Library Planning and Needs Assessment	
Date last updated	22 August 2016
Commissioning Lead	Dave Carr, Head of Service, Policy, Information and Commissioning (Start Well)

Introduction

The Planning and Needs Assessment provides an evidence base which will help to inform the future model for the provision of library services in Lancashire.

The assessment draws information, largely from existing data sources such as Lancashire Insight, to build a picture of needs of neighbourhoods across Lancashire. The assessment takes account of:

- population data such as age, population projections, ethnicity, gender and disability
- information about neighbourhoods such as population density, community cohesion, social isolation and digital accessibility
- gaps in outcomes based on the index of multiple deprivation and educational attainment
- national guidance
- the county council's draft Corporate Strategy and financial position
- information about service users and consultation feedback.

The key issues arising from the assessment are identified throughout and brought together in a closing summary. The summary sets out how our proposed offer will take account of those issues.

The offer on which we have consulted is considered to meet the needs of communities across Lancashire, ensuring that a proportionately greater level of service is available to those communities with higher levels of need but that a universal standard is available, supported by a digital, mobile, home, school and prison library service offer throughout Lancashire.

The assessment has highlighted some issues which should be considered prior to finalising our proposals. These include:

- A commitment to refresh our mobile library service routes to ensure continued locally delivered lending services to those more isolated communities who will no longer have a building based library service
- Investment in our mobile library fleet. Our proposals for the future delivery of library services in Lancashire have recognised that the mobile library service has an important role to place in ensuring that we continue to reach more rural areas of Lancashire, where people may otherwise have difficulty in accessing static library provision. Given this, it is proposed that we begin a programme of replacing the existing mobile library fleet to ensure that we are able to continue to maintain services to rural communities but to take the opportunity to invest in a fleet which will give the potential for wider community based services, such as offering public internet access from the vehicle

- Support for communities who wish to progress a building asset transfer and who also wish to establish independent community library provision.

No major issues have been identified in respect of the proposed building based provision. However, in considering final proposals we should consider the rationale for satellite service as opposed to a full library service provision in Morecambe, one of our most densely populated and deprived communities. Given the characteristics of the community around Bacup, and potential for easier reach to the south of the Rossendale District, we should consider offering a full library service provision in Bacup.

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
1	What is the geographical or service area that you are focusing on?	Library Service provision within the Lancashire County Council Administrative area
2	Who is your target group? *NB start at a wide a population as possible e.g. children 0-19 in the area or all young women aged 12- 19*	Under the 1964 Public Libraries and Museums Act, local authorities in England have a statutory duty to provide a comprehensive and efficient library service for **all people working, living or studying full-time in the area that want to make use of it.** In providing this service, local authorities must, among other things: • have regard to encouraging both **adults and children** to make full use of the library service • lend books and other printed material free of charge for **those who live, work or study in the area**
3	What does the local data tell you about the needs of people in your target group? How do the needs of the targeted people vary when broken down into the categories below? *(e.g. age, race, gender, sexual orientation, religion, learning difficulties, disabilities, looked after status, risk of criminality, geographical location, access to services)*	**The Lancashire Population** The usual resident population of the Lancashire County Council area in the 2011 Census was 1,171,339. Mid-year population estimates for 2015 indicate a population of 1,191,691. By 2039 the population of Lancashire is expected to reach 1,254,503. **Age** In total, there were estimated to be: 275,890 children and young people aged 0-19 361,382 adults aged 20-44 316,982 adults aged 45 to 64 237,437 adults aged 65 and over 61,000 are aged 80 and over. Areas where pensioners are most likely to live alone are generally those major centres of population in Lancashire, such as Preston, Burnley and Lancaster. However, the Barnoldswick Service

Planning and Needs Assessment		
Question ref	*Question for consideration*	*Response*
	Check out the corporate Research and Consultation Database: http://lccintranet2/corporate/consultation/responses/responses.asp?siteid=5140&pageid=29003&e=e *Living in Lancashire:* http://lccintranet2/corporate/web/view.asp?siteid=2660&pageid=3544&e=e *Social and Economic Intelligence:* http://www.lancashire.gov.uk/corporate/web/?siteid=6232&pageid=36384&e=e *JSNA:* http://www.lancashire.gov.uk/corporate/web/?siteid=6101&pageid=35157&e=e *NB: Refer to the data sources for commissioners*	Planning Area was a notable exception identified in the Baseline Needs Assessment. Across Lancashire there were over 13,000 births in 2014. The highest total fertility rates (TFR) were in Pendle and Hyndburn amongst the highest rates in England and Wales. Conversely, the TFRs in Fylde and Ribble Valley of just 1.67 were among the lowest in the country. Source: http://www.lancashire.gov.uk/lancashire-insight/population-and-households.aspx Of the population aged 65 and over, almost 30,000 are aged 80 and over. The proportion of older people aged 65+ is highest in the following areas: - Lytham and St Annes - Rural Wyre including towns and villages such as Garstang, Knott End and Pilling - Carnforth and the surrounding coastal area - Poulton-le Fylde and Thornton and Cleveleys - Ormskirk. Although there are lower proportions of older people, areas where pensioners are most likely to **live alone** are generally those major centres of population in Lancashire, such as Preston, Burnley and Lancaster. However, the Barnoldswick Service Planning Area was a notable exception identified in the Baseline Needs Assessment. **Population projections 2014 to 2039.** The latest population projections cover the period from 2014 to 2039. For the county council area, the percentage increase is projected to be 5.8%, with the number expected to reach 1.253 million. The estimated increase is lower than the average for the North West (8.2%) as a whole, and well below the expected increase for England of 16.5%. At the district level, Hyndburn and Burnley are actually predicted to see small population decreases between 2014

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*
	document (hyperlink to be inserted)	and 2039, whilst Chorley is the only Lancashire authorities with a projected increase in excess of 10%.

Analysis by age for the Lancashire area reveals that decreases between 2014 and 2039 are predicted in 11 of the 13 age-groups between 0 and 64 years. From 65 onwards in contrast, there are substantial increases that become greater as the age range increases. This culminates in the oldest age group (90+) being predicted to rise by 229% in the county council area over the 25-year period.

There is a decline in 0-9 year olds but an increase for the next ten years in the 10-14 age group, which will carry on forward through the population. It is clear that not only is the population ageing but that the proportion in the older age groups (70+) is forecast to increase at a faster rate than those in younger age groups in both the short, medium and long-term. In 2014, 20% of the Lancashire-12 population are aged 65+, by 2024, that is predicted to rise to 22% and by 2039 it is predicted to rise to 27%.

The indications (particularly from the first set of data) are that Libraries are particularly visited by children and older people. 36% of 5-9 year olds are active library users in Lancashire. There is a tapering off in users between the ages of 16 to 34 before the numbers gradually increase again towards an "adult high point" in the 65-74 age range. 17% of over 65s are active users in the county. The service also had almost 5000 active users who are over the age of 85. Although libraries are used across the range of ages, children and early teenagers and older people may be disproportionately affected by any changes/reductions to the Service.

Key considerations for a comprehensive and efficient library service:

- ***expected growth in the children and young people's population aged 10-14***
- ***expected growth in the older people's population***
- ***higher proportions of older people in areas including Lytham and St Annes, Rural Wyre (including towns and villages such as Garstang, Knott End and Pilling), Carnforth and the surrounding coastal area, Poulton-le-Fylde, Thornton and Cleveleys and Ormskirk***
- ***higher proportions of older people living alone in Lancashire's major population centres such as Preston, Burnley and Lancaster. Analysis of Service Planning Areas also highlighted Barnoldswick as having higher proportions of pensioners living alone***
- ***Higher Total Fertility Rates in Pendle and Hyndburn (amongst the highest rates in England and Wales).*** |

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		Lower Total Fertility Rates in Fylde and Ribble Valley (among the lowest in the country) • *Projected population increases in Chorley (higher than the North West or England average).* **Ethnicity** The largest ethnic group identified in the 2011 Census was white (92%). The black and minority ethnic (BME) group made up 8% of the population. Numerically, there were over 90,000 black and minority ethnic people in the county. The 2011 Census indicated that within Lancashire, Pendle and Preston had one in five people (20%) who were black and minority ethnic. In Burnley and Hyndburn the rate was 12%. In Rossendale, whilst the percentage of BME was lower than in these four districts, it was still above the rate of other districts at 6%. Similarly in Lancaster the BME population was just over 4%. The numbers of people who are black or minority ethnic were by far the greatest in Preston, where there were almost 28,000. In Pendle there was a BME population of 18,000. A further 11,000 and 10,000 BME people live in Burnley and Hyndburn respectively. Numbers were lower, but remain of note, in Lancaster (6,000) and Rossendale (4,200). Chorley and South Ribble had just over 3,000 BME people each. Together there were almost 67,000 BME people in Preston, Pendle, Burnley and Hyndburn. These 67,000 people were three-quarters of the Lancashire-12 area's BME population, whereas the total population of these districts makes-up a third of the total Lancashire population. Asian/Asian British was the largest minority ethnic group in Lancashire and just over 71,000 in Lancashire. It should be noted that this group now includes Chinese people, whereas in 2001 they were in the "other" ethnic group. The second largest minority ethnic group was mixed race. There were almost 13,000 mixed race people lived in Lancashire. The black/black British population numbered just over 4,000 in Lancashire. Source: http://www.lancashire.gov.uk/lancashire-insight/population-and-households/population-and-households-2011-census/population-by-ethnicity.aspx

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*
		Key considerations for a comprehensive and efficient library service:
		• ***Three quarters of Lancashire's BME community live within Preston, Pendle, Burnley and Hyndburn.***
		Gender
		Mid-year population estimates for 2015 suggest a population of 587,774 males (49%) and 603,917 females (51%). The gender balance is relatively even other than the population aged 80 and over, where the percentage who are female increases significantly.
		Source: http://www.lancashire.gov.uk/lancashire-insight/population-and-households.aspx
		222,689 registered users are female (55%) and 175,303 are male (45%).
		Key considerations for a comprehensive and efficient library service:
		• ***No significant implications.***
		Disability
		In 2012 there were an estimated 74,743 adults living with a moderate or serious physical disability in Lancashire. This figure is predicted to rise by around 1.2% to 75,621 by 2030. Healthy or disability-free life expectancy (where health is described as good) was 61.1 years for males and 63.1 years for women in 2012-14. Life expectancy for males was 78.5 years and for females 82.1 years in the same period. Disability-free life expectancy for males is significantly worse than the England average.
		The mean percentage of disabled children in English local authorities has been estimated to be between 3.0 percent and 5.4 percent. If applied to the population of Lancashire this would equate to between 6,908 and 12,434 children experiencing some form of disability.

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*
		Data source: http://www.lancashire.gov.uk/lancashire-insight/health-and-care/disability.aspx

10,467 registered library users have declared they have a disability (2.6% of total users).

The highest proportions of people whose "activities are limited a lot" are in some of our more deprived communities – Fleetwood, Morecambe, Burnley, Hyndburn and Nelson and Brierfield.

Key considerations for a comprehensive and efficient library service:

- ***A significant number of Lancashire's population, including children and young people, will experience some form of disability***
- ***The highest proportions of people whose "activities are limited a lot" are in some of our more deprived communities – Fleetwood, Morecambe, Burnley, Hyndburn and Nelson and Brierfield.***

Population Density

At a District level, the most densely populated area of Lancashire is Hyndburn with a population density in excess of 1,000 people per square kilometer, followed by Preston and South Ribble with population densities of just under 1000 people per square kilometer. Ribble Valley, with 100 people per square kilometre, was by far the least densely populated authority in the county.

Area and population density, 2014 Area	Area (km2)	Population (thousands of people)	Population density (people per km2)
Burnley	111	87,291	786
Chorley	203	111,607	550
Fylde	166	77,042	464
Hyndburn	73	80,208	1,099	

Ques tion ref	Question for consideration	Response

Lancaster	576	141,277	245
Pendle	169	89,840	532
Preston	142	140,452	989
Ribble Valley	583	58,091	100
Rossendale	138	69,168	501
South Ribble	113	109,077	965
West Lancashire	347	111,940	323
Wyre	283	108,742	384
Lancashire	**2,903**	**1,184,735**	**408**

Data source: http://www.lancashire.gov.uk/lancashire-insight/population-and-households.aspx

At MSOA Level, the most densely populated areas of Lancashire are within the Districts of Lancaster (Lancaster and Morecambe), Pendle (Nelson), Preston (Central Preston), Wyre (Fleetwood, Cleveleys), Hyndburn (Accrington, Oswaldtwistle), Burnley (Rose Hill, Rose Grove, Central Burnley) and West Lancashire (Digmoor).

Data source: https://data.gov.uk/dataset/population_density

79% of Lancashire's population live in an urban area as defined by ONS.
http://www.lancashire.gov.uk/lancashire-insight/environment/urban-and-rural-definitions.aspx

There are significant geographical areas of Lancashire which are characterised by rurality including:

- Bowland including villages such as Slaidburn and Dunsop Bridge
- Rural Fylde including villages such as Inskip and Elswick
- Rural Lancaster including villages such as Quernmore, Borwick, Claughton, Hornby, Arkholme, Tunstall and Ireby
- Rural West Lancashire including villages such Burscough and Scarisbrick

- Rural Wyre including villages such as Hambleton, Knot end and Calder Vale

Data Source Geographic Barriers to Housing and Services
http://dashboards.instantatlas.com/viewer/report?appid=03fe06dc7fe54861b3c0c62830c80332&authid=qP0131OBCPrK4F1N

Key considerations for a comprehensive and efficient library service:

- ***Within the resources available it will not be possible to have a building based library service which is easily accessible to all people within Lancashire***
- ***The most densely populated areas of Lancashire are Hyndburn, Preston and South Ribble. Ribble Valley was by far the least densely populated authority in the County.***
- ***At MSOA level the most densely populated areas of Lancashire are Lancaster (Lancaster and Morecambe), Pendle (Nelson), Preston (Central Preston), Wyre (Fleetwood, Cleveleys), Hyndburn (Accrington, Oswaldtwistle), Burnley (Rose Hill, Rose Grove, Central Burnley) and West Lancashire (Digmoor)***
- ***Significant areas of Lancashire a characterised by rurality.***

Community Cohesion

There is limited data on community cohesion within Lancashire. Poverty can be and often is, a causal factor in diminishing opportunities for people (access to training / jobs / services etc). This has the potential for resentments to build up especially if a community believes services are skewed to another group. Poor community cohesion can also be a causal factor in social isolation.

In urban parts of Nelson and Hyndburn the risks associated with perceptions of Central Government initiatives such as the Prevent agenda and the Out of School Settings consultation, which the Muslim community feel is targeted at them, are leading to increasing tensions and concerns that may further isolate the Muslim community (leading to "parallel lives" and less integration).

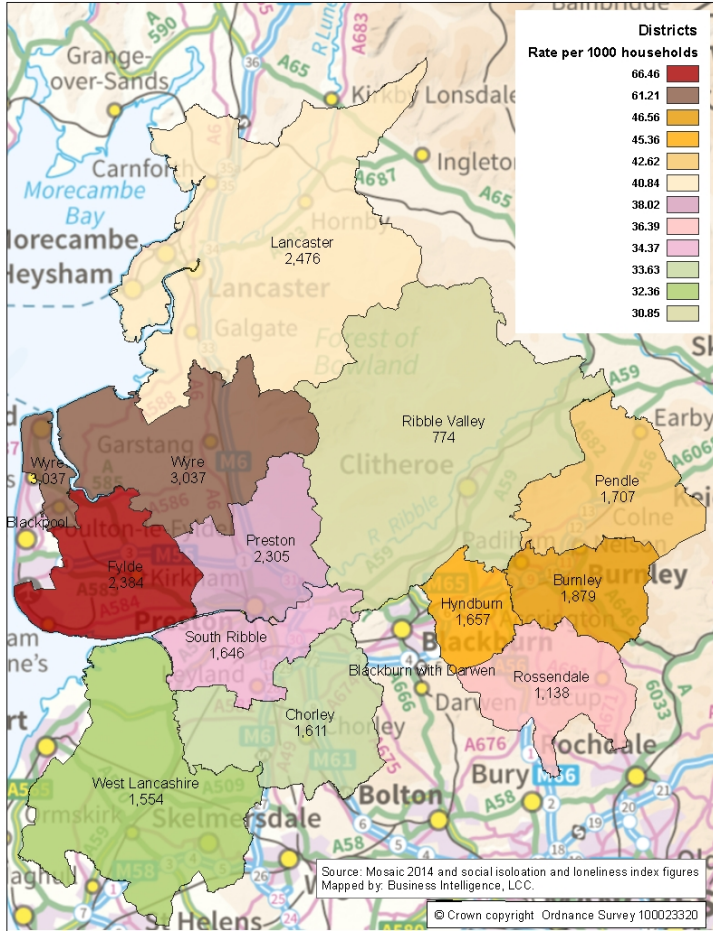In parts of Burnley there is an ongoing reality of 'parallel lives'. One expression of this is the continuing trend

Planning and Needs Assessment		
Question ref	*Question for consideration*	*Response*
		towards increased segregation in the school rolls, which, in part, is linked to the differential make up of different wards in terms of ethnicity.

One measure of community cohesion is numbers of recorded hate crimes. In 2014/15 there were 881 hate crimes in the Lancashire-14 area, 69% were due to race, 7% religion, 13% sexual orientation, 10% disability and 2% transgender. Preston records the highest number of hate crimes in the county.
http://www.lancashire.gov.uk/lancashire-insight/community-safety/overview.aspx

A living in Lancashire survey conducted in 2014 found that around three-fifths of respondents (61%) agreed that people from different backgrounds integrate well with each other in their local area. Nearly nine out of ten respondents (89%) agreed that they personally feel part of British society. 14% of respondents said that either they or someone close to them had been hate-related verbally abused and 2% physically abused in the past two years. This figure goes up for BME respondents (39% verbally abused), those who live in Burnley (30% verbally abused) and those in socio-economic group DE (7% physically abused).
http://www3.lancashire.gov.uk/corporate/consultation/responses/response.asp?ID=238

In the context of the EU referendum outcome, there are ongoing risks associated with poor community cohesion in many parts of Lancashire.

Key considerations for a comprehensive and efficient library service:

- ***There are risks of poor community cohesion across Lancashire but potentially greater in urban areas of Nelson, Hyndburn and Burnley and Preston.***

Social Isolation

The county council has undertaken work to estimate the number of households with a high likelihood of socially isolated occupants. To calculate the relative risk each household was given a relative score based on their Mosaic type. The values were developed based on 14 risk factors. There are estimated to be 22,166 households in Lancashire with the highest risk of being socially isolated, or 4.6% of all households (based on Mosaic 2014). The highest estimated number of socially isolated households at relative risk are found in Fylde and the highest rate

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*
		per 1,000 households are found in Wyre. The lowest estimated number of socially isolated households and lowest rate per 1,000 households are found in Ribble Valley.

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		Social Isolation index (Mosaic 2014) - Districts Number of households at risk per 1,000 households Labels are district name and estimated number of households

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*
		Key considerations for a comprehensive and efficient library service: • ***The highest estimated rate per 1,000 socially isolated households is in Fylde. The highest estimated number of socially isolated households at relative risk are in Wyre. The lowest estimated number of socially isolated households and lowest rate per 1,000 households are found in Ribble Valley.*** **Digital Accessibility** People who do not have the internet at home were asked why in the Ofcom Communications Consumer Panel in 2012. Most give reasons relating to a lack of interest. The next most likely reason for not intending to get internet access relates to cost, followed by reasons relating to ownership / availability, typically that they do not have a computer, with some saying that they do not have a landline telephone. Those who do not intend to get the internet at home then give reasons that relate to knowledge, typically that they don't know how to use a computer. Members of Lancashire County Council residents' panel, Living in Lancashire, were asked whether that had access to the internet at home. There are currently around 2,500 members of the panel. All members are asked this question when they join. In 2013 almost three-quarters of panel members had internet access at home and a quarter did not. Rates were closer to just two-thirds of panel members in Pendle, Hyndburn, Preston and Burnley. Younger people aged 16 – 24 were more likely to have it than people aged 60+ (nine in ten compared to less than six in ten). Similarly, higher socio-economic groups (A and B) were more likely than lower groups (D and E) to have internet access at home (nine in ten compared to less than six in ten). Eight in ten owner occupiers had internet access at home compared to just four in ten social housing tenants. People in work were also much more likely than others to have access at home (nine in ten compared to less than six in ten).

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		Differences between the genders and white and other ethnic groups were minimal. It is however noticeable that people with a disability are less likely than those without to have internet access at home (57% compared to 85%).

Broadband coverage

Phase 2 of the superfast broadband programme will ensure that around 95% of Lancashire premises will have access to Superfast Broadband (based upon commercial programme delivering to target) by March 2016, ahead of the national target.

By the end of Phase 2 Lancashire Superfast rollout it is envisaged that approximately 99% of premises in Lancashire will have access to Superfast Broadband services (again taking into account commercial delivery). This will be ahead of the national target of 97% by end 2017.

Lancashire County Council in conjunction with Broadband Delivery UK (BDUK), are delivering a Satellite Broadband Subsidy Scheme, for those premises who cannot access an affordable broadband service (min 2mbps) and are unlikely to benefit from the Superfast programme as currently planned.

Broadband coverage should not be a significant barrier to digital access in Lancashire.

The 2015 Go ON UK Digital Exclusion Heatmap has been developed with support from the BBC as part of their Make It Digital and wider digital literacy initiatives, the Local Government Association and The London School of Economics and Political Science, using fresh insight into Basic Digital Skills in association with Lloyds Banking Group. - See more at: https://doteveryone.org.uk/resources/heatmap/undefined/resources/heatmap/undefined/resources/heatmap/undefined/resources/heatmap/?area=Sefton&metric=access#sthash.MMVLaOQz.dpuf |

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		Digital Exclusion Heatmap Exploring exclusion from a digital United Kingdom The risk of digital exclusion is considered to be medium to low across most parts of Lancashire. The notable exception is Burnley, where the risk is considered to be high. **Key considerations for a comprehensive and efficient library service** • **In most areas of Lancashire, people are not generally at high risk of digital exclusion.**
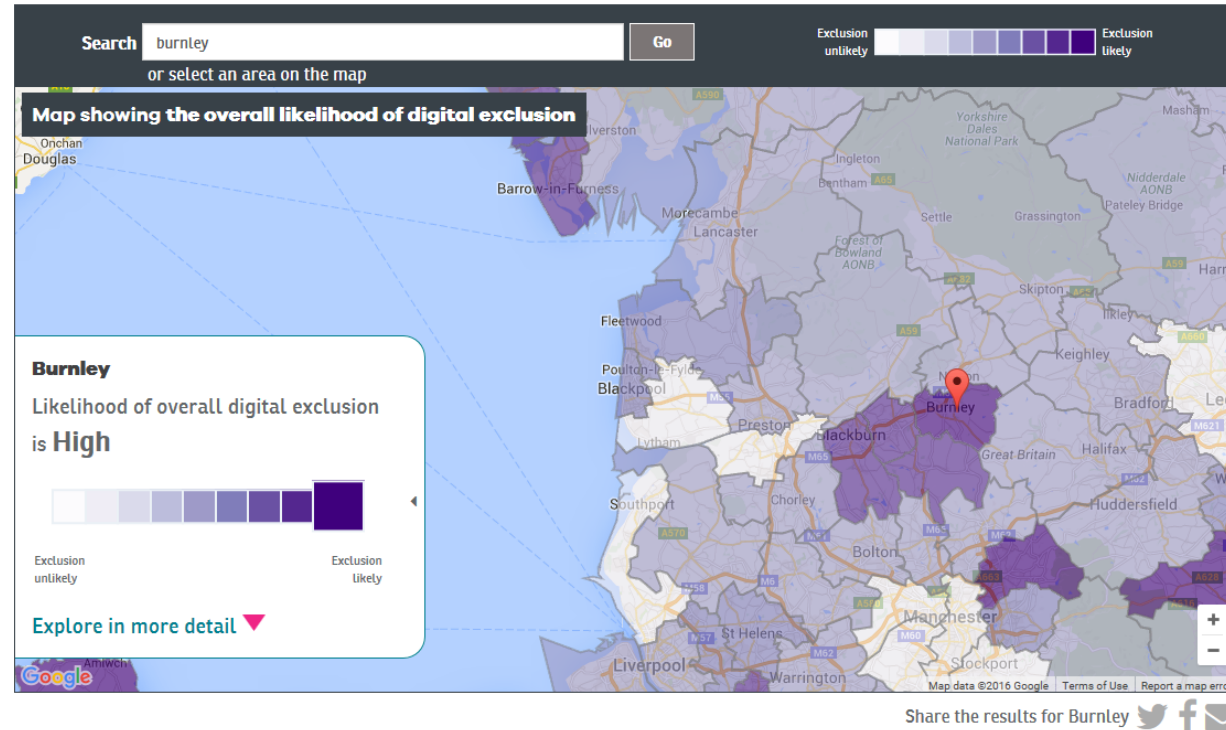
Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		The vast majority of people in Lancashire have access to broadband infrastructure • **Burnley is highlighted as a neighbourhood with a high risk of digital exclusion, primarily because of the relatively low level of digital skills** • **People at risk of exclusion (older people, people with disabilities, people in social housing) are less likely to have access to the internet at home** • **People from lower socio-economic groups are less likely to have broadband access at home** • **People without jobs are less likely to have broadband access at home** • **Those who do not intend to get the internet at home then give reasons that relate to knowledge, typically that they don't know how to use a computer.**
4	Are there any recent socio-economic trends that may not yet be revealed in the data available that you need to consider? *(e.g. large scale job losses in the locality affecting families)*	No
5	How do you compare with your geographical and statistical neighbours?	Comparisons focus on the level of spend and accessibility indicators. **Spending** The national LG Futures financial intelligence report 2015 provides the most recently available benchmarking data set out below**.**

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		## Cultural and Related Services **Nearest Neighbour Comparison** For Cultural and Related Services, Lancashire's unit costs were 8.1% higher than the nearest neighbour average, and ranked 5th highest in the group. **Chart 16 - Unit Costs for Cultural and Related Services (NN Group)** ![Bar chart showing unit costs in £ per resident for the NN group: Lincolnshire ~22, Worcestershire ~21, Kent ~19.5, Norfolk ~18.5, Lancashire ~17.5 (highlighted), Staffordshire ~17, Nottinghamshire ~17, North Yorkshire ~16, Derbyshire ~16, Suffolk ~15.5, Cumbria ~15.5, Devon ~15, Essex ~14.5, Northamptonshire ~13.5, Warwickshire ~11, Gloucestershire ~9. Dashed line shows NN Average around 16.] Y-axis: £ per resident (0 to 25). Legend: - - - - - NN Average

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		A detailed breakdown of unit costs relative to the nearest neighbour average, is provided in the table below.

Table 13 - Unit Costs for Cultural and Related Services (NN Group)

Service Area	Budget 2015/16 (£m)	Unit cost Your authority (£ per unit)	Unit cost Group average (£ per unit)	Difference from average (%)	Difference from average (std. dev.)		Rank (1=high)	Units
Culture and Heritage	4.083	3.45	1.64	110.3%	+1.12	🟡	4th / 16	Residents (all)
Library Service	14.226	12.01	11.32	6.1%	+0.31	⚪	6th / 16	Residents (all)
Open Spaces	1.591	5.48	4.61	18.8%	+0.25	⚪	7th / 16	LA Area (Hectares)
Recreation and Sport	0.000	0.00	0.43	-100.0%	-0.80	⚪	12th= / 16	Residents (all)
Other Cultural and Related Services	0.786	0.66	1.15	-42.3%	-0.81	⚪	14th / 16	Residents (all)
Total	**20.686**	**17.47**	**16.16**	**8.1%**	**+0.40**	⚪	**5th / 16**	**Residents (all)**

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		England Comparison Compared to other authorities across England, Lancashire's unit costs were 7.3% higher than average. Overall, its unit costs were ranked 10th highest out of 27 comparable authorities, as illustrated in the accompanying chart. **Chart 17 - Unit Costs for Cultural and Related Services (All Comparable Authorities)** Rank 10th / 27 £17.47 (Lancashire) £16.29 (Average) Top Quartile Bottom Quartile £ per resident *Source: LG Futures Financial Intelligence Report 2015/16*

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		Key considerations for a comprehensive and efficient library service • ***LG Futures benchmarking indicates the budget for Library Services in 2015/16 was 6.1% higher than the average for comparator authorities*** • ***LG Futures benchmarking indicates bottom quartile spend for cultural services is around 80% of the 2015/16 cultural services budget*** **Accessibility** Although there is no definition of an acceptable level of reach for library services in England, the national standards set by the Welsh Government provide a useful basis for comparison. The Welsh standards are set out below:

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		<table><tr><th>Population density</th><th>% of households</th><th>Distance from library</th></tr><tr><td>20 or more persons per hectare:</td><td>At least 95%</td><td>within 2 miles of a static service point</td></tr><tr><td>Between 1.1 and 19.9 persons per hectare:</td><td>At least 75%</td><td>within 2.5 miles (or 10 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop</td></tr><tr><td>1.0 person or fewer per hectare:</td><td>At least 70%</td><td>within 3 miles (or 15 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop</td></tr></table> It would be wrong to conclude that the above reach constitutes a minimum standard for Lancashire but does provide some useful context against which proposed provision can be considered. Lancashire's proposed configuration which is being consulted upon meets this level of reach. • at least 95% of people living in densely populated areas would live within 2 miles of a proposed Neighbourhood Centre library or satellite service (a static service point) • at least 90% of people living in medium density populated areas would live within 2.5 miles of a proposed Neighbourhood Centre library or satellite service or 0.25 miles of a mobile library stop. • at least 70% of people living in sparsely populated areas would live within 3 miles of a proposed Neighbourhood Centre library or satellite service or within 0.25 miles of a mobile library stop.

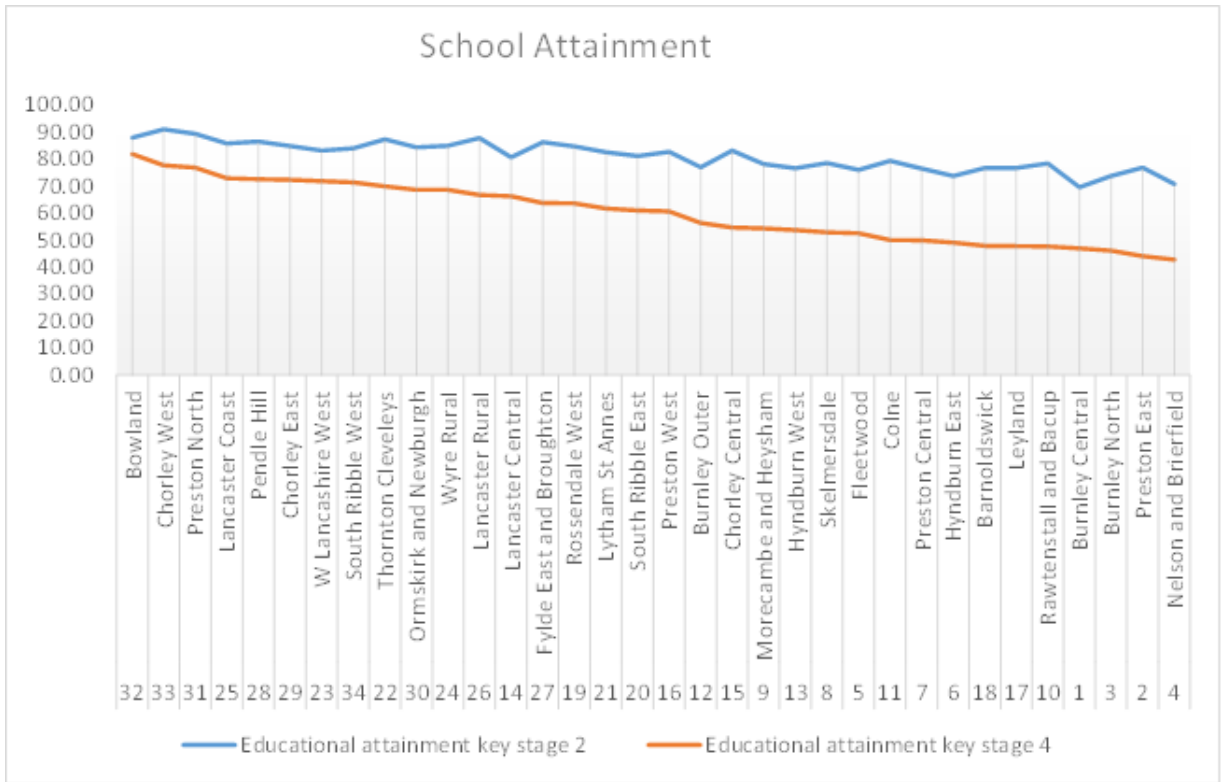| Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*
		Considerations for a comprehensive and efficient library service • **A comprehensive service does not mean that every resident lives close to a library** • **Comprehensive means delivering a service that is accessible to all residents using reasonable means, including digital technologies.** • **An efficient service must make the best use of the assets available in order to meet its core objectives and vision, recognising the constraints on council resources.** • **Decisions about the Service must be embedded within a clear strategic framework which draws upon evidence about needs and aspirations across the diverse communities of the County** • **Lancashire's proposed provision currently being consulted on exceeds the Welsh Government Standards.**
6	What are the gaps in outcomes for your target group compared with the population in Lancashire and/ or in England?	**Index of Multiple Deprivation** There are wide variations in levels of income, wealth and health across the county. In more rural areas social exclusion exists side-by-side with affluence and a high quality of life. Several districts have small pockets of deprivation, but there are also larger areas of deprivation, particularly in East Lancashire, Morecambe, Skelmersdale and parts of Preston. Lancashire is ranked 87, out of 152 upper tier local authorities which puts the county in the middle ground (3rd quintile, 57%), where one is the most deprived. The lowest ranking for the domains is 46 for health and disability and highest is 136 for barriers to housing and services. This hasn't changed significantly from the 2010 IMD. Burnley is the most deprived district within Lancashire, with a rank of average rank of 17, where one is the most deprived and 326 is the least. Hyndburn (28th) and Pendle (42nd) are also in the top 20% most deprived authority areas in the country. Ribble Valley (290th) is the only district within the top 20% least deprived authority areas in the country. Health deprivation and disability is an area in which the county does particularly poorly. Burnley is ranked six and Hyndburn seventh most deprived on this indicator. The most deprived communities, based on a review of Service Planning Areas within Lancashire are:

Ques tion ref	Question for consideration	Response
Planning and Needs Assessment		
		- Burnley Central - Preston East - Burnley North - Nelson and Brierfield - Fleetwood - Hyndburn East - Preston Central - Skelmersdale - Morecambe and Heysham - Rawtenstall and Bacup - Colne - Burnley Outer - Hyndburn West The geographical areas covered by these service planning areas includes the majority of wards within Lancashire that are in the 10% most deprived nationally with the exception of Broadfield in Leyland and Skerton in Lancaster. Data Source: http://dashboards.instantatlas.com/viewer/report?appid=716ba78f337c487ba22e8d0844951280&authid=VYwLbCvm6BZNHIur ***Considerations for a comprehensive and efficient library service*** • ***Library services must provide appropriate library services to help reduce health inequalities in the most deprived communities in Lancashire ie Burnley, Preston, Nelson and Brierfield, Fleetwood, Accrington and Oswaldtwistle, Skelmersdale, Morecambe and Heysham, Rawtenstall and Bacup, Colne, Leyland and Lancaster.***

Planning and Needs Assessment		
Ques tion ref	**_Question for consideration_**	**_Response_**
		Educational attainment This graph shows that the gap between performance at Key Stage 2 and performance at Key Stage 4 widens significantly in the worst performing communities compared to the best performing communities. A priority for the County Council is to narrow this gap.

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**

		Considerations for a comprehensive and efficient library service
		
		• ***Library services must provide appropriate library services to help narrow the education attainment gap, focussed on communities including:***
		
		   o ***Nelson and Brierfield***
		   o ***Preston East***
		   o ***Burnley North***
		   o ***Burnley Central***
		   o ***Rawtensall and Bacup***
		   o ***Leyland***
		   o ***Barnoldswick***

7	What legislation/ guidance/ strategies/ plans are guiding you? *(list all relevant)* What must be done to adhere with this legislation/ guidance/ strategies/ plans?	**Legislation** Public libraries in England are a statutory service. Under the 1964 Public Libraries and Museums Act, local authorities in England have a statutory duty to provide a comprehensive and efficient library service for all people working, living or studying full-time in the area that want to make use of it. Local authorities have the power to offer wider library services beyond the statutory service to other user groups. In providing this service, local authorities must, among other things: • have regard to encouraging both adults and children to make full use of the library service • lend books and other printed material free of charge for those who live, work or study in the area Other legal obligations to consider include: • Equality Act 2010 and section 149: Public Sector Equality Duty • Best Value Duty 2011 guidance

Planning and Needs Assessment		
Question ref	*Question for consideration*	*Response*
		• [Localism Act 2011](#) • Judicial Reviews **National guidance** More information on the legislative framework and points to consider if a library service is being reviewed, including factors that will be considered by the Secretary of State in deciding whether to order an inquiry, can be found in the guidance, [Libraries as a statutory service](#), that was published alongside the Taskforce's [Libraries shaping the future: good practice toolkit](#). The information contained in that guidance is not a statement of government policy but provided to help guide local authorities and others. Other helpful guidance includes the [Society of Chief Librarian (SCL) Universal Offers](#) **County Council Draft Corporate Strategy** Corporate Strategy outcomes; • **Strategic outcome -** To have employment that provides an income that allows full participation in society • **Strategic outcome -** To live in a decent home in a good environment • **Strategic outcome -** To live a healthy life **Budget** The county council continues to face an unprecedented financial challenge. Over the next five years to 2020/21 the council needs to make savings of £262m on top of those agreed within previous budget processes. This extremely difficult financial picture is the result of continued cuts in funding by Government, rising costs and rising demand for key services. Based on current spending and forecast demand for services, the council will not have sufficient financial

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*

		resources to meet its statutory obligations by April 2018, even if we no longer continue to deliver any of the non-statutory services. The council will need to rely heavily on reserves in order to set a balanced budget for 2016/17 and 2017/18.
		
		Lancashire County Council will continue to provide a library service for the communities of Lancashire. Our vision of the library service for Lancashire is a place for people across generations to use for personal and community wellbeing, which offers flexible, physical, virtual, creative, spaces for the community. They will promote access to and use of the resources needed to encourage personal development, learning and community engagement.
		
		These spaces will be developed in response to individual community need. We are passionate about creating opportunities which give people the potential to develop in areas they choose themselves. These physical flexible spaces will be used to promote learning, arts, performance, social activity, digital inclusion, families, heritage and wellbeing. The spaces we aim to provide will enable our communities to enjoy an environment which has been tuned to their needs. The spaces need to be safe for everyone and comfortable.
		
		Alongside our review of Library Services, in November 2015, the council's Cabinet agreed a new Property Strategy, which identified a list of all of the buildings the council currently delivers services from. We then began a review to see how the council could reduce the amount of money it spends on providing services from so many different places, with the aim of identifying which buildings should continue to be used in the future. The proposals we will be consulting on are as a result of that review and mean that all of the services above will still be available, but at fewer locations than they are now.
		
		Considerations for a comprehensive and efficient library service:
		
		- ***in determining whether to order an inquiry, the Secretary of State gives consideration to a number of factors, including:***
		   o ***whether there is any serious doubt or uncertainty as to whether the local authority is (or may cease to be) complying with its legal obligation to provide a comprehensive and efficient library service***
		   o ***whether the local authority appears to be acting in a careless or unreasonable way***
		   o ***whether the decision is or may be outside the proper bounds of the local authority's discretion,***

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		such as a capricious decision to stop serving a particularly vulnerable group in the local community o *whether the local authority appears to have failed to consult affected individuals or to carry out significant research into the effects of its proposals* o *whether the local authority has failed to explain, analyse or properly justify its proposals* o *whether the local proposals are likely to lead to a breach of national library policy* o *the advantages of local decision making by expert and democratically accountable local representatives* o *whether there is any further good reason why a local inquiry should be ordered* • *Feedback from the current consultation must be considered prior to any decision about either library service provision or the properties from which buildings based library services are considered.*
8	What do we know about current service users?	Lancashire's libraries play an important role in the lives of individuals and communities. With more than 93,500 visits to our libraries each week, library visits represent the largest regular voluntary interaction the County Council enjoys with individual members of the community. Every year: • more 374,700 information enquiries are answered • 4.9 million items are loaned • 5491 cultural, learning, reading and community events are delivered • 832,682 sessions on public library computer • 70,174 visits to the Online Reference Library • 316,946 visits to the eBook and eAudiobook download library • 1,473,938 website visits. The service is also connected to many organisations, both big and small, and in many ways - from providing

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		meeting rooms to being commissioned to deliver specific services.

The attraction of working with libraries for many organisations lies in their wide local reach, the neutrality and trust people place in the service, and the sheer quantity of face-to-face contacts libraries enjoy with the whole community.

The profile of our customers across the county closely matches the profile of Lancashire's population. More than 42% of all Lancashire residents hold a library card.

Service information has been identified relating to the protected characteristics of age, disability, gender and ethnicity of library users.

Age

The age data comes from information on active library users (ie those who had visited or obtained material from a library) for the 2014/15 period). It is as follows: |

Age (years)	2015 MYE Population of Lancashire 12	Library users	Proportion
0-4	68,947	8,981	13%
5-9	70,551	25,665	36%
10-15	78,191	21,741	28%
16-24	138,273	8,886	6%
25-34	140,541	10,640	8%
35-44	140,769	13,254	9%
45-54	171,833	13,983	8%
55-64	145,149	16,062	11%
65-74	131,949	21,858	17%

Ques tion ref	Question for consideration	Response		
		75-84	75,683	13,736	18%
		85+	29,805	5,032	17%
		Unknown		4,446	
		Total		164,248	

A separate active borrowers data which uses fewer categories and may indicate transactions as it relates mainly to exemptions for loans and other charges provides an age profile of:

Junior under 12   406,429
Junior 12-14   74,106
Junior 15   12,660
Adult 16-17   18,607
Adults 18 and over   474,058
Adults 65 and over   327,264

The indications (particularly from the first set of data) are that Libraries are particularly visited by children and older people. 36% of 5-9 year olds are active library users in Lancashire. There is a tapering off in users between the ages of 16 to 34 before the numbers gradually increase again towards an "adult high point" in the 65-74 age range. 17% of over 65s are active users in the county. The service also had almost 5000 active users who are over the age of 85. Although libraries are used across the range of ages, children and early teenagers and older people may be disproportionately affected by any changes/reductions to the Service.

The figures for gender, disability and ethnicity are based on 397,992 registered public users of the library service – there are 495,418 people registered but information is not given by almost 20% of those registered.

Gender

222,689 registered users are female and 175,303 are male.

Disability

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*
		There is data available for both active borrowers and registered public users of the library service. In this area, people may appear both in terms of having a disability and again in particular impairment categories which are used – ie a visually impaired person may be counted as both being visually impaired and as being a disabled person but it is unclear in how many instances this happens, if at all. The information does give an indication of usage by the disability protected characteristic which is of use. The active borrowers information identifies 16-17 year old borrower/transactions with a disability 27 disabled borrowers/transactions aged over 18 16,386 It separately categorises: Blind children under 12 21 Blind 12-14 year olds 19 Blind 16-17 year olds 24 Blind borrowers or transactions for those over 18 5,099 In terms of the registered public users of the library there is more detailed information including: Deaf/deafened borrowers 681 Hard of Hearing borrowers 5 Disability Yes 10,467 Borrowers with a Learning Disability 2,897 Borrowers with Mental Health Difficulties 1,501 Borrowers with Physical Disabilities 5,829 Borrowers with a Visual Impairment 1,480 This gives an indication of the range of disabled people who use the library service. Given that libraries often have materials which are of particular use to people with some disabilities (eg spoken word recordings, large print materials), are seen as a safe and welcoming space and host a number of exhibitions and awareness raising or community events related to disability or health conditions, any changes or reductions in service could disproportionately impact this group and the impact may be greater than for some other groups.

Planning and Needs Assessment		
Question ref	*Question for consideration*	*Response*
		Ethnicity Where known, ethnicity date includes over 80 nationalities which can be summarised using the main Census categories as: **[table below]** White; Other White can be further broken down into:

Ethnicity	Census 2011 population	Library users	Proportion
White; English/Welsh/Scottish/Northern Irish/British	1,050,340	202,831	19%
White; Irish	7,125	1,931	27%
White; Gypsy or Irish Traveller	821	365	44%
White; Other White	22,401	6,308	28%
Mixed/Multiple Ethnic Groups; White and Black Caribbean	4,573	624	14%
Mixed/Multiple Ethnic Groups; White and Black African	1,279	265	21%
Mixed/Multiple Ethnic Groups; White and Asian	4,571	599	13%
Mixed/Multiple Ethnic Groups; Other Mixed	2,301	581	25%
Asian/Asian British; Indian	19,212	3,962	21%
Asian/Asian British; Pakistani	36,103	10,118	28%
Asian/Asian British; Bangladeshi	5,811	802	14%
Asian/Asian British; Chinese	4,811	659	14%
Asian/Asian British; Other Asian	5,117	864	17%
Black/African/Caribbean/Black British; African	1,891	668	35%
Black/African/Caribbean/Black British; Caribbean	1,789	393	22%
Black/African/Caribbean/Black British; Other Black	418	234	56%

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		Ethnicity / Library users table below

Ethnicity	Library users
Polish	3,082
Latvian	748
Lithuanian	535
Italian	516
Hungarian	514
American	473
Spanish	440

Ethnicity

The ethnicity data includes over 80 nationalities which can be summarised using the main Census categories as:

Asian or Asian British – any other Asian background	864
Asian or Asian British – Indian	3,962
Asian or Asian British – Pakistani	10,118
Asian or Asian British – Bangladeshi	802
Black or Black British – African	668
Black or Black British – any other black background	234
Black or Black British – Caribbean	393
Chinese	659
Mixed – any other mixed background	581
Mixed - White and Asian	599
Mixed – White and Black African	265
Mixed – White and Black Caribbean	624
Other ethnic group, e.g. Traveller, Romany	365
Polish	3,082
White British	195,250
English	7,012

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*
		Scottish 346 Welsh 122 White Northern Irish 101 White Irish 1,931 Other nationalities with over 500 registered public users are Latvian 748 Lithuanian 535 Italian 516 Hungarian 514 American 473 Spanish 440 ***Considerations for a comprehensive and efficient library service:*** • ***Information on service users has informed comment on needs of the population***
9	What do people in the target group want?	**Consultation feedback** **Feedback from consultation reported to Cabinet in February 2016** The library services that were most important to respondents are: • borrowing a book (95%) • the use for reference or research (50%) • using a computer (47%) • picking up other information (42%) • borrowing a CD,DVD or talking book (37%) • attending a social or group activity (36%) • attending a children's event or activity (32%)

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*
		- reading a newspaper or magazine (32%) - using the online library service (10%) - reserving a book online (19%) and using the free Wi-Fi (18%). The questionnaire asked respondents what they thought the Lancashire County Library Service should provide, in line with the service's strategic objectives. 93% strongly agreed it should provide helpful and knowledgeable staff, 91% said encourage people to enjoy reading, 71% strongly agreed it should provide spaces to enjoy culture and learning, 64% easy to use online services, 64% help people reach their potential and live independent lives, 59% support for communities to stay healthy and 48% strongly agreed that there should be opportunities for volunteers to help in libraries. Those responding were asked when they would be most likely to visit the library if the opening times were available. During weekdays, 10am-11:59am (60%) and 2pm-3:59pm (51%) were the most cited times. For Saturdays respondents were most likely to indicate 10am-11:59am (56%) and 12-13:59pm (32%), and on Sundays it was 10am-11:59am (21%) and 2pm-3:59pm (18%). Respondents were asked to provide any suggestions or other comments about the Lancashire County Library Service. Of those completing the question, two fifths (39%) stated their library should remain open, a third (31%) said libraries were vital for individual wellbeing and community cohesion, a quarter were positive about the staff, commented on libraries as community hubs and meeting places or as vital or important, (27%, 24% and 24% respectively) or made a general positive comment (23%) or were positive about being able to borrow books and improving literacy (22%). ***Considerations for a comprehensive and efficient library service:*** ***Services that are most important to people are:*** ***borrowing a book (95%)*** ***the use for reference or research (50%)*** ***using a computer (47%)*** ***picking up other information (42%)*** ***borrowing a CD,DVD or talking book (37%)***

Planning and Needs Assessment		
Question ref	*Question for consideration*	*Response*
		o *attending a social or group activity (36%)* o *attending a children's event or activity (32%)* o *reading a newspaper or magazine (32%)* o *using the online library service (10%)* o *reserving a book online (19%) and using the free Wi-Fi (18%).* **Feedback received through the Property Strategy consultation May to August 2016** *Considerations for a comprehensive and efficient library service:* • **There were almost 7,000 responses to the Property Strategy consultation. The county council has received a number of petitions and e-petitions about the Property Strategy and for specific properties. As at 17 August 2016 there had been 11,685 signatures received via e-petitions and 26,642 signatures received via other petitions. The county council had also received 92 items of correspondence relating to the property strategy.** • **The top five indications that respondents have used a property delivering library services in the last three years that is proposed to no longer to deliver services were Ansdell Library (436), Whalley Library and Spring Wood Children's Centre (395), Lytham Library and Registration Office (370), Bacup library (363) and Thornton Library (281)** • **The general themes from all the responses when respondents were asked an open question about the impact of the proposals were:** o **inconvenience/difficulty/cost/distance to access the service in future;** o **the loss of the service impacting on wellbeing, employment, education, opportunities;** o **the loss of resources, information, sessions, classes and events;** o **the loss of a community asset;** o **the loss of access to computers/internet; and** o **loss of social opportunities leading to isolation, loss of help/support.** • **The general themes from all the responses, when respondents were asked an open question about**

Planning and Needs Assessment		
Question ref	*Question for consideration*	*Response*

		their reasons for a property continuing to deliver services, (which was proposed to no longer deliver services) were:
		
		   o **the properties are a community asset/social hub;**
		   o **the properties provide services, (eg access to information, education, computers/internet, books);**
		   o **the properties provide classes, events, meeting spaces;**
		   o **difficult/longer journeys to access other properties; and**
		   o **no viable alternative in the local area.**

	What are the main issues arising from the analysis of needs?	**Expected growth in the children and young people's population**
		
		We will provide services to meet the needs of children and young people through an offer of digital, mobile and buildings based services including:
		
		   o an excellent range of quality books, digital resources, eBooks and other materials
		   o ICT facilities and to help children and young people to engage with the digital world
		   o activities which will support children, young people and their parents/carers to improve literacy
		   o spaces in which people can come together
		   o a school library service for schools that choose to buy it
		
		Expected growth in the older people's population
		
		We will provide services to meet the needs of older people through an offer of digital, mobile and buildings based services including:
		
		   o an excellent range of quality books, digital resources, eBooks and other materials
		   o ICT facilities and help to enable older to engage with the digital world
		   o spaces in which people can come together
		   o promoting awareness and access to online health and well-being information
		   o supporting people to create a healthier, happier and more knowledgeable community

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*

		Higher proportions of older people in areas including Lytham and St Annes, Rural Wyre (including towns and villages such as Garstang, Knott End and Pilling), Carnforth and the surrounding coastal area, Poulton-le-Fylde, Thornton and Cleveleys and Ormskirk
		
		We propose to meet these needs through:
		 o A digital lending service accessible 24/7 to all Lancashire residents
		 o A building based library service delivered through:
		  o continued library service provision from the existing St Annes Library building
		  o continued library service provision from the existing Knott End Library and Garstang Library buildings
		  o delivering building based library services from the Carnforth Hub building
		  o continuing library service provision from the Poulton-le-Fylde library building
		  o continuing to delivery building based library services from the existing Ormskirk Library building
		
		Closures of existing library services have the potential to impact on the older people's population in Thornton and Cleveleys and Silverdale. Poulton library is considered to be a reasonable alternative destination for most people who would have visited Thornton library. Provision at Silverdale will need to be considered as part of our mobile library service, although we do propose to retain a service in Carnforth.
		
		Higher proportions of older people living alone in Lancashire's major population centres such as Preston, Burnley and Lancaster. Analysis of Service Planning Areas also highlighted Barnoldswick as having higher proportions of pensioners living alone
		
		We propose to meet these needs through:
		 o a digital lending service accessible 24/7 to all Lancashire residents
		 o a building based library service delivered through:
		  o continued library service provision from existing library buildings across Preston including, Savick, Ingol, Sharoe Green, Ribbleton Library and the Harris Library buildings
		  o continued library service provision from existing library buildings in Burnley including Coal Clough and Burnley Library
		  o continued library service provision from the existing Lancaster Central Library building

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**

		o continued library service provision from the existing Barnoldswick library building
		
		Higher Total Fertility Rates in Pendle and Hyndburn (amongst the highest rates in England and Wales). Lower Total Fertility Rates in Fylde and Ribble Valley (among the lowest in the country)
		
		We propose to meet these needs through:
		  o a digital lending service accessible 24/7 to all Lancashire residents
		  o a building based library service delivered through:
		     o a satellite library service delivered from Family Tree Childrens centre in Brierfield
		     o continued library service provision from the existing Nelson and Colne library buildings
		     o continued library service provision from Accrington library
		
		Projected population increases in Chorley (higher than the North West or England average)
		
		We propose to meet these needs through:
		  o a digital lending service accessible 24/7 to all Lancashire residents
		  o a building based library service delivered through:
		     o continued library service provision from Chorley library.
		     o continued library services from the existing Euxton Library and Leyland Library buildings, providing services which are also accessible to the growing Buckshaw Village.
		
		Three quarters of Lancashire's BME community live within Preston, Pendle, Burnley and Hyndburn.
		
		We propose to meet these needs through:
		  o a digital lending service accessible 24/7 to all Lancashire residents
		  o a building based library service delivered through:
		     o continued library service provision from existing library buildings across Preston including, Savick, Ingol, Sharoe Green, Ribbleton Library and the Harris Library buildings
		     o a satellite library service delivered from Family Tree Childrens centre in Brierfield
		     o continued library service provision from the existing Nelson and Colne library buildings
		     o continued library service provision from existing library buildings in Burnley including Coal Clough

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		and Burnley Library ○ continued library service provision from Accrington library **A significant number of Lancashire's population, including children and young people, will experience some form of disability.** We propose to meet the needs of people with disabilities through: ○ a digital lending service accessible 24/7 ○ ensuring that our library buildings are accessible to people with disabilities ○ providing stock and resources which are accessible to people with disabilities ○ providing a home library service which will help to ensure that people who are unable to visit a library due to ill health or disability are able to access lending services **The highest proportions of people whose "activities are limited a lot" are in some of our more deprived communities – Fleetwood, Morecambe, Burnley, Hyndburn and Nelson and Brierfield.** Our proposed building based library service will offer continued services from: ○ the existing Fleetwood library building ○ a satellite library service from the existing Morecambe and a full library service from the Heysham library building, the existing Coal Clough and Burnley Library buildings, ○ the existing Accrington Library building ○ the existing Nelson Library building ○ a satellite library service delivered from Family Tree Childrens centre in Brierfield **Within the resources available it will not be possible to have a building based library service which is easily accessible to all people within Lancashire. The most densely populated areas of Lancashire are Hyndburn, Preston and South Ribble. Ribble Valley was by far the least densely populated authority in the County. At MSOA level the most densely populated areas of Lancashire are Lancaster (Lancaster and Morecambe), Pendle (Nelson), Preston (Central Preston), Wyre (Fleetwood, Cleveleys), Hyndburn (Accrington, Oswaldtwistle), Burnley (Rose Hill, Rose Grove, Central Burnley) and West Lancashire (Digmoor).**

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**

		The following proposed building based services are located or in close proximity to the most densely populated MSOAs:
		   o Lancaster library
		   o A satellite library in Morecambe
		   o Nelson library
		   o Preston Harris Library
		   o Fleetwood Library
		   o Accrington Library
		   o Burnley Central Library
		   o Coal Clough Library
		   o Skelmersdale Library
		
		There is no building based provision in Cleveleys but Fleetwood library is accessible via public transport (Tram or bus).
		There is no building based provision in Rose Grove but Burnley Central library is easily accessible via public transport.
		
		Significant areas of Lancashire a characterised by rurality.
		
		There are significant geographical areas of Lancashire which are characterised by rurality including:
		
		   o Bowland including villages such as Slaidburn and Dunsop Bridge
		   o Rural Fylde including villages such as Inskip and Elswick
		   o Rural Lancaster including villages such as Quernmore, Borwick, Claughton, Hornby, Arkholme, Tunstall and Ireby
		   o Rural West Lancashire including towns and villages such Burscough and Scarisbrick
		   o Rural Wyre including villages such as Hambleton, Knot end and Calder Vale.
		
		It will not be possible to provide a building based library service which is easily accessible to everyone living in rural communities. However, we will meet needs of these communities through:

Planning and Needs Assessment		
Question ref	*Question for consideration*	*Response*
		o An expanding digital lending service available 24/7 o six mobile library units operating 68 routes and 792 stops across the county. o at least 70% of people living in sparsely populated areas would live within 3 miles of a proposed Neighbourhood Centre library or satellite service or within 0.25 miles of a mobile library stop. Our current fleet of mobile libraries is aging and does not have any ICT provision. We need to consider future mobile provision and associated investment. **There are risks of poor community cohesion across Lancashire but potentially greater in urban areas of Nelson, Hyndburn and Burnley and Preston** We will maintain building based library services in all major centres of population across Lancashire including from the existing Nelson library building, Accrington Library building, Burnley Central library building and Preston Harris Library building. Within these buildings we will provide spaces for communities to come together and also promote activities which support community cohesion. **The highest estimated rate per 1,000 socially isolated households is in Fylde. The highest estimated number of socially isolated households at relative risk are in Wyre. The lowest estimated number of socially isolated households and lowest rate per 1,000 households are found in Ribble Valley.** Our proposed building based services will ensure continued library service provision in Poulton, Fleetwood, Knott End and Garstang. Buildings based services from Cleveleys Library and Thornton Library are proposed to cease. Fleetwood library and Poulton library provide alternative buildings based services which are accessible via public transport. The coastal stretch including Lytham and St Annes is proposed to be served by a full library service at St Annes. **In most areas of Lancashire, people are not generally at high risk of digital exclusion. The vast majority of people in Lancashire have access to broadband infrastructure. Burnley is highlighted as a neighbourhood**

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*
		with a high risk of digital exclusion, primarily because of the relatively low level of digital skills. Our proposed building based provision will ensure continued library services from existing library buildings in Burnley including Coal Clough and Burnley Library. **People at risk of exclusion (older people, people with disabilities, people in social housing) are less likely to have access to the internet at home** Our proposed building based library service provision is located in areas which take account of these factors. Our service offer will include continued free access to internet connected PCs and wi-fi access from those buildings. **People from lower socio-economic groups are less likely to have broadband access at home** Our proposed building based library service provision is located in areas which take account of deprivation. Our service offer will include continued free access to internet connected PCs and wi-fi access from those buildings. **People without jobs are less likely to have broadband access at home** Our proposed building based library service provision is located in areas which take account of deprivation. Our service offer will include continued free access to internet connected PCs and wi-fi access from those buildings. **Those who do not intend to get the internet at home then give reasons that relate to knowledge, typically that they don't know how to use a computer** Library staff and volunteers will continue to provide help and advice, including signposting to training opportunities, for those who don't know how to use a computer. **LG Futures benchmarking indicates the budget for Library Services in 2015/16 was 6.1% higher than the average for comparator authorities.** **LG Futures benchmarking indicates bottom quartile spend for cultural services is around 80% of the 2015/16 cultural services budget**

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*
		A comprehensive service cannot mean that every resident lives close to a library. **Comprehensive means delivering a service that is accessible to all residents using reasonable means, including digital technologies.** **An efficient service must make the best use of the assets available in order to meet its core objectives and vision, recognising the constraints on council resources.** **Decisions about the Service must be embedded within a clear strategic framework which draws upon evidence about needs and aspirations across the diverse communities of the county.** **Lancashire's proposed provision currently being consulted on exceeds the Welsh Government Standards** **Feedback from the current consultation must be considered prior to any decision about either library service provision or the properties from which buildings based library services are considered** It would be wrong to conclude that the above reach constitutes a minimum standard for Lancashire but does provide some useful context against which proposed provision can be considered. Lancashire's proposed building and mobile based configuration which is being consulted upon meets this level of reach. • at least 95% of people living in densely populated areas would live within 2 miles of a proposed Neighbourhood Centre library or satellite service (a static service point) • at least 90% of people living in medium density populated areas would live within 2.5 miles of a proposed Neighbourhood Centre library or satellite service or 0.25 miles of a mobile library stop. • at least 70% of people living in sparsely populated areas would live within 3 miles of a proposed Neighbourhood Centre library or satellite service or within 0.25 miles of a mobile library stop. In addition to the building based and mobile provision, Lancashire will maintain and expand the digital lending offer. The current offer provides 24/7 access to a large but expanding range of ebooks and audiobooks. **Library services must provide appropriate library services to help reduce health inequalities in the most deprived communities in Lancashire ie Burnley, Preston, Nelson and Brierfield, Fleetwood, Accrington**

Planning and Needs Assessment		
Ques tion ref	Question for consideration	Response

		and Oswaldtwistle, Skelmersdale, Morecambe and Heysham, Rawstenstall and Bacup, Colne, Leyland and Lancaster.
		
		Proposed building based provision provides services which are generally accessible to people in these communities, either through a full or satellite building based service offer. Building based services are supplemented by the home library service and digital lending service.
		
		Library services must provide appropriate library services to help narrow the education attainment gap, focussed on communities including:
		
		    o **Nelson and Brierfield**
		    o **Preston East**
		    o **Burnley North**
		    o **Burnley Central**
		    o **Rawtensall and Bacup**
		    o **Leyland**
		    o **Barnoldswick**
		
		Proposed building based provision provides services which are generally accessible to people in these communities, either through a full or satellite building based service offer. Building based services are supplemented by the home library service and digital lending service. In addition, the school library service (traded) is available for schools to purchase should they wish to do so.
		
		In determining whether to order an inquiry, the Secretary of State gives consideration to a number of factors, including:
		    o **whether there is any serious doubt or uncertainty as to whether the local authority is (or may cease to be) complying with its legal obligation to provide a comprehensive and efficient library service**
		    o **whether the local authority appears to be acting in a careless or unreasonable way**
		    o **whether the decision is or may be outside the proper bounds of the local authority's discretion, such as a capricious decision to stop serving a particularly vulnerable group in the local**

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		community **whether the local authority appears to have failed to consult affected individuals or to carry out significant research into the effects of its proposals** **whether the local authority has failed to explain, analyse or properly justify its proposals** **whether the local proposals are likely to lead to a breach of national library policy** **the advantages of local decision making by expert and democratically accountable local representatives** **whether there is any further good reason why a local inquiry should be ordered** The planning and needs assessment provides evidence that the county council is not acting in a careless and unreasonable way and evidence to support our proposals for the future provision of library services across Lancashire. **The Library Service consultation indicated the services that are most important to people are:** **borrowing a book (95%)** **the use for reference or research (53%)** **using a computer (50%)** **attending a children's event or activity (37%)** **picking up other information (37%)** **borrowing a CD,DVD or talking book (36%)** **attending a social or group activity (35%)** **reading a newspaper or magazine (27%)** **using the online library service (22%)** **reserving a book online (21%) and using the free Wi-Fi (20%)** The proposed library service offer will continue to deliver these services. Although the building based offer is to be delivered from a reduced number of service points, it is supplemented by a strong digital, mobile and home library service offer. **Feedback received through the Property Strategy consultation May to August 2016**

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*
		There were over 5000 responses to the Property Strategy consultation. The county council has received a number of petitions and e-petitions about the Property Strategy and for specific properties. As at 17 August 2016 there had been 11,685 signatures received via e-petitions and 26,642 signatures received via other petitions. The county council had also received 92 items of correspondence relating to the property strategy. **The high number of signatories to petitions, responses to the consultation and volume of correspondence** The top five indications that respondents have used a property delivering library services in the last three years that is proposed to no longer to deliver services were Ansdell Library (436), Whalley Library and Spring Wood Children's Centre (395), Lytham Library and Registration Office (370), Bacup library (363) and Thornton Library (281). The general themes from all the responses when respondents were asked an open question about the impact of the proposals were: - inconvenience/difficulty/cost/distance to access the service in future; - the loss of the service impacting on wellbeing, employment, education, opportunities; - the loss of resources, information, sessions, classes and events; - the loss of a community asset; - the loss of access to computers/internet; and - loss of social opportunities leading to isolation, loss of help/support. The general themes from all the responses, when respondents were asked an open question about their reasons for a property continuing to deliver services, (which was proposed to no longer deliver services) were: - the properties are a community asset/social hub; - the properties provide services, (eg access to information, education, computers/internet, books); - the properties provide classes, events, meeting spaces; - difficult/longer journeys to access other properties; and - no viable alternative in the local area. *Considerations for a comprehensive and efficient library service:*

Planning and Needs Assessment		
Ques tion ref	*Question for consideration*	*Response*
		The number of responses received via petitions, correspondence and the consultation indicate the strength of feeling for library services within Lancashire and are reflective of concerns within communities about alternative options for them to be able to access the service, loss of facilities and more generally, the loss of a community asset and the social opportunities that arise. The library buildings which appear to have been most used by respondents to the consultation include: *Ansdell and Lytham libraries.* The local community in this area has a higher percentage of older people, for whom public transport may not be a viable option, and relatively high indicators of social isolation. Our proposals include a full library service at St Anne's, which is easily accessible for most people via public transport from Lytham and Ansdell. For people who are unable to continue to access a library building our digital, home and mobile library services will provide some mitigation. *Whalley library.* Consideration of information including population data and gaps in outcomes has not highlighted Whalley as a community with high levels of need. Our proposals include a full library service from Clitheroe. Public transport links between Whalley and Clitheroe are good and for car owners it is about a 10 minute drive. For people who are unable to continue to access a library building our digital, home and mobile library services will provide some mitigation. *Thornton Library.* The local community in this area has a higher percentage of older people, for whom public transport may not be a viable option, and relatively high indicators of social isolation. Our proposals include a full library service at Poulton, which is easily accessible for most people via public transport from Thornton, or alternatively from the proposed full library service at Fleetwood. For people who are unable to continue to access a library building our digital, home and mobile library services will provide some mitigation. *Bacup library:* The Planning and Needs assessment has highlighted Bacup as one of the more deprived communities in Lancashire and also gaps in our expectations regarding educational attainment. Our proposals have included provision of a satellite library service in Bacup. We may wish to consider full library service provision in Bacup, reflecting feedback from the consultation but also in support of our priorities to reduce inequalities across Lancashire.

Planning and Needs Assessment		
Ques tion ref	**Question for consideration**	**Response**
		The general themes from all the responses when respondents were asked an open question on what else needs to be considered or done differently were: o the proposal will impact on the most deprived communities, and community assets; o the loss of the service will impact on access to information, learning, help, support, development; o to generate revenue from the services, make cuts elsewhere; o to offer more services in a building, reduce opening hours, use volunteers; and o the community to be involved in the future, and take over services. The Planning and Needs assessment has taken account of indices of deprivation. Our proposed provision will ensure that the most deprived communities continue to be able to access to building based library services, whilst also recognising the need for a proportionate universal service through Lancashire. The feedback that we have received indicates that many communities see their library buildings as community assets which are important in terms of a venue to meet, participate in activities and as a service delivery point. Our proposals have included opportunities for communities to put forward expressions of interest and subsequent bids to enable a community asset transfer, which would see buildings no longer needed by the county council transferring to community control and management. As part of our response to the feedback we have received, we may wish to consider some additional targeted investment to help communities who wish to take over the library building but who also then wish to establish some form of independent community library provision. This provision would sit outside of the county council's statutory provision, but would help to meet the aspirations of local communities who wish to maintain local provision.
10	What might a comprehensive and efficient library service look like in Lancashire?	The draft library strategy (which will be included in the report to Cabinet) sets out our proposed approach to future library service provision.