

## CABINET

**MONDAY 25 MARCH 2013, 10.00 AM**

**Bourges/Viersen Room - Town Hall**

Contact – [Alexander.daynes@peterborough.gov.uk](mailto:Alexander.daynes@peterborough.gov.uk), 01733 452447

## AGENDA

	Page No
1. Apologies for Absence	
2. Declarations of Interest	
3. Minutes of Cabinet Meeting - 25 February 2013	1 - 8
<b>ITEMS FROM SCRUTINY COMMITTEES AND COMMISSIONS</b>	
4. Citizen Power Programme	9 - 36
<b>STRATEGIC DECISIONS</b>	
5. Affordable Housing Capital Funding Policy*	37 - 42
6. Library Services*	43 - 144
7. Strategic Partnering with British Gas*	145 - 150
<b>EXCLUSION OF THE PRESS AND PUBLIC</b>	
<i>In accordance with standing orders, Members are asked to determine whether the exempt annex relating to item 8, Risk Based Verification Policy which, in accordance with Paragraph 7 of Schedule 12(a) Part 1 of the Local Government Act 1972 contains information relating to the prevention of crime, should be exempt and the press and public excluded from the meeting when it is discussed, or whether the public interest in disclosing this information outweighs the public interest in maintaining the exemption.</i>	
8. Risk Based Verification Policy*	151 - 174

Circulation

**Cabinet Members**

**Scrutiny Committee Representatives**

**Directors, Heads of Service**

**Press**

*Any agenda item highlighted in bold and marked with an \* is a 'key decision' involving the Council making expenditure or savings of over £500,000 or having a significant effect on two or more wards in Peterborough. These items have been advertised previously on the Council's Forward Plan (except where the issue is urgent in accordance with Section 15 of the Council's Access to Information rules).*



There is an induction hearing loop system available in all meeting rooms. Some of the systems are infra-red operated, if you wish to use this system then please contact Alex Daynes on 01733 452447 as soon as possible.

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*In the event of the fire alarm sounding all persons should vacate the building by way of the nearest escape route and proceed directly to the assembly point in front of the Cathedral. The duty Beadle will assume overall control during any evacuation, however in the unlikely event the Beadle is unavailable, this responsibility will be assumed by the Committee Chair.*

## **MINUTES OF CABINET MEETING HELD 25 FEBRUARY 2013**

### PRESENT

**Cabinet Members:** Councillor Cereste (chair), Councillor Dalton, Councillor Fitzgerald, Councillor Hiller, Councillor Holdich, Councillor Scott, Councillor Seaton and Councillor Walsh.

**Cabinet Advisers:** Councillor Goodwin and Councillor North

### **1. APOLOGIES FOR ABSENCE**

Apologies were received from Councillor Lee and Councillor Elsey.

### **2. DECLARATIONS OF INTEREST**

None received.

### **3. MINUTES OF THE MEETINGS HELD 21 JANUARY 2013 AND 4 FEBRUARY 2013**

The minutes of the meetings held on 21 January 2013 and 4 February 2013 were agreed as accurate records.

### **STRATEGIC DECISIONS**

### **4. BUDGET 2013/14 AND MEDIUM TERM FINANCIAL STRATEGY (MTFS) TO 2022/23**

Cabinet received a report presenting budget proposals for 2013/14 through to 2022/23, in line with the provisional local government finance settlement for 2013/14 and in advance of some Department for Education specific grants being announced. The report contained three key sections:

- Cabinet report and summary of council funding implications, including proposals on council tax;
- The draft MTFS, including capital strategy, asset management plan and Treasury Strategy; and
- The budget consultation document being used for scrutiny, stakeholder and public consultation updated for any changes.

In addition, the report also had regard to the revised budget timetable approved by Full Council at the meeting of 10 October under the council constitution Part 4, Section 6 – Budget and Policy Framework Rules.

Councillor Seaton introduced the report thanking officers for all the work towards producing the budget document and highlighted the number of consultation sessions held to assist its development. Key themes that were raised included:

- Play Services – Peterborough was the only Authority in the East of England offering free play services;
- Charges for meal delivery to be phased in over two years;
- Still committed to making the city a better place to live and work; and

- Committed to keeping council tax low and maintain the proposal to freeze it.

Further comments that were raised during debate included:

- Must ensure most vulnerable residents in the city are provided for and looked after with continued investment;
- Increase in Your Peterborough issues for one year and increase electronic communications methods; and
- Need to use Play Centre buildings more effectively to make sustainable.

Cabinet considered the report and **RESOLVED** to:

1. Have regard to the consultation feedback received to date and statutory advice detailed in the report when determining the budget recommendations, noting that consultation remains open and further updates will be provided.
2. Agree that the following be approved and recommended to Council on 6 March 2013, noting that updates may be necessary if additional information emerges:
  - a) That the MTFS is set in the context of the council priorities.
  - b) The Budget monitoring report as the latest probable outturn position for 2012/13.
  - c) The revenue budget for 2013/14 and indicative figures for 2014/15 to 2022/23 (including the capacity bids and saving proposals).
  - d) The capital programme for 2013/14 to 2022/23 and associated capital strategy, treasury strategy and asset management plan.
  - e) The council tax freeze in 2013/14 and indicative increases for planning purposes of 2% for 2014/15 to 2022/23.
  - f) To spend at the level of the Dedicated Schools Grant for 2013/14 to 2022/23.
  - g) The proposals for reserves and balances.
  - h) The proposals for setting fees and charges for 2013/14 including the indicative fees and charge increases for 2014/15 and 2015/16.
  - i) The proposal for the deferral of mandatory implementation of auto enrolment of pensions for employees until 30 September 2017.
3. Note that these recommendations are put forward on the basis of the confirmed local government finance settlement for 2013/14 and best estimates of future local government funding.

## **REASONS FOR THE DECISION**

The Council must set a lawful and balanced budget.

The Council was required to set a Council Tax for 2013/14 within statutory prescribed timescales and in accordance with the local referendum requirements contained within the Localism Act 2011.

Before setting the level of Council Tax, the Council must have agreed a balanced budget.

## **ALTERNATIVE OPTIONS CONSIDERED**

Alternative levels of Council Tax increase and areas for growth/savings could be considered but this must be seen in the context of the Sustainable Community

Strategy and other constraints, along with the loss of council tax freeze grant that any increase would lead to.

## **5. TRANSFER OF PUBLIC HEALTH**

Cabinet received a report describing the responsibilities and implications of the transfer of certain Public Health functions from Peterborough Primary Care Trust (PPCT) to the Council under the Health & Social Care Act 2012 (“the Act”), with effect from 1<sup>st</sup> April 2013.

Councillor Cereste introduced the report highlighting that the delegation for public health would rest with the Leader’s portfolio of delegations in the first instance. During debate on the item it was stated that with Public Health being located within the City Council it was expected that resources would be able to be used more effectively in improving the health outcomes for residents.

Cabinet considered the report and **RESOLVED** to:

1. Note that the Council will become responsible for the delivery of certain public health functions with effect from 1<sup>st</sup> April 2013, and will acquire statutory responsibilities under the Health & Social Care Act 2012;
2. Authorise the Chief Executive to make arrangements for the appointment by the Council of a Director of Public Health for Peterborough, in line with Department of Health proposals following the Health & Social Care Act 2012 (“the Act”);
3. Note the national approach taken to transferring staff from the Peterborough Primary Care Trust (PPCT) to the Council including the implications for the initial transitional structure for the public health function at the point of transfer from 1<sup>st</sup> April 2013 (paragraph 4.14 refers);
4. Note the ring fenced public health grants of £8,446,100 for 2013/14 and £9,290,700 for 2014/15;
5. Note that the Council will need to review its structures and priorities to ensure that its responsibility for public health is fully aligned with its existing core business;
6. Authorise the Solicitor to the Council to conclude arrangements for contracts for Public Health Services, including, as appropriate, entering into new contracts, novating contracts or extending and novating existing contracts to the Council, to enable the public health functions to continue to be delivered following transfer of responsibilities;
7. Authorise the Solicitor to the Council, in consultation with the Cabinet member for Adult Social Care, to sign a business Transfer Agreement with PPCT;
8. Note that a report will be presented to Council at its meeting on 6<sup>th</sup> March to agree to update the Constitution to note the leader’s scheme of delegations and also to make provision for the Health & Wellbeing Board.

### **REASONS FOR THE DECISION**

The recommendations were to allow the Council to fulfil its obligations under Health & Social Care Act 2012, and related regulations and guidance.

### **ALTERNATIVE OPTIONS CONSIDERED**

The Council had no choice but to accept the transfer of responsibilities for public health, as this is in accordance with statutory requirements. It also had a statutory responsibility to appoint a Director of Public Health. The Council had little flexibility about its approach, particularly on matters concerning staff transfer. It did have some flexibility over the potential to share functions with other authorities, for example, it could consider appointing a joint Director of Public Health with another local authority. This had been considered, particularly as the current Director of Public Health was leaving prior to the transfer of responsibilities to the Council. However, the option has been rejected as a definitive solution in favour of retaining a Director to focus specifically on the needs of Peterborough, as it was considered that, at least in the foreseeable future, this was likely to maximise the ability of the Council to improve public health outcomes for Peterborough and its residents. The Council would continue to review the optimum delivery model following transfer, when it would have a much more detailed knowledge of the requirements to meet Peterborough's public health needs.

## **6. REVIEW OF CHARGING POLICY AND ELIGIBILITY CRITERIA FOR ADULT SOCIAL CARE SERVICES**

Cabinet received a report detailing and requesting it consider the results of the consultation on a number of measures designed to increase the emphasis on promoting independence and prevention amongst people with developing social care needs and to revise the eligibility criteria for Adult Social Care from April 2013. The report also requested consideration of the results of the consultation on a number of changes to the Adult Social Care charging policy, including a review of the Disability Related Expenditure Disregard in the financial assessment, the introduction of new charges for assistive technology and the appointeeship service and the removal of the subsidy for the home meals service.

Councillor Fitzgerald introduced the report highlighting the scope of the consultation that had been undertaken and although savings were necessary those residents most in need of support would continue to be provided for. An additional recommendation had been added to offer a longer term transition plan to younger adults with long term conditions including those who fall below critical/substantial needs

Further comments that were raised during debate included:

- Phased meal subsidy reduction a good idea;
- City Council was within a minority of Authorities that had not already reviewed its qualification criteria;
- Backlog of individual reviews expected to be cleared before 1 April 2013; and
- Annual review dates would remain the same meaning that no new review was required in April for residents who had recently been reviewed.

Cabinet considered the report and **RESOLVED** to:

- 1) Note the responses received to the consultation with social care users, carers, staff and partners (appendix 1) on proposals to revise the council's eligibility criteria for council supported social care services, to extend access to reablement and the range of preventative services available to people with care needs who fall below eligibility criteria, modifications to the Adult Social Care charging policy and the removal of the subsidy to the home meals service.

- 2) Agree the following recommendations for implementation, which have been amended to reflect feedback received, together with the findings from the Equality Impact Assessment:
- a) Raise eligibility criteria for Adult Social Care from high/moderate to critical/substantial in line with Department of Health categories with effect from April 2013 for new service users and for existing service users from the date of their annual review or sooner if there is a change in circumstance which merits earlier review;
  - b) Provide access to a period of reablement to all existing and new service users who would benefit;
  - c) Offer a longer term transition plan to younger adults with long term conditions including those who fall below critical/substantial needs;
  - d) Re-commission and further invest in 'a preventative offer' available to the wider community;
  - e) Introduce the banded disability disregard (as specified in section 4.8);
  - f) Introduce a charge for assistive technology ranging from £2.88 to £6.44 per week depending on the equipment provided;
  - g) Change the qualifying pension age of 60 to "Pension qualifying pension age" to reflect national changes which will come into force;
  - h) Introduce an administrative charge of £5 per week where the local authority acts as appointee for service users who lack capacity in line with good practice guidance issued by the association of Public Authority Deputies;
  - i) In the light of feedback, modify the proposal regarding the subsidy on home meals to allow for a phasing of its removal in respect of hot meals over two years, resulting in an increase from £3.20 to £4.20 per meal from 1 April 2013 rising to £5.20 from 1 April 2014; and
  - j) Increase the charge for frozen home meals from £2.00 to £2.60 per meal from 1 April 2013.

## **REASONS FOR THE DECISION**

Approving the recommendations would result in a more efficient and effective service that included additional preventative services to ensure that those who did not meet the eligibility criteria were able to access other support.

The decision would also align the service with expected national guidance on eligibility, ensure prioritisation of available resources to those in greatest need, deliver required savings and increased income and to ensure that the availability of resources and service implications were understood and balanced.

## **ALTERNATIVE OPTIONS CONSIDERED**

Consideration was given to waiting for the Department of Health guidance on eligibility expected in 2015. However, it was felt that reviewing the criteria now placed the authority in a sound position to be prepared for the national changes being signalled in line with available resources.

Leave the charging policy unchanged. This option was rejected because the charging policy would be inconsistent in its treatment of different care services.

Full implementation of the proposals that went out to consultation. This was rejected as the revisions have been made as a direct result of feedback from a wide range of stakeholders and take careful account of evidence and feedback on the impact of changes for service users and carers. Accepting the revisions will serve to enhance and build a sound relationship between the Council and its stakeholders.

## 7. HOUSING ALLOCATIONS POLICY

Cabinet received a report updating it on the proposed review of the Common Allocations Policy and for Cabinet to agree the final draft to be taken to full council for adoption.

Councillor Hiller introduced the report highlighting that the current arrangements for the housing list were unsustainable and that priorities would change to increase the ratings for ex-service personnel and those with a link to the area.

Further comments raised during debate included:

- Income threshold was based across the entire household, not individuals;
- Must have a local link of six months or more to be on the housing list;
- Those applicants resident for five years would be prioritised; and
- The obligation remained to provide for homeless households first following investigation into their status but they could be directed to private accommodation.

Cabinet considered the report and **RESOLVED** to:

Note and agree the proposed Common Housing Register Allocations Policy and to agree for the proposed policy to be presented to full council for agreement and adoption.

### **REASONS FOR THE DECISION**

The proposed Allocation Policy has been written to meet the duties of Part VI of the Housing Act 1996, as amended by the Homelessness Act 2002 and with regard to the Communities and Local Government Allocation of Accommodation: guidance for Local Authorities in England June 2012.

The Localism Act 2011 made an amendment to the Housing Act 1996, which gave local authorities the power to set their own qualifying criteria for people who were allowed to join the housing register. This allowed councils to restrict entry to the housing register to those who were in the most housing need as well allowing exclusions for other reasons based on local criteria.

The proposed amended allocations policy makes full use of these powers by setting the entry criteria to the housing register to those who were in the most urgent housing need, therefore reducing the number of households on the Housing Register and providing realistic options and expectations for households in housing need in the city.

### **ALTERNATIVE OPTIONS CONSIDERED**

To not review the Policy and continue implementing the existing Policy - this would mean the Housing Register would continue to grow in number and households would be housed into properties which they would under-occupy (due to the bedroom standard) their housing benefit would not cover and they would fall into rent arrears.

Review the bedroom standard only – this would mean the Housing Register would continue to grow in number and the households on it would continue to have unrealistic expectations of being re-housed.

Review the Policy but not include the awarding of additional preference – this would not promote full discussion and debate of the policy.



Review the Policy and adopt everything in the Communities and Local Government Allocation of Accommodation: guidance for local authorities in England – this would not take into account Peterborough’s housing needs and issues.

## **MONITORING ITEMS**

### **8. CHILDREN’S SERVICES UPDATE**

Cabinet received a report giving details of improvement actions undertaken since the November 2012 Cabinet meeting in response to the findings of the Ofsted Inspection of Safeguarding carried out in August 2011.

Councillor Scott introduced the report highlighting the continued improvements, the appointment of Sue Westcott as the new Executive Director of Children’s Services and the revision of the Improvement Plan that had been completed. A new vision, ‘One Children’s Service Helping Children to be their Best’ would be used.

Cabinet considered the report and **RESOLVED** to:

Note the improvement activity and progress within Children’s Services.

### **REASONS FOR THE DECISION**

The Council needed to continue to deliver improvements to safeguard children and in the longer term put in place a sustainable high quality Children’s Service in Peterborough.

### **ALTERNATIVE OPTIONS CONSIDERED**

Not applicable.

11.00 a.m.

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<b>CABINET</b>	AGENDA ITEM No. 4
<b>25 MARCH 2013</b>	<b>PUBLIC REPORT</b>

Cabinet Member(s) responsible:	Councillor Peter Hiller, Cabinet Member for Housing, Neighbourhoods and Planning	
Contact Officer(s):	Adrian Chapman, Head of Neighbourhood Services	Tel: 863887

**CITIZEN POWER PROGRAMME**

<b>RECOMMENDATIONS</b>	
<b>FROM : Councillor Peter Hiller</b>	<b>Deadline date : N/A</b>
Cabinet is asked to endorse the final report of the review of the Citizen Power Peterborough programme conducted by the Strong and Supportive Communities Scrutiny Committee, and to approve the recommendations contained within it.	

**1. ORIGIN OF REPORT**

1.1 This report is submitted to Cabinet following a meeting of the Strong and Supportive Communities Scrutiny Committee held on 16 January 2013.

**2. PURPOSE AND REASON FOR REPORT**

2.1 The purpose of this report is to inform Cabinet of the outcome of work undertaken by the Strong and Supportive Communities Scrutiny Committee in its review of the Citizen Power Peterborough Programme. Cabinet are asked to consider the report and agree the recommendations of the Committee.

2.2 This report is for Cabinet to consider under its Terms of Reference No. 3.2.9 'To commission reviews by and determine any changes of policy proposed by the Scrutiny Committees and Commissions'

**3. TIMESCALE**

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>
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**4. CITIZEN POWER PROGRAMME**

4.1 The Strong and Supportive Communities Scrutiny Committee have completed their review of the Citizen Power Peterborough programme, reporting to its January 2013 meeting.

4.2 The review looked in depth at four areas of work:

- Management and Governance
- Communication and Marketing
- Financial information, and
- The six programme stands of Citizen Power.

- 4.3 The detail of that review is contained within the Strong and Supportive Communities Scrutiny Committee Citizen Power Task and Finish Group Final Report.
- 4.4 As a result of the review the Committee arrived at the following conclusions:
- 4.4.1 The Recovery Capital strand of the Programme was a particular success, having been used to shape a full redesign of the drugs recovery system in Peterborough with service users at the heart of that redesign. The Committee hope that the principles of user-designed services can be replicated across other Council services.
- 4.4.2 The Arts and Social Change strand of the Programme was perhaps the most controversial at times, sometimes feeling elitist and exclusive. However, there are some good examples of positive outcomes for individuals involved with this strand, and real evidence of connectivity between citizens. One thing that the Committee is clear about however is that the relationship between the Arts Council, the Council and Vivacity has been strengthened significantly as a result of the collaboration through Citizen Power.
- 4.4.3 Overall legacy for the programme as a whole is difficult to establish at this stage beyond the points referred to above. Individual project strands have created their own legacy and sustainability – for example, Recovery Capital through the new drug treatment system, Arts and Social Change through the support provided to develop a high quality arts offer in Peterborough, and the Peterborough Curriculum through the continued expansion of the project under the leadership of the Peterborough Learning Partnership.
- 4.4.4 Communication was sometimes an obstacle to the success of the Programme. Sometimes highly academic, the Programme communications generally didn't excite or engage with local people apart from some good examples within individual project strands.
- 4.4.5 On a similar theme, the Committee noted the lack of web presence to encourage participation. Extensive use of social media was also expected. However, on both counts the reliance on and use of web based tools to communicate and promote was limited.
- 4.4.6 The Committee generally felt that not enough groundwork had been done with councillors, our partners and our communities in advance of the project commencing. They do recognise that the Programme was not the responsibility of a single identified department for some time which may have contributed to this. Similarly the Committee felt that the programme would have benefited from a single project manager being clearly identified prior to the commencement of the project.
- 4.4.7 Finally, Committee were aware of concerns from councillors during the delivery of the Programme that various aspects of it were circumnavigating the role of elected ward members, there to support their communities and to act as a link between those communities and the council. Despite this, the outcomes of various project strands have actually served to confirm the critical role of elected councillors in Peterborough – community leaders who represent the views of their constituents and with whom partners can engage to make a real difference.

## **5. CONSULTATION**

- 5.1 Consultation undertaken is detailed in the report at Annex 1.

## **6. ANTICIPATED OUTCOMES**

- 6.1 That Cabinet endorses the recommendations.

## **7. REASONS FOR RECOMMENDATIONS**

- 7.1 This report has come to Cabinet following a request from the Strong and Supportive Communities Scrutiny Committee.

## **8. ALTERNATIVE OPTIONS CONSIDERED**

- 8.1 Option 1. Not to agree to the recommendations. The Committee do not recommend this as they consider that the Council should use the learning from the Citizen Power programme before entering into any future programme of work of a similar nature.
- 8.2 Option 2. Develop alternative recommendations. The Committee do not recommend this as they consider that the Task and Finish Group have conducted an in depth and objective review and therefore the recommendations put forward have been fully accepted by the committee.

## **9. IMPLICATIONS**

### **9.1 Finance**

There are no financial implications relating to the report.

### **9.2 Legal**

There are no legal implications relating to the report.

### **9.3 Environment**

There is no on-going environmental impact upon the Council

## **10. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985)

Minutes of Strong and Supportive Communities Scrutiny meeting held on 16 January 2013.

## **11. APPENDIX**

Appendix 1: Citizen Power Programme: Final Report of the Strong and Supportive Communities Scrutiny Committee Task and Finish Group

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# **CITIZEN POWER PROGRAMME**

## **FINAL REPORT OF THE STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE TASK AND FINISH GROUP**

**JANUARY 2013**

# **CONTENTS**

	<b><u>Page</u></b>
<b>1. Introduction</b>	<b>3</b>
<b>2. Objective and Terms of Reference</b>	<b>3</b>
<b>3. Process</b>	<b>4</b>
<b>4. Findings:</b>	
<b>4.1 Management and Governance</b>	<b>7</b>
<b>4.2 Communications and Marketing</b>	<b>8</b>
<b>4.3 Financial Information</b>	<b>9</b>
<b>4.4 The 6 Programme Strands</b>	<b>10</b>
<b>5. Conclusions</b>	<b>22</b>
<b>6. Recommendations</b>	<b>23</b>



## 1. **Introduction**

- 1.1 At its meeting on 14 September 2011, the Strong and Supportive Communities Scrutiny Committee agreed to establish a Task and Finish group to oversee and monitor the actions and recommendations of the Citizen Power Peterborough Programme Review which had been undertaken during the summer of 2011.
- 1.2 A Task and Finish Group was established to monitor the actions and recommendations on behalf of the committee.

The Task and Finish Group comprised the following members:

Cllr Marion Todd  
Conservative



Cllr Graham Casey  
Conservative



Cllr John Fox  
Peterborough Independents



Cllr Mohammed Jamil  
Labour



## 2. **Objectives and Terms of Reference**

- 2.1 The objectives and Terms of Reference of the Task and Finish Group were:

To oversee and monitor the delivery of the action plan which resulted from the review of the Citizen Power Peterborough Programme, with a particular focus on the following:

- Ensuring that the programme has a lasting legacy for Peterborough via the City's Single Delivery Plan
- Understanding and communicating the lasting benefits of Citizen Power to Peterborough
- The process of engaging Councillors to promote understanding of the programme and provide opportunities for Member involvement in programme activities
- The methods used to promote the programme across the city to maximise public interest and participation

- Task and Finish Group Members to attend Citizen Power events as appropriate to see the programme in action and take the opportunity to talk to participants
- Identify and interview key witnesses when appropriate to gain further evidence to support the monitoring of the action plan
- The process for making decisions on allocating delegated finance, including Section 106 funds

### **3. Process of the Review**

3.1 The Task and Finish Group met on the following dates:

#### **3.1.1 Task & Finish Group Meetings:**

- 26 October 2011 – Initial Meeting
- 22 December 2011 – To go through Action Plan
- 31 January 2012 – Arts & Humanities Research Council / Sustainable Citizenship
- 27 February 2012 – Recovery Capital
- 21 March 2012 – To go through Action Plan and discuss ideas for interim report
- 17 April 2012 – ChangeMakers
- 26 November 2012 – Curriculum and Arts and Social Change
- 11 December 2012 – To discuss draft of final report

#### **3.1.2 Events attended:**

- 19 October 2011 - Arts & Social Change Cross Pollination Event – Cllr Casey
- 22 November 2011 – Creative Gathering – Cllr Casey
- 1 December 2011 – Cllr Casey met with Jocelyn Cunningham, RSA to discuss Arts and Social Change strand
- 17 January 2012 – Recovery Capital Event – Cllr Todd
- 29 February 2012 – Cllr Casey met with Greer Roberts, Vivacity
- 3 March 2012 – The Greenback Yard Event – Cllr Casey
- 23 March 2012 - Citizen Power Sustainable Citizenship Event – Project Dirt – Cllr Casey
- 17 April 2012 - Creative Gathering 8 – The Emissary Project – Railworld Cllr Casey
- 09 July 2012 - RSA and PLP - Opportunity Peterborough Meeting - Cllr Casey
- 13 July 2012 - Community and Social Media Workshop - Cllr Casey
- 19 September 2012 - Changemaker Network Event - Cancelled - Cllr Casey

#### **3.1.3 1:1 Catch ups with Graeme Clark, Programme Manager:**

- Cllr Burton – 28 Sept 2011, 7 Feb 2012 (Left group May 2012 as no longer a Councillor)
- Cllr Todd – 4 Oct 2011, 20 Jan 2012
- Cllr Fox – 30 Sept 2011, 16 Jan 2012
- Cllr Casey – 30 Sept 2011, 16 Jan 2012, 5 March 2012
- Cllr Jamil – 17 Oct 2011

### **3.2 Witnesses Interviewed:**

3.2.1 *Date of meeting: 31 January 2012*

*Subject: Arts & Humanities Research Council / Sustainable Citizenship*

- Dr Ben Rogaly – Arts and Humanities Research Council
- Jamie Young – Royal Society of Arts
- Rachael Huxley – Peterborough Environment City Trust
- Sophie Antonelli – Green Backyard / Transition Peterborough
- Angus Ellis – Spinney
- Rohan Wilson – Bretton Parish Council

The group heard about and discussed Sustainable Citizenship, the Arts and Humanities Research Council oral history project, and the evaluation of Citizen Power.

The Sustainable Citizenship part of the meeting heard from Rachel Huxley, CEO, PECT; Jamie Young, RSA; Sophie Antonelli, Green Backyard; and local residents Rohan Wilson and Bernard Champness. The meeting discussed:

- The creation of a Peterborough Cluster for Project Dirt to connect environmentalists locally and with others across the UK. More at [www.projectdirt.com](http://www.projectdirt.com)
- Its approach in supporting local people to develop environmental projects including how to put together successful funding bids
- Providing access to funding for project delivery
- Supporting Peterborough's Home of Environmental Capital aspirations

Dr Ben Rogaly introduced the oral history work which although not a core part of Citizen Power has been funded by the Arts and Humanities Research Council due to the interest generated by the programme.

- The work will include interviewing 80 people from across the city to understand their lives. This will be documented and deposited in the archives in Central Library. The life histories will be developed into a play called 'Fair's (Not) Fair!' which will be shown at a variety of venues across the city. The cast will be made up of young people from Peterborough
- A website will also be developed from which people can access the work

### 3.2.2 *Date of meeting: 27 February 2012*

*Subject: Recovery Capital*

- Rebecca Dadow – Royal Society of Arts
- Karen Kibblewhite – Safer Peterborough Manager - Cutting Crime
- Representatives of FREE Group (Free Recovery for Everyone Everywhere)

The group heard about and discussed Recovery Capital.

This meeting heard from Karen Kibblewhite, Safer Peterborough Manager, PCC; Rebecca Dadow, RSA; and four members of the FREE (Free Recovery for Everyone Everywhere) group. The meeting discussed:

- How FREE had been established as a result of activities run by Recovery Capital, providing peer to peer support to those in recovery. The group meets regularly and provides a safe environment for people to get together
- Bespoke training developed with CAB to provide those in recovery with community signposting skills
- How research results are being used to inform the Joint Strategic Needs Assessment being developed by the Safer Peterborough Partnership. This data is also being utilised by CRI (new drug service provider) to develop/plan its work

- 140 people were interviewed as part of the research and found 87% are unemployed or long term sick, 9% reported being homeless, 8% reported living in a hostel, 69% were currently accessing treatment, 31% reported they are not in recovery, 75% do not attend any recovery group, 63% said they did not know how to find out about recovery groups and that Peterborough has dedicated key workers

**3.2.3** *Date of meeting: 17 April 2012*  
*Subject: Changemakers*

- Ben Dellot - Royal Society of Arts
- Lorena Hodgson – Changemaker
- Jeff Pusey – Changemaker

The group heard about and discussed Changemakers.

This meeting heard from Graeme Clark, Programme Manager, PCC; Ben Dellot, RSA; and Lorena Hodgson who is a Changemaker. The main points included:

- How expertise in many local issues held by local people is untapped and by accessing this resource could help improve communities. In very simple terms this is Changemakers
- Social Network Analysis used to identify ChangeMakers and their networks and how these could be used to help foster change
- Results of survey of ChangeMakers shows 7 out of 10 strongly agree they can persuade and convince other people to do something, 8 out of 10 strongly agree they can come up with new ideas to overcome problems, and 8 out of 10 have a high interest in promoting active citizenship
- How the network has the potential to be a sounding board for new strategies and ideas, a conduit for spreading information through a local area, be a partner for joint ventures and a source of expertise
- 200 ChangeMakers were identified through the Local Strategic Partnership/Single Delivery Plan and from these 89 people responded to the surveys

**3.2.4** *Date of meeting: 26 November 2012*  
*Subject: Peterborough Curriculum and Arts and Social Change*

- Dr Mark Roberts – De Montfort University
- Jocelyn Cunningham, Director of Arts and Society – RSA
- Shelagh Smith – Chairman of Vivacity

The group heard about and discussed Arts and Social Change, Curriculum and the draft report, 'Understanding the impacts of citizen participation in Peterborough' from Dr Mark Roberts.

This meeting heard from Gary Goose, PCC; Jocelyn Cunningham, RSA; Shelagh Smith, Vivacity; and Dr Mark Roberts. The main points included:

- An overview of the Citizen Power Programme given by Gary Goose. Some strands had worked well whilst others had struggled
- Dr Roberts discussed the draft findings of his report. Civic Commons and Changemakers had been the least successful strands

- Jocelyn Cunningham advised that Arts and Social Change was the biggest strand and had been successful in many areas particularly Creative Gatherings and Context Matters
- A written report was given to the group on Peterborough Curriculum informing the group that a network of five schools in the Peterborough area were working to map existing relationships and resources prior to developing initial curriculum plans. A range of organisations had indicated their interest in the project, including Peterborough United FC, Peterborough Cathedral, Sacrewell Farm, Nene Park Trust, the Peterborough Council for Voluntary Service and New Link. Several projects were underway involving the schools and these organisations. The impact of the initiative upon outcomes was not currently known as the benefits would take some time to be realised. There had been some valuable learning opportunities for students with key organisations in the City. Individual schools continued to work on the initiatives under the banner of the Peterborough Learning Partnership (PLP)

## **4. Findings**

### **4.1 Management and Governance**

- 4.1.1 As has been previously reported to Scrutiny Committee, the Programme was governed by a Board comprising senior representation from the funding organisations. Its meetings were formal and it served to oversee the delivery of the programme and set future strategy and direction. Whilst each representative on the Board was an equal partner, the Board also served as an opportunity to hold each other to account. For Peterborough – who, incidentally, chaired this Board – this created an opportunity to challenge our partners and to try to adapt projects to better fit the needs of our local communities.
- 4.1.2 On a day to day basis, the Council employed a Programme Manager to hold together the various projects, to manage communications, to provide formal and informal project reports and updates, and to act as a pivotal link between the Council and the funding partners. However, two key issues have been identified relating to this important post:
- (i) that the identification and appointment of a consistent project manager happened some time after the start of the Programme. Initially and for the first few months of the Programme interim arrangements for project management were put in place. This was symptomatic of the dynamic and innovative nature of the Programme and of the approaches being suggested, resulting in uncertainty at times of the nature and skills required from a project manager. When this was resolved however, a suitable project manager was identified and very quickly demonstrated the significance of this key appointment. Any future projects or programmes should learn from the approach taken with this Programme, and identify and secure a project manager at the very outset.
  - (ii) that the funding for the project manager's salary was an additional cost to the Council over and above the main investment made into the Programme. Costs for a dedicated project manager had not been built into the financial profile for the Programme. This was because the Programme was seen as a collaboration between partners with resultant project input being equally divided amongst all. Whilst in reality this did happen, the absence of a Council-employed full time project manager was quickly evident. On this occasion, officers were able to adapt existing staffing and delivery arrangements in order to provide a staff resource capable of taking on this role. However, any future projects or programmes, especially of a substantial or high

profile nature, should build in the costs of dedicated project management into the financial profile.

4.1.3 The Programme benefitted from being monitored through the Council's Verto project management system. However, this took some time to establish and was the subject of challenge at an early Scrutiny Committee meeting. One of the main reasons for any delays in establishing Verto reporting was the nature of the Programme. Unlike other projects and initiatives, this Programme had no predetermined outcomes against which sound measurement could take place. The Council entered into the partnership knowing that the Programme would develop its own course under the leadership of the partners and dependent upon the success or otherwise of each of the initiatives within it. This though made it difficult to monitor progress or impact beyond superficial measures, and the project manager, once appointed, was therefore tasked with ensuring appropriate measures against performance, finance and delivery were agreed and a relationship with Verto established. Whilst the Task and Finish Group recognised the difficulty of establishing this link at the outset, we do recommend that the relationship with Verto is established prior to the commencement of any project or programme in order that outputs and outcomes can be transparently measured and any difficulties resolved.

## **4.2 Communication and Marketing**

4.2.1 The task and finish group established that one of the most consistent criticisms of the Programme was the nature of communication, PR and marketing associated with it.

4.2.2 Communication during a programme of this nature is critical to its success and its challenge, and with this particular Programme it was required at a number of different levels: between officers and Councillors, between funding partners and Councillors, with communities, with other partners, with the local and national media etc.

4.2.3 There are some good examples of effective communication within individual project strands – for example, communications amongst the artist community in Peterborough have been particularly effective. However, the task and finish group found that overall at Programme level, communications and PR, especially with communities, was inconsistent and sometimes inappropriate. Whilst only one measure of success, the group feel that numbers participating in some of the events would have been substantially higher had communications with communities been more effective. There is evidence of this improving throughout the life of the Programme though, and again lessons should be learned from this to ensure the success of future initiatives.

4.2.4 Of similar concern was the nature of communication with elected Councillors. Sometimes Councillors would discover projects taking place in their wards through indirect means or even after an event had taken place. Again, this improved during the life of the Programme, particularly following the appointment of the project manager, but the group felt that this should not have happened at all.

4.2.5 Perhaps of most significance and relevance though was the content produced during the Programme. Whilst it is recognised that the Programme was a unique initiative of significant national and international interest, it also needed to connect with local people for it to be in any way meaningful. However, the type of reports and publicity materials produced during the programme, particularly by the RSA, were often highly academic and complex and in no way accessible to a local audience. There is a place for this during the delivery of such a programme, but of greater importance is the way in which local people are engaged – without this substance, no academic report has any meaning or relevance.

### 4.3 Financial Information

- 4.3.1 One of the main concerns for many at the start of the Programme was the scale of financial investment made into it by the Council. At the time the investment was approved, a sum of £267k was agreed to be invested into the Programme but with no real clarity about how it was to be used. This was a very different approach to the way in which any other form of Council investment had been made in the past, and illustrated the unique nature of the Programme and partnership.
- 4.3.2 The Scrutiny Committee have received various reports before now that set out the financial profiles of the Programme overall and of the individual projects within it. However, the following financial summary is provided for clarity and confirmation:

	<u>INCOME</u>	<u>EXPENDITURE</u>
Peterborough City Council		
• Scoping Report	16,667	
• Main programme	250,000	
Arts Council England		
• Scoping Report	8,333	
• Main programme	250,000	
• Case studies	3,500	
Royal Society for the Arts	148,085	
Esmee Fairbairn Foundation	124,190	
Arts and Humanities Research Council		
• Oral History project	205,800	
• Programme evaluation	124,200	
Department for Communities and Local Government	25,000	
Tudor Trust	35,000	
Cross Keys Homes	5,000	
<b>TOTAL INCOME</b>	<b>1,195,775</b>	
Project Strands		
• Arts and Social Change		-253,500
• Recovery Capital		-73,515
• Sustainable Citizenship		-74,102
• Peterborough Curriculum		-178,454
• Peterborough Changemakers		-27,920
• Civic Commons		-20,663
• Social Media (project withdrawn)		-3,815
Scoping Report		-25,000
Oral History project		-205,800
Evaluation reports		-124,200
Core costs (publicity, management, travel etc)		-208,806
<b>TOTAL EXPENDITURE</b>		<b>-1,195,775</b>

- 4.3.3 This shows that Peterborough benefitted from £929,108 investment from other sources, meaning that for every £1 spent by the Council on this Programme, we attracted £3.48 from our funding partners.

#### **4.4 The six Citizen Power strands:**

##### **4.4.1 Peterborough Curriculum – Connecting what we learn with where we live**

- (i) This project has involved developing part of the school curriculum to better connect young people with where they live.
- (ii) The Peterborough Curriculum project set about establishing a network of local schools and organisations who would design parts of their own school curriculum. The project engaged a wide community of people and organisations in Peterborough to provide young people with a curriculum that reflected local priorities and values. By connecting more people in Peterborough with education, and by connecting young people in the city with their local area, the programme hoped to encourage civic participation and activity across all generations.
- (iii) An Area Based Curriculum is one that is co-designed and co-owned by schools and other partners in the community. It takes into account a variety of views about what it is important to know, and is taught by teachers and community members together, inside school and in other locations in the local area.
- (iv) Any school curriculum must of course take the National Curriculum and national qualifications into account, as well as ensure that the professional role of the teacher is respected.
- (v) A network of five schools in the Peterborough area, including Dogsthorpe Junior School, Bishop Creighton Primary School, West Town Primary School, Ken Stimpson Community School and Thomas Deacon Academy, were working to map existing relationships and resources prior to developing initial curriculum plans. A range of organisations indicated their interest in the project, including Peterborough United FC, Peterborough Cathedral, Sacrewell Farm, Nene Park Trust, Peterborough Council for Voluntary Service and New Link. The RSA team facilitated conversations between several of these potential partners and schools to explore possible ideas for projects and partnerships.
- (vi) The group considered the following questions:
  - They thought about how to involve children in the future of the places in which they live
  - They thought about how they could ensure that the richness and diversity of places like Peterborough underpins the learning that students do in schools
- (vii) Teachers, heritage organisations, Councillors and students from Peterborough came together at Peterborough Town Hall on 16 September 2010 to explore a new way of looking at schools working in partnership with their local area.
- (viii) One of the five schools the RSA worked with in Peterborough, Dogsthorpe Junior School, partnered with Railworld Sustainable Transport Centre to create a two year-long project for all students in Year 5 at the school. The project saw the students contributing to the 're-branding' of Railworld which is re-identifying itself from being a railway museum to a centre for the exploration of sustainable transport in Peterborough. At the same time students explored what might make Peterborough into a 'Destination City' of the future: a real life ambition of the tourism strategists at Peterborough City Council. National Curriculum content, numeracy and literacy skills were illustrated through this topic, which also looked at graphic and website design, branding, creativity, history, engineering, science, citizenship, research skills and geography.



- (ix) The project was initiated at Peterborough Town Hall with a conference entitled 'Making Peterborough a Destination City: Dogsthorpe's Young People Taking the Lead'. Students were delegates at the conference, listened to key note speeches by local Dogsthorpe Councillors on the history of the local area, interviewed the adults present about their views on Peterborough, had their own opinions solicited by the Mayor and by the Council's tourism lead on everything from the recent renovation of the Cathedral Square to the pros and cons of more shops in the city centre, as well as workshops around Peterborough's buildings, the environment and vehicle design. The issues raised were followed up in the classroom.
- (x) Other Peterborough Curriculum projects underway included West Town Primary School who partnered with Peterborough Cathedral to involve students in developing a new education centre; Bishop Creighton Academy who worked with Peterborough FM Community Radio Station and Peterborough Cathedral to develop a 'Question Time' programme designed by the students; and multiple activities and partnerships entered into by Thomas Deacon Academy and Ken Stimpson Community School.
- (xi) The impact of the initiative upon outcomes is not currently known as the benefits will take some time to be realised. There have been some valuable learning opportunities for students with key organisations in the City. Individual schools continue to work on the initiatives under the banner of the Peterborough Learning Partnership (PLP) and these schemes will continue to be monitored. However, given the range of challenges across the city in terms of improving standards and progress, the city Council will not be investing in continuing the initiative at a whole city level.
- (xii) The Task and Finish Group found that this element of the Citizen Power Programme has shown real potential for encouraging enhanced connections between our children and the City.
- (xiii) Only a small proportion of the City's schools participated in the programme but it is pleasing that these encompassed primary, junior and secondary education establishments.
- (xiv) Legacy for this element of the CP programme is demonstrated by the schools continuing to work on initiatives under the Peterborough Learning Partnership.

#### **4.4.2 Sustainable Citizenship – Living in the Environmental Capital**

- (i) The Sustainable Citizenship project encouraged, tested and supported the ideas of local people in promoting green behaviour in the city. The project supported the work which has made Peterborough the Home of Environmental Capital, and its status as having the largest cluster of environmental enterprises across the UK.
- (ii) It was also in keeping with the City's Environmental Capital Policy and its focus on fundamental, long-term changes in attitude, and the Single Delivery Plan Programme 4: helping people and organisations live more healthy and sustainable lives and reducing energy consumption.
- (iii) This project also applied some of the latest thinking on behavioural change from the RSA's own research, for example creating interest from major stakeholders such as the Department for Environment, Food and Rural Affairs (DEFRA).
- (iv) Sustainable Citizenship set out to establish a network of 400 individual, community group and commercial members who wished to play an active role in environmental initiatives in Peterborough, as measured through membership of a website (at least 20 percent of whom have made active contributions).

- (v) The project also funded pilot community-led initiatives that encouraged pro-environmental behaviour in Peterborough, developing a strategy to allow at least one of these initiatives to become sustainable in the long-term.
- (vi) A partnership has been formed with Peterborough Environment City Trust (PECT) to take the work of this project forward jointly, in support of the Home of Environmental Capital credentials. A workshop was held in October 2010 with 25 local residents, after which four presented project ideas to a panel of judges and two received a grant of £1,500. The projects aided by the money included programmes aiming to encourage local residents to take a more active role in looking after a community garden in Paston, as well as the Spinney.
- (vii) There was also significant interest in mapping redundant and unloved land across the city and identifying ways in which it could be brought back into use. Three plots of land were identified through discussion with Enterprise Peterborough and Councillors.
- (viii) 'Project Dirt' Launched in March 2012, and featured a speech from the Chief Executive of Incredible Edible Todmorden about the work they have done to encourage the growth of and campaign for local food. Incredible Edible Peterborough remains a possibility involving a range of City partners.
- (ix) Finally, the project engaged with and supported The Green Backyard, a community growing project in central Peterborough run entirely by volunteers.
- (x) The Task and Finish Group concluded that this project had been largely successful, especially regarding its support for the Green Backyard. The project also helped to define and drive forward relevant parts of the Single Delivery Plan that related to the environmental agenda for Peterborough. The group are now aware that the Environment Capital aspirations are being driven forward through the new Leadership Forum of partners across Peterborough which has been formed in part as a result of the Citizen Power programme.

#### **4.4.3 Recovery Capital – Empowering marginalised citizens to fulfil their potential**

- (i) Recovery Capital examined how we can best support people in Peterborough with problems associated with drug and/or alcohol use, developing better collaboration between organisations and individuals.
- (ii) We piloted new ideas to help people with drug and alcohol problems to build and strengthen the capabilities, resources and support needed most in helping to sustain recovery and reduce the likelihood of re-offending.
- (iii) Peterborough has a higher than regional average injecting drug using population, and levels of existing recovery capital are generally low amongst both drug and alcohol users.
- (iv) This project aimed to develop a culture of user-centred provision, linking in with the city's Family Recovery Project, which engaged service users in the design of new ideas to help them move away from reliance on the state.
- (v) Recovery Capital has provided positive role models to encourage more people into accessing the support they need to start their own recovery journey; it continues and will eventually create an environment in which less people develop problematic drug and alcohol use.

- (vi) A local stakeholder event was held in January 2011 with 20 drug and alcohol service users, service providers and community organisations. This identified the problem areas of the city regarding drugs and alcohol, and also potential barriers or gaps when it comes to accessing treatment. Over 140 people involved in substance misuse were directly engaged with as part of the recovery capital strand, engagement that has helped the City commission a more effective substance misuse treatment pathway.
- (vii) Involving service users in the development of treatment programmes has been a critical step in improving local services; interviews with those who had current issues or a history of drug or alcohol use were carried out, and the need was identified for more safe places for people to come together to provide mutual support.
- (viii) The interviews identified community-based resources to aid recovery, highlighting the need for family support, support from friends, access to education, a sense of belonging to the community and access to leisure activities. The production of maps to help visualise the resources and assets available to support people in their recovery were produced and are currently being updated to reflect the changes in service provision over more recent months. Publicising this work is a great way to reduce the stigmas surrounding problem drug and alcohol use, as well as those surrounding marginalised groups.
- (ix) The creation of an active support group, FREE (Free Recovery for Everyone Everywhere), has been of real benefit to the City. FREE continues to work with the drug treatment provider to develop the service; a number of the founding members of FREE have now moved on entirely, ready to completely sever their links to drug treatment-based support.
- (x) The Task and Finish Group found that tangible legacy has been provided by the Recovery Capital strand of Citizen Power. Physical, emotional and financial harm to the City caused by drug misuse is significant. The work within the Recovery Capital strand of CPP has assisted in understanding the needs of our drug using population, developing service provision, encouraged better support groups and will undoubtedly assist in some hardened drug users recovering from their addictions.

#### 4.4.4 ChangeMakers – bringing together Peterborough’s drivers of change

- (i) The project intended to map and identify a network of ChangeMakers within Peterborough.
- (ii) Having identified that the original Civic Health project was not cost-effective enough in measuring the community’s ability to get involved in local life, the programme instead developed ChangeMakers. This combined both Civic Health principles and an emphasis on social media, a more affordable and far reaching way in which to garner interest.
- (iii) The intention was to create a ‘living directory’ of key ChangeMakers containing information on their skills, knowledge and areas of work, with recommendations put forward to local policymakers and service practitioners outlining ways in which they can use this database.
- (iv) Two focus groups with Peterborough residents to examine their own perspectives on participation also took place, which were intended to help inform the survey development.
- (v) As a adjunct to this programme the Greater Peterborough Partnership developed the **The Innovation Forum**. The Forum brings together the key individuals from the organisations that are leading Peterborough’s transformation agenda. It is the place where these leaders and influencers meet and work together as a team to facilitate closer working and to energise the change agenda.

The purpose of the Forum is :

- The creation of strong, trust based relationships between the senior leaders of Peterborough to support collaboration
- To provide an inspiring and safe environment for participants to evolve different ways of thinking, behaving and working.
- To offer opportunities to learn about the city's agenda as defined by the Single Delivery Plan
- To provide a framework and forum through which the energy, skills, experience and outreach of the members is harnessed in support of the city's priorities, including
  - Acting as a forum for consultation
  - Show-casing success
  - Acting as a workshop for tackling emerging issues/responding to policy trends

Up to 50 influential individuals have taken part in the programme through 2011/12 and the programme intends to run further through 2013.

- (vi) The Task and Finish Group found that there is little evidence that this strand has been successful. There are clearly some very active and influential volunteers and Changemakers within the City but little evidence that any new people were stimulated into action as a result of this programme.

#### 4.4.5 Arts and Social Change – Putting art at the heart of the city

- (i) The Arts and Social Change strand was established in order to explore the role of arts and imagination in creating new connections between people and where they live in order to strengthen participation in community life in Peterborough. This was done through a wide range of projects that placed artists at the centre of re-imagining the possibilities of what a place could be and how to create this together.
- (ii) This was not an arts project, nor a research project that 'uses' the arts, but a project that offered practical and imaginative tools for working together to create positive social change.
- (iii) The programme commenced in July 2010 and will complete with the final Talking Arts event on February 21 2013.
- (iv) The primary aims for the project were:
  - To deliver high quality creative experiences through the arts that build and extend community engagement
  - To support and build a self-sustaining set of networks of locally based artists who can both contribute to the artistic aspirations of Peterborough and play an active role in the arts community regionally and nationally
- (v) As with the whole programme of Citizen Power, the Arts and Social Change strand set out to address the conditions that support change and in the case of the arts strand, those conditions that enable the city to thrive as a place for creative engagement with a focus upon:
  - integrating arts dimensions across Citizen Power projects as well as within the city's aspirations and initiatives
  - commissioning high quality innovative artistic interventions
  - building and strengthening a locally based and artists' led network
- (vi) These objectives were realised through the following programmes:
  1. **Creative Gatherings** (building a strong network of locally based creative practitioners)

2. **Context Matters** (two artists hosted by two voluntary groups for one year)
  3. **Experiments in Place Making** (locally based artists working within neighbourhoods)
  4. **Made in Peterborough** (two arts commissions – one at each end of the entire programme)
  5. **Dialogue in Action** (public sector innovation with locally based artists)
  6. **The Emissary Project** (brokering new relationships based on best practice outside the city)
  7. **Talking Arts** (a series of three public events linked to themes in Citizen Power)
- (vii) This report offers a brief description of each programme, how many people were engaged and how, the overall costs of each project, impact as a result and links to further information. It is supplemented by reports from the evaluation where appropriate that has been conducted over 2012, through a wide range of interviews and social network analysis.

#### 4.4.5.1 Creative Gatherings (*10 Gatherings delivered between July 2010 and July 2013*)

- (i) Summary description  
The Creative Gatherings programme provided an anchor for the Arts and Social Change programme and supported the development of other projects (Experiments in Place Making, Emissary Project, Dialogue in Action and arts work for the other strands in Citizen Power). The Creative Gatherings were for the benefit of all those who lived and/or worked in the creative community of Peterborough. They were each held in different venues in the city in order to encourage engagement from a variety of residents.
- (ii) Creative Gatherings were interactive and offered creative practice as a way of exploring and investigating themes of interest to both the local arts community and the Citizen Power programme. They additionally sought to offer a neutral space to discover, inform, debate, learn and support an inclusive arts community. Overseen by Chris Higgins of The Map Consortium, each Creative Gathering was co-facilitated by key individuals in the creative community at large. Local artist, Tom Fox oversaw the final three Creative Gatherings. It is hoped that this strand can continue to be developed in such a way that this emerging community can sustain this space and moreover, inform the development of an arts offer in the city.
- (iii) Venues for the Creative Gatherings were:
  - Peterborough Museum
  - Key Theatre
  - Peterborough Cathedral
  - City College Peterborough
  - University College Peterborough
  - Green Backyard (additionally open to all participants in the Citizen Power programme)
  - Friends Meeting House
  - Railworld
  - Brewery Tap (venue for many local arts initiatives such as poetry events)
  - A walk across the city that identified the many resources local artists use
- (iv) Invitations were issued to all those in the city that had a relationship with the arts, whether this was on a voluntary or professional basis. Attention was paid to those reached through attendees where one person led to another. Through each venue's network, new people and relationships were uncovered. Care was taken to ensure the Creative Gatherings were perceived as open to all and not dominated by particular groups or organisations.
- (v) Attendees included:
  - Locally based professional artists (from all arts disciplines, working locally or external to the city)
  - Students interested in pursuing arts careers (at 6<sup>th</sup> form level)

- Teachers in arts in secondary schools
  - Councillors
  - Community based artists with long term relationships working within specific local communities
  - Arts Council managers
  - Vivacity staff and board members
  - Council staff (where appropriate to project)
  - Venue staff (i.e. Director of University College Peterborough, Peterborough Cathedral Community lead)
  - Artists from arts organisations with long term relationships with the city (i.e. Eastern Angles)
  - Residents engaged in voluntary arts
  - Locally based arts organisations (i.e., Peterborough Male Voice Choir)
- (vi) A core group of 25 people regularly attended.  
Number of total attendees: 373
- (vii) Invitations to Creative Gatherings were emailed to individuals directly and posted on those sites relevant to the creative community (i.e. Vivacity, Music Makers, Creative Peterborough). The Citizen Power website provided a specific site for people interested in posting events or learning about events.
- (viii) The Arts and Social Change site has had over 60 registered users and just under a hundred events posted by local artists.
- (ix) A case study has been written on this strand and available at:  
[http://www.thersa.org/\\_data/assets/pdf\\_file/0005/707162/RSA\\_Arts\\_Social\\_Change-Creative\\_Gathering.pdf](http://www.thersa.org/_data/assets/pdf_file/0005/707162/RSA_Arts_Social_Change-Creative_Gathering.pdf)
- (x) The website has many mini filmed interviews with participants.
- (xi) It has been recognised that the Creative Gatherings did the following:
- Initiated contact across the arts community and helped to break down silos within the arts community. Attendees continually referred to people they met that they didn't already know were engaged in the arts in the city
  - Opened up new avenues of opportunities and partnerships with organisations that offered their venues for the Gatherings. For example, City College Peterborough offered a classroom free of charge to any local artist to use as a meeting space once a month
  - Offered initial support for the artists network that became Creative Peterborough and generated smaller networks of people pursuing specific themes or projects, such as those interested in an eastern European gallery
  - Continually offered visibility for the interests of local artists in senior planning meetings and events in Peterborough and national conferences and events
  - An informal space to explore themes of importance to the local arts community
  - Offered an opportunity to inform the wider arts community about what was happening
- (xii) Legacy
- Tom Fox is in discussion with a variety of city stakeholders to continue hosting this set of Creative Gatherings.

#### 4.4.5.2 Context Matters: artists residencies

- (i) Summary Description  
Context Matters was an artist's residency programme in Peterborough in 2011-12, with two artists partnered with two local voluntary community groups to live and work in their

community for a year. The programme was overseen by Donna Lynas of Wysing Arts Centre and took place in two phases.

- (ii) The first phase engaged with local community groups to design a brief that would interest an artist as well as an extensive artist recruitment process. The two artists were selected by a panel comprised of representatives of the two selected community groups, and those representing this strand of Citizen Power, including Arts Council England East.
- (iii) Artist, Joshua Sofaer worked with the residents' association of Morland Court in Werrington in Peterborough and artist, Simon Grennan of Grennan and Sperandio worked with the Street Pastors group based in the city centre.
- (iv) Both residencies resulted in art work that emerged through working with each group; in Simon Grennan's case this was a set of 15 comic strips published in the local paper that told the story of the work the Street Pastors do in the city; Joshua Sofaer initiated a competition entitled How Morland Court Got its Name and the winning story resulted in a new sign for the building created by local artist Stuart Payn. Both artists engaged with and mentored interested local artists in each residency and employed local artists to deliver creative workshops.
- (v) 122 people were directly engaged during this project – this includes the community groups themselves, residents and volunteers directly as well as other community groups reached beyond these initial groups, for example local Brownies, archaeology projects, participants in Peterborough's night time economy and friends and family.
- (vi) The initial invitation to Peterborough's community groups was carefully managed by finding self-organised groups that had not previously engaged with such projects/had a low visibility. 10 groups applied with 2 selected. An information session over lunch was held with all groups at 49 Lincoln Road. Additionally for the Morland Court project approximately 12,000 flyers on the competition were distributed to all households in Werrington.
- (vii) Both projects had wider public engagement opportunities – through a community BBQ at Morland Court and a public exhibition of comic strips at Peterborough City Art Gallery.
- (viii) Joshua Sofaer has published a small pamphlet of his project and distributed this to all partners, and a case study is also available. Both are available on the RSA website. [http://www.thersa.org/data/assets/pdf\\_file/0007/964483/5412.WEB.hk.case-study-no3-.pdf](http://www.thersa.org/data/assets/pdf_file/0007/964483/5412.WEB.hk.case-study-no3-.pdf)
- (ix) Morland Court wanted to change the perception their residents association had within the local community and also to build community cohesion within the association. Street Pastors wanted to raise the profile of the work they do in the city.
- (x) Legacy:  
 Morland Court:
  - Stronger links with local businesses, artists and community groups with Morland Court through engagement in this project
  - Creation of a new sign and sense of identity for the building
  - Strengthened relationships between residents
 Peterborough Street Pastors:
  - The Street Pastors now have mounted copies of the comic strips and are continuing to use these to communicate the work of the Street Pastors and tell their stories in engaging ways. Most recently these have been used at the Kingsgate Community Church for a conference

- Increased exposure of the voluntary work and motivations of the Street Pastors through the publication of the comic strips in the Evening Telegraph and the exhibition at the City Art Gallery

#### 4.4.5.3 Experiments in Place Making

(i) Summary Description

Experiments in Place Making took place in the spring of 2011 and partnered Peterborough based creative practitioners with neighbourhood managers in order to explore and extend creative practice as a core resource in developing new approaches to place-making and in particular, offered a chance to experiment and develop innovative and collaborative practice. Four experiments took place in very different communities across the city. The programme was intended as both a professional development opportunity and a seeding one; to create conditions in which new diverse partnerships can imagine future proposals. It encouraged innovative investigations into how the arts can help us experience our communities differently thereby finding new solutions to entrenched problems. Experiments in Place Making was facilitated by Chris Higgins of The Map Consortium and was supported by the Creative Gatherings.

(ii) A case study is available:

[http://www.thersa.org/data/assets/pdf\\_file/0006/581451/Experiments-in-place-making-case-studies.pdf](http://www.thersa.org/data/assets/pdf_file/0006/581451/Experiments-in-place-making-case-studies.pdf)

(iii) **The Christmas and Valentine Card project** – led by 2 artists, 1 neighbourhood manager  
The first stage of this project was delivered to 81 houses on Crawthorne and Monument Streets. 31 residents responded to the experiment.

(iv) **The Fireplace project** – led by 2 artists, 1 neighbourhood manager  
This project took place in Fellowes Gardens inviting local residents from the estate to take part over the course on one day. Approximately 8 to 10 residents engaged consistently over the day

(v) **Orton Shopping Centre** – led by 2 artists, 1 neighbourhood manager  
This project engaged with a Police community support officer, shopping centre manager, and 8 young women who had been banned by the shopping centre (many of whom were NEETS)

(vi) **Reminiscences and Connections** – led by 2 artists, 1 neighbourhood manager, and engaged with the Manager of Eaglesthorpe Sheltered Housing Scheme and a selected group of 10 residents.

(vii) The Creative Gatherings highlighted the opportunities available through this project and emails were distributed to the growing mailing list offering further information. Artists made presentations on their experiments at subsequent Creative Gatherings. The project was highlighted on the website and outlined at public events.

(viii) Legacy

- Artists and the Neighbourhoods team have participated in shared projects and artists have worked across art forms with those they have not worked with before (or perhaps considered working with). Local artist Tom Fox said: *“It is one of these things that I never thought I'd do. Never thought I'd do a project like that. And to get the opportunity to do something like that was amazing. To do community work, that is not going into a community hall and talking to the community, in that way. It is talking to the community like that is just amazing. And, it was kind of at that start where I was collaborating with other art forms as well, for the very first time.”*
- Although this was experimental in nature, 14 artists wished to take part in a similar programme again, and through the arts activity in the city outside of Arts and Social



Change, there has been a burgeoning of projects situated within local communities specifically looking at engagement.

#### 4.4.5.4 Made in Peterborough

- (i) Summary Description  
The commissions strand of Arts and Social Change was entitled 'Made in Peterborough' in order to highlight the overarching goals of Citizen Power Peterborough in enabling greater participation with local residents and their attachment to the city. There have been two commissions in the programme, bookending the Citizen Power programme. The first commission was entitled 'Take Me To' and took place in the autumn of 2010 with arts organisation, Encounters and architect Nicolas Henniger; the second is not yet complete and is entitled The Peterborough Child with artist, Joanna Rajkowska.
- (ii) Both commissions, very different in nature, sought to 'make visible the invisible' and to help strengthen the social connections and trust between people in seemingly disconnected communities.
- (iii) 50 people were involved with the Take Me To project, across the key elements of workshops, bus tours and feast from across the city's communities.
- (iv) A full report is available on the Take Me To commission and has been distributed to all partners. A presentation is also available on the website and has been shown at the RSA, the John Clare library and at events.
- (v) Legacy
- Very strong sense of attachment to communities and people beyond your own was evidenced in the report on Take Me To.
  - The participants feel a very strong bond as a result of Take Me To and reunited a year later in the Creative Gathering picnic held at the Green Backyard. They are still keen to repeat the project with others
  - Senior Council staff, particularly in Children's Services, are interested in creating a similar project for secondary schools.

#### 4.4.5.5 Dialogue in Action

- (i) Summary of project  
Dialogue in Action is the final project in Arts and Social Change and is working alongside the Single Delivery Plan as part of the city's public services reform. It explores how collaborations incorporating creative practice can support innovation in public service delivery, and places a local creative practitioner in a key role within small project groups of public sector leaders. This role acts as a catalyst for each group and is as much about creative thinking, questioning and skills as co-delivering experiments/projects. The role is also about building capacity and enabling collaboration. Dialogue in Action is overseen by locally based creative practitioner, Diane Goldsmith, supported by Chris Higgins of The Map and provides professional development for creative practitioners involved in the project to better understand their role and potential in this collaboration. There is interest in this programme being continued through the Innovation Forum. Many of these groups are currently looking to fund the creative practitioner from their own funding sources if possible.
- (ii) A minimum of 20 participants have been regularly involved to date. There are 4 projects that have crossed public sectors, each with a creative practitioner within the project. Each project has approximately 5 to 8 people working together and vary in the numbers of residents they have engaged with as this has not always been a desired outcome. In some cases, like the Neighbourhood Project in Fletton, participants have worked with local residents.

- (iii) A case study and a report will be distributed in February.

#### 4.4.5.6 The Emissary Project

(i) Summary of project

The Emissary Project was based upon the concept of an emissary (defined as an ambassador or messenger sent on a mission to represent or advance the interests of another). Locally-based artists considered what they wanted to learn and whether this had resonance for the wider arts community in Peterborough. The finalized group of emissaries then explored who might have the answers for these enquiries and these were, in all cases, nationally high profiled arts organisations. The RSA then brokered the initial introduction (in most cases, those visited were Fellows of the RSA) and visits took place over the summer of 2012 with extended visits to projects led by those companies. It is already evident that two of these relationships will sustain themselves after Citizen Power is complete.

- (ii) From an initial group of 10 local artists, 4 Emissaries were selected and each visited a person or organisation that represented their interest. A local artist curated the programme. All were from different arts communities in the city.

- (iii) Announcements were made at 3 Creative Gatherings and emails distributed across the mailing lists. A case study, 'Over the Hedge', will be distributed in the New Year and a Facebook page has been set up with this project connected into the artists networks in the city.

(iv) Legacy

- Fundamentally new relationships that can be sustained. Three examples:
  - Diane Goldsmith taking her learning into working with teachers and dance in the city. Work with young people and dance now funded by Creative Peterborough
  - Garth Bayley now taking part in a new national project outside Peterborough and bringing this learning into his work here
  - Shelagh Smith hosted a series of 4 dinners with leaders across the city on the theme of heritage and has forged a relationship with Manchester City Council

#### 4.4.5.7 Talking Arts

(i) Summary of project

This strand, like the Creative Gatherings, comprised a set of public events but was targeted at a general public audience. Each Talking Arts event addressed a theme that held resonance for the wider community of Peterborough and could reflect innovative creative approaches in the city that were arts-based. Each event of three profiled key local practitioners as well as national high profile figures in order to stimulate discussion.

- (ii) The first event, *Cross Pollination* took place in October 2011 at Peterborough Town Hall and marked the end of the work of the Arts & Ecology Centre at the RSA, and featured artists Marcus Coates and Andy Holden and ornithologist Peter Holden as well as local poet Keely Mills and Sophie Antonelli of The Green Backyard.

- (iii) The second event, *Peterborough's Cultural Ambition* was for an invited audience of city leaders to explore the potential of growth of the arts in the city and was chaired by John Knell, a Fellow of the RSA. This event was also partnered with Vivacity, and it is likely that further similar events will ensue.

- (iv) The final event on how creative practice can support public service innovation entitled *Leading a City Differently, Arts and Public Services* will be held at the RSA on February 21<sup>st</sup> 2013 and will articulate the work being done with the Innovation Forum as part of the city's public services reform with an invited national audience.

- (v) Each event had an invitation list or was publically advertised such as in the case of Talking Arts 1 which distributed flyers. Mini films were created at the first event, available on the website. A summary of the second report has been distributed to all attendees. We anticipate national media coverage for the third event.
- (vi) Legacy
- Each event has its own legacy as each has been so specific. The first was an opportunity for local players to speak alongside recognised national leaders in their field (science, art and ecology). It offered the first presentation on the Transition Town initiative in the city.
  - The second event was significant in gathering most of the city leaders together to address the cultural ambition of the city and it is likely to be repeated.
  - The third will offer a national profile for the effective work of creative practice sitting at the heart of public services reform in the city

4.4.5.8 The Task and Finish Group found that, when taken as a whole, the Arts and Social Change strand has delivered some excellent work in the city. At times it has been challenging to full understand the relevance or fit for Peterborough, but it is clear that in all cases some form of relevant legacy has been established. However, some of the individual aspects of the strand, especially those held in the early months, were difficult to justify.

#### **4.4.6 Civic Commons – Creating the capabilities for civic action**

- (i) Civic Commons provided opportunities for residents, prominent local figures and leading thinkers to discuss new ideas and broach the things that matter to them.
- (ii) The project was designed to build knowledge and confidence on a range of local issues, from anti-social behaviour to immigration, helping people to see different perspectives and come up with practical solutions to these social problems.
- (iii) Twenty three local residents signed up to be members of the Civic Commons, each active and respected within their community. Members included the Chair and Treasurer of the Zimbabwe Community Association, the Chair of Rape Crisis and a Girl Guide Leader, a member of the Bangladeshi Community, a volunteer tree warden, a Neighbourhood Watch Co-ordinator and a civilian officer from RAF Wittering.
- (iv) The Civic Commons idea gained the attention of Central Government Officers through the Parliamentary Outreach programme and they committed to support the project through training and mentoring the members of Civic Commons.
- (v) The first Civic Commons event was held in January 2011 and discussed how local people and organisations could work together to tackle anti-social behaviour. Prominent speakers attended such as Irene Lucas, former Permanent Secretary of the Department for Communities and Local Government and Ben Rogers, formerly of the Prime Minister's Strategy Unit.
- (vi) The second Civic Commons event (held in May 2011) identified the following three projects as ways forward in tackling youth anti-social behaviour in the Century Square area of the city: (i) Trialling the 'Woolwich Model' in Peterborough, training citizens in skills such as conflict resolution; (ii) Community Guardians, incorporating elements of the Streetwatch model, including civilian presence on the streets in ASB trouble-spots. The scheme would encourage civilian volunteers to play a positive role in local areas, organising events and actively bringing together local people rather than only guarding against trouble; (iii) Youth Community events between young people local to the Century Square/Millfield area, particularly those that have been involved in anti-social behaviour, alongside residents, charities and local police.

- (vii) The group found that, despite all of this, the project has not progressed in the way that was originally hoped, the main reasons being:
- The subject matter identified for the group to tackle (anti-social behaviour) even in a targeted area of the City was too big
  - The leap required by citizens to move from their current roles in communities to getting ‘hands on’ to tackle social issues is quite significant
  - The resource required to support this work is greater than anticipated
- (viii) The Task and Finish Group found little evidence that this element had sustainability. From promising beginnings it has struggled to progress and ultimately has stagnated.

## **5. Conclusions**

- 5.1 A number of specific recommendations and conclusions have been identified throughout this report.
- 5.2 However, there are also a number of strategic conclusions and recommendations that the task and finish group would like to highlight.
- 5.2.1 Communication was a major obstacle to the success of the Programme. Sometimes highly academic, often full of jargon or technical language, the Programme generally didn’t manage to excite or engage with local people apart from some good examples within individual project strands.
- 5.2.2 On a similar theme, the task and finish group had expected that a dynamic web presence would be established by the Programme to promote its work and to encourage participation. The extensive use of social media was also expected. However, on both counts the reliance on and use of web based tools to communicate and promote was extremely limited.
- 5.2.3 We generally felt that not enough groundwork had been done with Councillors, our partners and our communities in advance of the project commencing. We do recognise that the Programme was not the responsibility of a single identified department for some time which may have contributed to this.
- 5.2.4 The task and finish group felt that this project would have benefited from a project manager being clearly identified prior to the commencement of the project; to include in their remit proper business planning and communication. It is felt that this would avoid unnecessary delay, misunderstanding over outcomes and intent and we would recommend this in any other future projects of this nature.
- 5.2.5 The Recovery Capital strand of the Programme was a particular success, having been used to shape a full redesign of the drugs recovery system in Peterborough with service users at the heart of that redesign. We hope that the principles of user designed services can be replicated across other Council services.
- 5.2.6 The Arts and Social Change strand of the Programme was perhaps the most controversial at times, sometimes feeling elitist and out of touch. However, there are some good examples of positive outcomes for individuals involved with this strand, and real evidence of connectivity between citizens. One thing that the task and finish group is clear about however is that the strength of relationship between the Arts Council, the Council and Vivacity has been strengthened significantly as a result of the collaboration through Citizen Power.
- 5.2.7 Overall legacy for the programme as a whole is difficult to establish. Individual project strands have created their own legacy and sustainability – for example, Recovery Capital

through the new drug treatment system, Arts and Social Change through the support provided to develop a high quality arts offer in Peterborough, and the Peterborough Curriculum through the continued expansion of the project under the leadership of the Peterborough Learning Partnership.

- 5.2.8 Finally, the task and finish group were aware of concerns from Councillors during the delivery of the Programme that various aspects of it were circumnavigating the role of elected ward members, there to support their communities and to act as a link between those communities and the Council. Despite this, the outcomes of various project strands have actually served to confirm the critical role of elected Councillors in Peterborough – community leaders who represent the views of their constituents and with whom partners can engage to make a real difference.

## **6. Recommendations**

In reviewing the Citizen Power Peterborough Programme the overriding feeling from task and finish group members is encapsulated in the one following recommendation:

Should future programmes of any similarity be considered within the City that the appointment of a project manager at the earliest stage is essential. The role of that project manager should incorporate business and financial planning and the communication of the key messages of the programme to Councillors to avoid unnecessary delays or misunderstanding over the outcomes and objectives of the initiative.

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<b>CABINET</b>	<b>AGENDA ITEM No. 5</b>
<b>25 MARCH 2013</b>	<b>PUBLIC REPORT</b>

Cabinet Member(s) responsible:	Cllr Marco Cereste, Portfolio Holder for Growth, Strategic Planning, Economic Development, Business Engagement and Environment Capital Cllr Peter Hiller, Portfolio Holder for Housing, Neighbourhoods and Planning	
Contact Officer(s):	Anne Keogh – Housing Strategy Manager, Operations Richard Kay – Group Manager: Strategic Planning, Housing and the Environment, Operations	Tel. 863815 863795

### **AFFORDABLE HOUSING CAPITAL FUNDING POLICY**

<b>R E C O M M E N D A T I O N S</b>	
<b>FROM</b> : Director of Operations	<b>Deadline date 25 March 2013</b>
<p>That</p> <ol style="list-style-type: none"> <li>1. Cabinet agrees to suspend any new allocations from the council's Affordable Housing corporate resources part of the Capital Programme until a review of the council's Affordable Housing Capital Funding Policy (Feb 2011) is agreed by Cabinet (scheduled for September 2013); and</li> <li>2. Cabinet agrees that the scope of the policy review should cover an investigation of the options listed in paragraph 4.4 of this agenda report; and</li> <li>3. Cabinet agrees that schemes that discharge obligations to provide affordable housing in accordance with individual Section 106 agreements will still be considered and Section 106 receipts will continue to be applied to fund such schemes in accordance with the 2011 Policy framework.</li> </ol>	

#### **1. ORIGIN OF REPORT**

- 1.1 This report is submitted to Cabinet by Cllr Cereste and Cllr Hiller, both of whom have portfolios which cut across the issue of delivering affordable housing across the Peterborough area, and following consideration by the Sustainable Growth and Environment Capital Scrutiny Committee at its meeting of 20 March 2013.

#### **2. PURPOSE AND REASON FOR REPORT**

- 2.1 The primary purpose of this report is to recommend suspension of any further grant allocations from the council's Affordable Housing corporate resources part of the Capital Programme until a thorough review of the council's policy as to how such funds should be spent is undertaken. Such a review is considered necessary to ensure the council gains maximum benefit and value from the use of such funds. Second, the report recommends that Cabinet agrees that schemes that discharge obligations to provide affordable housing in accordance with individual Section 106 agreements will still be considered and Section 106 receipts will continue to be applied to fund such schemes in accordance with the 2011 Policy framework.
- 2.2 This report is for Cabinet to consider under its Terms of Reference 3.2.1 'to take collective responsibility for the delivery of all Strategic Executive functions within the Council's Major

Policy and Budget Framework and lead the Council's overall improvement programmes to deliver excellent services'.

### 3. **TIMESCALE**

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>	If Yes, date for relevant Cabinet Meeting	
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### 4. **AFFORDABLE HOUSING CAPITAL FUNDING POLICY**

#### **Introduction**

4.1 The Affordable Housing Capital Funding Policy (adopted by Cabinet in February 2011) sets out the rules and procedures which the council will adopt when awarding grants to Registered Providers (RPs) (sometimes known as Registered Social Landlords (RSLs)), with such grants awarded to help enable the continued supply of new affordable housing in Peterborough. Such capital schemes are funded through two sources, Section 106 receipts and the affordable housing corporate resources part of the capital programme, the latter of which is supported by 'Right to Buy' receipts.

- (i) **capital receipts** (£13m uncommitted) arise as a result of the sale of the council's housing stock to Cross Keys Homes and in accordance with the stock transfer agreement which requires payments to the council as a percentage of Cross Keys Homes' income following subsequent right to buy sales to its tenants; and
- (ii) from **Section 106 agreements with developers** (£3m uncommitted) with such agreements arising through developers and the council agreeing to the provision of off-site affordable housing as part of the developers scheme rather than affordable housing provision directly on-site (see paragraphs 4.6-4.9 for a detailed explanation of this).

4.2 In general terms the Policy is working appropriately. However, many issues have arisen since February 2011 which is prompting the recommendation that a review of the Policy is undertaken, namely:

- Grant uptake has been relatively low, perhaps as a result of the fairly constrained bidding criteria within the Policy.
- The finances of the council have, in general terms, become even tighter; there is therefore a need to review whether best value is being achieved from this funding policy.
- Adult Social Care has been brought back into the council; there is therefore a need to review whether the Policy should be revised to complement the council's amended Adult Social Care duties.
- The council has some particular areas it wishes to target investment, such as the continued transformation of the city centre; there is therefore a need to review whether the Policy should be amended to complement these priority areas.
- The council continues to support the growth of the city, including new homes, but recognises the difficult economic conditions the house building industry faces; there is therefore a need to review the Policy to see if amendments to it could further stimulate the house building market.

#### **Proposed suspension of spend**

4.3 It is therefore recommended that committing any further new spend from the Affordable Housing corporate resources part of Capital Programme is suspended. It is recommended that the suspension remains in place whilst a thorough review of the Policy is undertaken and until a revised Policy is adopted by Cabinet (target date for consideration by Cabinet being its September 2013 meeting). There are no known legal impediments to agreeing to such a temporary suspension, and funding will remain allocated to the Affordable Housing



corporate resources part of the capital programme prior to any agreed amendments to the Policy.

#### **Scope of potential policy amendments**

4.4 A number of options for Policy amendments have provisionally been explored, and it is in the following areas which Cabinet is asked to endorse officers to investigate:

- (i) investigate whether the scoring criteria within the Policy be amended so as to favour bids in specific priority locations, such as the city centre and rural areas;
- (ii) investigate whether priority can be given to those bids which assist the council in meeting its children and adult social care duties;
- (iii) investigate whether it is legally possible, and would offer better value, if the funds are made available as a loan rather than a grant, or a mixture of the two;
- (iv) investigate whether the funds can be made available to the wider house building market, rather than, as is the case with the current Policy, just Registered Providers;
- (v) investigate whether the current definition of 'affordable housing' used in the Policy can be widened so that other forms of low cost housing become eligible for funding; and
- (vi) investigate whether the Policy could be amended so as to better link with wider growth and investment possible initiatives of the council, such as a Local Housing Company, other joint ventures or making the best use of our own land and property portfolio.

4.5 The investigation of these issues will require a thorough review of the original terms of the stock transfer agreement as well as a discussion with a number of departments within the council (legal, property, housing, planning and finance). It is also considered appropriate to discuss possible amendments with Registered Providers to ensure they understand and can see benefits for them in any possible changes to the Policy.

#### **Section 106 Funds**

4.6 As noted above, one of the sources of funding which enables the council to help deliver new affordable homes is Section 106 funding from Developers. . The council holds this funding on behalf of developers for spend on the provision of affordable housing.

4.7 Developers make Section 106 contributions in respect of affordable housing when it has been agreed between the developer and the council that less affordable housing is to be provided on their development site ('on-site') than would otherwise be required in accordance with the council's planning policy and instead a commuted sum be passed to the council to enable the council to provide affordable housing elsewhere within the district (i.e. 'off-site'). The precise terms as to what sum is passed to the council, how it can be spent, and by when, varies in each individual section 106 agreement. Ultimately, if the council fails to spend the money in accordance with each individual section 106 agreement then it must return the funds to the developer.

4.8 In deciding how to allocate this funding to schemes, the council uses a two-step process. First, it ensures spend is in accordance with the Section 106 agreements. Second, where flexibility exists in a particular Section 106, it uses the Policy as discussed in this agenda report to further guide spend.

4.9 Due, therefore, to the more restrictive nature of Section 106 funds, it is recommended that grant allocations are still considered from this source. This is so that the council can:

- (a) continue to fulfil its legal obligations arising from individual Section 106 agreements
- (b) continue to allocate some funding during the Policy review period on any high quality schemes which require funding support; and

- (c) acknowledge the fact that very few, if any, of the list (i) – (vi) in paragraph 4.4 above is likely to be able to be applied to the funds held in this second pot (and therefore suspension would be futile)

## **5. CONSULTATION**

- 5.1 Sustainable Growth and Environment Capital Scrutiny Committee are scheduled to consider the issues raised in this agenda report at its meeting on 20 March 2013. An oral update of Scrutiny's views will be given at the Cabinet meeting.
- 5.2 If Cabinet agree to the recommendations in this report, then detailed investigation and consultation will take place across council departments as well as with Registered Providers.

## **6 ANTICIPATED OUTCOMES**

- 6.1 Cabinet is anticipated to agree to the recommendations set out in this agenda report, and to subsequently receive a second report at its meeting in September 2013.

## **7 REASONS FOR RECOMMENDATIONS**

- 7.1 Suspending new allocations from the Affordable Housing corporate resources part of the Capital Programme and undertaking a review of the Policy will ensure the council is achieving best value for the funds.

## **8 ALTERNATIVE OPTIONS CONSIDERED**

- 8.1 To not suspend new allocations from the Affordable Housing corporate resources part of the Capital Programme This option is rejected because it may be the case that the funds could be used in the next 6 months or so on schemes which meet the current adopted Policy but which do not necessarily achieve best value for the council.

## **9 IMPLICATIONS**

- 9.1 **Financial implications:** the suspension of new allocations from the Affordable Housing corporate resources part of the Capital Programme to, probably, September may mean less of the funds are spent within the 2013/14 financial year than anticipated. However, this is uncertain because there will be allocations made from the part of the Affordable Housing Programme funded from Section 106 contributions during this period and the review period is only likely to last until September. Any financial implications arising from the amendment of the Policy as a result of the review will be reported in that Cabinet paper accompanying those recommended Policy changes.
- 9.2 **Community implications:** potentially, though highly unlikely, some short term negative implications arising from the suspension (due to the theoretical possibility that less affordable homes being brought on stream), but this is only likely to occur if the suspension is protracted beyond the anticipated six months. In the long term, the suspension could have positive community benefits due to the better focussing of fund spend on priority schemes which most meet community needs.
- 9.3 **Legal Implications:** any recommended policy amendments will be made in consultation with the council's Legal Department. There are no known impediments to agreeing to the suspension proposed in this report.

## **BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985)

The current adopted policy is available at:

<http://www.peterborough.gov.uk/pdf/housing-%20Aff%20Housing%20Policy%20Adopted%207%20Feb%202011.pdf>

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<b>CABINET</b>	AGENDA ITEM No. 6
<b>25 MARCH 2013</b>	<b>PUBLIC REPORT</b>

Cabinet Member(s) responsible:	Councillor Matthew Lee, Deputy Leader and Cabinet Member for Culture, Recreation and Strategic Commissioning	
Contact Officer(s):	John Harrison, Executive Director – Strategic Resources john.harrison@peterborough.gov.uk	Tel. 01733 452520

## OUTCOME OF THE CONSULTATION ON THE PUBLIC LIBRARY SERVICE

R E C O M M E N D A T I O N S	
<b>FROM</b> : Councillor Matthew Lee, Deputy Leader and Cabinet Member for Culture, Recreation and Strategic Commissioning and John Harrison, Executive Director – Strategic Resources	<b>Deadline date</b> : None
<p>Following a resolution by Council on 6 March 2013 to make savings of £200,000 from the services provided by Vivacity and having carefully considered the feedback received from the recent public library consultation and consultation on the Council's budget proposals:-</p> <ol style="list-style-type: none"> <li>1. To revise the opening hours for Bretton, Central, Orton and Werrington libraries as set out under the columns headed 'revised proposal based on user feedback' in paragraph 7.11 to this report;</li> <li>2. To reduce the book fund by £50,000 per annum as referred to in paragraph 10.4 of this report;</li> <li>3. To note the savings to be made in respect of Vivacity's own internal management and overhead costs as referred to in paragraph 10.5 of this report; and</li> <li>4. To retain (and not revise) the current frequencies and stopping times for the mobile library service as set out in Annex B to this report for the reasons set out in this report.</li> </ol>	

### 1. ORIGIN OF REPORT

- 1.1 This report is submitted to Cabinet following a request from Councillor Matthew Lee, Deputy Leader and Cabinet Member for Culture, Recreation and Strategic Commissioning.

### 2. PURPOSE AND REASON FOR THE REPORT

- 2.1 The purpose of this report is for Cabinet to consider, and determine, what revisions, if any, should be made to the City's library service as a result of the feedback received from the recent public library consultation and consultation on the Council's budget proposals.

- 2.2 This report is for Cabinet to consider under its Terms of Reference No. 3.2.7 'to be responsible for the Council's overall budget and determine action required to ensure that the overall budget remains within the total cash limit'.

### 3. TIMESCALE

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>	If Yes, date for relevant Cabinet Meeting	
Date for relevant Council meeting		Date for submission to Government Dept (please specify which Government Dept)	

### 4. BACKGROUND

- 4.1 The Council's budget proposals for 2013/14 were considered by Council at its meeting on 6 March 2013. Due to the challenges being faced, the Council has been forced to review a whole range of services in order to secure a balanced budget, as well as maintaining effective public services.
- 4.2 The Council last considered revisions to the City's library service almost 2 years ago in June 2011. On that occasion, the following revisions took place to the service:

	Open hours pre-June 2011	Open Hours post June 2011 to date	Change in hours	% Change in hours
Peterborough Central	52.5	52.5	0	0%
Bretton	44.5	37	-7.5	-17%
Orton	44.5	37	-7.5	-17%
Werrington	44.5	37	-7.5	-17%
Dogsthorpe	34.5	29	-5.5	-16%
Eye	21	21	0	0%
Hampton	22	21	-1	-5%
Stanground	25.5	21	-4.5	-18%
Thorney	20	21	+1	+5%
Woodston	21.5	21	-0.5	-2%

- 4.3 The Council currently spends £10,465 on library services for every 1,000 people. According to CIPFA in 2012, the average expenditure for an authority of a similar size to Peterborough was approximately £16,000 per 1,000 people. However, Peterborough's library service's performance remains high compared to the level of investment and is an effective low cost model.
- 4.4 Vivacity, which operates the City's libraries on behalf of the Council, also works collaboratively with other authorities and the consortium through which books are purchased is an example of this. The consortium arrangement in place offers excellent discounts on book spending.

## **5. CURRENT PROPOSALS**

5.1 In considering the City's library service, consideration has been given to ways in which the savings could be made and which:-

- Still enable a comprehensive and efficient library service to be provided in the City;
- Avoid the need to close any of the City's libraries; and
- Minimise the impact on users of the library service.

5.2 As a consequence, consideration has been given to:-

(a) Revising the opening hours of four of the City's libraries by reducing the opening times by:-

- 8 hours per week at Bretton library;
- 12.5 hours per week at Central library;
- 13 hours per week at Orton library; and
- 8 hours per week at Werrington library.

(b) Whether revisions should be made to the mobile library service frequencies and stopping times and removal of one stop at Wansford Haycock (which is not in the Council's administrative district) noting that Wansford Nene Close should continue.

(c) Reducing the book fund by £50,000 per annum which can be accommodated without any short-term impact on the library service because of the favourable arrangements in place to enable Vivacity to purchase books at discounted prices.

(d) The knock on effect of reducing Vivacity's own internal management and overhead costs.

## **6. PUBLIC LIBRARY AND BUDGET CONSULTATION**

6.1 There have been two recent public consultation exercises:-

(a) The public library consultation (carried out by Vivacity on behalf of the Council) during the period 4 February 2013 to 23 February 2013 which provided information to users on the options and proposals being considered and asked library users for their views on:-

The options for revising the opening hours at Bretton, Central, Orton and Werrington libraries as set out in Annex A to this report. Users were (i) asked to express a preference for how the reductions in opening hours could be best managed; and (ii) invited to offer any other comments.

The proposals for revising the frequencies and stopping times for the mobile library service and the removal of the Wansford Haycock stop as set out in Annex B to this report and asked for their comments on what was being proposed; and

(b) The public consultation on the Council's overall budget process which provided the opportunity to make comments on the Council's budget proposals until 5 March 2013.

6.2 Given the scale and nature of the Council's current proposals for the City's libraries, in discussion with Vivacity, it was not considered necessary for a full public needs assessment to be carried out, because the proposals do not involve closing any public libraries or making any large scale removals to the mobile library services. The proposals are much more limited in scale and it was, therefore, considered appropriate to carry out a public library consultation on revising (a) opening hours for four of the libraries; and (b) the frequencies and stopping times of the mobile library service. Even if the proposals were implemented, users still have access to (a) 10 libraries throughout the City during a variety of hours per week; and (b) a mobile library service.

## **7. FEEDBACK ON CONSULTATION:**

7.1 There has been considerable feedback as a result of the recent consultation exercises.

7.2 There have been over 3,850 responses on the public library consultation and a comprehensive digest of comments and preference received is set out in Annex C to this report.

7.3 There have been 7 responses to the Council's budget consultation process (including 3 petitions). The responses to the Council are set out in Annex D to this report. The 3 petitions are from:-

- Werrington Library (sent by the Friends of Werrington Library and with 399 names) stating that the petitioners believe that Werrington Library provides a vital service to the community and any reduction in opening hours will have a detrimental effect to that service and they urge the Council to maintain the current 37 hours;
- Bretton Library users (820 names) stating that the petitioners do not accept a reduction in opening hours and the library belongs to the community; and
- Peterborough Liberal Democrats (125 names) asking the Council to re-consider proposed cuts to services, including the Library Services (and other services) and to urge the Council to prioritise services over other projects and amend the budget proposals accordingly.

7.4 Having considered the comments and petitions referred to in paragraph 7.3 of this report, the concerns from users about not wanting any reduction in opening hours and the value they place on the libraries as a community facility are understood. However, in order to make the savings and to avoid having to close any of the City's libraries or reduce the already more limited opening hours for the smaller libraries, there is really no alternative for the Council other than to reduce the opening hours of the larger libraries at Bretton, Central, Orton and Werrington.

7.5 It can also be seen from Annexes C and D to this report that users' main concerns are around the impact on:-

- More limited access to on-line services and computers;
- Support for children and young people, especially on early learning and homework; and
- Communities and neighbourhoods generally.



- 7.6 Having considered the comments in Annexes C and D as referred to in paragraph 7.5, the concerns of users are understood, and having regard to these comments, the revised opening hours for Bretton, Central, Orton and Werrington libraries have been adjusted as set out in paragraph 7.11 (Revised proposals based on user feedback) to provide longer opening hours after school and an additional late evening at Central library to enable access to books and computers.
- 7.7 It can also be seen from Annex C that around 21% of users who responded to the public library consultation would prefer no change at all to the library services currently being provided.
- 7.8 Having considered the feedback referred to in paragraph 7.7 of this report, the conclusion and reasons are as set out in 7.4 above.
- 7.9 As can also be seen from Annex C, a relatively strong consensus of users who responded to options in the public library consultation indicated a preference for option 1 if changes are made to the opening hours for Bretton, Central, Orton and Werrington libraries. The consensus of users is summarised in the table below:-

**Total responses on the options set out in Annex A**

Library	Option 1	Option 2	Option 3	Option 4	Total
Bretton	349	71	49	43	512
Orton	234	79	71	57	441
Peterborough Central	821	195	208	142	1366
Werrington	328	179	85	110	702

7.10 In expressing their preferences on the options for Bretton, Central, Orton and Werrington libraries, the feedback from users indicates that they would like to have longer afternoon hours or a later closing time. As a consequence, it is proposed that the original Option 1 opening hours for these libraries be amended to address users' requests for:-

- More hours at the libraries after school ends; and
- An additional late night at Central library.

7.11 The following tables set out the revised proposals based on the user feedback from the public library consultation referred to in paragraph 7.10 above as against the original Option 1 for each of the four libraries.

<b>Central Library</b>			
<b>Original Option 1</b>		<b>Revised proposal based on user feedback</b>	
Monday	09:00-19:00	Monday	10:00-19:00
Tuesday	09:00-13:00	Tuesday	10:00-17:00
Wednesday	14:00-17:00	Wednesday	13:00-17:00
Thursday	09:00-17:00	Thursday	13:00-19:00
Friday	09:00-17:00	Friday	10:00-17:00
Saturday	09:00-16:00	Saturday	09:00-16:00

<b>Bretton</b>			
<b>Original Option 1</b>		<b>Revised proposal based on user feedback</b>	
Monday	CLOSED	Monday	CLOSED
Tuesday	10:00-16:00	Tuesday	10:00-17:00
Wednesday	13:00-18:00	Wednesday	14:00-18:00
Thursday	10:00-16:00	Thursday	10:00-17:00
Friday	10:00-17:00	Friday	10:00-16:00
Saturday	10:00-15:00	Saturday	10:00-15:00

<b>Orton</b>			
<b>Original Option 1</b>		<b>Revised proposal based on user feedback</b>	
Monday	10:00-16:00	Monday	11:00-17:00
Tuesday	13:00-17:00	Tuesday	13:00-17:00
Wednesday	Closed	Wednesday	Closed
Thursday	10:00-18:00	Thursday	10:00-18:00
Friday	10:00-16:00	Friday	11:00-17:00
Saturday	10:00-15:00	Saturday	10:00-15:00

<b>Werrington</b>			
<b>Original Option 1</b>		<b>Revised proposal based on user feedback</b>	
Monday	10:00-16:00	Monday	13:00-17:00
Tuesday	10:00-18:00	Tuesday	10:00-19:00
Wednesday	13:00-17:00	Wednesday	13:00-17:00
Thursday	Closed	Thursday	Closed
Friday	10:00-16:00	Friday	10:00-17:00
Saturday	10:00-15:00	Saturday	10:00-15:00

- 7.12 It is recommended, therefore, that Cabinet agrees to revise the opening hours for Bretton, Central, Orton and Werrington libraries in line with the 'revised proposal based on user feedback' as set out in paragraph 7.11 of this report.
- 7.13 Generally, the feedback on the proposals for the mobile library service has not been supportive of the proposed changes to the service as can be seen from Annex C. It is clear from the feedback that the mobile library service is highly valued by users in the areas it visits and it is the only convenient means by which many elderly, immobile and vulnerable people can borrow and enjoy reading library books.
- 7.14 A request has been made by one of the Parish Council's to the effect that should the Council agree to reduce the frequencies and stopping times for the mobile library service, they would wish consideration be given to longer book borrowing periods.
- 7.15 It is recommended, therefore, that Cabinet does not revise the mobile library service at this time and that it retains the current frequencies and stopping times as referred to in Annex B to this report. The small amount of savings that the revisions to this service would generate are outweighed by the benefits to, and impacts on, the elderly, immobile and vulnerable users of the service.

## **8. EQUALITY IMPACT ASSESSMENT:**

- 8.1 An equality impact assessment was undertaken at the outset of the consultation.
- 8.2 The Council's view is that the proposals are evenly spread and do not fall disproportionately on any particular group:-
- Even if the revised opening times are implemented for Bretton, Central, Orton and Werrington libraries, there are nevertheless 10 libraries across the City which users can access at various times (and no libraries are being closed as a result of the proposals);
  - As regards the mobile library service, the impact of reduced frequencies and stopping times would slightly reduce the opportunity to access the service but the service would continue to be provided. Whilst it was proposed during the consultation that the mobile stop at Wansford Haycock be removed, there is still a mobile stop in Wansford at Nene Close.

## **9. CONSULTATION**

- 9.1 A public library consultation has been undertaken on the Council's behalf by Vivacity as referred to in this report.
- 9.2 Consultation has also been carried out on the Council's budget proposals as referred to in this report.
- 9.3 Discussions have also taken place with Vivacity, when drawing up the proposals on which to consult, with a view to ensuring that the Council continues to provide a comprehensive and efficient library service and the effect of mitigating any impact on any such proposals<sup>1</sup>.

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<sup>1</sup> *Guidance from recent reviews and a recent Select Committee report is that Local Authority needs to satisfy itself that it is meeting the library needs of the residents of the authority.*

9.4 Advice has also been obtained from Head of Legal Services on the Council's legal duties as regards the library service and provision and the requirements to consult users.

## 10. ANTICIPATED OUTCOMES

10.1 If the revised opening hours are implemented as set out in paragraph 7.8 to this report), the opening hours for Central, Bretton, Orton and Werrington libraries will be reduced as shown in the chart below.

	<b>Current opening hours per week</b>	<b>Proposed opening hours</b>	<b>Change in hours</b>	<b>% Change in hours</b>
Peterborough Central	52.5	40	-12.5	24%
Bretton	37	29	-8	22%
Orton	42	29	-13	31%
Werrington	37	29	-8	22%

10.2 The estimated financial savings that would result for a full financial year (2013/14) if the revised opening hours for the four libraries are implemented are in the region of £132,000, which is broken down as follows:-

- Bretton library: £26,000
- Orton library: £32,000
- Werrington library: £25,000
- Central library: £49,000.

10.3 If the revised mobile library frequencies and stopping times (and one removal) were to be implemented, the estimated financial saving would be in the region of £11,000 for a full financial year (2013/14). However, it is proposed in paragraph 7.12 that Cabinet does not revise the mobile library service at this time for the reasons set out in that paragraph.

10.4 If the book fund is revised by £50,000 per annum, this would reduce the overall spend to £288,000 per annum.

10.5 In addition to the direct savings referred to in paragraphs 10.2, 10.3 and 10.4, additional savings of nearly £18,000 per annum (in a full financial year) would be made in Vivacity's own internal management and overhead costs.

10.6 No libraries will close as a result of these proposals.

10.7 On a practical basis, if these proposals are agreed by Cabinet, Vivacity will have to manage the impact on the library services – in terms of users, staff and re-arranging activities within the revised opening hours. However, Vivacity will look to do this in such a way as to minimise the impact on users of the library service.

10.8 Although the savings provided in paragraphs 10.2, 10.3, 10.4 and 10.5 are full a financial year (2013/14), there will need to be a lead in period prior to implementing any changes to deal with staff related issues and to give reasonable notice to users

before any changes to the library service take effect. It is suggested that this lead in period should be 3 months with an implementation date of 1 July 2013.

## **11. REASONS FOR RECOMMENDATIONS**

11.1 The reasons are set out in the report.

## **12. ALTERNATIVE OPTIONS CONSIDERED**

12.1 During the budget discussions, various other options for making savings from Vivacity were considered, including potentially closing premises, including libraries. The Council wishes to continue to provide a comprehensive range of services across arts, culture, heritage and sports and wishes to have a full range of facilities available to its customers. The view is that the recommendations set out in this report still enable that to be achieved. As a consequence, other proposals were rejected.

## **13. IMPLICATIONS**

13.1 If the revisions to the library service are agreed by Cabinet, a service change notice will be required for Vivacity to revise the service. Vivacity has confirmed that there will be some impact across the library service which could result in a limited number of staff efficiencies and some reduced on-going hours for a number of library staff. The Council will be responsible for paying the reasonable costs involved in staffing efficiencies. As set out in paragraph 10.8 it is suggested that any changes agreed to the library service take effect on 1 July 2013 to enable time for staffing issues to be dealt with and to give users a reasonable period of notice before any changes take effect.

13.2 The Head of Legal Services has commented on this report and has provided the following legal advice.

13.3 The Council has a duty to 'provide a comprehensive and efficient library service for all persons' under section 7 of the Public Libraries and Museums Act 1964 (PLMA 1964).

13.4 They fulfil that statutory duty the Council must provide

- facilities, sufficient in number, range and quality available for borrowing of or reference to books and other materials and
- That those facilities meet the general and special requirements of adults and children, encouraging them to make full use of the library service.

13.5 It should be noted that these proposals do not remove any of the library facilities from general public use. The Cabinet must therefore be satisfied that the change in opening hours continues to provide sufficient facilities to meet the needs of those who want to make use of the facilities.

13.6 To assess this it is necessary to consider the consultation responses and the general public sector equality duty (section 149 of the Equality Act 2010)

13.7 Consultation is required to be fair and lawful and by that the Courts have held that there must be sufficient information available in the public domain for the public to understand what the proposals are and what savings the Council hoped to achieve. The Council must show that it has taken account of the consultation responses in

considering its options. These responses are considered at paragraph 7 of this report.

13.8 The equality duty requires the Council to have regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation.
- Advance equality of opportunity between different groups and foster good relations between different groups.

13.9 The Council is required to conduct an equality impact assessment at a formative stage of the decision making process to ensure that an assessment of any impact is part of the development of the proposed policy. It is noted in paragraph 8 above that this was undertaken at the outset of the consultation. The assessment did not demonstrate an effect on a particular group. It is noted that all users are impacted in the same way regardless of any protected characteristics. The impact upon the elderly by withdrawal of the mobile service has been considered and formed the recommendation for the mobile library provision to remain unaltered.

13.10 The Council has a general duty of best value, which requires consideration of economic, environmental and social value in providing the library service. The Cabinet must consider that these proposals allow the Council to provide the best possible service to fulfil its duties given the resources available to it. This is referred to in paragraph 12 of this report.

13.11 No other statutory considerations are considered relevant to this report.

13.12 The Head of Strategic Finance has commented on this report and has provided advice that the proposals will deliver the saving set out in the Medium Term Financial Plan except for £33,000 for continuing with the existing service levels from April to June 2013, and the costs of implementing the change.

#### **14. BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985)

Results of the consultation exercises referred to in this report

## ANNEX A – REVISED OPENING HOURS

### BRETTON LIBRARY

#### Option 1

Monday	Closed
Tuesday	10:00 16:00
Wednesday	13:00 18:00
Thursday	10:00 16:00
Friday	10:00 17:00
Saturday	10:00 15:00

#### Option 2

Monday	12:00 16:00
Tuesday	09:30 13:30
Wednesday	09:30 18:00
Thursday	09:30 17:00
Friday	Closed
Saturday	09:30 14:30

#### Option 3

Monday	10:00 18:00
Tuesday	Closed
Wednesday	10:00 18:00
Thursday	10:00 18:00
Friday	Closed
Saturday	10:00 15:00

#### Option 4

No preference.

### ORTON LIBRARY

#### Option 1

Monday	10:00 16:00
Tuesday	13:00 17:00
Wednesday	Closed
Thursday	10:00 18:00
Friday	10:00 16:00
Saturday	10:00 15:00

#### Option 2

Monday	09:30 13:30
Tuesday	Closed
Wednesday	12:00 16:00
Thursday	09:30 18:00
Friday	09:30 17:00
Saturday	09:30 14:30

#### Option 3

Monday	10:00 18:00
Tuesday	Closed
Wednesday	10:00 18:00
Thursday	Closed
Friday	10:00 18:00
Saturday	10:00 15:00

#### Option 4

No preference

### CENTRAL (MAIN) LIBRARY

#### Option 1

Monday	09:00 19:00
Tuesday	09:00 13:00
Wednesday	14:00 17:00
Thursday	09:00 17:00
Friday	09:00 17:00
Saturday	09:00 16:00

#### Option 2

Monday	09:00 19:00
Tuesday	Closed
Wednesday	09:00 17:00
Thursday	09:00 17:00
Friday	09:00 16:00
Saturday	09:00 16:00

#### Option 3

Monday	09:00 19:00
Tuesday	09:00 17:00
Wednesday	Closed
Thursday	09:00 16:00
Friday	09:00 17:00
Saturday	09:00 16:00

#### Option 4

No preference

## WERRINGTON LIBRARY

### Option 1

Monday	10:00	16:00
Tuesday	10:00	18:00
Wednesday	13:00	17:00
Thursday	Closed	
Friday	10:00	16:00
Saturday	10:00	15:00

### Option 3

Monday	10:00	18:00
Tuesday	Closed	
Wednesday	10:00	18:00
Thursday	Closed	
Friday	10:00	18:00
Saturday	10:00	15:00

### Option 2

Monday	09:30	13:30
Tuesday	12:00	16:00
Wednesday	Closed	
Thursday	09:30	18:00
Friday	09:30	17:00
Saturday	09:30	14:30

### Option 4

No preference



## Annex B – Revised Mobile Library Proposals

Mobile Stop	Current Frequency	Time at Stop	Proposed	Time at stop
Ailsworth Andrews Close	Fortnightly	20 minutes	Every four weeks	20 minutes
Ailsworth Main Street	Fortnightly	20 minutes	Every four weeks	20 minutes
Bainton	Every four weeks	20 minutes	Every four weeks	20 minutes
Barnack Church	Fortnightly	40 minutes	Every four weeks	40 minutes
Barnack School Road	Fortnightly	40 minutes	Every four weeks	40 minutes
Barnack- the Acres	Every four weeks	30 minutes	Every four weeks	30 minutes
Burghley	Fortnightly	50 minutes	Every four weeks	50 minutes
Castor	Fortnightly	40 minutes	Every four weeks	40 minutes
Etton	Weekly	20 minutes	Fortnightly	20 minutes
Glinton Arthur Mellows	Weekly	25 minutes	Fortnightly	25 minutes
Glinton Church 1 (Saturday)	Weekly	30 minutes	Fortnightly	30 minutes
Glinton Church 2 (week day)	Fortnightly	30 minutes	Every four weeks	30 minutes
Glinton Neaverson Road	Fortnightly	30 minutes	Every four weeks	30 minutes
Helpston	Fortnightly	45 minutes	Every four weeks	45 minutes
Helpston- Alms Houses	Every four weeks	20 minutes	Every four weeks	20 minutes
Helpston- Woodland Lea	Every four weeks	20 minutes	Every four weeks	20 minutes
Longthorpe	Weekly	30 minutes	Fortnightly	30 minutes
Marholme	Weekly	20 minutes	Fortnightly	20 minutes
Maxey High Street	Fortnightly	20 minutes	Every four weeks	20 minutes
Maxey Quarry	Fortnightly	20 minutes	Every four weeks	20 minutes
Newborough School	Fortnightly	40 minutes	Every four weeks	40 minutes
Northborough Hall	Weekly	30 minutes	Fortnightly	30 minutes
Northborough Packhorse	Weekly	25 minutes	Fortnightly	25 minutes
Peakirk Village Hall	Weekly	35 minutes	Fortnightly	35 minutes
Southorpe	Every four weeks	15 minutes	Every four weeks	15 minutes
Thornhaugh	Every four weeks	20 minutes	Every four weeks	20 minutes
Thornhaugh- Farm	Every four weeks	20 minutes	Every four weeks	20 minutes
Ufford	Every four weeks	20 minutes	Every four weeks	20 minutes
Wansford Haycock	Weekly	25 minutes	Remove	
Wansford Nene Close	Weekly	20 minutes	Fortnightly	40 minutes
Wittering Children's Centre	Fortnightly	40 minutes	Every four weeks	40 minutes
Wittering Community Centre	Weekly	40 minutes	Fortnightly	40 minutes
Wittering Manor Road	Weekly	20 minutes	Fortnightly	20 minutes
Wittering St Georges Road	Weekly	30 minutes	Fortnightly	30 minutes

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LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Bretton	I would change Wednesdays opening time to 14.00 and closing at 18.00 and use the extra hour to increase the closing time on Saturday to 16.00	Option 1	PE3 6RX
Bretton	Keep library open on Monday	Option 1	PE2 8NH
Bretton	Leave the hours as they are please		
Bretton	Stay open on Fridays	Option 3	
Bretton	Leave our library alone, it's a life line for many residents		
Bretton	Stick with Wednesday open till 7pm. This is essential as I work full time.	Option 1	PE3 6DD
Bretton	Open Friday - Main Shopping Day	Option 3	PE 8SJ
Bretton	Leave things as they are	Option 1	PE3 8QL
Bretton	Tuesday 10 am to 2 pm	Option 2	PE3 6YE
Bretton	Open tues and thurs until 5 as 4 is too early for school children to come after school	Option 1	PE3 6LU
Bretton	I would like to see the library open until 19.00 at least one evening per week.	Option 1	PE3 9AX
Bretton	open at 9.30 on Saturday	Option 1	PE3 8JW
Bretton	It was open for about 2 hours not closed	Option 1	PE3 8HS
Bretton	There are four different closing times. Customers need consistant hours. I suggest one late evening opening and all other afternoons close at the same time.	Option 1	PE3 6XR
Bretton	No reduction in hours	Option 4	PE21 6GF
Bretton	open earlier	Option 3	PE5 7AG
Bretton	Open every day	Option 3	PE2 8BH
Bretton	It should have later opening times as students rely on the Library to do homework and we are only able to do it on the weekends as we dont have time to get to the library immediately after school as it closes far to early.	Option 3	PE3 9YT
Bretton	open on monday	Option 1	PE3 9XA
Bretton	10-4 on a wednesday		PE7 8ET
Bretton	Open at 9.00am on a Saturday.	Option 1	PE1 2RR
Bretton	Wednesday - Open at 10.00, Close earlier.	Option 1	PE3 6SS
Bretton	Monday 10 - 2	Option 1	PE3 8NN
Bretton	Open on more days! However, I don't think it matters what the opening hours are, as long as they are the same on all days. It's too hard to remember what days have what hours.		PE5 7AP
Bretton	Wednesday open at 1400 and close at 1900 thereby enabling people who finish work 1700/1730 to be able to go to library straight after work. Library still open 4 lunch times PW.	Option 1	PE3 8BH

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Bretton	Keep open 6 days a week, close on Sundays	Option 4	PE3 8ET
Bretton	Keep the present opening hours or go back to original longer ones.	Option 1	PE3 8EH
Bretton	Keep the present hours!	Option 1	PE3 9UD
Bretton	That PCC should not 'dispose' of a valuable social and educational need/ requirement. Central too far away for pensioners.	Option 1	PE3
Bretton	Keep the same hours we have.	Option 1	PE3 9UD
Bretton	Opening Wednesday morning.	Option 1	PE3 9SH
Bretton	Don't take the library away from our children.	Option 4	PE3 9YT
Bretton	None of the options suit me.		PE3 9XT
Bretton	Hope there will not be any job losses.	Option 4	
Bretton	What a sham "CONSULTATION" keep libraries open full time!		
Bretton	Open all weekend	Option 1	PE7 3AE
Bretton	Keep libraries open full time.	Option 4	PE3 8ED
Bretton	Open for a while	Option 1	PE3 8JL
Bretton	Not to close on the Monday.	Option 1	PE3 8RA
Bretton	Not a Saturday.	Option 1	PE3 8DX
Bretton	Can't think of anything.	Option 2	PE3 9YW
Bretton	Open on Fridays	Option 2	
Bretton	Open Monday and close earlier different day.	Option 1	PE3 9XD
Bretton	I would prefer things to stay as they are. Libraries rescued working people from drudgery.	Option 1	PE3 8QD
Bretton	Open later on Saturday as it's a weekend so easy to drop in on.	Option 2	PE2 7ZW
Bretton	No change	Option 1	PE2 5LH
Bretton	Please look after our libraries, they are VITAL to us.	Option 3	PE2 9QW
Bretton	Keep opening times as they are.	Option 1	PE3 7LW
Bretton	The council already demolished our perfectly good secondary school, despite huge opposition, now they talk of building another one - what a gross waste of money! Now it seems they are set on getting rid of another community asset - our library. My preferred option is to leave the hours as they are - hours have ALREADY been cut and library is always very busy and a key community service to ALL sections of the Bretton community. WE are very angry - please leave Bretton alone.		PE3
Bretton	NO CUT BACKS	Option 1	

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Bretton	Keep it open on Monday	Option 1	pe3 9yp
Bretton	Open every day	Option 1	PE28 0DP
Bretton	Nothing.	Option 1	PE3 8NP
Bretton	To remain open for 6 days rather than 5.	Option 2	PE3 9SR
Bretton	NO CHANGES	Option 1	PE3 8HS
Bretton	NOT TO CLOSE THE LIBRARY ON MONDAY	Option 1	PE1 2DA
Bretton	OPENING TILL 7PM ONE NIGHT A WEEK	Option 1	PE3 9YR
Bretton	OPENING TILL 7PM ONE NIGHT A WEEK	Option 1	PE39YR
Bretton	OPEN ON MONDAYS TOO	Option 1	PE38EB
Bretton	Stay open until 7 oclock on Wednesdays so there is time after work to choose books and go on the computer as well as do my homework. I come every week! Daisy aged 8	Option 1	PE3 6DD
Bretton	NOT ABLE TO RESEARCH HOMEWORK AT LIBRARY AS NOT OPEN WHEN I GET HOME FROM SCHOOL	Option 1	PE3 7AB
Bretton	NO CHANGE TO OPENING HOURS, FINANCIAL HELP FROM PARISH COUNCIL	Option 1	PE3 8EH
Bretton	LIBRARY TO BE OPENED AT ALL TIMES	Option 1	
Bretton	TO NOT CLOSUR THE LIBRARY	Option 1	PE3 9XL
Bretton	DON'T CLOSE IT AT ALL	Option 1	PE3 9XL
Bretton	TO REMAIN OPEN FOR 6 DAYS OF THE WEEK RATHER THAN 5	Option 2	PE3 9SR
Bretton	STAY THE SAME	Option 4	PE3 8DX
Bretton	earlier opening on the Wednesday and another later opening during the week.	Option 1	pe9 4rh
Bretton	more even opening times with later opening so students can use after school. Local libraries should be local.	Option 1	pe3 8eu
Bretton	keep open 6 days a week and close on sundays	Option 4	pe3 8et
Bretton	Earlier opening on the Wednesday and another later oepning during the week.	Option 1	PE9 4RH
Bretton	More oepning times with later opening so students can use after school.	Option 1	PE3 8EU
Bretton	OPEN UNTIL 18.00 ON FRIDAY TAKE THE HOUR OFF THE OTHER DAYS	Option 1	PE3 8QQ
Bretton	Open on Mondays too!	Option 1	PE3 8EB
Bretton	Not to lose any hours.	Option 4	pe2 5eh
Bretton	More money should be spent in libraries making more community links. It's a very important service, it reaches out to the poorer communities.	Option 1	pe3 6sj
Bretton	Stay the same as now.	Option 4	pe3 9xq

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Bretton	Open longer on Saturdays	Option 1	pe3 7es
Bretton	Same hours as now	Option 4	pe3 8pb
Bretton	stay the same	Option 4	pe3 7ln
Bretton	opening hours should stay the same	Option 4	pe3 7lr
Bretton	the same as now	Option 4	pe3 9nh
Bretton	I think to remain as it is would be ok too.	Option 1	pe3 8jg
Bretton	No changes.	Option 1	
Bretton	How many street lights do you need to keep off to keep this library open for 1 hour a week?	Option 1	pe3 9pw
Bretton	Opening til 7pm one night a week.	Option 1	PE3 9YR
Bretton	KEEP IT OPEN 6 DAYS A WEEK	Option 1	PE4 6NU
Bretton	Open until 18.00 on Friday, take the hour off one of the other days.	Option 1	PE3 8QQ
Bretton	Not able to research homework at library as not open when I get home from school.	Option 1	PE3 7AB
Bretton	No cutbacks.	Option 1	
Bretton	Library to be opened at all times.	Option 1	
Bretton	To not close the library.	Option 1	PE3 9XL
Bretton	Don't close it at all.	Option 1	PE3 9XL
Bretton	To remain open for 6 days a week rather than 5.	Option 2	PE3 9SR
Bretton	Stay the same.	Option 4	PE3 8DX
Bretton	Open at 9, shut at 6	Option 1	PE3 7LR
Bretton	The library is already on what I consider to be a restricted hours. My family really need the library to at least stay open at the hours it does to give my family and I the flexibility we need to use this facility. Please don't reduce the library hours any further.	Option 4	PE3 7JP
Bretton	Not to close the library on a Monday.	Option 1	PE1 2DA
Bretton	Open later on a Saturday for our whole family to visit.	Option 3	PE1 4NP
Bretton	One day up to 10.00		
Bretton	Prefer every day open		
Bretton	Leave the libraries alone - they provide a more than valuable service in all its aspects		
Bretton	Don't close any library		
Bretton	One late evening for children to spend more time, as usually busy on Daturday's		
Bretton	Would not close any		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Bretton	Open Monday also		
Bretton	Open Mondays even if am or pm		
Bretton	Such a shame cuts are necessary: the opening hours are short already.		
Bretton	Don't shorten the hours at all.	Option 2	PE3 7LW
Bretton	Do not want any day closed. Option ridiculous		
Bretton	Don't close any library		
Bretton	It would be better to open till 1800 or 1900 Tues and Thurs	Option 1	
Bretton	Change Wednesday to 10.00 to 1500	Option 1	PE3 6JL
Bretton	Daily opening times.	Option 4	PE94RS
Bretton	Open Monday.	Option 1	PE14SP
Bretton	Bring back the staff - not these very expensive cards which need to keep being changed.	Option 2	PE2
Bretton	Longer hours!!!	Option 1	
Bretton	Preferrably longer hours/ no closed day	Option 1	
Bretton	Wednesday closed Friday open	Option 2	PE39XF
Bretton	Open later on one more evening	Option 1	PE3 9XQ
Bretton	If you could close on Tuesday.	Option 2	PE3 6DJ
Bretton	How about volunteers for a few hours? How about the Councillors (on City Council) not taking a 30% pay rise. That would give a few more hours.		
Bretton	Later on Thursday.	Option 1	
Bretton	Monday should be open as well at least in the afternoon	Option 1	
Bretton	Late nights for workers and school children.	Option 1	
Bretton	The library is used a lot, it is a place children and adults alike need for information. If you take another 8hr off again when will it stop?Bretton has already lost its school, now the library is losing hrs again. The heart of the community will be lost.		
Bretton	Not to close on Mondays.	Option 1	
Bretton	keep opening hours- no cuts!	Option 4	
Bretton	Not lose a day at all.	Option 4	
Bretton	Keep hours they way they are.	Option 4	
Bretton	Open longer on Saturdays, eg. 5pm.	Option 1	
Bretton	Close Saturday and longer opening Wednesday.	Option 1	

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Bretton	Earlier start time on Wednesday.	Option 1	
Bretton	Open earlier on Wednesday		
Bretton	Either on Tuesday or Thursday, the opening hours to be 12.00-18.00.	Option 1	
Bretton	Open Friday as well		
Bretton	Prefer no cuts at all	Option 1	
Bretton	Would like to keep the mobile library as I rely on this.		
Bretton	No closure. Very important for villagers with no other alternative.		
Bretton	Open every day.		
Bretton	Earlier opening on Saturday.		
Bretton	Cut council managers pay. Not valuable, clever people like library service. It is a crime to reduce library hours. Reading/ learning is a wonderful experience.		
Bretton	If the council stopped wasting so much money this would not be a necessary!		
Bretton	Longer opening on Saturdays		
Bretton	I would like to know why there is cut back to staff and opening hours but why is the self scanning machines been put in yet they would cost a lot of money, it defies logic !!		
Bretton	Open until 1900 hours	Option 1	PE3 6FX
Bretton	Would prefer it to be open all the time as many people can't afford new pcs as the cost of living is high such as poll tax and cut backs in housing. Instead of taking away the council should be giving more. That's a joke with this government.	Option 1	
Bretton	Would have preferred to be closed on Tuesday only.	Option 1	PE3 9NF
Bretton	Oepn till 5pm on Saturday	Option 3	PE3 9JS
Bretton	Open more hours.	Option 1	PE1 4HH
Bretton	I want you to open.	Option 1	PE7 7LH
Bretton	Saturday 0930 to 1430	Option 3	PE3 8ED
Bretton	That it should open a bit earlier.	Option 1	PE3 9YR
Bretton	I'm not sure there is anything to change.	Option 1	PE3 8RQ
Bretton	Like idea of open till late but only one day closed., rather than 2 days. It's a shame libraries have to bear brunt of costs; no wonder we are becoming a nation of 'non readers' and writers - literacy as its highest!	Option 3	PE3 9TR
Bretton	Closed Monday.	Option 4	PE3 7HD
Bretton	Friday open.	Option 3	PE3 9YD



LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Bretton	Don't shorten the hours at all!	Option 2	PE3 8QJ
Bretton	Leave it the same as now.	Option 1	PE1 4TE
Bretton	I would prefer the library to stay open the hours that it is at the moment.	Option 1	
Bretton	Only that Monday has the same time as Wednesday. Access is very important so prolonged closures would not be helpful. Please note that the council does lack reason as to where money can be saved (ie redundant bus shelters, landscaping of City Centre etc.).	Option 1	PE3 9NP
Bretton	WiFi at Bretton library	Option 3	PE3 8JG
Bretton	Keep Monday open as well.	Option 1	PE3 6HQ
Bretton	Keep Monday open	Option 1	PE3 6HQ
Bretton	More evenings	Option 2	
Bretton	To be fair I would not change a thing.	Option 1	PE5 7AD
Bretton	Leave things alone.	Option 1	PE3 7JG
Bretton	Leave hours as they are.	Option 1	PE3 7LN
Bretton	Longer hours on Saturday.	Option 1	PE3 9XU
Bretton	Earlier opening.	Option 1	PE3 8QL
Bretton	They should open on Monday as well.	Option 1	PE3 7LS
Bretton	Open one day to 1900 hours	Option 1	PE3 9XL
Bretton	Wed to open 12.00 & thurs to close 15.00	Option 1	
Bretton	At least one late evening (workers exist)	Option 1	
Bretton	Open longer on a Saturday.	Option 3	PE3 9TG
Bretton	No change.	Option 4	PE3 8JQ
Bretton	Open longer.	Option 2	PE3 7BW
Bretton	How late the libraries are open as people have homework for school and the library is our only option to do it. But we don't get a chance to get to the library before it closes.	Option 3	PE3 9YT
Bretton	Longer hours.	Option 1	PE3 8DX
Bretton	Open all day Tuesday.	Option 2	PE2 6YE
Bretton	To be open earlier on the Wednesday.	Option 1	PE3 8QB
Bretton	It would be ideal if the library was open on Monday as well for at least 4 hours.	Option 1	PE3 9YA
Bretton	Would not want changes at all as I rely heavily on the libraries for job search etc.	Option 1	PE3 7ED
Bretton	I would prefer the library to be open 6 days a week.	Option 1	PE8 6LD

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Bretton	Thursday closed instead of Tuesday - this would allow staff to get a second job.	Option 3	PE4 5DW
Bretton	Libraries should be open as much as possible especially to enable children to have access to books. I am in my late seventies and I was brought up to use libraries for pleasure and information.	Option 1	PE8 6LD
Bretton	I would do helpful to open till 1900 for those at work.	Option 1	PE3 9XL
Bretton	Ok as it stands.	Option 1	PE3 8LG
Bretton	Option 1 as it is Friday that I visit when ballet is on at the Cresset.	Option 1	PE3 9QB
Bretton	Nothing great service :)	Option 1	PE2 5XX
Bretton	No closures, will be signing petition.	Option 4	PE3 8JW
Bretton	Have all opening and closing times the same.	Option 1	PE3 8LB
Bretton	Not to close on a Friday! A library is an integral part of a community.	Option 2	PE2 8EA
Bretton	Open on Mondays	Option 1	PE3 6SJ
Bretton	I think you should forgoe your pay rises and keep essential services.	Option 1	PE3 8ES
Bretton	I would prefer if you opened on Monday, even if reduced hours.	Option 1	PE5 7AR
Bretton	stay the same	Option 4	pe3 7In
Bretton	CLOSE THURSDAY	Option 1	PE4 7TL
Bretton	not to lose any hours	Option 4	pe2 5eh
Bretton	more money should be spent in libraries making more community links, it's a very important service, it reaches out to the poorer communities.	Option 1	pe3 6sj
Bretton	Wednesday open from 10.00	Option 1	pe3 8ba
Bretton	THE PREFERRED OPTION IS NO CHANGE TO THE CURRENT OPENING TIMES WHICH HAVE ALREADY BEEN REDUCED.		PE3 8RQ
Bretton	I think to remain as it is would be ok too.	Option 1	pe3 8jg
Bretton	OPEN EVERY DAY	Option 1	PE1 3XJ
Bretton	as it is now	Option 4	pe3 9nh
Bretton	NONE OF THESE WORK FOR ME. WHY NOT KNOCK A COUPLE OF HOURS OFF EACH DAY?		PE6 7HM
Bretton	MY PREFERRED OPTION IS TO LEAVE THE OPENING HOURS AS THEY ARE. THE OPENING HOURS HAVE ALREADY BEEN REDUCED, AN INCONVENIENC TO MANY USERS. FRIDAYS ARE ONE OF THE BUSIEST DAYS AT BRETTON CENTRE FOR SHOPPING & MANY PEOPLE LIKE TO use the library at the same time. BRETTON LIBRARY IS WITHIN WALKING DISTANCE FOR THOSE WHO ARE ABLE TO WLAK. CLOSURES		PE3 8RQ

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
	<p>WOULD MEAN AN INCONVENIENT JOURNEY BY OTHER METHODS.THE TOWN LIBRARY IS THE ONLY ONE REQUIRING ONLY ONE BUS. I CAN STATE WITH EXPERIENCE IT IS VERY IMPERSONAL COMPARED TO BRETTON LIBRARY THE STAFF OF WHICH ARE VERY FRIENDLY, HELPFUL AND POLITE. HEATHER IN PARTICULAR BEING A GREAT ASSET.LIBRARIES ARE ALSO AN EDUCATONAL RESOURCE, AN ESSENTIAL AREA WHICH THE COUNCIL SHOULD BE ENCOURAGING, NOT CUTTING BACK ON.</p>		
Bretton	Wednesdays open from 10.00	Option 1	pe3 8ba
Bretton	same hours as now	Option 4	pe3 8pb
Bretton	OPEN IAS AT PRESENT, WHERE IS TAX PAYERS MONEY GOING TO?		PE3 9XA
Bretton	Ridiculous to shut Monday - should be open everyday!	Option 1	PE3 9SR
Bretton	CHANGE OPENING HOURS ON MON 9AM-5PM	Option 1	PE38JR
Bretton	opening hours should stay the same	Option 4	pe3 7lr
Bretton	<p>none of these options are suitable. Bretton library is a vital widely used community resource. It's an important centre for learning, research and relaxation. It provides access to computer and the internet for people who do not have this option at home. Help and tuition are always at hand. It caters for all age groups and acts as a staging post in the process of getting people reading again. Book clubs, quiz times and children events are regular features. Coffee mornings run by dedicated staff and volunteers raise funds for activities and materials. It gives people a safe place to meet and chat, vital at a time when so many people are isolated.Bretton library is not a community centre but it's the centre of the community. To cut 8 hours is not acceptable. The council should give more thought to how to save money on, there must be other areas. An acceptable compromise will be to cut 1 hour a week from 8 branch libraries.</p>		pe6 8qq
Bretton	open longer on Saturdays	Option 1	pe3 7es
Bretton	OPEN EVERY DAY		PE5 7BX
Bretton	NO CHANGE	Option 4	PE3 8BA
Bretton	open wed am	Option 4	PE1 3SL
Bretton	OPEN A 6 DAY WEEK EVEN IF HOYURS HAVE TO BE REDUCED	Option 1	PE2 DFE
Bretton	stay the same as now	Option 4	pe3 9xq
Bretton	<p>I WOULD PREFER THAT YOU HAVE AN OPTION TO LEAVE THE HOURS THE LIBRARY OPENS UNCHANGED. LOOK AT OTHER AREAS WHERE CUTS COULD BE MADE - PERHAPS SOME OF THE FOLLIES THAT LOCAL AUTHORITIES FEEL THE NEED TO IMPOSE ON US WITHOUT PROPER CONSULTATION.</p>		PE6 0AL

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Orton	don't change anything		pe2 5rq
Orton	Should have at least 2 hours a day when you're open.		
Orton	no change		pe8 6qg
Orton	no change to current hours		pe2 7az
Orton	Earlier opening Tuesday, close earlier on Saturday.		
Orton	Daytime opening on Tuesday/ Thursday for a few hours. Or a schools access session		
Orton	An evening opening with maybe another half day.		
Orton	To be open every day.		
Orton	9am to 3pm daily preferred. 1 late night.		
Orton	Closed one morning a week and open Wednesday afternoon		
Orton	don't change	Option 1	pe26mn
Orton	have closed day on Friday	Option 3	pe2 5st
Orton	Wednesday 9.30 open	Option 2	pe2 5ts
Orton	option 5 - no change		pe2 5ep
Orton	longer hours	Option 1	pe2 5hw
Orton	Friday time extended by an hour	Option 1	pe2 5jz
Orton	Wednesday not closed	Option 1	pe2 5rl
Orton	Reduce closing time on Thursday		
Orton	Rather than reduce library hours why not make better use of the new building you have spent so much money on, e.g. use by more varied groups/ talks/ events.		
Orton	no change to current hours.		pe2 5xq
Orton	I only get 1hr a day internet access, how am I going to find a job if I do not get access to the internet or bid for a house, or do my tax on line. Remain as it is! Increase opening times. Why! The austerity is not needed, it's a bad thing that will not help the economy recover		
Orton	stay the same		pe2 6ye
Orton	Not to close any day		
Orton	don't change the opening hours - has not picked an option as does not like any		pe7 8hx
Orton	for the library to be open more not less	Option 1	pe2 5rz
Orton	no change		pe6 9qs
Orton	Being open longer on Saturdays		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Orton	no change to the current hours.		pe2 5xa
Orton	no change to current hours	Option 3	pe2 5ts
Orton	I use this library with the phoenix school pupils, not from my home address.		
Orton	No to close at all		
Orton	no change		pe2 5sp
Orton	for the library to be open longer hours not shorter.	Option 1	pe2 5rz
Orton	don't change		pe2 6yf
Orton	Reduce length of opening hours each day but open Wednesday as well.		
Orton	no change to current hours		pe2 5xq
Orton	no change to current hours		pe2 5tu
Orton	Be open on the Tuesday		
Orton	close slightly earlier Thursday and Saturday, open Wednesday		
Orton	No day closure		
Orton	Don't cut the hours at all.	Option 1	PE2 5RP
Orton	should be open everyday especially lunch	Option 2	pe2 5bw
Orton	It should be open every day 9 - 5		
Orton	Say, close on Monday instead of Tuesday	Option 3	
Orton	To change Sat to 10 - 3, we use the library regularly and it would be ashame to change it, especially as so much money has been spent on the new one which is fantastic library and fab friendly staff on the whole.		
Orton	don't change the times for library because it's the only library I can access	Option 4	pe2 5qs
Orton	Slightly later opening on Thursday	Option 1	PE2 5TX
Orton	No change! Cut something else!!		PE3 6RX
Orton	More actively involved with local schools.	Option 1	PE2 5TP
Orton	Having the library open 6 days a week		
Orton	As I get through five books at weekend and at least one book every day, I need our library especially in the winter. At 75 years, not very mobile.		PE2 5PP
Orton	I do not want any changes. This is a useful facility on which to spend.		
Orton	Open the library every day from 10-6.00. These times are not flexible. (Three arrows point in direction of options 1,2 and3)	Option 3	PE2 8HY
Orton	School hours	Option 4	PE2 5RF

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Orton	Computers for school hours	Option 1	PE2 5ST
Orton	Open at 9.00am	Option 1	pe2 5qz
Orton	To stay as they are more flexible	Option 1	PE7 3YH
Orton	No closure Wednesday	Option 1	PE2 7FD
Orton	Chosen hours are very adequate.	Option 2	PE2 5TH
Orton	Keep present hours.	Option 2	PE2 5TH
Orton	Open earlier Tuesday not so late Thursday.	Option 1	PE2 5PP
Orton	Used the library for many years so would prefer to not have any more changes.		
Orton	don't change		pe2 6ur
Orton	no change	Option 1	pe2 6xl
Orton	don't close	Option 2	pe2 5ss
Orton	don't close	Option 2	pe2 5sd
Orton	switch times around	Option 1	PE2 5RB
Orton	1500 on a Saturday and 1600 on Monday, Friday is a little early.	Option 1	PE8 6LP
Orton	not to be closed		PE2 5QW
Orton	also open tuesdays and thursdays.	Option 3	PE2 7XX
Orton	That it would be open a couple hours on Wed and till 4 Thurs		
Orton	That the library opened Tuesday.		
Orton	don't change		PE2 5XF
Orton	Bring books on other languages		
Orton	It would be nice if the Orton library could be open everyday (Mon - Sat)		
Orton	Library opening times should not be reduced at all it would cause great inconvenience to the public		
Orton	This library is the only library I am able to get to. The staff are amazing and the times are perfect as they are.		
Orton	Libraries are an important asset to the community and should remain open every day.		
Orton	Fixed opening and closing times throughout the week		
Orton	Have it open at 10 and close at 18.00 every day it is open.		
Orton	Open later without resulting in a day closed.		
Orton	no change		PE2 5RQ

<b>LIBRARY</b>	<b>COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION</b>	<b>OPTION PREFERRED</b>	<b>POSTCODE</b>
Orton	do not close on any days	Option 3	PE2 5JY
Orton	One of the days it would be open later.		
Orton	please leave it the same as I work in the library for exams	Option 1	PE2 7XY
Orton	don't shut the library because we sixth formers enjoy to work in here	Option 1	PE2 5SP
Orton	would prefer hours stay the same	Option 4	
Orton	please don't close it because we enjoy to work in here	Option 1	PE6 2AC
Orton	don't close the library	Option 3	PE2 5RP
Orton	no change	Option 4	PE2 6SP
Orton	don't close on any days	Option 3	PE2 6XL
Orton	IT SHOULD ONLY BE CLOSED ON A SUNDAY AS I USE IT FOR DOING MY HOMEWORK/RESEARCH	Option 3	PE2 5LJ
Orton	don't reduce the hours at all because it is well used		
Orton	times not to change	Option 2	PE2 6YB
Orton	im using the library for revision for my GCSE, I need the services they provide	Option 4	PE2 5RW
Orton	keep it as it is now don't close the library	Option 4	PE2 5ND
Orton	assurance that knit and natter would continue - I would specifically not like to travel for the library but if was shopping for instant I would use the library closest.	Option 4	PE2 5SR
Orton	Leave horus alone, this library well attended. Absolutely necessary!	Option 3	PE2 5PP
Orton	would prefer no change		
Orton	open every day	Option 2	PE7 3RP
Orton	be open on Tuesday and Thursdays ten til six	Option 1	PE2 5UG
Orton	shouldn't close at all		
Orton	Try to still open every day.		PE2 1LE
Orton	there should be noc hanges. Cut pay outs to council members and mayor.		
Orton	don't change the opening hours		
Orton	don't make changes from the present hours	Option 4	PE2 9FD
Orton	not reducing the hours	Option 3	PE2 6HY
Orton	Open 10am Tuesday		
Orton	option 5 - no change		
Orton	open Friday and Saturdays until 17:00	Option 2	PE2 5QN

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Orton	option 5 no change		PE2 5RE
Orton	open 5 days	Option 3	PE2 5PA
Orton	option 5 - no change		PE2 5RL
Orton	remain open 5 days per week	Option 4	PE2 5RP
Orton	open 10-5 each day	Option 3	PE2 5RX
Orton	more cuts to public services - disgrace - I would actually prefer the library hours to NOT be reduced	Option 4	PE7 3PY
Orton	more computers and seating	Option 2	PE2 6YF
Orton	Theres nothing I would change about my preferred option		
Orton	Don't think these changes should be happening	Option 1	PE2 5QY
Orton	option 5 - no change		PE2 5RQ
Orton	open every day	Option 1	PE2 6RR
Orton	open on wednesdays	Option 1	PE2 8HY
Orton	don't close the library	Option 4	PE2 5NX
Orton	longer on saturdays - 1hr extra	Option 1	PE2 5LA
Orton	I don't want the library to close or change hours as im using it now more than ever for my GCSE studying	Option 4	PE2 5RT
Orton	option 5-no change		PE7 3RP
Orton	more student seating areas	Option 1	PE2 5YW
Orton	late opening on a specific day	Option 1	PE2 5QU
Orton	make the opening times the same for each of the days	Option 2	PE2 5UL
Orton	Thursday is late night shopping time so it would be useful to offer this option until 20:00	Option 3	
Orton	Don't reduce the hours!		PE2 6FQ
Orton	Longer hours.		
Orton	Open and close 1/2 hour earlier.	Option 3	PE2 5HF
Orton	Possibly close on Monday.	Option 1	PE2 5RX
Orton	Increase opening hours on every day except Thursday.	Option 1	PE2 5RX
Orton	you shouldn't close the library any day		PE2 5QN
Orton	To keep normal times as they are	Option 4	PE2 5SW
Orton	I'd sooner have a full day opening on Saturday as both of us parents work and can only really get there on a Saturday.	Option 3	PE2 6YH



LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Orton	longer opening hours!!!! libraris should be encouraging more people in not cutting down hours. esp when children need to go	Option 3	PE2 5SW
Orton	That no hours had to go, or not quite so many, the library is an important place for many families with young children and would be a shame to not be able to visit as regularly.	Option 3	PE1 4RF
Orton	No change. The library is important to me and my family. I cannot see well and I like audio books. Don't cut how much you spend on these.	Option 2	PE2 9PH
Orton	I do not use Orton Library as I find the staff and systems quite inept. Waste of time having a new one built.	Option 4	PE2 5TL
Orton	would prefer no change but would like one early opening, 8:30/9:00		PE7 3RP
Orton	I would much rather keep it as it is - its a very sad society where libraries have to close due to funding - what will happen to society in future years? No video shops no libraries - everything done on line - people will no longer leave their houses and social interaction will die and depression will rise - shocking - cut the funding elsewhere I say - the library visit is a lifeline for some.	Option 3	PE2
Orton	A later closing time on Saturdays		PE25YW
Orton	No changes in hours	Option 4	PE2
Orton	That you stop messing around with the opening hours. I am no longer sure when the library is open and shut so I am using it less as I don't want to get there and find it shut!	Option 4	PE2 6YZ
Orton	Have the library open every day	Option 1	PE25TH
Orton	I think the library should be open all day every day. It is a most valuable resource and though I do not live in Peterborough I travel here to visit it. It is particularly accessible to teenagers and encourages reading from its excellent stock and easy atmosphere.		
Orton	don't change the hours from present times.	Option 3	PE2 7XX
Orton	keep the library open each day please	Option 3	PE2 7XX
Orton	Would prefer not to cloe it for a day.		
Orton	Open earlier on Tuesday	Option 1	PE2 8NU
Orton	I use library everyday at school, nowhere to go at lunch	Option 2	PE2 5RF
Orton	keep the library open each day	Option 3	PE7 3FR
Orton	Not to have to cut hours in the first place.		
Orton	I'd change the opening times on Wednesdays for earlier and closing times on Thursday for earlier.		
Orton	12 is a silly time to open reduce the late opening and have it open all morning bar closed day		PE2 5TU
Orton	Stays with normal opening times	Option 2	PE2 5SX

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Orton	Open Sundays also - the late night openings on more than 1 day is really important, weekend opening helps with children's homework	Option 3	PE2 5ST
Orton	We would like early mornings on Wednesday.		
Orton	Later evening openings	Option 3	PE7 8DY
Orton	Open later than 4 pm	Option 1	PE2 5RR
Orton	Opening later and closing later in the week	Option 1	PE2 5QY
Orton	you shouldn't close the library on any day		
Orton	keep the same - I understand that you did not pay for the new library but a lot of people rely on libraries, myself included. Changing hours so soon after extending hours is a poor service and discourages people from using them. No wonder people moan all the time, you cant expect to keep us customers happy when things keep changing from month to month.	Option 1	PE2 5ST
Orton	open tuesdays and thursdays 10-6	Option 3	PE7 3FR
Orton	Change Tuesday to a morning opening as people tend to do there shopping in the morning or pop in after dropping children at school. In the winter I think opening just in the afternoon will reduce visitor numbers		PE4 6EA
Orton	How are our children going to achieve better education if they have less access to the library? I can't afford to buy a lot of the materials that make my child progress. If a measure of decreasing the opening hours of our local library goes ahead that will be equal to decreasing the local community's chances of development and prosperity		PE2 5QS
Orton	would be happy for the Library to close half an hour earlier each weekday, so that the hours could be extended on a Saturday afternoon.	Option 3	PE2 5TL
Orton	Options 1 and 2 confusing.	Option 3	
Orton	later opening on Thursday evening by 30 minutes	Option 1	PE2 5HJ
Orton	Disabled - unable to travel	Option 1	PE2 5PP
Orton	Nothing.	Option 1	PE2 5RB
Orton	option 5 - no change		PE2 5RP
Orton	open everyday	Option 2	PE29 2JE
Orton	option 5 - no change		PE2 5RQ
Orton	Longer opening times on Saturday.	Option 1	PE2 5XF
Orton	I use the library everyday at school , nowhere to go at lunch	Option 2	PE2 5RF
Orton	Open on Wednesday.	Option 1	PE2 5PY
Orton	no change		PE6 ORW

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Orton	no change		PE2 6BL
Orton	no change		BD7 4DW
Orton	no change		PE2 5RQ
Orton	no change		PE2 5RQ
Orton	keep hours and days as they are please	Option 4	PE11 3WF
Orton	computers for oba people and be allowed on them at lunch	Option 1	PE2 5SH
Orton	computers for school hours	Option 1	PE2 5ST
Orton	That the library would stay open for longer	Option 1	PE2 9HJ
Orton	that there isn't a closed day	Option 2	PE2 5LA
Orton	The Library shouldn't close what so ever.	Option 4	PE2 7DJ
Orton	it would be open on Tuesday	Option 2	PE2 5SL
Orton	I use the library every day	Option 2	PE2 5RW
Orton	I use the library every day at school there is nowhere to go at lunch if the library was shut		PE2 5RB
Orton	to not be closed	Option 2	PE2 5QJ
Orton	my library is perfect please don't change it	Option 1	PE2 5TS
Orton	to be open everyday	Option 3	PE2 5RY
Orton	less hours on Saturday and a later night in the week	Option 3	PE2 6SP
Orton	the hours because I may not be able to get there in those hours	Option 1	PE2 5RL
Orton	open longer	Option 1	PE2 5QF
Orton	don't want hours to change		PE2 5NQ
Orton	if the library was open later on a monday would be preferable	Option 1	PE2 6YH
Orton	Option 5: No change!		PE2 6LR
Orton	Open on Wednesday	Option 1	PE2 5SR
Orton	It's a shame it has to change.	Option 1	PE2 6SL
Orton	Not to change current opening times.		
Orton	Open every day and Sundays.	Option 1	PE2 5RQ
Orton	Don't change it!	Option 1	PE2 9HN
Orton	Open Orton library every day	Option 1	PE2 7DZ
Orton	Don't change it		PE3 6JG
Orton	Open for six days a week. I feel that the ability to access a library near your home is a great	Option 1	PE2 5YN

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
	importance. Not everyone owns a computer - in an age where everybody is online - it is vital for everyone to have free access. Also most importantly access to a wide range of literature is a sign of a free society.		
Orton	I would like it open all times.	Option 1	PE2 5ZY
Orton	change the time	Option 1	PE2 5TD
Orton	Open on Wednesday for a couple of hours.		
Orton	please don't change library hours		PE2 5QY
Orton	Option 5: No change		PE2 6XL
Orton	To open longer	Option 2	PE2 5SP
Orton	Option 5: No change!		PE2 5RQ
Orton	I would rather it stayed the same please.	Option 3	PE7 3FR
Orton	Open every day from 10 till 6pm to allow me to use the library each day after work.	Option 3	PE2 5XP
Orton	Option 5: No change!		PE2 5RQ
Orton	We don't want to change opening hours.		PE2 5ST
Orton	To be open every day. And to be not closed.	Option 3	PE2 5RD
Orton	I don't want the hours to change.		PE2 5QN
Orton	To be open every day and not to be closed.	Option 3	PE2 5RG
Orton	No change. Cut something else!		
Orton	Open until 5 Monday + Friday to allow access after school for homework. le 11-5 not 10-4. Due to mobility difficulties and my children having special needs this is the best library for us. Size and location are ideal. If you have young children or children with difficulties too long in the car - traveling can cause problems. Libraries are vital for all. We need access for many reasons, ie education and escapism. Many families cannot afford books in the present climate but can borrow books which are of help to them and their children whether it be to help with homework, improving skills or just as a hobby. However a library is not just about borrowing books. There's computer access, courses and access to other useful info.	Option 1	PE2 6YH
Orton	Not closed on Wednesday!		
Orton	I would rather the library not lose any hours.		
Orton	As an unemployed looking for work I need 2 hours a day computer time. Already I have been set up to fail.		
Orton	Keep it open. Please don't change our library hours	Option 4	PE2 5QF

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Orton	Keep it open. Please don't change our library hours	Option 4	PE2 5QY
Orton	To open Tuesday so library services avail Mon-Sat.		
Orton	Don't close it at all!	Option 3	PE2 5ST
Orton	Increase opening hours		PE2
Orton	I don't want the library hours changing		PE2 5NQ
Orton	increase opening hours		PE2 5SL
Orton	The hours because I may not be able to get there in those hours	Option 1	PE2 5RL
Orton	Open later, more evening time.		
Orton	Less hours on a Saturday and a later night in the week.	Option 3	PE2 6SP
Orton	My library is perfect. Please don't change it!	Option 1	PE2 5TS
Orton	Open every day until 6pm as I work shift patterns & this would allow me to use the library any day.	Option 3	PE2 8HY
Orton	Open every day until 5pm.	Option 3	PE2 8HY
Orton	To not be closed	Option 2	PE2 5QJ
Orton	Open every day 10-6 please.	Option 3	PE2 8HY
Orton	I use library every day at school, there is nowhere to go at lunch if the library were shut.	Option 2	PE2 5RB
Orton	To be open everyday and not to be closed	Option 3	PE2 5RY
Orton	I use the library every day	Option 2	PE2 5RW
Orton	It would be open on Thursday	Option 2	PE2 5SL
Orton	Open longer	Option 1	
Orton	Option 5: no change to current hours.		PE6 0RS
Orton	This library is brand new! Keep it open!	Option 1	PE1 3FG
Orton	please don't change our library hours keep it open my only library I can walk here		PE2 5QF
Orton	please don't change hours keep it open		PE2 5SL
Orton	Open every day from 10 till 6 pm to allow me to use the library each day after work.	Option 3	PE2 5XP
Orton	Option 5: no change		PE2 5RQ
Orton	we don't want to change open hours.	Option 1	PE2 5ST
Orton	To be open every day and to be not closed.	Option 3	PE2 5RD

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Orton	I don't want the hours to change.	Option 4	PE2 5QN
Orton	To be open every day and not to be closed.	Option 3	PE2 5RG
Orton	The library shouldn't close whatsoever.	Option 4	PE2 7DT
Orton	Open on Wednesday.		
Orton	Change the time.	Option 1	PE2 5TD
Orton	No change.		
Orton	No changes please.		PE2 6BL
Orton	No change.	Option 4	BD7 4DW
Orton	No change.	Option 4	SG8 7DF
Orton	Option 5: no change.		PE2 5RQ
Orton	Option 5: No change		PE2 5RQ
Orton	Keep the hours and days as they are please.	Option 4	PE11 3WF
Orton	Computers for OBA people and be allowed on them at lunch.	Option 1	PE2 5SH
Orton	Open at least every day of the week.		
Orton	To keep library open 5 days.	Option 1	PE2 5ZY
Orton	don't close it at all	Option 2	PE2 5ST
Orton	That the library would stay open for longer.	Option 1	PE2 9HJ
Orton	Option 5: No change		PE2 5RQ
Orton	Don't close it at all	Option 2	PE2 5SS
Orton	Don't change the library	Option 1	PE2 6MN
Orton	Option 5: no change		PE2 6XL
Orton	I don't want orton library to change	Option 4	PE2 5YQ
Orton	Do not change the opening times	Option 1	PE2 6XL
Orton	Option 5: No change		PE2 6LR
Orton	Don't change opening times or closing times		PE2 5XF
Orton	Open longer	Option 1	PE2 5SP
Orton	Later opening on a Wednesday	Option 2	PE2 5QG
Orton	If the library was open later on a Monday would be preferable	Option 1	PE2 6YH
Orton	I would rather it stayed the same please.	Option 3	PE7 3FR
Orton	Not closed on Wednesday.	Option 1	PE28 5RH

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Orton	Open 9.00am on Saturday.	Option 1	PE1 2RR
Orton	open every day. hours need to be regular not silly half days.	Option 3	PE2 5QS
Orton	open every day 10 to 5		PE2 5QS
Orton	That there isn't a closed day.	Option 2	PE2 5LA
Orton	this service would be missed.		
Orton	As long as there is a late evening and Saturday opening times.		
Orton	To open Monday until Saturday		
Orton	Open on Wednesday also!		
Orton	Would be better to keep the current opening hours		
Orton	Tuesday - Haddon road		
Orton	No closed in Wednesday		
Orton	Feel it should remain how it is, this library is a community library for all ages and shame to cut down.		
Orton	Don't change!		PE2 6YF
Orton	Open later some evenings to allow mums to study.	Option 3	PE1
Orton	I would maintain the opening hours we currently have. Libraries are an excellent resource for all, but particularly benefit the less well off, and should be a priority to maintain.	Option 3	PE3 6FE
Orton	Open Wednesday!		
Orton	As we are retired we have no problems with our preferred option.		
Orton	Why open such a fabulous library and then start cutting times to be able to use it!!		
Orton	Please don't change our library hours. Keep it open	Option 4	PE2 5SL
Orton	Keep it the same.		
Orton	Change Tuesday to 10 - 1400	Option 1	PE2 5XQ
Orton	I would like the library not to close any days Monday to Friday.	Option 2	PE2 7AX
Orton	Earlier on Tuesday closing earlier instead.		
Orton	If only closed one day not Tuesday or Thursday	Option 3	PE2
Orton	Wednesday time 09.30-16.00	Option 2	PE2 5TS
Orton	We would miss it.		
Orton	Earlier opening on Tuesdays.	Option 1	PE8 6TW
Orton	How long it's open for	Option 1	PE2 5HN

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Orton	To keep Tuesday open.	Option 2	PE2 9JN
Orton	Don't close the library at all	Option 2	PE2 5SD
Orton	To switch the times around	Option 1	PE2 5RB
Orton	Definitely open longer on Saturday	Option 2	PE2 5YW
Orton	Open all day on Tuesday	Option 1	PE2 6YE
Orton	*For it not to be closed. Thank you		PE2 5QW
Orton	Option 5 No change		PE2 6UR
Orton	That Fridays time was extended by 1 hour	Option 1	PE2 5JZ
Orton	Option 5 no changes please		PE2 5SP
Orton	Option 5 no changes please		PE2 5RQ
Orton	Wednesday wasn't closed and open for an hour	Option 1	PE2 5RL
Orton	Switch Thursday and Wednesday open times.	Option 2	PE2 9JN
Orton	I would want the library to be open EVERY lunchtime between 12-2 and evening rather than early morning.	Option 2	
Orton	I would rather they were open every day.	Option 1	
Orton	Does Ormiston Bushfield Academy have its own library in does it use the Orton library? If it doesn't have its own library what happens when/if Orton Library is closed during school hours?	Option 1	PE2 5XQ
Orton	It would be open everyday because I use it at school especially during lunch	Option 2	PE2 5BW
Orton	Have the closed day on Friday	Option 3	PE2 5ST
Orton	Please don't change the opening hours.	Option 1	PE2 5SQ
Orton	I would prefer it to be open with existing hour. I use the Orton library regularly & weekly on a Thursday & Saturday morning.	Option 1	PE2 5LZ
Orton	stay same as they are	Option 1	PE2 5RQ
Orton	Open earlier on Tuesday	Option 1	PE1 4AU
Orton	Don't change anything!!		PE2 9EQ
Orton	No change		PE2 6FG
Orton	Stay same as they are now.	Option 1	PE2 5TP
Orton	Earlier opening Tuesday	Option 1	PE3 6TW
Orton	Don't change the opening hours.	Option 1	PE2 5SQ
Orton	if everyday opened at the same time	Option 1	PE2 5SB
Orton	I am writing regarding the proposal to reduce library opening hours for some of the City		



LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
	<p>Libraries.</p> <p>I am a member of COOL the volunteer group promoting Orton library.</p> <p>The new library building has only recently been opened with the numbers using it having greatly increased since the move for the old building.</p> <p>It is a light, airy and a pleasure to use with new book stock and helpful and experienced librarians.</p> <p>These same librarians together with volunteers organise many activities from rhyme time for pre school children, holiday activities for children of all ages, book clubs and computer courses for all abilities among other things.</p> <p>The computers are used by job seekers as well as young people doing homework whose parents are unable to afford one.</p> <p>Sadly if the hours of opening are curtailed many of these activities will no longer be available to the council tax payer and experienced, enthusiastic staff will be made redundant.</p> <p>With the government promoting an improved standard of literacy in young people I feel access to a library is a very important part of any improvement. Parents are having to budget carefully and the borrowing of free books must be an asset.</p> <p>This will be the second time in 3 years that library opening hours have been cut if the proposal is approved at the council meeting on March 8<sup>th</sup>.</p> <p>Inevitably numbers using the libraries will drop as accessing them become more difficult. So what of the future?</p>		
Peterborough Central	Change the Tuesday opening hours to Saturday		
Peterborough Central	Open later on a Tuesday Open all days	Option 2	PE1 4DG
Peterborough Central	I would like it to remain the same because being American I can keep up to date with the American News.		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Would be happy - to pay some sort of £ contribution	Option 4	PE1 4NU
Peterborough Central	The amount of hours 12-5 should be reduced, why not open later and do it that way. Son't cut our libraries		
Peterborough Central	<p>I prefer:</p> <p>Monday 9:00 - 17:00  Tuesday 9:00 - 19:00  Wednesday 9:00 - 17:00  Thursday 9:00 - 19:00  Friday 9:00 - 17:00 or 9:00 - 16:00  Saturday 9:00 - 16:00</p> <p>TOTAL - 51 h      TOTAL - 50 h</p> <p>I like Central library beside people need it, are coming every day a lot of people and location is good. Thanks.</p>	Option 4	PE3 6BE
Peterborough Central	Option 3	Option 4	
Peterborough Central	Options 1, 2 and 3 all ticked		
Peterborough Central	Nothing		
Peterborough Central	Open later other days.		
Peterborough Central	Nothing!		
Peterborough Central	Open until 17.00 Friday as well	Option 2	PE3 9UE
Peterborough Central	Hours should not be cut.		
Peterborough Central	Don't cut the opening hours. I would suggest making the late opening day (ie until 7pm) a Thursday rather than a Monday- to coincide with late night shopping.	Option 2	PE1 2QS
Peterborough Central	None of these options appear to be based on a survey of the numbers using the libraries at particular times. Nor does the importance of libraries and other educational establishments seem to have been considered.		PE7 3UT

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Option 1 chosen grudgingly because I accept that some changes are inevitable. If possible I would prefer the opening time on Weds to be earlier as I only use the library in the morning, otherwise you could have Sat's opening later (eg Barclays now open at 10 am rather than 9 am on Saturdays). Also Werrington library (which I use a lot), also open later on a Weds. Could you not make the late opening day another day?	Option 3	PE3 8NA
Peterborough Central	Shorten Monday to 09:00-17:00		
Peterborough Central	Make it easier to use computers, as keys faded.		
Peterborough Central	Close at 1800 on Monday and add an hour to another day (Thursday?)		
Peterborough Central	Open Sunday 10 - 4pm due to population increase in last 10 years.		
Peterborough Central	Open on Wednesday or instead closed on Monday at 1900 closed early each day.		
Peterborough Central	No change in services. If pushed option 1.		
Peterborough Central	Open earlier on Wednesdays.		
Peterborough Central	Cut Monday 09:00 to 17:00 open Tuesday at 11:00.		
Peterborough Central	I wouldn't change my option.		
Peterborough Central	Do not change hours.		
Peterborough Central	I find it difficult when opening hours are different.		
Peterborough Central	Wednesdays opening time should be a bit earlier, maybe a 12 noon start.		
Peterborough Central	9 - 5		
Peterborough Central	None of the options are preferable. If savings have to be made and so customers may access this valuable resource, have standard opening hours Monday to Saturday which are easy for all to remember but open later, eg 10 am, or close earlier, eg 5 pm.		
	During winter months shorter opening times could also save on lighting and heating costs?		

ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	To keep the library open six days per week because its place where people sit and read, use the PC, kids can come do homework plus it's a safe place etc.		
Peterborough Central	More hours, councillors give themselves 12% pay rises.		
Peterborough Central	Not to close on a Tuesday! And 5pm finish Friday.		
Peterborough Central	to have 9 - 9pm		
Peterborough Central	Maybe 1 o'clock instead of 2		
Peterborough Central	Closure on Saturday PM (open Saturday morning only)		
Peterborough Central	Library open 900 - 1900 every day		
Peterborough Central	Time on Tuesday cut the time 1 hr on Monday and each other day.		
Peterborough Central	To stay as it is at present.		
Peterborough Central	Option 1 would be ideal for me.		
Peterborough Central	am opening on Wednesday		
Peterborough Central	The change of weekly hours has there so to be a change too of ruin individual as do of regularly time able, thank you very much, sir madam. (?)		
Peterborough Central	Could reduce Monday closing time to 1700		
Peterborough Central	Monday 9.00 - 17.00, Thursday 9 - 18.00		
Peterborough Central	Mobile library we need.		
Peterborough Central	Every day close 18-19 hours only OK		
Peterborough Central	I would open until 7pm on Thursday for late night shoppers.		
Peterborough Central	Open every day!		

## ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Library open every day 09.00 - 17.00.		
Peterborough Central	Open Sundays, open longer on Saturdays, more books & less computers, decent children's area (as good as Huntingdon or Cambridge)	Option 2	PE1 4DG
Peterborough Central	Later opening on another day (and later opening?) as its difficult when you work after 5.		
Peterborough Central	One more hour Tuesday, one few Monday.		
Peterborough Central	I think it's appalling in this time of austerity you are cutting the library's hours and penalising people with few resources and this is their only access.		
Peterborough Central	No change to the current status	Option 2	
Peterborough Central	I don't like any of the options. How can you have a main library which shuts during a normal week and isn't open after 5 more than once a week.		
Peterborough Central	Nothing as such; should be open the six days whatever the combination	Option 1	PE1 2TL
Peterborough Central	luckily I live within 5 minutes walk		
Peterborough Central	To keep your existing hours for opening.		
Peterborough Central	Option 1 change Tuesday 9.00 - 15.00.		
Peterborough Central	Nothing the staff and library are very good.		
Peterborough Central	Nothing because they are very good here.		
Peterborough Central	Prefer 9am opening Monday to Saturday. Daily 9am opening with early closing.		
Peterborough Central	I do not approve of any cuts to library hours. This is such a valuable necessary resource - look at other council costs!		
Peterborough Central	Friday 0900 - 1600		
Peterborough Central	Nothing.		
Peterborough Central	No other changes.		

## ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	I don't agree to cut opening hours of Peterborough's libraries.		
Peterborough Central	The mobile library is a great service for people like myself who are not very mobile.		
Peterborough Central	Nothing - day and time for visit suits me fine		
Peterborough Central	Opening at 9.30am		
Peterborough Central	Opening later on Friday (to 17.30)		
Peterborough Central	Saturday 9.00 to 13.00		
Peterborough Central	More Opening hours not less		
Peterborough Central	Late night opening at end of week not Monday. Stop reducing library hours and cut other Council services; e.g Lido (Swimming Pool)		
Peterborough Central	Mobile saves me getting into Peterborough very friendly and helpful service.		
Peterborough Central	Please keep mobile library service (for Five Arches)		
Peterborough Central	Option 1 seems most reasonable		
Peterborough Central	Mother finds it very good as she is old and unable to walk far.		
Peterborough Central	Tuesday should also be 9.00-17.00		
Peterborough Central	Very good service.		
Peterborough Central	Free parking for library users would help		
Peterborough Central	the mobile library is extremely useful in Longthorpe and abig asset to the community.		
Peterborough Central	Open later and close later		
Peterborough Central	Option 2		

## ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Open longer on Saturdays - until 5.00pm like the shops	Option 3	PE4 6HE
Peterborough Central	Nothing	Option 1	PE3 7DY
Peterborough Central	I feel Thursday should be a late closing day to tie in with later shopping hours	Option 1	PE7 3AN
Peterborough Central	Later opening on Thursday night- Finishing earlier Monday	Option 1	PE1 4EL
Peterborough Central	Keep the late night on Thursday instead of Mon to match with late night shopping in town		
Peterborough Central	No change use library daily.		
Peterborough Central	Late night Thursday.		
Peterborough Central	We rely on the mobile. My husband is housebound		
Peterborough Central	Invalid		
Peterborough Central	Very handy and have been using it for many years		
Peterborough Central	Not to be closed any day and keep same opening times.		
Peterborough Central	Nice helper. Regular		
Peterborough Central	No reduction in the existing hours of opening.		
Peterborough Central	I like to walk there ( 25 mins)		
Peterborough Central	Fine.		
Peterborough Central	Open Wednesday am too		
Peterborough Central	Add another late opening hour to 19:00.		
Peterborough Central	Option 1	Option 3	PE1 2DB

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Why are they proposing more sports facilities there are enough now and closing culture venues such as this? DO NOT CHANGE ANY TIMES. Ok at present.		
Peterborough Central	We have no car and would not be able to use the library so often.		
Peterborough Central	It is a key resource to Bamack. Great books and encourages the children to read.		
Peterborough Central	Would prefer NO hours cut at all, everyone has different needs.		
Peterborough Central	Cllosure of City Library for a day/ afternoon will give very negative message to general public. Why not close down one of small libraries where usage is low? Monday 10 start Tuesday 14.00 close?		
Peterborough Central	Wednesday opening times to 20.00		
Peterborough Central	Would prefer hours to remain as present.		
Peterborough Central	I would not want any changes to the library opening times, as I depend on it for jobsearch		
Peterborough Central	Tuesday should also be 9.00-17.00		
Peterborough Central	That the library would stay open until 17.00 on Tues.		
Peterborough Central	I work 11-19.30 so Saturday is important	Option 4	PE2 5QD
Peterborough Central	Either Option 2 or Option 3. They're equal	Option 2	PE28 5RU
Peterborough Central	Since the opening of the library I have been visiting this library 6 days a week between 12.30-16.00. No option suits. Change Tues to 13.00-17.00	Option 1	PE1 5LB
Peterborough Central	Open all day Tuesday abd Wednesday	Option 1	PE1 4RT
Peterborough Central	If the Council would stop childminding in the library, the local Eastern Europeans drunks entering, and letting it be a "drop out" zone, maybe one would start to care, but nowadays the quality of staff is poor, and continued "?imigrants?" within the library make it a "last resort" venue. PS. I pay my Council Tax!	Option 2	PE1 2TP
Peterborough Central	I think that if there is to be a day closure Monday would be best as there is no market that day and that Thursday with late night shopping facility would be best with 19.00 closing time.	Option 1	PE3 9DT



LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Love the self service - keep it!	Option 3	
Peterborough Central	Open longer	Option 1	PE4 7NG
Peterborough Central	Longer hours on Tuesday	Option 1	PE1 3BL
Peterborough Central	Opening to 19.00 on thursdays	Option 1	PE10 0NP
Peterborough Central	To open it everyday and allowed us to eat here	Option 1	PE1 3JY
Peterborough Central	An extra late opening day.	Option 3	PE28QT
Peterborough Central	Opening hours on Thursday 09.00/17.00	Option 3	PE8 6SA
Peterborough Central	Same times each day	Option 1	
Peterborough Central	Open more hours to be accessible to all		
Peterborough Central	more hours		
Peterborough Central	Open an hour later and close an hour later when children home from school		
Peterborough Central	It will be a big issue to the public and the employees working for your organisation.		
Peterborough Central	A greater option for audio books ie tapes and CDs		
Peterborough Central	Close at 1800 Monday and open at 1300 Wednesday		
Peterborough Central	Unable to travel		
Peterborough Central	Open on Sundays	Option 1	
Peterborough Central	Longer opening hour after 5pm for people wishing to study after work.	Option 1	PE45BS
Peterborough Central	Tuesday - Increase the opening hours till 17.00		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	To further standardise opening hours, eg 10.00-16.00. You see some of us oldies forget what day it is?	Option 1	
Peterborough Central	I would prefer either Tuesday or Thursday to be a longer day.	Option 1	
Peterborough Central	That there should be a no change to present system. 2 late sessions great as it is. Current library service VITAL for Peterborough residents. With access to pedestrians, involves walking/ bus to Centre in any case! Look for savings elsewhere!	Option 1	PE39EN
Peterborough Central	Standard opening hours each day so less confusing eg finish at 5pm	Option 2	PE4 6RX
Peterborough Central	Longer hours ie 9-7 everyday because I like the library	Option 1	PE7 8BH
Peterborough Central	Open every day including Sunday.	Option 1	PE1 4NU
Peterborough Central	Open on Sundays; closed on a weekday	Option 1	PE2 5FH
Peterborough Central	Uniform opening hours 10-3 every day otherwise too confusing.	Option 4	
Peterborough Central	Monday 09.00-17.00 Thursday 09.00-Sat 09.00-17.00	Option 3	PE2 8HG
Peterborough Central	To keep the library open full time.	Option 1	PE47BW
Peterborough Central	Option 3 change Monday to 17.00 and open Wed morning	Option 3	PE1 3LL
Peterborough Central	?tip? finish 1ish every day	Option 1	
Peterborough Central	Library open longer periods for people who work or havekids can have more time to access.	Option 1	PE12PW
Peterborough Central	Look at other means of funding ie coffee shop.	Option 1	PE45BJ
Peterborough Central	On Thursday would it be better to stay open until 17:00 and close at 16:00 on Friday.	Option 3	PE1 4DR
Peterborough Central	I would prefer that the library ran all day - NOT with 2.5 days. Providers of ESSENTIAL cultural services should NOT be 'cut back'.	Option 1	PE13PE
Peterborough Central	These timetables are suitable for someone who doesn't work. 18:00 to 21:00 is the time he/she can come to the library.	Option 2	PE29AP

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Make Mon to Friday 1700 hours	Option 1	PE38SG
Peterborough Central	Cutting 12 hours? THAT'S FUCKING RIDICULOUS!	Option 1	PE28LQ
Peterborough Central	Option 3 Wednesday close is not too much bother for me. But I can't speak for other people	Option 1	PE2 5ND
Peterborough Central	Make Thursday 0900 to 1700 and Saturday 1000 to 1600	Option 3	PE2 8LZ
Peterborough Central	I love coming to the library please don't cut hours		
Peterborough Central	Very helpful in hour of need		
Peterborough Central	I would prefer Wednesday opening at 9		
Peterborough Central	Keep the opening hours the same. We love libraries.		
Peterborough Central	Nothing in particular.		
Peterborough Central	Thursday night are late night shopping makes sense not to close Thursday late night.		
Peterborough Central	Prefer for mobile to be kept going as I am limited to access other libraries.		
Peterborough Central	Longer hours Tuesday - Thursday		
Peterborough Central	Prefer not cuts		
Peterborough Central	Tuesday open till 1700		
Peterborough Central	I would prefer no change at all to current timings		
Peterborough Central	Open Tuesday am 9.00am to 1.00pm		
Peterborough Central	Close Mondays due to less people visiting Council building opposite, Monday is quietest day in town. Also charge a small fee for computer usage (20p possibly) to cover the cost of maintenance to computer equipment		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Please would this library stay the same please!		
Peterborough Central	Keep the same hours - this is our public library and resource for all		
Peterborough Central	Do not change any times quite OK for a main library		
Peterborough Central	None of the options suit me. I am a Coach with Readeasy and my students and I only meet at 14.00 on Tuesday and Wednesdays in the Library		
Peterborough Central	Have a consistent opening and closing times eg 10.00-4.00pm		
Peterborough Central	Stay open later on Thursday rather than Monday		
Peterborough Central	Reduce Monday from 9am to 16.00 and open Sunday 10-13		
Peterborough Central	No reduction in hours.		
Peterborough Central	Although I have marked an option, I'd prefer library hours not to be cut. It is a facility many people use and enjoy.		
Peterborough Central	Want library open 7 days a week.		
Peterborough Central	Keep the hours as they are at present. Extremely thankful for the services available, even visitors		
Peterborough Central	I would like in a situation where the hours are not reduced in the interest of students who has no other source of accessing internet and books.		
Peterborough Central	Open everyday and late Thursdays		
Peterborough Central	100% against all proposals as it means staff loss. Look at senior positions such as Chief Executive and directors.		
Peterborough Central	Let there be on doubt it, this is a seriously disastrous blow for Peterborough. The library's opening hours have already been shrinking over the years, but to even contemplate closing for all, or part of a week day is surely the beginning of the end. The library's role in supporting education and business, amongst many other things, should suggest that cutting opening hours is a false economy. Sadly a council that spent £12 million on a lacklustre Central Square will, I suspect neglect to undertake proper thinking when it comes to the library's opening hours. It make me want to leave Peterborough. Seriously		
Peterborough	Thursday 09:00 - 17:00		

## ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Central	Monday 9:00 - 17:00 Saturday 9:00 - 14:00		
Peterborough Central	I prefer walk if I can, save bus fare and do some exercise. Friday 10 - 18.00		
Peterborough Central	Open an hour later on Tuesday		
Peterborough Central	Not reduce hours at all!		
Peterborough Central	Longer hours, love coming here.		
Peterborough Central	Another late night opening.		
Peterborough Central	Close at 17:00 each day except Saturday or retain existing hours.		
Peterborough Central	Rather than open late on Monday, close at 16.00 Monday and close on Tuesday so that mid week the library closes at 4pm most days.		
Peterborough Central	Open on Sunday between 1pm-4pm, close 2pm(14.00) close Sat 3pm(15.00)		
Peterborough Central	Library should open on Sunday as well as weekdays.		
Peterborough Central	I do not agree with cutting hours. Should be open more hours		
Peterborough Central	900 to 1700 Monday Tuesday/ money wasted on stupid fountains in City Centre could have been used for library services. VERY POOR council decisions.		
Peterborough Central	More hours on Tuesday		
Peterborough Central	I think it should open Tuesdays as well		
Peterborough Central	That hours weren't cut at all.		
Peterborough Central	Open till 7 pm Thurs.		
Peterborough Central	On Fridays library could work till 1900		

## ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	I would prefer the times to last till 5pm and Saturday till 5pm as well.		
Peterborough Central	Library to be open on a Sunday for a couple of hours.		
Peterborough Central	Not open on Wednesday mornings,		
Peterborough Central	Perhaps spread the available time over 7 days instead of just six.		
Peterborough Central	Longer opening hours.		
Peterborough Central	I would prefer library to be open Tues afternoon rather than am if that is possible.		
Peterborough Central	I would prefer it to open every day between 10 am and 4 pm or 5 pm.		
Peterborough Central	To have Tuesday open longer.		
Peterborough Central	Opening at 8.30 some days.		
Peterborough Central	Tuesday, closing early.		
Peterborough Central	Wednesdays hours - don't like library opening in afternoon.		
Peterborough Central	On Fridays library could work till 1900		
Peterborough Central	Open later, close later, not everyone works 9 - 5 (but still pay council tax for non existent services).		
Peterborough Central	Late nights Thursday open til 7pm?		
Peterborough Central	Open later Thursday		
Peterborough Central	It's a boon	Option 4	PE2 8ND
Peterborough Central	Regular users and would miss service.		
Peterborough Central	Open every day		

## ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	No change, visit every day.		
Peterborough Central	Saturday closed		
Peterborough Central	Closure on Tuesday.		
Peterborough Central	No cutbacks at all.		
Peterborough Central	Keep late night on Thursday		
Peterborough Central	Wonderful service - couldn't do without it. Unable to walk.		
Peterborough Central	The mobile library is a service which is greatly appreciated living in sheltered housing and the service provided by the librarians is excellent.		
Peterborough Central	Mobile library VERY important only hobbies reading and jigsaws. CAN'T GET OUT SO EASILY.		
Peterborough Central	Do not use as too disabled, use mobile. Would miss the service as am unable to get out far.		
Peterborough Central	Shorter hours on a Saturday		
Peterborough Central	Is very helpful.		
Peterborough Central	No transport so dependent on mobile.		
Peterborough Central	Open later.		
Peterborough Central	Don't cut back on buying books!!		
Peterborough Central	To make Thursday 'late closing' (not Monday)		
Peterborough Central	That they gave the option of two times cutting an afternoon/evening.		
Peterborough Central	Open later Thursday.		
Peterborough Central	The library should stay open until late everyday as it is very helpful to people in the city centre. We need this library open.		

## ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Open all day Tuesday and Wednesday.		
Peterborough Central	Open longer Thursday.		
Peterborough Central	I would prefer it to remain open all day 6 days per week.		
Peterborough Central	Long hours.		
Peterborough Central	Tues 10.00 - 16.00.		
Peterborough Central	Open at 10.30 am as most of these people are unemployed and have plenty of time. It starts picking up at 11 am and at 9 am is rather quiet.		
Peterborough Central	Libraries are essential to the community and should be open for as long as possible.		
Peterborough Central	I actually do not agree with reducing the opening hours, the library is a very important community place of gathering. People queue up to get into the library. The library is for the people, and they pay for it.		
Peterborough Central	0900 - 1700 Monday - Saturday	Option 1	PE2 9HA
Peterborough Central	Thursday 9-5pm		
Peterborough Central	Later opening times - stretching across "lunch time" ie 10.2? 11-3pm?	Option 1	PE4 6QL
Peterborough Central	I appreciate the present services.	Option 3	LE2 5BA
Peterborough Central	Later closing on Thursday		
Peterborough Central	Open on Sunday times		
Peterborough Central	Change Tuesday to open until 17.00	Option 1	PE6 7QY
Peterborough Central	None	Option 1	PE6 8TS
Peterborough Central	At least a few hours on the Wednesday.	Option 3	PE1 2SN



LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	I would prefer to keep the library open as it is, if at all possible.		
Peterborough Central	No change.	Option 4	PE1 3PN
Peterborough Central	Please open all day, every day		
Peterborough Central	I would prefer the library stay as it is at present, a central place to learn and meet other pensioners and occasionally attend John Clare Theatre, because it is not as good as Central. PLEASE DON'T TAKE EVERY AMENITY FROM US - we don't have very much going for us!!	Option 1	PE1 4JB
Peterborough Central	Tuesday 0900 - 1700	Option 1	
Peterborough Central	More hours	Option 1	
Peterborough Central	Return to the old counter service, it was more personal.	Option 1	
Peterborough Central	No change. Bad move by council for people who hasn't got internet at home.	Option 1	
Peterborough Central	More hours; Councillors give themselves a 12% pay rise; DISGUSTING.	Option 1	PE3 9XZ
Peterborough Central	Keep to existing hours. They work well.		PE1 4SB
Peterborough Central	Do not use any other library as Central offers everything.		
Peterborough Central	Change the close days to Saturdays.	Option 2	PE7
Peterborough Central	I think there needs to be a same everyday and shorter hours would be confusing for everyone - perhaps lose one late night but preferably not lose any hours at all.	Option 4	PE1 4HB
Peterborough Central	Open at 10.00 & Wednesday am 10.00 to 13.00	Option 3	PE5 7BB
Peterborough Central	I use this library every week. I need to be able to get to a library, I can walk to. I love reading.		
Peterborough Central	I would keep it as it is now and charge for use of the carpark		
Peterborough Central	I would like the library to open every morning		
Peterborough Central	Preferred Option? Closed Mondays. Personal comment-I believe the current price of 50p (A4) & 80p (A3) for copies to be		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	excessive. (Copies from microfilm printer)		
Peterborough Central	I do not want fewer opening hours - definitely don't want it to close for a whole day. The library provides a fantastic and much needed service.		
Peterborough Central	No change	Option 3	PE3 8NQ
Peterborough Central	No change	Option 4	PE1 5DS
Peterborough Central	No change		PE2 5RJ
Peterborough Central	Open 12.00 Wednesday/close 17.00 Monday		
Peterborough Central	Open later and weekends	Option 2	PE4 7DG
Peterborough Central	Would prefer NO change.		
Peterborough Central	Open earlier on a Wednesday especially on days clare theatre in use.	Option 1	PE1 4HS
Peterborough Central	No change		PE2 7BA
Peterborough Central	No change	Option 4	
Peterborough Central	Kee pt helibrary open at the same time each weekend eg as it is now 9am - 5pm as its easier to remember when to come. 0-10 minutes - this is why I don't reall yuse the Central Library and prefer Stamford or Deeping as I live at Helpston. Also no parking.		
Peterborough Central	No change.		
Peterborough Central	I don't use Peterborough library but use the mobile library regularly. I do not want to lose this service on a Saturday.		
Peterborough Central	Closure of City Library for a day/ afternoon, very negative message for public. Why not close down small library for day? Monday 10 starts, Tuesday 2? Kids at schools?		
Peterborough Central	You took Sunday away. Don't take anymore away; thank you. I wish that the Peterborough town library should be open 6 day week OK. No change at all OK		
Peterborough Central	Closure of City library for a day/ afternoon will give very negative message to general public. Why not close down one of small libraries where useage is low? Monday 10.00 start, Tuesday 14.00 close?		
Peterborough Central	Keep as is	Option 1	PE4 6QF

## ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Nothing	Option 1	PE1 5JF
Peterborough Central	to close one hour earlier on Monday and open one hour earlier on Wednesday.	Option 1	PE1 4BB
Peterborough Central	NO CUT IN HOURS	Option 4	PE7 8EH
Peterborough Central	Open till 6pm on Saturdays. Lets people pop in who come from work	Option 2	
Peterborough Central	Options 2 and 3 both ticked.		PE4 6SW
Peterborough Central	Open Wednesday 9am as well	Option 1	PE3 8JQ
Peterborough Central	Nothing. The staff and the library are fantastic	Option 2	PE3 7LG
Peterborough Central	5pm close on Tuesday	Option 1	
Peterborough Central	Tuesday not closed.	Option 2	PE1 6YN
Peterborough Central	Option 5: 10 till 5, Mon - Fri. 10 till 4, Saturday		
Peterborough Central	Option 6: Non fight cuts Tuesday till 17.00	Option 1	PE4 6WU
Peterborough Central	open later on a saturday and not for so long	Option 3	PE3
Peterborough Central	Mon 9-6.00 Tues 9-4.00 Wed 9-1.00 Thurs 9-4.00 Fri 9-4.00 Sat 9.30-2.30		PE1 5EP
Peterborough Central	Please keep mobile van at Longthorpe.		
Peterborough Central	I need the mobile as it is near my home.		
Peterborough Central	Important service for elderly village residents with limited mobility.		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Central			
Peterborough Central	I need the mobile library as I cannot get out.		
Peterborough Central	It is vital to our village, no library here.		
Peterborough Central	We need you, it would be terrible without the mobile.		
Peterborough Central	The mobile library is necessary facility for all the community, with all libraries facing cutbacks - this option must stay available for social and educational reasons.		
Peterborough Central	Open till 7pm on Thursday as it is late night shopping	Option 1	PE2 5RA
Peterborough Central	Monday 9.00 - 1700 and Thursday 9.00 - 1900, this would help with late night shopping at Queensgate. and bring into line with them.	Option 2	PE4 7UX
Peterborough Central	That Tuesday am open 10.00-14.00		
Peterborough Central	No changes to the library times , as this is badly needed by community	Option 1	PE1 4EH
Peterborough Central	Open all weekend	Option 1	PE7 3AE
Peterborough Central	The library should always be open the very minimum of 9am - 5pm.	Option 1	PE3 6AN
Peterborough Central	I would prefer the hours to stay exactly as they are.	Option 3	PE1 2NP
Peterborough Central	I would not like any changes to the current times		
Peterborough Central	Use the mobile library regularly at Northborough and do not want to have this service removed.		
Peterborough Central	For the convenience of it being very local.		
Peterborough Central	Opening hours to stay the same if possible. Option 3 would also be a possibility if Option 1 is not viable.	Option 1	PE4 5AE
Peterborough Central	Its our only access to the library services.		
Peterborough Central	All days would close at 17:00 hours	Option 3	PE3 6BN

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Change late monday opening time to either 5pm or have it on Thursday to tie in with late night shopping.	Option 3	PE1 2HH
Peterborough Central	That the library could be opened till 7.00pm on 3 days of the week for most of us who work and cannot get to the library by 5.00pm.	Option 1	PE1 5DD
Peterborough Central	Would it not be more sensible to keep the library open longer on a Thurs when it's late night shopping? Is there a specific reason why the library stays open longer on a monday? Was a EqiA completed on this?	Option 4	PE1 3QA
Peterborough Central	Maybe a half day on Thursday? 9.00am to 2.00pm.	Option 3	PE1 2RR
Peterborough Central	Make Tuesday 10:00 to 14:00	Option 1	PE7 3EU
Peterborough Central	More late opening times for those working normal office hours. The hours seem to be more suited to people out of work or people in education.	Option 1	PE2 8HF
Peterborough Central	needs to be open until at least 5pm on a Tuesday	Option 1	PE7 8ET
Peterborough Central	I like the current opening hours. I do not like the above and in fact think the library should be open on Sundays again!	Option 4	PE4 6SD
Peterborough Central	Keep same	Option 1	
Peterborough Central	Very very good.		
Peterborough Central	Open at 10.00 for a later closing time	Option 1	PE2 8EF
Peterborough Central	Open until 17.00 on Tuesday		
Peterborough Central	Mobile is very handy owing to library its too far awat now		
Peterborough Central	Keep to once per month with mobile library. Do not use main library.		
Peterborough Central	No cuts should be made to mobile library, keep to once a month		
Peterborough Central	The mobile service is a great help as I am not very mobile		
Peterborough Central	Do not stop the mobile library I depend on it so much, I am 92 and I am not an avid TV watcher		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	I prefer the libraries to stop as they are, open every day.		
Peterborough Central	Please keep mobile library the same, please do not cut service		
Peterborough Central	Late evenings on Thursday must be kept-essential for people who work full time.		
Peterborough Central	Keep mobile going		
Peterborough Central	Cut back the closing hours of Monday by 3 hours and increase closing on Tuesday to 1400 and opening on Wednesday to 1200	Option 1	PE2 8DS
Peterborough Central	Tuesday opening to 17.00, Wednesday opening from 9.00am	Option 1	
Peterborough Central	Do not use Central library-but I regularly use the mobile that comes to Peakirk		PE6 7NG
Peterborough Central	No reduction of mobiles. Previous promises on this have already been broken	Option 4	PE6 9BL
Peterborough Central	Not to change the library! Please keep the mobile library open as me and my friends love Jacqueline Wilson and we love all the books and being able to come to the library on our own.	Option 3	PE6 7LD
Peterborough Central	Can't walk far would miss this service very much	Option 3	PE6 7JT
Peterborough Central	It seems unreasonable in this economic climate for library times to be cut, as books are expensive to buy and libraries are the best option for most people who want to read.	Option 4	
Peterborough Central	Please do not cut the mobile library-This is a lifeline to the elderly in the village and a brilliant educational tool for the children as they do not have to rely on their parents to access the library. In this day and age parents are too busy/fuel too expensive to travel. That it wasn't closed at all. The central library is always busy and used by all cultures within Peterborough.	Option 3	PE6 7LD
Peterborough Central	Transport problems rely on others, rely on this service	Option 2	PE6 9BB
Peterborough Central	Leave things as they are		
Peterborough Central	None of the above, stay as you are, people need the library!		PE7 1WB
Peterborough Central	I would want the library to stay to open at normal hours.	Option 2	
Peterborough Central	Start later, finish later (students have chance to come after lectures).	Option 1	PE1 5RQ

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	No change, no cuts!	Option 1	PE2 9EA
Peterborough Central	Cut Monday 9.00 - 17.00, open Tuesday at 11.00	Option 1	
Peterborough Central	No closure. Mobile very important for villagers that have no alternative.		
Peterborough Central	Registered blind would be lost without mobile		
Peterborough Central	Registered blind		
Peterborough Central	Do not cut mobile times		
Peterborough Central	I do not wish the library be closed on any day! Had enough of cuts!		
Peterborough Central	We rely strongly on the Mobile library due to living in Glington Village		
Peterborough Central	Option Two		
Peterborough Central	I have used the Mobile library for many years as our nearest is Werrington and I have no transport. More hours for mobile		
Peterborough Central	Opening later hours.	Option 1	PE3 9RD
Peterborough Central	More times for Mobile library. I have used the mobile Glington for many years and cannot get to nearest library at Werrington		
Peterborough Central	0900 - 1700 on Monday and 0900 - 1500 on Tuesday.	Option 1	PE7 3RY
Peterborough Central	Don't cut the library because we all depend on it.		
Peterborough Central	Not close on Wednesday but delay opening time.	Option 3	PE6 9DQ
Peterborough Central	I have a preference, just none of the above.		
Peterborough Central	I only use the Mobile because of disability issues		
Peterborough Central	Prefer it if the libraries opening and closing times stayed the same.	Option 1	PE1 5AA

## ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Sat until 13:00 Tues 17:00	Option 1	PE4 7TP
Peterborough Central	Reduce monies to Senior Council and Chief Executive. I do not have a preferred option. I do not support cutbacks to Human Services, especially when ordinary citizens are unfairly affected, while the rich politicians can incidentally cope with change. Cutting back on hours at the Central Library is a false and meaningless gesture to save money. Council Members and Chief Executive already receive incomes that exceed their duties, their knowledge of local needs and their abilities. Local resources should be fully maintained and staffed to support and enable local people. Cutting back on all Human Services is typical of local politicians and only affects us, not them.		
Peterborough Central	OR Monday to Friday 9:00 am til 18:00 Saturday 10:00 am til 5:00 pm Definatly stay open each day even if it means cutting a couple of hours off other days	Option 1	PE1 5EH
Peterborough Central	Make the late night Tuesday (Better balance with closed Wednesday)		
Peterborough Central	Central Library open at 10 each day except Saturday, gain 4 more hours.	Option 1	PE7 3BD
Peterborough Central	Why not close on Mondays. Staff get a proper weekend. Rather than 2.5 days close extra day. Half days difficult and time wasting for staff. Simpler for public if we know 2 days closed rather than pondering about which half days.	Option 2	PE1 5LL
Peterborough Central	Keep the library open for the public like it should be, stop cutting funds.	Option 1	PE7 2DA
Peterborough Central	More late opening times		
Peterborough Central	I walk from Woodston for 20-30 mins to use the library anyway-why does by foot not count?		
Peterborough Central	Would have Wednesday opening earlier	Option 1	PE4 7TP



## ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Don't change.	Option 1	PE4 6PF
Peterborough Central	Preferably no change at all	Option 2	
Peterborough Central	I Don't want any reduction, only M.Cereste's wages	Option 1	PE6 7EF
Peterborough Central	Keep open on a Tuesday Pm	Option 1	PE1 4NF
Peterborough Central	Make it the current times. It is ridiculous that such a valuable resource should be affected		
Peterborough Central	Maybe open 1 more hour (till 18.00) on Thursday's and close 1 hour earlier (18.00)on Mon's		
Peterborough Central	Open Thursday until 19.00 for people who work during the day.		
Peterborough Central	Maybe keep the library open 1 more hour on Thursdays? (And only open until 18.00 on Mondays?)		
Peterborough Central	Don't faff around with morning/afternoon halfdays-just pick a day to close!		
Peterborough Central	Keep Thursday open later for people who wish to purchase books @ other things		
Peterborough Central	Open every day 'til 5pm		
Peterborough Central	Prefer closing on Mondays	Option 2	PE4 7PS
Peterborough Central	Wednesday open 9.00am till Whenever		
Peterborough Central	Late opening Thursday rather than Monday		
Peterborough Central	It would be to put the half day back to allday		
Peterborough Central	Longer opening hours		
Peterborough Central	I would change closing times to 17.00 Mon-Sat		
Peterborough Central	Would prefer longer hours as if you are working it is difficult to get in between 9-5pm. Although I am not working at the moment the library is a lifeline and feel to reduce its hours would have		

## ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
	a big impact on the community.		
Peterborough Central	No change		
Peterborough Central	I don't understand why you are reducing hours of such a busy library.	Option 3	
Peterborough Central	To not be 1/2 days but it's better than closing all day		
Peterborough Central	No change at all for preference.	Option 1	PE1 3RB
Peterborough Central	Change late night opening (19.00) to Wednesday or Thursday (unless there's a reason Monday is chosen)		
Peterborough Central	To leave the current working hours		
Peterborough Central	Make Wednesday earlier opening times.	Option 1	PE2 8NP
Peterborough Central	Maintain existing hours. It works very well.		PE7 8NA
Peterborough Central	Do not use any other library as Central is the only one that offers so much.		
Peterborough Central	Open til 7 pm.	Option 1	PE3 7LR
Peterborough Central	Monday closing same as market.	Option 2	PE1 3JF
Peterborough Central	I use the library after work. Open an hour later so the library can close an hour later.	Option 2	PE1 3AY
Peterborough Central	Have the library open beyond 17.00 more often - I come in after work usually.	Option 2	PE1 3AY
Peterborough Central	Close library at 1.00pm on Saturday		
Peterborough Central	Extend hours please		
Peterborough Central	Number 1, more opened hours.	Option 1	PE1 2PN
Peterborough Central	9.00 - 13.00 Tuesday, 9.00 - 13.00 Wed		
Peterborough Central	No options	Option 1	PE1 2QU

## ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Central			
Peterborough Central	Longer computer time.	Option 1	PE1 4LN
Peterborough Central	No closing	Option 4	PE1 4AN
Peterborough Central	I'd really miss this friendly, convenient, professional service.	Option 4	PE8 6JE
Peterborough Central	Be mindful that this should not be a permanent option.	Option 2	PE3 6EN
Peterborough Central	Nothing. Superb service always.	Option 1	PE4 7YX
Peterborough Central	Close it just one afternoon	Option 1	PE2 5SB
Peterborough Central	That they stayed open every day I use this library every couple of weeks.	Option 2	PE3 7BW
Peterborough Central	I depend on the mobile because I find it hard to get about.	Option 1	PE6 7LY
Peterborough Central	Open Sunday for a few hours.	Option 1	PE1 2AN
Peterborough Central	Wednesday 900 to 1200	Option 1	PE1 5RY
Peterborough Central	Open until 17.00 on Friday	Option 2	PE4 6SD
Peterborough Central	Late night on Thursday aswell as Monday	Option 1	PE2 5YN
Peterborough Central	Late night Thursday opening as do not finish work until after 6pm	Option 4	PE2 8TW
Peterborough Central	Extend hours	Option 1	PE3 6BD
Peterborough Central	Mondays could close at 17.00	Option 1	PE3 6GQ
Peterborough Central	Open every day and shorten the hours if necessary	Option 4	PE2 9HF
Peterborough Central	Open on Tuesday 10-5, close at 4pm on Monday	Option 2	PE2 8EB

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Wednesday, early opening		
Peterborough Central	Late night Thursday not Monday		
Peterborough Central	I think it's important library is open every day	Option 1	PE6 9NN
Peterborough Central	change Wednesday hours to 10 - 1300	Option 1	PE1 5RY
Peterborough Central	Option I prefer Wednesday 12.00 to 17.00 hours.		
Peterborough Central	Tuesdays was open till 1700	Option 1	PE3 9TW
Peterborough Central	Open on Tuesday	Option 2	PE2 9QZ
Peterborough Central	No change.	Option 1	
Peterborough Central	Not really, leave for other public uses because I am retired.	Option 4	PE13 1HL
Peterborough Central	Close later on Tuesday about three pm.		
Peterborough Central	I hate to think of any library closures. Early closures stops the use after work	Option 2	PE1 4DG
Peterborough Central	All three options are absurd. How can a City of c. 130,000 people not have a main library open at least 09.00-17.00 Monday to Saturday? Please think again!		PE2 7ZE
Peterborough Central	Just cut hours on Monday i.e. 9 - 16 only instead of cutting days.	Option 3	PE1 4QJ
Peterborough Central	Keep the status Quo!	Option 4	PE4 5AF
Peterborough Central	We would change the whole day to a different whole day.		
Peterborough Central	Reduce Monday closing time & redistribute across Thurs & Sat.	Option 3	PE3 8LD
Peterborough Central	Would prefer normal opening hours, ie 9.00 - 17.00 ( Mon to Fri). Sat 9.00 - 12.00	Option 1	PE4 5DP
Peterborough Central	Wednesday close. All day close is very good and save e-city bill. Save hitting and staffvage and staff get a full day off.	Option 3	PE7 1SX

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Half days are silly	Option 2	PE4 7ZS
Peterborough Central	Depends where it is, but if I need to use one that's further away then I will have to travel.	Option 4	PE1 4BB
Peterborough Central	Would it possible to open at 10am on some days?	Option 1	NN17 3DY
Peterborough Central	I would like to see the library open Monday - Fri, Saturday.	Option 4	PE1 2QW
Peterborough Central	Open later in some mornings at 10am and use gained hours for 8pm close on some evenings to allow mums/ working mums and shift works to study and use reference library.	Option 2	PE1
Peterborough Central	Option 1.	Option 3	FLETON
Peterborough Central	Library kept open as it is for peoples education (shorten Councillors wages instead). [Ticked Option 1 & 2 and circled 0900 - 1900 on both options]		
Peterborough Central	Wednesday opening	Option 1	PE4 6NT
Peterborough Central	Wednesday 0900 - 1700	Option 1	PE4 7XE
Peterborough Central	Tuesday 0900 - 1500	Option 1	PE3 9YX
Peterborough Central	Longer opening hours on Tuesday maybe until 14.00 or 15.00 Open earlier on Wednesday maybe 12.00	Option 1	PE7 3HP
Peterborough Central	Tuesday to open afternoons instead of mornings.	Option 1	PE1 4RP
Peterborough Central	Later closing on Tuesdays in option 1	Option 1	
Peterborough Central	For it still to be open on Wednesday morning.	Option 1	
Peterborough Central	I think it should be open on Sunday too! But if you have to close an extra day a week I suppose its better than no library at all and VERY sad state of affairs tho :(	Option 1	PE2 5PX
Peterborough Central	Sunday opening.	Option 1	PE1 3AH
Peterborough Central	I am happy with my choice.	Option 3	PE1 4DY
Peterborough Central	Monday instead of Tuesday.	Option 2	PE6 8JG

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Wednesday late opening. The restriction of the above library opening times, has affected the numbers of people using it, especially school children.	Option 1	PE1 4TE
Peterborough Central	Wednesday to open ALL day	Option 1	
Peterborough Central	Monday instead of 1900 change it 5pm and Tuesday till 3pm.	Option 1	
Peterborough Central	I think it would be better for everyone if you closed at 5pm on Monday and stayed open until 3pm on Tuesday.	Option 1	PE2 8AW
Peterborough Central	Everyday 9-19.00 or 9--17.00	Option 1	PE2 9NG
Peterborough Central	Don't want hours to change		
Peterborough Central	Libraries provide an environment where individuals can; Socially interact with each other A building filled with knowledge; providing opportunities for 1000's of people Computer access for those who don't at home With so many books knowledge & inspiration can be obtained everywhere you look Libraries provide thousands of people with happiness I AM AGAINST CUTTING LIBRARY TIMES. WHOEVER CREATED THIS IDEA CLEARLY DOES NOT APPRECIATE READING / LEARNING OR THE IMPORTANCE LIBRARIES ARE. ABSOLUTELY STUPID!		
Peterborough Central	Not to change times at all	Option 1	PE1 4DG
Peterborough Central	Central library should be open longer than others.	Option 1	PE1 3DD
Peterborough Central	Late opening day should be Thursday / open later everyday but close at 5.30 (eg 9.30-5.30pm) Libraries should be available for public from 9.00-5.00 Mon-Fri and Saturday 9.00-2.00. Public would prefer that libraries are opened every weekday esp	Option 1	PE1 5NU
Peterborough Central	This is very disappointing and a lot of hours to be reducing. I find it useful in line with my working hours to be visiting the library in the evening. I hope this will be reconsidered.	Option 4	PE1 5HN
Peterborough Central	Option 2- change Wednesdays hours to open at 11.00am and close at 19.00 hrs	Option 2	PE6 7QT
Peterborough Central	Option 2 - Change Wednesdays hours to open at 11.00am and close at 19.00hrs	Option 2	PE6 7QT
Peterborough Central	Change late night from Monday to Thursday to fall in line with Shops	Option 1	
Peterborough Central	Tuesday 10.00 - 15.00	Option 1	PE4 5AJ

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Central			
Peterborough Central	I think it is a good schedule	Option 2	PE1 2QQ
Peterborough Central	Take 3 hours off Monday and add them to Tuesday so Tuesday would be longer	Option 1	PE26 1EG
Peterborough Central	Start at 900 and open until 6pm.	Option 1	PE2 9AP
Peterborough Central	Open Wednesday from 9am (as other days)	Option 1	PE7 3XT
Peterborough Central	Prefer Tuesday like Wednesday	Option 1	PE1 2LY
Peterborough Central	Another day with late closing (eg 19.00) possibly with later opening (eg 11.00)	Option 1	PE1 4NF
Peterborough Central	Keep it open on a Tuesda	Option 2	PE1 2QN
Peterborough Central	I would prefer the library to be open Wednesday morning.	Option 1	PE1 5RY
Peterborough Central	Keep Thursday as late night instead of keeping Monday (Thursday = late night shopping)	Option 1	PE2 9JW
Peterborough Central	Close Monday not Tuesday (why open for one day then close again?)	Option 2	PE1 4RG
Peterborough Central	Longer opening time.	Option 1	PE1 3SB
Peterborough Central	Libraries should be open Mon-Sat 9-5	Option 4	PE1 4EZ
Peterborough Central	Keep Thursday late nights.	Option 3	PE7 8FA
Peterborough Central	None these times would be ideal for me as I deliver books to my Link customers on Tuesdays. Options 1 and 2 would therefore be causing distress to the customers	Option 3	PE7 8AR
Peterborough Central	I would change the closing time on a Monday from 19.00 to 17.00 and increase the closing time on a Thursday to 18.00 which would be in line with late night shopping. I can't imagine many people being in town on a Monday evening.	Option 2	PE3 6RX
Peterborough Central	But open at 9.30 and extend hours on a Wednesday	Option 1	PE4 6QY
Peterborough	What effect will this have on the services delivered by the library for the community, like rhyme	Option 2	PE3 6SN

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Central	times and story times? With the council and government push for "online by default", where do people go if they haven't got internet at home? Certainly not their local library at this rate!		
Peterborough Central	Have the late night on a thursday to match the shopping.	Option 2	PE4 7ZS
Peterborough Central	Make Monday the half day closure to coincide with the market.	Option 1	PE1
Peterborough Central	Longer hours on Wednesday	Option 1	PE3 9UL
Peterborough Central	If cuts are inevitable best that the library remains open for 6 days even if hours are reduced. Would prefer six full days of opening. The Library in Peterborough is very much a hub of activities. Essential that people regard the library as part of their normal activities, not where the doors are shut	Option 1	PE8
Peterborough Central	Every day at 17 hrs.	Option 1	PE1 4HG
Peterborough Central	Should be given option about Sunday		
Peterborough Central	Continue as they are now. Staying open late on Monday and Thursday (up to 19.00). Why can't the libraries open a little later, say at 09.30 or 10.00? Wouldn't that also save money as another option?		PE1 4DP
Peterborough Central	More longer hours	Option 1	PE3 7LJ
Peterborough Central	I use the mobile library at all times and would be lost without this excellent service, and the people who 'man' the van are always most helpful.		
Peterborough Central	I would be lost without the mobile.		
Peterborough Central	Changing 'Saturday' time: 09:00 - 13:00	Option 1	PE1 2QB
Peterborough Central	Longer opening on Saturday, and open on Sunday.	Option 4	PE1 3RT
Peterborough Central	Monday from 9 to 18, Tuesday from 9 - 18, Wednesday from 9 - 18, Thursday and Friday from 10 - 16 and Saturday from 12 - 16.		
Peterborough Central	Because my husband is disabled and unable to drive - a 'life line for him'.		
Peterborough Central	Please not to cut the mobile library service.		



LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	Open 10.00 to 17.00 Saturday		
Peterborough Central	reduce the 17pm finishes to 16pm and keep the (reduced) times as uniform as possible to avoid confusion. In addition within Northumberland they charge a small amount for inter library loans, I was pleasantly surprised you do not.	Option 1	PE3 6AQ
Peterborough Central	Tuesday 13:00-17:00	Option 1	PE1 4EN
Peterborough Central	Add a second post. 5pm finish (those of us who work 9-5 can only use you 2 days a week now)	Option 1	PE1 4RR
Peterborough Central	Longer opening hours on a Thursdays to coincide with late night opening hours in town. This would be more convenient so I wouldn't need to make so many trips into town.	Option 2	PE2 8TU
Peterborough Central	Regard less cost or option of mine or others. Library should open as option 1. As people have to come to town centre. Do use the library all time.	Option 1	
Peterborough Central	start slightly later to stay open later in evening.	Option 2	PE1 4BH
Peterborough Central	NOT CHANGING THE LIBRARY OPENING TIMES! as an integral part of my day changing these opening hours would mean more time at home by myself and no chance to use and learn the computers or read the newspapers.	Option 2	PE4 6AQ
Peterborough Central	Keep the hours as they are or extend them. Job losses unacceptable.	Option 3	PE3 7JD
Peterborough Central	Nothing	Option 1	PE4 6SW
Peterborough Central	No change.	Option 4	PE4 7TA
Peterborough Central	Return to Sunday opening not for me at the moment but for ALL THOSE who used to go then...there must be a reason why it was so popular----ie NEEDED	Option 1	PE1 3AX
Peterborough Central	Open later on Thursday	Option 3	PE2 8JN
Peterborough Central	No changes, the times are perfect. Everyone likes coming and reading books or using the Internet.	Option 1	PE2 9HT
Peterborough Central	KEEP THURSDAY LATE NIGHTS	Option 3	PE2 9AE
Peterborough Central	To have an optional opening on Sunday - providing the library staff agree. None of these are suitable. To be left as it is would be the minimum		
Peterborough Central	Close earlier on Monday	Option 3	PE4 6HB

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Peterborough Central	Keep open until 5pm on Tuesday	Option 1	PE1 3BE
Peterborough Central	Open Tuesdays	Option 2	PE2 9HD
Peterborough Central	Open late night till 7pm on Thursday Open on Sundays 9-1.00pm on Wednesdays		PE3 6YN
Peterborough Central	I'll leave as it is.	Option 2	PE6 8BH
Peterborough Central	Would be unable to get to library	Option 1	PE1 4RB
Peterborough Central	9-1.00 Wednesday Open till 7pm on Thursday	Option 1	PE3 6YN
Peterborough Central	Tues 10-2.00pm	Option 1	
Peterborough Central	Need not open until 10am - also gives staff preparation/ tidy time		
Peterborough Central	I'd still prefer Glington mobile. There are no other library facilities in Glington and I use the mobile regularly.		
Peterborough Central	I use th emobile library and would prefer no change.		
Peterborough Central	No other realistic option as sick relative can't be left don't think I would go to another library.		
Peterborough Central	A place where learning can be had should not haver it's opening times reduced. Maybe less spending by MP's in lavish items could be the way forward!		
Peterborough Central	Use mobile service on Saturday at Glington. Its very good, please do not stop this service!!		
Peterborough Central	I would change the closed day to half day		
Peterborough Central	I feel that the 1900h closing on Thursdays should be retained, as at present.		
Peterborough Central	Make the Councillors take a pay cut and keep the library open.	Option 1	PE1 2LY
Peterborough Central	To be open later in evenings all thorough week.		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Peterborough Central	I am not happy that the hours at our main library are being reduced. This is part of Peterborough city centre. Why not consider a 10am start?	Option 1	PE6 7NG
Peterborough Central	I use mobile library at Heritage Court	Option 1	PE1 4RB
Peterborough Central	To make Tuesday 9-5pm and Wed 9-5pm	Option 1	
Peterborough Central	I do not think any of these options are any good. People who work full time during the week may need access to the archives, such as myself for example. Less time to do research in the evening may seriously affect dissertation grade. How can anyone justify a centrally placed library in a big city shut for a day or a big chunk of a day?! The library is always well used and busy.	Option 4	PE1 4DJ
Peterborough Central	opening over weekday lunch times is the critical factor for me - any option that provides that is OK	Option 4	PE4 6LS
Peterborough Central	Open at the same time every day, i.e 9am.	Option 1	PE3 6HE
Peterborough Central	Late night opening later in week.		
Peterborough Central	Late night opening on a Thursday or Friday		
Peterborough Central	Open wed am too as this is the main library and I think it should be open in the week.	Option 1	PE3 6LU
Peterborough Central	Open at 9.30 and close half an hour later	Option 3	PE4 6QF
Peterborough Central	Nothing		PE1 2PN
Peterborough Central	open Wednesday morning and Thursday morning	Option 2	PE1 3LL
Peterborough Central	Option doesn't exist. Would prefer: Mon 8-8 Tuesday 8-8 Wed 8-8 Thu 8-8 Fri 8-8 Sat 10-4 Sun 10-4		PE2 9PN

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Werrington	<p>I do understand there is a drive to reduce the opening hours of the central library because of budget deficit.</p> <p>However, I do not agree that a reduction in hours becomes necessary as a result of a highly questionable decision taken by others. Other ways forward may be possible that may result in the opening hours I have suggested above.</p> <p>My proposal is quite simple: Vivacity should become the agency which manages library and information services for University Centre Peterborough.</p> <p>Therefore rather than running a separate library within UCP, the City's Central Library and the growing University's Central Library become the same institution or at lease housed in the same building even if there may still be some separation between the two services. Joining up both institutions in this manner will result in a pooling of resources – human, financial and material, therefore paving the way for extension of opening hours I have suggested.</p> <p>This idea has definite merit many university libraries are open seven days a week even though classes are not held at weekends. Students still have to study. Secondly, if Vivacity had the responsibility for managing the university's information services then it could be the start of more positive development while avoiding the doubling up and therefore wasting resources.</p> <p>For example, why establish a university career service? Why couldn't Connexions or Jobcentre Plus or better still a combination of both organisations provide career advice to our growing number of undergraduates. Secondly, why should it be the university's responsibility to provide accommodation to new students? Why not host students in Cross Keys homes and give that organisation the responsibility.</p> <p>I digress, but I trust you get my point. What I am being offered as a service user is not what I want but I suspect the decision has already been made. Whatever results your consultation may provide they will be ignored if necessary. So much for consultation.</p> <p>Unfortunately we all have to pay for obtuse, ignorant and illogical decisions taken by people who are too far up the chain of command. They are totally removed from the experiences of those who suffer. Those who work use the service and live in Peterborough</p> <p>Do not wish for any changes</p> <p>Utilisation of more volunteers to keep library open longer.</p>		
Werrington			

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Werrington	Option 1 - prefer to open 10 - 1900/ Wed 14.00 - 18.00. But would really prefer NO CHANGE to the present arrangements. The library works well and the savings you are proposing will be negligible - tokenism.		
Werrington	Do not cut any more hours		
Werrington	Not closing at all.		
Werrington	Please don't cut the hours any more !!		
Werrington	Not to close one day of the week. I either walk or cycle locally. I don't drive. I use the library frequently enough to not wish to pay the public transport costs.		
Werrington	Not having a day where fully closed.		
Werrington	Not to close on a Thursday.		
Werrington	Leave the times as they are at present.		
Werrington	Leave times as they are at present.		
Werrington	No closing day but library loes at 4pm each day and opens at 10am.		
Werrington	Mobile to which I can walk to I need this service and would miss it very much	Option 4	PE6 7JT
Werrington	I would not have it closed any day + on Saturdays open longer - at its most busy on Thursday		
Werrington	We rely strongly on the mobile library due to living in Clinton village, use mobile library weekly.		
Werrington	Stay the same as now.		
Werrington	No closure on Thursday - or open for some shorter hours.		
Werrington	No cuts should be made	Option 4	PE4 6QW
Werrington	Wouldn't close		
Werrington	I don't want any reduction in hours.		
Werrington	Closed only 1 day, but still open later more often.		
Werrington	Stay the same opening hours		
Werrington	Later opening on Monday. I would prefer no changes, make savings elsewhere.		
Werrington	No change to hours at all the library isn't open long enough as it is.		
Werrington	Please don't decrease hours		PE4 5AW
Werrington	I do not want any reduction in hours, in fact would prefer an increase		PE4 5AW
Werrington	I would prefer no alteration to the current opening hours.		PE4 5AH
Werrington	Option 1 at least one late (7 or after) night but prefer no change from present hours.		
Werrington	This library (Werrington) is an outstanding asset to Werrington families and already has many volunteers who give their services FREE e.g. children's activity group on Saturday mornings. I		

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	do not support ANY alteration to the already truncated times. What will you do with the money you will save?		
Werrington	Don't change it, keep it the same		
Werrington	I should prefer that there be no changes - certainly not option 3 with 2 full day closures.		
Werrington	Keep it local.		
Werrington	Would like the library open as it currently is		
Werrington	I work for a living - we need a late night opening!		
Werrington	To be open every day.		
Werrington	I would not like the library to close at all.		
Werrington	I would not like hours cut at all.		
Werrington	No change preferable. Club meets Thursday mornings only.		
	What happens with school children!!		
Werrington	No change.		
Werrington	For it to stay as it is.		
Werrington	No change to opening hours.		
Werrington	No change to this vital service please.		
Werrington	Very used library. No changes, please no changes.		
	I am very sad as this is a very well run library. Very organised already.		
Werrington	I would not like to see any reduction in hours and that there is one day a week when there is no hours is not good.		
Werrington	Preferably no changes.		
Werrington	Thursday should be open from 10.00 am to say 14.00 hrs. The library is a service to the community and as such should be open each day.		
Werrington	Keep the library open 6 days and late night. The staff are brilliant and closing for 8 hours a week would not be beneficial to people who work or for school children. Local libraries are brilliant.		
Werrington	Longer opening hours every day!		
Werrington	Keep the mobile, walking too far takes too long. Bus-watching time can't concentrate	Option 3	PE6 7NF
Werrington	Not to change the times.		
Werrington	Open more hours!		

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Werrington	Open at 9am		
Werrington	Early opening on a Wednesday		
Werrington	No change - hours have been cut enough as it is		
Werrington	That the library was open every day.		
Werrington	No closed days		
Werrington	The hours should stay the same		
Werrington	Please don't cut the hours.		
Werrington	No change, if anything longer hours.	Option 4	PE4 7TE
Werrington	Longer opening hours - every day.		
Werrington	Not to close or reduce hours	Option 4	PE6 7NF
Werrington	Open at 10.00 am intend of 2.00 pm on Wednesday.		
Werrington	I am against cuts to the library times.		
Werrington	None	Option 2	
Werrington	Prefer no change		
Werrington	That it did not need to happen at all.		
Werrington	Option 1 would affect young people's clubs. Option 2 reluctantly but with 10am opening and one late night. Option 3 would also affect usage by young people which in my opinion is a very short sighted option if we are aspiring to produce a literate next generation. Would like NO change to opening hours.		
Werrington	Extra time on computer (if needed)		
Werrington	That the library was not closed on Wednesday. I think it is very important to have a local library in Werrington.		
Werrington	Hours and money should not be cut from libraries while we waste money on WAR!!	Option 4	PE4 6ES
Werrington	I don't wish for any cuts	Option 4	PE4 6QW
Werrington	Have it open on Tuesday	Option 3	PE1 2QS
Werrington	Sturday afternoon is of benefit to me.		
Werrington	For Werrington library to stay open later on a Saturday, i.e. 16:30.	Option 1	PE4 5BN
Werrington	Would be open on Thursday also.	Option 1	PE4 6NY
Werrington	This library must stay open for a minimum of 9-5 Monday to Saturday	Option 4	PE4 6LW
Werrington	Longer opening on a Saturday	Option 3	PE6 7LG
Werrington	Changing it back to before the original cuts in 2011 would be good. What a dire decision -	Option 2	PE2 5PS

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
	cutting access to free knowledge, support and learning materials yet again. I see the Key theatre continues to enjoy its bad programming and renovation unscathed. Dire.		
Werrington	NO CHANGES IN HOURS	Option 4	PE7 8EH
Werrington	Not to be closed on 2 weekdays. It should be open in the evenings for those who work during the day.	Option 3	PE4 5BL
Werrington	nothing as these times will allow me to use the library after work and the children after school and will be easy to remember	Option 3	PE6
Werrington	Open every day even only for a short time	Option 1	PE4 5DE
Werrington	Open at 9.00am on a Saturday.	Option 1	PE1 2RR
Werrington	Open later in the mornings to extend opening hours in the evening - if you go to work then it's difficult to get to the library after work.	Option 2	PE4 7NG
Werrington	Have no closed day	Option 1	PE4 7ZE
Werrington	Another 1800 close (Tues or Fri)	Option 2	PE4 6LT
Werrington	for me the critical times are Friday afternoon evening when visiting the library while my daughter is at trampolining club in sports centre 5-6pm and access on Saturday afternoons. I don't mind about any other changes	Option 3	PE4 6LS
Werrington	Open longer on Saturdays	Option 2	PE4 6QF
Werrington	No change		PE6 0AG
Werrington	Open all day Wed - Not just afternoon	Option 1	PE4 5DP
Werrington	Do not cut the hours library not open enough hours.		
Werrington	No change		PE4 5BA
Werrington	No change! Support libraries, do not cut their budget!!		PE4 5AA
Werrington	Opening on Thursday	Option 1	PE6 7NB
Werrington	To increase opening hours to maintain standards of literacy in the community as part of an initiative to halt the decline in education.		PE7 1PD
Werrington	I would hope that opening times remain the same. Government are always attempting to make cut backs, our library should not be one of them		PE4 6GS
Werrington	To increase opening hours to maintain standards of literacy in the community as part of an initiative to halt the decline in education		PE7 1PD
Werrington	A late night until 1900	Option 1	
Werrington	Earlier openings than 10am - would like to come in at 9am at least one day after dropped children at school	Option 1	PE4 5DF
Werrington	My preferred option would be no change. That Tuesday should stay open until 19.00pm	Option 1	PE4 5AF



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Werrington	otherwise there is no late evening for workers and groups will be affected too		
Werrington	I would like to say on Tuesday we will lose our class if hours change	Option 1	PE4 5BP
Werrington	Open until 6.30 on Tuesday so reading group can continue as currently operating. 'Standardising' hours if this means they will all be closed on the same day which does not make sense.	Option 1	PE4 5BL
Werrington	Not to cut hours at all.	Option 1	PE4 6QZ
Werrington	To close at 17.00 on Tuesday and use the additional hour to extend Saturday hours.	Option 1	PE4 5DE
Werrington	Keep Tuesday open until 7pm	Option 1	
Werrington	We like 1/2 day on Saturday.	Option 3	PE6 7SP(35)
Werrington	I would hope that opening times remain the same. Government are always attempting to make cutbacks, our library should not be one of them.		PE4 6GS
Werrington	To close the library for one day per week would be a disservice to the local community.		PE4 6PG
Werrington	Nothing.	Option 3	PE4 6BY
Werrington	Please do not "change" my hours.	Option 4	PE4 5AZ
Werrington	More hours.	Option 2	PE4 7UR
Werrington	To keep the library open until 7pm on tuedays for reading group.	Option 1	PE6 7YQ
Werrington	Not cut hours at all	Option 1	
Werrington	No change	Option 1	PE4 5BA
Werrington	No reduction in hours. Les executive staff salary increase. Less money spent on such things as tree 'care'!	Option 1	PE4 7YG
Werrington	Keep library open as much as possible.	Option 1	
Werrington	No change prefer hours to be kept the same	Option 4	PE4 7DQ
Werrington	Keep the same it is fine as it is.	Option 4	PE4 6JZ
Werrington	I think they should stay the same so everyone can come and enjoy and have there own time and some people can take books other than not able to buy them themselves.	Option 4	PE1 3LU
Werrington	To increase opening hours.	Option 4	PE6 9DE
Werrington	No changes - but please don't close two days per week.		PE4 6LR
Werrington	Open later on Saturday afternoon	Option 3	PE4 6NX
Werrington	Why alter hours of a busy good library, heart of community.	Option 2	PE4 6PY
Werrington	Later opening on Monday.	Option 2	PE6 7UG
Werrington	No change please.	Option 4	PE4 6RL

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Werrington	To open Monday morning.	Option 1	PE4 7EJ
Werrington	No changes please.		PE4 5DW
Werrington	Open on Thursday as well.	Option 1	PE4 5BS
Werrington	At least one night later than 1800 hours and parking near Central.	Option 4	
Werrington	More hours or later opening in evenings.	Option 1	PE6 0ES
Werrington	Open Thursday.	Option 1	PE6 7LQ
Werrington	Not be closed on Thursday.	Option 1	PE4 5DP
Werrington	Open Thursday	Option 1	PE4 6JZ
Werrington	Less Saturday hours and opening on Thursday afternoon for children to do home work.	Option 1	PE4 5BG
Werrington	Please leave the opening hours as they currently are.	Option 1	PE4 5DB
Werrington	Do not close on any days.	Option 2	PE4 6QP
Werrington	Open later on a Saturday	Option 1	PE4 6QL
Werrington	Don't alter it at all. Let the leaders of the council take a cut in salary instead	Option 2	PE6 7PW
Werrington	Please do not stop storytime.	Option 2	PE4 5ED
Werrington	Please don't cancel storytime - staff are fantastic!	Option 2	PE4 6JY
Werrington	Keep open wednesdays.	Option 2	PE6 7LE
Werrington	No reduction in hours. With Peterborough performing so poorly in educational league tables, any reduction in hours can only decrease the opportunities for improvement in the standards needed for the city to develop and succeed in moving forward.	Option 2	PE4 6PE
Werrington	I would prefer the library to be open every day, with no days of complete closure. This is a false economy. To help children develop literacy skills and encourage reading for pleasure, libraries should be protected from cutbacks.	Option 2	PE4 6PE
Werrington	No closure day at all. The hours have already been reduced enough. The activities for children may suffer, which would be a great shame.	Option 2	PE4 6PE
Werrington	By reducing the hours, opportunities for the library staff to provide activities and sessions for children will be curtailed. Please find other ways to save money.	Option 2	PE4 6PE
Werrington	I would like it to stay the same as it is now.	Option 4	PE4 6BN
Werrington	Change Tuesday ie open 1300 - 1700	Option 2	PE4 6NU
Werrington	For opening times to stay the same.		PE4 6JX
Werrington	Open on Thursday	Option 1	
Werrington	Not to close for all day,	Option 1	PE4 6NN

<b>LIBRARY</b>	<b>COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION</b>	<b>OPTION PREFERRED</b>	<b>POSTCODE</b>
Werrington	Consistant open/closing times	Option 1	PE4 6QG
Werrington	Monday instead of Thursday	Option 1	PE4 6DV
Werrington	Not to close on Thursday	Option 1	PE4 6LY
Werrington	Friday and Monday to be closed instead	Option 3	PE4 5DE
Werrington	What happens to people that work 9-5.30 or 6, when do they have the chance to use this service? It might be a good idea to open longer/ later this library and its staff are first class. It offers so much advice it could offer even more if given the chance.		PE4 6LR
Werrington	I feel it is very important to continue with the same amount of hours.		PE6 7LB
Werrington	Don't cut any more hours please.	Option 4	PE3 7AT
Werrington	Close at 1330 on Friday and stay open Monday until 1700 hours.	Option 2	PE4 6NU
Werrington	We do not own a car! We walk to the library and it takes us approx 20 minutes		
Werrington	Mon 11:00 - 17:00	Option 1	PE4 6JJ
Werrington	NO CHANGE WHATSOEVER!!!		PE4 6RP
Werrington	NO CHANGE		PE4 6RP
Werrington	NO CHANGE		PE4 6RP
Werrington	nothing to change. The friendly efficient service is appreciated		PE4 5DD
Werrington	open at 10 and alter closing hours to be uniform and consistent	Option 2	PE6 7PL
Werrington	Do Not Change as most suited	Option 3	PE4 7TB
Werrington	Would prefer the 'closed' day to not be Thursday	Option 1	PE4 5BZ
Werrington	Why change something that works perfectly well. Leave it alone!	Option 1	PE1 3XS
Werrington	Don not reduce hours	Option 4	PE6 0SW
Werrington	Do not change anything and stop wasting money	Option 1	PE1 2JB
Werrington	I would not use the library when it is lunchtime for the school so later closing on Monday and later opening on Wednesday	Option 1	PE6 8JD
Werrington	Closing on a Thursday	Option 1	PE4 7TN
Werrington	retain the same hours	Option 1	PE4 7ZU
Werrington	DO NOT CHANGE		PE6 7QZ
Werrington	Not close at all	Option 1	PE4 6LS
Werrington	THE LIBRARY SHOULD BE OPEN EVERYDAY		PE6 7QU
Werrington	No changes	Option 4	PE6 0PA
Werrington	Do not reduce hours further	Option 4	PE6 0QW

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Werrington	To close the library for one day per week would be a disservice to the local community		PE4 6PG
Werrington	For the opening hours to stay the same	Option 1	PE4 6RF
Werrington	Standard closing times with one late night.	Option 1	PE4 5DP
Werrington	Late opening until 7pm on Tues to allow us to keep our craft class going	Option 1	PE4 5BG
Werrington	Keep Tuesday open until 7pm	Option 1	PE4 6NU
Werrington	Keep Tues open until 7pm	Option 1	
Werrington	No reduction in hours, less executive staff salary increase. Less money spend on such things as 'tree care'!	Option 1	PE4 7YG
Werrington	not to cut hours at all	Option 1	PE4 6QZ
Werrington	No reduction in hours.	Option 2	PE4 6JT
Werrington	I would rather not have any hours reduced as I teach at Ken Stimpson. Use Werrington for personal and school use.	Option 2	PE4 6JT
Werrington	I would rather the hours are not cut at all.	Option 2	PE4
Werrington	No change!!		PE4 5DP
Werrington	I don't want the times to change.	Option 4	PE4 5AJ
Werrington	No change		PE4 6QJ
Werrington	Open on a Wednesday	Option 2	PE4 6HW
Werrington	No further reductions Please	Option 4	PE6 0QF
Werrington	Keep Tuesday open until 7pm	Option 1	PE4 6NU
Werrington	Keep existing opening hours!!	Option 1	PE4 6NU
Werrington	Library should be open later on Mondays. Really libraries shouldn't be losing hours	Option 1	PE6 7RG
Werrington	I do not use the library during school lunchtime so opening at 1300 hours on Weds is no use. Add an hour from Weds to Mondays closing time	Option 1	PE6 7RG
Werrington	If there has to be shorter hours(which I'm against) I would prefer later closing on Monday and later opening on Wednesday	Option 1	PE6 7RG
Werrington	I would prefer no drop in opening hours and do not come to the library during the school lunch period	Option 1	PE6 8JD
Werrington	Keep as is	Option 4	PE6 0QR
Werrington	Open till 8pm one evening per week.	Option 4	PE6 7QS
Werrington	Prefer opening times to remain the same.		PE4 6QE
Werrington	My opinion is that library hours should be increased not reduced		PE4 5DL

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Werrington	A late night until 19:00.	Option 1	
Werrington	TO OPEN EVERYDAY	Option 1	PE4 6HQ
Werrington	Prefer the library to be open every day	Option 1	PE6 7RQ
Werrington	I have 2 small children who love visiting the library and we always walk up to Werriton Centre at least 3 times a week and pop into the library- but these new opening times mean we won't be able to. They both love books and reading. I thought the government wanted to improve and encourage children to read!! How can we do that if you keep reducing the hours. When can we use the library whenever we visit the library the staff are always busy, and are very helpful. How do you expect to maintain such high standards and cut the hours we can use the library	Option 1	PE4 5DW
Werrington	Would like library to be open everyday	Option 1	PE7 2HA
Werrington	Close day Wednesday or Thursday	Option 1	PE6 7LT
Werrington	To be open on Thursday as well.	Option 1	PE4 5ED
Werrington	Do not reduce hours but be consistent - especially opening hours	Option 4	PE6 7PE
Werrington	At least one evening open until 7pm. An evening available for bookclub.	Option 3	PE6 9BH
Werrington	I would like to say on Tuesday we will lose our class if hours change.	Option 1	PE4 5BP
Werrington	I would prefer no change and think this an essential need for local people.	Option 1	PE4 6EP
Werrington	Please stay open until 19:00 on tuesdays for teen reads book club!	Option 1	PE1 2QS
Werrington	Please stay open until 19:00 on tuesdays for teen reads book club!	Option 1	PE1
Werrington	Have it opened later on a Saturday but I don't think the hours should be cut at all.	Option 1	PE1 2QS
Werrington	I would prefer the library to be open full time.	Option 1	PE4 6NN
Werrington	Wed 10.00 - 17.00	Option 1	PE4 7RB
Werrington	Thurs 10.00 - 17.00		
Werrington	Wed 10.00 - 17.00		
Werrington	Thurs 10.00 - 17.00		
Werrington	Open later finish a bit later.	Option 1	PE4 5DG
Werrington	I think it is important to keep evening openings so 2 x 10.00 would give another hour for an evening.	Option 2	PE6 7LT
Werrington	For the opening hours to stay the same.	Option 1	PE4 6RF
Werrington	Retain hours	Option 4	PE6 0QR
Werrington	No change!!		PE4 5DP
Werrington	No change whatsoever!!!		PE4 6RP
Werrington	No change		PE4 6RP

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Werrington	No change.		PE4 6RP
Werrington	Nothing to change. The friendly efficient service is appreciated.		PE4 5DD
Werrington	Open at 10 and alter closing hours to be uniform and consistent,	Option 2	PE6 7PL
Werrington	Mon 11:00 - 17:00	Option 1	PE4 6JJ
Werrington	Earlier openings than 10 am - would like to come in at 9 am at least one day, after dropped children at school.	Option 1	PE4 5DF
Werrington	Not close at all.	Option 1	PE4 6LS
Werrington	My preferred option would be no change. That Tuesday should stay open until 19:00 pm. Otherwise there is no late evening for workers and groups will be affected too.	Option 1	PE4 5AF
Werrington	Would prefer the "Closed" day to not be Thursday.	Option 1	PE4 5BZ
Werrington	Retain hours.	Option 4	PE6 0QR
Werrington	Keep as is.	Option 4	PE6 0QR
Werrington	Do not reduce hours.	Option 4	PE6 0SW
Werrington	Do not reduce hours but be consistent - especially opening hours.	Option 4	PE6 7RE
Werrington	Do not reduce hours further.	Option 4	PE6 0QW
Werrington	Don't alter it at all. Let the Leaders of the Council take a cut in salary instead!	Option 2	PE6 7PW
Werrington	Open until 6.30 on Tuesday so reading group can continue as currently operating. "Standardising" hours if this means they will all be closed on the same day which does not make sense.	Option 1	PE4 5BL
Werrington	For it to stay half day open	Option 2	PE6 74A
Werrington	Retain the same hours.	Option 1	PE4 7ZU
Werrington	Werrington library is well used and busy, staff are very helpful.		
Werrington	Leave things as they are.		
Werrington	Hours to stay the same as at present - no cuts.		
Werrington	Continue with 1900 close on Tuesday.		
Werrington	Open later!		
Werrington	I don't want the hours to change.		
Werrington	To still open on Wednesday but only for 4 hours.		
Werrington	I don't want the library hours to be cut.		
Werrington	Would like to keep the library open on Thursday especially as our knitting group meets on this day. However, cutting the hours of library is appalling,		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Werrington	9.30am opening times.		
Werrington	To continue as previously. No change.		
Werrington	Open Thursday.		
Werrington	I would prefer there to be no cuts at all.		
Werrington	Open on a Thursday being closed on a Sunday is bad enough for me!		
Werrington	Why target our library system, that is educational, some of the public rely on this		
Werrington	Open on Thursday		
Werrington	Close pm open mornings		
Werrington	I don't want any hours cut off. I rather want the library running for longer hours.		
Werrington	I don't want any hours cut off. I rather want the library running for longer hours.		
Werrington	I don't think the opening hours should be changed, they are limited enough.		
Werrington	I would not like hours to be cut at all.		
Werrington	I would rather have the library hours open for a little longer.		
Werrington	Why close for a day, it should be open all week.	Option 1	PE4 5AA
Werrington	Leave well enough alone!!		
Werrington	I wish for the library hours to remain as they are thank you.		
Werrington	I would not like to change anything at all. A very well run establishment.		
Werrington	I already have to travel as you closed my local library.		
Werrington	I would not like to change as this is a well run library.		
Werrington	I already have to travel as you have closed local library.		
Werrington	I think there should be no days closed because I come here after school.		
Werrington	Open Sunday.		
Werrington	Opening weekdays until later, so children can use after school until at least 5.30pm		
Werrington	I have marked Option 1, but am very disappointed the library has to lose hours.		
Werrington	Prefer not to have any 'hours' reduction. Vital service for community.		
Werrington	Keep opening hours standard i.e. 10am each day. If funding for libraries is being cut, suggest better savings can be made elsewhere i.e. less spent on consultants. Councillors should forego their fees to also helping saving £750,000 a year.		
Werrington	Later closing one night ie 19.00		

## ANNEX C

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Werrington	The library in Werrington, allows for the making and repairing of society. How can the council prevent this, and block this from happening by cutting hours. Many individuals from all backgrounds use this library, the council will be destroying this for our community and this not promoting the making and repairing of our society. No cut to hours.		
Werrington	No changes from the existing times.		
Werrington	Against.		
Werrington	Increase hours in Monday from 9.30 to 1900		
Werrington	More than one evening opening for working adults and children.		
Werrington	For library to stay open later on Saturday.		
Werrington	No whole day closures.		
Werrington	Open on a Thursday in the morning.		
Werrington	I prefer libraries to open 6 days a week, shorter opening times preferable.		
Werrington	Wed 10-4.		
Werrington	Keep hours the same - or increase them. I like to use local services - library is lovely as it is friendly staff, excellent events and great family resource.		
Werrington	No changes at all.		
Werrington	No change.		
Werrington	Keep same opening hours.		
Werrington	I would prefer it not to be closed anymore than it already is.		
Werrington	No change	Option 1	PE1 4PA
Werrington	No change	Option 1	PE1 4PA
Werrington	No change, we need our library!!		PE4 6RX
Werrington	Open 10-3.00pm all days for library visits! William Law		
Werrington	Option 1 offers the least worse option (option 3 is a non starter).		
Werrington	General comment: the Werrington library is a wonderful facility to have. Nothing is too much trouble for the staff. Always helpful.		
Werrington	Rather don't change present times.		
Werrington	Would much prefer hours to stay as they are!		
Werrington	Late night on Tuesday to accommodate the 3 groups that currently meet at that time.		
Werrington	Do not want any change from the current routine thank you.		



LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Werrington	Not change at all		
Werrington	Would prefer it not to change.		
Werrington	My wife and myself are happy the way things are, thank you.		
Werrington	To be open six day.		
Werrington	Tuesday until 7pm		
Werrington	Longer hours.		
Werrington	No changes please!		
Werrington	Not to change hours at all.		
Werrington	I do not want any reduction in hours		
Werrington	Option 1 suggested change: Tuesday 10:00-19:00, Wednesday 14:00 - 18:00.		
Werrington	No change at all from present hours		
Werrington	Would and/or Sunday too.		
Werrington	Would not prefer to change existing times and hours		
Werrington	Surprised opening hours are being cut again! Six oclock is not late enough for popping in after work.		
Werrington	Hours to stay the same		
Werrington	Hours to stay the same.		
Werrington	I would like the hours to stay the same		
Werrington	Opening hours to stay the same.		
Werrington	No changes please		
Werrington	Open on Sunday as well.		
Werrington	Well used facility, good helpful staff. It seems sad that we are losing opening hours.		
Werrington	To be open every day.		
Werrington	Add Sunday.		
Werrington	Open some hours on Sundays.		
Werrington	I'd rather no change please.		
Werrington	Not option 3.		
Werrington	Keep the existing hours as the library is vital for students, it enables them to access learning resources and internet.		
Werrington	No change		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Werrington	Open earlier Wednesday and close earlier i.e. 11-3pm so I can come after baby clinic at WHC.		
Werrington	I prefer no change to existing opening times.	Option 1	PE6 9BB
Werrington	Keep them the same.		
Werrington	I would prefer opening hours to remain the same.		
Werrington	Would prefer the hours were not changed at all.		
Werrington	Add 1 extra hour and keep open to 7pm on Wednesday as at present on Tuesday BUT we would rather that there were no reductions in hours.		
Werrington	Extend Wednesday till 7pm to allow for the teenage book group currently on Tuesday, but we would prefer no cuts at all.		
Werrington	Option 1 only if forced to choose, otherwise I'd leave things as they already are! Not to have Thursday closed. Don't want ANY services reduced, thanks!		
Werrington	I would not be happy with any changes to the opening hours (re reducing)		
Werrington	Not to reduce the hours at all, keep hours as they are		
Werrington	Ideally I would prefer the current opening times to remain.		
Werrington	Please do not change the hours.	Option 1	PE4 5AW
Werrington	Standardised hours such as 5 hours every day.		
Werrington	Rather things not changed at all.		
Werrington	Longer Saturday hours.		
Werrington	Longer opening on Monday - say 1800 for people who work 5 days plus Saturdays.		
Werrington	Keep open on Wednesdays.		
Werrington	I do not want any changes made.		
Werrington	Parents with primary school children would find it difficult to visit library with them after school hours. Early Saturday closing would mean loss of reading group which has been going for many years. Tuesday closing means loss of craft session and reading groups.		
Werrington	Leave it as it is.		
Werrington	For it not to be closed at all - they have lost enough hours already!		
Werrington	It would be closed on only one day.	Option 3	PE54 5DW
Werrington	Open for longer including Thursday.		
Werrington	I don't want any changes to hours.		PE4 6EE
Werrington	No change.		PE4 7ZS
Werrington	I would prefer no change at all.		PE4 7XH

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Werrington	No change.		PE2 9RA
Werrington	No change.		PE4 7XH
Werrington	Hours already inadequate.	Option 4	PE4 6BZ
Werrington	I wouldn't want to see the library closed on any day.	Option 4	PE4 5BJ
Werrington	Open all week except Sunday.	Option 1	PE4 5BT
Werrington	I work full time so an evening option would be good.	Option 3	PE4 5DL
Werrington	No change wanted.	Option 1	PE4 6PQ
Werrington	Open everyday.	Option 1	PE4 6QL
Werrington	I prefer no change.	Option 1	PE1 5BJ
Werrington	Later options in the evening, Sunday opening, why open more when the people who pay for library are at work and can't get in?	Option 1	PE6 7QW
Werrington	Not to close on Thursday.	Option 1	PE3 8JB
Werrington	Later opening hours.	Option 1	PE4 5DW
Werrington	That one evening the library was open a little later.	Option 1	PE4 5AT
Werrington	Libraries are an important service to the whole community and should open every day.	Option 1	PE4 5DQ
Werrington	Library should be open everyday!	Option 1	PE4 5DQ
Werrington	No changes to opening hours		
Werrington	At least one late night (1900) to accommodate working people.	Option 3	PE4 6QZ
Werrington	I do not want any cuts at all.		
Werrington	No change whatsoever.		
Werrington	Rather school library hours not affected.		
Werrington	Open 9 am on Tuesday.		
Werrington	No reduction in hours at all.		
Werrington	No change to current hours		
Werrington	No changes		
Werrington	No changes to current opening unless you could open on Sundays or evenings.		
Werrington	Sunday opening to allow busy professionals to use the public library.		
Werrington	I want more hours NOT LESS please.		
Werrington	No cuts at all in hours		
Werrington	No change in hours.		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Werrington	I don't want any reduction in hours at all.		
Werrington	I really don't want to see any reduction in hours.		
Werrington	No change to current hours.		
Werrington	Not closed Thursday, Weds open at 10 am too. School time must be covered.		
Werrington	That the library would still open on Thursday.		
Werrington	Although I have ticked option 1 I don't know why you are cutting the hours!!		
Werrington	Stay as it is.		
Werrington	Do not change the hours as it will have very negative impact on pupils learning.		
Werrington	That there are no reductions in hours.		
Werrington	Prefer as it was.		
Werrington	To keep hours as they are or even increase please.		
Werrington	I do not want any changes.		
Werrington	Please do NOT change anything.		
Werrington	I don't want any change in proposed hours.		
Werrington	Would be most happy for the library to stay just as it is!		
Werrington	I would like the library hours not to be reduced as I am disabled and rely on Werrington library a lot.		
Werrington	I don't want you to cut the open hours.		
Werrington	I do not want you to cut the opening hours.		
Werrington	No change for current opening times.		
Werrington	I see no need to change as the current opening times suit perfectly.		
Werrington	Not change hours at all.		
Werrington	I don't want the opening hours cut.		
Werrington	I do NOT want the library opening times cut.		
Werrington	I would like the opening times to be kept the same.		
Werrington	Would prefer hours to stay as they are.		
Werrington	No change to existing hours preferred.		
Werrington	Open later on Saturday - perhaps spend less on Vanity projects such as the "showers" in Bridge St!		
Werrington	Open longer Tuesday (earlier) and no closure Wednesday.		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
Werrington	No further cut in hours to the library service.		
Werrington	Hours may on Saturday extended to 1600	Option 1	
Werrington	I do not want you to cut the open times,		
Werrington	In February 2011 Friends of Werrington Library (FOWL) wrote to you all regarding proposals to cut the hours at Werrington Library as part of the 2011/2012 budget reconciliation.		
	Thankfully the full weight of the proposal was not implemented.		
	However it still resulted in a reduction in opening hours from 45.5 to 37 hours (a reduction of 18.6%).		
	<b>There are now further proposals in the latest budget review to reduce the opening hours by an additional 8 hours (a 21.6% reduction on top of the previous reduction of 18.6%, or put another way a reduction overall since early 2011 of 36%), which would leave the Library open for only 29 hours a week.</b>		
	If these proposals are implemented there is a real danger of destroying many of the benefits of a Library system.		
	FOWL appreciate the difficulties in meeting the financial constraints resulting from the current economic situation, but we are concerned that the impact of reducing the library opening hours are not fully appreciated by those making the decisions on the local electorates behalf.		
	The reduction in hours will have a direct impact on many aspects of the normal library function, including:		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
	<ul style="list-style-type: none"> <li>-The lending of books and audio material.</li> <li>-Research, through the reference section</li> <li>-Provision of Reading Groups for Adults and children, access by local Primary schools for library training and literacy development - all assisting in the greater national desire to improve literacy within the community</li> <li>-Access to computers, especially important in hard times - used for research, keeping in touch, job hunting, writing CV's</li> <li>- Library groups in areas such as Family History involving the use of computers, national records and local research facilities.</li> <li>- Computer skills classes</li> <li>-Use of the premises for Local Councillor Surgery</li> </ul> <p>For your information and in support of some of the points above, you may be interested that, in a typical week, excluding Council Surgery and FOWL events, approximately 1500 people visit Werrington Library and 247 are involved in activities arranged within the Library, Of these:</p> <ul style="list-style-type: none"> <li>6 sessions over 4 days are for are children from William Law School. 163 children attend.</li> <li>2 family history groups on 2 days 10 people attend</li> <li>9 separate storytime/reading groups covering the under 7's through to teenagers to which 34 attend</li> <li>1 Rhymetime which is attended by 7 babies and toddlers with parents and grandparents</li> <li>3 separate craft sessions which on average 19 attend</li> </ul> <p>Homework club, silver surfers and several other groups.</p> <p>As well as the above there are also Council surgeries and FOWL events.</p>		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
	<p>All this is in addition to the normal Werrington library services where on average; 7000 books are issued a month and over 900 computer bookings are made.</p> <p>We realise that all these facts and figures in isolation mean very little, however if the proposed cuts are implemented it is likely that the library will not only have to close on at least 1, or possibly 2 days a week but it will also not be open outside normal working hours except for a limited period on Saturdays.</p> <p>This will have a significant impact on the Libraries ability to meet its customers (your electorate) requirements.</p> <p>Libraries at times of potentially increasing unemployment and reducing disposable incomes are even more important than in times of plenty.</p> <p>Literacy and knowledge are vital to the future of our society</p> <p>Rather than reducing their availability to the community we should be doing everything within our power to promote them and get more people reading, i.e. improving the levels of literacy and knowledge in society (The primary objective of FOWL) ."</p> <p>Libraries allow the vulnerable to have a place to go to gain knowledge and information, socialise and dare one say, keep warm and safe.</p> <p>It is in all our interests to make such facilities more available, not less.</p> <p><b>On behalf of FOWL we would ask that you do whatever is within your powers to ensure that the Werrington Library is protected when the final budget allocations are discussed at</b></p>		

LIBRARY	COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION	OPTION PREFERRED	POSTCODE
	the forthcoming City Council budget meetings.		

COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION ON THE MOBILE LIBRARY SERVICE	POSTCODE
Please do not take our library van away some of cannot carry.	PE1 4RB
This is one of my places to get books. I have being doing this since 1973. All of the library drivers have been my friends.	PE2 7AN
Without the facility of the mobile library. I would not be able to have library books being unable to travel to the local library.	PE2 5LZ
The amount of books I read would be impossible to carry. A very good service.	PE1 4RB
The removal of the mobile service would be a great shame. Literacy attainment in young people is vital.	PE7 8DY
It would be a shame to lose the mobile as I don't drive. An excellent service.	PE2 5ND
I am unable to get into town so I need the service for my books.	PE1 5LB
Saves a lot of heavy shopping. Nice and handy.	PE1 5LB
A very good service for people who can not get to main libraries. Needs to continue.	PE4 6NT
Please keep our mobile library. I would be at such a loss without it.	PE1 4RB
A disability restricts my visits to libraries so the mobile is essential.	PE4 6NT
I can not carry books. I will not use the library if you take away the mobile.	PE1 4RB
We depend so much on our mobile library. It would be MORE than missed if it were taken off.	PE2 5LZ
Without the mobile library we would not be able to get out to obtain books etc and social talks.	PE2 5LZ
The mobile library is so useful.	PE2 5SN
The mobile is very useful as it's hard to walk to my library.	PE2 5SN
We both depend on the mobile library. Without it we wouldn't be able to get the books. Please keep it going.	PE2 5PR
The mobile library is a great service that allows easy access to library services. I would hate to see this great service being cut .	PE4 7UL
A very good service for elderly that can't get out and about.	PE1 4RB
As an alternative to cutbacks consider charges for some services.	PE6 7LE
Saves me going to town as I'm getting old and it's very easy to get to.	
I depend on the mobile library. It is so useful.	PE4 6HP
We depend on the mobile library. It is so handy.	PE4 6AJ



COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION ON THE MOBILE LIBRARY SERVICE	POSTCODE
It would be hard to do without.	PE6 9DL
Please do not take away the mobile. We need it.	PE6 9DN
I really rely on the mobile as I don't drive. It is so useful.	PE6 9BH
We were promised a good mobile service when our library was dismantled and we need it.	PE6 9BL
This is a great service. For goodness sake don't destroy it by shaving off odd hours for marginal savings. Keep the Botolph Green stop!	PE2 7ZE
Very handy on a Saturday	PE6 9BH
The mobile library in the village is excellent services	PE8 6JR
I rely on the mobile and would not be able to access books.	PE6 7ST
A really valuable service for those who can't travel. It would be a shame to those who are already being hurt by the cuts.	PE6 7JT
Do not stop this service. It is important to us!	PE6 7LT
We'd be lost without it as we are vision impaired and can't get to town.	PE6 7JT
Not happy at all with the reduction in visits by the mobile library,	PE6 7LY
Some day you may get to my age (92) and then you will know.	PE4 5BW
How very much the library is needed.	
I rely on the Saturday morning library	PE6 9BX
I would be lost without the mobile library	PE3 6LE
It is a lifeline to me and my husband as we do not get out much and it keeps up the community spirit.	PE4 6AT
Cannot carry 2 weeks books up hill	PE5 7BB
Struggle to get to town. Rely on mobile library	PE5 7AX
It is with dismay that I heard the Library Mobile Van may be discontinued or reduced to villages in our area. I live in Glington, many years ago we had a library in the school grounds. This was closed and we had the mobile which has provided us with excellent service. We are not able to access books unless we take two buses to Werrington or go right into town, which for many of us is physically impossible. We have very few amenities in Glington so to take away access to books is to take a lifeline away from many people. Please do not let this happen.	PE6 7LB
Will be less convenient fortnightly. Problems getting to other libraries - no car	PE3 9QT
Very good service. Would miss it if it did not come to Longthorpe	PE3 6SY
This service is invaluable. Who will remember which week it is coming and which not?	PE3 6LS
It's very convenient for me	PE5 7AN
Cannot make it to the main library. I count on the mobile.	PE3 6SU
Saves getting the car out and going to Bretton. Also very convenient	PE5 7AG
I need a mobile as I'm disabled	PE3 9NE

COMMENTS RECEIVED FROM THE PUBLIC LIBRARY CONSULTATION ON THE MOBILE LIBRARY SERVICE	POSTCODE
Vital service is much appreciated	PE3 6LX
Most essential	PE3 9NG
Most essential the mobile library	PE3 9YY
Will be lost without it as we get older	PE3 6RB
Love the mobile library - would hate it if no longer available. It is a blessing and very handy for us.	PE4 6GS
9 years ago Wittering lost the library - please let us keep our van - it is fantastic for the children!	PE8 6DB
We'll used service with fantastic staff	PE3 6LU
I run the village Post Office so it is very difficult for me to get into town to visit any library so the mobile is the only access I have.	PE9 3DN
It means a lot as I don't have transport	PE6 7JD
Enjoy the meeting of other villagers and the library staff helpful. Very convenient	PE6 7HU
Enjoy the meeting of other villages and the library staff helpful. Very convenient.	PE6 7HU
I have used the library for years. Would miss it very much	PE6 9EP
I have been used to the library for the last 11 years and I would miss it	PE6 9EE
I would miss the library as it is a long way to go as I have no transport. Not only that they bring information.	PE6 9EW
I would miss the library	PE6 9EH
Poor mobility makes the mobile a Godsend	PE5 7BB
It's a lifeline	PE9 3EY
I love the van because it stops me from going to Stamford. It saves time. I love the books	PE8 6DB
Not easy to get in in working hours	PE9 3JY
My eyes are very poor so rely on our friendly people on the bus	PE9 3JY
Lifeline	PE9 7AJ
It means everything	PE9 3JU
Mobile is convenient as my mobility is bad	PE2 8NY
I use mobile because difficult to get out	PE2 8NX
Like the convenience of mobile library	PE5 7AD
I can't travel far so it's my only access to the library	PE9 3BP

<p><b>ANNEX D</b></p> <p><b>Vivacity</b></p> <p><b>Library Hours</b></p>	<p><b>Feedback from the Council's budget consultation:</b></p> <p>I hope these comments may be passed on and taken into consideration when making decisions about the cutting of opening hours in our local libraries.</p> <p>I am a teacher and literacy coordinator at William Law primary school in Werrington, Peterborough. At present all Year 3 and Year 4 children at William Law attend a weekly session at Werrington library and we would like to pass on our thanks for all the help and support offered to all those who visit the library. It is always a highlight of the week and parents have commented that their children are more 'in' to reading as a result.</p> <p>The close relationship between a local library and school is vital for the children I teach. Some do not have access to books at home and would otherwise never set foot inside a library. Our visits have encouraged many to apply for their very first library card and enjoy choosing books. This, I'm sure you will agree, is a wonderful thing. To share with children a</p>	<p><b>Response sent by the Council:</b></p> <p>We regret that the council is faced with having to consider revising library opening hours as part of its budget proposals. The council will, of course, consider the feedback from the current consultation processes before making any decisions.</p> <p>These types of decisions are never easy to take, but, unfortunately, the challenges the council faces at this time are unprecedented, as the funding from the government has been reduced by one third. I am sure you appreciate, that regrettably, the council has to review a whole range of services in order to secure a balanced budget, as well as maintaining effective services.</p>
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	<p>love of reading is so precious. The staff are so generous with their time, always stopping to read a story to each class.</p> <p>I was therefore worried and disappointed to hear that yet again our local library is facing cuts in hours. They offer so many wonderful groups, school sessions and story times that it must in increasingly hard to squeeze it all in. Please consider the impact shorter opening hours will have on our children.</p>	
<p><b>Vivacity Library Hours</b></p>	<p><b>Feedback from the Council's budget consultation:</b></p> <p>We appreciate that if cuts have to be made in libraries, it is preferable to reduce opening hours rather than closing libraries, or indeed reducing spending on new stock.</p> <p>However, Peterborough seems over the last few years to have gone from having among the best opening hours in the region, to among the worst, even before these new cuts. For example Stamford library is open 55 hours a week, more than Peterborough Central, and vastly more than, say, Werrington, which is a more equivalent comparison. Currently, before the new cuts, Peterborough Central is open 52.5 hours and</p>	<p><b>Response sent by the Council:</b></p> <p>Peterborough currently spends £10,465 for every 1000 people on library services, in total just under £2 million a year. The average expenditure for an authority of similar size is approximately £16,000 per 1000 population. However, the library services performance remains disproportionately high compared to the level of investment.</p> <p>We already work collaboratively and are exploring more ways of working with other councils.</p> <p>Our main book contract was awarded and has been managed through the Mid-Anglia</p>

	<p>Werrington, 37 hours.</p> <p>So why are Peterborough libraries open less? Is Peterborough spending less on libraries than neighbouring authorities or does Peterborough suffer from being a smaller authority with fewer economies of scale? If the latter is the case, would it be worth considering consortium working with other library authorities? This is being developed in London and other parts of the country. For example, in the Bristol area around five authorities run a joint catalogue under the Libraries West initiative. This certainly gives users a more extensive range of books and may also result in savings.</p> <p>It would be disappointing if continuing cuts are made to library opening hours without considering the full range of options for reducing costs while maintaining the service.</p>	<p>Consortium (MAC). MAC includes Peterborough, Cambridgeshire, Lincolnshire, Leicestershire, Leicester City and Rutland and is managed under an ESPO framework guaranteeing us excellent discounts on spending.</p> <p>Peterborough was also an early adopter of Civica's library management system alongside Cambridgeshire, Suffolk and Lincolnshire.</p> <p>This may afford us the opportunity to work more collaboratively with these authorities and enable us to share stock or enable borrowers to use all venues irrespective of operating authority.</p> <p>The model we would seek to emulate would be that of SELMS who operate collaboratively within the South-East of England.</p>
<p><b>It is our opinion that any further reductions in the opening hours of the Werrington Library will have a significant impact on the Library's ability to provide an effective service to the Werrington Community.</b></p>		<p>We regret that the council is faced with having to consider revising library opening hours as part of its budget proposals. The council will, of course, consider the feedback from the current consultation processes before making any decisions.</p>

	<p>The 2011/12 budget restrictions resulted in a reduction in opening hours of Werrington Library from 45.5 to 37 hours (a reduction of 18.6%).</p> <p><b>There are now further proposals in the latest budget review to reduce the opening hours by an additional 8 hours (a 21.6% reduction on top of the previous reduction of 18.6%, or put another way a reduction overall since early 2011 of 36%), which would leave the Library open for only 29 hours a week.</b></p> <p>If these proposals are implemented there is a real danger of destroying many of the benefits of a Library system.</p> <p>FOWL appreciate the difficulties in meeting the financial constraints resulting from the current economic situation, but we are concerned that the impact of reducing the library opening hours are not fully appreciated by those making the decisions on the local electorates behalf.</p> <p>The reduction in hours will have a direct impact on many aspects of the normal library function, including:</p> <ul style="list-style-type: none"> <li>-The lending of books and audio material.</li> <li>-Research, through the reference section</li> </ul>	<p>These types of decisions are never easy to take, but, unfortunately, the challenges the council faces at this time are unprecedented, as the funding from the government has been reduced by one third. I am sure you appreciate, that regrettably, the council has to review a whole range of services in order to secure a balanced budget, as well as maintaining effective services.</p>
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	<p>-Provision of Reading Groups for Adults and children, access by local Primary schools for library training and literacy development - all assisting in the greater national desire to improve literacy within the community</p> <p>-Access to computers, especially important in hard times - used for research, keeping in touch, job hunting, writing CV's</p> <p>- Library groups in areas such as Family History involving the use of computers, national records and local research facilities.</p> <p>- Computer skills classes</p> <p>-Use of the premises for Local Councillor Surgery</p> <p>For your information and in support of some of the points above, you may be interested that, in a typical week, excluding Council Surgery and FOWL events, approximately 1500 people visit Werrington Library and 247 are involved in activities arranged within the Library,</p> <p>Of these:</p> <p>6 sessions over 4 days are for are children from William Law School. 163 children attend.</p> <p>2 family history groups on 2 days 10 people attend</p>	
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	<p>9 separate storytime/reading groups covering the under 7's through to teenagers to which 34 attend</p> <p>1 Rhymetime which is attended by 7 babies and toddlers with parents and grandparents</p> <p>3 separate craft sessions which on average 19 attend</p> <p>Homework club, silver surfers and several other groups.</p> <p>As well as the above there are also Council surgeries and FOWL events.</p> <p>All this is in addition to the normal Werrington library services where on average;</p> <p>7000 books are issued a month and over 900 computer bookings are made.</p> <p>We realise that all these facts and figures in isolation mean very little, however if the proposed cuts are implemented it is likely that the library will not only have to close on at least 1, or possibly 2 days a week but it will also not be open outside normal working hours except for a limited period on Saturdays.</p> <p>This will have a significant impact on the Libraries ability to meet its customers (your electorate) requirements.</p>	
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	<p>Libraries at times of potentially increasing unemployment and reducing disposable incomes are even more important than in times of plenty.</p> <p>Literacy and knowledge are vital to the future of our society</p> <p>Rather than reducing their availability to the community we should be doing everything within our power to promote them and get more people reading, i.e. improving the levels of literacy and knowledge in society (The primary objective of FOWL) ."</p> <p>Libraries allow the vulnerable to have a place to go to gain knowledge and information, socialise and dare one say, keep warm and safe.</p> <p>It is in all our interests to make such facilities more available, not less.</p> <p><b>On behalf of FOWL we would ask that you do whatever is within your powers to ensure that the Werrington Library is protected when the final budget allocations are discussed at the forthcoming budget meetings.</b></p>	
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	<p>Friends of Werrington Library (FOWL) will be delivering a petition to the City Council calling for the Werrington Library to maintain its opening hours at the current level of 37.</p> <p>I would rather see hours at the libraries saved than extra editions of Your Peterborough.</p> <p>Libraries could also be a source of information about the changes. They are easily located within their communities unlike old copies of Your Peterborough.</p> <p>Libraries can also hold the appropriate documents so they can be accessed there and then.</p> <p>Many are still not on the internet so that public computers help to keep them connected - reducing hours limits this access.</p>	<p>Petition to be brought to the attention of Cabinet Members.</p> <p>As mentioned many residents still do not have the internet - Your Peterborough allows us to communicate with residents about our services and plans, and although we engage with the media and have social media sites, this is not the case for all residents, particularly older residents. By producing a quarterly magazine that is distributed to every household in the city we are ensuring that we can communicate key issues with all residents.</p>
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<b>CABINET</b>	<b>AGENDA ITEM No. 7</b>
<b>25 MARCH 2013</b>	<b>PUBLIC REPORT</b>

Cabinet Member(s) responsible:	Cllr Marco Cereste, Leader of the Council and Cabinet Member for Growth, Strategic Planning, Economic Development, Business Engagement and Environment Capital	
Contact Officer(s):	John Harrison, Executive Director Strategic Resources	Tel. 452520

## STRATEGIC PARTNERING WITH BRITISH GAS

R E C O M M E N D A T I O N S	
<b>FROM : Executive Director Strategic Resources</b>	<b>Deadline date : Not applicable</b>
<ol style="list-style-type: none"> <li>1. That Cabinet approves entering into a strategic partnering agreement with British Gas in respect of energy, green deal, ECO and fuel efficiency projects;</li> <li>2. That the delivery of future work streams be delegated to the Executive Director of Strategic Resources in consultation with the Leader</li> </ol>	

### 1. ORIGIN OF REPORT

- 1.1 This report is submitted to Cabinet following a referral from the Corporate Management Team (CMT) on 5<sup>th</sup> March 2013.

### 2. PURPOSE AND REASON FOR REPORT

- 2.1 The purpose of this report is to seek Cabinets approval to enter into a Strategic Partnering Agreement with British Gas.

- 2.2 This report is for Cabinet to consider under its Terms of Reference Nos.

3.2.3 To take a leading role in promoting the economic, environmental and social well-being of the area.

3.2.4 To promote the Council's corporate and key strategies and Peterborough's Community Strategy and approve strategies and cross-cutting programmes not included within the Council's major policy and budget framework.

### 3. TIMESCALE

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>	If Yes, date for relevant Cabinet Meeting	
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### 4. STRATEGIC PARTNERING AGREEMENT WITH BRITISH GAS

- 4.1 The council as part of its energy generation and efficiency work has been in discussion with British Gas on how we can work more closely on energy efficiency work for the domestic sector.

- 4.2 This will be first strategic partnering agreement that British Gas has entered into with any local authority. In essence the council will use its community leadership role to engage with our communities to enable major investment to be brought into the city. This will also create new jobs.

4.3 At this stage it is anticipated that:

- The investment could be up to £20 million
- Jobs created could be up to 600

4.4 British Gas has chosen Peterborough to be its partner of choice on this landmark programme as a result of the council's reputation for energy innovation and forward-thinking in developing strategic programmes that benefit the community across the commercial, public and third sectors.

4.5 This Partnering Agreement will directly support the work the Council is doing to ensure that everybody has a safe, warm and affordable home to live in, and that our communities are sustainable and vibrant places to live. It builds on our work to eradicate fuel poverty and to tackle child and family poverty by introducing significant investment and expertise to work alongside officers and other partner organisations. The Council is also working on its response to the impacts of the reform of the welfare benefits system which may initially place greater pressure on some household budgets. This Agreement provides a significant opportunity to mitigate against these risks by helping to reduce financial outgoings in domestic properties and by providing new employment opportunities for people who otherwise might not be able to take up paid employment.

4.6 The broad outline and benefits from the agreement are expected to be as follows:

4.6.1 British Gas is responsible for one third of the Energy Company Obligation (ECO) statutory energy efficiency targets, and can provide the funding which will enable the communities of Peterborough to meet carbon reduction targets and help to regenerate communities. British Gas is recognised nationally as an outstanding partner for complex multi measure energy efficiency schemes.

4.6.2 They will work closely with the council and our communities to ensure that they adopt a flexible approach, utilising skills and local supply chains to meet the needs of the local economy and deliver an ECO scheme providing an energy efficiency solution for all of Peterborough residents. The work they complete will be at recognisable "best value" which will ensure our funding and delivery acts as a catalyst for training, skills development, community engagement and tackling wider fuel poverty issues across the Peterborough.

4.7 The key features of their approach are:

- Funding and provision of heating and energy efficiency works for low income communities, vulnerable residents and hard to treat properties within our area – with a specific focus on private rented sector.
- Access to their funding for further measures including affordable warmth enabling private households to benefit from new central heating, and providing Energy efficiency funding , providing opportunities to wider communities.
- Integrated end-to-end process for referrals, prioritising vulnerable residents, managed by our experienced staff, in partnership with Peterborough.
- Access to our established in-house resources including technical capabilities and contact centre to ensure streamlined delivery and reporting.

4.8 British Gas plan to deliver success:

4.8.1 Their unique proposition will combine the different funding streams of ECO; Affordable Warmth, Carbon Savings and Community Saving Company Obligation (CSCO) to maximise benefits for the whole community:

Benefit to Peterborough	British Gas scheme delivery
Guaranteed ECO funding to March 2015	We estimate demand to provide up to £20m in ECO funding to subsidise home energy efficiency for 100% funded and whole house Carbon saving measures, dependent on their identification and availability
A long term Strategic Partner	Long term commitment to Peterborough to deliver your ambitions, guiding partners through provision of a pathway in order to maximise future funding and delivery options
Maximum opportunities gained from CSCO and other funding streams	We will be a direct CSCO funding provider and will build on our experience of current CERT, CESP and ECO delivery to assist Peterborough in this exciting opportunity to move to post-2012 energy efficiency delivery
Comprehensive one-step approach to tackling private sector housing fuel poverty and reducing domestic Carbon emissions	In-house delivery of ECO - from initial application to final inspection - encompassing robust financial arrangements and scheme reporting to our highest professional standards
Cost-effective Scheme delivery and consistency of excellent workmanship for Peterborough	We will bring our existing local supply chain relationships, installation capacity and experience of local authority scheme management to maximise funding opportunities and guarantee quality for customers and the Councils. In addition we will work with the council, landlords and Housing associations to provide an innovative installation solution for local residents
Excellent standards in customer care	Trained and experienced Call Centre, Energy Expert and installation staff will guide customers through our streamlined funding and delivery process. This will be supported through an integrated Behavioural Change and Corporate Social Responsibility programme in order to alleviate fuel poverty and increase carbon savings throughout the area.
Building a low carbon economy	Region-wide ECO activity will stimulate private sector growth through encouraging job creation, employment of local supply chain, along with improving housing conditions and reducing fuel bills for residents

#### 4.9 Their commitment to Peterborough's objectives:

4.9.1 British Gas are committed to the objectives of Peterborough's Energy Efficiency programme. British Gas will play a vital role in meeting the Peterborough's energy efficiency targets and stimulating growth in the local economy. We will become a long term and committed partner to Peterborough and we are able to provide a sustainable business mechanism to develop the council's ambitions for a low carbon economy.

#### 4.10 Mobilising our delivery:

4.10.1 They will provide a comprehensive one-step in-house delivery of each scheme, - from initial application to final inspection - encompassing our installation capacity, excellence in customer service, advanced electronic scheme reporting and consistency of quality workmanship.

4.10.2 Assuming Cabinet approve the agreement, they will quickly agree funding, reporting and financial arrangements with Council to ensure a comprehensive scheme delivery plan is in place. We will integrate each scheme into our existing in-house procedures and delivery capacity to ensure rapid mobilisation and guarantee proven quality of delivery. To mobilise each contract they will:

- Finalise the delivery plan.
- Map data integration activities to agree appropriate use of data and reporting requirement.
- Develop Scheme marketing and activities as required by British Gas to ensure we support the Council in a timely launch and community engagement activities.
- Tailor the customer survey and handheld pentablet content to meet the Council's data capture requirements. We are able to adjust electronic fields in the energy assessment survey, review the outputs and presentation of the data.
- Agree end to end Scheme processes to ensure the Council and residents of gain maximum benefits.

4.11 The initial work streams that have been drawn up are as follows:

4.11.1 to identify, assess and undertake the repairs and/or installation of boilers to meet, ECO and Affordable Warmth criteria until 31 March 2015;

4.11.2 to introduce a community purchasing tariff for the residents of the Area, providing a competitive unit rate, along with additional benefits to be agreed with PCC;

4.11.3 to consider (as part of the community tariff) developing long term sustainable measures to reduce the energy consumption using a commitment to provide Green Deal Assessments and ECO (carbon saving and community saving carbon obligations); and

4.11.4 to consider the possibility of a Green Deal project for the Area, including, but not limited to, the introduction of smart metering, data management technologies, smart devices and Green Deal packages.

## **5. CONSULTATION**

5.1 As part of the preparation and delivery of individual work streams there will be consultation with:

- Internal service providers such as the Housing team
- Private sector landlords and Registered Social Landlords
- Other voluntary sector partners such as PECT and Age concern
- The relevant Cabinet members

## **6. ANTICIPATED OUTCOMES**

6.1 Approval to enter into a strategic partnering agreement.

## **7. REASONS FOR RECOMMENDATIONS**

7.1 The investment in the city seeks to further enhance the policy around the home of the environment capital. It also will generate new jobs.

## **8. ALTERNATIVE OPTIONS CONSIDERED**

8.1 The council could not enter into such an agreement

## **9. IMPLICATIONS**

9.1 Financial

9.1.1 The Council's costs will be recovered from British Gas as part of the agreement.

9.2 Legal

- 9.2.1 The Strategic Partnership Agreement is not a contract for the supply of goods, works and services, and the Public Contracts Regulations 2006 (as amended) (“the Regulations”) do not therefore apply to it. Similarly, the Contract for procurement of ECO works would also fall outside the Regulations, providing the works are fully funded by British Gas, because it would then not be a contract for consideration.
- 9.2.2 The Strategic Partnering Agreement is a two year agreement to work together to identify any projects relating to energy Green Deal, ECO and fuel efficiency. The intention is that where a project is identified, the Council will consider the viability of the project (as well as consider the procurement status of the contract) and run a procurement competition if necessary. If a project is considered to be of interest and the procurement rules do not apply, the Council’s role is limited to promotion of the scheme.
- 9.2.3 This relationship is designed to be exclusive, i.e. the Council is not permitted to promote similar projects in conjunction with another energy supplier. That said, a supplier is not prevented from making contact with residents in Peterborough directly.
- 9.2.4 The ECO works contract is one of the projects envisaged under the strategic agreement, in light of British Gas’s Energy Company Obligation. The Council will not be paying for any of the works carried out under this agreement; nor will the beneficiaries of the work (i.e. the residents) be liable for the works carried out. It is not envisaged that other works will be carried out to properties at the same time.

## **10. BACKGROUND DOCUMENTS**

None.

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<b>CABINET</b>	AGENDA ITEM No. 8
<b>25 MARCH 2013</b>	PUBLIC REPORT

Cabinet Member(s) responsible:	Councillor David Seaton, Cabinet Member for Resources	
Contact Officer(s):	Richard Godfrey, Strategic Client Services	Tel. 01733 317989

## RISK BASED VERIFICATION POLICY

<b>R E C O M M E N D A T I O N S</b>	
<b>FROM :</b> Executive Director Strategic Resources	<b>Deadline date :</b> N/A
1. To approve the Risk Based Verification (RBV) Policy	

### 1. ORIGIN OF REPORT

- 1.1 This report is submitted to Cabinet following guidance issued from the Department for Work and Pensions and subsequent referral from CMT on 5 March 2013.

### 2. PURPOSE AND REASON FOR REPORT

- 2.1 The purpose of this report is to enable Cabinet to approve the implementation of the Risk based Verification Policy.
- 2.2 This report is for Cabinet to consider under its Terms of Reference No. 3.2.4, to promote the Council's corporate and key strategies and Peterborough Community Strategy and approve strategies and cross-cutting programmes not included within the Council's major policy and budget framework.
- 2.3 There is an exempt annex (**annex 1**) attached to this report that is NOT FOR PUBLICATION by reason of paragraph 7 of Schedule 12A of Part 1 of the Local Government Act 1972 because it "relates to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime". The public interest test has been applied to the information contained within this exempt annex and it is considered that the need to retain the information as exempt outweighs the public interest in disclosing it. This is because the RBV policy outlines the process used for risk scoring customers and consequently the level of additional verification applied to that claim. If this information was in the public domain, there is a possibility customers could manipulate their circumstances and submit fraudulent benefit claims.

### 3. TIMESCALE

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>
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### 4. SUMMARY OF MAIN ISSUES

- 4.1 This report seeks to gain Cabinet approval to implement the RBV Policy which is an integral part of the roll out of an on-line Housing/Council Tax Support claim form.

- 4.2 The RBV Policy in its draft form was approved by the Cabinet Member for Resources on 6 February date as part of his delegated authority under paragraph 3.3.3 of Part 3 of the constitution in accordance with the terms of his portfolio at paragraph 3.9 (i).
- 4.3 The attached policy is NOT FOR PUBLICATION in accordance with paragraph 7 of Schedule 12A of the Local Government Act 1972 (As Amended) because it “relates to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime”.
- 4.4 The RBV software has been integrated with an on-line Housing Benefit/Council Tax Support claim form which will be launched at the same time under a directive issued by the Chief Executive in accordance with the Housing Benefit Regulations 2006 and Council Tax Benefit Regulations 2006 (as amended). The integration of the software with the on-line benefits claim form will mean that customers claiming Housing Benefit and/or Council Tax Support will be advised what documentation they have to provide at the point of submitting their claim on-line.
- 4.5 Phase 1 of the implementation of the on-line form started on 5 March 2013. Cross Keys Homes and Renaissance Landlords agreed to facilitate Phase 1.
- 4.6 Phase 1 was used to clarify the following;
- Any barriers to using the on-line form;
  - Speed of processing using the new technology;
  - Level of workload as a result of using the new technology; and
  - Procedural and customer service issues to take into consideration before full rollout of the form across the service from April 2013 onwards.
- 4.7 Phase 1 identified the following;
- 7 new on line claim forms were received over a 5 day period between 7 March and 12 March
  - No barriers to using the on-line form were identified
  - Claims took approximately 20 minutes to process and were processed within 24 hours. Paper claims take on average one hour to process
  - Level of workload as a result of new technology will be assessed ongoing
  - Procedural and customer service issues being refined. The reduction in time spent on processing claims will allow us to offer face to face processing of claims in Bayard Place which is the intention from April 2013
- 4.8 Comments from partners using the form are as follows;
- “I am delighted that we have been able to complete (one of) the first on-line Housing Benefit claims in Peterborough. The claim was processed within 24 hours, and response times like this will revolutionise the way we do business.*
- With the changes in welfare payments that are coming thick and fast at the moment, speedy accurate claim processing is going to be imperative, and I believe we now have that system in place”.*
- Neil Watson MARLA, Founder and Managing Director, Renaissance Property Management Limited
- “The form is really easy to use, this is a positive step forward for the Council”*,  
Maureen Lazaratti , Area Manager, Cross Keys Homes
- 4.9 Further partners including Age UK and Axiom Homes will be added to the rollout of the on-line form until it is ready for full rollout to the public in April 2013.

## **5. CONSULTATION**

- 5.1 Consultation took place with Internal Audit, the Council's Governance Team, Strategic Client Services and the Council's Legal Team. Due to the nature and sensitivity of the RBV Policy, there has been restricted consultation with parties outside of the Council.

## **6. ANTICIPATED OUTCOMES**

It is anticipated that the introduction of an on-line form integrated with RBV will speed up the number of days taken to process a new claim for Housing and or Council Tax Support. It will also make the process shorter and simpler for most customers and will prevent the provision of duplicated information.

## **7. REASONS FOR RECOMMENDATIONS**

- 7.1 Implementing an on-line claim form was part of Serco's business case for delivering the Revenues & Benefits Service and achieving efficiencies. The RBV software is considered an integral part of ensuring the on-line form delivers the efficiencies anticipated.
- 7.2 An Equalities Impact Assessment was carried out in December 2012 and did not identify any major barriers. Work has already commenced with various groups such as CAB, Age UK, MIND and members of the Council's Welfare Reform Group and relevant stakeholders of the service to remove any barriers as part of the plan to move customers from a paper form to an on-line form (widely referred to as channel shifting).
- 7.2 A major piece of work has been undertaken to identify places within the borough where customers can get access to the internet and help with filling in the on-line form. The form was recently demonstrated to over 90 people from advice agencies and voluntary organisations across the borough to enable them to help their customers complete the form. In addition, Bayard place will be equipped with PC's for customers to use and a dedicated floorwalker will be on hand to help customers complete their forms on line. A Q&A leaflet has been developed and will be distributed across the borough to be handed out to anyone wanting to make a new claim.
- 7.4 The on-line form with integrated RBV is expected to deliver the following benefits;
- "smart" on-line form which adapts itself to customer's circumstances, therefore making the claim process easier and quicker;
  - Up to 50% of customers will not need to provide duplicate evidence to validate their claim as we already hold that information and will use this to process their application;
  - Will help prepare customers for Universal Credit which will be an on-line application;
  - Landlords will be able to help their tenants complete their claims;
  - Only complete claims can be submitted which reduces the level of chase up work to the customer and they will be clear about what evidence they need to supply; and
  - On-line forms can be submitted 24 hours a day instead of being restricted to service opening hours.

## **8. ALTERNATIVE OPTIONS CONSIDERED**

- 8.1 The alternative is to maintain the status quo. The disadvantages of the current situation are;
- All customers have to complete 30+ page paper application forms which is time consuming for customers and often difficult;

- Customers often submit incomplete claim forms and have to be written to for further information which leads to delays in processing;
- Paper claim forms have to be scanned and indexed before they can be processed which is resource intensive;
- All customers have to provide the same level of evidence irrespective of their circumstances;
- Customers are asked to provide information that we already hold ; and
- Current new claim processing times are approximately 45 days (January 2013) and are reviewed up to 5 times before they are put into payment because of the lack of correct information or documentation.

## **9. IMPLICATIONS**

There are no implications.

## **10. BACKGROUND DOCUMENTS**

DWP HB/CTB Circular S11/2011 (**Annex 2**)

By virtue of paragraph(s) 7 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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## Housing Benefit and Council Tax Benefit Circular

Department for Work and Pensions

1<sup>st</sup> Floor, Caxton House, Tothill Street, London SW1H 9NA

# HB/CTB S11/2011

### SUBSIDY CIRCULAR

<b>WHO SHOULD READ</b>	All Housing Benefit (HB) and Council Tax Benefit (CTB) staff
<b>ACTION</b>	For information
<b>SUBJECT</b>	Risk-Based Verification of HB/CTB Claims Guidance

### Guidance Manual

The information in this circular does not affect the content of the HB/CTB Guidance Manual.

### Queries

If you

- want **extra copies of this circular/copies of previous circulars**, they can be found on the website at <http://www.dwp.gov.uk/local-authority-staff/housing-benefit/user-communications/hbctb-circulars/>
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  - **technical content of this circular**, contact  
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Contents

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**Risk-Based Verification of HB/CTB Claims Guidance**

Introduction..... 1  
Background ..... 2  
What is RBV? ..... 5  
How does RBV work?..... 8  
The Requirements for LAs that adopt RBV ..... 14  
How RBV claims will be certified ..... 18  
Other considerations ..... 19  
What are the subsidy implications ..... 20



## Risk-Based Verification of HB/CTB Claims Guidance

### Introduction

1. This guidance outlines the Department's policy on Risk-Based Verification (RBV) of Housing Benefit and Council Tax Benefit (HB/CTB) claims.

### Background

2. RBV allows more intense verification activity to be focussed on claims more prone to fraud and error. It is practiced on aspects of claims in Jobcentre Plus (JCP) and the Pension Disability and Carers Service (PDCS). Local authorities (LAs) have long argued that they should operate a similar system. It is the intention that RBV will be applied to all Universal Credit claims.
3. Given that RBV is practised in JCP and PDCS, the majority (up to 80%) of HB/CTB claims received in an LA may have been subject to some form of RBV. Already 16 LAs operate RBV. Results from these LAs have been impressive. In each case the % of fraud and error identified has increased against local baselines taken from cells 222 and 231 of the Single Housing Benefit Extract (SHBE). In addition, in common with the experience of JCP and PDCS there have been efficiencies in areas such as postage and storage and processing times have improved.
4. We therefore wish to extend RBV on a **voluntary basis** to all LAs from April 2012.

This guidance explains the following;

- What is RBV?
- How does RBV work?
- The requirements for LAs that adopt RBV
- How RBV claims will be certified
- What are the subsidy implications?

### What is RBV?

5. RBV is a method of applying different levels of checks to benefit claims according to the risk associated with those claims. LAs will still be required to comply with relevant legislation (Social Security Administration Act 1992, section 1 relating to production of National Insurance numbers to provide evidence of identity) while making maximum use of intelligence to target more extensive verification activity on those claims shown to be at greater risk of fraud or error.
6. LAs have to take into account HB Regulation 86 and Council Tax Benefit Regulation 72 when verifying claims. The former states:

*“a person who makes a claim, or a person to whom housing benefit has been awarded, shall furnish such certificates, documents, information and evidence in connection with the claim or the award, or any question arising out of the claim or the award, as may reasonably be required by the relevant authority in order to determine that person’s entitlement to, or continuing entitlement to housing benefit and shall do so within one month of being required to do so or such longer period as the relevant authority may consider reasonable.”*

Council Tax Benefit Regulation 72 is similar.

7. These Regulations do not impose a requirement on authorities in relation to what **specific** information and evidence they should obtain from a claimant. However, it does require an authority to have information which allows an **accurate assessment** of a claimant’s entitlement, both when a claim is first made and when the claim is reviewed. A test of reasonableness should be applied.

### How does RBV work?

8. RBV assigns a risk rating to each HB/CTB claim. This determines the level of verification required. Greater activity is therefore targeted toward checking those cases deemed to be at highest risk of involving fraud and/or error.
9. The classification of risk groups will be a matter for LAs to decide. For example, claims might be divided into 3 categories:
  - **Low Risk Claims:** Only essential checks are made, such as proof of identity. Consequently these claims are processed much faster than before and with significantly reduced effort from Benefit Officers without increasing the risk of fraud or error.
  - **Medium Risk Claims:** These are verified in the same way as all claims currently, with evidence of original documents required. As now, current arrangements may differ from LA to LA and it is up to LAs to ensure that they are minimising the risk to fraud and error through the approach taken.
  - **High Risk Claims:** Enhanced stringency is applied to verification. Individual LAs apply a variety of checking methods depending on local circumstances. This could include Credit Reference Agency checks, visits, increased documentation requirements etc. Resource that has been freed up from the streamlined approach to low risk claims can be focused on these high risk claims.
10. We would expect no more than around 55% of claims to be assessed as low risk, with around 25% medium risk and 20% high risk. These figures could vary from LA to LA according to the LA’s risk profiling. An additional expectation is that there should be more fraud and error detected in high risk claims when compared with medium risk claims and a greater % in medium risk than low risk. Where this proves not to be the case the risk profile should be revisited.
11. LAs may adopt different approaches to risk profile their claimants. Typically this will include the use of IT tools in support of their policy, however, the use of clerical systems is acceptable.

12. Some IT tools use a propensity model<sup>1</sup> which assesses against a number of components based on millions of claim assessments to classify the claim into one of the three categories above. Any IT system<sup>2</sup> must also ensure that the risk profiles include 'blind cases' where a sample of low or medium risk cases are allocated to a higher risk group, thus requiring heightened verification. This is done in order to test and refine the software assumptions.
13. Once the category is identified, individual claims cannot be downgraded by the benefit processor to a lower risk group. They can however, exceptionally, be upgraded if the processor has reasons to think this is appropriate.

### **The requirements for LAs that adopt RBV**

14. RBV will be voluntary. However, all LAs opting to apply RBV will be required to have in place a **RBV Policy** detailing the risk profiles, verification standards which will apply and the minimum number of claims to be checked. We consider it to be good practice for the Policy to be examined by the authority's Audit and Risk Committee or similar appropriate body if they exist. The Policy must be submitted for Members' approval and sign-off along with a covering report confirming the Section 151 Officer's (section 85 for Scotland) agreement/recommendation. The information held in the Policy, which would include the risk categories, should not be made public due to the sensitivity of its contents.
15. The Policy must allow Members, officers and external auditors to be clear about the levels of verification necessary. It must be reviewed annually but not changed in-year as this would complicate the audit process.
16. Every participating LA will need a robust baseline against which to record the impact of RBV. The source of this baseline is for the LA to determine. Some LAs carry out intensive activity (along the lines of the HB Review) to measure the stock of fraud and error in their locality. We suggest that the figures derived from cells 222 and 231 of SHBE would constitute a baseline of fraud and error currently identified by LAs.
17. Performance using RBV would need to be monitored monthly to ensure its effectiveness. Reporting, which must be part of the overall Policy, must, as a minimum, include the % of cases in each risk category and the levels of fraud and error detected in each.

### **How RBV claims will be certified?**

18. Auditors will check during the annual certification that the subsidy claim adheres to the LA's RBV Policy which will state the necessary level of verification needed to support the correct processing of each type of HB/CTB claim. The risk category will need to be recorded against each claim. Normally the LA's benefit IT/clerical system will allow this annotation.

<sup>1</sup> Whilst DWP is of the opinion that the use of IT will support the success of RBV, it does not in anyway endorse any product or company

<sup>2</sup> The same safeguard must be applied to clerical systems

## Other considerations

19. The sample selection for HB/CTB cases will not change i.e. 20 cases will be selected for each headline cell on the claim form. The HB COUNT guidance used by the external auditors for certification will include instructions for how to deal with both non-RBV and RBV cases if selected in the sample. For non-RBV cases, the verification requirements will remain the same i.e. LAs will be expected to provide all the documentary evidence to support the claim.

## What are the subsidy implications?

20. Failure by a LA to apply verification standards to HB/CTB claims as stipulated in its RBV Policy will cause the expenditure to be treated as LA error. The auditor will identify this error and if deemed necessary extrapolate the extent and, where appropriate, issue a qualifying letter. In determining the subsidy implications, the extrapolation of this error will be based on the RBV cases where the error occurred. For this reason, it is important that RBV case information is routinely collected by ensuring that LA HB systems incorporate a flag to identify these RBV cases. If sub-populations on RBV cases can not be identified, extrapolations will have to be performed across the whole population in the particular cell in question.
21. We will now work with the respective audit bodies to incorporate this into the COUNT guidance. If you have any queries please contact Manny Ibiayo by e-mail [HBCTB.SUBSIDYQUERIES@DWP.GSI.GOV.UK](mailto:HBCTB.SUBSIDYQUERIES@DWP.GSI.GOV.UK)