

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

Main findings

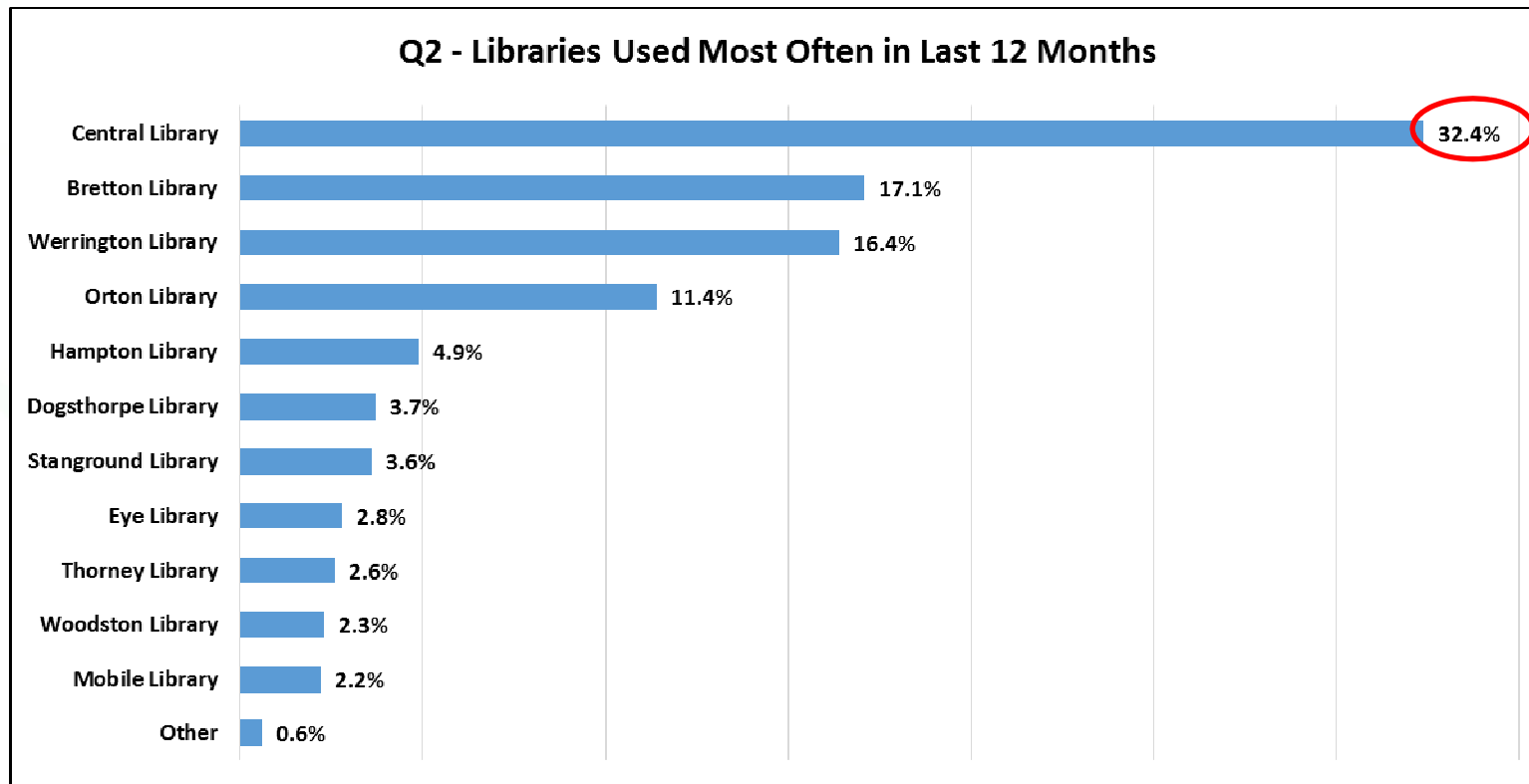
227

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 – ¾ of respondents felt accessing the library ‘outside of normal hours’ was either extremely or quite important.

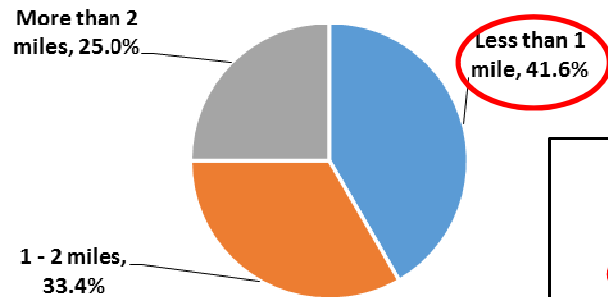
Libraries consultation: Aug-Sept 2014



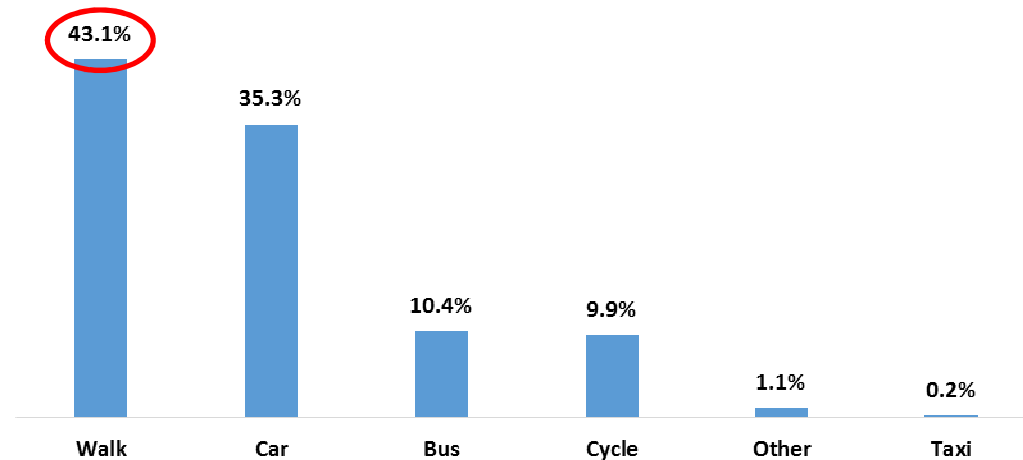
- A third of all respondents stated that they had used Central library (32.4%) most often in the previous 12 months
- Bretton, Werrington and Orton were the next most popular libraries visited

Libraries consultation: Aug-Sept 2014

Q4 - Distance Travelled to Most Used Library

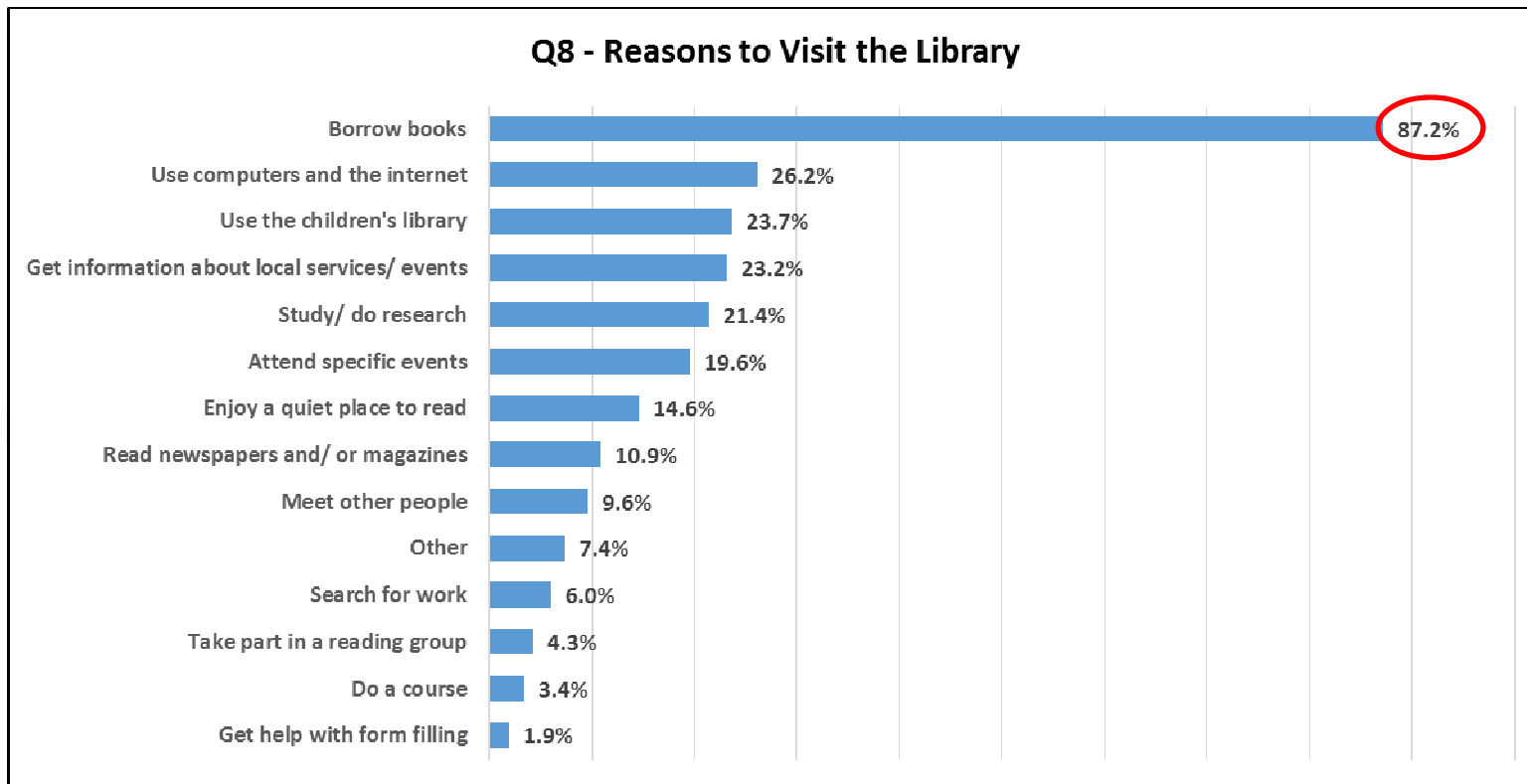


Q5 - Mode of Travel to Most Used Library



- 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

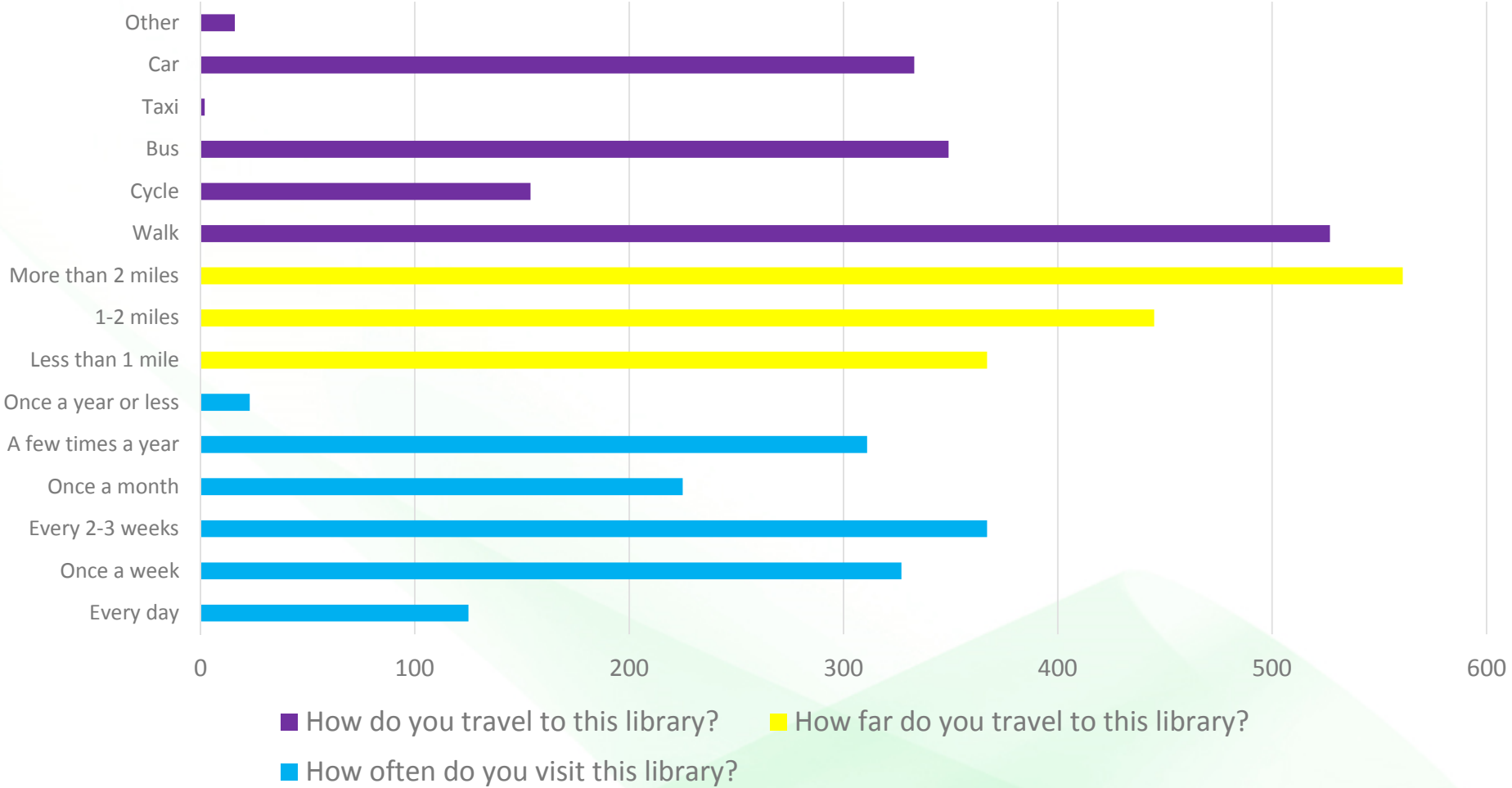
Libraries consultation: Aug-Sept 2014



- 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'

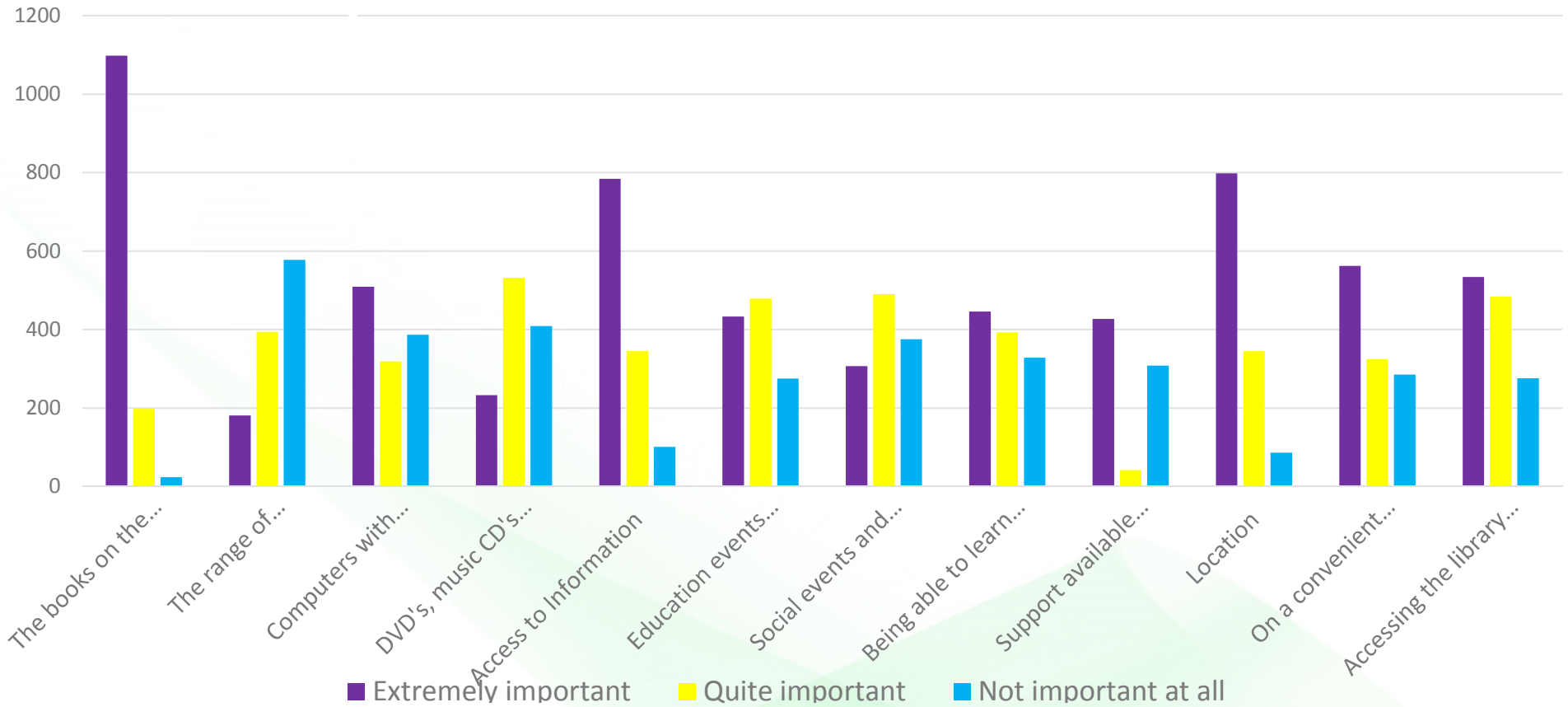
Central Library

232



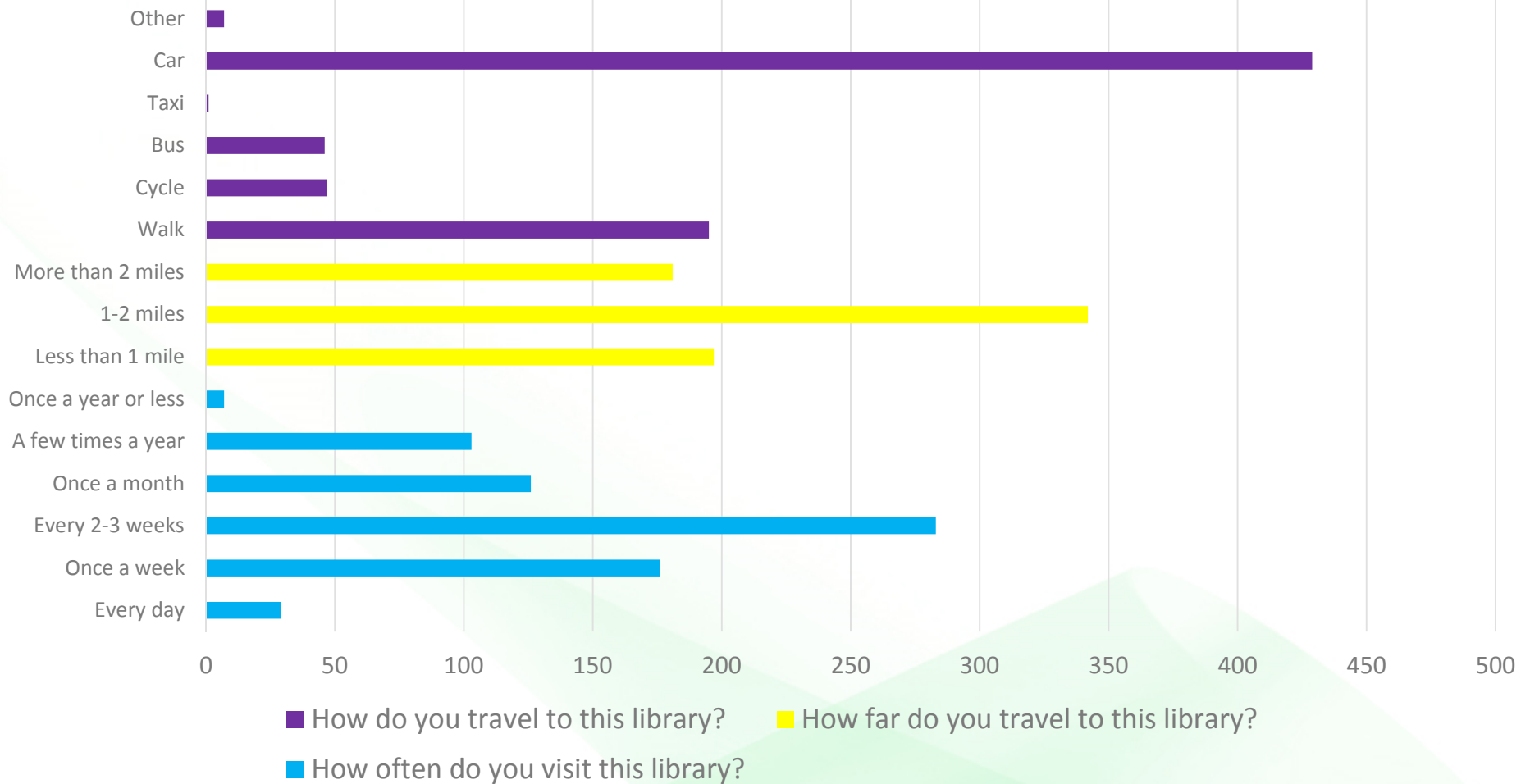
Central Library

233



■ Extremely important
 ■ Quite important
 ■ Not important at all

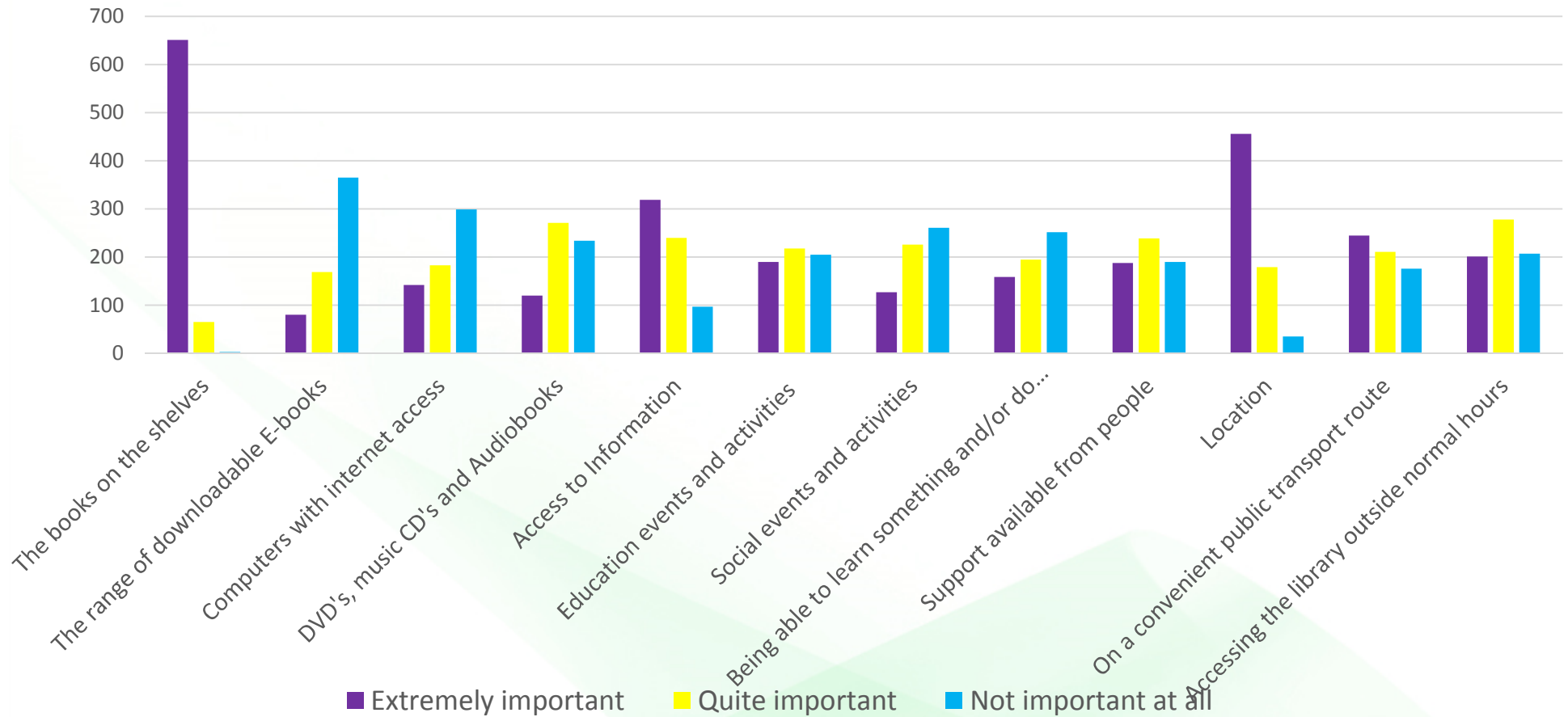
Bretton Library



234

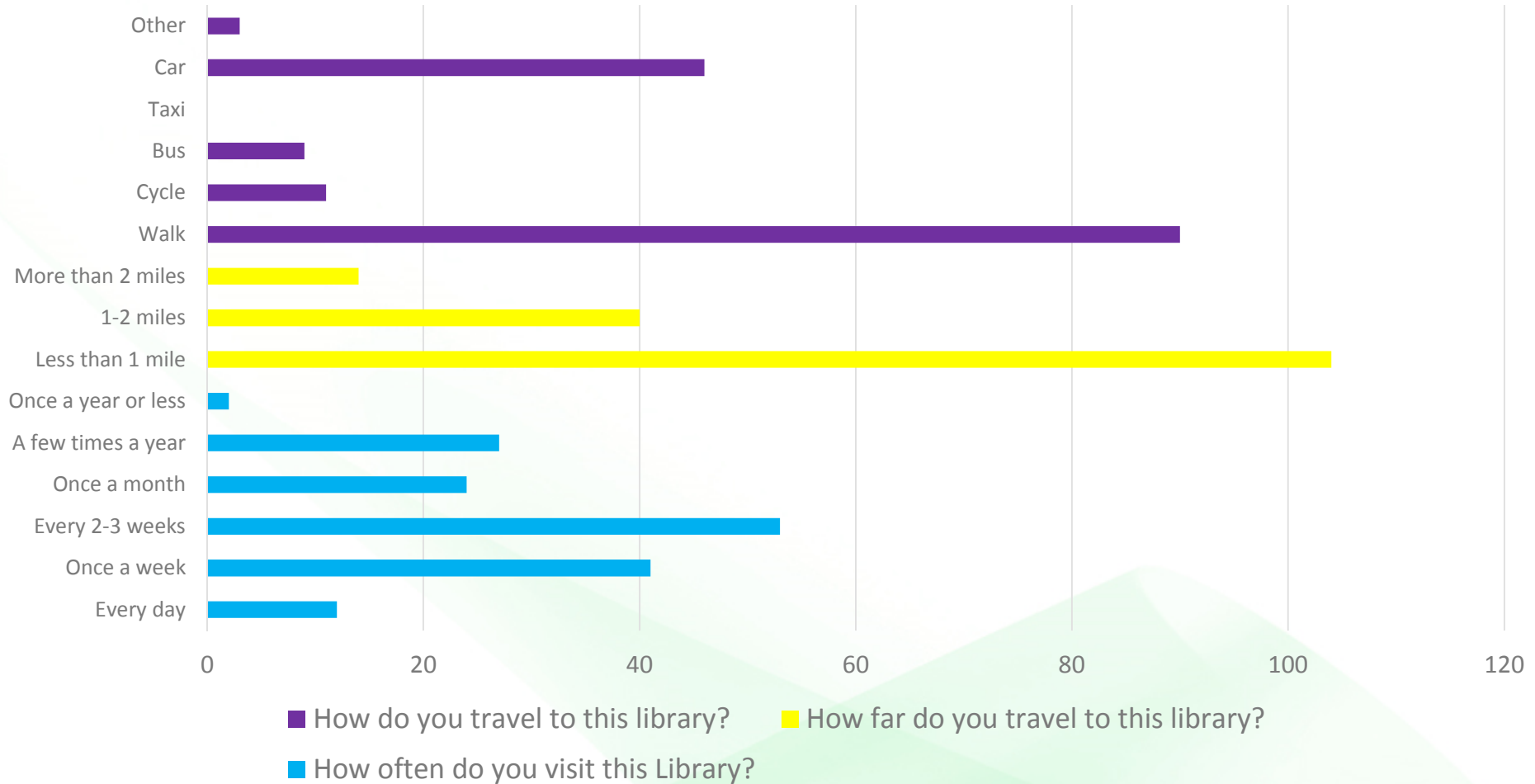
Bretton Library

235



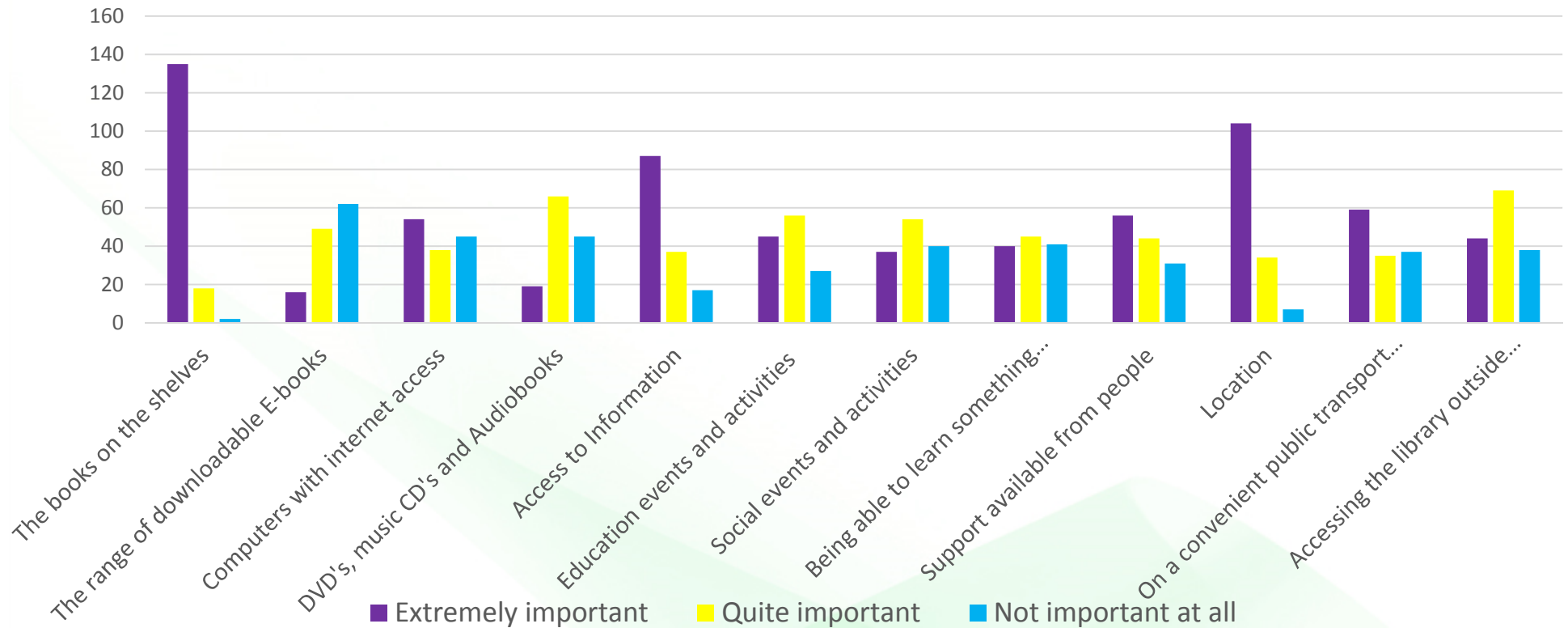
Dogsthorpe Library

236



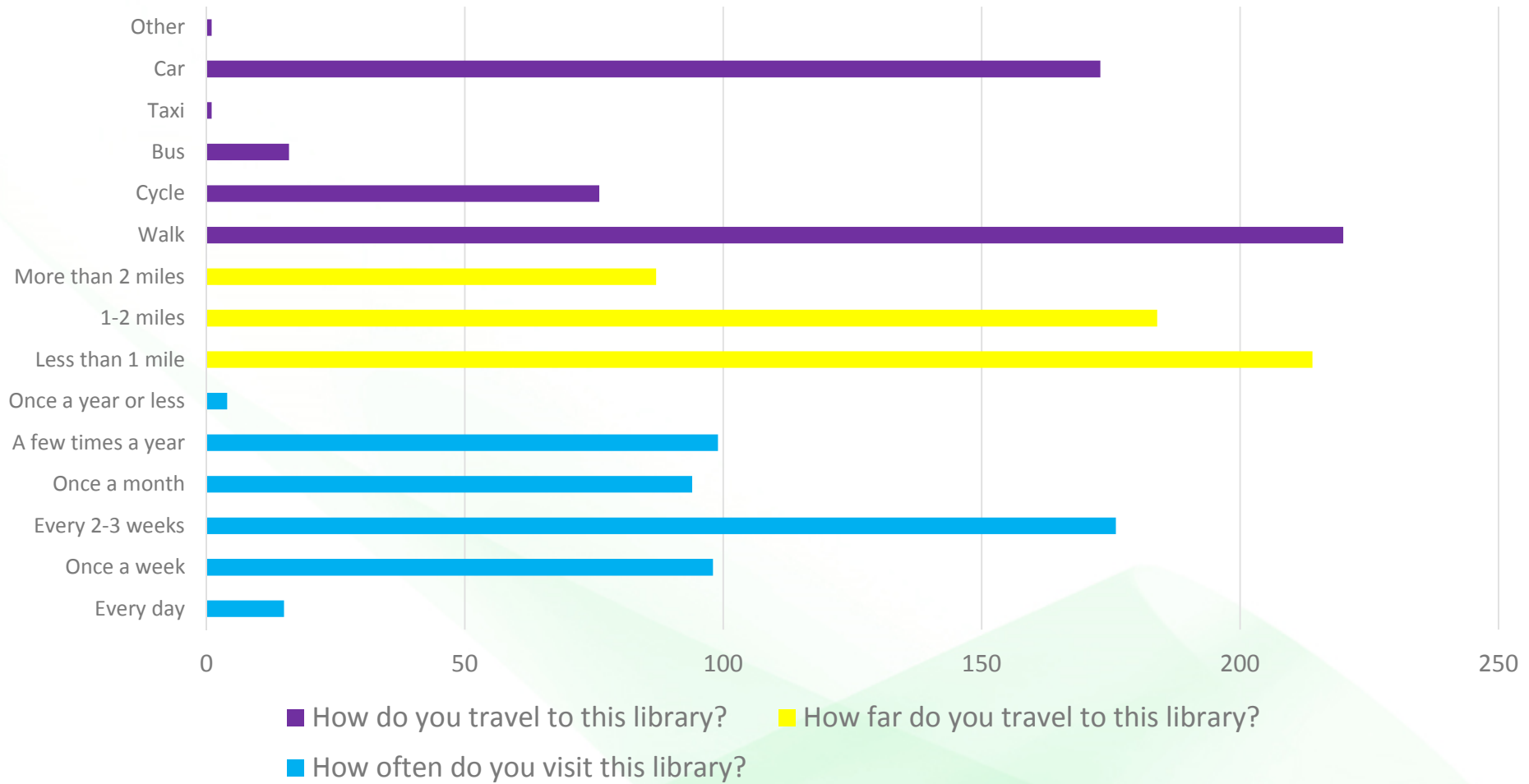
Dogsthorpe Library

237



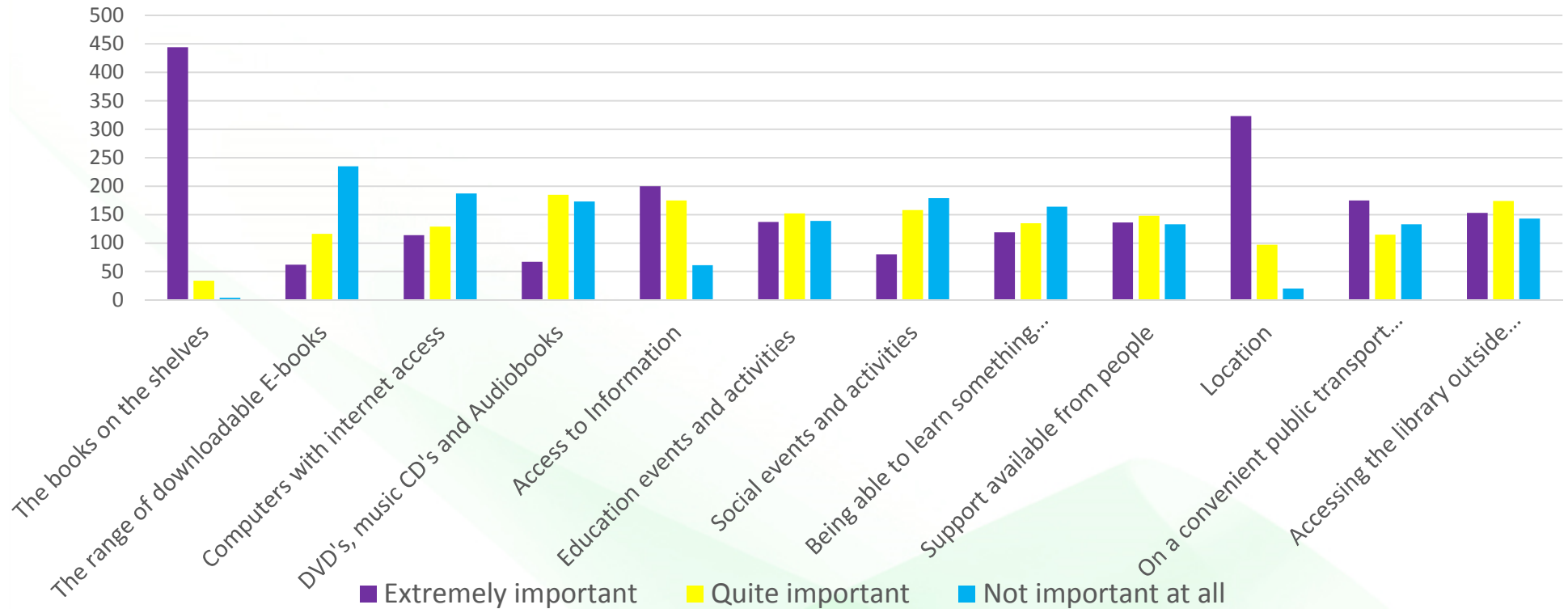
Orton Library

238



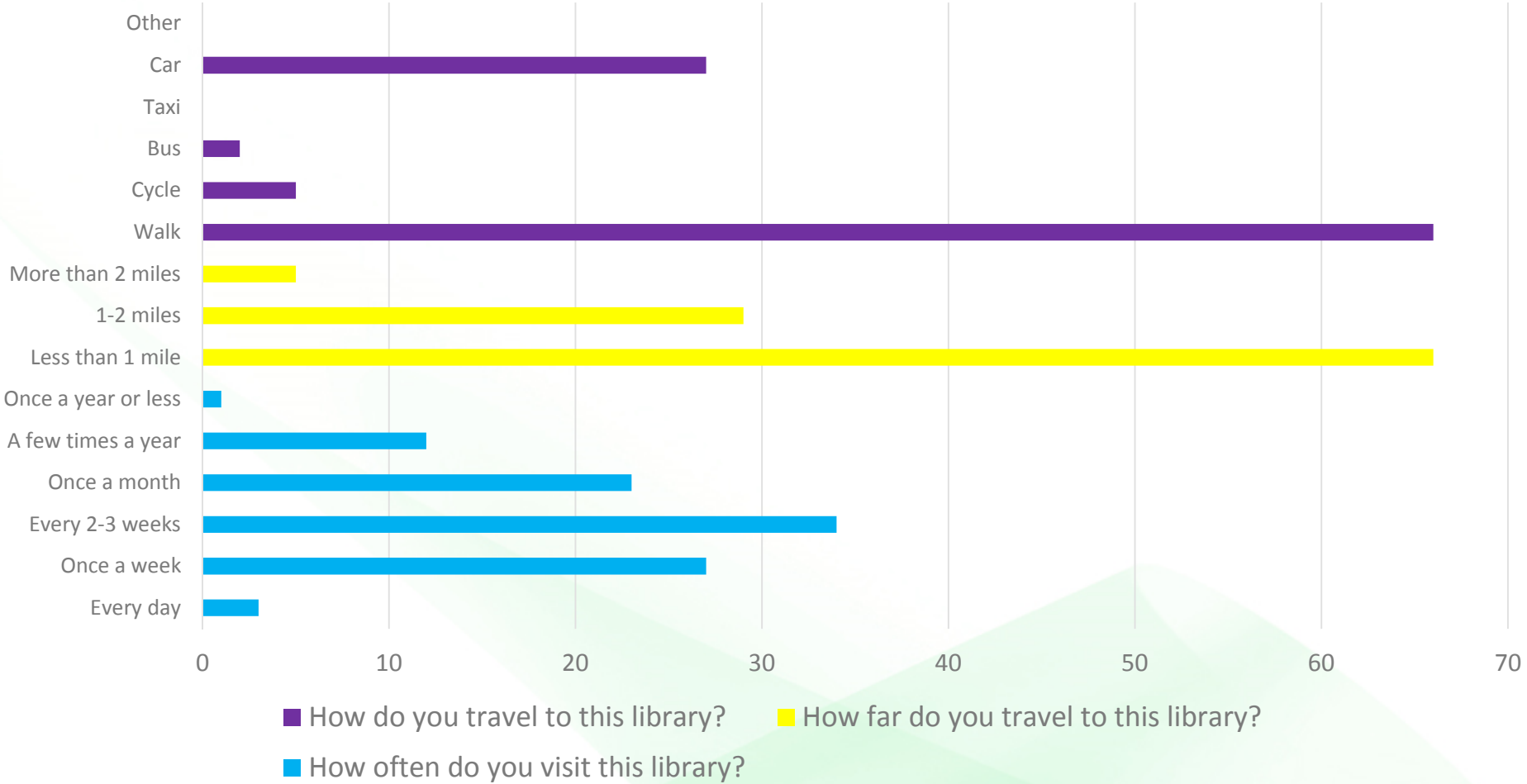
Orton Library

239



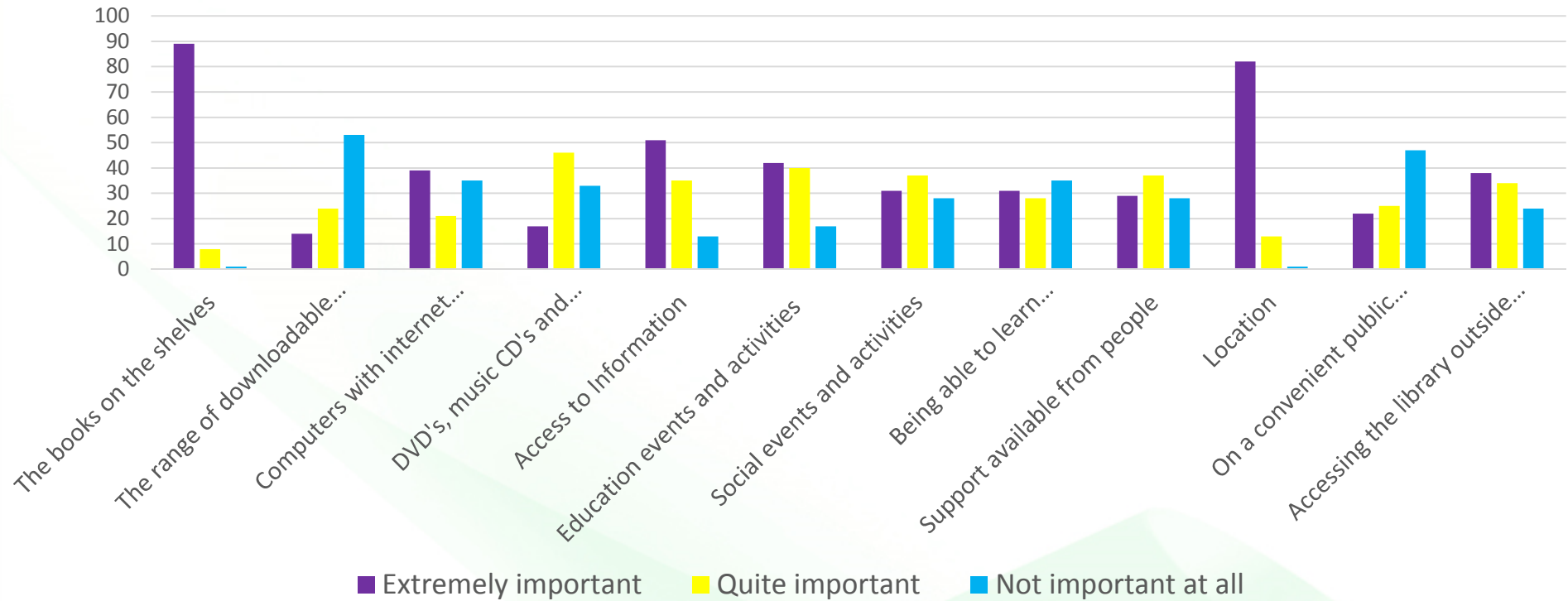
Woodston Library

240



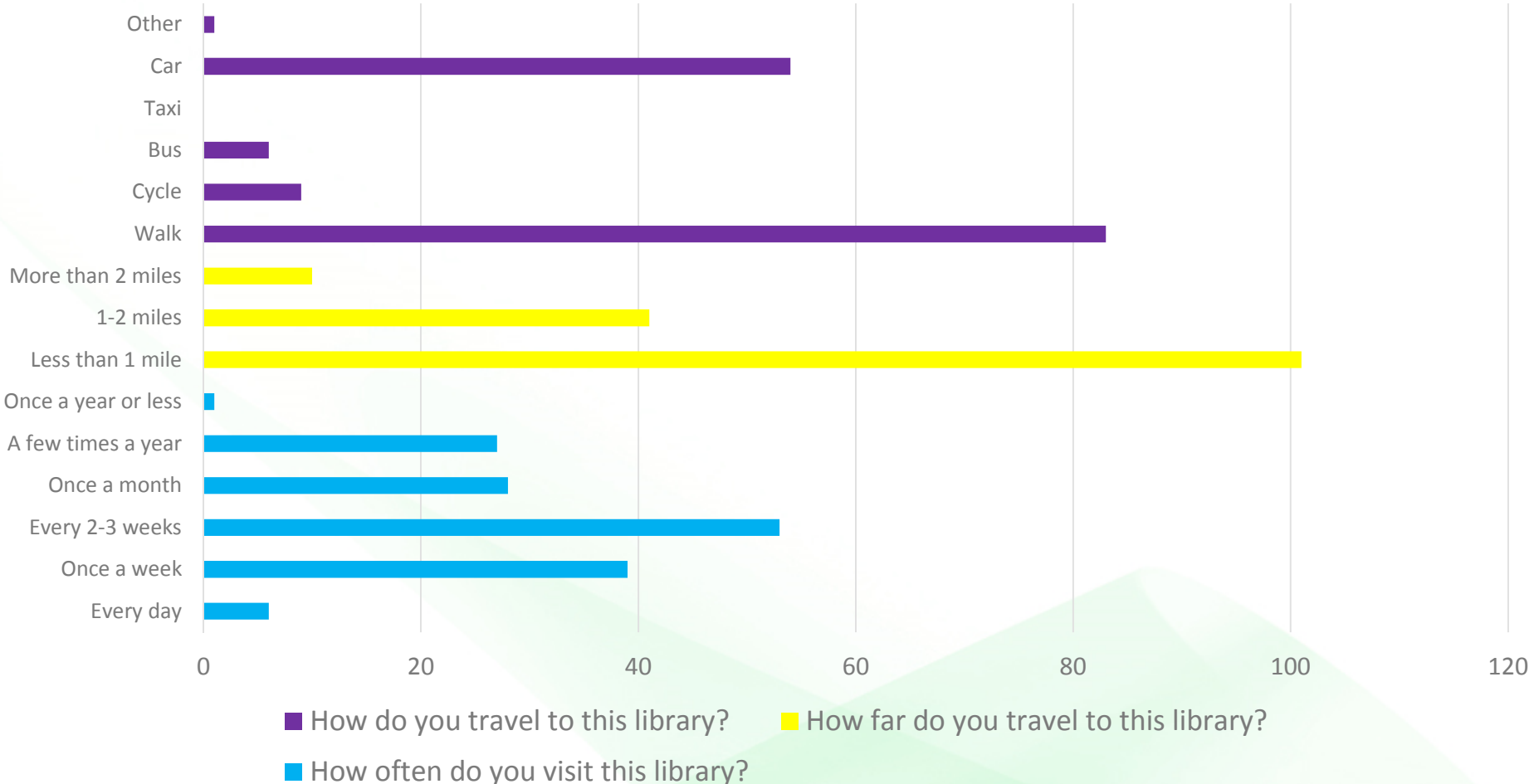
Woodston Library

241



Stanground Library

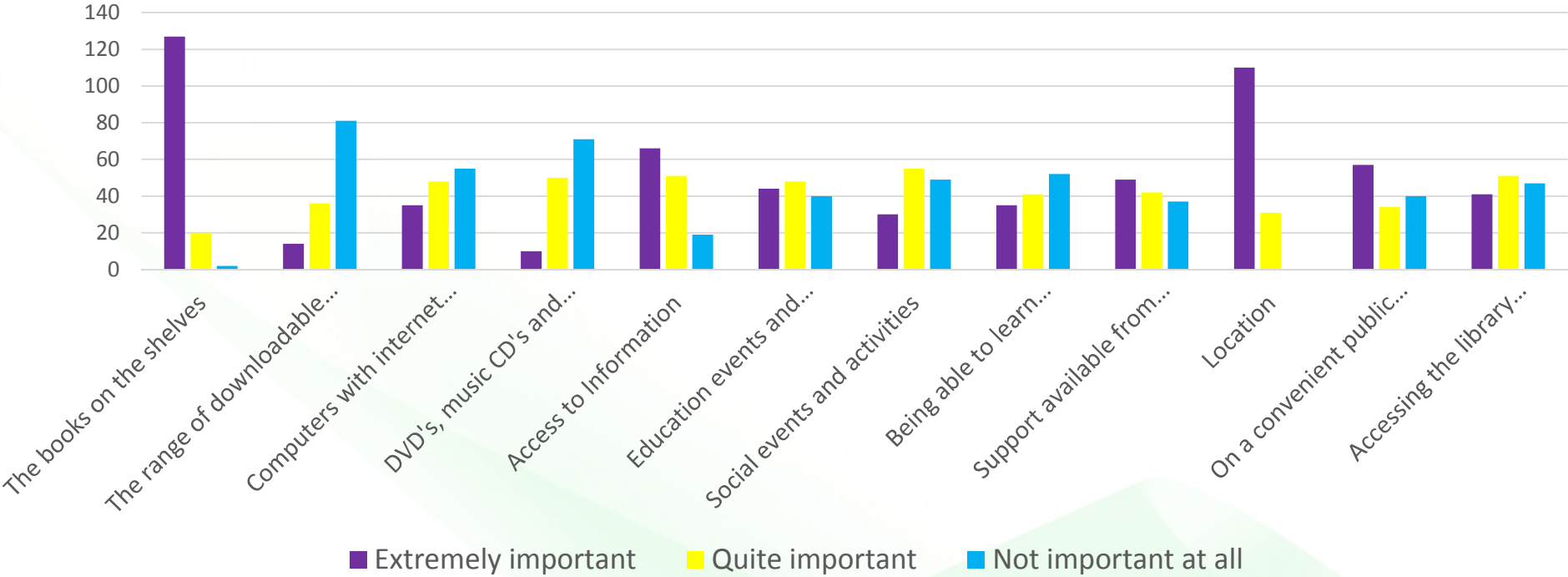
242



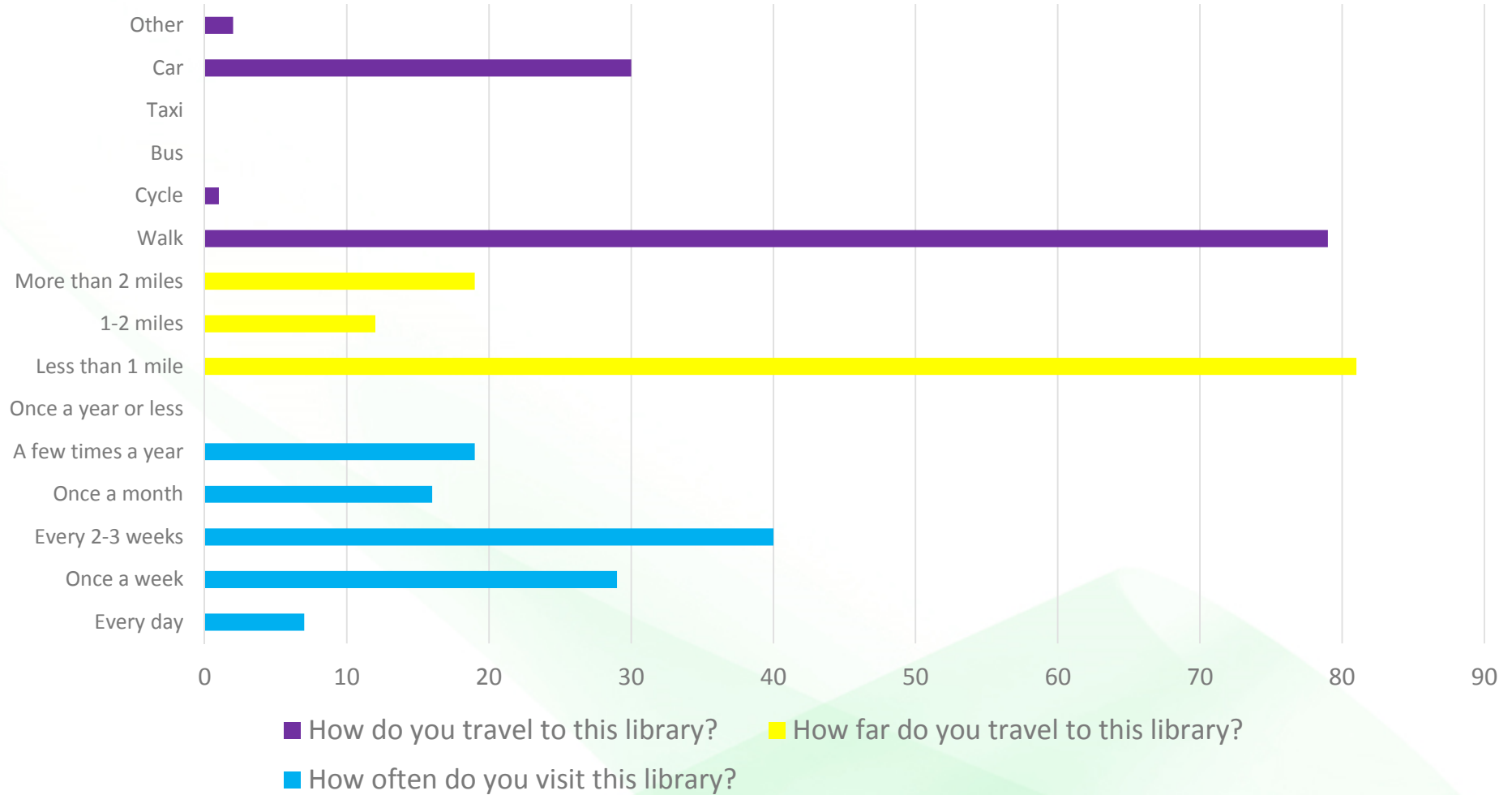
Delivering together

Stanground Library

243



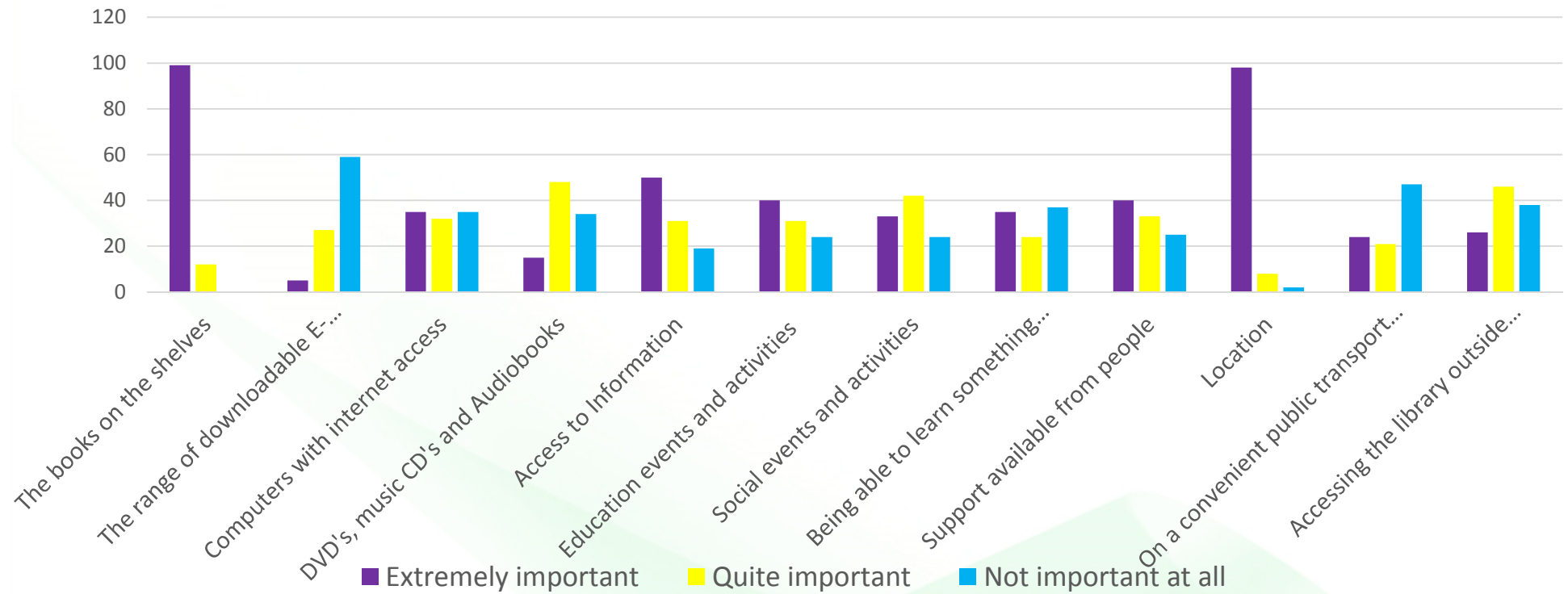
Thorney Library



244

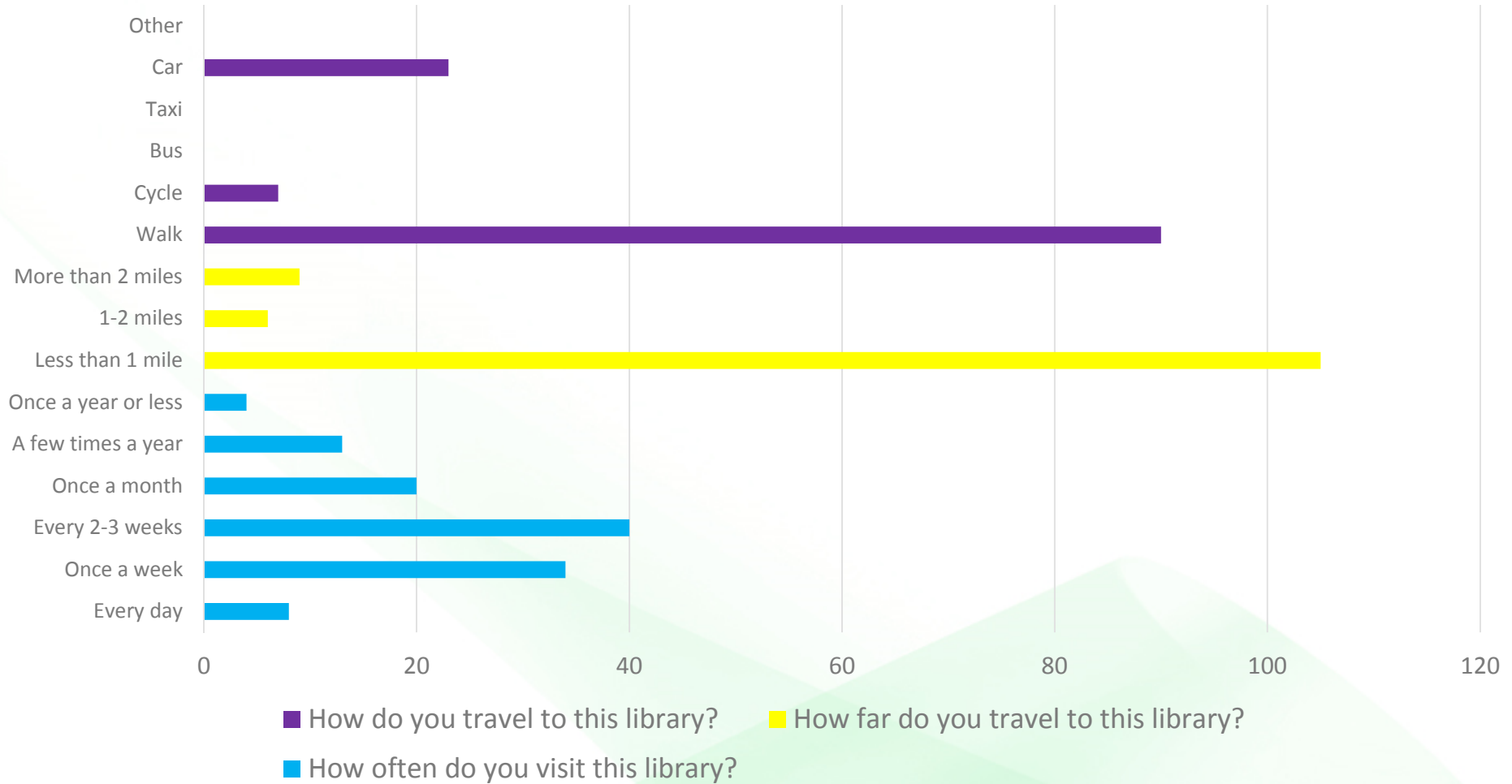
Thorney Library

245



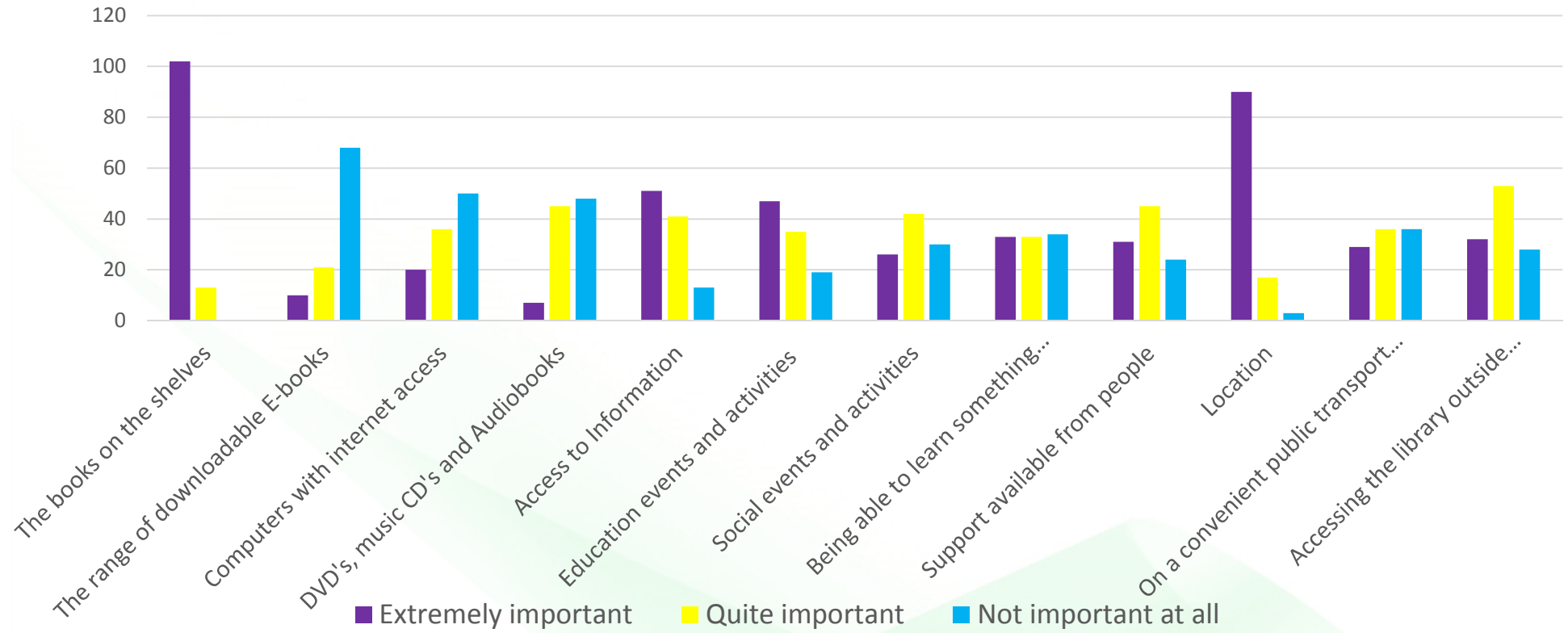
Eye Library

246



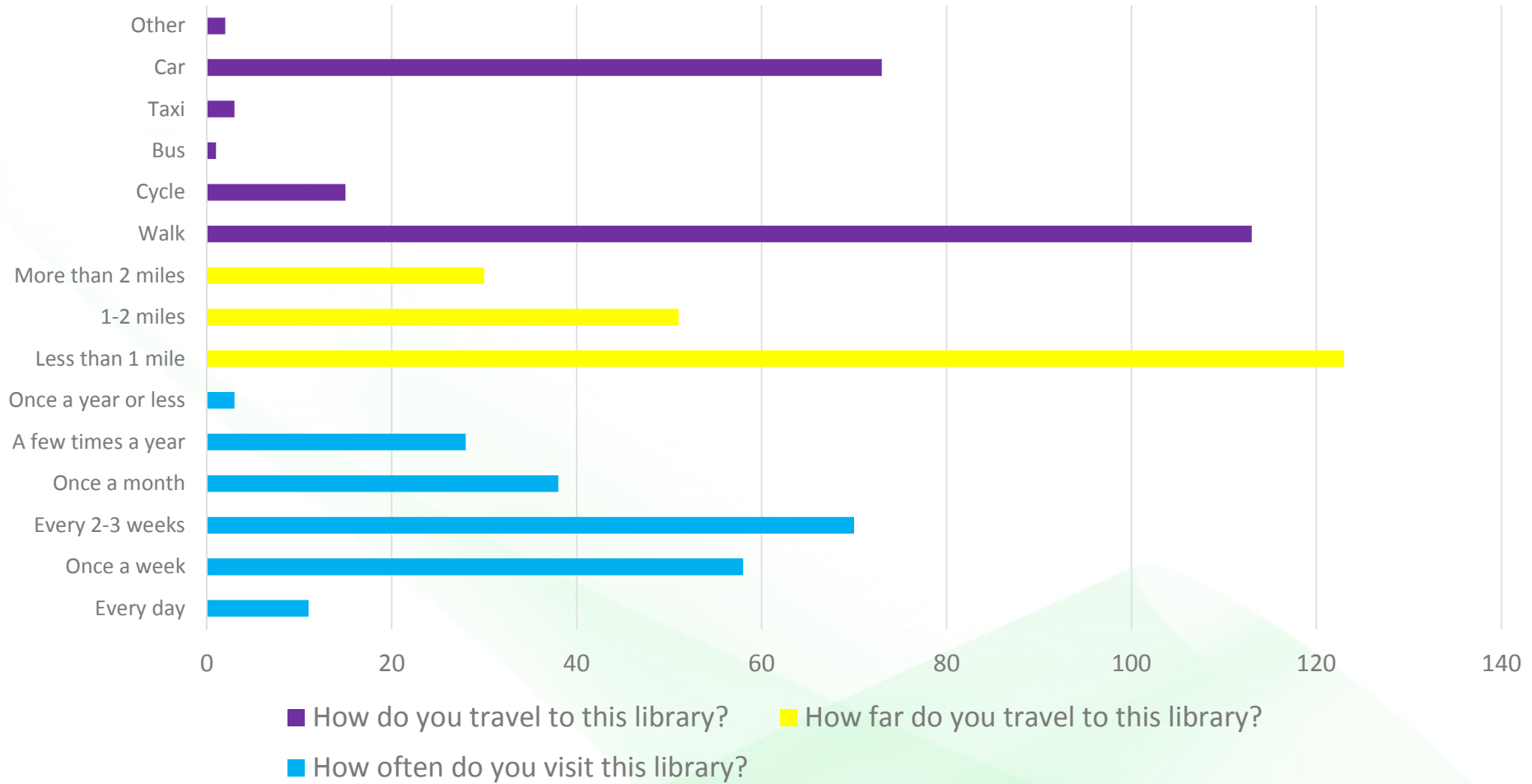
Eye Library

247



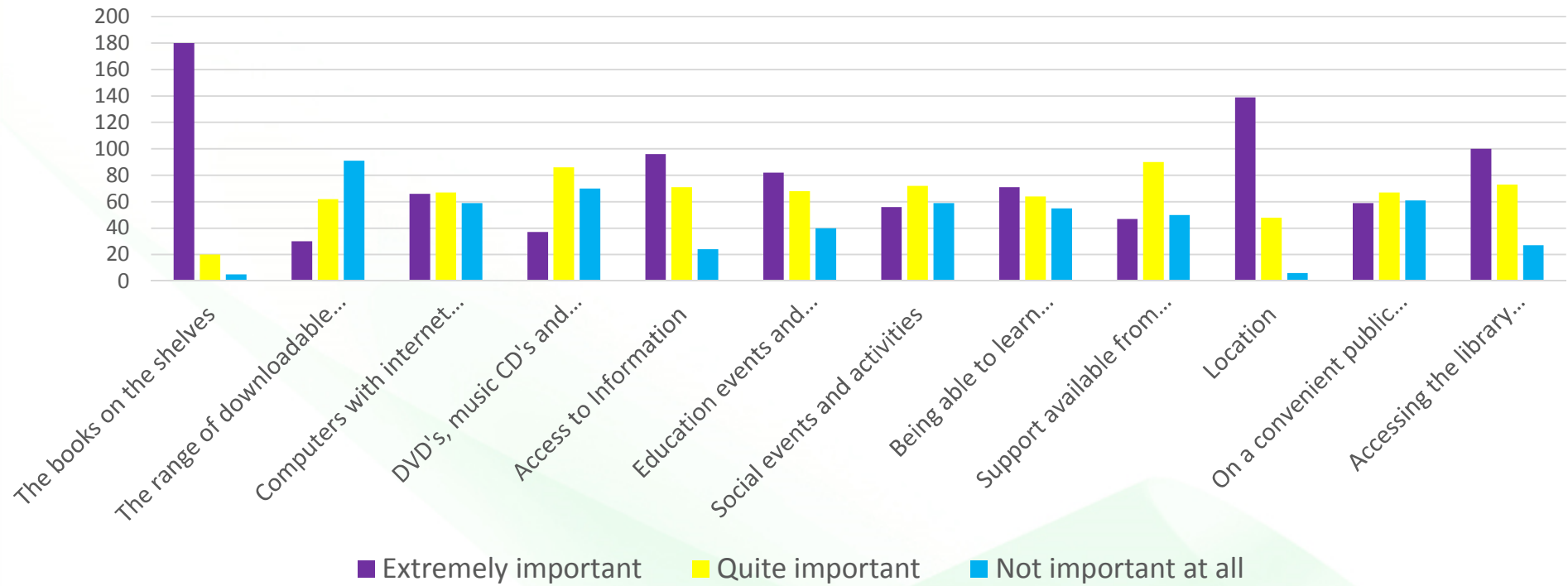
Hampton Library

248



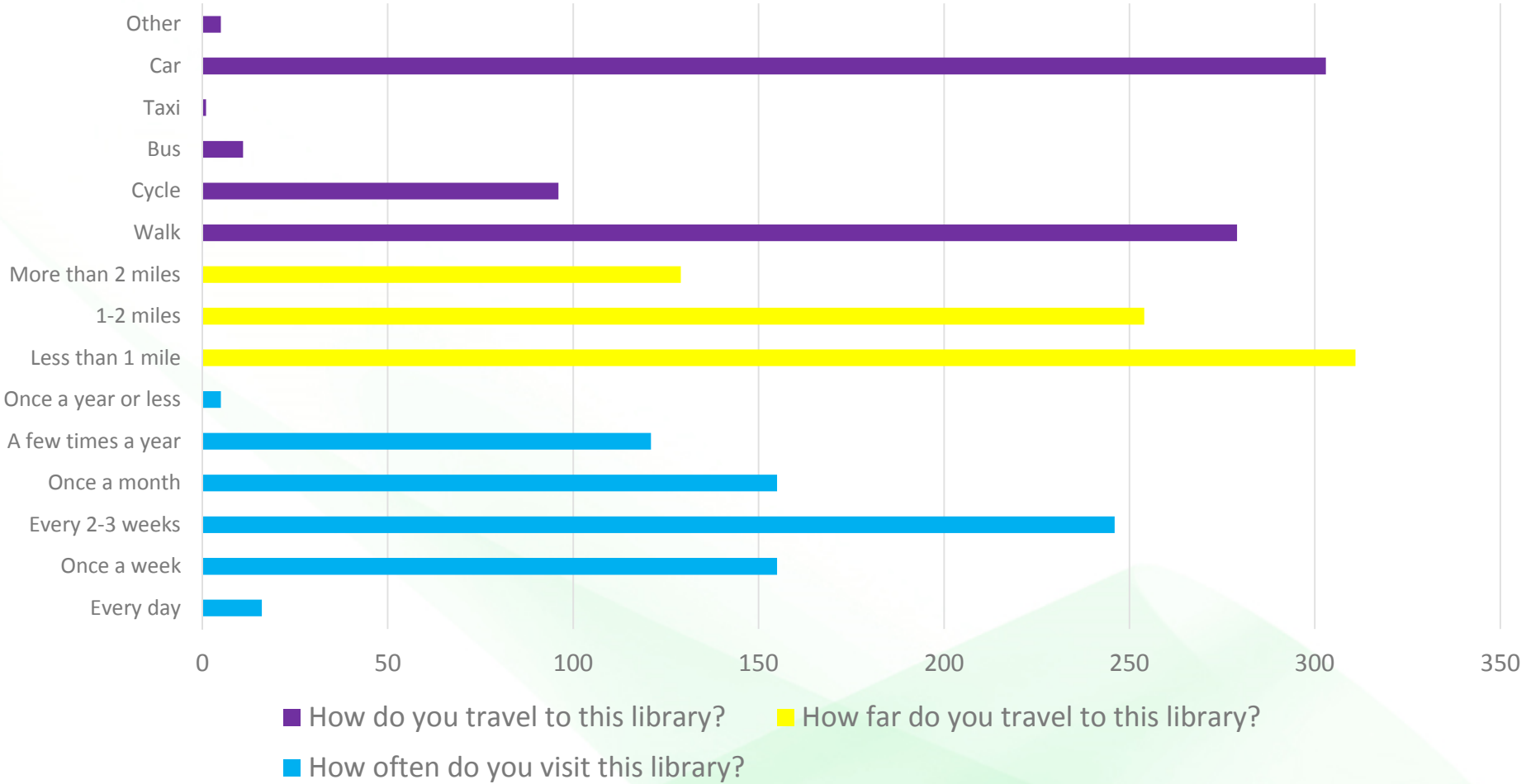
Hampton Library

249



Werrington Library

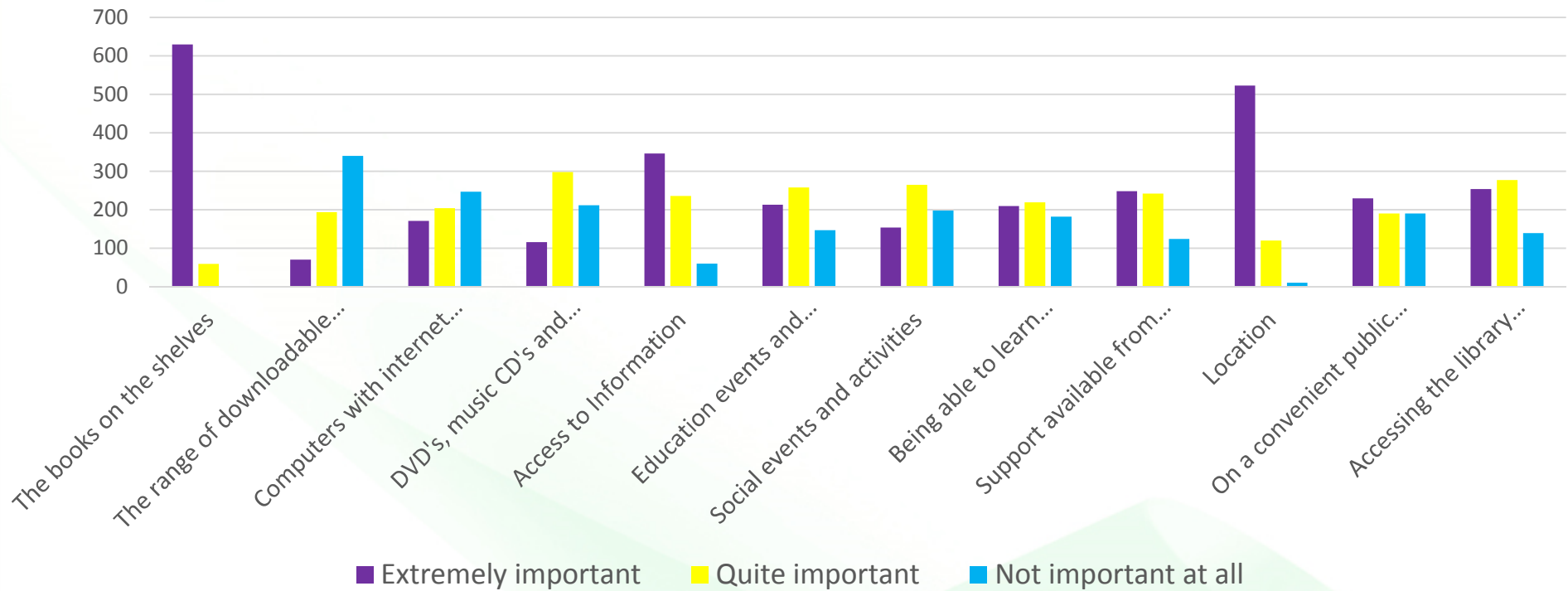
250



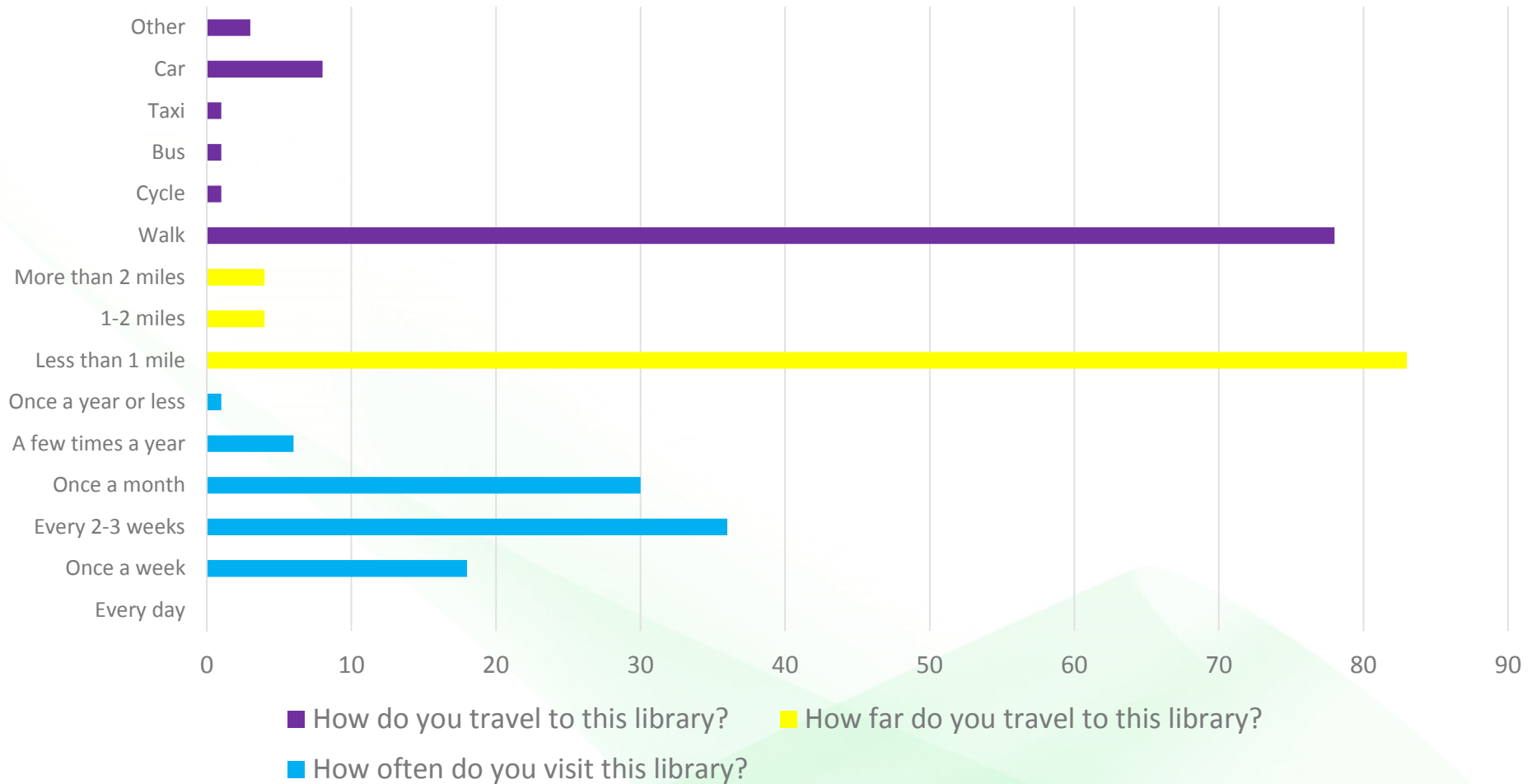
Delivering together

Werrington Library

251



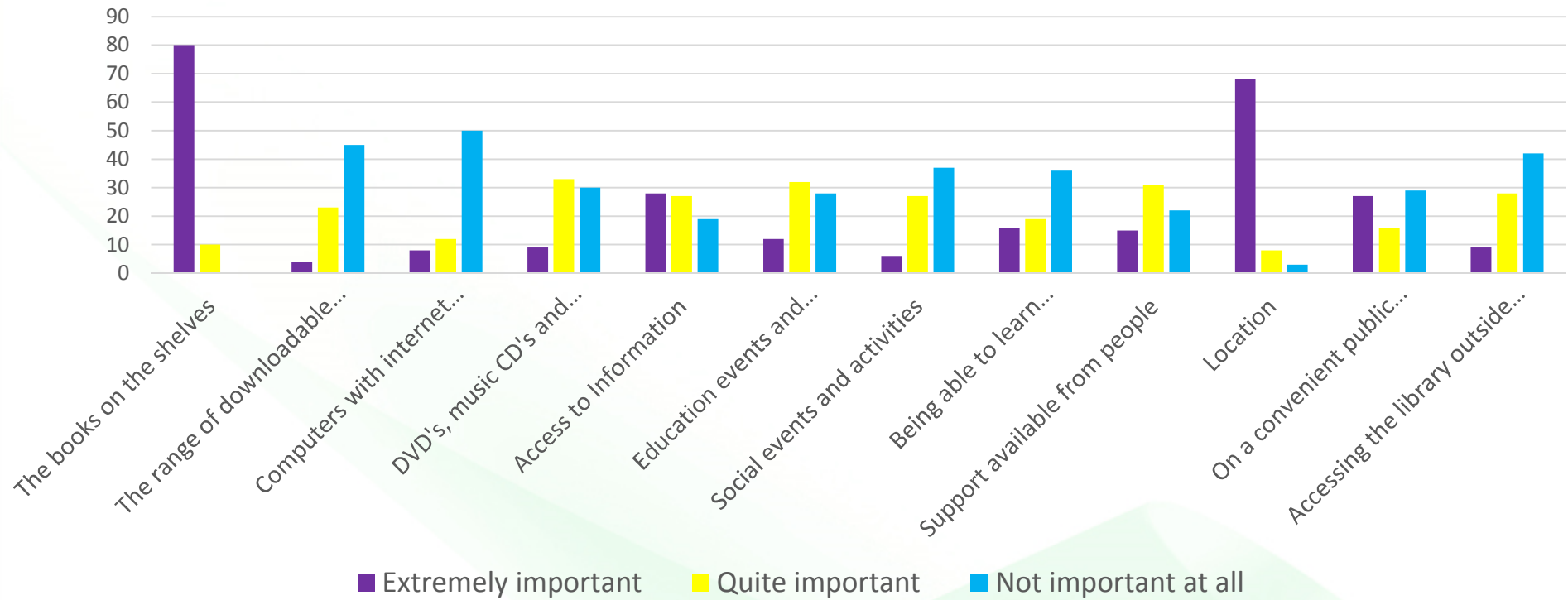
Mobile Library



252

Mobile Library

253



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

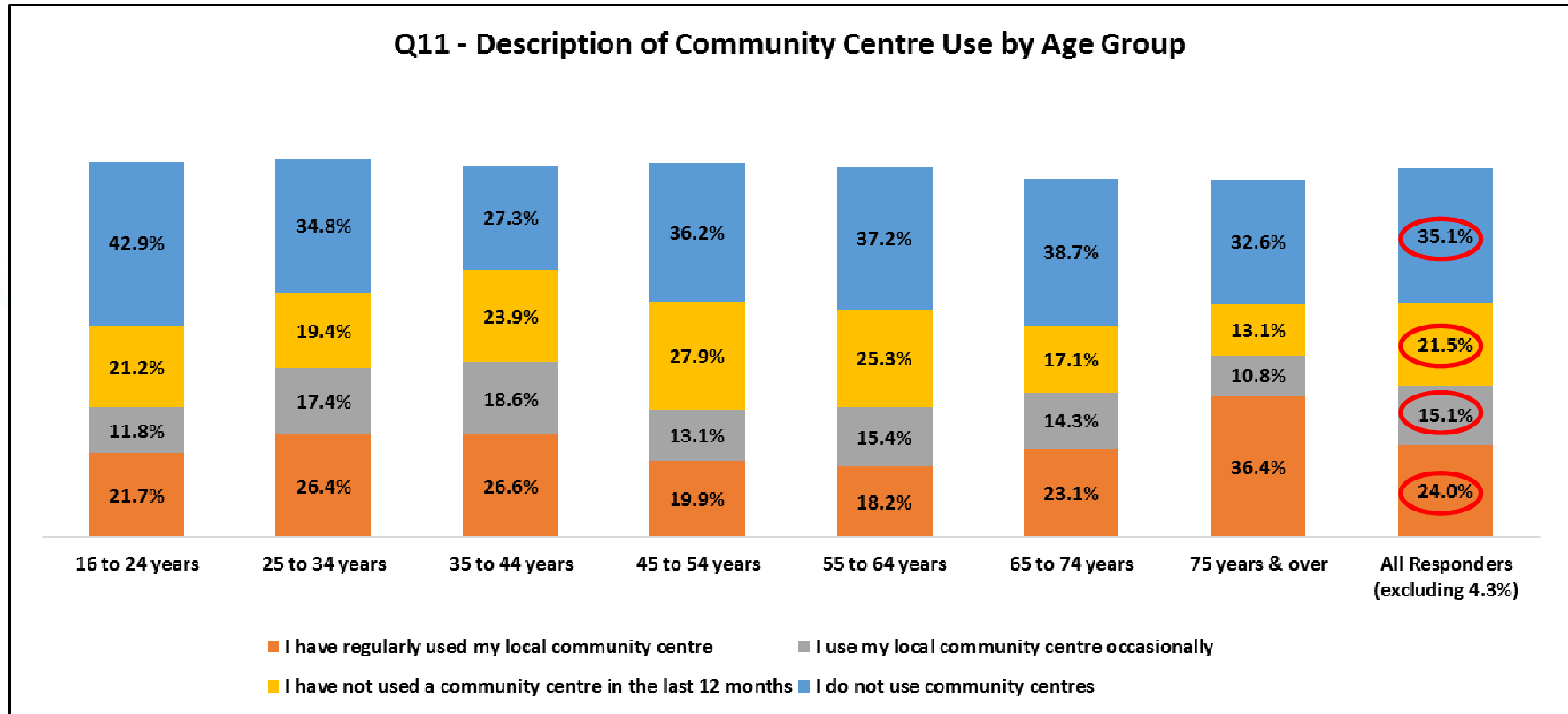
- Based on the total sample, the largest groups of respondents reported that they visit their most frequently used community centre on a 'Tuesday morning' (7.7%), 'Thursday morning' (7.2%), and 'Monday morning' (6.8%).
- More than two-fifths of all Community Centre users (43.8%) said that they use/ are 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

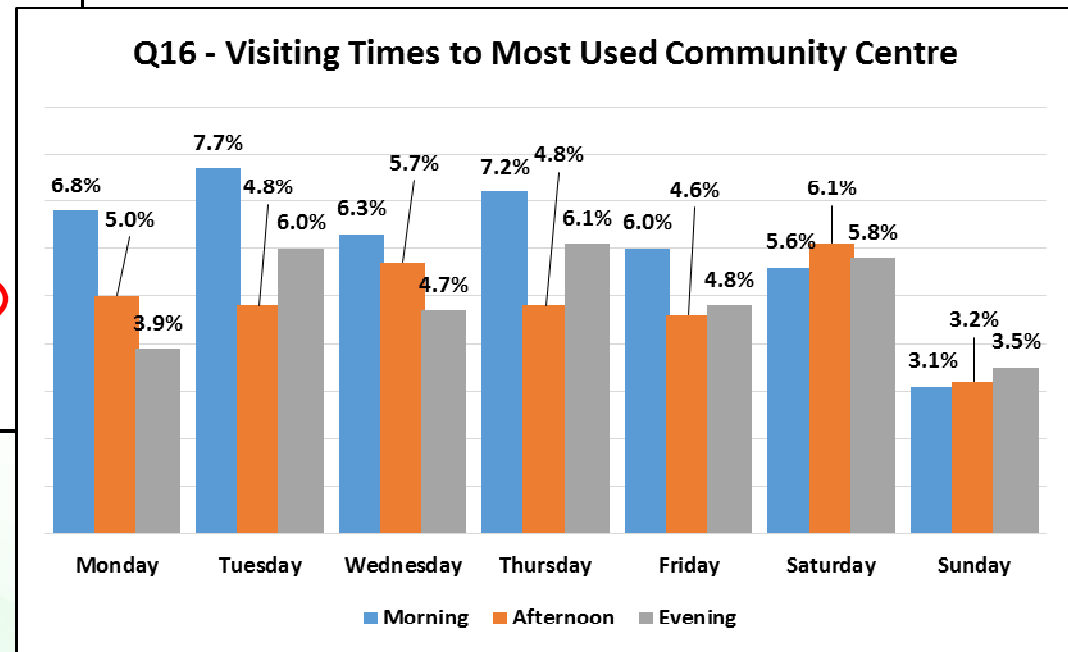
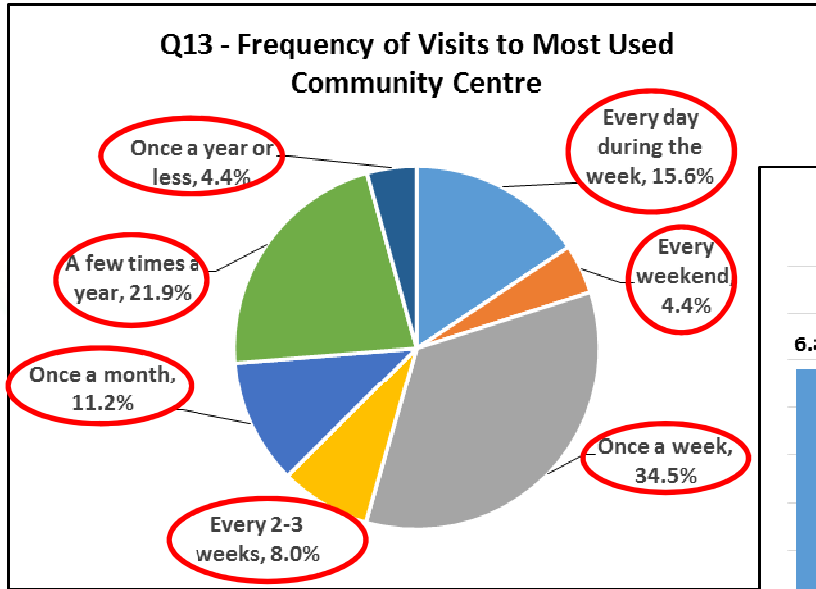
258



- 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%).

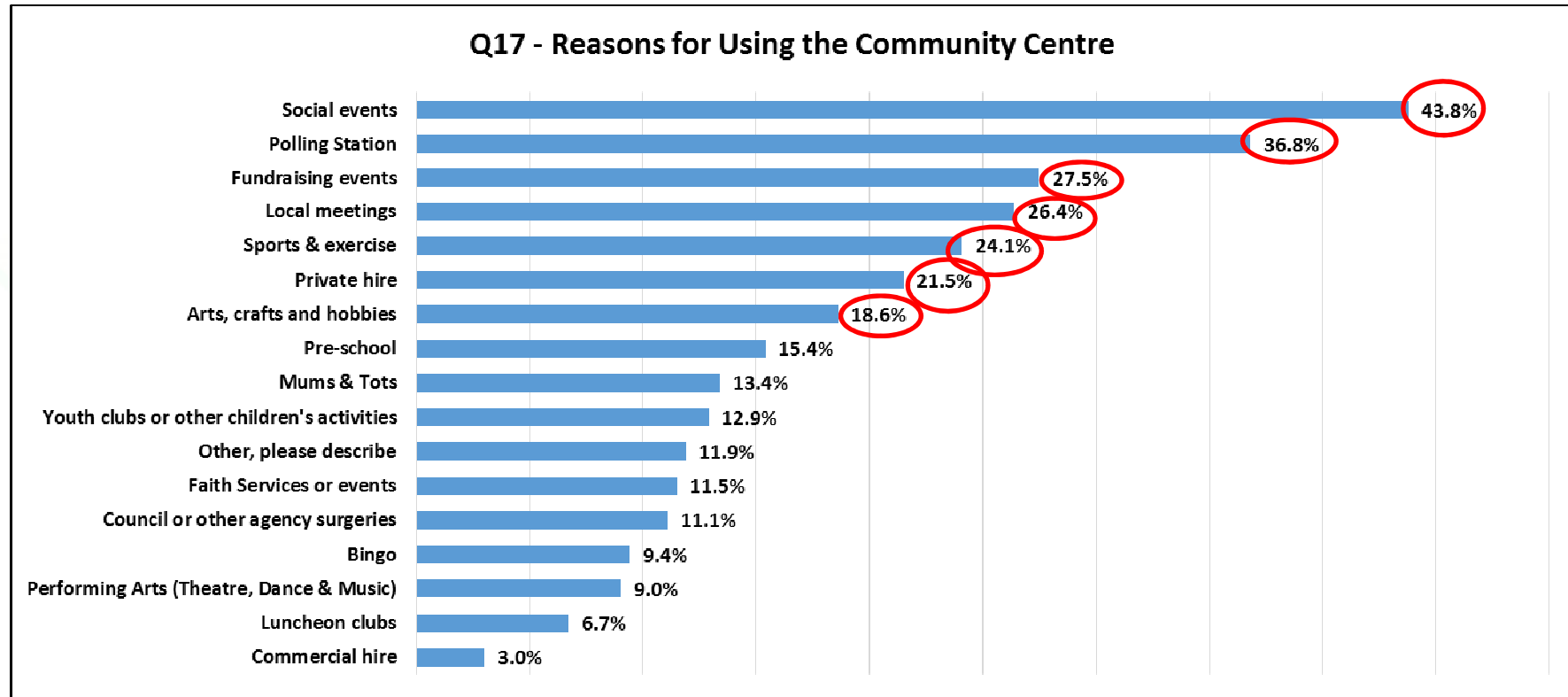
Community centres consultation: Aug-Sept 2014

259



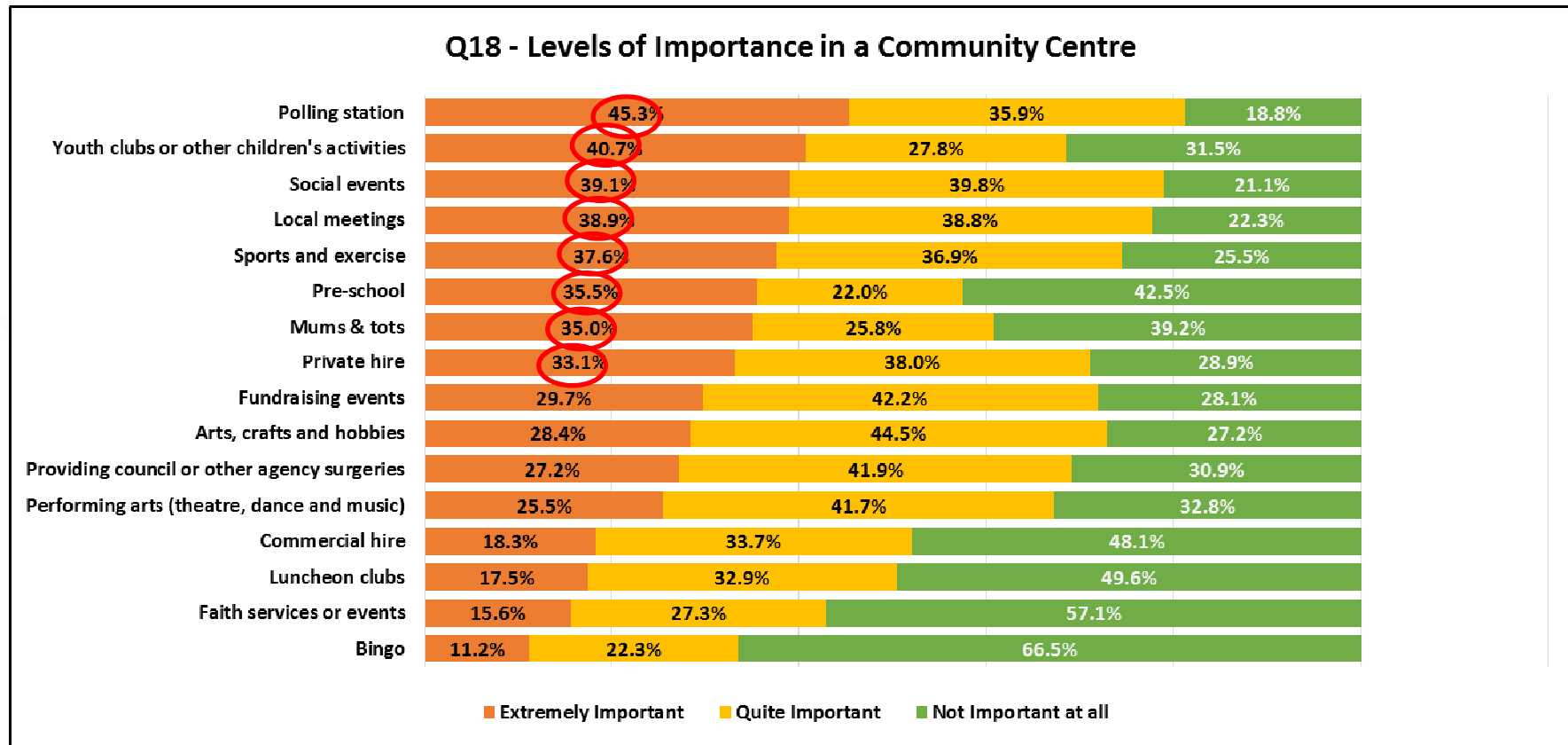
- Over a third of those respondents who have used community centres in the last 12 months stated that they visit their most frequently used community centre 'once a week' (34.5%), while smaller groups of respondents visit it 'every day during the week' (15.6%), 'every weekend' (4.4%), 'every 2-3 weeks' (8.0%), 'once a month' (11.2%), 'a few times a year' (21.9%), and 'once a year or less often' (4.4%).

Community centres consultation: Aug-Sept 2014



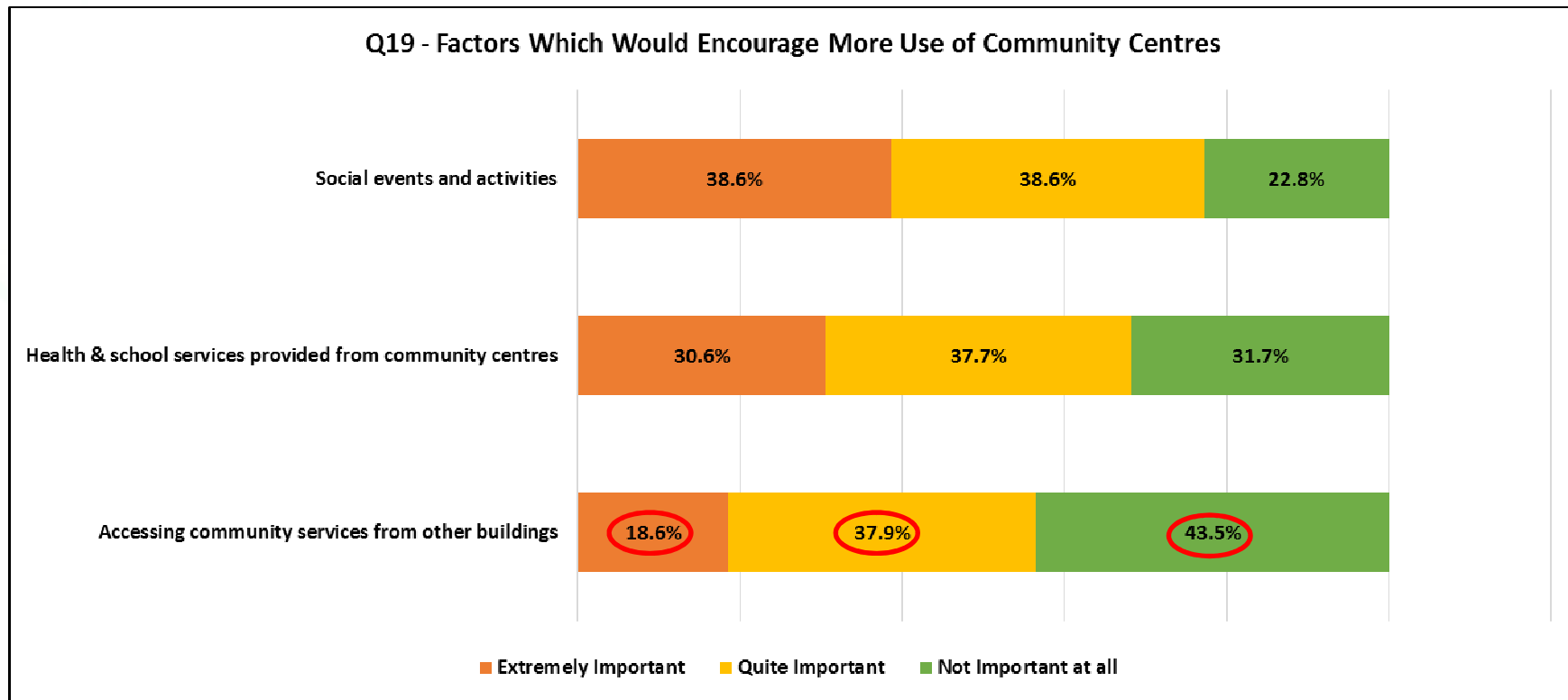
- More than two-fifths of all Community Centre users (43.8%) said that they use/ are involved in 'social events', while over a third use 'polling stations' (36.8%), around a quarter are involved in 'fundraising events' (27.5%), 'local meetings' (26.4%), 'sports and exercise' (24.1%), and around a fifth use 'private hire' (21.5%) and 'arts, crafts and hobbies' (18.6%).

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'.