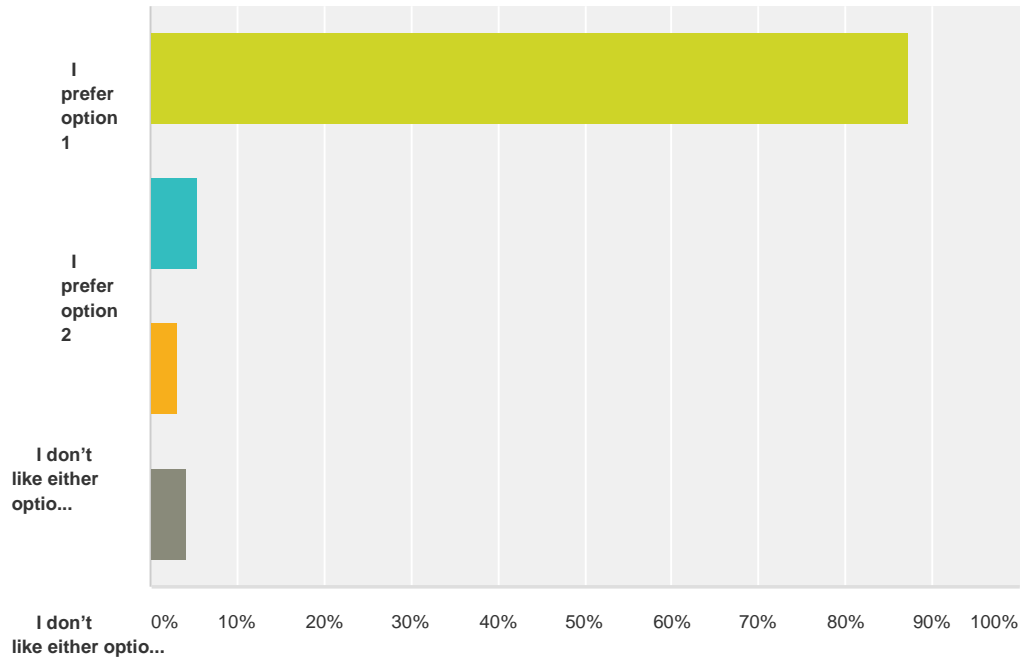


APPENDIX 2 Broseley library, customer service point and car park

Q1 Thinking about the options above, please select the statement below which most best describes your own preference regarding the future delivery of the services in question:

Answered: 258 Skipped: 0

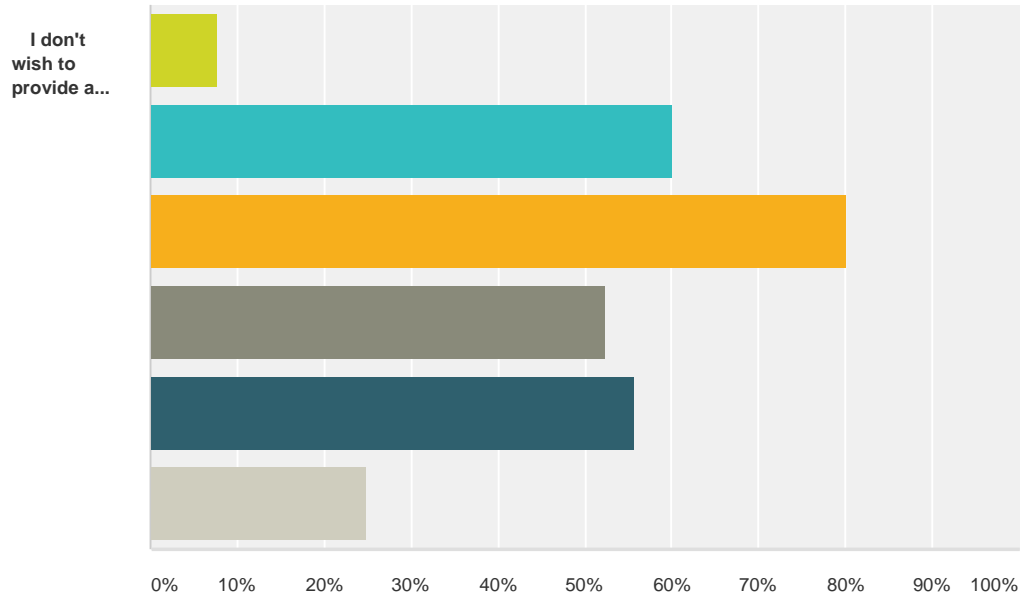


| Answer Choices | Responses |
|---|------------|
| I prefer option 1 | 87.21% 225 |
| I prefer option 2 | 5.43% 14 |
| I don't like either option and have an alternative one that still makes the same savings | 3.10% 8 |
| I don't like either option but am not sure how you can make savings and still offer the public a better service | 4.26% 11 |
| Total | 258 |

APPENDIX 2 Broseley library, customer service point and car park

Q2 If Option 1 is your preference, you may want to give your reasons (tick all that apply)

Answered: 221 Skipped: 37



| # | Use this space to detail other reasons if required. | Date |
|---|---|-------------------|
| 1 | This is a community facility and Broseley is a supportive close knit community. Library is essential for local kids and adults. | 11/3/2015 1:32 PM |
| 2 | Running the Broseley House B&B the car park is very necessary facility for my guests as sometimes Delphside is often full of cars and on road parking is time restricted. | 11/3/2015 1:31 PM |
| 3 | We must keep our library and car park. They are a big asset to Broseley | 11/3/2015 1:29 PM |
| 4 | As a local trader the loss of the library and car park facility would affect the trade and passing customers | 11/3/2015 1:28 PM |
| 5 | Needs modernising, more IT - IT services After school facilities - homework club Town archive, costa coffee machine Improve customer first point - advertise! | 11/3/2015 1:24 PM |

APPENDIX 2 Broseley library, customer service point
and car park

| | | |
|---|---|-------------------|
| 6 | Option 1 for +- 2 years then review - give time for problems to surface | 11/3/2015 1:23 PM |
| 7 | Only because it is less bad than the other option! | 11/3/2015 1:21 PM |

I like the idea of...

I am keen that the library...

I think that this will gi...

The car park should be a...

Use this space to detail ot...

| Answer Choices | Responses | |
|--|------------------|-----|
| I don't wish to provide any reasons | 7.69% | 17 |
| I like the idea of bringing services together like this | 60.18% | 133 |
| I am keen that the library hours should not be reduced | 80.09% | 177 |
| I think that this will give better access to Customer Services | 52.49% | 116 |
| The car park should be a local responsibility | 55.66% | 123 |
| Use this space to detail other reasons if required. | 24.89% | 55 |
| Total Respondents: 221 | | |

APPENDIX 2 Broseley library, customer service point and car park

| | | |
|----|---|---------------------|
| 8 | The Broseley Library is an important facility for the town much appreciated by all who use it. The staff are always helpful. A delightful friendly place. | 11/3/2015 1:15 PM |
| 9 | Close the Birchmeadow down as it is a money pit and it does not make a profit and Broseley people would save money | 11/3/2015 1:13 PM |
| 10 | The car park is invaluable - we have spent huge involvement in our business and we are aware that our customers need to know where to park which is accessible and safe during the daytime or evening. | 11/3/2015 1:11 PM |
| 11 | Services devolved to a local level is a good idea (even though it may eventually cost us - precept!). Everything remaining available as now for at least 3 years = good! Access to BTC within the building = good. Potential to tap into local volunteers to assist running library a positive. Above all, retention of services paramount! | 11/3/2015 1:10 PM |
| 12 | Move BTC office to library to save the expense of one rent of office. At last Broseley residents are consulted. A consultation on the Birchmeadow would be appreciated, due to the figures printed in the quarterly magazine. Page 2 of this consultation paper "anticipated savings" there will be a cost if the staff from the library are transferred to BTC. | 11/3/2015 1:06 PM |
| 13 | I don't see any viable alternative without reducing hours to a bare minimum | 10/24/2015 2:37 PM |
| 14 | All local services should be managed by the Town Council. That way local people will have a say in how local services are run. | 10/21/2015 2:32 PM |
| 15 | Option 1 may give better access to customer services - option 2 gives no access! Care and expenses for the car park should be shared with the Health trust Option 1 is better than option 2 in that the latter does not offer a proper service to the community whatsoever. If Option 2 goes ahead then the library will close completely sooner not later and this essential service will be lost. Save the money that the Council would spend on this spurious manoeuvre. It appears that they need every penny. | 10/21/2015 2:29 PM |
| 16 | Referring to the car park - Always assuming the Town Council do NOT see this as an easy cash cow to exploit motorists/visitors. | 10/21/2015 2:26 PM |
| 17 | Savings without a cut to service provision must be sensible. However, the way the options are framed clearly steers views towards the Council's preferred option | 10/21/2015 2:23 PM |
| 18 | I prefer that library and car park services transfer to local control, that library hours are not further reduced and that this option also gives a saving to Broseley Council. | 10/20/2015 10:53 AM |
| 19 | Disabled and suits fine | 10/20/2015 10:49 AM |
| 20 | It saves Broseley Town Council money! It enables a centralisation of local services centre on the library building. | 10/20/2015 10:47 AM |
| 21 | The running will be in the hands of people who actually care about Broseley - Good!! | 10/20/2015 10:45 AM |
| 22 | I hope the book stock will still be circulated between other branches in Shropshire - to keep the stock varied at Broseley | 10/20/2015 10:43 AM |
| 23 | I am content with this option if it is the preferred option of Broseley Town Council although I do have concerns. I am concerned about library staff being isolated from their Head of Profession and therefore not having guidance or career development if they are employed directly by the TC. I am also concerned about the cost of delivering services over the longer term. Economic theory teaches that centralisation brings economies of scale which was the argument used by Shropshire County Council when it was bidding to become the Unitary Authority. This step is devolving the library service etc to a relatively small community which may not have the skill or expertise to develop the service over the longer term and therefore the facility may not be sustainable in the longer term. | 10/15/2015 10:17 AM |
| 24 | Option 1 appears to provide the best service at the lowest cost. | 10/14/2015 9:36 AM |

APPENDIX 2 Broseley library, customer service point and car park

| | | |
|----|--|---------------------|
| 25 | It s somewhere where locals can meet up during their visits to the library, it is convenient to the high street and the doctors surgery. Being run by the town council means that school holiday activities or local groups can be considered if they request to use the facility for local people which is important in rural areas. | 10/13/2015 5:31 PM |
| 26 | Broseley is an area with a low skills base, the Library is a means for people to access information and facilities to upskill themselves. | 10/13/2015 9:44 AM |
| 27 | Local services should be managed and funded as close as possible to the point of delivery | 10/13/2015 9:28 AM |
| 28 | The risk of losing the library, its efficient and skilled staff, and/or the parking spaces in the future is high if management is retained by Shropshire Council. Have you considered the option of setting up a not for profit community management company with residents being able to buy shares in it once the review period is imminent? | 10/12/2015 4:45 PM |
| 29 | I am keen that Shropshire Authority should not be relinquishing any of their statutory duties by this action. It seems yet another way that the family jewels are being got rid of. | 10/11/2015 2:13 PM |
| 30 | It seems to be the only financially viable option | 10/11/2015 10:41 AM |
| 31 | I like the idea of developing a current service which I am confident will evolve to the increased benefit of the local community. | 10/8/2015 3:34 PM |
| 32 | Do not change a good thing - the library and staff are wonderful | 10/7/2015 2:19 PM |
| 33 | The town is currently under massive expansion and we need a community hub for our services, and as a book lover I'm keen to see library services kept in our town | 10/7/2015 2:18 PM |
| 34 | If library and car park sold - valuable amenity will be lost and private sector would buy and make profit | 10/7/2015 2:16 PM |
| 35 | Local services should be run by local people | 10/7/2015 2:12 PM |
| 36 | I don't think residents have much choice really if they want to retain the existing opening hours of the library. I don't use it and feel Shropshire Council should be responsible for the car park but Option 1 I believe serves our community better so Option 1 it is. | 10/7/2015 2:10 PM |
| 37 | Library should not close, with amount of new houses and families that will move into Broseley, its important part of childrens learning process | 10/7/2015 2:06 PM |
| 38 | We need our library in Broseley | 10/7/2015 2:05 PM |
| 39 | Its a valuable service that should not be reduced | 10/7/2015 2:01 PM |
| 40 | All local services should be under local control | 10/7/2015 1:57 PM |
| 41 | I do feel that closing the Bridgnorth Road office and moving the Town Council office into the library building and alter the building will be a good solution to keeping the library open and reducing Town Council costs | 10/7/2015 1:55 PM |
| 42 | Community "ownership" of services through managing them is a progressive step forward. Has the potential for the use of community shares to facilitate full community ownership been fully explored? | 10/7/2015 1:43 PM |
| 43 | Broseley town council is a very active body with a lot of local participation in initiatives such as Broseley in Bloom. I believe the Town Council will find innovative ways to best utilise the buildings and car park and deliver cost savings | 10/5/2015 2:07 PM |
| 44 | Facilities are better when run by local people | 9/30/2015 12:56 PM |
| 45 | Both parties prefer it. | 9/29/2015 9:55 PM |

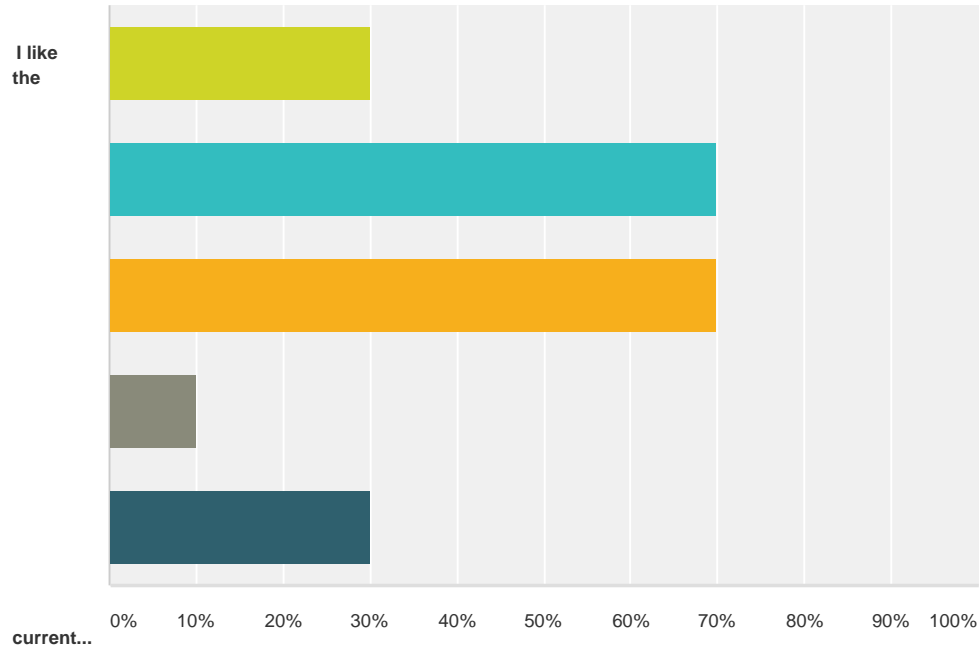
APPENDIX 2 Broseley library, customer service point and car park

| | | |
|----|---|--------------------|
| 46 | <p>to develop opportunities for new ways of delivering Library and Customer Service Point services from the existing library building and the management of the library public car park. Although I have chosen Option 1 - because it retains existing service levels, I don't consider that the accompanying information is sufficient to enable a properly informed decision to be taken. In particular, it is not clear to me how the suggested savings (presumably per annum sums?) will be achieved. Eg: how will Broseley Town Council achieve annual savings of £1,700 if it is taking on the employment of the existing library staff? If these savings are achieved by relinquishing the existing BTC offices, all well and good, but we need to be given this detail. Also, who will be responsible for the costs of maintaining the library building and car park under Option 1? If BTC, have these long-term costs been factored in? I am aware that BTC currently struggle resource-wise in terms of managing its existing property responsibilities, so taking on the library building and car park will surely only make matters worse... so more detail PLEASE, before a conclusion is reached on the basis of the responses received to this very limited information. Finally I am disappointed that the real reason driving these changes (Shropshire Council's decision to include library services as one of the areas where it proposes to make significant savings) has been hidden behind such dodgy phraseology as: "Moving to new local management arrangements is consistent with our wish to be a commissioning organisation and to identify the best possible local solutions for the ongoing delivery and sustaining of valued local services". An admission that this was the reality behind this move would at least show that the Council was not trying to dress the situation up in a more positive light than actually exists.</p> | 9/27/2015 11:21 AM |
| 47 | Staff continuity and knowledge of customers | 9/26/2015 9:01 PM |
| 48 | The library is essential for young and old, not only the lending service, but access to computers. No reduction of hours could be considered. | 9/24/2015 1:51 PM |
| 49 | Good to transfer Council staff and offices to one place. It is very good to be consulted on Broseley issues at last. Can we now have a public consultation on the finances (£1,000 weekly according to your own figures printed in the Broseley quarterly) and running of the Birchmeadow Centre. Please acknowledge receipt of this comment. AM | 9/24/2015 1:50 PM |
| 50 | Is the condition of the car park going to be checked and repaired, if necessary, before BTC take over responsibility. | 9/22/2015 9:12 PM |
| 51 | I'd be happy to pay more council tax to the Town Council (precept) if it meant safeguarding local services for local people. People can use the library building for so many things, including giving those without a computer access to the Internet free of charge. | 9/22/2015 8:26 PM |
| 52 | Has anyone considered moving the local SureStart office here when they vacate Broseley CE School in October? | 9/19/2015 8:53 PM |
| 53 | The library is an integral part of the community, and I feel the community will be greatly disadvantaged should the proposals of reduced hours be carried forward | 9/18/2015 6:54 PM |
| 54 | Staff welfare would be enhanced by being co-located, and the combined resource might be better than the sum of its parts | 9/17/2015 10:20 PM |
| 55 | This is the least worst solution. However it leaves a lot of un answered questions particularly as to whether Shropshire council will continue to deliver their part of the bargain. Frankly I have my doubts. | 9/16/2015 11:27 AM |

APPENDIX 2 Broseley library, customer service point and car park

Q3 If Option 2 is your preference, you may want to give your reasons (tick all that apply)

Answered: 10 Skipped: 248



I do not think that the Tow...

| Answer Choices | Responses |
|---|-----------|
| I like the current arrangements and can accept a reduction in library opening hours | 30.00% 3 |
| I do not think that the Town Council can/should take on this sort of work | 70.00% 7 |
| The car park should be managed like those elsewhere in Shropshire by Shropshire Council | 70.00% 7 |
| I don't wish to provide any reasons | 10.00% 1 |
| Use this space to detail other reasons if required. | 30.00% 3 |

Total Respondents: 10

| # | Use this space to detail other reasons if required. | Date |
|---|--|-------------------|
| 1 | It is hugely unfair to expect Broseley residents to pay the same Council tax as (for example) Wenlock yet have less service. The Town Council will have no choice but to increase the local precept so in effect we are paying twice. It is also unfair to expect busy volunteers to take on even more responsibility at a time when finding anyone who wants to be a Councillor very difficult. Shropshire Council should be utterly ashamed to even think of reducing library staff and premises. As for suggesting the Church Stretton model is popular - I don't think so! | 11/3/2015 1:21 PM |
| 2 | car park, libraries = Shropshire Council business There are not enough people coming forward to be active Town Councillors as it is. Will giving the more work to do encourage them more? | 11/3/2015 1:17 PM |
| 3 | I just hope we still have a library in Broseley even if it is less hours | 9/24/2015 1:46 PM |

The car park should be...

APPENDIX 2 Broseley library, customer service point
and car park

I don't wish to provide a...

Use this space to detail ot...

APPENDIX 2 Broseley library, customer service point
and car park

**Q4 Please use this space to provide details
of your alternative solutions, bearing in
mind they must still meet the savings we've
detailed.**

Answered: 4 Skipped: 254

| # | Responses | Date |
|---|---|--------------------|
| 1 | <p>I suggest closing Much Wenlock library, moving some of the stock to the school library at William Brookes and making it a joint use facility- I have seen this working in Telford and it seemed sensible. Money from the sale or rent from this building could be used to allow the larger community- Broseley - to keep its library and car park. If this did not suffice some small cut backs in opening times could be brought in or ideas for joint use of the facilities which could bring in some rental. The town council are already snowed under and the responsibility on volunteers is too much. Admin requirements will increase as will our local precept so we will be paying twice for our library service whilst other towns do not. This is iniquitous.</p> | 10/27/2015 1:21 PM |
| 2 | <p>At the meeting held at the Library 20th Oct, a very good idea was put forward which I believe merits the same consideration as other options. Its very simple, move the BTC staff into the Library (£1,700 Saving), trian BTC staff to cover SCC Library staff short fall in hours (SCC Saving). Payroll saving to SCC, for reduce hours. BTC could with some consideration pay a pepper corn rent to SCC for use of library?</p> | 10/21/2015 7:46 PM |
| 3 | <p>I do not think it is possible to pass a valid opinion when the figures of savings are just flat figures. There is no detail or breakdown. How will these suggested savings be made? information would be useful</p> | 10/7/2015 2:04 PM |
| 4 | <p>Will</p> | 9/30/2015 3:01 PM |