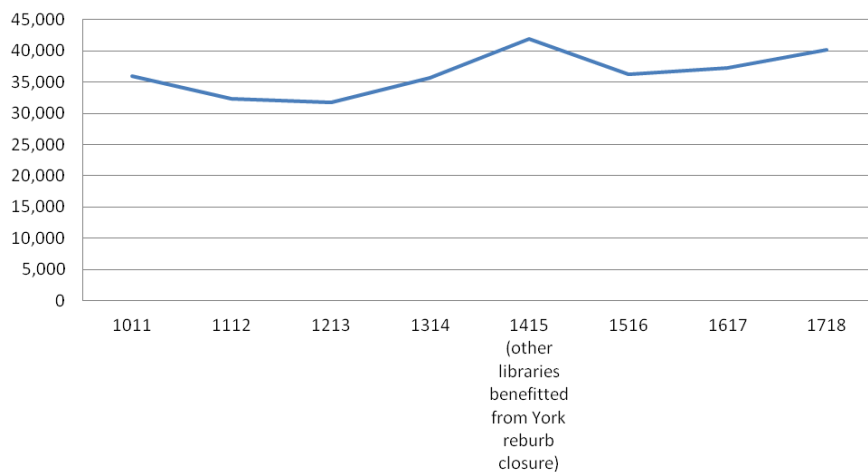
of loneliness for people aged 65+ heat map, which looks at a combination of factors some of which coincide with deprivation, identifies a high risk in the area to the east of the library around Kingsway North.

The ethnicity profile of this area is slightly more diverse than in York as a whole, with 4.9% identifying as White Other in the 2011 census, and 3.9% Asian & Asian British. The age profile is similar to York as a whole, but without the high number of 20 to 24 year olds you see in areas closer to the universities, and a larger proportion of children.

Community cohesion appears to be poorer than average, with only 64% feeling that they “belong to their local area” and 50% feeling that theirs is an area “where people of different backgrounds get on well together” in a CYC residents’ survey.

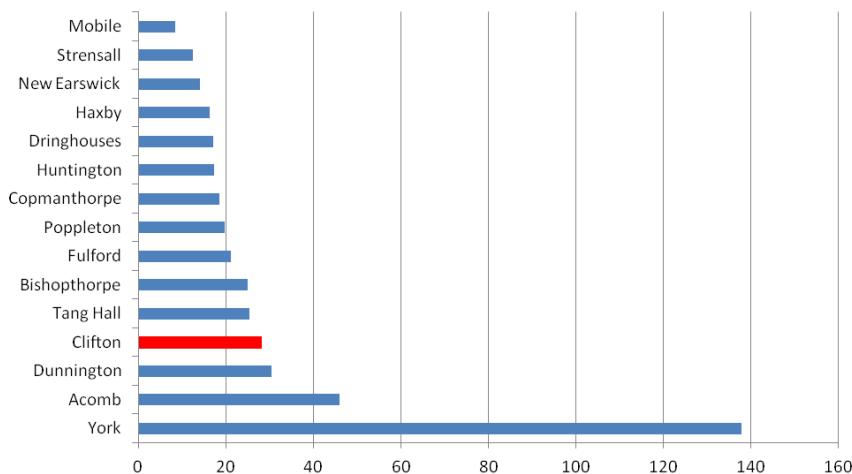
Current Usage

Physical Visits to Clifton Explore over time



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255

Library visits (excl Reading Cafes) per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

The user profile of Clifton Library departs from the population profile most significantly in terms of having more women (71% of users, 51.5% of population), more retired people (38% of users, 12% of population) and more people experiencing disability or ill health (29% of users, compared to 15% of the population whose day to day activities limited by ill health or disability in the census). However, all of these trends are fairly common in libraries, and in fact Clifton’s usage is slightly less skewed towards older people than other libraries, in fact it has the second highest proportion of employed adult customers of all the branches.

Copmanthorpe Explore Gateway Library Pen Portrait

The Building

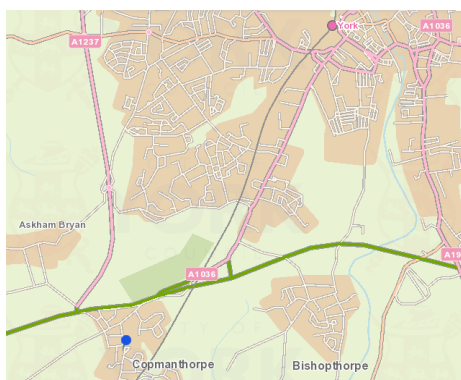
The building was constructed in 1985 and has not undergone any significant structural changes since. Its floor space is around average for a community library. City of York Council (CYC) does not own the building but has a long term lease.

Although Copmanthorpe Library is located in a shopping area, the entrance is tucked away and lacks any opportunity for eye-catching window displays. With car parking, public transport and an accessible toilet, the accessibility of the building is relatively good.

Copmanthorpe Library is open 23.5 hours per week, which is relatively lengthy for a community library, but it is not open past 6.30pm on any evening.



Community Assets



Copmanthorpe library has a small meeting room off the main library, which is used to host craft groups and reading groups. The library helps to combat social isolation through a varied programme of activities all year round, including a weekly craft group for adults, three reading groups, a weekly storytime and Fun Friday crafts for children. It also has focused children's events such as the summer reading challenge which contribute towards children's literacy. Copmanthorpe contributes to a digital literacy agenda through beginner's computer workshops, free PCs and Wi-Fi.

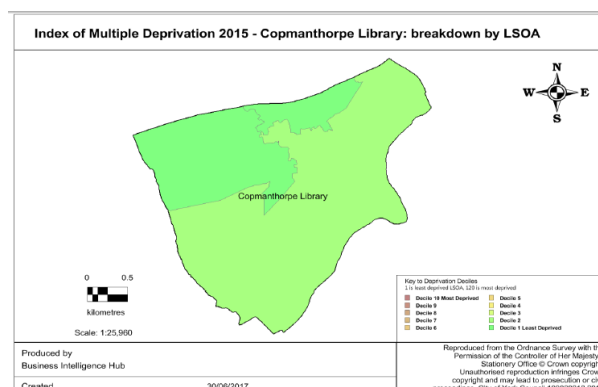
As well as strengthening community resilience through a successful volunteering programme, Copmanthorpe Library also has an active Friends Group who support the library by running events. The library has strong links with the Parish council and with local schools.

Partners offer activities from the building. Local community groups use the library for displays and residents can come to the library to take part in consultations, promoting active citizenship.

While there are other services in the village engaging residents in events, these tend to be aimed at a general audience, rather than addressing specific needs such as public health or digital engagement. Copmanthorpe Recreation Centre is home to numerous groups such as scouts, sports clubs, an out of school club etc. The Women's Institute were granted permission in October 2016 to demolish and rebuild their community hall. The churches in Copmanthorpe, Copmanthorpe Methodist Church and St Giles's Church, between them are host to multiple groups including a community cinema club and an elderly people's lunch club.

Population profile

Copmanthorpe Ward is one of York's most affluent areas, with both the lower super output areas contained within it falling within England's least deprived 10% according to the Index of Multiple Deprivation 2015. This is reflected in a range of measures including child poverty rates, anti-social behaviour and premature mortality all of which are better in Copmanthorpe than in York as a whole. 42% of residents have a level 4 qualifications and the education sector is the single most prominent industry in which residents work.

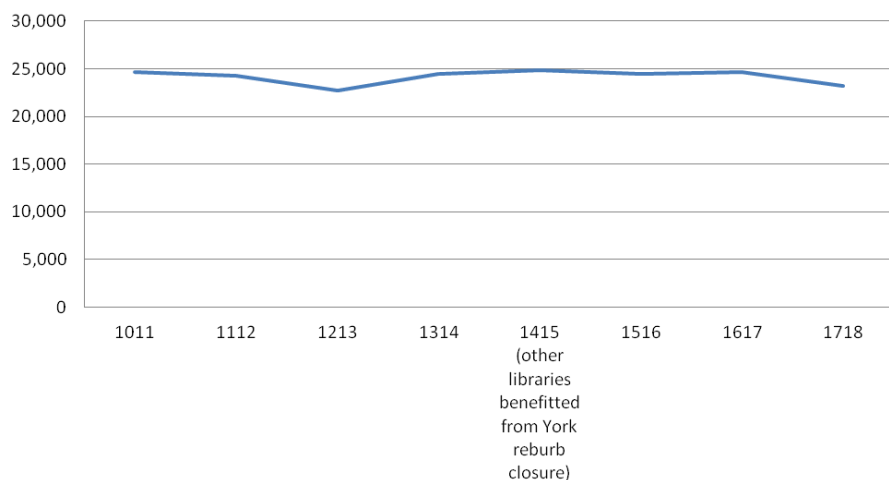


The ethnicity profile of Copmanthorpe is not very diverse, with 96% of residents identifying as White British in the 2011 census. The age profile is older than York as a whole, without the student age residents you see in other areas. With 17% of people being in their 60s, this library catchment area, along with those at Haxby and Bishopthorpe are likely to be areas which strongly feel the impact of an aging population over the next 20 years.

Community cohesion; 73% feel that they “belong to their local area” and 87% being satisfied with “their local area as a place to live”, both of which are very close to the average results for York as a whole.

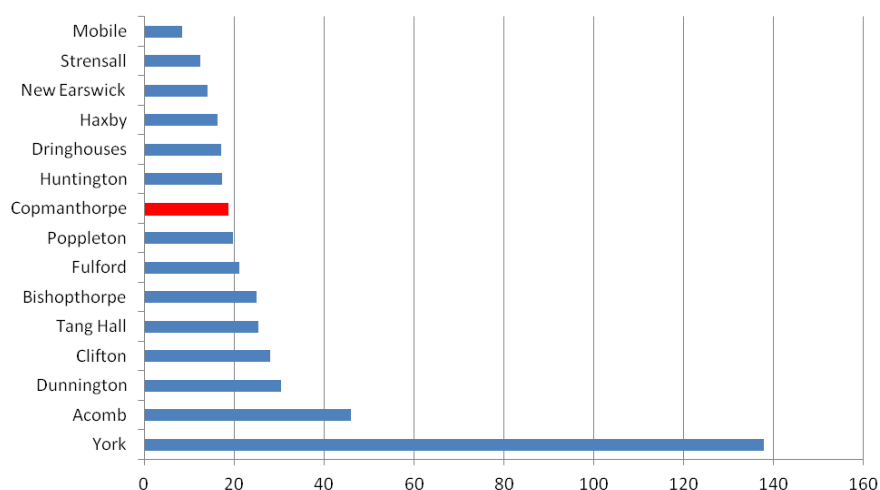
Current Usage

Physical Visits to Copmanthorpe Library over time



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255

Library visits per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

The user profile of Copmanthorpe Library departs from the population profile most significantly in terms of having more women (81% of users, 52% of population), more retired people (50% of users, 19% of population) and more people experiencing disability or ill health (20% of users, compared to 14% of the population whose day to day activities limited by ill health or disability in the census). Whilst these trends are common across libraries, the gender imbalance is more pronounced at Copmanthorpe than at any other branch.

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Dringhouses Explore Gateway Library Pen Portrait

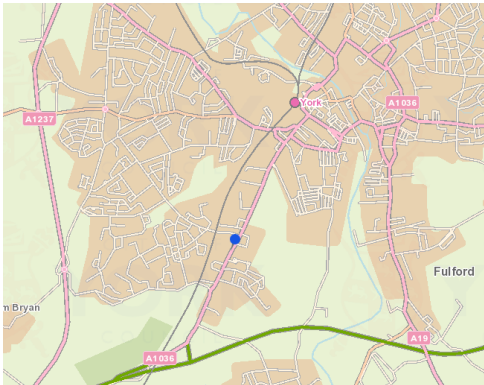
The Building

Dringhouses Library was constructed as a school hall in 1849 and has a blue plaque from York Civic Trust commemorating its gifting to the council by Mr Wilkinson in the 1940s. The gift requires the building to be used for cultural purposes. The high ceiling gives it a spacious feel, but the floorspace itself is only average for a community library. The land & building is owned by CYC. A 2013 condition survey found that building maintenance costs over 20 years would be £149,979.



There is very limited parking, but good public transport links. Dringhouses library has an accessible toilet, and the accessibility of the building is relatively good. It is open 24 hours per week which is slightly longer than other small libraries, but this does not include any evenings.

Community Assets



Dringhouses library runs a range of activities from the main body of the library, and latterly from the patio area outside, which was transformed by their Friends group. The library helps to combat social isolation through a varied programme of activities including a reading group and knit & natter group. Regular children's activities such as the summer reading challenge contribute towards children's literacy, and there are computer workshops for beginners addressing adult digital literacy too, along with free PCs and wifi.

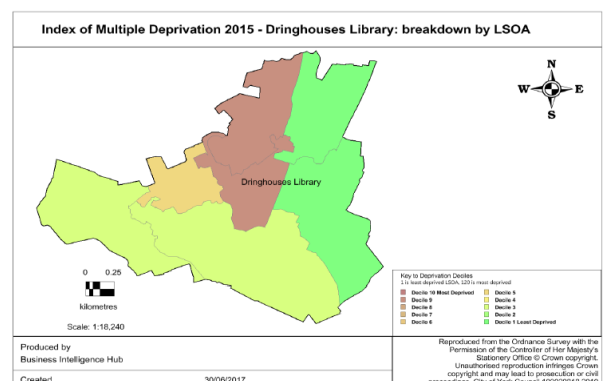
As well strengthening community resilience through a successful volunteering programme, Dringhouses Library also has an active Friends Group who support the library by running events, and going out to events like the summer fair. The library has strong links with the Parish Council and with local schools and nurseries.

Partners do offer activities from the building. Local community groups use the library for displays and residents can come to the library to take part in consultations, promoting active citizenship.

The nearest community venue to the library is the community hall & cafe at St Edward the Confessor Church across the road, which is the base for numerous local groups. A twenty minute walk to the west of Dringhouses Library, just outside the Dringhouses & Woodthorpe Ward, is Foxwood community centre which offers craft groups, slimming groups, housing advice, singing & dancing. The Foxwood Residents Association meet here. Woodthorpe Community Group are a group of volunteers in the local area putting on events such as quizzes and fairs but without their own premises. Another church in the area with an events programme is St James the Deacon in Woodthorpe. Finally, the Hob Moor Children's Centre offers support for families.

Population profile

The Dringhouses and Woodthorpe ward includes a range of neighbourhoods with difference characteristics: around the Tadcaster Road there are areas which fall within Englands least deprived 10% on the Index of Multiple Deprivation 2015, whereas Woodthorpe to the west has higher deprivation scores. Due to this mix, the ward as a whole has relatively good scores on measures such as child poverty, anti-social behaviour and premature mortality, but to quote these overall ward figures would be



to lose sight of the pocket of more significant need on the west. Age UK’s risk of loneliness for people aged 65+ heat map, which looks at a combination of factors some of which co-incide with deprivation, identifies a high risk of loneliness in the Woodthorpe area.

Dringhouses & Woodthorpe has less ethnic diversity than York as a whole, with 95% of ward residents being White British in the 2011 census. The age profile is more skewed towards older people than elsewhere in York, and not as many 20 to 24 year olds as you see nearer the universities.

Community cohesion; 67% feel that they “belong to their local area” and also 67% feeling that theirs is an area “where people of different backgrounds get on well together” in a CYC residents’ survey.

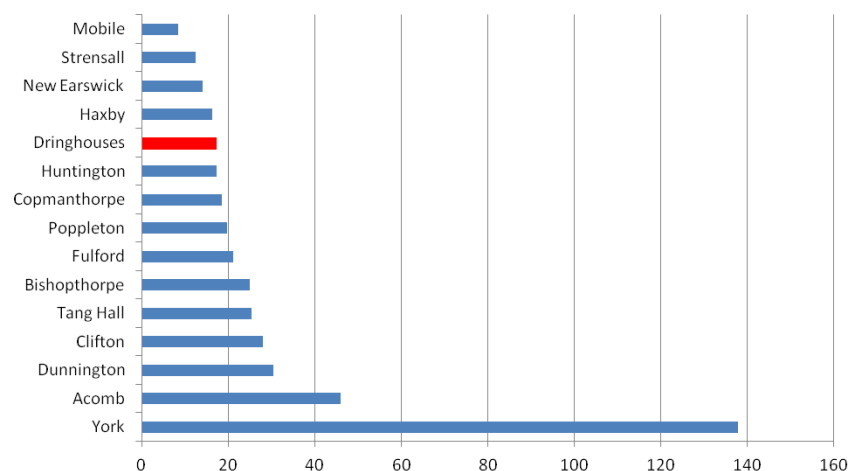
Current Usage

Physical Visits to Dringhouses Library over time



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255

Library visits per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

The user profile of Dringhouses departs from the population profile most significantly in terms of having more women (65% of users, 52% of population) and more retired people (47% of users, 18% of population). However, these trends are fairly common in libraries, and Dringhouses’ profile is not far from Explore’s profile as a whole.

Dunnington Explore Gateway Library Pen Portrait

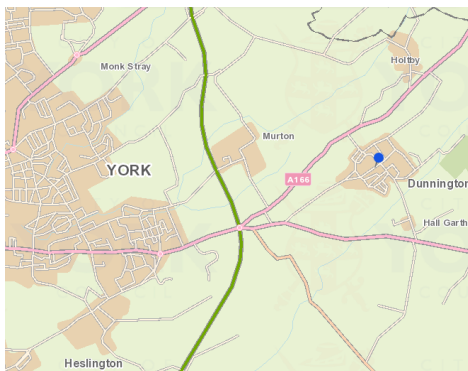
The Building

Dunnington Reading Room was built in 1900. The council lease the space where the library is. A 2013 condition survey found that building maintenance costs over 20 years would be £26,945.

The building is relatively accessible, with a ramp up and an accessible toilet. There is adequate parking, and a bus stop right outside. It is open 13.5 hours per week, which is the second shortest opening hours of all Explore's libraries. Dunnington Reading Room is close to Dunnington's main shopping area.



Community Assets



Dunnington library is the smallest of all our libraries. It sits in the Reading Rooms, and is able to host bigger events in the neighbouring hall. The library helps to combat social isolation through a varied programme of activities including a reading group, coffee mornings, and ad hoc events such as craft fairs, origami and authors. Regular children's activities such as the summer reading challenge contribute towards children's literacy, and there are computer workshops for beginners addressing adult digital literacy too alongside free PCs and wifi.

Dunnington Library is very well supported by the local community: it has one of the highest levels of volunteering in the library service, strengthening community resilience, and has a very active Friends group running events and raising funds. Dunnington Library offers a free drop-in digital clinic during the Friends Group's monthly coffee morning.

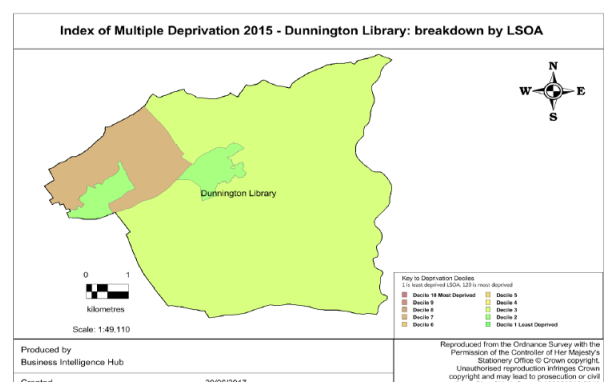
Partners do offer activities from the building. Local community groups use the library for displays and residents can come to the library to take part in consultations, promoting active citizenship. The library has strong links with the Parish Council and with local schools.

Elsewhere in Dunnington, there are other organisations running engaging events, but these tend to be aimed at a general audience, rather than addressing issues such as public health or digital engagement. Dunnington Reading Room, run by the Parish Council, host some community groups and events. A group of volunteers, Dunnington Community Events, organise the annual village fayre and the bonfire. There is a sports club with music and classes. Also the two churches in the village, The Parish Church of St Nicholas and Dunnington Methodist Church, both offer some community outreach including a community choir and lunch clubs.

Population profile

The Osbaldwick & Derwent ward is one of York's less deprived wards. This is reflected in a range of measures including child poverty, anti-social behaviour, the number of adults with no qualifications and premature mortality all of which are more positive in this ward than in York as a whole. There are some relatively more deprived neighbourhoods in the west of the ward, but these are realistically more likely to be served by Tang Hall or the Mobile rather than Dunnington Library.

The ethnicity profile of Osbaldwick & Derwent ward is

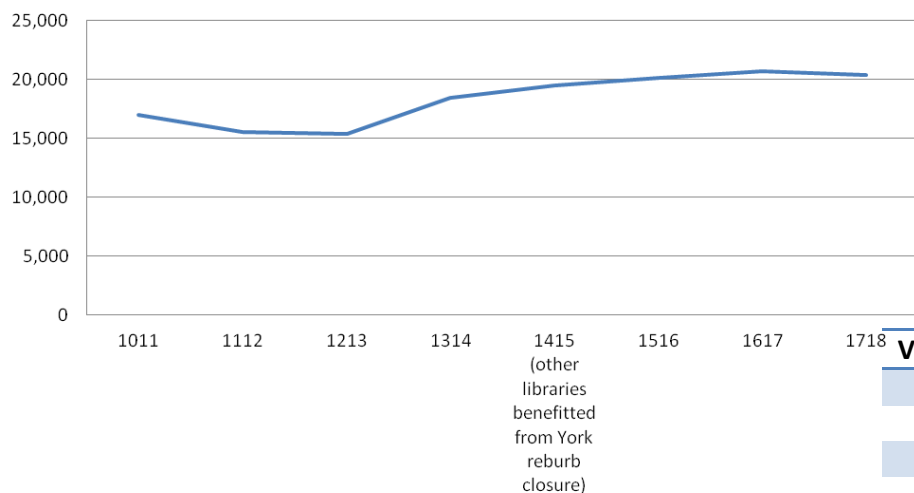


not particularly diverse, with 95% ward residents selecting “White British” in the 2011 census. The age profile is skewed further towards more elderly residents than York as a whole, with 28% of residents being aged 65+.

Community cohesion appears to be very good, with 86% feeling that they “belong to their local area” and 100% satisfied with “their local area as a place to live” in a CYC residents’ survey.

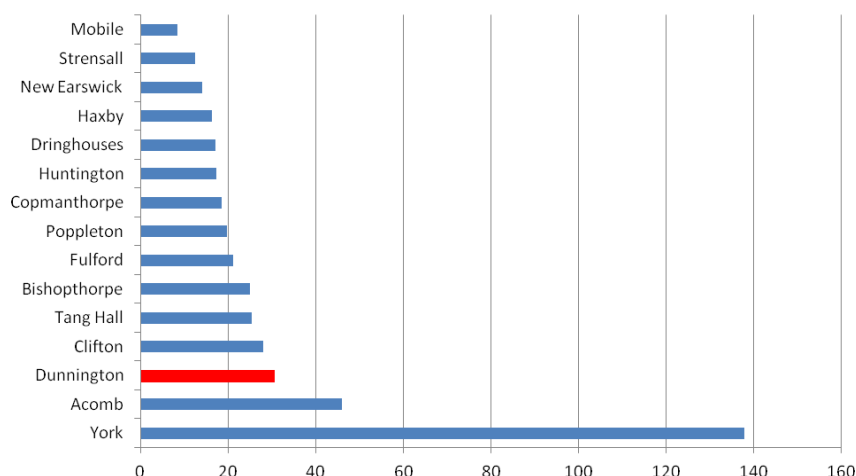
Current Usage

Physical Visits to Dunnington Library over time



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255

Library visits per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

The user profile of Dunnington Library departs from the population profile most significantly in terms of having more women (75% of users, 52% of population), more retired people (71% of users, 26% of population) and more people experiencing disability or ill health (29% of users, compared to 18% of the population whose day to day activities limited by ill health or disability in the census). Whilst all these trends are common in libraries, the demographic at Dunnington Library does seem to be particularly skewed in these directions. Of all the libraries, it has by far the largest proportion of users who walk there (72%), and by far the highest proportion of users who have been using the library for a long time (85% of customers have been using the library for more than 3 years)

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Fulford Explore Gateway Library Pen Portrait

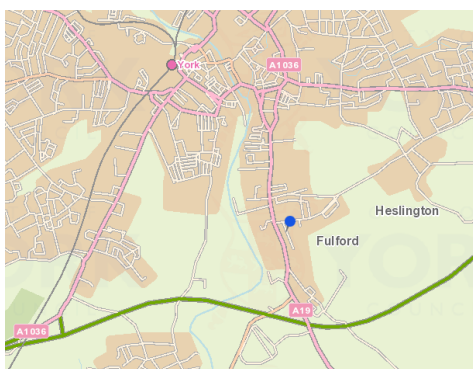
The Building

Fulford Library is housed within St Oswald's school, where it moved in 2005. The land and building is owned by CYC but operated by Sewells as part of a PFI agreement with CYC. The library has an arrangement with Sewells which covers the number of hours the library can be open. The library is relatively small. A 2013 condition survey found that building maintenance costs over 20 years would be £47,515.

Both parking and public transport is good, and the accessibility of the building in terms of level access etc. is good. Fulford Library is open 11.5 hours per week which makes it the least frequently open of all Explore's Libraries. It is a short distance from the main shops in Fulford.



Community Assets



Fulford library offers a range of activities within the main body of the library and can run events outside of opening hours if the full space is required with agreement from Sewells, who manage the PFI. There may be an additional cost for this. The library helps to combat social isolation through a varied programme including reading groups, storytimes, community stitching and more. Regular children's activities such as the summer reading challenge contribute towards children's literacy, and there are computer workshops for beginners addressing adult digital literacy too alongside free PCs and wifi.

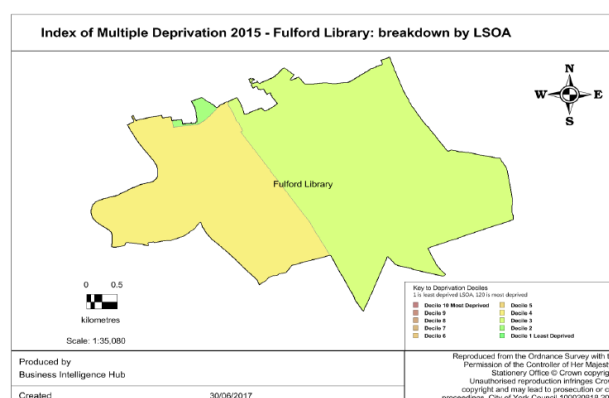
Fulford Library aims to strengthen community resilience through a volunteering programme, which is not one of the most successful in the service but still gets approximately 9 volunteer hours per week. There is no Friends Group at Fulford Library, but this may follow should the volunteers wish to extend their support of the library.

Being located within a school, the library hosts a lot of visits from classes within the school, and also has good links with Lord Deramore's which is 1.5 miles away.

While there are other services in Fulford engaging residents in events, these tend to be aimed at a general audience, rather than addressing specific needs such as public health or digital engagement. Fulford Social Hall is nearby, and is a community venue run by the parish council. Fulford community sports club is home to multiple local sports clubs. The nearest church, St Oswalds, has a cafe open three days per week, and runs some groups and events.

Population profile

The Fulford & Heslington ward is one of York's less deprived wards, according to the Index of Multiple Deprivation 2015. This is reflected in a range of measures including child poverty, anti-social behaviour, the number of adults with no qualifications and premature mortality all of which are more positive in this ward than in York as a whole. As one would expect from the proximity to the university, education is the sector employing the largest proportion of residents. Surprisingly, given the prosperity of the area, CYC's analysis indicates that library users in this



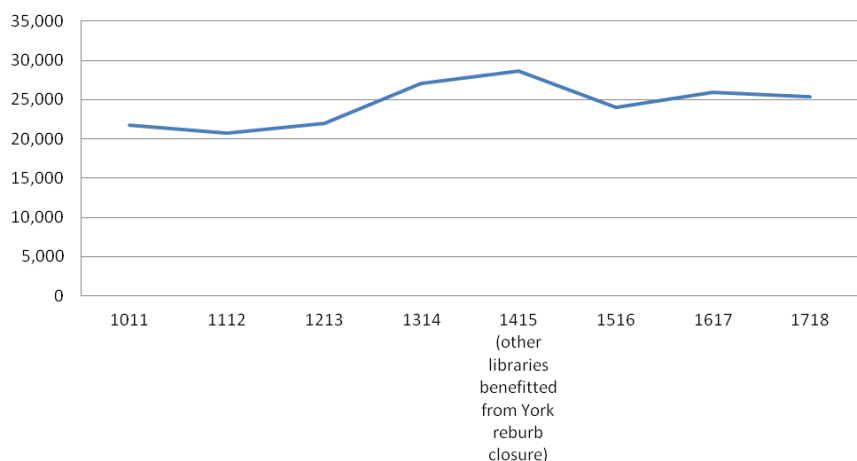
area are relatively less likely to have home internet access than in most parts of York due to having a large amount of “transient renters”.

Fulford & Heslington is one of the most ethnically diverse wards in York. After the 75% ‘White British’ residents, the next largest group is Asian or Asian British at 13.4%. This diversity may be due to the barracks in the ward, and the number of students and university staff housed in this area. The age profile is similar to York as a whole, with 20 – 24 year olds being the single biggest group at 9.6% of the population.

Community cohesion appears to be good, with 82% residents feeling that they “belong to their local area” and 92% satisfied with “their local area as a place to live” in a CYC residents’ survey.

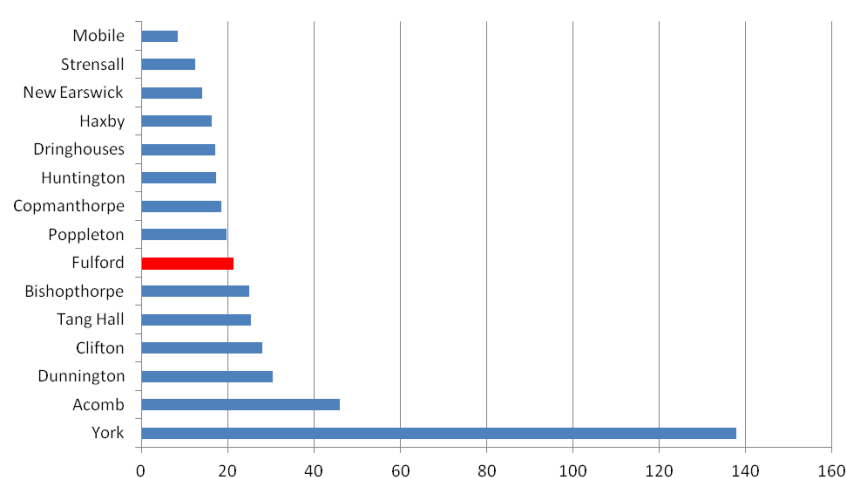
Current Usage

Physical Visits to Fulford Library over time



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255

Library visits per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

The user profile of Fulford Library is fairly untypical of Explore libraries. It is the only one which does not have a disproportionately large number of retired customers. Of all Explore's libraries, it has the largest proportion of student customers at 7% of users, and perhaps as a result, one of the least long-term user-bases of all Explore's libraries (45% of users have been using this library for under 3 years). It also has the highest proportion of employed users, in spite of having no evening opening. It is similar to other libraries in having more female users (79% of users, 53% of population), but to a much greater extent than we see elsewhere.

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Haxby Explore Gateway Library Pen

Portrait

Haxby Library is currently operating from a vehicle stopping in four locations across Haxby and Wigginton:

- Ethel Ward Playing Fields
- Haxby Memorial Hall
- Wigginton Recreation Hall
- Oaken Grove Community Centre



This is an interim measure following the evacuation of the former building in July 2016. Most library activities can be offered from the vehicle, but for computer access and digital engagement customers are referred to New Earswick Library which has increased opening hours as a result. There are plans to move the library into an extended Haxby Memorial Hall. There is no definite timescale for this.

The Vehicle

The vehicle dates from 2010. Some cosmetic improvements were made by Explore when the vehicle was purchased in early 2017. There have been some teething problems with the power supply, but otherwise the vehicle is in good shape.

The vehicle has some accessible features including a lift. It is open 29 hours per week, which includes a Saturday but no evenings. The locations of the four stops are fairly well spread across Haxby and Wigginton, and tend to be near shops and community centres.

Community Assets

In spite of the limitations of being on a vehicle, Haxby Library is able to offer a range of community engagement activities addressing social isolation including storytimes, chatterbooks and a jigsaw club as they have access to rooms in the halls they park next to. A Code Club is planned to start soon along with a Boccia taster session aimed at gauging interest in a regular activity. Regular children's activities such as the summer reading challenge and nursery visits contribute towards children's literacy.

Haxby Library has had a fairly successful volunteering programme in the past, although this has naturally declined due to there being less scope on the vehicle. Still, there are around 8 volunteering hours per week, which is giving people work experience and strengthening community resilience. The library has a new Friends group and good links with the parish council and with local schools and is looking to strengthen these again now that the mobile service is established.

There is a small room at the back of the vehicle from which partners such as the police and the NHS are able to offer drop-ins. There is a small amount of display space which local community groups use to advertise their activities, and residents can come on board to take part in consultations, promoting active citizenship: HealthWatch are planning a regular consultation session.

There are several other venues in Haxby offering community outreach activities, primarily the ones outside which the library vehicle stops. Oaken Grove, run by a trust, has a particularly rich offer including not just social and sporting activities but also computer tuition, WEA classes, citizens advice and a pop-up cafe for the elderly. Haxby Memorial Hall and Wigginton Recreation Hall, both run by trusts, and Wigginton Old School, run by Wigginton Parish Council, between them offer myriad events including weight watchers, U3A & WEA courses, square dancing and more. Ethel Ward Playing Fields, administered by Haxby Town Council, is home to a range of sports clubs. Additionally the churches in the area, Haxby & Wigginton Methodist, St Nicholas, St Mary's, and St Margaret Clitherow, offer a host of activities too.

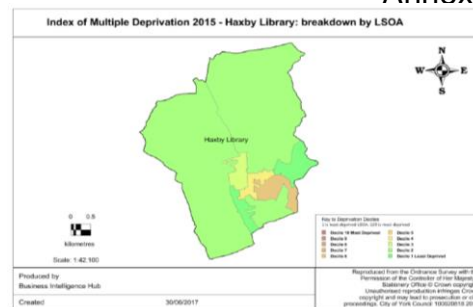
Population profile

Haxby and Wigginton Ward is a relatively affluent ward, scoring lowly on the Index of Multiple Deprivation 2015. This affluence is reflected in a range of measures including child poverty rates, anti-social behaviour, and

premature mortality all of which are better in Haxby & Wigginton than in York as a whole. That said, Haxby does have some significant needs around loneliness. The Age UK risk of loneliness heat map, which looks at a combination of factors including age, marital status and health, identifies a particularly high risk of loneliness in people aged 65+ in Haxby.

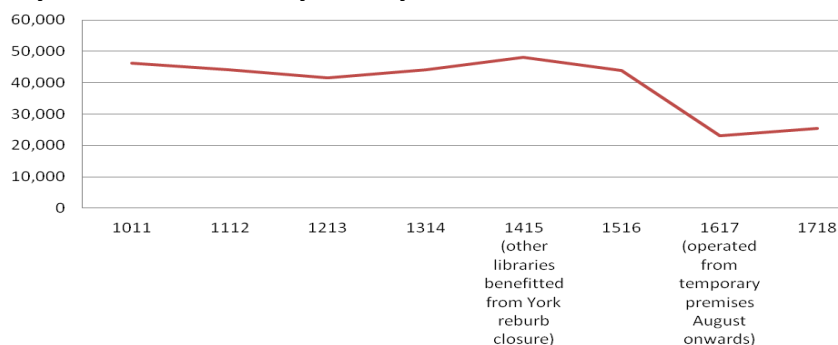
The population of Haxby & Wigginton is not particularly ethnically diverse, with 96.5% of residents identifying as 'White British' in the last census. The age profile is older than York as a whole, without the high number of 15 to 24 year olds you see in areas closer to the universities, and a large amount of people in their 60s. With 16% of people being in their 60s, this library catchment area, along with those at Copmanthorpe and Bishopthorpe are likely to be areas which strongly feel the impact of an aging population over the next 20 years.

Community cohesion appears to be good, with only 82% feeling that they “belong to their local area” and 100% being satisfied with “their local area as a place to live” in a CYC residents’ survey.



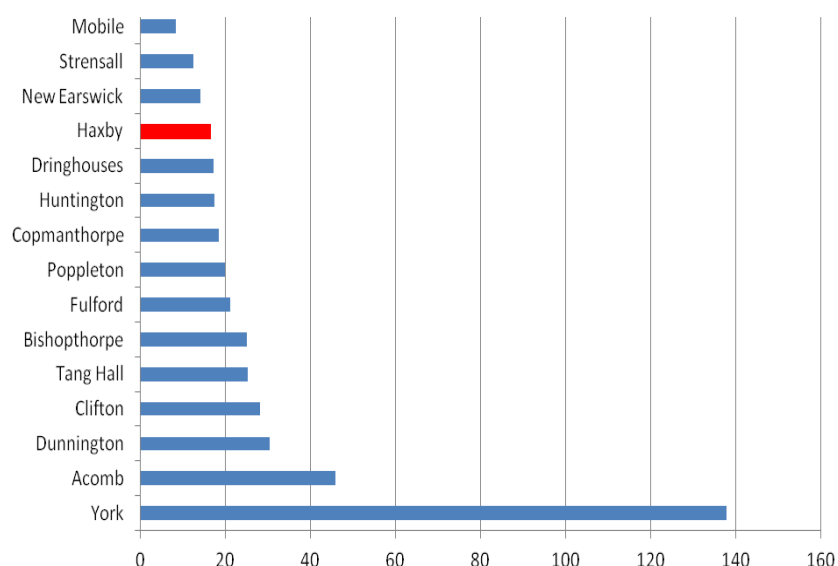
Current Usage

Physical Visits to Haxby Library over time



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255

Library visits per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

Haxby Library was not included in the October 2016 user survey which informs Explore’s user profiles. However, a small sample of library database logs indicates that the user profile of Haxby Library departs from the population profile most significantly in terms of having more women (67% of users, 53% of population), and more people aged 60+ (50% of users, 36% of population). However, both of these trends are fairly common in libraries.

Huntington Explore Gateway Library Pen Portrait

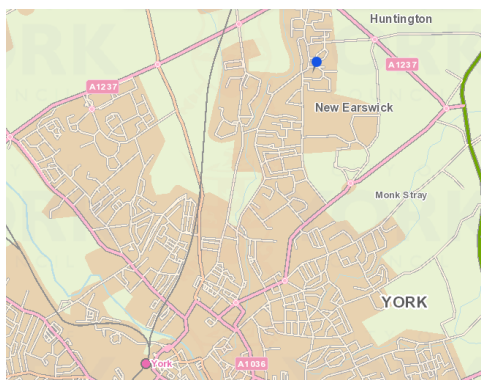
The Building

The building was constructed in 1964, and has not undergone any significant structural changes since. It is one of Explore's larger community libraries in terms of floor space, but without being big enough for meeting rooms or a cafe. The land and building is owned by CYC. The property also includes a small garage, which is used as storage for the whole service. A condition 2013 condition survey found that building maintenance costs over 20 years would be £49,416.



There is some on-street parking, but this becomes very congested during the school-run. There is a bus route quite nearby. The entrance would be problematic for some people with mobility problems, and there is no accessible toilet. The Library is adjacent to a doctor's surgery, and is slightly away from the main shopping area. It is open 25 hours per week, which is fairly generous for a community library, but closes at lunchtime and has no evening opening hours.

Community Assets



Huntington Explore Gateway library runs a range of groups and events both in and out of opening hours. The library helps to combat social isolation through a varied programme of activities including reading groups and coffee mornings. Regular children's activities such as the summer reading challenge contribute towards children's literacy, and there are computer workshops for beginners addressing adult digital literacy too, alongside free PCs and wifi.

Huntington Library is well supported by the local community: it has a successful volunteering programme, giving people work experience and strengthening community resilience, and it has a very active Friends group running events and raising funds. Huntington Library

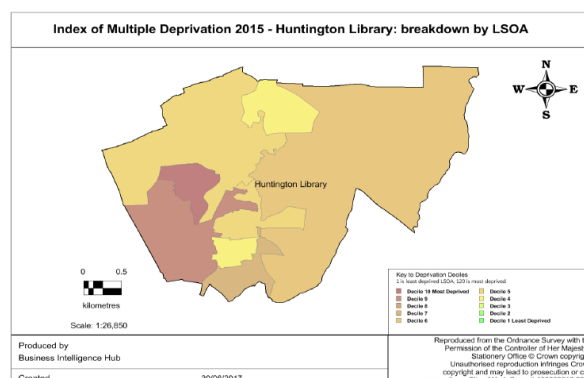
offers a free drop-in digital clinic during the Friends Group's monthly coffee morning.

Partners do offer activities from the building. York Music Hub loan out sets of music scores to community groups through Huntington Library. The library has strong links with local schools. Local community groups use the library for displays and residents can come to the library to take part in consultations, promoting active citizenship.

Other venues in the area include Huntington Community Centre, a 10 minute walk to the North of the library. Run by the parish council, it has a cafe with wifi which is open every morning, and has regular events such as Knit and Knatter, York Wine Circle, Citizens Advice drop-ins, Adult Education classes etc. Slightly beyond this is Huntington Memorial Hall which is home to dance groups, card playing, scouts and guides etc. On the South side of the library catchment area is Orchard Park Community Centre, a 20 minute walk from the library, which has dance classes and a pre-school.

Population profile

The relevant ward statistics are for Huntington and New Earswick Ward, but this is problematic, since there is also a library in New Earswick, so residents from New Earswick would be unlikely to use Huntington Library. The ward contains some relatively more deprived areas in the New Earswick side of the ward, according to the Index of



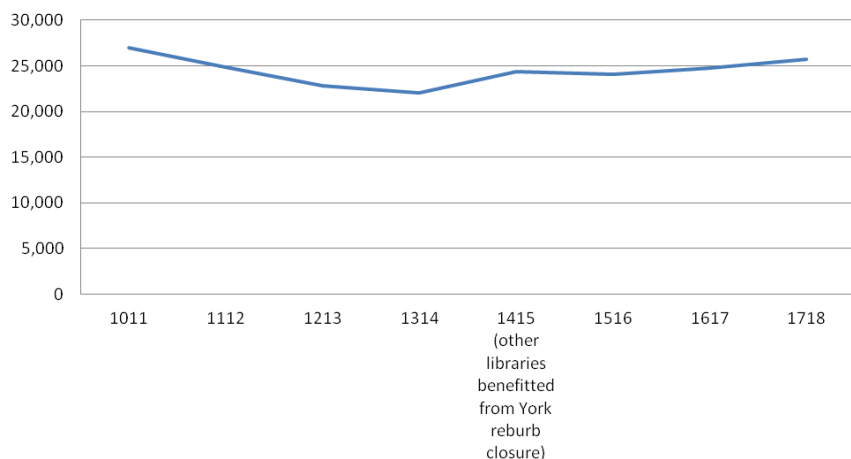
Multiple Deprivation 2015, and the Huntington side tends to be more average.

The population of Huntington and New Earswick not particularly diverse, with 96% of residents identifying a White British in the 2011 census. The age profile is similar to York as a whole, but without the high number of 15 to 24 year olds you see in areas closer to the universities, and more older people.

Community cohesion in the ward appears to be approximately average, with some measures being slightly better than in York as a whole and some being slightly poorer: 85% are satisfied with their area as a place to live and 78% feel that they belong to their local area.

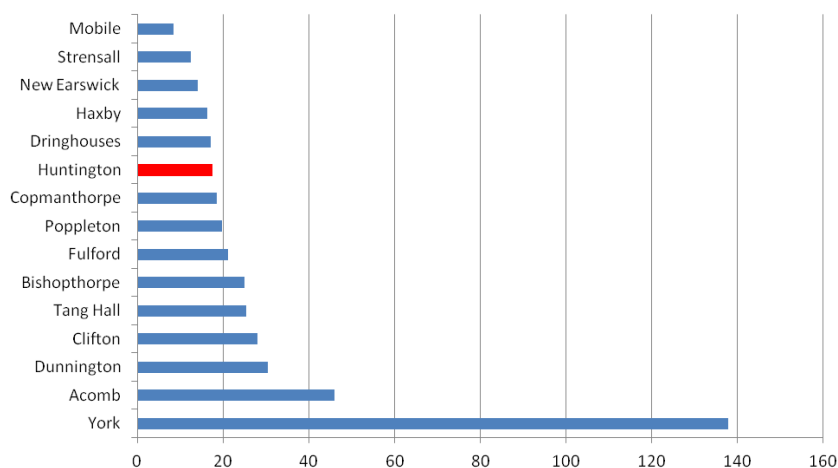
Current Usage

Physical Visits to Huntington Library over time



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255

Library visits per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

The user profile of Huntington Library departs from the population profile most significantly in terms of having more women (70% of users, 53% of population), more retired people (59% of users, 20% of population) and more people experiencing disability or ill health (44% of users, compared to 21% of the population whose day to day activities limited by ill health or disability in the census). All these trends are common in libraries, but Huntington's figures are particularly skewed in this direction. However, the user survey on which these statistics are based was fairly small at Huntington (58 respondents).

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Mobile Pen Portrait

The Vehicle

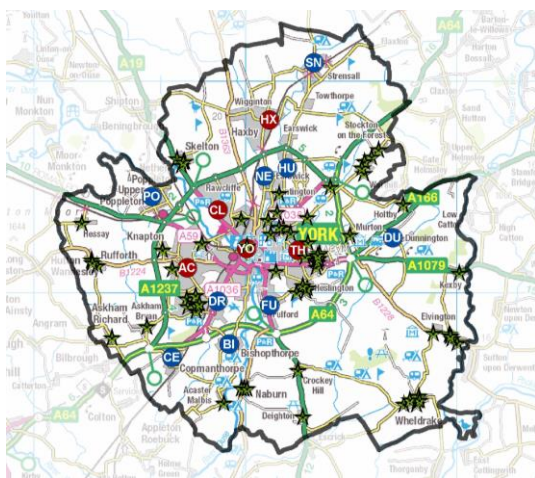
The vehicle is at least 15 years old and is increasingly costly to keep on the road, with frequent mechanical faults. It is now owned outright by CYC, having come to the end of its lease.

It has some accessible features including a lift, but no toilet.

It goes out on its rounds 9 days per fortnight, not including any evenings or weekends apart from in the cases of special events like York Pride or Rowntree Park Birthday party.



Community Assets



The Mobile library is in the same category as Explore Gateway. It is a 7.5 tonnes vehicle and naturally there is a limit to the amount of community engagement it can reasonably offer. For example, unlike most static libraries it has no reading group, craft group or weekly storytime. However, the visit from the Mobile Library is the only social activity some customers experience, and feedback has shown that just interacting with other people on board and getting them access to books and information can be a lifeline for some isolated individuals. It offers the summer reading challenge which contributes towards children's literacy.

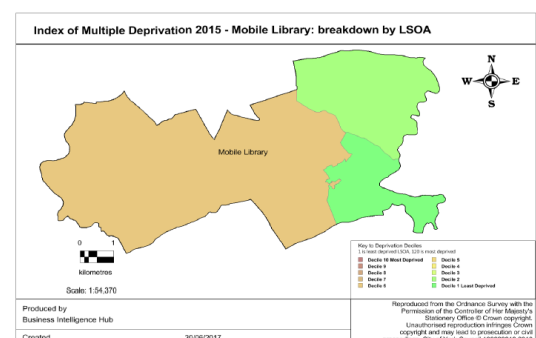
The Mobile Library has some volunteering opportunities, aiming to strengthen community resilience. The Mobile library has strong links with some schools & pre-schools, hosting book exchange visits from Stockton on the Forest Primary; St. Mary's CE Primary; Burton Green Primary; Elvington Primary; Tiddlywinks Day Nursery and Stickyfingers Tiny School.

There is a small display space where partner and community organisations can advertise their services and activities, and residents can come to the Mobile Library to take part in consultations, promoting active citizenship.

Some of the neighbourhoods visited by the Mobile Library have other community venues whilst others are more isolated. For example, Deighton has very few facilities, not even a church or post office, whereas Woodthorpe and Huntington are well provided for. The two communities which get the biggest portion of the Mobile Library's time are Elvington and Wheldrake, which get one day each on the fortnightly timetable. Focussing on these, Elvington has Elvington Village Hall, Lower Derwent Sports and Social Club which hosts various clubs; Holy Trinity Church which hosts some social drop ins, and the Grey Horse pub which has a farmer's market. Wheldrake has Wheldrake Village Hall hosting events such as the village show, scouts & guides, dance classes and a community cinema, and St Helen's Church offering a toddler group, quizzes and social groups.

Population profile

For the purpose of this portrait, the catchment area is defined as Wheldrake ward, which contains a significant proportion of the Mobile stops including the two big ones Elvington and Wheldrake, plus Naburn, Deighton and Crockey Hill, which between them account for a third of the Mobile's time. This is not an accurate portrait of all the communities served, but is a reasonable estimate of the villages. It must be assumed



that the suburban stops in places like Heworth and Woodthorpe are not described by this portrait.

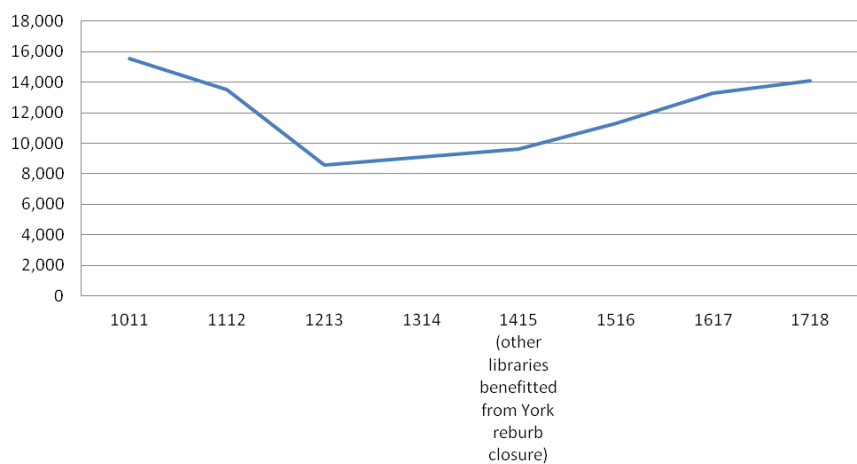
Wheldrake ward is relatively affluent in the east (Wheldrake and Elvington) and less so at the west (Deighton and Naburn) according to the Index of Multiple Deprivation 2015, but this relative deprivation is more about access to services rather than poverty. Indeed, across the ward, all measures normally associated with deprivation including child poverty rates, anti-social behaviour and premature mortality are all better in this ward than across York as a whole.

The ethnicity profile the ward is not very diverse, with 96% of residents identifying as White British in the 2011 census. The age profile is dominated by children and older adults, with relatively few residents in their 20s and 30s.

Community cohesion appears to be good, with 90% feeling that they “belong to their local area” and 90% being satisfied with “their local area as a place to live”, in a CYC residents survey.

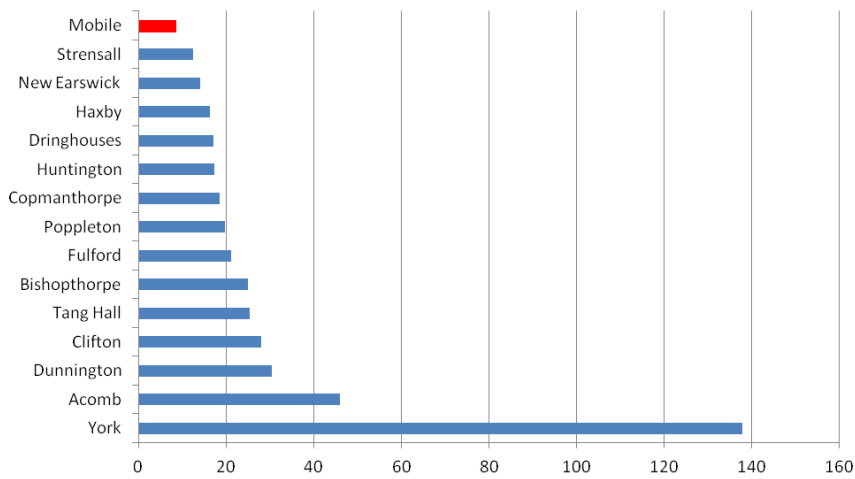
Current Usage

Physical Visits to the Mobile Library over time



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255

Library visits per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

The Mobile Library was not included in the October 2016 user survey which informs Explore's user profiles. However, a small sample of library database logs indicates that the user profile of the Mobile Library tend to be long term users, 77% having used us for more than 3 years compared to 66% across all libraries. They are 65% female which is disproportionate, but in line with the Explore average. And 62% of them are aged 60+ which is again disproportionate, but in this case more disproportionate than the library average.

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New Earswick Explore Gateway Pen Portrait

The Building

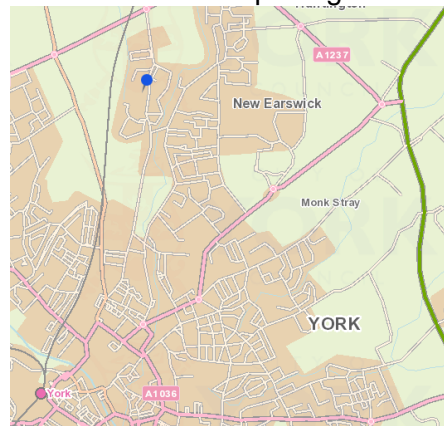
The library is currently in the same building as New Earswick Primary School. In May 2018, it will move to the Folk Hall in partnership with JRHT

There will be good access to parking and a cafe as well as a range of activities within the Hall. There is a bus stop immediately outside. The library is accessible, with facilities such as ramp access and an accessible toilet. It is open 30.5 hours per week currently, having extended its hours when Haxby Library was closed due to building collapse, but this does not include any evening provision. Opening hours will be able to be increased once the move has happened.



Community Assets

New Earswick Explore Gateway offers a range of activities within the main body of the library and can run events outside of opening hours if the full space is required. The library helps to combat social isolation



through a varied programme including reading groups, a craft group, and one off activities like minecraft or book swaps. Regular children's activities such as the summer reading challenge contribute towards children's literacy, and there are computer workshops for beginners addressing adult digital literacy too, alongside free PCs and wifi.

A successful volunteering programme at New Earswick Library helps to strengthen community resilience. The library has strong links with local schools, in particular the school within which it is sited, who come in regularly for class visits and book exchanges.

Local community groups use the library for displays and residents can come to the library to take part in consultations, promoting active

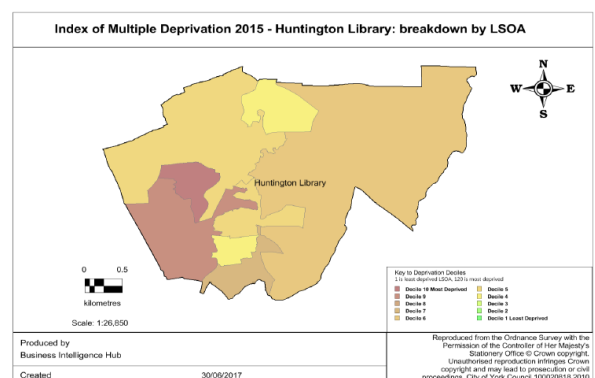
citizenship.

The Folk Hall, managed by Joseph Rowntree Foundation, offers a café, post office and numerous groups and activities from war gaming to a neighbourhood cinema. They also host New Earswick Residents Forum, which works to provide opportunities, grants and facilities for New Earswick people in conjunction with JRHT. JRHT offer digital engagement in conjunction with the library. Our partnership has seen the establishment of weekly drop-in clinics to support local people with IT skills as well as regular workshops at the "digital hub" in the shopping complex. New Earswick Sports & Social Club is home to a number of sports teams. New Earswick Methodist Church may also have some community outreach type activity.

Population profile

The library falls within Huntington and New Earswick Ward, but is more specifically within the west part of the ward, which has higher deprivation according to the Index of Multiple Deprivation 2015. Across the whole ward, childhood obesity and educational qualifications are poor, and other measures like premature mortality and anti-social behaviour are not, but need in the West of the ward is greater than across the ward as a whole.

The population of Huntington and New Earswick not particularly diverse, with 96% of residents identifying a White British in the 2011 census. The age profile is similar to York as a whole, but without the high number of

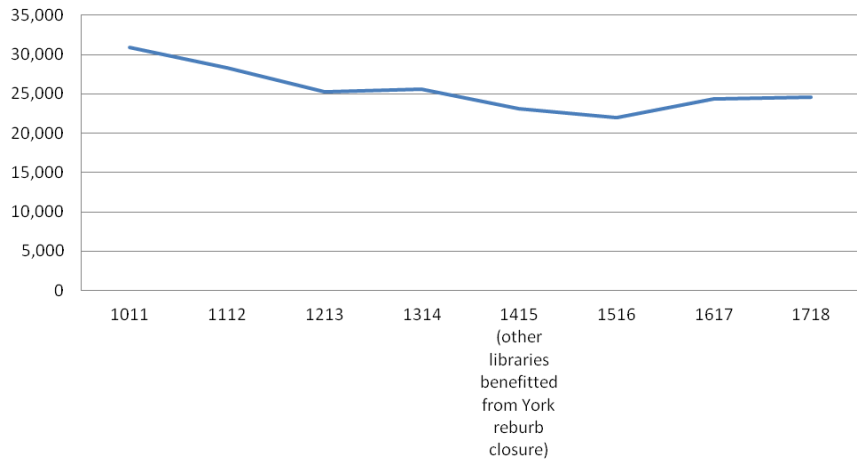


15 to 24 year olds you see in areas closer to the universities, and more older people.

Community cohesion; 85% are satisfied with their area as a place to live and 78% feel that they belong to their local area.

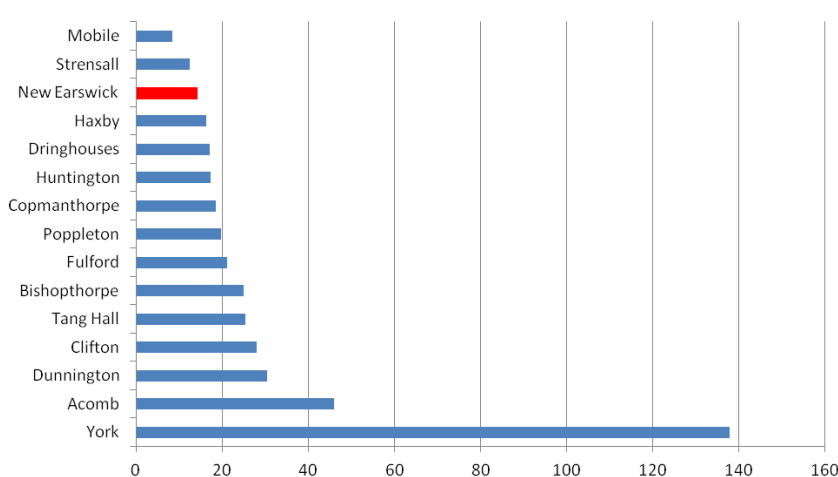
Current Usage

Physical Visits to New Earswick Library over time



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255

Library visits per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

The user profile of New Earswick departs from the population profile most significantly in terms of having more women (71% of users, 53% of population) and more retired people (48% of users, 20% of population). However, these trends are fairly common in libraries, and only slightly more skewed at New Earswick than normal. Of all the libraries; New Earswick's has the by far the freshest user base – 46% of

customers surveyed had been using the library for 1 year or less, compared with 18% across Explore York Libraries as a whole.

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Poppleton Explore Gateway Library Pen Portrait

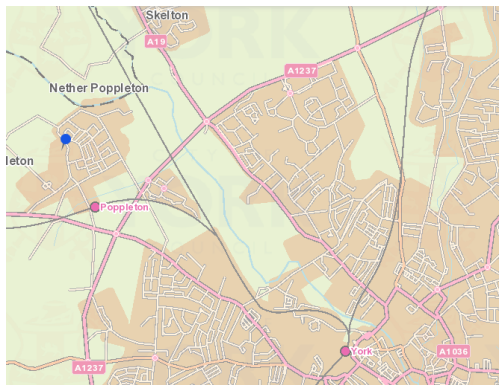
The Building

Poppleton Library was built in 1960, and there have been no significant structural changes since. The land and building is owned by CYC. A 2013 condition survey found that building maintenance costs over 20 years would be £126,025.

There are a couple of parking spaces, and regular buses stop nearby. The library has level access, but no accessible toilet. The library is open for 21.5 hours per week, which is average for a community library, but this does not include any evening opening. The Library is adjacent to a school, and is slightly removed from the centre of the village.



Community Assets



Poppleton Explore Gateway library uses the main body of the library for running groups and events, and these can take place outside of opening hours if necessary. The library helps to combat social isolation through a varied programme of activities including a regular reading group. Regular children's activities such as the summer reading challenge contribute towards children's literacy, and there are computer workshops for beginners addressing adult digital literacy too, alongside free PCs and Wi-Fi.

Poppleton Library has strong community cohesion through its volunteering programme, with over 20 volunteering hours per week. A newly established Friends Group is also thriving.

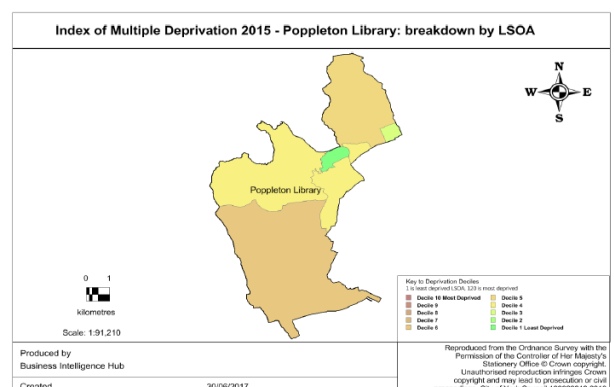
The library has strong links with the Parish Council and with local schools. Partners offer activities from the building such as an NHS drop-in. Local community groups use the library for displays and residents can come to the library to take part in consultations or to view the local plan, promoting active citizenship.

Also in the area, very close to Poppleton Library, is The Poppleton Centre which is a charity managed by Poppleton Community Trust. It has a cafe, and is the meeting place for many groups, with a particular emphasis on sport but also covering local history, scrabble, and art appreciation. The churches, Poppleton Methodist and St Everilda, host some groups and events. All together the events on offer in Poppleton tend to be aimed at a general audience, rather than addressing specific needs such as job seeking, debt advice or public health.

Population profile

Poppleton Library falls within Rural West York Ward, but most library usage comes from within Poppleton itself. Poppleton is the most affluent part of the ward according to the Index of Multiple Deprivation 2015, so whilst ward statistics indicate that measures such as qualifications are only fairly average for York, and child poverty is worse than average, it would probably be a misperception to think that this applied to the residents of Poppleton itself, since Poppleton is within the least deprived 10% of English Super Output Areas.

The population of Poppleton is not particularly diverse, with 93% residents identifying as 'White British' in the 2011 census. The age profile is older than across York

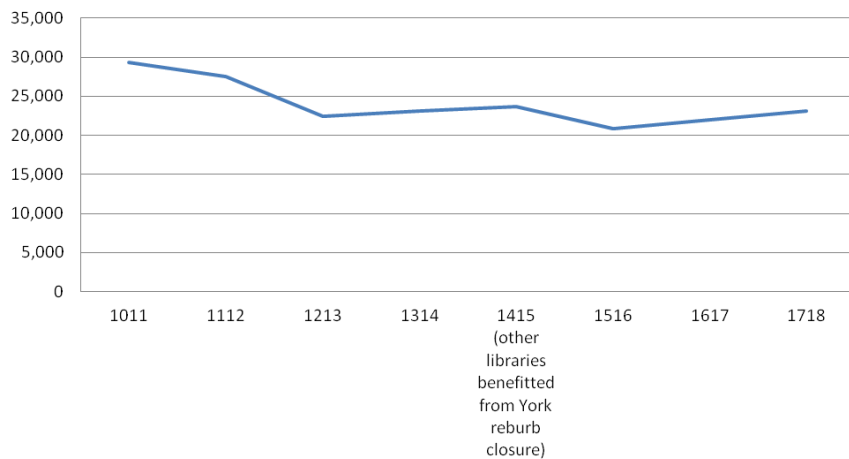


as a whole, with fewer 20 – 39 year olds and more people aged 45+.

Community cohesion appears to be good, with 84% feeling that they “belong to their local area” and 94% being satisfied with “their local area as a place to live” in a CYC residents’ survey.

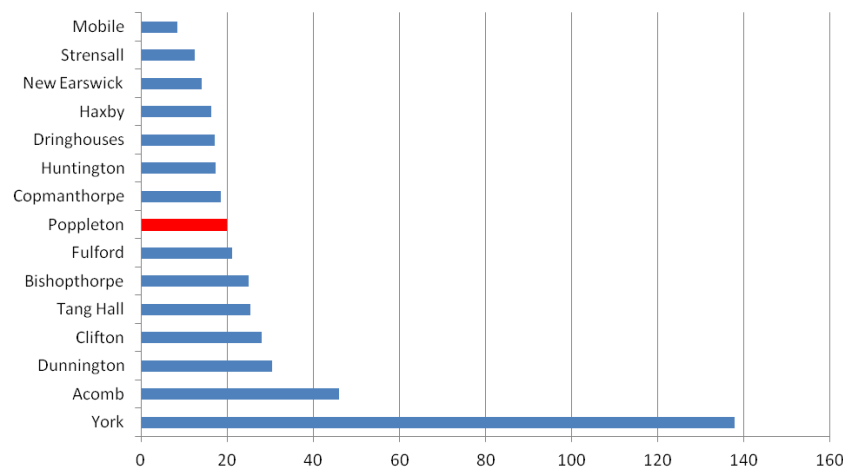
Current Usage

Physical Visits to Poppleton Library over time



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255

Library visits per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

Of all the libraries, Poppleton and York Explore are the ones whose user base is least skewed towards women (54% of users, 51% of residents). However, it does have the same tendency towards retired users as we see at other libraries, with 57% of the adult users being retired and only 19% of the local population.

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Strensall Explore Gateway Pen Portrait

The Building

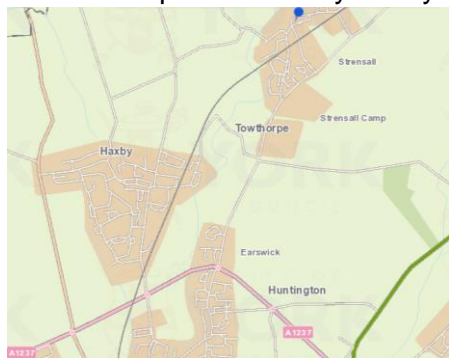
The property was built in 1875. The land and building is owned by CYC. The top floor is made up of two residential flats which are leased to Yorkshire Housing, and in turn rented out to tenants. A 2013 condition survey found that building maintenance costs over 20 years would be £68,485.

Parking is on-street only, but a bus service operates outside the library. The building has level access but no accessible toilet. Strensall Library opens 18.5 hours per week, which is relatively short compared to other village libraries, and this does not cover any evenings. The library is on the main road through the village near to some shops and pubs.



Community Assets

Strensall Explore Gateway library offers a range of activities within the main body of the library and can run events outside of opening hours if the full space is required. The library helps to combat social isolation through a varied programme including reading groups, kindermusik and more. Regular children's activities such as the summer reading challenge contribute towards children's literacy, and there are computer workshops for beginners addressing adult digital literacy too, alongside free PCs and wifi.



Strensall Library aims to strengthen community resilience through a volunteering programme, but has the lowest take-up of all the libraries at around 7 volunteering hours per week. An attempt to establish a Friends Group met with limited success, and attempts to engage various community groups have similarly had a mixed reception.

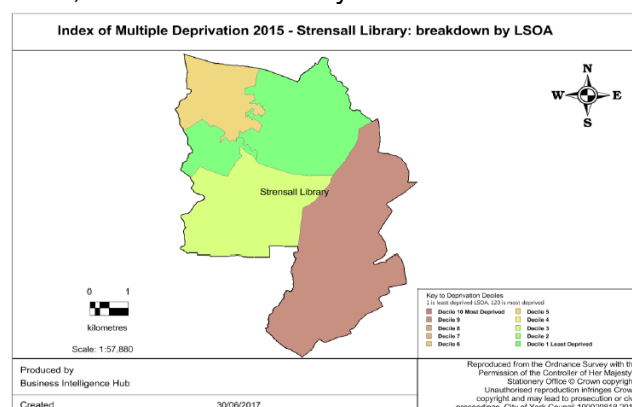
The library has strong links with the Parish Council and with some pre-schools and care homes. Partners offer activities from the building for example property marking from the police. Local community groups use the library for displays and residents can come to the library to take part in consultations, promoting active citizenship.

Also in the village, Strensall and Towthorpe Village Hall offers fitness activities, bingo, slimming clubs etc. The army barracks run a range of activities from Hurst Hall on their site, mostly aimed at children. The churches in Strensall, Strensall Methodist and St Mary The Virgin offer some outreach activities including singing and social groups. The offer tends to be aimed at a general audience rather than addressing specific needs such as digital literacy or employability.

Population profile

Strensall Ward covers a range of areas in terms of deprivation, but Strensall Library's main reach is the village itself, which is the medium area in the top left of the diagram. This means that there is nothing interesting to say about child poverty rates, anti-social behaviour, the number of adults with no qualifications and premature mortality.

The population of Strensall is not particularly diverse, with 95% residents identifying as 'White British' in the 2011 census. The age profile is similar to York as a whole, but without the high number of 15 to 24 year

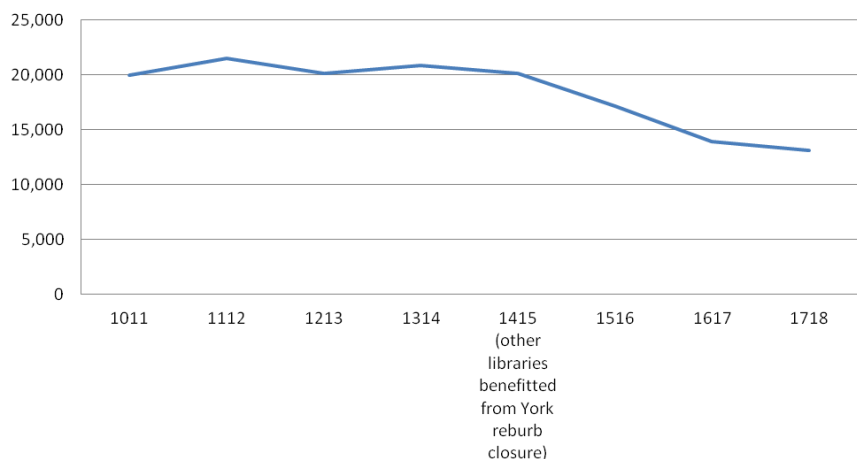


olds you see in areas closer to the universities, and more people in their 40s and 50s.

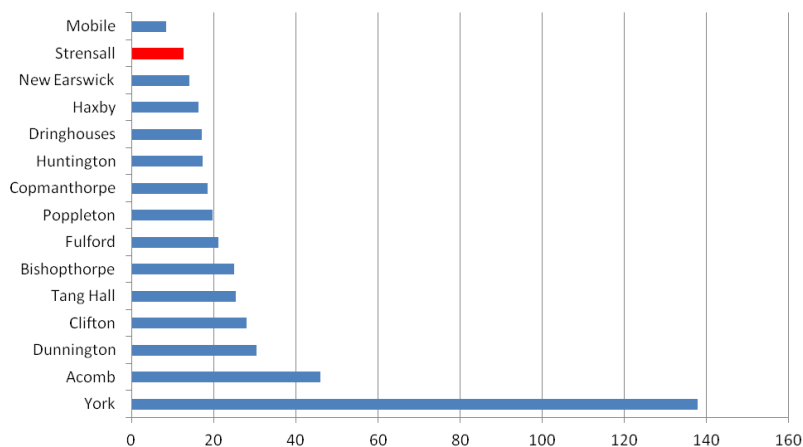
Community cohesion appears to be good, with 85% feeling that they “belong to their local area” and 95% being satisfied with “their local area as a place to live” in a CYC residents’ survey.

Current Usage

Physical Visits to Strensall Library over time



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
8	Huntington	25734
9	Haxby	25337
10	Fulford	25322
11	New Earswick	24544
12	Copmanthorpe	23164
13	Poppleton	23137
14	Dringhouses	22924
15	Dunnington	20404
16	Mobile	14091
17	Strensall	13129
18	Sycamore House	255



Strensall is the only one of Explore’s libraries on a downwards trend.

Library visits per opening hour during half terms

The user profile of Strensall departs from the population profile most significantly in terms of having more women (75% of users, 51% of population), more retired people (58% of users, 16% of population) and

more people experiencing disability or ill health (29% of users, compared to 13% of the population whose day to day activities limited by ill health or disability in the census). All these trends are fairly common in libraries, but are more prominent at Strensall than at most of Explore's libraries.

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Tang Hall Explore Library Learning Centre Pen Portrait

The Building

The present Tang Hall Library was built in 1958. The land and building is owned by CYC. A 2013 condition survey found that building maintenance costs over 20 years would be £165,500.

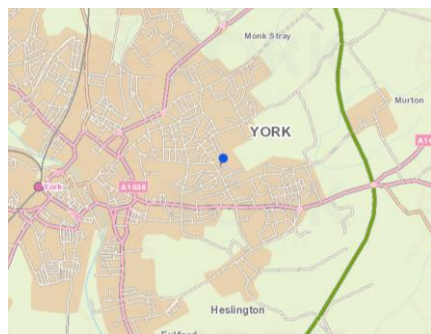
Parking is available, but this is shared with the health centre and gets very crowded. The nearest bus stop is a short walk away. There is ramped access to the library, an accessible toilet and a lift. Tang Hall library is open 41 hours per week including one evening until 7.30pm.

Tang Hall Library is located in a largely residential area, away from the shops but alongside a health centre.



The library will move to newly refurbished premises in the old Burnholme Community College in June 2018.

Community Assets



Tang Hall Explore Library Learning Centre is on two floors with a meeting room and IT suite. It has scope to engage the community in a large range of ways. It addresses social isolation by offering myriad events from mindfulness to NHS drop-ins. Regular children's activities such as the summer reading challenge and chatterbooks reading group contribute towards children's literacy, and Explore have a programme of workshops addressing adult digital literacy too, alongside free PCs and wifi.

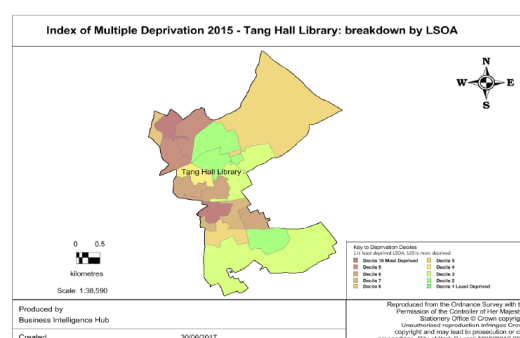
Tang Hall have a successful volunteering programme, enabling people to get work experience and strengthening community resilience. An attempt to establish a Friends Group, however, met with little success.

York Learning have withdrawn from running regular courses at Tang Hall library, preferring the more modern facilities at Acomb and York, but run occasional classes, and other partners use the venue including a Men's Shed. Tang Hall also fulfils an active citizenship remit with consultations and public meetings, and local community groups use the library for displays and demonstrations. Library staff work closely with schools in the area.

Also in the area, Tang Hall Community Centre, just a few minutes walks away from the library, hosts events from digital engagement to dance, often run by 'Tang Hall Big Local', which is a lottery funded project aiming to engage residents in decision-making and create a local plan. Explore continue to support local people with IT skills at frequent events with cooperation from Tang Hall Big Local. Slightly further afield, Heworth Without Community Centre is run by the parish council and offers a programme of Still Life, Ballroom Dancing, Toddler Groups etc. St Nicholas Fields environmental centre offers events and volunteering on a specifically ecological theme. There are plans for a new community centre at Burnholme, and the library plans to move to this location and be a lead partner in this project. There are a large range of churches of various denominations in the area, and York Mosque. The closest church offering the largest range of community outreach is St Aelreds, which has a dedicated Community Centre running groups such as Keep Fit, Local History and the Alzheimers Society.

Population profile

Tang Hall Library serves three wards: Heworth, Heworth Without and Hull Road. Between them, these wards cover areas with a range of characteristics, from the relatively affluent to those with significant levels of need. Overall, this combined area scores poorly on a range of measures associated with deprivation such as fuel poverty, childhood



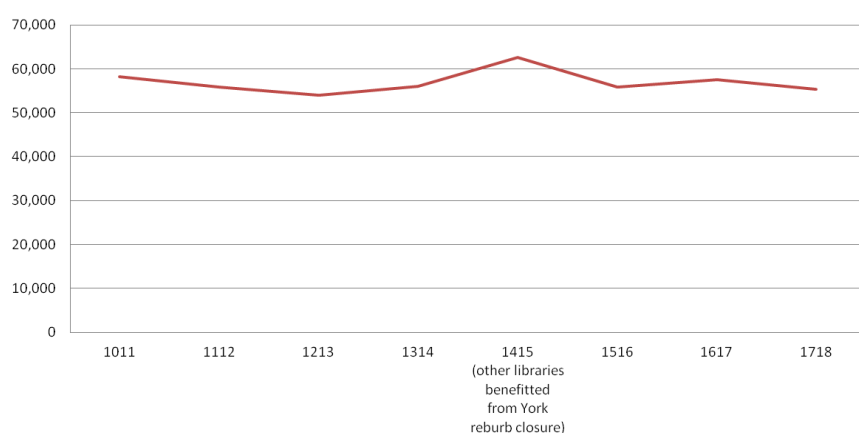
obesity and premature mortality all of which are worse in this area than in York as a whole. CYC's analysis also indicates that library users in this area are less likely to have home internet access than in most other parts of York. Age UK's risk of loneliness heat map, which looks at a combination of factors some of which co-incide with deprivation, identifies a high risk of loneliness in people aged 65+ in this part of York.

The population of this area is ethnically diverse compared to York as a whole, with 16% of residents ticking something other than 'White British' in the 2011 census. The biggest BME community is 'Asian or Asian British' at 7%. The age profile of the area is also quite different to York as a whole with 22.5% of residents being aged 20 -24. Both of these factors are likely to be related to the fact that the university falls within the area. There is less home ownership here than in York as a whole – in this area 23% residents are private renters and 18% are social tenants.

In spite of the relatively transient population, community cohesion is only slightly below average in this area, with 64% feeling that they "belong to their local area" and 81% being satisfied with "their local area as a place to live" in a CYC residents' survey.

Current Usage

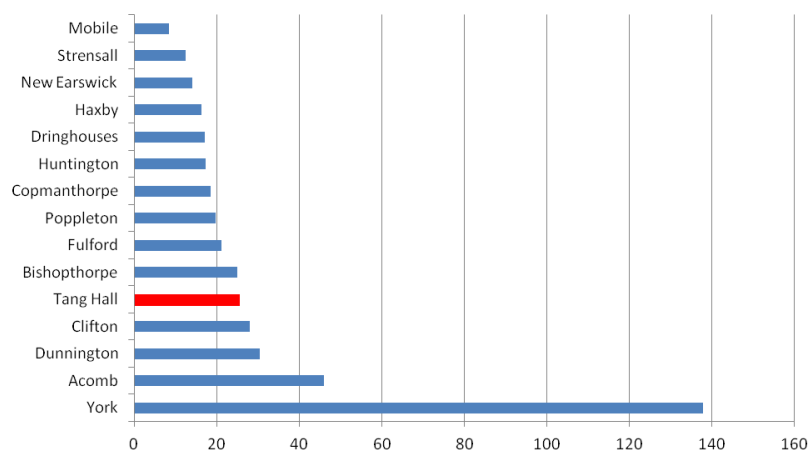
Physical Visits to Tang Hall Library over time



Visits including Reading Cafes 1718

1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
5	Homestead Park	42693
6	Clifton	40212
7	Bishopthorpe	28397
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17	Strensall	13129
18	Sycamore House	255

Library visits per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

The user profile of Tang Hall Library departs from the population profile most significantly in terms of having more women (70% of users, 51% of population), more retired people (41% of users, 11% of population) and more people experiencing disability or ill health (24% of users, compared to 14% of the population whose day to day activities limited by ill health or disability in the census). However, all of these trends are fairly common in libraries, and Tang Hall's user profile is not far from Explore's profile as a whole. In spite of it being a student area, only 3% of library users are students, compared to 6% at York and 7% at Fulford.

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York Explore Pen Portrait

The Building

The Library was first opened in 1927, and most recently had building work in 2014: an extension and substantial work on the floor and roof. There has not been a condition survey since 2013, which found that the total cost of work over 20 years would be £1,880,223, but work has been done since then. The land and building is owned by CYC

Only disabled parking is available at York Explore but the building is well served by public transport including being walking distance from York Railway Station. Explore is a very accessible space, including a changing places facility. It is open 66 hours per week, including evenings until 8pm and Sunday opening. Situated right in the city centre it is well placed for people to visit alongside other shops and services.



Community Assets



York Explore is our flagship Explore Centre. It is on two floors in the centre of York, with 3 meeting rooms, an archive and local history centre, an ICT suite, a cafe, and a garden to the side. It is well equipped to engage the community in a huge range of ways, tackling social isolation through myriad groups, events and classes. It is the meeting point for reading groups and craft groups, guided walks, hacker projects and much more. Regular children's activities such as the summer reading challenge contribute towards children's literacy, and there is an ongoing programme of workshops addressing adult digital literacy too, alongside free PCs and wifi.

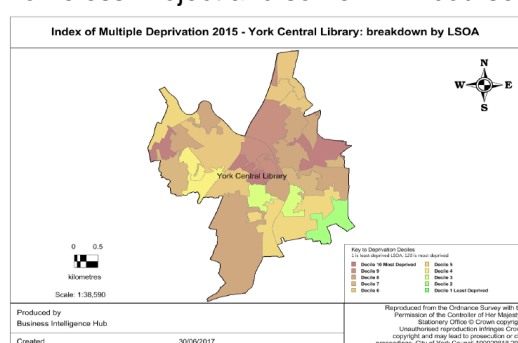
The volunteering programme at York Explore is very successful, strengthening community resilience and offering valuable work experience to a variety of people including prisoners on day release, adults with mental health problems, job-seekers, and just residents who wish to support the library and meet like minded people. The Archives Advisory Group is based at York Explore, enabling residents to get involved in decision making.

York Learning offer a variety of classes at York Explore from functional skills to art classes. Other partners offer activities from the library including York Festival of Ideas, York Literature Festival and the WEA. York Explore also fulfils an active citizenship remit with consultations and public meetings, and local community groups use the library for displays and demonstrations. Library staff work closely with schools in the area.

In central York, there are many community venues engaging people in a variety of activities. The Priory Street Centre hosts a range of groups and classes, and is home to York CVS. Clements Hall, run by a trust, offer an elderly people's lunch club, a dementia cafe, a community cinema and more. Guppy's Enterprise Club host various clubs and WEA classes, covering topics from poetry to war gaming and amateur radio. Specifically engaging older people are St Sampsons Day Centre for the over 60s, Age UK York, and The University of the Third Age. York Citizens Advice Bureau offer debt advice from the CYC offices. Mesmac have a premises in central York from which they offer some LGBT groups and services. The Melbourne Centre runs Blueberry Academy in the daytimes, offering training and support to learning-disabled adults, and general activities such as pilates in the evenings. There are many religious congregations also offering community engagement in the city centre, perhaps most notably the Spurriergate Centre which offers a cafe and counselling, and the Central Methodist Church which is home to Kyra Women's Project, Carecent Homeless Project and some WEA courses.

Population profile

York Explore's catchment area could reasonably be defined as the whole of the UK or even beyond, with people travelling long distances to use the archives in their research, and to attend events. For the core lending and IT services, most attendees are from York, and for the purpose of this portrait the catchment area will be defined as the most central wards: Fishergate, Guildhall,



Holgate, Micklegate. This area is used for analysis whilst acknowledging that 45% of visits come from people who live more than 2km away.

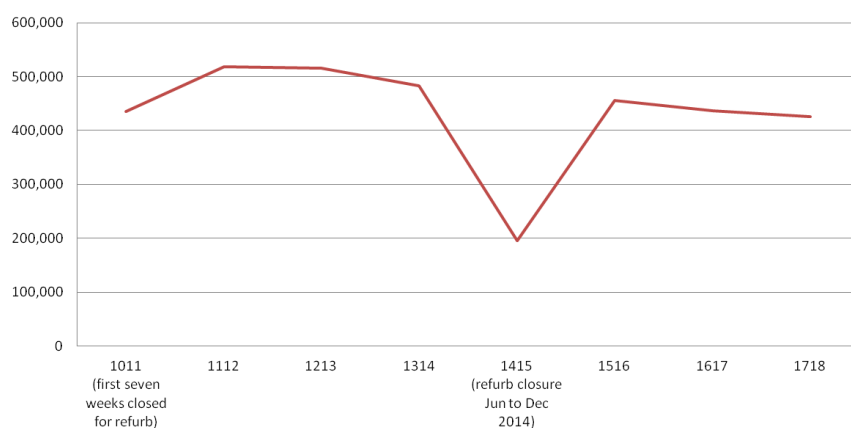
The area contains a range of neighbourhoods from some quite affluent areas to some pockets of significant need. Overall, this area has some poor scores on measures typically associated with deprivation including child poverty rates, fuel poverty, anti-social behaviour and premature mortality all of which are poorer in this central part of York than in the authority as a whole.

The population of this area is fairly diverse by York standard's with 15.5% identifying as an ethnicity other than 'White British' on the 2011 census. The age profile is younger than in York as a whole, with 28% of residents being in their 20s.

Community cohesion; 76% feeling that they "belong to their local area" and 86% being satisfied with "their local area as a place to live" in a CYC residents' survey.

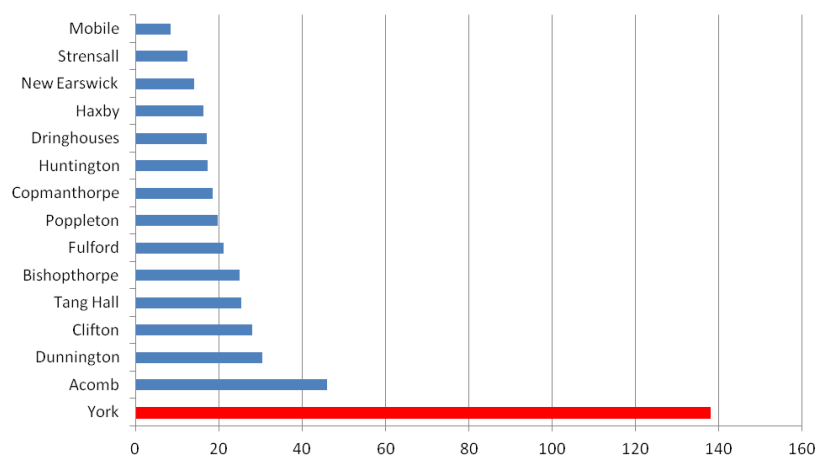
Current Usage

Physical Visits to York Explore over time



Visits including Reading Cafes		1718
1	York	426440
2	Acomb	109785
3	Rowntree Park	93253
4	Tang Hall	55352
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Library visits per opening hour during half terms



(Used half term figures to exclude anomalies caused by classroom use of libraries at New Earswick and Fulford)

Equal with Poppleton, York Explore has the user base which is the least skewed towards women (54% of users, 50% of residents). However, like other libraries, the usage is skewed towards retired users (36% of adult users, 9% of the population), and to a lesser extent disabled users (27% of users, compared to 13.5% of the population whose day to day activities limited by ill health or disability in the census). York Explore has a proportionate amount of student users (6% compared to 7% in the population) in spite of there being libraries on the university campuses. There is some indication that white people are slightly over-represented in the York Explore user demographic (95% users, 91% of population) but this may be a bi-product of the older audience, if the BME people in the population are younger.

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Library Consultation 2018

Mar 2018

Online Library Survey

Introduction:

1. A consultation on the Council's vision for the future of the library service in the City of York and to prepare for a new contract for library services in 2019.
2. This survey was open between 9 November 2017 and 14 February 2018. Results from this survey form part of a wider consultation on the future of York's library service.
3. The survey was available to all residents online with details published on the council's consultation page, and promoted via the communications. Additionally, paper copies were made available at libraries.
4. There were 1329 responses to this survey. Of these, 736 responses to the survey online (55%) and 593 completed paper copies (45%) which were provided at libraries.
5. The survey was designed by City of York Council along with York Explore. There were eleven questions plus some equality monitoring questions.

Results:

6. Respondents were asked to rate nine statements about the future vision for York's libraries according to how important they were. The statement that was rated most important overall was that libraries are 'staffed by well trained staff with excellent customer focus' with 96% saying it was extremely or quite important.



7. Respondents were asked to pick their top five priorities for the three types of library. Approximately 30% of respondents selected more than five options for one or all of the library types.
8. Borrowing books was the top priority across all library types and computers appeared in the top five for each. The top five for each library type are summarised below:

York Explore Library & Archive	%	Explore Library Learning Centres	%	Explore Gateways	%
Borrowing books	87%	Borrowing books	75%	Borrowing books	72%
Archives and local history	56%	Computers	40%	Info about what's on in the local area	39%
Reading or studying in the library	53%	Reading or studying in the library	39%	Events for children and families	35%
Computers	43%	Events for children and families	35%	Computers	34%
Wifi	28%	Info about what's on in the local area	28%	Reading or studying in the library	28%

9. Respondents were asked what they were most likely to combine with a visit to the library and could select as many options as applied.

Activity most likely to combine with a visit to the library	Responses
Shop	52.73%
I don't need to do anything else at the same time	47.11%
Go to a post office	28.62%
Go to the bank	16.32%
Drop-off / pick-up children from school or nursery	15.76%
Use or enquire about a service eg council or neighbourhood police team	15.59%
Visit a doctor or pharmacy	14.39%
Entertainment such as cinema, theatre or sporting fixture	6.83%
Visit a gym or exercise class	3.14%
Other (please specify)	13.02%

10. Respondents identified other activities including visiting a cafe or exercise.
11. The new vision for the libraries needs people to get involved. Respondents were asked how they would prefer to get involved. The majority of respondents only want to be involved as a customer (50%) but some were interested. Results summarised in the following table:

Preferred ways of being involved	Responses
I only want to be involved as a customer	50.33%
Volunteer to support staff with basic tasks like shelving books	23.00%
Join a Friend's Group	20.00%
Attend meetings to help make decisions about library services	19.33%
Volunteer to enable libraries to do more, such as events	19.00%
Fundraising	8.33%
None of the above	3.83%
Other (please specify)	9.33%

12. When asked for three changes that could be made to improve libraries there were a wide variety of suggestions. Answers were broadly categorised and the top three are:

- Services (31%) – improving services generally, making services more widely available or introducing new services
- Improvement to facilities (30%) – toilets, better seating
- Greater selection (27%) – books and other media such as audiobooks and music

13. Respondents were asked to propose money-saving ideas. These free text answers were broadly categorised and the top three are:

- Money making via fees, charges and donations (17%)
- Book donations (15%)
- Other uses of (spare) library spaces (14%)

14. The majority of respondents had used the library recently (90% within the last month). This was expected as the survey was promoted within libraries, paper copies were distributed there and library users would have the greatest interest in taking part.

When last used a public library	Responses
Within the last week	74.35%
More than a week ago but within the last month	15.78%
More than a month ago but within the last year	6.88%
More than a year ago	2.10%
I don't use a public library	0.57%
Don't know	0.32%

15. Respondents were asked how they usually visit the library and most said they usually visit libraries on their own (69%) or with family (24%).

Who visit library with	Responses
On my own	68.86%
With my family	24.38%
With friends	2.74%
As a carer	1.20%
Other (please specify)	2.82%

16. Respondents were asked to identify all the services they currently use and borrowing books is the most used service (91%) followed by getting information about what's on in the local area (40%) and using the cafe (36%).

Library services currently used (tick all that apply)	Responses
Borrowing books	90.96%
Information about What's On in the local area	39.78%
Cafe	35.98%
Reading or studying in the library	33.45%
Online catalogue	28.80%
As a safe social space in which to spend time	25.93%
Wifi	23.23%
Archives and local history	22.30%
Author events	20.35%
Computers	18.67%
Events for children and families	17.65%
Ebooks/audiobooks	14.70%
Online reference resources	13.01%
Information about health, travel, government services etc.	12.42%
Storytimes	12.08%
Meeting rooms	7.43%
Learning classes	6.67%
Organised reading groups	5.24%
Help with getting online	3.72%
The changing places facility	2.20%
Support with job-seeking or personal finance	0.68%

17. Respondents who had not visited a library within the last year were asked to give reasons. Only 3% of all respondents had not visited a library within the last year and the main reasons were:

- Prefer to buy books or download material directly from the internet
- Lack of easy access
- Don't have time

18. Respondents were asked which library they used most frequently and York Explore Library and Archive had the most responses (29%).

Library used most frequently	Responses
York Explore Library and Archive	28.99%
Haxby Library (currently a mobile service)	10.94%
Bishopthorpe Library	9.02%
Acomb Explore Library	8.48%
Tang Hall Library	8.48%
Dringhouses Library	6.02%
Strensall Library	4.56%
Dunnington Library	3.92%
Clifton Library	3.83%
Rowntree Park Reading Cafe	3.46%
New Earswick Library	2.46%
Poppleton Library	2.46%
Copmanthorpe Library	1.91%
Huntington Library	1.91%
Mobile Library	1.82%
Fulford Library	1.09%
Online Services	0.55%
Home Library Service	0.09%
Homestead Park Cafe	0.00%

Demographics

19. The demographic profile of the respondents is not representative of the profile of the City of York, for example, there were more female respondents (69%) than male (29%). Some of the demographic data is summarised below:

Gender	Responses
Female	69%
Male	29%
Prefer not to say	3%

Age	Responses
16-24	2%
25-39	14%
40-55	22%
56-59	6%
60-64	11%
65+	41%
Prefer not to say	4%

Disabilities / condition	Responses
None / not applicable	71%
Mobility	8%
Hearing	6%
Eyesight	5%
Mental health problem	3%
Dexterity	2%
Learning disability	1%
Other (please specify)	3%
Prefer not to say	8%

Ward	Responses
Acomb Ward	2%
Bishopthorpe Ward	6%
Clifton Ward	2%
Copmanthorpe Ward	1%
Dringhouses and Woodthorpe Ward	7%
Fishergate Ward	3%
Fulford and Heslington Ward	1%
Guildhall Ward	2%
Haxby and Wigginton Ward	8%
Heworth Ward	4%
Heworth Without Ward	1%
Holgate Ward	4%
Hull Road Ward	2%
Huntington and New Earswick Ward	3%
Micklegate Ward	5%
Osbalwick and Derwent Ward	4%
Rawcliffe and Clifton Without Ward	2%
Rural West York Ward	3%
Strensall Ward	5%
Westfield Ward	2%
Wheldrake Ward	1%

Author:

Ian Cunningham - Group Manager, Shared Intelligence Bureau
Ellie Holt – Business Intelligence Officer

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Library Consultation 2018

Mar 2018

On-street Library Survey

Introduction:

1. Consultation on the Council's vision for the future of the library service in the City of York and to prepare for a new contract for library services in 2019.
2. The on-street survey aimed to seek the views of non-users. Non-users of library services are defined as not having used a library within the last 12 months.
3. The survey was based on the online survey designed by City of York Council along with York Explore and adapted by QA Research. There were eighteen questions including four screening questions and five equality monitoring questions.
4. This on-street survey was conducted by QA Research on behalf of City of York Council. Results were provided in standard tables and have been summarised by the Business Intelligence Hub.
5. The survey was conducted between 22 January and 3 February 2018 in York city centre, Haxby, Acomb and Tang Hall. There were 124 responses to this survey.

Results:

6. Respondents were asked which of York's libraries they had ever used. 84% have used a library in York before, with most having visited York Explore and Archive (67%). Respondents were also asked which their nearest library was. Results are summarised below:

Library	Respondents used library (%)	Respondents nearest library (%)
York Explore & Archive	67%	21%
Acomb	20%	25%
Bishopthorpe	-	2%
Clifton	2%	3%
Copmanthorpe	-	-
Dringhouses	2%	3%
Dunnington	-	-
Fulford	1%	3%
Haxby	16%	20%
Huntington	3%	2%
New Earswick	2%	3%
Poppleton	-	-
Strensall	2%	2%
Tang Hall	7%	13%
None	16%	1%
Don't know	-	2%

7. When asked why they hadn't visited a library in the last 12 months the main reason given was that respondents preferred to buy books from a shop (40%).

Reasons not used library	Response (%)
Prefer to buy books from a shop	40%
No time/too busy	38%
Have the internet at home so no need to use the library	38%
Prefer to buy e-books online	23%
Don't like reading	20%
Use another library (not run by City of York Council)	12%
Nothing of interest there	8%
Don't know what was on offer there	6%
Just not in last 12 months but do visit libraries	6%
Difficulty getting to the library	5%
Nearest library is too far away/not convenient	4%
Poor range of books and services	3%
Inconvenient opening times	2%
Other	31%

8. Other options mentioned by respondents include:

- Children grown up now
- Specific library closed
- No need to use one
- Have a lot of books at home

9. Respondents were asked to select a statement about library use that best described them and the majority said they were not a library user, but used to be (53%). 36% said they had never been a library user and 10% described themselves as a library user.

10. The new vision for libraries in York describes five library types and respondents were asked how likely they would be to use each type of library in the future. Virtual libraries (38%) and reading cafes (36%) were the most popular types among non-users.

Library Types	Likely to visit (%)	Unlikely to visit (%)
York Explore & Archive	15%	42%
Learning Centres	18%	49%
Gateways	21%	48%
Virtual libraries	38%	35%
Reading cafes	36%	41%

11. Respondents were asked to select options that would encourage them to visit a library or go more often. Having a cafe on site at a library would encourage 40% of respondents. Other options specified by respondents include:

- Having more time
- Access to specific book or type of book
- Quieter environment without children being noisy.

Which would encourage visit to a library (select all that apply)	Responses (%)
Having a reading cafe on site	40%
Better information on what public libraries actually offer	31%
Events and activities (e.g. reading groups, craft clubs, coding clubs etc.)	24%
Activities for children and families	23%
Longer or more improved opening hours (e.g. in evenings and weekends)	21%
Improving the range and quality of books	19%
Adult learning programmes (e.g. languages, literacy, painting, pilates)	18%
Improving the IT offer such as access to tablets, computers and the internet	17%
None	15%
Health information and access to health screening services	13%
Involving the public in decisions on how public libraries are run	2%
Other	16%

12. Using the same list of options respondents were asked to select the one that they believed would have the biggest impact on library use. The option that was selected most often was that 'none' of the options would have an impact (19%), however 15% said that having a cafe on site would have the biggest impact.

Which one would have the biggest impact on your use of York libraries?	Responses (%)
Having a reading cafe on site	15%
Better information on what public libraries actually offer	6%
Events and activities (e.g. reading groups, craft clubs, coding clubs etc.)	8%
Activities for children and families	12%
Longer or more improved opening hours (e.g. in evenings and weekends)	8%
Improving the range and quality of books	8%
Adult learning programmes (e.g. languages, literacy, painting, pilates)	5%
Improving the IT offer such as access to tablets, computers and the internet	5%
None	19%
Health information and access to health screening services	2%
Involving the public in decisions on how public libraries are run	-
Other	11%

13. Respondents were asked if anything else would encourage them to visit a City of York library. These free comment answers were categorised. Most respondents said 'nothing' (41%) or 'don't know' (23%). Other answers include:

- More activities or courses for children (6%)
- More activities or courses for adults (4%)
- A better range of books (4%)

14. When asked for money-saving suggestions for how local library services could be delivered within limited budgets the majority of respondents had no suggestions (83%). Other answers include:

- Make libraries more interesting and friendly places (3%)
- More services or activities for children (2%)

- Better computers or IT offer (2%)

Demographics

15. The demographic profile of the respondents is not representative of the profile of the City of York, for example, there were more female respondents (63%) than male (37%). Some of the demographic data is summarised below:

Gender	Response %
Male	37%
Female	63%

Disabilities/conditions	Response %
All types	17%
None	88%


Age group	Response %
16-24	22%
25-34	17%
35-44	10%
45-54	17%
55-64	22%
65+	13%

Ethnicity	Response %
White - English/Welsh/Scottish/Northern Irish/British	98%
Any other White background	2%
BAME	0%

Ward	Response %
Acomb Ward	3%
Bishopthorpe Ward	1%
Clifton Ward	2%
Dringhouses & Woodthorpe Ward	4%
Easingwold Ward	1%
Escrick Ward	1%
Fishergate Ward	5%
Fulford & Heslington Ward	1%
Guildhall Ward	7%
Haxby & Wigginton Ward	19%
Heworth Ward	5%
Heworth Without Ward	2%
Holgate Ward	10%
Hull Road Ward	6%
Huntington & New Earswick Ward	5%
Micklegate Ward	2%
Rawcliffe & Clifton Without Ward	2%
Rural West York Ward	1%
Strensall Ward	2%
Westfield Ward	11%
Part postcode	3%
Not matched	7%

Author:

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Ellie Holt – Business Intelligence Officer

	
Library Consultation	March 2018

Budget Consultation 2018-19 – Library Services

Introduction:

1. These results are taken from the wider City of York Council Budget Consultation which takes place annually and is aimed to get feedback from residents and businesses as part of the organisations budget and council tax setting process.
2. The Budget consultation was run over the Autumn of 2017 and was launched on 13 October 2017, closing on 1 December 2017 for paper surveys, and midnight on 15 December 2017 for online surveys.
3. An online consultation was made available and promoted to residents through various existing channels via the Business Intelligence team, published on the council's consultation page, and promoted via the communications teams. Paper copies of the survey were available at various council buildings and 3rd party premises across the city.
4. The online survey was promoted;
 - within the business community via existing business network links and distribution groups such as Make It York, BID, York Chamber of Commerce, York Federation of Small Businesses and asking them to pass on to their members.
 - To equalities groups via the equalities network.
5. Our City was distributed to all households in the City (approx 89,000) in mid-October, with delivery taking place over a two week period. As with the distributed paper copies of the budget consultation, responses were sent back via Freepost to West Offices.
6. There were four drop-in sessions with both the Leader and Deputy Leader present along with some officer support at these events.
7. The consultation included three questions that referenced libraries and library services alongside question sets from previous years on Council tax and Social Care precept.

Key results for Library Services: (828 responses)

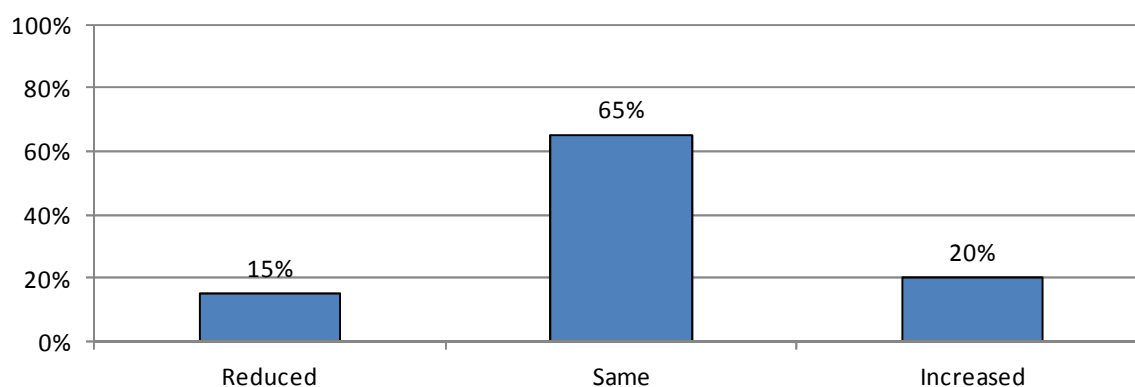
8. **Capital Investment:** Respondents were asked to consider whether certain areas should be a priority for investment by the council. This question did not ask specifically about library services, rather the refurbishment of parks, play areas and libraries. 78% agreed that 'maintenance and refurbishment of parks, play areas and libraries' should be a priority. A table has been included below to compare this figure to other areas for investment across a

wide variety of council activities.

Areas for Investment	Agree (%)	Disagree (%)	Neither (%)
Maintenance and upkeep of schools	82%	5%	13%
Maintenance and development of highways and infrastructure assets	81%	7%	13%
Maintenance and refurbishment of parks, play areas and libraries	78%	7%	15%
Flood defence measures	78%	9%	12%
Renewable energy to reduce council and city energy bills	72%	13%	15%
Maintenance of historic assets and facilities	70%	11%	20%
Maintenance of council houses	58%	15%	26%
Maintenance and development of leisure facilities	50%	21%	30%
Maintenance and development of IT systems to support frontline services	50%	21%	29%
Various regeneration initiatives	36%	24%	40%
Maintenance and refurbishment of council premises	26%	40%	34%
Investment in the commercial property portfolio	17%	53%	31%

9. **Council Services:** The consultation asked if certain services should have their funding stay the same or have funding reduced or increased. 65% of respondents thought that library funding should remain the same. The most popular answer was that funding for waste and recycling services should remain the same (68%).

Library services funding



10. Full results from both the 2018/19 and 2017/18 budget consultations, which shows residents views on library funding against a number of other key council activities are summarised in the table below:

Services	Reduced		Same		Increased	
	2018-19 (%)	2017-18 (%)	2018-19 (%)	2017-18 (%)	2018-19 (%)	2017-18 (%)
Adult's social care services	6.93%	6.47%	38.13%	30.94%	54.94%	62.59%
Housing and homelessness	9.55%	13.39%	44.65%	47.55%	45.81%	39.05%
Children's social care services	5.13%	7.30%	50.19%	50.12%	44.67%	42.58%
Road and footpath maintenance	4.50%	5.04%	51.41%	48.28%	44.09%	46.68%
Support for schools	8.06%	14.59%	53.45%	58.90%	38.49%	26.51%
Funding for public transport	17.37%	11.01%	49.94%	58.69%	32.69%	30.30%
Street cleaning	4.35%	7.87%	64.79%	66.05%	30.86%	26.08%
Crime prevention and community safety	6.24%	8.91%	61.06%	62.12%	32.70%	28.97%
Services for young people eg youth clubs, careers advice	13.40%	20.84%	59.66%	55.90%	26.93%	23.26%
Waste and recycling	4.99%	6.58%	68.41%	70.55%	26.60%	22.87%
Parks and open spaces	10.48%	15.53%	67.14%	67.10%	22.38%	17.38%
Libraries	15.04%	22.86%	64.52%	60.83%	20.44%	16.31%
Sport and leisure facilities, events and activities	27.96%	32.32%	54.77%	53.94%	17.27%	13.75%

11. 2018/19 results by ward are summarised in the table below:

Ward	Reduced (%)	Same (%)	Increased (%)
Acomb Ward	29%	54%	14%
Bishopthorpe Ward	21%	58%	16%
Clifton Ward	13%	52%	33%
Copmanthorpe Ward	12%	65%	24%
Dringhouses & Woodthorpe Ward	7%	68%	22%
Fishergate Ward	18%	53%	21%
Fulford & Heslington Ward	0%	85%	8%
Guildhall Ward	8%	63%	24%
Haxby & Wigginton Ward	7%	58%	30%
Heworth Ward	8%	62%	23%
Heworth Without Ward	29%	57%	5%
Holgate Ward	19%	55%	19%
Hull Road Ward	5%	67%	24%
Huntington & New Earswick Ward	17%	65%	9%
Micklegate Ward	13%	58%	21%
Osbalwick & Derwent Ward	11%	63%	23%
Rawcliffe & Clifton Without Ward	15%	62%	15%
Rural West York Ward	15%	73%	9%
Strensall Ward	16%	54%	22%
Westfield Ward	17%	67%	14%
Wheldrake Ward	6%	75%	13%

12. Full results of the Budget Consultation are available on the York Open Data platform at <https://data.yorkopendata.org/dataset/budget-consultation>. The Open data platform is a website where the council, and other organisations, publicly share 100s of up-to-date and searchable data sets.

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December 2017

**The Annual Report of the City of York
Standing Advisory Council for Religious Education (SACRE)**

Summary

This report provides members and NASACRE with details of the work of the City of York Standing Advisory Council for Religious Education (SACRE) from January to December 2017.

1. Background

Under the provision of the 1988 Education Reform Act every local education authority has a responsibility to establish a permanent body, called a Standing Advisory Council for Religious Education (SACRE), together with an occasional body, called an Agreed Syllabus Conference.

2. Membership

The people who serve on SACREs are invited to do so by the Director of Children’s Services, Education and Skills on the recommendation of various bodies in the local community with a concern for the religious education of school children. The law prescribes that there have to be four “committees” each comprising representatives of specified groups. Those four committees can together co-opt further non-voting members, provided a majority are in agreement. The actual members change over time and the current SACRE is constituted as follows:-

Representing the City of York Council are Councillors:-

- Jenny Brooks (Con)
- Chris Cullwick (Lib Dem)
- Christina Funnell (Lab)
- Lars Kramm (Green)

Representing the Church of England:-

- Olivia Seymour (Diocese of York)
- Janet Dunn (Heworth CE Primary School)
- Vacant

Representing Other Denominations / Faith Communities:-

- Tracey Copestake (Religious Society of Friends)
- Bilal Banda (Muslim)
- Avtar Matharu (Sikh)
- Daryoush Mazloun (York Baha’i Community)

Vacant (Jewish)
Vacant (Salvation Army)

Representing Teachers:-

Shabana Jabbar (Head of RE, York High; Chair)
Claire Hennigan (Yearsley Grove)
Jenny Mooney (Westfield)
Vacant (co-opted)

Co-opted:-

Ian Hodgson (Humanist)

In attendance:-

Mike Jory (Education Adviser)
Naomi Watson (Clerk)

Long standing and valued member Mick Phythian (Humanist) (resigned 18 January) stepped down this year and we would like to thank him for his valuable input.

3. Religious Education

During the period January 2017 to December 2017 Ofsted inspection reports indicate that all schools appear to be compliant in the statutory provision of RE.

There have been several SIAMS inspections in York since last December:

- Heworth Primary March 17 Outstanding (RE also Outstanding)
- St Barnabas' Primary March 17 Outstanding (VC so RE not inspected)
- Naburn Primary May 17 Outstanding (VC so RE not inspected)
- St Oswalds Primary June 17 Outstanding (VC so RE not inspected)
- St Pauls Primary Oct 17 Outstanding (VC so RE not inspected)
- Archbishop Holgate's Oct 17 Outstanding (RE also Outstanding) Also just received National Accreditation - Gold RE Quality Mark

All the reports are public documents and are available on <http://www.dioceseofyork.org.uk/your-schools/our-schools/>

There was again a slight fall in the number of pupils taking accreditation at the end of KS4. This indicates that although the subject continues to have a place in the secondary school curriculum in York there could be the continuing signs of the effect that the changes to the KS4 accountability measures and the introduction of the EBacc are having on non EBacc subjects.

4. Collective Worship

Besides Religious Education each local authority must work with its SACRE to monitor the provision of daily collective worship. As a result of changes to the Ofsted framework and in the absence of further guidance, the City of York SACRE has compiled and published new guidance in September 2017 to support Collective Worship in schools in the City, which it continues to promote within schools. The guidance will be published on the City of York SACRE website.

5. Update on the work of SACRE

- The following priorities for the development of SACRE have been discussed and agreed as part of the annual SACRE plan for 2017-18:
 - (1) Continue to raise the profile of SACRE
 - (2) Support the implementation of the agreed syllabus
- York SACRE is a member of the Learn Teach RE regional hub
- In the past twelve months four SACRE meetings have been held and attendance has been maintained. A key priority for SACRE is to recruit new members especially current teachers.
- Primary training through network learning group supporting effective teaching and learning in RE. This is part of the Pathfinder Teaching School Alliance CPD programme.
- SACRE continues to identify best practice models that promote flexible and creative approaches to teaching and learning in RE. This will be a growing focus for SACRE's work following the publication of the RE Review.

6. Support for Schools

Members of SACRE are keen to support staff in schools to raise standards in RE and have been kept up to date with the strategies to achieve this through who is supporting RE and Collective Worship, on behalf of the LA and also by:-

- The continued promotion of the new Agreed Syllabus (2016-2021)
- Membership of the LTRE Hub
- Support for RE subject leaders through Network Learning Groups as they work together to implement the Agreed Syllabus.
- Members of SACRE's active involvement in planning the City of York Council's commemorations for Holocaust Memorial Day in January 2018.

7. Analysis of Examination Results for Religious Studies/Education Summer 2017

A2 Level

All five 11-18 secondary schools in the City plus York College entered students for the A2 level examinations in Religious Studies and success rates remain high. All Saints had 31 entries; Huntington had 18, Fulford 17, Archbishop's 15 and Joseph Rowntree 10. York College entered 35.

Entries	A*	A	B	C	D	E	U	Total
126	4	32	36	32	18	3	1	126

Full Course GCSE

	Entries	A*-C %	A*-G%
2017	880	79.7	98.9
2016	1019	81.9	98.2
2015	1047	79.9	98.9
2014	982	78.8	98.7
2013	794	73.0	98.7
2012	736	71.6	98.5
2011	685	70.1	96.5

Commentary

Entries for the Full Course GCSE have dropped again from 2016. The overall pass rate has improved but the A*-C rate has dropped, although still above the national average of 70%.

8. Methods of Teaching

The new Agreed Syllabus provides a comprehensive framework for teaching and learning and assessment of pupils' knowledge and understanding of religions.

9. Complaints regarding the teaching of RE

None were made to SACRE during this reporting year. However a query was raised about the content of a RE lesson at a LA maintained secondary school. This was referred to the school and the school addressed the concerns raised.

10. Determinations

From time to time a school may request from the SACRE a "determination"; i.e. permission to waive the legal requirements for religious education and collective worship to be 'wholly or mainly Christian'. The SACRE has received no requests for determinations during this reporting year.

11. Complaints regarding Collective Worship

There have been no complaints about Collective Worship.

Report produced by Mike Jory, School Effectiveness and Achievement Adviser and Shabana Jabbar, Chair

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Make it York

Service Level Agreement (SLA) Activity - April 2017 to March 2018

High value jobs growth initiatives	
WORK WITH EXPANDING BUSINESSES TO BE ANCHOR TENANTS ON KEY SITES	<ul style="list-style-type: none">• Make it York (MIY) have continued to work with indigenous businesses both large and small to support key expansion plans. Enquiries have spanned a broad spread of sectors including financial and professional services, creative and digital, retail, manufacturing, and biotechnology, with strong interest in both short term immediate availability and longer term development at key sites. This includes working closely with CYC planning and local plan teams where relevant to determine future opportunities.• MIY attended MIPIM UK in October alongside colleagues from City of York Council, the York Central Partnership and Leeds City Region, to promote key inward investment and development opportunities, with a particular focus on York Central. MIY has also worked with the York Central Partnership to prepare attendance at MIPIM in March 2018 and is feeding into the ongoing work in developing Castle Gateway as part of the Castle Gateway Advisory Group. MIY is also continuing to work with developers to understand the future investment potential including developments at Hudson House and the Guildhall.
HOLD KEY ACCOUNTS WITH 100 HIGH VALUE COMPANIES	<ul style="list-style-type: none">• MIY produced quarterly Key Account Management (KAM) insight reports. The reports draw together the intelligence gained from over 200 KAM discussions over the reporting period. Skills, recruitment, finance and premises remain at the top of the list in terms of issues raised by business whilst overall performance growth amongst the companies remains steady. An annual report pulling together key insights from across the year will be produced in April and will help shape detailed support over the coming period.• MIY worked alongside York St John University to develop the York Top 100 Businesses publication. The list provides a detailed assessment of the top 100 businesses in York. Published as a 48 page supplement in the York Press in November the report provides a valuable insight into business performance and is being used to inform future Key

	<p>Account Management activity. The report was successfully launched during York Business Week at event attended by 120 senior business leaders and has been very well received by those appearing in the rankings. The 2nd iteration of the rankings is currently being discussed and will once again be published during York Business Week.</p>
<p>DELIVER IMPROVED WEB + DIGITAL MARKETING OF THE CITY TO A BUSINESS AUDIENCE</p>	<ul style="list-style-type: none"> • An Inward Investment App is available in both the APP store and on Google Play store. Targeted for use by the city’s business ambassadors the App provides access to key Inward Investment data and information. Allowing them to carry a full suite of relevant information in their pocket. More standard collateral in the form of printed and online brochures and leaflets are also available. Work has begun to update our sector specific materials. • All business websites continue to be developed with content added regularly. Twitter and Linked in are being used proactively to target business messages. The Make it York for Business twitter handle (@York_Means_Biz) is being used as the primary business feed and now has 3,616 followers. Science City York (SCY) now have 2,467 twitter followers on @sciencecityyork . • Bright White were supported by SCY to exhibit at the UNESCO Data City exhibition in Enghien-Les- Bains, and this has resulted in opportunities with Singapore National Museum and has given York increased profile in the Digital Culture report which has just been produced by the Cabinet Office.

TARGET INWARD INVESTMENT THROUGH SENIOR ADVOCATES AND INTERMEDIARIES

- There are now 51 business ambassadors for the city in place. A special event is taking place in March to bring the ambassadors together and to engage them specifically in the York Central project.
- Make It York have handled over 50 Inward Investment enquires over the financial year with a number of interesting prospects ranging from hotel investment to pharmaceutical and healthcare companies. Confirmations include Hewitt and Walker (Film Production), Covance (US BioPharma) ,Enviva Biomass (US Biomass Fuel supplier), Kora Healthcare (Irish BioPharma), and Film Daily (US, Film Media). A further breakdown of reported investment into York can be found in the MIY Investment tracker available by visiting www.makeityork.com/invest/investment-tracker
- Working alongside CYC and the York Central Partnership, MIY attended MIPIM UK, the UK's leading property and investment conference as part of the Leeds City Region Delegation. The event provided the opportunity to showcase some of the city's major investment and development opportunities including York Central and Castle Gateway.
- In November, as part of a Leeds City Region Local Enterprise Partnership delegation, MIY showcased York at the Smart City Expo World Congress in Spain. The Smart City Expo attracts a global, high level audience including 700 cities and 17,000 visitors from across the world. Joining the delegation from York were York St John University and Incremental Solutions. York St John University has longstanding interests and expertise in themes and developments at the forefront of smart cities technology and thinking, while private sector business, Incremental Solutions, provides smart transport systems driven by software employing GPS and geo spatial technology. A number of exciting projects have developed off the back of our attendance which we are currently taking forward in partnership with the LEP and private sector interests.
- MIY have worked closely with Leeds City Region and partners including City of York Council, Screen Yorkshire, Leeds City Council, Bradford MBC, True North and Thompson Brand Partners to develop proposals for Channel 4 to relocate to the region. October saw the launch of the ongoing #4sparks campaign to bring Channel 4 to the Leeds City Region. With a wealth of creative talent, fantastic infrastructure and brilliant festivals such as Aesthetica Short Film Festival and the upcoming Mediale, York has a

	<p>hugely important role to play. Creating opportunity for our young dynamic creatives is key to driving York forward and Channel 4 can be the spark that ignites the hotbed of talent we know is already here. Further information can be found on Twitter using #4sparks or by visiting the website at http://investleedscityregion.com/4sparks</p> <ul style="list-style-type: none"> • Working with CYC and the City’s Civic Office, MIY welcomed a Chinese Delegation from the Chinese Consulate General’s office in Manchester. Consulate officials, including the Consul General Dr Sun Dali, were joined by representatives from a number of companies already established in Manchester and now looking at opportunities across the rest of the North. Companies included Hainan Airline, Bank of China and the Beijing Construction Company. A number of related York businesses were also in attendance. • MIY has worked with DIT to host trade missions from both India and the US and, under the UNESCO banner, SCY organised and hosted a delegation of Media Arts business people from the city of Changsha in China. There are at least two solid collaborative opportunities which have come about as a result of this visit and also some future UNESCO work is in the pipeline. • SCY have also worked with Barclays Eagle Labs to explore the possibility of bringing the venture to York. They are now helping Barclays to map the business support ecosystem and have provided comprehensive and current data from our creative and digital businesses to support the development of this exciting opportunity.
<p>BROKERAGE TO PRIVATE SECTOR/REGIONAL BUSINESS SUPPORT AND FUNDING OPPORTUNITIES</p>	<ul style="list-style-type: none"> • MIY continue to deliver high quality business support with 248 (target 250) established businesses supported since the start of the year. The business team have assisted companies to raise over £220,000 in funding and a further £731,000 of identified deals that is being worked on with businesses. • The Ad:Venture Start Up programme is now being delivered across York, supporting high growth potential start up and early stage businesses to access specific information, advice, mentoring, finance and workshops. The programme runs until June 2019. • The MIY for Business team continue to support partners in delivery of their activity with

examples of activity including provision of expert advice at York and North Yorkshire pop up café and regular surgeries and support sessions at Hiscox Business Club.

- MIY have partnered with local training providers and businesses to deliver 19 Masterclass events over the course of the year attended by 318 people. These events increasingly cover issues raised by businesses through the KAM programme.
- York Business Week 2017 took place during November. Over 30 events from networking events to detailed workshops and masterclasses were attended by over a 1,000 delegates at venues across the city. Key MIY hosted events during the week included the York Top 100 Businesses report launch, an MIY masterclass on maximising tendering opportunities, and a meet the funder event which brought together 20 funders to provide a one –stop advice drop in for businesses in York.
- A business directory is now live on the Make It York for Business website. The directory, principally aimed at start up and small businesses, will work as a business match making tool, signposting clients towards local B2B service providers such as accountants, solicitors, marketers etc. To date we have over 60 local businesses taking part, nearly all of which offer specialist start-up packages or up to an hour consultation free of charge for start-up and young businesses.
- MIY has launched its very own ‘Dragons Den’ style pitch event - ‘Stand and Deliver’. The first event was held in June attracting an audience of 46 to see 6 businesses pitch for investment. The second event took place at St Peters School on 26th October and saw 4 local businesses pitch to a panel of investors including Enterprise Ventures (part of the Northern Powerhouse Investment Fund), North Invest, Patmore Commercial and Angel Groups Yorkshire in front of an audience of over 80 people. The final event of the year takes place on 15th March at the Ron Cooke Hub with another 4 businesses lined up to pitch to our investors. To date, we have one success story with Incremental Solutions now working with one investor on assisting them going forward, whilst a number of other pitchers have subsequently been successful in raising finance from other sources including Bakeplan and Aptamer group.
- During the year MIY have focussed on building strong relationships with key business support partners, holding numerous meetings with LEPs, business service providers,

	<p>key funding agencies, and intermediaries including banks, accountants and solicitors. Members of the Make it York business team have also regularly sat on funding appraisal panels for major LEP schemes including the Business Growth Programme and PAPI at the request of those organisations.</p> <ul style="list-style-type: none"> • The Small Business Christmas Market took place once again at the Judges Lodgings on Lendal. The market, which ran from Nov 16th to 22nd December gave 27 small and micro businesses the opportunity to showcase their products in the heart of the city. As part of the focus on Small Business MIY also facilitated the visit from the Small Business Saturday Campaign bus, promoting Small and independent businesses in the run up to Christmas. • Science City York (SCY) partnering with FERA Science Ltd have completed five quarters of the ERDF funded £1.6m Stimulating Innovation in the Agri-Food Sector (SIAFS) programme. The programme is aimed at encouraging investment and growth in the agri-food sector and will provide access to specialist support and grant funding to catalyse business innovation.
<p>CREATIVE MARKETING & PUBLIC RELATIONS TO CHANGE PERCEPTION OF CITY</p>	<ul style="list-style-type: none"> • Year round PR effort to invite travel writers and travel bloggers to visit York – 38 media visits hosted – to create compelling content about the city • Media press pack contains key messaging about the city • York Book of ideas press kit emailed to 500 media contacts • 50 reactive media enquiries handled • Key festivals and events promoted through news releases • Film crews facilitated – e.g. TV Tokyo currently filming a one hour travel show in York • #onlyinyork campaign being developed for launch during national tourism week • Ongoing marketing in China at a business and tourism level • Business ambassador scheme designed to spread the inward investment story

<p>ENABLE SUSTAINABLE PRIVATE/VOLUNTARY SECTOR CULTURAL EVENTS + FESTIVALS</p>	<ul style="list-style-type: none"> • The 2nd Annual York Culture Awards took place on the 23rd November at York Minster. A total of seventy entries were received for the awards with a panel of independent judges whittling this down to 36 finalists and 12 winners across 12 categories. • Make It York is supporting 21 festivals taking place in 2018 • Make It York has specifically leads on 4 major festivals : Christmas, Easter family festival, “Bloom!” and the Mediale • Make It York has fully supported the Shakespeare Rose Theatre project coming to York.
<p>DIRECTORS FORUMS AND/OR PRIVATE SECTOR LED SECTOR NETWORKS</p>	<ul style="list-style-type: none"> • Science City York (SCY) hold regular dinners for directors in the digital/IT, bioscience and creative sectors • The Top 100 initiative brought 120 people from York’s top companies together • ‘Stand and Deliver’ events bring together entrepreneurs and potential financiers • SCY organised a “Challenge-a-Thon” an event which brought bioscience businesses and students together, collaborating to solve real-world challenges • 4 creative strategy workshops have been held focusing on business development, talent pipeline, workspace and visibility and the resulting conclusions will be fed into the strategy document • A network to support the Agri-food sector has been created with over 200 registered businesses to date • Science City York has also delivered a number of supplementary events to engage the business community including Tech Scene York, The Hutch, Digital Catapult partnership event and Agri-food Yorkshire events. The Tech Scene York in July, organised in collaboration with the University of York was designed to showcase York’s most amazing digital output. • In November, SCY sponsored Dot York’s annual conference dedicated to digital technologies bringing more than 300 industry experts to the city • The food and drink sector come together for the second annual York Food and Drink Conference. The event attracted 140 delegates from across the region and delegates heard from a range of companies including Nestle, Fera, Lemon Zest PR, Booths Supermarkets, NFU, DIT, Deliciously Yorkshire and a range of local food entrepreneurs.

ROLLOUT OF BISHOPTHORPE ROAD MODEL	<ul style="list-style-type: none"> MIY continues to support a number of the city’s trade associations and has helped established new groups including the Shambles Area Traders Association.
MARKET MANAGEMENT	<ul style="list-style-type: none"> Work is ongoing to improve the Shambles Market environment, footfall and occupancy levels, with the Food Court becoming a major driver of footfall into the market. The Shambles Food Court has been a major success since its investment. Additional benches have been installed to cater for the demand for seating, along with ‘Food Court’ branded parasols. An alcohol with food licence has been granted by CYC and one of the food traders is currently number one on TripAdviser for restaurants in North Yorkshire and the area has been recommended by BBC Good Food Magazine. Further development of the area is under review with an expansion of the footprint onto the cobbled area near the rear of Marks and Spencer and potentially a permanent cover to allow the food traders to trade over the winter months. The city centre are working with National Market Traders Federation to introduce a Youth Market into Shambles Market to encourage young entrepreneurs Buskers are being encouraged to perform in the Shambles Market to add more atmosphere Shambles Market Traders Business Improvement Group has recently been formed, working closely with Make It York to mutually develop the market. Made in Yorkshire held their Christmas Craft fair in Shambles Market in 2017 for the first time instead of The Guildhall. This was a great success and brought additional Christmas Market footfall into the Shambles Market. They have booked the space again for 2018. Shambles market traders saw footfall and overall takings rise over the Christmas period The monthly Makers Market continues to grow in the Market on the last Sunday of each month and is allowing local crafters a platform to develop their businesses.

CITY CENTRE, EVENTS & FESTIVALS MANAGEMENT	<ul style="list-style-type: none"> • The 2017 York Christmas Festival was a great success, attracting more visitors than ever and receiving praise for the content and, combined with the best ever Christmas lights installation (in conjunction with York BID), resulting in York being officially name ‘The UK’s Most Festive City • “Bloom!” Horticultural festival, celebrating the 250th anniversary of the York Horticultural Society, will take place in July and will include a plant/flower event in Shambles Market • The 2018 Easter Family Festival along with the York Chocolate Festival is planned and will feature an original Easter Pantomime amongst other attractions • York’s first Hot Air Balloon Fiesta took place in September and, despite losing a couple of flights due to bad weather, was a success, particularly facilitating new aerial photography of the City. It will return in 2018. • The York Farmers Market continues to be staged on the first Friday of the month on St Sampson’s Square, and is expected to grow in the summer months
VISITOR ECONOMY PRODUCT DEVELOPMENT	<ul style="list-style-type: none"> • Substantial progress continues to be made in uplifting the quality of marketing collateral for Visit York • Visit York is now jointly managing the Hoteliers Association with Graham Usher, Chair, working very closely with Visit York members, York BID, and partner organisations to enhance the overall visitor experience • Through the Visit York Economic Tourism Advisory Board, the tourism strategy for York is being reviewed and refreshed to ensure its ongoing relevance • Visit York will be marketing key events and festivals happening throughout the year. As well as supporting the regular events such as food and drink festivals, Yorkshire Fringe and Literacy festival, Visit York will also be promoting heavily, Mediale, York Balloon Fiesta, Waggon Plays, Shakespeare’s Rose Theatre and “Bloom!”

VISITOR INFORMATION & MARKETING	<ul style="list-style-type: none"> • Plans are in place to improve the customer experience in the Visitor Information Centre through improved point of sale and repositioning certain areas to streamline the offering and make it more commercially customer focused, without compromising on the outstanding service and advice provided to more than 400,000 people who visit the centre each year • A new visitor information point has been established at the station • Continue to sell tickets and tour sales as well as York Pass • A substantial investment in the Visit York website will provide a much better experience for potential visitors, particularly on mobile devices • The annual Visitor Guide and Mini Guide have been developed substantially over the last 3 years of the SLA and, for 2018, have reached record pagination levels. The 2018 Visitor Guide is now more than twice the size of the 2015 version • The weekly '7 Days' newsletter continues to be promoted and developed for residents and visitors
BUSINESS TOURISM	<ul style="list-style-type: none"> • The UK Conference and Meetings survey on volume and value statistics of business tourism to York in 2016 was released during the year. This indicates that there have been over 14,500 business events in York venues, attended by 993,000 business event visitors who accounted for an estimated spend of £142.1m at venues and in the local destination. Volume indicators (number of delegates, and delegate days) were up on 2015 while expenditure levels remained broadly the same. • MIY delivered a dedicated professional conference bureau service (VisitYork4Meetings) throughout the year, working with close to 100 venues across the city and beyond, handling almost 300 specific enquiries and securing business worth an estimated £320,000. • As part of the ongoing marketing for Business Tourism, MIY exhibited at The Meetings Show in June 2017 alongside 6 York venue partners. This generated 230 new leads resulting in new business for the city • The latest Conference Guide, showcasing 35 of the city's best venues, will be published

in March 2018

- MIY have developed a new business tourism ambassador scheme, aiming to increase the number of international conferences hosted in the city. Working with key academic and association member partners 2 bids are being worked on to host major international conferences. A further 4 bids are in the pipeline.

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As well as the updated Service Level Agreement (SLA) document there are 4 issues specific to 'culture' to update the scrutiny committee on :

1. The development of a new cultural strategy for the city is now well underway. After an intensive recruitment and selection process, ArtReach have been selected as the consultants to lead the work. David Hill is the head consultant and he will be undertaking a lengthy consultation with key cultural organisations over the next 2 to 3 months. A draft strategy should be ready by November with the hope of a full 'sign-off' in December. The strategy development has been funded by CYC, will be overseen and administered by Make It York and will be progressed in close conjunction with the Cultural Leaders Group.
2. The York Mediale, the new international media arts festival, is now moving on apace. The initial funding target has been achieved and the concentration now is on building and finalising the content programme. Exhibitions, residencies and live performances have all been announced and a further programme announcement is due in the next few weeks. The festival takes place from the 27th of September to the 6th of October.
3. The 2018 York Culture Awards will be launched on June the 25th following a fresh look at the award categories and with a new judging panel. The awards ceremony takes place on November the 18th at the Theatre Royal. Darren Henley, Chief Executive of Arts Council England, has accepted an invitation to attend and it is a great opportunity to 'show off' York at its cultural best.
4. The Cultural Leaders Group, with Reyahn King as Chair, continues to meet regularly and has a good agenda of projects. A separate sub-group has been set up to work with the consultants on the cultural strategy.

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Meeting Dates	Children, Education & Communities Policy & Scrutiny Committee Draft Work Plan 2018-19
Tues 12 June 2018 @ 5:30pm	<ol style="list-style-type: none"> 1. Attendance of Exec Mbr for Culture, Leisure & Tourism – Priorities & Challenges for 2018/19 2. York Theatre Royal Bi-annual Update (Tom Bird) 3. CVS Bi-annual Service Level Agreement Update (CVS Sarah Armstrong) 4. Update on School Meals Take-up (Mark Ellis) 5. Draft Workplan 2018/19 (for sign off)
Tues 10 July 2018 @ 5:30pm	<ol style="list-style-type: none"> 1. Attendance of Exec Mbr for Education, Children & Young People & Exec Mbr for Community Engagement – Priorities & Challenges for 2018/19 2. York Museums Trust – Partnership Delivery Plan Bi-annual Update (Reyahn King) 3. Year End Finance & Performance Monitoring Report (Richard Hartle) 4. CYC Bi-annual Update on Safeguarding & Looked After Children (Dot Evans) 5. Workplan 2018/19
Tues 11 Sept 2018 @ 5:30pm	<ol style="list-style-type: none"> 1. First Quarter Finance & Performance Monitoring Report (Richard Hartle) 2. City of York Safeguarding Children Board Bi-annual Update- with attendance of NYP, CCG & CYCSB Chair (Will Boardman) 3. Update on Skills Plan (Julia Massey) 4. Adult Learning Services Bi-annual Update (Alistair Gourlay) 5. Workplan 2018/19
Wed 7 Nov 2018 @ 5:30pm	<ol style="list-style-type: none"> 1. York Theatre Royal Bi-annual Update (Tom Bird) 2. Explore York Libraries & Archives Mutual Ltd SLA Bi-Annual Update (Fiona Williams) 3. School Improvement and Ofsted Update on Schools Performance (Maxine Squire) 4. Update on Academisation, Place Planning & Additional School Places Required (Maxine Squire) 5. Workplan 2018/19
Tues 15 January 2019 @ 5:30pm	<ol style="list-style-type: none"> 1. York Museums Trust – Partnership Delivery Plan Bi-annual Update (Reyahn King) 2. CVS Bi-annual Service Level Agreement Update (CVS Sarah Armstrong) 3. Second Quarter Finance & Performance Monitoring Report (Richard Hartle) 4. CYC Bi-annual Update on Safeguarding & Looked After Children (Dot Evans) 5. Workplan 2018/19

<p>Wed 13 March 2019 @ 5.30pm</p>	<ol style="list-style-type: none"> 1. Attendance of Chair of York@Large (Chris Bailey) 2. Third Quarter Finance & Performance Monitoring Report (Richard Hartle) 3. York Safeguarding Board Bi-annual Update (Will Boardman) 4. SACRE (Standing Advisory Committee on RE) Annual Report & Review of York Schools' Agreed Syllabus (Mike Jory & Shabana Jabbar-Chair of SACRE) 5. Adult Learning Services Biannual Update & Draft Self-Assessment Report (Alistair Gourlay)
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Items for June 2019 Meeting

Induction for New Members - Introduction to the Arrangements for Overview & Scrutiny in York
 Draft Workplan & Discussion re potential scrutiny topics for 2018/19
 Explore York Libraries & Archives Mutual Ltd SLA Bi-Annual Update (Fiona Williams)

List of Previously Completed Reviews:

Casual Play – January 2011
 School Travel Plans – January 2011
 Admission Arrangements & Travel Policies - April 2012
 York Museums Trust Collections Management – November 2012
 Libraries Review – June 2013
 Careers, Education, Information Advice & Guidance – November 2013
 School Meals - May 2014
 Entrepreneurship in Schools – April 2015
 Disabled Access to York's Heritage & Cultural Offer – June 2015
 Narrowing the Gap – June 2015
 York Museums Trust Renewal of Funding Agreement - April 2016
 Tour de France – September 2017
 The Effect of Arts & Culture on the Economy – November 2017
 WW1 Centenary Commemorations – January 2018