



THE LONDON BOROUGH
www.bromley.gov.uk

Environment and Community Services

Civic Centre, Stockwell Close, Bromley BR1 3UH

Telephone: 020 8464 3333

Direct Line: 020 8313 4443

Email: nigel.davies@bromley.gov.uk

Fax: 020 8313 0095

DX5727

Mr Glenn Kelly
Unison
Civic Centre
Stockwell Close
Bromley
BR1 3UH

4th June 2014

Dear Glenn

Petition – Bromley Council cutting Library Services

Thank you for the petition with regard to Library services.

As was reported to the Renewal and Recreation PDS on the 1st April 2014, the proposed £300,000 budget reductions for the service are so significant it will require changing opening hours across the service. The challenge will be to ensure that the library service provides value for money, high performance and a customer focused service within these financial constraints. It was acknowledged that it will be a difficult time for all library service staff and there is a need for staff to continue to be flexible and to be able to respond to the challenges facing the service.

In order to meet the required budgetary savings a range of reductions in opening hours, and consequent reduction in staffing levels, have been considered. Informing these proposals are statistical data showing the declining use of services in certain areas; sample hourly counts of visits; and customer consultation previously carried out. The proposals are based on analysis of the above and the aim to keep the network of libraries open for the maximum length of time possible within the agreed budget.

In order to inform the proposed changes, visitor numbers to each library were counted at the end of each operating hour that the library was open for. The results show the number of people coming into each library each hour, but they do not show how long each visit lasts.

These visitor counts gave the following evidence which supports the proposed changes to opening hours :-

Cont.../...



INVESTOR IN PEOPLE

Executive Director of Environment and Community Services, Nigel Davies.



The Government Standard

Central and Beckenham

The hours of 6pm to 7pm and 7pm to 8pm are consistently the quietest hours of the day.

(Evening meetings in the halls at the Central Library can sometimes inflate the figure as the counters are at the front entrance).

Chislehurst, Petts Wood and West Wickham

The hours of 6pm to 7pm and 7pm to 8pm are consistently the quietest hours of the day. The hour of 5pm to 6pm is quieter than the half hour 9.30 to 10am which suggests it is best to shorten the end rather than the beginning of the day.

Hayes

The hours of 6pm to 8pm are not at all well used. In addition Burnt Ash only opens for three days per week but accommodates a greater number of visitors than Hayes does over four days. It should therefore be possible to open for an equivalent number of hours.

Mottingham, Shortlands, Southborough and St Paul's Cray

These libraries are all significantly quieter between the hours of 5 to 8pm than the rest of the day. On two occasions only one person was recorded as entering Shortlands library between the hours of 7pm and 8pm. Similarly, Southborough recorded a single visit on one occasion and regularly attracted between 3 and 5 visits. They all also have a dip in usage in the middle of the day which should help mitigate the effect of a lunch time closure.

The outcome of the user consultation has revealed that in the main, most respondents suggested that they would not be inconvenienced by the Councils proposals. The full results of the user and staff consultation will be reported to the Renewal and Recreation PDS Committee on the 24th June 2014.

Yours sincerely



Nigel Davies
Executive Director of Environment and Community Services