CABINET

DATE	11th December 2024
REPORT OF	Councillor Dawkins, Portfolio Holder for Culture, Heritage, and the Visitor Economy
RESPONSIBLE OFFICER	Carolina Borgstrom, Director of Economy, Environment and Infrastructure
SUBJECT	Library and archives service review phase-1
STATUS	Report Open Appendix 1 Annex 1 (NOT FOR PUBLICATION) Exempt information within paragraph 3 of Schedule 12A to the Local Government Act 1972 (as amended)
FORWARD PLAN REF NO.	CB 08/24/06

CONTRIBUTION TO OUR AIMS

The review of our Library and Archives Service will contribute to priorities across the Council's Outcomes Framework supporting the delivery of our 'Stronger Economy' and 'Stronger Communities'. The review process will inform the future development of the Library and Archives Service, based on consultation and engagement with local communities and other stakeholders to deliver the future service in line with the needs of our residents, the Council's strategic priorities and available resource.

EXECUTIVE SUMMARY

The report presents an update on the findings of phase-1 of public consultation and engagement, including the development of a needs assessment for these services that has informed the future proposals that are recommended for phase-2 of public consultation and engagement. The report seeks Cabinet approval to progress phase-2 of public consultation and engagement of the library and archives service review.

RECOMMENDATIONS

It is recommended that Cabinet:

1. Notes the comprehensive engagement and consultation with our communities during our phase-1 of public consultation, involving residents, partners and services.

2. Supports and agrees the following:

    a. the findings of the needs assessment as set out in Appendix 1 and,
    b. the draft proposals for future service development to ensure that a continued combined community offer and core public library service will support the delivery of the Council's statutory responsibilities.

3. Authorises the Director of Economy, Environment and Infrastructure, in consultation with the Portfolio Holder for Culture, Heritage, and the Visitor

Economy to commence phase-2 of public consultation and engagement, having due regard to the findings set out in Table 5 of this report.

4. Instructs the Director of Economy, Environment and Infrastructure, in consultation with the Portfolio Holder for Culture, Heritage, and the Visitor Economy to report further to Cabinet following phase-2 of public consultation and engagement to:

    a. present a summary of the results,
    b. present recommended refinements to the needs assessment,
    c. update Cabinet with proposed recommendations in connection with the emerging library strategy,
    d. present a suite of recommendations around future proposals shaped by consultation and engagement together with suggested implementation plans.

REASONS FOR DECISION

The Council, as a library authority, has a statutory duty under Section 7 of the Public Libraries and Museums Act 1964 ‘to provide a comprehensive and efficient library service for all persons’ for all those who live, work or study in the area. Government guidance Libraries as a statutory service - GOV.UK, outlines that a comprehensive and efficient service will differ between Councils. It therefore falls to each Council to decide how much to spend on libraries and how to manage and deliver the service. But it makes it clear this has to be done in consultation with the community, based on evidence of local needs, and in accordance with their statutory duties.

The draft proposals aim to contribute to the Council Plan and reflect the wealth of feedback received during our phase-1 of public consultation and engagement, combined with our initial assessment of local need. Based on the strong engagement with community and partners across phase-1, the Council is now able to progress phase-2 of public consultation and engagement to gain feedback on the draft proposals and develop further detail on delivery arrangements and financial implications before reporting back to Cabinet on phase-2 findings.

1. BACKGROUND AND ISSUES

Statutory duty and guidance

1.1 Local authorities have a statutory duty under the Public Libraries and Museums Act 1964 ‘to provide a comprehensive and efficient library service for all persons’ for all those who live, work or study in the area. However, the meaning of "comprehensive" and "efficient" are not defined and the legislation does not state a minimum number of libraries that must be provided. A Local Authority in complying with its duty shall have particular regard to the desirability of:

- securing adequate amounts of books and other printed matter, pictures, films and other materials which are sufficient in number, range and quality to meet the general requirements and special requirements of both adults and children
- encouraging adults and children to make full use of the library service and provide advice of its use

- securing, in relation to any matter concerning the functions both of the library authority as such and any other authority whose functions are exercisable within the library area, that there is full co-operation between the persons engaged in carrying out those functions

1.2 Local authorities have a duty when planning and delivering services to give due regard under the Equality Act 2010 to consider how different people will be affected by their activities, helping them to deliver policies and services which are efficient and effective; accessible to all, and which meet different people's needs. The Council has completed Equality Impact Assessments as part of the review process at appropriate stages.

1.3 When planning its future service delivery, the Council needs to consider for its library service:

- accessibility (physical, virtual and outreach)
- quality (mapped to local needs)
- availability (including opening hours)
- sustainability

To support this, 'Libraries Deliver: Ambition for Public Libraries in England 2016-2021' encourages seven design principles to follow when designing library services for the future. Library services should:

- meet legal requirements
- be shaped by local needs
- focus on public benefit and deliver a high-quality user experience
- make decisions informed by evidence, building on success
- support delivery of consistent England-wide core offers
- promote partnership working, innovation and enterprise
- use public funds effectively and efficiently

1.4 A strong theme throughout these service design principles is the importance of transformational changes to a library service being based on need and the local situation (see 'Section 6. 2 – Planning public library services to meet local need' for further information). Furthermore, the 'Libraries Deliver: Ambition for Public Libraries in England 2016-2021' document emphasises the need for Councils to think long-term and strategically about their library service and do this in consultation with their communities while factoring in its available resources.

1.5 The Council's public archives service links within this work as there is well established guidance that recognises the common ground shared by archives and library services. Therefore, both the library and public archives service are being considered as part of wider regeneration and development plans locally throughout this review.

1.6 The Council has a responsibility under the Local Government Acts to make proper arrangements for the care of their own administrative records. This is the primary function of the North East Lincolnshire Archives service, but it also has legislative discretion to provide facilities for the safe custody and use of the records of other local authorities, organisations, businesses and individuals.

Background and reason for review of statutory library service and public

archives service

1.7 The current statutory library service and public archive service are operated by Lincs Inspire Limited (LIL) on behalf of the Council, from five key sites across the borough; Grimsby Central Library, Cleethorpes Library, Immingham Library, Waltham Library and Grimsby Town Hall Public Archives facility. In addition, a range of services are available including the home delivery service and online resources. The public library service supports the delivery across the 'Universal Library Offers' covering reading, information & digital, culture & creativity and health & wellbeing.

1.8 The current opening hours of the library branches and public archives service are highlighted in Table 1 below. As a summary, three of the four library branches are closed one day during the week Monday to Friday, with all libraries operating on a Saturday morning 9:00am to 1:00pm and are closed on a Sunday. The exception to this is at Immingham Library that does not close for a day during the week as part of a previous agreement with Immingham Town Council to maintain service opening hours.

Table 1 – Library and public archives branch opening hours

Branch	**Opening hours per week**
Grimsby Central Library	40 hours (closed Monday & Sunday)
Cleethorpes Library	40 hours (closed Friday & Sunday)
Immingham Library	44 hours (closed Sunday)
Waltham Library	36 hours (closed Monday, Sunday & lunchtimes)
Public Archives	24 hours (closed Friday to Sunday)

1.9 The public archives service operates from within Grimsby Town Hall and is the custodian of a large collection of original documents relating to the area, covering the period from the 13th Century to the present day. There are a range of regulations and legislation that relate to, or have an impact on, archives and records management. Users can look at items such as local and family history, legal rights and titles and utilise services such as conservation and binding. The public can undertake research into local and family history using a variety of sources, including wills, cemetery records, school records, title deeds and maps. The Archives also holds a large collection of records relating to the port of Grimsby and the fishing industry. Across the year of 2023/24 the service answered 1,381 enquiries and 2,296 documents were issued in the reading room.

1.10 In recent years developments in technology, coupled with the Covid pandemic has led to changes in the way people live their lives, this includes how they use our libraries. In 2023-24, there were 170,565 visits (146,019 in person) to our statutory public library service across North East Lincolnshire. This was a reduction from pre-Covid figures where in person visits were at approx. 240,000 visitors per year.

1.11 It is important that that the Council allocates the resources that it has available carefully across its diverse range of services to support residents achieve their

best outcomes and full potential. That is why we need to ensure that the library and archives services provided are modern, efficient and fit for purpose for years to come. In a climate of rising costs, the decline observed in service usage coupled with the competing priorities across the wide range of local services that the Council deliver has prompted the review of the library and archives service.

Review process and the development of needs assessment

1.12 The process of review has been developed in accordance with the Council's statutory duties and the guidance outlined in section 1.1 to 1.3 of the report; the Council has established a two-stage approach to the review with two separate phases of public consultation and engagement, as well as data analysis to develop a comprehensive needs assessment (see Appendix 1):

- Phase-1 Public Consultation – firstly, finding out how people use (or do not use) library and archives services, what is important to them and what people see as the priorities and opportunities for the services in the future.
- Phase-2 Public Consultation – secondly, look at how the Council may need to develop, and potentially change, elements of our archives and library services. Stage two to be informed through work and analysis from stage one.

1.13 The needs assessment has been undertaken to support and inform the future direction of library and archives service provision in North East Lincolnshire. The assessment considers the relative need for library provision across the borough through looking at public consultation, demographic information, library location and library use to support the identification of proposals for the library and archives service which ensures that available resources are prioritised to meet greatest need.

1.14 A summary of the headlines from the needs assessment in Appendix 1 and Annex 1 – 4 (ANNEX 1 CLOSED) are included below across the following sections:

- Public consultation and engagement
- Current library and archives service data
- Library catchment areas and need mapping
- Overall ranking of need
- Strategic context

Public consultation and engagement

1.15 The Council began phase-1 of the public consultation and engagement on the statutory library service and its public archives service in January 2024. The consultation and engagement period were completed through an online survey and numerous in-person engagement events for 12 weeks from Friday 12th January to Friday 22nd March 2024. In addition to the survey, in-person public focus groups, staff focus groups, and community pop up sessions were held to support qualitative engagement. In total 888 responses were received via the survey (631 completed responses), with a further 251 voices captured across in person sessions at community sessions, staff and public focus groups.

1.16 The different methods for engagement have generated a wealth of views, experiences, ideas and suggestions which together, present a rounded picture of the library and archives service's role in serving the people who live, work and study in North East Lincolnshire. However, it is important to note that those who feel strongest about the library and archives service are likely to be over-represented among those that we have engaged with.

1.17 Further detail on the findings of phase-1 public consultation and engagement is included within Appendix 1 and the full consultation summary is included within Annex 2. These findings have been collated to develop emerging themes outlined in Table 1 that will be considered within the development of future library and public archives strategy and have been used to inform proposals that would be subject to the second round of public consultation and engagement.

1.18 Where emerging themes link to operational matters the Council will continue to work in partnership with LIL as the operator to deliver these in future as part of library and public archives strategy actions plans. For example, in relation to the emerging theme around ICT and the desire to see updated and modern ICT provision, both across equipment and software in libraries, this has been delivered within existing budgets during November 2024 with the installation of new, faster and more reliable public network computers across all four library branches.

Table 1 – Emerging themes from consultation and engagement for library and archives future service design

Emerging theme	**Future consideration**
(1) Co-location of services	• Continue and expand the partnerships and shared service location across library buildings for health and wellbeing services, family, parent and toddler services. • There is strong agreement around developing services for adult skills and learning within a Grimsby town centre library location. • Agreement around co-location of library and public archives services within the same building in Grimsby town centre. • Benefits of co-location of libraries across shopping centres, leisure centres, and gallery and exhibition space
(2) Opening Hours	• Feedback around the desire for expanding opening times of services with a focus around Saturday all day and evening hours during the week.
(3) Facilities	• The importance of public toilets that are fully accessible within libraries. • Development of spaces within libraries for meeting rooms, exhibition / gallery space, study space with a

	particular focus around Grimsby Central Library upper floors that are out of use. • Future provision of café or hot drink machine etc. was seen as desirable. • Accessibility improvements around lift access, automated doors where applicable, improvement in ramp access.
(4) Programming	• Utilisation of building space, adaptability of space (shelves on wheels, books versus space for activities) • Use by other public sector agencies, partner organisations • More focus around engagement with children, parent and toddler groups and activities and programme more things on, social activities, school groups etc.
(5) User experience	• The importance of customer service including staff interaction, engagement with customers and the overall customer journey was highlighted as a key area. • Book stock and wider materials are valued and important for service users, recognising that the library service is more than just books, however reading provision should remain a key focus. • Feedback around existing controls on lending times, card renewal periods and where this could be extended.
(6) Marketing, advertising and messaging	• Communicating better around what's on, improving the promotion of the library service and its offer. • Improve communication around the benefits of library books (versus purchase from home). • Raising awareness of the public archives and what is there. • Physical improvement in signage journey and external promotion of library buildings.
(7) Partnership working	• Building partnerships with local groups and providers • Outreach activity (school visits, bringing in / engaging new user groups) • Wider information sharing from within the Library around local offers (information board, info screens etc.)
(8) Culture and Creativity	• Clear feedback around opportunity for more events and activities, exhibitions and sharing of local history. • Greater access and sharing of the public archives and the local history collection.

(9) ICT	• The desire to see an update and modernise ICT provision, both across equipment and software in libraries. • The role library service plays in supporting digital literacy, ICT learning and skills and how this is expanded.

Current library and archives service data

1.19 It is important to consider the current usage of the library and public archives service as it supports in building our understanding of how these services are accessed currently and it informs our assessment of local need. The trend of usage and activities is also important to understand, for example whether the service is growing or in decline, and what are the services that are most popular.

1.20 Analysis highlighted that although there has been some recovery post-Covid between 2022/23 to 2023/24, the data since 2018-19 does present an overall trend of decline in library service usage. This is seen more acutely when it comes to more traditional measures around physical visits, issues of materials, computer usage and attendance at events and programmed activity. However, the online library service for e-resource lending has continued to increase year-on-year. Appendix 1 needs assessment provides full detail and breakdown by service location and Table 2 is included as a summary of trends over the period across the service.

Table 2 – summary of library usage data

	2018-19	2019-20		2022-23	2023-24
Total number of physical visits	254,824	246,266		134,910	146,019
Total number of issues	213,924	213,924		153,946	169,051
Total number of computer hours used	19,402	16,624		6,019	6,470
Total home library recipients	1,585	1,708		1,127	1,043
Total e-resource lending	5,055	8,069		13,046	19,767
Total core event & programme attendance	15,608	19,454		16,619	18,521

1.21 The following headline findings were established regarding current library service usage, this is presented in further details across Appendix 1 needs assessment:

- 43% decline in total physical library visits from 2018-19 to 2023-24
- 67% decline in total number of computer hours used from 2018-19 to 2023-24
- 391% increase in total e-resource lending from 2018-19 to 2023-24
- Grimsby Central Library had significantly higher usage than other library branches as the leading central location for the service
- Over 65 years is the highest age category of active borrowers at 45%,

this may be considered high when looking at wider population of North East Lincolnshire with over 65 years making up 21% of population
- 12 years and under also made up a high proportion of active borrowers at 24% when compared to wider North East Lincolnshire population (14 years and under at 18% of population)
- Women and girls from 13 years and over, present significantly higher than males at 62% versus 31% (note 7% of user data did not specify gender). There is little difference in gender for school age children
- Disability service users made up 2.7% of borrower figures (9% of North East Lincolnshire residents identified as being disabled) with the highest proportion using Grimsby Central Library and the lowest at Waltham Library

1.22 Financial spend across the library service branches has been mapped against usage, catchment area and opening hour data to establish library branch locations that present as most cost-effective. Further information is provided within Appendix 1 needs assessment and Annex 1 (CLOSED) on library and archives expenditure. The exercise presented the following headline findings:
- Waltham Library as the most cost-effective branch location, however this is followed closely by both Immingham Library and Cleethorpes Library
- Grimsby Central Library presents as significantly less cost-effective in operation, however this is a significantly larger library providing a wider range of services, and several centralised services, for example the borough's local history collections and main reference material collections
- Back log maintenance across the whole public library and archives service is costed at circa £2.7m that would need to be spent to improve library buildings to a modern standard, with £2.4m of this value at Grimsby Central Library, noting that this backlog maintenance figure may fluctuate when further intrusive surveys are undertaken

Library catchment areas and need mapping

1.23 For the purpose of the needs assessment, library catchment areas have been developed based on Lower-layer Super Output Areas (LSOAs) of the home postcode of active library users, those users who have borrowed or renewed materials within the previous 12 months (during the period April 2023 – March 2024) using data captured from North East Lincolnshire Library Management System. LSOAs are designed to be of a similar population size, with the mean population of all LSOAs as 1,614 residents or 672 households in North East Lincolnshire. This approach for setting library catchment areas is consistent with other approaches seen nationally.

1.24 There will of course in reality be overlap between library catchment areas, however, for the purposes of this analysis each Library has a distinct catchment area based on the above and further detail is included within Appendix 1 needs assessment and Annex 3 – 4 on the methodology and need mapping.

1.25 The needs assessment has looked at a series of themes to determine where greatest need for our library service is within North East Lincolnshire. The

themes have been chosen to help identify community need to access services which support people's health and wellbeing, literacy, learning, digital skills, cultural enrichment and employability. It is recognised that a broad range of measures are needed across these themes to cover the breadth of society and an individual's life course. These themes and measures are listed within Appendix 1 needs assessment.

1.26 The LSOA needs analysis, overlapped with mapping evidence of library catchment areas, supports the Council to identify communities where it may need to focus its resources that it has available to deliver the future service. The headline average rankings are included within Table 3:

Table 3 – library catchment area average need rank

Library Catchment	**Average EDUCATION rank**	**Average DEMOGRAPHICS rank**	**Average DEPRIVATION rank**	**Average HEALTH rank**	**Average CRIME rank**	**Average ECOMONY rank**	**Average LSOA DEMAND rank**	**Average of AGGREGATED ranks**	**Overall LIBRARY CATCHMENT rank**
Waltham Library	1.4	2.6	1.7	2.1	1.4	1.6	1.8	12.6	**1**
Immingham Library	2.9	2.9	2.4	2.7	2.1	2.7	2.6	18.2	**2**
Cleethorpes Library	2.6	2.7	2.9	3.0	3.0	2.8	2.9	19.9	**3**
Grimsby Central Library	3.5	3.2	3.5	3.1	3.7	3.5	3.5	24.1	**4**

1.27 The demographic information for library catchment areas highlights the following headlines:

- Grimsby Central Library catchment area presents the highest level of average need across the range of themes
- Waltham Library catchment area presents the lowest level of average need across the range of themes
- Immingham Library catchment area has higher average need across education and demographic themes than Cleethorpes Library, however across all other themes the catchment area for Cleethorpes Library present higher need than Immingham
- There is a concentration of LSOAs within Grimsby Central Library catchment area that present the highest level of overall need

Overall ranking of need

1.28 The range of findings summarised within this report section 1.18 – 1.26 and presented in more detail across Appendix 1 needs assessment were collated to calculate an overall ranking of need for each library branch. This calculation was based on identified characteristics of library use and demographic make-up that indicate different aspects of local community need for libraries and which, in combination with cost factors can build a picture of the overall relative need for each of the four library branches across the North East Lincolnshire network.

1.29 The four characteristics are listed below, with headline scores presented using a weighting score system in Table 4 (see Appendix 1 for further detail):

- Use of the library (current usage data)

- Need (overall catchment rank)
- Access to a library (travel times and availability of transport services)
- Value for money (Cost per visit / resident / opening hour)

Note the weighting of characteristics has been apportioned to align with the aims of the review in respect of the local context in North East Lincolnshire where health inequality (see North East Lincolnshire Joint Strategic Needs Assessment (JSNA), March 2024) is a challenge across our place, therefore weighting set as following based on need (50%), access (20%), value for money (15%) and usage (15%).

Table 4 – overall rank of library need

	Cleethorpes Library	**Grimsby Central Library**	**Immingham Library**	**Waltham Library**
Weighting score 15% - Usage	**4.5**	**6**	**1.5**	**3**
Weighting score 15% - Value for Money	**4.5**	**1.5**	**4.5**	**6**
Weighting score 50% - Need	**15**	**20**	**10**	**5**
Weighting score 20% - Access	**4**	**2**	**8**	**6**
Total weighting score of need	**28**	**29.5**	**24**	**20**
Overall rank of need	**2**	**1**	**3**	**4**

1.30 The overall ranking exercise highlighted the following regarding the four library branches across North East Lincolnshire network:

- Grimsby Central Library catchment area was ranked as highest need overall across the different indicators for library services, closely followed by Cleethorpes
- Waltham Library catchment area was ranked as lowest need across the different indicators for library services, followed by Immingham
- Immingham Library catchment area ranked as highest need on access based on travel times, distance and public transport services available to other library branches, closely followed by Waltham
- Waltham Library was ranked strongest on value for money, closely followed by Immingham and Cleethorpes

1.31 It is important to not view the ranking exercise in isolation, however it provides a helpful picture based on data analysis when considering future service design and the challenging balance of resources available against local need and the importance of using public funds effectively and efficiently. As a headline, it points to Waltham Library catchment area as demonstrating the lowest need for library services locally. Naturally there are a range of complex factors to consider, and wider Council strategy needs to be considered within the development of future proposals for these services.

Strategic context

1.32 The importance of co-location of services, opening hours, facilities, programming, culture and creativity and partnership working have been identified within public consultation and engagement findings as several of the

themes for future service development. When considering this within a strategic context, Immingham library presents an example model of this positive co-location of services within a hub location at the Civic Centre that includes a range of community services and facilities under one roof, influencing these themes through its delivery model.

1.33 Proposals for future service design should consider these principles and look for opportunities for other library branches to develop services within this context of co-location. The proposals should also factor in priorities and ambitions set out within Council strategies and Masterplans alongside findings of phase-1 of public consultation and engagement.

1.34 In Grimsby town centre, the opportunity to develop the existing library service with skills and education partners has been looked at as part of alignment with the Council Skills Strategy and Grimsby Town Centre Masterplan. As part of this, the Council, along with partners, have been establishing the concept of a skills and training hub within the region given the future aspiration with adult skills funding through Devolution. Initial engagement feedback with partners has emphasised the need and desire from training professionals for a centrally located skills hub, aligned with library services, that targeted generalised skills and signposting services to support access to potential future careers. This feedback from partner engagement is consistent with the support for library and adult skills & learning co-location of services with core strands identified from the first round of public consultation and engagement on library and archives services including:

- The importance of Grimsby town centre library service provision
- The future opportunity for co-location of services across a central library location including skills and learning, and a range of other council and partner service offers

1.35 Linked to the principle of co-location, the Cleethorpes Masterplan identified the current library building on Alexandra Road as a site with potential to be considered for future development. The current library building is located opposite Pier Gardens that is scheduled for its own significant redevelopment as part of the first phase of masterplan projects supported by Government funding. Therefore, the concept of development potential of the existing library site on Alexandra Road is in alignment. In addition, the masterplan highlights the need to identify alternative options for the location of the library service. Cleethorpes Leisure Centre presents a potential opportunity for the co-location of leisure and library services with the benefit of overlap of users across different services with a particular focus on young people and families.

1.36 In addition, when considering the decline in physical visits across library branches between 2018-19 to 2023-24 and with the significant growth in e-resource use, it is important for the Council to consider the number of library branches that it provides, in combination with continuing its home delivery service and online services to deliver its statutory duty. Within this consideration, it is important to highlight the strategic priority of addressing health inequality in North East Lincolnshire (see North East Lincolnshire JSNA, March 2024) and the importance of prioritising library branch service delivery within areas where residents may benefit most from accessing these services.

Therefore, when considering effective and efficient service delivery this points to the potential to explore alternative options for Waltham Library as a community offer based on its catchment area presenting as lowest need.

Proposals for phase-2 public consultation and engagement

1.37 The findings from phase-1 public consultation and engagement, data analysis and needs assessment has highlighted where the Council should focus its available resources to deliver a "comprehensive and efficient" library service.

1.38 As such, a set of proposals in Table 5 have been identified for the library service that focuses on modernising and rationalising the library network through co-location of services. This looks at the library service branches that present as highest need for local services and fit with wider Council strategy to develop further, recognising the importance of encouraging footfall in our town centres and the benefits of bringing services together under one roof. It recognises that these buildings will require significant investment to bring them up to a modern-day standard and to develop the vibrant spaces to reverse the declining usage trend across these services. These proposals are also set within the context of the wider financial pressure being experienced by the Council.

Table 5 – proposals for further phase-2 public consultation and engagement

Proposal for further consultation:	**Headline findings and reason:**	**Next Step**
Co-located service: Cleethorpes Library and Cleethorpes Leisure Centre	• Overall needs assessment identifies Cleethorpes Library catchment area as second highest need rank within North East Lincolnshire. • Potential to extend library opening hours within a remodelled leisure centre building benefitting from opportunities to open 7-days a week, including early mornings, evenings and weekends, plus the benefit from shared facilities i.e. toilets. • Benefits of co-located services under one roof with cross pollination of service users across leisure and libraries. • More efficient use of resources with library and leisure services under one roof and associated cost benefits. • Potential development of Alexandra Road current library site to support the visitor economy. • Cleethorpes Masterplan and Sport and Physical Activity Strategy alignment. • Investment in services required in library and leisure to enhance service to modern, efficient and attractive.	Phase-2 public consultation and engagement

Co-located service: Grimsby town centre hub with library, public archives, and adult skills and learning offer	• Overall needs assessment identifies Grimsby Central Library catchment area as the highest need rank within North East Lincolnshire overall and for Education. • Potential to extend opening hours with a hub site requiring operation across the week. • Benefits of co-located services under one roof with cross pollination of service users. • More efficient use of resources with library, public archives and skills services under one roof and associated cost benefits. • Potential development of existing Grimsby Central Library building or alternative town centre building provision to support town centre footfall. • Grimsby Central Library experiences high operating costs per service visit, therefore more cost-effective locations within Grimsby town centre for the service need to be considered. • Grimsby Town Centre Masterplan and Skills Strategy alignment. • Investment in services required in hub model to develop the service to ensure it is modern, efficient and attractive including potential for flexible meeting / exhibition space. • Greater access and sharing of the public archives and local history resources.	Phase-2 public consultation and engagement
Redesignation of Waltham Library as community library	• Factors in the wider financial position of the Council and the need for all services to operate efficiently and effectively, including consideration in the use of buildings. • Overall needs assessment identifies Waltham Library catchment area as the lowest need rank within North East Lincolnshire and therefore considered as part of service redesignation. • Overall trend of decline in library service usage across physical visits, reading material issues and computer hours usage, with a material change in consumer habits and need post-Covid pandemic, although usage of online library services has grown significantly during the period. • Phase-1 of consultation highlighted that selecting books in all formats was	Phase-2 public consultation and engagement

	significantly higher than other activities within libraries. Exploring the community library model in Waltham would continue to support this. • Potential to develop a community library model in Waltham combining access to reading materials with other community-based services. While mitigating the risk of complete service closure at Waltham based on the needs assessment, combined with continuing to deliver the service within the resources available.	

1.39 The proposals will be subject to phase-2 of public consultation and engagement on the library and public archives service review. This second phase is currently planned to take place over a 12-week period in early 2025. Further detail will be available at the start of the consultation period. Phase-2 of the public consultation will follow a similar methodology as phase-1 in utilising an online survey and providing face to face opportunities to ensure as many people as possible can share their views and be a part of designing a library service that best meets their needs within the resources available.

2. RISKS AND OPPORTUNITIES

2.1 There are risks of challenge associated with any material changes in library service delivery due to the Council's statutory duty ‘to provide a comprehensive and efficient library service for all persons’ for all those who live, work or study in the area. As stated previously, it is for each individual council to provide a library service that meets the needs of local library users while taking into account resources available. To mitigate this risk the Council must show compliance with its statutory duty. The Council has thoroughly assessed local need and has established a review process over two stages to support future service design in consultation with communities while factoring in the Council’s available resources.

2.2 The Council needs all services to operate efficiently and effectively. The review presents an opportunity for library and archives services to develop for the future within a more efficient service delivery model.

2.3 The review of Library and Archives Service will continue to be subject to open public consultation through focus groups across local networks, cross sector input, resident survey and engagement with stakeholders as part of phase-2. This approach will both maximise the opportunity for participation and minimise the risk of lack of access or under representation in the development of the long-term plan for the Library and Archives Service.

2.4 Risk that the proposals for future service delivery developed at this stage may not fully consider equality and diversity issues and impact. To mitigate this risk an Equality Impact Assessment (EIA) has been completed at the start of phase-

1 of the review process and a further EIA completed as the proposals were formed. Further EIA's will be completed at appropriate stages in the review process.

2.5 The proposals presented at this stage are for further public consultation and engagement as part of phase-2 of the review and therefore are not developed to a fully costed implementation plan. Across phase-2 of the review more detail will be developed based on the findings from the engagement process and proposals refined with costed delivery plans. There is risk that business cases may not be viable when it comes to decision making around implementation, however the principal of co-location and community library offer present an opportunity to develop more efficient service delivery in future.

3. OTHER OPTIONS CONSIDERED

3.1. There is the option to not progress the review further to stage-2 and maintain existing service delivery. However, this would not respond to the findings of phase-1 of the review and continue to observe the decline in service usage that has been seen since 2018-19.

3.2. There is the option to pause the review and develop alternative proposals. However, the current proposals are based on engagement findings, data analysis and needs assessment to date.

3.3. There is the option to move forward and implement the proposals and not progress the review through a second phase of public consultation and engagement. However, the Council recognises the benefit of the two-stage process and the importance of gaining feedback on the proposals from residents to support a process of refinement before any further recommendations are made. The second phase of public consultation and engagement will also support build on the wealth of community feedback gathered from phase one to support inform the continued development of future library strategy.

3.4. It should be noted that other options available such as different models for local service delivery and opening hour reductions have been considered previously and implemented including outsourcing service delivery through Lincs Inspire Limited that operate the library and public archives service on behalf of the Council. In addition, previous library service reviews and changes in service delivery have been completed in 2014 through a reduction in library branch provision from ten to four branches and 2017 through a reduction in opening hours.

4. REPUTATION AND COMMUNICATIONS CONSIDERATIONS

4.1. There are both potential positive and negative reputational implications for the Council in completing the review of Library and Archives Services. The proposals for phase-2 of public consultation and engagement need to be communicated effectively to support in explaining the rationale behind the proposals to mitigate potential reputational risks.

4.2. To support communications throughout phase-2 of the review an action plan has been agreed with the Council's communications service, covering

communication, consultation and information requirements and channels to be used.

5. FINANCIAL CONSIDERATIONS

5.1. The proposals remain subject to further public consultation and engagement as part of phase-2 of the review process, therefore decisions at this stage do not have immediate financial implications.

5.2. It is important to note the wider financial pressure across the Council, the current Council Finance and Business Plan 2024/25 – 2026/27 reported in February 2024 presented a forecast budget gap for the Council of circa £8.6m from 2025/26. The Council needs all services to operate efficiently and effectively, including consideration in the use of buildings and how developments in technology can support future service delivery.

5.3. The proposals developed through phase-1 of the review outline the base for a more efficient method for future service delivery of the library and archives services and estate through the principle of co-locating services and redesignation of a library branch to a community offer. These proposals will need to be fully costed across future stages of the review process as elements are refined off the back of findings from phase-2 of public consultation and engagement. In addition, the development of business cases for capital investment to enhance new and existing service locations to facilitate the effective co-location of services will need to be completed at appropriate points within the review process.

6. CHILDREN AND YOUNG PEOPLE IMPLICATIONS

6.1. The review of library and archives service covers a wide range of groups across the population with a particular focus on children given the large proportion of existing library users who are 12 years and under at 24%. This includes considering opportunities for connecting children and young people with learning, literacy and wider enrichment activity across services and facilities. There is an opportunity through the proposals to develop co-located services, building cross sector working to deliver wider outcomes that includes children's health, literacy and social interaction recognising the benefits of early engagement with books and developing the enjoyment of reading from a young age.

7. CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

7.1. The review of Library and Archives service will consider environmental implications and opportunities to ensure sustainability and low carbon initiatives are incorporated. The proposals that include co-location of services support in developing services under one roof, with the benefit of more efficient use of building space and utility consumption.

8. CONSULTATION WITH SCRUTINY

8.1. Previous consultation with the Tourism and Visitor Economy Scrutiny Panel took place in November 2023 in advance of phase-1 of public consultation and engagement.

8.2. Pre-decision scrutiny is scheduled for 5th December 2024 with Economy, Culture and Tourism Scrutiny Panel.

9. FINANCIAL IMPLICATIONS

9.1. At this stage there are no direct financial implications arising from the recommendations within this report. However, the review must be considered within the context of the wider financial challenges facing the Council. Indeed, there is an expectation that the Council continues to challenge and review the efficiency and effectiveness of service delivery.

10. LEGAL IMPLICATIONS

10.1. The proposed consultation process is compliant with what is regarded as being best practice. Such consultation must be at a time when proposals are still at a formative stage and give sufficient reasons for any proposal, in order to permit a person to give an intelligent consideration and response. The consultation process must engage with all those who are likely to be affected and set an adequate time to respond. A 12-week period is regarded as reasonable. Clearly proper consideration and regard must be had to the consultation responses prior to reaching any decision.

10.2. The narrative in the above report provides assurance that a methodical and reasoned approach is being taken and the recommendations sought around phase-2 are consistent with an exercise of this nature and are constitutionally sound.

10.3. The above report largely captures the statutory obligations on the Council when it comes to library provision and its review.

10.4. Section 7 of the Public Libraries and Museums Act 1964 is adequately referenced above. Unhelpfully, the Act does not define "comprehensive" and "efficient" library service. However, the Courts have interpreted this as:

> *"A comprehensive service cannot mean that every resident lives close to a library. This has never been the case. Comprehensive has therefore been taken to mean delivering a service that is accessible to all residents using reasonable means, including digital technologies. An efficient service must make the best use of the assets available in order to meet its core objectives and vision, recognising the constraints on council resources. Decisions about the Service must be embedded within a clear strategic framework which draws upon evidence about needs and aspirations across the diverse communities of the borough".*
>
> *"The key is reasonable ability to access the service by all residents of the county. This means that distances and time taken to reach a library must be reasonable and any particular problems, whether physical disabilities, or created by age or family considerations, must be capable of being met"* (Draper v Lincolnshire County Council in 2014 EWHC 2388 (Admin)
>
> *"the availability of resources is highly material to the question of what constitutes a comprehensive and efficient library service. The section 7 duty cannot be exempt or divorced from resource issues and cannot in law escape the reductions which have been rendered inevitable in the*

light of the financial crisis engulfing the country." (R (Green) v Gloucestershire City Council [2011] EWHC 2687 (Admin)).

10.5. Non-statutory guidance for local authorities referenced in the above report includes the following:

> ….Every council in England is required to provide a 'comprehensive and efficient' library service under the Act. It must do so in a way which meets the needs of local library users taking into account the resources available.
>
> The public library service is not a national service, but a local service. What a comprehensive and efficient service means will differ between councils and will depend on the needs of each area. It is therefore the role of councillors and officials at a local level to determine how much they spend on libraries and how they manage and deliver their service. This must be done:
>
> - in consultation with their communities
> - through analysis of evidence around local needs
> - in accordance with their statutory duties
>
> Councillors need to make decisions about how money is invested in the interests of the whole community. They will have competing priorities across a wide portfolio of local service provision and councillors and officers must reconcile these matters against the background of their legal requirements. Councils can take their available resources into account when deciding how to deliver their public library service.
>
> Councils therefore have the freedom to design their library service, based on their analysis and assessment of local needs. There are no longer prescribed national standards, which risked ignoring the specific circumstances or needs of individual library authorities…."

10.6. The proposed methodology set out in the report is consistent with governmental expectations and the courts.

10.7. It is right that the results of the phase-2 exercise should be analysed and presented to Cabinet by way of further report, before any decision on future provision is made.

11. HUMAN RESOURCES IMPLICATIONS

11.1. At this stage there are no direct people implications arising from the recommendations within this report.

12. WARD IMPLICATIONS

The review of the library and archives service will cover all wards across North East Lincolnshire.

13. BACKGROUND PAPERS

Finance and Business Plan 2024/25 – 2026/27
3.-Budget-Finance-and-Commissioning-Plan-Feb-24.pdf-PDF-4139KBicon-

namepaperclip-prefixfa.pdf (nelincs.gov.uk)

Scrutiny Report November 2023
8.-Library-Archives-ReviewPDF-108KBicon-namepaperclip-prefixfa.pdf

Libraries Deliver: Ambition for Public Libraries in England 2016 to 2021
Libraries_Deliver_-_Ambition_for_Public_Libraries_in_England_2016_to_2021.pdf

North East Lincolnshire Joint Strategic Needs Assessment March 2024
JSNA - State of the Borough Summary - UTLA | North East Lincolnshire | Report Builder for ArcGIS

Equalities Impact Assessment-1 December 2023

Equalities Impact Assessment-2 November 2024

14. CONTACT OFFICER(S)

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COUNCILLOR HAYDEN DAWKINS
PORTFOLIO HOLDER FOR CULTURE, HERITAGE AND THE VISITOR ECONOMY

Appendix 1:

North East Lincolnshire Council – Library Service and Archives Needs Assessment Phase-1

Section 1: Executive summary
Section 2: Introduction
Section 3: Background
Section 4: Statutory considerations
Section 5: Planning for library and archives service delivery
Section 6: Purpose of the needs assessment
Section 7: Needs assessment – current library and archives service data
Section 8: Needs assessment – consultation and engagement phase-1
Section 9: Needs assessment – library catchment areas and need mapping
Section 10: Needs assessment – overall ranking
Section 11: Needs assessment – strategic context
Section 12: Proposals
Annex 1: library and archives service finance summary (CLOSED)
Annex 2: library and archives review – phase 1 consultation summary
Annex 3: library catchment area needs analysis
Annex 4: library catchment area LSOA need mapping

1. Executive summary

This needs assessment has been undertaken to support and inform the future direction of library and public archives service provision in North East Lincolnshire. The assessment considers the relative need for library provision across the borough through looking at public consultation, demographic information, library location and library use to support the identification of proposals for the library and public archives service which ensures that available resources are prioritised to meet greatest need.

2. Introduction

North East Lincolnshire Council (the Council) began a review of the statutory library service and its public archives service in January 2024. The first phase of this work has focused on building a better understanding of what our communities see as important to them, how they use these services and what they view as the opportunities for the services in the future. The current statutory library service and public archives are operated by Lincs Inspire Limited (LIL) on behalf of the Council, from four key sites across the borough; Grimsby Central Library, Cleethorpes Library, Immingham Library and Waltham Library. The Archives service operates from within Grimsby Town Hall (see Figure 1). There are three non-statutory community libraries across North East Lincolnshire that provide a range of different opening hours, activities and services including access to borrow books and community activities. (see Figure 2).

Figure 1 – North East Lincolnshire Council Statutory Library and Archives Service Current Provision

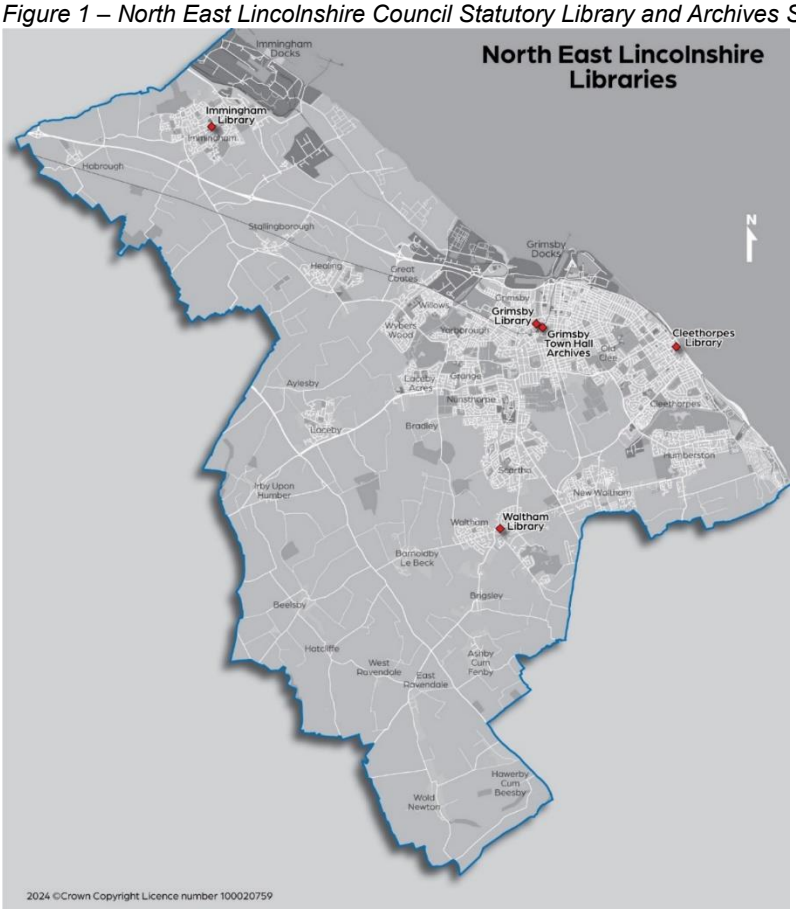
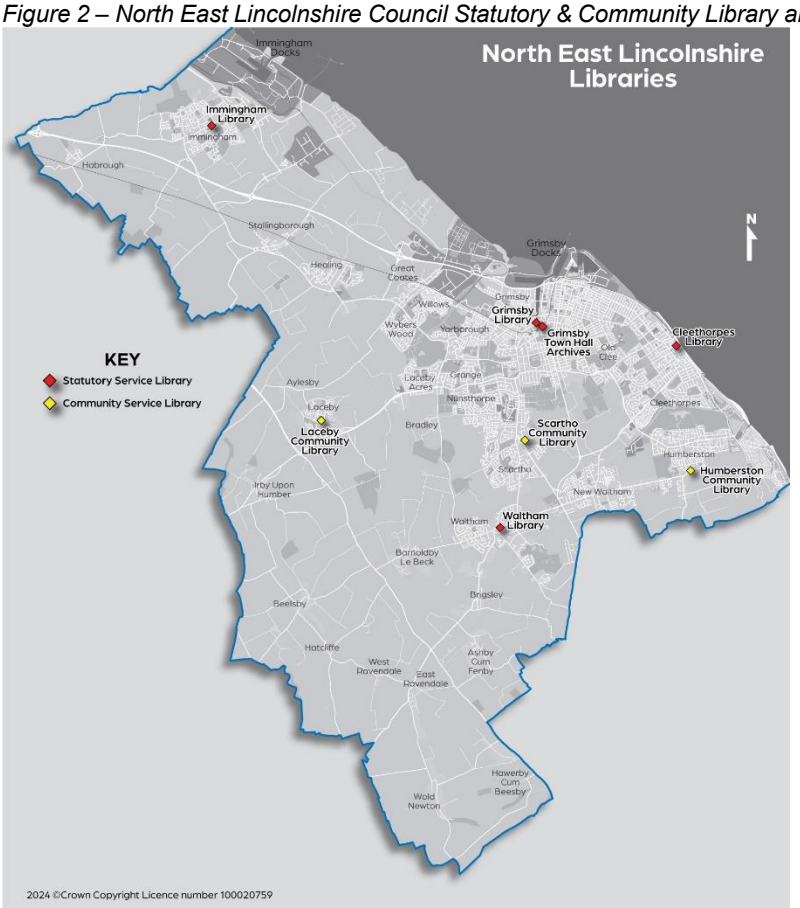


Figure 2 – North East Lincolnshire Council Statutory & Community Library and Archives Service Current Provision

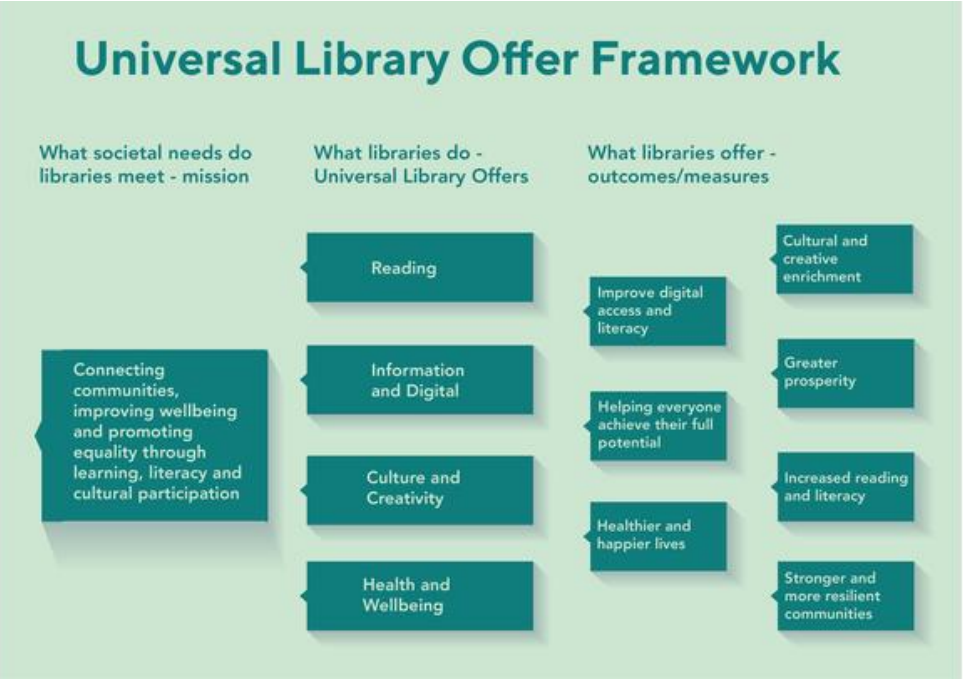


3. Background

The public library service supports communities with much more than just books, with the delivery of the services across the 'Universal Library Offers' covering reading, information & digital, culture & creativity and health & wellbeing (see Figure 3). The role that libraries play forms an important part of our local infrastructure contributing to the Council's priorities of creating a stronger economy and stronger communities. The 'Universal Library Offers' support several of the Council's five outcome areas for residents to:

- Reach their full potential through skills and learning
- Benefit from a green economy and a high-quality environment
- Enjoy good health and wellbeing
- Benefit from a strong local economy
- Live in a safe environment, have their say about things that are important to them and participate fully in their communities

Figure 3 – Universal Library Offer Framework



In recent years developments in technology, coupled with the Covid pandemic has led to changes in the way people live their lives, this includes how they use our libraries. In 2023-24, there were 170,565 visits to our public library service across North East Lincolnshire. This was a reduction from pre-Covid figures where in person visits were at approx. 240,000 visitors per year.

The North East Lincolnshire Archives (public archives) is the custodian of a large collection of original documents relating to the Lincolnshire area, covering the period from the 13th Century to the present day. There are a range of regulations and legislation that relate to, or have an impact on, archives and records management. Users can look at items such as local & family history, legal rights & titles and utilise services such as conservation & binding. The archive is used for both business and

public access to undertake research into local and family history and historic land and property registry information using a variety of sources, including wills, cemetery records, school records, title deeds and maps. The Public Archives also hold a large collection of records relating to the port of Grimsby and the fishing industry. Across the year of 2023-24 the service answered 1,381 enquiries and 2,296 documents were issued in the reading room.

All local services are working with rising costs, meaning that the Council must invest carefully in its services to get the best value for money for our residents. That is why with changes to Council budgets and changes in consumer habits, library services are having to redesign services and find innovative ways to reduce costs while maintaining a quality service that meets with people's needs and statutory responsibility. This position has been recognised by the Council resulting in the prioritisation of this needs assessment work to inform changes and future development of these services.

4. Statutory considerations

Libraries:

Local authorities have a statutory duty under the Public Libraries and Museums Act 1964 'to provide a comprehensive and efficient library service for all persons' for all those who live, work or study in the area. However, the meaning of "comprehensive" and "efficient" are not defined and the legislation does not state a minimum number of libraries that must be provided. A Local Authority in complying with its duty shall have particular regard to the desirability of:

- securing adequate amounts of books and other printed matter, pictures, films and other materials which are sufficient in number, range and quality to meet the general requirements and special requirements of both adults and children
- encouraging adults and children to make full use of the library service and provide advice of its use

Government guidance Libraries as a statutory service - GOV.UK, outlines that a comprehensive and efficient service will differ between Councils. It therefore falls to each Council to decide how much to spend on libraries and how to manage and deliver the service. But it makes it clear this has to be done in consultation with the community, based on evidence of local needs, and in accordance with their statutory duties.

In considering how best to deliver the statutory duty, the Council is responsible for determining, and for delivering, a modern and efficient library service that meets the duty, whilst making a value judgement based on the needs assessment for its library service within available resources.

The Council should also consider several legal obligations, including under:

- the Equality Act 2010 including the Public Sector Equality Duty
- Best Value Duty 2011 guidance

- Localism Act 2011
- the Human Rights Act 1998

Local authorities have a duty when planning and delivering services to give due regard under the Equality Act 2010 to consider how different people will be affected by their activities, helping them to deliver policies and services which are efficient and effective; accessible to all, and which meet different people's needs. Any proposals arising from this library service needs assessment will be subject to an Equalities Impact Assessment before members are asked to consider them.

Public Archives:

The Council has a responsibility under the Local Government Acts to make proper arrangements for the care of their own administrative records. This is the primary function of North East Lincolnshire Archives, but it also has legislative discretion to provide facilities for the safe custody and use of the records of other local authorities, organisations, businesses and individuals. It should be noted that following the abolishment of Humberside County Council, the Secretary of State directed in 1997 that the records held in Grimsby (the administrative records of the former northern Lincolnshire authorities and the public records relating to the region) should become the responsibility of North East Lincolnshire Council, the successor authority. North Lincolnshire Council agreed long term revenue support with North East Lincolnshire Council for the care, management and provision of public access to the collection The public archives seek to abide by all current archive legislation, the principal acts being listed below:

- Public Records Acts 1958 and 1967
- Local Government (Records) Act, 1962
- Local Government Act 1972 (Sections 224 -229)
- The Law of Property Act 1922, Manorial Documents Rules 1959 and Manorial Documents (Amendment) Rules 1963 and 1967
- Data Protection Act 2018
- Freedom of Information Act 2000

5. Planning for library and public archives service delivery

When planning its future service delivery, the Council needs to consider for its library service:

- accessibility (physical, virtual and outreach)
- quality (mapped to local needs)
- availability (including opening hours)
- sustainability

To support this, ‘Libraries Deliver: Ambition for Public Libraries in England 2016-2021’ Libraries Deliver: Ambition for Public Libraries in England 2016 to 2021 - GOV.UK encourages seven design principles to follow when designing library services for the future. Library services should:

- meet legal requirements
- be shaped by local needs
- focus on public benefit and deliver a high-quality user experience
- make decisions informed by evidence, building on success
- support delivery of consistent England-wide core offers
- promote partnership working, innovation and enterprise
- use public funds effectively and efficiently

A strong theme throughout these service design principles is the importance of transformational changes to a library service being based on need and the local situation (see 'Section 6.2 – Planning public library services to meet local need' for further information). Furthermore, the 'Libraries Deliver: Ambition for Public Libraries in England 2016-2021' document emphasises the need for Councils to think long-term and strategically about their library service and do this in consultation with their communities while factoring in its available resources.

The Council's public archives service links within this work as there is well established guidance that recognises the common ground shared by archives and library services. Therefore, both the library and public archives service are being considered as part of wider regeneration and development plans locally throughout this document.

6. Purpose of the needs assessment

This needs assessment has been undertaken to support and inform the future direction of library and public archives service provision in North East Lincolnshire. The assessment considers the relative need for library provision across the borough through looking at public consultation, demographic information, library location and library use to support the identification of proposals for the library and public archives service which ensures that available resources are prioritised to meet greatest need.

The research undertaken to support the assessment looks at:

- The current library and public archives service provision including existing user data and resources allocated
- The findings from public consultation, focus groups and stakeholder engagement that includes what people tell us about their needs, how they currently use these services and what they see as opportunities for future service development
- The needs of the community and relevant demographic groups that may benefit most from access to these services in future
- The wider local context in relation to town centre regeneration and the development of our resort

The needs assessment forms part of the first phase of the Council's strategic review of library and public archives service. It will be used to inform the second phase of the review and will be refreshed to include findings and feedback from this second

phase of public consultation early next year. The refreshed needs assessment will then be used to inform the decision that the Council takes regarding its future library and archives service.

7. Needs assessment – current library and public archives service data

It is important to consider the current usage of the library and public archives service as it supports in building our understanding of how these services are accessed currently and it informs our assessment of local need. The trend of usage and activities is also important to understand, for example whether the service is growing or in decline, and what are the services that are most popular.

Library service usage

Across 2023-24, users made 170,565 physical and online visits to the libraries and were issued with 169,051 reading materials. In addition to borrowing books, people accessed public computers with 6,470 computer hours accessed and 18,521 attendances recorded from people accessing a variety of activities and events (including Arts Council England grant funded events). Online library services such as online lending of e-books, e-magazines, e-audio circulations etc. equated to 19,767 online issues, with a further 6,238 online accesses to reference library materials. In addition, the 'at home' library service supported local people with 1,043 recipients receiving a monthly collection of reading material via this service.

The trend of usage over previous years has been looked at in Table 1 and Table 2 with a summary presented in charts across Figure 4. The period of the data is included to cover pre-Covid years and then post-Covid years, noting that due to the closures and levels of service reduction during the period of the Covid pandemic this data has not been included.

Table 1 – Total library service usage

	2018-19	2019-20		2022-23	2023-24
Total number of physical visits	254,824	246,266		134,910	146,019
Total number of in person issues	213,924	213,924		153,946	169,051
Total number of computer hours used	19,402	16,624		6,019	6,470
Total home library recipients	1,585	1,708		1,127	1,043
Total e-resource lending	5,055	8,069		13,046	19,767
Total core event & programme attendance	15,608	19,454		16,619	18,521

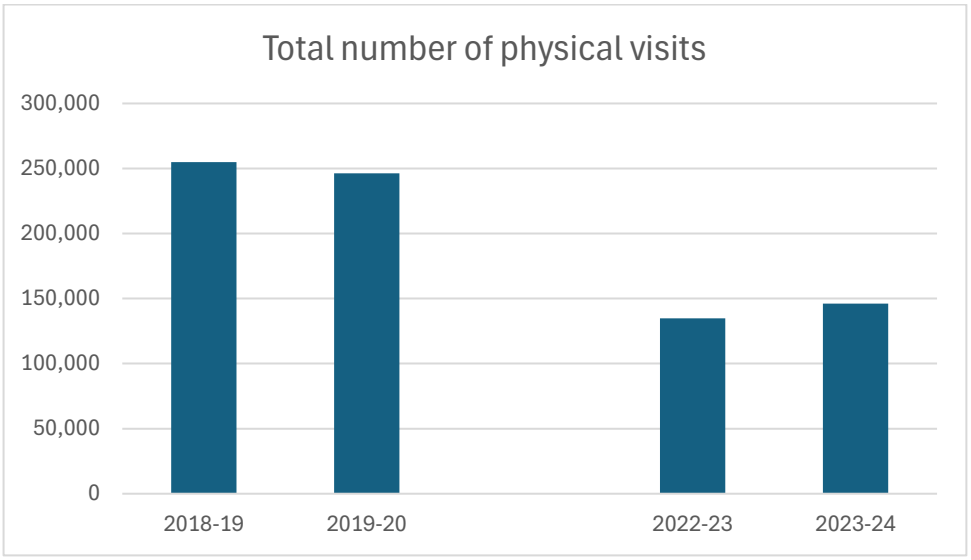
Table 2 – Library service usage by branch

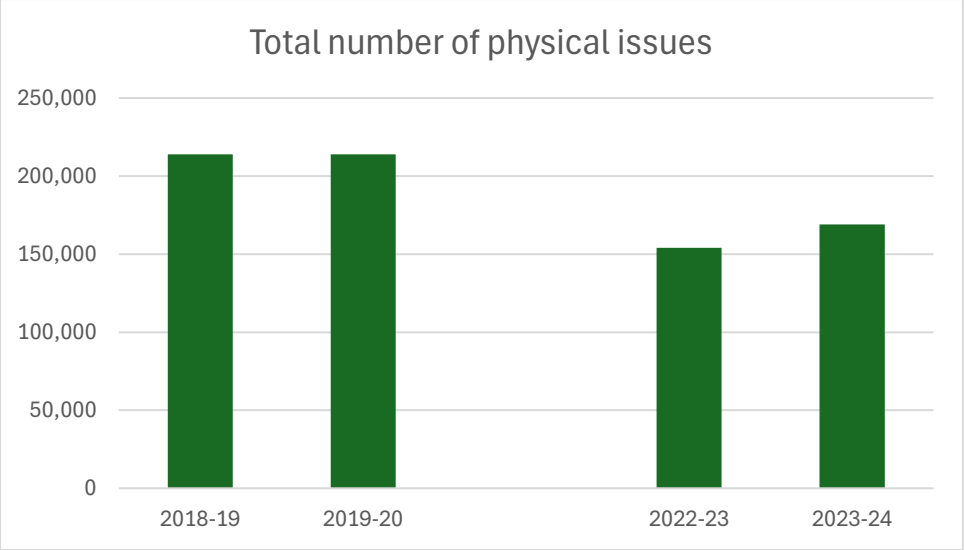
Total number of physical visits	**2018-19**	**2019-20**		**2022-23**	**2023-24**
Cleethorpes Library	72,770	67,082		35,029	38,287
Grimsby Central Library	97,535	99,536		43,943	50,134
Immingham Library	48,118	46,063		22,451	23,662

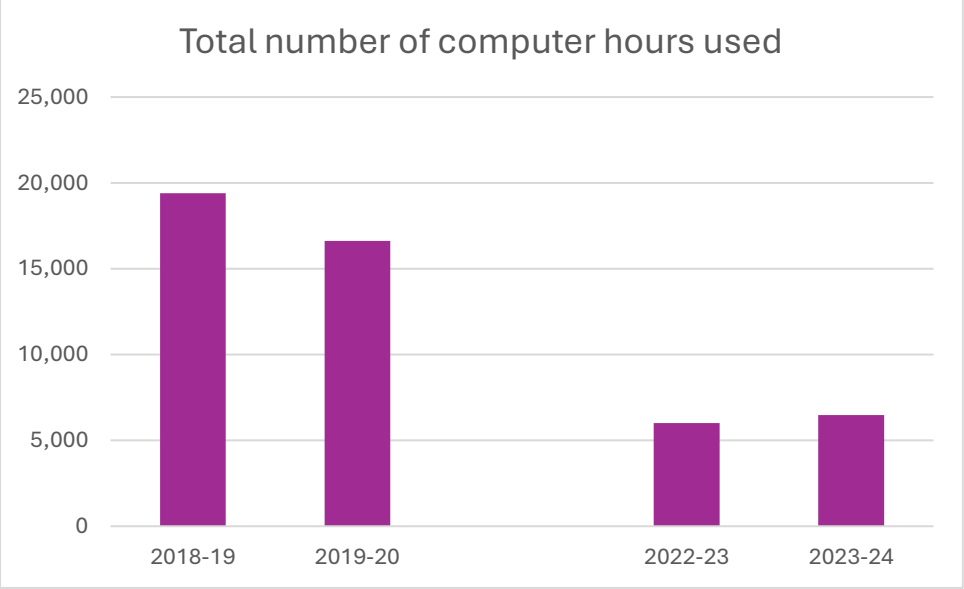
Waltham Library	36,401	33,585		33,487	36,896
Total number of in person issues	**2018-19**	**2019-20**		**2022-23**	**2023-24**
Cleethorpes Library	69,824	65,921		47,377	51,496
Grimsby Central Library	75,701	80,471		50,739	55,391
Immingham Library	26,262	27,574		23,411	25,578
Waltham Library	39,432	39,958		32,419	36,586
Total number of computer hours used	**2018-19**	**2019-20**		**2022-23**	**2023-24**
Cleethorpes Library	6,248	5,139		2,308	2,758
Grimsby Central Library	11,163	9,934		3,178	3,051
Immingham Library	1,252	735		352	497
Waltham Library	739	817		181	164
Total core event & programme attendance*	**2018-19**	**2019-20**		**2022-23**	**2023-24**
Cleethorpes Library	4,338	5,373		2,534	2,910
Grimsby Central Library	2,501	4,093		1,615	1,759
Immingham Library	1,297	1,459		1,735	1,576
Waltham Library	5,900	4,997		2,046	2,095

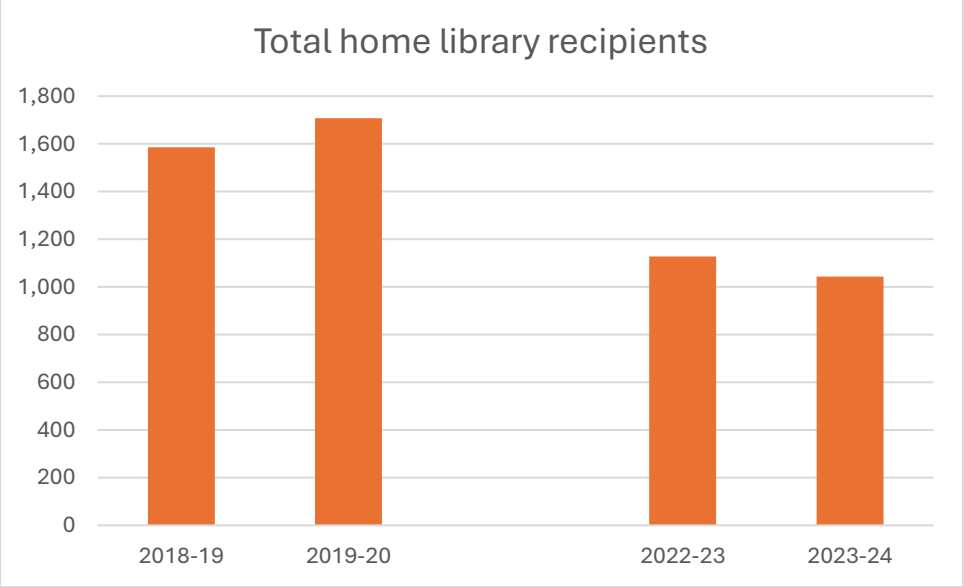
**Note does not include grant funded activity.*

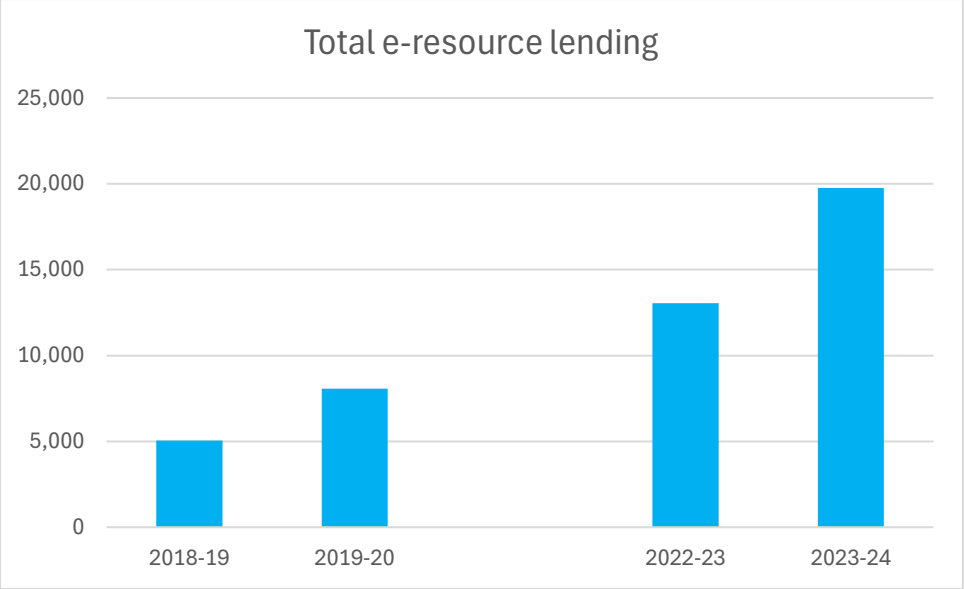
Figure 4– Library service usage trend charts.

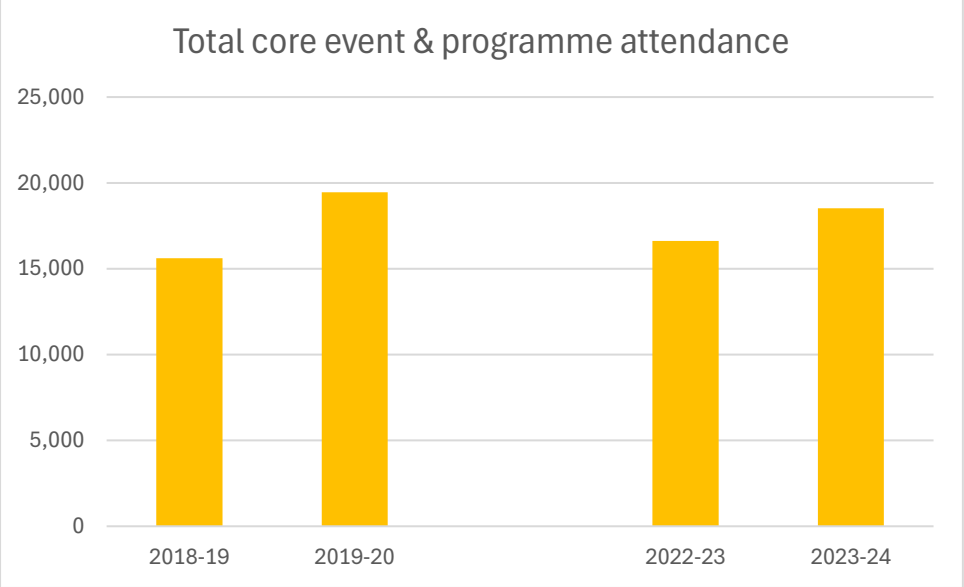



Total number of physical issues
250,000
200,000
150,000
100,000
50,000
0
2018-19
2019-20
2022-23
2023-24


Total number of computer hours used
25,000
20,000
15,000
10,000
5,000
0
2018-19
2019-20
2022-23
2023-24


Total home library recipients
1,800
1,600
1,400
1,200
1,000
800
600
400
200
0
2018-19
2019-20
2022-23
2023-24





Although there has been some recovery post-Covid between 2022-23 to 2023-24, the data since 2018-19 does present an overall trend of decline in core library service usage, however attendance at activities and events has remained constant, supported by grant funded programmes providing new activities. The core user decline is seen more acutely when it comes to more traditional measures around visitors, issues and computer usage. However, the online library service for e-resource lending has continued to increase year-on-year.

Some of the headline movements include:

- 43% decline in total physical library visits from 2018-19 to 2023-24
- 67% decline in total number of computer hours used from 2018-19 to 2023-24
- 391% increase in total e-resource lending from 2018-19 to 2023-24

There will be a variety of complex factors contributing to this decline in service usage and it is recognised across many sectors that customer behaviour has changed post-Covid pandemic. When this is combined with advances in technology and the wider population becoming more comfortable with access to online services this may explain the shift that we are seeing.

The annual usage figures from 2023-24 across all branches are included as a summary in Table 3 & 4 below. It is important to highlight that most service visits and activity is through Grimsby Central Library which is significantly higher than other library branches as the leading central location for the service. An overall ranking exercise has been completed and is included in Table 4 regarding service usage to help with comparisons and support the assessment of need across service locations.

Table 3 – Library branch service usage rank

	Cleethorpes Library	**Grimsby Central Library**	**Immingham Library**	**Waltham Library**
Total number of physical visits	38,287	50,134	23,662*	36,896
Total number of issues	51,496	55,391	25,578	36,586
Total number of computer hours used	2,757	3,050	496	164
Total event attendance	2,829	1,759	1,576	2,095

**Immingham had one broken footfall counter in Jan - Mar 2024, therefore used to avoid under reporting (April to Dec 23 + Jan to Mar 23 to forecast annual total)*

Table 4 – Library branch service usage rank

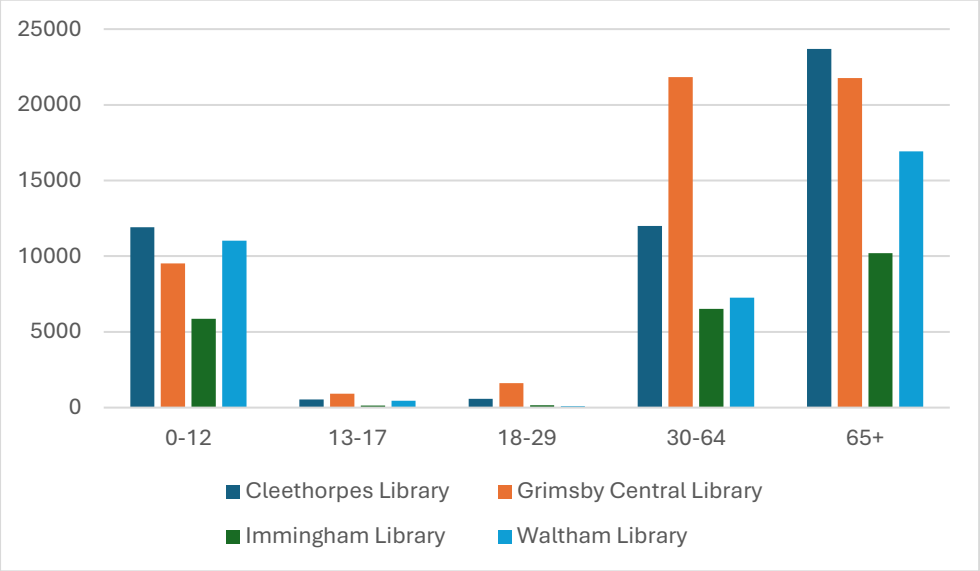
	Cleethorpes Library	**Grimsby Central Library**	**Immingham Library**	**Waltham Library**
Total number of physical visits	2	1	4	3
Total number of issues	2	1	4	3
Total number of computer hours used	2	1	3	4
Total event attendance	1	3	4	2
Total Rank Score	7	6	15	12
Overall Activity Rank	**2**	**1**	**4**	**3**

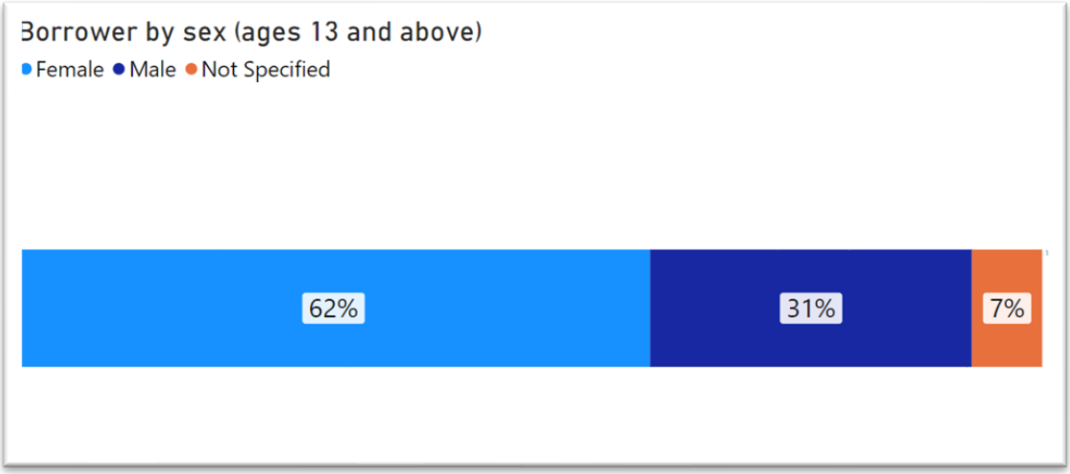
To understand the make-up of service users further, age, gender and disability of active borrowers were looked at and are presented in charts across Figure 5. This highlights the following headlines regarding service users:

- Over 65 years is the highest age category of active borrowers at 45%, this may be considered high when looking at wider population of North East Lincolnshire with over 65 years making up 21% of population.
- 12 years and under also made up a high proportion of active borrowers at 24% when compared to wider North East Lincolnshire population (14 years and under at 18% of population)
- Active borrowers by gender: Females from 13 years and over presented significantly higher than males at 62% vs 31%. There is little difference in gender for school age children.

- Disability service users made up 2.7% of borrower figures (9% of North East Lincolnshire residents identified as being disabled) with the highest proportion using Grimsby Central Library and the lowest at Waltham Library.

Figure 5 – Library branch service demographic user charts (based on data provided by library users)





	Cleethorpes Library	Grimsby Central Library	Immingham Library	Waltham Library	Total
% borrower activity by disability user	2.0%	4.4%	3.2%	0.7%	**2.7%**

Public archives service usage

The usage of the archives service is summarised within Table 5 covering enquiries and issues over the period, plus social media followers and attendance at archives events and exhibitions. The usage remains consistent across enquiries and documents issued however although the social media following has grown strongly

over the period, event attendance remains consistent, however 2023/24 saw a drop in school visits.

Table 5 – Archives service usage rank

	2022-23	2023-24
Enquiries	1,369	1,381
Documents issued	2,626	2,296
Social media followers	7,480	11,304
Outreach event attendance	2,290	1,383

Library and public archives service opening hours

The opening hours of the library and public archives service are highlighted in Table 6 below given the influence this may have across usage at the different service locations. As a summary, three of the four branches are closed one day during the week Monday to Friday, with all libraries operating on a Saturday morning 9:00am to 1:00pm and are closed on a Sunday. The exception to this is at Immingham Library that does not close for a day during the week as part of a previous agreement with Immingham Town Council to maintain service opening hours. All library branches also close across bank holidays throughout the year.

Table 6 – Library branch opening hours

Branch	Opening hours per week
Grimsby Central Library	40 hours ((closed Monday & Sunday)
Cleethorpes Library	40 hours (closed Friday & Sunday)
Immingham Library	44 hours (closed Sunday)
Waltham Library	36 hours (closed Monday, Sunday & lunchtimes)
Archives	24 hours (closed Friday to Sunday)

Library and public archives service cost indicators

When considering resources available for service delivery, Table 7 presents a summary of the costs associated with the services and branch locations. A headline value for money exercise has been completed based on cost of service, usage, catchment area residents and opening hours. Further information is provided within Annex 1 (CLOSED) on library and archives expenditure.

The exercise presents Waltham Library as the most cost-effective branch location, however this is followed closely by both Immingham Library and Cleethorpes Library.

Grimsby Central Library presents as significantly less cost-effective in operation, however this is a significantly larger library providing a wider range of services, and several centralised services, for example the borough's local history collections and main reference material collections.

It is also important to note the back log maintenance within library service buildings as a factor to consider, currently across the whole service it is costed at circa £2.7m that would need to be spent to improve library buildings to a modern standard, with £2.4m of this value at Grimsby Central Library. Noting that this backlog maintenance figure may fluctuate when further intrusive surveys are undertaken and more detailed costings established.

It is important to not view the cost indicators in isolation, however they provide a helpful picture when considering future service design and the challenging balance of resources available against local need and the importance of using public funds effectively and efficiently.

The budget for 2024-25 is presented below covering both operator costs and landlord property costs.

	Cleethorpes Library	**Grimsby Central Library**	**Immingham Library**	**Waltham Library**	**Total**
Annual Library Budget 2024/25	**434,464**	**963,460**	**178,759**	**170,676**	**1,747,359**

	Archives
Annual Archives Budget 2024/25	**144,211**

Table 7 – Library value for money summary

	Cleethorpes Library	**Grimsby Central Library**	**Immingham Library**	**Waltham Library**
Cost (£) per physical visit	£11.35	£19.22	£7.55	£4.63
Cost per visit rank	3	4	2	1
Cost (£) per resident in catchment area	£9.49	£11.42	£12.04	£11.91
Cost per resident in catchment area rank	1	2	4	3
Cost per opening hour	£208.88	£463.20	£78.13	£91.17
Cost per opening hour rank	3	4	1	2
Total rank score	7	10	7	6
Value for money rank	**2**	**4**	**2**	**1**

8. Needs assessment – consultation and engagement phase-1

To support this needs assessment the Council completed a period of consultation and engagement in early 2024 with the aim of seeking views from residents, library users and organisations on the ideas and opportunities that should be considered in relation to the library and archives service design for the future.

Methodology

The consultation and engagement period were completed through an online survey and numerous in-person engagement events for 12 weeks from Friday 12th January to Friday 22nd March 2024. There were also paper copies available at all four library branches and the archives for users to complete. The consultation was also promoted by the Council and Lincs Inspire across social media platforms and both organisation's webpages.

The consultation was also emailed to members of the public who have signed up to the Council's Consultation Mailing List, as well as to community groups and organisations in the local Sector Support Newsletter and Parish Councils and Members. Posters and pop-up banners were displayed in all five of the local library and public archive settings, as well as Lincs Inspires' additional leisure facilities.

In addition to the survey, in-person public focus groups, staff focus groups, and community pop up sessions were held to support qualitative engagement.

Consultation and engagement headline data

The headlines around responses to the consultation and engagement are as follows:

- 888 responses were received via the survey (631 completed responses)
- 8 community sessions/groups were engaged with, with 174 voices captured
- 7 public focus groups with 41 voices captured
- 5 Lincs Inspire Staff focus groups with 29 voices captured; plus 2 email feedback
- 7 one-to-one interviews were conducted; with 2 of these from Adults' Health and Social Care
- 4 community pop ups

The different methods for engagement have generated a wealth of views, experiences, ideas and suggestions which together, present a rounded picture of the library and archives service's role in serving the people who live, work and study in North East Lincolnshire. However, it is important to note that those who feel strongest about the library and archives service are likely to be over-represented among those that we have engaged with.

The full consultation summary is included within Annex 2 with summary findings set out below.

Consultation and engagement summary findings

The summary findings of information collected through the consultation and engagement period is highlighted in greater detail within Annex 2 and the headline findings are set out across four strands below covering:

- Overall library and archives service responses
- Universal library offers
- Challenges and opportunities
- Emerging themes for library and archives service future design

The following headlines from overall users and non-users responses across the survey:

- Across total responses to the survey, 74% were library service users
- When looking at the public archives service 27% of respondents used the archives service and 34% use the local history collections held within the library service.
- Responses to the survey represent an older demographic with 35% of respondents being over 65 years of age, with less than 3% of respondents being under 24 years of age.
- Responses to the survey from service users highlighted that Grimsby Central Library and Cleethorpes Library had the highest percentage of users over the last year and this is consistent with usage data.
- Responses to the survey from service users highlighted a higher percentage using the online library services than Waltham Library and Immingham Library.

Universal library offer: Reading – headline findings:

- Responses highlighted that the activity selected most often by library users was selecting books in all formats, significantly higher than other activities within libraries.
- It was highlighted that users valued the library service as a space for study, homework, research and accessing local family history.
- Feeback around a greater selection of books was seen as an opportunity with a range of suggestions across; newer non-fiction books like current affairs; new audio books; better children's books for baby and toddler development; complete series of authors; Local History section; reference section; more large print books.

Universal library offer: Information & Digital – headline findings:

- The use of library computers and public internet was highlighted as the fourth highest activity accessed by library users.
- Feedback around computer stock with the suggestion of more up to date IT equipment and software was highlighted.
- The importance of courses and IT sessions to support learning of new IT skills and future offers around adult learning was seen as important.
- The role that the library service plays in supporting those who do not have access to online services or have challenges around digital literacy was highlighted as key function that the service delivers that is valued by the community.

Universal library offer: Culture & Creativity – headline findings:

- The use of library services for researching local / family history was highlighted as second highest activity accessed by library users.
- The use of library services for art exhibitions and related activities was highlighted as third highest activity accessed by library users.
- Feedback focused strongly on more events and activities focused arts and cultural activities.
- The role of the library service in providing spaces for exhibitions and gallery functions was an area of feedback and how this is advertised more effectively.

Universal library offer: Health & wellbeing – headline findings:

- There is existing partnership working with health and care partners, the positives of this are recognised and there is willingness to do more.
- It was highlighted how trying new things and meeting new people was seen as the most important thing to people currently, with the role the library service plays in supporting people with social isolation or the ageing population valued.
- The message of libraries being seen as community hubs that are social for a range of groups, they are not just simply about books.

Challenges and opportunities – headline findings:

- The highest selected reason as to why people do not use the library service was due to people's preference to buy books direct/downloading and second was the feeling that people do not have the time.
- There is strong agreement amongst library users and non-users around the potential to join up services when it comes to the library service with health and wellbeing services and adult learning services.
- Where different opening hours would enable people to use the service more, this focused around opening later outside of normal 9.00am to 5.00pm and being open all-day Saturday and throughout the week (not closing one weekday per week as current operation).

- Limited availability of public toilets / changing places within the library or close by was highlighted as the top accessibility issue, with challenges around parking also highlighted.
- Development of library space was highlighted as important particularly in relation to study areas, layout, exhibition and gallery spaces, meeting rooms, all of which are currently limited. The subject of café and hot drinks was also raised as a desirable item within feedback.
- The promotion and advertisement of the service was an area highlighted that could be improved, including communicating what is on and expanding the range of programmes for groups and activities that were seen universally to attract users.
- Investment in archives storage and condition was raised, with interest and agreement to the idea of merging the Central Library local history sections and public archives service within a co-located building.
- When it came to innovation examples, there was strong agreement across a range of pop-up services working from within libraries such as banking, events & festivals, wellbeing pods, employment & skills support, and gallery & exhibition space.
- The co-location of the library service within shopping centres or leisure centres responses were higher for yes, than no with library users. Although when looking at leisure centre support in more detail, service users support was marginal (40% Yes vs. 39% No and 21% no opinion). When looking at non-user responses there is much stronger agreement around the concept of library, shopping (Yes 64% vs. No 19%) and leisure centres (Yes 63% vs. No 20%) and the recognition of how this could link well with target customers such as families and young people supporting access.
- There was concentrated feedback in focus groups around Grimsby Central Library buildings heritage and desire around development of the upper floors.
- It came across strongly that there was pride in these local services and how these services are valued by its users.

The headline findings set out above (see Annex 2 for further detail) have been considered within workshops between the Council and Lincs Inspire to identify emerging themes for North East Lincolnshire library and public archives service future design. These emerging themes in Table 8 should be considered across future library and public archives strategy development and inform proposals that would be subject to a second round of public consultation and engagement.

Table 8 – Emerging themes from consultation and engagement for library and archives future strategy development and service design

Emerging theme	Future consideration
(1) Co-location of services	• Continue and expand the partnerships and shared service location across library building for health & wellbeing services, family, parent & toddler services. • There is strong agreement around developing services for adult skills and learning within a Grimsby town centre library location. • Agreement around co-location of library & public archives services within the same building in Grimsby town centre. • Benefits of co-location of libraries across shopping centres, leisure centres, and gallery & exhibition space
(2) Opening Hours	• Feedback around the desire for expanding opening times of services with a focus around Saturday all day and evening hours during the week.
(3) Facilities:	• The importance of public toilets that are fully accessible within libraries. • Development of spaces within libraries for meeting rooms, exhibition / gallery space, study space with a particular focus around Grimsby Central Library upper floors that are out of use. • Future provision of café or hot drink machine etc. was seen as desirable. • Accessibility improvements around lift access, automated doors where applicable, improvement in ramp access.
(4) Programming:	• Utilisation of building space, adaptability of space (shelves on wheels, books vs space for activities) • Use by other public sector agencies, partner organisations • More focus around engagement with children, parent & toddler groups and activities and programme more things on, social activities, school groups etc.
(5) User experience:	• The importance of customer service including staff interaction, engagement with customers and the overall customer journey was highlighted as a key area. • Book stock and wider materials are valued and important for service users, recognising that the library

	service is more than just books, however reading provision should remain a key focus. • Feedback around existing controls on lending times, card renewal periods and where this could be extended.
(6) Marketing, advertising and messaging:	• Communicating better around what's on, improving the promotion of the library service and its offer. • Improve communication around the benefits of library books (vs purchase from home). • Raising awareness of the public archives and what is there. • Physical improvement in signage journey and external promotion of library buildings.
(7) Partnership working	• Building partnerships with local groups and providers • Outreach activity (school visits, bringing in / engaging new user groups) • Wider information sharing from within the Library around local offers (information board, info screens etc.)
(8) Culture & Creativity:	• Clear feedback around opportunity for more events and activities, exhibitions and sharing of local history. • Greater access and sharing of the public archives and the local history collection.
(9) ICT:	• The desire to see an update and modernise ICT provision, both across equipment and software in libraries. • The role library service plays in supporting digital literacy, ICT learning and skills and how this is expanded.

9. Needs assessment – library catchment areas and need mapping

Library catchment areas

For the purpose of the needs assessment, library catchment areas have been defined based on Lower-layer Super Output Areas (LSOAs) of the home postcode of active library users, those users who have borrowed or renewed materials within the previous 12 months (during the period April 2023 – March 2024) using data captured from North East Lincolnshire Library Management System. LSOAs are designed to be of a similar population size, with the mean population of all LSOAs as 1,614 residents or 672 households in North East Lincolnshire.

There will of course in reality be overlap between catchment areas, however, for the purposes of this analysis each Library has a distinct catchment area based on the above and data processing highlighted in Figure 6. Library catchment areas for North East Lincolnshire are presented in Figure 7.

Figure 6 – Data analysis processing

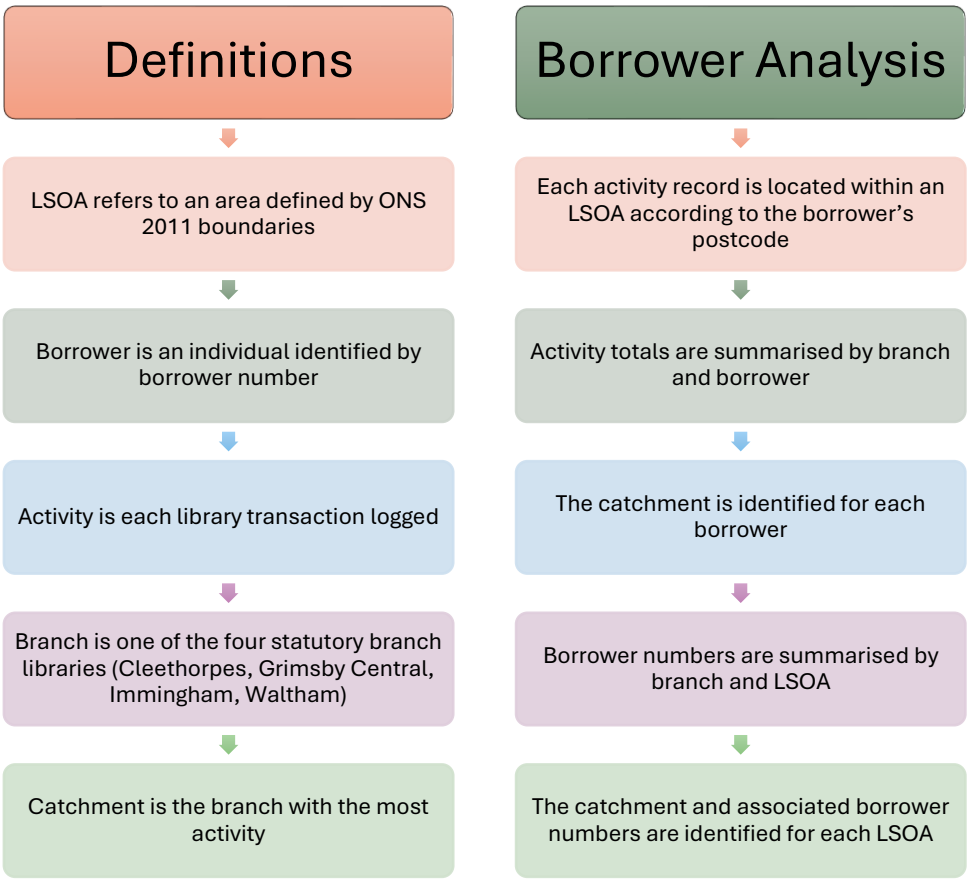
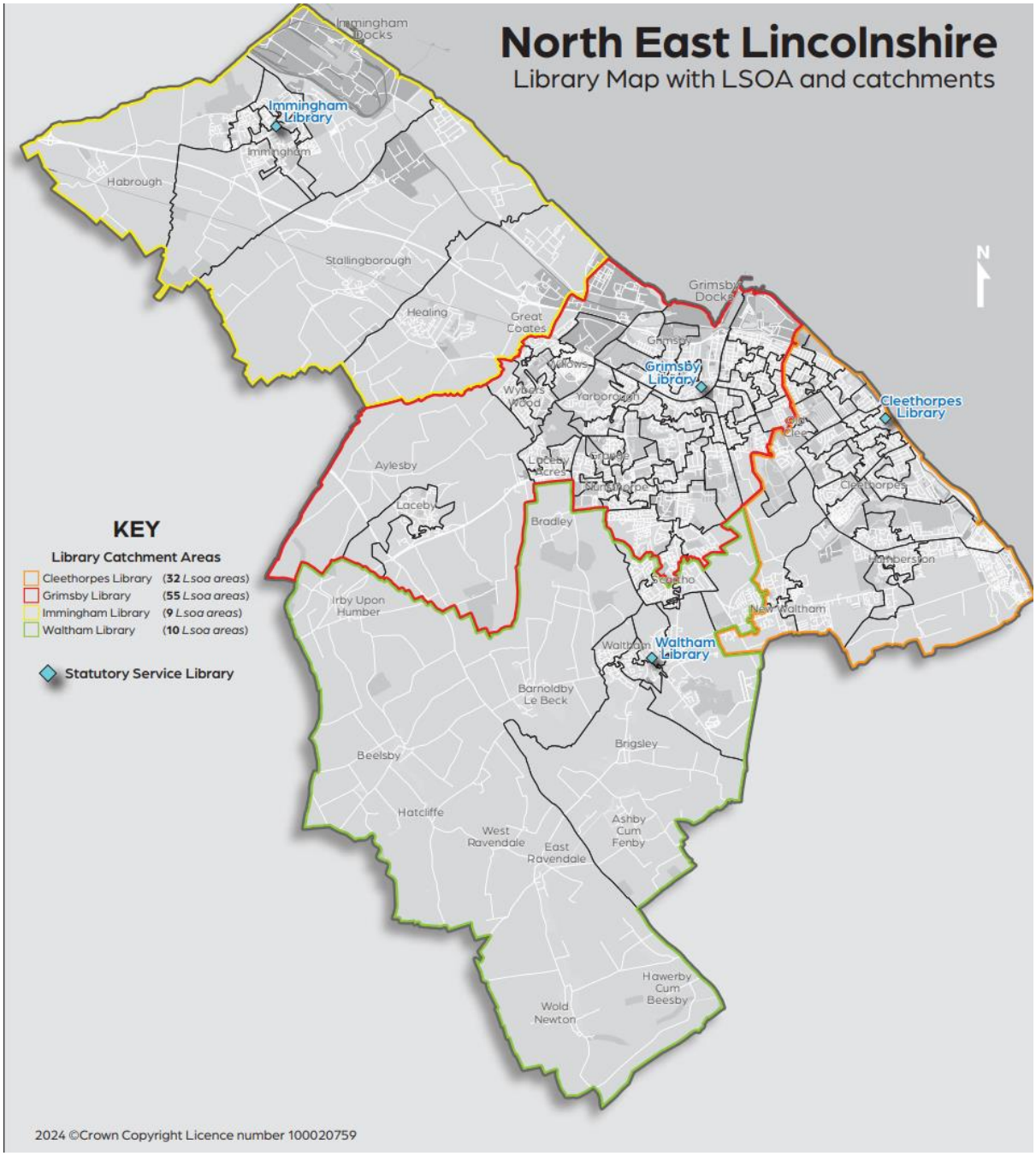


Figure 7 – North East Lincolnshire library catchment area



A summary of demographic information for the identified library catchment areas is included below in Table 9.

Table 9 – Library catchment demographic information

Library catchment	Number of LSOAs	Population	Number of properties	% of population aged 0 to 4	% of population aged 0 to 18	% of population aged 65+	% of households with no car or van	% population with day-to-day activities limited a lot
Cleethorpes library	32	45,793	22,150	4.75	20.41	24.96	26.83	9.83
Grimsby library	55	84,383	38,520	6.37	24.80	17.00	37.37	9.35
Immingham library	9	14,852	6,510	4.94	22.45	22.00	21.90	8.24
Waltham library	10	14,336	6,460	4.04	17.89	29.37	13.90	7.97
North East Lincolnshire	106	159,364	73,640	5.56	22.70	20.87	30.82	9.26

The demographic information for library catchment areas highlights the following headlines:

- Grimsby Central Library and Cleethorpes Library catchment areas have significantly higher population levels within their catchment area, with Grimsby Central Library being the largest.
- When comparing the catchment areas of Immingham Library and Waltham Library;
    - The catchment areas for Immingham and Waltham are similar on population and number of properties
    - In proportion Immingham Library has a slightly higher percentage of younger people 0 to 4 and 0 to under 18, whereas Waltham has a higher percentage of older adults aged 65+ in proportion
    - Waltham Library has a lower percentage of households with no car or van
    - Percentage of population with ‘day-to-day activities limited a lot’ is comparable for Waltham and Immingham catchment areas
- Grimsby Central Library catchment area has the highest percentage of households with no car or van and the highest percentage of population with ‘day-to-day activities limited a lot’.

Library catchment area need mapping

The needs assessment has looked at a series of themes to determine where greatest need for our library service is within North East Lincolnshire. The themes have been chosen to help identify community need to access services which support people's health & wellbeing, literacy, learning, digital skills, cultural enrichment and employability. It is recognised that a broad range of measures are needed across these themes to cover the breadth of society and an individual's life course. These themes and measures are listed below and can be combined to provide an overall demand ranking:

Education

- education deprivation rank

Demographic

- overall population
- percentage of population aged 0 to 4
- percentage of population aged 0 to 18
- percentage of population aged 65+
- number of Properties

Deprivation

- index of multiple deprivation
- index of multiple deprivation living environment
- percentage of households with no car or van
- % of households living in poverty

Health

- % population reported their own health as very good
- % population disabled under the Equality Act 2021, whose day to day activities are limited a lot
- Index of multiple deprivation health, deprivation and disability

Crime rate

- crime deprivation indices
- crime count

Local economy

- Universal credit claimants aged 16-65
- Index of multiple deprivation income domain
- Index of multiple deprivation employment domain

Each theme of need has been collated onto LSOAs across North East Lincolnshire. If a theme had multiple measures, these have been combined to produce a rank of need for each theme. North East Lincolnshire has 106 LSOAs and Annex 3 includes the overall rank of need and a matrix of need for each LSOA. It is important to note that the data is ranked relative to other areas of North East Lincolnshire, so being ranked highly (i.e. 81st – 100th Percentile* = 5, or coloured red) does not necessarily mean there is a significant issue, but it could mean that in relative terms they are in greater need than other areas in North East Lincolnshire.

**(Percentile is found with the equation: P = n/N * 100%. Where P is the percentile, lower case n is the number of data points below the data point of interest, and N is the total number of data points in the data set.)*

These percentiles have been ranked in the following categories.

0-20th Percentile = Very Low	1
21st-40th Percentile = Low	2
41st-60th Percentile = Average	3
61st-80th Percentile = High	4
81st-100th Percentile = Very High	5

Each theme is then allocated a rank based on an average score from all the measures within the theme. An overall demand rank of need was produced by aggregating each theme of need. A further breakdown of the analysis is presented in Annex 3. The overall library catchment average rank of need from the analysis is shown in Table 10.

Table 10 – Library catchment average need rank

Library Catchment	**Average EDUCATION rank**	**Average DEMOGRAPHICS rank**	**Average DEPRIVATION rank**	**Average HEALTH rank**	**Average CRIME rank**	**Average ECOMONY rank**	**Average LSOA DEMAND rank**	**Average of AGGREGATED ranks**	**Overall LIBRARY CATCHMENT rank**
Waltham Library	1.4	2.6	1.7	2.1	1.4	1.6	1.8	12.6	**1**
Immingham Library	2.9	2.9	2.4	2.7	2.1	2.7	2.6	18.2	**2**
Cleethorpes Library	2.6	2.7	2.9	3.0	3.0	2.8	2.9	19.9	**3**
Grimsby Central Library	3.5	3.2	3.5	3.1	3.7	3.5	3.5	24.1	**4**

The LSOA needs analysis, overlapped with mapping evidence of library catchment areas, will support the Council to identify communities where it may need to focus its resources to library and wider services deliver both library outcomes and broader Council priorities.

The demographic information for library catchment areas highlights the following headlines:

- Grimsby Central Library catchment area presents the highest level of average need across the range of themes.
- Waltham Library catchment area presents the lowest level of average need across the range of themes.
- Immingham Library catchment area has higher average need across education and demographic themes than Cleethorpes Library, however across all other themes the catchment area for Cleethorpes Library present higher need than Immingham.
- There is a concentration of LSOAs within Grimsby Central Library catchment area that present the highest level of overall need.

Library catchment mapping is displayed as an average rank for the library catchment areas across Figure 8 to 14. For mapping at an LSOA level please see Annex 4.

Figure 8 to 14: Library catchment map average rank

Figure 8 – Library catchment map average education rank

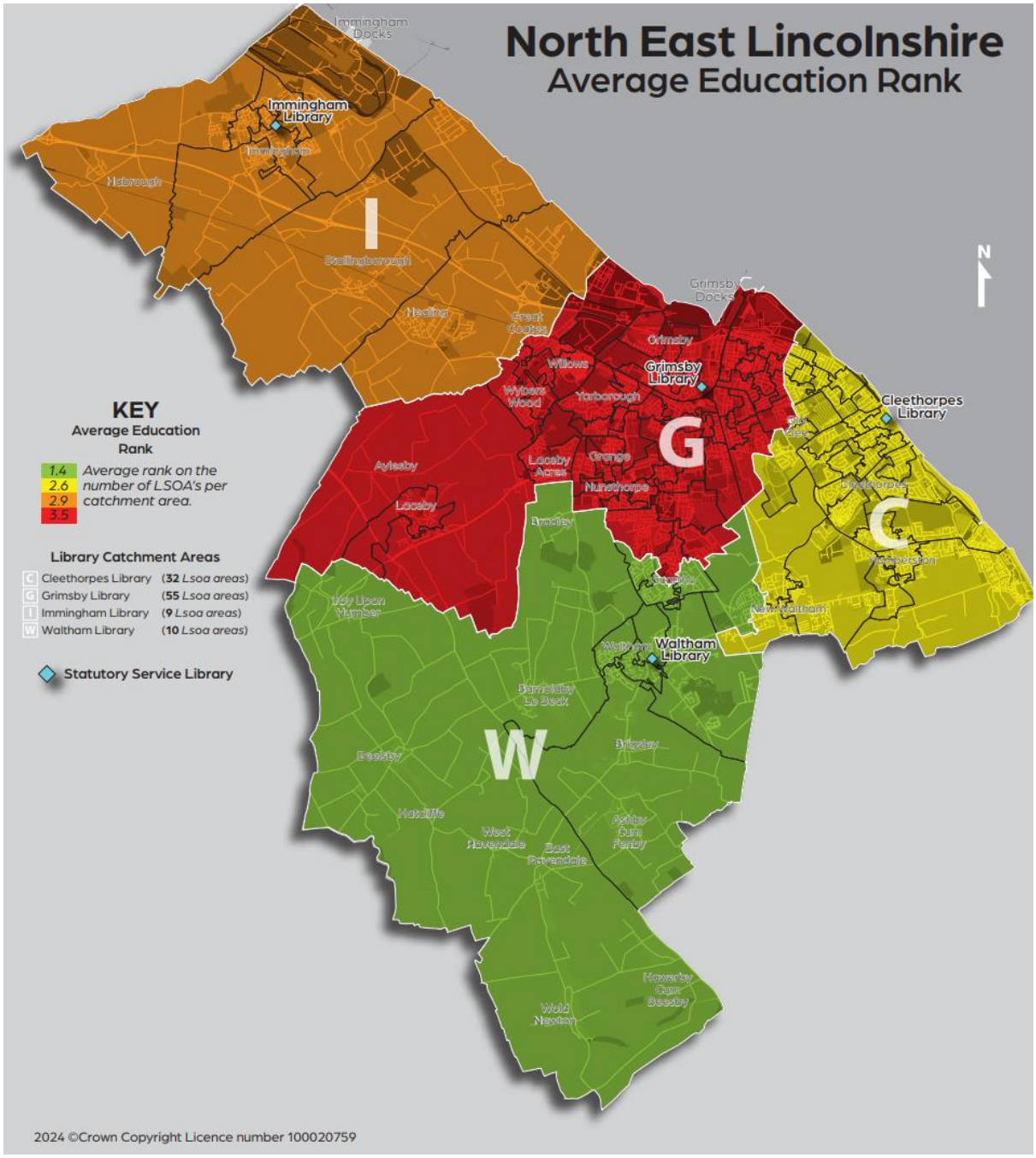


Figure 9 – Library catchment map average demographic rank

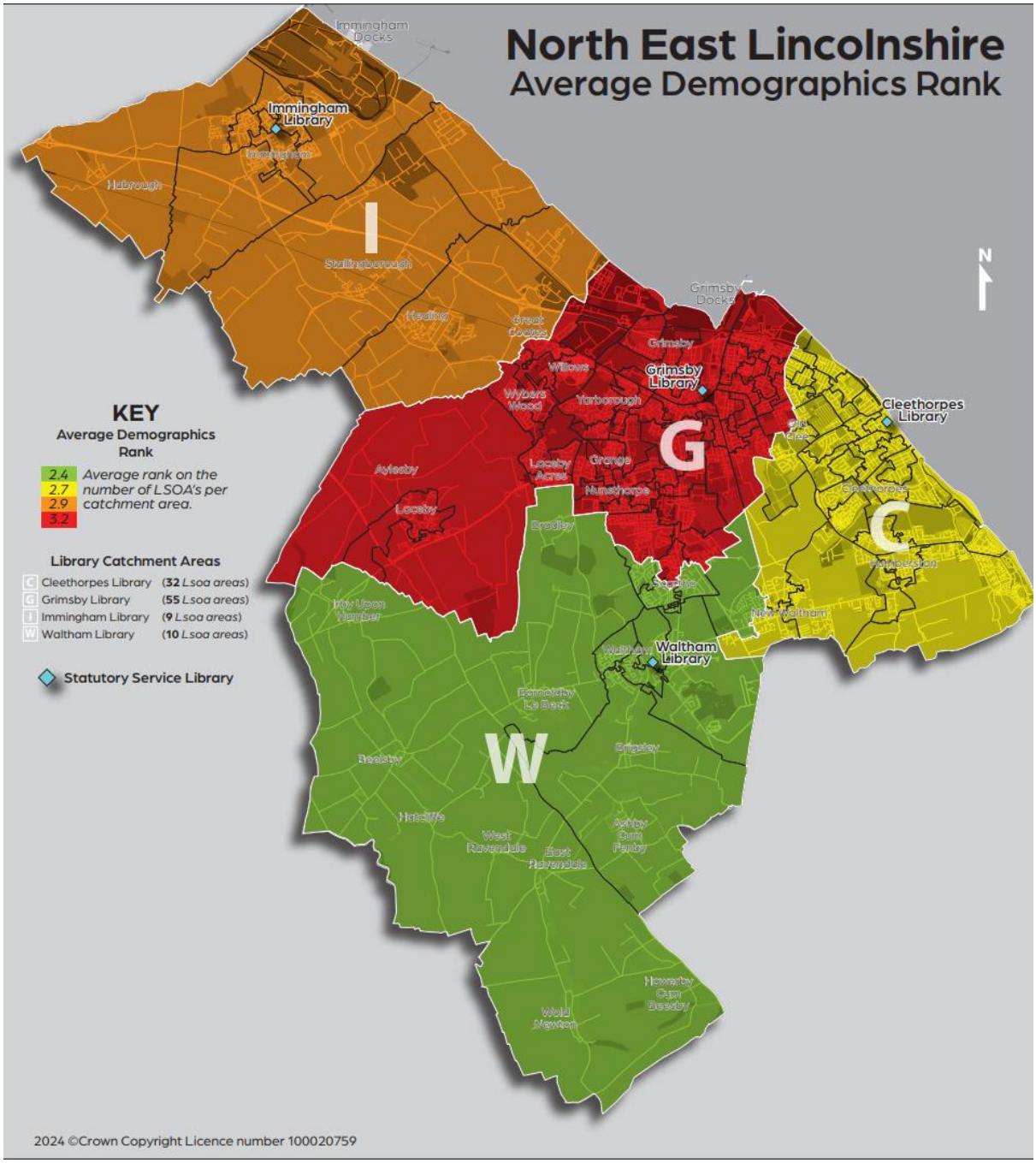


Figure 10 – Library catchment map average deprivation rank

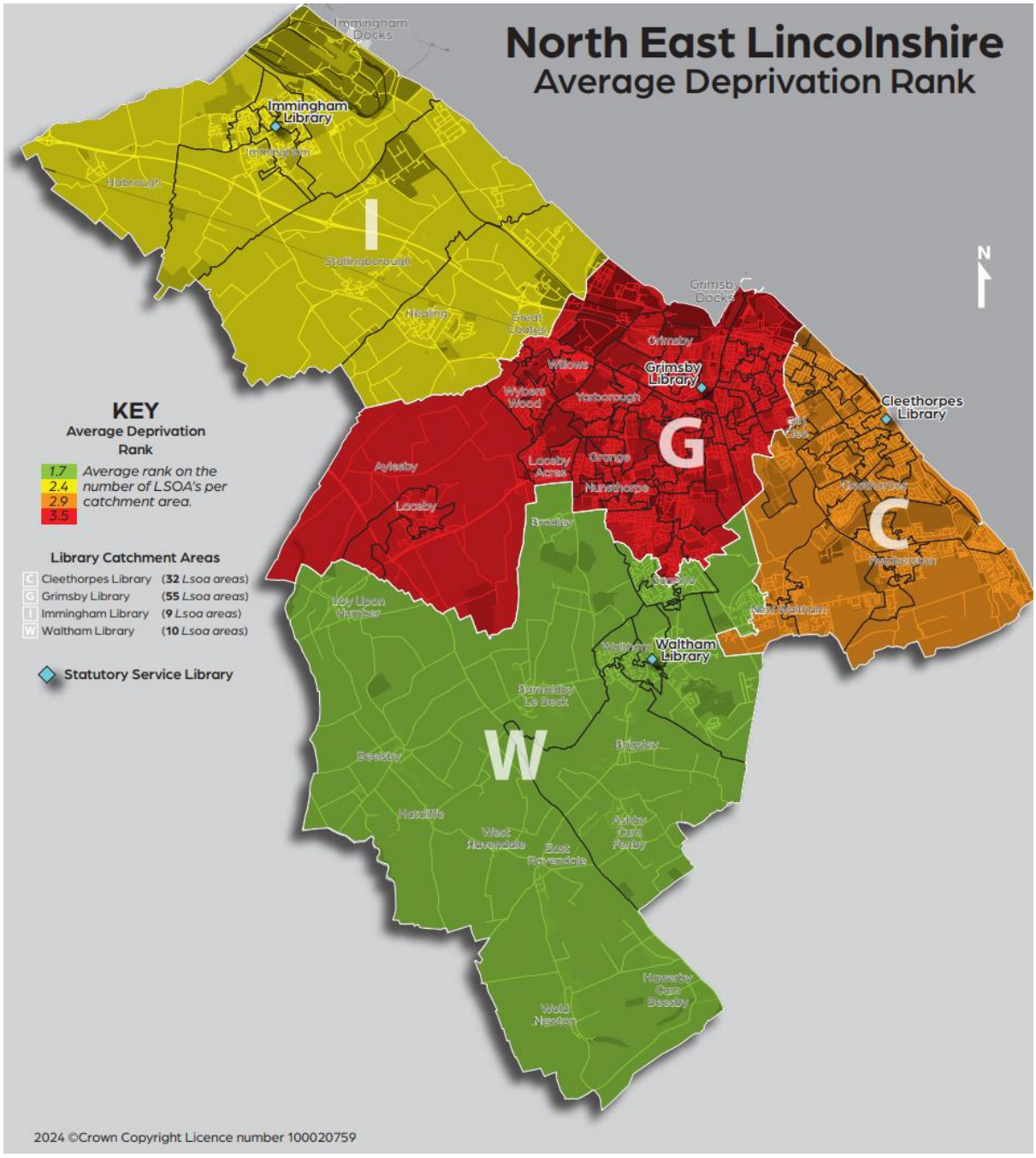


Figure 11 – Library catchment map average health rank

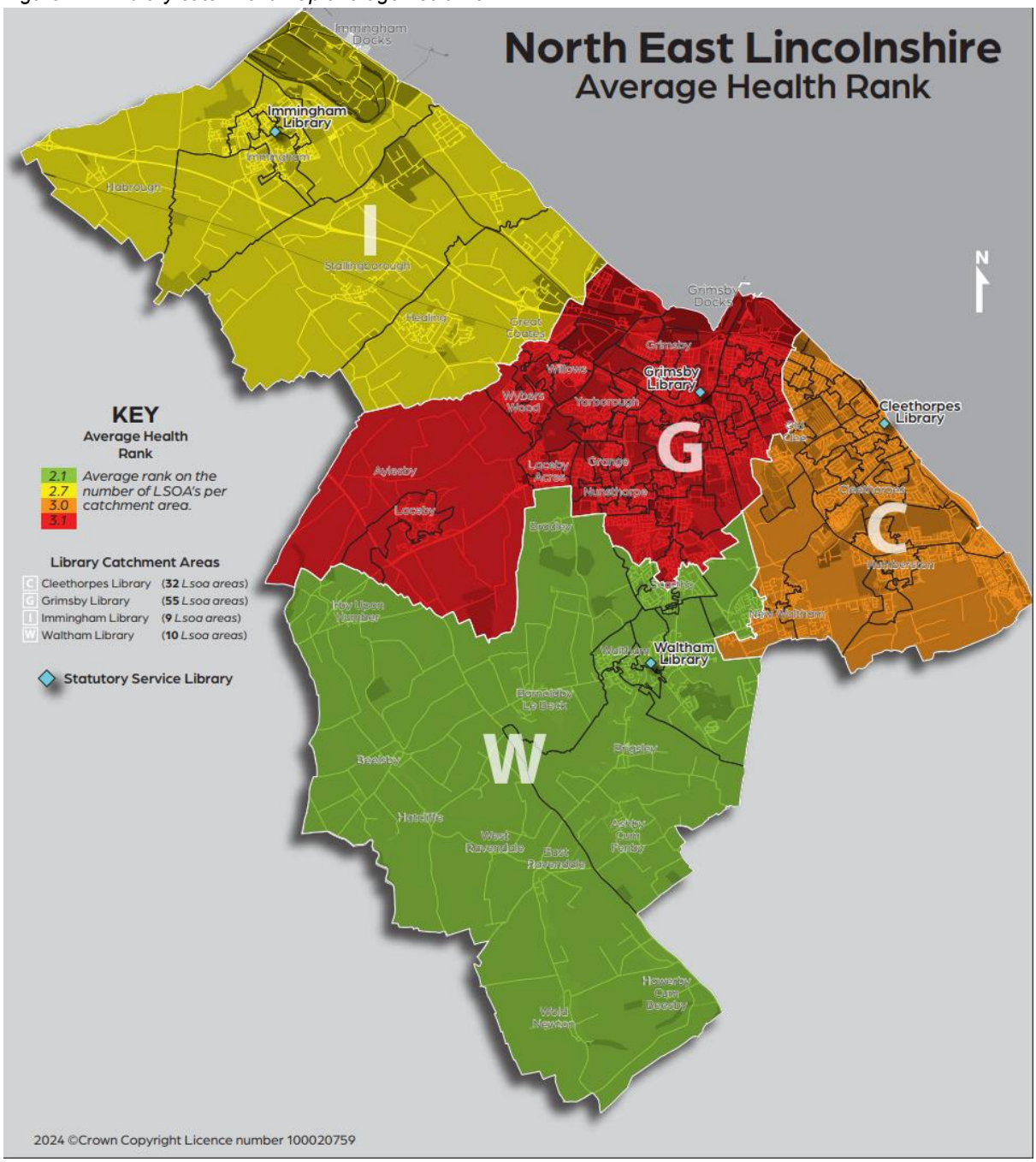


Figure 12 – Library catchment map average crime rank

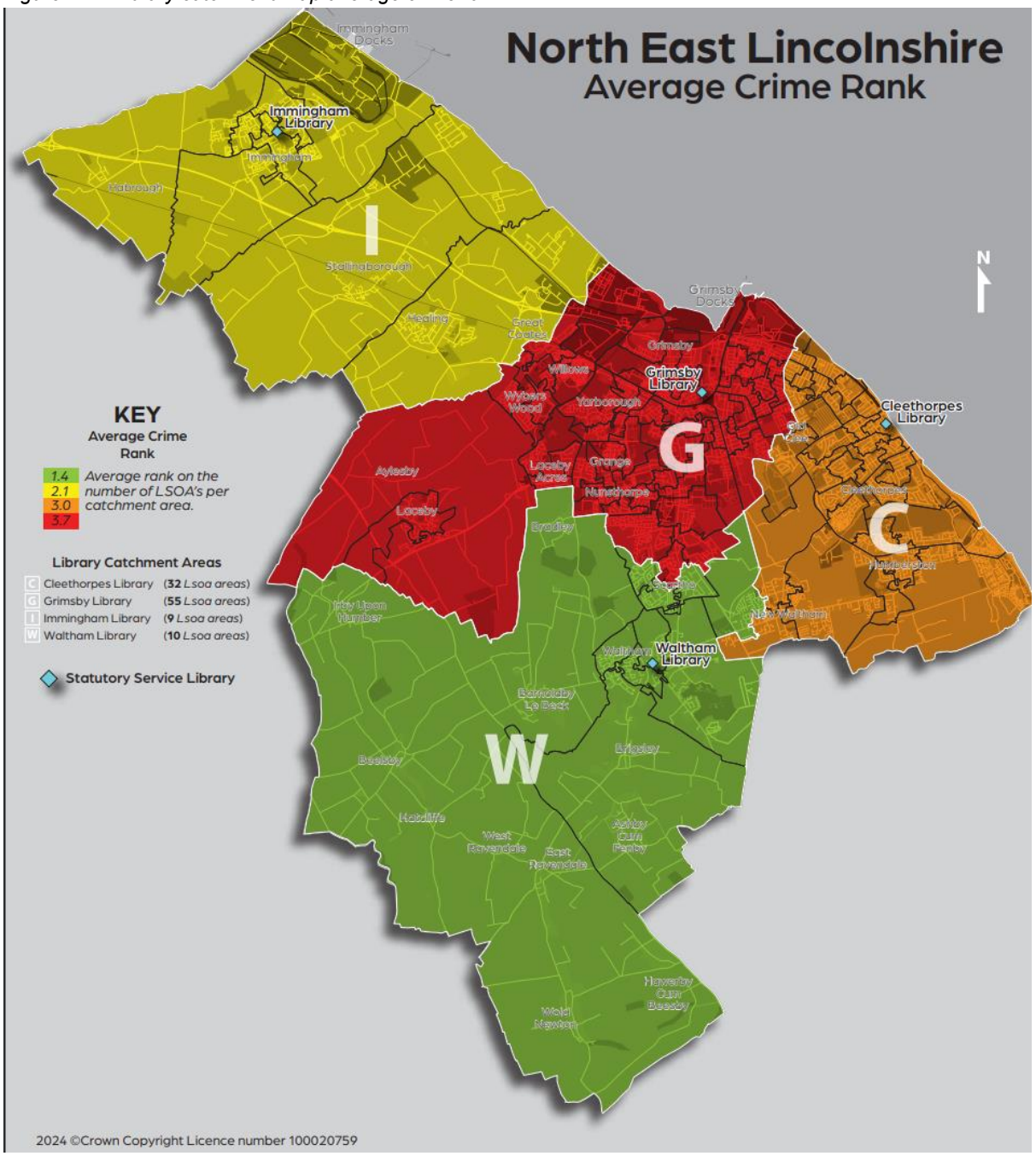


Figure 13 – Library catchment map average economy rank

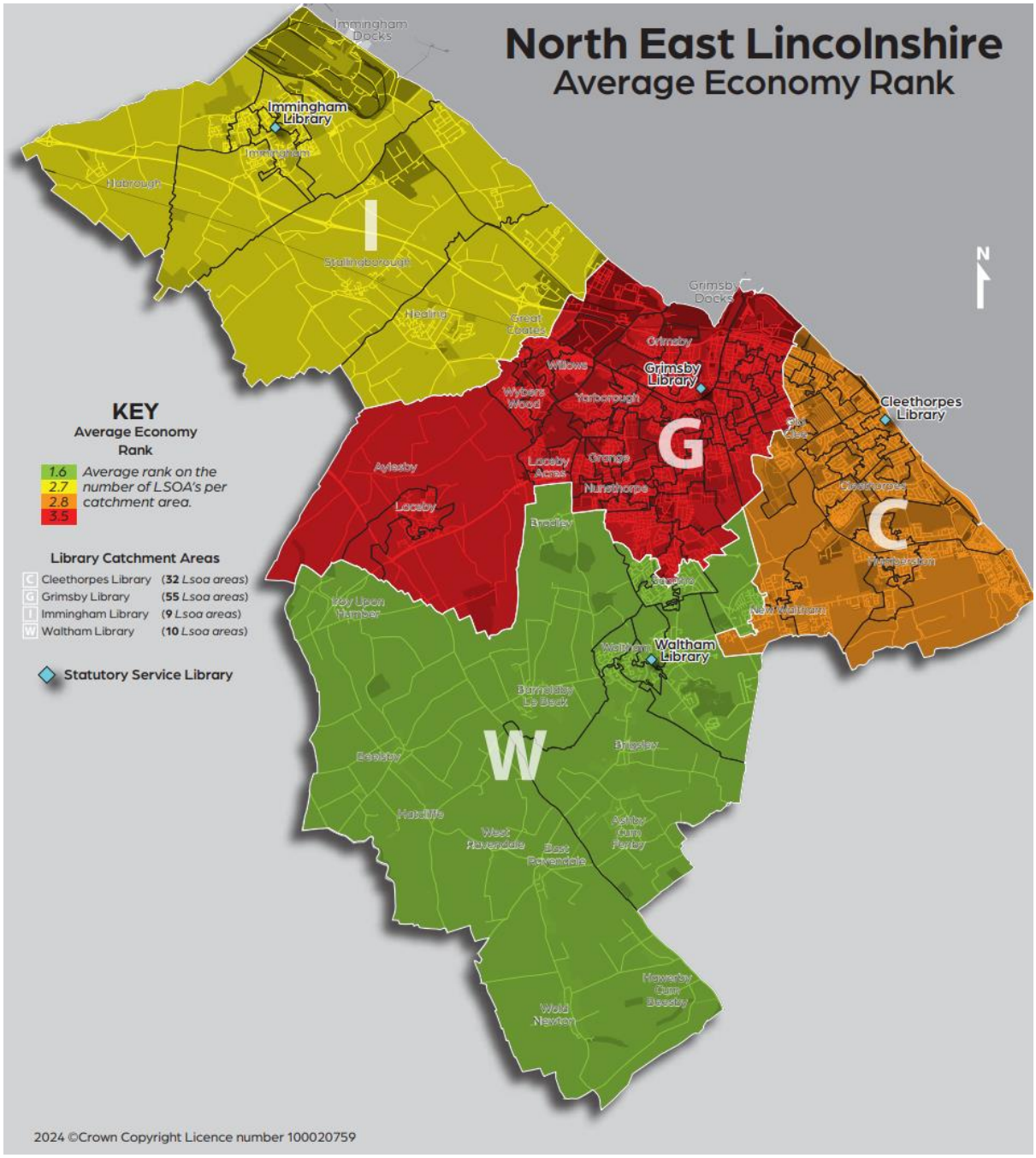
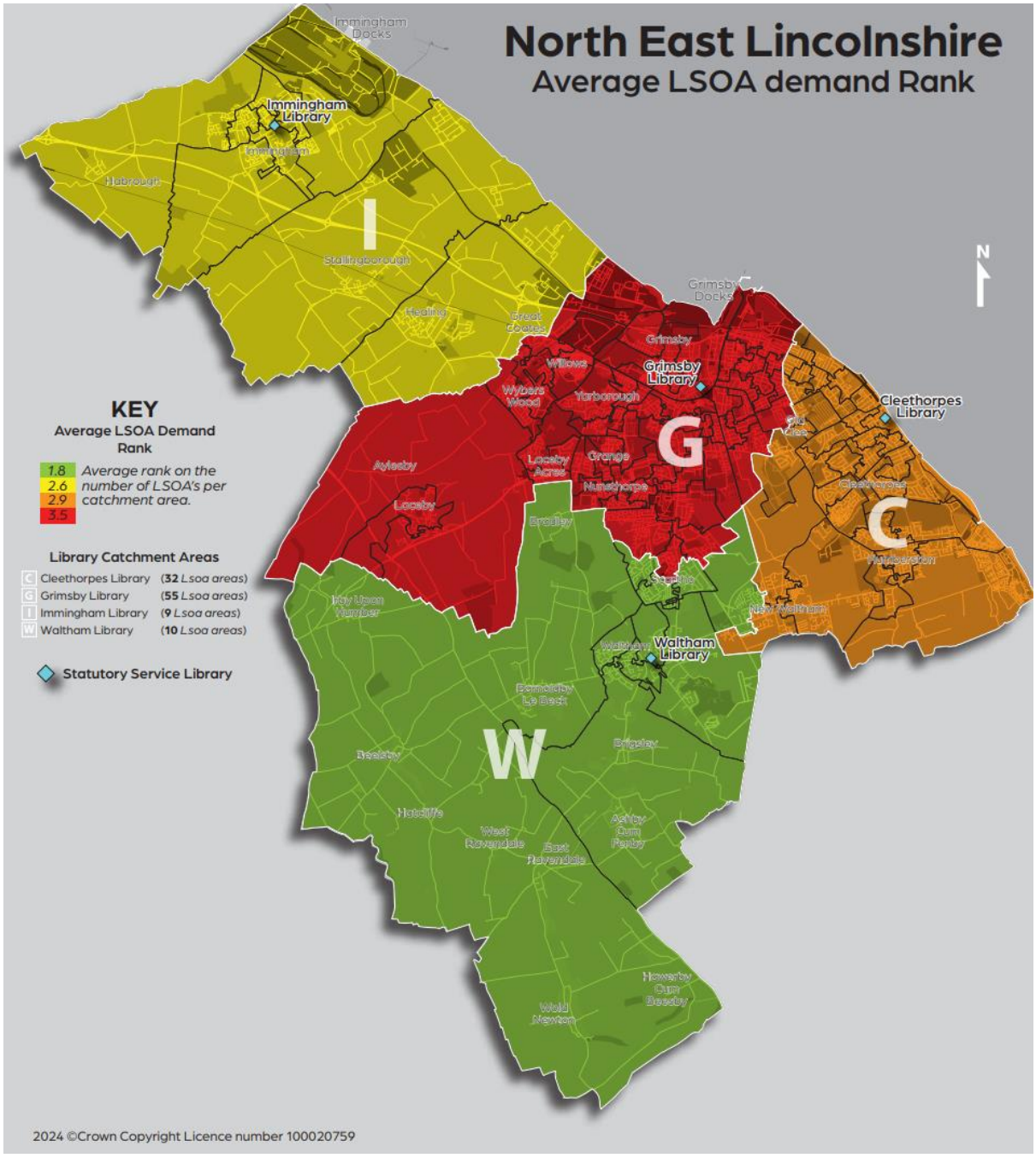


Figure 14 – Library catchment map average overall rank



Travel distances

The needs assessment has also considered the journey times between different library locations. This will be important to consider when looking at the design of future services. Table 11 below provides an overall isolation rank for each of the library service locations. It highlights the isolation of Immingham library service and distance to access other service provision.

Table 11 – Journey time summary library service

Base Library	Nearest Library	Distance (miles) *1	Distance RANK *2	Car Journey Time (mins) *3	Car Journey Time RANK *2	Public Transport (Bus) Journey Time (mins) *4	Public Transport Journey Time RANK *2	Number of Services *5	Number of Services RANK *2	Isolation Score *6
Grimsby	Cleethorpes	3.4	3	11	2	24	4	8	4	13
Cleethorpes	Grimsby	3.4	3	11	2	26	3	6	3	11
Immingham	Grimsby	8.4	1	17	1	36	1	2	1	4
Waltham	Grimsby	4	2	10	4	27	2	4	2	10

The following methodology was used:

*1 - This is the road distance as per the AA Route Planner calculation

*2 - The ranking in the Rank columns indicates the priority ranking, with the lowest score indicating where the need is the most

*3 - This is the estimated journey time as per the AA Route Planner calculation

*4 - This is the bus journey time from the Stagecoach journey planner, with the longest possible journey time indicated

*5 - This is the average number of buses that are on this route each hour during library opening times

*6 - Isolation Score = Distance + Car Journey time + Public Transport Journey time + No. of Services RANKS), with the lowest score indicating where the need is most

10. Needs assessment – overall ranking

This assessment has identified characteristics of library use and demographic make-up that indicate different aspects of local community need for libraries and which, in

combination with cost factors, build a picture of the overall relative need for each of the four libraries across the North East Lincolnshire network.

The four characteristics used are:

- Use of the library (current usage data)
- Need (overall catchment rank)
- Access to a library (travel times and availability of transport services)
- Value for money (Cost per visit / resident / opening hour)

Each library has been ranked against the four characteristics in Table 12. These rankings have then been brought together to produce an overall ranking of library need across the network. Note the weighting of characteristics has been apportioned to align with the aims of the review in respect of the local context in North East Lincolnshire where health inequality (see North East Lincolnshire Joint Strategic Needs Assessment JSNA - State of the Borough Summary - UTLA | North East Lincolnshire | Report Builder for ArcGIS) is a challenge across our place, therefore weighting set as following based on need (50%), access (20%), value for money (15%) and usage (15%).

Table 12 – Overall rank of library need

	Cleethorpes Library	**Grimsby Central Library**	**Immingham Library**	**Waltham Library**
Usage				
Total number of visits	2	1	4	3
Total number of issues	2	1	4	3
Total number of computer hours used	2	1	3	4
Total event attendance	1	3	4	2
Total rank score	7	6	15	12
Overall activity rank	**2**	**1**	**4**	**3**
Score	30	40	10	20
Weighting score 15% - Usage	**4.5**	**6**	**1.5**	**3**
Value for Money				
Cost per visit rank	3	4	2	1
Cost per resident in catchment area rank	1	2	4	3
Cost per opening hour rank	3	4	1	2
Total rank score	7	10	7	6
Value for money rank	**2**	**4**	**2**	**1**
Score	30	10	30	40
Weighting score 15% - Value for Money	**4.5**	**1.5**	**4.5**	**6**
Need				

Overall catchment need rank (low 1 - high 4)	3	4	2	1
Overall need rank	**2**	**1**	**3**	**4**
Score	30	40	20	10
Weighting score 50% - Need	**15**	**20**	**10**	**5**
Access				
Distance rank	3	3	1	2
Car journey time rank	2	2	1	4
Public transport journey time rank	3	4	1	2
Public transport services rank	3	4	1	2
Total isolation score	11	13	4	10
Overall isolation rank	**3**	**4**	**1**	**2**
Score	20	10	40	30
Weighting score 20% - Access	**4**	**2**	**8**	**6**
Total weighting score of need	**28**	**29.5**	**24**	**20**
Overall rank of need*	**2**	**1**	**3**	**4**

**Overall rank of need with 1 being highest need and 4 being lowest need.*

11. Needs assessment – strategic context

Immingham town centre: co-location and civic hub

The importance of co-location of services and partnership working has been identified within public consultation and engagement findings as themes for future service development. When considering this within a strategic context, Immingham library presents an example model of this positive co-location of services within a hub location at the Civic centre that includes a range of services and facilities under one roof. Proposals for future service design may benefit from considering these principles and look for opportunities for other library branches to develop services within this context of co-location and partnership working.

Grimsby town centre: co-location skills and learning

Located at the heart of the Humber 'Energy Estuary', Grimsby provides significant opportunities for economic growth and job creation, alongside challenges arising from industrial change. The area is home to high-growth, clean energy industries, notably offshore renewables, and nationally significant industry clusters, including food manufacturing and chemicals/process industries. Over the next decade and beyond, there are strong prospects for the attraction of industrial inward investment highlighting

the area's powerful proposition to advanced manufacturing companies, as well as major clean growth opportunities in renewable energy and decarbonisation.

Improving Grimsby's quality of place – education, leisure, cultural and heritage provision, and the built environment – is an essential part of the strategy to attract and retain businesses, people, and investment. This aligns to the increasing wider investment across the borough in areas such as the Freeport, in offshore wind farm investment, housing developments, and the South Humber Industrial Investment Programme.

It has been identified that a risk to this growth opportunity is the significant skills gap identified within North East Lincolnshire compared to the national average. For example, in 2022, 12.2% of the NEL population hold no qualifications, which is significantly higher than the national average of 6.6% (NOMIS: January 2022). Although the gap has narrowed by the end of 2023 (to 8.2%) the gap still widens at each qualification level, meaning that there is a lack of adults qualified at level 3 and above individuals are not qualified to the right level to access these skilled job roles in engineering construction, as well as the demand from all other key sectors that will be needed to support the industry such as health, manufacturing, hospitality, education and childcare. There is a recognition that a significant amount of work needs to be done to support those furthest from the labour market for them to benefit from the region's industrial growth.

The Council, with support of partner agencies, business and the local skills and education sector have been considering opportunities to address this challenge recognising that it needs a whole system approach. As part of this, the Council, along with partners, have been establishing the concept of a skills and training hub within the region. Initial engagement feedback emphasised the need and desire from training professionals for a centrally located skills hub, aligned with library services, that targeted generalised skills and signposting services to support access to potential future careers. This engagement is consistent with support for library and adult skills & learning co-location of services with a number of core strands from the first round of consultation and engagement:

- The importance of Grimsby town centre library service provision.
- The future opportunity for co-location of services across a central library location including skills and learning, and a range of other council and partner service offers.

This concept aligns with the Council's Skills Strategy that outlines the significant skills gap in adults in the region compared to the national average. Current industries which are struggling with employment rates and forecasted jobs in upcoming industries due to influence from the Humber Industrial Decarbonisation Cluster. The strategy outlines

key demographic areas in which additional skills support should be targeted. This includes low-skilled adults, care-experienced young people, NEETs (Not in Education, Employment or Training) and those at risk of becoming NEET. It also outlines that there are few gaps in high quality provision, but there is a gap in knowledge of local opportunities and supporting residents to build both the confidence and capability to access them.

In addition to the Skills Strategy, the concept can be mapped across the Grimsby Town Centre Masterplan principles see Table 13 and demonstrates strong alignment.

Table 13 – Grimsby town centre masterplan: library service and skills & learning alignment

Grimsby Town Centre Masterplan Principle	**Concept alignment of town centre library and adult skills & learning**
Introduce more diverse uses to the town centre	The concept would provide flexible space to support the area's economic, innovation, and enterprise ambitions. It would potentially enable the enhancement of the existing library service and public archives provision and development of a new signposting and skills delivery service in the town centre, which will enhance existing public space for events and community activities.
Promote and support community ownership and participation	The concept would protect, enhance, and create space that will support community and business initiatives via the library services, holistic training and support provision, digital inclusion, innovation & enterprise.
Identify development opportunities	The concept would enable the refurbishment and redevelopment of redundant space within the Town Centre, which will attract new activities that support the wider transformation of the town centre.
Prioritise health and wellbeing	The concept would provide new access to careers support, training and information, within the town centre, which will encourage more trips on foot or by bike. Supporting individuals into meaningful employment also supports their health and wellbeing.
Enhance opportunities for employment, skills, and enterprise	The concept would provide new and improved facilities to provide access to employment and enterprise opportunities within the town centre, bringing together a series of partner organisations that will be accessible to, and benefit residents.

Cleethorpes resort: co-location library and leisure

The seaside resort of Cleethorpes remains the major tourism draw for the area with its traditional seaside attractions, long beaches, Victorian heritage, wide range of outdoor experiences and independent shops, bars, and restaurants. The Cleethorpes Masterplan was informed by public consultation and engagement with over 2,700 responses was adopted in 2022 setting out a clear vision for the future development and regeneration of the resort and main town centre area over the next 10 years.

The masterplan identified the current library building on Alexandra Road as a site with potential to be considered for future development. The current library building is located opposite Pier Gardens that is scheduled for its own significant redevelopment as part of the first phase of masterplan projects supported by Government funding. Therefore, the concept of development potential of the existing library site on Alexandra Road is in alignment.

In addition, the masterplan highlights the need to identify alternative options for the location of the library service. Cleethorpes Leisure Centre presents a potential opportunity for the co-location of leisure and library services, linking with ambitions set out within the Council's Sport & Physical Activity Strategy that includes the importance of developing co-located services at the Council's leisure centres with the benefit of overlap of users across different services with a particular focus on young people and families.

North East Lincolnshire: health inequalities

North East Lincolnshire as a place has significant challenges with health inequalities, where you live makes a difference in the borough. This is demonstrated through North East Lincolnshire JSNA (see JSNA - State of the Borough Summary - UTLA | North East Lincolnshire | Report Builder for ArcGIS) that highlights how for such a small geographic area, we have an extremely wide variation in life expectancy across North East Lincolnshire. The evidence from the JSNA is used to inform commissioning to improve the health and wellbeing of the local population and it is important to consider this within future library service design as part of one of the four universal offers. Therefore, when considering the strategic priority of addressing health inequality in North East Lincolnshire, the importance of prioritising library branch service delivery within library catchment areas where residents may benefit most from accessing these services is an important factor to consider within the resources available.

12. Proposals for further consultation

The needs assessment has highlighted where the Council should focus its resources to help deliver a “comprehensive and efficient” library service.

As such, a set of proposals have been identified for the library service that focuses on modernising and rationalising the library network through co-location of services to provide benefit for users. This looks at the library service branches that present as highest need for local services and that fit with wider Council strategy to develop further, recognising the importance of encouraging footfall in our town centres and the benefits of bringing services together under one roof. It recognises that these buildings will require significant investment to bring them up to a modern-day standard and to develop the vibrant spaces to reverse the declining usage trend across these services.

Based on the needs assessment and when considering effective and efficient use of resources, proposals are being put forward for consultation on changes based on modernisation and rationalisation of the library network through co-location of services. These are:

Table 14 – Proposals for phase-2 consultation and engagement

Proposal for further consultation:	**Headline findings and reason:**	**Next Step**
Co-located service: Cleethorpes Library and Cleethorpes Leisure Centre	• Overall needs assessment identifies Cleethorpes Library catchment area as second highest need rank within North East Lincolnshire. • Potential to extend library opening hours within a remodelled leisure centre building benefitting from opportunities to open 7-days a week, including early mornings, evenings and weekends, plus the benefit from shared facilities i.e. toilets. • Benefits of co-located services under one roof with cross pollination of service users across leisure & libraries. • More efficient use of resources with library and leisure services under one roof and associated cost benefits. • Potential development of Alexandra Road current library site to support the visitor economy. • Cleethorpes Masterplan and Sport & Physical Activity Strategy alignment. • Investment in services required in library and leisure to enhance service to modern, efficient and attractive.	Phase-2 public consultation & engagement

Co-located service: Grimsby town centre hub with library, public archives, and adult skills & learning offer	• Overall needs assessment identifies Grimsby Central Library catchment area as the highest need rank within North East Lincolnshire overall and for Education. • Potential to extend opening hours with a hub site requiring operation across the week. • Benefits of co-located services under one roof with cross pollination of service users. • More efficient use of resources with library, public archives and skills services under one roof and associated cost benefits. • Potential development of existing Grimsby Central Library building or alternative town centre building provision to support town centre footfall. • Grimsby Central Library experiences high operating costs per service visit, therefore more cost-effective locations within Grimsby town centre for the service need to be considered. • Grimsby Town Centre Masterplan and Skills Strategy alignment. • Investment in services required in hub model to develop the service to ensure it is modern, efficient and attractive including potential for flexible meeting / exhibition space. • Greater access and sharing of the public archives and local history resources.	Phase-2 public consultation & engagement
Redesignation of Waltham Library as community library	• Factors in the wider financial position of the Council and the need for all services to operate efficiently and effectively, including consideration in the use of buildings. • Overall needs assessment identifies Waltham Library catchment area as the lowest need rank within North East Lincolnshire and therefore considered as part of service redesignation. • Overall trend of decline in library service usage across physical visits, reading material issues and computer hours usage, with a material change in consumer habits and need post-Covid pandemic, although usage of online library services has grown significantly during the period.	Phase-2 public consultation & engagement

	• Phase-1 of consultation highlighted that selecting books in all formats was significantly higher than other activities within libraries. Exploring the community library model in Waltham would continue to support this. • Potential to develop a community library model in Waltham combining access to reading materials with other community-based services. While mitigating the risk of complete service closure at Waltham based on the needs assessment, combined with continuing to deliver the service within the resources available.	

The proposals will be subject to phase-2 of public consultation and engagement on the library and public archives service review. This second phase is currently planned to take place over a 12-week period in early 2025. Further detail will be available at the start of the consultation period. Phase 2 of the public consultation will follow a similar methodology as phase 1 in utilising an online survey and providing face to face opportunities to ensure as many people as possible can share their views and be a part of designing a library service that best meets their needs within the resources available.

Libraries and Archive Review

Phase 1 Consultation Summary

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Background and Methodology

Background

- The public archive service and public libraries located in Grimsby, Cleethorpes, Immingham and Waltham are managed by Lincs Inspire Limited, on behalf of North East Lincolnshire Council. These are important services, valued by our local communities and provide a wealth of information and useful resources.
- Last year Lincs Inspire libraries welcomed over 160,000 in-person visits, with an additional 17,000 online downloads. Our archives supported nearly 1,400 enquiries and both services continue to have a healthy social media following too. North East Lincolnshire has a population of nearly 160,000, of which around 29,000 residents have a library account and over 8,400 are active library users, however this also means that a lot of residents are not making use of these services. That is why we need to ensure that the services provided are fit for purpose and efficient for many years to come.
- NELC launched a consultation with the aim of seeking views from residents, library users and organisations on the ideas and opportunities that should be considered in relation to service design for the future.

Methodology

- The consultation was hosted on QuestionPro for 12 weeks from Friday 12th January to Friday 22nd March 2024. There were also paper copies available at all five of the local settings for users to complete. The consultation was also promoted by North East Lincolnshire Council and Lincs Inspire across social media platforms and both organisation's webpages.
- The consultation was emailed to members of the public who have signed up to NELC's Consultation Mailing List, as well as to community groups and organisations in the local Sector Support Newsletter and Parish Councils and Members. The consultation was also shared by the public elsewhere on social media and by word of mouth but this was not monitored. Posters and pop-up banners were displayed in all five of the local library and archive settings, as well as Lincs Inspires' additional leisure facilities.

Headline Data

- **888 responses** were received via the survey (631 completed responses)
- **8 community sessions/groups** were engaged with, with **174 voices** captured
- **7 public focus groups** with **41 voices** captured
- **5 Lincs Inspire Staff focus groups** with **29 voices** captured; plus 2 email feedback
- **7 1-1 interviews** were conducted; with 2 of these from Adults' Health and Social Care
- **4 community pop ups**

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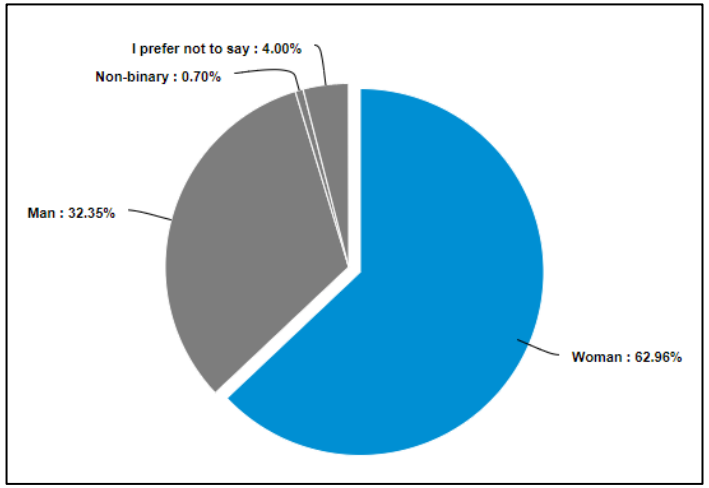
Survey Demographic Data

Ward	Count(n)	Percentage (%)
Park	76	10%
Waltham	67	9%
Immingham	65	9%
Haverstoe	63	9%
Croft Baker	52	7%
Scartho	46	6%
Freshney	45	6%
Wolds	42	6%
Out of Area	42	6%
Heneage	39	5%
Yarborough	36	5%
Sidney Sussex	34	5%
Humberston and New Waltham	32	4%
South	31	4%
West Marsh	26	4%
Unknown	23	3%
East Marsh	17	2%
Total	**736**	**100%**

Age	Count (n)	Percentage (%)
65-79	260	35.09%
50-64	213	28.74%
35-49	132	17.81%
25-34	60	8.10%
80+	40	5.40%
18-24	18	2.43%
I prefer not to say	16	2.16%
Under 18	2	0.27%
Total	**741**	**100%**



Non-library users

Age	Count (n)	Percentage (%)
50-64	33	33.70%
65-79	17	17.40%
80+	16	16.33%
35-49	15	15.30%
25-34	8	8.16%
18-24	7	7.14%
I prefer not to say	2	2.04%
Under 18	0	0%
Total	**98**	**100%**

See in the next slides some basic graphs and charts of some key questions. Refer to the online dashboard for any additional question analysis –

Survey dashboard:
https://questionpro.eu/t/7B3wb1yZB3vj8e
Demographic dashboard:
https://questionpro.eu/t/7B3wftYZB3u7al

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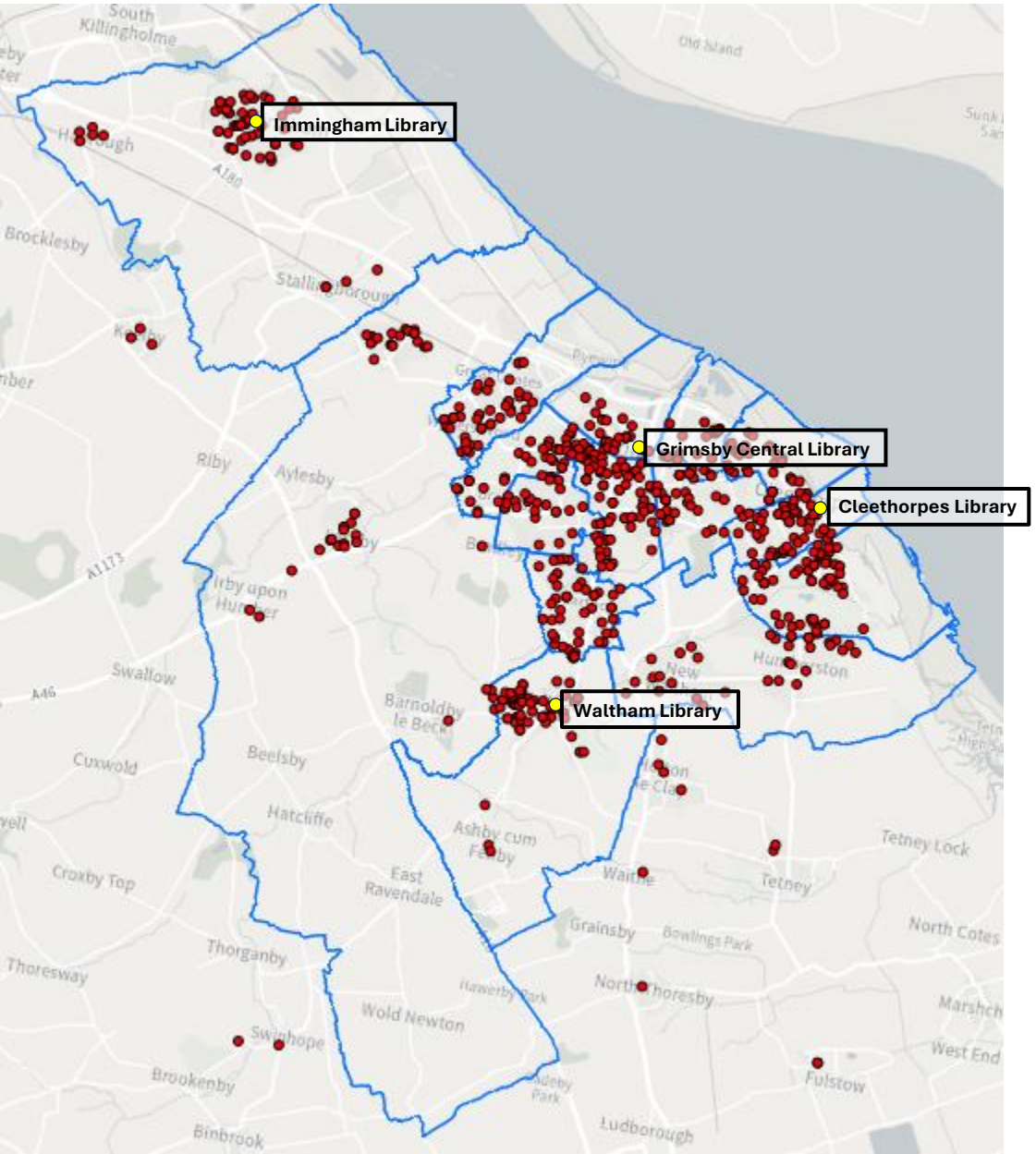
Survey Postcode Heatmap – All Responses



https://nelcouncil.maps.arcgis.com/apps/instant/interactivelegend/index.html?appid=fd6f1b3bdf71459280042 3a3beec2aae – see link for all postcodes inc. postcodes outside NEL region

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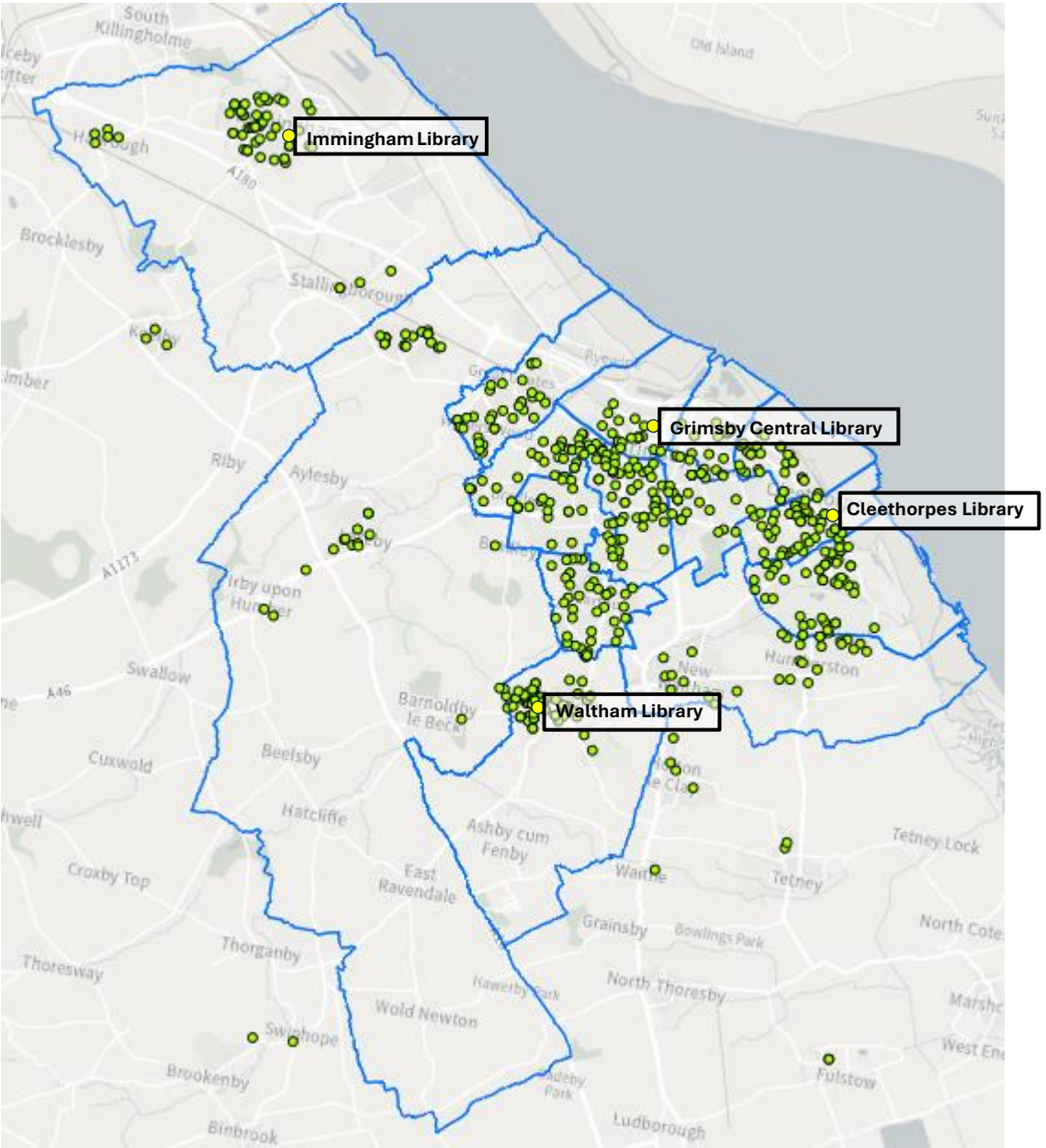
Survey Postcode Heatmap - Users



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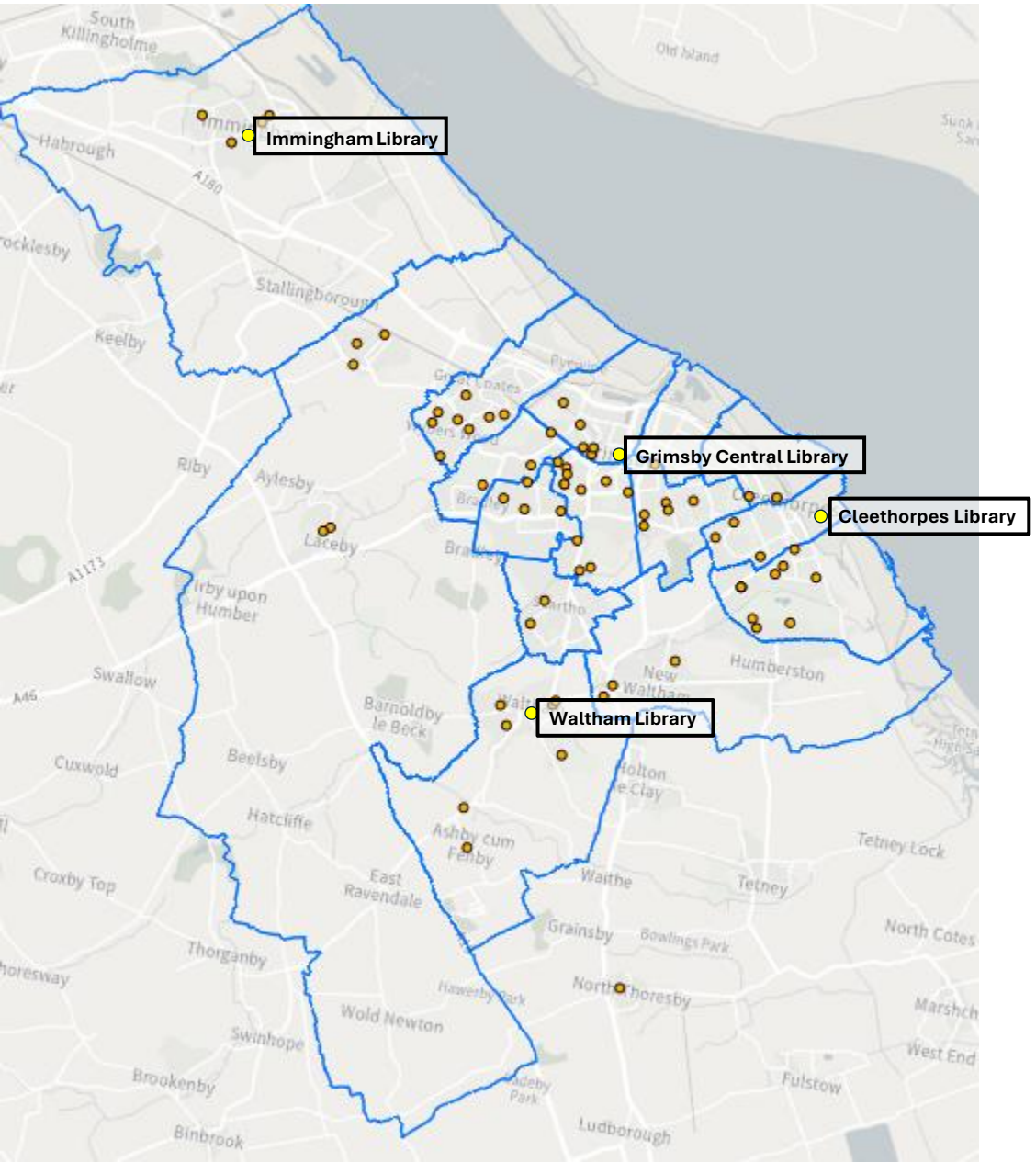
Survey Postcode Heatmap – Non-users



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Library Usage

Have you used Grimsby, Cleethorpes, Immingham or Waltham library or used the online library services or the 'at home' delivery services in the last year?

Responses from the library settings/services are as follows:

- Grimsby Central Library = 441
- Cleethorpes Library = 355
- Immingham Library = 137
- Waltham Library = 194
- Online Library Services = 241
- ‘At home’ Delivery Services = 14

Statement	Yes
Grimsby Central Library	441 64.1%
Cleethorpes Library	355 54.03%
Immingham Library	137 23.54%
Waltham Library	194 32.39%
Online Library Services	241 39.64%
‘At Home’ Delivery Services	14 2.57%

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Library Activities

As one of our valued library users, please tell us what you currently use the library service for:

- This question was shown to library-users only. Respondents were asked to select what they use the service for.
- The activity selected most often was selecting books in all formats (513, 29%). This was followed by researching local family history (199, 11%), art exhibitions and related activities (188, 11%), computers (144, 8%) and spaces for study/homework/research or access to maker activity spaces (126, 7%).
- The activities that were selected the least was the Home Delivery Service (8, 0%), sourcing business start-up information (13, 1%) and specific online services e.g. translation (25, 1%).

Answer	Count	Percent	20%
Arts exhibitions and related activities e.g. in the Albert Room in Cleethorpes Library	188	10.57%	
Children's school holiday activities	78	4.39%	
Computers (public internet)	144	8.1%	
Home Delivery Service	8	0.45%	
Non-library services, for example: Hull and East Yorkshire Credit Union service or to obtain help with benefit claims and applications	22	1.24%	
Pre-school activities for children	74	4.16%	
Printing services sent from my own device	105	5.91%	
Reading groups	72	4.05%	
Researching local/family history	199	11.19%	
Resources for the wellbeing and development of children	37	2.08%	
Selecting books (in all formats)	513	28.85%	
Social events and activities e.g. author-related quizzes	93	5.23%	
Sourcing business start-up information	13	0.73%	
Spaces for study, homework, research, or access to maker activity spaces	126	7.09%	
Specific online services i.e. translation/learn a new language facilities or help with studying for my driving theory test	25	1.41%	
Other	81	4.56%	
Total	1778	100 %	

Potential to join-up services and opening hours

Please indicate whether you agree or disagree with the following statements on the potential to join services up:

Library users

Statement	I agree	I disagree	No opinion	Overall
I would like to access other services within a library building – for example health and wellbeing services like mental health support or to see a practice nurse would encourage me to use the service more	333 56.73%	95 16.18%	159 27.09%	587 100%
I would like to access business resources within a library building – for example financial resources would encourage me to use the service	162 29.08%	110 19.75%	285 51.17%	557 100%
I would like to access family activities within a library building – for example Parent and Baby support would encourage me to use the service	191 34.35%	92 16.55%	273 49.1%	556 100%
I would like to attend adult learning courses within a Library, if they were available would encourage me to use the service	388 67.48%	50 8.7%	137 23.83%	575 100%
I mainly use online Library services available 24/7	87 16.2%	248 46.18%	202 37.62%	537 100%
Different opening hours would enable me to use the service more often	197 35.56%	135 24.37%	222 40.07%	554 100%

Non-library users

Statement	I agree	I disagree	No opinion	Overall
Being able to access other services within a library building – for example mental health support or to see a practice nurse would encourage me to use the service	35 54.69%	16 25%	13 20.31%	64 100%
Being able to access business resources within a library building – for example financial resources would encourage me to use the service	21 33.33%	20 31.75%	22 34.92%	63 100%
Accessing family activities within a library building – for example Parent and Baby support would encourage me to use the service	16 26.67%	17 28.33%	27 45%	60 100%
Being able to attend adult learning courses within a Library would encourage me to use the service	34 53.12%	14 21.88%	16 25%	64 100%
I am more likely to use online Library services	35 56.45%	12 19.35%	15 24.19%	62 100%
Different opening hours would encourage me to use the service	13 20.97%	16 25.81%	33 53.23%	62 100%

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Opening hours of the Library service

Of those non-library users who selected '*Different opening hours would enable me to use the service*', the following themes were identified:

- Open later on evenings e.g. until 8pm; at least one late night a week
- Consistent opening hours
- Sunday or Sunday morning opening
- Open all day Saturday

Of those library users who selected '*Different opening hours would enable me to use the service more*', the following themes were identified:

- Open later on evenings e.g. until 7/8pm; at least one late night a week; useful for those who work full time
- Sunday or Sunday morning opening; for working parents
- Open all day Saturday/later
- Outside of the normal 9-5
- Friday opening for Cleethorpes; Monday opening for Grimsby
- Website is never updated when hours change, just a notice on the shutters
- Not closing at lunchtime (Waltham)
- From a cost perspective, track when the libraries are busiest

Reasons for not currently using the Library service

Please tell us why you don't use the library services:

The reasons selected most were preference to buy books direct/downloading (32, 28%), people don't have time to use libraries (12, 11%) and the opening times are not convenient and it's not easy for the person to get to the library (both 11, 1%).

Of those who selected 'Other' the following themes were identified:

- Locations not good
- Authors they look for are not there
- Books are not of interest
- Work/study where there are libraries already
- Staff never interact with you
- Fiction books not up to date
- Library card expired, sick of having to renew
- Too busy working with cost of living crisis
- When they last went, lift wasn't working to access required floor

Answer	Count	Percent	20%
I prefer to buy books or download them direct	32	28.32%	
The opening times are not convenient for me	11	9.73%	
It's not easy for me to get to the library*	11	9.73%	
I borrow books from friends or family	10	8.85%	
I use local book suppliers/charities	7	6.19%	
I don't want to use the libraries*	2	1.77%	
I don't have time to use libraries	12	10.62%	
I don't know where my nearest library is or when it is open	5	4.42%	
Other	23	20.35%	
Total	**113**	**100 %**	

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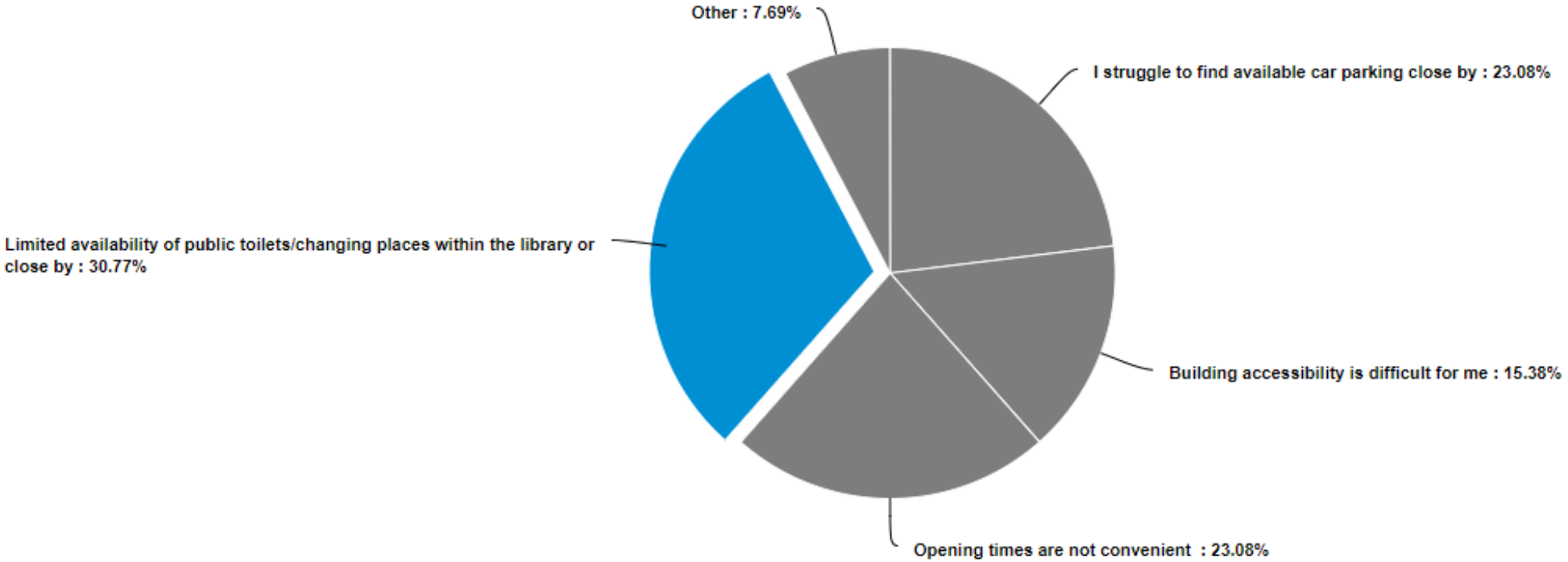
Accessibility issues to using Library services

Do any of the following impact you accessing a library?

- This question was shown to those who selected 'It's not easy for me to get to the library'.
- The reasons most selected for this question were limited availability of public toilets/changing places within the library or close by (4, 31%), followed by the opening times are not convenient and a struggle to find available car parking (3, 23%).



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Ideas and Opportunities - Non-library users

Is there anything else you would like to see available within the library buildings that would make you want to use the library service?

Theme	Description
1. Co-location, innovation and other services	• Banking inside library • Make links with Brownies, The Trin and guest speakers such as footballers and MP's • Human Library where you 'borrow' a person for 30 minutes to listen to their life story e.g. on loneliness, stigma, successful ventures elsewhere in the UK • Community use central facilities
2. Library space	• Helpful staff • Tidy up; Grimsby looks in disrepair and neglect • Child-care facilities • Cafe
3. Accessibility	• Limited parking in Grimsby – not ideal if a driver
4. Groups and activities	• Child book-themed centred play sessions; baby and toddler reading groups
5. Advertising	• Need more advertising; resources being under utilised
6. Resources	• Better and easier access to history and family history resources • New books

Identified Themes:
Theme 1 – Co-location, innovation and other services
Theme 2 – Library space
Theme 3 – Accessibility
Theme 4 – Groups and activities
Theme 5 – Advertising
Theme 8 – Archive-related

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Ideas and Opportunities - Library users

Is there anything else you would like to see available within the library buildings that would make you want to use the library service?

Theme	Description
1. Co-location, innovation and other services	• Health services e.g. basic screening like menopause and asthma; benefits and debt advice; banking hub e.g. Cleethorpes to replace lost banks • Adult learning e.g. foreign language courses • Tourist information; stagecoach bus times information • Office space hire for small businesses; police drop ins; Councillor meetings or open visits • Support and reach out to local businesses • Lend out 'everyday household items' scheme at a low cost – success in Edinburgh https://edinburghtoollibrary.org.uk/
2. Food and drink	• Want for a café to be brought back to libraries, especially Grimsby to bring revenue • or a coffee shop; or vending machines; or coffee machine; or small refreshment area; or book bar; or a snack bar
3. Culture and Creativity opportunities	• Open mic nights; public speaking nights; talks and plays • Author visits; live author visits; themed book readings • Exhibitions and utilise space for performance and gallery spaces; temporary exhibitions; local community displays; could use upper floors of Grimsby Library • Library/archive/museum want for these to be combined; regular displays of social and historical aspects of NEL to celebrate rich history; e.g. items from Welholme Galleries • Want for future and current cultural evenings and events to be advertised more • Pop-up cinema-type events for film aspect • Colourful art displays to entice people in
4. Accessibility	• Toilet accessibility – working toilets needed; especially Grimsby • IT accessibility - New/more computers for staff and users; updated software; longer computer sessions as ½ is too short • Leaflets, free technology advice and IT sessions for the elderly e.g. phones, computer systems; greater visibility of digital services on offer; unclear on how to access mobile library • Building accessibility – direct access to books in the stacks are needed

Identified Themes:

Theme 1 – Co-location, innovation and other services
Theme 2 – Food and drink
Theme 3 – Culture and Creativity opportunities
Theme 4 – Accessibility
Theme 5 – Groups and activities
Theme 6 – Library space
Theme 7 – Books
Theme 8 – Promotion and advertising
Theme 9 – Opening times
Theme 10 – Archive Service

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Ideas and Opportunities – Library users

Theme	Description
5. Groups and activities	• More reading groups; more author quizzes • Book club social meet ups for teens and adults; social events for a place to go • Cinema viewings for small groups of 20-30 on evenings or weekends • Children's groups wanted: Sensory groups; lego club; computer club; maths club; craft club; writing club; music club • Adult groups wanted: weight loss group during the school day, Local History groups (had pre-covid) and family history workshops; yoga and meditation; sewing; craft groups; hobby group; knit and natter; chair-based exercise; men's mental health groups/discussion; employment workshops; live hobby demos; painting group; Sporting memories groups (had pre-covid) • There is a gap for groups of primary age children
6. Library space	• Natter tables; need to be warmer; comfortable reading chairs and tables • Quiet rooms or pods for study • Sensory quiet spaces for people who are neurodivergent • Current layout makes it difficult for people who are mobility challenged; more chairs needed • Approachable staff • Replacement of the ramp outside Grimsby Library • Reception area for an area to book onto things/events; parcel or delivery collection service; newspapers and magazines to be on display like during pre-covid • Grimsby Library – gate or proper enclosed area as currently staff have to block the library off with shelving for toddler groups
7. Books	• Greater selection of books; newer non-fiction books like current affairs; new audio books; better children's books for baby and toddler development; complete series of authors; Local History section; reference section; more large print books • Longer lending time as 3 weeks is too quick for those working full time • More shelving; reading room
8. Promotion and advertisement	• Advertise and increase publicity of library and services; what's on guide • Promote in hospitals and schools • Promote details of local clubs and societies; bus timetables; information on local events; leaflets on mental health; tide timetables

Ideas and Opportunities – Library users

Theme	Description
9. Opening times	• Longer opening times for those who work • Open later on a Saturday • Open all libraries 6 days a week; Grimsby open Monday
10. Archive Service	• Information needed on how to access archive data copies • More storage and investment needed in the Archives; better access is needed to certain materials e.g. inaccessible or stored away maps and newspapers • Sounds good to integrate libraries and archives to maximise use of space and information available • Wish to bring back family history courses and similar

Public Archive Service Usage

Have you used the Public Archive Service or Local History Collection in the last year?

Responses from the services are as follows:

- Public Archive Service = 179
- Local History Collection = 221

Statement	Yes
Public Archive Service	179 27.45%
Local History Collection	221 34.05%

Public Archive Service Activities

Please tell us about your experience of using this service:

- 146 respondents said in the last year that they 'view local historical documents and photographs held within the Archives collection for personal research/interest'. This is followed by 136 respondents said in the last year they 'attend locally themed exhibitions of archive / local history materials'.
- 107 respondents said in the last year they haven't requested (and paid for) copies of local historical documents and 101 respondents said in the last year they haven't searched local historical documents as part of their job or for professional research.
- 28 respondents said they didn't know that they could follow/review information posted online (Facebook) by the Archive service and 25 said they didn't know that they could request (and pay for) copies of local historical documents.

Statement	I have done this in the last year	I haven't done this in the last year	I didn't know I could do this
I view local historical documents and photographs held within the Archives collection for personal research/interest	146 66.36%	58 26.36%	16 7.27%
I search local historical documents as part of my job or for professional research	57 32.57%	101 57.71%	17 9.71%
I request (and pay for) copies of local historical documents	46 25.84%	107 60.11%	25 14.04%
I attend locally themed exhibitions of archive / local history materials	136 68.69%	47 23.74%	15 7.58%
I follow/review information posted online (Facebook) by the Archive service as I have an interest in local history	122 62.89%	44 22.68%	28 14.43%
I combine my viewing/research of the Archives records with use of the local history collections held within Grimsby Central Library	112 57.44%	67 34.36%	16 8.21%
I regularly utilise the local history resources and/or genealogy search resources available within Grimsby Central Library (for example ancestry.com)	108 56.54%	62 32.46%	21 10.99%
Conservation work is carried out by the Public Archives team to help preserve local documents and I use (and pay for) this service	34 19.21%	86 48.59%	57 32.2%

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Accessibility of the archive service

Please indicate whether you agree or disagree with the following statements on the accessibility of our archive service:

Archive service users

Statement	I agree	I disagree	No opinion
I find the reading room easy to use and navigate	149 71.29%	12 5.74%	48 22.97%
I find the online archive catalogue easy to use	94 45.63%	26 12.62%	86 41.75%
The community venues used for local exhibitions relating to archive materials are easy to access	144 68.25%	18 8.53%	49 23.22%
Different opening hours would enable me to use the service more often	74 36.63%	37 18.32%	91 45.05%

Non-archive service users

Statement	I agree	I disagree	No opinion
If I knew more about the Archive service I would more likely visit the reading room	213 55.91%	52 13.65%	116 30.45%
If I knew more about the online archive catalogue search facilities I would use them	202 53.3%	63 16.62%	114 30.08%
I would attend local exhibitions relating to archive materials if I knew about them	239 63.73%	44 11.73%	92 24.53%
Different opening hours would enable me to use the service more often	81 22.13%	96 26.23%	189 51.64%

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Opening times of the Archive service

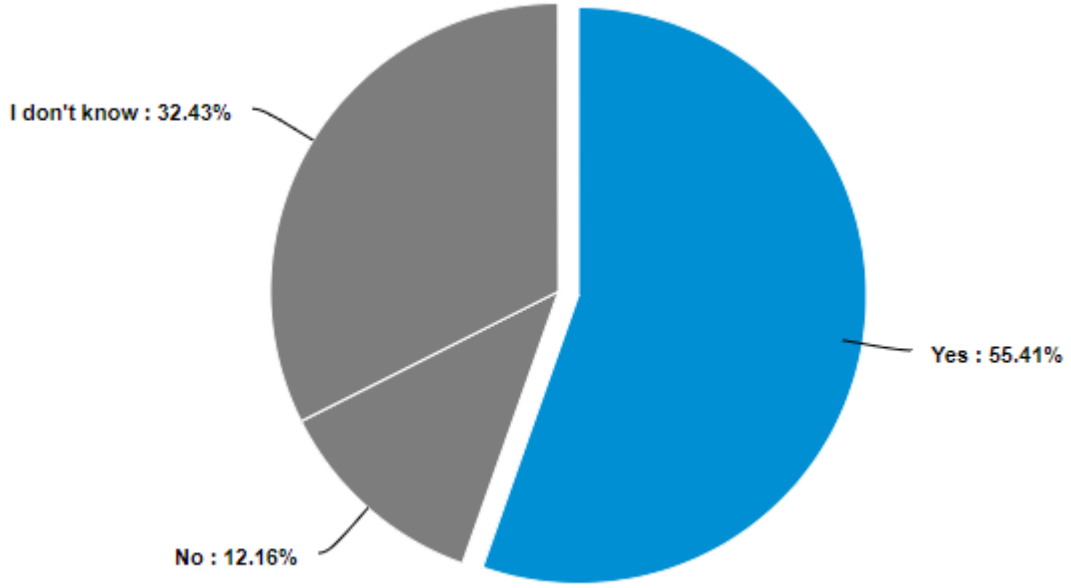
Of respondents who selected '*Different opening hours would enable me to use the service*', the following themes were identified:

- Evening openings e.g. until 8pm; outside 9-5
- Longer hours on Saturday
- Friday and Sunday opening
- Not closing at lunchtime
- Current opening times are short; anyone working full time would have no good chance of visiting
- Not user friendly and frustrating

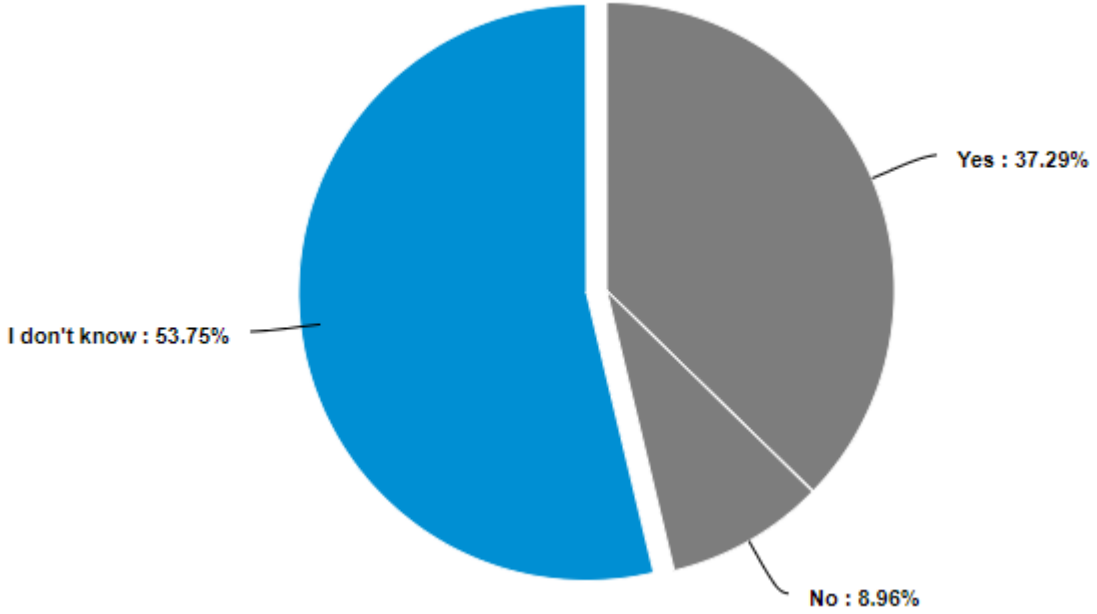
Co-location of libraries and archives – Yes/No

Would you be interested in the idea of bringing Library and Archive facilities together and possibly combining them with other services?

Archive users



Non-archive users



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Co-location of libraries and archives – Yes

Of respondents who selected '*Yes*' they would be interested in the idea of bringing the Library and Archives facilities together and possibly combining with other services, the following themes were identified:

- More people use the Archives; one stop shop; more accessible all in one place; would provide seamless access to history and resources; large overlap in provisions e.g. discovery; enables Library and Archive staff to share expertise easier; opening hours would be aligned
- Would improve visibility of Archives helping promotion; interesting talks or lectures on archive material would encourage people to use services; changing exhibition in library space of archives artefacts and Grimsby's rich history; guide on the archives would be useful; hub for research
- Cost efficient
- But only if the move is managed by those interested; and if there is not a reduction in space and resources; need clearly define differentials
- Ideas: House of Fraser building to co-locate; Archives – Fishing Heritage Centre; empty upper floors in Grimsby Library could combine archives and exhibition space and a museum
- Current bolt-on IT systems don't work and are not user friendly
- Want for library/archives to take over running courses on family history
- Current Archive space in the Town Hall is too small; both Archives and Public History Collection are at risk of fire or flood
- Some internal separation would be required for security
- Huge amounts of heritage artefacts were lost when Welholme Galleries were emptied; this is a concern
- Want for a Library, Archive and Museum to be all in one building; Museum to display Archive artefacts, Doughty Museum Materials; best practice examples are Hull History Centre and the Treasure House at Beverley

Co-location of libraries and archives – No

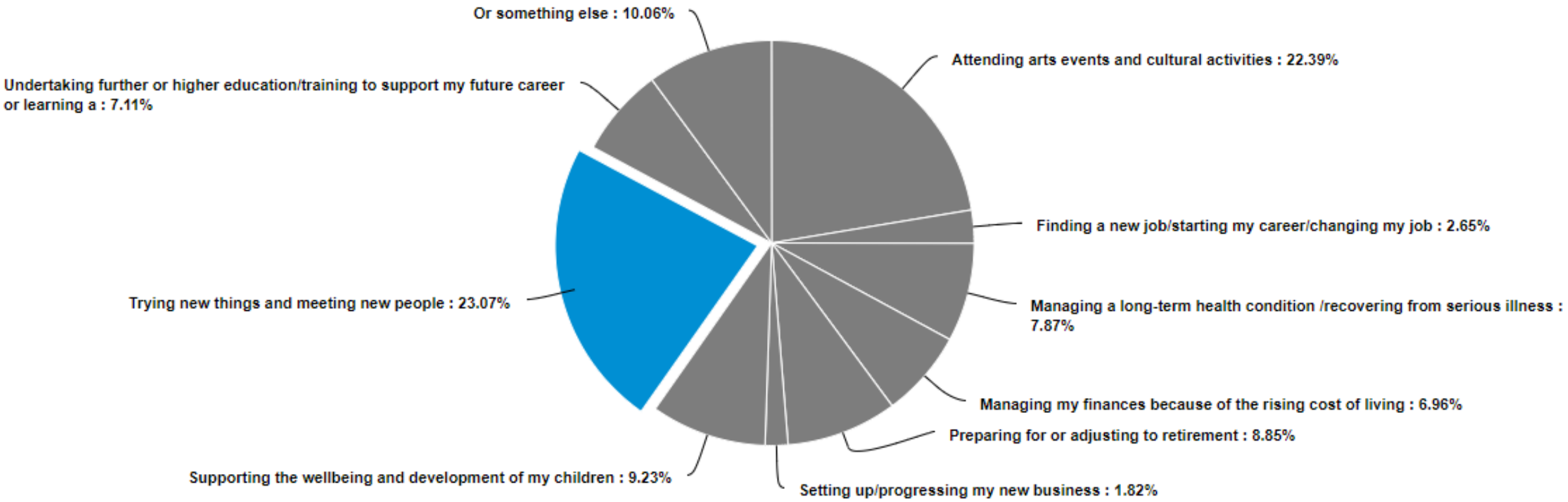
Of respondents who selected '*No*' they would be interested in the idea of bringing the Library and Archives facilities together and possibly combining with other services, the following themes were identified:

- One will compromise the other if combined; cuts services in the long run; Archives works well as it is; independent facilities provide a better service
- Unless resources were reduced in one or the other, this would require the expense of a new building, or Archives materials digitalised? Floorspace would be reduced meaning less books; would dilute experience and shrink cultural offer of the Library service
- Profile of library could decreased if absorbed as a 'hub' with other services
- Archives is in a good self-contained area; archives is secure, the library is not
- Will costs be maintained?
- Space and conditions needed would mean leaving the purpose built Grimsby building; building is iconic and in the right place for access; need full use of floors currently there
- If more information was available, then yes

Most important thing

In general terms, what is the most important thing for you at the moment?

The most selected response was ‘Trying new things and meeting new people’ (305, 24%), followed by ‘Attending arts events and cultural activities’ (296, 22%), ‘Or something else’ (133, 10%) and ‘Supporting the wellbeing and development of my children’ (12, 9%).



Innovation – All responses

Please indicate whether you agree or disagree on the following examples of what you may be interested in seeing in our local area, in relation to archives and libraries:

- ‘Events and Festivals in Libraries’ (494, 83%) and ‘Library with a Gallery and Exhibition Space’ (511, 85%) reached the highest number of respondents answering Yes they agree they would like to see this library transformation locally.
- ‘Libraries in Leisure Centres’ (217, 37%) and ‘Libraries in Shopping Centres’ (194, 32%) received the highest number of respondents who answered No they would not like to see these transformations locally. However, the responses for Yes is still higher than No.

Statement	Yes	No	No opinion
High Street Banking Services within Libraries - Both permanent and pop-up banks are now providing services such as making payments and getting help with products	417 69.15%	109 18.08%	77 12.77%
Events and festivals in Libraries - High-quality music, spoken and written language or live theatre events are hosted by suitable sized libraries	494 82.61%	43 7.19%	61 10.2%
Libraries hosting wellbeing pods - Including providing maternity support and appointments with healthcare professionals in the same place they browse their favourite books	367 61.78%	103 17.34%	124 20.88%
Employment and Skills Support - Libraries are working in partnership with jobs and benefits services to support people looking for work to gain new skills and find suitable employment	356 61.27%	83 14.29%	142 24.444%
Libraries in Leisure Centres - Located in the same building providing opportunities for families to explore a wide range of services together	244 41.71%	217 37.09%	124 21.2%
Libraries in Shopping Centres - Located in the same building supporting footfall and convenience in the town centre	282 47.96%	194 32.99%	112 19.05%
Library with Gallery & Exhibition space - showing the work of national, regional & local artists and displays to explore our archives & local history	511 85.31%	40 6.68%	48 8.01%

Innovation – Library users

- ‘Events and Festivals in Libraries’ (451, 84%) and ‘Library with a Gallery and Exhibition Space’ (465, 87%) reached the highest number of respondents answering Yes they agree they would like to see this library transformation locally.
- ‘Libraries in Leisure Centres’ (205, 39%) and ‘Libraries in Shopping Centres’ (182, 35%) received the highest number of respondents who answered No they would not like to see the transformations locally. However, the responses for Yes is still higher than No – ‘Libraries in Leisure Centres’ only by a very small margin.

Statement	Yes	No	No opinion	Overall
High Street Banking Services within Libraries - Both permanent and pop-up banks are now providing services such as making payments and getting help with products	378 69.61%	94 17.31%	71 13.08%	543 100%
Events and festivals in Libraries - High-quality music, spoken and written language or live theatre events are hosted by suitable sized libraries	451 83.83%	35 6.51%	52 9.67%	538 100%
Libraries hosting wellbeing pods - Including providing maternity support and appointments with healthcare professionals in the same place they browse their favourite books	334 62.66%	90 16.89%	109 20.45%	533 100%
Employment and Skills Support - Libraries are working in partnership with jobs and benefits services to support people looking for work to gain new skills and find suitable employment	324 62.19%	71 13.63%	126 24.18%	521 100%
Libraries in Leisure Centres - Located in the same building providing opportunities for families to explore a wide range of services together	207 39.5%	205 39.12%	112 21.37%	524 100%
Libraries in Shopping Centres - Located in the same building supporting footfall and convenience in the town centre	245 46.31%	182 34.4%	102 19.28%	529 100%
Library with Gallery & Exhibition space - showing the work of national, regional & local artists and displays to explore our archives & local history	465 86.59%	34 6.33%	38 7.08%	537 100%

Innovation – Non-library users

- ‘Events and Festivals in Libraries’ (38, 70%) and ‘Library with a Gallery and Exhibition Space’ (41, 73%) reached the highest number of respondents answering Yes they agree they would like to see this library transformation locally.
- ‘High Street Banking Services within Libraries’ (13, 24%) and ‘Libraries hosting wellbeing pods’ (12, 22%) received the highest number of respondents who answered No they would not like to see the transformations locally. However, the responses for Yes is still higher than No.

Statement	Yes	No	No opinion	Overall
High Street Banking Services within Libraries - Both permanent and pop-up banks are now providing services such as making payments and getting help with products	35 64.81%	13 24.07%	6 11.11%	54 100%
Events and festivals in Libraries - High-quality music, spoken and written language or live theatre events are hosted by suitable sized libraries	38 70.37%	8 14.81%	8 14.81%	54 100%
Libraries hosting wellbeing pods - Including providing maternity support and appointments with healthcare professionals in the same place they browse their favourite books	29 52.73%	12 21.82%	14 25.45%	55 100%
Employment and Skills Support - Libraries are working in partnership with jobs and benefits services to support people looking for work to gain new skills and find suitable employment	29 53.7%	11 20.37%	14 25.93%	54 100%
Libraries in Leisure Centres - Located in the same building providing opportunities for families to explore a wide range of services together	35 63.64%	11 20%	9 16.36%	55 100%
Libraries in Shopping Centres - Located in the same building supporting footfall and convenience in the town centre	34 64.15%	10 18.87%	9 16.98%	53 100%
Library with Gallery & Exhibition space - showing the work of national, regional & local artists and displays to explore our archives & local history	41 73.21%	6 10.71%	9 16.07%	56 100%

Leisure Centres and Shopping Centres – Age

Up to 34 years old

Libraries in Leisure Centres - Located in the same building providing opportunities for families to explore a wide range of services together	25 48.08%	21 40.38%	6 11.54%	52 100%
Libraries in Shopping Centres - Located in the same building supporting footfall and convenience in the town centre	25 49.02%	19 37.25%	7 13.73%	51 100%

34 to 64 years old

Libraries in Leisure Centres - Located in the same building providing opportunities for families to explore a wide range of services together	115 40.93%	118 41.99%	48 17.08%	281 100%
Libraries in Shopping Centres - Located in the same building supporting footfall and convenience in the town centre	145 51.79%	94 33.57%	41 14.64%	280 100%

64 years old and above

Libraries in Leisure Centres - Located in the same building providing opportunities for families to explore a wide range of services together	98 42.24%	68 29.31%	66 28.45%	232 100%
Libraries in Shopping Centres - Located in the same building supporting footfall and convenience in the town centre	106 44.73%	69 29.11%	62 26.16%	237 100%

*NB: In the qualitative findings later in the slides in focus groups and community conversations, discussions were had which differs to the likes of this data e.g. discussions around leisure centres, and shopping centres being a positive co-location space to bring more people in to use the facilities.

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Qualitative Engagement Summary

We ran **8 community sessions/groups** were engaged with, with **174 voices** captured:

- **7 public focus groups** with **41 voices** captured
- **5 Lincs Inspire Staff focus groups** with **29 voices** captured; plus 2 email feedback
- **7 1-1 interviews** were conducted; with 2 of these from Adults' Health and Social Care
- **1 Cabinet Informal Workshop** with 5 voices captured
- **4 community pop ups**

Links below:

- Public Focus Groups / Public 1-1 Interviews
- Community Conversations
- Health and Social Care Interviews
- Any Other Feedback

NB* - A breakdown from each themes can be provided if requested, with more specific details of discussions had below these wider themes

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Public Focus Groups (1)

- We ran **7 focus groups** with **41 members of the public** face-to-face, within the age ranges of **33 to 84 years old**. Of the captured demographic data, 80% were female and 20% were male.
- The groups were at varying local settings around North East Lincolnshire including Cleethorpes, Grimsby and Immingham.

Identified Themes:

Theme 1 – Library Usage
Theme 2 – Books
Theme 3 – Parking and Transport
Theme 4 – Building Accessibility
Theme 5 – IT Accessibility
Theme 6 – Culture: Museum
Theme 7 – Culture: Exhibitions, gallery space and talks
Theme 8 – Information
Theme 9 – Community Space
Theme 10 – Pro: Co-location
Theme 11 – Con: Co-location
Theme 12 – Children's Activities and Groups
Theme 13 – Adult's Activities and Groups
Theme 14 – Pro: Other Services and Co-location
Theme 15 – Con: Other Services and Co-location
Theme 16 – Opening Times
Theme 17 – Café
Theme 18 – Promotion and advertising
Theme 19 – Staff
Theme 20 – Schools
Theme 21 – Best Practice Examples

NB* - A breakdown from each themes can be provided if requested, with more specific details of discussions had below these wider themes

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Public Focus Groups (2)

Theme	Description	Quotes
1. Library Usage	• Cleethorpes: use of the children's groups, printing, creative writing courses, exhibitions but some use non-LI libraries • Waltham: use for grandchildren's books, computers • Public History Collection: use for family history research and local history • Archives: Civic Society rely on the archives • Usage across the settings for: printing, book deliveries, books, audio books etc	• "Sometimes I use births, deaths and marriage certificates for family history research." • "I use Cleethorpes every once in a while but the Gingerbread House has groups and a café with a library inside" • "Previously I was buying books [...] hardbacks are hard to hold with my arthiritus so I get paperbacks and take my granddaughter."
2. Books	• Want for a better selection of books; recent stock is lower than previously; need a balance of new vs. classics	• "Libraries don't have the books people want now."
3. Parking and Transport	• Immingham: accessibility is good; free parking and toilets • Grimsby: public transport is good with most buses passing through; many would not want to visit Grimsby (library) on an evening due to safety concerns; parking is an issue in terms of cost and location • Waltham: good parking • Cleethorpes: parking spaces is an issue due to small number of spaces	• "Accessibility is good at Immingham with the free Civic parking and toilets." • "Parking is an issue; the cost, lack of spaces and the location."
4. Building Accessibility	• Grimsby: need for accessible toilets and a working lift • Resource access: can't access the Fisheries collection • Cleethorpes: library space is too dark • Immingham: all of the hub doors don't open on Saturdays • Library cards: users should be able to provide staff their details to access books if they forget their library card	• "There is so much to use at Grimsby but accessibility issues make it very difficult getting there."
5. IT Accessibility	• Moe computers with up to date IT equipment and software is needed • Courses and IT sessions to learn new IT skills; coding club could link up with Grimsby Institute • Automated book check out would be useful • Library website needs updating; not changed for years	• "IT suites would be good with decent equipment." • "I can use the internet very well and yet it isn't easy to find anything on libraries."

Public Focus Groups (3)

Theme	Description	Quotes
6. Culture: Museum	• A museum to celebrate NEL's rich history is wanted across the groups; there is much more beyond fishing • Can link up with Immingham Museum and Time Trap • Can link up and communicate with colleges; schools; Care Link; Rotary Club; targeted groups to promote	• "The library needs to be repaired and brought back to life [...] with exhibition space and a museum even." • "There is so much more beyond fishing that the heritage centre doesn't include." • "People talk about wanting a local museum [...] there's lots of things that could be in there."
7. Culture: Exhibitions, gallery space and talks	• Exhibitions across the settings; could be presented by local history groups; or archive artefacts on display; art exhibitions; local artists always looking for space to rent • Can bring school children to learn history e.g. artefacts from Tickler's Jam Factory • Cleethorpes has some exhibitions already; Grimsby is missing them • Author talks are wanted regularly across all settings; use local and national authors with small reasonable prices e.g. £5; for children's illustrations and adults; currently rooms in Cleethorpes and Waltham are under used which could be a source of income if rented out • Living library: chat to others e.g. fisherman, railway workers to learn about their life	• "The use of libraries needs expanding, like exhibitions that are on right now on at St. James Minister" • "The meetings rooms could be used more often by all sorts of groups, like schools for things like talks, lectures."
8. Information	• Some form of tourist information is wanted • Noticeboard is needed of any and all activities (library and non library) and events and community groups in the local area across the settings (like they had a few years ago); to be the place to go for information and 'what's on' • Wish for newspapers and magazines to be on display like they used to be • Stagecoach information or presence in library space; information; advice' paper timetable; possible link with Equans to promote green transport like bus use • Libraries to be a hub for advice to access help and support e.g. health and wellbeing	• "We really need a Stagecoach presence [...] once a week for instance so people know it's there at the same time to get information." • "Lots of young people need a safe space and somewhere to go for advice or access help and support."

Public Focus Groups (4)

Theme	Description	Quotes
9. Community Space	• Libraries to be a social hub for a range of groups within the community • Accommodate groups such as: theatre and music groups; young mums; men's mental health • Tables have been removed since COVID which makes this harder; bean bags; tables to chat around; warm space • Promotion needs to be tailored as a community hub; Lincs Inspire is seen as all sports • Some recognise libraries have changed from years ago; moved forward with the social aspects; need to move away from the traditional idea of shushing people • Library feels unloved; needs painting	• "Libraries need to be seen now as a community hub and not just about simply books."
10. Pro: Co-location	• Co-location is positive if it is adding to and not replacing or taking away • Shopping centres and leisure centres: are a good idea as families are there already • Archives, library and Public History Collection: they are separate entities but should be under the same roof; a good idea is a 'one stop shop'; there is currently a lack of space in the Archives • Branch libraries could be co-located but not the main one	• "I'm happy for it to move to House of Fraser if it keeps the library open."
11. Con: Co-location	• Grimsby library is a special 1960's building – is it listed? It is historical, purpose built iconic building with sculptures • Rats are a problem at Freshney Place; Grimsby library is very nearby already • Shopping centres: feeling that users don't want to go to the library to go to these places; prefer the current location; shopping centres are soulless; • Leisure centres: are not mutually supportive with libraries as it is a different atmosphere; would be ok for a mobile library though; mindset of fitness vs. leisure and reading are two very different things; humidity in leisure centres is a cause for concern	• "I don't think the shopping centre would be right […] It's not as if the current library is a million miles from the centre is it?"
12. Children's Activities and Groups	• Learn to paint; craft groups; reading groups for early learners; half games club half homework club; board games; treasure hunts holiday clubs that are affordable; film screenings; positive graffiti/mural groups; lego club • Reach out to Scouts and Sea Cadets etc as that is where young people are; communicate with schools to encourage visits and after school reading clubs; activities alongside events e.g. World Book Day; need to encourage children in the doors • There are currently no groups on for school aged children • Rent games and videos to children; magazines on display	• " You could have a craft group […] craft group for children like a painting one and one for adults too."

Public Focus Groups (5)

Theme	Description	Quotes
13. Adult's Activities and Groups	• Craft fayre for small business; Grimsby Minister had success • Craft groups; bring your own craft; knit and natter; belly dancing; learn language; board game club; scrabble club; family literacy and numeracy; stamp collecting groups; men's book club • Memory group is always fully booked; bring back Sporting Memories • Across the settings there needs to be more groups on; it would encourage users to use the library for other things other than reading • Could encourage donating rather than borrowing all of the time	• "The room at Waltham was heavily used and income generating too as outsiders paid to use the room but this stopped since COVID."
14. Pro: Other services and co-location	• Drop in council-staff sessions for things like: council tax, benefits, parking, charges and social support • Support for banking hubs/pop-ups and credit union presence; especially as banks are closing down; potential for income stream from banks using the space • Support for wellbeing services of a light nature; young people need a space for advice and support	• We need support for anxiety or mental health will continue to take a down turn."
15. Con: Other services and co-location	• Mental health services in libraries is concern as appointments should be separate; readers would not want to see this; it blurs the ideas of health appointments and the boundaries of a library setting; should be an information setting rather than a hub for other services	• "Mental health services could work in a very large library building, or if it was wellbeing related and a light topic – but not upsetting situation that need privacy."
16. Opening times	• Wish opening times were more flexible; opening hours are not suitable to those who work or students; wish for longer hours e.g. one late night a week and open longer on Saturdays • Could change times not hours; for instance on a Saturday move 9-1 to 10-2 • Traditionally they used to be all closed on Monday which means consistency • Archives: short opening hours are an issue; should be the same opening times as Grimsby and not closed on lunchtime which can be an issue for researchers who want to be there all day	• "The opening times at Immingham are not convenient for working people." • "I use the Grimsby Central Library regularly now because I live and work in town so I can rush in [...] when I was living on the outskirts and not working in town I didn't use it much at all because I just couldn't get there."

Public Focus Groups (6)

Theme	Description	Quotes
17. Café	• Wish for a café at least one of the settings e.g. Grimsby; at other settings a coffee machine for instance with a nominal fee • Could run events/exhibitions with the café; utilise volunteers; café to celebrate the design of the library e.g. retro 60's with views of the town centre; with daily newspapers; 'The Reading Room'	• "I'd like to see the café open again." • "[…] exhibition space with the café next door, if a café opened we would need to attract people in there."
18. Promotion and Advertising	• Elderly people are missing out because they don't know about what's on; library needs a section in the newspaper • Libraries need to be fully communicated and promoted; or email newsletter of what's on; or utilise local newsletters e.g. Waltham • Local History Collections need to be exploited as most people don't know it is there or don't know if they are allowed inside • Need to make libraries visually impacting and exciting to use; could do a 're-opening' ceremony to advertise and get people in • Waltham: isn't attractive on the outside	• "Promotion is poor, we need to know what is going on," • "Sometimes things are advertised in the alcove rather than outside the gates, perhaps they should promote things outside on railings like the colleges are." - Waltham
19. Staff	• Recent exhibition in the Albert Room was not laid out well and staff were just talking to one another • Staff are excellent and contact users if they find something – Archives • Users like being on first name terms with library staff • Staff should be chatty and engaging	• "Staff should be chatty and engaging in conversation, I want to go and feel wanted in a social space." • "They do a brilliant job."
20. Schools	• Invite and work with schools to entice school age children to use libraries; for special days like 1940'a day • Schools in small groups could be supervised in the archives • Link up with the new Youth Zone	• "Schools should encourage library usage and getting library cards for children." • "There should be somebody going round to schools.""
21. Best Practice Examples	• Hull History Centre – has had lottery funding • Scunthorpe – has a museum building • Yorkshire – has excellent resources for the archives	

Public 1-1 Interviews (1)

- We ran **5 1-1 interviews** with members of the public over Microsoft Teams.

Theme	Description
1. Library and Archive usage	• Use of Grimsby Library for business support • Public History Collection and Archives usage • Use of Waltham to take grand children • Use of Cleethorpes for browsing; borrowing; audio books; open mic nights
2. Accessibility	• Immingham accessibility is excellent • Grimsby not great due to parking; Cleethorpes is good • Grimsby's broken lift is an issue; Stack not accessible due to health and safety • Archives should be digitalised so a better online presence; useful for those who live afar • Need better toilets/more toilets
3. Culture and educational opportunities	• Need for museum/advertising to showcase Grimsby' rich history e.g. Medieval Borough Records • Form a history forum to share ideas and to not duplicate work • Yes to galleries, exhibitions and festivals • Space for community and educational events e.g. lectures and talks
4. Activities and groups	• More play sessions for children; story time with animals • Craft groups • Family yoga
4. Activities and groups	• More play sessions for children; story time with animals • Craft groups • Family yoga
5. Co-location of libraries and archives	• Some support of co-location of library and archives; could share staff and have more staff support for cataloguing • Others not keen as archive material need to be kept in protected atmospheres

Identified Themes:

Theme 1 – Library and Archives usage
Theme 2 – Accessibility
Theme 3 – Culture and educational opportunities
Theme 4 – Activities and Groups
Theme 5 – Co-location of libraries and archives
Theme 6 – Co-location with services
Theme 7 – Opening times
Theme 8 – Beverages
Theme 9 – Better promotion and advertisement

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Public 1-1 Interviews (2)

Theme	Description
6. Co-location with services	• Bring libraries and colleges together • Idea of one-stop shop e.g. banking; health and wellbeing if in a separated room
7. Beverages	• Waltham previously did 'warm spaces' were the public could access warm drinks; want for this to return
8. Better promotion and advertisement	• Make libraries more attractive; window displays; repaint • Culture and Creativity events need to be advertised more • Resources need to be better known so students know where to find them • Need a better online presence of what you can do at the library
9. Opening times	• For some opening times are adequate • For others library could be open all day Saturday

Community Conversations (1)

- We went to **8 community sessions/groups** and spoke to **174 people**.
- The cohort of people we spoke to ranged from the **elderly**, **children and young families** and **youth clubs** to **culture & heritage**. Across these groups, were a mix of users and non-users of the Library and Archive service.

Theme	Description
1. Library space	• Comfortable and relaxed seating for browsing newspapers; beanbags for children • Sensory rooms and study pods • Make more welcoming space; lacks colour currently; Grimsby is unloved • Relaxing space; not all about being quiet; libraries as knowledge centres • Rooms for hire for passive income e.g. networking, conference venue • Immingham – needs more space for activities • Grimsby – stamp needs to be removed as ramp blocks it
2. Books and reading (inc films and music)	• Better range of books; audio books; children's books needed • Grimsby – lack of books • More book signings and talks • Book events e.g. themed, mystery • Writing workshops e.g. Hammond House • Film – screening for films; film showings of books for children • Music – music on hour; music instrument hire

NB* - A breakdown from each themes can be provided if requested, with more specific details of discussions had below these wide themes e.g. into the different cohorts, users/non-users of the services, ages etc.

Identified Themes:

Theme 1 – Library space
Theme 2 – Books and reading (inc films and music)
Theme 3 – Groups, clubs and activities
Theme 4 – Accessibility
Theme 5 – Promotion and advertisement
Theme 6 – Food and Drink
Theme 7 – Education
Theme 8 – Co-location
Theme 9 – Archive Service
Theme 10 – Games
Theme 11 – Culture and Creativity
Theme 12 – Opening times
Theme 13 – Best practice examples

Cohorts:

- Friendship at Home (2) – Elderly
- YMCA Youth Club – 8-16
- TRIN Youth Club – Parents and families
- YMCA Parent and Toddler Group - Young families
- Children's Health and Wellbeing Fayre – Young families
- LGBTQ+ Inclusion Support Group – age 16-25
- Heritage Network – Culture & Heritage

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Community Conversations (2)

Theme	Description
3. Groups, clubs and activities	• Adult group's – quizzes; bingo; recipe sharing groups; craft groups; yoga; public speaking groups; dementia groups; group meet ups • Children's groups - storytelling groups, reading groups; craft groups; film club; story time yoga; LEGO club; colouring club • Events and competitions – Dungeons and Dragons; reading; themed • Wellbeing activities – mental health worksheets and activities
4. Accessibility	• Toilet accessibility – need improved toilet access (all) • IT accessibility – better IT service; IT hub; more computers • Lift accessibility – people can't access the 'stack' in Grimsby • Other – Scan reader pen for the visually impaired would be good which helps enable visually impaired people to read
5. Promotion and advertisement	• Better promotion of library services to non-users e.g. what's on in libraries in the Telegraph; utilise social media better • More signposting e.g. of general non-library activities; older people services • Magazines and newspapers to be on display like they used to be • 'Day in the life of' – visual stories, familiarisation to entice non-users • Library staff could go out to community groups/schools to advertise services • Marketing is key • Regular program of library contributors once a month • Library rebrand/refresh • Library as an educational centre for information
6. Food and drink	• Ample feedback across all groups/session for a want for café facilities to be in libraries • Income based; useful so users spend more time in there

Community Conversations (3)

Theme	Description
7. Education	• Educational lessons – IT; maths; writing; adult skills • Learn to read and write clubs • Book boxes for small projects e.g. schools (libraries used to have); work with schools more; (Archives) loan boxes of artefacts to schools • Primary schools (from teacher) – archives could be used vitally for work on local history e.g. Vikings, WW1, WW2 – need access to 'rent' kits to include artefacts, images, maps etc • Small selected primary school visits to archives and libraries
8. Co-location	• Banking and wellbeing hubs generally sound a good idea • Co-located libraries and archives sounds good so is all in one place • Book corners in other areas/building to advertise libraries • Library is the hub – other co-located services are good as long as they don't dilute the library service itself • Cleethorpes Albert room is a good model for community use as it is always in use • Need insight on comms on what is happening to libraries
9. Archive Service	• Archives need more space; archives needs to be digitalised/online, as well as in person; short training on archives would be useful • Archives needs promoting more; people don't know it is there • Make the Collection visible to the public; why is the Collection and the archives not combined? • Concern of flooding in basement of Grimsby Library/Public History Collection
10. Games	• Puzzles and children's games to be out all the time and not just for the toddler groups so parents and children can stay longer; ball pit area • Corner in library for board games e.g. monopoly, snakes and ladders, jigsaws, card games
11. Culture and Creativity	• Celebrate Grimsby's history with events and exhibitions; museum about Grimsby • Combine event and library space e.g Barnsley, Caistor Arts and Heritage Centre, Beverley • Open house or community groups/individuals
12. Opening times	• Later opening times; current opening hours are problematic for those with children

Community Conversations (4)

Theme	Description
13. Best practice examples	• Link up with Franklin College's 'The Bridge' library; look around for inspiration • Beverly Library – has conservation; people can see ongoing work • Tweed Valley Museum • Combine event and library space e.g Barnsley, Caistor Arts and Heritage Centre, Beverley

Health and Social Care

Identified Themes:
Theme 1 – Social and Community Function of Libraries
Theme 2 – Culture
Theme 3 – Co-location and other Organisations
Theme 4 - Volunteers

We spoke to two **Health and Social Care** colleagues in 1-1 interviews.

- NHS, Policy and Practice Development Lead
- Friendship at Home, Chief Executive Officer

Theme	Description
1. Social and Community Function of Libraries	• Libraries have a social function to fulfil that isn't just books; signposting and leaflets re not enough; information is needed in the form of drop ins like a community hub • People come into them for social support; for someone to speak to; public computers; often people who feel they have no where else to go; on the margins of society; often lonely and lacking social skills • Digital poverty; statutory duty to provide online and offline services; libraries play a vital role in this • In NEL we lack places to go for preventative wellbeing measures • 'Making Every Contact Count' – Main heading (england.nhs.uk) : the library could be a contact hub for this program (the delivery of consistent and concise health and wellbeing information, encourages individuals to engage in conversations about their health across organisations)
2. Culture and Creativity	• NEL is a deprived area; libraries need to do more around literature festivals • Friendship at Home: has always has a good relationship with libraries; a few talks a year; sometimes coms to social groups; attend older people's advice days • Promoting the archives could change the negative sense of the area
3. Co-location and other Organisations	• Yes to co-location; public health initiatives could be a part of this • Other organisations should be on hand e.g. Council services
4. Volunteers	• Friendship at Home: trains their volunteers and works well throughout the organisation • Volunteers could be used in library settings so a community hub can be formed

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Any Other Feedback

Cleethorpes Pop-up Event

- Concerns of staff losing their jobs; should not rely on volunteers but instead professional Liberians
- Library settings are used by homeless people who require warmth, shelter and a safe space
- More up to date information is needed to be displayed
- Libraries are a core resource for those in deprived areas
- A bigger marketing campaign is needed to encourage usage
- But the town is missing a museum – Archive Service has items to showcase
- Children don't use libraries as they have them at schools; but they would use libraries if there were classes on such as coding with a small fee

Staff Written Email Feedback

- The Shop at Cleethorpes: people come in, look around and leave; things on offer are not what people want; staff should be involved; in other resorts they see colourful, modern fridge magnets, coasters etc
- Colleagues have done a cancer awareness course and was hoping to hold a cancer drop-in to chat and signpost; was told due to staffing they could do this
- Cleethorpes: garden should be utilised more; could get someone from the garden centre to offer information to children about plants and growing produce; before lockdown the library booked auditorium tickets – could this be brought back?
- Libraries could offer period products for teens or anyone in difficulty

Any Other Feedback

Requested Engagement in Phase Two

- Face to face meetings with senior managers and Councillors
- X1 attendee is interested in children and youth engagement and their internet and external asset development - The Developmental Assets Framework - Search Institute (search-institute.org)
- X1 attendee would like to be involved in any work around film archives and restoration
- X1 attendees world be happy to take part in any pilot schemes by volunteering if it means things can be tried
- Civic Society would like monthly/bi-monthly meetings/communications to send to their members

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	EDUCATION	DEMOGRPHICS						DEPRIVATION					HEALTH				CRIME			ECOMONY			LSOA
NAME	Education Deprivation Rank 2019	Number of Properties 2023	Full Population 2020	% Population 0 4 Early Years 2020	% Population 0 18 2020	% Population Over 65 2020	Total Demographic Ranking	% Population Living in Fuel Poverty 2020	% Households with no Car or Van 2011	Living Environment Deprivation Rank 2019	Overall Deprivation Rank 2019	Overall Deprivation Rank 2019	% Population Day to Day Activities Limited 2011	% Population Health Very Good 2011	Health Deprivation Rank 2019	Overall Health Ranking	Crime Deprivation Rank 2019	Crime Rate per 1000 Population Aug-23 - Jul-24	Overall Crime Ranking	Income Deprivation Rank 2019	% People 16-65 on Universal Credit June 24	Overall Economy Ranking	Overall LSOA Demand Ranking
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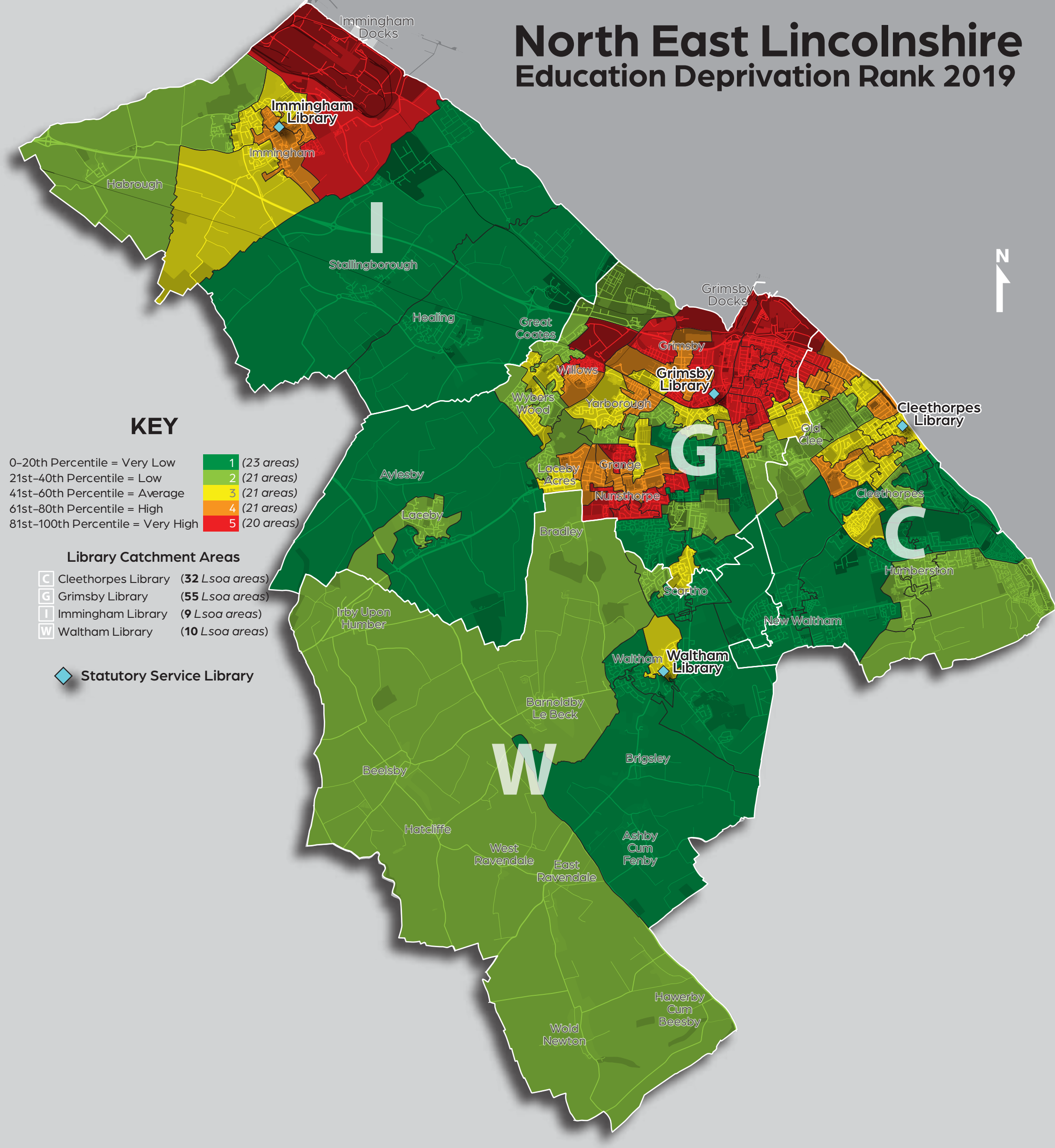
North East Lir	5	1	4	5	5	1	3	5	5	2	5	4	4	3	4	4	4	4	4	5	5	5		4
North East Lir	1	3	1	1	1	5	2	1	2	1	2	2	4	5	2	4	3	2	3	2	1	2		2
North East Lir	1	4	5	2	3	3	3	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		1
North East Lir	2	1	3	1	1	5	2	2	2	1	2	2	4	3	3	3	1	1	1	2	2	2		2
North East Lir	2	5	5	1	1	5	3	2	1	4	2	2	4	3	1	3	1	3	2	2	1	2		2
North East Lir	2	1	1	1	1	5	2	3	3	2	2	3	5	5	3	4	1	1	1	2	2	2		2
North East Lir	2	4	4	1	1	5	3	1	2	1	1	1	3	3	2	3	1	1	1	1	2	2		2
North East Lir	1	1	5	5	5	1	3	1	1	1	1	1	1	1	1	1	2	1	2	1	2	2		2
North East Lir	1	3	4	3	2	5	3	1	1	2	1	1	2	2	1	2	2	1	2	1	1	1		2
North East Lir	3	4	4	3	4	3	4	3	4	3	3	3	5	5	4	5	2	3	3	4	3	4		4
North East Lir	1	3	3	2	1	5	3	2	2	1	1	2	4	5	1	3	1	1	1	1	2	2		2
North East Lir	1	1	5	3	3	4	3	1	1	1	1	1	3	3	1	2	1	2	2	1	3	2		2
North East Lir	1	4	2	1	2	4	3	1	2	2	1	2	3	2	2	2	2	1	2	2	2	2		2
North East Lir	1	5	5	3	4	2	4	1	1	1	1	1	1	1	1	1	1	2	2	1	1	1		2
North East Lir	1	4	3	1	1	5	3	1	2	1	1	1	3	4	2	3	1	3	2	2	2	2		2
North East Lir	1	4	4	1	1	5	3	3	2	2	1	2	2	4	1	2	1	1	1	1	1	1		2
North East Lir	3	2	1	2	2	5	2	4	3	1	3	3	5	5	4	5	2	2	2	3	3	3		3
North East Lir	1	3	2	1	1	5	2	2	1	2	2	2	1	2	1	1	1	1	1	1	1	1		1
North East Lir	1	4	5	1	1	5	3	1	1	1	1	1	3	1	1	2	1	1	1	1	1	1		2
North East Lir	1	1	1	3	3	3	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1		1
North East Lir	1	2	2	2	2	4	2	1	1	1	1	1	1	1	2	1	1	1	1	2	1	2		1
North East Lir	2	1	1	1	1	4	2	2	1	4	3	3	2	1	3	2	3	3	3	2	1	2		2

Percentile is found with the equation: P = n/N * 100%. Where P is the percentile, lower case n is the number of data points below the data point of interest, and N is the total number of data points in the data set.

0-20th Percentile	1
21st-40th Percer	2
41st-60th Percer	3
61st-80th Percer	4
81st-100th Percu	5

North East Lincolnshire
Education Deprivation Rank 2019



KEY

0–20th Percentile = Very Low	1	*(23 areas)*
21st–40th Percentile = Low	2	*(21 areas)*
41st–60th Percentile = Average	3	*(21 areas)*
61st–80th Percentile = High	4	*(21 areas)*
81st–100th Percentile = Very High	5	*(20 areas)*

Library Catchment Areas

C	Cleethorpes Library	(**32** *Lsoa areas*)
G	Grimsby Library	(**55** *Lsoa areas*)
I	Immingham Library	(**9** *Lsoa areas*)
W	Waltham Library	(**10** *Lsoa areas*)

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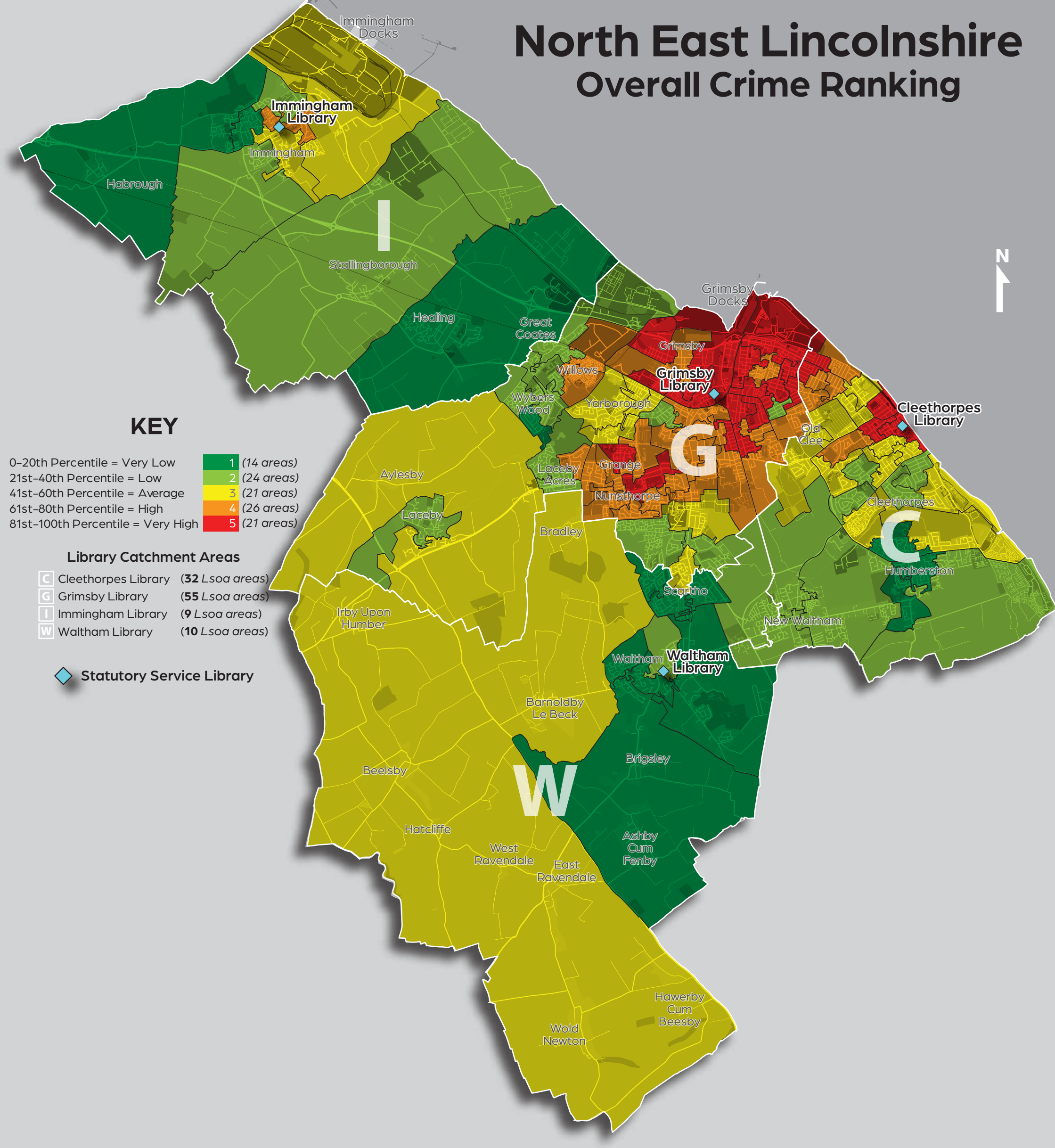
North East Lincolnshire
Overall Crime Ranking



KEY

0–20th Percentile = Very Low	1	*(14 areas)*
21st–40th Percentile = Low	2	*(24 areas)*
41st–60th Percentile = Average	3	*(21 areas)*
61st–80th Percentile = High	4	*(26 areas)*
81st–100th Percentile = Very High	5	*(21 areas)*

Library Catchment Areas

- C Cleethorpes Library (**32** *Lsoa areas*)
- G Grimsby Library (**55** *Lsoa areas*)
- I Immingham Library (**9** *Lsoa areas*)
- W Waltham Library (**10** *Lsoa areas*)

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North East Lincolnshire
Overall Deprivation Rank 2019

Immingham Docks
Immingham Library
Immingham
Habrough
Stallingborough
Healing
Great Coates
Grimsby Docks
Grimsby
Willows
Grimsby Library
Wybers Wood
Yarborough
Cleethorpes Library
Old Clee
Aylesby
Laceby Acres
Grange
Nunsthorpe
Laceby
Bradley
Cleethorpes
Humberston
Scartho
Irby Upon Humber
New Waltham
Waltham
Waltham Library
Barnoldby Le Beck
Brigsley
Beelsby
Hatcliffe
West Ravendale
East Ravendale
Ashby Cum Fenby
Hawerby Cum Beesby
Wold Newton

N

KEY

0–20th Percentile = Very Low	1	*(17 areas)*
21st–40th Percentile = Low	2	*(22 areas)*
41st–60th Percentile = Average	3	*(22 areas)*
61st–80th Percentile = High	4	*(27 areas)*
81st–100th Percentile = Very High	5	*(18 areas)*

Library Catchment Areas

C	Cleethorpes Library	(**32** *Lsoa areas*)
G	Grimsby Library	(**55** *Lsoa areas*)
I	Immingham Library	(**9** *Lsoa areas*)
W	Waltham Library	(**10** *Lsoa areas*)

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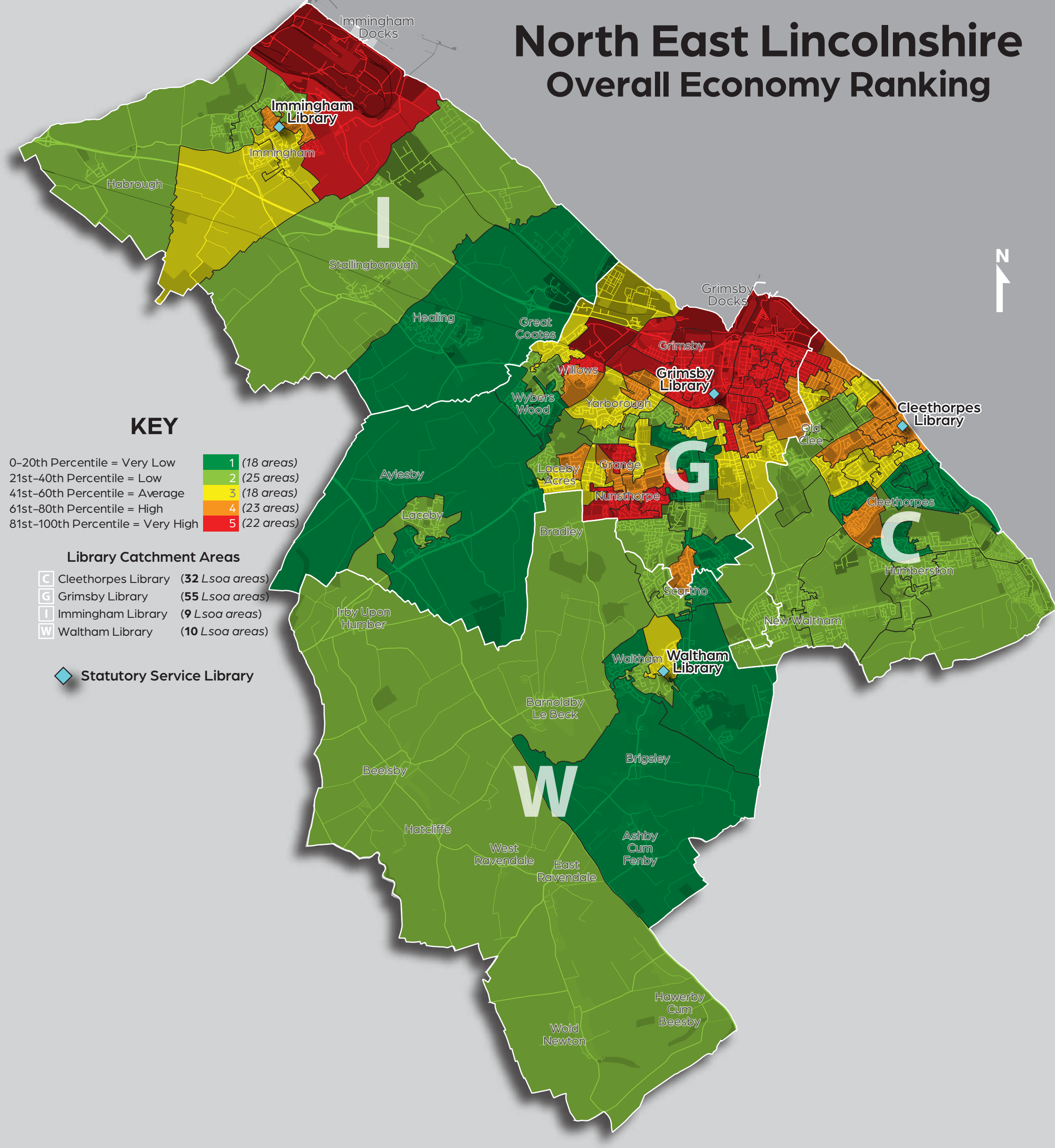
North East Lincolnshire
Overall Economy Ranking



KEY

0–20th Percentile = Very Low	1	*(18 areas)*
21st–40th Percentile = Low	2	*(25 areas)*
41st–60th Percentile = Average	3	*(18 areas)*
61st–80th Percentile = High	4	*(23 areas)*
81st–100th Percentile = Very High	5	*(22 areas)*

Library Catchment Areas

- C Cleethorpes Library (**32** *Lsoa areas*)
- G Grimsby Library (**55** *Lsoa areas*)
- I Immingham Library (**9** *Lsoa areas*)
- W Waltham Library (**10** *Lsoa areas*)

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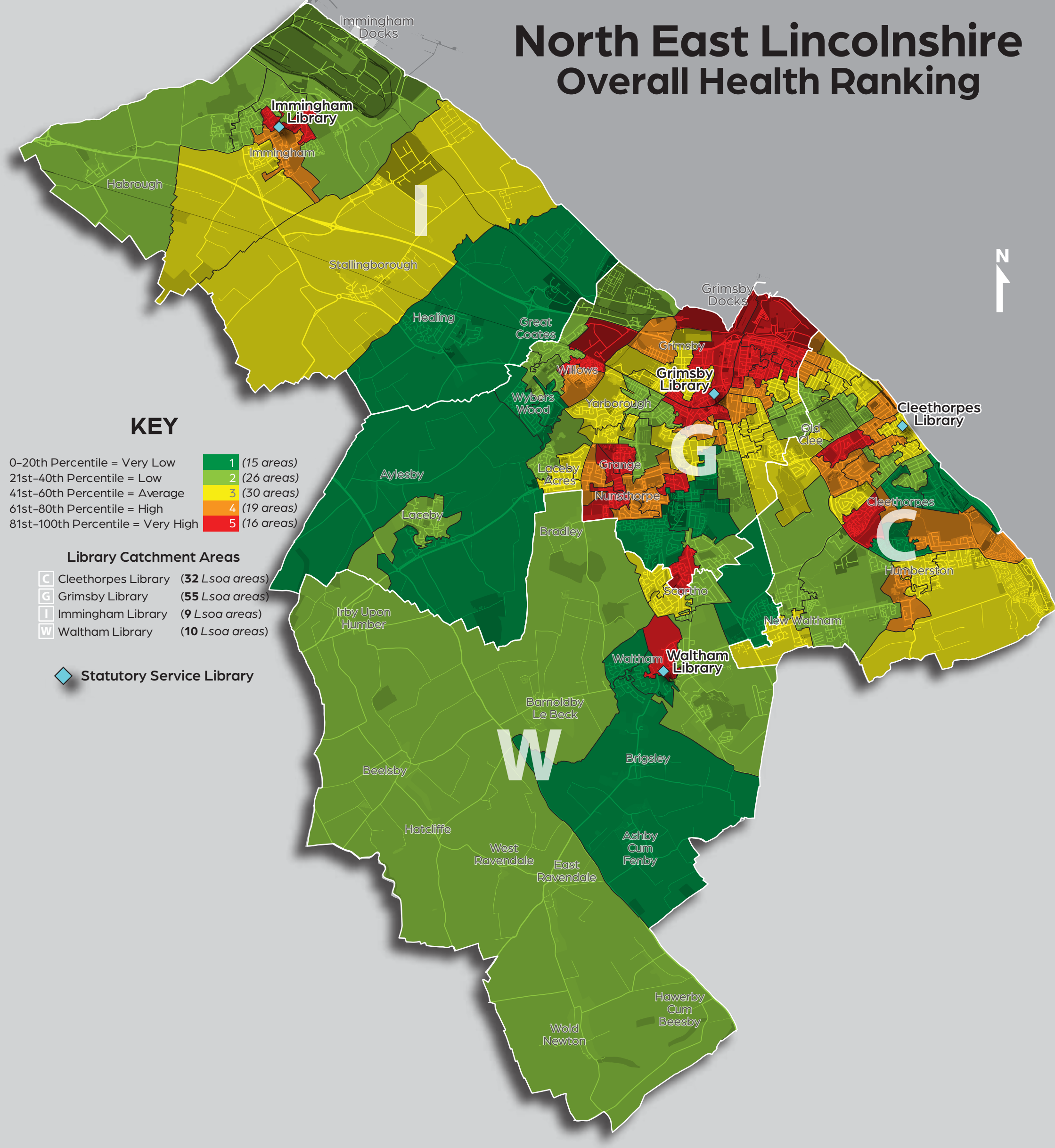
North East Lincolnshire
Overall Health Ranking



KEY

0–20th Percentile = Very Low	1	*(15 areas)*
21st–40th Percentile = Low	2	*(26 areas)*
41st–60th Percentile = Average	3	*(30 areas)*
61st–80th Percentile = High	4	*(19 areas)*
81st–100th Percentile = Very High	5	*(16 areas)*

Library Catchment Areas

- C Cleethorpes Library (**32** *Lsoa areas*)
- G Grimsby Library (**55** *Lsoa areas*)
- I Immingham Library (**9** *Lsoa areas*)
- W Waltham Library (**10** *Lsoa areas*)

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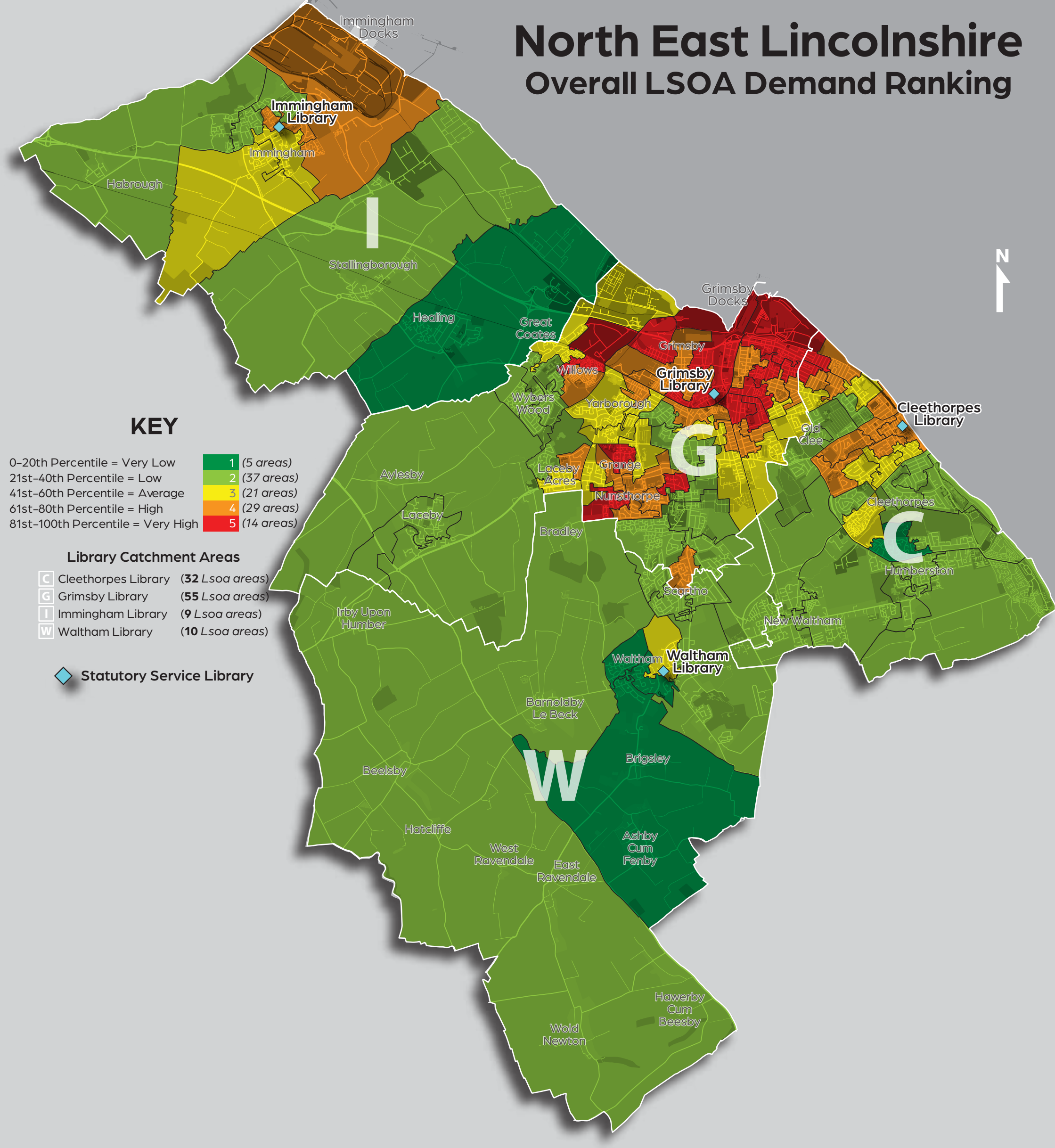
North East Lincolnshire

Overall LSOA Demand Ranking



KEY

0–20th Percentile = Very Low	1	*(5 areas)*
21st–40th Percentile = Low	2	*(37 areas)*
41st–60th Percentile = Average	3	*(21 areas)*
61st–80th Percentile = High	4	*(29 areas)*
81st–100th Percentile = Very High	5	*(14 areas)*

Library Catchment Areas

- C Cleethorpes Library (**32** *Lsoa areas*)
- G Grimsby Library (**55** *Lsoa areas*)
- I Immingham Library (**9** *Lsoa areas*)
- W Waltham Library (**10** *Lsoa areas*)

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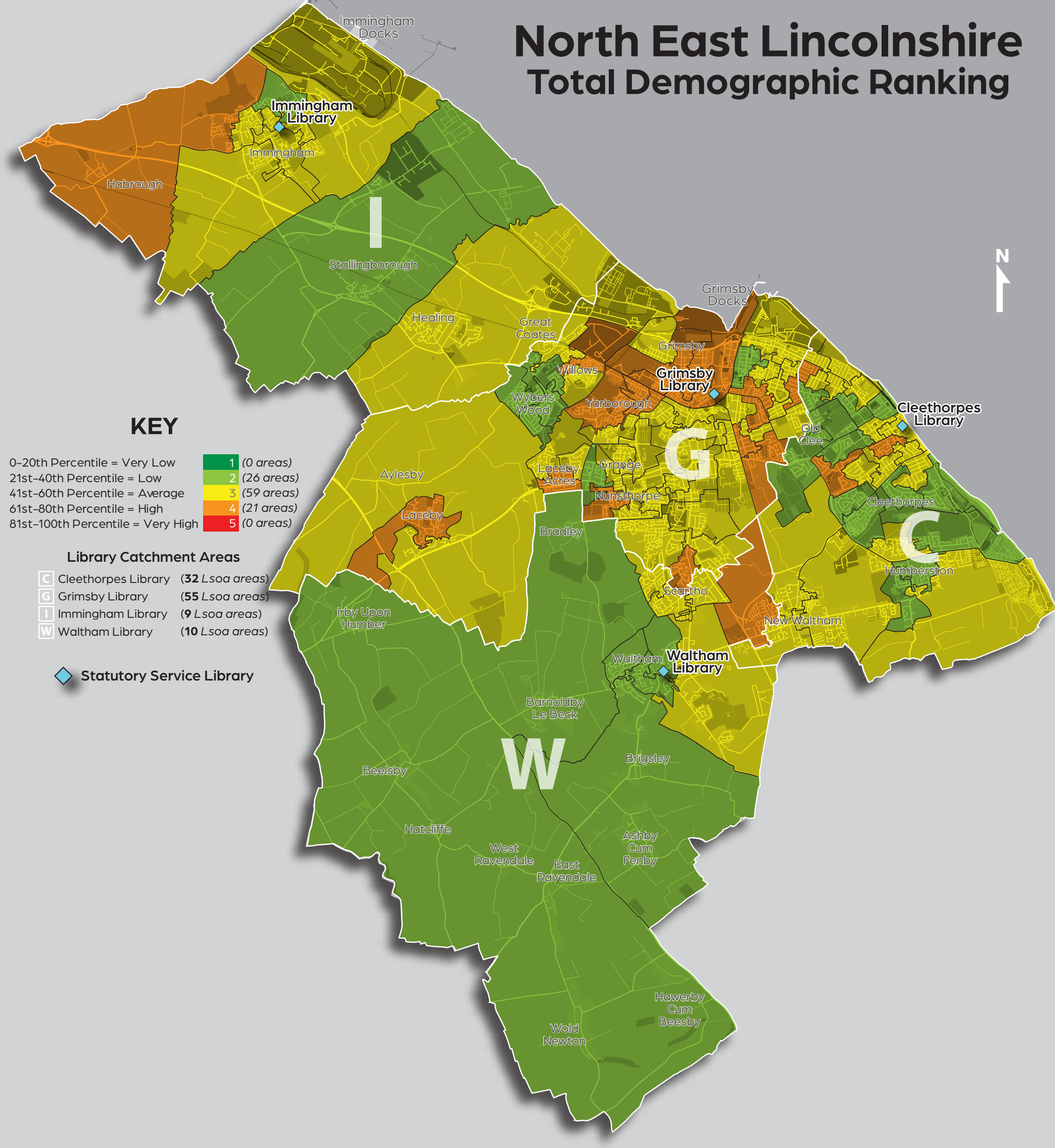
North East Lincolnshire
Total Demographic Ranking



KEY

0–20th Percentile = Very Low	1	*(0 areas)*
21st–40th Percentile = Low	2	*(26 areas)*
41st–60th Percentile = Average	3	*(59 areas)*
61st–80th Percentile = High	4	*(21 areas)*
81st–100th Percentile = Very High	5	*(0 areas)*

Library Catchment Areas

C	Cleethorpes Library	(**32** *Lsoa areas*)
G	Grimsby Library	(**55** *Lsoa areas*)
I	Immingham Library	(**9** *Lsoa areas*)
W	Waltham Library	(**10** *Lsoa areas*)

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