

## **Peterborough City Council**

# **Understanding the value of our libraries and community centres**

**August 2014**

## 1. KEY FINDINGS

1.1 The consultation elicited 5110 responses, the majority responding using an on line questionnaire.

### Library Service

- 1.2 Four-in-five respondents (81.6%) indicated that they currently 'use Peterborough library services and have a current membership card', and 4.2% of respondents 'use Peterborough library services but do not have a current membership card'.
- 1.3 14.2% of the overall sample either 'have used Peterborough library services, but not in the last 12 months' (9.7%) or 'have never used Peterborough library services' (4.5%).
- 1.4 Around a third of all respondents stated that they had used Central Library (32.4%) most often in the previous 12 months.
- 1.5 Bretton (17.1%), Werrington (16.4%) and Orton (11.4%) libraries were used most often by in excess of one-in-ten respondents while smaller numbers had most often visited Hampton (4.9%), Dogsthorpe (3.7%), Stanground (3.6%), Eye (2.8%), Thorney (2.6%) and Woodston (2.3%) libraries in the preceding 12 months. 2.2% stated that they had used the Mobile Library most often.
- 1.6 29.3% of respondents who have visited a Peterborough library in the previous 12 months stated that they had done so at least 'once a week' .
- 1.7 Respondents who had used Peterborough 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.
- 1.8 Around three-quarters of respondents who have used Peterborough libraries in the previous 12 months stated that they visit libraries other than their most frequented either 'a few times a year' (34.0%) or 'once a year or less' (39.8%).
- 1.9 When respondents were asked which other libraries they use regularly, most mentioned was Central Library (30.0%). 30.4% stated that they use no other library regularly.
- 1.10 In terms of reasons for visiting libraries in Peterborough, the great majority stated that they do so in order to 'borrow books' (87.2%). One-in-five or more respondents do so in order to 'use computers and the internet' (26.2%), 'use the children's library' (23.7%), 'get information about local services/events' (23.2%), 'study/do research' (21.4%) and 'attend specific events' (19.6%).
- 1.11 85.7% of respondents stated that 'the books on the shelves' were 'extremely important' to them in a library service with an additional 12.6% giving 'quite important' responses.
- 1.12 Over half believed 'location' (70.4%) and 'access to information' (55.6%) to be 'extremely important' in this regard, while smaller numbers gave such responses in relation to 'on a convenient public transport route' (41.6%), 'educational events and activities' (36.0%), 'support available from people' (35.7%), 'being able to learn something and/or do homework' (34.3%), 'computers with internet access' (32.6%) and 'social events and activities' (24.9%).

- 1.13 74.5% of respondents stated that ‘accessing the library building outside normal hours’ would be either ‘extremely’ (35.4%) or ‘quite important’ (39.1%) in encouraging them to make more use of library services.

### **Community Centres**

- 1.14 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%).
- 1.15 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.
- 1.16 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%).
- 1.17 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.
- 1.18 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.
- 1.19 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%).
- 1.20 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%).
- 1.21 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%).
- 1.22 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'.

- 1.23 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'.

## Peterborough's Library Service

### Section 1 – Your use of Peterborough library services

**Q.1 Which of these statements best describes your use of Peterborough libraries? (4999)**

(Please tick✓one box only)

- |    |  |       |
|----|--|-------|
| 1. | I use Peterborough library services and I have a current membership card .....       | 81.6% |
| 2. | I use Peterborough library services but I do not have a current membership card .... | 4.2%  |
| 3. | I have used Peterborough library services but not in the last 12 months.....         | 9.7%  |
| 4. | I have never used Peterborough library services .....                                | 4.5%  |

**Please skip to Section 2 (Q.9) if you have not used Peterborough library services in the last 12 months.**

**Q.2 Which library have you used MOST OFTEN in the last 12 months? (4272) (Please tick✓one box only)**

|                          |       |                          |       |
|--------------------------|-------|--------------------------|-------|
| Central Library .....    | 32.4% | Stanground Library ..... | 3.6%  |
| Bretton Library .....    | 17.1% | Thorney Library.....     | 2.6%  |
| Dogsthorpe Library ..... | 3.7%  | Eye Library.....         | 2.8%  |
| Orton Library .....      | 11.4% | Hampton Library .....    | 4.9%  |
| Mobile Library .....     | 2.2%  | Werrington Library ..... | 16.4% |
| Woodston Library .....   | 2.3%  | Other.....               | 0.6%  |

**Q.3 How often do you visit this library? (4259) (Please tick✓one box only)**

|                         |       |                          |       |
|-------------------------|-------|--------------------------|-------|
| Every day .....         | 5.5%  | Once a month .....       | 18.4% |
| Once a week .....       | 23.8% | A few times a year ..... | 18.1% |
| Every 2 – 3 weeks ..... | 33.0% | Once a year or less..... | 1.2%  |

**Q.4 How far do you travel to this library? (4239) (Please tick✓one box only)**

|                        |       |                         |       |
|------------------------|-------|-------------------------|-------|
| Less than 1 mile ..... | 41.6% | More than 2 miles ..... | 25.0% |
| 1 – 2 miles .....      | 33.4% |                         |       |

**Q.5 How do you travel to this library? (4261) (Please tick✓one box only)**

|             |       |            |       |
|-------------|-------|------------|-------|
| Walk .....  | 43.1% | Taxi.....  | 0.2%  |
| Cycle ..... | 9.9%  | Car .....  | 35.3% |
| Bus .....   | 10.4% | Other..... | 1.1%  |

**Q.6 How often do you visit other libraries? (4112) (Please tick✓one box only)**

|                         |      |                          |       |
|-------------------------|------|--------------------------|-------|
| Every day .....         | 1.2% | Once a month .....       | 9.3%  |
| Once a week .....       | 6.2% | A few times a year ..... | 34.0% |
| Every 2 – 3 weeks ..... | 9.4% | Once a year or less..... | 39.8% |

**Q.7 Which other library do you use regularly, if any? (4099) (Please tick✓one box only)**

|                          |       |                                      |       |
|--------------------------|-------|--------------------------------------|-------|
| Central Library .....    | 30.0% | Stanground Library .....             | 1.2%  |
| Bretton Library .....    | 8.9%  | Thorney Library.....                 | 0.3%  |
| Dogsthorpe Library ..... | 2.9%  | Eye Library.....                     | 0.9%  |
| Orton Library .....      | 4.0%  | Hampton Library .....                | 2.3%  |
| Mobile Library.....      | 1.1%  | Werrington Library .....             | 5.0%  |
| Woodston Library .....   | 1.5%  | Other .....                          | 5.1%  |
|                          |       | No other library used regularly..... | 30.4% |

**Q.8 Why do you visit the library? Is it to: (4237) (Please tick✓all that apply)**

|   |       |                                   |       |
|---|-------|-----------------------------------|-------|
| Borrow books .....                                | 87.2% | Take part in a reading group..... | 4.3%  |
| Use computers and the internet .....              | 26.2% | Do a course .....                 | 3.4%  |
| Get help with form filling .....                  | 1.9%  | Enjoy a quiet place to read ..... | 14.6% |
| Get information about local services/events ..... | 23.2% | Meet other people.....            | 9.6%  |
| Study/do research .....                           | 21.4% | Other .....                       | 7.4%  |
| Use the children's library .....                  | 23.7% |                                   |       |
| Attend specific events .....                      | 19.6% |                                   |       |
| Search for work .....                             | 6.0%  |                                   |       |
| Read newspapers and/or magazines.....             | 10.9% |                                   |       |

**Section 2 - What is the most important to you?**  
(Please answer these questions even if you have not used the library service)

**Q.9 What is most important to you about a library service? (5110)**

(Please tick✓ one box on each line)

|   | <u>Extremely important</u> | <u>Quite important</u> | <u>Not important at all</u> |
|---|----------------------------|------------------------|-----------------------------|
| 1. The books on the shelves (4803).....                         | 85.7%                      | 12.6%                  | 1.8%                        |
| 2. The range of downloadable e-books (4172).....                | 14.5%                      | 31.9%                  | 53.6%                       |
| 3. Computers with internet access (4351).....                   | 32.6%                      | 29.8%                  | 37.6%                       |
| 4. DVDs, music CDs, audiobooks (4275).....                      | 17.4%                      | 44.7%                  | 37.9%                       |
| 5. Access to information (4451) .....                           | 55.6%                      | 32.8%                  | 11.6%                       |
| 6. Educational events and activities (4272)....                 | 36.0%                      | 38.2%                  | 25.8%                       |
| 7. Social events and activities (4246).....                     | 24.9%                      | 40.0%                  | 35.1%                       |
| 8. Being able to learn something and/or do homework (4214)..... | 34.3%                      | 32.8%                  | 32.9%                       |
| 9. Support available from people (4226) .....                   | 35.7%                      | 38.1%                  | 26.2%                       |
| 10. Location (4500) .....                                       | 70.4%                      | 24.1%                  | 5.5%                        |
| 11. On a convenient public transport route (4256).....          | 41.6%                      | 29.3%                  | 29.1%                       |

**Q.10 What would encourage you to make more use of library services?**

(Please tick✓ one box on each line)

|  | <u>Extremely important</u> | <u>Quite important</u> | <u>Not important at all</u> |
|--|----------------------------|------------------------|-----------------------------|
| 1. Accessing the library building outside normal hours (4668)..... | 35.4%                      | 39.1%                  | 25.6%                       |
| 2. Library services available from other buildings (4399).....     | 14.6%                      | 41.7%                  | 43.7%                       |
| 3. Social events and activities (4325).....                        | 20.6%                      | 37.0%                  | 42.4%                       |
| 4. Other services provided from the library (please specify) ..... |                            |                        |                             |

**Peterborough's Community Centres**

**Section 3 – Your use of Community Centres**

**Q.11 Which of these statements best describes your use of community centres in the last 12 months? (4944)** (Please tick✓ one box only)

|   |       |
|---|-------|
| 1. I have regularly used my local community centre .....                        | 24.0% |
| 2. I use my local community centre occasionally .....                           | 15.1% |
| 3. I have not used a community centre in the last 12 months (SKIP TO Q.18)..... | 21.5% |
| 4. I do not use community centres (SKIP TO Q.18).....                           | 35.1% |
| 5. I use more than one community centre.....                                    | 3.0%  |

**Please skip to Section 4 (Q.18) if you have not used community centres in the last 12 months.**

**Q.12 Which community centres have you used MOST OFTEN in the last 12 months? (Please rank the top three)**

Name:.....

Name:.....

Name:.....

**Q.13 How often do you visit your most frequently used community centre? (2074)**  
(Please tick✓ one box only)

|                                 |       |                          |       |
|---------------------------------|-------|--------------------------|-------|
| Every day during the week ..... | 15.6% | Every 2 – 3 weeks .....  | 8.0%  |
| Every weekend .....             | 4.4%  | Once a month .....       | 11.2% |
| Once a week .....               | 34.5% | A few time a year .....  | 21.9% |
|                                 |       | Once a year or less..... | 4.4%  |

**Q.14 How far do you travel to this community centre? (2036)** (Please tick✓ one box only)

|                        |       |                         |       |
|------------------------|-------|-------------------------|-------|
| Less than 1 mile ..... | 51.8% | More than 2 miles ..... | 22.4% |
| 1 – 2 miles .....      | 25.8% |                         |       |

**Q.15 How do you travel to this community centre? (2020)** (Please tick✓ one box only)

|             |       |            |       |
|-------------|-------|------------|-------|
| Walk .....  | 48.5% | Taxi ..... | 0.8%  |
| Cycle ..... | 5.4%  | Car .....  | 38.3% |
| Bus .....   | 5.4%  | Other..... | 1.5%  |

**Q.16 When do you visit your most frequently used community centre you mentioned at Q.12? (5110)**

(Please tick✓ all that apply)

|                    | <u>Morning</u> | <u>Afternoon</u> | <u>Evening</u> |
|--------------------|----------------|------------------|----------------|
| 1. Monday .....    | 6.8%           | 5.0%             | 3.9%           |
| 2. Tuesday .....   | 7.7%           | 4.8%             | 6.0%           |
| 3. Wednesday ..... | 6.3%           | 5.7%             | 4.7%           |
| 4. Thursday .....  | 7.2%           | 4.8%             | 6.1%           |
| 5. Friday .....    | 6.0%           | 4.6%             | 4.8%           |
| 6. Saturday .....  | 5.6%           | 6.1%             | 5.8%           |
| 7. Sunday .....    | 3.1%           | 3.2%             | 3.5%           |



**Q.17 Which of the following do you use? (5110) (Please tick✓ all that apply)**

(Missing Data Excluded)

|  |       |   |       |
|--|-------|---|-------|
| Pre-school .....                                 | 15.4% | Council or other agency surgeries ..... | 11.1% |
| Social events .....                              | 43.8% | Polling station .....                   | 36.8% |
| Fundraising events .....                         | 27.5% | Private hire.....                       | 21.5% |
| Luncheon clubs .....                             | 6.7%  | Commercial hire.....                    | 3.0%  |
| Arts, crafts and hobbies.....                    | 18.6% | Local meetings.....                     | 26.4% |
| Sports & exercise .....                          | 24.1% | Mums & tots.....                        | 13.4% |
| Performing arts (theatre, dance & music).....    | 9.0%  | Bingo.....                              | 9.4%  |
| Youth clubs or other children's activities ..... | 12.9% | Others, please describe.....            | 11.9% |
| Faith services or events .....                   | 11.5% |   |       |

**Section 4 - What is the most important to you?**

(Please answer these Sections 4 & 5 even if you have not used community centres)

**Q.18 What is most important to you in a community centre?**

(Please tick✓ one box on each line)

|  | <u>Extremely<br/>important</u> | <u>Quite<br/>important</u> | <u>Not important<br/>at all</u> |
|--|--------------------------------|----------------------------|---------------------------------|
| 1. Pre-school (3880).....                                    | 42.5%                          | 35.5%                      | 22.0%                           |
| 2. Social events (4162) .....                                | 39.1%                          | 39.8%                      | 21.1%                           |
| 3. Fundraising events (3915) .....                           | 29.7%                          | 42.2%                      | 28.1%                           |
| 4. Luncheon clubs (3880).....                                | 17.5%                          | 32.9%                      | 49.6%                           |
| 5. Arts, crafts and hobbies (4024) .....                     | 28.4%                          | 44.5%                      | 27.2%                           |
| 6. Sports and exercise (3999) .....                          | 37.6%                          | 36.9%                      | 25.5%                           |
| 7. Performing arts (theatre, dance or music) (3855).....     | 32.8%                          | 25.5%                      | 41.7%                           |
| 8. Bingo (3784).....   | 11.2%                          | 22.3%                      | 66.5%                           |
| 9. Youth clubs or other children's activities (3866) .....   | 31.5%                          | 40.7%                      | 27.8%                           |
| 10. Faith services or events (3783).....                     | 15.6%                          | 27.3%                      | 57.1%                           |
| 11. Providing council or other agency surgeries (3816) ..... | 30.9%                          | 27.2%                      | 41.9%                           |
| 12. Polling station (4082) .....                             | 45.3%                          | 35.9%                      | 18.8%                           |
| 13. Private hire (3907).....                                 | 33.1%                          | 38.0%                      | 28.9%                           |
| 14. Commercial hire (3694).....                              | 18.3%                          | 33.7%                      | 48.1%                           |
| 15. Local meetings (3955).....                               | 38.9%                          | 38.8%                      | 22.3%                           |
| 16. Mums & tots (3754).....                                  | 35.0%                          | 25.8%                      | 39.2%                           |
| 17. Other (Please specify)                                   |                                |                            |                                 |



## Section 5 – Your views about the future of Communities Centres

### Q.19 What would encourage you to make more use of community centres?

(Please tick✓ one box on each line)

|  | <u>Extremely<br/>important</u> | <u>Quite<br/>important</u> | <u>Not important<br/>at all</u> |
|--|--------------------------------|----------------------------|---------------------------------|
| 1. Accessing community services from other buildings<br>(4190) .....           | 18.6%                          | 37.9%                      | 43.5%                           |
| 2. Health & school services provided from community<br>centres (4220) .....    | 30.6%                          | 37.7%                      | 31.7%                           |
| 3. Social events and activities (4465).....                                    | 38.6%                          | 38.6%                      | 22.8%                           |
| 4. Other services provided from community centres<br>(please specify)<br>..... |                                |                            |                                 |

## About you

So we can check this survey is representative of Peterborough overall, can you please complete the following questions.

### Q.20 Are you (4656):

Female.....65.5%

Male.....34.5%

### Q.21 Which of these age groups do you fall into? (4995)

|                     |       |                         |       |
|---------------------|-------|-------------------------|-------|
| 16 to 24 years..... | 4.3%  | 55 to 64 years .....    | 19.0% |
| 25 to 34 years..... | 11.3% | 65 to 74 years .....    | 20.2% |
| 35 to 44 years..... | 17.6% | 75 years or over.....   | 10.0% |
| 45 to 54 years..... | 16.4% | Prefer not to say ..... | 1.2%  |

**Q.22 What is your ethnic group? (4855)**

**A White**

- 1. English/ Welsh/ Scottish/ Northern Irish/ British .....85.9%
- 2. Irish ..... 0.9%
- 3. Gypsy or Irish Traveller .....0.1%
- 4. Any other white background, write in .....3.4%

**B Mixed/ multiple ethnic groups**

- 5. White and Black Caribbean.....0.2%
- 6. White and Black African .....0.1%
- 7. White and Asian .....0.5%
- 8. Any other mixed/ multiple ethnic background, write in .....0.5%

**C Asian / Asian British**

- 9. Indian .....2.8%
- 10. Pakistani..... 1.8%
- 11. Bangladeshi .....0.2%
- 12. Chinese .....0.4%
- 13. Any other Asian background, write in.....0.6%

**D Black/ African/ Caribbean/ Black British**

- 14. African ..... 1.2%
- 15. Caribbean.....0.4%
- 16. Any other Black/ African/ Caribbean background, write in .....0.1%

**E Other ethnic group**

- 17. Arab.....0.1%
- 18. Any other ethnic group, write in.....0.8%

Everything you say in this questionnaire is confidential. However the responses to this questionnaire may be reported as statistics and mapped geographically so that specific issues emerging within neighbourhoods can be targeted more efficiently. If you agree to your address being given in order for responses to be mapped please write in your address and postcode below.

Address: .....

.....  
.....

Postcode:

.....  
.....

**Thank you for taking the time to complete this questionnaire. If you require any further information please do not hesitate to contact NWA on the Freephone number: 0800 316 3630.**

All surveys are carried out in accordance with the MRS Code of Conduct

[www.mrs.org.uk](http://www.mrs.org.uk)  
[www.nwaresearch.co.uk](http://www.nwaresearch.co.uk)