

## HAMPSHIRE COUNTY COUNCIL

### Decision Report

<b>Decision Maker:</b>	Executive Member for Culture and Recreation
<b>Date:</b>	27 September 2012
<b>Title:</b>	Progress and Further Review of the Mobile Library Service
<b>Reference:</b>	4047
<b>Report From:</b>	Director of Culture, Communities and Business Services

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#### 1. Executive Summary

- 1.1 One year on from a fundamental review of the Mobile Library Service, this report updates the Executive Member for Culture and Recreation on the service and recommends some changes to make the service more efficient.

#### 2. Contextual information

- 2.1. At her Decision Day on 8 March 2011, the then Executive Member for Culture and Recreation approved proposals for a reshaped Mobile Library Service. The new service started on 4 July 2011, with a further review after a year.
- 2.2. One year on, the Mobile Library Service makes 363 stops around Hampshire mainly on a four week schedule, although 18 stops are weekly. Of these stops, 39 have fewer than two customers which is not an efficient use of the service. At the same time a few stops are very popular and the mobile library vehicles need to be programmed to stop for longer at these places.
- 2.3. A list of the 39 stops that have fewer than two customers was presented and discussed at the Culture, Communities and Rural Affairs Select Committee on 21 June 2012. Following the Select Committee, a public consultation exercise started and the list of 39 stops was sent to all County Councillors and relevant District, Town and Parish Councils. The stops have been discussed in detail with the mobile library drivers and the unions, and Mobile Library customers were also given details and asked to send in comments via a Freepost address or via a comments form on Hantsweb.
- 2.4. The focus of all the consultation was asking if there was a better day of the week or a different time that might be more popular in that particular locality.

### **3. Response from the Public Consultation**

- 3.1. The public consultation closed on 24 August, by which time 29 responses had been received.
- 3.2. These responses related to 12 out of the 39 stops included in the consultation. No feedback was received for 27 of the stops under discussion. One stop (Hawkley) generated five comments and Bentworth produced four comments. The majority of responses were received via the online form set up for the consultation, or by email, with three arriving in the post. Six of the responses related to stops not included in the consultation or were general comments.

### **4. Proposed changes to Mobile Library Stops**

- 4.1. Following analysis of the responses to the public consultation it is proposed that 29 stops of the 39 stops under discussion are withdrawn. Of the 10 stops to be retained five will be moved to a different but nearby location, one will change time, one will combine with another stop and three will remain the same. All will be actively advertised, as will the rest of the service.
- 4.2. In addition 14 stops outside those under consultation will be altered. Of these, one will move location, 10 stops will have their time increased, and two of the 10 will increase in frequency from every four weeks to fortnightly. Three stops that are weekly will be reduced in length. This will enable the two stops mentioned above to become fortnightly and will enable two new stops to be introduced.
- 4.3. Full details are set out in Appendix 1. These changes will come into effect on 22 October 2012, with a further review in a year's time.

### **5. Finance**

- 5.1. There are no financial savings to be made from this review, its purpose is to ensure that the Mobile Library Service reaches as many customers as possible, in the most effective way.

### **6. Recommendation**

- 6.1. That the Executive Member for Culture and Recreation approves the changes to the Mobile Library Service as set out in Appendix 1. The changes will come into effect on 22 October 2012, with a further review in a year's time.

**CORPORATE OR LEGAL INFORMATION:**

**Links to the Corporate Strategy**

<b>Hampshire safer and more secure for all:</b>	no
Corporate Improvement plan link number (if appropriate):	
<b>Maximising well-being:</b>	yes
Corporate Improvement plan link number (if appropriate):	
<b>Enhancing our quality of place:</b>	no
Corporate Improvement plan link number (if appropriate):	

**Other Significant Links**

<b>Links to previous Member decisions:</b>		
<u>Title</u>	<u>Reference</u>	<u>Date</u>
Exec Member for Culture and Recreation	1610	8 March 2011
Culture, Communities & Rural Affairs Select Committee	4057	21 June 2012
<b>Direct links to specific legislation or Government Directives</b>		
<u>Title</u>	<u>Date</u>	

**Section 100 D - Local Government Act 1972 - background documents**

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
None	

## **IMPACT ASSESSMENTS:**

### **1. Equalities Impact Assessment:**

- 1.1. The Mobile Library Service customers tend to be older, and are mainly women with higher levels of disability than the Hampshire population and therefore will potentially be adversely impacted by the proposals. Actions have been put in place to increase the number of volunteers in the Home Library Service to provide a service for those unable to get to their nearest stop or library.

### **2. Impact on Crime and Disorder:**

- 2.1. No impact on Crime and Disorder has been identified.

### **3. Climate Change:**

- a) How does what is being proposed impact on our carbon footprint / energy consumption?

No impact has been identified.

- b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

Not applicable.