

Policy & Resources Select Committee

31 October 2013

Public Consultation

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Background

Presentation to P&R Select Committee on
18 April 2013

New guidance has now been set up for officers

Consultation on difficult issues is never going to
be straight forward

Consultation to Reduce Library Opening Hours

- Needed to make additional savings of £450,000 by April 2012
- Consulted on reducing opening hours in 37 of our 53 libraries



Public consultation

Proposals for the future of West End Library

Hampshire's Library Service has to make savings of £450,000 in response to budget cuts in 2012/13 and beyond. We believe that the only way we can do this is to reduce library opening hours in a consistent way across Hampshire.

Currently our libraries are open a total of 1,939 hours a week. We are proposing to reduce the total number of hours by 145.5 hours a week, a reduction of 7.5%.

Savings we have already made

Since April 2009 we have undertaken a complete review of the Library Service.

We have streamlined our ways of working, reduced staff at Library Headquarters and the number of managers across the Service and reviewed the Mobile Library Service.

In total we have already made savings of £2.48m since April 2009.

We are aiming to construct a Library Service for the future, with an affordable network of libraries that can adapt to the needs of their local communities. In developing our proposals we have made every effort possible to minimise the impact on residents whilst achieving our budget targets.

Proposed changes to the Library Service

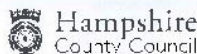
We have identified a key library in each district council area across Hampshire. This library will be a central hub, supporting the smaller libraries in the district. Our goal is for the 'key' libraries to be open for at least 50 hours per week, 6 days a week.

The other libraries in each district have been designated as large, medium, small or neighbourhood. Each designation has a minimum number of opening hours and all will be closed at least one day a week.

See over for what this means for West End Library



www.hants.gov.uk/library



www.hants.gov.uk

The proposed changes to the library's opening hours are set out in bold below:

Day	Current opening hours	Future opening hours
Monday	Closed	Closed
Tuesday	2.00 – 6.00	2.00 – 6.30
Wednesday	Closed	9.30 – 1.00
Thursday	9.30 – 1.00	Closed
Friday	9.30 – 1.30	1.00 – 5.00
Saturday	9.30 – 1.00	9.30 – 1.00
Total no. of hours	17.5 hours	15 hours

West End is designated as a neighbourhood library and its key library is Chandler's Ford. As West End Library is so close to Hedge End Library we have tried to ensure that neither of these two libraries is closed on the same week day.

Neighbourhood Libraries

Our smallest libraries are designated as neighbourhood libraries, most of which are only open 9 – 26 hours a week. We are not suggesting many changes to their opening hours because we do not believe they are open enough hours anyway. In those libraries we will be seeking help from local volunteers. We will ask them either to work alongside library staff to increase opening hours or possibly even to take over the running of a library.

Our two smallest libraries are Stanmore and North Badclesley. We are hoping that a local group will come forward to take over full responsibility for running their respective library. This does not happen then these two libraries are likely to close in September 2012.

Full details of our proposals are set out at www.hants.gov.uk/library

Public Consultation 28 September – 28 December 2011

Your views on these proposals are important to us and will be considered when the proposals are reviewed in January 2012. Please complete the questions below and return the form to us by 28 December 2011.

Do you accept the proposed changes to your library's opening hours?

Yes No

If No, what alternative change to the opening hours do you suggest, bearing in mind the proposed total number of hours open is unlikely to be changed.

Do you have any comments on the future provision of library services in Hampshire?

Please return this form to your library or by post (no stamp required) to: Library Review, FREEPOST 'A' 2551, Recreation and Heritage, Mottram Court, Winchester, SO23 8UA.

You can also complete the form online at www.hants.gov.uk/library

Results

- Over 5,500 responses; 1,000 via email
- Positive discussions with 4 Town/Parish and 1 Borough Council
- Changed our proposals in 26 libraries
- Feedback to customers
- Extended opening hours in 3 libraries



Changes to opening hours from 1 April 2012

Thank you if you were one of the 5,500 who sent in a response during the recent public consultation into library opening hours.

Here at Basingstoke Discovery Centre, 68% of the 152 responses agreed with the proposed changes to opening hours. However, because of a number of views expressed, our original proposal for Sunday opening has changed from 12pm - 4pm to 11am to 3pm.

From 1 April, the new hours will be

Monday	8.30am - 6.30pm
Tuesday	8.30am - 6.30pm
Wednesday	8.30am - 6.30pm
Thursday	8.30am - 6.30pm
Friday	8.30am - 6.30pm
Saturday	8.30am - 4.30pm
Sunday	11.00am - 3.00pm

If you would like to see a summary of the feedback received and the new opening hours for any Hampshire library, please visit www.hants.gov.uk/library



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Changes to opening hours from 1 April 2012

Thank you if you were one of the 5,500 who sent in a response during the recent public consultation into library opening hours.

Here at Whitechurch Library, your response to our original proposal (78% against) led us to think again. The revised proposal met with 88% approval.

From 1 April the new hours will be

Monday	1.00pm – 5.00pm
Tuesday	closed
Wednesday	1.00pm – 7.00pm
Thursday	closed
Friday	10.00am – 5.00pm
Saturday	10.00am – 1.00pm
Sunday	closed

If you would like to see a summary of the feedback received and the new opening hours for any Hampshire library, please visit www.hants.gov.uk/library



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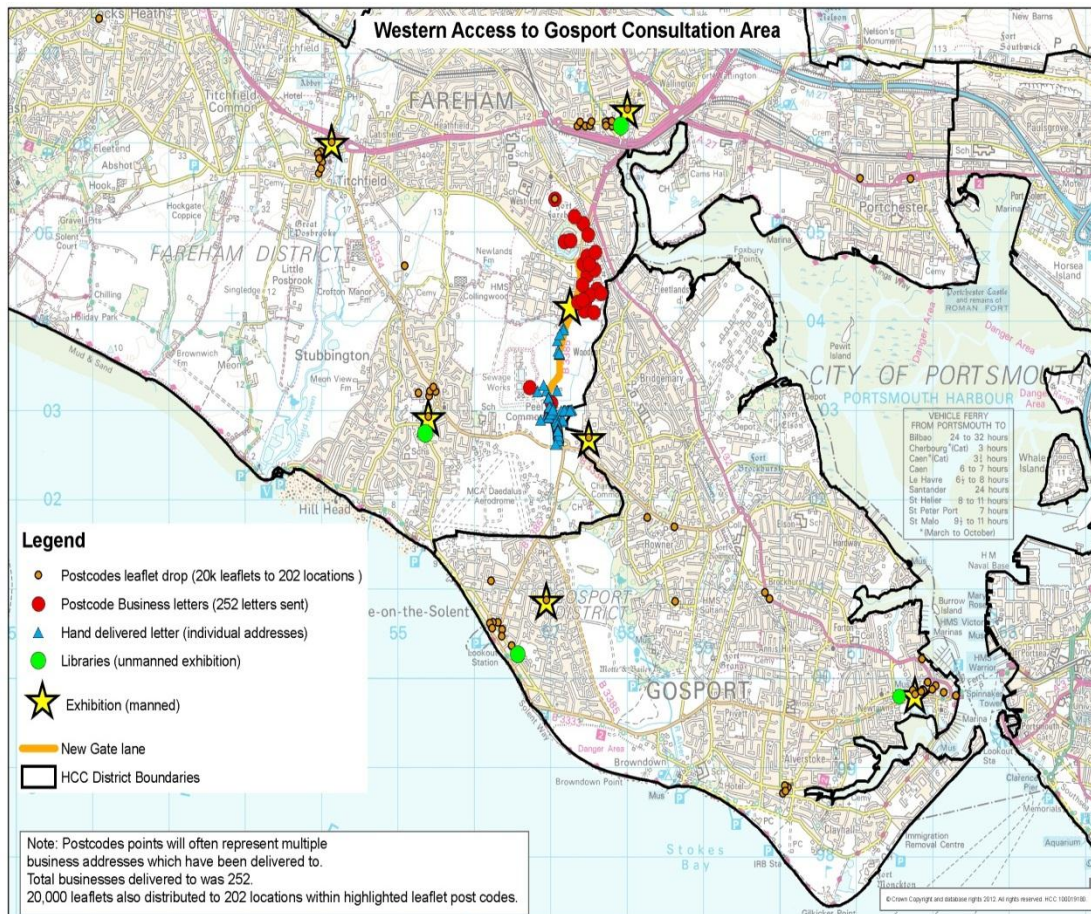
www.hants.gov.uk

Western Access to Gosport Consultation

- The County Council was developing an overarching strategy for improving access to Fareham and Gosport
- To inform that strategy, a consultation exercise was undertaken to focus upon three key components:
 1. Funded proposals for improving the built-up section of Newgate Lane between Palmerston Drive and Tanners Lane.
 2. Interim and funded proposals to deliver traffic capacity and improved provision for cyclists at Peel Common Roundabout.
 3. Initial ideas for future improvement to the western access to Gosport between Peel Common Roundabout and M27 Junction 9, including potential corridors for a Stubbington bypass, and improved access for the northern end of Newgate Lane.

Consultation activity

Stakeholders	Method	Distribution / Location (see map)
Tier 1 (a) Local residents 93 Local businesses c. 252 Local schools	Hand delivered letters to residents Postal letter to businesses Email to schools	Newgate Lane residential properties on or adjacent to Newgate Lane from Peel Common Roundabout to junction with Tanners Lane included Albert Road and Woodcote Lane
Tier 1 (b) Parish, district, county councils Local MP Emergency Services Local GPs and nursing services Transport providers Fareham Town Centre Manager	Preview exhibition on 5 July Targeted letter to other interested parties posted 12 August	Fareham Borough Council Offices Within consultation catchment area
Tier 2 Residents Commuters Businesses Local Voluntary & Community Services	Officer-led exhibitions with electronic / paper feedback form. Consultation leaflet distributed in school bags at Peel Common Junior School prior to exhibition	<ul style="list-style-type: none"> Titchfield Community Centre Lee-on-the-Solent Community Centre Peel Common Junior School Crofton Community Centre Royal Sovereign Pavillion, HMS Collingwood
Tier 3 Residents Businesses Commuters Schools	Static portfolio exhibitions with paper feedback form / posting box / freepost envelopes 20,000 leaflet distribution to 202 locations Media coverage offering link to online survey Social media engagement	<ul style="list-style-type: none"> Stubbington Library Lee-on-the-Solent Library Fareham Library Range of shops, libraries, schools, community centre, cafes, museum, tourist information, post offices Entire consultation catchment area



Engagement

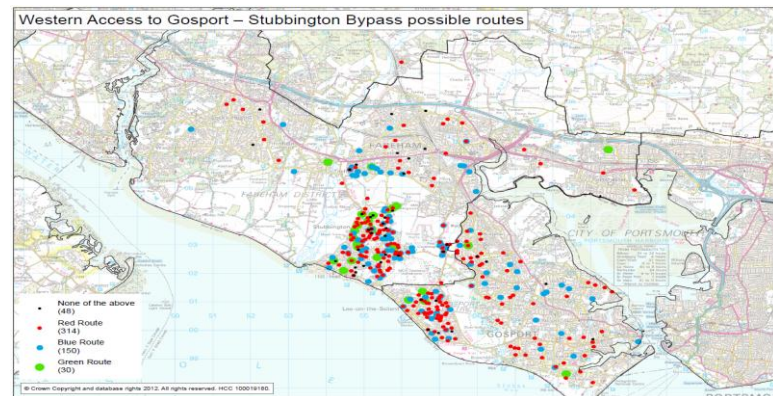
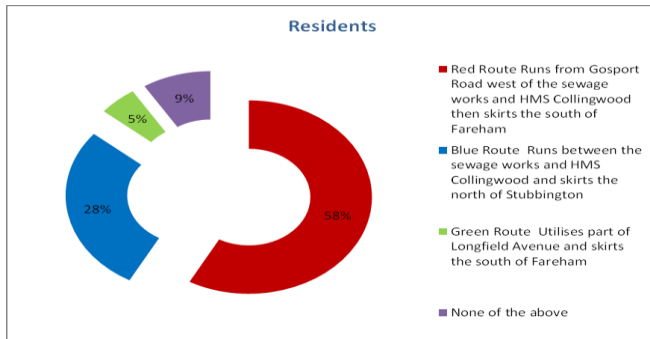
All Survey Routes	
	Base
	643
	100%
Post	225
	35%
Manned exhibition boxes	66
	10%
Unmanned exhibition boxes	39
	6%
Static mobile interviewing devices	13
	2%
Online via consultation web page	300

- **1 Jul to 10 Sept total visits to consultation web page 3,900**
- **400 visits to the FAQ page**
- **Manned exhibitions :**

Titchfield Community Centre	63
Lee-on-the-Solent Community Centre	122
Peel Common Junior School	67
Crofton Community Centre, Stubbington	155
Royal Sovereign Pavilion, HMS Collingwood	65
- **Approximately 58 local borough , county councillors and interested parties attended an exhibition preview in Fareham Borough Council offices on 5 July.**

Results

Residents	Total	Missing No reply	Very important	Important	Neutral	Unimportant	Very unimportant	Don't know
Base	6593	588	2058	2054	1402	318	109	64
		9%	31%	31%	21%	5%	2%	1%
Protecting wildlife and areas of special natural interest	593	82	145	192	134	29	9	2
		14%	24%	32%	23%	5%	2%	0%
Minimising the impacts of new roads on countryside views	500	13	88	143	183	57	16	-
		3%	18%	29%	37%	11%	3%	-
Impact on the countryside gap between Stubbington and Fareham	500	15	145	128	148	44	12	8
		3%	29%	26%	30%	9%	2%	2%
Reducing exhaust emissions	500	14	127	183	139	24	13	-
		3%	25%	37%	28%	5%	3%	-
Reducing traffic noise	500	13	155	168	139	14	11	-
		3%	31%	34%	28%	3%	2%	-
Keeping roads away from houses	500	17	188	162	102	20	11	-
		3%	38%	32%	20%	4%	2%	-
Improving safety for pedestrians, cyclists and horse riders	500	16	256	164	48	9	7	-
		3%	51%	33%	10%	2%	1%	-
Journey time reliability	500	12	197	206	69	11	5	-
		2%	39%	41%	14%	2%	1%	-
Reducing journey times	500	15	197	188	83	14	3	-
		3%	39%	38%	17%	3%	1%	-
Providing for extra traffic	500	14	255	165	49	13	4	-
		3%	51%	33%	10%	3%	1%	-
Improving access to places of employment	500	11	183	206	81	16	3	-
		2%	37%	41%	16%	3%	1%	-
Keeping scheme costs to a minimum	500	12	85	135	182	63	13	10
		2%	17%	27%	36%	13%	3%	2%
Other	500	354	37	14	45	4	2	44
		71%	7%	3%	9%	1%	0%	9%



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Public engagement and consultation: ensuring everyone has their say

Hampshire County Council is committed to engaging with local people on the important issues that effect their lives. To achieve this we have adopted five simple consultation principles.

When to consult the public

We will consult

- on key issues and proposals
- in good time
- in ways that allow everyone to take part
- using clear and simple information
- and afterwards we will tell respondents how their views influenced our decisions.

We will try to ensure that local people can 'have their say' in our decisions whenever possible. We will not hold a formal consultation about all aspects or decisions of the County Council's business (unless that decision requires statutory consultation), but we will try our best to get that balance right.

Five principles of consultation

1 We will consult the public on key issues and proposals

We will consult the public when

- they are likely to be interested
- they can contribute to forming the most effective and viable solutions
- there is scope to have options

2 We will consult in good time

Go straight to...

- [Consultation toolkit](#)
- [Consultation contacts](#)



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Research and consultation

Public consultation

Toolkit: preparation and timing

Consultation toolkit: preparing your consultation and timing

Actually preparing your consultation can seem a daunting task. This page has advice on how to get everything right, so that you get the information and feedback you want.

On this page:

1. [Introduction](#)
2. [Timing](#)
3. [Developing the survey content](#)
4. [Survey design](#)
5. [Equalities and diversity](#)
6. [After the consultation](#)
7. [Checklist](#)

Introduction

Format

Hampshire County Council uses two main mechanisms for conducting consultations, online and postal.

If you are going to conduct an online consultation, you have two options available – Survey Monkey or an Achieve Form. Your departmental consultation lead will be able to advise on the most appropriate format and may provide you with templates. Don't forget that for accessibility reasons, even if you opt for an online process you need to produce a limited number of paper copies.

Questions and supporting information

Go back to your consultation brief and review your objectives. This will help you to draft your questions by ensuring they will get back the feedback you need. Think about and prepare any supporting documents, graphs, illustrations or maps that you will use to give people necessary information to make informed decisions.

Communications

Discuss with your departmental communications lead who needs to be made aware of your consultation. They can advise how best to communicate with key stakeholders.

Timescale



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Hantsweb Active Consultations

The screenshot shows a web browser window titled "Active consultations - Hampshire County Council". The address bar contains "http://consultations.hants.gov.uk/active.aspx". The browser's taskbar shows various open applications including Access, MSN, Excel, Outlook, Picture Manager, PowerPoint, Printers, Word, HantsFile, Windows Explorer, and SAP Production.

The website header includes the "Hantsweb" logo, navigation links for "Hantsweb Home", "A-Z Services", "Contact us", and "Help", a search box, and the Hampshire County Council logo. A breadcrumb trail reads "You are here: → consultations home → active consultations".

A left-hand navigation menu lists: "Consultations Home", "Consultations Search", "Active Consultations" (highlighted), "Upcoming Consultations", "Closed Consultations", and "Further Information".

The main content area is titled "Active Consultations" and contains a table with the following data:

Consultation Name	Start Date	Close Date
Day Opportunities for Older People	Mon 16-09-13	Sat 23-11-13
Hampshire Learning Disability Plan for Adults	Mon 16-09-13	Fri 06-12-13
Calthorpe Park School - Pre-planning Application Consultation (Final Proposal)	Tue 01-10-13	Thu 31-10-13
Andover Town improvements, Newbury Street to Chantry Street	Thu 10-10-13	Mon 11-11-13

On the right side, there is a "Consultations" sidebar with a search box labeled "Search for consultations" and a "Search consultations" button. Below the search box is a link for "Advanced Search".

The footer contains links for "Accessibility options", "Disclaimer", "Privacy", and "Service availability". It also provides contact information for Hampshire County Council: "The Castle, Winchester, Hampshire, SO23 8UJ" and "Contact our Information Centres on 0800 025 0888 or info.centres@hants.gov.uk". A final note states: "This page was last updated by IT Services on 12 October 2006. © Copyright Hampshire County Council 2006."

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