



Shropshire Council
Legal and Democratic Services
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Date: Wednesday, 9 December 2015

Committee:

Joint Decision Making Session by Portfolio Holder for Business, ip&e, Culture and Commissioning and the Portfolio Holder for Finance, Resources and Support and I.T.

Date: Thursday, 17 December 2015

Time: 3.30 pm

Venue: Grinshill Room, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND

You are requested to attend the above meeting.
The Agenda is attached

Claire Porter
Head of Legal and Democratic Services (Monitoring Officer)

Members of Joint Decision Making Session by Portfolio Holder for Business, ip&e, Culture and Commissioning and the Portfolio Holder for Finance, Resources and Support and I.T.

Steve Charmley

David Turner

Your Committee Officer is:

Jane Palmer Senior Democratic Services Officer

Tel: 01743 257712

Email: jane.palmer@shropshire.gov.uk

AGENDA

1 **Future Management of Ellesmere Library Service and Customer Service Point** (Pages 1 - 62)

The Portfolio Holder for Business, ip&e, Culture and Commissioning (North) and the Portfolio Holder for Finance, Resources and Support and I.T. will consider a report on the future management of Ellesmere Library Service and Customer Service Point.

Report of the Director of Commissioning is attached marked 1.

Contact: George Candler – 01743 255003

Note:

Portfolio Holder Decision Making Sessions are not open to the public. However members of the public are welcome to submit a request to address or ask a question of the Member making the Portfolio Holder decision. Any request should be submitted in writing to the Chief Executive at The Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND by no later than 2 clear working days before the proposed Member Session. This is to ensure that the individual Member has sufficient time to decide whether or not to hear such persons and if so the arrangements to be made. If you would like further details please telephone 01743 257712 or email jane.palmer@shropshire.gov.uk



Portfolio Holder Decision Making Session

Portfolio Holder for Business, ip&e, Culture and
Commissioning (North)

Portfolio Holder for Resources, Finance and
Support

Thursday 17th December 2015 3.30pm

Future management of Ellesmere Library Service and Customer Service Point

Responsible Officer: Neil Willcox

Email: neil.willcox@shropshire.gov.uk

1. Summary

This report seeks Portfolio Holder agreement to (1) relocate existing library and Customer Service Point services in Ellesmere from their existing location in Fullwood House to the nearby Meres Day Centre to create a new Community Hub, and (2) transfer the management of library and Customer Service Point services, and the existing day services for older people and people with learning difficulties, from Shropshire Council to a new management organisation, to be confirmed following an open procurement process.

This report is not directly concerned with the potential outsourcing of day services, which will be subject to a separate decision making process.

Within the proposals the library will be open for a minimum of 20.5 hours per week, however it is hoped that it will be possible to increase these within the new management arrangements.

Some alterations to the Meres Day Centre will be made to accommodate the library and Customer Service Point, which will occupy a slightly smaller area than at present. A customer service warm phone and computer with internet access to online services will also be available. Awareness of the library and the services delivered there together with access will be improved through new signage and access works.

It should be noted that Shropshire Council has recently extended its lease with the Ellesmere Community Centre Care Trust for the provision of day services (The Meres Day Centre) on the ground floor of the Ellesmere Community Nursing Home. The lease includes appropriate terms to allow library and customer service point provision. No decision has been taken regarding the future of Fullwood House. In the event that the property is declared surplus to Council requirements, its future use will be considered in the context of the Council's Asset Management Strategy. This will include the possibility of disposing of the property.

This report provides details of the background to this proposal along with the outcome of a six week formal public consultation carried out between 2nd October and 16th November, the feedback from an open afternoon, feedback from stakeholders, a workshop with interested parties and the completion and review of an Equality and Social Impact Assessment (ESIA).

2. Recommendations

1. That the management of Ellesmere library is transferred from Shropshire Council to a new organisation to be confirmed following an open procurement exercise. This will be supported by a contract between Shropshire Council and the new managing organisation, details of which will be confirmed following negotiations.
2. That the management of Ellesmere Customer Service Point is transferred from Shropshire Council to a new organisation to be confirmed following an open procurement exercise. Similarly this will be supported by a contract between Shropshire Council and the new managing organisation, details of which will be confirmed following negotiations.

3. To delegate authority to the Director of Commissioning in consultation with the Portfolio Holder for Business, ip&e, Culture and Commissioning (North) to take any further consequential decisions relating to the transfer of the library.
4. To delegate authority to the Director of Public Health in consultation with the Portfolio Holder for Resources & Support to take any further consequential decisions relating to the transfer of the customer service point.

Reason(s) for decision:

The agreement of the above recommendations will result in:

- The opportunity to provide a sustainable future for the library and Customer Service Point in a new location in Ellesmere and the creation of a community hub.
- The opportunity to utilise Transformation Challenge Award funding in the completion of building improvements and in the successful delivery of the wider Community Hub programme in Shropshire, should the timescale of the transfer meet TCA funding requirements

REPORT

3. Risk Assessment and Opportunities Appraisal

(NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)

3.1 Risk Assessment

Risk	Mitigation plans in place
Decision making on recommendations not made in a timely fashion, which impacts on the ability to complete the transfer in 2015/16 and consequently the delivery of the TCA bid programme	Advice from the council's Legal & Democratic Services has been sought to ensure that the decision making process is correct and in line with the council's constitution. Attention has been paid to the creation of a Decision Report, Background Papers and Appendices that contain the relevant information needed by the Portfolio Holders to make their decision. In the event that Transformation Challenge Award funding is not available the scope of the proposals would need to be reviewed and building works costs would need to be scaled back to the budget available from Adult Services.
The consultation process undertaken is not deemed robust and is formally challenged	An extended period of local discussion with key stakeholders and the public led to the development of a preferred option and informed the subsequent formal consultation. A 6 week formal consultation and additional focussed stakeholder engagement, including with the Ellesmere Community Care Centre Trust, the Friends of Ellesmere Library, Meres Day Centre users and Ellesmere Town Council, has been undertaken. The formal consultation period has enabled alternative proposals to be put forward. The feedback from this activity has been recorded, analysed and used to inform the recommendations in the report.
The completed ESIIA does not robustly demonstrate how it will take mitigating measures to address the possible high negative impact identified.	An ESIIA has been completed using the information gathered during the period of formal consultation. It has not identified any high negative impacts associated with this recommendation, although points on access, car

	parking and the juxtaposition of different service users have all been noted.
The delivery of the public library service is compromised	A contract for on-going library and Customer Service Point service delivery will be confirmed between the Council and new managing organisation. This will formalise the service delivery details of the public library and customer services and will be monitored by the Council's library and customer services staff.
The full capital funding package required to complete the transfer and redesign works cannot be delivered	Initial outline costs for works to the Meres Day Centre to facilitate the transfer of the library and Customer Service Point and its day to day operation have been obtained. The costs will be covered by £40k available from Adults Services' capital programme and Transformation Challenge Award funding, the latter to be confirmed. A tendering process will be undertaken once authority for the transfer has been gained.

4.0 Outcomes of public and stakeholder consultation

4.1 Timetable of consultation and engagement work

Activity	Date
General (pre consultation) stakeholder engagement	
Asset Management Group Meeting with key stakeholders	12 th March 2015
Meetings with the Trustees of the Ellesmere Community Centre Care Trust	20 th April 2015
Soft market testing event at the Meres Day Centre	9 June 2015
Meetings with the Friends of Ellesmere Library to discuss the development of new proposal for library management	25 th June, 17 th July 2015, 7 th Sept, 28 th Sept, 9 th Nov, 25 th Nov, 19 th Dec
Library open day	25 August 2015
Formal consultation on options	
LJC Public Meeting	22 nd September 2015
6 week formal public consultation	2 nd October – 16 th November 2015
Email to existing library users sent out to explain the survey, share the web link and options for completing the survey.	5 October 2015 – sent to 77 customers who have registered an e mail address with the council
Support for the Shropshire Housing Group, Wrekin Housing Trust, Ellesmere College, the South Shropshire Furniture Scheme and Ellesmere Town Council to develop options for on-going library provision	Various
Meeting with Ellesmere Town Council	5 th October 2015
Visit to primary school to discuss options with students	4 th November 2015
Library open afternoon	13 th October 2015
Stakeholder workshop with Locality	12 th November 2015

4.2 General stakeholder (pre-consultation) engagement outcomes

A meeting was held with a number of local stakeholders and interested parties on the 12th March to discuss the local assets and services provided from those assets. All options for the use of buildings were considered and it was agreed to explore the possibility of moving the library to the Meres Day Centre, and to support the creation of a new community hub for Ellesmere.

A soft market testing event was carried out on the 9th June to ascertain if there was any interest from voluntary organisation to develop a community hub within the Meres Day Centre; a copy of the supporting documentation can be found in **Appendix 1**. At the open afternoon representatives from a

number of organisations attended, 3 of which subsequently expressed an interest in exploring the option should the community hub progress.

A library open day was held on the 25th August to provide the opportunity for library users, local residents, community enterprises and other organisations to discuss opportunities for the development of new approaches to its management. Over 100 people attended, many of them providing comments on a comments form. The main points raised were:

- Keep the library at Fullwood House, and rent out the upstairs rooms to provide revenue.
- Concern was raised that the range of books, services provided and floor space would be reduced within any possible move to an alternative location.
- Concerns about the day care centre location alongside day service users and car parking.
- It was suggested that Council Tax be raised to ensure that local services are not reduced.
- No groups came forward to explore the option of taking over the running of the library within Fullwood House, although there was a suggestion that local businesses and organisation come together to form a community management organisation.

4.3 Formal consultation outcomes

A formal consultation ran for 6 weeks from 2nd October to 16th November October 2015, and was available online via Shropshire Council's website. Paper copies of the consultation document were made available in the library, local newsagents, post office and Town Hall and press releases were issued to promote the survey. Details of the consultation were also emailed to registered users of Ellesmere library and shared with members of the Friends group.

In the consultation material members of the public and stakeholders were provided with details of the current Ellesmere library service and Customer Service Point, including usage and the operating costs. Details of 2 proposals were provided along with the opportunity for members of the public to suggest alternative operating models for the library and Customer Service Point, as long as they made the same, or similar savings to the described proposals.

A copy of the consultation document is attached as **Appendix 2**.

A second library open day took place on October 13th; indicative plans of a proposed layout for the library within the Meres Day Centre were available. Approximately 30 people attended to look at plans, discuss options and complete the consultation questionnaire.

Proposal 1 was Shropshire Council's preferred option and was for the existing library and Customer Service Point provision to relocate to the Meres Day Centre, Trimpey Road, Ellesmere. The day to day running of the services, alongside the management of existing day services for older people and people with learning difficulties, would transfer to a new community focussed organisation (to be confirmed following an open procurement process).

Proposal 2 was for Shropshire Council to continue to run the library with reduced staffed hours and no changes to the library space.

Respondents were also given the opportunity to suggest alternative approaches to the management of the library and customer service point.

A total of 309 people responded to the consultation, although not all answered all the questions. A full list of responses and comments is included within **Appendix 3** and are summarised below.

Proposal 1 – Moving the library and Customer Service Point to the Meres Day Centre was supported by 124 people (40.13%).

Proposal 2 – Shropshire Council continuing to run the library with reduced staffing hours was supported by 75 people (24.27%).

Alternative proposals – 103 people (35.60%) provided alternative proposals

A considerable number of comments were made in the consultation. These are summarised below alongside, where appropriate, a council response.

Comments	Number	Shropshire Council response
Comments in favour of Proposal One		
Those supporting Proposal one thought that it was the best option to secure the future of the library; However, a number of respondents would prefer the library to remain in its currently location if a new provider could be identified		
Increased/maintained opening hours	18	The opening hours would as a minimum remain at 20.5, however there would be the possibility of hours extending.
Opportunities to develop the new location as a “community hub”	9	
The best option of last resort	2	
Comments mentioning concerns for Proposal One		
Parking and access	8	A new dedicated pedestrian access will be created to the Meres Day Centre. There will be two clearly marked disabled car park spaces at the Meres dedicated to library users. Negotiations are taking place with the Comrades Club to provide allocated spaces in their car park, immediately opposite the Meres Day Centre. The management of traffic and access will be reviewed with the different parties and in the context of the further development of an ESIIA
Impact on existing day centre users (elderly users and adults with learning disabilities), children and nursing home residents	18	There are strong potential synergies between different services and the colocation of the library provides an opportunity for day centre users to volunteer and for the spaces to develop into a multi-faceted vibrant and relevant community facility. However it is recognised that the colocation of the library with day centre users could also raise some concerns and that a clear shared approach to the development of spaces and their management will be required. The requirements of different users will be considered in the context of the further development of an ESIIA.
Impact on space and activities for children. Insufficient wall space for shelving	9 1	A plan for the Meres Day Centre will be developed with the different users that best accommodates different needs within a limited budget. A detailed shelving plan will be developed alongside this.
Impact on the profession delivery of the service, retaining library staff to ensure libraries have the expertise to continue. Support needs to be provided by Shropshire council. Librarians are no longer employed by Shropshire Council	4	Existing staff will have the opportunity to transfer within the TUPE regulations to the new provider. Shropshire Council will continue to provide a range of “back office” support functions, principally in access to the library management system, book stock, training, professional support, the support of a librarian based in Oswestry etc.
Cost of improvements & return on investment Long term security of tenure	4	The Council has recently entered into a ten year lease with the Ellesmere Community Care Centre Trust for the ground floor. Shropshire Council will have a contract with the new provider, which will provide them with security. The intention is to regularly review the agreement and to extend it as appropriate.

		A fully costed plan and scheme of works will be developed with service users. The return on investment will be a key consideration.
There is little synergy between different users		The Council believes that the opposite applies and that there is a real opportunity to create synergies between different service users that potentially add value to the facility in the context of its development as a key community asset for Ellesmere. However, the Council also recognises that there are matters that need considering within the context of the development of a building and management plan.
Comments on Proposal Two		
Most respondents were not supportive of proposal two as the reduced number of hours the library would be staffed was not considered to be acceptable and sustainable.		
No reduction in opening hours	23	As outlined within the consultation material it would not be possible for the Council to sustain the existing opening hours within ongoing management by Shropshire Council.
Comments on alternative proposals – option three		
Members of the public were able to put forward alternative proposals for the library. Although this option was chosen by 103 respondents no organisation has shown interest in the proposal; Shropshire Housing, Wrekin Housing, Ellesmere College, South Shropshire Furniture Scheme and Ellesmere Town Council have all been shown around the building. A significant number of respondents suggested that income should be generated from renting out rooms on the first and second floor of Fullwood House to fund the ongoing management of the library.		
The Library should remain at Fullwood House	18	No organisation has been identified to take on the potential management of the library.
The Library should remain at Fullwood House with income generated from the first and second floor “flats” Sell the flats	78	Housing Associations have confirmed that there is no social demand for the flats and that they would not be interested in their management. The potential rental generated by the flats would be unlikely by itself to sustain the management of the flats, the library and Fullwood House. No organisation has been identified to take on the potential management of the library and flats.
Management by a new provider	8	No organisation, existing or potential, has been identified to take on the potential management of the library and flats.
Establishment of a community focussed enterprise/charitable trust	2	
Establish a county wide trust	1	
Build on discussion with Ellesmere College	3	
Work in partnership with the Town Council and neighbouring parish councils to find a solution	1	
Incorporate a coffee shop, internet café within the library	2	A volunteer provided cafe already exists within the Meres Day Centre and this would be incorporated within the new designs. The Library will be provided with WiFi and free public access computers.
Move to an alternative property:		While alternative building options are welcome, none of these suggestions are considered viable and to provide a better community and business opportunity than relocation to the Meres Day Centre.
• Market Hall	1	
• Old Railway Station	1	
• Nearby building previously used by Space CC	2	
• NatWest building	1	

• Demountable at Lakelands	1	
Consolidate Children's Library into Children's Centre (leaving more space for the remainder)	2	Ellesmere Primary School already provides a school library supported by the Schools Library Service. The future development of the Children's Centre should be considered within the context of other community hub type venues within Ellesmere and how these individually add value to each other
Recruit and train volunteers	5	This will be a core element to the future operating model of the new provider.
Other comments		
Future population increase necessitate the need for a library service	4	It is recognised that the population of Ellesmere will grow and that future library provision needs to both reflect this and the changing way that people use libraries.
Library Service should continue to be run by Shropshire Council	6	
Council Tax/rates should be increased	2	
Council should look at saving costs elsewhere or not at all	6	

4.4 Stakeholder engagement outcomes

There has been strong engagement with a variety of stakeholders and potentially interested parties both before the consultation and during it. A summary of the key outcomes are described below:

:

- Ellesmere Community Care Centre Trust – Supportive of the development of a community hub on the ground floor; concern about lack of parking.
- Meres Day Centre users – Extensive consultation has taken place with the 41 Meres Day Centre users including group advocacy meetings for Adults with Learning Difficulties facilitated by Taking Part. There are some concerns, particularly by ALD clients, at the potential loss of existing space and its replacement with a new dedicated space, and about traffic and parking. However, alongside this some benefits have been identified including room improvements, and the opportunity that volunteering within the cafe and library could bring alongside enhanced support and interaction with the community.
- The Friends of Ellesmere Library – Supportive of the best option for a sustainable library in Ellesmere and keen to help contribute to its future development.
- Ellesmere Town Council – Explored the option of managing the library and Fullwood House in partnership with Ellesmere College. Not considered to be a feasible option and subsequently confirmed that they are supportive of option one.
- Ellesmere College – Explored the option of working in partnership with the Town Council or any other potential managing organisation to run the Library in Fullwood House. However, no alternative management option has been identified.
- Ellesmere Primary School - Children had discussed future library provision in their classes and written down their questions. Spoke to all the children and no sense that there was any strong feeling either way; spent a lot of time talking about what the space in the Meres could look like and the children were given the opportunity to be involved in its design.
- Housing Associations – The Wrekin Housing Association and Shropshire Housing Group viewed the first and second floors but did not identify a need for bedsit accommodation or view the project as financially viable.
- Stakeholder workshop with Locality, 12 November - A workshop with Locality resulted in interested parties discussing how the library could be sustained in its current location or within the Meres Day Centre (no alternative location was identified). Ellesmere Town Council and

Ellesmere College explored the option of working together to run the library in Fullwood House using income from the flats upstairs, both parties agreed that this was not a feasible option.

4.5 Consultation conclusions

In conclusion the consultation and stakeholder engagement work undertaken has shown narrow support for Proposal 1 - the transfer of the management of the library and customer service point to a new organisation alongside existing day service within the Meres Day Centre. However, it should be noted that the majority of respondents (59.87%) were not happy with option 1 and would prefer to retain the library within its existing location, either within existing Shropshire Council management or by another organisation. No alternative management organisation was confirmed.

The alternative proposals are not considered to be realistic, as viable and sustainable or to provide the same level of savings to Shropshire Council as Proposal 1.

5. Financial Implications

The current net controllable budgets to Shropshire Council for the management of library and customer service point services are:

Library = £20,790

Customer Service Point = £4,000 (representing the service charge paid to the Library service, rather than the full cost of managing service provision)

Total = £24,790

The anticipated saving to Shropshire Council resulting from the proposed move of services to the Meres Day Centre is £8,830 per annum; this figure is based solely on the existing property and service costs for Fullwood House which will not be required subsequent to any move. Other service savings may be possible but this cannot be confirmed until a new operator has been appointed following an open procurement exercise.

Initial outline costs for works to the Meres Day Centre to facilitate the transfer of the library and customer service point and its day to day operation have been obtained. The costs will be covered by £40k available from Adults Services' capital programme and Transformation Challenge Award funding, the latter to be confirmed.

6. Background

6.1 Shropshire Council's budget is reducing and the way in which it delivers services is changing. We are in the 2nd year of a 3 year financial plan through which £80m of savings need to be achieved.

Shropshire's current and future population demographics means that vital services such as looking after elderly people and vulnerable children have to be prioritised. Changes to all local and strategic services are unavoidable. The Cabinet approved budget reduction for the library service of £1.147m means that the budget available for Ellesmere library will not be sufficient to deliver the service in the current way. This applies to all of our libraries across the county and the back office function of the service, not just Ellesmere. We are seeking local solutions to these challenges that will result in a sustainable, if altered library service that continues to meet our statutory duty.

The council is working with partners to re-design existing face-to-face customer-focused services, including its branch libraries to provide places where residents can access services and get the information and advice that both helps them and enables them to help others within their community. This joint-working and co-creation approach is being taken across the county, and services are being redesigned to be delivered by others in flexible ways that best suit their locality and meet the individual needs of people ensuring that those who have specific needs can access services appropriately.

We want to align the future of our libraries with our commitment to locality commissioning, community asset/service transfers and to building resilient communities. If libraries stay directly under council management, then it is likely that our imperative to reduce their operational costs will result in a radical reduction in opening hours or the closure of some. We will have lost the opportunity to impact on a wider set of outcomes and it will become more challenging for us to deliver the services locally that make a difference to people's lives.

The redesigned library service will result in a range of different delivery activities including face to face provision, digital and virtual provision and an outreach programme targeted at specific groups. Alongside this change the network of library buildings will be reconfigured.

The library network will include -

- 6 strategic library hubs in major towns to improve accessibility and cater for the larger populations in the larger market towns.
- 15 local hubs/libraries offering core community services in partnership with town and parish councils, local organisations or voluntary and community groups, with a core aim of increasing opening hours.

Ellesmere library is in the latter group.

6.2 Shropshire Council's preferred option for Ellesmere library and Customer Service Point services is to transfer their management to a new organisation alongside existing day service within the Meres Day Centre.

The intention would be to support this via a contract, subject to regular review, between Shropshire Council and the new organisation. The library would remain a part of the Shropshire libraries network and continue to be involved in countywide and national library initiatives; it would still benefit from the help and advice of librarians with countywide responsibilities for the service and the strategic overview.

Our intention is for Ellesmere Library to provide a robust and successful library service continuing to offer the full range of services. The current library staff would TUPE to the new provider.

6.3 Section 7 of the Public Libraries and Museums Act 1964 ("the PLMA") states that the council, as a library authority, has a statutory duty (not a discretionary power) to provide a comprehensive and efficient library service for all persons wishing to make use of it.

The PLMA does not define what is meant by "comprehensive and efficient". However it does provide that the library authority must make facilities for borrowing books and other materials available to people who live, or work, or are undergoing full-time education in Shropshire. It also provides that in fulfilling the duty to provide a comprehensive and efficient library service, it shall in particular have regard to the desirability of:

- providing facilities for the borrowing of, and reference to, books and other printed matter, pictures, gramophone records, films and other materials in sufficient quantity and quality to meet the general requirements and any special requirement both of adults and children
- encouraging adults and children to make full use of the library service, providing advice as to its use, and making available such bibliographical and other information as may be required
- securing co-operation between the library authority and others exercising public functions within the county.

The recommendations within this report will enable this statutory duty to be met. The recommendations do not propose the closure of the public library or a reduction in the service, they propose a model of delivery that is sustainable at a time of tremendous change in public services.

6.4 With the support of the Voluntary & Community Sector Assembly (VCSA) and Shropshire Association of Local Councils (SALC), the council has received Transformation Challenge Award (TCA) funding to redesign a number of libraries and Customer Service Points in 2015/16. Investing in this redesign must result in ongoing revenue savings for the council.

6.5 The library service in Ellesmere will reflect the vision for a transformed library and customer service point service as described in Shropshire Council's TCA bid. The library will be located in a hub of community activity that will also contain the Customer Service Point, and day services for older people and for people with learning disabilities. There is an opportunity for other services to benefit from the hub and to use the facilities to provide surgeries, support and advice to local residents that support mental and physical well-being. A Health Zone with the range of Books on Prescription and

reminiscence resources will be a part of the library service and valued activities such as Rhyme Time will continue.

6.6 The development of the recommendations being made in this report have been informed by engagement and consultation with Ellesmere residents. This includes a 6 week formal consultation and consideration of the implications of proposals on Protected Characteristic groups that were identified through the completion of an Equality & Social Inclusion Impact Assessment detailed within **Appendix 4**. A review of the ESIIA following the public consultation has confirmed a number of potential issues including:

- Access and car parking
- The juxtaposition of different service users and the effective management of access and the building spaces.

The treatment of these matters dealt with in section 4.3. Otherwise as far as possible the Council is taking actions to meet the general equality duty placed on Shropshire Council by the Equalities Act 2010. The proposals therefore do take due regard to the three equality aims in our decision making process i.e. eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.

6.7 Fullwood House is owned by Shropshire Council. The library is located on the ground floor, with six bedsits on the first and second floor. The upper floors were leased to Stonham Housing until earlier this year when the lease was relinquished by Stonham Housing as they no longer had an operational requirement for the bedsits. The bedsits are in a poor state of repair and would require significant investment to be brought up to a standard to be rented on the open market. If alterations were made local estate agents have advised that the rental income would be in the region of between £600-£700 pm if the upstairs rooms were made into a one and two bedroom flat.

6.8 The Meres Day centre is owned by the Ellesmere Community Care Centre Trust. The Ellesmere Community Care Centre Trust manage the first floor as a Community Nursing Home providing nine beds for short, long and respite stay options. The provision of nursing care is supported by dedicated volunteers who manage the League of Friends shop in Scotland Street, and plan and arrange many fund raising events that are well supported and enjoyed by the people of Ellesmere and surrounding area.

Shropshire Council rent the ground floor from Ellesmere Community Care Centre Trust under a ten year lease, which was renewed in October 2015. The annual rental payment from Shropshire Council to the Trust is very important to their business plan and long term viability.

Throughout this process there has been strong engagement with the chair and trustees of the Ellesmere Community Care Centre Trust, who have supported discussion on the relocation of the library and Customer Service Point to the ground floor.

6.9 The proposal outlined within this report to relocate the library and Customer Service Point from its existing location, Fullwood House, owned by Shropshire Council to an alternative existing location. The Meres Day Centre, for the delivery of public services is consistent with the Council's Asset Management Strategy and a desire to rationalise assets and to reduce the "public footprint" and costs. No decision has been taken regarding the future of Fullwood House. In the event that the property is declared surplus to Council requirements, the future use will be considered in the context of the Council's Asset Management Strategy. This will include the possibility of disposing of the property.

7. Conclusions

In making a recommendation we have considered a range of responses and material including:

- i. the responses received from the formal consultation and stakeholder engagement
- ii. engagement with the Ellesmere Community Care Centre Trust, Meres Day Centre users, the Friends of Ellesmere Library, Ellesmere Town Council and others
- iii. the completion of an ESIIA assessment
- iv. the level of savings and social value to be achieved through the transfer of the library and Customer Service Point to the management of a new organisation within the Meres Day Centre

- v. the opportunity to create a redesigned library service that plays a key role in providing information, advice and guidance to residents of Ellesmere and the surrounding area

In conclusion the transfer of the management of the library from Shropshire Council to a new organisation within the Meres Day Centre will enable the council to achieve its ambition of keeping its branch libraries open, redesigning the service to provide an important social, economic and community facility in Ellesmere and will assist it in meeting its financial challenges.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information):

1. Shropshire Council Commissioning Strategy – Commissioning for the Future, Cabinet 4th June 2014
2. Shropshire Council's Business Plan and Financial Strategy 2014-2017
3. Shropshire Council's Transformation Challenge Award bid 2015/16
4. Frequently Asked Questions to accompany the consultation document.

Key Decision: Yes

Included within Forward Plan: **Yes**

If a Key Decision and not included in the Forward Plan have the General Exception or Special Urgency Procedures been complied with: Yes / No

Name and Portfolio of Executive Member responsible for this area of responsibility:

Cllr Steve Charmley, Portfolio Holder for Business, ip&e, Culture and Commissioning (North) (responsible for libraries)

Cllr David Turner, Portfolio Holder for Resources, Finance and Support (responsibility for Customer Service Points)

Local Member:

Cllr Ann Hartley

Appendices:

1. Soft Market Testing prospectus
2. Ellesmere Library and Customer Service Point public consultation documents
3. Ellesmere Library and Customer Service Point consultation results and comments
4. ESIIA Assessment for Ellesmere Library and Customer Service Point

Declaration of Interest

- I have no interest to declare in respect of this report

Signed Date

NAME: Cllr Steve Charmley

PORTFOLIO HOLDER FOR: [Business, ip&e, Culture and Commissioning \(North\)](#)

- I have to declare an interest in respect of this report

Signed Date

NAME: Cllr Steve Charmley

PORTFOLIO HOLDER FOR: Business, ip&e, Culture and Commissioning (North)

(Note: If you have an interest you should seek advice as to whether it is appropriate to make a decision in relation to this matter.)

For the reasons set out in the report, I agree the recommendation(s) in the report entitled

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Signed

Portfolio Holder for Business, ip&e, Culture and Commissioning (North)

Date

If you have any additional comment which you would want actioned in connection with your decision you should discuss this with the report author and then set out your comment below before the report and pro-forma is returned to Democratic Services for processing.

Additional comment :

.....

Note: If you do not wish to approve the recommendations, or wish to make an alternative decision, it is important that you consult the report author, Head of Legal and Democratic Services, Chief Executive and the Head of Finance, Governance and Assurance (S151 Officer) and, if there are staffing implications the Head of Human Resources (or their representatives) so that (1) you can be made aware of any further relevant considerations that you should take into account before making the decision and (2) your reasons for the decision can be properly identified and recorded, as required by law.

Note to Portfolio Holder: Your decision will now be published and communicated to all Members of Council. If the decision falls within the criteria for call-in, it will not be implemented until five working days have elapsed from publication.

Declaration of Interest

- I have no interest to declare in respect of this report

Signed Date

NAME: Cllr David Turner

PORTFOLIO HOLDER FOR: Resources, Finance and Support

- I have to declare an interest in respect of this report

Signed Date

NAME: Cllr David Turner

PORTFOLIO HOLDER FOR: Resources, Finance and Support

(Note: If you have an interest you should seek advice as to whether it is appropriate to make a decision in relation to this matter.)

For the reasons set out in the report, I agree the recommendation(s) in the report entitled

Signed

Portfolio Holder for Resources, Finance and Support

Date

If you have any additional comment which you would want actioned in connection with your decision you should discuss this with the report author and then set out your comment below before the report and pro-forma is returned to Democratic Services for processing.

Additional comment :
.....

.....

Note: If you do not wish to approve the recommendations, or wish to make an alternative decision, it is important that you consult the report author, Head of Legal and Democratic Services, Chief Executive and the Head of Finance, Governance and Assurance (S151 Officer) and, if there are staffing implications the Head of Human Resources (or their representatives) so that (1) you can be made aware of any further relevant considerations that you should take into account before making the decision and (2) your reasons for the decision can be properly identified and recorded, as required by law.

Note to Portfolio Holder: Your decision will now be published and communicated to all Members of Council. If the decision falls within the criteria for call-in, it will not be implemented until five working days have elapsed from publication.

Appendix 1

Notice of Soft Market Testing

Meres Day Centre and Library, Ellesmere

This notice seeks information regarding your interest in helping us to shape and develop the Meres Day Centre as a potential community venue alongside other services such as the Library.

Introduction

Shropshire Council is transforming and redesigning itself and the services that it commissions and delivers so that as soon as possible, everything is as efficient as it can be, with a focus on the customer, prevention and partnership.

We want Shropshire's communities to be resilient, to take ownership of issues that are important to them and, with the Council's support, to develop their own resources to be able to flourish into the future.

Specifically we want to work with local communities to explore different local management arrangements across Shropshire for our day centres, libraries and customers service points.

We recognise that there are many communities, people and organisations who are as well, or better, placed to deliver the solutions for these services which will help us to deliver on our vision. We also recognise that other organisations are sometimes better placed than the council to attract external funding and to deliver inward investment.

Our Vision

We want to continue to support the provision of local day care and library services in Ellesmere but we know that we have to do this at a reduced cost and in a way that gives these valuable services the best chance of being sustained.

Moving to new local management arrangements is consistent with the Council's wish to be a commissioning organisation and to identify the best possible local solutions for the ongoing delivery of valued local services.

We think that there is a potential opportunity to transfer Day Services and Shropshire Libraries to an appropriate local partner / community organisation, with continuing support and professional input provided by Shropshire Council.

With respect to future Customer Service Point provision our aim is to encourage as many customers as possible to use alternative methods of conducting their business with Shropshire Council using a free phone or online services. We want to commission local organisations to provide low level face to face advice and support and to steer customers towards alternative ways of doing business with the Council or to otherwise identify local support.

Our vision is to bring together existing day care and library service within a new "community hub", the existing Day Centre. We would like this venue to be a vibrant community facility from which no one is excluded.

We know that this won't be easy and is dependent on local support and encouragement. We would welcome your opinion on how this could work and on what services could move into the centre to compliment the day care services already provided.

Background

The Meres Day Centre is within the old Cottage Hospital now owned by the Ellesmere Community Centre Care Trust, a non-profit making charitable company. On the upper floor the Trust provides a residential community nursing home for older people. The ground floor is rented by Shropshire Council as a Day Centre for older people and people with learning disabilities. Conversations are on-going between the Council and the Trust on sharing of facilities and potentially closer working.

The day centre is a valued resource for older people and people with learning disabilities in Ellesmere and the surrounding area. Recently a Community Café has been opened to the public and facilities are available for evening rental.

The library is currently located within a separate property on Victoria Street, which also hosts a small customer service point. Apart from traditional book, video and audio loans the library provides free public access computers and a range of activities including a home library service.

We would like to utilise the existing day centre facilities to maximise its potential to become a "community hub" for Ellesmere including the opportunity to provide library and customer services alongside the provision of the existing daycentre.

We would welcome ideas on how the Day Centre could be developed as a community hub and any other services that could naturally be located there.

Meres Day Centre, Trimpley Street, Ellesmere, SY12 OAE

The Day Centre is open Monday to Friday from 8.45am to 4.45pm (closed on Bank Holidays)

The facilities that are currently available within the Day Centre include:

- Lounge and sitting areas
- Well equipped kitchen
- Further food preparation facilities / kitchens
- Assisted personal bathing facilities
- Laundry facilities
- Community Café

The Day Centre currently offers a range of services including:

- Trained and Experienced Staff
- Bathing service
- Laundry service
- Hairdressing service
- Access to medical and professional services
- Organised trips using the centre minibus to give opportunities otherwise unavailable to those living in the rural area
- Opportunities to take up new or rediscover forgotten hobbies and interests
- Commitment to Healthy Eating by the provision of well cooked and nutritionally balanced meals, special diets catered for.

- Sun patio and a choice of lounges
- Transport to and from the Centre can be provided from people's homes in north west Shropshire

There are 25 older people and 10 people with learning disabilities on the register.

The average weekly attendance is:

	Older People	People with learning disabilities
Monday	5	5
Tuesday	6	9
Wednesday	11	8
Thursday	5	8
Friday	6	7

Library and Customer Services, Victoria Street, Ellesmere, SY12 0AA

The current opening hours are:

Tuesday 10am to 6pm

Friday 10am to 5pm

Saturday 9.30am to 1pm & 2pm to 4pm

Annual and weekly visits are:

Ellesmere	Annually	Weekly
2009/10	27,172	543
2010/11	25,275	505
2011/12	24,211	484
2012/13	24,613	492
2013/14	24,236	485
2014/15	23,853	477

A total of 28,169 items were loaned in 2014/15

Active borrowers 998

Computer Use 1,598 hours

Additional activities provided within the library include:

- Get online 1:1 computer support daily 1 hour times vary
- Rhyme times for pre-school children 10.30-11.30 fortnightly on a Friday
- Reading group monthly 7.30-9.00pm monthly on a Monday
- Time to Listen story event for adults 2-3.15pm monthly on a Monday
- Story time and craft activity every school holiday 1 day for 1-2 hours
- Regular displays
- One off events e.g. dementia training day

A small currently separately staffed **Customer Service Point** is open within the Library on Friday between 10am to 4.30pm. The Customer service points provides a number of services including:

- Council and public information and services
- Community information to help with your everyday queries on health and care, money, leisure activities, what's on and much more
- Specialist advice sessions
- Free on-line access to information and services

How you can get involved?

An Open Day is being held on Tuesday 9th June 2015 between 2pm and 4.30 for interested organisations to look at the facilities and explore the possibilities for taking forward the Council's vision. Organisations interested in exploring their ideas further will have the opportunity to meet with members of the Shropshire Council project group on the afternoon of Monday 29th June 2015 to discuss these in more detail.

Shropshire Council would like to work with organisations who would like to be involved in shaping, developing and possibly taking over the running of the day care centre, library and customer services point. We are seeking innovative solutions that will maximise both the outcomes for vulnerable individuals who benefit from their involvement with these services, develop the links with other local organisation, improve integration of the community and develop the commercial potential of the businesses.

We are particularly interested to hear from organisations who are able to attract grants and develop other income streams to make the most of the commercial potential of the Centre.

There may also be the opportunity for supported employment, volunteering and opportunities for vocational training.

The Council does not have preconceived ideas about how the service should be configured post transformation. It is genuinely open to all suggestions and ideas and is deliberately not wishing to limit organisations thinking by tabling a detailed service specification.

Needless to say the Council is currently seriously challenged by the current financial situation. Options that will be considered must be cost effective in the support they deliver to vulnerable people and should demonstrate reducing financial reliance on Council funding over time through developing the commercial potential of the businesses.

Further information

For information about the Library Service please contact Teresa Eccleston on 01691 677338 or Teresa.eccleston@shropshire.gov.uk

For information about the Meres Day Centre contact Freda Parry on 01691 774897 or Freda.parry@shropshire.gov.uk

To register your interest in attending the open day please contact Sue Thomas on 01939 237453 or sue.j.thomas@shropshire.gov.uk. By Wednesday 3rd June 2015.

Copies of floor plans are available upon request.

Confidentiality

Please note all information included in the Soft Market Testing exercise will be confidential and only for the recipient's knowledge. No information in discussions connected to it may be disclosed to any other party without prior written authorisation.

Scope and Process

Please note that this is not the commencement of any formal procurement process and the Council is not committed to carrying out such a process.

For the avoidance of doubt no information provided in response to this notice will be used by the Council in assessing providers during any subsequent procurement process.

The soft market exercise is intended to allow interested organisations with appropriate experience to outline their views and ideas and to provide information to the Council with no commitment to themselves or The Council.

The aim of the soft market test is not to select organisations with which to work, but to better understand the available market interest and possible innovative solutions.

The Council will consider the responses received as a result of this exercise to help inform the Council's options appraisal and subsequent Council decision making process.

Any groups interested in taking over the running of any of the services mentioned about should be aware that dependent on business plans and staffing models TUPE may apply.

Disclaimer

The information in this document is solely for the purpose of the current soft market testing exercise and no representation, warranty, or undertaking is given by the Council as to its accuracy or completeness, and the Council accepts no liability in relation to it.

The Council reserves the right, at its discretion:

- (1) to change this document and/or the procedure for the Exercise;
- (2) to proceed or not with a subsequent procurement.

Any subsequent procurement will be separate, and neither participation (or otherwise) in the Exercise nor any information supplied as part of the Exercise will advantage or disadvantage any person in such procurement.

No expense in responding to the Exercise will be reimbursed by the Council.

Appendix 2

Consultation on the future delivery of Ellesmere Library Service and Customer Service Point

About this consultation

Shropshire Council have been consulting with local residents and organisations on the potential transfer of Ellesmere Library and Customer Service Point to a new management organisation and a possible new location. Open afternoons have been held at Ellesmere Library and the Meres Day Centre for interested individuals and organisations to explore options for the future management and development of the library and Customer Service Point. Both events were well attended and interest has been expressed to run the library at the Meres Day Centre.

Moving to a new management arrangement organisation, for example a social enterprise with charitable intentions or a local town or parish council, is consistent with Shropshire Council's wish to be a commissioning organisation and to identify the best possible solutions for the ongoing delivery and sustaining of valued local services.

This work is also linked to making financial savings and to finding ways of continuing to deliver and sustain high quality services at a lower cost.

Shropshire Council has examined various options and our preferred approach is to transfer the management of the library and Customer Service Point to a new organisation alongside the management of day services for older people and people with learning difficulties within the Meres Day Centre. Key elements of this approach include:

- Library and Customer Service Point services would be delivered in a new location, the Meres Day Centre. Appropriate alterations would take place to the internal spaces so that different services could be best accommodated alongside each other.
- The library service maintaining its current opening hours as a minimum requirement with the opportunity for longer open hours in the future.
- The on-going provision of a full and comprehensive library service including access to public computers, book, DVD and CD loans, events and activities for adults and children.
- Support for local residents, within the library opening hours rather than the current more limited current Customer Service Point opening hours, to access Shropshire Council services via a freephone facility or to do their business on-line via a dedicated public computer. Library staff will be on hand for anyone who needs help.
- The opportunity to create a "community hub" within the Meres Day Centre, a place that people can access a range of information and support on the local community and Council services.
- Within this approach Shropshire Council would seek to procure a new operator for both library/Customer Service Point services and day services through an open tendering process.
- Within any resulting contract Shropshire Council would provide support for the delivery of both the library and Customer Service Point, e.g. provision of the

books, access to the library management system, training and the support of expert staff.

This option would potentially secure the future of the library and, Customer Service Point, providing the opportunity to develop a vibrant community hub offering a diverse range of important community services and support to potentially vulnerable people for the residents of Ellesmere and the surrounding area.

Whilst this is Shropshire Council's preferred option, a second proposal is included in this consultation document for the ongoing management by Shropshire Council of the library and Customer Service Point within its existing location at Fullwood House. To make the same savings as the preferred option the library opening hours would reduce from 20.5 hrs to 10 hrs per week.

Within this consultation document there is also the opportunity for other approaches to be suggested, which would assist Shropshire Council in meeting its required outcomes to reduce costs and deliver a sustainable library service

Shropshire Council has a strong commitment to promoting equality, diversity and social inclusion and the potential impact of the preferred proposal on library users, particularly those who might be more impacted by any change, is being assessed through the completion of an Equality & Social Inclusion Impact Assessment (ESIIA).

A set of Frequently Asked Questions has been produced to help you understand the background and context for the proposals outlined in the consultation.

Shropshire Council is now seeking responses to the proposals outlined here. These proposals are detailed in this consultation document. We want to stress that the council has an open mind and no formal decision has yet been made and that there is an opportunity to make alternative proposals that can be delivered for the same, or a lower budget than the proposals listed in this document.

The results of the consultation will be collated, analysed and considered by Shropshire Council, and used to inform a decision on the future delivery of the library and customer service point services in Ellesmere.

A report on the results of the consultation will also be made available on the Shropshire Council web site and in the library.

This period of consultation will run from 2nd October 2015 to 16th November 2015.

To take part, please read through the proposals first, and then complete our short survey by going to shropshire.gov.uk/get-involved and searching for Ellesmere Library Consultation

Copies of the Consultation, Survey and Frequently Asked Questions are available from Ellesmere Library, Town Hall, Post Office and Ellesmere Newsagents.

Details of the current library service and Customer Service Point

	DETAIL
Library and Customer Service Point address	Fullwood House, Victoria Street, Ellesmere, SY12 0AA
Management organisation	Shropshire Council
Area of floor space	Floor area GIA total (gross) in square metres: 121m ² Floor area public (net) in square metres: 103.25m ²
Library opening hours	Monday Closed Tuesday 10am – 6pm Wednesday Closed Thursday Closed Friday 10am – 5pm Saturday 9.30am to 1pm, 2pm to 4pm Total = 20.5 hours
Customer Service Point opening hours	Tuesday, 10.00am - 4.30pm
Parking	Four car parking spaces 1 disabled space
Access to IT / computers	Public computers available free to library members One-to-one adult computer and tablet lessons with trained volunteers
Summary of library services	<ul style="list-style-type: none"> • free membership for all • the lending of adult books, audio books, large print books and DVDs • a children's library area and range of books for children from age 0 upwards • a collection of books for teenagers • local history resources • regular exchange of books with other libraries • request service - obtaining books from other libraries requested by customers • free access to public computers for library members; internet access and printing • trained staff to issue and return books, answer enquiries, help people to choose books and use computers • online services on the Library Service website for use 24/7 • regular events such as story times, rhyme times, class visits from local schools, adult and teenage reading groups, author talks and social events • information and advice on other services, local groups, etc. • Volunteers support the delivery of library books to housebound readers.

Library usage	Visits	Visits	Active borrowers	Loans	Computer use / hours																		
	2010/11	25,272	1109	37,857	1,900																		
	2011/12	24,211	1037	34,644	1,819																		
	2012/13	24,613	989	30,687	1,920																		
	2013/14	24,236	958	29,477	1,876																		
	2014/15	23,853	998	28,169	1,596																		
Summary of services provided by Customer Service Point	<ul style="list-style-type: none"> • Access to a range of council services and support for people to resolve issues at first point of contact • Access to community information to help with everyday queries on health and care, benefits and money, leisure activities, what's on and much more • Specialist advice sessions • Fee on-line access to information and services. <p>The principal enquires supported are applications for Blue Badges, Bus Passes, waste and parking</p>																						
Summary of Customer Service Point usage	<table border="1"> <thead> <tr> <th>Year</th> <th>Annually</th> <th>Weekly</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>1944</td> <td>39</td> </tr> <tr> <td>2011/12</td> <td>2927</td> <td>59</td> </tr> <tr> <td>2012/13</td> <td>1713</td> <td>34</td> </tr> <tr> <td>2013/14</td> <td>1424</td> <td>28</td> </tr> <tr> <td>2014/15</td> <td>962</td> <td>19</td> </tr> </tbody> </table>					Year	Annually	Weekly	2010/11	1944	39	2011/12	2927	59	2012/13	1713	34	2013/14	1424	28	2014/15	962	19
Year	Annually	Weekly																					
2010/11	1944	39																					
2011/12	2927	59																					
2012/13	1713	34																					
2013/14	1424	28																					
2014/15	962	19																					
Space for community activities	The library provides a meeting space for community groups, e.g. Reading Group, and arrange of activities e.g. children's story time																						
Volunteers to support the service	<p>Two volunteers deliver books to housebound readers.</p> <p>Four volunteers lead the IT learning sessions</p> <p>One volunteer leads the Reading Group and holds Time to Listen sessions</p> <p>Three volunteers help shelve the books</p>																						
Direct costs of running the library and Customer Service Point for Shropshire Council in 2015/16	<p>Library - £20,790</p> <p>Customer Service Point = £4,000</p> <p>Total = £24,790</p>																						

Option 1 (our preferred option) – Management of the Library and Customer Service Point by a new provider within the Meres Day Centre

The existing library and Customer Service Point provision relocates to Meres Day Centre, Trimpley Road, Ellesmere

It is proposed that the day to day running of the services, alongside the management of existing day services for older people and people with learning difficulties, will transfer to a new community focussed organisation (to be confirmed following an open procurement process).

Shropshire Council will provide on-going back office support to the new managing organisation for the delivery of the library and customer services point within a contract that defines roles and responsibilities and support, and will be subject to regular review.

The library opening hours would remain the same as currently, with the potential for these to be extended in the future.

Support for Customer Service Point provision would be improved to align with the library opening hours. Access to Shropshire council services will be made available via a free phone and dedicated computer and library staff will be on hand for anyone who needs help.

The existing library staff will be transferred to the new management organisation, which will run the same range of library services currently available to users of the library.

Some alterations will be made to the Meres Day Centre to accommodate the library and Customer Service Point alongside existing day service provision. This will include a dedicated entrance and space for the library and public computers.

The floor area public (net) in square metres of the library is 103.25
Identified floor area space for the Library and Customer Service Point in square metres at the Meres Day Centre is 99.88

The overall aim is for the ‘Meres’ to become a community hub offering day service care for the elderly and people with learning disabilities, library services, a computer suite, coffee shop and meeting room space to enable other organisations to deliver services and provide advice. The community hub would also offer work experience opportunities and increased opportunities for volunteering.

No decision has been taken regarding the future of Fullwood House. In the event that the property is declared surplus to Council requirements, the future use will be considered in the context of the Council’s Asset Management Strategy. This will include the possibility of disposing of the property.

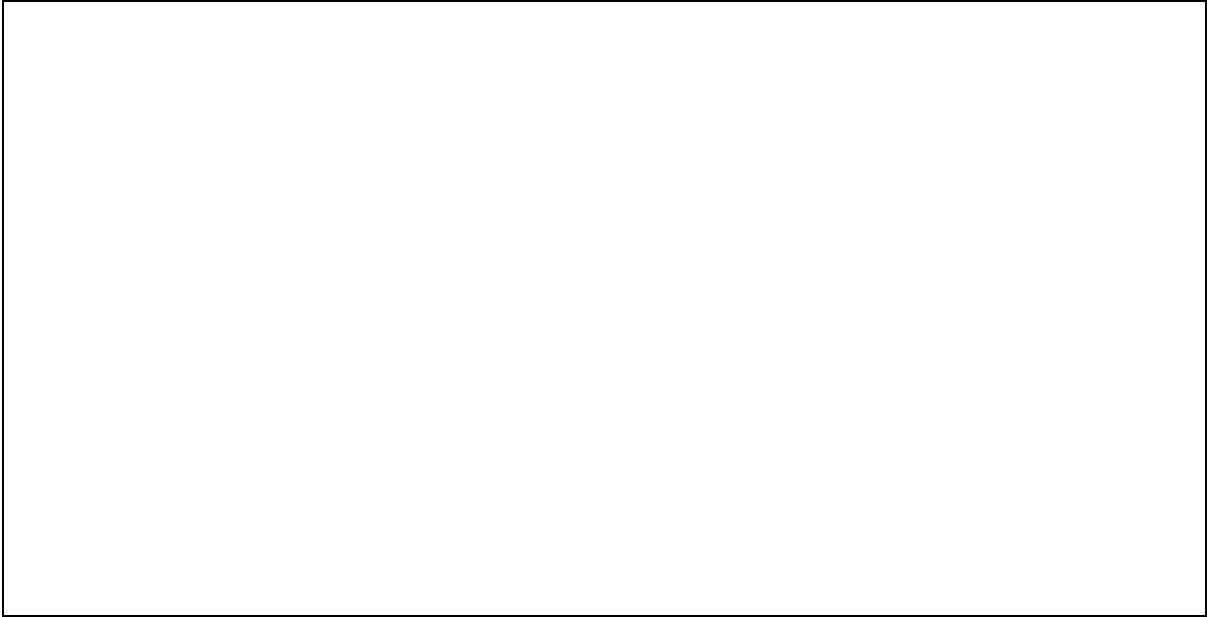
Anticipated saving to Shropshire Council £8,830 per annum

Do you agree?

Yes

No

If you answered no please give your reasons why here...

A large, empty rectangular box with a thin black border, intended for the user to provide reasons for a 'no' answer.

Option Two – Library and Customer Service Point remain under Shropshire Council management with reduced opening hours

Ellesmere Library will continue to be run by the Shropshire Council's library service, which will continue to employ the library staff.

The library opening hours will reduce from the current 20.5 hours per week to 10 hours per week.

The range of library services provided may need to reduce to reflect the reduction in opening hours.

Existing dedicated Customer Service Point provision will be withdrawn. However, as with option 1 support for local residents to access Shropshire Council services will be provided via a free phone facility and a dedicated public computer. The library staff will also be on hand for anyone who needs help.

Within this option there is a recognition that further financial pressure may come on library and customer service point services and that the on-going review of provision may be necessary.

Anticipated saving to Shropshire Council £8,830 per annum

Do you agree?

Yes

No

If you answered no please give your reasons why here...

Option Three - Please indicate if there are other alternatives that Shropshire Council should consider for the future delivery of the library service and Customer Service Point in Ellesmere which would assist Shropshire Council in meeting its required outcomes to reduce costs and deliver sustainable services.

The responses from this consultation will be used to inform the future delivery of the library service in Ellesmere. A report on the results of the consultation will also be made available on the Shropshire Council web site and in the library.

This public consultation will run from **Friday 2nd October to Monday 16th November 2015**. Comments can be submitted online by going to **shropshire.gov.uk/get-involved** and searching for Ellesmere library Consultation. Completed forms can also be returned to the Library and Town Hall.

The deadline for comments is **16th November 2015**.

If you would like to be kept informed about this work as it progresses, please complete your name and contact email address below.

Name.....

Email address.....

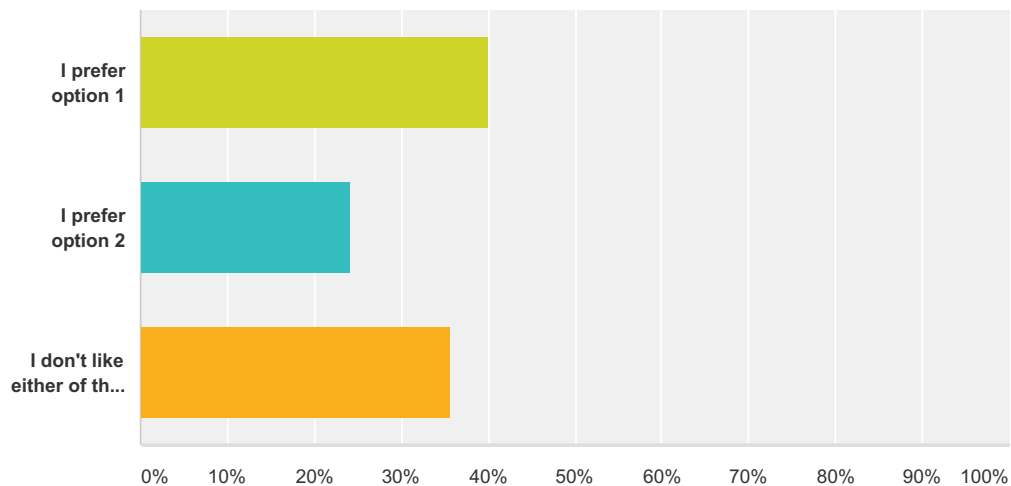
To help us formulate the level of interest from geographical areas in and around Ellesmere it would be helpful if you could indicate your Post Code

Postcode.....

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**Q1 Having read all the information provided (this should still be available on a separate tab), please let us know which is your preferred option from those being proposed. Option 1 - Management of the library and customer service point by a new provider within the Meres Day Centre
Option 2 - Library and customer service point to stay under the management of Shropshire Council with reduced opening hours for the library**

Answered: 309 Skipped: 0



Answer Choices	Responses
I prefer option 1	40.13% 124
I prefer option 2	24.27% 75
I don't like either of these options and have an alternative one that still meets the savings detailed	35.60% 110
Total	309

#	Use this space to explain the reasons for your preferred choice or to detail an alternative option.	Date
1	Relocate to another council owned property, with good access for people, like myself, who live out of town, eg The Market Hall.	11/18/2015 11:32 AM
2	Make use of the existing building rent out the flats (6) above the existing library	11/17/2015 10:13 AM
3	I would prefer the library to stay where it is and not move to the meres Day Centre because I would like it to stay under Shropshire Council control. The staff would still be employed by you and would perhaps have flexibility to move to other libraries and there would also be scope in the future for more changes which would benefit the community.	11/17/2015 10:03 AM
4	Option 1 - The Meres Day Centre is in my opinion not a suitable venue for the Ellesmere library to be situated. The elderly residents and the children of Ellesmere would not get the full benefit if the decision was made for Meres Day Centre.	11/17/2015 10:00 AM

Ellesmere library and customer service point

5	Option 2 - The reduced hours would mean that many numbers of the community would be excluded from the service. The final paragraph indicated that this is a tactical proposal which will simply delay closure until a later date. Option 3 - The building - Fullwood House should be taken over by another service provider with the assured provision that the library service will continue to operate at current levels for the people of Ellesmere.	11/17/2015 9:57 AM
6	Option 2 - do not want to see a reduction in hours for library. Option 3 - I believe there is space available in Fullwood House. This could be used to generate income. Look at other organisations besides the council to see if they could offer a better alternative and perhaps look at keeping Fullwood House open. Not keen on the idea of library being located on the outskirts of Ellesmere. Like it in area where it is.	11/17/2015 9:54 AM
7	Option 1 - If there is no viable possibility of Option 3. This option would seem to give the best possible way of maintaining and possibly (hopefully) extending the range of service Fullwood House currently offers. A vital resource for the community. Option 2 - Both the library service and the customer service provision are hugely important for all sections of the community and I would not wish to see any reduction in this way. Option 3 would be my preferred option if a viable partner organisation could be found if this proves impossible - option 1.	11/17/2015 9:50 AM
8	Not in favour of either option, but if these are the only two on offer would go for option 2. The Meres Centre option is further from the centre of town, therefore not ideal for the elderly and not ideal premises. Fullwood House could be expanded both as a library and as a community centre. In reality the savings only equate to the basic cost of one elected member.	11/16/2015 11:27 PM
9	Perhaps empty rooms could be rented to community groups	11/16/2015 4:45 PM
10	Rent the empty accommodation above the library to provide an income. Common sense!	11/16/2015 4:44 PM
11	Option 1 - I do not consider the site is appropriate, especially for the Children's library and for elderly people using the entrance off Trimpey Street alongside the entrance the surgery - heavy traffic and an accident waiting to happen. Also are we not going back to the 60's/70's when adults with learning difficulties were pushed into a back room! The savings are SMALL - less than 1 Shrops. cabinet member's expenses pa Option 2 - Ellesmere is growing fast - not everyone likes to buy 'cheap' books on line or read them on a Kindle! Librarians are professional, trained personnel and are a huge asset within our community. I am aware of tight budgets being imposed by SCC. HAVE is make better use of their money (sic) There is too much SECRECY and decisions being made behind CLOSED DOORS - what has happened to DEMOCRACY!!!!?? SHAME ON A TORY ADMINISTRATION	11/16/2015 4:43 PM
12	Option 1 - The building presently is of historical and local interest and has numerous facilities to engage the whole age groups from the area in private and joint activities. I don't feel the mere's Centre run privately is of interest to the local community Option 2 - Limited access at present fewer hours would not encourage young people to access all the facilities available in the community or further enhance literacy Option 3 - utilise the upstairs flats to generate income. Involve more volunteers for reading groups. Partner trained individuals with volunteers. Community childrens group and life long learners have more access to facilities to suit individual needs. Option 3 £8,300 is not a valid amount to close current facility the consultation will have cost more than that	11/16/2015 4:35 PM
13	Option 1 - if no decision has been made about the future of Fullwood house, why are you talking of moving/diminishing the library? Why haven't the upper storeys and actual /potential revenue therefrom been better utilised and said revenue diverted to supporting the library? The value of the reduced floor space depends on its configuration. At present the library is compact and elef contained the proposals for the day centre seem to split it up into several parts. Impractical . Option 2 - At a time when the town is rapidly expanding you should be looking to expand the library to provide the needs of a growing population and to benefit the community and the neighborhood feeling which the library does much to foster with its forward looking projects. At a time when the Government is concerned about standards of literacy, the Council should be encouraging use of library facilities not curtailing them. Decrease the opening hours would be the thin end of the wedge to provide a flimsy excuse to close the service all together. Option 3 - Leave it where it is and utilise the vacant floors more efficiently. Can someone else invest in Fullwood House, with the option of having the library as a long time, secure tenant. It strikes me that the Council who are paid by the community to look after its well being, need to reorganise their budgets. Stop wasting money on things which the community neither wants nor needs and manage essential services, such as the library, more imaginatively with an eye to the future, developing a community togetherness and the education/literacy of future generations. Get your priorities right.	11/16/2015 4:29 PM
14	Yes I agree with the move to the Meres Day Centre in principle, but it is very difficult to form an opinion when one does not know who or what 'The Provider@' refers to. It's like employing someone without first interviewing them	11/16/2015 4:28 PM

Ellesmere library and customer service point

15	<p>Option 1 My daughter and I visit the children's section/room in the current library every week. She has enjoyed the lovely bright room/resources and beautifully displayed books - the selection of which is wide and varied. It is my understanding that if the library moves to the day centre there would be no separate room for childrens books. This would be a devastating loss to the children of Ellesmere. My daughter has also taken part in holiday activities organised by the library - summer reading challenge - and has just signed up to Chatterbooks. I have just told my daughter that the library may have to close and she's now sobbing her heart out - actions speak louder than words</p> <p>Option 2 The library is open too little at the moment (20.5) to reduce the existing hours by half would make it inaccessible</p> <p>Option 3 Lease out the empty flats above and put the revenue into the back into the library. Leave our well loved and used library as it is</p>	11/16/2015 4:26 PM
16	<p>Option 1 - This is poorly thought through proposal. There is little synergy between these projects and co-location will be a dis-incentive to library users, particularly children to use the library service. Option 2 - This proposal seems a cynical political ploy to close the library or to make remodeling in the existing building a poor option. The way this option is framed is the kind of thing that gives politics and the politicians concerned a bad name. Option 3 - A better solution would be to find a service provider who will utilise the whole building, perhaps letting flats on the first floor, whilst supporting the existing library provision within the building.</p>	11/16/2015 4:16 PM
17	It is important to maintain the library opening hours and facilities	11/16/2015 4:13 PM
18	Option 1 The library service at Fullwood House has proved very successful over past years. I would be sorry to see this sacrificed for a change which may or may not be so successful.	11/16/2015 4:05 PM
19	Let anyone who feels they can it open try	11/16/2015 4:02 PM
20	<p>Option 1 As there is a fully functioning and appropriately situated building already in use ie Fullwood House with sole usage on a library not a half library and has accommodation upstairs which the council wastes and fully ignores.</p> <p>Option 2 It is absolutely disgusting and abhorrent that a Philistine Council is even contemplating this. Discussing for the community and a pathetic provision for its elderly and children. The opposite should be the case MORE hours and a proper provision that is the heart of the community. Option 3 Though this is a foregone conclusion and has already been decided in the democratic style. The best option is to put libraries at the heart of council provision as in Cheshire - not a million miles away and SPEND more on the library so that it is a 21st century provision not something prior to Octavia Hill!! if the council contained people who read real books this may be considered. The cost is minimal compared to the hefty salaries paid to your chief executive and his ilk - get it sorted!!</p>	11/16/2015 4:01 PM
21	Option 1 savings seem minimal for what is being lost. Difficulty parking, mix up over facilities - residents or people using day center. Option 2 Stay open but not just 10 hours. too restrictive. Option 3 Option 2 could be extended, if upstairs was rented out to help cover costs to keep the 'status Quo' and continue the excellent facility and staff who work so well!	11/16/2015 3:52 PM
22	to option 2 I believe that with the reduction in services, it is inevitable that the facility will eventually decline and be lost.	11/16/2015 3:49 PM
23	to option 2 - This would provide a much poorer service and it would be on going for further cuts in the near future.	11/16/2015 3:48 PM
24	Option 1 I think that having the library in the day centre will be uncomfortable for the existing users and will upset them. Especially having children running around. Option 2 I think the opening hours should stay the same. Option 3 I think the Council should rent out the flats above the library to fund the library.	11/16/2015 3:46 PM
25	Option 2 - Reduced hours and hard for people to get to library. One-to-one Customer service point is needed by older generation who do not like phone consultations. The thin end of the wedge - there is an implicit likelihood that the library will close (in Ellesmere).	11/16/2015 3:43 PM
26	I would like to see the library to continue as it is. Money could be saved by 1 reducing the ever growing amount of unnecessary signage 2 Cessation of verge cutting apart from where strictly called for most is not. 3 You might also suggest to Central Government that there is always enough money - think nuclear weapons - think baling out of banks etc etc.	11/16/2015 3:37 PM
27	IT IS NOT A GOOD THING TO MOVE THE LIBRARY. HOWEVER I AM NOT SURE OFF THE MERE'S DAY CENTRE IS A GOOD PLACE TO USE. WILL THE HOURS REMAIN THE SAME AS THEY ARE NOW IF THEY MOVE IN. HAS ANY ONE LOOKED IN TO USING THE OLD RAILWAY STATION IF FULLWOODS WOULD LEASE THIS TO A COMMUNITY RUN LIBRARY - THIS IS MY THIRD IDEA.	11/16/2015 3:35 PM
28	As Council tax/rate payers of 40 years one of the very few areas of council expenditure to which we do not begrudge contributing are library services. The cost of running the library at less than £1 per visit is well spent! Asking us to agree to a 'New Operator' arrived at in all probability, by Dutch Auction is not satisfactory. Finally we do not appreciate the sense of manipulation created by the threats of further cuts implicated in option 2.	11/16/2015 3:33 PM
29	This is a retrograde step and the money could be saved in different ways - i.e. the letting of the accommodation that is now empty above the library would be one way! there is no mention of a separate room for children. Option 2 Councils have run libraries for years and very often this kind of change is hardly one for the better of customers! or the staff working there.	11/16/2015 3:13 PM

Ellesmere library and customer service point

30	Option 1 It is a positive idea and the Day Centre are behind it. It could work. Option 2 There are 6 bedsits upstairs. If these were converted into 3 1 bed flats there would be an income of £400 per month per flat = £13,400 per year. This is half the current cost. I suggest sending out a DIY SOS to help convert them. People will volunteer, skills and paint etc. This seems the best option. We have few services in this town - we really do not need to lose more. Option 3 Mobile library to add to the services. Could be the extra days. Coffee shop - cakes sold to help pay.	11/16/2015 3:08 PM
31	Option 1 Ellesmere is a growing town more and better facilities are required not less. The costs involved in relocation would be considerable making the proposed savings seem rather unrealistic to me Option 2 1. The Meres day centre is not a suitable site for the library considering all the other uses already on site 2. Insufficient parking 3. Proposed restricted hours unable to sustain the level of services required by a modern community that is currently growing Option 3 The present building is I understand Grade 2 listed. Therefore, the fabric must be maintained. the ground floor should be used as a library and community hub. Local interest eg school, businesses should be sent for a viable long term future for the building producing a proper income therefore securing the long term services for the people of Ellesmere and the surrounding area. I believe grants would be available	11/16/2015 3:05 PM
32	Retain the existing building, staff and opening hours. Utilise the upstairs apartments to finance the facility.	11/16/2015 3:00 PM
33	Option 1 - - computer room by bathroom? not very good! -what will the costs be to modify and upgrade D.C ? - opportunity for longer opening hours in future - just a political aspiration and no less applicable to existing! -leave community hubs etc to the locals! -new operator for services - another layer of profits management and from what I know, bad news for employees -potentially secure the future? another aspiration? ESIAA - I am disabled, no free parking, 200 yards or so to walk, at least 4 steps 2 kerbs, very busy road junction. I don't go to DC now -contact subject to regular review - down as well as up? -there already is seems to be! a a phone and computer. Non- Almost - Specific points -Council to be a "commissioning organisation" is a cop-out, i.e. not us guv! This is a statutory requirement on Councils !! -Collated, analysed, considered sounds rather spin-doctorish ..by whom? the council, a cabinet member, or just by officers? -The Newsagent changed hands several years ago - just how in touch are you?? - Education - schools and libraries - was the making of this country, we're definitely on the way down now. -localism is the aim of the ev. to fragment and destroy. -whats a sustainable library?? it must surely be a downpayment on the future? -at various contradictory points you mention maintaining current services, almost plg and access to more!! Option 2 -CSD useage down - is this due to lack of privacy?? -reduced hours - chicken feed savings, Friday night beer money to the councils upper echelons! -It will cost a lot to make all the changes at DC, why not spend the money doing up the Fullwood flats and renting them? Option 3 -I believe that the building nearby once used by 'Space' CC property - why not use that, move your planners upstairs? or?and use the flats above, get some rent in? -as option 2 if flats are viable for "Buy to let" then you can't lose. You've no mortgage to pay! -All this is basically "lose Fullwood House" whether they - we- like it or not. That is wrong in my view, spend some D.C. potential expenditure here. on flats, and all can only be better.	11/16/2015 2:58 PM
34	Retain the existing building, staff and opening hours Utilise the upstairs apartments to finance the facility	11/16/2015 2:57 PM
35	Option 1 it will cost money to make the Meres Day Centre viable, therefore the savings would be spent not saved. All facilities exist. More population, Ellesmere is growing. The library footfall is growing. This facility, situation etc is perfect. Basic need and requirement is to read. Option 2 - the library does not need a reduction in opening hours. The saving of £8,830/per annum is minimal when considered against the benefit. All aspects of the building need to be looked at where an extra income can be sought. All facilities within the town need support to give it a future and reading is a basic requirement for all to lead a fulfilled life.	11/16/2015 2:55 PM
36	Option 3 I would prefer it if the above accommodation could be used. Therefore making the Library still serviceable to the community	11/16/2015 2:49 PM
37	Retain the existing building and staff, keeping the same opening hours. Utilise the upstairs apartments to finance the facility	11/16/2015 2:46 PM
38	Retain the existing building with the wonderful existing staff and utilise the accommodation upstairs to finance the building	11/16/2015 2:45 PM
39	I feel that the current building - which is ideal for the purpose - should be retained, with upstairs being re-allocated Moving the library to the Day Centre is only being guaranteed for 3 years which means the whole process will have to be undergone. Once the library building is lost, it will never be recovered.	11/16/2015 2:43 PM
40	Retain the existing building and staff with no reduction in opening hours. Utilise the upstairs apartments to finance the facility	11/16/2015 2:40 PM
41	Retain existing hours and staff within the library building and possible utilise upstairs area to make it financially viable	11/16/2015 2:39 PM
42	Option 1 I do not think the Mere Day Centre is a suitable venue and I would not like to visit this venue Option 3 looking to utilise the building to its maximum potential and for other uses and funds used to support the library together with any local groups willing to contribute also	11/16/2015 2:37 PM

Ellesmere library and customer service point

43	Option 1 - New provider - privatisation which always costs more. This option and converting flats for use for an income. Moving anywhere will cost more than staying put and if done in non owned buildings will be lost in time. Option 2 - Parking problems cost - surgery, nursing home and day centre already have trouble. Deliveries need to be made adding another big vehicle to maneuver. Problem with spread out rooms with space between used by library visitors and day centre users (have less space) - privacy issue for people having a bath between the computers and cupboard/office? The work to make it a bit more suitable would be considerably and better spent on Fullwood House - far more suitable and more likely to be financially viable. Vulnerable day centre users could be at risk from "people" wandering into the library and computers could be at risk from curious day care users. Option 3 - "Space Building" owned by Council recently made into planning office - very nice for those working there. This building would be ideal for a library, planners could be upstairs. Scope for making flats above for income. What is happening to Nat West Building, soon to be vacated? Stay at Fullwood House. Do up flats above with money available for codging the day centre together, perhaps a loan. Then you have an asset? 4 flats to sell £100,000 each to invest to to rent £600 or so per month and x4 £28,800 a year, surely enough to run a library at least the present hours. Hours cost little, heating etc costs the same for 1 hour opening as a whole week. Do you want to go back to 1800's when people who could read were few? Would you train to be a librarian now?! Change costs.	11/16/2015 2:35 PM
44	Why not consider refurbishing and letting the flats above the library thus bringing in a income and providing homes which are much needed and thus keeping our library in situ	11/16/2015 2:34 PM
45	Library to remain in existing building with same opening hours and staff	11/16/2015 2:34 PM
46	Retain the existing building, staff and opening hours. Utilise the upstairs apartments to finance the facility	11/16/2015 2:32 PM
47	Option 2 because the Fulwood House is an asset to the community and should be kept and utilised to allow library to remain open there as now. Please use your imagination and do not let this asset go Keep Fulwood House and reorganise its use better, including library possible rented apartments?	11/16/2015 2:30 PM
48	The library must stay as a Council service in the existing building. Hours might be reduced with a view to restoring them at a later date. The library staff do an excellent job and this is one of the few places where people in the community can come together- it is part of CIVIL SOCIETY and we lose it at our peril	11/16/2015 2:26 PM
49	I understand there is a possibility to utilise the flats above the library to provide rental income to keep the library services within the existing building and also to retain the current range of services and opening hours It is a scandal that flats in Council ownership are not being used when we have such a long waiting list for housing in this area The other two options are not sustainable. reducing the opening hours so markedly will mean that the library will be rendered unfit for purpose. Moving to the Meres Day Centre is unlikely to generate the anticipated savings. Also while the floor space might be similar the wall space is greatly reduced!	11/16/2015 2:23 PM
50	I believe there is another option which will retain the present building and staff financed by the money generated by utilising the upper floor of the library possibly for renting out as housing. It is very important to retain the excellent local facilities the library provides	11/16/2015 2:16 PM
51	The public library service in Ellesmere is an invaluable service which is available to all ages in the community. As such a reduction or loss of service affects a very wide range of people. Libraries are socially inclusive, supporting formal and informal education as well as providing a community hub within the town. It is extremely short-sighted to allow this important provision to with on the vine. AS the present library building is owned by Shropshire Council it should look to utilising the top floor flats to create a revenue stream to enable funding to the library in it's present form i.e. without staff numbers or opening hours reductions. This would ensure for greater sustainability for the future. I believe there has already been interest expressed from a housing association been to pursue the flat option.	11/16/2015 2:14 PM
52	Supplement income or stands in library itself	11/16/2015 2:13 PM
53	Don't want further cuts to librarian hours. But in essence my option 3 is option 2 plus keep the library service in the current building funding the extra librarian hours through fund raising and money's raised from renting out the flats upstairs. use volunteers to upgrade flats and manage them. Use volunteers to increase library opening hours and services including ICT and literacy classes.	11/16/2015 2:05 PM
54	With the proposed building expansion in the future more facilities are required not less once the assets have been disposed of you never re-acquire them again. I propose utilisation of the area taken already in the existing building. the rent from two flats if let will hopefully keep the area maintained for the future of Ellesmere residents as a whole.	11/16/2015 2:01 PM
55	Would prefer the opening hours to remain the same.	11/16/2015 1:55 PM
56	Keep the library as it is. Also the same activities. Utilise the whole building more efficiently.	11/16/2015 1:51 PM
57	Retain the existing building, staff and opening hours. Utilise the upstairs apartments to finance the facility.	11/16/2015 1:50 PM
58	Retain the existing building, staff and opening hours. Utilise the upstairs apartments to finance the facility.	11/16/2015 1:49 PM
59	Retain the existing building, staff and opening hours. Utilise the upstairs apartments to finance the facility.	11/16/2015 1:47 PM

Ellesmere library and customer service point

60	Why not combine the children's library service with the library at Ellesmere Primary school using the Sure Start Children's Centre? It is an underused building that is empty half the week. This would then give more room for the library at another location, if it has to be moved. The savings made are so small that it is immoral to be reducing our library in this way. Shame on you Shropshire Council. You should be making more effort to look at other options not expecting the public to come up with the answers.	11/16/2015 1:46 PM
61	I do not agree with such a severe reduction of opening hours and the loss of services to this community. It seems obvious to me that this spells "the beginning of the end" for the library service which is an essential facility in such a rural community. The young people growing up in this area deserve more consideration from Council Officers. The amount of money that would be saved is paltry - surely a means of retaining this service can be found? There are facilities at Fulwood House which could be utilised to provide an income. There are apartments above the library which could be rented out to provide future income for the foreseeable future. There is also a separate facility at the rear of the building which could be rented out to organisations for surgeries etc. There is a considerable feeling in the town that this building should be retained for the community. Many local volunteers would come forward to offer their time to ensure that the library continues to function for the benefit of all. A charitable trust could be the way forward and there are precedents for this.	11/16/2015 1:43 PM
62	Apartments above the library should be renovated and the income from these could then be used to retain the current library and its current opening hours.	11/16/2015 1:33 PM
63	It would be a backward step to lose the facilities and enthusiasm that we have at present. I realise that finance will always be a worry, but surely the rooms which are above the present library could be put to constructive use to provide funds. Maybe they could be used for consultation, office work, advisory services, charities, education work - anything that will make use of the premises and provide some finance support for the library here.	11/16/2015 1:32 PM
64	Retain the existing building, staff and opening hours. Utilise the upstairs apartments to finance the facility.	11/16/2015 1:23 PM
65	Constructive use of the spaces above the library (being rented out as private accommodation or offices, studios etc) to make the library self funding. I'm in the library as I write and it is full of people using the computers and reading - this needs to continue!!!	11/16/2015 1:21 PM
66	Retain the existing building, staff and opening hours. Utilise the upstairs apartments to finance the facility.	11/16/2015 1:19 PM
67	Using the income from upstairs apartments, to fund the library running costs.	11/16/2015 1:17 PM
68	Renting the apartments out in the library building to create revenue.	11/16/2015 1:15 PM
69	To keep the library as it is and to use income from upstairs flats to rent out, to finance the library	11/16/2015 1:14 PM
70	Retain the existing building, staff and opening hours. Utilise the upstairs apartments to finance the facility	11/16/2015 1:12 PM
71	Retain the existing building, staff and opening hours. Utilise the upstairs apartments to finance the facility.	11/16/2015 1:10 PM
72	What about getting revenues from the council owned flats on the floor above the library? This could offset the current running costs of the library and make it "self sufficient". Ellesmere needs a big enough library for the elderly and other users.	11/16/2015 1:08 PM
73	Retain the existing building, staff and opening hours. Utilise the upstairs apartments to finance the facility.	11/16/2015 1:05 PM
74	Retain the existing building, staff and opening hours. Utilise the upstairs apartments to finance the facility.	11/16/2015 1:03 PM
75	I want the library to be at the Meres Day Centre because if an elderly person wants a book, they can go downstairs or across the corridor to get a book.	11/16/2015 8:49 AM
76	because I do not use the library	11/16/2015 8:49 AM
77	Because its time.	11/16/2015 8:48 AM
78	because its time someone else took over the library	11/16/2015 8:47 AM
79	the library could have multiple fundraisers	11/16/2015 8:45 AM
80	It is important that we maintain a library within the local community that is open for a good number of hours each week so that as many people as possible are able to use the service. As a part-time working parent, we need the service to be open over various days so that our family and others can make use of the facility and most importantly develop our children's love of books which is so important for their on-going development.	11/15/2015 8:41 PM
81	I feel very strongly that the library and the customer service point should stay in the current building and that savings should be made by using the six bed-sits that have been empty for a number of years. The rents from these bed-sits could soon make the savings for the library and the customer service point. I must stress the vital importance of a library in Ellesmere. It is used by children and parents from the Town and rural areas as well as people of all ages. Shropshire Council must take this into account when making these decisions which will deeply affect all ages.	11/15/2015 3:15 PM

Ellesmere library and customer service point

82	If there has to be a change Option 1 appears to be the lesser of other evils	11/14/2015 12:59 PM
83	The present library is far too small for a town the size of Ellesmere I order to caterogize the the books to normal library stadards twice the floor space is necessary and adequate car parking is essential. The meres day care centre is totally iadequate for use as a library . Ellesmere rate payers are mostly over retirement age and the library is a necessity for many of them and indeed they get very little for their rates Now is the time to address and improve the library not reduce the library. I am sure there are many sites around the wharf area that could be utilised/adapted. A library is an essential part of community life you can't run it on the cheap!!	11/14/2015 9:14 AM
84	Get rid of the Tories	11/14/2015 8:45 AM
85	Even though the library would be open less hours in its current location, I just feel the actual building is far more suitable. The library has always been in its current building. I am 46 years old and lived in Ellesmere all of my life, so above all it is a piece of my happy childhood memories & I believe it should remain where it is.	11/14/2015 6:18 AM
86	I feel this acceptable under the circumstances but I am very concerned for the future of our Library despite the rosy forecast for its future in the Day Care Centre. Books are the very essence of learning. I feel we have been offered a fait accompli with reference to the proposals on offer.	11/13/2015 6:56 PM
87	I think it would be better at the day centre as it is closer to the local primary school. There will also be more people involved and it will maintain the same hours so the children won't miss out.	11/13/2015 3:07 PM
88	because it is a bigger space and there will be more hours. and you might get the twice of people coming and old people would get more people interesting. and more people can learn to read and have fun reading.	11/13/2015 3:07 PM
89	We choose option 2 because it would not be fair on the elderly and it won't be as nice to be there as it is in a elderly centre.	11/13/2015 3:07 PM
90	i prefer option one because if you go to the day center you get less tax on the building. you could get more books for the library.	11/13/2015 3:05 PM
91	So they can use the space in the Meres day care centre and have the same amount of hours they always have.	11/13/2015 3:03 PM
92	Because it'll be a bigger place and the older people might get involved.	11/13/2015 3:02 PM
93	Because people know were they are going .	11/13/2015 3:01 PM
94	Dear sir I don't think any of the options are acceptable, in any civilised society we should be providing better public services not reducing them.In support of this I would like to quote our Prime Minister who only this week said that proposals for cuts to elderly day centres, libraries and museums were very disappointing and suggested that the Council should look elsewhere to make cuts and suggested that you should be looking at the back office to make the cuts. This was proposals that were being made regarding the Conservative local council in his constituency in Oxfordshire. I would suggest that what is good for Oxfordshire should also apply to Shropshire and you should take the prime ministers advice and go back to the drawing board with these proposals and take a fresh look at these options. I also recently wrote to our local MP Rt Hon Owen Patterson on this subject and he responded by saying that he agreed that libraries provide a vital public service for the community.He also pointed out that library authorities in England have a statutory duty to provide a comprehensive and efficient library service for their local area under the Libraries and Museums Act 1964,I think to go ahead with any of your proposals would be contrary to this act. Regards Mr G Ford	11/13/2015 2:59 PM
95	Because it might affect one of the rooms in the day centre if it moves	11/13/2015 2:55 PM
96	It will be open more	11/13/2015 2:54 PM
97	Because it will cost less	11/13/2015 2:53 PM
98	It will cost less	11/13/2015 2:53 PM
99	Because it has bigger car park	11/13/2015 2:51 PM
100	Because my house is right behind the meres day centre and it will be open same hours	11/13/2015 2:49 PM
101	Because it is a nice place	11/13/2015 2:48 PM
102	Because it easier to know about it	11/13/2015 2:48 PM
103	Better place and can keep it open more	11/13/2015 2:47 PM
104	Because it is a bigger space	11/13/2015 2:46 PM
105	Then i could get more people as it is a bigger library	11/13/2015 2:45 PM
106	Open for the same amount of time	11/13/2015 2:45 PM
107	So they can save money and then they move back into the old one.	11/13/2015 2:44 PM

Ellesmere library and customer service point

108	Because it can be open for the same hours	11/13/2015 2:44 PM
109	Because if you didn't move the library it would be open for less hours and you wouldn't get more as many people.	11/13/2015 2:43 PM
110	Because it could be open for the same amount of time, and people could still keep on going to get books	11/13/2015 2:42 PM
111	Because it will be open for more hours	11/13/2015 2:42 PM
112	If they move it they would have to restock loads of books and children can go	11/13/2015 2:40 PM
113	So it will be easier to remember where it is	11/13/2015 2:40 PM
114	Because if it was moved there wouldn't be alot of space for people in the day centre	11/13/2015 2:39 PM
115	Because there is more space	11/13/2015 2:38 PM
116	more people can go there and it is opportunity for them to read more books	11/13/2015 2:37 PM
117	So it can be open for more hours and people can go at different times and can be open later.	11/13/2015 2:36 PM
118	They could have it open less hours for certain weeks and leave it open full time other weeks.	11/13/2015 2:34 PM
119	So it can stay open the same amount of hours.	11/13/2015 2:32 PM
120	Keep it open the same amount of time	11/13/2015 2:27 PM
121	So they can keep it open for the same amount of hours	11/13/2015 2:26 PM
122	So it can be open for the same hours and cost less money.	11/13/2015 2:25 PM
123	So it can stay open the same amount of hours. It is also closer to the old people so they can visit the library while they are there.	11/13/2015 2:24 PM
124	Because then it will be open for more hours	11/13/2015 2:22 PM
125	If it moves to the day centre, children will go to the library and disturb the people that are there.	11/13/2015 2:21 PM
126	Some children like to go to the library after school, but if they reduce the hours they wouldn't be able.	11/13/2015 2:20 PM
127	It is good where it is but 10 hours a week isn't open enough	11/13/2015 2:19 PM
128	there will be more space and the people in the day care centre might be upset about noise	11/13/2015 2:18 PM
129	Because you might be able to fit more books into less space	11/13/2015 2:16 PM
130	So i can visit it for the same amount of hours.	11/13/2015 2:14 PM
131	Because it would make it more up to date, more people would come and visit it.	11/13/2015 2:14 PM
132	So it is open for more time.	11/13/2015 2:12 PM
133	Because people know where it is.	11/13/2015 2:10 PM
134	At the moment the flats aren't being used. Why not?	11/13/2015 2:08 PM
135	Try sell the flats that are above the library, to make money to keep the library open.	11/13/2015 2:07 PM
136	Because then the library will be open for the same amount of hours.	11/13/2015 2:06 PM
137	It would be confusing to people if it gets moved.	11/13/2015 2:05 PM
138	Because it will be disruptive for the day centre.	11/13/2015 2:03 PM
139	Close the library for a few weeks, and then raise money to keep the library where it is and be kept open. Raise money by doing cake sales.	11/13/2015 2:00 PM
140	The Library will be open for more hours.	11/13/2015 9:37 AM
141	The current library building, owned by the council, has not had its income-generating potential realised for several years. All efforts should be directed at finding individuals or a consortium, or a combination of both, prepared to take on the financial responsibility for the refurbishment of the flats and the library, a group with a social conscience. It is not acceptable that Shropshire Council should sell the building to some buy-to-let landlord with no concern for anything other than his/her own profit. The Ellesmere area is desperately short of landowners and other people with means who believe they have some sort of social responsibility for the well-being of the less well off. If such a consortium as I have outlined is willing to step forward, it should be welcomed with open arms. It is too easy to subscribe to the austerity of Victorian times without accepting that other Victorian value of the social responsibility expected of the well-off.	11/12/2015 3:12 PM

Ellesmere library and customer service point

142	The library is already in a great place - there is plenty of room to browse a place for the kids to play (keep them entertained) whilst choose books !! I don't see the need to move it !!	11/12/2015 2:40 PM
143	I think to lose a libraries hours is dangerous! It needs to accessible for all in the town and surrounding areas therefore retaining the current hours. It should stay under the management of Shropshire County Council and retain the current staff who are exceptional. If it wasn't for the library I would possibly be dyslexic and not have had the opportunities given to me simply by having the library. I was a child brought up in a household on benefits. There certainly wasn't any money for such "luxuries" as books. That library saved my life and the staff are fantastic. What a great community hub it is too. I currently live in Manchester and have spent most of my adult life in London but I have and do return to Shropshire and I do still possess my library card and use the library for research. Moving this to the private sector is a sham.	11/12/2015 2:06 PM
144	My view is the library should remain in the councils hands, it's a vital public service and to downgrade it is taking several steps backwards, is this as a society have come to? Knowing the price of everything and the value of nothing. Maybe more use could be made of volunteers during these draconian cuts. My own view is that a library's main function is to provide reading material and information, if anything should be cut, I suggest getting rid of computers as they are secondary in importance. Maybe the opening hours could be altered in order that the greatest numbers have the chance of using the excellent service library's facilities , by this I mean taking into account of those working all day and can't always make use of what's available	11/12/2015 11:44 AM
145	The reason I choose option 1 is because as it currently stands I don't think the library is open enough therefore reducing it to only 10 hours would be even worse I have 3 young children and have just started started using the library and hope that my children have plenty of opportunity to also do so and I don't feel that would happen if the hours were to reduce	11/12/2015 10:39 AM
146	The problem with ellesmere library is the already reduced opening hours...I do not use the library with my children because on the days I have them, the library is closed! How about redicing the size of the 'book library' (times are changing and there are fewer people using this facility) increasing revenue by putting on courses...languages, IT, crafts etc for both adults and children. Not everyone has the time and means to travel to Oswestry for these things.	11/12/2015 10:09 AM
147	I don't want a reduction in hours. I like the sound of a 'community hub' abd what it could offer.	11/12/2015 9:42 AM
148	Not happy with either option, but don't have an alternative so my choice boils down to opening hours. I would much prefer it if the library stayed where it was, with decent opening hours, one reason I don't really use it any more is because the opening hours were not compatible with my work life, so the idea of 10 hours is just not practical. I think there may be a stigma and confusion attached to housing it in a building that serves a completely different purpose.	11/12/2015 9:15 AM
149	This is an important piece of the town and history of it, another piece lost! I visited weekly as a child as have my children now. I think there has to be a way to find a new management or as a last choice for reduced opening hours. I think if the library got relocated to the mere it would be the end for the library, as we know there isn't the space there!	11/12/2015 9:13 AM
150	I think this is the most viable option for the library to stay open and to maintain its current opening times.	11/12/2015 7:22 AM
151	I would prefer the library to open with at least the same number of hours as currently.	11/11/2015 8:03 PM
152	The hope for growth of the library and customer service can only lie with a new provider.	11/11/2015 7:31 PM
153	I prefer option 1, only because there is very little opportunity for improvement of Library provision in option 2, i.e. option 1 is the best of two poor options. I am not convinced that a movement to the Meres Day Centre/Community Nursing Home building, which stands at a bad junction in the town, would be successful, and the following points should be addressed: 1. Parking, access and movement of vehicles on this piece of ground, is extremely difficult. At the end where the Library would be situated, access and parking is required for ambulances, staff, residents, visitors, deliveries, and collections (refuse, medical equipment etc). The entrance from Trimpey Street also serves the Surgery, and vehicles attending Surgery and Dispensary constantly use the area in front of the Meres Day Centre/Community Nursing Home for turning and temporary parking. With increased footfall resulting from repositioning the Library, this area will become even more chaotic and dangerous. 2. 'It is proposed to create a new footpath from the Meres Day Centre onto the corner of Trimpey Road to provide improved pedestrian access' A flower garden and patio already exist on this corner of the ground in front of the Meres Day Centre. This garden was created to provide an opportunity for residents of the Community Nursing Home, who are often confined by extremely poor personal mobility, to get out in the sunlight and fresh air. It is to be hoped that the garden would be retained.	11/11/2015 2:54 PM

Ellesmere library and customer service point

154	<p>This paper is a contribution to the ongoing discussion re the future location of Ellesmere Library Introduction It is significant that Ellesmere Library, Fullwood House provides a valuable community service at the very reasonable cost, £25,000 per annum approx -the near equivalent to a young teacher's annual salary! Ellesmere's library service records indicate the wide ranging and regular use of the town library for recreational, academic study and other services: users from young to elderly people, women and men. The Council and library staff are to be congratulated on maintaining the excellent service at such a small cost. Clearly the library serves the community as an excellent educational resource, information centre and leisure facility, free and open to all and used by many - it is outstanding value for money. The future of the library The Council, following its decision to save money, has identified three options for the library's future: Option 1, moving the library to the ground floor of the Ellesmere Community Nursing Home and sharing this accommodation with day centre visitors and adults with learning disabilities Option 2, The library to remain at Fullwood House with the likelihood of opening hours being reduced to ten hours a week. Option 3, Community members invited to make other recommendations for the library's future Shropshire Council elected members and officers favour the first option. It is significant that any 'social enterprise' organisation taking control of the Option 1 model would be required to meet the running costs incurred in managing the three interest groups i.e the library, day centre visitors and those with learning disabilities. Principal costs to be met include, staffing, rent, equipment, utility costs, training. It is suggested that to attract a wide range of potential users the new community provision centre should include the following well planned, designed and equipped facilities: reception area small local history centre library toilets community and general purpose meeting room coffee shop customer service point computer development centre Reflections on Option 1 Option 1 includes facilities and space to cater not only the needs of the library, together it is hoped, with suggested ancillary accommodation, but also day centre visitors and adults with learning disabilities. This appears to be an obvious option. It creates a comprehensive and inclusive social community provision, an attractive community based facility and, well managed, a sound financial enterprise for the council or any social enterprise organisation undertaking overall responsibility for a new community based library. Some community members support the principle of the three aspects, i. e library, day care centre and centre for adults with learning disabilities existing in immediate proximity to each other. It is argued that it is an inclusive arrangement; disadvantaged community members are not isolated and opportunities for volunteer helpers to expand their range of influence are enhanced. HOWEVER THERE ARE MANY COMMUNITY MEMBERS WHO DISAGREE. THEY BELIEVE THAT TO ADOPT OPTION 1 COULD RESULT, BECAUSE OF LIMITED SPACE, IN FAILURE TO ACHIEVE THE BEST FOR THE LIBRARY, DAY CARE CENTRE OR THE CENTRE FOR ADULTS WITH LEARNING DIFFICULTIES, EACH HAVING DISCRETE AND SPECIALIST NEEDS. The wishes of Shropshire Council members and officers seeking to achieve best value of all are commendable. However there is high interest and heartfelt concern by members of the public, demonstrated through well attended public meetings and much informal discussion between local people. The public's enthusiasm and commitment to securing the best future for the library indicates the strength of feeling throughout the area and the passion and determination for the council to reach a decision that is right for all. It would have been helpful if the following information could have been published and attached to the consultation sheets: 1, a draft option 1 plan showing the configuration of ground floor areas to be used by the three user groups including artist images of group at work and recreation 2, an indication of anticipated numbers of users of each service at normal and busy times. 3, a statement written by an appropriate authoritative person indicating the needs of each user group and ways in which groups might interact to the mutual benefit of all. Such information would have assisted community members to make safe, secure and better informed decisions about which option to recommend</p>	11/10/2015 3:30 PM
155	<p>Option 1 - relying on volunteers will result in a gradual degeneration (sic) of the library services such as council information and internet services. I am not confident that the Council will be able to dispose of Fullwood House profitably. Option 2 - *The library should continue on its present site BUT with increased funding and hours. * Professional librarians are necessary for library services. * Internet connections must be available to ALL people in the county, as more services are ONLY provided on-line Option 3 The Council should adopt more efficient ways of providing ALL services</p>	11/10/2015 2:46 PM
156	<p>Option 1 that Shropshire Council meets its PLMA duty in full The Library hours be maintained as a minimum service</p>	11/10/2015 2:40 PM
157	<p>Option 1 After reading the proposal put forward by Shropshire Council, the library is heading the same way as the sports centre at Lakelands Academy. Shropshire Council want to wash their hands of the library and hand it over to someone else to run, Shropshire Council funding is then withdrawn after 5 years and the library would have to fund itself. As for Fullwood House building, Shropshire Council are in denial if they have not yet added to the plans that the building or land be sold for 'HOUSING' Just the same as the Guildhall offices are now housing, and Guildhall staff are now out on the business park Option 2 Shropshire Council need to look elsewhere to make their savings, not at Ellesmere which has already lost the sports centre. Perhaps Shropshire Council's M.D's need to think about taking a 'PAY CUT' rather than demanding high wages for no return for the public. Option 3 Leave our Library service alone and look elsewhere for your cost cutting schemes. Shropshire Council need to look at the staff costs before looking at public services. All those staff and it still took 3 weeks to get an urgent answer from the licensing dept. Shropshire Council is not an effective service for Shropshire.</p>	11/10/2015 2:38 PM

Ellesmere library and customer service point

158	Option 1 The concept of mixing a care/respite unit with a day centre, learning disability centre and a LIBRARY is beyond comprehension. On one floor, people are in their final hours, they deserve respect! Additionally, the access to the present unit is in-adequate and at times dangerous Option 2 The hours or present opening are inadequate. Add the encouragement of the PRIMARY SCHOOL CHILDREN to use a library, the Council should be looking to INCREASING the hours of opening. The whole concept is a retrograde step. Option 3 What steps has the UA taken to establish a county-wide Library Trust? Look at authorities who have - ASK ADVICE! The whole issue MUST NOT depend on the whim of one 'cabinet' member who may or may not ever use a Library!	11/10/2015 2:29 PM
159	Library provision perhaps needs to be looked at with youth activities which Ellesmere seems to be lacking. Why perhaps the provision cannot be placed in the Sure Start office at the primary school when that is not in use for that purpose? It would mean immediate access for young children to books and also the wider community could interact with the school however there could be protection risks in doing this but those risks would only be similar to it going into the Meres Day Centre. Perhaps CIL money could be used to develop a new site encompassing youth facilities and library facilities in the area that was ear marked for the new medical centre. The youth of Ellesmere seem to be short shrifted like library uses when you compare to other areas - there could be perhaps a small play pitch like at Oak Street, Oswestry for the kids. Situating it in a new building would enhance Ellesmere, perhaps have a small tourist area also in that building with customer services point due to the location near to tesco and wharf for shopping and tourism	11/9/2015 10:28 PM
160	Management of the library and customer service point by a new provider within the original building. Build on discussions with Ellesmere College.	11/9/2015 9:43 PM
161	Management of the library and customer service point by a new provider within the original building. Build on discussions with Ellesmere College.	11/9/2015 9:42 PM
162	Management of the library and customer service point by a new provider within the original building. Build on discussions with Ellesmere College.	11/9/2015 9:41 PM
163	Option 1 - not a suitable venue. The outside area is busy enough as it is without extra people using the library. Not a suitable mix for elderly people or young people with problems Option 2 not a very good idea but better than option one Not enough information given as to how you arrive at your costing Option 3 renovation of flats above library to generate income to keep library services as they are Why have the flats been wasted for so long	11/9/2015 4:20 PM
164	I understand that there are over 2,000 council tax households in the Ellesmere catchment area. If each of the Parish Councils included an additional £5 per annum in their Precept, this would more than cover the £8,800 needed. I am confident that if the areas taxpayers were told that 10p a week would keep their Library functioning as well as it does now, they would give a resounding yes	11/9/2015 4:14 PM
165	Totally inadequate opening time. Customer Service point removed	11/9/2015 4:11 PM
166	10 hours per week is not enough for the people of Ellesmere who wish to make use of the library	11/9/2015 4:08 PM
167	I think it is important Ellesmere Library continues to be run by Shropshire Library service because it is a service that should be run by its professionals in its present venue. There may come a time when the economic climate improves and it will be easier to increase hours from this base. It seems a sensible idea that Fullwood House should earn its own keep a bit more eg renting out flats on the top floor to bring in some revenue.	11/9/2015 4:07 PM
168	I would like to see the building itself utilised more efficiently. Could the income from the flats above the library be used to provide longer opening hours? In an age where council service as being accessed by computer and email, shorter opening hours are disenfranchising the poor and those who are too old or too marginalised to have access to a computer.	11/9/2015 1:29 PM
169	Would it be possible to set up a volunteer organisation/group to help out? Perhaps retired people looking for something to do like with the tea/coffee cafes at the hospital?	11/8/2015 8:43 PM
170	Stay where we are but create income by letting the flats above the library. For a small amount of investments they could become a real financial asset which not only pay for the library to stay open but to give the council a small financial income. It seems to be a win win situation, even though I appreciate things are never that simple. Surely it could be investigated.	11/8/2015 8:09 PM
171	I would suggest the library function with the same hours in the same building. The expenditure is minimal in comparison with other services.	11/8/2015 6:24 PM
172	Welshampton and Lyneal Parish Council would be in support of the library staying in its current location with the same hours but potentially under new management. The Parish Council would suggest that opportunities for maximising income streams, in particular the unused office space on the first floor, may help the council's preferred option to be realised	11/7/2015 12:22 AM

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173	The upper floors of the present building are (as far as I know) unused. Is there a potential use and rental income to be derived from this space which could provide additional ring-fenced funding for the library? The Meres Day Centre shares a site with the Medical Centre which is very busy and congested, and has severely inadequate parking. The addition of the library would only make this situation worse as library users would probably seek to park on the site as well.	11/6/2015 8:51 AM
174	Major concerns: - That library provision should still be delivered by qualified librarians and that they are satisfied with the new space. - That appropriate provision will still be in place for the elderly people who need the day centre and the younger people with learning disabilities. These two groups, it could be argued, are the most vulnerable in any community and their particular needs should be of equal concern in this new location for the library.	11/5/2015 10:21 AM
175	There are clearly financial savings for the council in changing the location of the library. Moving to the Meres Day Centre location would provide more services and opportunities under one roof, with added community building opportunities. It is better for users that the current hours are maintained, and a bonus that the Customer Service point services would be more available than now. I am concerned that the current library staff do not know the implications of this change for their contracts and would fully support their current hours being maintained - a library needs some professional presence and should not just be run by volunteers.	11/4/2015 4:31 PM
176	I hope option 1 will provide some new opportunities which will allow the service to continue in Ellesmere. I think option 2 would mean a gradual reduction in the quality and accessibility of the library.	11/3/2015 6:59 PM
177	I believe that Shropshire Council has adopted the wrong strategy for dealing with the proposed cuts to its libraries budget. There should have been a public consultation on the overall strategy before any proposals were put forward for individual libraries. This is happening in other areas, giving council taxpayers a wider and more informed choice in how their library service should be run. Shropshire's approach has been an abuse of the democratic process. I feel that more time is needed to fully explore alternative options which would enable the library to remain in its present location. I would like to see Shropshire Council work in partnership with the town council, neighbouring parish councils and other interested parties to draw up a viable management proposal, exploring ways in which the accommodation above the library building could provide a useful source of income. It is scandalous that the bed-sits on the two upper floors have been allowed to remain unoccupied for so long. If necessary, the current consultation period should be extended to allow time for more alternatives to be considered. Failing this, I would support a move to the Meres Day Centre, but with firm guarantees that library staff would be retained and that the service is not diminished in any way. Finally, I object to the way in which the portfolio holder will take the final decision on the future of all our libraries without further scrutiny by other councillors. Again, this is not democratic	11/2/2015 11:32 AM
178	Seems the only way we can maintain a decent service to the community.	11/1/2015 11:56 AM
179	We do not want any less hours for the library to open than we have at present, so at this time option one appears to be the most sensible	10/31/2015 7:53 PM
180	I would like to see the council explore a variety of different options because short term solutions don't always prove to be effective in the long term. Have the council considered renting the flats above the library again - I understand they have been empty for quite a while but surely if they brought in an income it would help. Secondly, have they considered other properties in the town? I think if they could look at a property where they could have a coffee shop and sell certain items it would encourage more people. I look at how successful the bookshop in Oswestry is - despite the rise in ebooks 'real books' are still very popular. In addition somewhere larger where they could have more computers would attract more customers because they computers at the library seem very popular. An Internet cafe side to the library would help provide an income to support the library. I trust the council will look at many options and not just the two listed above. If you reduced the existing hours any further you will kill the library altogether and the first option doesn't seem to reduce your costs by enough to make this a long term solution.	10/31/2015 6:28 PM
181	Opening hours remain the same. Library services remain the same. Customer Service Point provision. Otherwise there would be an uncertain future for Ellesmere Library. I am concerned that the Library Staff would no longer be employed by Shropshire Council.	10/31/2015 1:06 PM
182	I think it is very important to the growing town of Ellesmere to retain the library in its present location. It is an excellent community resource as it stands. As there is currently no local organisation to take over the management of the library building, the localism agenda should lead the council to support the establishment of a community focused enterprise. This community organisation could then manage the 'flats' above the library and this would subsidise the cost of keeping the current library opening hours - with the original paid staff. A transition period would allow this to happen. The cost of redesigning the entrance to the Day Centre would be saved. (Whichever pot that comes from?) The Library building maintenance and the extra staffed day (so as not to reduce opening hours) could be funded directly from the costs of the rents. In the early days of Stonham Housing's management of the 'flats' for homeless young people under 23, I was involved in the day to day operation of the 'flats'. This would certainly be easier if the units were rented to the general public. I understand that there is always demand for low rent properties in Ellesmere. The Friends of Ellesmere Library might be able to induce the numerous volunteers to have an action day to redecorate the upstairs and bring in local tradespeople to advise or help with any more significant building requirements. I have already volunteered to help with IT sessions whatever the outcome.	10/26/2015 3:20 PM

Ellesmere library and customer service point

183	Forget the savings and support the continuation of a proper library service in the town of Ellesmere. There does not appear to be a proper exploration of how the latter may be done, if Shropshire Council feels unable to carry out its mandated role in ensuring that Ellesmere continues to have one of the basic collectively consumed services, at an appropriate level, provided in any civilised society.	10/23/2015 4:51 PM
184	On the floors above the library are a number of flats which haven't been occupied for some considerable time. Why not renovate them and use the rental income to achieve the savings being sought?	10/22/2015 4:29 PM
185	Keep the library as it is and charge an extra pound on rates to cover any costs.	10/21/2015 4:24 PM
186	I would like the library to stay where it is with the same hours options 1 and 2 do not offer this. The nearest is option 3 but I have no alternative option.	10/21/2015 11:50 AM
187	On option 1: Not a good site, children enjoy Rhyme time and choosing books in a separate area from main library at present. Option 2: Very busy most of time so do not think hours should be reduced will lead to queues for help. In the scheme of things savings would be quite small.	10/19/2015 3:54 PM
188	Reduced hours would be the beginning of the end of library services. Reorganising Fullwood house to allow pay-at-point services like coffee/reading corners, poetry reading evening etc.	10/19/2015 3:51 PM
189	I believe that the existing facilities be retained and use made of the existing living accommodation. Ellesmere does not wish to lose the library.	10/19/2015 3:47 PM
190	To halve the library opening hours would not be a viable option. 10 hours per week would, obviously, be insufficient to cover the needs of many persons, particularly those who work awkward times. Also, a mere 10 hours a week would be unfair to the library staff who would need alternative employment.	10/19/2015 3:44 PM
191	Every effort should be made to keep the existing facility open. Once closed it will be lost. If it is kept open there is always the opportunity of the existing hours to be returned to existing hours. To finance this the accommodation above the library should be brought into use. It is disgusting with the shortage of living accommodation that this living accommodation is not fully utilised.	10/19/2015 3:42 PM
192	To halve the library opening hours would not be a viable option. 10 hours per week would, obviously, be insufficient to cover the needs of many persons, particularly those who work awkward times. Also, a mere 10 hours a week would be unfair to the library staff who would need alternative employment.	10/19/2015 3:38 PM
193	I consider that the revenue budget savings are trivial compared to the population which this Library serves. The quality of an area's library and information service I believe to be a clear indication of the quality and nature of that community, its representatives and leaders. Free public access to a high quality locally based library is a mark of a civilised society. I suspect that a key driver in this case is to obtain a capital receipt from the sale of the building. Sale of public assets is in my view a very short sighted policy.	10/19/2015 1:00 PM
194	I don't think that moving the library to the day centre is suitable. It is sure to clash with the other users and cause problems. If the library remains where it is, although the hours and therefore public access is reduced, it will be there when the austerity measures are relaxed. Surely any year soon. The council can still look to utilize the upstairs part now unused, but if the library is moved the Shropshire Council will then sell the building and the money realized will then no doubt be spent in Shrewsbury with nothing for Ellesmere. The way things are going the Ellesmere and District ratepayers get little for their money and are merely subsidising Shrewsbury and other larger Shropshire towns. We in St Martins use Ellesmere Library and Gobowen Libraries. Oswestry is a very nice library but no where to park a car without paying high charges.	10/17/2015 4:46 PM
195	Option 1 would maintain a library in Ellesmere, with the possibility of extending the hours if necessary. It would be in a good location, not far from the existing premises and with car parking opposite at the 'Comrades club'. This option is definitely worth considering. With a little imagination we could have an even better library and community service. One important question - If the library service goes ahead under a new provider, would there be any link with one of the maintained larger council libraries, eg Oswestry to assist/give support to our smaller facility with the supply of new or alternative book titles. Without this help the available books at Ellesmere would soon become 'tired and old' and the library deteriorate in quality, leading to lack of use and possible closure.	10/17/2015 11:42 AM
196	This should allow the Library to operate the same opening hours as at present and hopefully secure employment for the existing staff.	10/15/2015 10:34 AM
197	I would prefer the library to stay where it is and savings made on other council services that are not so essential as the library service which is, at present very efficient. It is the children that will be most affected, access to a good library is an essential part of early education and to remove this facility would be a disaster just to save a few pounds.	10/14/2015 9:32 AM
198	Maintain the library in its present building. Makes more economic sense if the upstairs accommodation pays the way for the library to stay and develop.	10/13/2015 4:21 PM
199	Utilise the accommodation units on the floors above the library. The rental income could cover the savings required and possibly pay for extended opening hours of the library.	10/13/2015 2:49 PM

Ellesmere library and customer service point

200	More proactive attitude on council's side to get local businesses and voluntary organisations with a stake in the town involved. Lots of scope both in current Library building, Fullwood House, and in the Meres Day Centre which has not yet been fully explored. The Council was so slow to involve the local people of Ellesmere that much time has been lost in this respect. An all-out effort now needs to be made to identify possible candidate organisations and partnerships rather than relying on one or two possibilities which do not offer comprehensive solutions and may yet come to nothing.	10/13/2015 2:23 PM
201	Option one which is the unacceptable for the following reasons : Ellesmere Mere's Day Centre is an unacceptable option for relocation of Ellesmere Library for the following reasons:- 1.First proposal acceptable as a last resort. Current unacceptable as there will be no separation of Library users from day centre members and Learning Disabilities members. Thus putting vulnerable people and at risk. 2. Parking at this site is unsatisfactory for current use 8 car parking spaces 1 Blue badge holder spaces. List of people using the existing facility a) patients attending Ellesmere Medical Centre. b) Mere's Day Centre service users. Plus the Learning disabilities service users c) Visitors Ellesmere Community Nursing Home. d) people using the Pharmacy. Added to this there is the bus delivering and collecting the service users daily. Pharmacy deliveries, collection of specimens' from the surgery, and refuge collection. Added to this mix are members of the public attending the surgery, visiting the nursing home etc.	10/13/2015 1:10 PM
202	Either of these options are in no way satisfactory but to me it has to be the second one because if we move the library service into the Meres Day Centre its the beginning of the end the service never to be resumed should times improve under this Government.	10/13/2015 9:43 AM
203	A maximum of 25 Councillors to form the efficient new Council and no compensation to be paid. All Councillors to receive only reimbursement of essential expenses or loss of earnings upon delivery of receipts or proof of loss to an independent accountant. No special allowances to be paid for holding office and all work previously outsourced(!) to be brought back in house and made fully accountable.	10/13/2015 9:12 AM
204	Keep the library under the management of shropshire council but open every day. The town is growing quickly without adequate services to support it. The library building must be retained and could encompass more services in the future. If the library was open for longer more regular hours we would know when it was open and be able to visit without having to consult a timetable or turn up to find it closed again. We don't visit as much as we would like as it is far too complicated to work our when it is likely to be open.	10/12/2015 10:43 PM
205	It is important to ensure the continuing provision of library services within Ellesmere as it is not realistic to expect people to travel to Oswestry or other main towns to access. I don't believe that it is realistic to expect Shropshire Council to continue the level of service we all take for granted. Nor do i expect short term changes such as reduced hours to ensure the long term provision	10/12/2015 9:04 PM
206	My children love going to this Library and it is this library that has made them love reading. This building has a presence about it that inspires young and old. A library should feel special and not just a room with books. The library has the potential to offer more by linking with all the schools and highlighting high achievers, demonstrating local art, local businesses to find and do talks for children and adults. Upper floors as temporary meeting rooms/art studio etc could be hired.	10/12/2015 8:43 PM
207	There are access problems for the Day Centre. Money will have to be spent upgrading the Day Centre. There is no guarantee that a move to the Day Centre will ensure the current level of service. I would prefer the previous level of service to be re-instated; in fact, it would be preferable if the Library was open for more days of the week, i.e. a minimum of 5. Note that Nicky Morgan, Minister of State for Education has said it is the government's policy that every primary school child should be enrolled in a public library. I doubt that primary school children will find going to a building given over otherwise to elderly people a very attractive proposition. It is a proven fact that businesses (which we can class 'libraries' as for this purpose) lose customers once their hours are erratic/uncertain. Remembering which few days the Library is open is bound to reduce footfall. It would therefore be far preferable to have a charity take over Fullwood House, take income from renting the flats above the ground floor, continue to employ the professional librarians for their current hours OR INCREASE THEM, and to have lots of extra support from volunteers to make up the shortfall. There must be a guarantee that the current level of service is a minimum; an increase should be looked for. Appropriate training should be in place for paid and volunteer staff to offer a range of services to make it commensurate with being a 'community hub'.	10/12/2015 7:43 PM

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208	.the library is a vital service for the whole community but especially the more vulnerable such as children, elderly people, people who are unemployed or with mental health issues. .there have been numerous accounts of how a public library service has turned round or shaped people's lives. For this to happen we need a suitable building, friendly, welcoming, and professionally staffed to attract and retain their customers and to provide the necessary facilities and backup. .for this to happen we need the professional expertise of trained library staff not willing volunteers. .this provision should be suitable from infancy onwards to instill a love of books and the guidance and help for the growing school child's needs. .not everyone has the Internet and books at home. If the library was transferred to the day centre it would be likely to become like a charity shop with books to borrow but lacking the expertise to buy and catalogue suitable books and materials to meet the customers requirements. .also needs a suitable venue for story times and reading groups and school holiday activities. I don't think the day care centre is suitable. .the knowledge required for data laws and legal and fire safety is best met in the library building as it is now. The space above the library could be utilised to make an income to offset savings.	10/12/2015 10:57 AM
209	Wanting to retain a Library service and customer service point in Ellesmere option 1 is the preferred choice. Having worked in Libraries for a large part of my working life I know how important and useful these services are to a community for all sorts of reasons.	10/7/2015 5:00 PM
210	I don't like either of these which either mean drastically reduced opening hours for the library or being shunted into the Meres day centre which is not ideal as vulnerable adults and children will undoubtedly be affected by close proximity in less than ideal situation. There is also the inherent risks in using an already busy entrance to the surgery and crossing a busy road from parking at the Comrades Club. To make the area suitable for the wide age range using the library will be expensive but must be the best facilities possible if it is to work. What happens if the trustees of the building decide they want to take over the area again? A possibility could be to use a demountable building at Lakelands school if school were prepared to allow it.	10/7/2015 2:05 PM
211	I don't feel we are being offered two genuine options as option 2 contains the rider that 'ongoing review of the provision may be necessary' - in other words if this option is chosen at some later date we could still lose the library provision chosen. With regard to option 1 I have grave concerns about the lack of costings to carry out alterations - where would the money for such work be found in these times of austerity?	10/6/2015 11:56 AM
212	As long as the opening hours remain the same, with a possibility of longer opening hours, then reluctantly I have chosen option 1. But I do feel it is a shame the residential accommodation above the existing library isn't upgraded and offered to people seeking a home and the resulting rentals then offsetting some of the running costs of the library remaining where it is.	10/5/2015 3:33 PM
213	I have chosen this option because I believe it offers the best chance for the longer term sustainability of services. In doing so, I am hoping that the partner chosen to manage the service will continue to employ the experienced, hardworking and knowledgeable staff with the same, or more hours than they currently work. What does concern me is that under the TUPE arrangement, they will lose a considerable number of hours as they have temporary contracts for a number of the current hours worked. I am totally against volunteers taking on hours currently worked by paid staff. However, under a new management system I would hope that services could be maintained or even improved to provide Ellesmere- a growing town, with more and more houses being built, the Library service it deserves. I value services over buildings and believe that a vibrant hub could be developed in the right place, which could be the Meres Day Centre with the alterations promised.	10/5/2015 12:14 PM
214	It would be beneficial to know, who the new provider would be - their track record, ethos and vision statement.	10/5/2015 9:59 AM
215	I don't see any point in contacting Shropshire Council with views since - following experience of the appalling decision in relation to Church Stretton library - the views of the huge majority of the community are going to be ignored anyway.	10/4/2015 9:34 AM
216	Option 2 won't be sustainable in the long term.	10/3/2015 8:09 PM
217	It has to be option 1 because of the longer opening hours. It is a great shame however that the library cannot remain in its present location.	10/3/2015 3:08 PM
218	I am supporting Option 1, as it will mean there would be no reduction in opening hours, and I think it makes sense to combine the services into a community hub.	10/2/2015 3:36 PM
219	Please note The Meres Day Centre is not on Trimpley Road, or even Trimpley Street, but just Trimpley. It currently carries street signs on both sides of the street: Trimpley Street, which is wrong, and Trimpley which is correct. I was born there and lived there for 13 years so I feel confident that my information is correct. :-). Although I have selected option 1, I would like to hear other proposals although I don't currently have one myself. I simply prefer option 1 to option 2.	10/2/2015 1:57 PM
220	Keep the hours as they are	10/2/2015 1:03 PM
221	It could be a new beginning and I want to ensure that the library is able to provide the same if not better service from the Day care centre.	10/2/2015 10:46 AM

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Appendix 4

Shropshire Equality and Social Inclusion Impact Assessment (ESIIA)

Name of service change

Redesign of Ellesmere Library and Customer Service Point, Fullwood House, Victoria Street, Ellesmere, SY12 0AA
20 October 2015, updated 2 December 2015

Aims of the service change and description

Shropshire Council is transforming and redesigning the way that it works and the services it commissions and delivers. As part of this approach the council is seeking local solutions to budgetary challenges that will result in sustainable if altered library services that continue to meet our statutory duties.

Shropshire Council aims to deliver library services in partnership with communities so that they can be individually tailored to support the needs of people in their communities and can help ensure that those with specific needs can access services appropriately.

Specifically the council wants to work with local communities to explore different local management arrangements across Shropshire for our libraries. We recognise that there will be other people and organisations who are as well, or better, placed to deliver these services on our behalf and to help ensure that these important face to face services remain within communities. We also recognise that other organisations are sometimes better placed than the council to attract external funding and to deliver inward investment.

The creation and development of libraries and customer service provision within community hubs will support the provision of advice, information and signposting to local residents at an early and preventative stage; this will support the health and well-being of both individuals and communities. Co-locating services, activities and the people who deliver these will foster greater local community activity and brings residents, the local business community and smaller organisations together with the shared aim of improving the quality of life in their areas.

The redesigned library service and customer service provision will result in a range of different delivery approaches including face to face provision, digital and virtual provision, events and activities and an outreach programme targeted at specific groups.

In Ellesmere the council's preferred option is to relocate the Library and Customer Services Point to the Meres Day Centre and to transfer the day to day management of these services to a new management organisation, for example a social enterprise with charitable intentions, with on-going professional support provided by Shropshire Libraries and Customer Service Point staff. Within the proposals the opening hours for the Library and Customer Service Point will remain unchanged with the potential for some increase in opening hours in the future.

Intended audiences and target groups for the service change

The proposal will have an impact on all people who want to use Ellesmere Library and The Customer Service Point:

- All residents of Ellesmere and the surrounding area – specifically all registered members of the library and specifically all 998 active members (who have borrowed a book in the last twelve months)

- Older people and young people
- Volunteers who support the work of the library, providing IT support sessions, local History support, running reading groups and delivering the Home Library Service in and around Ellesmere
- Members who use the IT facilities
- Members who attend activities, e.g. reading groups, and Rhyme Times

Recent trends for Ellesmere library use are shown below:

Visits	Visits	Active borrowers	Loans	Computer use / hours
2010/11	25,272	1109	37,857	1,900
2011/12	24,211	1037	34,644	1,819
2012/13	24,613	989	30,687	1,920
2013/14	24,236	958	29,477	1,876
2014/15	23,853	998	28,169	1,596

The overall decline in key measures reflects national trends. Online developments mean it has now become easier to access a range of library services remotely, such as renewing and requesting items, e-magazines and e-books, and a wide selection of online reference resources.

The number of total loans will also have been affected by the wider availability of discounted paperbacks in supermarkets and from online retailers.

The drop in computer time used is a reflection of the increase in ownership of internet devices, particularly smartphones and tablets. However, provision of library internet access now becomes even more crucial for those who do not have access at home, particularly given the rise of 'digital by default' services.

Recent trends for the Ellesmere Customer Service Point are shown below:

Year	Annually	Weekly
2010/11	1944	39
2011/12	2927	59
2012/13	1713	34
2013/14	1424	28
2014/15	962	19

Latest service trends suggest that Bus Pass, Blue Badge, Parking and Waste are the main enquiries and that numbers have dropped to approximately 12 per week.

Evidence used for screening of the service change

Analysis of data on the location of library users in relation to the current library location and the proposed location to the Meres Day Centre

In Ellesmere the catchment area for library users is mainly from within the town, with 603 active users (with a valid postcode) of 952 users living within a 2 mile radius of the library. Beyond this 894 users live within 7 miles.

The Meres Day Centre is about 300 metres from the existing library, marginally further from the town centre.

Analysis of the responses to the Meres Day Centre "soft market testing open day" on the 9th June

A number of organisations attended the soft market testing open day. The response was positive with three organisations requesting a meeting to discuss how the Meres Day Centre could become a Community Hub accommodating the library and other services.

Analysis of the responses to the library “open day” on the 25 August

Over 150 people attended. Comments included:

Keep the library staying at Fullwood House, and rent out the upstairs rooms to provide revenue.

Concern was raised that the range of books, services provided and floor space would be reduced within any possible move to an alternative location.

Concerns about day care centre location alongside day service users and car parking.

It was suggested that Council Tax be raised to ensure that local services are not reduced.

No groups came forward to explore the option of taking over the running of the library within Fullwood House, although there was a suggestion that local businesses and organisation come together to form a community management organisation.

Analysis of responses to the Ellesmere Local Joint Committee meeting on the 22nd September

Following a presentation on Library redesign concern was raised that Shropshire Council should have done more to proactively exploring all the options for the management of the library and Fullwood House.

Concern was also raised that the Town Council have not been involved in formal discussions regarding the library.

Analysis of the targeted consultation undertaken by Adult Social Care with existing users of the Meres Day Centre

Three consultation meetings have been held with the service users, parents, relatives and carers of the Meres day centre.

In general the users, particularly those with learning disabilities welcomed the prospect of the library becoming part of the building with some reservations.

They saw increased opportunities to volunteer in the library and in the Meres café, which could see an increase in customers, as a positive.

The learning disabled users did have concerns about using different rooms within the building than they do now.

Carers were concerned about security and vulnerability of users if more people were coming in and out of the building.

Concern regarding pedestrian access to the site through the driveway shared with the doctor's surgery.

Consideration of responses from the Ellesmere Community Care Centre Trust

The Trustees are supportive of the vision for the Meres Day Centre becoming a community hub, and welcome the possibility of the library moving to the Centre. They are happy for minor alterations to be made to the internal space of the building to accommodate the library.

Consideration of responses from Ellesmere Town Council

Has considered the option of managing the library and Fullwood House in partnership with Ellesmere College. However, does not consider this to be feasible and is supportive of the Council's preferred approach.

Consideration of responses from Ellesmere College

Has explored the option of working in partnership with the Town Council or any other potential managing organisation to run the Library in Fullwood House. However, no alternative management option has been identified.

Consideration of responses from Housing Associations

The Wrekin Housing Association and Shropshire Housing Group have viewed the first and second floors of Fullwood House but did not identify a need for bedsit accommodation or view the project to retain the library in its existing location supported by rental from the flats to be financial viable.

Consideration of responses from Stakeholder workshop with Locality, 12 November

A workshop with Locality resulted in interested parties discussing how the library could be sustained in its current location or within the Meres Day Centre (no alternative location was identified). Ellesmere Town Council and Ellesmere College explored the option of working together to run the library in Fullwood House using income from the flats upstairs, both parties subsequently agreed that this was not a feasible option.

Consideration of discussions with the Ellesmere Library volunteers / Friends of Ellesmere Library

A Friends of Ellesmere Library Group has been formed. The Friends are not in a position to lead any takeover of the library in Ellesmere, but wish to work closely with any other interested organisation to support the library wherever it is based.

Formal consultation on the future of the Library service in Ellesmere from 2 October to 16 November 2015

A formal consultation was available online via Shropshire Council's website. Paper copies of the consultation document were made available in the library, local newsagents, post office and Town Hall and press releases were issued to promote the survey. Details of the consultation were also emailed to registered users of Ellesmere library and shared with members of the Friends group.

A second library open day took place on October 13th; indicative plans of a proposed layout for the library within the Meres Day Centre were available. Approximately 30 people attended to look at plans, discuss options and complete the consultation questionnaire.

A total of 309 people responded to the consultation, although not all answered all the questions.

Proposal 1 – Moving the library and Customer Service Point to the Meres Day Centre was supported by 124 people (40.13%).

Proposal 2 – Shropshire Council continuing to run the library with reduced staffing hours was supported by 75 people (24.27%).

Alternative proposals – 103 people (35.60%) provided alternative proposals

A considerable number of comments were made in the consultation. Those that are relevant directly to equality considerations are included below:

Comments	Response
Parking and access	A new dedicated pedestrian access will be created to the Meres Day Centre. There will be two clearly marked disabled car park spaces at the Meres dedicated to library users. Negotiations are taking place with the Comrades Club to provide allocated spaces in their car park, immediately opposite the Meres Day Centre. The management of traffic and access will be reviewed with the different parties and in the context of the further development of this ESIA.
Needs of different users Impact on existing day centre users including elderly residents and children Impact on nursing home residents Day Centre users at risk	There are strong potential synergies between different services and the colocation of the library provides an opportunity for day centre users to volunteer and for the spaces to develop into a multi-faceted vibrant and relevant community facility. However it is recognised that the co-location of the library with day centre users could also raise some concerns and that a clear shared approach to the development of spaces and their management will be required. The requirements of

	different users will be considered in the context of the further development of this ESIIA. Independent of this ESIIA Day services have prepared an ESIIA specific to the equality implications of proposed users to Adults with Learning Difficulties and Older People.
Unsuitability of space for library activities Need space for children activities	A plan for the Meres Day Centre will be developed with the different users that best accommodates different needs within a limited budget. A detailed shelving plan will be developed alongside this.
There is little synergy between different users	The Council believes that the opposite applies and that there is a real opportunity to create synergies between different service users that potentially add value to the facility in the context of its development as a key community asset for Ellesmere. However, the Council also recognises that there are matters that need considering within the context of the development of a building and management plan.
Future population increase	It is recognised that the population of Ellesmere will grow and that future library provision needs to both reflect this and the changing way that people use libraries.

Ellesmere Urban Ward demographics (2011) (Source – Shropshire Council, Facts and Figures, Local Area Profiles)

There were 1706 households in Ellesmere Urban ward in 2011. The ward had 3835 usual residents and covers an area of 493.8 hectares

Population Age Structure

- Early years: 5.8% (222 children) of the population were aged 0 to 4 years in March 2011. This compares with 5.1% at County level, 6.3% regionally and 6.3% nationally.
- School age: 14.4% (553 children) of the population were aged 5 to 17 years in March 2011. This compares with 14.9% at County level, 15.8% regionally and 15.1% nationally.
- Working age: 57.4% (2202 people) of the population were aged 18 to 64 years in March 2011. This compares with 59.3% at County level, 61.0% regionally and 62.3% nationally.
- Retirement age: 22.4% (858 people) of the population were aged 65 and over in March 2011. This compares with 20.7% at County level, 16.9% regionally and 16.3% nationally.
- Over 85 year olds: 3.0% (114) of the population were aged 85 and over in March 2011. This compares with 2.7% at County level, 2.2% regionally and 2.2% nationally.

Diversity

- The 2011 Census showed Ellesmere Urban Parish had a black and minority ethnic group population of 61 (1.59%). The largest broad ethnic groups are 'Asian and mixed' (within these groups the largest group is Chinese).
- When asked about their religion 26.1% (1000 people) identified themselves as having no religion or did not state it on the form. The majority of people (73.1%) identified themselves as Christian and 0.8% (30 people) identified themselves as having an alternative religion.

Car Ownership

- The 2011 Census showed that 300 households (17.6%) did not own a car and subsequently are reliant on other forms of transport such as public services. In total 2130 cars are owned by households resident in the ward

Unemployment

- At the time of the census, there were 115 Ellesmere Urban residents who were unemployed but available for work. This is 4.2% of the 16-74 year old population, compared to 3.3% for Shropshire
- 32 young people (aged 16-24) were unemployed, plus a further 18 who were 50 to 74
- Long term unemployment is also an issue – 44.3% of all unemployed were classed as long-term unemployed in 2011. This is the equivalent of 51 people

Long term illness or disability

- The Census asked “Are your day-to-day activities limited a lot due to a health problem or disability which has lasted, or is expected to last, at least 12 months?”
- 9% said that their day-to-day activities limited a lot due to a health problem or disability. This is slightly higher than the figure of 8% for Shropshire as a whole.
- The percentage who reported their day-to-day activities were limited a little was 11%. This is slightly higher than the figure of 10% for Shropshire as a whole.

Specific consultation and engagement with intended audiences and target groups for the service change

The outcomes of consultations already held are described above. Specific stakeholder engagement and consultation is summarised below:

- Open day held on 9 June 2015 at the Meres Day Centre for library users, Day Centre users and any organisations interested in taking on the day to day management of the Centre
- Regular meetings with Ellesmere Community Care Centre Trust, the Friends of Ellesmere Library and the local member for Ellesmere
- Drop in event held at Ellesmere Library 25 August 2015
- Presentation at the Ellesmere Area LJC on 22 September 2015
- Consultation with Meres Day Centre users
- 6 week public consultation 2nd October - 16th November 2015; drop in event on 13th October; workshop with Locality on 12th November
- Stakeholder engagement, for example Ellesmere Town Council, Ellesmere College, Ellesmere Primary School, Housing Associations, Etc.

Potential impact on Protected Characteristic groups and on social inclusion

High Negative	Significant potential impact, risk of exposure, history of complaints, no mitigating measures in place or no evidence available: urgent need for consultation with customers, general public, workforce
Medium Negative	Some potential impact, some mitigating measures in place but no evidence available how effective they are: would be beneficial to consult with customers, general public, workforce
Low Negative	Almost bordering on non-relevance to the ESIIA process (heavily legislation led, very little discretion can be exercised, limited public facing aspect, national policy affecting degree of local impact possible)

Initial assessment for each group

Please rate the impact that you perceive the service change is likely to have on a group, through inserting a tick in the relevant column.

Protected Characteristic groups and other groups in Shropshire	High negative impact	High positive impact	Medium positive or negative impact	Low positive or negative impact <i>Part One ESIIA required</i>
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	<i>Part Two ESIA required</i>	<i>Part One ESIA required</i>	<i>Part One ESIA required</i>	
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group eg young person with disability)				Positive impact on working people and families if opening hours are extended; will need to carefully consider the design of new library spaces so that they can best accommodate the needs of different users, particularly children.
Disability (please include: mental health conditions and syndromes including autism; physical disabilities or impairments; learning disabilities; Multiple Sclerosis; cancer; HIV)				Potential positive impact on people with disabilities resulting from synergies between existing library and day centre services. Access considerations including parking will be considered within the development of detailed building layout plans, but no negative impacts are anticipated
Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Marriage and Civil Partnership (please include associated aspects: caring responsibility, potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Pregnancy & Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller)				No evidence to suggest either positive or negative impact
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism;				No evidence to suggest either positive or negative impact

Sikhism, Shinto, Taoism, Zoroastrianism, and any others)				
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				No evidence to suggest either positive or negative impact
Other: Social Inclusion (please include families and friends with caring responsibilities; people with health inequalities; households in poverty; refugees and asylum seekers; rural communities; people you consider to be vulnerable)			Positive potential impact for current users of the Day Centre – older people and those with learning difficulties - to access Library services and develop volunteering opportunities helping them to integrate more fully into the community	

Decision, review and monitoring

Decision	Yes	No
Part One ESIIA Only?	√	
Proceed to Part Two Full Report?		√

If Part One, please now use the boxes below and sign off at the foot of the page. If Part Two, please move on to the full report stage.

Actions to mitigate negative impact or enhance positive impact of the service change
<p>We think the particular groups most likely to be affected by the proposed approach for library provision are:</p> <p>Older people with mobility problems, people with physical difficulties and to some degree those with learning disabilities and mental health related issues. These factors become particularly significant when accessibility factors are considered. There is unlikely to be dedicated public parking immediately available at the Day Centre although public parking is available at a carpark across the road from the centre. However, up to disabled parking places will be made available at the day centre to library users. Further detailed design work will be carried out to attempt to mitigate any potential negative impact.</p> <p>People living in isolated rural areas or those without access to a car or unable to travel easily on public transport may also be impacted. It is important that library series are retained centrally in the town because developing services locally that residents would otherwise have to travel to enables local people to access more comfortably and easily without incurring travel costs. The surrounding rural</p>

area are also supported by the mobile library service which visits smaller rural communities on a fortnightly basis and provides access to all Shropshire Libraries services.

Services have been developed to ensure inclusion and access to library services for those who may in some way find access difficult. They are intended to help people participate fully and to assist in the provision of equality of opportunity.

For people with visual impairment: We subscribe to R.N.I.B services to provide audio books to people with a visual impairment. Large print books and audio books are also available in our libraries. Access software also make it easier for people with visual impairments to use our computers. Concessionary membership for people with disabilities means that they don't pay to request books or borrow DVDs or audio books.

For people with mental health related issues: In partnership with the health service we provide 'Books on Prescription', which are self-help and awareness books prescribed by GPs for people with mental health related issues.

For people with mobility disabilities who prefer to stay at home but still want library books we have a pool of volunteers to take books to them as part of our housebound library service. We also hold Time to Listen storytelling sessions where people can relax and listen to poetry and stories read out loud by staff. Meeting others in an informal setting helps reduce isolation for some. Care homes can also borrow items for their residents.

For BME communities and people speaking other languages we provide books, in languages other than English as well as European languages.

For the LGBT community, the Library stock policy ensures that books reflecting the experiences of the LGBT community are available.

For young children and families: We provide rhyme time sessions, story times and facilitate the delivery of the national Bookstart programme locally. We work with family learning tutors to provide Quick Read books for individuals and groups. The Library helps to support children's school work, whether this is for internet access or advice about information sources. The Summer Reading Challenge, for 4 -11 year olds, helps to sustain children's reading habits throughout the summer holidays

For parents and carers, the library offers books and internet access to enable them to find help and advice, apply for jobs, housing and school places. We provide books on parenting and health, some of which are selected in partnership with the local NHS and works closely to tailor family support for lone parents and others.

Staff undertake training around disability awareness.

For those who are digitally excluded, the library will continue to offer free access to computers. In addition, volunteers hold 1:1 IT sessions supporting people to access the internet for example to support job applications and search for information

The development of digital library services such as E Books, E Magazines and E Audio may make it easier for some people to use library services or extend access to some people who may not otherwise use library services, for example carers and disabled people. National research also shows that men are more likely to use library services when they are 'digital' even if they never visit a library so this may advance equality of opportunity.

The library service will also act as a 'front door' or portal to put people in connection with other public services and information and this may have a positive effect on people who share protected characteristics providing another avenue of access to information or other services.

In this respect support will be provided over extended opening hours for Customer Services (compared to the existing restricted Customer Service Point opening hours) for local residents to access Shropshire Council services via a freephone facility or to do their business on-line via dedicated public computer. Library staff will be on hand to for anyone who needs help.

By offering active community volunteering opportunities people will be helped to participate in public life.

As well as having a potential impact on existing library and customer services point users there is a potential impact to be considered on existing users of the Meres Day Centre, particularly adults with learning difficulties and older people. Access to library services will be a key element in the considerations in shaping the detailed library business plan.

In developing its proposals the council has had regard to the public sector equality duty and in confirming final proposals will consider local need, library and customer service point usage data and the outcomes of existing consultation and feedback from service users

The creation and development of community hubs and the provision of advice, information and signposting at an early and preventative stage supports the health and well-being of both individuals and communities. The creation of a Community Hub will underpin the changing way in which services will be delivered in the future. Co-locating services, activities and the people who deliver these fosters greater local community activity and brings residents, the local business community and smaller organisations together with the aim of improving the quality of life in their areas.

Actions to review and monitor the impact of the service change

A contract with any new provider will be regularly monitored to ensure that they fulfil their obligations in the running of the library service.

Users of the library and day centre users will be involved in the design and delivery of any changed service and also play an important critical friend role in the ongoing delivery.

Any new provider will ensure that data is collected to feed into the Library Service and Customer Services performance measures; for example number of visits to the library, book loans, active borrowers, attendance at events and computer use.

The Library will continue to take part in any customer surveys undertaken by the Library and Customer Service Point Service.

Customers will continue to be encouraged to make comments and give feedback about the service through the provider's and Shropshire Council's Comments and Complaints system.

Scrutiny at Part One screening stage

People involved	Signatures	Date
<i>Lead officer carrying out the screening</i>		
<i>Any internal support</i>		
<i>Any external support</i>		
<i>Head of service</i>		

Sign off at Part One screening stage

Name	Signatures	Date
<i>Lead officer's name</i>		
<i>Head of service's name</i>		

Shropshire Council Part 2 ESIIA: full report

Guidance notes on how to carry out the full report

The decision that you are seeking to make, as a result of carrying out this full report, will take one of four routes:

1. To make changes to satisfy any concerns raised through the specific consultation and engagement process and through your further analysis of the evidence to hand;
2. To make changes that will remove or reduce the potential of the service change to adversely affect any of the Protected Characteristic groups and those who may be at risk of social exclusion;
3. To adopt the service change as it stands, with evidence to justify your decision even though it could adversely affect some groups;
4. To find alternative means to achieve the aims of the service change.

The Part Two Full Report therefore starts with a forensic scrutiny of the evidence and consultation results considered during Part One Screening, and identification of gaps in data for people in any of the nine Protected Characteristic groups and people who may be at risk of social exclusion, eg rural communities. There may also be gaps identified to you independently of this process, from sources including the intended audiences and target groups themselves.

The forensic scrutiny stage enables you to assess:

- **Which gaps need to be filled right now, to help you to make a decision about the likely impact of the proposed service change?**

This could involve methods such as: one off service area focus groups; use of customer records; examination of data held elsewhere in the organisation, such as corporate customer complaints; and reference to data held by similar authorities or at national level from which reliable comparisons might be drawn, including via the Rural Services Network. Quantitative evidence could include data from NHS Foundation Trusts, community and voluntary sector bodies, and partnerships including the Local Enterprise Partnership and the Health and Well Being Board. Qualitative evidence could include commentary from stakeholders.

- **Which gaps could be filled within a timeframe that will enable you to monitor potential barriers and any positive or negative impacts on groups and individuals further along into the process?**

This could potentially be as part of wider corporate and partnership efforts to strengthen the evidence base on equalities. Examples would be: joint information sharing protocols about victims of hate crime incidents; the collection of data that will fill gaps across a number of service areas, eg needs of young people with learning disabilities as they progress through into independent living; and publicity awareness campaigns that encourage open feedback and suggestions from a variety of audiences. Once you have identified your evidence gaps, and decided on the actions you will take right now and further into the process, please record your activity in the following boxes. Please extend the boxes as needed.

Evidence used for assessment of the service change: activity record
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How did you carry out further research into the nine Protected Characteristic groups and those who may be at risk of social exclusion, about their current needs and aspirations and about the likely impacts and barriers that they face in day to day living?

And what did it tell you?

Specific consultation and engagement with intended audiences and target groups for the service change: activity record

How did you carry out further specific consultation and engagement activity with the intended audiences and with other stakeholders who may be affected by the service change?

And what did it tell you?

Further and ongoing research and consultation with intended audiences and target groups for the service change: activity record

What further research, consultation and engagement activity do you think is required to help fill gaps in our understanding about the potential or known affect that this proposed service change may have on any of the ten groupings and on the intended audiences and target groups? This could be by your service area and/or at corporate and partnership level.

Full report assessment for each group

Please rate the impact as you now perceive it, by inserting a tick. Please give brief comments for each group, to give context to your decision, including what barriers these groups or individual may face.

Protected Characteristic groups and other groups in Shropshire	High negative impact	High positive impact	Medium positive or negative impact	Low positive or negative impact
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group eg young person with disability)				
Disability (please include: mental health conditions and syndromes including autism; physical disabilities or impairments; learning disabilities; Multiple Sclerosis; cancer; HIV)				

Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Marriage and Civil Partnership (please include associated aspects: caring responsibility, potential for bullying and harassment)				
Pregnancy & Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller)				
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism; Sikhism, Shinto, Taoism, Zoroastrianism, and any others)				
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				
Other: Social Inclusion (please include families and friends with caring responsibilities; people with health inequalities; households in poverty; refugees and asylum seekers; rural communities; people you consider to be vulnerable)				

Summary of findings and analysis - ESIIA decision

You should now be in a position to record your decision. Please highlight in bold the route that you have decided to take.

1. To make changes to satisfy any concerns raised through the specific consultation and engagement process and through your further analysis of the evidence to hand;
2. To make changes that will remove or reduce the potential of the service change to adversely affect any of the Protected Characteristic groups and those who may be at risk of social exclusion;
3. To adopt the service change as it stands, with evidence to justify your decision even though it could adversely affect some groups;
4. To find alternative means to achieve the aims of the service change.

Please add any brief overall comments to explain your choice.

You will then need to create an action plan and attach it to this report, to set out what further activity is taking place or is programmed that will:

- *mitigate negative impact or enhance positive impact of the service change,*
- AND**
- *review and monitor the impact of the service change*

Please try to ensure that:

- *Your decision is based on the aims of the service change, the evidence collected, consultation and engagement results, relative merits of alternative approaches and compliance with legislation, and that records are kept;*
- *The action plan shows clear links to corporate actions the Council is taking to meet the general equality duty placed on us by the Equality Act 2010, to have due regard to the three equality aims in our decision making processes.*

Scrutiny at Part Two full report stage

People involved	Signatures	Date
<i>Lead officer</i>		
<i>Any internal support</i>		
<i>Any external support</i>		
<i>Head of service</i>		

Sign off at Part Two full report stage

Signature (Lead Officer)	Signature (Head of Service)
Date:	Date:

Appendix: ESIIA Part Two Full Report: Guidance Notes on Action Plan

Please base your action plan on the evidence you find to support your decisions, and the challenges and opportunities you have identified. It could include arrangements for:

- continuing engagement and involvement with intended audiences, target groups and stakeholders;
- monitoring and evaluating the service change for its impact on different groups throughout the process and as the service change is carried out;
- ensuring that any pilot projects are evaluated and take account of issues described in the assessment, and that they are assessed to make sure they are having intended impact;
- ensuring that relevant colleagues are made aware of the assessment;
- disseminating information about the assessment to all relevant stakeholders who will be implementing the service change;
- strengthening the evidence base on equalities.

Please also consider:

- resource implications for in-house and external delivery of the service;
- arrangements for ensuring that external providers of the service are monitored for compliance with the Council's commitments to equality, diversity and social inclusion, and legal requirements including duties under the Equality Act 2010.

And finally, please also ensure that the action plan shows clear links to corporate actions the Council is taking to meet the general equality duty placed on us by the Equality Act 2010, to have due regard to the three equality aims in our decision making processes.

These are:

- Eliminating discrimination, harassment and victimisation
- Advancing equality of opportunity
- Fostering good relations

Note for 2014 refresh of our corporate equality impact assessment approach: Shropshire Council has referred to good practice elsewhere in refreshing the EINA material and replacing it with this ESIIA material. The Council is grateful in particular to Leicestershire County Council, for graciously allowing use to be made of their Equality and Human Rights Impact Assessments (EHRIs) material and associated documentation.

For further information on the use of ESIIAs: please contact your head of service or contact Mrs Lois Dale, Principal Rural Policy Officer and internal policy support on equality, via telephone 01743 255667, or email lois.dale@shropshire.gov.uk.