

**Durning Library and Tate South Lambeth
Library:
Consultation Report
March 2016**

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1 Executive summary

Between Tuesday 24 November 2015 and Monday 21 December 2015, Lambeth Council consulted on proposals for the future of Durning Library and Tate South Lambeth Library in the north of the borough.

Within the context of a 40% budget reduction for culture services, the consultation sought to understand local people's and other library users' views on the proposals that Durning Library should become the temporary town centre library for north Lambeth, and that Tate South Lambeth Library should offer a reduced library service within a Healthy Living Centre. In addition the consultation sought to understand people's views on revenue generating activities within the Tate South Lambeth building. These proposals were being consulted on because, following feedback from the previous Culture 2020 consultation, they represent a change from proposals consulted on at that time.

In addition to methods to allow anyone who wanted to have a say to be able to do so, we proactively sought the views of people less likely to respond to self-completion questionnaires. There was a large number of responses to the consultation, showing how passionate people are about their local libraries. After the exclusion of duplicate responses, these comprised of:

- 1,794 self-completion questionnaires, of which 1,223 were submitted at Tate South Lambeth Library and 207 at Durning Library
- 402 representative on-street surveys
- 2 focus groups
- 1 other meeting
- 2 written responses
- 59 signatories on a petition

Four in five respondents to the street survey have used a library in the last 12 months, just over a third (35%) having used Tate South Lambeth Library and just under a third (31%) Durning Library. The most popular reason for visiting a library is to borrow books (mentioned by 57%), and a third (33%) have done so to use a computer or the Internet. The local location of the library is important to people, being the thing that is mentioned most when respondents were asked to say more about the library they use.

Amongst respondents to the street survey just under a half (46%) support the proposal that **Durning Library** should become the temporary town centre library for north Lambeth, and three in ten (31%) oppose it. Amongst self-completion questionnaire respondents, three-quarters (76%) oppose the proposal for Durning Library with one in five (21%) supporting it.

There is strong opposition to the proposal that **Tate South Lambeth Library** should offer a reduced library service within a Healthy Living Centre. Amongst both street survey respondents (29% support and 50% oppose) and self-completion questionnaire respondents (11% support and 80% oppose) more oppose the proposal than support it.

However, there are notable differences in views when broken down by which library respondents to the consultation use. For example, amongst people who completed a paper copy of the self-completion questionnaire, views on the proposal for Durning Library are polarised depending on which library the form was handed in at, nine in ten (88%) of those handing the form in at Durning Library supporting the proposal and 19 in 20 (95%) of those handing the form in at Tate South Lambeth Library opposing it. As 68% of responses to the self-completion questionnaire were submitted at Tate South Lambeth Library, the overall figures are dominated by the views of this group.

Nevertheless, there is generally less support and more opposition for the proposal for Tate South Lambeth Library amongst all groups of respondents, even amongst users of Durning Library. For example, whilst twice as many respondents who submitted their questionnaire at Durning Library support the proposal for Tate South Lambeth Library (48%) than oppose it (24%), only half support it, when amongst the same group 88% support the proposal for Durning Library. This is likely because the proposals for Tate South Lambeth Library involve a reduction in the library service and the consultation has shown that there are strong opinions against reducing library services.

Both libraries are seen to be well used, important community assets by respondents and this is given as a reason both to support the proposal for Durning Library being the town centre library and against reducing the service at Tate South Lambeth Library. Those supporting Durning Library as the town centre library also give its 'central' location as a reason. Those opposing the proposals for Tate South Lambeth Library cite its links with local schools and the importance as a resource to the local Portuguese community as reasons, the latter point being echoed in the focus groups with this community who feel that, even if there was a similar offer at Durning Library, it would be too far to travel to. Other reasons given for opposing the proposal for Tate South Lambeth Library are that there are enough gyms in the area, that a gym is incompatible with a library, and that some people, in particular the elderly and young people, would feel or even be excluded from the building.

A number of respondents are critical of the consultation process and echo the views of the Friends of Tate South Lambeth Library that there should have been an option for TSL to be the town centre library for the north of the borough.

The consultation asked people about the revenue generating activities that they would be willing to pay for within a Healthy Living Centre at Tate South Lambeth Library. The most commonly mentioned are room hire, adult education, a café, body movement and keep fit classes, and activities for children.

The context for the consultation is the financial position that the council finds itself in and the need to reduce the budget for culture services. There is very little acknowledgement of this from respondents to the consultation, and where there is, it is mainly from people who support the proposals, or give them qualified support, as they recognise the council's financial position and see the proposals as a way of keeping some form of library provision at Tate South Lambeth Library. There are some respondents who suggest other ways of bringing in revenue, such as becoming a charitable trust, getting support and sponsorship from local organisations such as the Portuguese embassy and local businesses, charging for some services such as computer use, selling online advertising in the library catalogue, and providing a parcel collection and drop-off point. There is also a submission to the consultation from Duddle, a parcel collection and delivery service, expressing their interest in exploring a space share at Tate South Lambeth Library.

2 The consultation

2.1 Introduction and background

Between Tuesday 24 November 2015 and Monday 21 December 2015, Lambeth Council consulted on proposals for the future of Durning Library and Tate South Lambeth Library in the north of the London Borough of Lambeth.

The proposals were developed following feedback to the Culture 2020 consultation undertaken between 30th January and 24th April 2015. During this time the council consulted on a set of proposals concerning the future of the culture services it funds, including libraries, sports, parks and the arts. The context for this consultation was the need for the council to reduce the amount it spends on cultural services from around £10 million a year to just over £6 million by 2018. The purpose of the Culture 2020 consultation was to share a set of proposals, to allow interested parties to engage in the consultation process and then listen to feedback and investigate any further proposals put forward during the consultation before formulating recommendations for council to consider.

The Culture 2020 consultation set out the council's proposal for a full review of town centre library provision across the borough considering projected population growth, particularly in North Lambeth. It also proposed that Tate South Lambeth Library would act as the town centre library service for the north of the borough. It was further proposed that Durning Library would no longer be directly funded by the council from 2016 and independent organisations were asked for proposals for using the building in a financially sustainable way. If no alternative was identified during the consultation, then Durning Library was at risk of closure.

Having reflected on feedback from the Culture 2020 consultation, the council decided to propose changes to what was originally consulted on in relation to Durning Library and Tate South Lambeth Library¹.

2.2 The proposals being consulted on

One of the proposals that emerged from the consultation feedback from the Culture 2020 consultation was from Greenwich Leisure Limited (GLL), the social enterprise company that runs Lambeth's leisure centres. GLL's proposal is for the creation of an independent, not-for-profit Lambeth Cultural Trust, starting with three trial sites at Carnegie, Minet and Tate South Lambeth libraries. The buildings at these sites would be converted into Healthy Living Centres that will also host a neighbourhood library service. This model will enable funds generated through the operation of the leisure facilities to be recycled within the Trust to support further improvement in cultural services provided and supported by the trust.

In the original proposals consulted on in the Culture 2020 consultation, Tate South Lambeth Library was proposed to be the temporary town centre library for the north of the borough. However, because the building is more suitable for a healthy living centre, it is now proposed that Durning Library will become the temporary town centre library funded by the council. The ambition remains for a new purpose-built library facility in the north of the borough by 2022. It is this change to the original proposals that was consulted on in the consultation that is the focus of this report².

¹ Full details of the Culture 2020 consultation can be found at:

<http://www.lambeth.gov.uk/consultations/cultural-services-by-2020>

² Full details of the proposals can be found at: <http://www.lambeth.gov.uk/consultations/durning-library-and-tate-south-lambeth-library-consultation>

The new proposals are:

- **Durning Library** should provide the temporary town centre library in the north of the borough. Residents will be able to access the library service in the same way as now, but will have increased hours from 39 hours per week to 54 hours per week. To prepare Durning Library for its temporary status as a town centre library the council will invest £800,000 in building alterations to improve accessibility and the facilities on offer. This will also form a sound basis for a sustainable future for the building beyond its temporary use.
- **Tate South Lambeth Library** will be transformed during 2016 to provide a wider range of services to the local community. It will still be possible to access the library service at Tate South Lambeth. This neighbourhood library service will include a limited supply of books which can be loaned and dropped off and, whilst there will not be a permanent librarian on site, a budget will be made available for the Lambeth library staff to curate activity in the building. The building will also offer free Wi-Fi access, free access to computers, and free access to study space. In addition, local groups will still be able to rent space. The building will be open more (up to 70 hours per week) and will be staffed by a building manager. To make the building financially sustainable it will need to make money to cover its costs so there will need to be activities run on site which will generate income, and it is proposed that this could be activities like keep fit classes or other wellbeing activities. Tate South Lambeth Library will require adaptation to its layout and may need to close temporarily during 2016 for this work to be undertaken.

2.3 Objectives of the consultation

The objectives of the consultation were to:

- Give residents, library users and other stakeholders easily understandable information about the proposals and their context in order to allow them to provide feedback.
- Understand the level of support or opposition for the proposals amongst local people and service users.
- Understand concerns and objections and any issues that might impact on the proposal.
- Allow stakeholders to make suggestions.
- Hear from a range of respondents reflecting the diversity of the local area.

The consultation intended to seek the views of people who use Durning or Tate South Lambeth libraries and others who live, work or study within the area in which these are the local libraries.

2.4 Consultation methods

A number of different methods were used to obtain comments and feedback on the proposals, both quantitative and qualitative methods. These included:

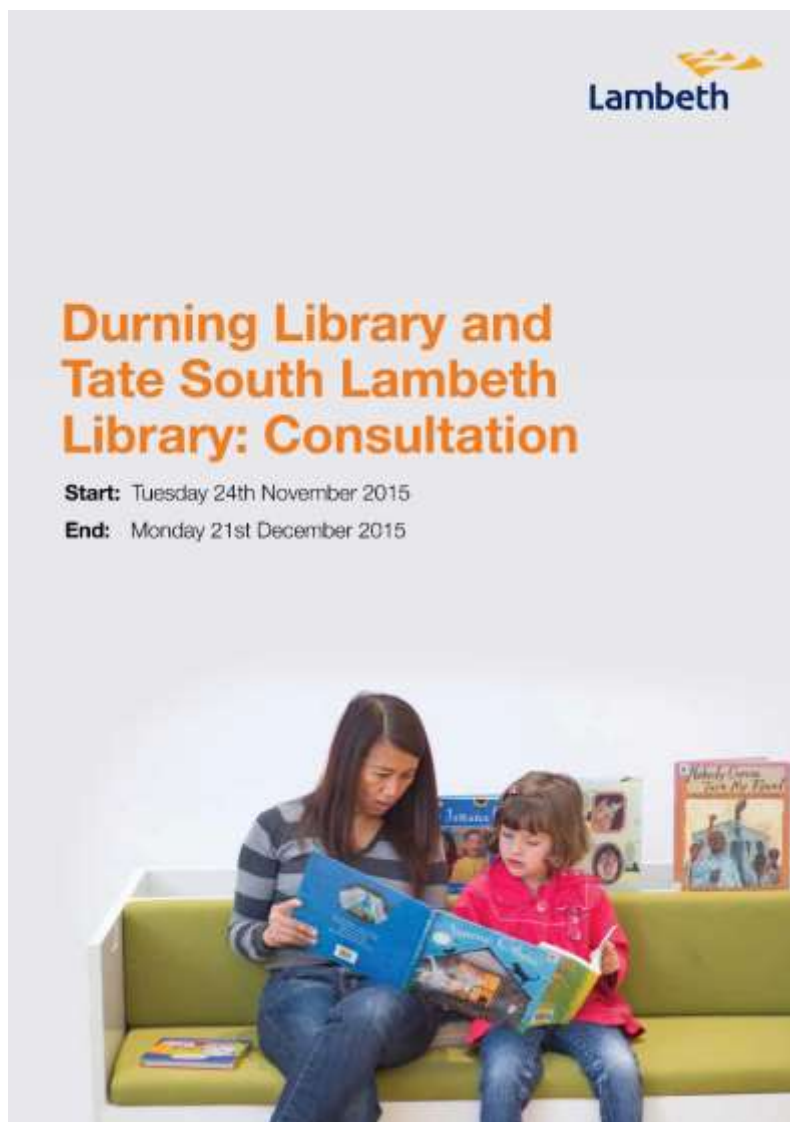
2.4.1 Self-completion questionnaires

The questionnaire was produced as part of a consultation booklet that could be returned to Durning Library or Tate South Lambeth Library, by Freepost address or completed online. Bulk copies of the booklets were available at both Durning Library and Tate South Lambeth Library.

The eight page consultation booklet³ set out the context for the proposals and details of what is being proposed for each library. The final two pages were a questionnaire which asked people to provide feedback on the proposals via tick box and open questions, so all views could be captured. The questionnaire also included a section for equalities monitoring so we could make sure that we were hearing from all of Lambeth's diverse communities.

³ <http://www.lambeth.gov.uk/sites/default/files/lsp-Durning-Library-and-Tate-South-Lambeth-Library-Consultation.pdf>

Image 2.1: Consultation Booklet



2.4.2 On-street survey

Around 400 eight minute on-street surveys were undertaken at six locations across the north Lambeth area around the two libraries:



- Durning Library – at Kennington cross (junction of Kennington Lane and Kennington Road), Kennington Lane (near Tesco) and Kennington Lane (near North Lambeth Housing Office).
- Tate South Lambeth Library – at South Lambeth Road (near Tate South Lambeth Library), Vauxhall Park and Clapham Road (near Stockwell Tube Station).

These areas were selected to correspond with areas that users of the two libraries are likely to live or work in and where we would be more likely to hear from demographic groups which are traditionally under-represented in self-completion questionnaires.

The interviews were undertaken by Lambeth Council's Market Research and Community Engagement Interviewers. A random sampling approach was used to select people for interview, with the interviewers being asked to approach every third person passing a line of sight. If interviewees did not live in, work in or study in Lambeth and they had not used a library in Lambeth in the last 12 months then the interview was terminated.

The interview questionnaire was a different format to the self-completion questionnaire and the proposals for each library were set out on a showcard that was shown to each interviewee (see *Image 2.2*).

Image 2.2: Showcard used in the street survey

SHOWCARD E:	
Durning Library	Tate South Lambeth Library
	
<ul style="list-style-type: none"> • Becomes the temporary town centre library for North Lambeth until the new facility is open • Continues to receive funding while it is the temporary town centre library • Increases opening times from 39 to 54 hours per week • The building is refurbished 	<ul style="list-style-type: none"> • Refurbished in 2016 and reopens offering a gym alongside a limited library service and other community services • Extends its opening to 70 hours per week • The building will be managed by the gym provider Greenwich Leisure Ltd and the library service will not have a librarian in the building

2.4.3 Two focus groups

Two focus groups were held with the local Portuguese community. These focus groups were an opportunity to explore some of the issues around the consultation in greater depth with this community who are traditionally under-represented in consultations. Stockwell Partnership, which has extensive links with the Portuguese community in Lambeth, were commissioned to design and run the group discussions.

Focus groups were held with:

- Portuguese residents recruited from the local community, held in the Portuguese Community Centre. The group consisted of 13 members, including three men, and ten women (of whom two were parents). The group was recruited from Portuguese Community Centre beneficiaries, the LEAP Parent Champion programme, and local contacts known by the Stockwell Partnership Portuguese advocate via our Lambeth Early Years Bilingual Advocacy contract.

- HUG (Older Portuguese Speakers) Group - an existing social group of older Portuguese people who meet regularly in the Portuguese Community Centre and the Stockwell Partnership offices. 10 group members participated in the discussion.

Focus group participants were provided with an incentive of High Street vouchers to thank them for their time and compensate them for any travel. The focus group discussions lasted two hours and they all followed a similar structure, using the consultation document questionnaire as a framework for the discussions.

See **Appendix 1** for the report of the focus groups produced by Stockwell Partnership.

2.4.4 Meeting with the Digital Tuesday Visual Impaired People (DTVIP) group

Two council officers and two of the council's Market Research and Community Engagement Interviewers attended a meeting of the Digital Tuesday Visual Impaired People (DTVIP) group at Tate South Lambeth Library. This group supports visually impaired people to learn how to use digital technology.

The original intention was for council staff to support group members to complete the consultation questionnaire. However, as most of the group had already done so, a group discussion was conducted instead. This provided a more in-depth understanding of the group's views on the proposals for Tate South Lambeth Library and their use of the services there.

2.4.5 Other written responses

In addition, people were able to submit responses to the proposals directly via the email address consultation@lambeth.gov.uk, which was monitored regularly, and a petition was sent in (see [section 4.3.4](#)). The email address culture2020@lambeth.gov.uk was also monitored regularly.

2.4.6 Quality assurance

The interviewers undertaking the street interviews were accompanied by a member of the council's Policy and Communications team who checked the quality of the interviews and that they were being conducted in line with instructions. This was a challenging job for the interviewers given the emotive nature of the issue and in some cases it wasn't easy for them to complete the questionnaire correctly when those being interviewed were talking quickly and excitedly about the issue. The Policy and Communications team therefore accompanied the interviewers on all shifts. Nevertheless, further quality assurance checks revealed that two of the researchers were inconsistent in their questioning and there were some questionnaires where the questions on support or opposition to the proposals for the libraries were blank, which could either have been because the question wasn't asked or because the interviewee declined to answer that question. These 24 interviews were therefore discarded and the questionnaire was redesigned to ensure refusals to this question were captured. The discarded interviews were made up for by conducting further interviews.

Respondents to the consultation document were asked to provide a name and address as a check that individuals were not completing multiple copies of the questionnaire. Respondents to the online survey had to provide this information, but there were 55 people who submitted a paper response who left this blank. These were looked at and it was decided to include them in the responses analysed.

Checks were also carried out to ensure that multiple copies of the paper questionnaire were not submitted by one person and that individuals hadn't completed the questionnaire both on paper and online. These revealed that there were some duplicate submissions. One person completed the paper self-completion questionnaire four times, another two people completed three copies of the paper self-completion questionnaire and seven people completed two copies. In each case the most complete response was included in the responses analysed while the other responses were

excluded. There was also one person who completed both an online and paper questionnaire and as the online response was more comprehensive, that was included and the paper response was excluded. In all, 15 duplicate responses were excluded.

During data entry, one in every five of the surveys were checked by an officer to ensure that the data had been entered accurately. Where inconsistencies were found in one batch of surveys, they were checked and corrected individually.

2.4.7 Analysis

Data from both the self-completion questionnaires completed on paper and the street surveys were entered into a survey software tool to enable analysis to take place. This data entry was undertaken by the council's Market Research and Community Engagement Interviewers.

All the open text responses to the self-completion questionnaire were read to ensure that no alternative proposals put forward by respondents were missed. Qualitative analysis of a sample of the responses was conducted to give a greater understanding of strength of respondents' support or opposition to the consultation proposals. There were between 686 and 840 responses to each of the four open text questions in the self-completion questionnaire. Given this large number of responses, a sampling approach was used for analysis. The responses were randomised and an initial sample of 100 responses to each question was coded and then tested using a further 20 cases to check whether the coding framework required editing or additions. When the coding framework was agreed and cross-checked by two officers it was applied to a sample of 500 responses to each question.

The on-street survey responses followed a slightly different format with three principle open text responses for qualitative analysis. Response rates to these questions varied between 62, 77 and 330 of 402 street surveys conducted in total. Given the lower volume of responses to code, every individual case was coded using the same randomisation and cross-checking approach applied to the self-completion questionnaires.

Unless otherwise stated, percentage figures provided in this report are a percentage of all respondents.

2.5 How we communicated about the consultation

We wanted as many local residents and users of the two libraries to have their say on the proposals as part of this consultation as possible. We also wanted respondents to reflect the diversity of the local area.

The methods used for publicity and promotion consisted of:

2.5.1 Online and social media

A page within the consultation area of Lambeth Council's website – <http://www.lambeth.gov.uk/consultations/durning-library-and-tate-south-lambeth-library-consultation> - was the hub for all information about the consultation.

A number of organisations shared this link via social media, including Tate South Lambeth Library, The Vauxhall Society and the Save Lambeth Libraries campaign.

2.5.2 In Durning and Tate South Lambeth libraries

The consultation booklet, which included the self-completion questionnaire, set the context and outlined the proposals, was available in paper format at both libraries. In all, 1,000 paper copies

were delivered to each library during the consultation period with some extras delivered on request as necessary.

Posters were produced to publicise the consultation, how people could respond, and drop-in days at each library when people would be available to help those who wanted support in completing the consultation questionnaire. These were put up in each of the two libraries.

Image 2.3: Posters to promote the consultation



2.5.3 Media

Two press releases were issued by the council in October 2015 setting out the council's plans for cultural services, including the proposals for Durning Library and Tate South Lambeth Library:

<https://lambethnews.wordpress.com/2015/10/13/library-services-in-lambeth-protected-from-the-cuts-2/>

<https://lambethnews.wordpress.com/2015/10/02/healthy-outlook-for-lambeth-libraries/>

There is also a web page covering Frequently Asked Questions about the council's proposals for libraries that was updated prior to and during the consultation:

<http://www.lambeth.gov.uk/culture2020>

2.5.4 Local housing estates

Posters promoting the consultation and drop-in sessions were distributed by the Lambeth North Area Housing Team on housing estates in the vicinity of each library (see *image 2.3* above). In total, 50 A4 posters and 8 A3 posters were put up with details of the various ways in which residents could submit their views on the consultation proposals.

2.5.5 The Friends of Libraries groups

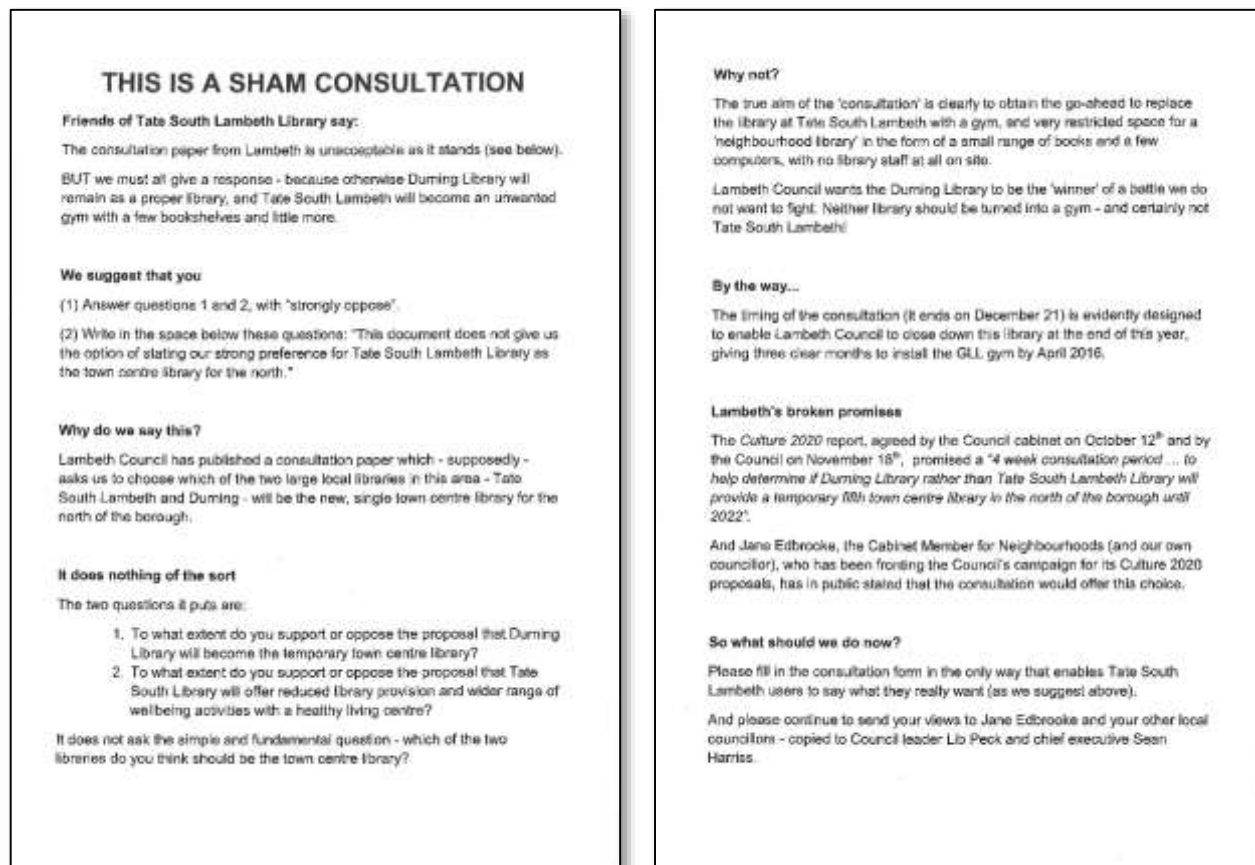
The **Friends of Tate South Lambeth Library** produced their own leaflets during the consultation. One of these, which suggested how people should answer questions in the consultation document, was inserted into copies of the consultation booklet that were available to the public in Tate South Lambeth Library. The Friends group also had a table in the library at which they encouraged people to complete the questionnaire after showing them this leaflet.

The leaflet suggested people should answer questions 1 and 2⁴ with “strongly oppose”. It also suggested that people should write in the “*Please tell us more*” space below these questions the text:

“This document does not give us the option of stating our strong preference for Tate South Lambeth Library as the town centre library for the north”.

As section 4 shows, this campaign had an impact in that this was the most common response to the “*Please tell us more*” questions.

Image 2.4: Friends of Tate South Lambeth Library leaflet 1

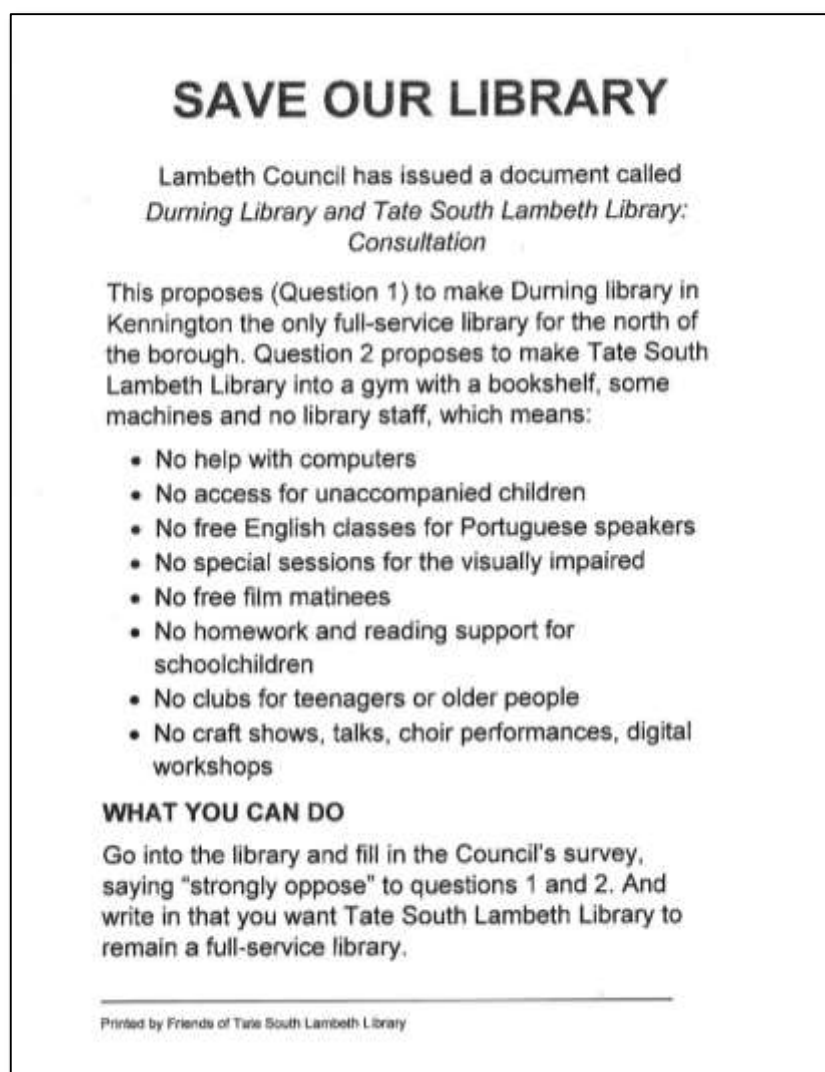


The Friends of Tate South Lambeth Library group also produced a further leaflet encouraging people to respond to the consultation which contained a number of assertions as to what facilities would not be available in the future at Tate South Lambeth Library (see *Image 2.5*).

⁴ Q1. To what extent do you support or oppose the proposal that Durning Library will become the temporary town centre library?

Q2. To what extent do you support or oppose the proposal that Tate South Lambeth Library will offer reduced library provision and wider range of wellbeing activities within a healthy living centre?

Image 2.5: Friends of Tate South Lambeth Library leaflet 2



2.6 Consultation accessibility

2.6.1 Other formats and languages

The consultation document and questionnaire was offered online and as hard copy in Durning and Tate South Lambeth libraries (as discussed above).

The online questionnaire was also published as a text only document, suitable for screen reader software to access.

The booklet and web page and other publicity materials promoted an email (consultation@lambeth.gov.uk) for any enquiries about the consultation. No enquiries were received by this email account.

The consultation document and questionnaire was translated into Portuguese and was available online via the council's website: <http://www.lambeth.gov.uk/sites/default/files/lsp-Durning-Library-and-Tate-South-Lambeth-Library-Consultation-PORTUGU.docx>. This was also promoted by Councillor Guilherme Rosa in Portuguese via his Facebook page which has almost 700 friends.

2.6.2 Drop-in sessions

Two drop-in days were held at each library where two of the council's Market Research and Community Engagement interviewers were available to help those who wanted support in completing the consultation questionnaire.

2.6.3 Focus groups and meetings

The focus groups with the Portuguese community were held to promote accessibility and hear from a community who may otherwise be under-represented in the consultation (see *section 2.4.3*). Stockwell Partnership were commissioned to run these as they not only have established links with the Portuguese community, they also have two full-time Portuguese community development and advocacy staff members.

Lambeth Council staff undertaking the consultation also attended a meeting of the Digital Tuesday Visual Impaired People (DTVIP) group, a group to support blind and partially sighted library users to use digital equipment, who meet regularly at Tate South Lambeth library (see *section 2.4.4*).

3 Participation

3.1 Questionnaire responses

3.1.1 Self-completion questionnaire

The total number of responses to the consultation received was 1,809. Of these, 333 were received online and 1,476 came in as paper copies, of which 31 were submitted by post, 208 were handed in at Durning Library and 1,237 were handed in at Tate South Lambeth Library (TSL).

There were a number of duplicate responses that had to be excluded (see *section 2.4.6*). There were no other self-completed questionnaires excluded from the responses, so in all 15 self-completion questionnaires were not included in the final figures reported here. This makes a final total of self-completion responses of 1,794 broken down as follows:

Table 3.1: Valid self-completion questionnaire responses (excluding duplicates)

<i>Response method</i>	<i>No. of respondents</i>	<i>% of respondents</i>
Self-completion questionnaire (online)	333	19%
Self-completion questionnaire (paper copy) from Durning Library	207	12%
Self-completion questionnaire (paper copy) from Tate South Lambeth Library	1223	68%
Self-completion questionnaire (paper copy) postal	31	2%
Self-completion questionnaire (paper copy) Total	1461	81%
Total self-completion questionnaire responses	1794	100%

This is greater than the total of 1,648 self-completion questionnaires from across the borough submitted in response to the Culture 2020 consultation and demonstrates how passionate local people in the areas around Durning and Tate South Lambeth libraries are about their libraries.

The target audience for this consultation is people who live locally, or work locally or who use the Durning and Tate South Lambeth libraries. The demographic profile of this population isn't known, but we do know the profile of the population that live in the local area.

The full demographic profile of respondents to the self-completion questionnaire is also an unknown as there were a number of respondents who said they would prefer not to answer questions about themselves, and a number just left the questions blank. When comparing the known profile of respondents with the population of the Oval and Prince's wards that the libraries are located in, White British and Black residents are slightly under-represented. Men, full-time employees, those without children in the household, and both those with or without a limiting long-term health problem are more so (see *table 3.3*). It could of course be the case that people who have not provided information about their characteristics would increase the proportion of people in these seemingly under-represented groups. However, it does appear to be the case that people looking after the home are over represented.

When it comes to age, the profile of respondents has been compared with that of all residents aged five and over as it is understood a number of children and young people responded to the survey. Based on this, the proportion of those who responded who are aged 17 and under is in line with the population of the area, however younger people aged 18 to 24 and those aged 25 to 44 are under-represented, while those aged 45 to 64 and older residents aged 65 and over are over-represented.

Table 3.3: Profile of self-completion questionnaire respondents

	<i>No. of respondents</i>	<i>% of respondents</i>	<i>Population of area⁵</i>
Gender			
Male	690	38%	53%
Female	957	53%	47%
Other	9	1%	N/A
Prefer not to say	20	1%	-
Did not answer	118	7%	-
Age			
17 and under	228	13%	12%
18 to 24	71	4%	11%
25 to 44	606	34%	47%
45 to 64	467	26%	22%
65 plus	278	15%	9%
Prefer not to say	50	3%	-
Did not answer	94	5%	-
Ethnicity			
White British	645	36%	40%
White Other	314	18%	19%
Mixed / Asian or Asian British	51	3%	12%
Black or Black British	340	19%	22%
Chinese / Other ethnic group	104	6%	5%
Prefer not to say	119	7%	-
Did not answer	194	11%	-
Limiting long term health problem			
Yes	155	9%	13%
No	1350	75%	87%
Prefer not to say	73	4%	-
Did not answer	216	12%	-
Economic activity			
Full-time employment (inc. self-employed)	566	32%	55%
Part time employment (inc. self-employed)	242	13%	12%
Student / gov't supported training programme	172	10%	11%
Looking after the home	118	7%	3%
Doing something else	152	8%	7%
Unemployed and available for work	58	3%	5%
Retired	86	5%	6%
Prefer not to say	128	7%	-
Did not answer	272	15%	-
Children in the household			
Yes	496	28%	27%
No	1026	57%	73%
Prefer not to say	53	3%	-
Did not answer	219	12%	-

3.1.2 Street survey

As with the self-completion survey, the full demographic profile respondents to the street survey is an unknown as there were a number of respondents who said they would prefer not to answer questions about themselves. When the information that is known about respondents is compared to the population of the local area (see *table 3.4*), men are under-represented, as are younger people

⁵ Oval and Prince's wards populations combined. Source: Census 2011 - Gender and Age are % of all residents aged 5 and over; Ethnicity and Limiting long-term health problem are % of all residents; Economic activity is % of all residents aged 16 to 74; Children in the household is % of all households.

aged 16 to 24, those aged 25 to 44, residents who do not have a limiting long-term health problem, students and residents in full-time work. White British residents are slightly over represented, with residents aged 45 to 64 and older people (aged 65 and over) being more so. However, it needs to be remembered that this is not a survey of just local residents, and indeed a number of those interviewed do not live in Lambeth (see *table 3.5*).

Table 3.4: Profile of street survey respondents

	<i>No. of respondents</i>	<i>% of respondents</i>	<i>Population of area⁶</i>
Gender			
Male	197	49%	54%
Female	196	49%	46%
Other	0	0%	-
Prefer not to say	6	1%	-
Age			
16 to 24	29	7%	14%
25 to 44	155	39%	52%
45 to 64	136	34%	24%
65 plus	69	17%	10%
Did not answer	13	7%	-
Ethnicity			
White British	174	43%	40%
White Other	72	18%	19%
Mixed	18	4%	7%
Asian or Asian British	15	4%	5%
Black or Black British	93	23%	22%
Chinese / other ethnic group	11	3%	5%
Prefer not to say	16	4%	-
Limiting long term health problem			
Yes	26	14%	13%
No	331	82%	87%
Prefer not to say	13	3%	-
Economic activity			
Full-time employment (inc. self-employed)	189	47%	55%
Part time employment (inc. self-employed)	57	13%	12%
Student / gov't supported training programme	28	7%	11%
Looking after the home	11	3%	3%
Doing something else	27	7%	7%
Unemployed and available for work	27	7%	5%
Retired	15	4%	6%
Prefer not to say	49	12%	-
Children in the household			
Yes	108	27%	27%
No	279	69%	73%
Prefer not to say	9	2%	-

The number of street surveys completed at each location is set out in *table 3.5*.

⁶ Oval and Prince's wards populations combined. Source: Census 2011 - Gender and Age are % of all residents aged 16 and over; Ethnicity and Limiting long-term health problem are % of all residents; Economic activity is % of all residents aged 16 to 74; Children in the household is % of all households.

Table 3.5: Location of street interviews

	<i>No. of respondents</i>	<i>% of respondents</i>
Durning Library	198	49%
Tate South Lambeth Library	204	51%
Total	402	100%

These figures exclude the 24 questionnaires that were discarded as they were incomplete (see section 2.4.6).

Of the 402 people interviewed, 347 live in Lambeth and there were 55 interviewees who were part of the target sample for the survey who do not live in the borough or who are not sure. The relationship to the local area of respondents to the street survey was as follows:

Table 3.6: Relationship to the local area of street survey respondents

Q2. Which of these apply to you?

	<i>No. of respondents</i>	<i>% of respondents</i>
Live in Lambeth	347	86%
Work in Lambeth	108	27%
Study in Lambeth	24	6%
None of the above	6	1%
Don't know / not sure	1	*

* Less than 0.5%

3.1.3 Digital

There were 937 views of the consultation web page on Lambeth Council's website, of which 699 were unique views.

3.1.4 Other responses

There were three emails sent to Culture2020@lambeth.gov.uk

There was one email sent to consultation@lambeth.gov.uk which contained a petition signed by 59 people.

4 Key findings

4.1 Usage of libraries

Across Lambeth, two in five (40%) residents have used a Lambeth Council library within the last 12 months, and this rises to over a half (51%) of residents in North Lambeth, the area within which Durning and Tate South Lambeth libraries are situated⁷. Even though this is the highest usage of any area across the borough, half of residents have not used a library in the past year.

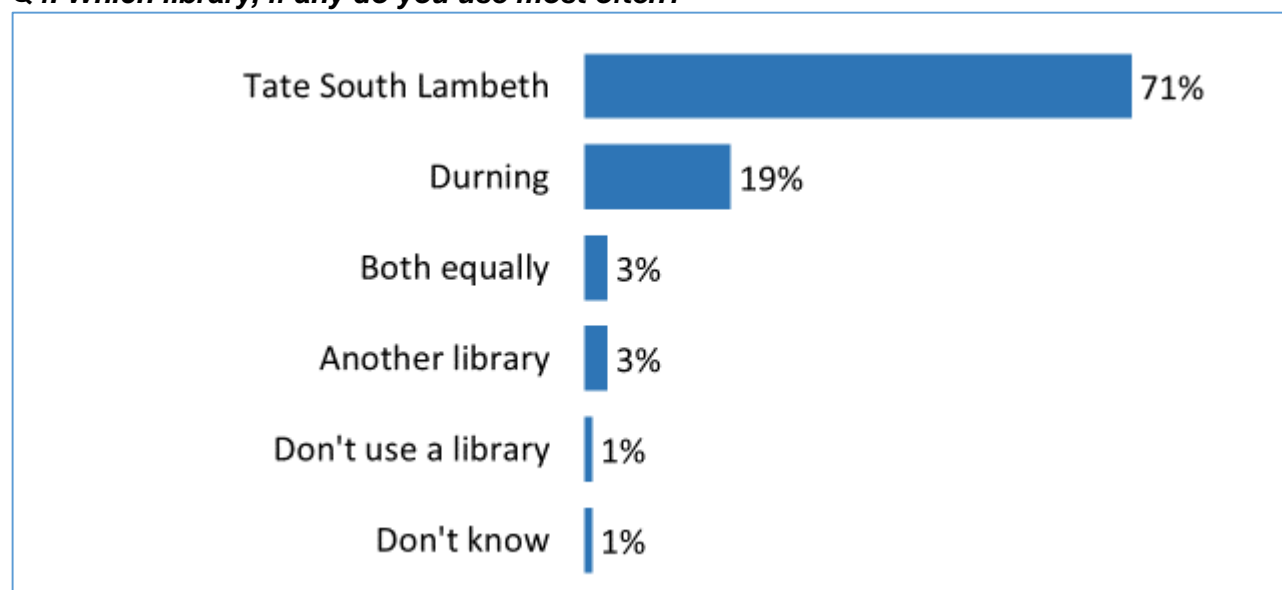
4.1.1 Consultation document questionnaire

Reflecting that seven in ten responses to the consultation document questionnaire were submitted at Tate South Lambeth Library, seven in ten (71%) respondents to the questionnaire say that the library they use most often is Tate South Lambeth, with one in five (19%) using Durning library most often.

Only one in a hundred (1%) respondents to the self-completion questionnaire do not use a library, so in this respect the profile of survey respondents is very different to that of residents as a whole across Lambeth.

Chart 4.1: Library used most often - respondents to the consultation document

Q4. Which library, if any do you use most often?



Base: All respondents, paper and online surveys combined (1,794) (No reply 48)

4.1.2 Street survey

Four in five (80%) respondents to the street survey have used a library in the last 12 months (see *Chart 4.2*). This means a much higher proportion of respondents to the street survey (19%) than the self-completion questionnaire (1%) have not used a library during this time period.

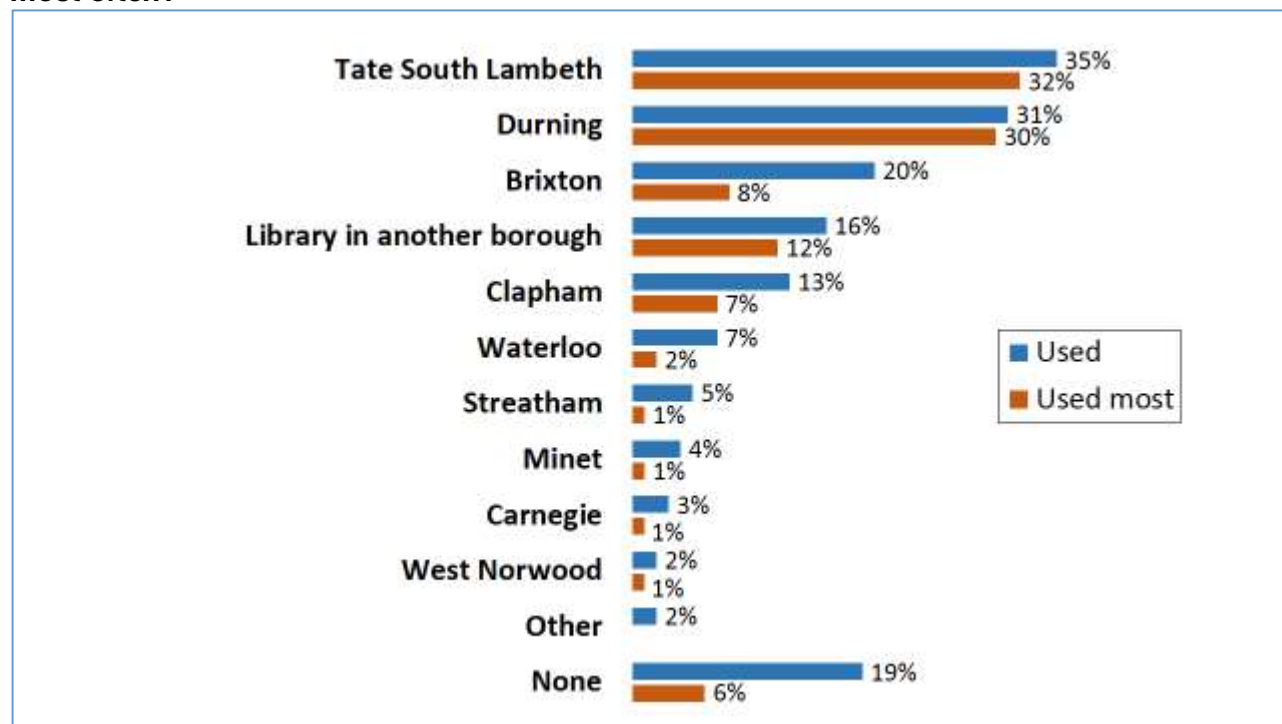
⁷ Lambeth Council residents' survey 2015 (1,238 residents interviewed in May to June 2015): <http://www.lambeth.gov.uk/sites/default/files/Lambeth%20Council%20residents%20survey%202015%20-%20Full%20report.pdf>

Chart 4.2: Libraries used and which is most often – respondents to the street survey

Q4. Can you tell me which libraries, if any, you have visited in the last 12 months?

Q5. Now looking at this list, are there any other libraries, you have not already mentioned that you have used in the last 12 months?

Q6. Looking at this list again, please tell me which one of these libraries, if any, you use most often?



Base: Q4 & Q5 - all respondents (402); Q6 – all who have used a library in the last 12 months (328)

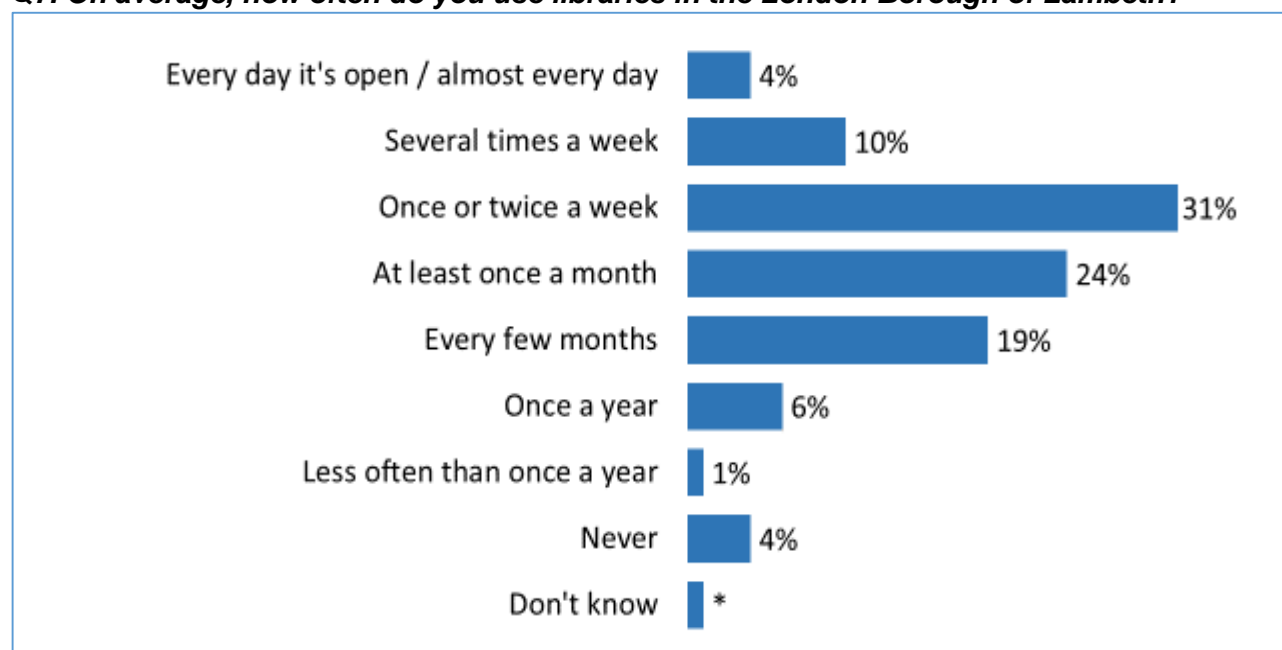
There is a fairly even split between usage of the two libraries, with just over a third of street survey respondents (35%) having used Tate South Lambeth Library in the past year, and just under a third (31%) having used Durning Library. Around three in ten (32%) of those who have used a library in the past year have used Tate South Lambeth Library most, and a similar proportion have used Durning Library most (30%).

Brixton and Clapham libraries are also well used by street survey respondents, with one in five (20%) having used Brixton Library and 13% having used Clapham Library, although usage of these libraries amongst respondents is more casual than for Durning and Tate South Lambeth libraries as only half of the users of Brixton and Clapham libraries say they use this library the most. Libraries in other boroughs are used by 16%, and over one in ten (12%) say this is the library they use the most.

Around one in fifteen (7%) respondents say they have used both Tate South Lambeth and Durning libraries in the past year. More of those interviewed in the area around Durning Library (9%) than interviewed in the area around Tate South Lambeth Library (5%) have used both libraries.

Chart 4.3: Frequency of library use – respondents to the street survey

Q7. On average, how often do you use libraries in the London Borough of Lambeth?



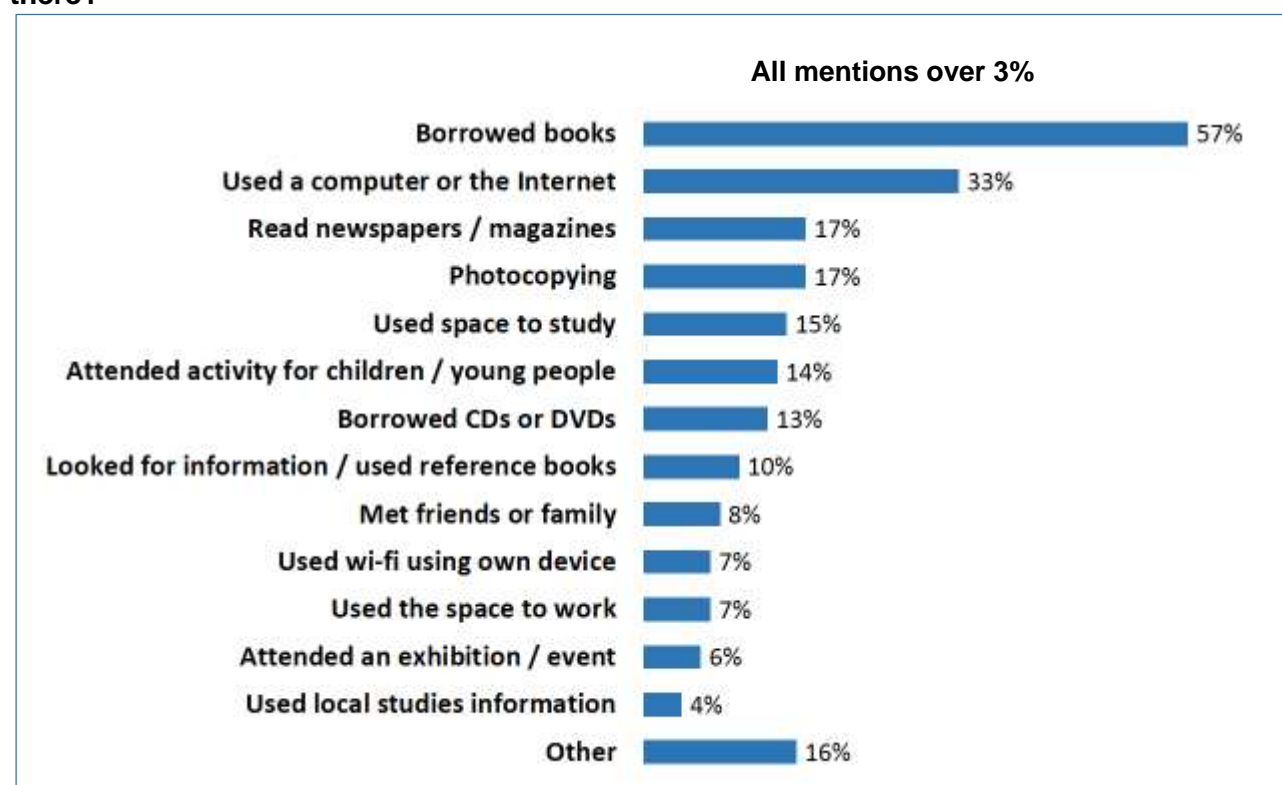
Base: All who have used a library in the last 12 months (334)

*Less than 0.5%

Almost half (45%) of those respondents who use the library say they do so once a week or more frequently, with a further 24% doing so at least once a month.

Chart 4.4: Reason for library use – respondents to the street survey

Q8. And thinking about the last time you went to the library, can you tell me what you did there?



Base: All who have used a library in the last 12 months (331)

The most common activity undertaken at the library is borrowing a book, which almost six in ten (57%) users of the library did on their last visit, a third (33%) used a computer or the Internet, 17% read newspapers or magazines and the same proportion used a photocopier (see *Chart 4.4*).

We asked people who answered “other” what that was. In all, 65 people responded, some with more than one answer, leading to the 75 activities coded in *table 4.1*. In general, these activities are a repetition of the responses set out in *chart 4.4*, with the addition of collecting recycling bags as one of the most frequent responses.

Table 4.1: ‘Other’ things people use the library for - respondents to the street survey

Q8. If ‘other’ write in

<i>Activity</i>	<i>No. of responses</i>	<i>%</i>
Printing and Photocopying	13	17%
Used for study/research	8	11%
Collected recycling bags	6	8%
IT support	5	7%
Read	5	7%
Used the computers	4	5%
Attended a class	3	4%
Attended a community event	3	4%
Borrowed Books/DVDs	3	4%
Space for children to read/study	3	4%
Purchased Book(s)	2	3%
Voted	2	3%
Attended group/club	1	1%
Children's Activities	1	1%
DTVIP	1	1%
Film viewing	1	1%
None	1	1%
Read the newspapers	1	1%
Source of support	1	1%
To fill in benefits forms	1	1%
Used the toilet	1	1%
Values library staff	1	1%
Viewed Consultation/Planning Documents	1	1%
Volunteered	1	1%
Recycled Batteries	1	1%
Other	5	7%
	75	

4.1.3 Free text comments from self-completion questionnaires

After question 4 of the self-completion questionnaire, which asked people which library these use most often, there was a follow up question where people had an opportunity to expand on this answer.

Table 4.2: Respondents to the self-completion questionnaire**Q4a. Please tell us more**

<i>Description of library use</i>	<i>No. of responses</i>	<i>%</i>
I use my local library because the location is convenient	99	14%
Borrows Books/DVDs	67	10%
Appreciates community value	66	10%
Values library staff	44	6%
Regularly uses TSL	40	6%
General oppose	39	6%
Uses the computers	38	5%
Uses library to learn/study	32	5%
Uses other libraries	30	4%
Attends talks/presentations	27	4%
Children's Activities	22	3%
Space for children to read/study	18	3%
Uses the children's library	18	3%
Quiet space for reading	17	2%
Objection to consultation questions	16	2%
Regularly uses Durning	14	2%
Visits library with family	11	2%
Uses both libraries	10	1%
Values safe/public space	10	1%
General praise for libraries	9	1%
Reads newspapers	8	1%
Printing and photocopying	7	1%
DTVIP at TSL	5	1%
Source of support	5	1%
Film Screenings	4	1%
Views planning/consultation documents	4	1%
Collects Recycling Bags	3	<1%
Member of a group/club	3	<1%
Toddler group	3	<1%
Attends classes	2	<1%
Doesn't use libraries	2	<1%
Value to the Portuguese community	1	<1%
Arts engagement with local community	1	<1%
Other	18	3%
	693	

Some respondents used this space to tell us about which library (or libraries) they use and how often (see *table 4.2*). These responses included a mixture of people who regularly use either Tate South Lambeth Library or Durning Library, use other libraries or said they do not use any libraries (a total of 13% of the sampled responses to this question).

Others gave us more detail on the activities they use the libraries for. The most popular activity being to borrow books or DVDs (10%) followed by using the computers (5%) and using the space for study or research (5%).

Others still provided reasons why they use and value their library. The highest factor was convenience of location (14%):

“This library is useful as it is local to the cluster schools and easy to reach and access for pupils, children and adult students.”

- Tate South Lambeth respondent aged 45-54

“I live locally in Kennington and there is no direct public transport to Tate South Library.”

- Durning respondent aged 45-54

This was followed by a strong appreciation of the value the library provides to the local community (10%) and the role of the library staff in facilitating this (6%):

“Tate South is a 'life-blood', heart of the community offering many, and much needed and desired, library facilities for this diverse community. It is regularly used as a meeting point for many nationalities and people of all ages. Tate South caters, and accommodates them all.”

- Tate South Lambeth respondent (age not disclosed)

“The helpful and friendly staff and all the community activities that myself and my family come to has helped us to feel that we are part of the community.”

- Tate South Lambeth respondent (aged 55-64)

An interesting topic which did not come through in the on-street surveys was the value that ten of the sampled respondents put on the safe public space provided by the library:

“Tate South Lambeth library currently contributes to the wellbeing of the local community by providing the ONLY public space on South Lambeth road. It offers a safe, warm and welcoming space for everyone who needs it. The members of staff in the library are also members of the community, who know the people and children who live around here which adds qualitatively to this area. Library staff also provide a regular point of social contact for many older & isolated people in the community. All of that will be lost if TSL becomes a GLL gym with reduced & non-staffed library provision. I like that I can regularly visit TSL on a Saturday or a Thursday evening and see familiar faces and get to know my neighbours and feel like I am part of the community here.”

- Online respondent aged 35-44

4.2 Awareness of the proposals

People taking part in the street survey were talked through the proposals for Durning and Tate South Lambeth libraries and then asked whether they had previously heard about the proposals.

Around a half (51%) of respondents have not done so, but 44% have heard of the proposals and 4% are not sure.

4.3 Proposals for Durning Library

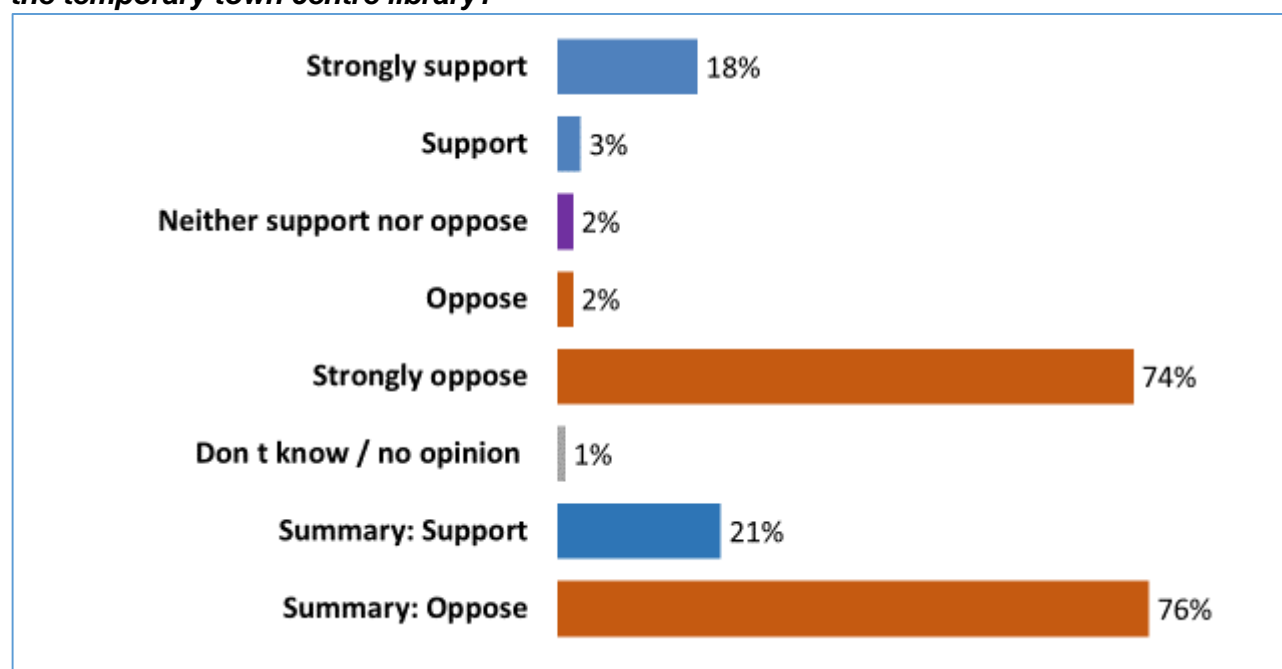
4.3.1 Consultation document questionnaire

In all, 1,783 respondents to the consultation document questionnaire (paper and online) gave their views on the proposals for Durning Library.

Three-quarters (76%) of the respondents to the consultation document questionnaire oppose the proposal that Durning Library will become the temporary town centre library, with 74% strongly opposing this. One in five (21%) respondents support the proposal, with 18% strongly supporting it.

Chart 4.5. Overall views on the proposals for Durning Library - respondents to the consultation document

Q1. To what extent do you support or oppose the proposal that Durning Library will become the temporary town centre library?

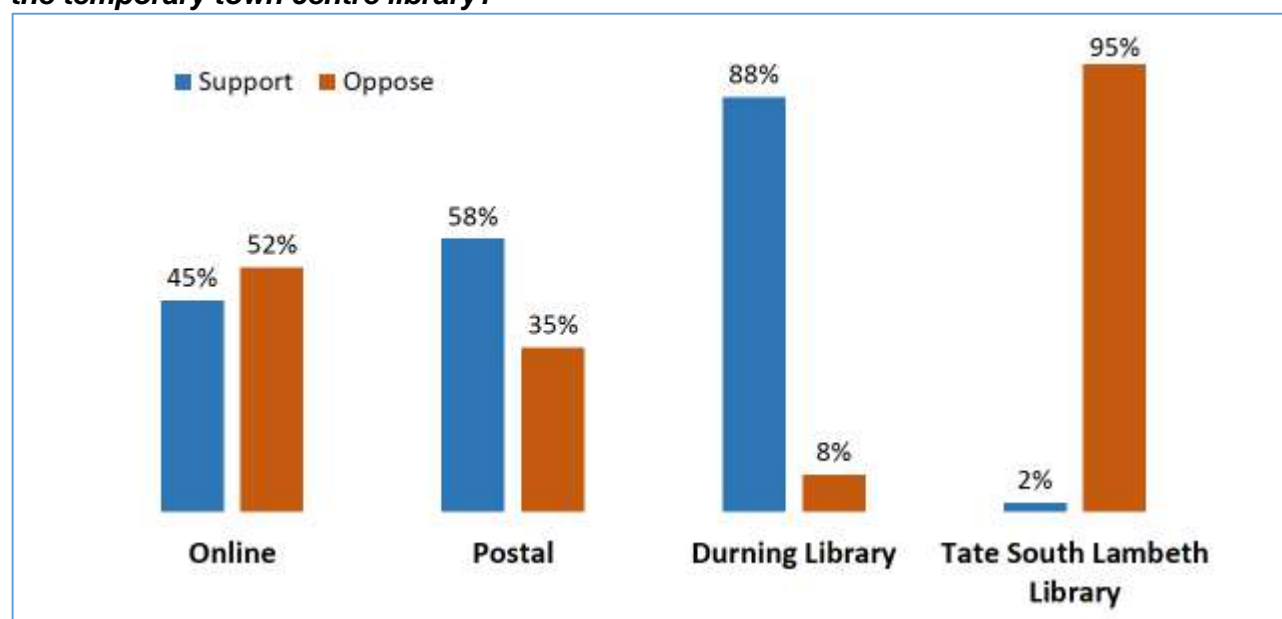


Base: All respondents, paper and online surveys combined (1,794)

However, there are some notable differences in opinions when the results are broken down by how people responded (see *Chart 4.6*). Respondents who submitted their questionnaire at Durning Library are overwhelmingly in favour of the proposal that it becomes the temporary town centre library, almost nine in ten supporting this (88%), while respondents who submitted their questionnaire at Tate South Lambeth Library are overwhelmingly against the proposal, 95% opposing it. There is a more even split amongst respondents who completed the survey online, with 45% supporting the proposal for Durning Library and 52% opposing it.

Chart 4.6. Views on the proposals for Durning Library broken down by source of response

Q1. To what extent do you support or oppose the proposal that Durning Library will become the temporary town centre library?



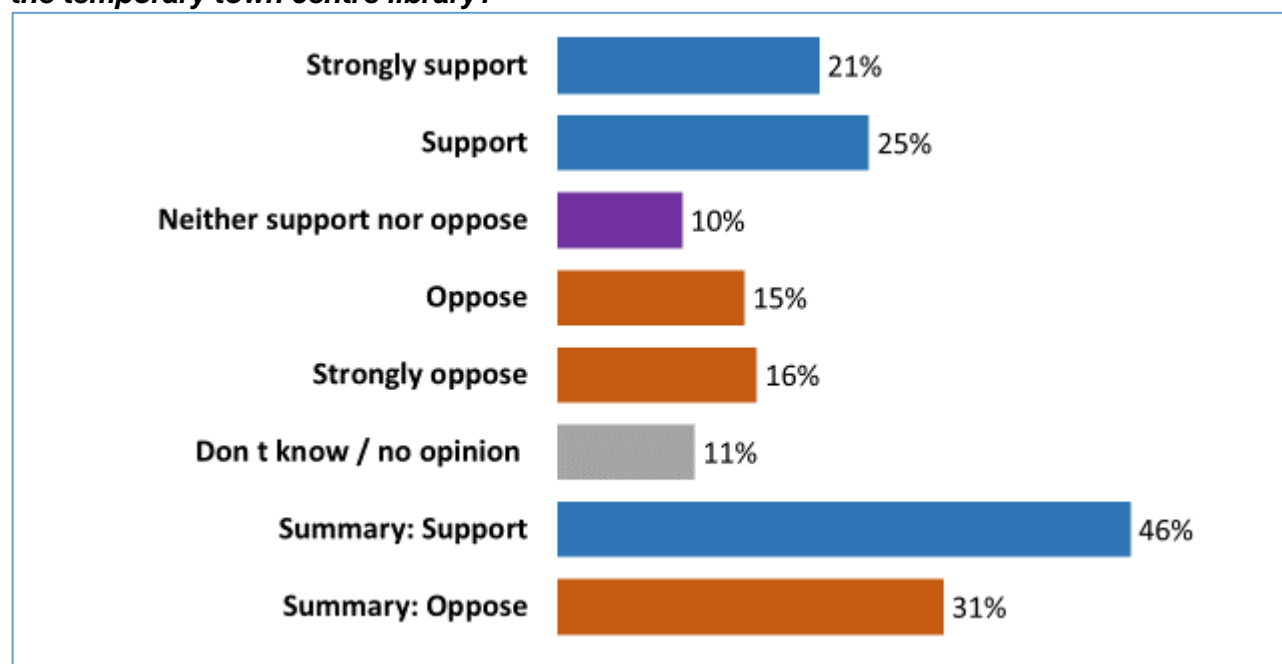
Base: All respondents, online (333), paper (31), Durning Library (207), Tate South Lambeth Library (1,223)

4.3.2 Street survey

Amongst people interviewed in the street survey, more support the proposal Durning Library will become the temporary town centre library than oppose it, with 46% supporting the proposal (21% strongly supporting it) and 31% opposing the proposal (16% strongly doing so).

Chart 4.7. Views on the proposals for Durning Library - respondents to the street survey

Q10. To what extent do you support or oppose the proposal that Durning Library will become the temporary town centre library?



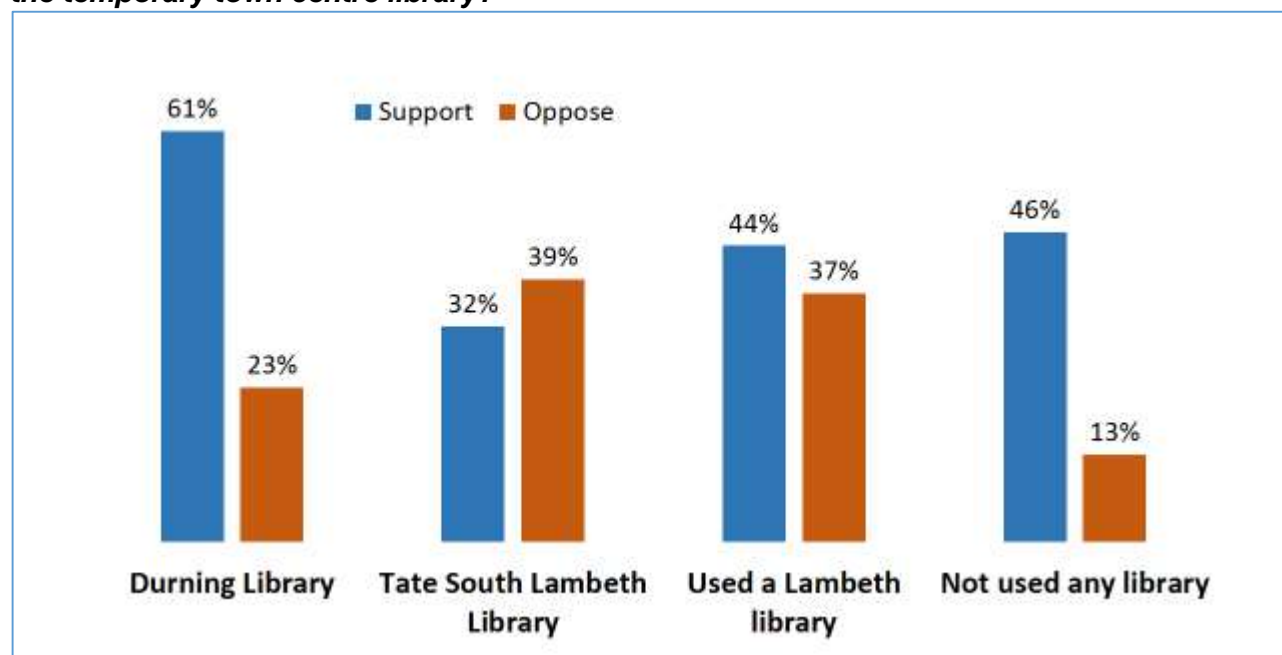
Base: All respondents, street survey (402)

Two in five (61%) of those people interviewed in the area of Durning Library support the proposals for Durning Library, while only a third (32%) of those interviewed in the area of Tate South Lambeth Library do so (see *Chart 4.8*). Amongst people interviewed in the area around Tate South Lambeth Library, more oppose the proposal for Durning Library (39%) than support it (32%).

The level of support for the proposals for Durning Library amongst those who have used any library in Lambeth in the last twelve months and those who have not used a library is fairly even (44% and 46% respectively), but non users of libraries are less likely to oppose the proposals, only 13% doing so compared to 37% of library users.

Chart 4.8. Breakdown of views on the proposals for Durning Library - respondents to the street survey

Q10. To what extent do you support or oppose the proposal that Durning Library will become the temporary town centre library?



Base: All respondents, Durning Library (198), Tate South Lambeth Library (204), Used a Lambeth library (291), Not used any library (78)

4.3.3 Focus groups

There was overwhelming opposition to the proposal that Durning Library will become the temporary town centre library within both focus groups. Two individuals said that if Durning Library had all the current Portuguese-focused activities and services of the Tate South Lambeth Library then they wanted Durning to become the town centre library because it was closer to their home. However, the vast majority believed that Durning library is too far for them to travel and the current location and services in TSL library make it highly accessible to them and it was seen to be an important existing facility for activities for Portuguese adults and children. Durning Library was seen as not having the same book offers and activities for Portuguese people as Tate South Lambeth Library.

Interestingly, although two individuals said that Durning Library is nearest to them, no one said that it's the library that they use the most, suggesting it's the provision in the library rather than its location that matters most for them.

4.3.4 Petition

A petition in support of the proposals for Durning Library was sent in by the Prince's Ward Councillors and was signed by 59 people, who had signed to say:

"I strongly support the proposal that Durning Library will become the temporary town centre library for North Lambeth until 2022, with increased opening hours and £800,000 investment"

Image 4.1: Petition received in support of the proposals for Durning Library

Future of Durning Library: Sign the petition!

Lambeth Council recently announced changes to the library services in the borough. This is as a result of Tory Government cuts to the Council's budget of 56%.

Lambeth has been forced to face choices no Labour council would ever want to make. This has included how we run our library services.

As your local Labour Councillors, we were determined that Prince's ward residents should not miss out, and we have been fighting for the best possible deal for our area. We lobbied the Council to rethink its plans for the Durning Library, and are pleased that our campaign has paid off. Our campaign means:

- **Durning Library to remain open as the temporary North Lambeth town centre library until 2022** whilst a new library is built.
- **Increased opening hours for Durning Library** (from the current 39 per week to 54)
- **£800,000 investment in the Durning Library** to deliver improvements and greater accessibility to provide the site with a long-term sustainable future

This is a change from the original consultation so we are now consulting on these plans. We need your support to guarantee the future of Durning library!

 Labour



Your Prince's Labour councillors: David Amos, Vaila McClure and Joanne Simpson

Support Durning Library!

I strongly support the proposal that Durning Library will become the temporary town centre library for North Lambeth until 2022, with increased opening hours and £800,000 investment

NAME	ADDRESS	POSTCODE	EMAIL

4.3.5 Free text comments from self-completion questionnaires

Respondents were asked to tell us more about their thoughts on the proposals for Durning Library in an open text form. 771 people took the opportunity to share their views and a random ample of 500 of these responses were analysed. *Table 4.3* sets out a summary of the different responses.

Table 4.3: Respondents to the consultation document**Q1a. Please tell us more**

<i>Responses</i>	<i>No. of responses</i>	<i>% of sampled responses</i>
TSL Friends campaign text	71	14%
Keep both libraries open	50	10%
TSL is essential to local community	42	8%
TSL for town centre library	41	8%
TSL should remain as a full service library	38	8%
Durning is too far from my home	35	7%
General Support	34	7%
TSL is essential for education of local children	30	6%
General Oppose	23	5%
Durning is in a convenient location	22	4%
Durning is too far for older people, the disabled and children to travel	22	4%
Durning is the best option for a town centre library for North Lambeth	18	4%
Objection to consultation questions	13	3%
Durning is a well-used local community library	12	2%
TSL is in a more convenient location	10	2%
No gym needed	9	2%
Concerned that it's a temporary rather than permanent arrangement for Durning	8	2%
Support longer opening hours at Durning	4	1%
Durning is too far for me to travel with my young children	3	1%
Support if it secures future for Durning Library	2	<1%
This is a good option in the context of cuts to funding	2	<1%
Other	4	1%
No Opinion	7	1%

4.3.5.1 Responses in opposition to the proposal for Durning Library

Just over 14% of the forms returned include the statement that the Friends of Tate South Lambeth Library has asked people to write in response to this question (see section 2.5.5):

“This document does not give us the option of stating our strong preference for Tate South Lambeth Library as the town centre library for the north.”

This sentiment is echoed by a further 8% who state in their own words their desire for Tate South Lambeth Library to be the town centre library for the north of the borough. In total then, just over 22% of respondents oppose the proposal for Durning Library on these grounds.

Several reasons are given for Tate South Lambeth Library being the preferred option for a town centre facility or for it to remain as a full service library (which is mentioned by 8%). One these is the importance of the library to the education of local children (6%), as a space for them to do their homework and to broaden their horizons through learning:

“I come to do my homework when my mum is at work”

-Respondent from Tate South Lambeth Library aged 17 or under

“Tate South Lambeth Library is vital to the young people of Stockwell and their portal to further education, culture and happiness! A local library is the mainstay of teenagers wishing to broaden their horizons by exploring knowledge and literature and using whatever facilities are offered to keep them off the streets and out of gangs etc. Many children do not have a quiet place to do homework!”

- Online respondent aged 75 or over

More still cite the importance of the Tate South Lambeth Library to the local community (8%) as their reason for opposing the proposal for Durning to be the town centre library for the north of the borough:

“This is a community library servicing the people of South London, creating interaction between many people who might otherwise be isolated - is this not important?”

- Respondent from Tate South Lambeth Library aged 55-64

“This is a fantastic library and community resource. It is important to our family (I have always told my daughter this is a place of sanctuary)”

- Respondent from Tate South Lambeth Library aged 45-54

For other respondents, the idea of losing a local library that is conveniently located within walking distance of their homes or workplaces is the grounds for their opposition to the proposals for Durning Library. Several raise the issue of the elderly, the disabled and younger children who may find the distance to Durning Library a barrier to accessing the library either in terms of the time taken to walk or the prohibitive cost of public transport:

“The Tate South Lambeth provides an important service to a local community that is already struggling. Many of these people will not be able to get to the Durning.”

- Respondent from TSL aged 35-44

“I need TSL because I am disabled and rely on this library as it is near where I live”

- Respondent from TSL aged 55-64

4.3.5.1 Responses in support of the proposal for Durning Library

Respondents who support the proposal for Durning Library cite its convenient location (4%) and the fact that it is already a well-used local community library (2%):

“Durning should be the permanent town centre library. It has the perfect location for this – very easily accessible”

- Postal respondent 75 or over

“This is an excellent community facility serving a wide and dedicated group of committed people. It is much more than a library, it is a community asset with a long history which should be preserved”

– Online respondent 75 or over

4% of the sampled respondents explicitly state that they believe Durning is the best option for a town centre library for the north of the borough. Among the reasons given for this are the fact that the building is more suited to this use than Tate South Lambeth Library and that it is in a better connected and more central location:

“It makes sense for Durning to become the town centre library and Tate South the healthy living centre as the architecture and layout of those buildings is obviously suited for that purpose.”

- Online respondent 25-34

“If current funding will only meet the cost of one ‘town centre library’ north of Brixton then it needs to be in the centre of north Lambeth with good bus connections”

- Postal respondent 65-74

Others give more qualified support, raising concerns around the fact that the proposal is for Durning to be the temporary town centre library and the lack of clarity about what the future of the building would be in the longer term (2%):

“My reservations are around the word ‘temporary’. The document gives no clue what is intended when that ‘temporary’ situation ends”

– Durning Library respondent aged 55-64

And there is some recognition that cuts to local authorities by central government mean such proposals, while not ideal, are to be expected:

“Given the very difficult circumstances imposed by the Central Government spending cuts, this seems the most sensible way to retain our library services”

– Durning Library respondent 34-44

4.3.5.2 Other Responses

One in ten (10%) of the sampled responses express a wish for both libraries to be kept open as they are and these come from a mixture of respondents who ticked ‘support’, ‘oppose’ or ‘neither support not oppose’:

“I would prefer two libraries. The library is a crucial part of the community.”

- Tate South Lambeth respondent aged 25-34

“I believe that the libraries should be kept as they are and these plans will thwart community cohesion and null the community.”

- Durning Library respondent aged 17 or under

Another issue raised through the open text responses centres on the consultation process and the wording of the questions in the consultation document. 3% of the 500 sampled queried whether the consultation is fair:

“This “consultation” is a sham. It is clearly ‘leading’ by only posing one basic option-Durning as town centre library”

- Tate South Lambeth respondent aged 65-74

“This is not a fair or responsible or representative survey. Why do you not give us genuine options?”

- Tate South Lambeth respondent aged 35-44

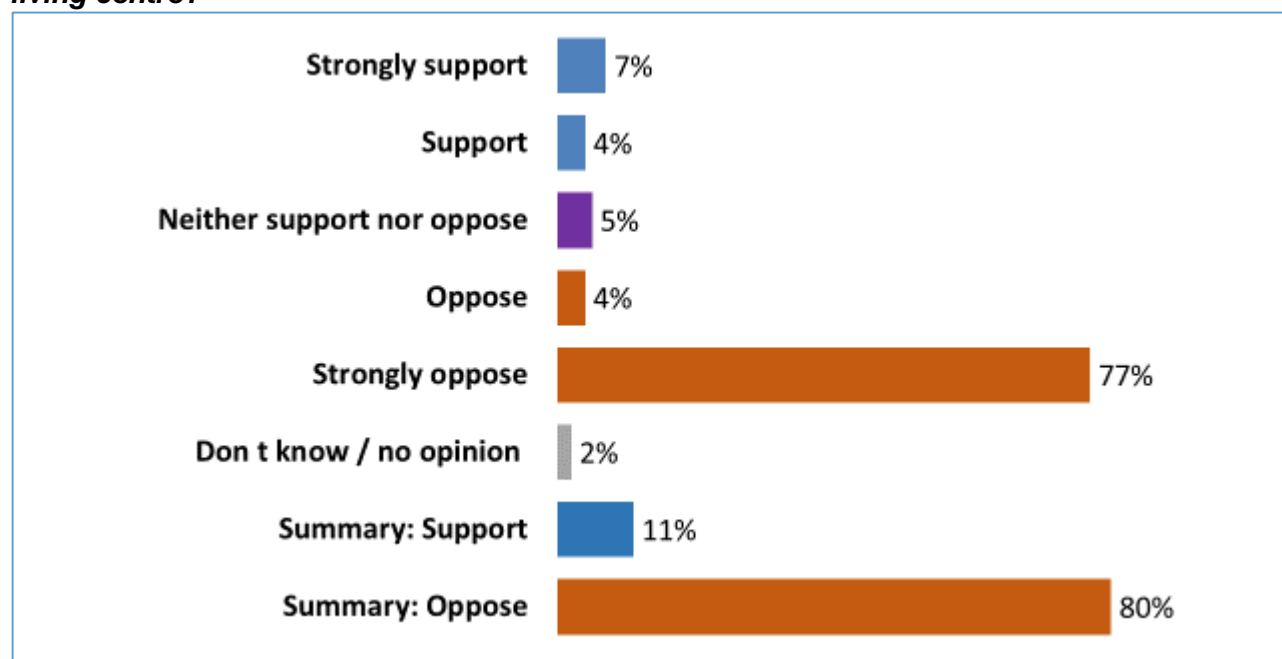
4.4 Proposals for Tate South Lambeth Library

In all, 1,758 respondents to the consultation document questionnaire (paper and online) gave their views on the proposals for Tate South Lambeth Library.

Four in five (80%) of the respondents to the consultation document questionnaire oppose the proposal that Tate South Lambeth Library will become the temporary town centre library, with 77% strongly opposing this. Only one in ten (11%) respondents support the proposal, with 7% strongly supporting it.

Chart 4.9: Overall views on the proposals for Tate South Lambeth Library - respondents to the consultation document

Q2. To what extent do you support or oppose the proposal that Tate South Lambeth Library will offer reduced library provision and wider range of wellbeing activities within a healthy living centre?

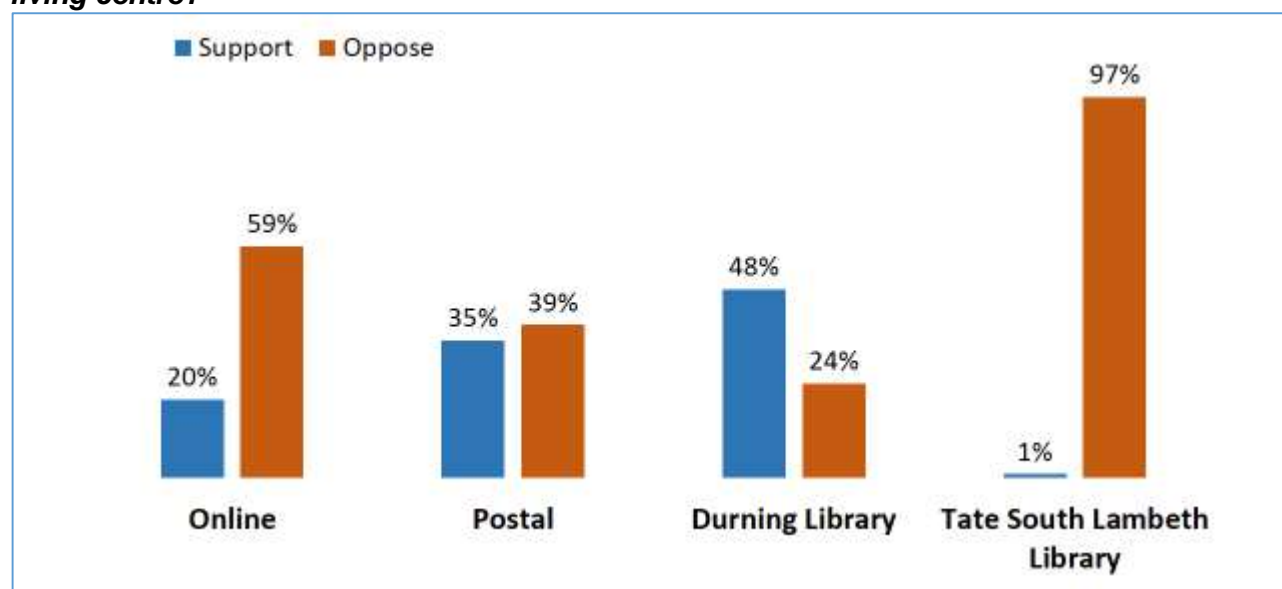


Base: All respondents, paper and online surveys combined (1,794)

Again, there are some notable differences in opinions when the results are broken down by how people responded (see *Chart 4.10*). Respondents who submitted their questionnaire at Tate South Lambeth Library are overwhelmingly against the proposal that Tate South Lambeth Library becomes a neighbourhood library within a Healthy Living Centre, 97% opposing it. However, whilst twice as many respondents who submitted their questionnaire at Durning Library support the proposal (48%) than oppose it (24%), only half support it. Amongst respondents who completed the survey online, three times as many oppose the proposal (59%) than support it (20%).

Chart 4.10: Views on the proposals for Tate South Lambeth Library broken down by source of response

Q2. To what extent do you support or oppose the proposal that Tate South Lambeth Library will offer reduced library provision and wider range of wellbeing activities within a healthy living centre?

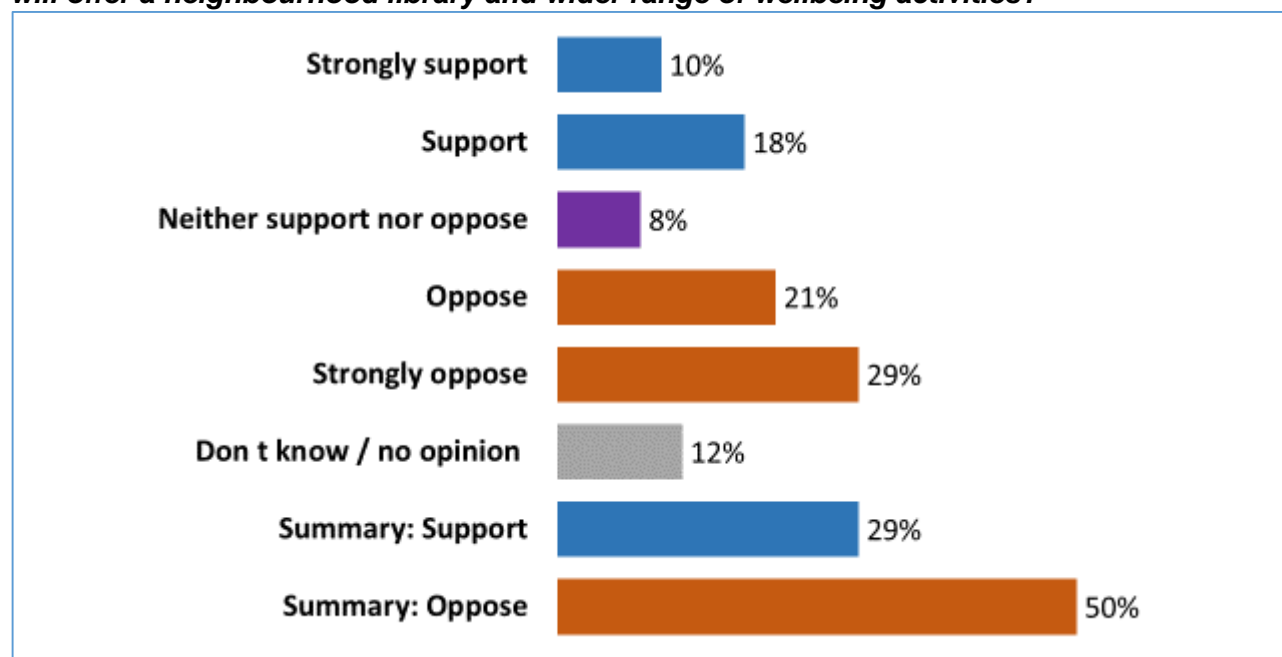


Base: All respondents, online (333), paper (31), Durning Library (207), Tate South Lambeth Library (1,223)

4.4.1 Street survey

Chart 4.11: Views on the proposals for Tate South Lambeth Library - respondents to the street survey

Q11. To what extent do you support or oppose the proposal that Tate South Lambeth Library will offer a neighbourhood library and wider range of wellbeing activities?



Base: All respondents, street survey (402)

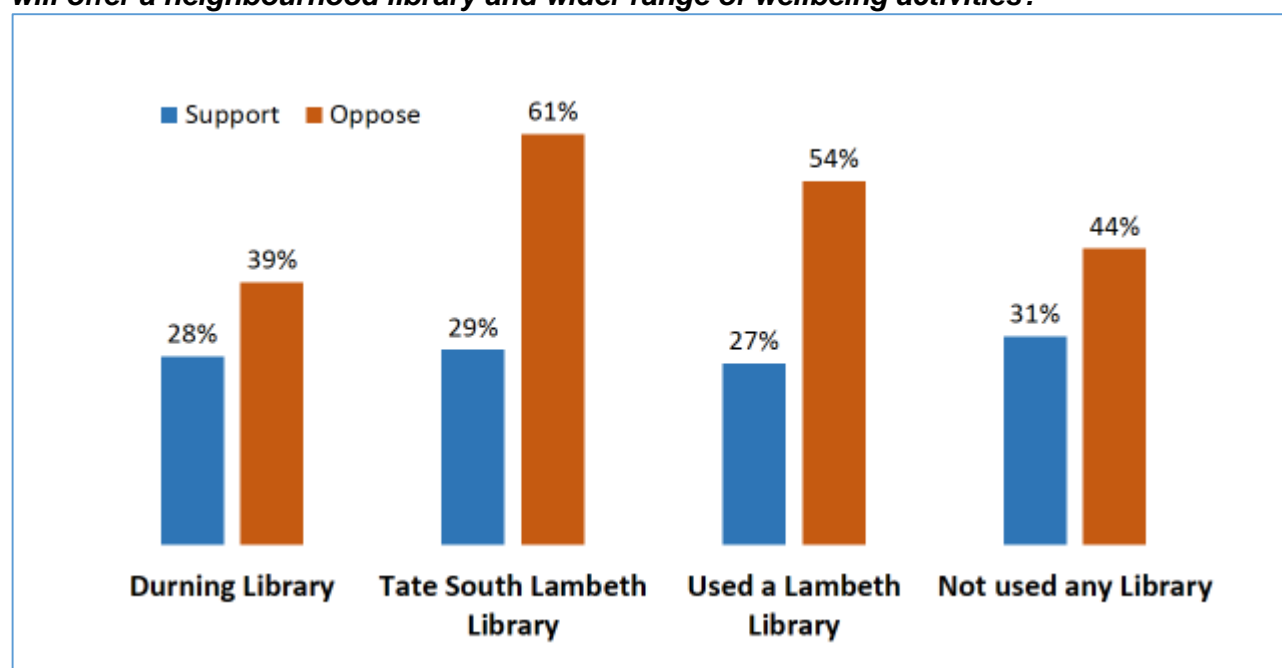
Amongst people interviewed in the street survey, more oppose the proposal that Tate South Lambeth Library will become a neighbourhood library within a healthy living centre than support it, with a half (50%) opposing the proposal (29% strongly opposing it) and three in ten (29%) supporting the proposal (10% strongly doing so) (see Chart 4.11).

There is more opposition than support for the proposals for Tate South Lambeth Library amongst both those interviewed in the area of Durning Library (28% support vs 39% oppose) and those interviewed in the area of Tate South Lambeth Library (29% vs 61%).

Similarly, there is more opposition than support for the proposals for Tate South Lambeth Library amongst both those who have used any library in Lambeth in the last twelve months (27% vs 54%) and those who have not used a library (31% vs 44%).

Chart 4.12: Breakdown of views on the proposals for Tate South Lambeth Library - respondents to the street survey

Q11. To what extent do you support or oppose the proposal that Tate South Lambeth Library will offer a neighbourhood library and wider range of wellbeing activities?



Base: All respondents, Durning Library (198), Tate South Lambeth Library (204), Used a Lambeth library (291), Not used any library (78)

4.4.2 Focus groups

Participants in both focus groups were overwhelmingly against the proposal that Tate South Library will offer a reduced library provision and a wider range of wellbeing activities within a healthy living centre. Whilst one person voiced support for the proposal, the majority thought that the Library is a focus for daily activities for the Portuguese community and people like using it with the current services, where it is.

The library is part of the South Lambeth Road, and locals are used to it being there and know it's the only library with Portuguese books. There is also concern that Portuguese children will lose their link to Portuguese literature if the library wasn't there in its current form. Tate South Lambeth Library also has activities that focus on the Portuguese community only, such as ESOL classes run by a local Portuguese man that are well attended, and people have made an exhibition of their art and crafts there. They also have a good rapport with library staff. In short, they see no reason to change

it to another location. Indeed there was a feeling that in the future the library should be improved to extend its activities to benefit Portuguese families even more.

They also felt a gym was not needed as there are many other gyms covering the area.

4.4.3 Digital Tuesday Visual Impaired People (DTVIP) group

The DTVIP was founded to help blind and partially sighted residents integrate and break down barriers to communication, information and travelling. Members gain the confidence to use reading equipment that they do not have at home, learn new techniques and participate in everyday life. The group campaigns for improvements in the quality of life for blind and partially sighted residents in many ways and is a national development resource. They have pioneered a successful campaign to make all library resources accessible to anyone in Lambeth by developing relationships with suppliers of the specialist equipment and allowing library users to test products. They lead by example to other local authorities and have also won awards for their work with improving digital access for older people.

With the help and equipment offered by the DTVIP, blind and partially sighted residents can use software and text-to-speech reading equipment at Tate South Lambeth that enables them to access services online and read documents. As well as making all printed literature available for them to read, this equipment enables users to complete their own paperwork and read their own correspondence. This is particularly important to those who must complete forms in order to receive benefits and services like Personal Independence Payment (PIP), Freedom Pass and Taxi Card Scheme. The equipment means they do not have to rely on friends, family or public officials but can manage their own personal affairs. For many in the group this has been key to maintaining their confidence and independence and to being able to return to work.

All members of the group spoke about the importance of the social aspect of their meetings. The sessions are always well attended and it was highlighted that social interaction within the group was unique and has helped them to build their own community. Their sessions encourage information sharing and form networks. Building these networks and community has been vital for the group as it helps them to find out about and access more services and feel less isolated. This combination of facilitating both social integration as well as joining up available services from health and social services, charities and local authorities for its members is a key strength of the DTVIP.

All members expressed their vehement opposition to the proposals for Tate South Lambeth. Moving to a new location would be an enormous upheaval and one that would jeopardise the future viability of the group. Safety was raised as a key factor. With direct bus routes from most parts of the borough to outside the library doors, which is itself a very accessible building with a pedestrian crossing immediately outside, means that it will be hard to find another location that the members will feel as confident and safe about travelling to independently.

4.4.4 Free text comments from self-completion questionnaires

Respondents were asked to tell us more about their thoughts on the proposals for Tate South Lambeth Library in an open text form. 840 people took the opportunity to share their views and a random sample of 500 of these responses were analysed. *Table 4.4* sets out a summary of the different responses.

Table 4.4: Respondents to the consultation document**Q2a. Please tell us more**

<i>Responses</i>	<i>No. of sampled responses</i>	<i>%</i>
TSL should remain as a full service library	93	19%
No gym needed	87	17%
TSL Friends campaign text	59	12%
Libraries provide more social value than gyms	47	10%
TSL is essential to local community	29	6%
General Oppose	21	4%
General Support	20	4%
Gym incompatible with library	18	4%
Oppose loss of safe public space for groups to meet and children to read/study	17	3%
Oppose due to reduced library provision and/or lack of library staff	16	3%
TSL for town centre library	16	3%
TSL is essential for education of local children	15	3%
Keep both libraries open	10	2%
Objection to consultation questions	9	2%
Requires more information	4	1%
Support because TSL is too far to travel to	4	1%
This is not ideal but better than closing TSL completely	3	1%
TSL was donated for public use	3	1%
Support keep fit activities but only if main library functions are not reduced too far	2	<1%
Support the proposal for gym/health and wellbeing activities	2	<1%
This is a good option in the context of cuts to funding	2	<1%
Save money elsewhere and keep TSL open	1	<1%
TSL is a lifeline for older people living nearby	1	<1%
Other	18	4%
No opinion	3	1%

4.4.4.1 Responses in opposition to the proposal for Tate South Lambeth Library

19% of the sampled responses state that they want Tate South Lambeth Library to remain a full service library and 3% say they would prefer it to be the town centre library rather than Durning. This is in line with a further 12% who quote the Friends of Tate South Lambeth Library's campaign text against the proposals:

"This document does not give us the option of stating our strong preference for Tate South Lambeth Library as the town centre library for the north"

"The current library is popular and well used across age ranges. It provides good facilities for children and is a welcoming place. Reading books is a mark of a civilised society. It should be kept in its current position."

- Online respondent aged 35-44

Where respondents expanded on their reasons for opposing the proposals for Tate South Lambeth Library a number of key themes emerge. A large proportion (17%) oppose on the grounds that there

is no need for another gym or health facility in the area, with a further 9% arguing that libraries provide more social value than fitness centres. Others (4%) simply feel that fitness activities would be incompatible with the provision of any library facility:

“There are already at least six gyms within one mile (or less) of each other in Vauxhall/ Oval/ Kennington area. Gyms do not serve the wider demographic.”

- Tate South Lambeth respondent aged 65-74

“There are enough gyms in the area. Libraries are important for our well-being just as much! They offer education, a place to discover new life through stories and a safe place to learn.”

- Tate South Lambeth respondent aged 18-24

Another theme centres on the reduction of the library service and the removal of library staff and implications of this for library users, in particular children, the elderly and the disabled. 3% oppose on the grounds that they do not want their library provision to be reduced or not to have an on-site librarian. Another 3% raise concerns that these reductions would mean children would no longer be able to go to the library unaccompanied, that there would be no space for them to do their homework or for the many groups that are the life-blood of the community to meet:

“The Tate South Lambeth library provides many homework services, which I strongly oppose to being cancelled. Every time I visit the library, there are community groups getting lessons on how to use computers, homework clubs for children and general craft groups. The staff provide an excellent service for toddlers, if my child or others are becoming upset, they rush to get toys etc. to calm them and show a variety of books to interest. I would sorely miss this service. When I was a new mum, it was the only place I could shelter from the rain with my new baby and get help in choosing books for his age range. I spent many hours in the library just hanging out.”

- Online respondent aged 35-44

“There would be hardly any space for library activities and for the valuable community activities that happen at the TSL. e.g.: provision for the vulnerable individuals and Portuguese users. Absence of staff would present security risk and not allow children to use the library.”

- Tate South Lambeth respondent aged 65-74

Indeed, many more of the responses focus on the positive role of Tate South Lambeth Library in the community (6%), and in particular the services provided to the elderly and local children (3%):

“This library is key to many of our pupils at Herbert Morris Primary School and especially the younger ones who can't travel too far.”

- Tate South Lambeth respondent aged 35-44 (local teacher)

“One of the few places left for the community to come together. Always uplifts me to see people of all ages and races learning, socialising, and relaxing. This building is deserving of greater purpose than a gym.”

- Tate South Lambeth respondent aged 25-34

4.4.4.2 Responses in support of the proposal for Tate South Lambeth Library

Less than 5% of the sampled respondents came out wholly in favour of the idea of creating a fitness centre in the Tate South Lambeth Library building. Two main cases are made by those who give reasons for their support:

“Helps to keep the South Lambeth residents healthy”

- Durning Library respondent aged 17 or under

“I live nearby and a local gym would be really handy”

- Online respondent aged 25-34

Others express support on the condition that the health and wellbeing activities would not impinge on library services (<1%):

“Encourage keep fit for senior citizens but also have enough study/quiet areas for school children who prefer to study in the library rather than at home.”

- Durning Library respondent aged 75 or over

“I support this providing current level of books are available to lend”

- Tate South Lambeth respondent aged 65-74

A small number of respondents support the proposal despite their concerns about the reduced library provision because they would rather have some service than none at all (1%) or because they see it as inevitable in the face of central government cuts to local government funding (<1%):

“This is a sensible solution in the current financial climate. It enables the Library to remain open.”

- Postal respondent aged 45-54

“I would rather have reduced library provision than no library at all”

- Tate South Lambeth respondent aged 75 or over

4.4.4.3 Other Responses

As with the responses to the same question for the Durning Library proposals, there are a number of respondents (in a mixture of support and oppose) who state their preference to keep both libraries open (2%):

“I do not want to put libraries head to head for survival. Both Tate South Lambeth and Durning have activities which could not be crammed into only one library”

- Tate South Lambeth respondent aged 65-74.

And again, others express their general dissatisfaction with the consultation questions and process (2%):

“This is a proposal for the removal of the library and it would be more honest to say so. The idea that a library and a gym are the same thing is nonsensical and a sweetheart deal with Greenwich Leisure Limited provides no confidence that the core purpose of the building will be preserved.”

- Online respondent aged 25-34

4.4.5 Views on the proposals for Durning and Tate South Lambeth Libraries – street survey open text responses

On street survey respondents were asked for their views on the two proposals together in one question. The findings are presented here in two tables, one of responses gathered from surveys conducted in the vicinity of Durning Library (*table 4.5*) and one of responses from surveys conducted in the vicinity of Tate South Lambeth Library (*table 4.6*)

Of the 198 people surveyed in the area of Durning Library, 178 provided full answers to the question, and of the 204 people surveyed in the area of Tate South Lambeth Library, 184 provided full answers to the question.

Table 4.5: Responses to both proposals from street surveys conducted near Durning Library

Q12. Please tell us more about why you have said this about the proposals for Durning and Tate South Lambeth Libraries

<i>Responses gathered in vicinity of Durning Library</i>	<i>Total</i>	<i>%</i>
General Support	29	16%
Keep both libraries open	21	12%
No gym needed	10	6%
Support the proposal for gym/health and wellbeing activities at TSL	10	6%
Durning is the best option for a town centre library in north Lambeth	10	6%
TSL should remain as a full service library	9	5%
General Oppose	8	4%
Gym incompatible with library	8	4%
Oppose due to reduced library provision and/or lack of staff at TSL	8	4%
Libraries provide more social value than gyms	7	4%
Concerned that it's a temporary rather than permanent arrangement for Durning	6	2%
Requires more information	5	3%
Libraries are essential for education of local children and young people	5	3%
Durning is a well-used community library	5	3%
TSL is essential to local community	4	2%
Support keep fit activities but only if main library functions are not reduced too far	3	2%
Support gym at TSL if membership and classes are affordable/subsidised	3	2%
Objection to consultation questions	2	1%
This is not ideal but better than closing TSL completely due to cuts	2	1%
Durning is too far from my home	2	1%
TSL for town centre library	1	1%
Durning is too far for me to travel with my young children	1	1%
Support if it secures future for Durning Library	1	1%
Support longer opening hours at Durning	1	1%
Other	8	4%
No opinion	9	5%

The overall level of general support for both proposals is 16%:

“A gym at TSL will be a good way to save money and I agree with the proposals for Durning Library”
- street survey respondent aged 25-34

“For Durning, I really like it. I am glad it is being upgraded and improved. For Tate – I don’t mind it being used for a different purpose”
- street survey respondent aged 55-64

However, 12% of respondents would prefer both libraries to stay open:

“I am concerned about the disruption and think that two local libraries would be better for residents than one big library.”
- street survey respondent aged 65-74

On proposals for Tate South Lambeth Library specifically views are very mixed. Some offer their conditional support with 3% saying they would support it if membership and classes were subsidised for local residents and 3% saying they would support only if the health activities would not impinge to greatly on other library activities:

"Classes should be reasonably priced for local residents."

- street survey respondent aged 25-34

"I support this as long as Tate offers a full range of activities for children and seniors."

- street survey respondent aged 25-34

Table 4.6: Responses to both proposals from street surveys conducted near Tate South Lambeth Library

Q12. Please tell us more about why you have said this about the proposals for Durning and Tate South Lambeth Libraries

<i>Responses gathered in vicinity of Tate South Lambeth Library</i>	<i>Number</i>	<i>%</i>
No gym needed	32	17%
TSL should remain as a full service library	19	10%
General Support	17	9%
General Oppose	16	9%
Keep both libraries open	15	8%
TSL is essential to local community	13	7%
Support the proposal for gym/health and wellbeing activities at TSL	8	4%
Libraries are essential for education of local children and young people	8	4%
TSL for town centre library	7	4%
Gym incompatible with library	6	3%
Libraries provide more social value than gyms	6	3%
TSL is a lifeline for older people living nearby	4	2%
Durning is too far from my home	4	2%
Oppose due to reduced library provision and/or lack of staff at TSL	3	2%
This is not ideal but better than closing TSL completely due to cuts	3	2%
Support longer opening hours at Durning	3	2%
Objection to consultation questions	2	1%
Save money elsewhere and keep TSL open	2	1%
Support keep fit activities but only if main library functions are not reduced too far	2	1%
Durning is too far for me to travel with my young children	2	1%
Concerned that it's a temporary rather than permanent arrangement for Durning	2	1%
Requires more information	1	1%
Durning is the best option for a town centre library in north Lambeth	1	1%
Other	5	3%
No opinion	3	2%

A higher percentage oppose the proposal for Tate South Lambeth Library, with 5% stating a preference for it to be the town centre library, 4% saying that gyms are incompatible with library

services, 6% saying there is no need for another gym in Stockwell/Vauxhall and 4% opposing the prospect of having reduced library provision and/or no librarian on site:

"I don't agree with not having a librarian in the South Tate - losing expert knowledge"
- street survey respondent aged 65-74

"Most people working class use libraries, they get educated and use the facilities. There are plenty of gyms in the area."
- street survey respondent aged 45-54

The most common response is that no gym is needed (17%) followed by the view that Tate South Lambeth should remain a full service library (10%), reflecting the high levels of opposition seen through the other consultation channels.

There was some support for fitness and wellbeing activities at TSL (4%) and some recognition that it is not an ideal proposal but would be preferable to closing the library due to budget cuts from central government (2%):

"I don't actually agree with keeping libraries open for the sake with stretched budgets. Reduced selection of books is fine, but needs to be good stock rotation and new stock."
- street survey respondent aged 25-34

"Gyms are also important. I go in Brixton & Clapham leisure centres so TSL would be in walking distance."
- street survey respondent aged 45-54

Perhaps unsurprisingly there was much less support for Durning Library being the town centre library for the north of the borough with only 1% saying it would be the best option, compared to 6% of respondents who were asked near Durning Library.

4.5 Revenue generating activities at Tate South Lambeth Library

4.5.1 Street Survey

It was explained to interviewees that as part of the proposals, to cover the costs of Tate South Lambeth library, there will need to be activities in the building alongside the library service that bring in money. Interviewees were then asked what activities they would like to see in the building that they would pay for. Three in ten (30%) say none (see *chart 4.13*). The same proportion (30%) say they would pay for rooms for hire for community organisations, although it's not known how many of these are in positions where they would be hiring rooms for such groups. Just under a quarter (23%) would be willing to pay for body movement classes, and 17% for keep fit classes. Around one in ten would be willing to pay for activities for young children, with 11% picking mother and baby exercise classes, and the same proportion a crèche.

Those that said they would pay for an 'other' activity were asked what this is (see *table 4.7*). The most common response to this question is that they would prefer not to see any revenue generating activities at Tate South Lambeth Library (20%):

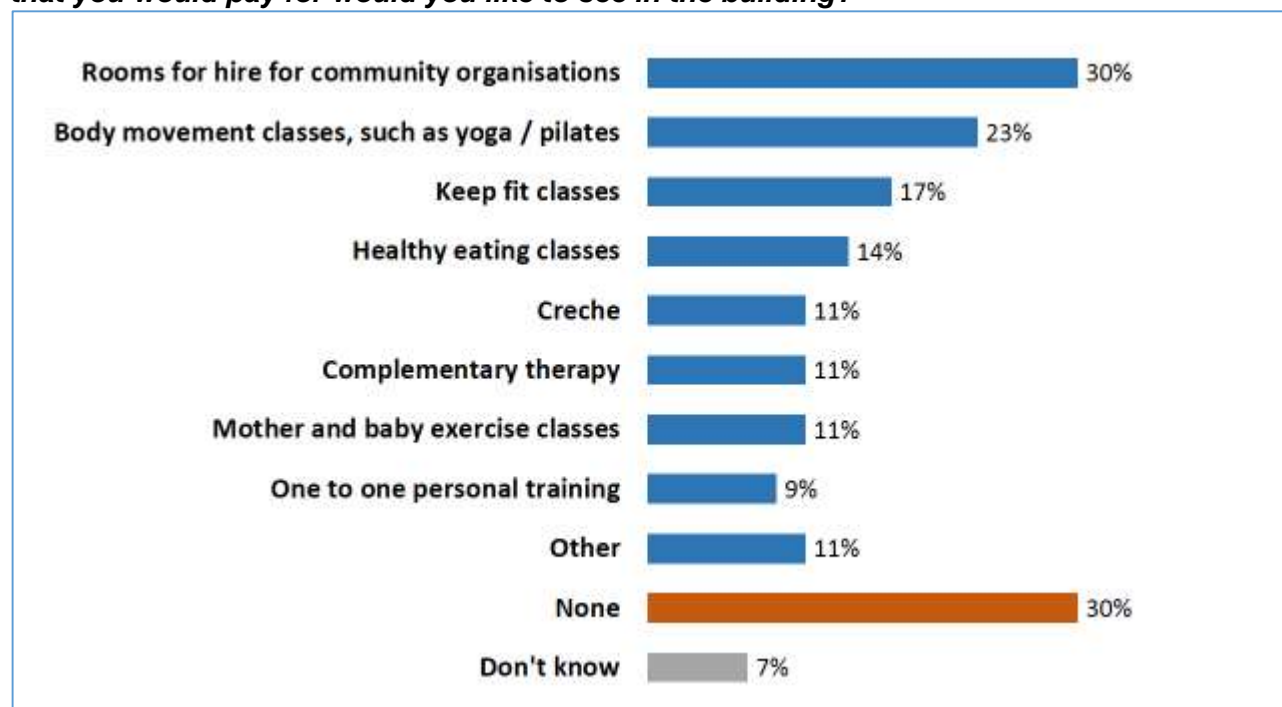
"I don't approve of a community facility charging"
- Street survey respondent aged 65-74

There were also suggestions for alternative sources of funding such as sponsorship (1%):

"Why don't the Tate Galleries fund the libraries?"
- Street survey respondent aged 35-44

Chart 4.13: Activities people would be willing to pay for – street survey respondents

Q13. To cover the costs of the Tate South Lambeth library building, as well as free library provision there will need to be activities provided that bring in money. What activities, if any, that you would pay for would you like to see in the building?



Base; All respondents, street survey (402)

Table 4.7: 'Other' activities people would be willing to pay for – street survey respondents

Q13. If 'other' – what other activity is this?

<i>Suggested revenue generating activities</i>	<i>Total</i>	<i>%</i>
None	17	20%
Health/Wellbeing Classes	15	18%
Children's Activities	8	10%
Adult Education	7	8%
Membership fees for groups/clubs	5	6%
Café	3	4%
Donations	3	4%
Room hire	3	4%
Arts/Cultural Activities	2	2%
Community Events	2	2%
Shop	2	2%
Film viewings	1	1%
Rent flats above TSL	1	1%
Save money elsewhere	1	1%
Sponsorship	1	1%
Markets	1	1%
Talks and Presentations	1	1%
Don't know	10	12%

4.5.2 Focus groups

Focus group participants felt that if the library needs to have activities that are income generating they would be prepared to pay for an after school club, school holiday club, crèche, adult courses, exhibitions, and a café. Music events were also suggested. Stockwell Partnership have questioned whether we should assume this represents a guaranteed revenue stream as the Portuguese community are not a wealthy group.

Participants also strongly stated that if a gym took over the library they would not go to the gym as there are many other gyms covering the area.

4.5.3 Open text comments from consultation document

There were 827 responses to the question on what sort of revenue generating activities respondents would like to see taking place at Tate South Lambeth, of which a random sample of 500 were analysed. Many people suggested more than one activity so a selection of up to three codes were assigned to each sampled response.

Table 4.7: Responses to both proposals from street surveys conducted near Tate South Lambeth Library

Q3. What sort of revenue generating activities (i.e. activities you or local organisations would pay for) would you like to see taking place at Tate South Lambeth – alongside free library provision?

<i>Suggested Revenue Generating Activities</i>	<i>Total</i>	<i>%</i>
None	187	29%
Adult Education	57	9%
Café	43	7%
Room hire	41	6%
Arts/Cultural Events	38	6%
Children's Activities	35	6%
Health/Wellbeing classes	24	4%
Film Screenings	18	3%
Membership fees for groups/clubs	17	3%
Bookshop	13	2%
I already pay council tax	12	2%
Not a gym	11	2%
Markets	9	1%
Shop	8	1%
Sponsorship	8	1%
Parcel collection point	7	1%
DVD hire	6	1%
Support idea of a gym/healthy living centre	6	1%
General Support	6	1%
Charge for using Pcs	5	1%
Save money elsewhere	5	1%
Community events	4	1%
Decision for TSL Friends and the library users	4	1%
Donations from library users	4	1%
Objection to consultation questions	4	1%

Rent out flats above the library	4	1%
Anything that does not compromise library service	3	<1%
Form a library trust	3	<1%
Computer game tournaments	2	<1%
It's the council's responsibility to come up with these ideas	2	<1%
Printing and photocopying	2	<1%
Restaurant	2	<1%
TSL for town centre library	2	<1%
TSL Friends Campaign	2	<1%
Google AdWords on library catalogue	1	<1%
More information required	1	<1%
Public advice services	1	<1%
Sports Events	1	<1%
Other	16	3%
Don't know/No Opinion	22	3%

The most common response to this question is 'None' with 29% of respondents saying that they would prefer not to have any revenue generating activities alongside the free library provision at Tate South Lambeth Library:

"I don't want to see anything except full library services."

- Tate South Lambeth respondent aged 35-44

"A library is a social community service not a revenue generating activity."

- Online respondent aged 54-65

"The local authorities should leave libraries alone and stop trying to generate profits."

- Durning respondent (age not given)

The second most popular response, making up 9% of all suggested activities, is adult education courses which respondents feel would be in keeping with the ethos of libraries as educative spaces:

"A nice idea for the community would be to offer lessons, for example, language lessons, to learn foreign languages, such as Portuguese or Italian, or even English for foreign learners."

- Online respondent aged 25-34

"Educational talks, courses, local cinema, arts classes, homework clubs, benefit surgeries, anything educational which would go along with interests of reading (no treadmills!)"

- Tate South Lambeth respondent aged 45-54

The third most suggested revenue-generating activity is a café, with 7% mentioning it. Charging for arts and cultural events such as book readings, plays, concerts and art exhibitions is also a frequently mentioned suggestion (6%):

"A gallery space for artists' exhibitions, and a space for poetry readings / spoken word events."

- Online respondent aged 45-54

"Concerts/ Cabaret/Theatre/ Lectures"

- Durning respondent aged 65-74

Other popular ideas include children's activities (6%) and room hire (6%):

"Children's Theatre, art activities, science and maths clubs, for primary schools, chess clubs, teaching IT skills/Coding"

- Tate South Lambeth respondent aged 25-34

"I would suggest that Tate South Library could be hired out in the evenings for evening classes/ adult education/training sessions/ AGM meetings and so forth for local businesses"

- Tate South Lambeth respondent (age not disclosed)

"Hall space for hire for birthday parties, events, book launches and adult keep fit classes."

- Online respondent aged 25-34

Certain suggestions centre on generating revenue through selling advertising space on the library's on-line catalogue to Google (<1%) or parcel collection/drop off points for companies like Amazon (1%). Others still suggest looking into partnership or sponsorship arrangements with local organisations, charities and businesses (1%):

"Get local businesses/ Portuguese Embassy involved. Big Waitrose at Vauxhall. I'd get involved with any proposed event."

-Tate South Lambeth respondent aged 45-54

"Sponsorship of the whole library or sections of it by local businesses."

- Tate South Lambeth respondent aged 55-64

Moving away from looking for partners or sponsors, some suggested forming a library trust (<1%):

"Money could be raised by us becoming a trust, an endowment allocated to literacy work, by renting spaces and by vulnerable groups (aged etc.) funding"

- Tate South Lambeth respondent aged 75 or over

"What is your response to the librarians' plans for a charitable trust for the 10 libraries?"

- Tate South Lambeth respondent aged 65-74

There was a small selection of respondents who said they would be happy to pay for existing library services such as DVD rental (1%), membership of groups/clubs (3%) and computer use (1%). And some who supported the idea of holding chargeable healthy living activities (4%):

"Yoga, Meditation, and similar wellbeing classes that are more suited to the kind of holistic benefits gained from reading and learning"

- Tate South Lambeth respondent aged 25-34

"Keep fit, Pilates, yoga, meditation, tai chi for all ages."

- Online respondent aged 65-74

However, while 1% explicitly expressed support for a full healthy living centre, 2% used the opportunity to emphasise their objection to introducing any gym facilities to the library building.

4.5.4 Other submissions

During the consultation period, an email was received from Doddle, a parcel collection and delivery service expressing their desire to explore a space share at Tate South Lambeth Library:

"I write to confirm that Doddle are keen to work together with Lambeth Council to explore a potential space share at Tate South Lambeth Library."

Doddle is a parcel collection and delivery service and therefore would provide the local neighbourhood with a convenient amenity to service the community. We would also consider ways in which we could assist in the maintenance of a library service."

Further to this a submission was received from Councillor Jack Hopkins stating that he feels this Doddle would potentially be a good partner and asking that this offer be explored further:

"I would like to make a formal, if short contribution to the consultation around Tate South Lambeth library. At a TSL Forum meeting in October, one of the residents suggested that rather than a gym we should look for something less intrusive which could help support keep the library open for the longer term. He suggested an Amazon book depository or a café.

Since then I have been in contact with Doddle and have hosted them on a walkabout at the Library. I feel that Doddle as an outfit would be a very good fit for the library in that they require a safe and secure environment, they are looking to develop community partnerships and have an excellent focus on customer experience and engagement. Most importantly they do not require huge amounts of space which as a local Councillor is something of huge importance to us and local groups who use the library. The less space that can be taken up by a mixed use, the more space there remains for community usage.

I would be grateful if this opportunity could be explored as quickly as possible with Doddle to see whether there is an opportunity to partner at TSL or any other community assets which might be of benefit".

Appendix 1: Report of focus groups

Culture 2020: Portuguese Focus Groups run by Stockwell Partnership

December 2015

Introduction

Stockwell Partnership has extensive links with the Portuguese community in Lambeth, with two full-time Portuguese community development / advocacy staff members who have both been employed for over six years.

In December 2015, the organisation was commissioned to undertake two focus groups with the local Portuguese community to seek views on Lambeth's Culture 2020 proposal to make Tate South Lambeth Library into a healthy living centre with a small library, and Durning Library into the north Lambeth district library.

Methodology

For the first group, we recruited 13 Portuguese residents from the local community and held the focus group in the Portuguese Community Centre in Oval on 14th December 2015. For the second group, we worked with an existing social group of ten older Portuguese people who meet regularly in the Portuguese Community Centre and the Stockwell Partnership offices.

With both groups, we used the existing Culture 2020 questions as a framework for the two hour discussions, run by our staff in Portuguese. Where applicable, we began each section by asking whether members of the group agreed or disagreed with the question before going on to discuss it in more detail.

The results are summarised below.

GROUP 1: Portuguese Community Centre in Oval on 14th December 2015

The group consisted of 13 members, including three men, and ten women (of whom two were parents). The group was recruited from Portuguese Community Centre beneficiaries, the LEAP Parent Champion programme, and local contacts known by our Portuguese advocate via our Lambeth Early Years Bilingual Advocacy contract.

Q1. To what extent do you support or oppose the proposal that Durning Library will become the temporary town centre library?

Strongly Support 2 *Support* 0 *Neither support or oppose* 0

Oppose 0 *Strongly oppose* 11 *Don't know / no opinion* 0

Discussion: Two individuals said that if the Durning library had all the current Portuguese-focused activities and services of the Tate South Lambeth Library they wanted Durning to become the town centre library because it was closer to their home. 11 believed that the current location and services in TSL library make it highly accessible to them, and thought that it is an important existing facility for activities for Portuguese adults and children.

Q2. To what extent do you support or oppose the proposal that Tate South Library will offer a reduced library provision and a wider range of wellbeing activities within a healthy living centre?

Strongly Support 1 *Support* 0 *Neither support or oppose* 0

Oppose 4 *Strongly oppose* 6 *Don't know/no opinion* 1

Discussion: Whilst one person voiced support for the proposal, the majority thought that the Library is a focus for daily activities and people like using it with the current services, where it is. They see no reason to change it to another location.

Q3. What sort of revenue generating activities (i.e. activities you or local organisations would pay for) would you like to see taking place at Tate South Lambeth, alongside free library provision?

Discussion: If the library needs to have activities that are income generating they would be prepared to pay for an after school club, school holiday club, crèche, adult courses, exhibitions, and a café.

Q4. Which library, if any, do you use most often?

Durning 0 *Tate South Lambeth Library* 8 *Both Equally* 0

Another 2 *I don't use a library* 0 *Don't know* 3

Discussion: The Tate South Lambeth is local, in the heart of the Portuguese community, and people are by now so used to it that they stated forcibly that they would not go to another library.

Final discussion:

In general the view of the Portuguese people that live near and use the Tate library is that they oppose the library closing and stopping of the current activities. The library is part of the South Lambeth Road, and locals are used to it being there and know it's the only library with Portuguese books. It also has activities that focus on the Portuguese community only such as ESOL classes run by Lino, a local Portuguese man, that are well attended. They also strongly stated that if a gym took over the library they would not go to the gym as there are many other gyms covering the area.

GROUP 2: HUG (Older Portuguese Speakers') Group – held on Monday 14th December in Stockwell Partnership offices, South Lambeth Road

Q1. To what extent do you support or oppose the proposal that Durning Library will become the temporary town centre library?

Strongly Support 0 *Support* 0 *Neither support or oppose* 0 *Oppose* 0

Strongly Oppose 10 *Don't know/no opinion* 0

Discussion: The Portuguese HUG Group stated that Durning Library is too far for the majority of them and does not have the same book offers and activities for the Portuguese people as Tate South Library. Also Durning does not provide ESOL Classes that they are attending already and enjoy so much.

Q2. To what extent do you support or oppose the proposal that Tate South Library will offer reduced library provisions and wider range of wellbeing activities within a healthy living centre?

Strongly Support 0 *Support* 0 *Neither support or oppose* 0 *Oppose* 4

Strongly oppose 6 *Don't know/no opinion* 0

Discussion: The group were against changing from a library to wellbeing activities because the Tate library has a good existing range of services. In the future they thought the library should be improved to extend its activities to benefit Portuguese families even more.

Q3. What sort of revenue generating activities (i.e. activities you or local organisations would pay for) would you like to see taking place at Tate South Lambeth - alongside free library provision?

The group thought that income for the library could include paid activities such as a crèche and after school or homework clubs, as well as paid exhibitions, music events and a café.

Q3. Which library, if any, do you use most often?

Durning 0 *Tate South Lambeth Library* 10 *Both Equally* 0

Another 0 *I don't use a library* 0 *Don't know* 0

Discussion: The library is well known within the Portuguese community because of its activities for adults and children. The group thought there was no point in moving it away from the Portuguese community to another place.

Final discussion:

The Portuguese HUG Group uses the library for several activities. They have made an exhibition of their art and crafts there, and they have created a good rapport with the staff.

They also attend ESOL classes every Saturday and it is the only place with Portuguese books that they can read in the library. They expressed the feeling that transforming the library to a gym will not bring progress or generate lots of income because there are lots of other gyms in the area. They are also very concerned that Portuguese children will lose their link to Portuguese literature.