

CABINET

DATE	8th October 2025
REPORT OF	Councillor Hayden Dawkins, Portfolio Holder for Culture, Heritage, and the Visitor Economy
RESPONSIBLE OFFICER	Carolina Borgstrom, Director of Economy, Environment and Infrastructure
SUBJECT	Library and Archives Review Phase-2 Public Consultation
STATUS	Open
FORWARD PLAN REF NO.	CB 10/25/01

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 supports 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-2 of public consultation and engagement on library and archives services, including recommendations for the future provision of library service branches. The report seeks Cabinet approval to continue service delivery from existing library service locations, including Cleethorpes Library, Waltham Library and in principle, the current Grimsby Central Library subject to confirmation of the options and cost for refurbishment. In addition, the report seeks approval to develop a library service strategy for the future, informed by the findings of the recent phases of public consultation and engagement.

RECOMMENDATIONS

It is recommended that Cabinet:

1. Notes the engagement and consultation with our communities during our phase-2 of public consultation, involving residents, partners and services.
2. Supports and agrees the following:
 - a. Cleethorpes Library remain open and initiatives to better utilise the available space and facilities be pursued.
 - b. Waltham Library remain open and initiatives to better utilise the available space and facilities be pursued.
 - c. In principle, the current Grimsby Central Library be reopened, subject to confirmation of the options and costs for refurbishment. Such options to be subject to full and transparent engagement.

3. Authorises the Director of Economy, Environment and Infrastructure, in consultation with the Portfolio Holder for Culture, Heritage, and the Visitor Economy to establish options and costs for the repair and refurbishment of Grimsby Central Library, refine the library service needs assessment and develop the emerging library service strategy informed by the findings of the two phases of public consultation and engagement.
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 to:
 - a. present recommended refinements to the needs assessment,
 - b. present a proposed library service strategy,
 - c. present options and costs for refurbishment of Grimsby Central Library.

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 recommendations for Cleethorpes, Waltham and Grimsby library service branch locations reflect the feedback received during the phase-2 of public consultation and engagement.

1. BACKGROUND AND ISSUES

Statutory duty, guidance and review process

- 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 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 been working through a two-stage approach to the review with two separate phases of public consultation and engagement, as well as data analysis:
 - 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 library and archives services. Stage two to be informed through work and analysis from stage one.
 - 1.5 The Council completed phase-1 of the public consultation and engagement on the statutory library service and its public archives service between January to March 2024. This first phase generated a wealth of views, experiences, ideas and suggestions for the future of these services that were reported in detail to Cabinet in December 2024: [9.-Library-and-Archives-Review-Phase-1-Cabinet-Report.pdf](#)

Phase-2 public consultation and engagement

- 1.6 The findings from the first stage of public consultation and engagement demonstrated that our libraries and archives service, including the home and online library services, are an important resource for many of our residents. Access to traditional services such as borrowing books are valued as a key priority for many users. When considering the findings alongside our priorities of Stronger Economy and Stronger Communities and the analysis of trends in library usage, an increased focus on the engagement of children and young people in our future library provision was a clear priority, while continuing to build on the services strong connection with our older community.
- 1.7 Our vision for a future North East Lincolnshire library strategy is that our libraries should be vibrant, community spaces where residents of all ages feel welcome and can find a service offer relevant to them. Learning from modern library services across the country and local good practice, such as the hub of services in Immingham, we believe this vision is best delivered by increasing the diversity of our library offer by developing hubs of co-located services, improving accessibility and delivering the services efficiently.
- 1.8 On this basis, the second phase of public consultation and engagement focused on seeking views on:
 - A set of emerging themes to be considered within the development of future library service strategy factoring in alignment to public archives
 - A set of proposals for library service branch locations and the public archives, including options for the branches of Grimsby, Cleethorpes and Waltham that were at an early stage
- 1.9 The Council began phase-2 of the public consultation and engagement on the statutory library service and its public archives service in April 2025. The consultation and engagement was completed through an online survey and a variety of in-person engagement events from Wednesday 16th April to Wednesday 9th July 2025. 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 1,442 responses were received via the survey (1,006 completed responses) together with 320 voices captured across in-person sessions at community sessions, staff and public focus groups. In addition, a petition containing 4,780 signatures was considered for debate at Full Council requesting that the Council protect library services and commit to providing a first-class library service across all libraries.
- 1.10 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. As with many consultations, those who feel most strongly are more likely to respond and thus form a large percentage of responses. Across the consultation survey 69% of the respondents were over 50 years of age. Therefore, efforts were concentrated within focus groups and community sessions to engage younger generations and capture their views qualitatively.

- 1.11 Further detail on the findings and full summary of phase-2 public consultation and engagement is included within Appendix 1. These findings are summarised below in section 1.12 to 1.18 of this report and support the recommended locations for future service delivery in Table 1 and the next stage of service strategy development.

Library service strategy

- 1.12 The central theme of the emerging library strategy is around the co-location of services, where libraries can act as community hubs, sharing space with other community activity and services. This offers opportunities to increase usage through the overlap of different users and visitors, improve accessibility and support greater efficiency. To support the development of the emerging strategy further, the public were consulted on the following themes established from phase-1:
- The library service should extend opening hours to improve availability and access to services on weekends and evenings
 - The library service should be fully accessible and improve facilities to support user experience including availability of toilets and use of flexible spaces like meeting rooms, activity and exhibition space
 - The library service should be about more than “just books” and the service should focus on the programming of engaging activities, events and groups for all ages
 - There should be a focus on promotion and marketing of what is on offer across libraries to attract new users to the service.
 - The library service should focus on its culture, creative and heritage offer. Whether through further activities, events, exhibitions or by exploring opportunities to link the Library Local History collection and the Public Archive
 - Investment in ICT equipment and software within libraries remains important to support access and learning, complementing the ongoing use of online library resources, which are accessible 24/7
 - Future library and archives service resources should be prioritised to support residents and local areas of greatest need that may benefit most from accessing these services
- 1.13 These strategic themes received strong support across phase-2 of consultation and engagement with the following headline findings:
- Six of the seven themes had 80% or over of respondents rating them as either Very Important or Important
 - “Promotion and marketing” at 89% and “Improving accessibility and facilities” at 87% of respondents rating them as Very Important or Important were viewed as most important, noting there was close scoring across several themes
 - “Extending opening hours” at 72% of respondents rating as either Very Important or Important was viewed as the least important theme, noting it still received strong support
- 1.14 In summary, the findings from phase-2 show support for the strategic themes identified, providing a strong base to develop and finalise the emerging library strategy for the future that continues to consider closer alignment with other

services.

Library service branch locations

1.15 To support and deliver the themes identified, a set of draft options for the future library and archives service were developed, these options were at an early stage and were formed to:

- Respond to the reduction in visits to library buildings that we have seen since the Covid pandemic
- Address the realities of rising costs of service delivery and the wider financial pressures being experienced by the public sector
- Recognise the economic and social advantages of bringing services together under one roof, while considering how future building design and layout can support services to keep their identity
- Recognise that our current library buildings will require significant future investment if we want to develop vibrant spaces which better align libraries to meet community needs.
- Were at an early stage of development and were subject to business cases being viable

1.16 The public were consulted on these options that are listed below and include the headline findings:

a) Grimsby Town Centre:

Option 1 – A library hub in an empty town centre location could provide space to shape a modern library offer. This concept could include a library service, public archives, adult skills and learning and further include potential for integrated café, community and exhibition space.

Option 2 – A library hub in the existing library building could provide space to further shape the existing offer, including adult learning and public archive services. The current layout of the building may make it more challenging to fully deliver the concept of a modern library hub.

Headline findings:

- Out of 1,079 survey respondents, 50% supported exploring the idea of a library hub in an empty town centre location (Option 1). 38% expressed concerns about the option, while 12% indicated they had no view.
- Out of 1,079 survey respondents, 65% supported exploring the option of developing a library hub within the existing building (Option 2). 18% expressed concerns about this option, while 16% indicated they had no view.

b) Cleethorpes:

Option 1 – A library and leisure hub within a reconfigured Cleethorpes Leisure Centre could provide space to shape a modern library offer. This concept could include dedicated library space with extended opening hours and further include potential for refurbished leisure facilities.

Option 2 – Cleethorpes Library remaining in its existing location, recognising this could reduce the opportunity for future investment and improvement to encourage greater use.

Headline findings:

- Out of 982 survey respondents, 29% expressed support for exploring a library and leisure hub in a reconfigured Cleethorpes Leisure Centre (Option 1), while a majority of 56% reported having concerns. 14% indicated they had no view.
- Out of 964 survey respondents, a majority of 61% supported Cleethorpes Library remaining in its existing location (Option 2). 19% expressed concerns about the option, while 20% indicated they had no view.

c) Waltham:

Option 1 – Become a local community run library that offers public access to borrowing books and reading materials, alongside other activities and services to develop a more viable service

Option 2 – Remain as the existing Waltham Library, recognising that the current operation could limit possibilities for other activities and this could lead to challenges around future viability

Option 3 – Neither of the above, I have an alternative suggestion that the Council should be considering for the future use of Waltham Library building

Headline findings:

- 46% of survey respondents supported transitioning it into a community-run library offering alongside other services (Option 1).
- 48% of survey respondents preferred to keep Waltham Library as it currently operates, recognising the current operation could limit possibilities for other activities (Option 2).
- 6% of survey respondents proposed alternative suggestions for the library's future (Option 3).

1.17 The findings from phase-2 of public consultation and engagement have highlighted where the Council should focus its available resources to deliver a “comprehensive and efficient” library service, while considering the range of public views from the consultation.

1.18 As such, a set of proposals in Table 1 have been established for the library service that focuses on initiatives to better utilise the available space and facilities. These proposals present an aspiration for future service delivery and the Council will have to work in partnership with Lincs Inspire Limited as the service operator to bring forward these service developments. On the proposal for Grimsby Central Library, this remains subject to business case being viable.

Table 1 – proposals for further library services branches

Library service branch:	Proposal and reason:
Grimsby Town Centre library hub	• The findings present support for both options in Grimsby Town Centre, noting that developing a library hub including adult learning and public archive services within the existing Grimsby Central Library building received strongest support from the public consultation. • The existing Grimsby Central Library building is temporarily closed after a water leak created a risk of asbestos disturbance. Further work is needed with assessments ongoing, works will include necessary asbestos removal, and the building will remain closed for some time as this is carried out. • On this basis it is recommended that in principle, the current Grimsby Central Library be reopened, subject to confirmation of the options and costs for refurbishment. Such options to be subject to full and transparent engagement.
Cleethorpes Library	• The option of Cleethorpes Library remaining in its existing location received strongest support from the public consultation. • Themes of support for remaining in its existing location include the proximity and convenient access to town centre areas, plus the importance of the library service retaining its identity and not being diluted by relocating within the leisure centre. • On this basis it is recommended that Cleethorpes Library remain open and initiatives to better utilise the available space and facilities be pursued.
Waltham Library	• The option of Waltham Library remaining in its existing form of service delivery received slightly stronger support from the public consultation. Noting that the results were close with support also seen for transitioning to a community run library. • Themes of support for remaining in its current form of service delivery included a focus around the importance of Waltham library

	locally as a valued service and it being viewed by the public as an important community asset and concerns expressed around future delivery if it was to transition to a community run offer. • On this basis it is recommended that Waltham Library remain open and initiatives to better utilise the available space and facilities be pursued.
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2. RISKS, OPPORTUNITIES AND EQUALITY ISSUES

- 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 proposals present an opportunity for library and archives services to develop for the future and explore initiatives to better utilise the available space and facilities. It is recognised that continuing with library service delivery from the existing branch locations may not bring forward the same level of efficiency that may have been realised through alternative options considered within phase-2 of public consultation.
- 2.3 As the Council do not operate the library and archives service directly, there is reliance on its partnership work with Lincs Inspire Limited as the service operator to bring forward more efficient and effective operation to better utilise available space and facilities. This partnership work will need to progress within the existing contract agreement for these services.
- 2.4 The development of the future Library service strategy will continue to be subject to open public reporting and scrutiny. This approach will support representation in the development of the long-term plan for the Library and Archives Service.
- 2.5 There may be 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 from phase-1 were formed. A further EIA has also been completed on the recommended proposals for library service delivery.

- 2.6 Once available, the Council will need to consider the costs for repairing and refurbishing Grimsby Central Library. There is a risk these may be viewed as unaffordable but as stated in the report, all work will be subject to full transparency.

3. OTHER OPTIONS CONSIDERED

- 3.1. There is the option to continue with the alternative proposals and explore different service delivery options for Cleethorpes and Waltham. However, this would not respond to the findings of phase-2 of the review.
- 3.2. There is the option to pause the review and develop alternative proposals. However, the current proposals are based on two stages of public consultation and engagement, data analysis and assessment of need to date. The proposals present a way forward for the library and archives service that are broadly supported by the public consultation.
- 3.3. 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 need to be communicated effectively to support in explaining the rationale behind the proposals to mitigate potential reputational risks.
- 4.2. To support communications in implementing the proposals 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. It is important to note the wider financial pressure across the Council, the current Council Budget and Medium-Term Financial Plan 2025/26 – 2027/28 reported in February 2025 presented based on current planning assumptions indicate that the Council is facing budget gaps of £4.0m and £6.0m per annum in 2026/27 and 2027/28 respectively, therefore further transformation will be required to deliver longer term financial sustainability.
- 5.2. The options developed for public consultation through phase-1 of the review outlined 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. It is

recognised that the proposals to retain the existing library service branch locations may not bring forward the same level of financial sustainability, however proposals will pursue initiatives to better utilise the available space and facilities.

- 5.3. The proposal for Grimsby Central Library to be reopened is subject to confirmation of the options and costs for repair and refurbishment, on which there would be full and transparent engagement in future decision making.

6. CHILDREN AND YOUNG PEOPLE IMPLICATIONS

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. 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 enhance 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, NATURE RECOVERY AND ENVIRONMENTAL IMPLICATIONS

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 developing a library hub in Grimsby 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 of phase-1 of the review took place in December 2024 with Economy, Culture and Tourism Scrutiny Panel.
- 8.3. Pre-decision scrutiny is scheduled for 2nd October 2025 with Economy, Culture and Tourism Scrutiny Panel.

9. FINANCIAL IMPLICATIONS

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 above report touches upon the statutory obligations of the Council, principally, to “provide a comprehensive and efficient library service for all persons desiring to make use thereof...” Section 7 (1) of the Public Libraries and Museums Act 1964.
- 10.2. Whilst the Act does not define “comprehensive” and “efficient” library service., 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”.
(R (Green) v Gloucestershire City Council [2011] EWHC 2687 (Admin))
- 10.3. The report conveys the results of the stage 2 consultation and provides for appropriate delegations to shape the emerging strategy and needs assessment. It is correct that these workstreams be demonstrably informed by engagement and consultation.
- 10.4. This position is underpinned by the guidance issued by government and referenced in the preamble to this report (Section 4 of the said guidance “Role of Councils”).

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

- 10.5. The incremental methodical approach in reaching an informed strategy and assessment with continuing oversight by Cabinet is reasonable, prudent and desired.

11. HUMAN RESOURCES IMPLICATIONS

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

Library and Archives Review Phase-1 Cabinet Report December 2024
[9.-Library-and-Archives-Review-Phase-1-Cabinet-Report.pdf](#)

Budget and Medium-Term Financial Plan 2025/26 – 2027/28
[4.-Budget-and-Medium-Term-Financial-Plan-Feb-25-Cabinet-Report.pdf-COMBINED-FOR-WEBSITE.pdf](#)

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](#)

Equalities Impact Assessment-1 December 2023

Equalities Impact Assessment-2 November 2024

Equalities Impact Assessment 3 September 2025

14. CONTACT OFFICER(S)

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PORTFOLIO HOLDER FOR CULTURE, HERITAGE AND THE VISITOR
ECONOMY

Libraries and Archives Review

Phase 2 Consultation Summary

Background and Methodology

Background

The public archives service and public libraries located in Grimsby, Cleethorpes, Immingham and Waltham are managed by Lincs Inspire Limited, on behalf of North East Lincolnshire Council (NELC). These are important services, valued by our local communities and provide a wealth of information and useful resources.

Considering the findings from the first stage, alongside our priorities of stronger economy and stronger communities and the analysis of trends in library usage, an increased focus on the engagement of children and young people in our future library provision formed a clear priority, while continuing to build on the services strong connection with our older community. Our vision for a future NEL Libraries strategy is that our libraries should be vibrant, community spaces where residents of all ages feel welcome and can find a service offer relevant to them. Learning from modern library services across the country and local good practice, such as the hub of services in Immingham, we believe this vision is best delivered by increasing the diversity of our library offer by developing hubs of co-located services, improving accessibility and delivering the services efficiently.

NELC launched phase 2 of the consultation in April 2025 with the aim of seeking views from residents, library users and organisations on the library strategy themes derived from phase 1 and thoughts on a series of location and operation options for Grimsby, Cleethorpes and Waltham. Phase 2 consisted of an online and paper format survey alongside in-person engagement with members of the local community.

Methodology

The consultation was hosted on QuestionPro for 12 weeks from Wednesday 16th April to Wednesday 09th July 2025. There were also paper copies available at 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

- **1,442 responses** were received via the survey (1,006 completed responses)

The engagement process which was undertaken involved a range of community and staff sessions to gather diverse perspectives:

- **12 community sessions and/or groups** were engaged with, with **242 voices** captured
- **8 public focus groups** with **54 voices** captured
- **3 Lincs Inspire Staff focus groups** with **24 voices** captured
- **2 1-1 interviews** were conducted
- **5 community pop ups**

Survey Demographic Data

Ward	Count(n)	Percentage (%)
Waltham	142	16%
Haverstoe	87	10%
Park	72	8%
Croft Baker	71	8%
Scartho	60	7%
Wolds	58	7%
Humberston and New Waltham	51	6%
Yarborough	42	5%
Heneage	41	5%
Unknown	41	5%
Sidney Sussex	38	4%
Immingham	36	4%
Out of Area	36	4%
Freshney	30	3%
West Marsh	29	3%
South	19	2%
East Marsh	16	2%
Total	869	100%

N.B: Percentages have been rounded to 0 decimal places.

Age	Count (n)	Percentage (%)
65-79	463	34%
50-64	396	29%
35-49	235	17%
25-34	125	9%
80+	75	6%
18-24	36	3%
I prefer not to say	25	2%
Under 18	4	Less than 1%
Total	1360	100%

N.B: The difference in the overall age count vs. library/non-library users is due to some respondents not selecting any library to determine if they are a user or not.

Gender or sex	Count (n)	Percentage (%)
Woman	501	64%
Man	243	31%
I prefer not to say	35	4%
Non-binary	4	Less than 1%
In another way	4	Less than 1%
Total	787	100%

N.B: Gender summary has been taken from the demographic questions after the survey.

Library users

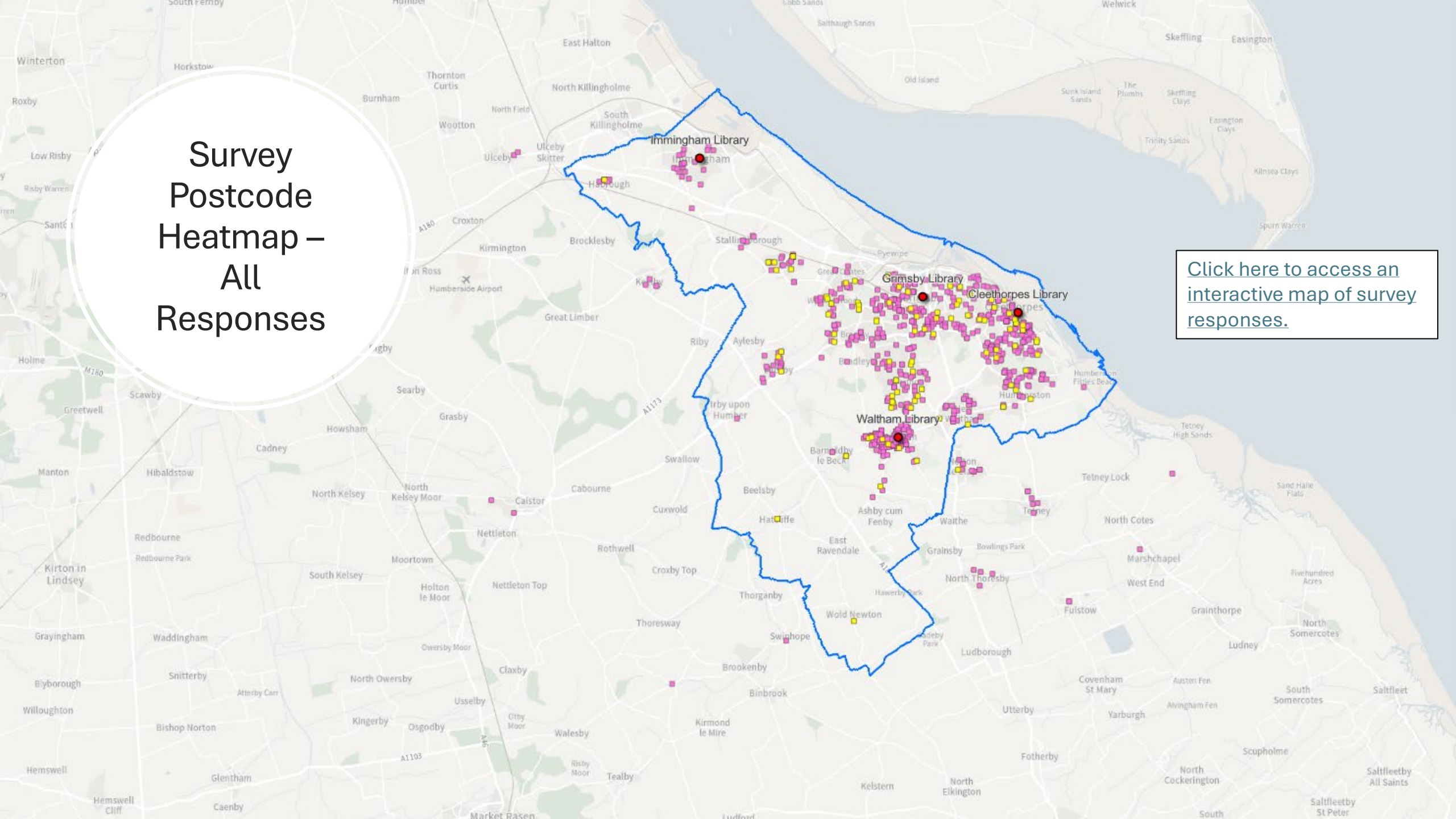
Age	Count (n)	Percentage (%)
65-79	414	36%
50-64	319	28%
35-49	199	17%
25-34	107	9%
80+	65	6%
18-24	28	2%
I prefer not to say	23	2%
Under 18	4	Less than 1%
Total	1159	100%

Non-library users

Age	Count (n)	Percentage (%)
65-79	414	36%
50-64	319	28%
35-49	199	17%
25-34	107	9%
80+	65	6%
18-24	28	2%
I prefer not to say	23	2%
Under 18	4	Less than 1%
Total	115	100%

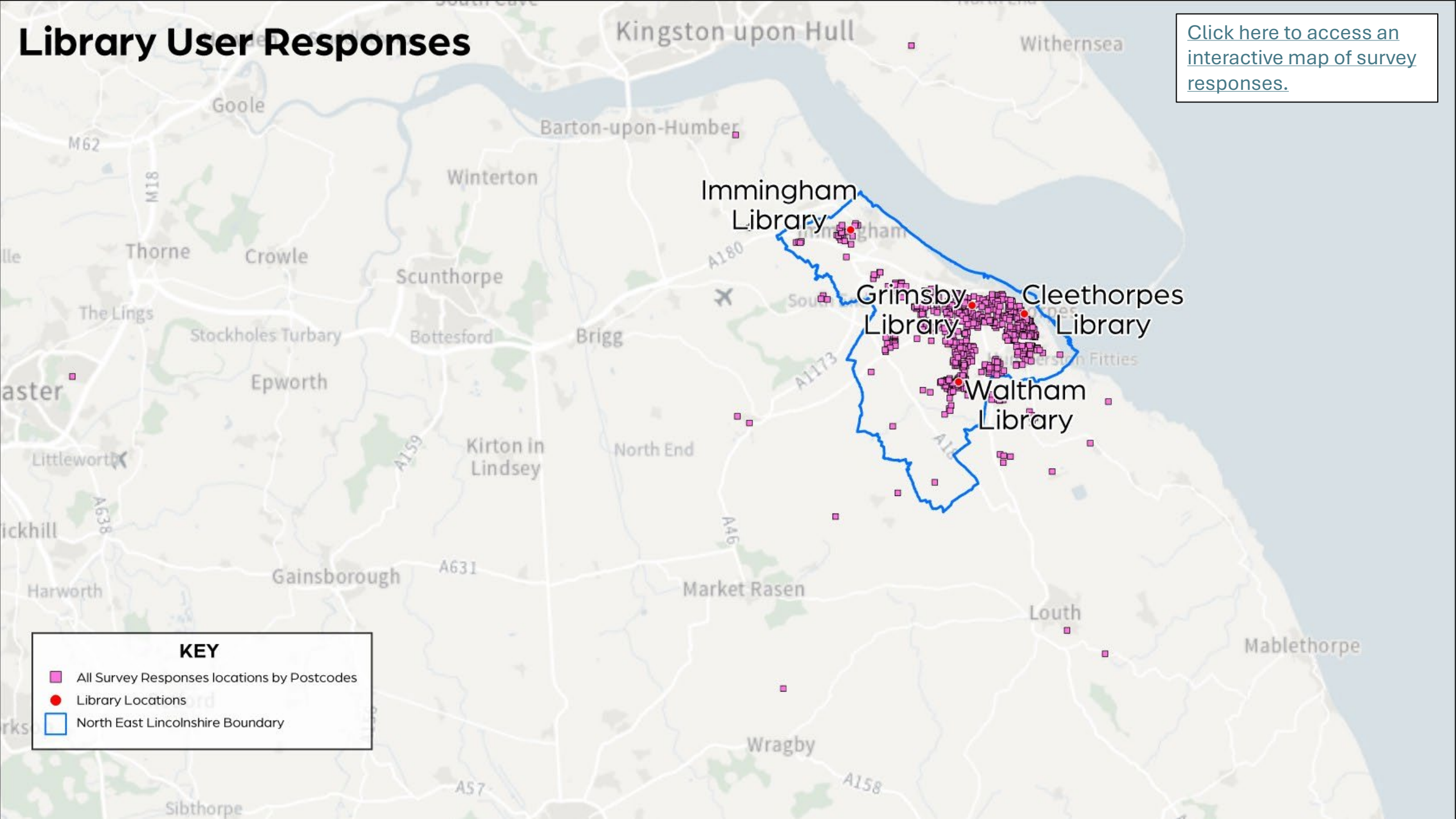
Survey Postcode Heatmap – All Responses

[Click here to access an interactive map of survey responses.](#)



Library User Responses

[Click here to access an interactive map of survey responses.](#)



KEY



All Survey Responses locations by Postcodes



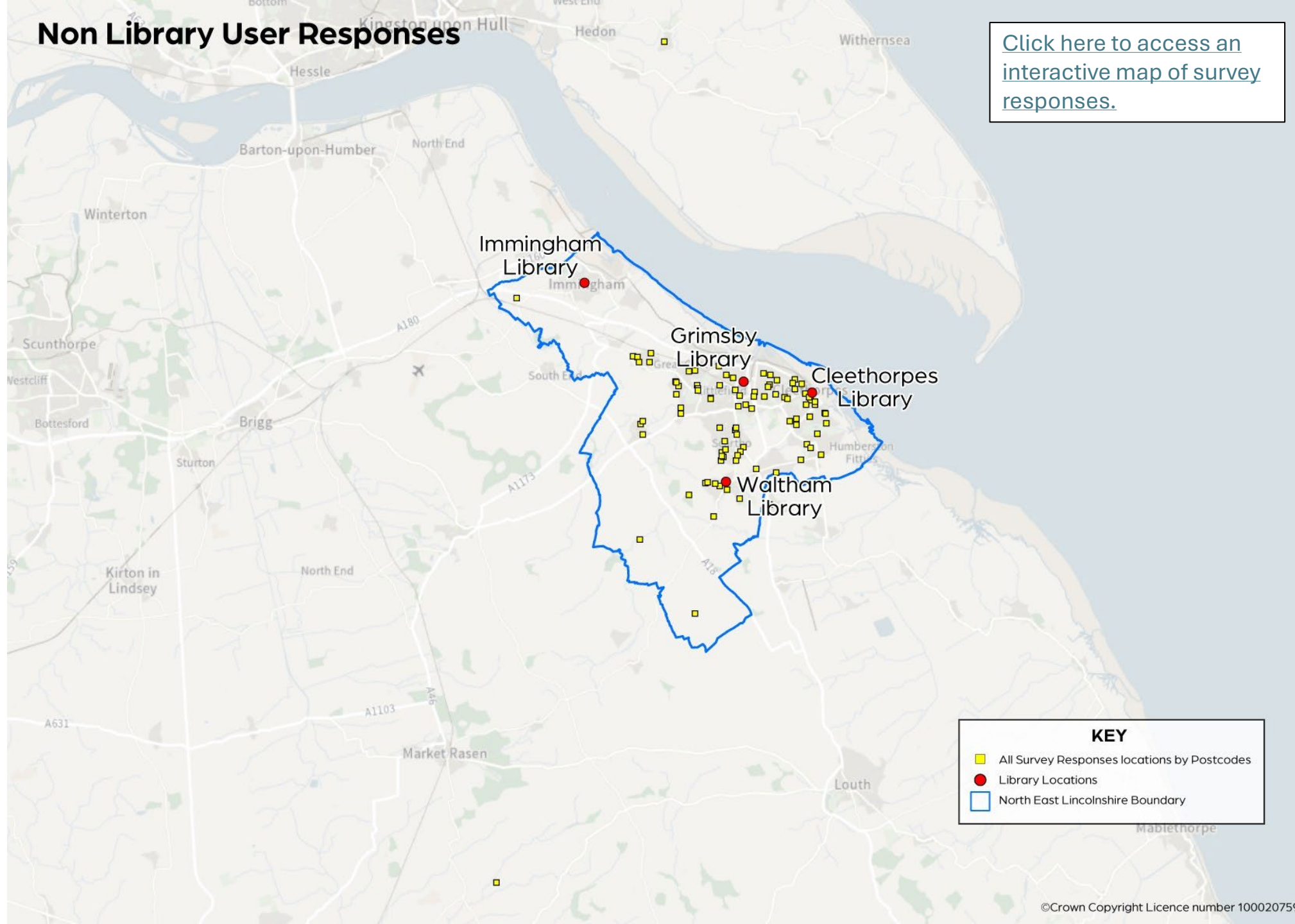
Library Locations



North East Lincolnshire Boundary

Non Library User Responses

[Click here to access an interactive map of survey responses.](#)



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?

Statement	Yes	No
Grimsby Central Library	742	418
	64%	36%
Cleethorpes Library	709	325
	69%	31%
Immingham Library	139	583
	19%	80%
Waltham Library	460	435
	51%	49%
Online Library Services	374	401
	48%	51%
'At Home' Delivery Services	23	584
	4%	96%

In the last year, Grimsby Central Library and Cleethorpes Library were the most frequently used library locations, with 742 and 709 respondents respectively reporting usage.

Waltham Library also saw significant engagement with 460 users, while Immingham Library was used by 139 respondents.

In addition to physical visits, 374 people accessed online library services, and 23 individuals made use of the 'At Home' delivery service.

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?

Library	Under 18 to 24	
	Yes	No
Grimsby Central Library	23 61%	15 39%
Cleethorpes Library	18 53%	16 47%
Immingham Library	3 10%	26 90%
Waltham Library	10 32%	21 68%
Online Library Services	16 53%	14 47%
'At Home' Delivery Services	1 4%	24 96%

Library	Age 25 to 49	
	Yes	No
Grimsby Central Library	198 58%	142 42%
Cleethorpes Library	186 62%	113 38%
Immingham Library	39 16%	204 84%
Waltham Library	111 43%	150 57%
Online Library Services	119 46%	138 54%
'At Home' Delivery Services	3 1%	205 99%

Library	Age 50 to 80+	
	Yes	No
Grimsby Central Library	499 66%	258 34%
Cleethorpes Library	478 71%	192 29%
Immingham Library	95 22%	343 78%
Waltham Library	325 56%	256 44%
Online Library Services	230 48%	241 51%
'At Home' Delivery Services	19 5%	344 95%

N.B: Age analysis data does not include those who selected 'I prefer not to say'.

Library Service Strategy

To help us to continue to develop our library strategy, please can you indicate which of these themes you see as more important or less important in future?

Statement	Very important	Important	Neither unimportant nor important	Slightly important	Not at all important
The library service should extend opening hours to improve availability and access to services on weekends and evenings.	407, 33%	480, 39%	207, 17%	93, 7%	56, 5%
The library service should be fully accessible and improve facilities to support user experience including availability of toilets and use of flexible spaces like meeting rooms, activity and exhibition space.	624, 50%	458, 37%	84, 7%	51, 4%	27, 2%
The library service should be about more than “just books” and the service should focus on the programming of engaging activities, events and groups for all ages.	540, 43%	482, 39%	96, 8%	72, 6%	52, 4%
There should be a focus on promotion and marketing of what is on offer across libraries to attract new users to the service.	617, 50%	480, 39%	67, 5%	58, 5%	20, 2%
The library service should focus on its culture, creative and heritage offer. Whether through further activities, events, exhibitions or by exploring opportunities to link the Library Local History collection and the Public Archive.	511, 41%	503, 41%	121, 10%	78, 6%	29, 2%
Investment in ICT equipment and software within libraries remains important to support access and learning, complementing the ongoing use of online library resources, which are accessible 24/7.	519, 42%	533, 43%	112, 9%	60, 5%	17, 1%
Future library and archives service resources should be prioritised to support residents and local areas of greatest need that may benefit most from accessing these services.	488, 40%	499, 40%	145, 12%	67, 5%	36, 3%

N.B: The Likert scale was reversed between paper and online survey formats.

Library Service Strategy

To help us to continue to develop our library strategy, please can you indicate which of these themes you see as more important or less important in future?

Improving accessibility and facilities

87% of respondents rated improved accessibility and facilities to support user experience such as: toilets, meeting rooms and exhibition spaces as *Very Important* (50%) or *Important* (37%). Only **6%** (78) considered it *Slightly Important* or *Not at all Important*, while **17%** (207) were neutral.

Promotion and marketing

Promotion and marketing to attract new users were seen as important by **89%** of respondents (*Very Important*: 50%, *Important*: 39%). Only **7%** rated it as *Slightly Important* or *Not at all Important*, and **5%** were neutral.

Culture, creativity and heritage

A total of **82%** of respondents rated a focus on culture, creativity, and heritage as *Very Important* (41%) or *Important* (41%). Only **8%** (107) considered it *Slightly Important* or *Not at all Important*, while **10%** (121) were neutral.

ICT and online access

85% of respondents rated investment in ICT and online access to support learning as *Very Important* (42%) or *Important* (43%). Only **6%** (77) considered it *Slightly Important* or *Not at all Important*, while **9.03%** (112) were neutral.

The library's role beyond books

A combined **82%** of respondents valued expanding the library's role beyond books to focus on programming of engaging activities for all ages, with *Very Important* at 43% and *Important* at 39%. 10% rated it as *Slightly Important* or *Not at all Important*, and **8%** were neutral.

Prioritising areas of greatest need

80% of respondents supported prioritising resources for areas of greatest need (*Very Important*: 40%, *Important*: 40%). **8%** (103) rated it as *Slightly Important* or *Not at all Important*, and **12%** (145) were neutral.

Extending opening hours

A majority of respondents rated extending library opening hours as important, with **72%** selecting either *Very Important* (33%) or *Important* (39%). 12% considered it *Slightly Important* or *Not at all Important*, while **17%** (207) were neutral.

Most important strategy statement: 89% of respondents rated **promotion and marketing** as important. Noting that all scoring was very close.

Least important strategy statement: 72% rated **extending opening hours** as important

Grimsby Town Centre

From Stage 1, through the formal consultation and engagement sessions, there was support to explore the concept of delivering a combined library and learning hub.

There is a potential option to develop a hub location within Grimsby town centre that includes a variety of services. As a minimum this would be the library service, public archives, and an adult skills and learning offer. Depending on the location, additional community and social space may also be achievable.

In Grimsby town centre, bringing the Central Library and Archives services together in one place has long made sense. We could build on this by developing an adult skills and learning centre alongside them, focussing on learning and knowledge, and creating a combined response to local jobs needs and access to work. Through developing our library offer within the town centre we are keen to explore the options to create a modern and vibrant space that will attract both young people and families, and our older community to spend more time in the town centre accessing services while enjoying leisure time.

The following case studies show examples of where this has been delivered:

- Paisley Central Library (Paisley): [Paisley Central Library](#)
- Fore Street Library (Enfield, London): [Fore Street Library, Enfield, London, UK](#)
- Dorking Library (Surrey): [Dorking Library](#)

This option is at an early stage and any appraisal work could include the existing Central library building, as well as other locations within Grimsby town centre including premises on the high street or areas within Freshney Place. We are seeking your views to help in refining this option as the existing Central Library building structure could make it more challenging to deliver the concept of a wide-ranging multi-service hub in a financially sustainable manner.

Please note that the existing Central Library building is not at risk even if the library service moved from this location. This is an important Council building with historic significance, which could be re-used for other public benefit. If a decision is made to move the location of the library, the future use of this building would be explored with the community and local partners.

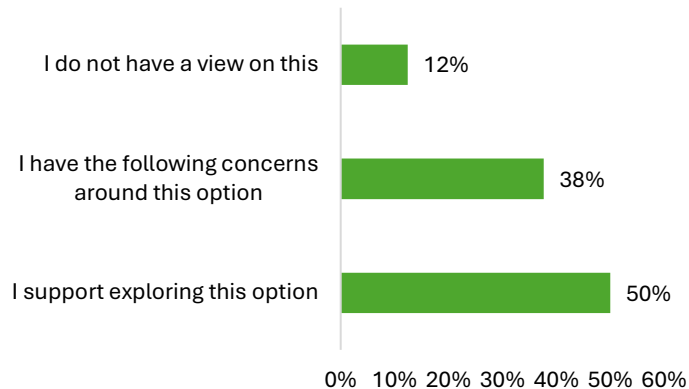
The options below are at an early stage and appraisal work would need to be undertaken ahead of any decision making. We have the opportunity to look at different buildings within the town centre due to current regeneration developments, which may give us the chance to incorporate new or different services.

Grimsby Town Centre

Option 1 - A library hub in an empty town centre location could provide space to shape a modern library offer similar to the examples above. This concept could include a library service, public archives, adult skills and learning and further include potential for integrated café, community and exhibition space.

Option	Count (n)	Percentage (%)
I support exploring this option	539	50%
I have the following concerns around this option	406	38%
I do not have a view on this	134	12%
Total	1079	100

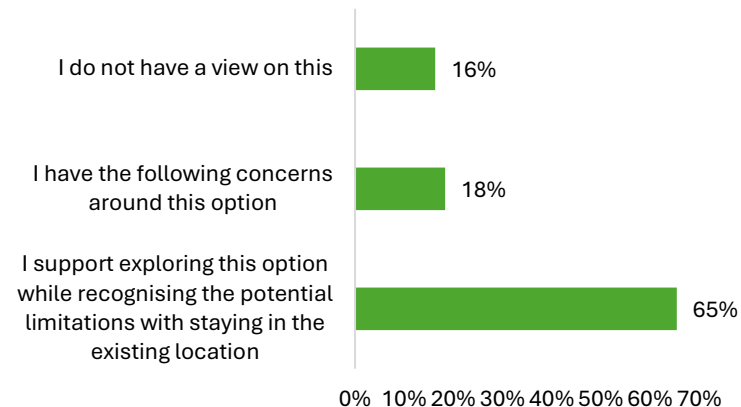
Out of 1,079 respondents, **50% (539 people)** supported exploring the idea of a library hub in an empty town centre location. **38% (406 people)** expressed concerns about the option, while **12% (134 people)** had no particular view.



Option 2 - A library hub in the existing library building could provide space to further shape the existing offer, including adult learning and public archive services. The current layout of the building may make it more challenging to fully deliver the concept of a modern library hub as shown in the examples above.

Option	Count (n)	Percentage (%)
I support exploring this option while recognising the potential limitations with staying in the existing location	694	65%
I have the following concerns around this option	194	18%
I do not have a view on this	173	16%
Total	1079	100

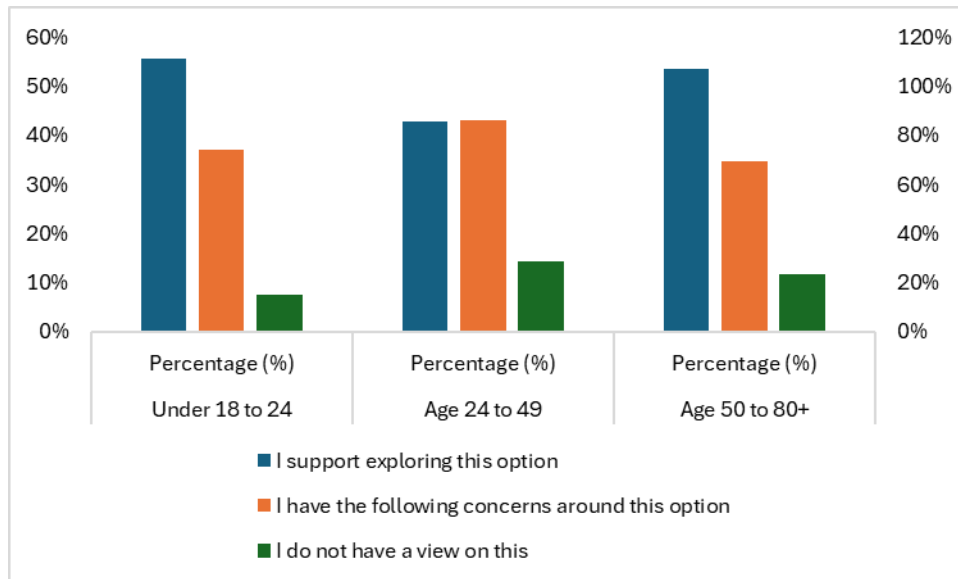
Out of 1,079 respondents, **65% (694 people)** supported exploring the option of developing a library hub within the existing building. **18% (194 people)** expressed concerns about this option, while **16% (173 people)** had no particular view.



Grimsby Town Centre – Option 1 Age Analysis

Option 1 - A library hub in an empty town centre location could provide space to shape a modern library offer similar to the examples above. This concept could include a library service, public archives, adult skills and learning and further include potential for integrated café, community and exhibition space.

	Under 18 to 24		Age 25 to 49		Age 50 to 80+	
Option	Count (n)	Percentage (%)	Count (n)	Percentage (%)	Count (n)	Percentage (%)
I support exploring this option	15	56%	114	43%	405	54%
I have the following concerns around this option	10	37%	115	43%	262	35%
I do not have a view on this	2	7%	38	14%	89	12%
Total		100%		100%		100%



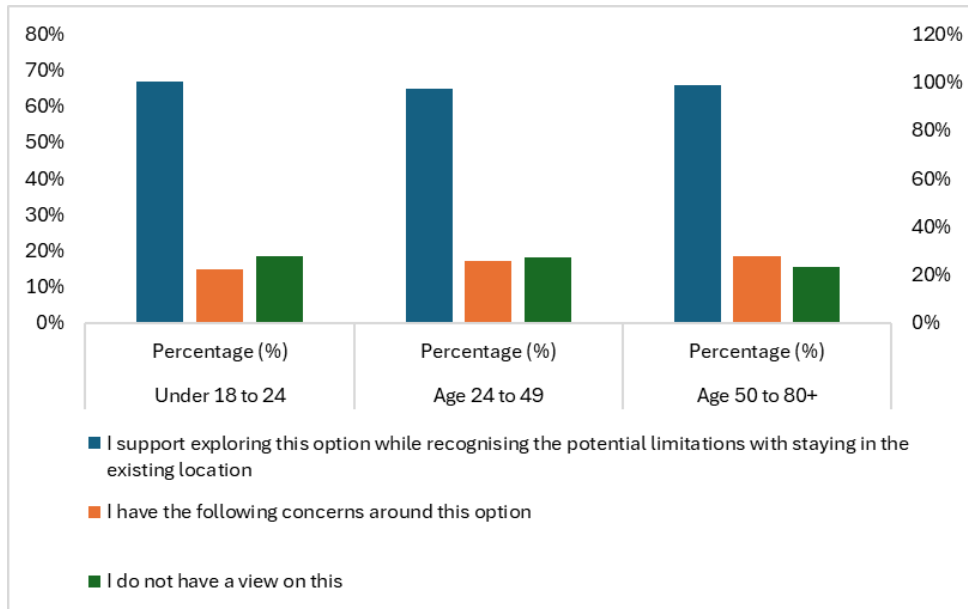
Across all age groups, the majority of respondents support exploring the library hub concept.

The Age 25–49 group shows the highest percentage of concerns (43%).

Grimsby Town Centre – Option 2 Age Analysis

Option 2 - A library hub in the existing library building could provide space to further shape the existing offer, including adult learning and public archive services. The current layout of the building may make it more challenging to fully deliver the concept of a modern library hub as shown in the examples above.

	Under 18 to 24		Age 25 to 49		Age 50 to 80+	
Option	Count (n)	Percentage (%)	Count (n)	Percentage (%)	Count (n)	Percentage (%)
I support exploring this option while recognising the potential limitations with staying in the existing location	18	67%	171	65%	489	66%
I have the following concerns around this option	4	15%	45	17%	138	19%
I do not have a view on this	5	19%	48	18%	115	16%
Total	27	100%	264	100%	742	100%



About **two-thirds of respondents in each age group** support the idea of using the existing library building.

Between **15% and 19%** of respondents expressed concerns about this option.

Grimsby Town Centre – Option 1 - Support

A library hub in an empty town centre location could provide space to shape a modern library offer similar to the examples above. This concept could include a library service, public archives, adult skills and learning and further include potential for integrated café, community and exhibition space.

I support exploring this option:

Location and Accessibility (19%)

Support for a central, accessible location like Freshney Place.
 Emphasis on proximity to bus routes, safe walking routes, and parking availability.
 Support for school engagement and community education.
 Concerns about accessibility for disabled users and the impact of reduced parking in town.
 Suggestions for using buildings like House of Fraser, ex-Argos or the old Royal Bank of Scotland building as suitable venues.
 Questions about whether Freshney Place would allow for extended or flexible opening hours.

Current Building and Reuse (16%)

Mixed views on moving from the current site, with a desire to retain or repurpose it.
 Concerns about losing an iconic and historically significant building.
 Suggestions to reinvest in the current site or ensure it remains a community asset.
 Calls for transparency around financial planning and reuse of the existing building.

Library Services and Archives (13%)

Libraries are seen as essential for literacy, education, and community wellbeing.
 Creating an environment for children to enjoy reading is important.
 Importance of maintaining book borrowing, reading spaces, and access to archives.
 Concerns about downsizing or sidelining core library services.
 Support for integrating archives while retaining their identity and accessibility.

Opening Hours and Space (13%)

Requests for extended hours, including late nights and weekend access.
 Need for adequate space to avoid cramping services.
 Suggestions for hot-desking, study zones, and flexible layouts and meeting spaces for workshops and yoga.

Café and Social Space (10%)

Enthusiasm for an integrated café to attract visitors and create a welcoming space.
 Café seen as a community hub, especially for families, older adults, and casual visitors.
 Suggestions for accessible toilets, comfortable seating, and social meeting areas.

Scepticism and Feasibility (8%)

Doubts about whether the plan will be properly funded or executed.
 Concerns about costs, investment, and loss of services.
 Requests for transparency and realistic planning.
 Observations the money that was previously allocated to the Grimsby Central Library building should have been ring-fenced.

Grimsby Town Centre – Option 1 - Support

A library hub in an empty town centre location could provide space to shape a modern library offer similar to the examples above. This concept could include a library service, public archives, adult skills and learning and further include potential for integrated café, community and exhibition space.

I support exploring this option:

Children and Families (6%)

Requests for dedicated children's spaces, baby groups, and family-friendly activities.
Belief that early exposure to reading fosters lifelong learning.

Community and Culture (4%)

Suggestions for exhibitions, heritage displays, and museum integration.
Interest in showcasing local arts, sports, and civic history.
Desire for a multi-purpose cultural space that reflects Grimsby's identity.
Desire to preserve the library's role in civic life and cultural heritage, where the existing building is seen as a hub of cultural and historic significance.
Gallery and museum objects could be housed in a multi-purpose building.

Public Services and Integration (4%)

Support for co-locating services like jobcentre, CAB, and banking hubs.
Belief that integration could improve access and efficiency.

Security and Safety (2%)

Concerns noted regarding antisocial behaviour and safety in Freshney Place.
Calls for sufficient security measures to protect users and staff.

Promotion and Outreach (2%)

Increased marketing to raise awareness including the use of social media to increase footfall.
Suggestions for school partnerships and community outreach.

Adult Learning and Skills (2%)

Support for including adult education, skills training, and career support.
Suggestions for partnerships with local colleges and use of underutilised buildings.
Hub model with potential to help improve access to local jobs and services.

Examples of Provision (1%)

Nottingham Central Library and Oldham – exemplified noted of wider cultural provision with flexible spaces.

Grimsby Town Centre – Option 1 - Concerns

A library hub in an empty town centre location could provide space to shape a modern library offer similar to the examples above. This concept could include a library service, public archives, adult skills and learning and further include potential for integrated café, community and exhibition space.

I have the following concerns around this option:

Building and Infrastructure (44%)

Attachment to the current purpose-built library, seen as iconic and architecturally significant with great views of Grimsby.

Importance of retaining a well-known and historically important building.

Current building able to accommodate all proposed services with refurbishment instead of moving.

Questioning the structural integrity of alternative venues (e.g., Freshney Place), including fire risks, noise, and lack of natural light.

Suggestions to restore and reopen upper floors of the existing library building.

New venue would be smaller, less functional, or second-rate which could discourage people from using the library.

Library Services and Resources (26%)

New location would reduce the number of books and diminish the library's core function.

Merging with other services (e.g., adult learning) would dilute the library's identity making it secondary to the other services.

Desire to maintain, expand and continue to make accessible current services, including archives, exhibitions, and children's activities.

New location impacting opening hours and staffing levels.

Emphasis on the importance of quiet, calm spaces for reading and reflection.

Accessibility and Location (14%)

Current location central and close to bus routes.

Importance of accessibility for people with mobility issues or those without cars.

New location harder to reach, especially for older people and families.

New location required to be near public transport and have accessible parking.

Community and Social Impact (4%)

Library as a safe, calm and inclusive space for all ages as a valuable community asset.

Community features like cafés, toilets, and exhibition areas noted, with a preference to be included within the current building.

Moving to Freshney Place could increase antisocial behaviour or reduce the library's welcoming atmosphere as Top Town is not perceived to be a friendly space

Recognition of the library's role in social engagement, especially for isolated individuals.

Grimsby Town Centre – Option 1 - Concerns

A library hub in an empty town centre location could provide space to shape a modern library offer similar to the examples above. This concept could include a library service, public archives, adult skills and learning and further include potential for integrated café, community and exhibition space.

I have the following concerns around this option:

Financial Concerns (4%)

Opposition to spending money on a new site when the current building could be refurbished.

Frustration over perceived mismanagement of earmarked funds and past underinvestment.

Governance and Decision Making (7%)

Focus on need for transparency.

Belief that decisions have already been made.

Criticism of the survey design and perceived bias in framing.

Limited public understanding of the libraries and archives operating model.

Alternative Suggestions (3%)

Strong support for keeping the library in its current location and adapting it into a hub.

Suggestions to rent or repurpose upper floors of the existing building.

Ideas to integrate services without moving or to create separate spaces for different functions.

Increased marketing and community engagement to revitalise the current site.

Examples of Provision (1%)

Dorking Library has an appearance of a shop which isn't relaxing.

Grimsby Town Centre – Option 2 - Support

A library hub in the existing library building could provide space to further shape the existing offer, including adult learning and public archive services. The current layout of the building may make it more challenging to fully deliver the concept of a modern library hub as shown in the examples above.

I support exploring this option:

Building Suitability and Adaptability (38%)

Support for adapting and modernising the existing building.

Belief that the structure has architectural and heritage value that should be honoured and brought back to life, including the 'Guardians of Knowledge' on the outside of the building.

Suggestions to repair and reopen upper floors, improve layout by making it more community focused with better use of space.

Examples cited from other cities (e.g., Liverpool, Manchester) that have successfully adapted older buildings from the Victorian Era.

Belief that Freshney Place should just contain commercial, shopping units.

Library Services and Identity (18%)

Retain core library functions: books, archives, research, and quiet spaces.

Children's activities could be housed in other buildings like leisure centres.

Retain reference library facilities and ensure services are not diluted.

Support for making archives more accessible with a priority on ensuring safety of unique archive materials.

Points raised around a perceived lack of activities.

Financial Considerations (10%)

Emphasis on careful investment and transparency in spending, with suggestions to work with community organisations to raise funds.

Lack of understanding regarding diverted grant funding.

Belief that refurbishing is more cost-effective than relocation.

Suggestions for solar panels on the roof to reduce running costs and double glazing on the large windows for energy efficiency.

Alternative Suggestions and Enhancements (10%)

Ideas for cafés, exhibition spaces, hotdesking, and event areas.

Suggestions to advertise services more widely and extend opening hours.

Emphasis on creative reuse and revitalisation of the current site.

Ideas for the library to host: business advice, legal aid organisations, general advice like making homes efficient to live in.

Noted that Grimsby already has adult learning centres locally, questioning the need for another.

Grimsby Town Centre – Option 2 - Support

A library hub in the existing library building could provide space to further shape the existing offer, including adult learning and public archive services. The current layout of the building may make it more challenging to fully deliver the concept of a modern library hub as shown in the examples above.

I support exploring this option:

Accessibility (9%)

Importance of lift access and the need for better facilities for elderly and disabled users.

Suggestions for improved signage, ramps, and public transport links.

Governance and Consultation (8%)

Consultation process appears to support relocation.

Importance of transparency and community involvement in decision-making.

Important to retain our cultural assets

Examples of Provision (4%)

The Aura Hub in Hessle is an example of how to create open working spaces in uniform buildings.

Newcastle Library noted.

Paisley acknowledged as similar to Grimsby Central Library.

Community and Social Impact (3%)

Recognition of the library's role as a community anchor.

Support for showcasing Grimsby's history and making the space more inclusive.

Requests for a museum to display local heritage.

Grimsby Town Centre – Option 2 - Concerns

A library hub in the existing library building could provide space to further shape the existing offer, including adult learning and public archive services. The current layout of the building may make it more challenging to fully deliver the concept of a modern library hub as shown in the examples above.

I have the following concerns around this option:

Building Suitability (23%)

The current layout is seen as poor and fragmented.
Asbestos and structural issues are cited as barriers to refurbishment.
The building is outdated, too official and uninviting, especially for younger users.
Building is iconic with space that could be modernised and retrofitted into a hub
Questions over future of existing building if the library moved.
Redesign to reduce heating costs.

Library Services and Identity (17%)

Preserve the library's core function: books, archives, quiet study areas alongside trained and experienced librarians.
Integrating other services could dilute the library's cultural and educational role.
The building already supports the proposed services and should be fully utilised.
Historical and archival integrity should be retained.

Financial Concerns (16%)

Need to understand the cost of refurbishment versus relocation.
Some argue that investing in the current building, with good planning, is more cost-effective than moving.

Accessibility (15%)

Concerns about poor access to upper floors, no toilets, and broken lifts. No current upper floor access or public toilets
Requires improved accessibility for older people.
Current building is not inclusive or easy to navigate.
Extend opening hours , noting Freshney Place parking closes at 5pm.

Governance and Consultation (14%)

Require better understanding of current building limitations
Clearer, more transparent engagement with residents.

Alternative Suggestions (6%)

Freshney Place or other empty shops for better visibility and footfall.
Repurpose the current building for other public uses.
Creative redevelopment, including heritage and design projects.

Grimsby Town Centre – Option 2 - Concerns

A library hub in the existing library building could provide space to further shape the existing offer, including adult learning and public archive services. The current layout of the building may make it more challenging to fully deliver the concept of a modern library hub as shown in the examples above.

I have the following concerns around this option:

Community and Social Impact (5%)

Worries about the building being unwelcoming or intimidating.

Concerns about homelessness and drug use near the site.

Emphasis on the library as a safe, inclusive space for vulnerable groups.

Adult Learning Integration (4%)

Some support integration, others feel it should be separate.

Adult learning prioritised over traditional library services.

Suggestions to include employment advice and probation services, but not at the expense of books and reading spaces.

Grimsby Town Centre

Do you have any other suggestions for the Grimsby Town Centre Library service?

Building and Infrastructure (22%)

Support for restoring, maintaining, and fully utilising the existing building.
Need for investment in repairs and upgrades.

Library Services and Resources (12%)

Prioritise books, archives, and study spaces.
Full-time library locally to encourage literacy for young children.
Improve IT, cataloguing, and access to hidden collections.

Accessibility and Opening Hours (14%)

Improve physical access, parking, and extend opening hours.

Community and Culture (10%)

Create inclusive, welcoming spaces for all ages.
Mobile service for those who live in surrounding villages.
Events, clubs, and community engagement.
One library card for universal use.
Cultural provision; celebrate local cultural talent through exhibitions, have a heritage trail from the Fishing Heritage Centre (FHC) to the library.

Alternative Locations and Layouts (8%)

Mixed views on relocating to Freshney Place or using other town centre spaces.
Some support for hybrid models or multi-use layouts.
Four empty units on Riverhead or the old BHS building.

Café and Amenities (6%)

Cafés, toilets, baby changing, and comfortable seating.
Dedicated touch down working space for professionals to work.

Promotion and Engagement (8%)

Better marketing, outreach, and community engagement.
As children are behind on age of reading locally, link with schools.

Financial and Governance (5%)

Concerns about funding, transparency, and loss of branch libraries.
The local area has already lost too many branch libraries.

Examples of Provision (5%)

Hull Library includes a MakerSpace for local craft-based businesses and 3D printing facilities.
Dot 1 in Aarhus in Denmark has multiple play and learning areas in their library.
Danum gallery, library and museum in Doncaster.
Tottenham library has a space for live music.
Hull and Beverley have a local history and family centre.

Modernisation and Innovation (3%)

Ideas for digital services, modern layouts, and future-proofing.
Flexible storage to give options of space and being creative.

Grimsby Town Centre

Do you have any other suggestions for the Public Archives service?

Accessibility and Opening Hours (23%)

Longer hours, better physical access, and more inclusive facilities.
Integration with the Library and/or Local History Collection (14%)
Support for co-locating archives with the library or LHC.
Belief that shared space would improve access and visibility.

Promotion and Awareness (14%)

Raise awareness to the service or what it offers.
Better advertising, outreach, and public engagement to promote the services.
Example: Manchester Gallery uses glass wall separators to show behind-the-scenes work.

Events and Community Engagement (12%)

Exhibitions, talks, family history courses, and open days to raise interest and promote the culture and heritage of the local area.

Facilities and Infrastructure (10%)

Concerns about storage conditions, lighting, and space.
Recognition of the importance of keeping records in appropriate, temperature-controlled conditions.
Purpose-built or upgraded facilities.

Relocation Suggestions (7%)

Ideas for moving archives relocation other buildings or town centre locations due to the current site being very small.
Archives should not be in the basement of Grimsby Library due to risk of flooding.

Online and Digital Access (6%)

Digitisation and improved online catalogues.

Preservation and Professional Staffing (4%)

Praise for staff who are patient and informative.
Emphasis on the need for qualified professionals.
Archives and LHC are seen as vital services to the town.

Cleethorpes

From Stage 1, through the formal consultation and engagement sessions, there was support to explore the option of combining library and leisure facilities.

There is a potential option to develop a Cleethorpes Library and Leisure Centre hub through the reconfiguration of Cleethorpes Leisure Centre to enhance both the library service and the leisure centre within the same location.

Combining library and leisure services under one roof provides the opportunity for investment in both services. They could benefit through the sharing of common areas, such as foyers and public facilities, while effective future building design could support the library service and leisure centre to retain its identity. In addition, it creates the potential to extend library opening hours from its current level of 4.5 days per week, while encouraging much greater usage of library services by children and young people already accessing lessons, courses and activities across the leisure centre.

The following case studies show examples of where this has been delivered:

- Great Sankey Neighbourhood Hub (Warrington): [Great Sankey Case Study](#)
- Arcadia Library and Leisure Centre (Manchester): [Manchester City Council – The Arcadia Library and Leisure Centre | Local Government Association](#)
- Barton upon Humber Library (North Lincolnshire): [Barton Library - Barton Library - NorthLincs](#)

To develop this in the existing library location is more challenging as the opportunity for overlap with young children and families that attend swimming lessons and leisure activities weekly would not be realised. The findings from phase one highlight that Cleethorpes Library has approx. 38,000 physical visits per year across all ages. By comparison, Cleethorpes Leisure Centre has annual usage of over 380,000 visits, including 61,000 visits per year on swimming lessons alone. By bringing our library and leisure offer into the same location, it can provide more convenient access to library services, encouraging greater usage by children and families so they can experience the benefits of reading and the enjoyment of books from a young age. In addition, being in the same location brings forward the benefits of shared running costs between services and the Council recognises the importance of exploring options that deliver public services as efficiently as possible.

This option is at an early stage and any appraisal work would include options to reconfigure and refurbish facilities across Cleethorpes Leisure Centre. This could mean expanding or reconfiguring the building to develop space for library service delivery while also improving the leisure offer. We are seeking your views to help us refine this option as the smaller footprint of the existing building on Alexandra Road could make it more challenging to deliver the concept of co-location of services in a financially sustainable manner. In addition, the leisure centre is already open across early mornings, evenings and weekends presenting an opportunity to expand the service offer on an efficient basis.

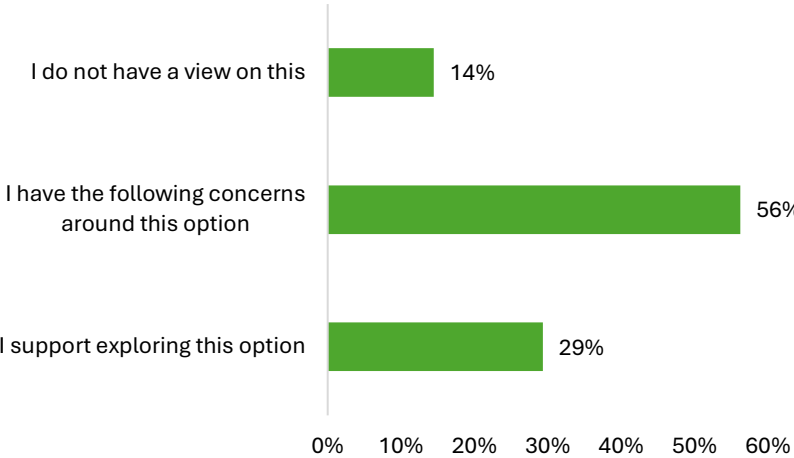
Please note if a decision is made to move the service, the existing library building, located on Alexandra Road offers a potential future development opportunity, the sale of which would provide investment to support this option.

Cleethorpes

Option 1 - A library and leisure hub within a reconfigured Cleethorpes Leisure Centre could provide space to shape a modern library offer similar to the examples above. This concept could include dedicated library space with extended opening hours and further include potential for refurbished leisure facilities.

Option	Count (n)	Percentage (%)
I support exploring this option	288	29%
I have the following concerns around this option	552	56%
I do not have a view on this	142	14%
Total	982	100

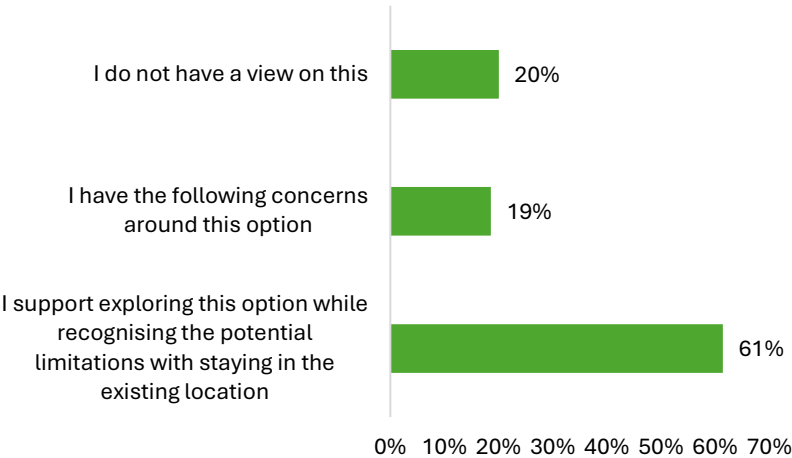
Out of 982 respondents, **29% (288 people)** expressed support for exploring a library and leisure hub in a reconfigured Cleethorpes Leisure Centre, while a majority of **56% (552 people)** reported having concerns. **14% (142 people)**, indicated they had no view on the matter.



Option 2 - Cleethorpes Library remaining in its existing location, recognising this could reduce the opportunity for future investment and improvement to encourage greater use based on the reasons outlined above.

Option	Count (n)	Percentage (%)
I support exploring this option while recognising the potential limitations with staying in the existing location	592	61%
I have the following concerns around this option	179	19%
I do not have a view on this	193	20%
Total	964	100

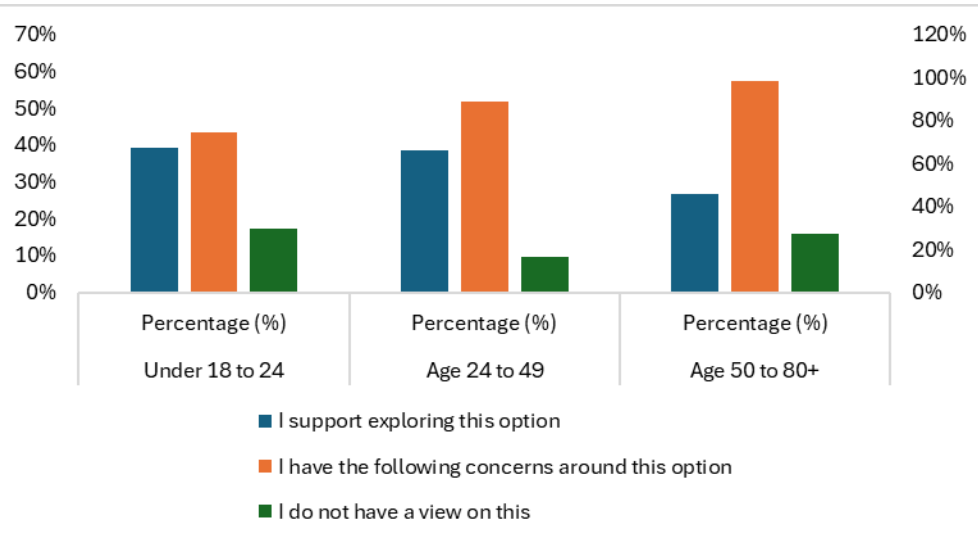
Out of 964 respondents, a majority of **61% (592 people)** supported Cleethorpes Library remaining in it’s existing location. **19% (179 people)** expressed concerns about the option, and **20% (193 people)** had no view.



Cleethorpes Option 1 Age Analysis

Option 1 - A library and leisure hub within a reconfigured Cleethorpes Leisure Centre could provide space to shape a modern library offer similar to the examples above. This concept could include dedicated library space with extended opening hours and further include potential for refurbished leisure facilities.

	Under 18 to 24		Age 25 to 49		Over 50	
Option	Count (n)	Percentage (%)	Count (n)	Percentage (%)	Count (n)	Percentage (%)
I support exploring this option	9	39%	91	39%	185	27%
I have the following concerns around this option	10	43%	122	51%	398	57%
I do not have a view on this	4	17%	23	9%	111	16%
Total	23	100%	236	100%	694	100%



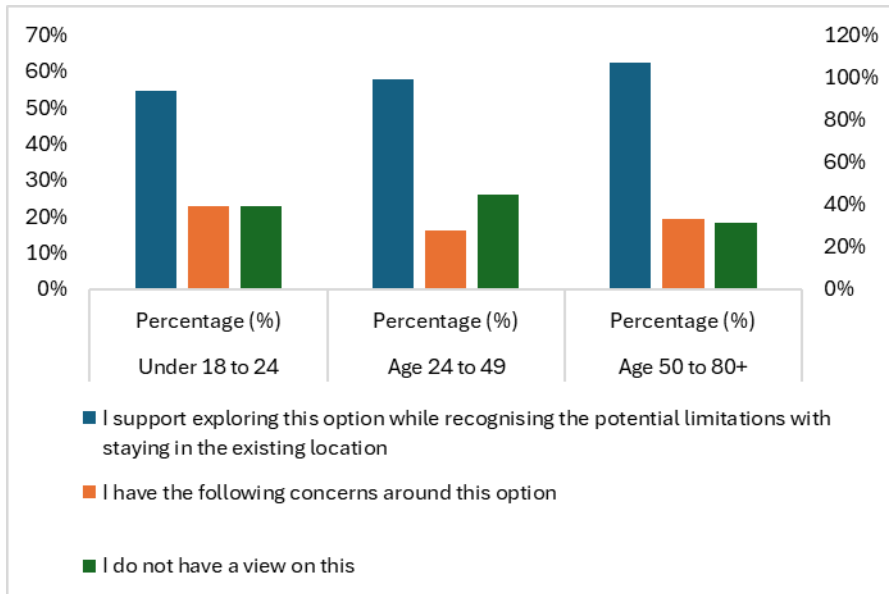
Support for exploring the Cleethorpes Leisure Centre hub is **highest among younger respondents** (Under 18–24 at 39%) and **lowest among older adults** (50–80+ at 27%).

The majority of respondents in each age group expressed concerns about this option, especially in the **50–80+ group**, where **57%** raised issues.

Cleethorpes Option 2 Age Analysis

Option 2 - Cleethorpes Library remaining in its existing location, recognising this could reduce the opportunity for future investment and improvement to encourage greater use based on the reasons outlined above.

	Under 18 to 24		Age 25 to 49		Over 50	
Option	Count (n)	Percentage (%)	Count (n)	Percentage (%)	Count (n)	Percentage (%)
I support exploring this option while recognising the potential limitations with staying in the existing location	12	55%	136	58%	424	62%
I have the following concerns around this option	5	23%	38	16%	131	19%
I do not have a view on this	5	23%	61	26%	124	18%
Total	22	100%	235	100%	679	100%



Most respondents in each age group support keeping Cleethorpes Library in its current location, support is **strongest among the 50–80+ group (62%)**.

Concern about this option is **lowest among the 24–49 age group (16%)**, and only slightly higher among the youngest and oldest groups.

Cleethorpes – Option 1 - Support

A library and leisure hub within a reconfigured Cleethorpes Leisure Centre could provide space to shape a modern library offer similar to the examples above. This concept could include dedicated library space with extended opening hours and further include potential for refurbished leisure facilities.

I support exploring this option:

Parking and Accessibility (30%)

Importance of free or convenient parking, especially for short visits.

Cleethorpes Leisure Centre is out of the way of the town centre, which may deter visitors.

Bus access, and the need for disabled-friendly facilities and appropriate signage.

Library Services and Identity (21%)

Maintain a full range of library services, including books, computers, and community groups.

Dilution of the library offer if not properly planned.

Building and Infrastructure (12%)

Adequate space, modernisation, and structural improvements.

Reconfigure the existing building as it is an integral part of Cleethorpes.

Promotion and Engagement (11%)

Promote the new hub to increase awareness and footfall.

One respondent suggested linking up to Sporting archives to tap into people's interests.

Ensure the space remains inclusive, especially for older generations.
Continued cultural uses like the Albert Room.

Noise and Environment (5%)

Noted noise levels and the damp environment of the leisure centre, not suitable as a library space

Some don't see the leisure centre as a suitable library space.

Examples of Provision (4%)

References to other towns like Barton, Manchester, Bridlington, and London (Botwell Library) where similar models of leisure and libraries were seen as successful.

The Manchester case study was a new build, not a reconfiguration—highlighting the challenge of adapting an existing building.

Integration and Co-location (4%)

Value in combining services under one roof to improve convenience and efficiency, however not at the expense of leisure services

Cleethorpes – Option 1 - Support

A library and leisure hub within a reconfigured Cleethorpes Leisure Centre could provide space to shape a modern library offer similar to the examples above. This concept could include dedicated library space with extended opening hours and further include potential for refurbished leisure facilities.

I support exploring this option:

Opening Hours and Availability (2%)

Extended hours, especially on weekends.

Questions about whether the library would be open the same hours as the leisure centre.

Financial and Governance (2%)

One comment questioned whether revenue from selling the current site would be reinvested in libraries.

Cleethorpes – Option 1 - Concerns

A library and leisure hub within a reconfigured Cleethorpes Leisure Centre could provide space to shape a modern library offer similar to the examples above. This concept could include dedicated library space with extended opening hours and further include potential for refurbished leisure facilities.

I have the following concerns around this option:

Parking and Accessibility (23%)

Limited parking at Cleethorpes Leisure Centre, especially during peak times and holidays.

Paid parking, lack of disabled access, and poor public transport links.

Leisure Centre is less accessible than the current library location.

Library Services and Identity (21%)

Fears that merging with Cleethorpes Leisure Centre would dilute the library's identity and reduce its focus on books and learning.

Reduced book stock, loss of quiet spaces, and impact on specialist services.

Library to remain a standalone, purpose-built facility.

Space and Suitability (18%)

Cleethorpes Leisure Centre lacks sufficient space to accommodate a full library service.

Loss of dedicated rooms like the sensory room and Albert Room.

Leisure Centre is not physically or functionally suitable for a library.

Integration Concerns (14%)

Combining leisure and library services, which are incompatible.

Merger would compromise both services.

Location and Centrality (9%)

Cleethorpes Leisure Centre is too far from the town centre at St. Peter's Avenue, making it less convenient.

The current library is seen as central, familiar, and well-connected.

Building and Infrastructure (6%)

Appreciation for the existing library building, its design, and its garden.

Invest in and modernise the current site rather than relocate.

Cost and Feasibility (4%)

Financial viability of converting Cleethorpes Leisure Centre to include the library.

Hidden costs, lack of developer interest, and unclear funding plans.

Examples of Provision (4%)

References to other towns like Barton, Manchester, Bridlington, and London (Botwell Library) where similar models of leisure and libraries were seen as successful.

One comment noted the Manchester case study was a new build, not a reconfiguration—highlighting the challenge of adapting an existing building.

Noise and Environment (3%)

Noisy, humid, and busy environment of Cleethorpes Leisure Centre is unsuitable for reading and study.

Library's calm atmosphere would be lost.

Cleethorpes – Option 1 - Concerns

A library and leisure hub within a reconfigured Cleethorpes Leisure Centre could provide space to shape a modern library offer similar to the examples above. This concept could include dedicated library space with extended opening hours and further include potential for refurbished leisure facilities.

I have the following concerns around this option:

Community and Social Impact (2%)

Concerns that the move would exclude vulnerable groups, including the elderly, disabled, and low-income families.

Loss of safe, inclusive spaces.

Governance and Decision Making (2%)

Perception that the decision has already been made and the consultation is not genuine.

Comments around the operating model of the library service.

Decisions already made and a lack of transparency.

Cleethorpes – Option 2 - Support

Cleethorpes Library remaining in its existing location, recognising this could reduce the opportunity for future investment and improvement to encourage greater use based on the reasons outlined above.

I support exploring this option:

Location and Accessibility (30%)

The current site is central, easy to reach, and well-connected by transport.
Proximity to shops, the seafront, and its walkability for residents.
Moving to Cleethorpes Leisure Centre would reduce accessibility.

Building and Infrastructure (28%)

Retain and invest in the purpose-built library building, which is regularly used.
Extend the building, add a mezzanine floor, or repurpose the garden space.
The current building is modern, accessible, and has untapped potential where vision is needed.

Library Services and Identity (10%)

Library's role as a cultural and educational hub, noting the
Sensory room and Albert Room facilities.
Maintain core services, including books, storytelling, exhibitions, and community activities.
Library's value to residents and visitors alike.

Consultation and Trust (8%)

Residents want to understand or recognise the limitations of the current building,
being assured by a transparent approach
Concerns that decisions have already been made.

Alternative Suggestions (8%)

Enhance the current site with a post office, café, cinema, or late-night openings.
Rent out space or host events to generate income and increase footfall.

Community and Social Impact (7%)

The library is a safe, inclusive space for all ages.
Creative improvements to entice young people.
Maintain a calm atmosphere, especially for older people and vulnerable groups.

Financial and Governance (6%)

Wise investment in the current site rather than relocation.
Better understand council motives, asset sales, and the need for long-term planning.

Promotion and Engagement (3%)

Better marketing, advertising, and publicising of
existing services, which are good but poorly advertised to
non-users.
Engage schools, host book launches, and improve online visibility.

Cleethorpes – Option 2 - Concerns

Cleethorpes Library remaining in its existing location, recognising this could reduce the opportunity for future investment and improvement to encourage greater use based on the reasons outlined above.

I have the following concerns around this option:

Financial and Governance (21%)

Decision is financially driven based on the sale of the site

Building and Infrastructure (17%)

Investment in the existing building, including expansion and modernisation.

Location and Centrality (12%)

Current central location with proximity to the seafront and other amenities.
There are fewer establishments like shops around Cleethorpes Leisure Centre to encourage visitors.

Library Services and Identity (11%)

Staying in the current location may undermine the library's role or lead to reduced services due to the noisy environment of Cleethorpes Leisure Centre.
Importance of preserving literacy, heritage, and access to books, e.g. exhibitions in the Albert Room like Ravenser Odd and Inspirational Women.

Opposition to Relocation (16%)

The existing site is purpose-built and should be preserved.

Parking and Accessibility (9%)

Limited parking and transport access, especially for those without cars.

Community and Social Impact (8%)

The impact on older residents and vulnerable groups if the library is moved or downgraded.

Retention of community atmosphere in the library's current building.

Governance and Consultation (7%)

Perception that the decision has already been made.

More clarity and information required about the options and limitations of the existing building.

Confusion as to why the library can't remain in its current location with improvements made to encourage usage.

Integration and Co-location (5%)

People wouldn't use both services at once,

Option should be explored for multi-use benefits.

Cleethorpes

Do you have any other alternative suggestions for where Cleethorpes library could be developed into a community hub with other services within Cleethorpes that should be considered as an alternative location to the leisure centre?

Alternative Public Buildings (35%)

Suggestions to repurpose former council buildings, schools, churches, or heritage sites.

Proposed locations include:

- The Knoll
- Cleethorpes Civic Offices
- Cleethorpes Town Hall
- Old police station on Princes Road
- Old school buildings on Bursar Street
- Cleethorpes Memorial Hall (accessible, good parking)
- Discovery Centre
- Sussex Recreation Pavilion (backs onto Grimsby Road)
- Cleethorpes Train Station – public houses 1 and 2
- Retain Current Site (20%)
- Retain existing location citing economic sense; central location, accessibility, and cultural value for families and young people.

New Build or Redevelopment (13%)

Proposals to construct a new purpose-built facility, redevelop existing land, or use compulsory purchase.

Ideas include:

- Expanding the current site
- Rebuilding
- Developing new multifunctional buildings

- Creating an adult-only hub with CAB, café, and community room
- Redevelopment as part of the Sea Road development
- Preventing decay through compulsory purchase of derelict buildings

Commercial or Retail Spaces (12%)

St. Peter's Avenue is seen as an ideal location due to its accessibility and centrality.

Suggested locations include:

- Old Wilkos – St. Peter's Avenue
- Empty Lloyds Bank – St. Peter's Avenue
- Fantasy World
- Boots – St. Peter's Avenue
- Art deco building at the bottom of Isaac's Hill
- Near the old Pleasure Island site
- Old indoor market on the seafront
- Factory shop area or retail site

Central and Accessible Location (10%)

central site with good transport links and visibility.

Popular areas include:

- St Peter's Avenue
- Sea View Street
- Near the pier

Cleethorpes

Do you have any other alternative suggestions for where Cleethorpes library could be developed into a community hub with other services within Cleethorpes that should be considered as an alternative location to the leisure centre?

Tourism and Community Integration (5%)

Integrate the library with tourist information, arts, post office, and community events.
More advertising of exhibitions and activities.

Pop-up or Shared Use (5%)

Partner with local businesses or use shared community spaces.
Example: Pop-up library on Grant Street car park.
Make the space rentable for local businesses.

Cleethorpes

Do you have any other suggestions for Cleethorpes Library?

Community Engagement and Outreach (40%)

Outreach to schools, care homes, and home-educated children.
Promote events more widely, especially via social media and posters.
Ideas to increase school visits and community talks.

Preservation and Location (21%)

Keep the library in its current location, often described as ideal, central, purpose-built, and already a community hub with good staff.
Loss of a vital community service if moved, especially to Cleethorpes Leisure Centre.
Relocation to St. Peter's Avenue, is seen as preferable due to increased footfall.
The service should not be relocated without a new use being found for the existing building.

Facilities and Infrastructure (13%)

Requests for a café, more seating, study desks, and modernised interiors and exteriors (e.g., removing exterior fencing).
Ideas to extend the building or improve its layout and atmosphere.
Calls for refurbishment to address perceptions of the space being dark or uninviting.

Opening Hours and Accessibility (6%)

Extended hours, especially on Fridays and Saturdays.
Improve accessibility for working people and those reliant on public transport.

Alternative Services and Hubs (9%)

Incorporate a post office, banking hub, or tourist information point.
Co-locate services like Citizens Advice or NHS support.

Educational and Cultural Services (4%)

Educational activities like cooking and coastal safety lessons linking to Cleethorpes.
Reading groups and cultural programming.
Link with local history, arts, and museum initiatives.
Study spaces and updated collections, especially for young adults.

Partnerships and Collaboration (3%)

Work with local businesses, artists, schools, and colleges.
Involve local creatives and community groups in programming.
Board of trustees of NEL residents to support library operations and improvements.
Utilise volunteers, but not at the expense of paid jobs.

Health and Wellbeing Support (2%)

Offer mental health support, bereavement groups, and dementia-friendly activities.
Collaborate with health charities and services like Macmillan.

Governance and Consultation (2%)

Lack of transparency in decision-making.

Waltham

From Stage 1, the needs assessment which you can read [here](#) establishes the option to explore a community library model in Waltham, combining access to reading materials with other community-based activities and services from the existing library building.

The Council is working to develop a library service for the future that operates efficiently and effectively to meet local need. This is set within the realities of rising costs of service delivery and challenges across wider public sector finances. On this basis, the proposed community library would aim to continue to provide access to services and activities under a new community focused model that would see the most important services identified in the first phase of consultation, such as accessing books and reading materials, however, this would not form part of the statutory library service.

There are examples locally where community libraries operate and the Council is proposing to enable this type of model in Waltham. Please see example links below:

- Scartho Community Hub: [Scartho Community Hub](#)
- Caistor Arts & Heritage Centre: [Caistor Arts & Heritage Centre](#)

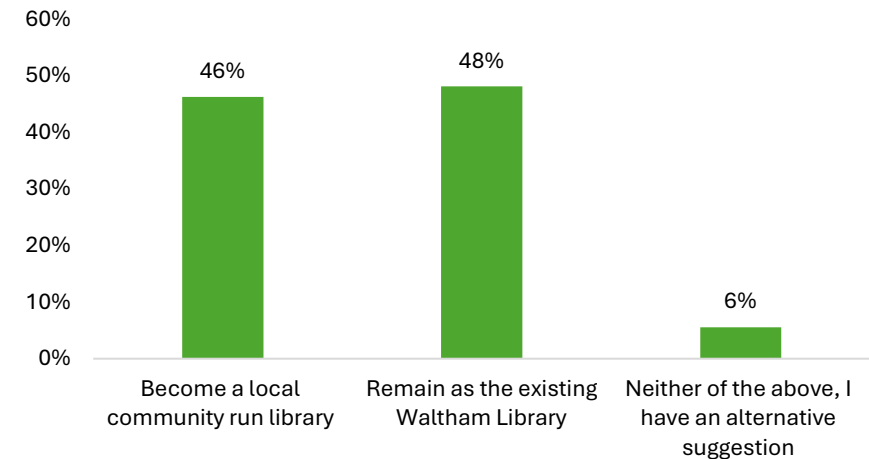
This option is at an early business case stage and options will be explored around whether established organisations or new groups would be interested in developing a community library offer within Waltham along with other innovative uses to bring forward sustainable use of the building. Therefore, we are seeking your views to help in refining this option, understand community interest and develop the business case.

Waltham

Would you support Waltham Library to...

1. Become a local community run library that offers public access to borrowing books and reading materials, alongside other activities and services to develop a more viable service
2. Remain as the existing Waltham Library, recognising that the current operation could limit possibilities for other activities and this could lead to challenges around future viability
3. Neither of the above, I have an alternative suggestion that the Council should be considering for the future use of Waltham Library building

Option	Count (n)	Percentage (%)
Become a local community run library that offers public access to borrowing books and reading materials, alongside other activities and services to develop a more viable service	374	43%
Remain as the existing Waltham Library, recognising that the current operation could limit possibilities for other activities and this could lead to challenges around future viability	389	48%
Neither of the above, I have an alternative suggestion that the Council should be considering for the future use of Waltham Library building	45	6%
Total	808	100%



- **48% (389 respondents)** preferred to keep Waltham Library as it currently operates, despite potential limitations.
- **46% (374 respondents)** supported transitioning it into a community-run library offering broader services.
- **6% (45 respondents)** proposed alternative suggestions for the library's future.

Waltham Age Analysis

Option	Under 18 to 24		Age 25 to 49		Age 50 to 80+	
	Count (n)	Percentage (%)	Count (n)	Percentage (%)	Count (n)	Percentage (%)
Become a local community run library that offers public access to borrowing books and reading materials, alongside other activities and services to develop a more viable service	8	38%	91	45%	272	48%
Remain as the existing Waltham Library, recognising that the current operation could limit possibilities for other activities and this could lead to challenges around future viability	11	52%	99	49%	263	46%
Neither of the above, I have an alternative suggestion that the Council should be considering for the future use of Waltham Library building	2	10%	12	6%	29	5%
Total	21	100%	202	100%	564	100%

Responses are fairly evenly divided between keeping Waltham Library as it is and transitioning to a community-run model. The **50–80+ group** shows the **strongest support for a community-run model (48%)**, while the **Under 18–24 group** leans slightly more toward keeping the existing setup (52%).

Across all age groups, only a small percentage of respondents offered alternative ideas—**ranging from 5% to 10%**

Waltham

Neither of the above, I have an alternative suggestion that the Council should be considering for the future use of Waltham Library building

Preservation and Location (28%)

Library to remain in its current form and location.
 Sell the building and use the money elsewhere.
 Valued community asset that should not be closed or relocated.

Criticism and Feedback (21%)

The quality of data used in phase one decision-making.
 Lack of information to make an informed decision.

Access and Inclusion (21%)

Importance of maintaining accessibility, especially for those with mobility issues or limited digital access.

Community and Cultural Value (17%)

A vital hub for community events and social connection.
 Role in supporting a growing village and filling the gap left by the absence of a village hall.
 Create a hybrid facility for community-run activities or having the community space managed by the council.
 Noted Grant Thorald Library (community-run), where books were significantly reduced when it became a community hub.

Facilities and Infrastructure (6%)

Expand or redesign the space to accommodate more services.
 Study rooms, computer labs, and multi-use spaces.

Concerns about Community-Run Models (6%)

Reliance on volunteers / converting the library into a community-run model.
 Reduced book collections and the risk of the space becoming a café rather than a library.

Waltham

Do you have any other suggestions for Waltham Library?

Community and Cultural Value (34%)

Vital community hub that supports social interaction, lifelong learning, and cultural enrichment.

Host more events like bereavement coffee mornings, book clubs, and children's activities to strengthen community ties.

Library's role in reducing isolation and providing a welcoming space for all ages.

Preservation (17%)

Keep the library in its current form and location, citing its popularity, accessibility, and importance to the community.

The library is seen as a trusted and familiar space that meets the needs of a wide range of users, from families to older residents.

Relocating or significantly altering the library could disrupt its current success and alienate regular users.

Suggestion of relocating to Waltham Windmill to take advantage of footfall.

Criticism and Feedback (21%)

Questioned the 43% decline in library visits, noting a lack of detail on how the figure was calculated or distributed across libraries.

Decisions are being made based on incomplete or selectively presented information.

Comments on existing operating model of library services.

Access and Inclusion (21%)

Importance of maintaining accessibility, especially for elderly residents, people with disabilities, and those living in surrounding villages.

Need for good transport links, including bus routes, and the importance of maintaining physical access.

Suggestions included mobile or pop-up services to reach those unable to travel easily.

Facilities and Infrastructure (13%)

Expand the building to accommodate more services, such as study rooms, toilets, computer labs, hot desks, flexible meeting spaces, and classes like yoga to increase footfall.

Refurbish underused areas like void roof spaces and improve comfort with better seating and lighting.

Modernise the library to meet evolving community needs while retaining its core function as a place for reading and learning.

Concerns about Community-Run Models (8%)

A volunteer-led or community-run model based on past examples where services in North East Lincolnshire declined or disappeared, such as Grant Thorald and Scartho libraries.

Concerns on sustainability of volunteer staffing, reduced book collections, and the risk of the library becoming a café or social space with limited library functions.

Professional staff and council or Lincs Inspire oversight are essential to maintaining quality and consistency.

Waltham

Do you have any other suggestions for Waltham Library?

Governance and Consultation (7%)

Language used in the consultation, biased or leading.

Option 2 was seen as framed negatively, while Option 1 lacked mention of potential drawbacks.

Survey did not present a balanced view, limiting their ability to make informed decisions.

Promotion and Outreach (4%)

Better promotion of library services, events, and resources, both online and in the community.

Work more closely with schools, using social media effectively.

Literacy, Learning and Wellbeing (4%)

A crucial resource for improving literacy, supporting education, and promoting mental wellbeing.

Importance of reading for pleasure and its links to reduced crime, better employment outcomes, and improved mental health.

Maintaining a diverse and well-curated book collection, especially for children and young people.

Additional Services and Hubs (2%)

Integrate services such as a post office, banking hub, or digital archive access to increase footfall and diversify the library's role.

Potential in co-locating services to make the library more financially sustainable and relevant to a broader audience.

Linking the library with local heritage and arts initiatives to enhance its cultural offering.

Examples of Provision (2%)

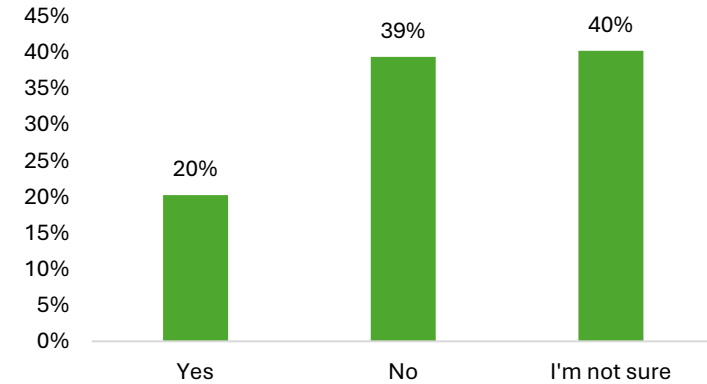
Caistor Arts and Heritage Centre.

Humberston Library as a local example, but concerns were raised that people just visit the café.

Protected Characteristics

Do you consider that the options outlined for the library and archives service would have a positive or negative affect because of your protected characteristics?

These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.



Age (34%)

Libraries are valued by older generations and should remain accessible.
 Elderly people rely on libraries for social interaction and reading.
 Concerns about accessibility for older people, especially if moved to leisure centres.
 Libraries support all age groups, including children and youth.
 Younger people are interested in physical media and real-life experiences.
 Libraries are seen as essential for educational support for adolescents.
 Age-related mobility issues make proximity and ease of access crucial.

Disability (25%)

Many comments highlight physical and sensory disabilities affecting access.
 Concerns about public transport and parking for disabled users.
 Leisure centres are seen as overstimulating and inaccessible for some.
 Libraries provide vital services for disabled individuals, including information and support.
 Accessibility must be a priority in any relocation or redesign.

Pregnancy and Maternity (2%)

Pregnant individuals worry about losing access to library services post-birth.
 Libraries are important for new parents to engage in child-related activities.
 Disruption of services could negatively impact new mums and families.

Sex (4%)

Comments from women about safety and accessibility.
 Libraries are seen as inclusive spaces for women.
 Mention of gender-neutral toilet facilities.

Sexual Orientation (2%)

Libraries are described as peaceful and inclusive for the LGBT community.
 Concerns that relocating to public leisure centres may reduce inclusivity

Accessibility & Transport (4%)

Concerns about poor transport links, limited bus services, and costly or inadequate parking.
 Relocation risks excluding those with mobility issues or without private transport.
 Current locations are valued for ease of access and proximity to other amenities.

Service Quality & Continuity (4%)

Fear of reduced services, fewer books, and loss of experienced staff.
 Volunteer-run models seen as unreliable with limited hours.
 Changes viewed as service cuts rather than improvements.

Protected Characteristics

Do you consider that the options outlined for the library and archives service would have a positive or negative affect because of your protected characteristics?

These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

Cultural & Educational Value (3%)

Libraries valued as quiet, inclusive spaces for learning and imagination.
Important for those who can't afford books or digital access.
Strong support for preserving archives and local history separately.

Community & Belonging (3%)

Libraries seen as welcoming, neutral spaces that foster inclusion.
Localised services help maintain community identity.
Mixed-use hubs may feel overwhelming or inappropriate for library use.

Consultation (10%)

Several respondents found the question confusing or poorly designed.
Suggestions included clearer wording and examples to aid understanding.

Uncategorised (10%)

These items didn't clearly fit into the above themes.

Is there anything else?

Is there anything else you'd like to tell us about the Library and Archive Services in North East Lincolnshire?

Consultation & Governance (16%)

Survey design and perceived bias.
Publish consultation results and have clearer communication.
Misinformation and lack of openness.

Funding (11%)

Financial transparency regarding funding cuts and outsourcing
Reinvestment and better financial stewardship.

Community & Social Value (11%)

Libraries seen as lifelines, especially post-COVID and for vulnerable groups.
Libraries as safe, inclusive, and educational spaces.
Risk from over-reliance on volunteers and loss of community hubs.

Opposition to Change (11%)

Resistance to closures, mergers, or service reductions leading to long term decline
Preserve the identity and independence of libraries.

Staff & Service Quality (10%)

Appreciation for knowledgeable, friendly, and helpful staff.
Staff cuts may impact service quality.
Staff are essential to maintaining a welcoming and supportive environment.

Praise & Satisfaction (10%)

Satisfaction with the current service.
Libraries are described as “great,” “fab,” and “excellent.”
Specific praise for events, sensory rooms, and overall atmosphere.

Uncategorised (10%)

These items didn't clearly fit into the above themes.

Archives & Local History (7%)

Archives valued for preserving local heritage and engaging schools.
Integrate archives with museums and improve access.
Praise for archive staff and calls for expansion.

Access & Inclusion (6%)

Physical accessibility, especially for disabled users and families.
Libraries viewed as inclusive spaces that should remain open to all.
Requests for better facilities like toilets and transport links.

Digital & Technology (6%)

Improve digital literacy and online services.
Adapt to technological change without losing physical access.

Is there anything else?

Is there anything else you'd like to tell us about the Library and Archive Services in North East Lincolnshire?

Ideas & Suggestions (5%)

Suggestions include:

- Modernise buildings and digital systems
- Extend opening hours and improve access
- Advertise services more widely
- Retain and train qualified staff
- Digitise and promote archives
- Improve online book ordering
- Offer more varied activities
- Be transparent with decisions
- Partner with schools and charities
- Maintain local libraries in growing areas

Facilities & Resources (5%)

Requests to improve or maintain existing buildings and resources.

Issues raised about online catalogues, book availability, and reference stock.

Digitise archives and modernise facilities.

Public Focus Groups

We facilitated **eight public focus groups** with **54 members of the public** face-to-face, within the age ranges of **35 to 84 years old**. Of the captured demographic data, 61% were female and 39% were male.

The groups were at varying local settings around North East Lincolnshire, within: Cleethorpes, Grimsby, Waltham and Immingham. One group was with members of the Civic Society and two were with the Heritage Network.

Facilities

Desire for improved meeting rooms, exhibition/gallery space, and café facilities.
Need for updated IT equipment and Learning Centres.
Suggestions for conferencing spaces, stages for performances, and toilets.
Interest in renewable energy solutions like solar panels and rain catchments.
Modern architecture and purpose-built buildings to support library functions.

Location

Freshney Place seen as convenient by some, but concerns about flooding, damp, and unsuitability for library services.
Grimsby Library valued for its central location and architectural merit.
Cleethorpes Library appreciated for accessibility and community integration.
Scartho Library (community run) is seen as limited in space and functionality.
Comparisons made to successful models like Immingham, Scunthorpe, Doncaster, and Barnsley.

Community Engagement

Libraries should serve as community hubs, integrating services like archives, museums, and citizen's advice.
Bring schools and young people into libraries.
Reading groups, book donations, themed book nights, and children's activities.
Inclusive programming and better promotion of events.

Community ownership and collaborative governance with societies and groups.

Staffing and Operation

Staffing levels to meet extended hours and multi-floor operations.
Mixed views on volunteers vs. trained staff.
Lack of ambition, creativity, and engagement.
Cross training for staff and creating a pool of shared resources.

Accessibility

Libraries must be fully accessible: lifts, ramps, car parks, and welcoming environments.
Disabled access, toilet facilities, and general cleanliness.
Inclusive design to support all demographics, including older people and children.

Decision making

Lack of transparency in consultations.
Perception that decisions are financially driven.
Leading survey questions, lack of feedback, or poor communication.
Asset management, building maintenance, and future planning.
Community-led decision-making and greater involvement in shaping library services.

N.B: - A breakdown from each themes can be provided if requested, with more specific details of discussions had below these wider themes

* AI assisted in theming this data

Public 1-1 Interviews

Two telephone interviews were conducted with members of the public.

Facilities and Infrastructure

Libraries should offer flexible spaces like meeting rooms and exhibition areas to attract wider audiences.

Toilets and vending machines are seen as essential for improving the visitor experience.

The current Grimsby library building is described as suitable and well-equipped, but in need of investment.

Concerns about anti-social behaviour affecting facilities like toilets, especially in tourist-heavy areas.

Location and Accessibility

Parking and transport access are critical, especially for older people and those without personal transport.

Freshney Place is seen as potentially more accessible for some, but also raises concerns about cost and convenience.

The current Cleethorpes library is praised for being accessible by foot and wheelchair, though parking is limited.

Staffing and Volunteer Models

Concerns about volunteer-run libraries leading to a loss of infrastructure, expertise, underserved communities, and service quality.

Waltham is viewed as a good example of a small village library, but fears exist that it may be set up to fail if transitioned to a community model.

The loss of trained staff is seen as a risk to the integrity and sustainability of library services.

Promotion and Engagement

Libraries need stronger marketing and promotion to raise awareness of what's available.

Staff morale and leadership are seen as key to maintaining a positive and engaging environment.

Partnering with schools and community groups to increase visibility and participation.

Cultural and Heritage Value

The Local History Collection (LHC) is viewed as a vital cultural asset, with concerns about its future if relocated.

Libraries are seen as repositories of cultural heritage, not just book-lending spaces. Link libraries with archives and heritage projects to preserve and promote local history.

Digital Access and Learning

Investment in ICT equipment and software is essential for supporting adult learners and school projects.

Libraries should embrace online access while teaching responsible use, especially for young people.

Digital presence and outreach (e.g. library buses) are suggested to reach

N.B: - A breakdown from each themes can be provided if requested, with more specific details of discussions had below these wider themes

** AI assisted in theming this data*

Public 1-1 Interviews

Equity and Social Impact

Libraries should prioritise supporting residents in less socially advantaged areas, such as East Marsh.

Outreach and mobile services can help reach single parents, disabled individuals, and those with unsociable work hours.

Libraries are seen as essential for enrichment, learning, and community connection, especially post-COVID.

N.B: - A breakdown from each themes can be provided if requested, with more specific details of discussions had below these wider themes

** AI assisted in theming this data*

Community Conversations

Grimsby	Count (n)
Support Grimsby Central library remaining in it's current location	57
Support Grimsby Central library moving to Freshney Place	55
Unsure	5
Total	117

Cleethorpes	Count (n)
Support Cleethorpes library remaining in it's current location	43
Support Cleethorpes library moving to be reconfigured and redeveloped in Cleethorpes Leisure Centre	39
Unsure	0
Total	82

Waltham	Count (n)
Support Waltham library remaining as it is now	37
Support Waltham library becoming a community-run library	7
Have an alternative suggestion	2
Total	46

Age range	Count (n)
Over 65	72
Adult or family	43
Under 18	127
Total	242

Groups:

- Friendship at Home Social Club
- Friendship at Home Culture Club
- YMCA Youth Club
- Boogie, Books and a Brew
- Suzie's Book Club
- Memory Lane
- Sensory Shake, Rattle and Read
- Shake, Rattle and Read
- Clee Fields
- West Marsh Community Centre Fun Day
- Skills Fayre
- Youth Movement Meeting

This analysis is based on **community conversation events** that engaged a wide range of participants, including **elderly residents, young families,** and **young people under 18**. This analysis also includes any feedback received at pop-up events.

- For **Grimsby Central Library**, 57 people want it to remain in its current location, while 55 support a move to Freshney Place, and 5 are unsure.
- For **Cleethorpes Library**, 43 supporting it staying where it is and 39 supporting a move to the leisure centre. No respondents were unsure.
- For **Waltham Library**, 37 people want it to stay as it is, 7 support it becoming a community-run library, and 2 offered alternative suggestions.

Group	Over 65	Adult or family	Under 18
Boogie, books and a brew	6		
Suzie's book club	8		
Memory lane	16		
Sensory shake, rattle and read		7	
Shake, rattle and read		3	
YMCA Youth Club			8
Clee Fields		5	
WMCC Family Fun Day	2	21	4
Skills Fayre		7	115
Youth Movement Meeting			
Friendship at Home Social Club	25		
Friendship at Home Culture Club	15		
Total	72	43	127

N.B: Not every person who was engaged with was asked their views on the library location option questions – this depended on if they knew or were familiar with the library itself.

Community Conversations Age Analysis

Grimsby	Count (n)		
	Under 18	Adult or family	Over 65
Support Grimsby Central library remaining in it's current location	22	10	25
Support Grimsby Central library moving to Freshney Place	44	2	9
Unsure	5	0	0
Total	71	12	34

Grimsby

- 22 young people under 18 want the library to remain in its current location, while 44 support a move to Freshney Place, and 5 are unsure.
- 10 adults or families support the library staying where it is, and 2 support a move.
- 25 older residents over 65 want the library to stay, while 9 support a move.

Cleethorpes	Count (n)		
	Under 18	Adult or family	Over 65
Support Cleethorpes library remaining in it's current location	7	9	27
Support Cleethorpes library moving to be reconfigured and redeveloped in Cleethorpes Leisure Centre	36	2	1
Unsure	0	0	0
Total	43	11	28

Cleethorpes

- 7 young people under 18 want the library to stay in its current location, while 36 support a move to the leisure centre.
- 9 adults or families support it staying, and 2 support a move.
- 27 older residents over 65 want it to stay, while only 1 supports a move.

Waltham	Count (n)		
	Under 18	Adult or family	Over 65
Support Waltham library remaining as it is now	2	5	30
Support Waltham library becoming a community-run library	0	3	4
Have an alternative suggestion	2	0	0
Total	2	8	34

Waltham

- 2 young people under 18 want the library to stay as it is, none support it becoming community-run, and 2 offered alternative suggestions.
- 5 adults or families want it to stay, while 3 support it becoming community-run.
- 30 older residents over 65 want it to stay, 4 support a community-run model, and none offered alternative suggestions.

N.B: Not every person who was engaged with was asked their views on the library location option questions – this depended on if they knew or were familiar with the library and it's location.

Community Conversations

Facilities

Requests for cafés, quiet spaces, sensory rooms, and comfortable seating.
 Suggestions for beanbags, garden areas, and better meeting room facilities.
 Interest in creating relaxed atmospheres with dimmed lighting and music.
 Memory Lane group opposing the Waltham community-run library option. Question of who it would be run by, the Parish Council and how would funding be received?

Location

Moving libraries to Freshney Place or leisure centres, may ruin the historical value of the current sites.
 Parking, bus access, and whether new locations are central or convenient.
 Current locations are purpose-built and should remain.
 Waltham's population is growing so it needs a library.

Access

Libraries being accessible to all, including those with digital skill gaps or disabilities.
 Security, lift functionality, ID requirements for membership and parking across all sites.
 Libraries seen as essential for those without internet or home IT access.
 Waltham should be open later and not close at lunch.

Staffing

Preference for libraries to be run by trained staff, not volunteers.
 May result in job losses and the quality of service in community-run models.
 Recognition of noted the value staff bring to community engagement and support.

Promotion

Libraries need better advertising and promotion of services and events.
 Suggestions include using social media, posters, and community channels.
 People don't know what's available or happening in libraries, such as the 3D printer at Waltham library.

Community Value

Libraries are seen as vital community hubs offering warmth, advice, and social connection.
 Partner with organisations like Age UK and Citizens Advice.
 Libraries for tackling loneliness and supporting wellbeing.
 Community run libraries are volunteer led, open less and you cannot transfer books.

Youth Engagement

More activities for children and teens, including STEM, Pokémon, LEGO, and revision groups.
 Suggestions for Minecraft clubs, music instruments, and interactive storytelling.
 Libraries should be fun, engaging, and relevant to young people's interests.

N.B: - A breakdown from each themes can be provided if requested, with more specific details of discussions had below these wider themes and for example the different groups

Community Conversations

Transparency

Council's intentions and consultation process.
Transparency, biased questions, and lack of clear information.
Feedback is not acted upon and decisions feel predetermined.
Reduce council tax if services are lost.

Governance

Council should consider library operating model and retain Waltham library as a public library

Why young people don't use libraries

Lack of interest or relevance: Some described libraries as "boring" or said they simply "don't read" or "don't like reading." Others felt they had "no need to read" or preferred to "buy books" or use online alternatives.

Accessibility and convenience: Comments mentioned libraries being "too far away," not knowing how to get there, or not having a membership. Some said they "don't live near" a library or that their "mum doesn't take" them.

Digital alternatives: Several young people said "everything's online now" or that they "rather order books online," showing a preference for digital access over physical visits.

Social and emotional barriers: Some felt "antisocial," "don't go out," or were put off by perceptions of the area, such as "people in the Grimsby library area are scary."

Time and habits: Others said they "don't have time," "can't be bothered to read," or already "got books at home" or use their "school library."¹²

N.B: - A breakdown from each themes can be provided if requested, with more specific details of discussions had below these wider themes and for example the different groups

Any Other Feedback

1. Evidence from the Civic Society Focus Group

An article from the Guardian discussed Grimsby Central Library being an excellent example of civic design. A page of a book by Owen Hatherley on Grimsby Central Library – Modern Building. An article on Modern Moomoo which details the historical architectural details of Grimsby Central Library.

2. Email feedback – Local Resident

A local resident contacted the Council via email regarding the quality of Scartho and Humberston now community-run libraries and western areas of NELC where there is no library service present.

3. Waltham Library feedback – Local Resident

A resident from Waltham feedback that they feel responders to the survey are being supplied with limited information which don't explain the implications of choices and that Waltham should remain as it is to fulfil local needs and resources.

4. Handwritten, Cleethorpes Library feedback – Local Resident

A resident feedback on a handwritten note for Cleethorpes library to remain open.

5. Cleethorpes Library Letter feedback – Cleethorpes Resident

A resident from Cleethorpes sent a letter to feedback that Cleethorpes Library is a purpose-built library where moving to the leisure centre could cause numerous problems.

6. Email feedback – Lincs Inspire Trustees

Lincs Inspire Trustees emailed to feedback a strategic perspective of the consultation of Grimsby Central, Cleethorpes and Waltham Libraries.

7. Notes and comments from the Civic Society

Feedback from members of the Civic Society which noted the review process, 2018-2019 data queries on statistics of opening hours and repairs, financial spend and accessibility.

8. Notes from attendees of Civic Society's Save Our Libraries meeting – 24 May 2025

The notes reflect public opposition to relocating Grimsby's central library, highlighting concerns over transparency, neglect of the iconic building, loss of vital services and cultural heritage, and a belief that the Council is disregarding community voices and statutory obligations.

9. Notes on Grimsby Central Building from the Civic Society Newsletter

The document expresses concern over the neglect and potential loss of the building, advocating for its preservation into a modern, accessible, and socially valuable public space, highlighting the benefits and successes of GLL libraries across the UK.

N.B: - Full feedback can be requested.

Any Other Feedback

10. Email feedback on the observations of a library user on Phase 1 Cabinet Report

The document highlights data inconsistencies and misleading presentation in phase 1 needs assessment. It urges the Council to prioritise accurate data analysis, revisit the needs assessment for accuracy and full transparency in the consultation process.

11. GLL Libraries (Better Libraries) Data

The document highlights GLL-operated libraries as among the UK's best-used, with high book issues, visitor numbers, and customer satisfaction, driven by strong community programming, IT investment, and support from local councils.

12. Email Feedback on Grimsby Central Library – Customer Service Assistant

The feedback defends keeping Grimsby Central Library in the historical building, criticising the lack of staff consultation, relocation plans and missed opportunities for innovation.

13. Email feedback – Local Resident

A local resident raises concerns about inconsistent survey formatting between printed and online versions and the need to clarify technical terms for broader

public understanding.

14. Email feedback – Civic Society Debate

The feedback criticised the diversion of restoration of funds and advocates for retaining and revitalising both Grimsby and Cleethorpes libraries as community-focussed cultural assets.

15. Discussion Guide from the Trin

The discussion guide summarises feedback from a youth group (ages 12–16) at the Trin Centre. Key findings include low library usage due to transport barriers and perceptions that libraries are for older people, and suggestions for improvement such as youth-focused sessions, gaming stations, and more inviting design.

N.B: - Full feedback can be requested.