



ANNEX B

Understanding the value of our libraries and community centres Aug-Sept 2014

Main findings

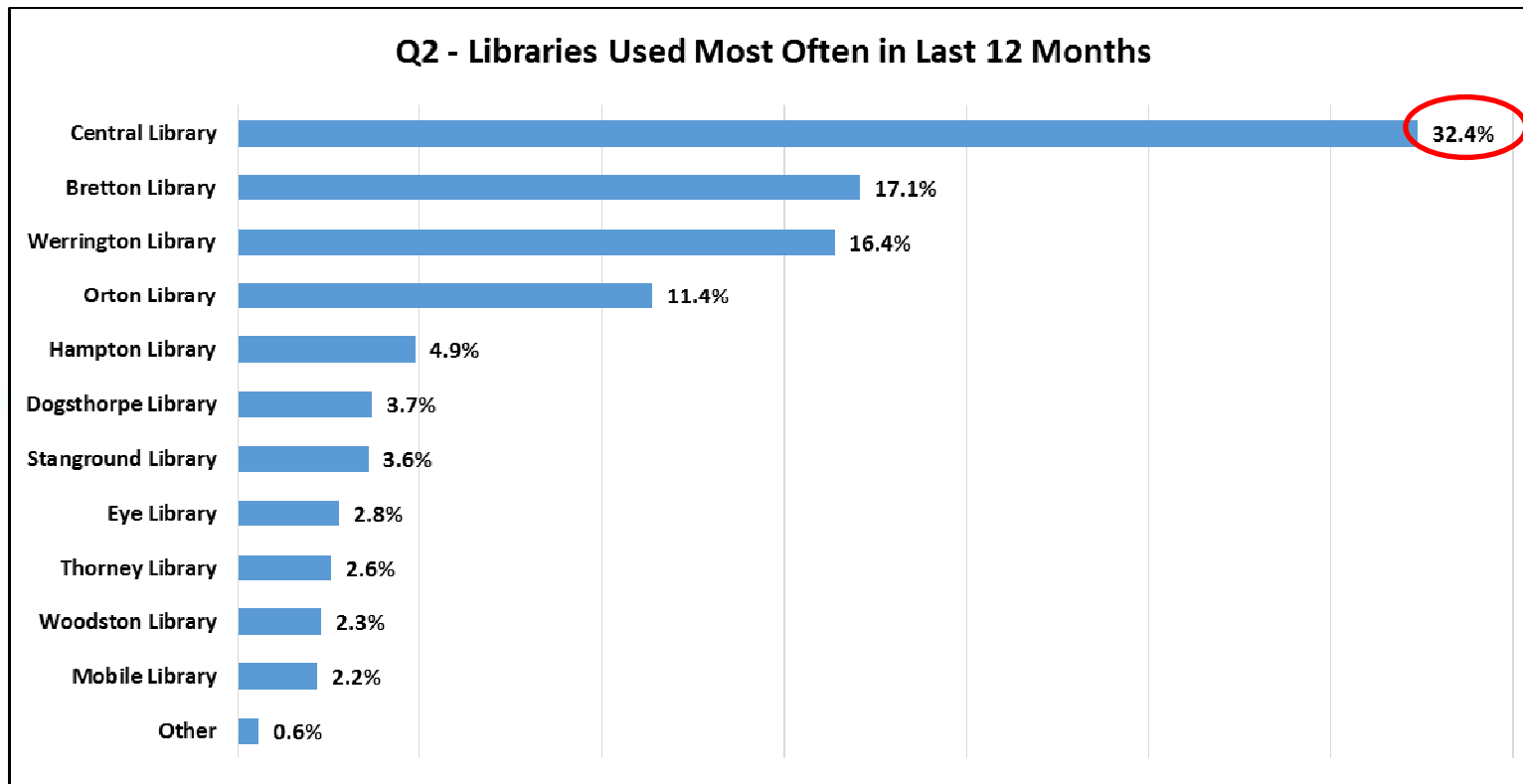
35

Libraries consultation: Aug-Sept 2014

The most significant findings (in respect of libraries) from the consultation are:

- All of our libraries are valued by the people who use them.
- By far, the most important considerations for respondents are:
 - the books on the shelves – rated extremely (85.7%) or quite (12.6%) important (it is worth noting that the most cited reason for visiting a library is to borrow books; (87.2%), and the next most popular reason is to use a computer and internet (26.2%);
 - the location of the libraries – rated extremely (70.4%) or quite (24.1%) important; and
 - the ability to ‘access information’ – rated extremely (55.6%) or quite (32.8%) important.
- Libraries are an overwhelmingly local service – 75% of library users travel less than 2 miles to use a library, with 43% of library users walking to the library (rising to 90% for the users of Eye and Thorney library).
- A significant city centre offer is important – 30% of library users across the city *also* use Central Library.
- Opening hours are important – $\frac{3}{4}$ of respondents felt accessing the library ‘outside of normal hours’ was either extremely or quite important.

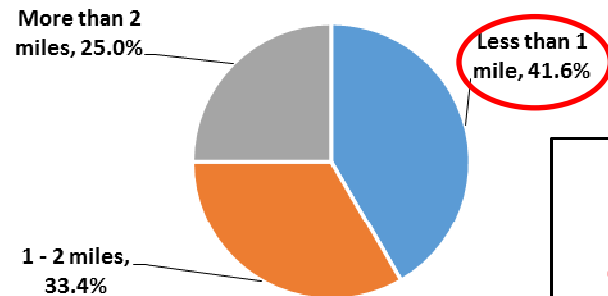
Libraries consultation: Aug-Sept 2014



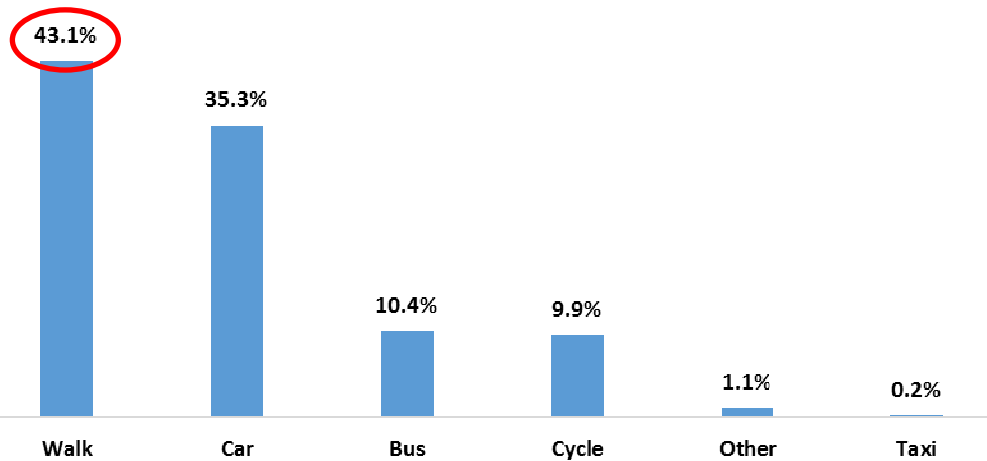
- A third of all respondents stated that they had used Central library (32.4%) most often in the previous 12 months
- Bretton, Werrington and Orton were the next most popular libraries visited

Libraries consultation: Aug-Sept 2014

Q4 - Distance Travelled to Most Used Library

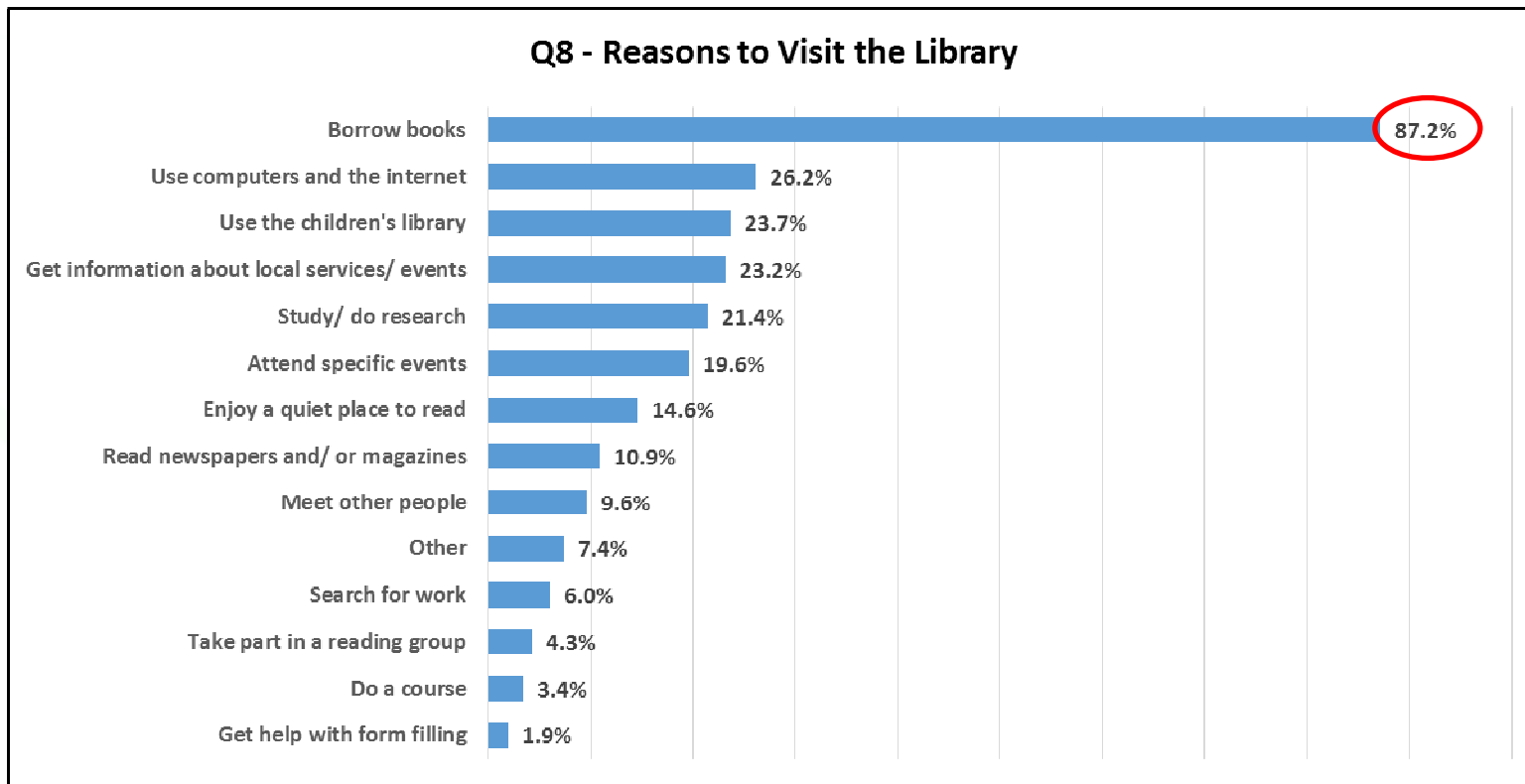


Q5 - Mode of Travel to Most Used Library



- Respondents who had used the libraries in the previous 12 months were most likely to travel 'less than 1 mile' (41.6%) to visit their most used library
- 43.1% stated that they 'walk' to their most used library

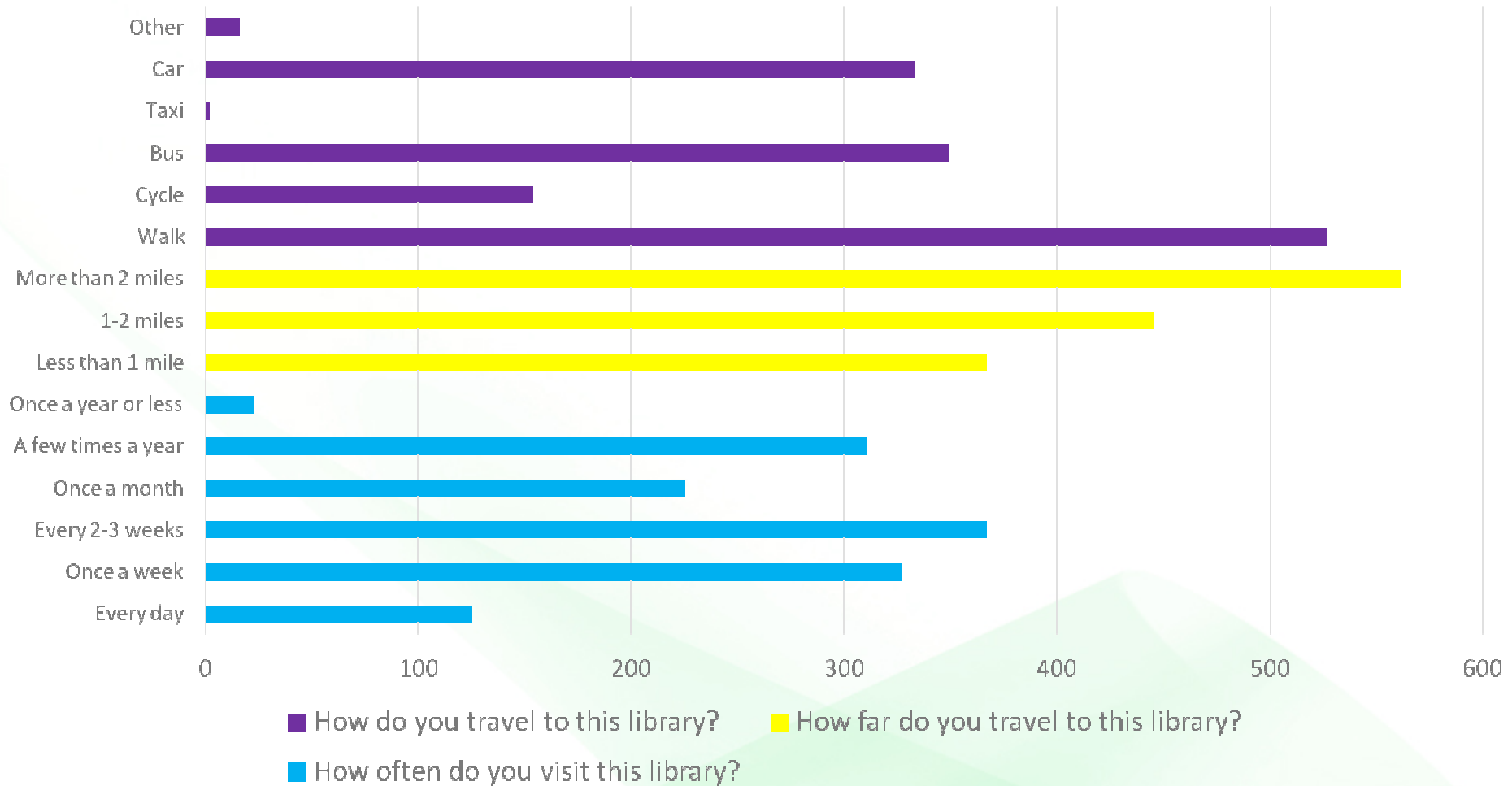
Libraries consultation: Aug-Sept 2014



- 87.2% of all respondents visit libraries in order to do so to borrow books
- One-in-five or more respondents do so in order to 'use computers and the internet'

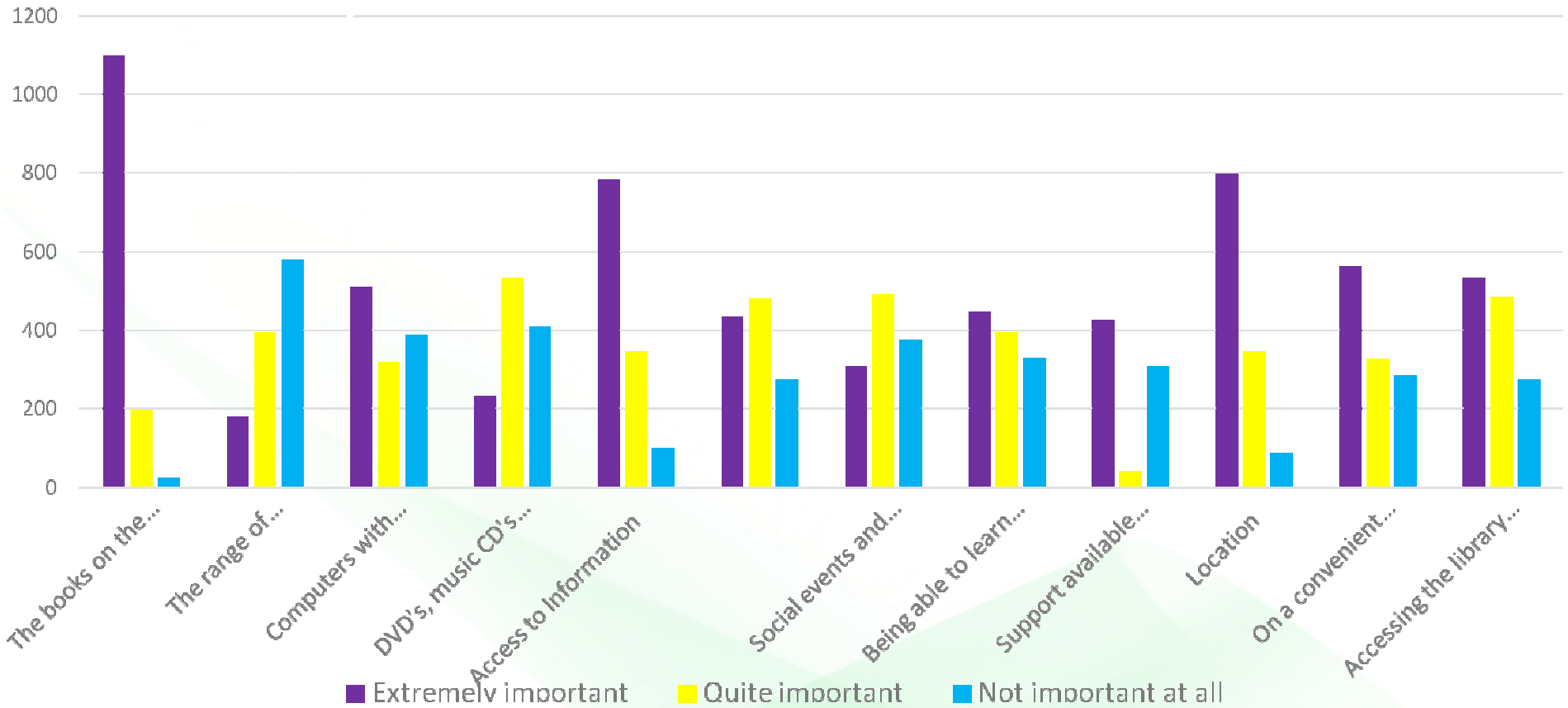
Central Library

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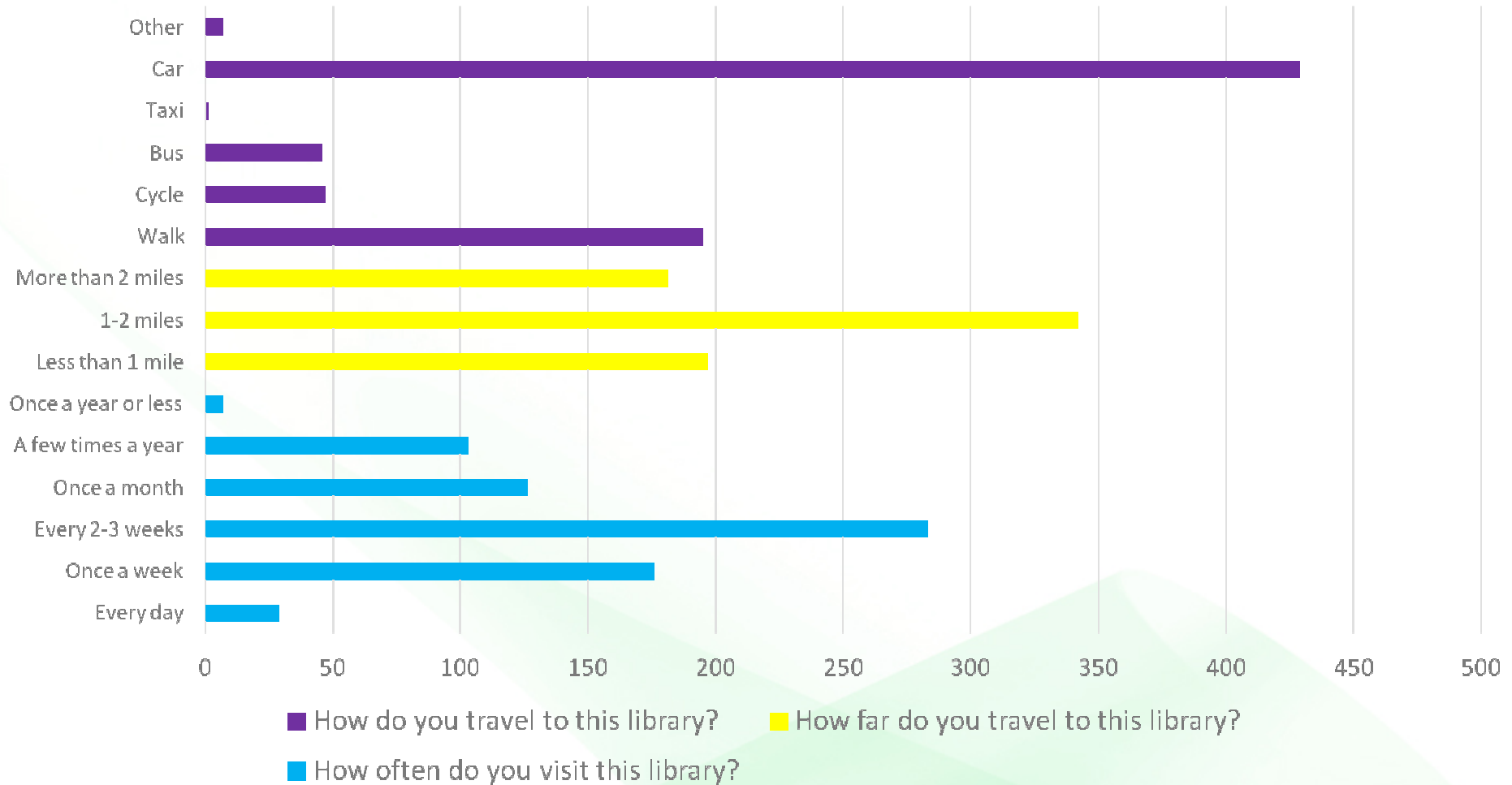


Central Library

41



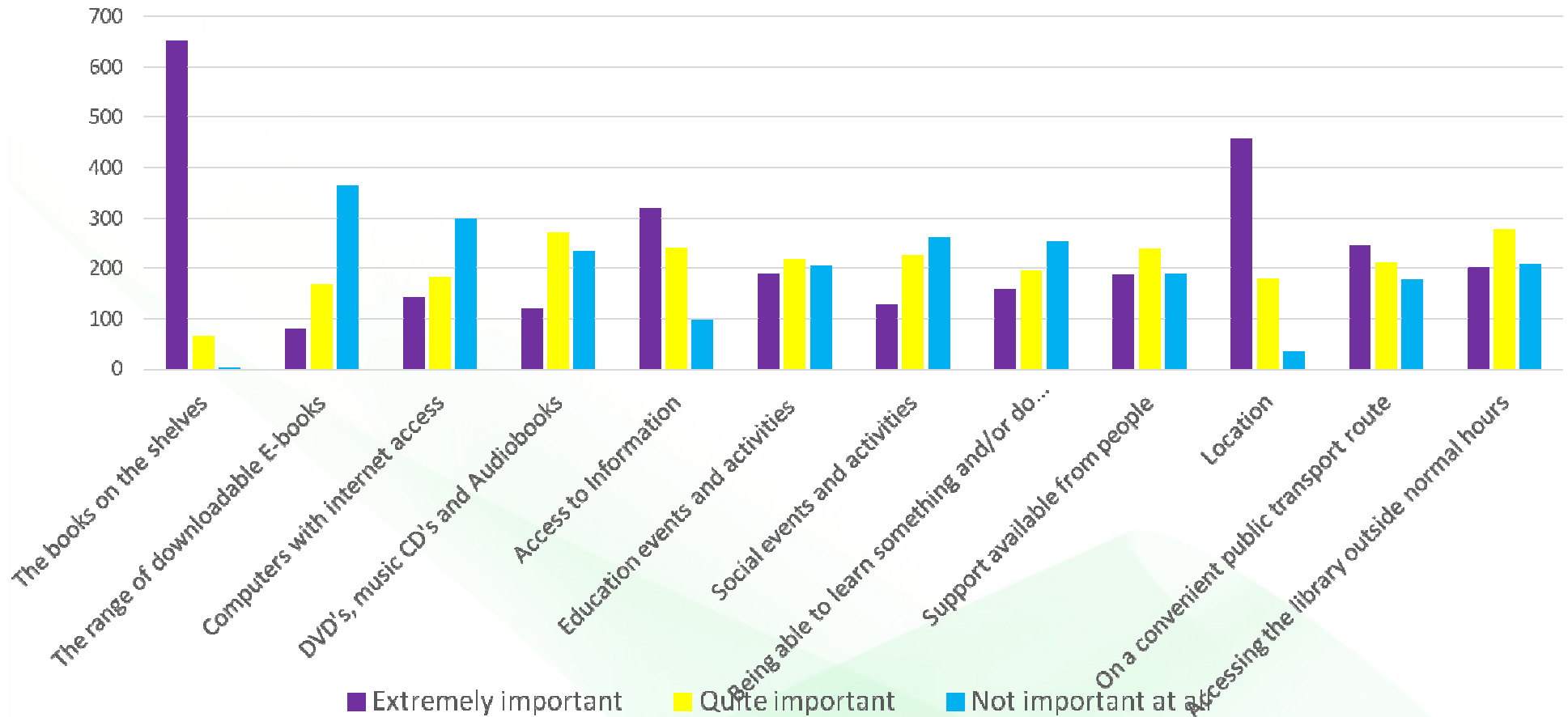
Bretton Library



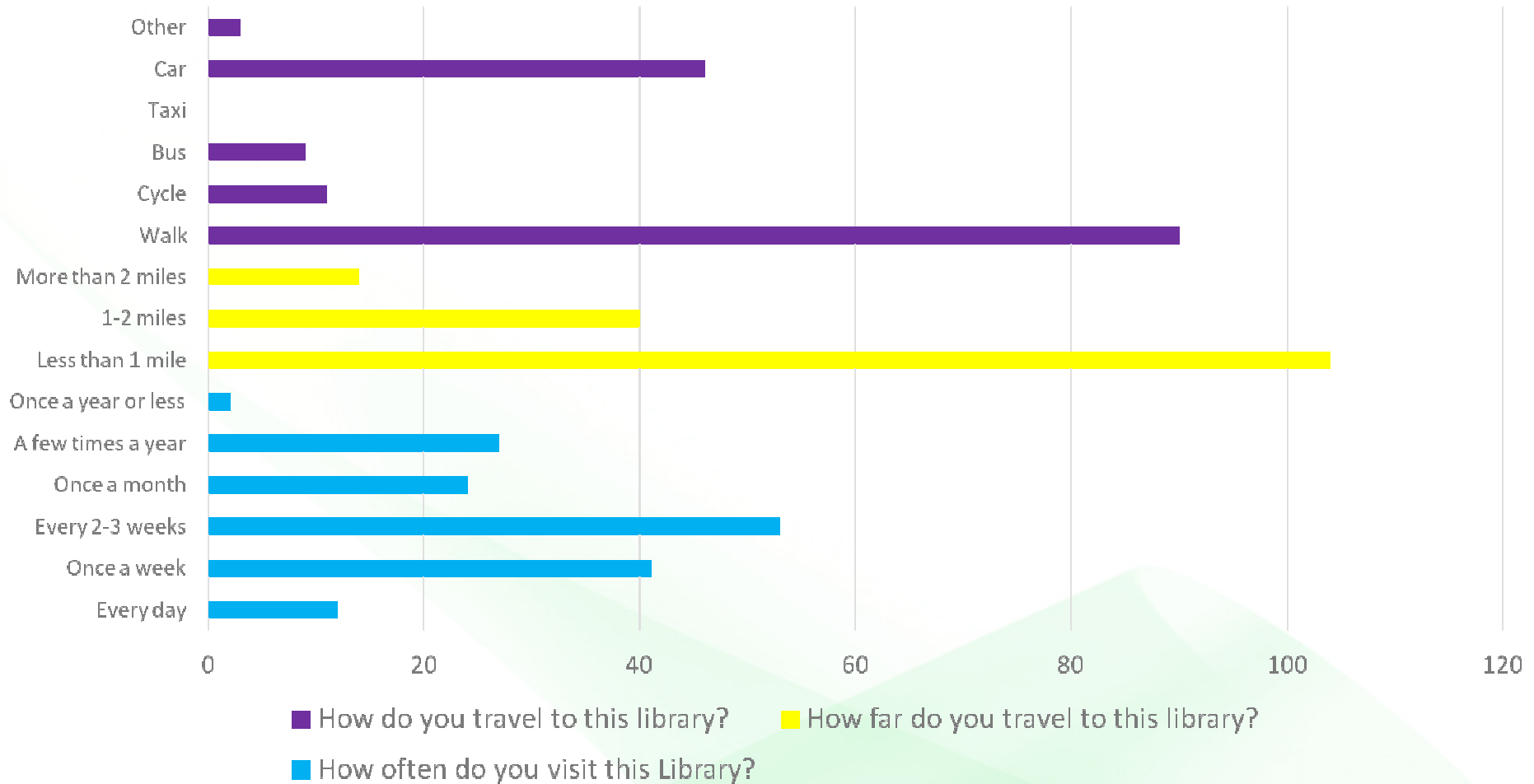
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Bretton Library

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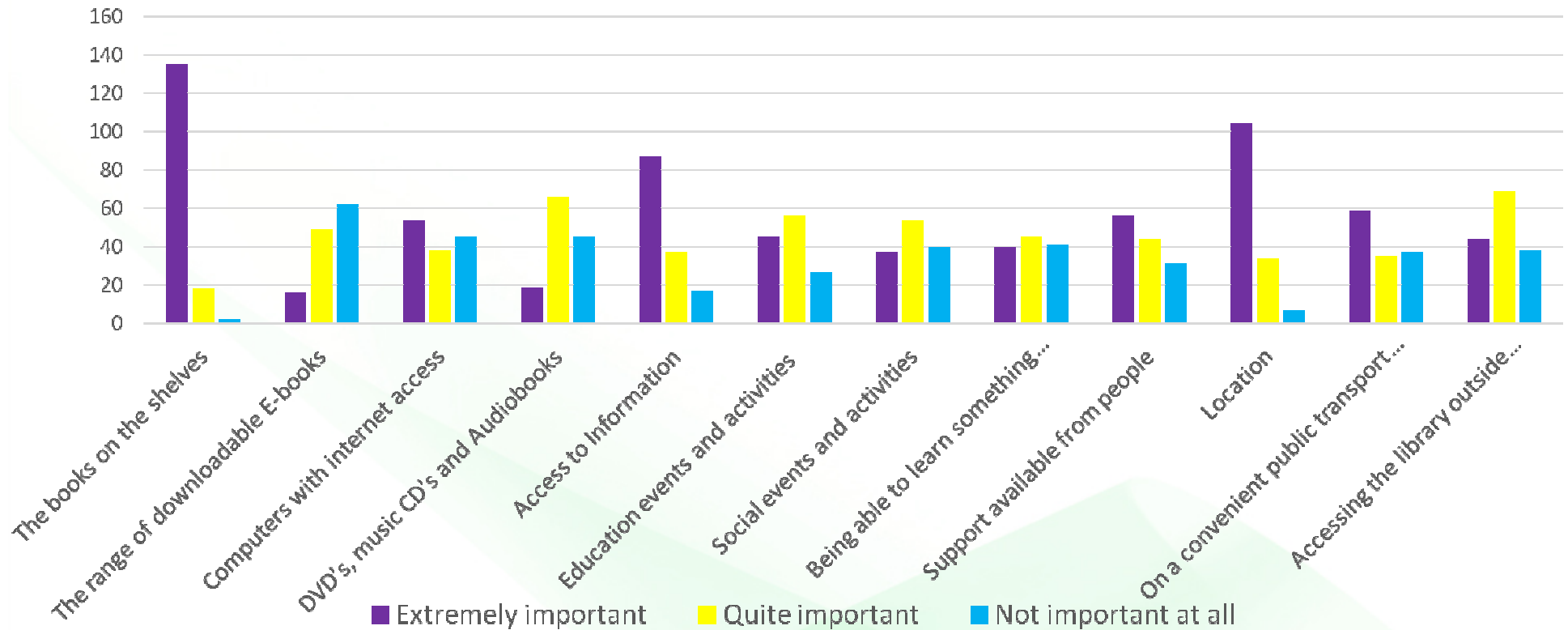
Dogsthorpe Library



44

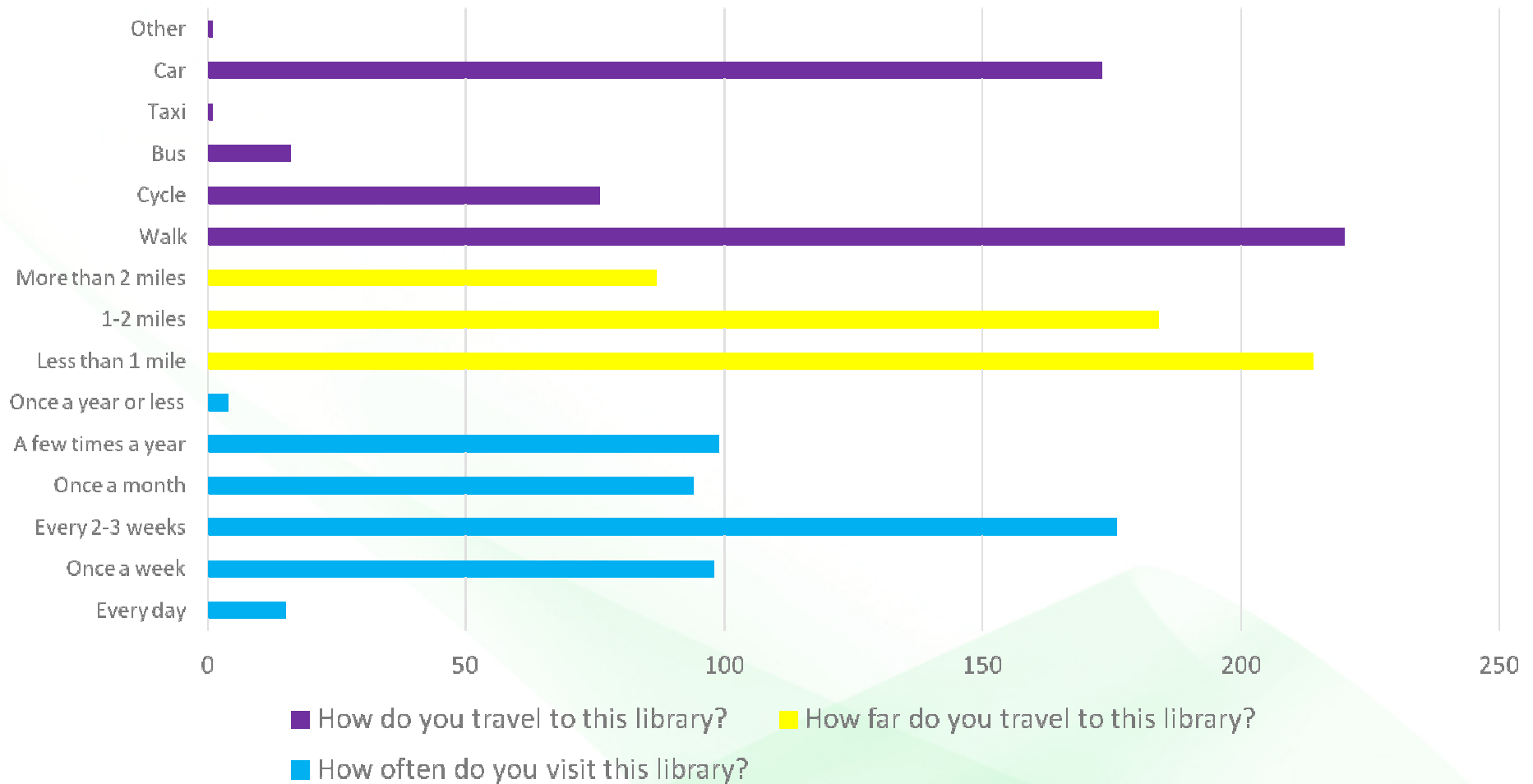
Dogsthorpe Library

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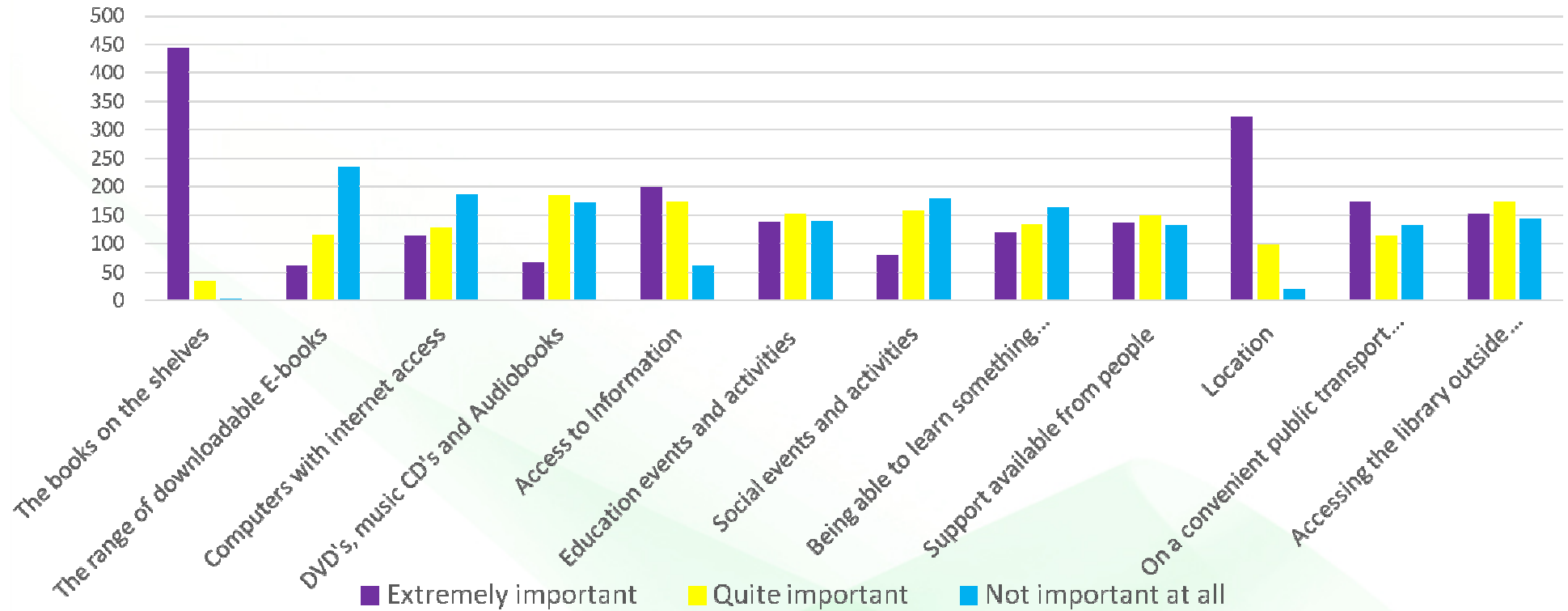
Orton Library

46



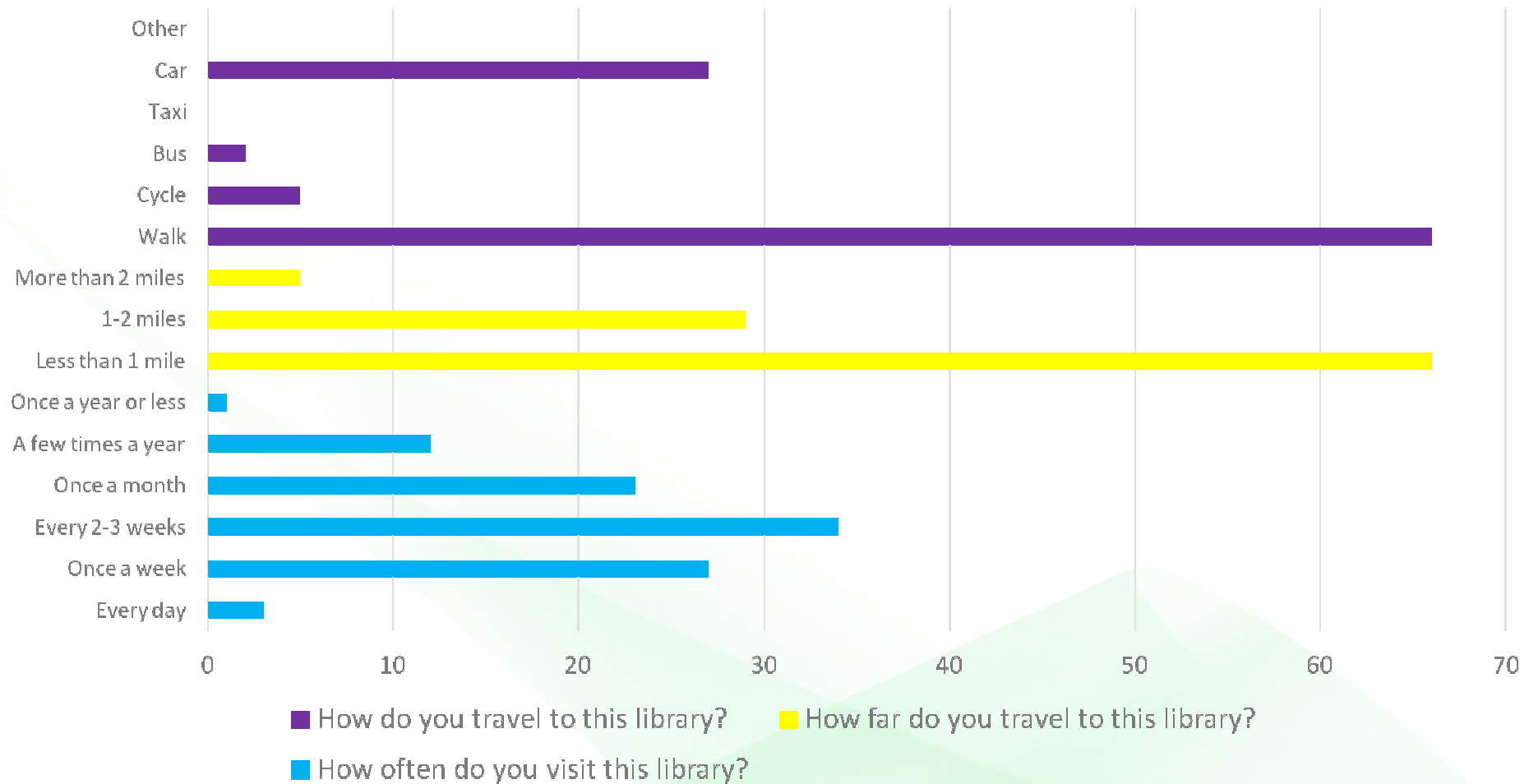
Orton Library

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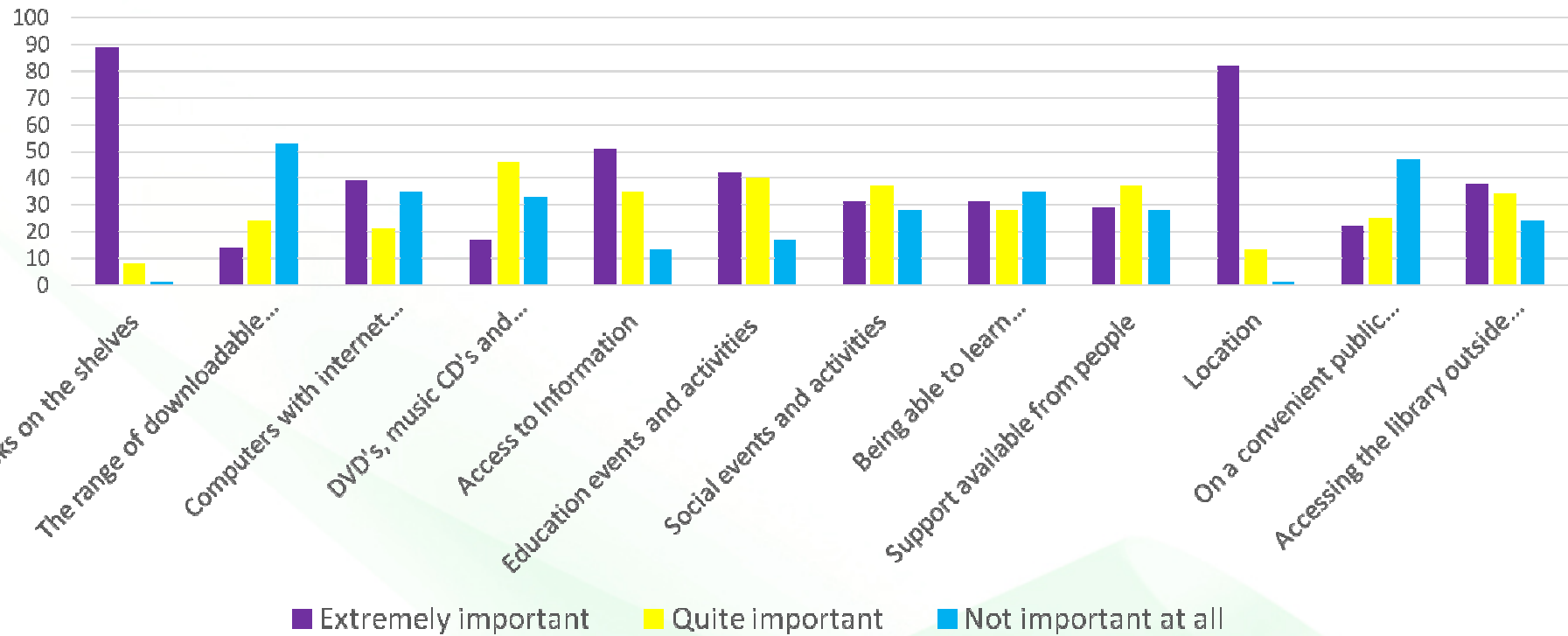


Woodston Library

48

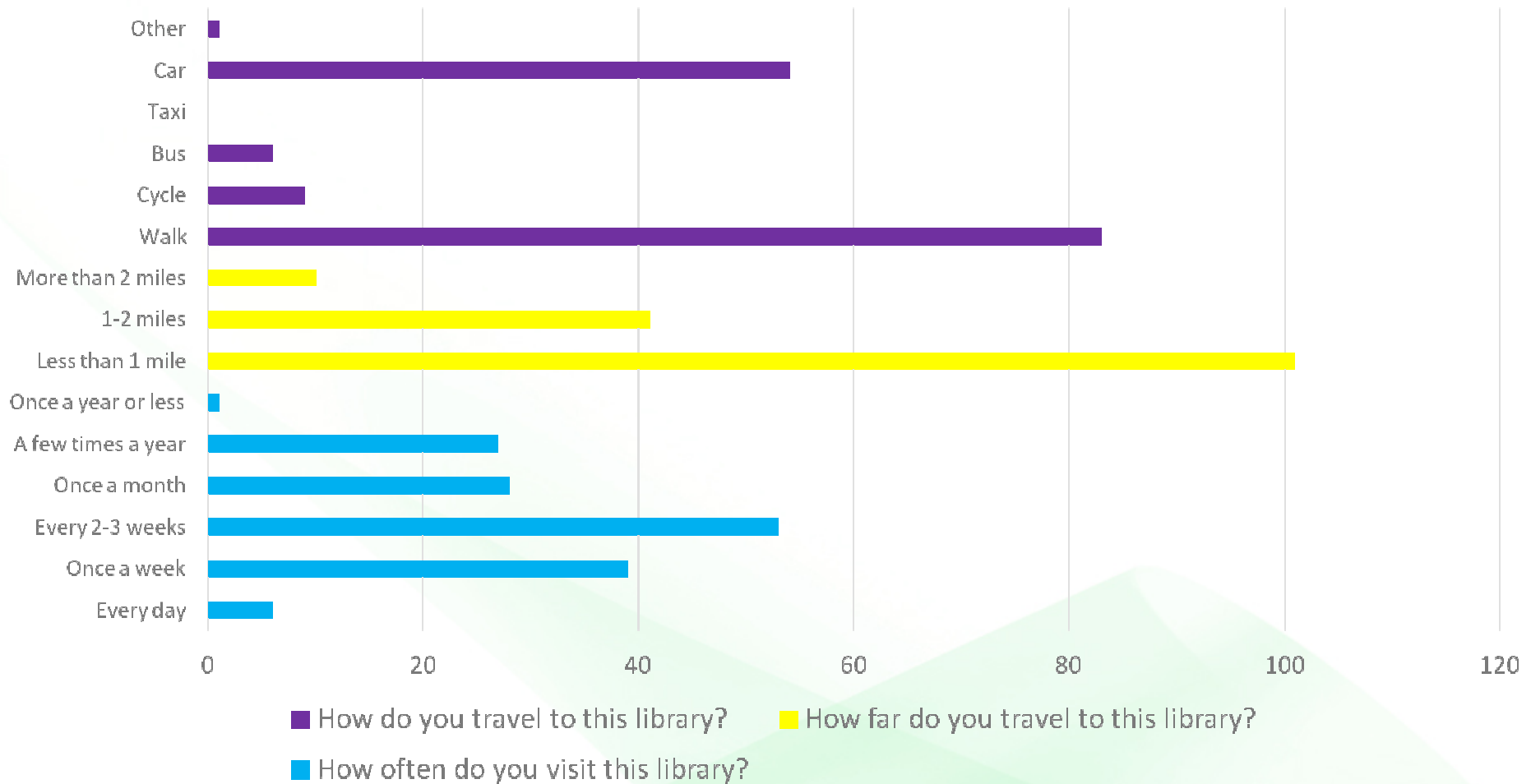


Woodston Library

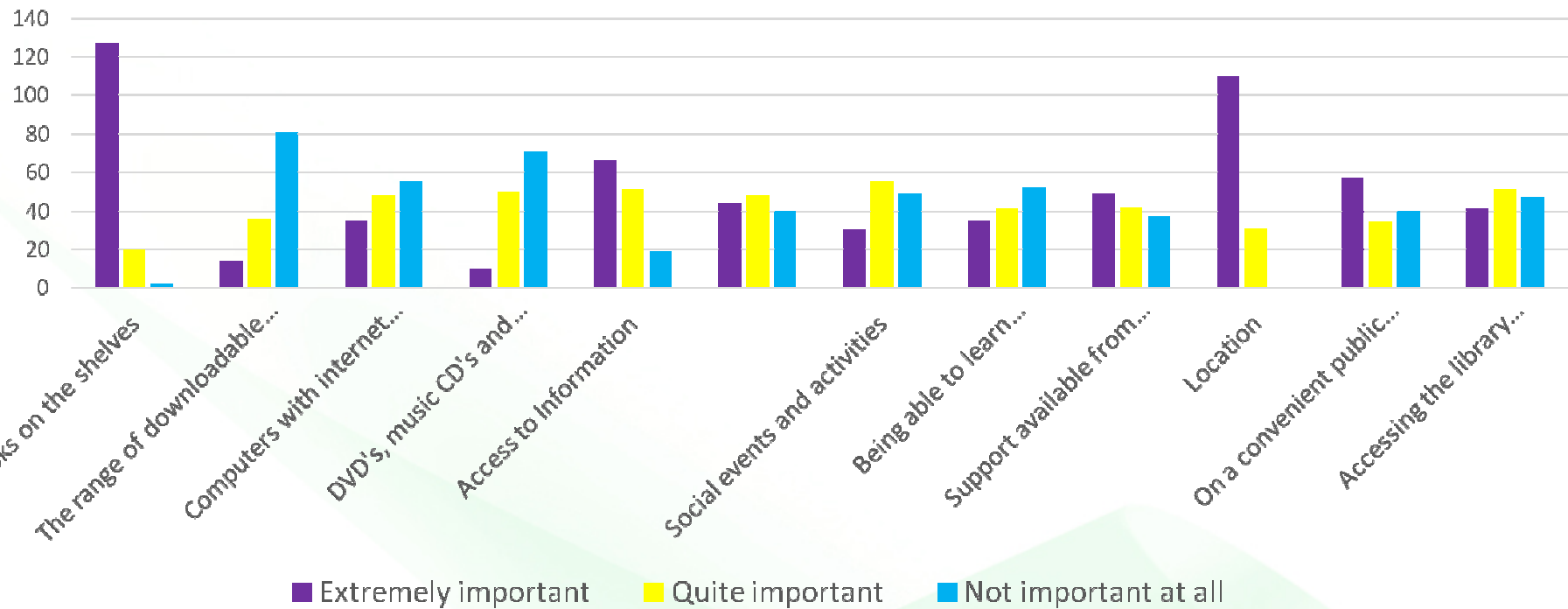


Stanground Library

50

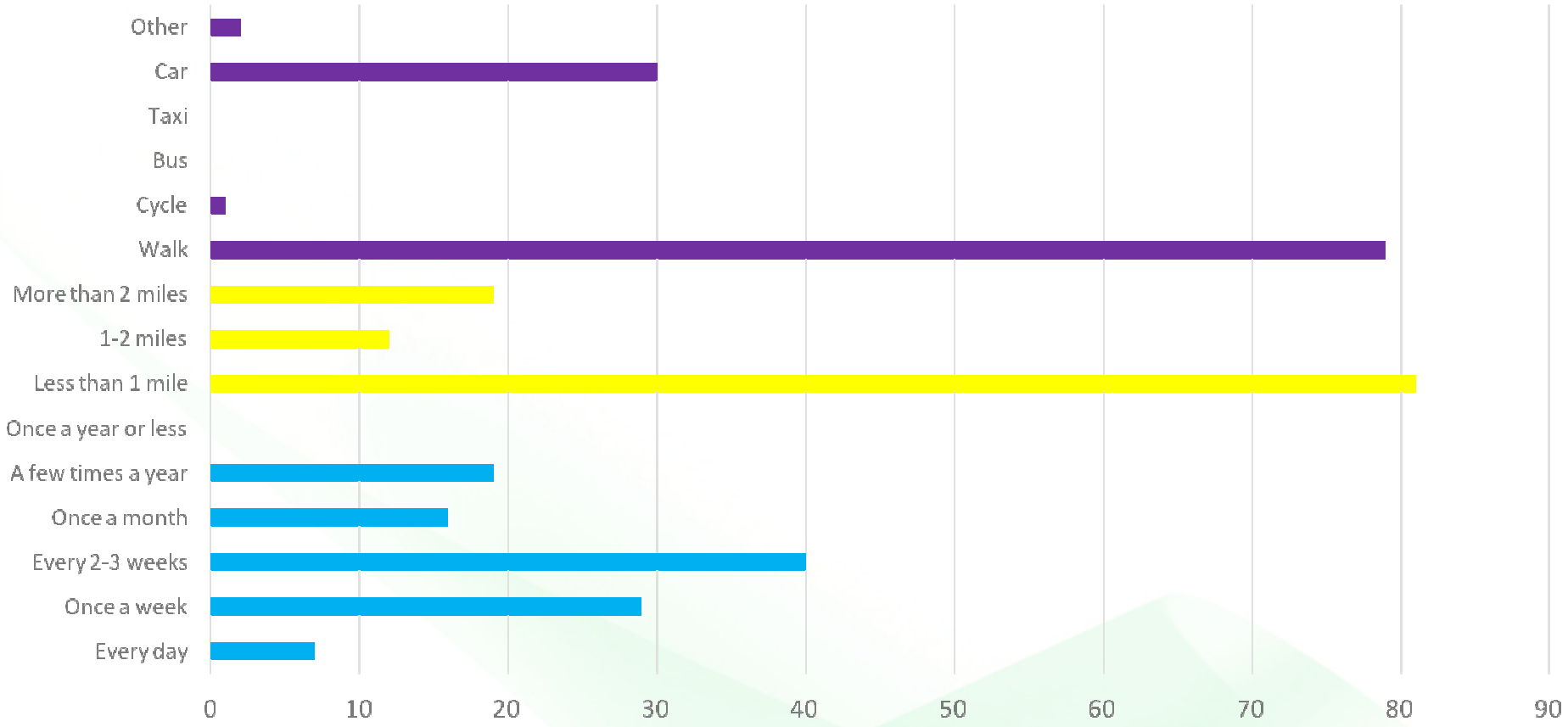


Stanground Library



Thorney Library

52



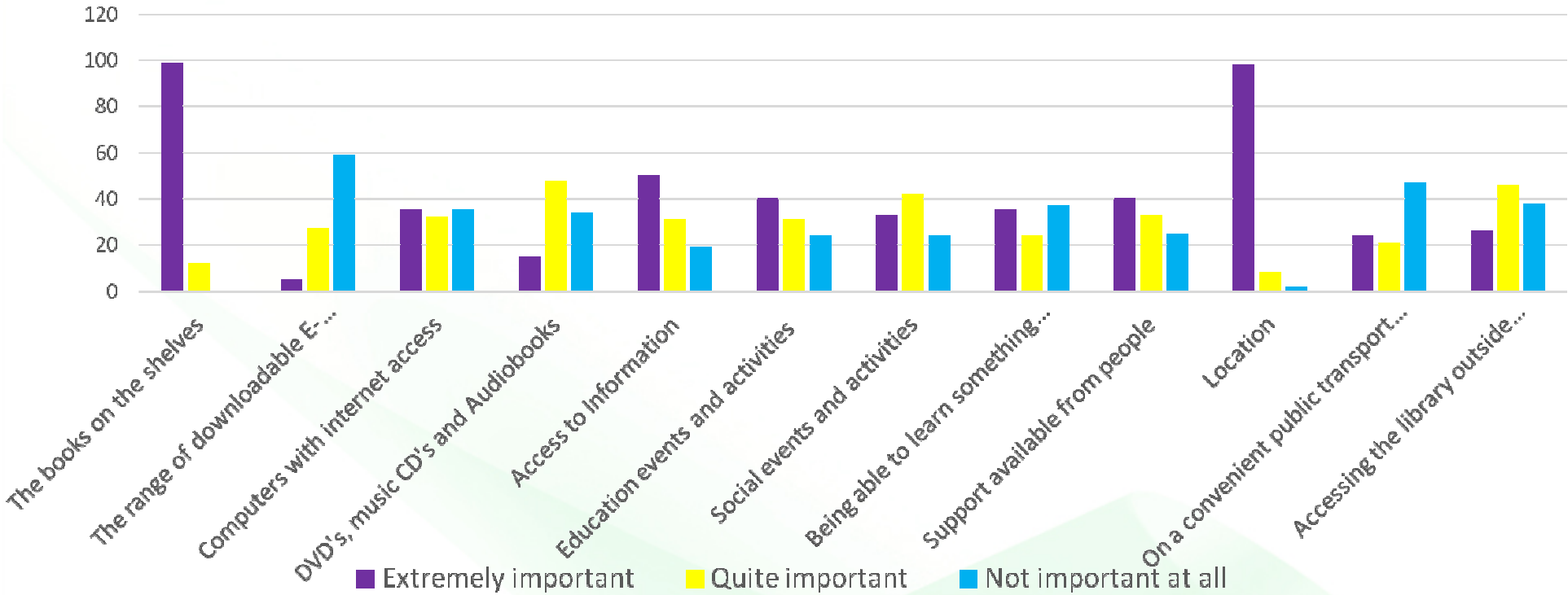
■ How do you travel to this library? ■ How far do you travel to this library?
■ How often do you visit this library?



Delivering together

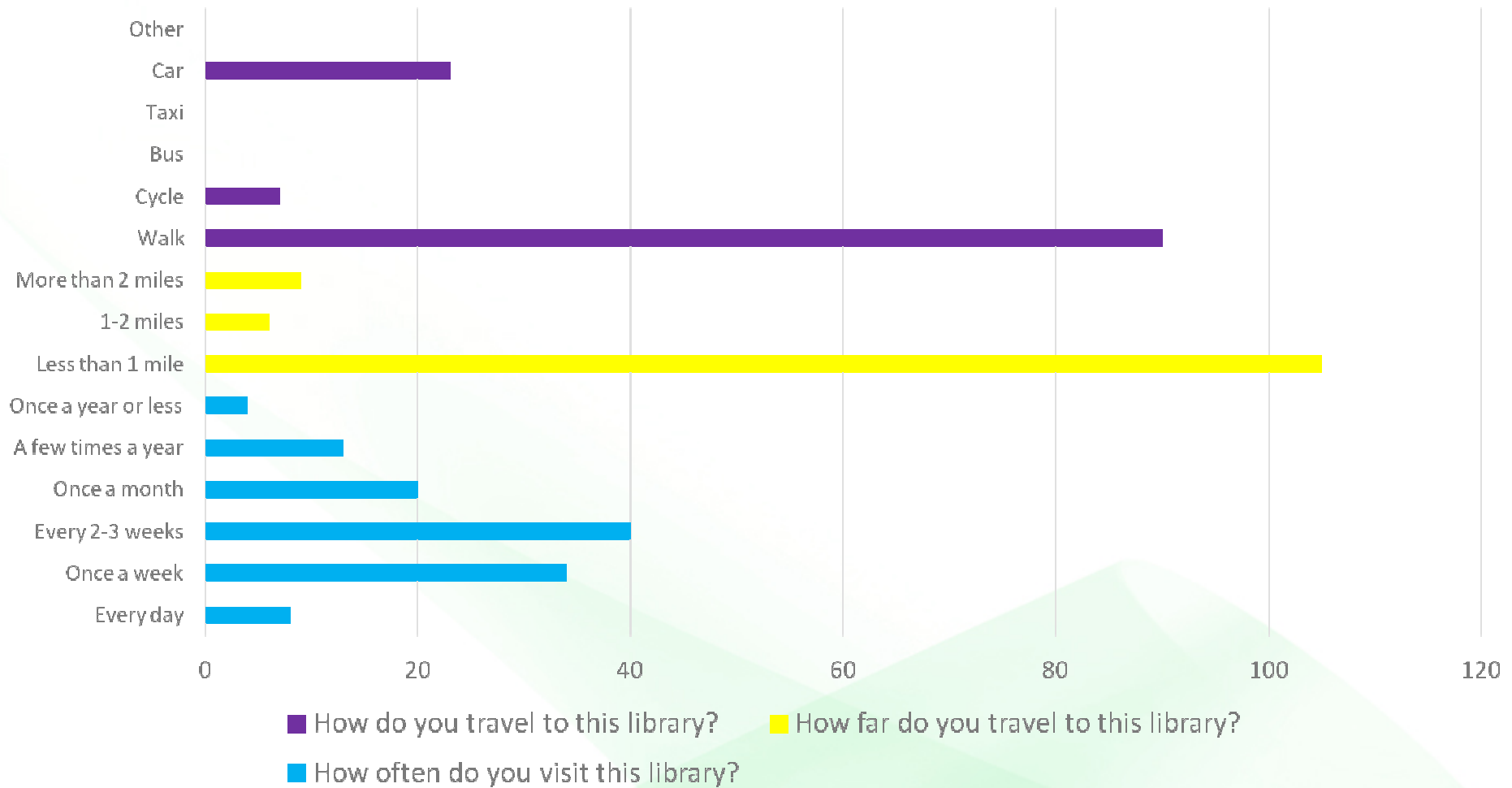
Thorney Library

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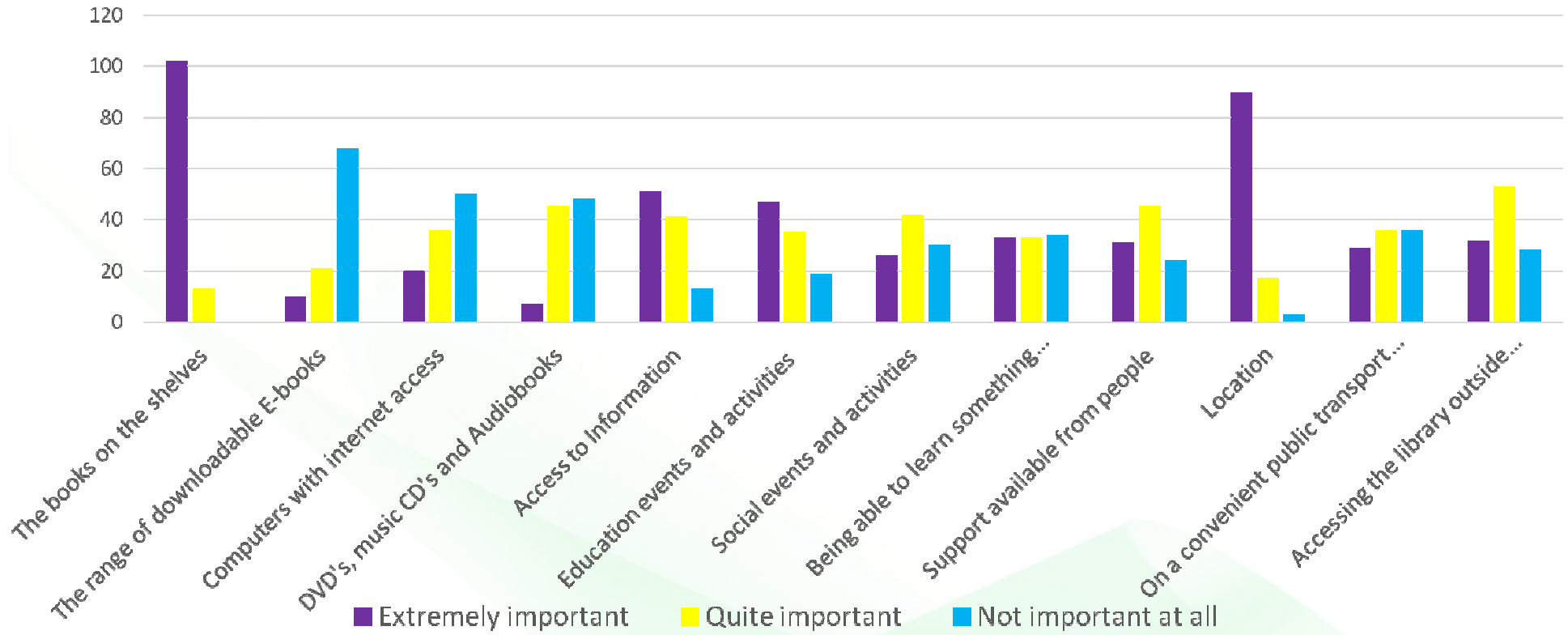
Eye Library

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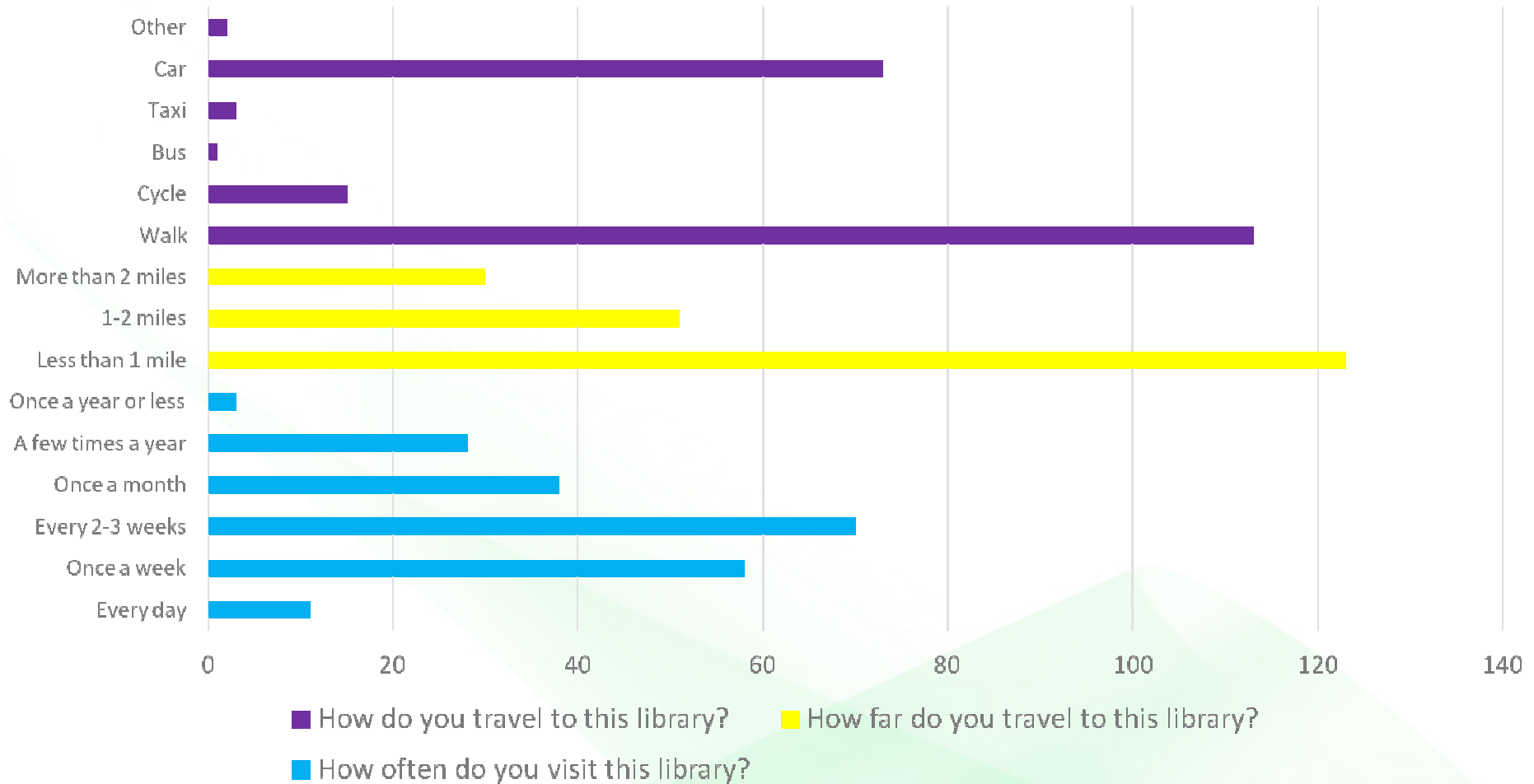
Eye Library

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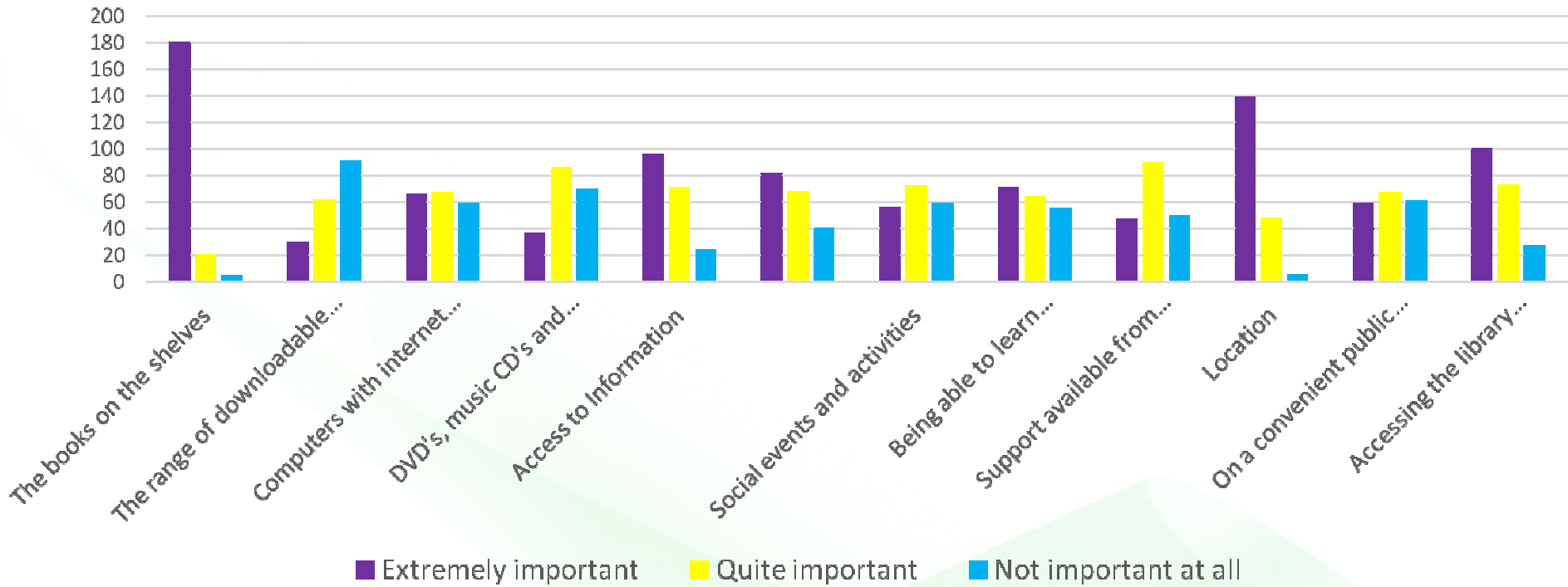
Hampton Library

56



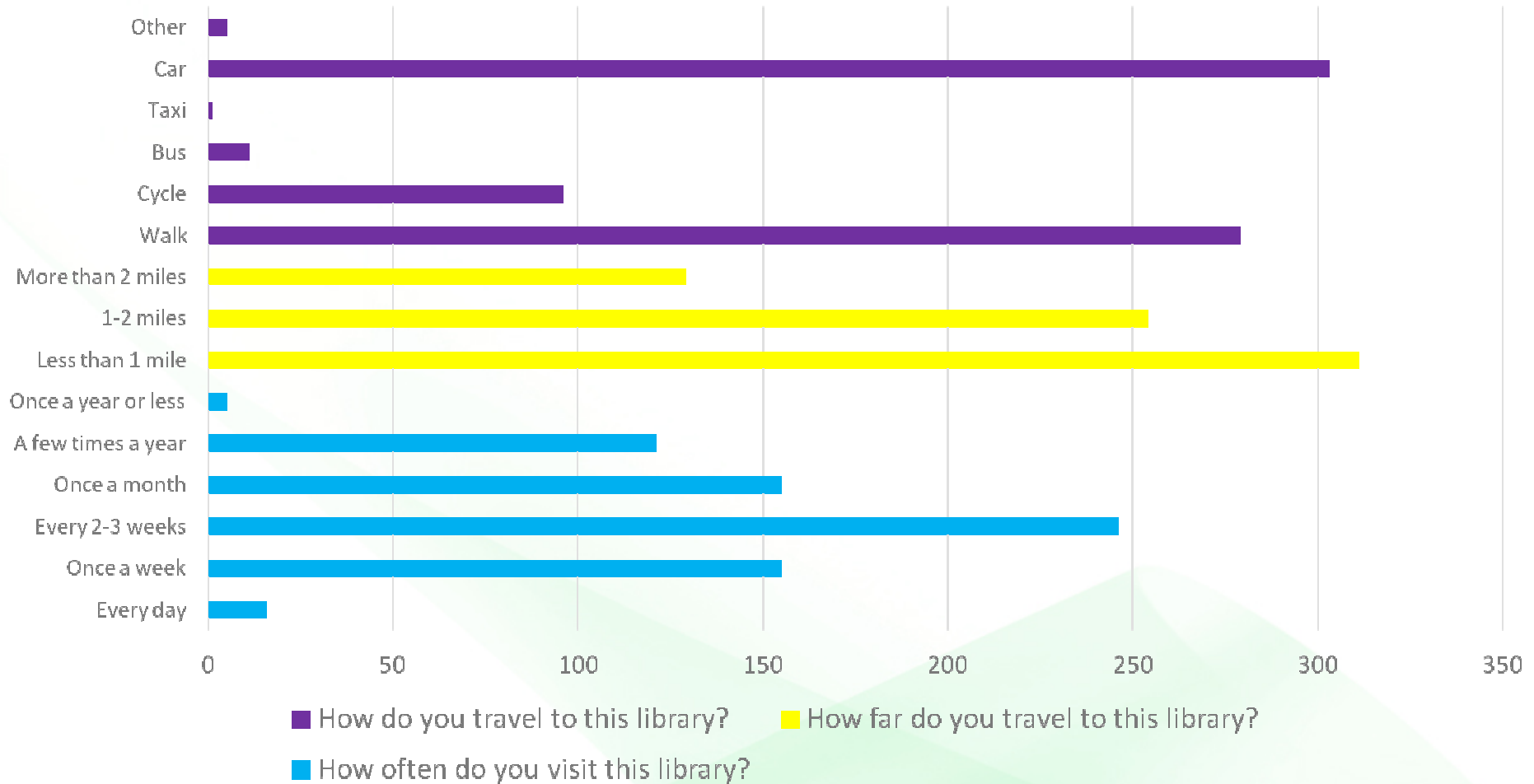
Hampton Library

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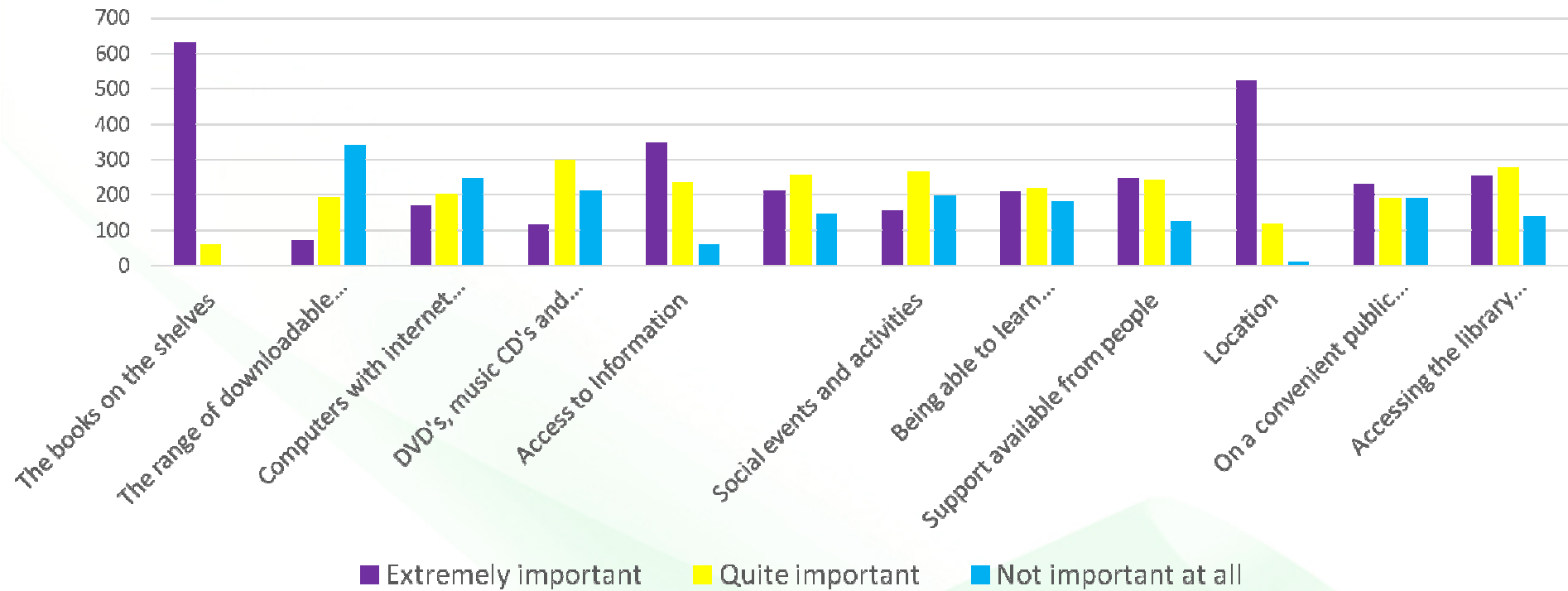
Werrington Library

58



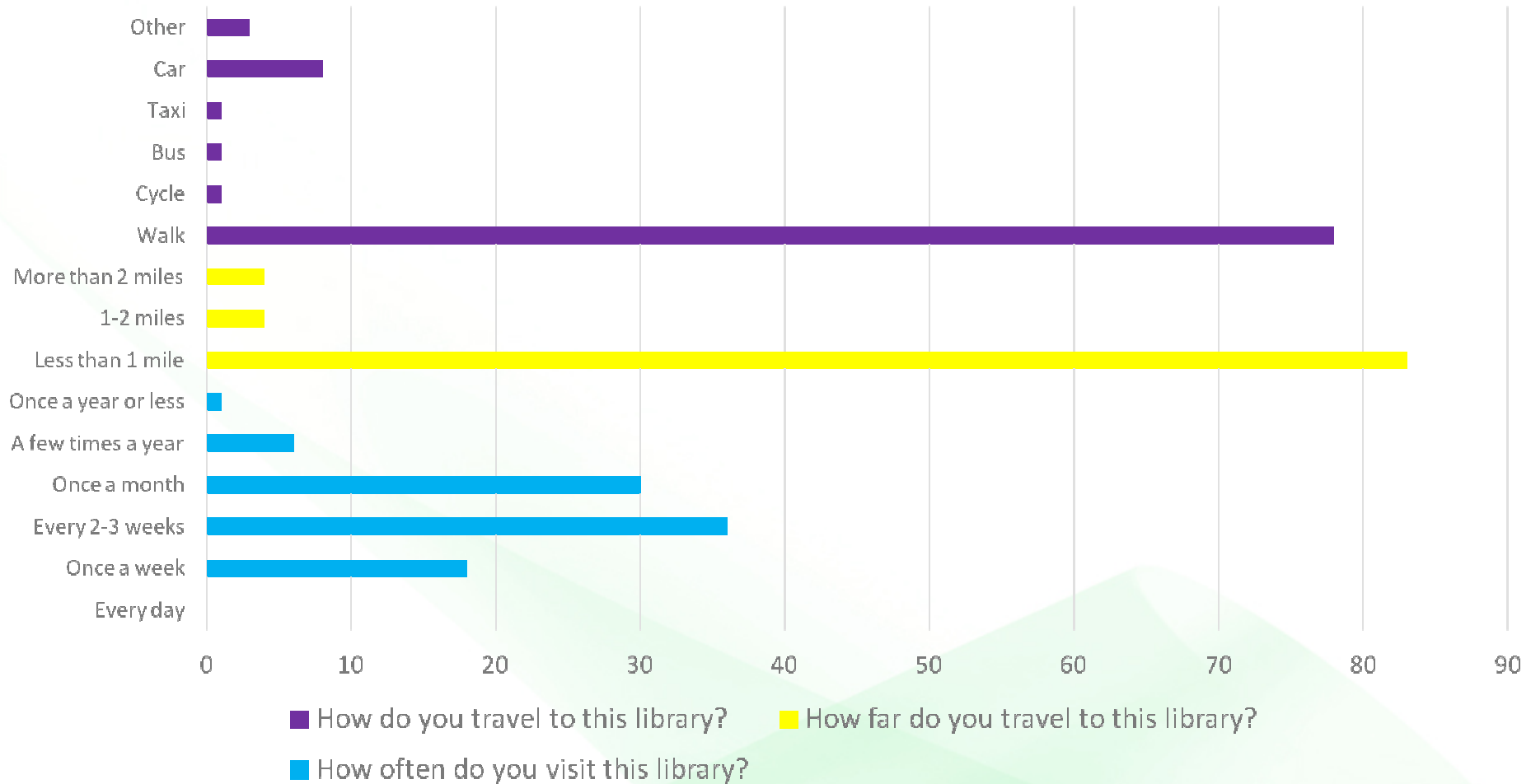
Werrington Library

59



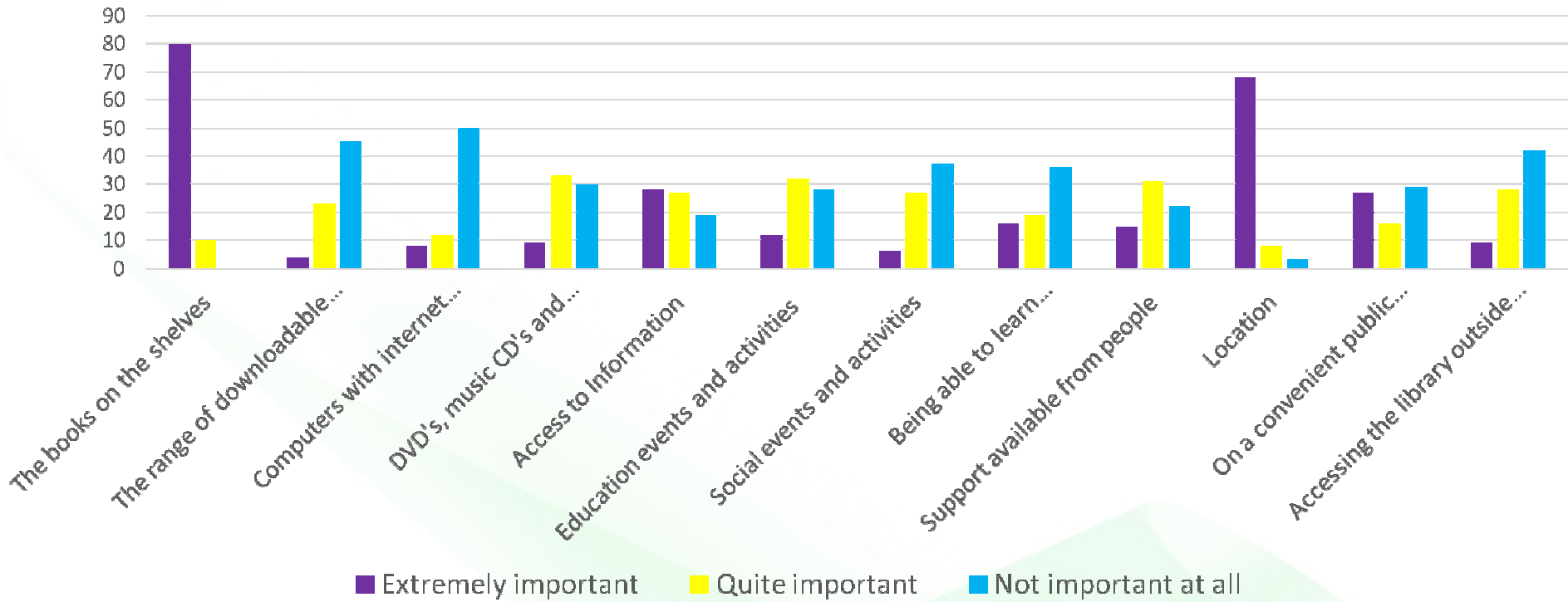
Mobile Library

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Mobile Library

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Understanding the value of our community centres

- When asked to describe their use of community centres in the last 12 months, nearly a quarter of all respondents (24.0%) said 'I have regularly used my local community centre', and 15.1% said 'I use my community centre occasionally'. However, more than half (56.6%) of respondents said that either 'I have not used a community centre in the last 12 months' (21.5%) or 'I do not use community centres' (35.1%).
- The community centres which respondents have used most often in the last 12 months (ranked first most frequently used) were found to be: Werrington Village Centre (5.0% of the overall sample), 'Belsize' (3.6%), 'New England/ Millfield' (2.1%), and 'Paston and Gunthorpe' (2.0%); followed by 'Hampton Vale' (1.8%), 'Eye' (1.6%), 'Copeland' (1.5%), 'Orton Wistow' (1.4%), 'Dogsthorpe' (1.4%), 'Stanground' (1.2%), 'The Fleet' (1.2%), and 'Bedford Hall' (1.2%). More than half of the overall sample (58.0%) have not used community centres in the last 12 months or did not answer the question.

Understanding the value of community centres

- Over a third of those respondents who have used community centres in the last 12 months stated that they visit their most frequently used community centre 'once a week' (34.5%), while smaller groups of respondents visit it 'every day during the week' (15.6%), 'every weekend' (4.4%), 'every 2-3 weeks' (8.0%), 'once a month' (11.2%), 'a few times a year' (21.9%), and 'once a year or less often' (4.4%).
- The majority (77.6%) of those respondents who have used community centres in the last 12 months said that they travel 'less than one mile' (51.8%) or '1-2 miles' (25.8%) to get to this centre, while 22.4% travel 'more than 2 miles' to get there.
- Just under half (48.5%) of those respondents who have used community centres in the last 12 months 'walk' to their most frequently used community centre.

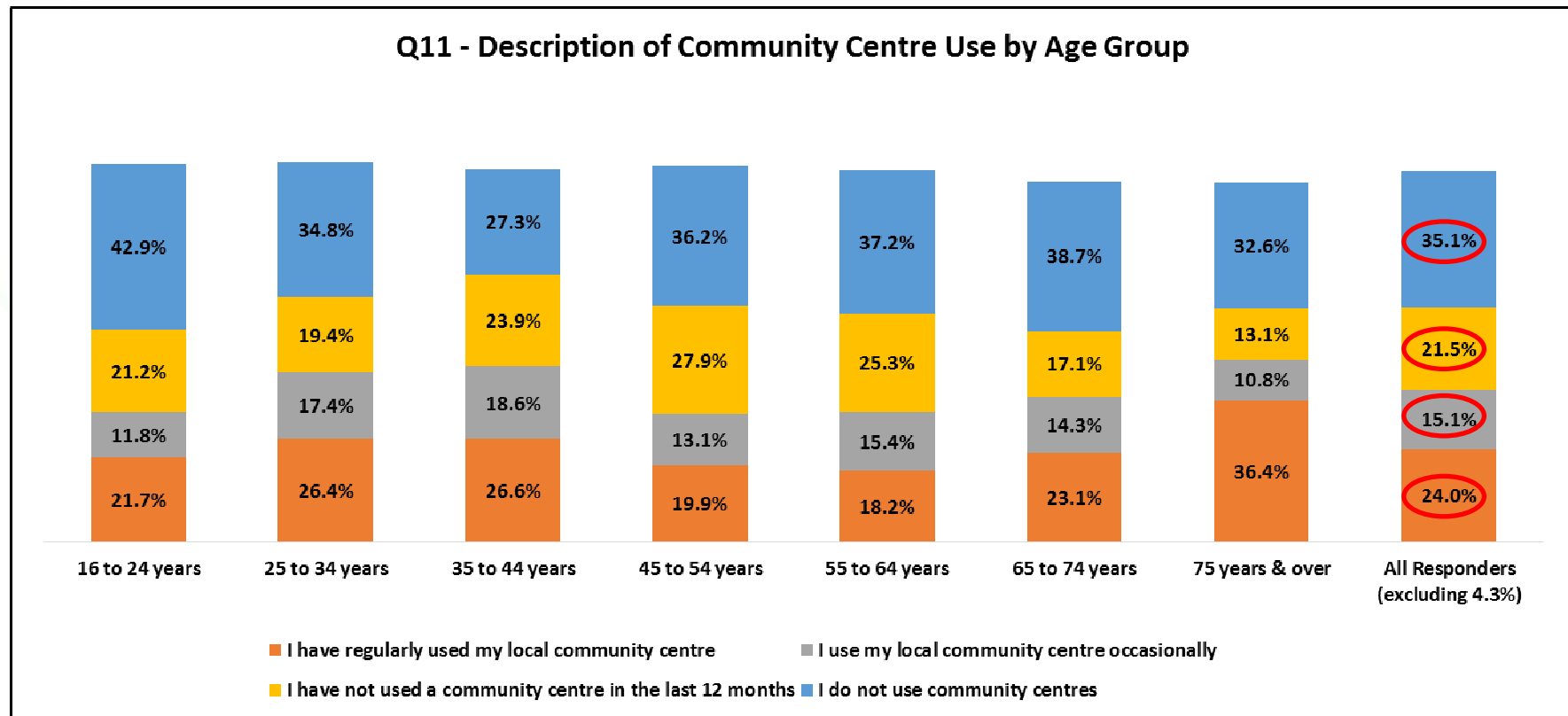
Understanding the value of our community centres

- Based on the total sample, the largest groups of respondents reported that they visit their most frequently used community centre on a 'Tuesday morning' (7.7%), 'Thursday morning' (7.2%), and 'Monday morning' (6.8%).
- More than two-fifths of all Community Centre users (43.8%) said that they use/ are involved in 'social events', while over a third use 'polling stations' (36.8%), around a quarter are involved in 'fundraising events' (27.5%), 'local meetings' (26.4%), 'sports and exercise' (24.1%), and around a fifth use 'private hire' (21.5%) and 'arts, crafts and hobbies' (18.6%).

Understanding the value of our community centres

- Respondents were presented with a list of 16 aspects of community centres and then asked to say how important they feel these aspects are – the response options being ‘extremely important’, ‘quite important’ and ‘not important at all’. Overall, the aspects most likely to be considered ‘extremely important’ in a community centre were ‘polling station’ (45.3%), ‘youth clubs or other children’s activities’ (40.7%), ‘social events’ (39.1%), ‘local meetings’ (38.9%), ‘sports and exercise’ (37.6%), ‘pre-school’ (35.5%), ‘mums and tots’ (35.0%), and ‘private hire’ (33.1%).
- When asked what would encourage them to make more use of community centres, over three-quarters of all respondents (77.2%) said that providing ‘social events and activities’ would be either ‘extremely important’ or ‘quite important’ in this, while 22.8% said this would be ‘not at all important’. Over two-thirds (68.3%) of all respondents felt that having ‘health and school services provided from community centres’ would be ‘extremely important’ or ‘quite important’ in encouraging their use of community centres, while 31.7% said this would be ‘not important at all’.

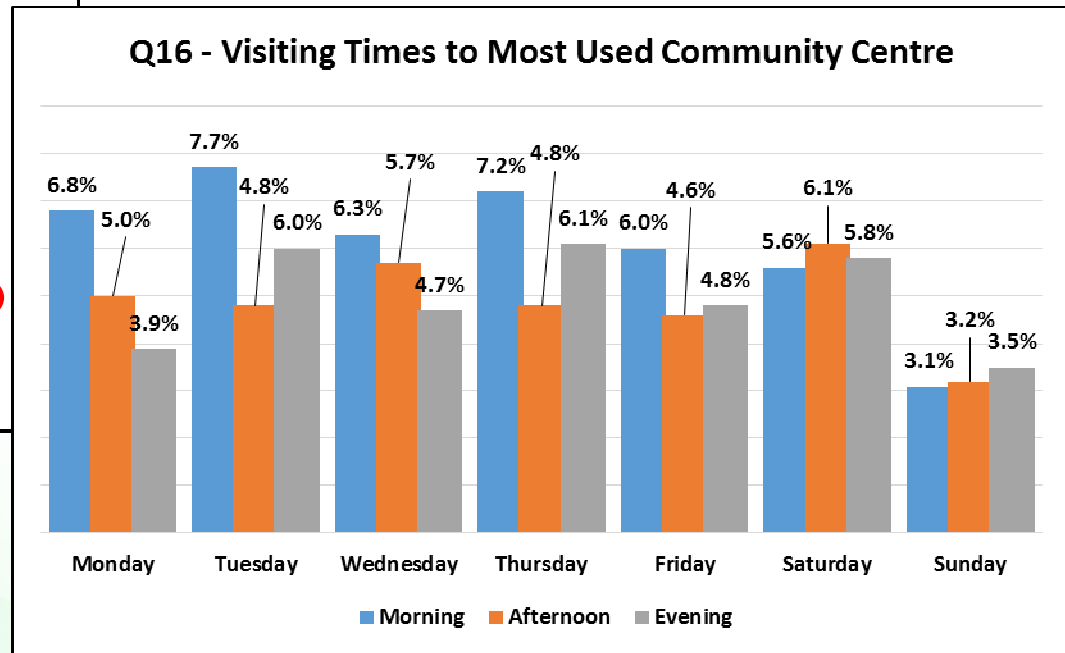
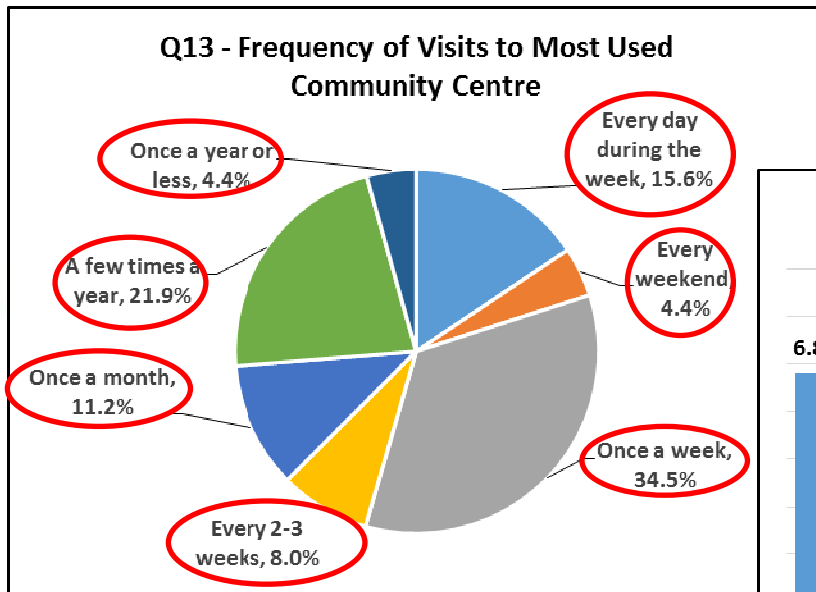
Community centres consultation: Aug-Sept 2014



- When asked to describe their use of community centres in the last 12 months, nearly a quarter of all respondents (24.0%) said 'I have regularly used my local community centre', and 15.1% said 'I use my community centre occasionally'. However, more than half (56.6%) of respondents said that either 'I have not used a community centre in the last 12 months' (21.5%) or 'I do not use community centres' (35.1%).

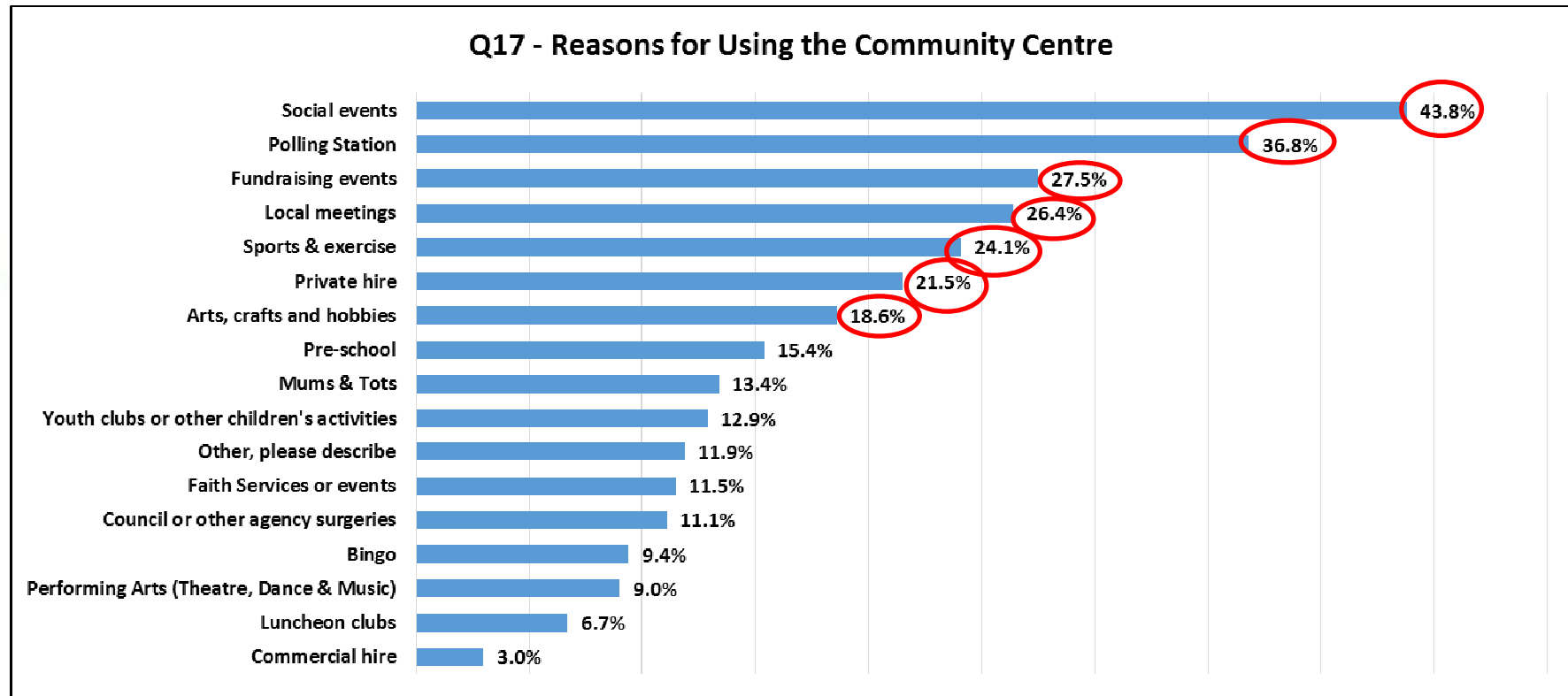
Community centres consultation: Aug-Sept 2014

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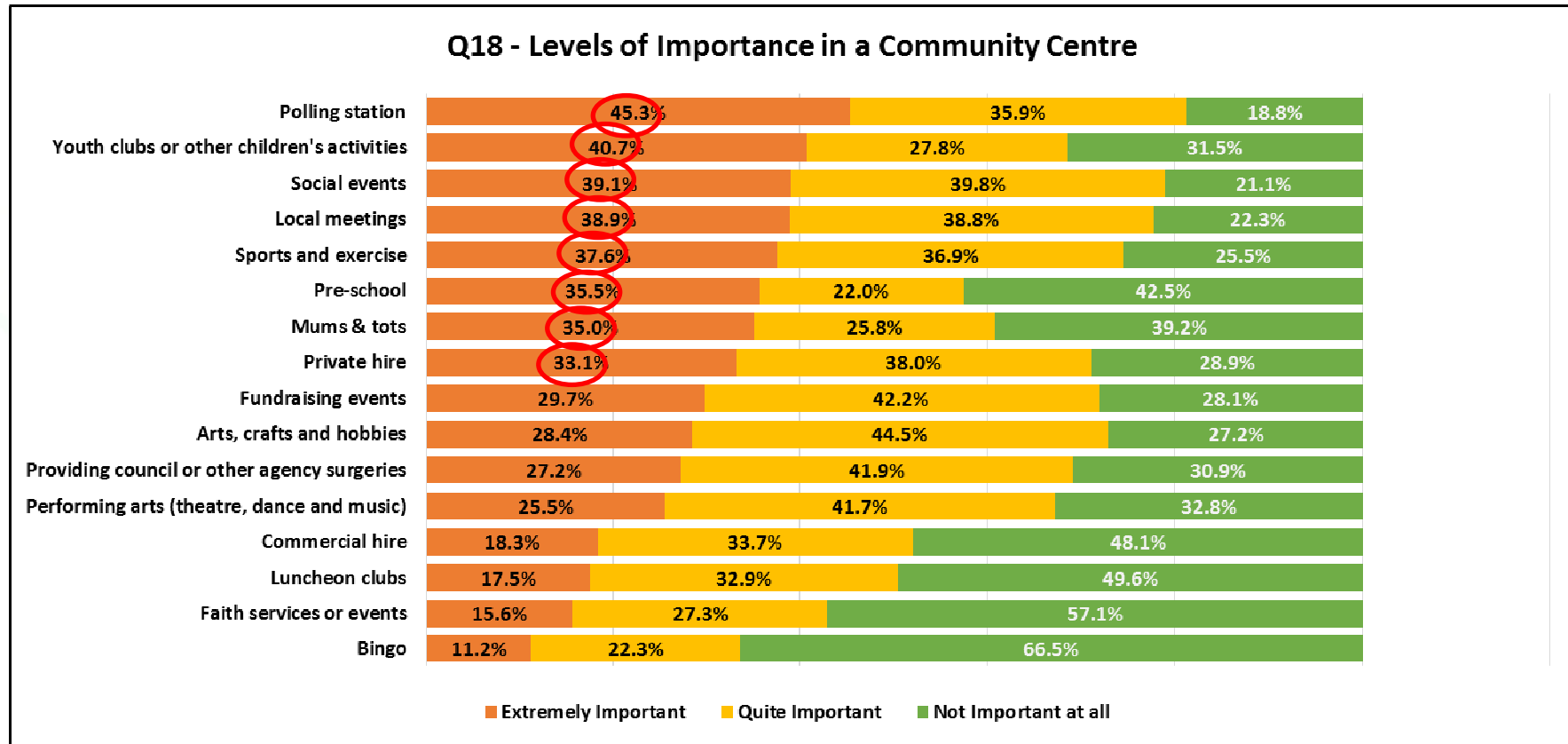
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Community centres consultation: Aug-Sept 2014



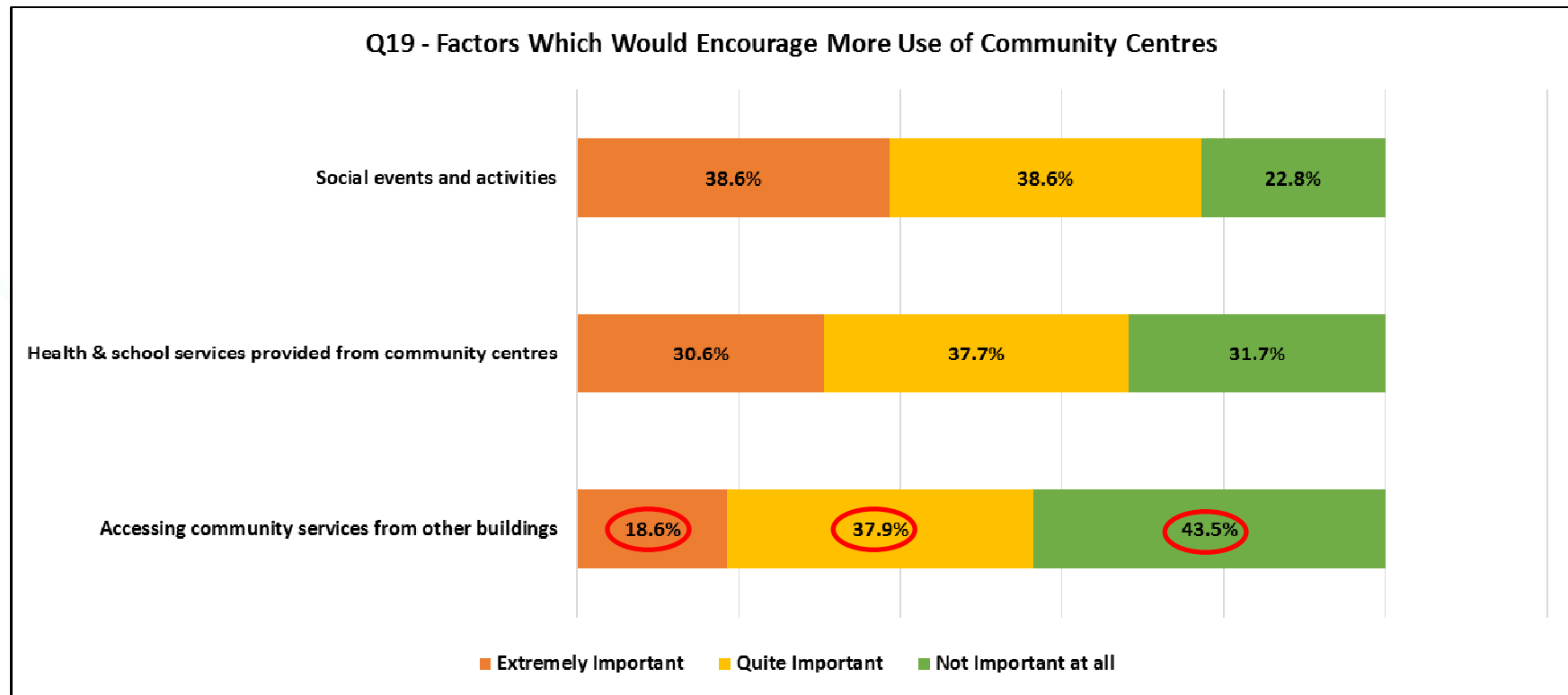
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Community centres consultation: Aug-Sept 2014



- Overall, the aspects most likely to be considered 'extremely important' in a community centre were 'polling station' (45.3%), 'youth clubs or other children's activities' (40.7%), 'social events' (39.1%), 'local meetings' (38.9%), 'sports and exercise' (37.6%), 'pre-school' (35.5%), 'mums and tots' (35.0%), and 'private hire' (33.1%).

Community centres consultation: Aug-Sept 2014



- Over half (56.5%) of all respondents felt that 'accessing community services from other buildings' would be 'extremely important' or 'quite important' in encouraging them to make more use of community centres, while 43.5% felt this would be 'not important at all'.