

# Findings of Mobile Library Consultation

## Background to the consultation

The Library Service will be introducing a new modern mobile library in 2023. The new vehicle, which will replace the existing mobile library vehicle, will be fully electric and therefore much cleaner and greener. Other sustainable features include solar panels and LED lighting. Other improvements we are proposing are an awning for summer activities, an enhanced events offer and onboard Wi-Fi and digital access for customers.

With the introduction of a new vehicle, we wanted to take the opportunity to review existing mobile library stops and the activities held at some stops and to understand the views of service users, residents, and stakeholders in order to improve the mobile library service.

Our last review of the mobile library service took place in 2016, when residents and stakeholders were consulted on proposed changes to routes and plans to review routes every six months. Since then, some minor changes have been made to mobile library stops. Over the past three years the service has been significantly disrupted due to the pandemic, with periods of no service and a period of temporary routes. However, the service is now running normally.

## How the consultation was carried out

The consultation was open for 8 weeks, starting on 15 August 2022 and closing on 2 October 2022. There were multiple ways in which stakeholders could respond to the consultation and ensure their views were heard. These methods included an online survey and seven scheduled drop-in events which were also advertised on the Council website. These took place on various dates throughout the consultation period at:

- Guilden Sutton Village Hall
- Kingsmead Dukes Way
- Farndon Memorial Hall
- Ledsham Village Hall
- Burton Village Hall
- Kelsall Community Centre
- Elton Community Centre

Paper copies of the survey were available for those who did not have access to the online version, and people were also able to respond to the consultation by email, letter or telephone.

Communication methods to ensure that key stakeholders were made aware of the consultation and given the opportunity to have their say included press releases, emails to key stakeholder groups, Member Briefings, social media and the presence of the consultation on the Council website.

The consultation received 122 survey responses and 13 participants emailed or sent a letter telling us their views. In addition, a number of people attended the seven drop-in events.

## **Key messages**

The key messages to emerge from the consultation process with regards to the proposals are as follows:

- There was support for the withdrawal of stops not used or underused if a reasonable alternative is available
- Better promotion and publicity of the service would be welcomed, and it was felt that both traditional and online methods could help increase usage of the service
- There was support for enhanced services and events at stops for both children and adults and some felt that this would increase usage of the service
- The proposed new stops were generally welcomed, specifically for new stops on new estates, rural areas and in villages that current routes pass through
- There was support for extended hours and altered timings to make the service accessible to school children and those who work
- Some customers said they would use a static library or stop using the mobile library service if the mobile library no longer visited their stop
- The proposed new stop at Backford – Five Village Hall is supported but there are some concerns that the A41 could be a barrier for pedestrians to access the stop
- Some respondents would like to see an increase in the stock of books available and to have an easy ordering/reservation system
- Some respondents would like the service to provide information on Council Services.

## **Summary of consultation findings**

### **Current usage of Library Services**







Respondents were asked which, if any, mobile library stops they currently use.

Respondents used the following stops:

Moulton Monument, Delamere Park Way Community Centre, Kelsall Community Centre, Waverton Ringway Road, Greenbank Community Hub, Ashton Peel Hall Lane, Aldford Church, Tilston Inveresk Road, Davenham Fountain Court, Christleton Quarry Lane, Duddon Back Lane, Rowton Holly Cottage, Utkinton Farm Shop, Willington Layby, Puddington Village Green, Saughall Vernon Institute, Willaston

Nags Head, Kingsmead Duke's Way, Elton Community Centre, Burton Village Hall, Guilden Sutton Village Hall, Guilden Sutton Moorcroft Crescent, Tiverton Village Green, Ledsham Village, Lower Whitley Village Hall, Farndon Memorial Hall, Saughall Far East Takeaway, Great Budworth Parish Church, Shocklach, Kelsall, Hargrave and Farndon.

69 respondents said they did not use a stop, or the question was not applicable.

<b>During the last 12 months or in the 12 months prior to the pandemic, how often have you used the Mobile Library Service? Please select one option only.</b>				
<b>Answer Choices</b>			<b>Response Percent</b>	<b>Response Total</b>
1	More than once a month		13%	15
2	About once a month		19%	23
3	About every 3 months		9%	11
4	About every 6 months		3%	3
5	About once in the last 12 months		7%	8
6	Never in the last 12 months		50%	59

















In the last 12 months or in the 12 months prior to the pandemic, how often have you used the Mobile library service?

More than once a month 13%, about once a month 19%, about every 3 months 9%, about every 6 months 3%, about once in the last 12 months 7%, never in the last 12 months 50%.

Please note that due to rounding, percentages do not sum to 100%.

The above chart shows that a third of respondents (32%) used the service about once a month or more than once a month. Half of respondents said they have not used the mobile library service in the last 12 months or in the 12 months prior to the pandemic.

**Do you currently use any static libraries? If so which library or libraries do you frequently use? Please select all that apply**

Answer Choices			Response Percent	Response Total
1	Barnton Library		3%	4
2	Blacon Library		3%	4
3	Chester (Storyhouse) Library		23%	27
4	Ellesmere Port Library		6%	7
5	Frodsham Library		5%	6
6	Great Boughton Library		9%	11
7	Helsby Library		6%	7
8	Hoole Library		1%	1
9	Hope Farm Library		0%	0
10	Lache Library		3%	3
11	Little Sutton Library		3%	4
12	Malpas Library		1%	1
13	Neston Library		3%	4
14	Northwich Library		15%	17
15	Sandiway Library		6%	7
16	Tarporley Library		8%	9
17	Tarvin Library		5%	6
18	Tattenhall Library		0%	0

Do you currently use any static libraries? If so which library or libraries do you frequently use? Please select all that apply				
19	Upton Library		8%	9
20	Weaverham Library		3%	4
21	Wharton Library		2%	2
22	Winsford Library		8%	9
23	None		23%	27

Do you currently use any static libraries? If so which library or libraries do you frequently use? Please select all that apply






Barnton 3%, Blacon 3%, Chester (Storyhouse) 23%, Ellesmere Port 6%, Frodsham 5%, Great Boughton 11%, Helsby 7%, Hoole 1%, Hope Farm 0%, Lache 3%, Little Sutton 4%, Malpas 1%, Neston 3%, Northwich 15%, Sandiway 6%, Tarporley 8%, Tarvin 5%, Tattenhall 0%, Upton 8%, Weaverham 3%, Wharton 2%, Winsford 8% and 23% respondents answered that they did not use a static library

Please note that percentages do not equal 100 as people could choose more than one option.

The above chart shows that respondents use a number of different libraries. Almost a quarter of respondents (23%) frequently use Chester (Storyhouse) library, 15% use Northwich library, and almost a quarter of respondents (23%) do not currently use a static library.

## Enhanced Stops






Respondents were asked to what extent did they agree or disagree with the proposal for enhanced library stops, which additional services they would like to see at an enhanced stop and for any other comments about these proposals.

To what extent do you agree or disagree with these proposals for 'enhanced' mobile library stops?				
Answer Choices			Response Percent	Response Total
1	Strongly agree		40%	47
2	Agree		43%	51
3	Neither agree nor disagree		13%	15
4	Disagree		3%	3
5	Strongly disagree		3%	3
6	Don't know		0%	0

To what extent do you agree or disagree with these proposals for 'enhanced' mobile library stops?

40% respondents strongly agreed, 43% agreed, 13% neither agreed nor disagreed, 3% disagreed and 3% strongly disagreed.

The above chart shows that the majority of respondents to this question (83%) either agreed or strongly agreed with the proposals for enhanced mobile stops. 6% disagreed or strongly disagreed.

<b>Which of the following additional services would you like to see at an enhanced mobile library stop? Please select all that apply.</b>				
<b>Answer Choices</b>			<b>Response Percent</b>	<b>Response Total</b>
1	Health checks e.g. blood pressure		65%	69
2	WIFI access or IT support		34%	36
3	Children's events e.g. Storytime or Rhymetime		54%	57
4	Adult events e.g. craft activity		44%	47
5	Special events such as performances		30%	32

Which of the following additional services would you like to access at an enhanced mobile library stop?

Health checks 65%, WIFI access or IT support 34%, Children's events 54%, Adult events 44%, Special events such as performances 30%

Please note that percentages do not equal 100 as people could choose more than one option.

The above chart shows that two-thirds of respondents (65%) would like to see Health Checks as an additional service at an enhanced stop. Over half (54%) would like to see Children's events, and almost half (44%) would like events for adults. A third of respondents (34%) would like WIFI access or IT support and almost a third (30%) selected special events such as performances.

Respondents were also asked if they had further ideas about additional services they would like to see at enhanced stops. 29 ideas were received and the key messages from these ideas were:

- Organise events for children, both pre-school and older
- Offer Book Clubs
- Provide information on Cheshire West and Chester Council Services.

Respondents were also invited to give further comments about proposals for enhanced library stops. 44 comments were received from the survey, face-to-face sessions and emails. The key messages from these comments were:

- Provide new stops on new build estates and in rural areas
- Visits to care homes and pre-school nurseries (possibly with organised activities)
- Extended hours to make the service accessible to school children and adults who work.

### **Reviewing Stops**

Respondents were asked to what extent did they agree or disagree with the proposals for reviewing stops on a six-monthly basis based on the following criteria:







The criteria proposed for adding new stops includes:

- We can fit a new stop into existing routes
- There is demand from the community
- There is no existing library provision nearby
- There is somewhere safe for the mobile library to park

The criteria proposed for withdrawing stops includes:

- There is little or no usage at a particular stop
- It is no longer safe to park the mobile library at a particular stop
- Existing partner location can no longer provide access for the mobile library to stop at their location.



<b>To what extent do you agree or disagree with these proposals for reviewing stops? Please select one option only.</b>				
<b>Answer Choices</b>			<b>Response Percent</b>	<b>Response Total</b>
1	Strongly agree		25%	29
2	Agree		50%	58
3	Neither agree nor disagree		17%	20
4	Disagree		3%	4
5	Strongly disagree		3%	4
6	Don't know		1%	1

To what extent do you agree or disagree with these proposals for reviewing stops?  
 25% of respondents strongly agreed, 50% agreed, 17% neither agreed nor disagreed, 3% strongly disagreed and 3% disagreed. 1% answered don't know.  
 Please note that due to rounding, percentages do not sum to 100%.

The above chart shows that three-quarters of respondents (75%) strongly agreed or agreed with the proposals and 6% answered disagree or strongly disagree.

Respondents were also invited to give further comments about proposals for reviewing stops. 35 comments were received from the survey, face-to-face sessions and emails. The key messages from these comments were:







- Altered timings (e.g. evenings and weekend) could result in increased usage
- The service is vital for those without transport, particularly in rural areas
- Consider creating stops in villages that current routes pass through
- Better publicity for the service would be welcomed and using both traditional and online methods could result in increased usage.

### **Proposals for additional stops**

Respondents were asked about the proposal to maintain 74 existing mobile stops, withdraw 5 stops that are not being well used and add in 3 new stops. The reasons for adding a new stop would be:

- where demand for a mobile library has been identified,
- a new stop can be fitted into existing routes,
- there is no existing provision nearby
- there is somewhere safe for the mobile to park.

The three proposed new stops are Backford Five Village Hall, Eaton Drays Coffee shop and Tattenhall Gifford Lee.

<b>To what extent do you agree or disagree with the proposals to add these stops? Please select one option only.</b>				
<b>Answer Choices</b>			<b>Response Percent</b>	<b>Response Total</b>
1	Strongly agree		36%	42
2	Agree		27%	33
3	Neither agree nor disagree		28%	32
4	Disagree		1%	1
5	Strongly disagree		2%	2
6	Don't know		5%	6

**To what extent do you agree or disagree with the proposals to add these stops?**

36% strongly agreed, 27% agreed, 28% neither agreed nor disagreed, 1% disagreed, 2% strongly disagreed and 5% answered don't know

Please note that due to rounding, percentages do not sum to 100%.

The above chart shows that almost two-thirds of respondents (63%) strongly agreed or agreed with the proposals to add these stops. 3% disagreed or strongly disagreed.

Respondents were also invited to give further comments about proposals for reviewing stops. 32 comments were received from the survey, face-to-face sessions and emails. The key messages from these comments were:

- The proposed new stop at Backford could be dangerous to access on foot, especially if having to cross the A41

- The proposed new stop at Eaton is generally welcomed
- Some other areas would like a new stop

### Proposals for withdrawing stops

Respondents were asked about the proposal to withdraw five stops – Hartford Booth Road, Saughall Chapel Close, Backford Church, Guilden Sutton Hare Lane and Burwardsley Post Office. The criteria for withdrawing these stops are:

- There is little or no usage at the stop
- There are alternative stops, a proposed new stop or library access close by.

Any residents affected by the proposed changes, with restricted mobility or access issues, will be offered access to the Home Library Service

<b>To what extent do you agree or disagree with the proposals to withdraw these stops? Please select one option only.</b>				
<b>Answer Choices</b>			<b>Response Percent</b>	<b>Response Total</b>
1	Strongly agree		12%	14
2	Agree		29%	34
3	Neither agree nor disagree		41%	48
4	Disagree		5%	6
5	Strongly disagree		7%	8
6	Don't know		7%	8








To what extent do you agree with the proposals to withdraw these stops?  
 12% strongly agreed, 29% agreed, 41% neither agreed nor disagreed, 5% disagreed, 7% strongly disagreed and 7% answered don't know.  
 Please note that due to rounding, percentages do not sum to 100%.

The above chart shows that 41% of respondents agreed or strongly agreed with the proposals to withdraw the stops, and the same percentage (41%) neither agreed nor disagreed. 12% disagreed or strongly disagreed.

Respondents were also invited to give further comments about proposals to withdraw the stops. 33 comments were received from the survey, face-to-face sessions and emails. The key messages from these comments were:

- There was broad agreement with the withdrawal of underused stops, as long as a reasonable alternative is offered.
- Better publicity of the service could result in higher usage
- It was questioned as to whether the reasons for non-usage have been examined and if locals have been consulted
- The proposed enhanced services could result in higher usage
- The A41 could pose a barrier to usage for people accessing the library on foot from Backford Village.

Respondents were asked if the mobile library no longer visited their stop, how would this affect their library use.

<b>If the Mobile Library no longer visited your stop, how would this affect your library use? Please select all that apply.</b>				
<b>Answer Choices</b>			<b>Response Percent</b>	<b>Response Total</b>
1	I would use another mobile stop		8%	8
2	I would use a static library		39%	38
3	I would use the Library Service less		26%	25
4	I would not use the Library Service at all		18%	18
5	I would use the Home Library Service (volunteer-run delivery service for those with mobility or access issues)		3%	3
6	I would use the Library Service's Digital and Online Resources		4%	4
7	Other (please specify):		21%	21

If the mobile library no longer visited your stop how would this affect your library use?

8% would use another mobile stop, 39% would use a static library, 26% would use the library service less, 18% would not use the library service at all, 3% would use the Home Library Service, 4% would use the Library Service's Digital and Online resources, and 21% answered other.

Please note that percentages do not equal 100 as people could choose more than one option.

The above chart shows that almost half of respondents (47%) would use another mobile stop or static library. Almost half of respondents (44%) said they would use the library service less or not at all. 7% said they would use the Home Library Service or digital and online resources.

Of the 21 people who selected 'Other', there were 16 comments received. The key messages from these responses were:

- They would use a static traditional library instead
- They would cease to use the library service as they would be unable to reach an alternative library.

Respondents were asked if they were to use another mobile library stop, which stop would it be. The following stops were mentioned: Castle Ryders Street, Moulton, Davenham, Kelsall, Saughall Far East Takeaway, Backford Five Villages Hall, Burton, Guilden Sutton Moorcroft Crescent/Village Hall, Eaton Drays Coffee Shop, Willington Lay-by, Farndon, Aldford Church, Horton Village Green, Farndon Speedway, Utkinton and Moulton Fairholme Road

Respondents were asked if they were to use a static library, which would they use.

Respondents said they would use the following static libraries:

- Chester Storyhouse – 15 respondents
- Northwich – 12 respondents
- Winsford – 7 respondents
- Upton – 6 respondents
- Great Boughton – 6 respondents
- Helsby – 5 respondents
- Blacon, Tarporley and Tarvin – each had 4 respondents
- Ellesmere Port, Frodsham and Neston – each had 3 respondents
- Hope Farm and Sandiway – each had 2 respondents
- Little Sutton, Malpas, Weaverham and Wharton – each had 1 respondent

Three respondents would use a library outside of the borough.

Respondents were also invited to give further comments about ways in which they thought the mobile library service could be improved or if they thought there was anything missing that needs to be considered. 60 comments were received from the survey, face-to-face sessions and emails. The key messages from these comments were:

- Improved publicity for the service (not just internet based)
- More stops would be welcomed
- An increase in the hours of operation and length of stops would be welcome to enable school children and workers to use the service.
- Increase the stock of books available and have an easy ordering/reservation system
- Consider putting up signage to show where the mobile library stops are
- Provide seating at the mobile library stops
- Organise occasional events such as children's events and Citizens Advice sessions.

### **Drop-in session responses**

A number of residents attended the drop-in sessions held at different mobile library stops across the borough. In a two-way process, attendees learned more about the detail of the proposals and expressed their views, providing valuable feedback. The key messages from the drop-in sessions are summarised below.

- Residents were pleased to hear that there was going to be a new mobile library and that it will be electric
- Residents valued the mobile library service with one resident describing it as 'a life-line'
- Residents liked the idea of enhanced provision at stops
- Residents were interested to see events and activities for children
- Some residents would like to see the mobile stay at stops for longer
- One organisation expressed an interest in working with us to provide activities for older people.

### **Email/Letter responses**

Residents and other interested parties were also invited to email their views on the proposed Consultation. In total, 13 email responses were received, and the key messages are listed below.

- Respondents liked the idea of enhanced provision at stops and local groups would be keen to work with us to provide this
- Concern that residents in Backford might not want to walk to the Five Villages Hall as it would mean crossing the A41 and this would deter usage

- Concern that a number of residents in Backford are unaware of the service and may have only just started to use the service since covid. Would like to see more promotion of the service before withdrawing the stop at Backford
- The impact of any changes to the service on the disabled community needs to be considered, for example, does the new vehicle have a hearing loop and will the new locations have stops with easy access.

### **Actions taken as a result of the consultation**

Following the close of the consultation on 2 October 2022, results were shared with Senior Managers and the following work has been undertaken.

1. A further review of the proposed stops has been undertaken. Proposals for all the new stops were well received and these will be added to the routes implemented with the introduction of the new electric mobile vehicle in Spring 2023. These stops are:

- Eaton Drays Coffee Shop
- Backford Five Village Hall
- Tattenhall Gifford Lea

2. There was concern about the withdrawal of Backford Church stop as residents felt there would be a safety issue in crossing the A41 to the proposed new stop at Backford Five Village Hall. Currently there is limited or no usage of the Backford Church stop but given that the pandemic affected service and usage over the last two years, we have included it in the finalised routes. This will be reviewed in six months' time. If the stop is being used, we will maintain it, but if there is no usage, it will be withdrawn.

Proposals to withdraw the following stops will be implemented with the introduction of the new electric vehicle in Spring 2023:

- Guilden Sutton Hare Lane
- Hartford Booth Road
- Saughall Chapel Close
- Burwardsley Post office.

3. Time and date changes proposed for some stops in the consultation will be implemented with the introduction of the new electric vehicle in Spring 2023. New routes can be viewed in Appendix 1

4. The stop at Comberbach Village Hall has been renamed Spinner and Bergamot as this is where the mobile stops in Comberbach. The stop at Far East Takeaway has been renamed Fiddlers Lane as this is where the mobile stops in Saughall



5. The proposal to enhance some stops by adding in activities with partner support was well received. As a result, we will now explore this possibility with partners and organisations who are willing to work with us to deliver this.

6. In addition, we will make improvements to the ways we promote the service to residents, partners and organisations. We will continue to promote the service online but will also provide posters with route and stop information to identified local organisations and partners for each of the stops.

7. We will continue to monitor and review routes every 6 months. The next review will be due in Autumn 2023

## Appendix 1 – Confirmed new routes

### Cheshire West Mobile Library - Week 1

Day	Village	Stop	Time	Changes made from previous routes
Monday	Huntington	Shops	9.25-9.40	Moved from Wednesday Week 2
	Caldy Valley	Retail Park	9.50-10.05	Moved from Wednesday Week 2
	Guilden Sutton	Moorcroft Crescent Village Hall	10.20-10.35	Time changed
			10.50-12.20	Time changed
Willaston	Nags Head	2.05-4.35	Time changed	
Tuesday	Malpas	Craddock Court	10.00-10.40	No change
		Springfield Road	10.45-11.00	No change
	No Man's Heath	Cross O'th Hill	11.10-11.30	No change
	Bickley	St Wenefred's Green	11.40-12.05	No change
	Tiverton	Village Green	1.45-2.15	No change
	Duddon	Back Lane	2.30-3.00	No change
Barrow	Village Pump	3.25-4.00	No change	
Wednesday	Allostock	Princess Road	10.30-11.10	No change
	Lach Dennis	Cheshire Grill Steakhouse Pub	11.20-11.50	No change
	Rudheath	Spar Shops	12.00-12.25	No change
	Davenham	Fountain Court	2.05-2.30	No change
		Firth Fields	2.35-2.50	No change
Kingsmead	Duke's Way	3.00-4.00	No change	
Thursday	Dunham	Bus Stop	10.00-10.30	No change
	Mickle Trafford	St Peters Way	10.35-11.25	Time changed
	Wimbolds Trafford	Hob Lane End	11.35-12.10	Time changed
	Elton	Community Centre	2.30-4.30	No change
Friday	Castle	Ryders Street	10.00-10.30	Time changed
	Hartford	Riddings Lane	10.00-11.30	Time changed
	Greenbank	Community Hub	11.45-12.15	Time changed
	Eaton	Drays Coffee Shop	2.00-4.00	New Stop

## Cheshire West Mobile Library - Week 2

Day	Village	Stop	Current Time	Proposal
Monday	Manley	Post Office	10.10-10.40	No change
	Ashton	Peel Hall Lane	10.50-11.10	No change
	Little Budworth	Booth Avenue	11.35-12.05	No change
	Winsford	Hazelmere	12.25-12.55	No change
	Moulton	Monument Fairholme Road	2.15-2.55 3.05-4.00	No change No change
Tuesday	Antrobus	Village Hall	10.10-10.35	No change
	Comberbach	Spinner & Bergamot	10.55-11.25	Stop renamed from Village Hall
	Great Budworth	Parish Church	11.35-12.35	No change
	Wincham	Green Lane Ashwood Park	2.00- 2.45 2.55-3.10	No change No change
	Lower Peover	General Stores	3.25-4.05	No change
Wednesday	Eccleston	Post Office	9.40-9.55	No change
	Dodleston	Church Car Park	10.15-10.40	No change
	Aldford	Church	11.10-11.30	Time changed
	Farndon	Memorial Hall Speeds Way	1.00-1.55 2.00-3.30	Time changed Time changed
Thursday	Backford	Church	9.30-9.55	Stop re-instated. Time changed
	Backford	Five Village Hall	10-11.15	New stop
	Lea by Backford	Grove Road	11.25-11.50	Time changed
	Saughall	Vernon Institute Fiddlers Lane	1.10-1.30 1.35-1.55	Time changed Time changed, stop renamed from Far East Takeaway
	Elton	Community Centre	2.30-4.30	No change
Friday	Ledsham	Village	9.40-10.10	No change
	Puddington	Village Green	10.40-11.00	No change
	Burton	Village Hall	11.10-11.50	No change
	Little Sutton	Naylor Court	12.15-1.00	No change

### Cheshire West Mobile Library - Week 3

Day	Village	Stop	Current Time	Proposal
Monday	Vehicle Service Day			
Tuesday	Threapwood	Oldcastle Lane	10.00-10.20	Time changed
	Shocklach	Bull Inn	10.30-11.00	Time changed
	Horton	Village Green	11.10-11.30	Time changed
	Tilston	Inveresk Road	11.40-12.40	Time changed
	Tattenhall	Gifford Lea	2.00-3.00	New stop
	Huxley	Church Lane	3.15-3.35	Time changed
Wednesday	Hargrave	Church	10.00-10.25	No change
	Rowton	Holly Cottage	10.35-11.05	No change
	Boughton	Kings Lea House	11.20-11.40	No change
	Waverton	Ringway Road	1.00-2.55	No change
	Christleton	Quarry Lane	3.10-4.10	No change
Thursday	Lower Whitley	Village Hall	10.10-10.40	No change
	Acton Bridge	Community Centre	10.55-11.15	No change
	Norley	Norley Village Hall	11.40-12.10	No change
	Kingsley	Community Centre	12.25-12.50	No change
	Elton	Community Centre	2.30-4.30	No change
Friday	Delamere Park Way	Community Centre	10.10-10.25	No change
	Delamere	Eddisbury Hill	10.40-11.10	No change
	Utkinton	Farm Shop	11.30-12.10	No change
	Willington	Layby	12.20-12.50	No change
	Kelsall	Hallows Gate Community Centre	2.00-2.35 2.40-4.15	No change No change

## Appendix 2 – Profile of Respondents

### Respondent Type

In what respect are you completing this questionnaire?			
Answer Choices		Response Percent	Response Total
1	A local resident	96%	115
2	An employee of Cheshire West and Chester Council	8%	9
3	An Elected Member of Cheshire West and Chester Council	1%	1
4	An Elected Town or Parish Councillor of Cheshire West and Chester Council	3%	3
5	A member of a voluntary or community organisation	13%	16
6	A local business	3%	3
7	Other (please specify):	1%	1

(Respondent type - respondents were able to select more than one option. 96% respondents were residents of Cheshire West and Chester, 8% were employees of Cheshire West and Chester Council, 1% were an elected Member of Cheshire West and Chester Council, 3% were a local Town or Parish Councillor, 16% were representatives of a voluntary, community or business organisation, and 1% answered 'Other').

The above included responses from the following organisations:

Handbridge Community Association

The Beeches Pre-School

Retain Wellbeing CIC

Kids Planet Chester

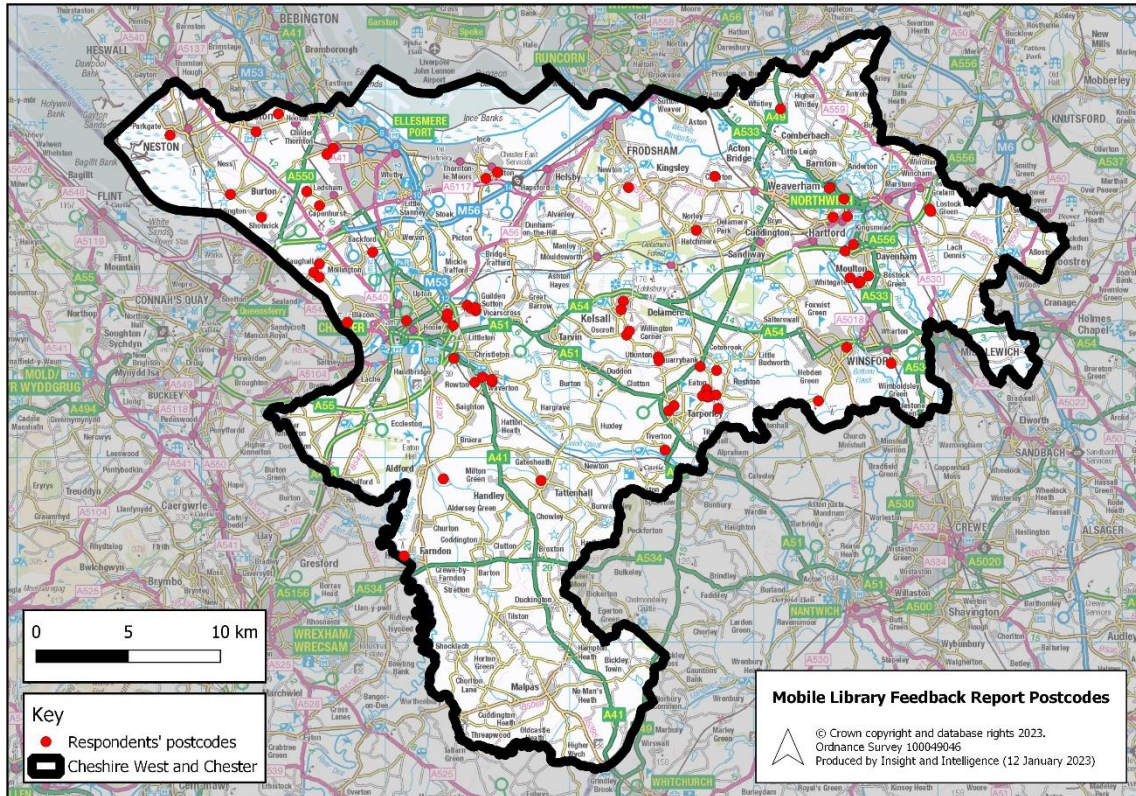
Guilden Sutton Pre-School

Lea by Backford and Backford Parish Councils

OPAL (Older People Active Lives)

## Postcode of respondents

The map below shows all of the postcodes given by respondents that could be mapped (83 postcodes). All respondents lie within the Cheshire West and Chester boundary.



## Gender

Are you?		Response Percent	Response Total
1	Male	22%	25
2	Female	76%	87
3	Prefer not to say	2%	2
4	Prefer to use own term	0 %	0

(Gender of respondents. 22% respondents were male, 76% were female, 2% answered 'Prefer not to say' and 0% answered 'Prefer to use own term')

## Age

<b>Which age group do you belong to?</b>			
<b>Answer Choices</b>		<b>Response Percent</b>	<b>Response Total</b>
1	Under 16 - (please provide the name or email address of your parent/guardian/teacher in the comments box below)	0%	0
2	16-24	0%	0
3	25-34	6%	7
4	35-44	15%	17
5	45-54	16%	18
6	55-64	22%	26
7	65-74	22%	26
8	75+	16%	19
9	Prefer not to say	3%	3

(Age of respondents. 6% of respondents were aged 25 – 34, 15% were 35 – 44, 16% were 45 – 54, 22% were 55 – 64, 22% were 65 – 74, 18% were 75+ and 3% answered 'Prefer not to say').

### Long-term illness, health issue or disability

<b>Do you have any long-term illness, health issue or disability that limits your daily activities or makes it difficult to use library facilities? Please select one option only.</b>			
<b>Answer Choices</b>		<b>Response Percent</b>	<b>Response Total</b>
1	Yes	19%	22
2	No	74%	87
3	Prefer not to say	7%	8

(Illness, health issue or disability. 19% of respondents said they had a long-term illness, health issue or disability, 74% said they didn't and 7% answered 'Prefer not to say').

<b>If you answered 'yes' please indicate which of the following applies to you? Please select all that apply</b>			
<b>Answer Choices</b>		<b>Response Percent</b>	<b>Response Total</b>
1	Physical impairment that causes mobility issues e.g. a wheelchair user	21%	6
2	Visual Impairment	0%	0
3	Hearing Impairment	11%	3
4	Learning disability or difficulty	0%	0
5	Mental Health issue	11%	3
6	Long standing illness or health condition	36%	10
7	Prefer not to say	21%	6
8	Other (please specify):	25 %	7



**If you answered 'yes' please indicate which of the following applies to you? Please select all that apply**

(Illness, health issue or disability. Respondents were able to select more than one option. 21% of respondents said they had a physical impairment that causes mobility issues e.g. a wheelchair user, 11% said they had a hearing impairment, 11% said they had a mental health issue, 36% said they had a long standing illness or health condition. 25% answered 'Other' and 21% answered 'Prefer not to say')

## Ethnicity

<b>Which of these groups do you consider yourself to belong to? Please select one option only.</b>			
<b>Answer Choices</b>		<b>Response Percent</b>	<b>Response Total</b>
1	White - English/Welsh/Scottish/Northern Irish/British	92%	108
2	White - Irish	1%	1
3	White - Any other White background (please type in box below)	2%	2
4	Black or Black British - Caribbean	0%	0
5	Black or Black British - African	0%	0
6	Black or Black British - Any other Black background (please type in the box below)	0%	0
7	Asian or Asian British - Indian	0%	0
8	Asian or Asian British - Pakistani	0%	0
9	Asian or Asian British - Bangladeshi	0%	0
10	Asian or Asian British - Chinese	0%	0
11	Asian or Asian British - Any other Asian background (please type in the box below)	0%	0
12	Mixed - White and Black Caribbean	0%	0
13	Mixed - White and Black African	0%	0
14	Mixed - White and Asian	1%	1
15	Mixed - Any other Mixed background (please type in the box below)	0%	0
16	Other ethnic group - Arab	0%	0
17	Other ethnic group - Other ethnic group (please type in the box below)	0%	0

**Which of these groups do you consider yourself to belong to? Please select one option only.**

18	Travelling community - Gypsy/Roma	0%	0
19	Travelling community - Traveller of Irish descent	0%	0
20	Travelling community - Other member of the Travelling community (please type in the box below)	0%	0
21	Prefer not to say	6%	7
22	Other (please specify):	2%	2

(Ethnicity. 92% of respondents considered themselves to be White - English/Welsh/Scottish/Northern Irish/British, 1% considered themselves to be White – Irish, 2% considered themselves to be White - Any other White background, 1% considered themselves to be Mixed - White and Asian. 6% answered 'Prefer not to say' and 2% answered 'Other'.)

## Religious Belief/Faith

Which of these best describes your religious belief/faith? Please select one option only.

Answer Choices		Response Percent	Response Total
1	Buddhist	1%	1
2	Christian	62%	71
3	Hindu	0%	0
4	Jewish	2%	2
5	Muslim	1%	1
6	Sikh	0%	0
7	None	27%	31
8	Prefer not to say	6%	7
9	Other (please specify):	2%	2

(Religious Belief/Faith. 62% of respondents described their religious belief/faith as Christian, 2% as Jewish, 1% as Buddhist and 1% as Muslim. 27% of respondents answered 'None', 6% answered 'Prefer not to say' and 2% answered 'Other')

## Sexual Orientation

<b>Which of these best describes your sexual orientation?</b>			
<b>Answer Choices</b>		<b>Response Percent</b>	<b>Response Total</b>
1	Heterosexual/Straight	90%	104
2	Bisexual	1%	1
3	Gay/Lesbian	0%	0
4	Prefer not to say	8%	9
5	Prefer to use own term	1%	1

(Sexual Orientation. 90% of respondents described their sexual orientation as Heterosexual/Straight and 1% Bisexual. 8% of respondents answered 'Prefer not to say' and 1% answered 'Prefer to use own term')