

Proposals for Libraries and Community Centres

Findings Report



Version Control

Version	Author	Description
1.0	Michael Clarke	Draft
2.0	Michael Clarke	Final

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Introduction and Background

In 2023, Leicester City Council launched the Community Services & Library Needs Assessment (CSLNA) — a transformational programme aimed at reviewing and shaping the future of our Neighbourhood Services. This comprehensive assessment covers all our facilities and examines current and future community needs across the entire city.

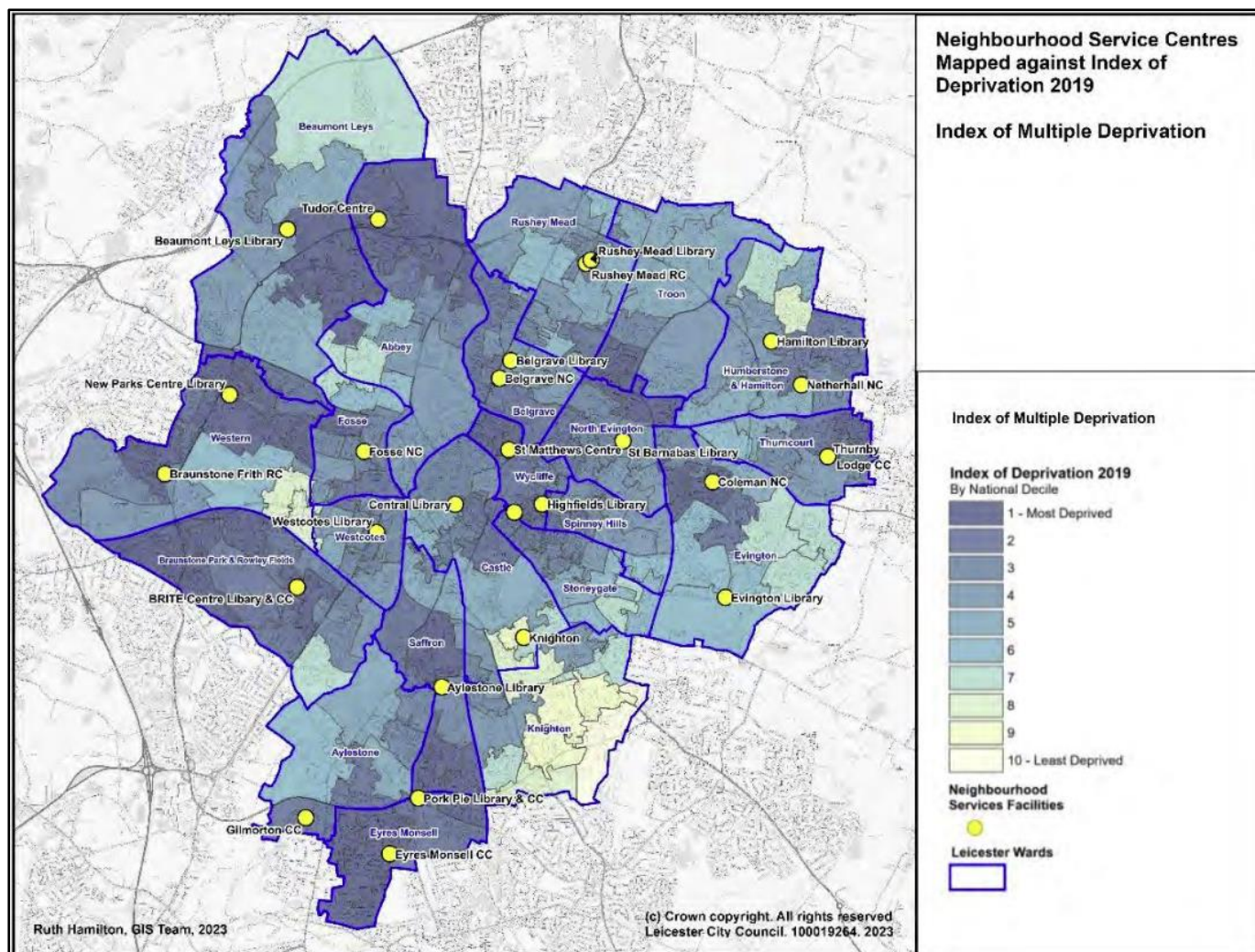
The programme is split into two phases; phase 1 was an engagement phase which ran from July 2023 – October 2023 and phase 2 was the consultation phase which ran from April 2025 – June 2025. The aim of the Phase 1 engagement was to gain insight into how library and community services are currently being used and to identify what residents may need in the future. A summary report was produced by the Activist Group (specialists in research and advice on libraries and community centres) at the conclusion of Phase 1 to present the findings from the engagement activities, alongside the Council's own supporting secondary research report. These insights helped inform proposals for consultation in phase 2.

The CSLNA was introduced in response to shifting city demographics and the lasting impact of the COVID-19 pandemic, both of which have influenced how residents use and what they expect from our services. The programme seeks to build a service offer for the future, informed by robust evidence and community input.

Like many local authorities, Leicester City Council is navigating a challenging financial climate. It's therefore essential that our services are both responsive to community needs and delivered in a cost-effective way. Our goal is to make the best use of available resources while safeguarding these much valued and widely used services.

The Council currently operates 25 community facilities citywide, including 9 multi-service centres, 16 libraries, and 13 community centres (some of which share space with libraries). These venues offer access to books and digital services, host groups and events, and serve as important hubs for community connection and support. Together, they play a key role in bringing people together and helping families improve their life opportunities.

Our 25 community facilities can be seen on the below map over the indices of multiple deprivation.



Consultation Method

Objectives and techniques

The public consultation on proposals for libraries and community centres ran from Wednesday 2nd April 2025 to Sunday 29th June 2025. The aim of the consultation was to gather views on a set of proposals which have been developed following a 12 week period of public engagement in 2023. Details of the proposals can be found here ([proposals-for-leicester-city-libraries-and-community-centres.pdf](#))

This consultation builds on the engagement work conducted in 2023 as part of the CSLNA programme, with the aim of shaping a future model for Neighbourhood Services across the city. The Council commissioned Activist Group, as specialists in engagement, research and advice on library and council services, to undertake the engagement and produce a public engagement report. The 2023 public engagement report is available here [public-engagement-report.pdf](#)

The Neighbourhood Services project team undertook an extensive secondary research exercise in 2024 to support the needs assessment. The report is available here [Secondary Research Report](#). Research included:

- Leicester city population analysis, health and employment data
 - Service overview including performance data
 - Usage and service cost information
 - Benchmarking information
 - Service delivery (analysed through the national Universal Offers developed by Libraries Connected)
 - Building profiles (for each Neighbourhood Services facility)
- The data and feedback gathered through the engagement activities were analysed to develop a draft set of proposals, which was presented to the City Mayor and Executive in March 2025.
 - An Equality Impact Assessment (EIA) was completed as part of the draft proposals and has been updated to inform the current proposals.
 - Consultation on the draft proposals ran from Wednesday 2nd April to Sunday 29th June. Details of activities undertaken during the consultation can be found in the summary section below.

The next steps are:

- Analysis of responses received through the consultation.
- Refined proposals for libraries and community centres presented to City Mayor and the Executive.
- Updated EIA.
- Subject to approval, commencement of implementation projects to effect the changes.

Qualitative data analysis

As part of the consultation there were a number of questions which gave respondents a free text box to write comments and give ideas. In order to ensure our analysis of these comments was fair our Digital, Data and Technology team developed 3 outputs, using advanced statistical analysis methods, which allowed us to independently verify the results and show no bias occurred during the analysis. These outputs were:

- Sentiment Analysis - which analyses a sentence and then creates a sentiment score. It does this by applying a score to each word in a sentence. It then examines the context of the word by looking at pre and post words and applies an amplifier to this original score. The score for the sentence is then summarised into three categories – positive elements, negative elements and neutral elements. These scores are then combined to give an overall “compound” sentiment score for the comment / response.
- Frequency Analysis - This part of the analysis counts the number of times words appear in the comments being analysed to give an impression of the overall thoughts of the responder.
- Text summarisation - This part of the analysis uses the concept of frequency analysis and expands it across whole sentences. Each word is given a score which is the proportion of its own frequency divided by the frequency of the most common word. This proportion is then summed for each word in the sentence. As per the frequency analysis stop words are removed from this calculation. The top 10 scoring sentences are then output as the summary.

Summary of citywide engagement (July 2023 – October 2023)

Details of the public engagement has been previously published and the public engagement and secondary research reports are available to view here [public-engagement-report.pdf](#) and here [Secondary Research Report](#).

The main outcomes of the previous engagement were:

- A good level of engagement through:
 - **Interviews** - 15 interviews and small group conversations with 17 key library and community centre stakeholders, including Council officers, managers, library and community centre partners and representatives of the voluntary, education and creative sector in Leicester.
 - **Main public survey** – The survey ran from Monday 3rd July 2023 until Sunday 24th September 2023. We received:
 - 2,340 survey returns comprising of:
 - 930 online surveys
 - 1,244 paper surveys
 - 166 community language surveys
 - **Children and young people's survey** - The survey ran from Monday 25th September 2023 until Sunday 22nd October 2023. We received 511 survey returns.
 - **Staff workshops** – Three staff workshops were held with officers from Neighbourhood Services that work with libraries and community centres.
 - **Focus Groups** - We also conducted twelve focus groups and spoke with 80 members of the public who were a mixture of users and non-service users, of all ages and demographics.
- **Reading:** People have told the Council that one of the most important library services offered to them is access to reading and literacy materials.
- **Health and wellbeing:** People have told the Council that libraries and community centres offer respite and relief from life's challenges, supporting their wellbeing and helping to address isolation.
- Residents, and partners, trust Leicester's library and community centre staff.
- There is a significant growing need for more mental health support in Leicester, as well as support with improving people's physical health post-Covid.
- Libraries and community centres offer highly valued free, or low cost, communal and socialization spaces for Leicester residents.
- **Information and digital:** People have told the Council that libraries and community centres help people with access to free IT, Wi-Fi, information, face to face advice and support signposting needs.
- Leicester residents continue to have core information, advice and IT access support needs. Libraries and community centres can, and should, play a role in supporting these needs across all age groups and demographics.

- People have told the Council that one of the most important services offered by libraries and community centres is space to safely and quietly study and learn. There is a significant need for safe out of classroom hours study space for children, young people and adult learners. Residents would like the existing offer to be expanded further, and existing facilities and availability of workspaces improved
- **Culture and creativity:** People would like to see more creative and cultural activities and events being offered, tailored to each unique locality and reflecting the blend of communities and cultures that live in the immediate surrounding areas.
- There is an opportunity to align any refreshed library and community centre offer with a broader refresh of the cultural offer and marketing of Leicester as a city destination, particularly through programming in the Central Library.
- **Children's promise:** A significant proportion of Leicester children are understood to grow up in poverty, with related impacts on school readiness and future life outcomes. Libraries and community centres can play a role in helping children, young people and their families with these early year challenges, in part through the provision of pre-school literacy and reading support.
- There is a significant need for safe out of classroom hours study space for children and young people.
- The survey asked what ideas people thought the Council should investigate which are being tried elsewhere to better meet the needs of residents. 'more multi-service centres,' 'reviewing opening hours to match peak demand' and 'involving community organisations in running services' were the most popular ideas to consider.

Table 1: "Many councils are changing how they operate community centres and library services in order to better meet the needs of residents. Please tick up to three ideas that you think we could look at."

Option	Total	Percent
Have more multi-service centres to bring community centres, libraries and local services together	1014	58.78%
Involving community organisations more in running services	621	36.00%
Reviewing opening hours to match peak demand	596	34.55%
Making more use of volunteers	377	21.86%
Making more use of customer self-service in public libraries	375	21.74%
Providing more services online	294	17.04%
None of the above	211	12.23%
Other	91	5.28%

Summary of citywide consultation (April 2025 – June 2025)

The period of consultation had several key parts.

- **Main public survey** - The survey ran from Wednesday 2nd April 2025 to Sunday 29th June 2025. We received 4989 survey returns comprising of:
 - 2591 online surveys
 - 2,065 paper surveys
 - 333 community language surveys (the survey was available in English, Gujarati, Punjabi, Urdu, Bengali and Somali)
- **Children and young people's survey** - The survey ran from Tuesday 22nd April 2025 until Sunday 29th June 2025 . We received 1,366 survey returns.
- **Open public meetings** – 12 open meetings were held across the city (details can be seen in the table below and notes from the meetings at appendix c) with 1,053 attendees. The meetings were chaired by the Assistant Mayor for Health, Culture, Libraries and Community Centres and senior officers with a remit for the services in question. An interpreter was present at 2 of the meetings to assist attendees.
- **Ward Councillor Engagement Meetings** – Engagement meetings were held for all Ward Councillors in small ward groups.
- **Officer led drop in sessions** – 15 officer lead drop in sessions were held across the city (details can be seen at appendix d) with approximately 120 attendees.
- **Stakeholder Meetings** – Stakeholders and community groups could request a meeting with officers and 41 were held.
- **Young people drop in sessions** – Were held at Belgrave and Knighton Libraries along with a session at City Hall for the Young Peoples Council.
- **Group submissions & individual comments** – 33 submissions/comments were received into the consultation email address outside of the survey.
- **Petitions** – 6 petitions were received and details of these can be found further on in this report.

Details of the meetings held are as follows:

Opening Meetings, Chaired by Cllr Vi Dempster

Meeting	Venue	Date/Time	Attendance
Open Meeting	Eyres Monsell Community Centre	Tuesday 15 th April 15 00 – 16 30	46
Open Meeting	Belgrave Neighbourhood Centre	Wednesday 23 rd April 18 00 – 19 30	400
Open Meeting	Tudor Centre	Tuesday 13 th May 14 30 - 16 00	46
Open Meeting	Soar Valley College	Wednesday 14 th May 18 00 – 19 30	240
Open Meeting	Fosse Neighbourhood Centre	Tuesday 20 th May 18 00 – 19 30	24

Open Meeting	Avenue Primary School (near Knighton Library)	Wednesday 21st May 18 00 – 19 30	122
Open Meeting	St Matthews Centre	Thursday 29th May 18 00 – 19 30	57
Open Meeting	Netherhall Neighbourhood Centre	Wednesday 4th June 18 00 – 19 30	18
Open Meeting	Evington Library	Tuesday 10th June 14 30 – 16 00	39
Open Meeting	Coleman Neighbourhood Centre	Tuesday 17th June 18 00 – 19 30	26
Open Meeting	Gilmorton Community Rooms	Thursday 19th June 18 00 – 19 00	21
Open Meeting	Braunstone Recreation Centre	Tuesday 24th June 14 00 – 15 00	14

Drop-in sessions, Led by Neighbourhood Services Officers

Session	Venue	Date/Time	Attendance
Officer led drop-in session	Central Library	Tuesday 8th April 14 00 – 15 30	6
Officer led drop-in session	Hamilton Library	Thursday 10th April 10 00 – 11 30	4
Officer led drop-in session	Highfields Library	Monday 14th April 14 00 – 15 30	9
Officer led drop-in session	Beaumont Leys Library	Wednesday 16th April 14 00 – 15 30	6
Officer led drop-in session	BRITE Centre	Wednesday 23rd April 14 00 – 15 30	7
Officer led drop-in session	Pork Pie Library	Thursday 15th May 14 00 – 15 30	4
Officer led drop-in session	St Barnabas Library	Monday 19th May 10 00 – 11 30	5
Officer led drop-in session	New Parks Library	Thursday 22nd May 14 00 – 15 30	2
Officer led drop-in session	Westcotes	Thursday 29th May 14 00 – 15 30	6
Officer led drop-in session	Rushey Mead Library	Wednesday 4th June 14 00 – 15 30	4
Officer led drop-in session	Thurnby Lodge Community Centre	Thursday 5th June 10 00 – 11 30	8
Officer led drop-in session	Belgrave Library	Thursday 12th June 14 00 – 15 30	25
Officer led drop-in session	Aylestone Library	Tuesday 17th June 13 00 – 14 30	1
Officer led drop-in session	Evington Library	Wednesday 18th June 14 00 – 15 30	11

Officer led drop-in session	Knighton Library	Thursday 26th June 14 00 – 15 30	13
Young Peoples Council	City Hall	Thursday 3rd July 17 00 – 18 30	8

Ward councillor engagement meetings

Seven ward councillor engagement meetings were chaired by Cllr Vi Dempster with attendance from the Head of Neighbourhood Services. Councillors from all 21 city wards were invited on a ward cluster basis.

Young Peoples Council

A special meeting was arranged with members of the Young People's Council at City Hall to take their views on the proposals. The meeting was led by the Head of Neighbourhood Services and supported by the Youth Engagement Team.

Stakeholder Meetings

41 meetings were held during the consultation period with stakeholders and partners to take views on the proposals. The meetings were attended by the Head of Neighbourhood Services and by representatives from the stakeholder groups.

Communications

In advance of the launch and throughout the consultation an extensive communications plan was undertaken. Communications activity included but was not limited to:

- All councillor pre-launch briefing session
- All staff pre-launch briefings, online and in person
- High level press release
- Articles in local newspaper, LeicesterLive and BBC online
- The Assistant Mayor for Health, Culture, Libraries and Community Centres along with the Head of Neighbourhood Services went onto numerous local radio channels including EAVA and BBC Leicester to promote the consultation
- Briefings to a wide range of stakeholders including Primary and Secondary school Heads, Emergency Food Partnership, NHS Partnership, Universities Partnership
- All stakeholder emails
- Face-to-face promotion and support through Neighbourhood Services staff to all customers
- Letters to all community centre users
- Library newsletter (received by c17,000 subscribers)
- Posters and displays in all neighbourhood services facilities, and circulated to nearby venues
- Promotion of campaign across all 176 library public access computers, and library display screens
- Promotion of campaign through city centre digital display panels

- Posters displayed at children centres, customer services, Adult Learning Centre and other LCC dependant services to display
- Promotion to all schools through Schools Extranet bulletin
- Your Leicester newsletter
- Sent emails all local stakeholders (community groups etc)
- MPs and local councillors used networks to circulate information
- Internal staff communications through the FACE email

Public response and views expressed

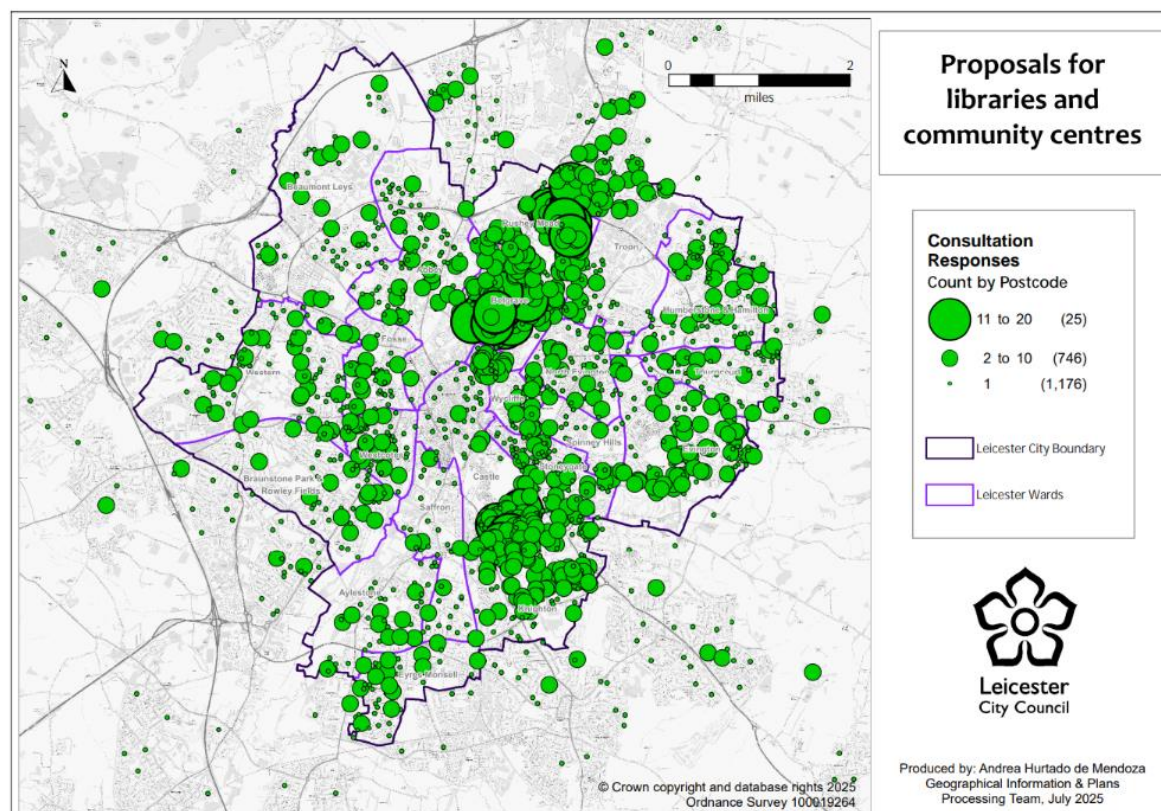
Consultation meetings

A series of consultation meetings were held and attended by residents, service users, community organisations and stakeholders (details can be found on the table above). The meetings included 12 open public meetings chaired by the Assistant Mayor for Health, Culture, Libraries and Community Centres and attended by the Head of Neighbourhood Services. Notes from these meetings can be seen at appendix c.

In addition 15 officer lead drop in sessions were held (the notes can be seen at appendix d) and meetings with groups were arranged on request.

Written and online comments and responses

Of the 4,989 responses submitted to the main survey, 4,225 postcodes were provided in total. Of these 3,916 (92.69%) were usable postcodes, the remainder were partial or incorrect. The below map shows a breakdown of responses by postcode:



The following table shows a breakdown of responses, where a valid postcode has been given, by their resident wards for the main survey:

Ward	Count of responses	Ward Population (Census 2021)	% of ward who completed the consultation
Abbey	131	22,112	0.59%
Aylestone	57	11,942	0.48%
Beaumont Leys	93	18,823	0.49%
Belgrave	683	20,563	3.32%
Braunstone Park & Rowley Fields	73	21,021	0.35%
Castle	408	23,691	1.72%
Evington	173	17,261	1.00%
Eyres Monsell	62	12,011	0.52%
Fosse	59	14,363	0.41%
Humberstone & Hamilton	134	21,133	0.63%
Knighton	357	16,831	2.12%
North Evington	96	23,905	0.40%
Rushey Mead	581	17,396	3.34%
Saffron	44	13,888	0.32%
Spinney Hills	56	13,037	0.43%
Stoneygate	115	21,095	0.55%
Thurncourt	58	12,067	0.48%
Troon	127	14,792	0.86%
Westcotes	80	15,795	0.51%
Western	98	21,074	0.47%
Wycliffe	105	15,792	0.66%
Not in City	326	N/A	
Total	3916		

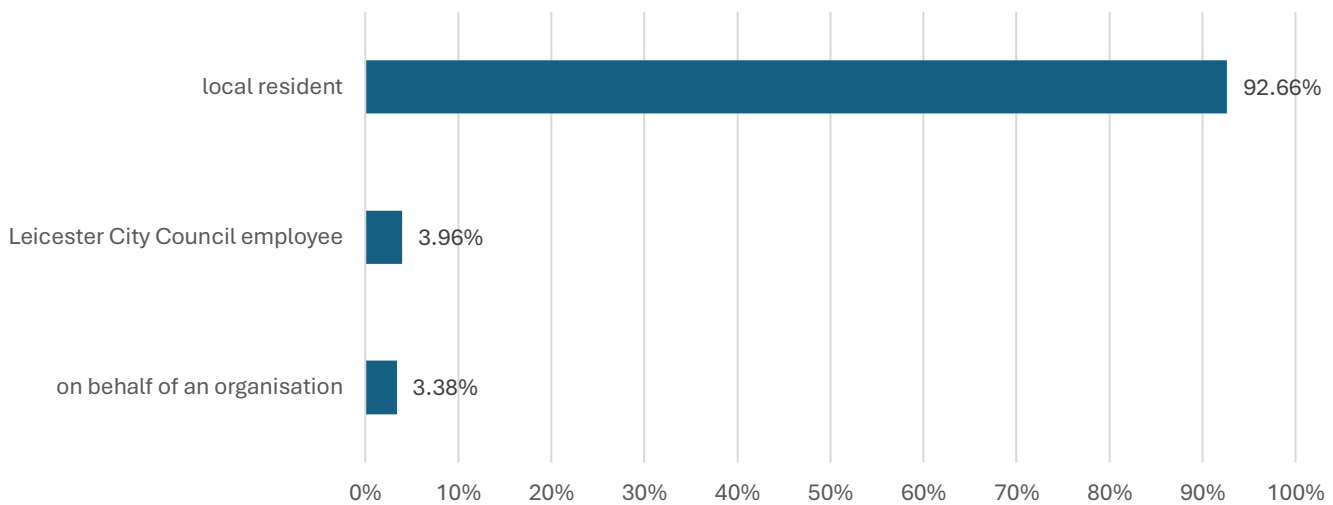
View and comments (main survey consultation)

This section provides a summary of the feedback received in response to the main survey consultation questions. For reference, a copy of the questionnaire is included in appendix A of this document. The following outlines the responses to each question:

Q1: I am completing this survey as a...?

All respondents were asked to indicate in what capacity they were completing the survey. The majority (92.66%) identified as local residents. A small proportion completed the survey as Leicester City Council employees (3.96%) or on behalf of an organisation (3.38%).

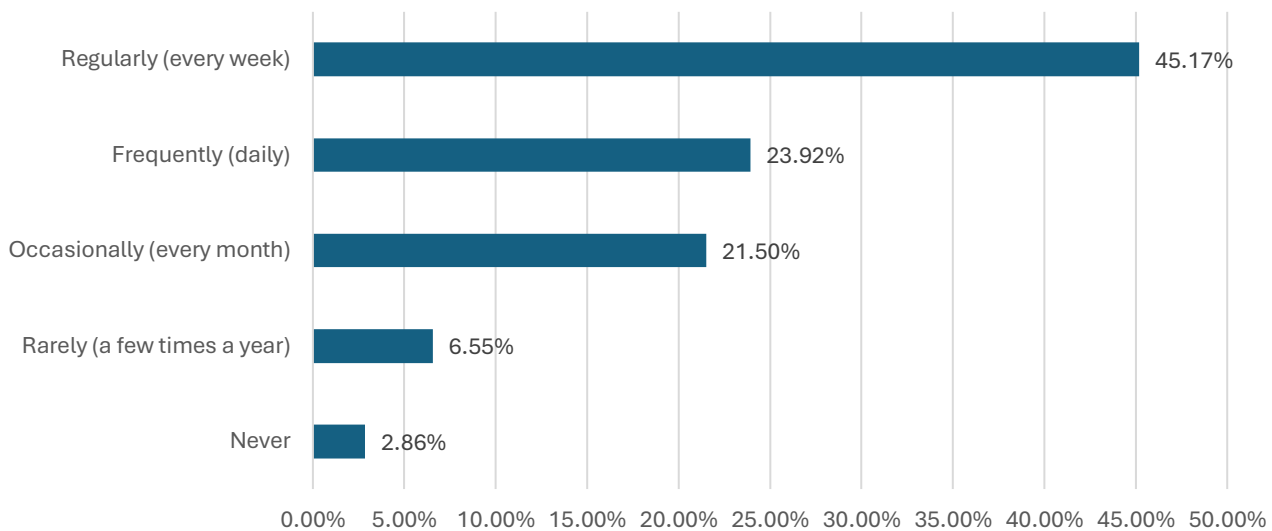
Q1: I am completing this survey as a...?



Q2: How often do you visit a public library in Leicester?

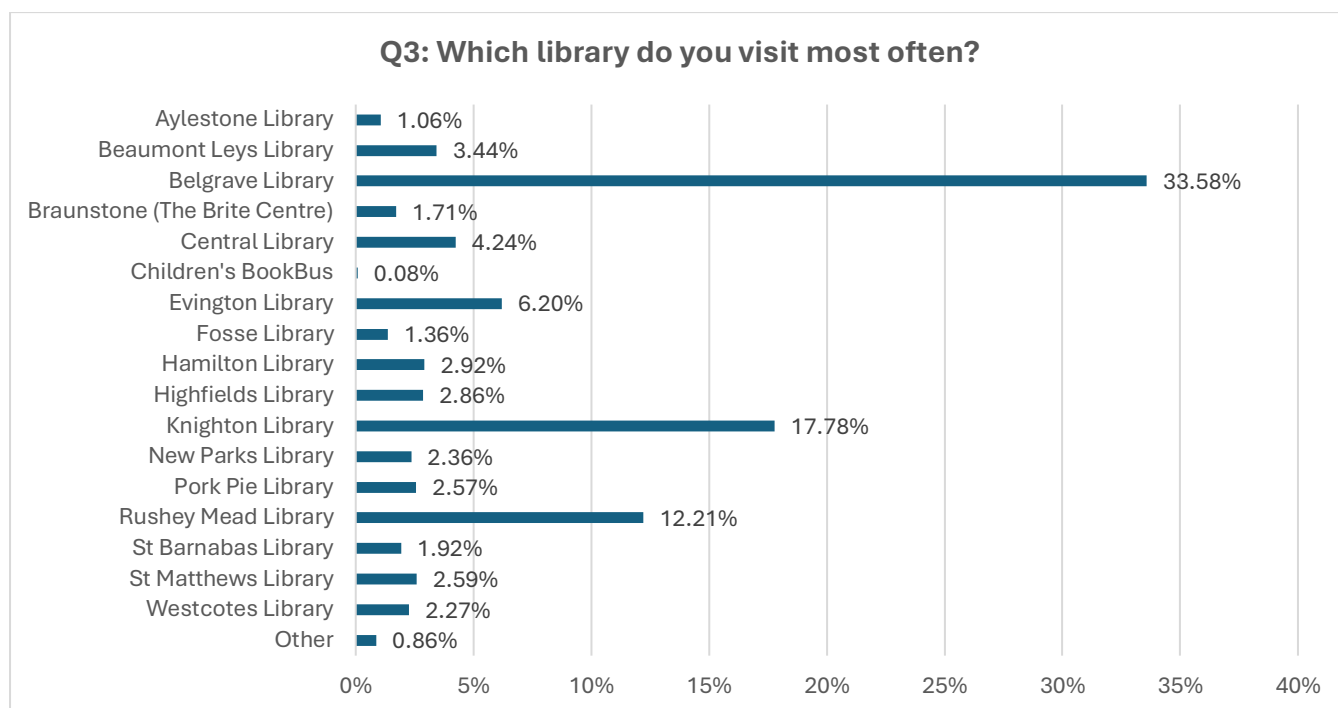
Respondents were asked to indicate how frequently they visited public libraries in Leicester. The responses varied, showing a mix of regular and infrequent users, with a small proportion stating that they do not visit libraries at all. The following chart shows a breakdown of responses.

Q2: How often do you visit a public library in Leicester?



Q3: Which library do you visit most often?

Respondents were asked to indicate which library they visited most often. Out of 4,989 responders, 4,959 (99.40%) answered one or more parts of this question. The following chart shows the percentage that selected each option.



The below table shows cross provision of use across our library sites.

Cross provision of use across library sites

% visiting both centres	Aylestone	Beaumont	Belgrave	BRITE	Central	BookBus	Evington	Fosse	Hamilton	Highfields	Knighton	New Parks	Other	Pork Pie	Rushey Mead	St Barnabas	St Matthews	Westcotes
# visited most often	51	165	1609	82	203	4	297	65	140	137	852	113	41	123	585	92	124	109
Aylestone		7.8%	3.9%	15.7%	33.3%	2.0%	15.7%	0.0%	0.0%	5.9%	29.4%	2.0%	0.0%	31.4%	0.0%	0.0%	0.0%	9.8%
Beaumont	1.8%		21.2%	5.5%	32.7%	1.2%	1.8%	6.1%	7.9%	2.4%	1.8%	12.1%	1.8%	2.4%	10.3%	4.2%	2.4%	4.2%
Belgrave	0.4%	5.9%		0.9%	10.3%	2.2%	1.8%	0.6%	6.8%	1.7%	0.9%	0.9%	0.3%	0.4%	29.3%	2.8%	2.8%	1.1%
BRITE	7.3%	6.1%	3.7%		30.5%	2.4%	2.4%	7.3%	2.4%	2.4%	4.9%	4.9%	0.0%	3.7%	1.2%	2.4%	0.0%	34.1%
Central	7.4%	12.3%	10.3%	5.4%		2.0%	7.9%	6.9%	7.9%	8.4%	19.2%	5.9%	1.0%	7.9%	3.4%	4.9%	5.9%	20.7%
BookBus	50.0%	0.0%	25.0%	0.0%	0.0%		0.0%	0.0%	0.0%	50.0%	25.0%	0.0%	0.0%	25.0%	25.0%	25.0%	0.0%	0.0%
Evington	2.4%	2.0%	6.1%	1.3%	20.9%	1.7%		1.7%	19.5%	15.5%	17.5%	0.7%	0.0%	2.4%	3.4%	16.5%	4.0%	1.3%
Fosse	3.1%	10.8%	3.1%	16.9%	33.8%	0.0%	1.5%		0.0%	0.0%	3.1%	15.4%	0.0%	3.1%	0.0%	0.0%	1.5%	24.6%
Hamilton	2.1%	8.6%	20.7%	0.7%	20.0%	3.6%	15.0%	1.4%		6.4%	2.1%	0.7%	0.0%	2.1%	10.0%	21.4%	3.6%	1.4%
Highfields	0.0%	5.1%	9.5%	0.7%	33.6%	2.2%	24.8%	0.0%	13.9%		6.6%	0.0%	0.0%	4.4%	0.7%	24.1%	13.9%	2.2%
Knighton	12.1%	1.5%	2.1%	1.3%	30.2%	0.7%	6.1%	0.8%	0.7%	1.6%		0.8%	1.9%	6.5%	0.6%	0.8%	0.5%	2.1%
New Parks	1.8%	17.7%	5.3%	13.3%	15.9%	4.4%	2.7%	9.7%	1.8%	1.8%	1.8%		0.0%	2.7%	0.9%	2.7%	6.2%	15.0%
Other	7.3%	2.4%	4.9%	7.3%	17.1%	0.0%	4.9%	2.4%	7.3%	0.0%	12.2%	0.0%		12.2%	0.0%	2.4%	4.8%	4.8%
Pork Pie	22.8%	3.3%	3.3%	1.6%	22.0%	2.4%	5.7%	0.8%	0.8%	3.3%	8.9%	0.0%	1.6%		0.8%	1.6%	1.6%	3.3%
Rushey Mead	0.3%	5.8%	40.5%	0.3%	7.5%	0.2%	1.5%	1.0%	13.0%	0.7%	0.7%	0.3%	0.0%	0.0%		1.5%	0.9%	0.5%
St Barnabas	1.1%	7.6%	19.6%	2.2%	31.5%	4.3%	25.0%	2.2%	30.4%	17.4%	6.5%	2.2%	0.0%	1.1%	7.6%		6.5%	3.3%
St Matthews	3.2%	7.3%	5.6%	2.4%	9.7%	0.0%	11.3%	0.8%	4.0%	20.2%	1.6%	4.8%	0.0%	2.4%	0.8%	7.3%		0.0%
Westcotes	3.7%	9.2%	6.4%	28.4%	54.1%	2.8%	4.6%	12.8%	0.9%	4.6%	8.3%	7.3%	0.0%	0.9%	0.0%	0.0%	4.6%	

The table should be read from left to right on a row by row basis where column 1 is the most visited library as identified by the respondent e.g. 12.1% of people who use Knighton Library also use Aylestone Library.

‘Other’ libraries include University, School and County based libraries.

The ‘BookBus’ does not visit every ward in the city.

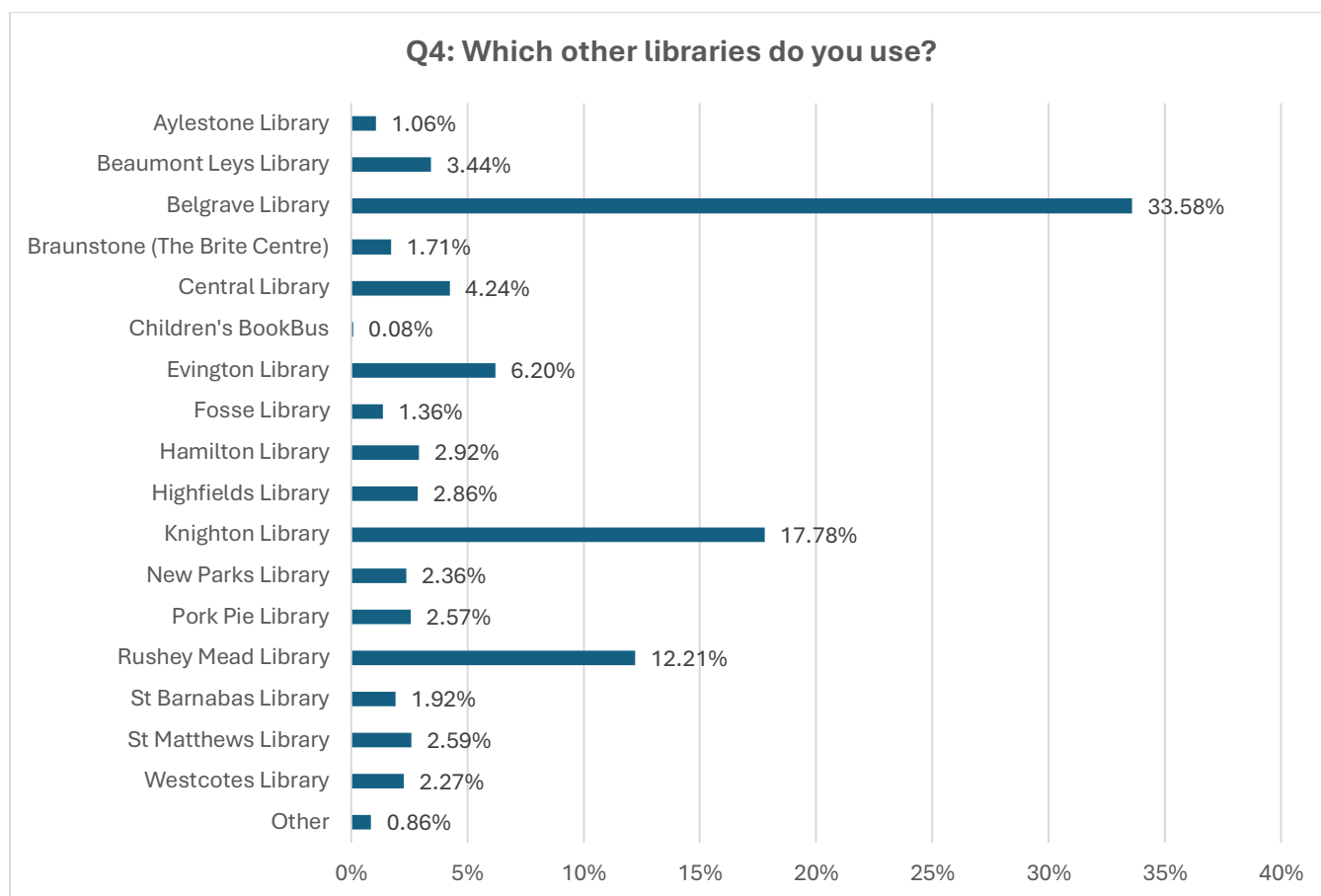
The below table shows, by library most visited, the % of visitors who also visit other libraries. For example, 88.2% of respondents who identified Aylestone as the library they visit most often also use other libraries in the City.

Library Most Visited	% Visiting Other Libraries
Aylestone	88.2%
Beaumont Leys	63.6%
Belgrave	43.6%
BRITE	56.1%
Central	76.4%
BookBus	100.0%
Evington	63.3%
Fosse	63.1%
Hamilton	58.6%
Highfields	75.2%
Knighton	48.0%
Other	55.8%
New Parks	43.9%
Pork Pie	48.8%
Rushey Mead	49.9%
St Barnabas	81.5%
St Matthews	50.0%
Westcotes	79.8%

Q4: Which other libraries do you use?

This was a multiple-choice question and allowed respondents to select any additional libraries they visit. Out of 4,989 responses, 3,394 (68.03%) answered this question. This shows that a high number of library users do use alternate library sites.

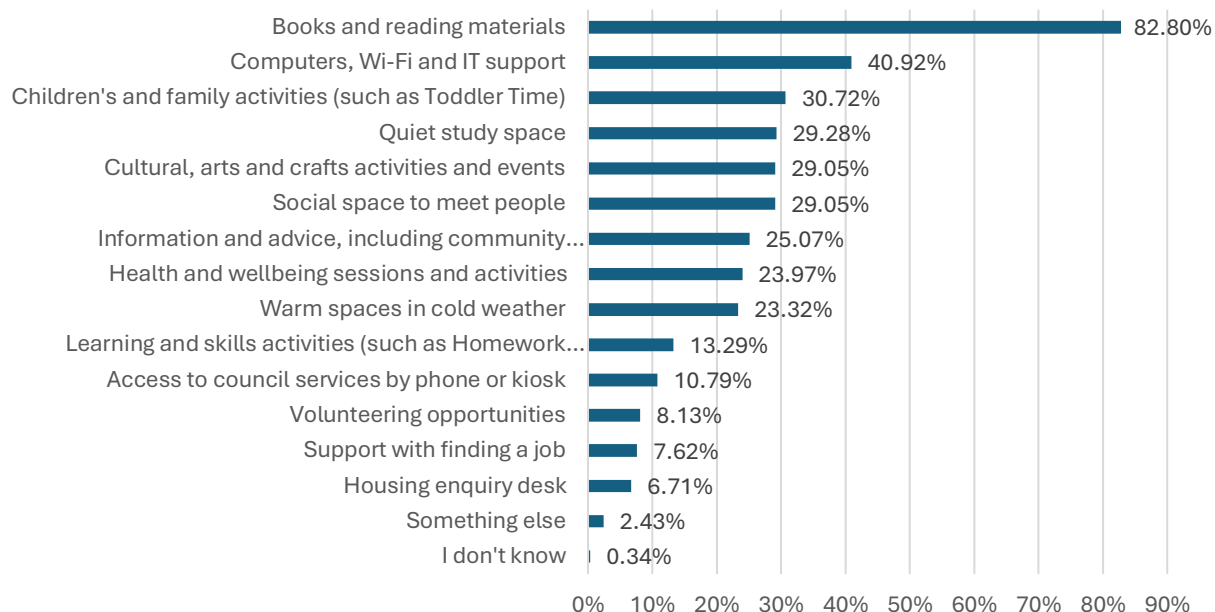
The below data shows the range of libraries accessed by individuals beyond their most-used site.



Q5: Thinking about the public library you visit most often, what are the most important things on offer there for you?

This question was multiple-choice, allowing respondents to select what they valued most in their primary library. There was a total of 4,732 responses to the question, with the largest proportion answering 'books and reading materials' (82.80%), then followed by 'computers, wi-fi and IT support' at 40.92%.

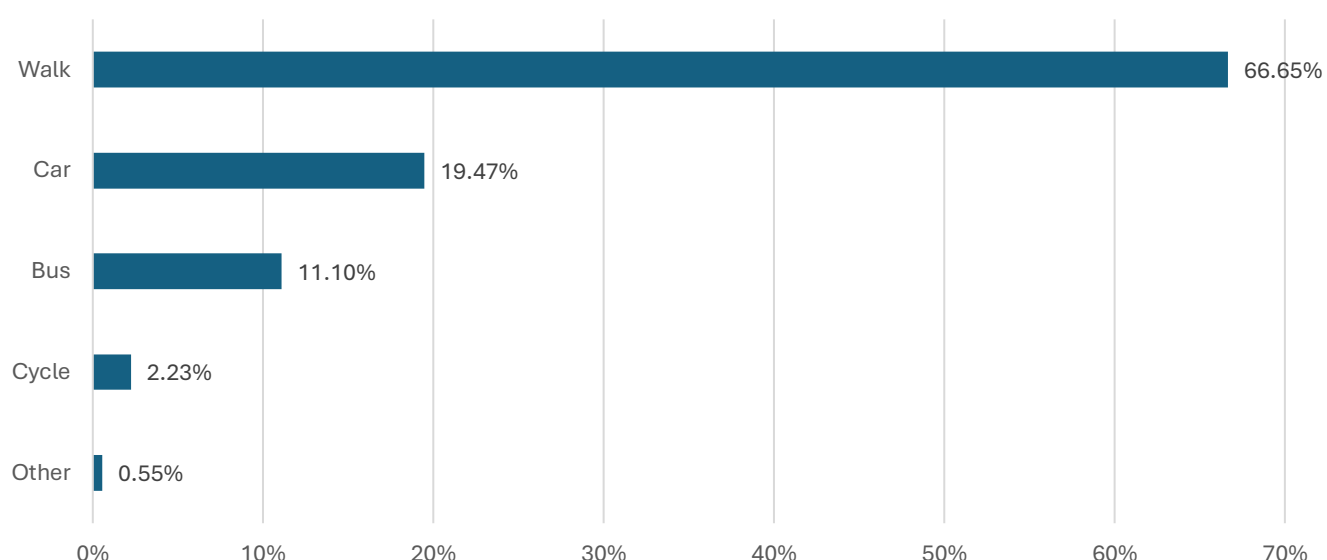
Q5: Thinking about the public library you visit most often, what are the most important things on offer there for you?



Q6: When you visit a library, how do you usually get there?

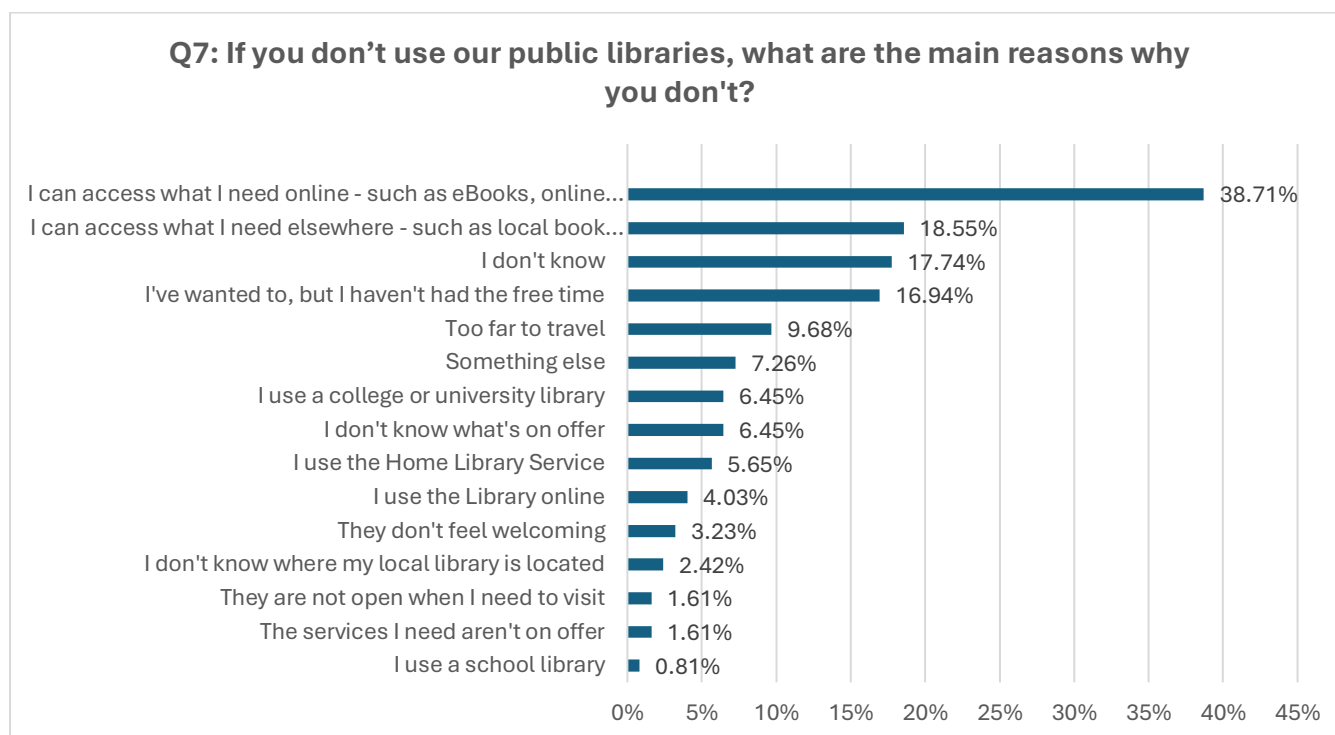
Respondents indicated their usual method of travel when visiting libraries. A total of 4,756 respondents (95.33%) answered this question, with the data reflecting accessibility and transport preferences, with walking (at 66.65%) and driving (at 19.47%) being the most common answers chosen.

Q6: When you visit a library, how do you usually get there?



Q7: If you don't use our public libraries, what are the main reasons why you don't?

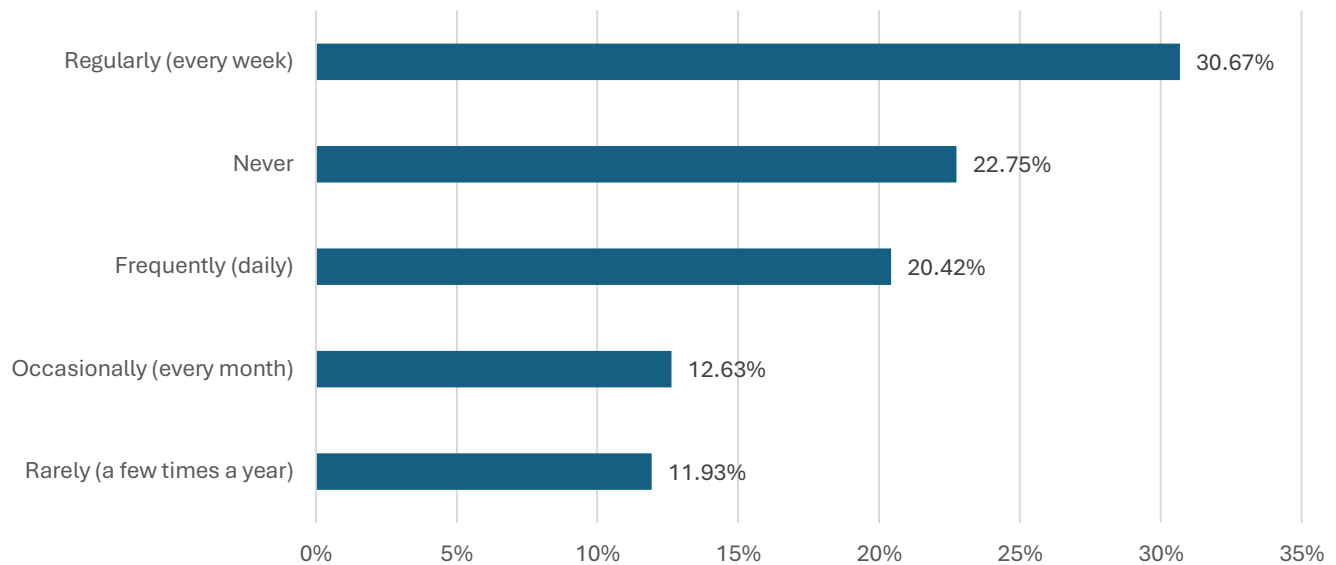
This question targeted non-users and aimed to understand barriers to library engagement and out of a total of 4,989,128 (2.6%) provided an answer to the question. Many respondents made multiple choices for this question and the following chart shows the percentage that selected each option.



Q8: How often do you visit a community centre in Leicester?

Respondents were asked how frequently they visited public libraries in Leicester. Out of the 4,909 respondents (98.4% of the total), 30.67% said they use a community centre every week. In contrast 22.75% reported never using one, while 12.63% said they occasionally do, and 11.93% said they rarely do.

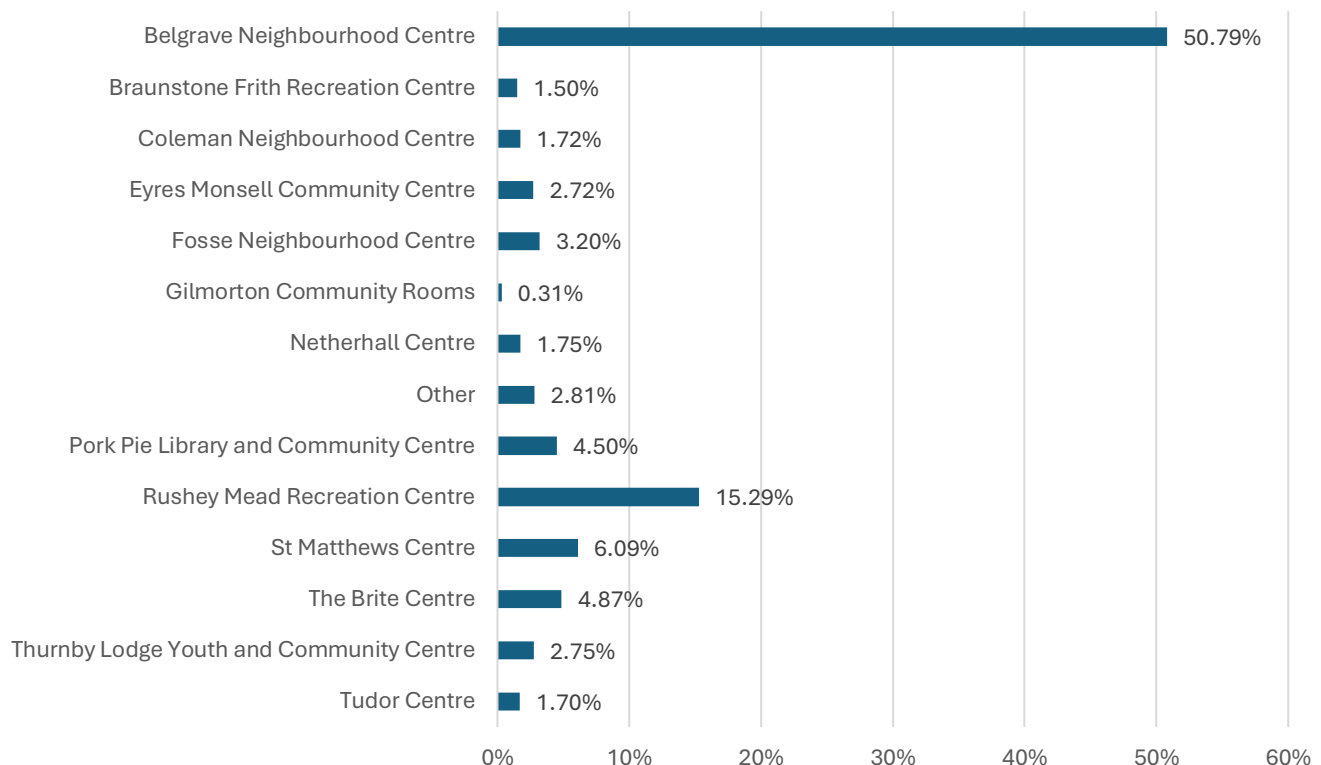
Q8: How often do you visit a community centre in Leicester?



Q9: Which community centre do you visit most often?

A total of 3,640 respondents (72.96%) answered this question. The chart below highlights the community centres most frequently used by respondents.

Q9: Which community centre do you visit most often?



The below table shows cross provision of use across our community centre sites.

Cross provision of use across community centre sites

% visiting both centres	Belgrave	Braunstone Frith	Brite Centre	Coleman	Eyres Monsell	Fosse	Gilmorton	Netherhall	Other	Pork Pie Library	Rushey Mead	St. Matthews	Thurnby Lodge	Tudor Centre
# visited most often	1827	54	175	62	98	115	11	63	132	162	550	219	99	61
Belgrave		1.4%	2.2%	1.7%	0.4%	1.9%	0.2%	1.3%	0.5%	1.3%	31.2%	4.0%	1.3%	0.6%
Braunstone Frith	5.6%		16.7%	1.9%	3.7%	5.6%	0.0%	0.0%	1.9%	1.9%	1.9%	1.9%	0.0%	1.9%
Brite Centre	8.0%	6.9%		1.1%	3.4%	22.3%	0.6%	1.7%	2.3%	12.6%	4.0%	8.0%	1.1%	1.7%
Coleman	8.1%	0.0%	4.8%		1.6%	1.6%	0.0%	3.2%	0.0%	1.6%	1.6%	8.1%	8.1%	0.0%
Eyres Monsell	3.1%	2.0%	5.1%	2.0%		2.0%	1.0%	1.0%	4.1%	20.4%	1.0%	6.1%	4.1%	1.0%
Fosse	2.6%	3.5%	19.1%	0.0%	0.9%		0.9%	0.9%	4.3%	7.0%	1.7%	1.7%	0.0%	7.0%
Gilmorton	0.0%	0.0%	0.0%	9.1%	27.3%	0.0%		0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%
Netherhall	6.3%	0.0%	1.6%	1.6%	0.0%	0.0%	0.0%		1.6%	0.0%	1.6%	1.6%	23.8%	0.0%
Other	6.1%	0.8%	5.3%	0.0%	1.5%	3.0%	0.0%	1.5%		3.8%	6.1%	3.8%	2.3%	0.0%
Pork Pie Library	4.3%	1.9%	5.6%	0.0%	10.5%	3.1%	1.2%	0.6%	1.9%		1.2%	3.1%	3.1%	1.2%
Rushey Mead	50.5%	0.5%	1.1%	2.2%	0.4%	0.5%	0.0%	1.6%	0.4%	0.4%		1.5%	0.5%	1.6%
St. Matthews	14.6%	2.3%	3.7%	5.9%	2.7%	5.9%	0.5%	3.7%	1.8%	5.5%	4.6%		7.3%	2.7%
Thurnby Lodge	6.1%	0.0%	4.0%	12.1%	3.0%	4.0%	2.0%	14.1%	3.0%	1.0%	3.0%	14.1%		0.0%
Tudor Centre	4.9%	3.3%	11.5%	0.0%	1.6%	3.3%	0.0%	1.6%	3.3%	1.6%	0.0%	11.5%	1.6%	

The table should be read from left to right on a row by row basis where column 1 is the most visited community centre as identified by the respondent e.g. 50.5% of people who use Rushey Mead Recreation Centre most often also use Belgrave Neighbourhood Centre.

‘Other’ community centres include rooms at places of worship, schools, VCSE facilities and County based community centres.

The below table shows, by community centre most visited, the % of visitors who also visit other community centres. For example, 36.7% of respondents who identified Belgrave Neighbourhood Centre as the community centre they visit most often also use other community centres in the City.

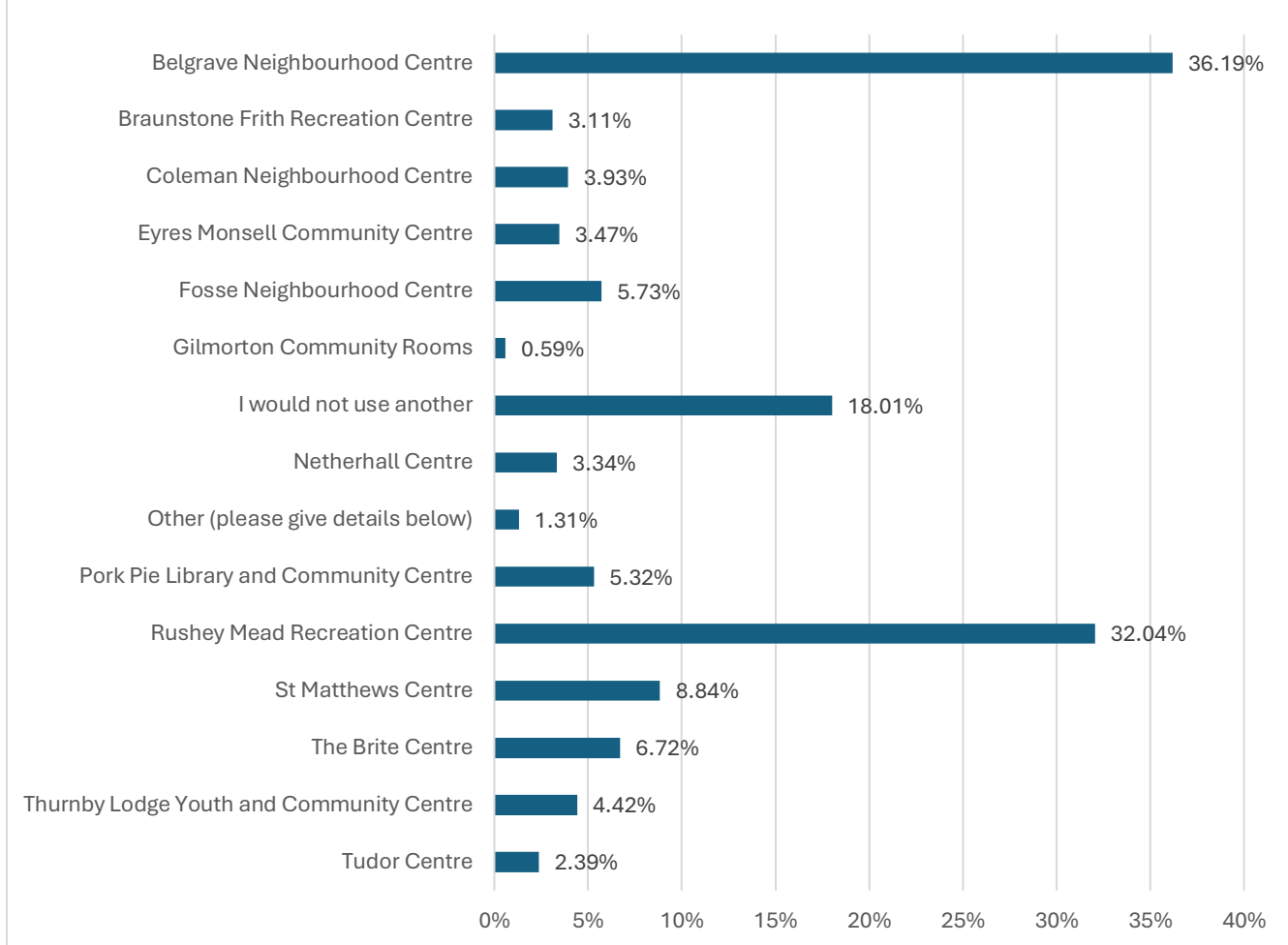
CC Most Visited	% Visiting Other CCs
Belgrave	36.7%
Braunstone Frith	46.3%
BRITE	50.3%
Coleman	35.5%
Eyres Monsell	44.9%
Fosse	47.8%
Gilmorton	45.5%
Netherhall	44.4%
Other	31.1%
Pork Pie Library	35.2%
Rushey Mead	55.5%
St Matthews	48.4%
Thurnby Lodge	56.6%
Tudor Centre	42.6%

Q10: Which other community centres do you use?

This was a multiple-choice question and allowed respondents to select any additional community centres they visit. Out of 4,989 responses, 2238 (44.86%) answered this question. This shows that a high number of community centre users do use alternate community centre sites.

The below data shows the range of community centres accessed by individuals beyond their most-used site.

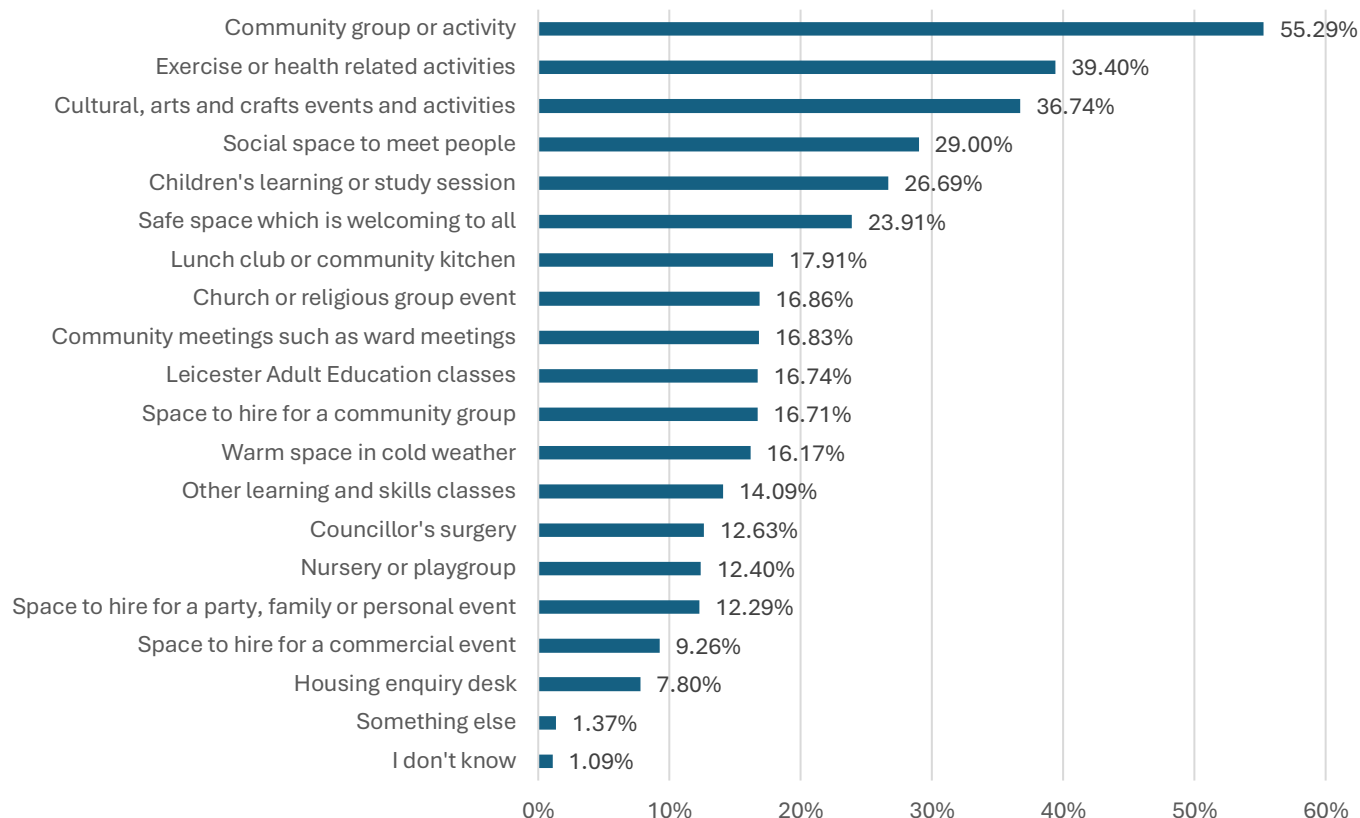
Q10: Which other community centres do you use?



Q11: Thinking about the community centre you visit most often, what are the most important things on offer there for you?

This multiple-choice question captured what people value in community centres. Out of 4,989 total responses, 3,512 (70.39%) answered, with the most common answer community group or activities (55.29%), exercise or health related activities (39.40%), and Cultural, arts and crafts events and activities (36.74%).

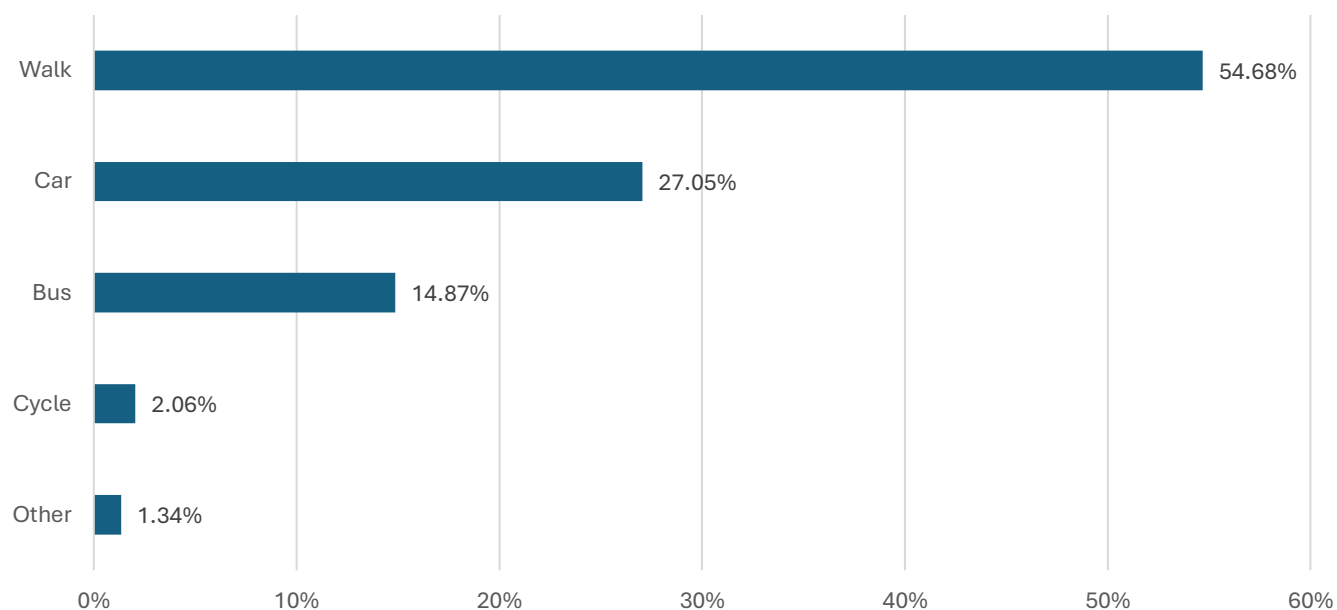
Q11: Thinking about the community centre you visit most often, what are the most important things on offer there for you?



Q12: When you visit a community centre, how do you usually get there?

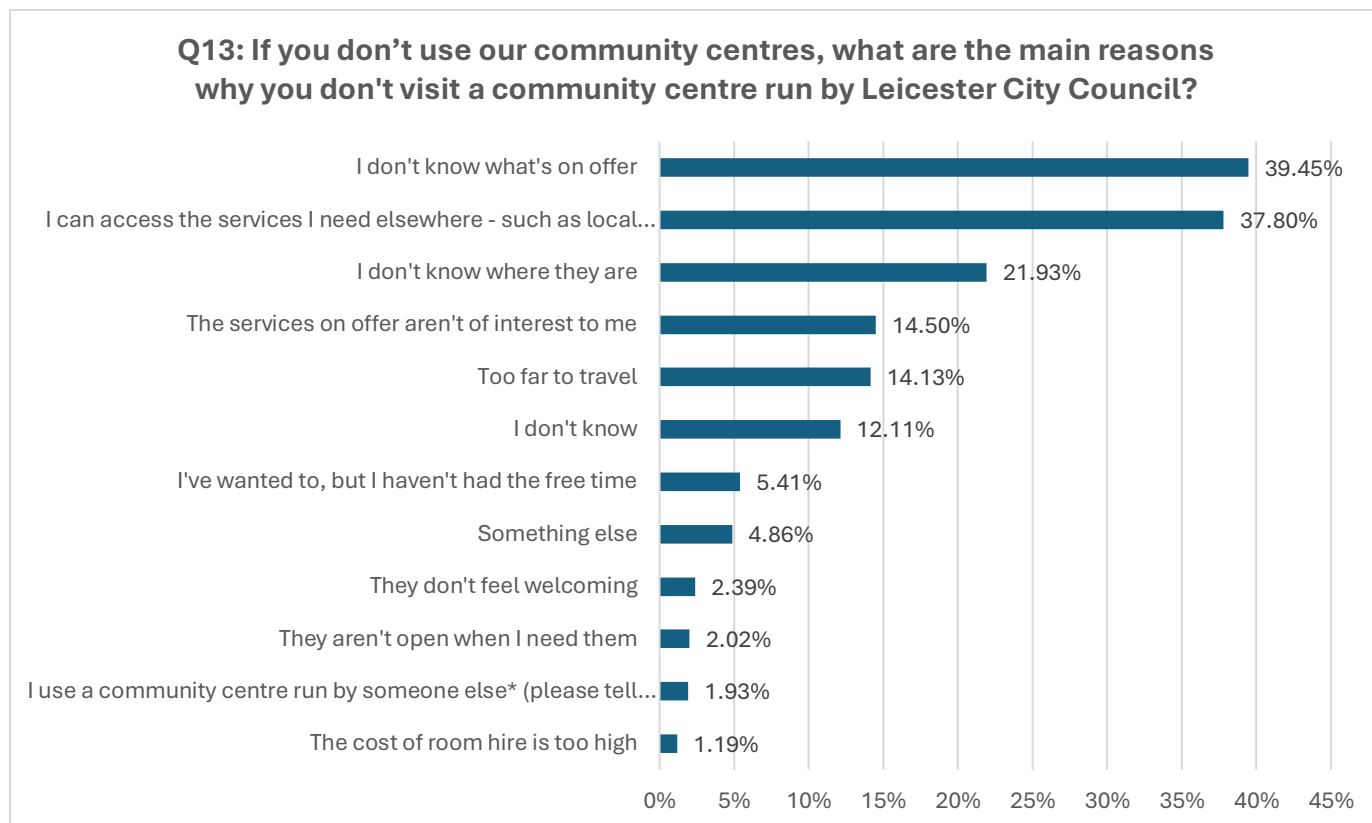
This question asked respondents how they travel to community centres. Of the 4,989 total responses, 3,590 people (71.96%) answered. Walking was the most common mode of travel (54.68%), followed by driving (27.05%) and bus travel (14.87%). A smaller proportion reported cycling (2.06%).

Q12: When you visit a community centre, how do you usually get there?



Q13: If you don't use our community centres, what are the main reasons why you don't visit a community centre run by Leicester City Council?

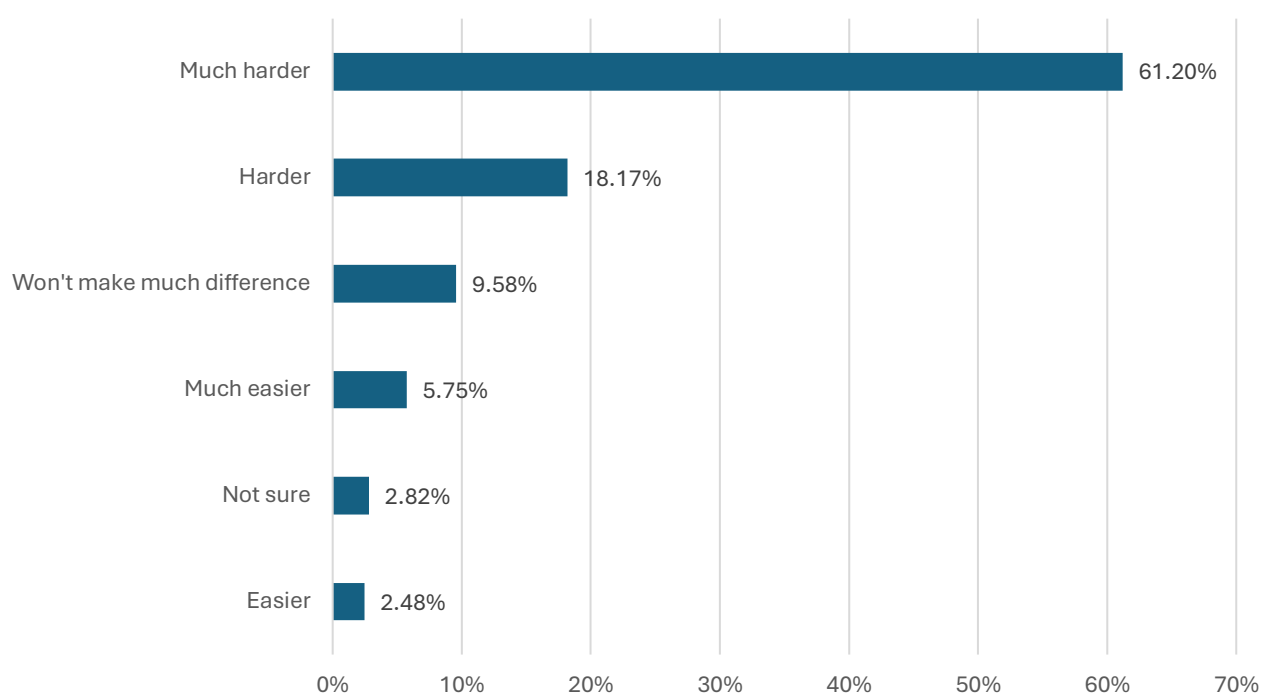
This multiple-choice question aimed to understand why non-users do not visit community centres. A total of 1,101 respondents (21.9 %) out of 4,989 answered this question. The most cited reasons were “I don't know what's on offer” (39.45%) and “I can access the services I need elsewhere” (37.80%).



Q14a: What impact would the proposed changes have on your ability to visit a library?

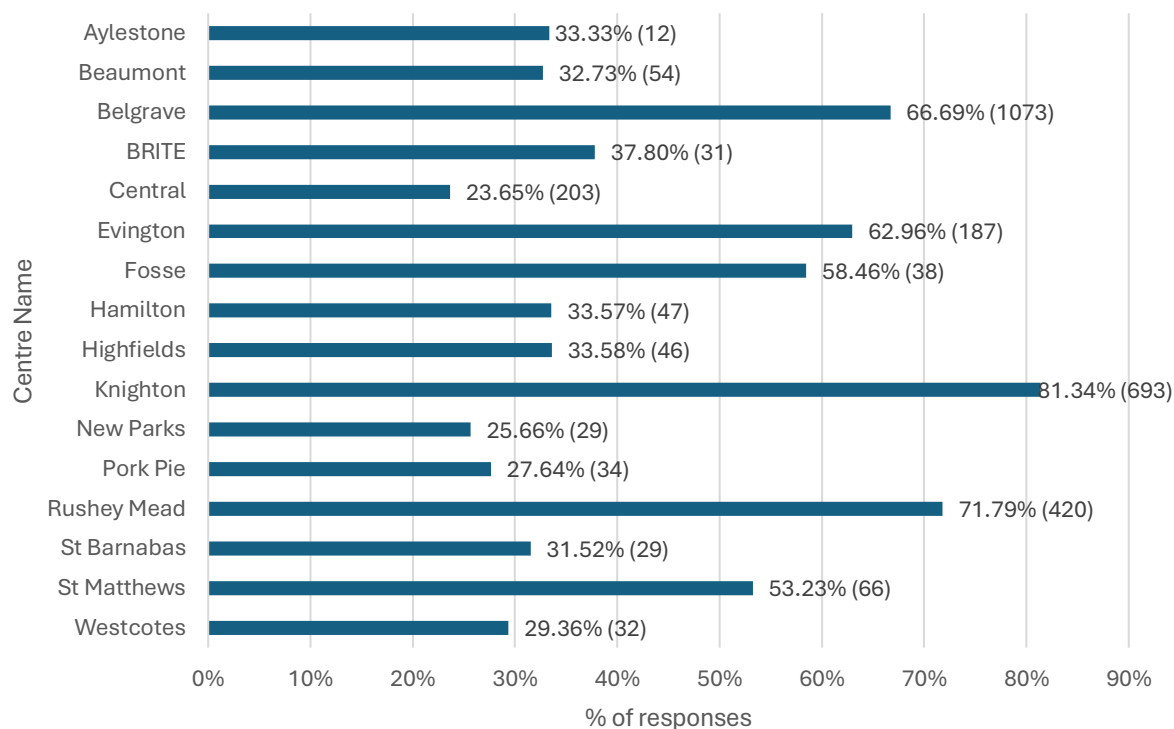
Out of 4,989 respondents, 4,658 (96.8%) answered this question. Most felt the proposed changes would negatively affect access to services, with 61.2% saying “much harder” and 18.2% saying “harder.” 9.6% said it “won't make much difference,” while 8.2% thought it would be easier or much easier. 2.8% were not sure.

Q14a: What impact would the proposed changes have your ability to visit a library?



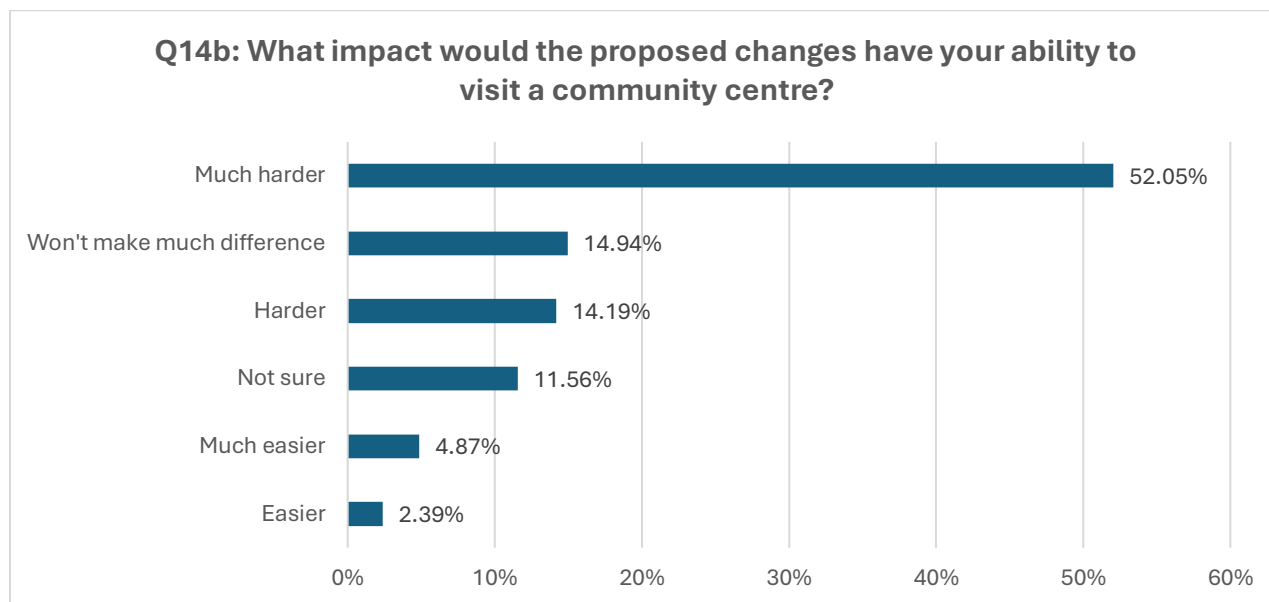
From those who answered, “much harder,” the chart below shows the breakdown by primary library selected, with Knighton (81.34%), Rushey Mead (71.79%), Belgrave Library (66.69%) and Evington Library (62.96%) being the most affected.

'Much Harder' Responses by Library

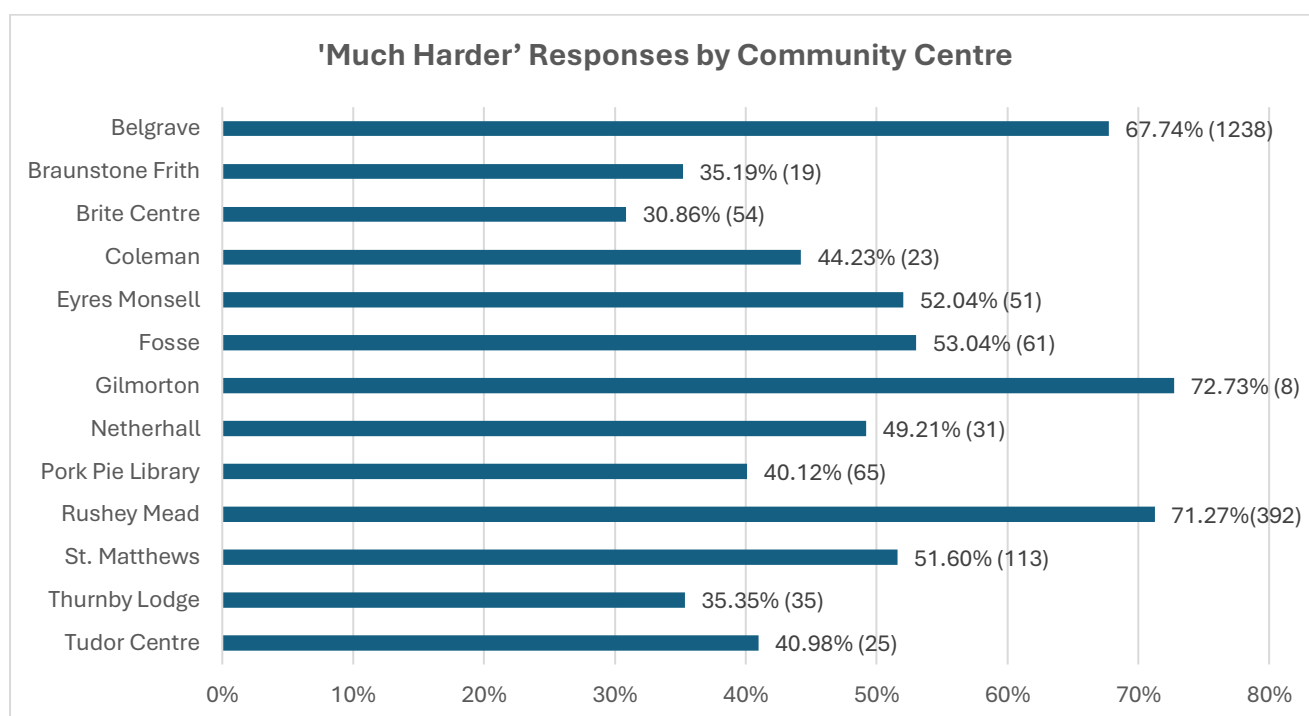


Q14b: What impact would the proposed changes have on your ability to visit a community centre?

Out of 4,989 respondents, 4,517 (95.4%) answered this question. Most felt the proposed changes would negatively affect access to services, with 52.05% saying “much harder”, 14.94% said it “won’t make much difference,” and 14.19% saying “harder,” while 7.26% thought it would be easier or much easier. 11.56% were not sure.

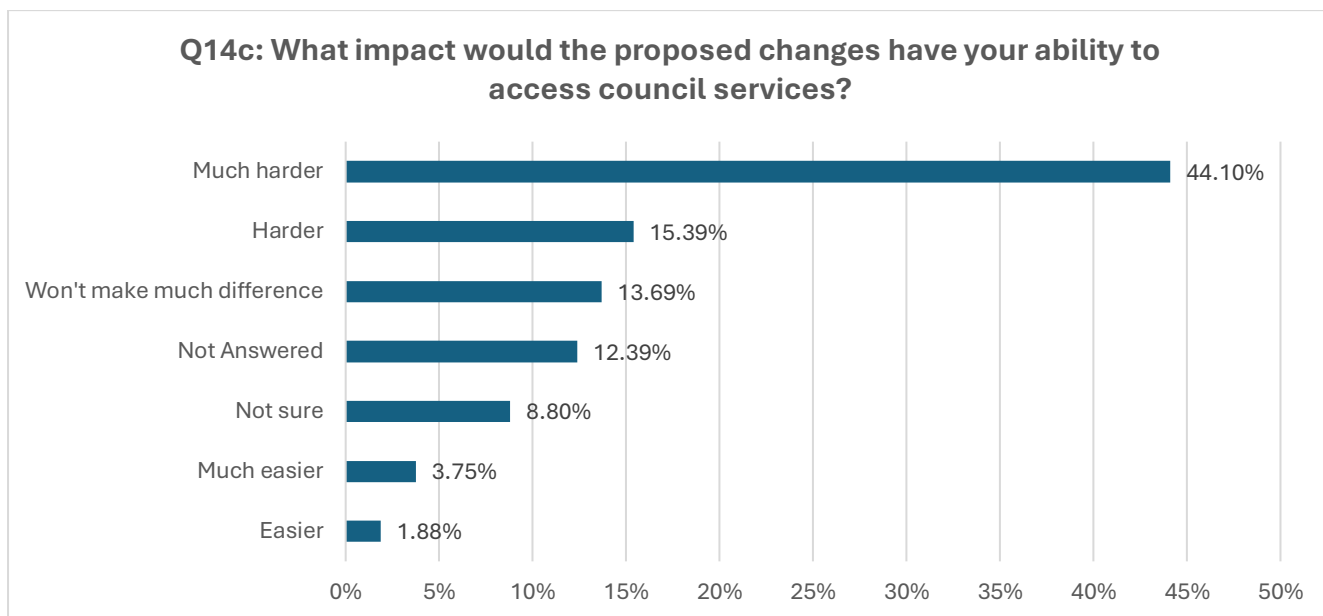


From those who answered, “much harder,” the chart below shows the breakdown by primary community centre selected, with Gilmorton (72.73%), Rushey Mead (71.27%), and Belgrave Neighbourhood Centre (67.74%) proportionally being the most affected.



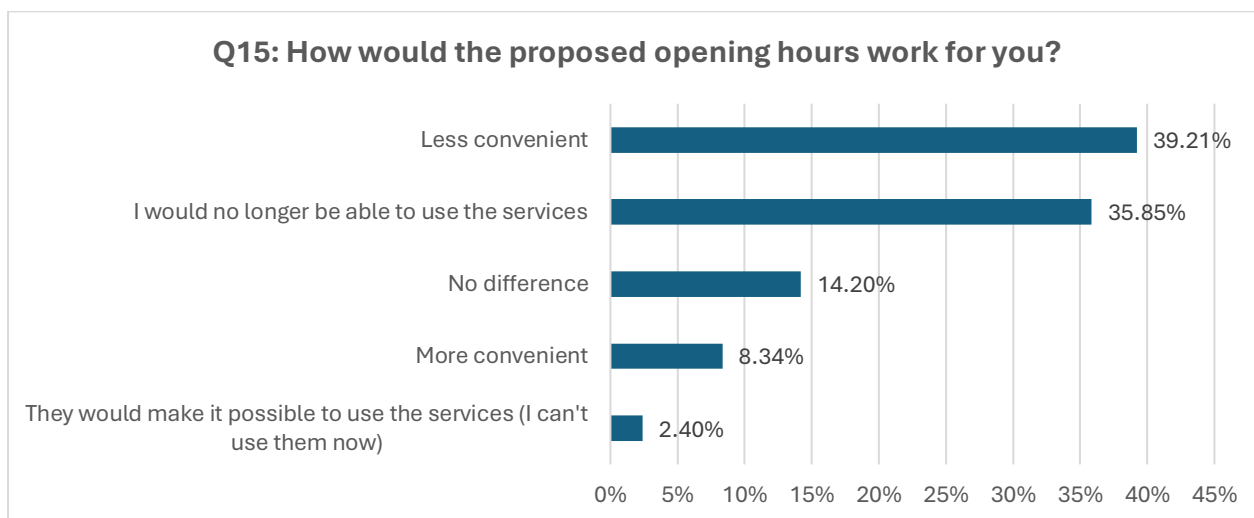
Q14c: What impact would the proposed changes have on your ability to access council services?

Out of 4,989 respondents, 4,371 (95.6%) answered this question. Most felt the proposed changes would negatively affect access to services, with 44.10% saying “much harder” and 15.39% saying “harder.” 13.69% said it “won’t make much difference,” while 5.63% thought it would be easier or much easier. 8.80% were not sure.



Q15: How would the proposed opening hours work for you?

In this multiple-choice question, respondents were asked how the proposed opening hours would affect them. Of the 4,989 people invited to respond, 4,644 answered. The majority said it would be "less convenient" (39.2%), followed closely by those who said, "they would no longer be able to use the service" (35.85%). Meanwhile, 14.2% said it would "make no difference", 8.34% said it would be "more convenient", and 2.4% said it would "make it possible to use the service".



In addition to the multiple choice question above respondents were asked to provide any other comments about the proposals for opening hours. A total of 664 (13.31%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. A wide range of points were made by respondents including statements relating to support for, or disagreement with the proposal.

The responses can be categorised as follows:

Response Categories	Number of respondents	Percentage of respondents
Benefits to proposed opening hours	14	2.11%
Comment about Self-Access	42	6.33%
No benefits to proposed opening hours	412	62.05%
Other comment	33	4.97%
Proposed opening hours will make no difference either way	13	1.96%
Suggested change to opening hours	150	22.59%
Total	664	

The responses about the proposed opening hours can be broken down further as follows:

Categories	Number of Respondents	Percentage of respondents
Convenient opening hours	27	4.07%
Inconvenient opening hours	149	22.44%
Other comment	33	4.97%
Positive benefit not given	413	62.20%
Self-Access – negative	20	3.01%
Self-Access – positive	22	3.31%
Total	664	

A selection of the responses made is listed below:

“The longer opening hours the better of course. But it’ll be better to have fewer hours than no library at all.”

“Cutting opening hours would inevitably make libraries less convenient to anyone who works full time during the week, like I do.”

“I feel the timings on Saturday should increase”

“should not reduce evening hours because it is most busy use for students for revision and studies”

“More options for library plus self access is better”

“Satisfied, Thank You”

“Close 1 day in the week for longer opening at weekend”

“I would like the proposed library to still open on Sunday”

“sunday should be non working day for staff”

“No options for children to come for homework after school or any social hours for our mental health being”

Q16: Tell us about any positive benefits?

A total of 1,472 (29.50%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. A wide range of points were made by respondents citing a wide range of benefits but also stating there were no positive benefits.

The responses can be categorised as follows:

Response Categories	Number of respondents	Percentage of respondents
Current services benefit me	387	26.29%
Don't know	4	0.27%
More convenient opening hours	18	1.22%
Other Comment	20	1.36%
Positive benefit not given	919	62.43%
Positive view of Community Asset Transfer and/or Community Managed Libraries	42	2.85%
Positive view of Self-Access	36	2.45%
Supportive of co-location of services	12	0.82%
Understanding of budget pressures	34	2.31%
Total	1472	

A selection of the responses made is listed below:

“Access to more services is a plus”

“Development and investment in multi-service centres sounds like a great way to improve efficiency and create a better offering for local residents. I like the idea of introducing self-service opening hours outside of staffed opening hours and the proposed times (8am - 8pm) sound like an additional

convenience to extend access. I would like to know that computer use includes access to printing / scanning facilities?”

“The library changes are fine.”

“Streamlining services. Community groups can run libraries well- happens in the county”

“Giving community groups the opportunity to run centres and libraries that would otherwise close.”

“I am not averse to a community-run libraries as long as learning from other such systems e.g. in the county, is integrated.

“The positive is that you are trying to keep these open which is good for the people.”

“Self-access is a great way to increase availability for people who work and can only study in the evenings or early mornings (outside of working hours).”

“Libraries are essential pillars of a community, with benefits to a variety of different people for different reasons. It’s no longer a place just about books, it’s a network, a hub, a gathering place, an educational experience, and a place for social wellbeing”

Q16: Tell us about any negative effects?

A total of 1984 (39.77%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. A wide range of points were made by respondents citing a wide range of negative benefits.

The responses can be categorised as follows:

Response Categories	Number of respondents	Percentage of respondents
Accessibility & transport issues	117	5.90%
Digital exclusion	18	0.91%
Educational impact	48	2.42%
General dissatisfaction	253	12.75%
Health & wellbeing concerns	463	23.34%
Impact on children & families	206	10.38%
Loss of community cohesion & inclusion	125	6.30%
Loss of jobs	66	3.33%
Loss of service	534	26.92%
No negative effects	36	1.81%
Opening hours not suitable	118	5.90%
Total	1984	

A selection of the responses made is listed below:

“Limits access times due to reduced opening. May be more crowded, more noise not needed. Bad behavior would increase due to lack of staff, which in turn would put off people coming again.”

“I am concerned about the potential impact on the city's less fortunate residents.”

“It will mean the elderly are more isolated, cold with no support network and friends”

“My children will no longer be able to access library books.”

“I would miss using the library. I get nearly all my reading material from the library. I use the computers for education and to get jobs, as I don't own one”

“It is very sad and concerning that vital libraries and Community Centre services used by the elderly and pensioners as well as the younger generation are being taken away. Health & Well-being is very important for all, which Community Centres are providing. Most of the events in Community Centres are financed by the public who are attended fitness classes and other various events. Please make a difference by saving the last of these services. I and others will be eternally grateful, as these places are helping our social and mental health. We have worked hard all our lives and now you are taking away our social happiness.”

“This currently is a local community facility in a relatively deprived area. To take this away will reduce community engagement and participation. If sold to a private company and or a community group not representing the whole community it will be a loss for the majority of local residents.”

“Currently open until 7.00 during the week which means I can visit after work, and if not I visit on Sunday- if the opening times change I will be unable to do this.”

“You are removing buildings used by the community and it will detrimentally affect the community especially the elderly. Those with limited mobility use all these building in their local area. Those from lower socio-economic background require library services. Removing these services will have terrible consequence's for young and old”

“i will not get access to study support”

Q17: New solutions; please add any suggestions you would like us to consider?

A total of 1752 (35.12%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. Respondents made a wide range of innovative solutions and ideas.

The responses can be categorised as follows:

Response Categories	Number of respondents	Percentage of respondents
Change activities/support provided at our centres	52	2.97%

Change what council budgets are spent on	88	5.02%
Co-location of services	30	1.71%
Community Asset Transfer or Community Managed Libraries	58	3.31%
Don't know	51	2.91%
Greater partnership working	13	0.74%
Improve promotion of services and buildings	16	0.91%
Improvement of current services	33	1.88%
Income generation ideas	242	13.81%
Increase or implement Self-Access hours	41	2.34%
Increase volunteering opportunities	103	5.88%
Not answered	26	1.48%
Other	177	10.10%
Reconfigure proposed opening hours	218	12.44%
Rejection of current proposals	581	33.16%
Reduce staff at centres	19	1.08%
Review Book Bus routes	4	0.23%
Total	1752	

The types of comments which have been categorised as 'Other' are generally comments on services that do not form part of this public consultation.

A selection of the responses made is listed below:

"A better children's section would be amazing. Maybe some play equipment. Encouragement for the younger generation to use the libraries would be amazing rather than buying cheap books from the works etc. We recently visited Scarborough library (North Yorkshire) with some relatives and their recent update we were so impressed. It was so busy and lots of people using it and children in there. Please look at what they have done!"

"Investing good services to neighbourhood centres and having more access and longer and good service provided by the libraries to help children and family develop"

"One option could be to combine the library and community centres so facilities can be shared for activities. Another option would be to charge nominal fees to everyone using the library. If the local residents are using the library for other activities then maybe they can contribute a nominal fee to help fund the library."

"Centralising services makes a lot of sense to me - fewer libraries open the same hours with good resource availability."

“Co locating as many voluntary and community services as possible in libraries alongside the independent access would provide greater safety to users. Clarity around services available at different times and the continued employment of professional librarians wherever possible is key to the service changes having as little negative impact as possible. The switch from professional to voluntary service needs to be managed carefully and the cost savings may not be as significant as anticipated.”

“Make it more attractive for community organisations to manage spaces. Alongside a long lease, the opportunity should be incentivised. Councils in other parts of the country offer vcs support and revenue grant funding to help the group's get started.”

“Get more of the community involved where possible. I would be happy to dedicate some of my Saturdays when not at work or evenings to help with admin, staffing, anything else.”

“Greater partnership working with schools & universities, arts organisations and science & technology companies to provide library services via their premises.”

“Promote the facilities and libraries. This way a strong bonded community can be built. Add events in these areas it will bring people in. Add charity events. Educate the locals about issues such as anti-social behaviour and climate change. Bring schools in to be educated and show that facilities and libraries are here if they are needed.”

“Exploring alternative funding streams: including sponsorship deals; crowdfunding; and partnering with philanthropic organisations and charities.”

“We would be willing to pay 10% more in room hire charges for a better maintained Centre. With Grants available for extending the main building for storage facilities that are badly needed. We have lots of Groups with little room for storing equipment.”

Q18: Are you part of a community group or organisation who might be interested in taking on the running of a library or community centre?

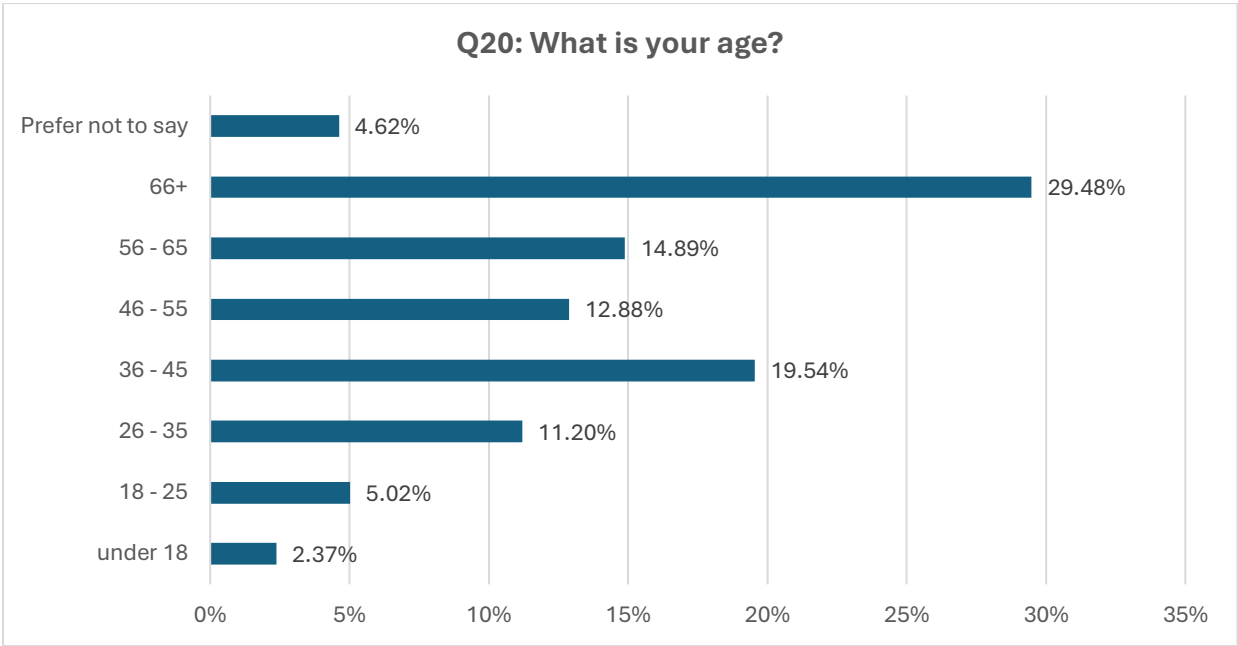
Respondents were asked whether they were answering on behalf of a community group or organisation who might be interested in taking on the running of a library or community. Out of the 3,946 (79.09%) respondents, 267 answered yes.

Q19: What is your home postcode?

Of the 4,989 responses submitted to the main survey, 4,225 postcodes were provided in total. This included 78 (1.85%) invalid postcodes, 231 (5.47%) partial postcodes, and 3,916 (92.69%) usable postcodes. A map showing responses by usable postcode can be found on page 49.

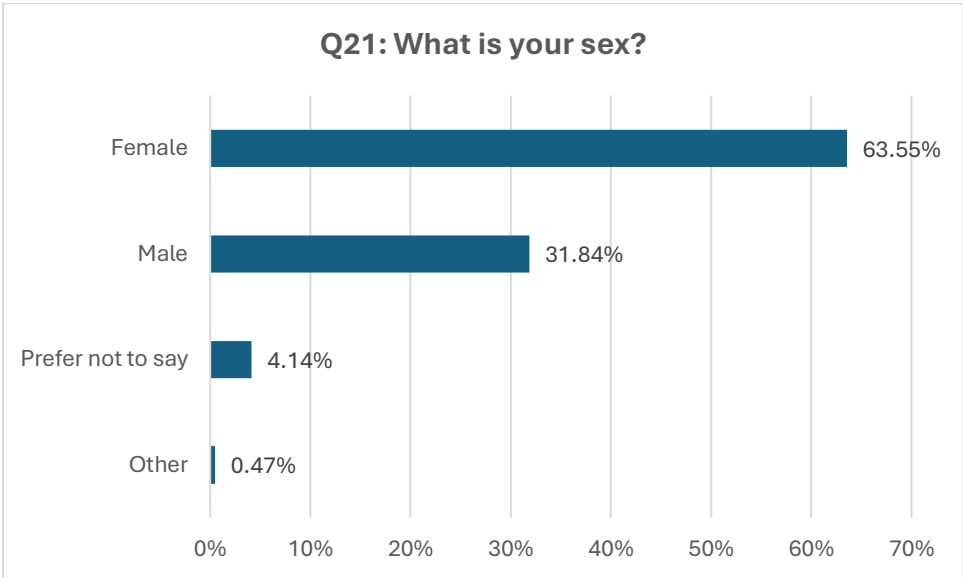
Q20: What is your age?

Respondents were asked to indicate their age by selecting from set age bands. The largest proportion were aged 66 and over (29.48%), followed by 36–45 (19.54%). Smaller groups included those under 18 (2.37%) and 18–25 (5.02%), while 4.62% preferred not to say.



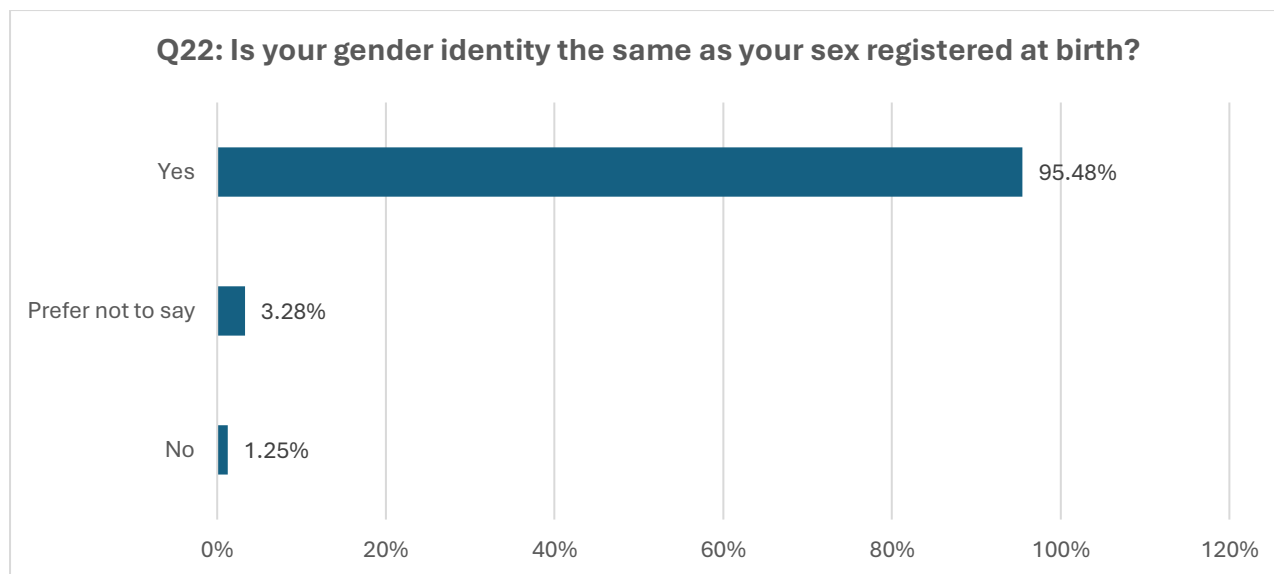
Q21: What is your sex?

Respondents were asked to indicate their sex by selecting from the provided options. There were a total of 4,513 respondents, with the largest proportion choosing ‘Female’ (63.5%), followed by ‘Men’ (31.8%) and ‘Other’ (0.5%) and 4.1% preferring no to say.



Q22: Is your gender identity the same as your sex registered at birth?

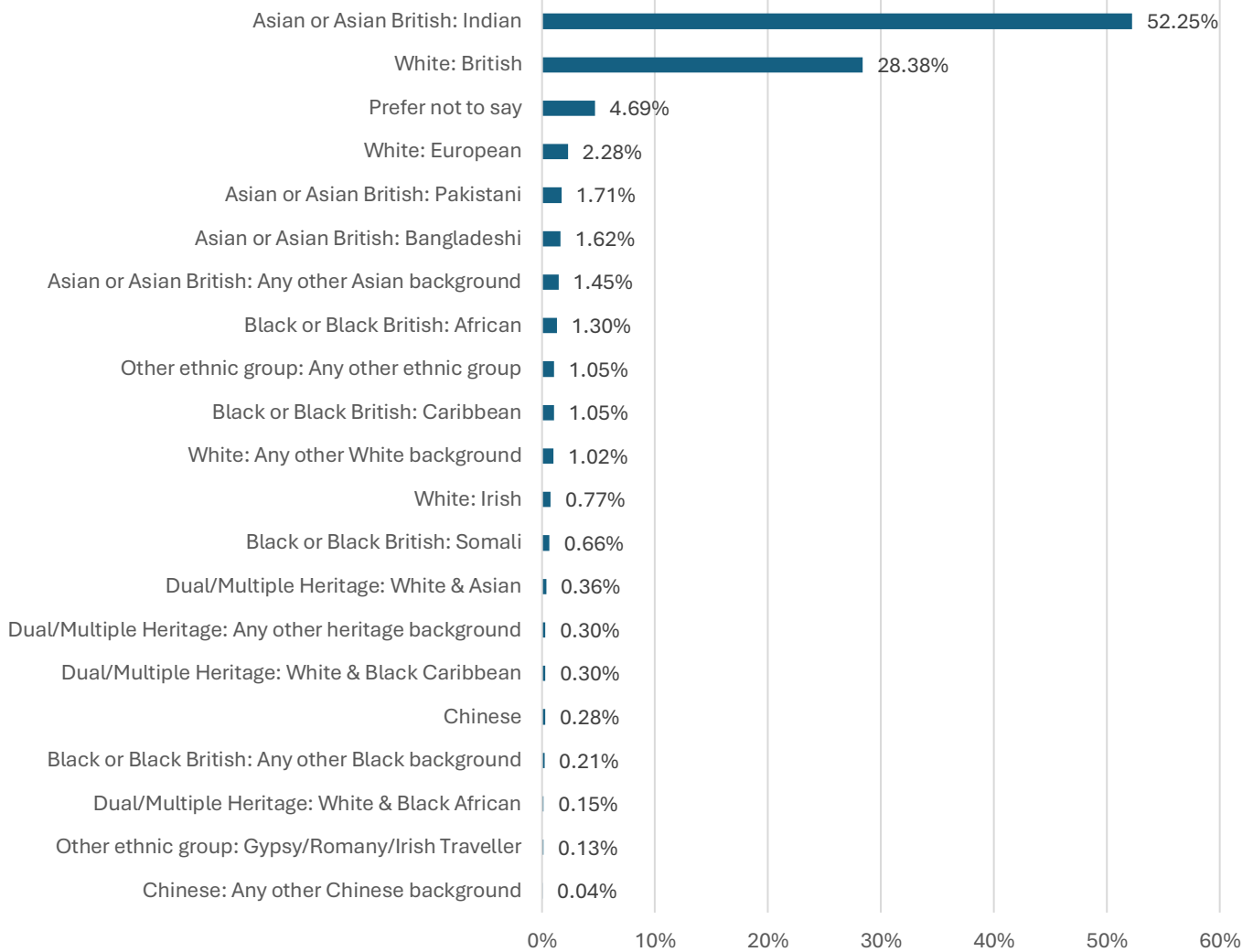
Respondents were asked whether their gender identity is the same as their sex registered at birth, with a total of 3,293 answers, with the largest proportion choosing 'Yes' (95.48%).



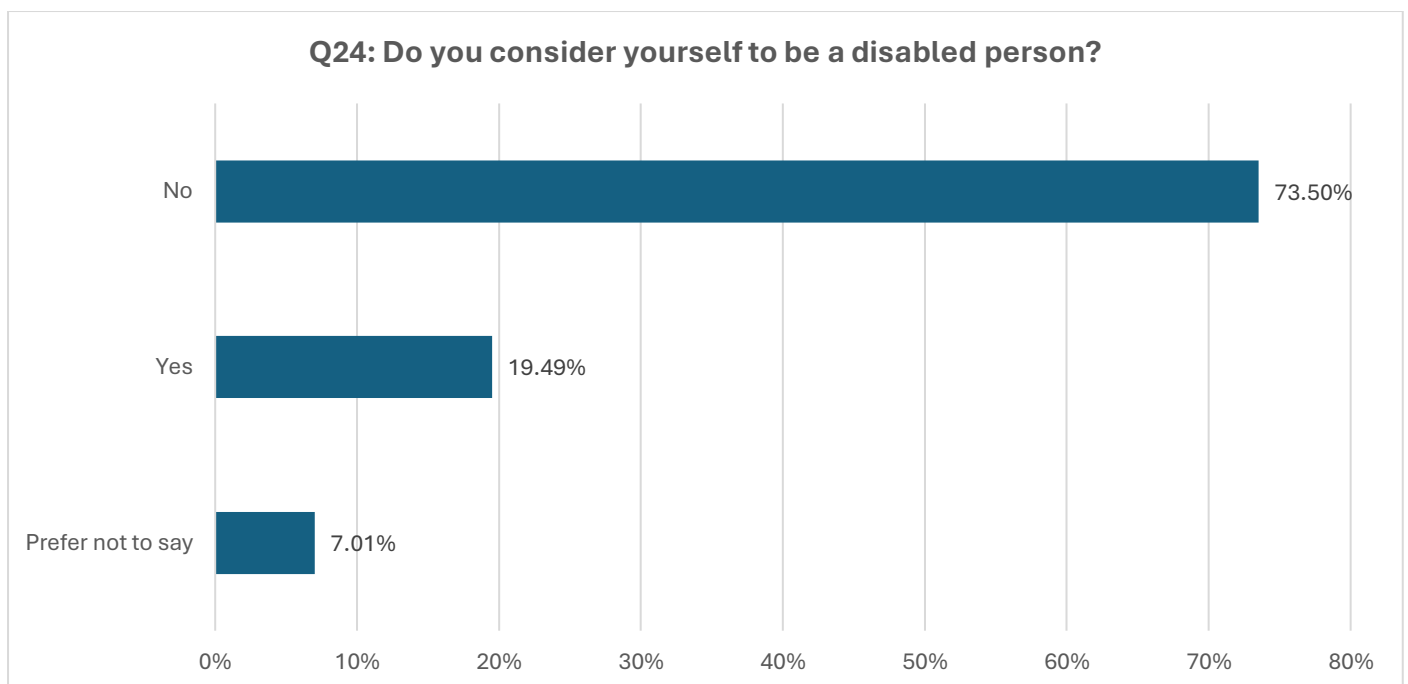
Q23: What is your ethnic background?

Respondents were asked to describe their ethnic background from a range of options. The largest proportion identified as Asian or Asian British: Bangladeshi (52.3%), followed by White: British (28.4%). A variety of other ethnic groups were represented in smaller numbers, and 4.7% of respondents chose not to disclose their background.

Q23: What is your ethnic background?



Q24: Do you consider yourself to be a disabled person?

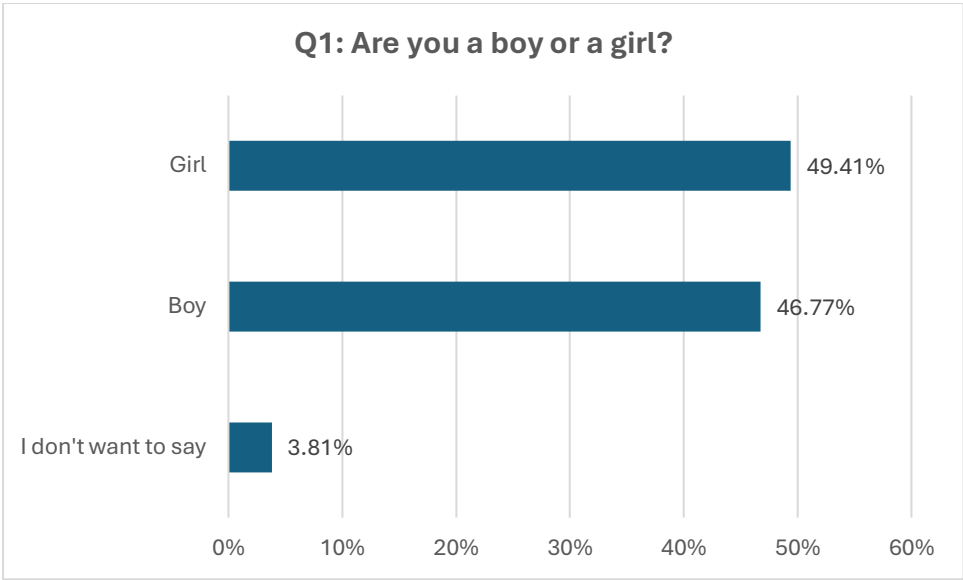


Views and comments - (young people survey consultation)

This section provides a summary of the feedback received in response to the young people’s survey consultation questions, 1,366 responses were received. For reference, a copy of the questionnaire is included in appendix b of this document. The following outlines the responses to each question:

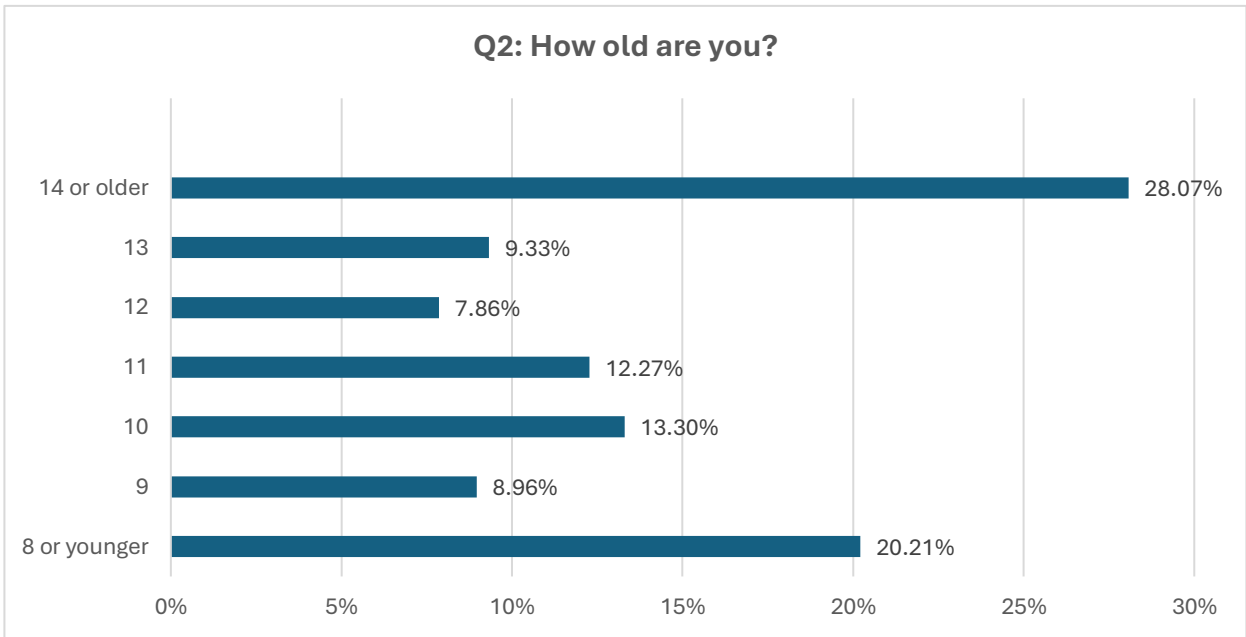
Q1: Are you a boy or a girl?

Respondents were asked to indicate their gender, and of the 1,364 (99.85%) responses, 49.41% identified as girls, 46.77% as boys, and 3.81% selected “I don’t want to say”.



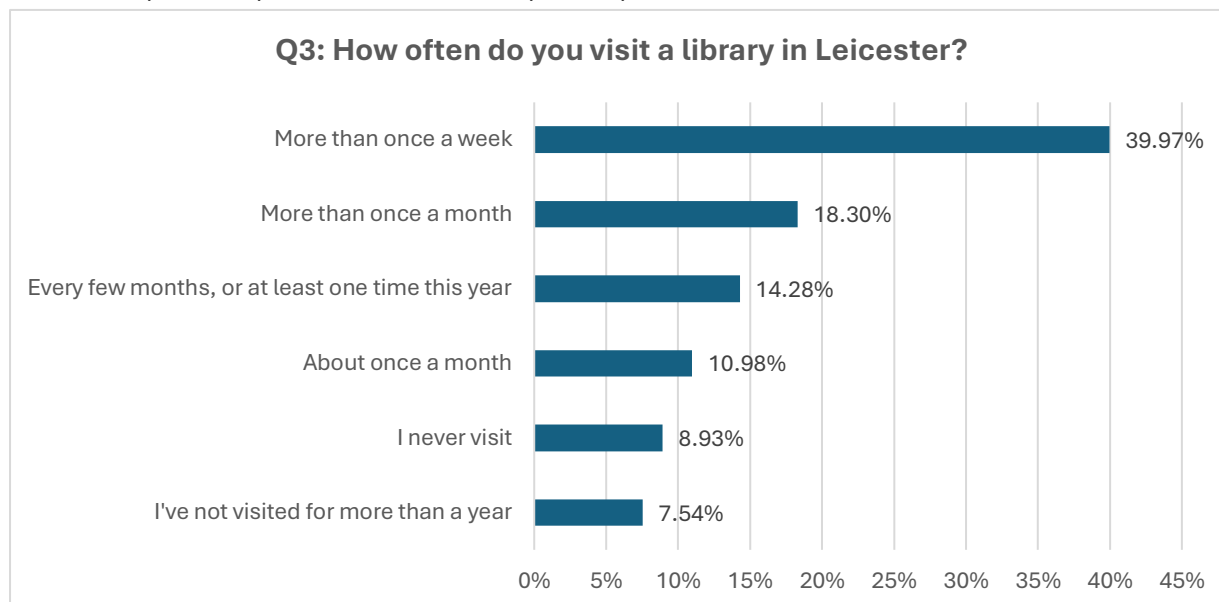
Q2: How old are you?

Respondents were asked to indicate their age from the provided options. The majority of respondents were aged 9–11 years (34.53%), followed by 14 or older (28.07%), then 8 or younger (20.21%) and 12–13 years (17.19%).



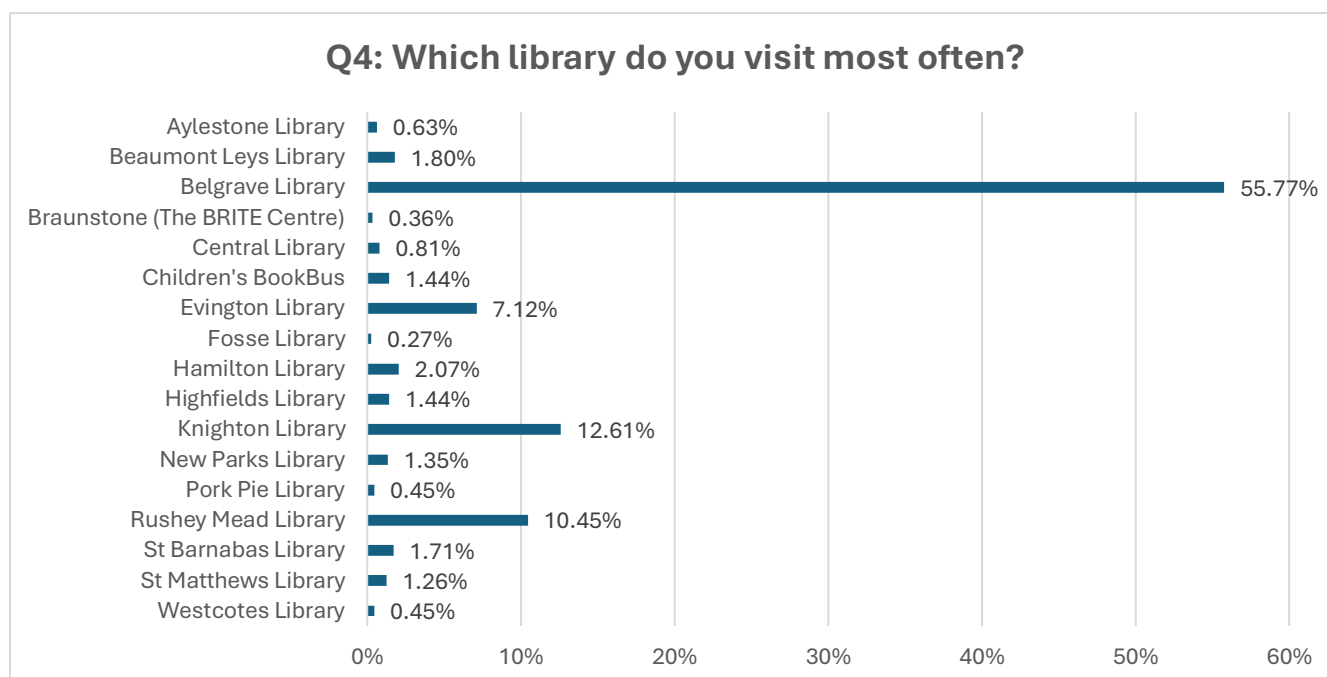
Q3: How often do you visit a library in Leicester?

Most young people who reported visiting a library said they do so "more than once a week" (39.97%). This was followed by "more than once a month" (18.30%), "every few months" (14.28%), "about once a month" (10.98%), and "I never visit" (8.93%).



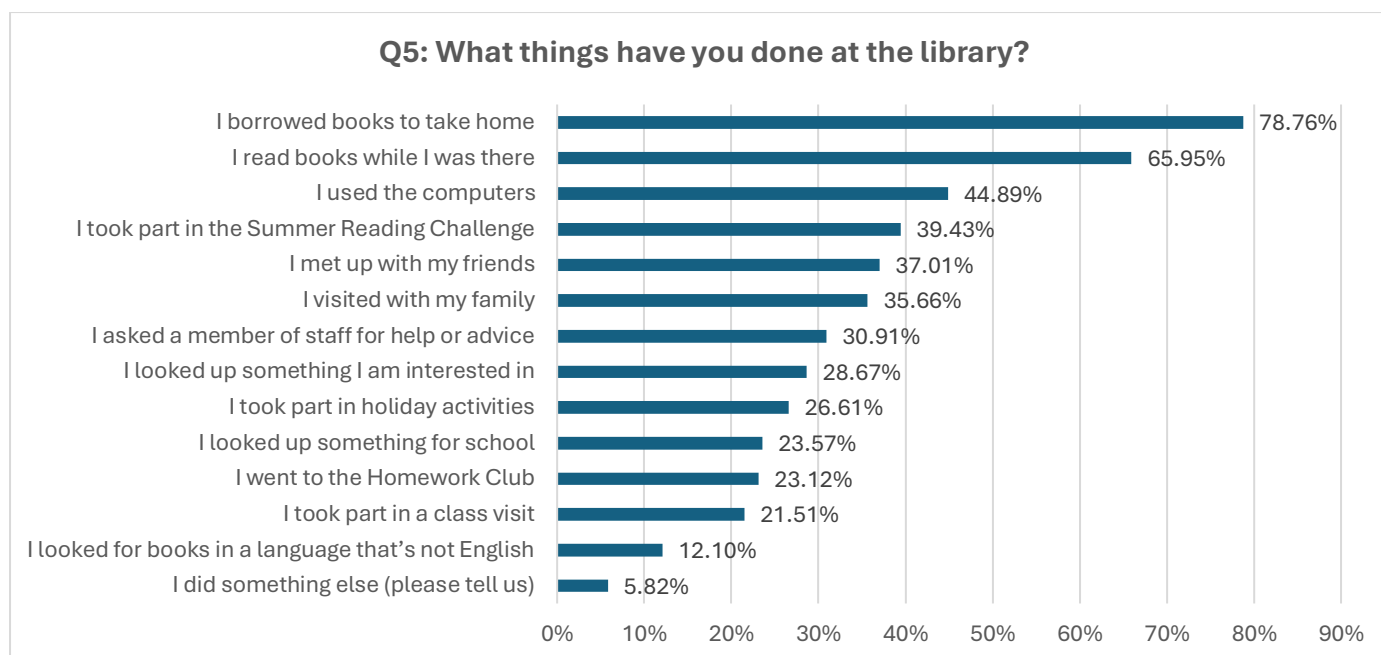
Q4: Which library do you visit most often?

Respondents were asked to identify the library they visit most frequently. Out of 1,366 responses, 1,137 (83.24%) provided an answer. The graph below illustrates the distribution of library usage among young people.



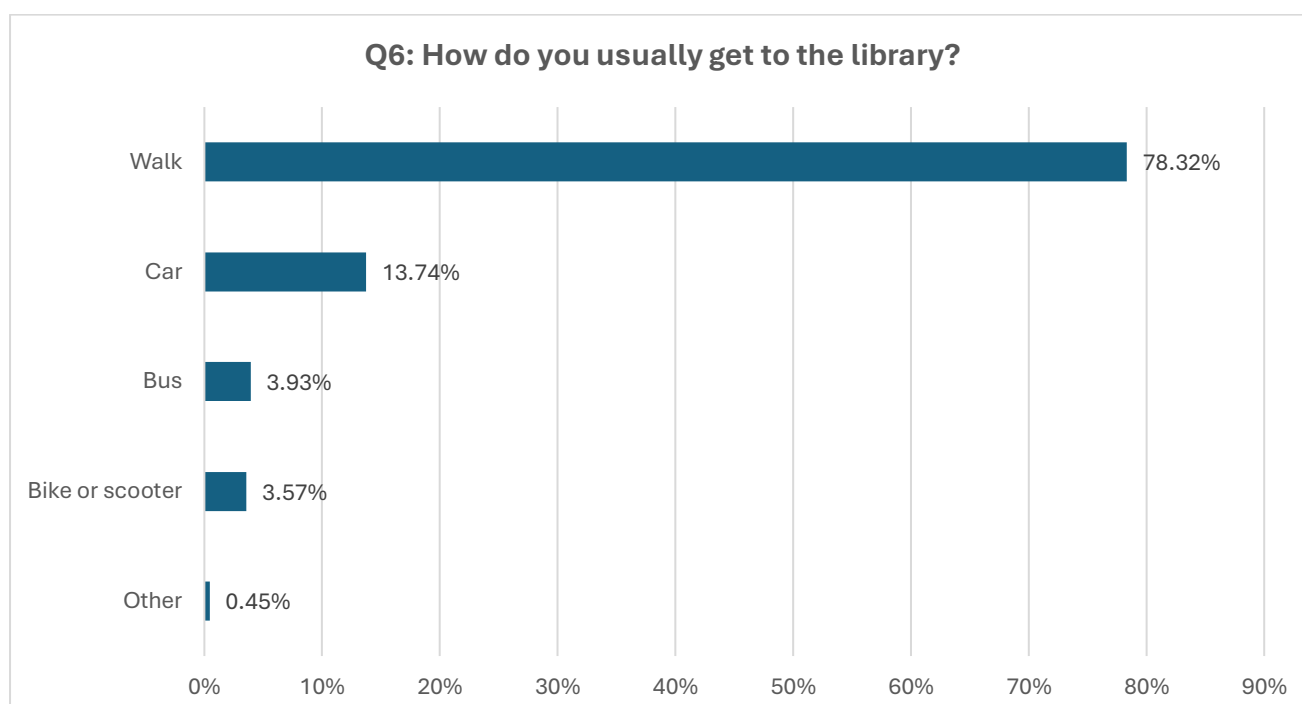
Q5: What things have you done at the library?

Respondents were asked about their ways of using Leicester libraries. Of the 1,366 total responses, 1,119 (81.92%) answered this question. The graph below illustrates the variety of uses reported.



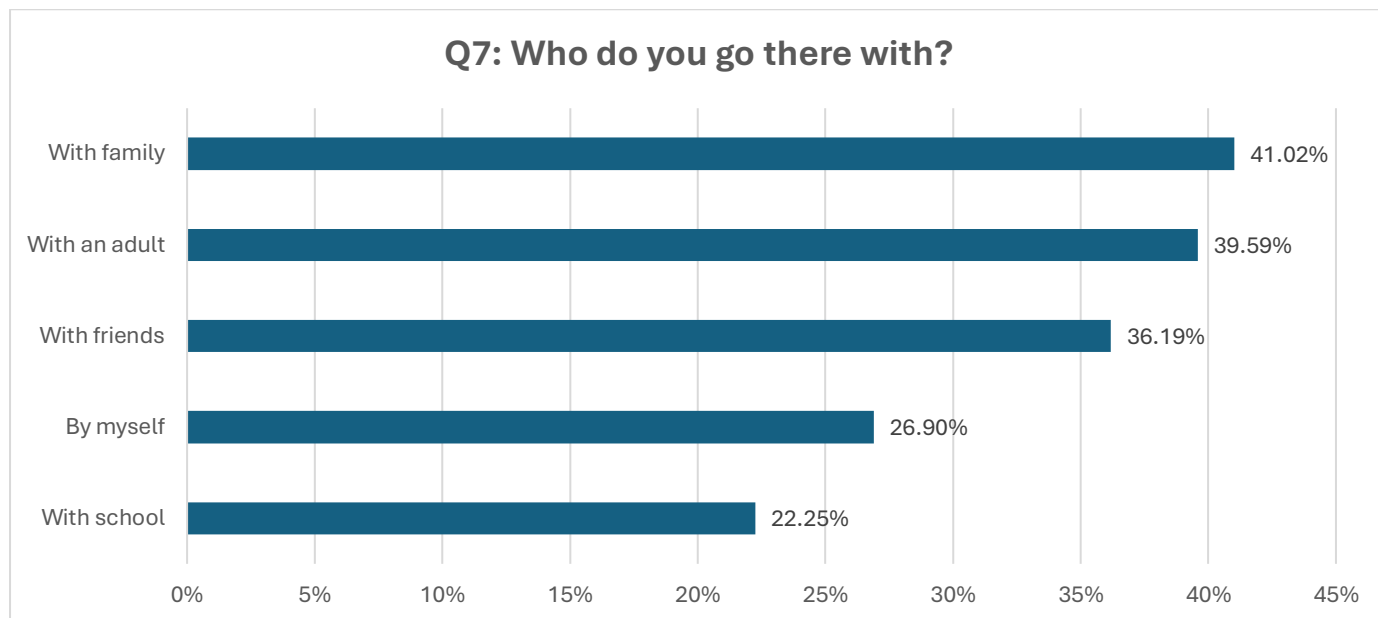
Q6: How do you usually get to the library?

Young people were asked how they usually travel to the library if they use one. Out of the 1,121 (82.06%) who answered, the majority of respondents said they walk (78.32%), followed by those who travel by car (13.74%). Smaller proportions reported using the bus (3.93%), cycling (3.57%), or other modes of transport (0.45%).



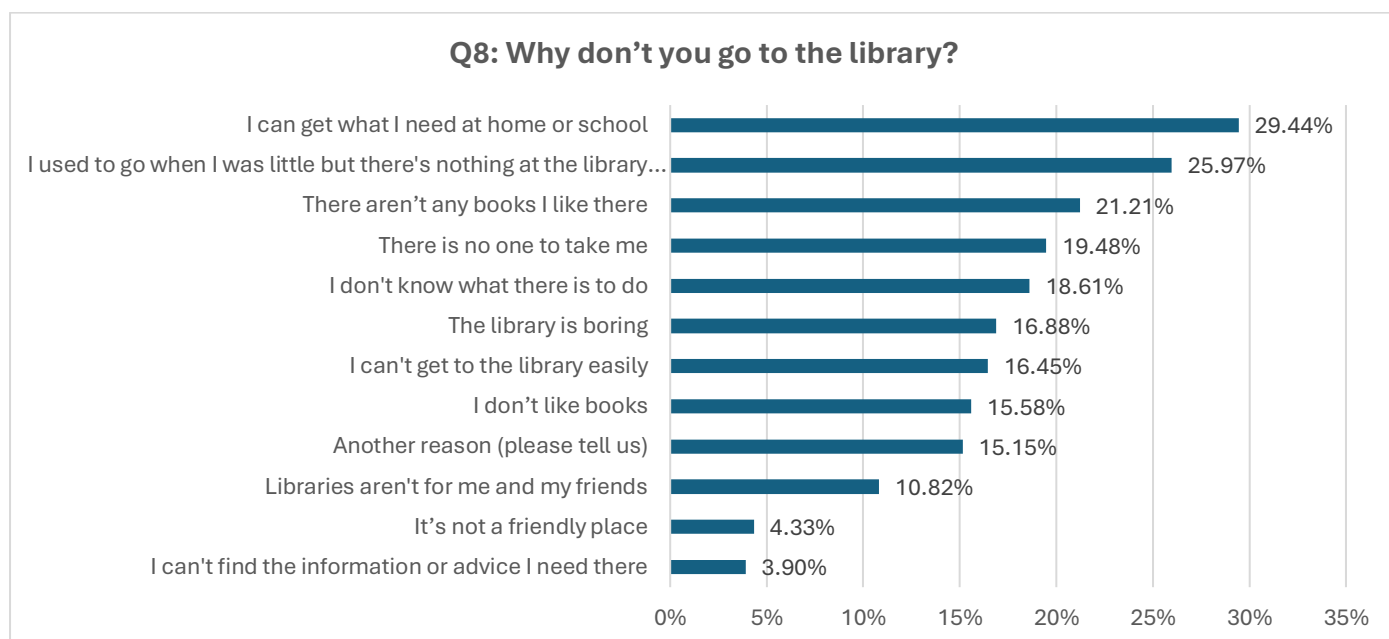
Q7: Who do you go there with?

Respondents were asked who they usually go to the library with. Out 1,119 (81.92%) responses, the most common answer was "with family" (41.02%), followed by "with an adult" (39.59%), "with friends" (36.19%), "by myself" (26.90%) and "with school" (22.25%).



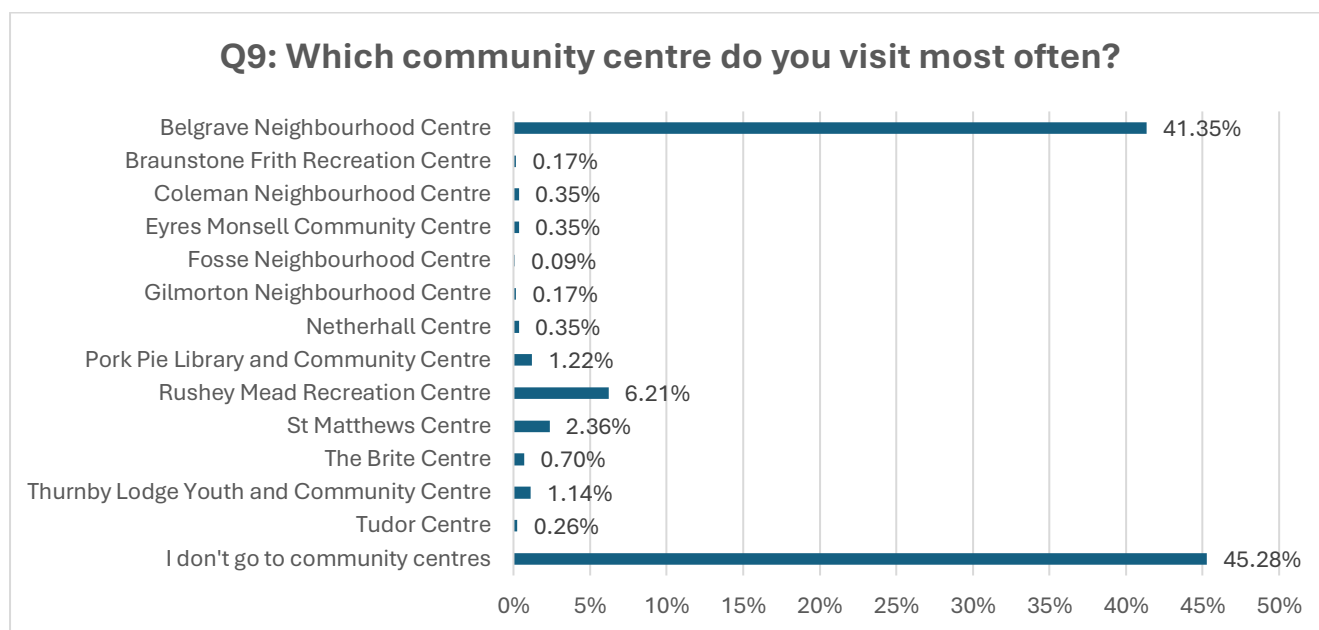
Q8: Why don't you go to the library?

Out of the 231 respondents who said they do not visit the library, the most frequent reasons given were "I can get what I need at home or school" (29.44%), "there's nothing at the library for me anymore" (25.97%), and "There aren't any books I like there" (21.21%).



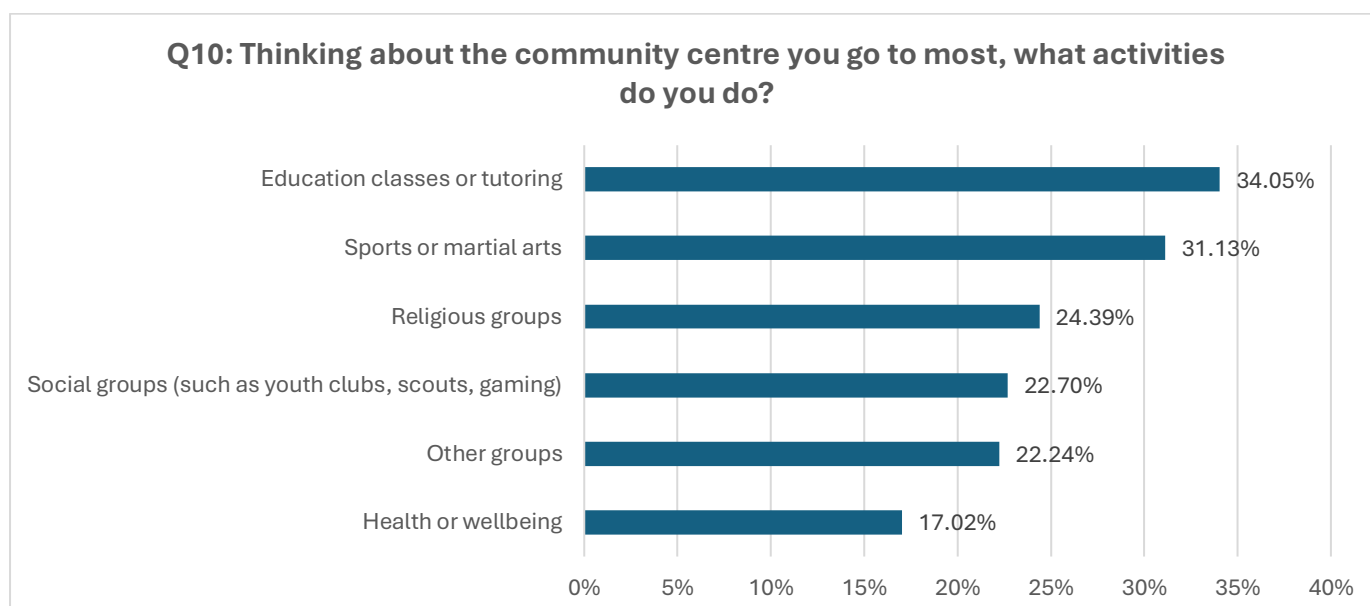
Q9: Which community centre do you visit most often?

Young people were asked to name the community centre they visit most frequently. Of the 1,366 respondents, 1,099 (80.45%) answered this question. The below graph shows the young people's usage across the city.



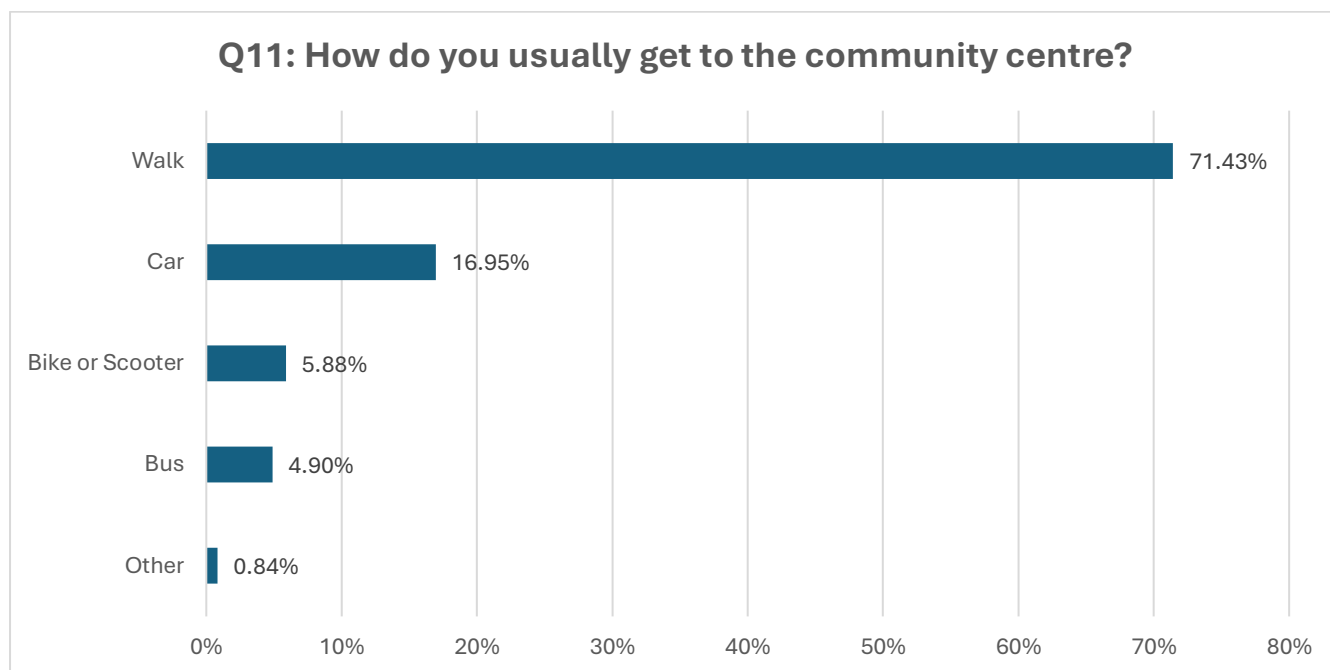
Q10: Thinking about the community centre you go to most, what activities do you do?

Respondents were asked about the types of activities they take part in at their most-visited community centre. Out of 1,366 responses, 652 (47.73%) answered this question. The most common activity reported was "education classes or tutoring" (34.1%), followed by "sports or martial arts" (31.1%), "religious groups" (24.4%), "social groups (such as youth clubs, scouts, gaming)" (22.7%), "other groups" (22.2%), and "health or wellbeing" activities (17.0%).



Q11: How do you usually get to the community centre?

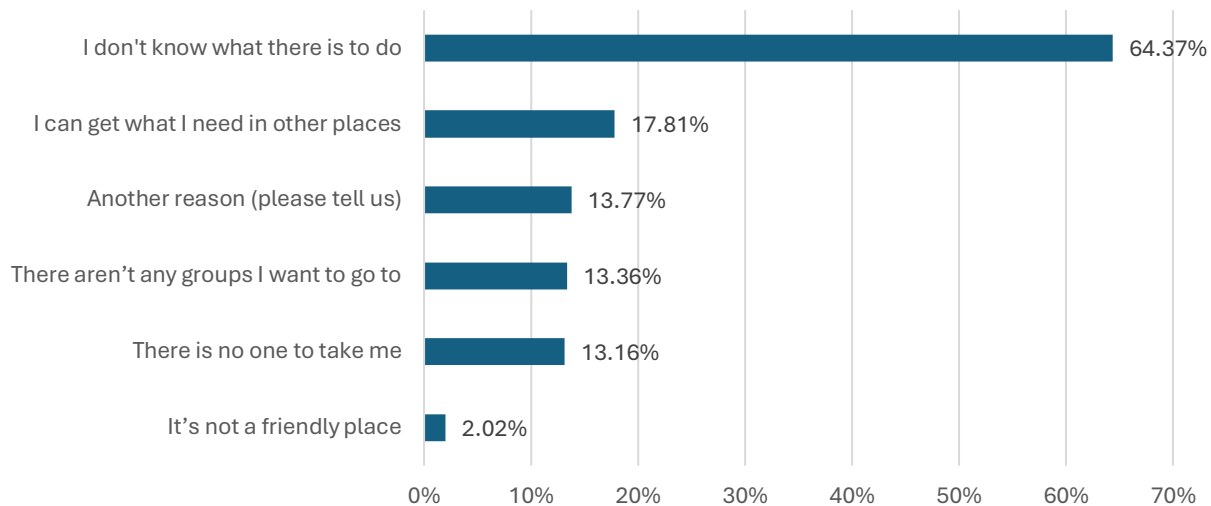
This question asked how young people usually travel to the community centre they attend. Out of 1,366 responses, 714 (52.27%) answered. The majority said they walk (71.43%), while others said they travel by car (17%) or bus (4.9%). A small number cycle (5.9%) or use other forms of transport (0.8%).



Q12: Why don't you go to a community centre?

Respondents who said they don't attend a community centre were asked to give their reasons. Out of 1,366 responses 514 (37.63%) answered. The most common reasons were "I don't know what's there is to do" (64.3%), "I can get what I need in other places" (17.8%), There aren't groups I want to go to" (13.4%) and "there is no one to take me" (13.2%). Others mentioned that "it is not a friendly place" (2%).

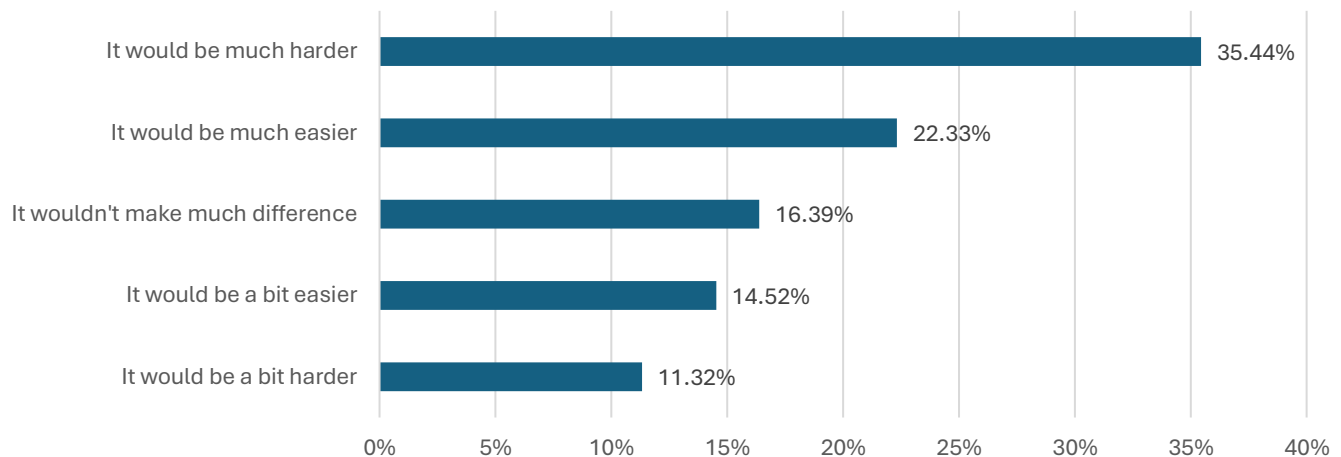
Q12: Why don't you go to a community centre



Q13: How do you think our ideas would affect you visiting a library?

Young people were asked how the proposed changes would influence their likelihood of visiting a library. Out of 1,366 respondents, 1,281 (93.8%) answered this question. The most common response was "It would be much harder" (35.4%), followed by "It would be much easier" (22.3%), "It wouldn't make much difference" (16.4%), "It would be a bit easier" (14.5%), and "It would be a bit harder" (11.3%).

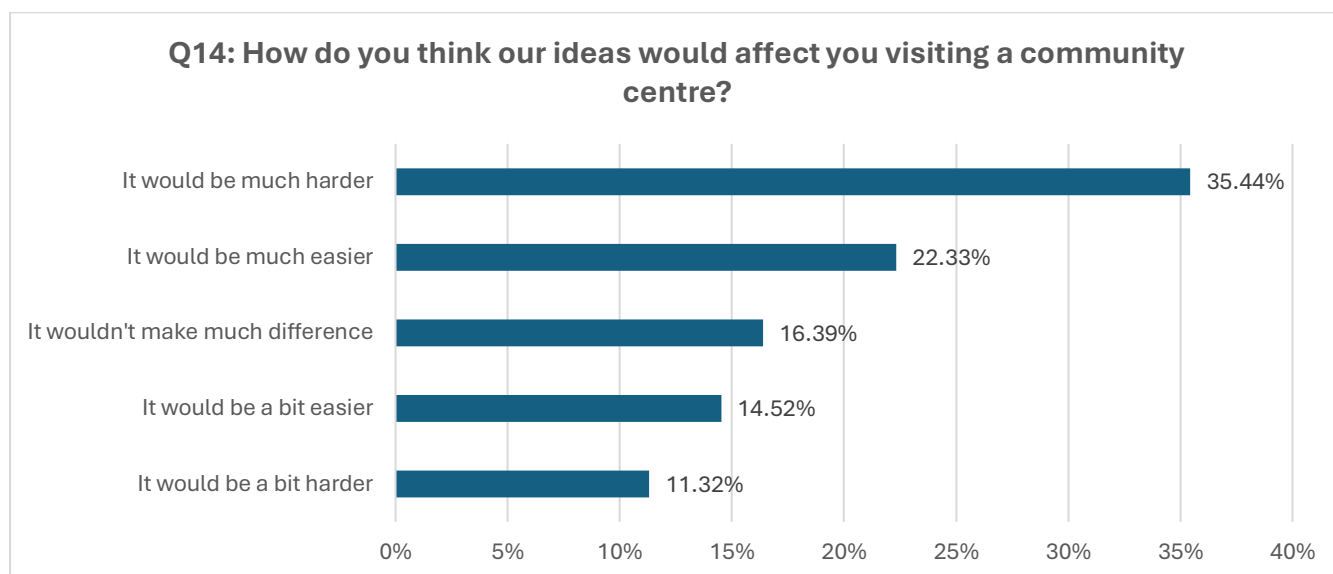
Q13: How do you think our ideas would affect you visiting a library?



Q14: How do you think our ideas would affect you visiting a community centre?

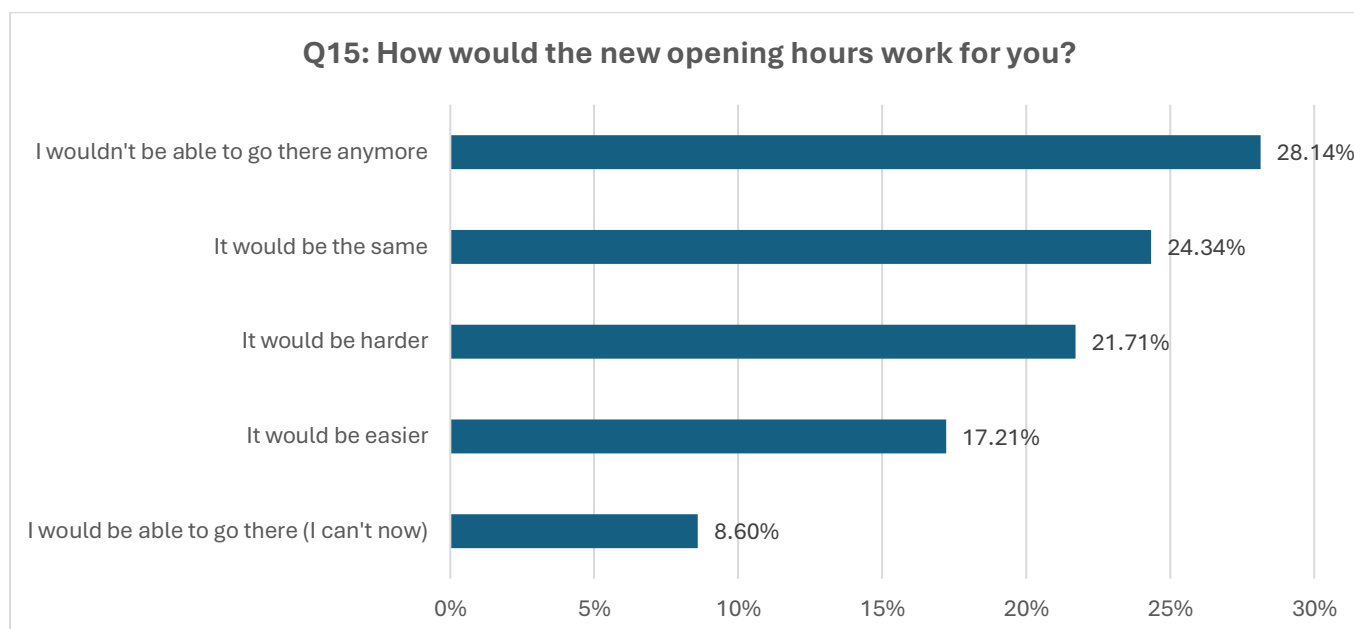
Young people were asked how the proposed changes would influence their likelihood of visiting a library. Out of 1,366 respondents, 1,264 (93.7%) answered this question. The most common response was "It would be much harder" (35.44%), followed by ""It would be much easier" (22.33%), It wouldn't

make much difference" (16.39%), "It would be a bit easier" (14.52%), and "It would be a bit harder" (11.32%).



Q15: How would the new opening hours work for you?

In this multiple-choice question, young people were asked how the proposed opening hours would affect their ability to use the service, with a total of 1,290 responses. The largest group (28.1%) said "I would no longer be able to use the service", followed by "it would be the same" (24.34%), "it would be harder" (21.7%), "it would be easier" (17.2%) and 8.6% said the new hours would make it possible for them to use the service when they couldn't before.



Q16: What are your thoughts on the ideas you've just read about? Do you have any other ideas about the future of our libraries and community centres?

A total of 654 (47.88%) of respondents answered this question. This was an open question and did not put any restrictions on the respondent as to how to answer. Respondents shared a wide range of thoughts and ideas.

The responses can be categorised as follows:

Response Categories	Number of respondents	Percentage of respondents
Activities and Programmes	57	8.72%
Books and Reading	68	10.40%
Digital Access and Technology	11	1.68%
Education, Skills and Careers	76	11.62%
Health and Wellbeing	13	1.99%
Loss of Building & Facilities	181	27.68%
No Answer Given	64	9.79%
Opening Hours and Access	69	10.55%
Other	30	4.59%
Positive comment about proposals	35	5.35%
Staff and Support	38	5.81%
Transport and Location	12	1.83%
Total	654	

A selection of the responses made is listed below:

“do not cut study support”

“The library was a sanctuary for me and my dad when he and mum adopted me. It continues to be”

“Keep the hours same, do not have different hours of opening as it would be confusing to remember. Homework Study and using books for work is important to me.”

“The library is a safe place for me to meet my friends, learn and do homework with Study Support. I feel you should keep the opening times same for everyday because easy to remember. We cannot use self service late at night or early morning as we are children and cannot get to library late or too early in the morning.”

“I think you should look to spend more for investments rather than cut costs. A one off fee for every person in Leicester of £10 would raise the money and extra. That's just 2 weeks pocket money for me.”

“The library is at the heart of our community. Childminders go there on a daily basis, it's a fun trip after school and sociable”

“Opening hours later so working parents can take there children”

“Encourage more secondary school students to go to the library!! (No, not the summer reading challenge, that’s for younger children) I know so many people who would benefit from going to their local library but they have no clue on how to work the systems at all. It would also relieve some pressure on their schools library that are constantly being bombarded with students!”

“needs better sofas and more respect to kids because they need to be aloud to have hot drinks . I strongly believe that there is nothing to do and if this does not get fixed i will be lucking in to legal actions.”

“The community centres/libraries could possibly contain age appropriate activities so a variety of people of different ages can participate and engage in things which they like or prefer to do.”

Submissions

There were further submissions made during the course of the consultation through a range of channels outside of the survey.

These included:

- Friends of Evington
- Friends of Clarendon Park
- Castle Branch Labour Party
- Rusheyfields Residents Association
- Shivani Raja MP
- Brits Desi Society
- The Steering Group representing the service users and residents of Belgrave Neighbourhood Centre, Rushey Mead Library, and Rushey Mead Recreation Centre
- Milap Group
- New Parks New Friends
- Leicester Digital Partnership

Petitions

There have been 6 petitions received on the proposals for libraries and community centres. They are as follows:

Save Leicester’s Libraries and Community Centres

A total of 6000+ signatures were received. The text of the survey reads:

“We, the undersigned, call on Leicester City Council to stop its plans to cut or close our much-loved libraries and community centres. These local facilities are essential to the residents who rely on them for education, social connection, support, and community activities.

We ask the Council to:

- Drop any plans to close or reduce services at Leicester's libraries and community centres
- Invest in these facilities and keep them accessible to all residents
- Work with local communities to find better ways to protect and improve these services”

Petition against closure of Belgrave Neighbourhood Centre

A total of 1931 signatures were received. The text of the survey reads:

I am a member of the vibrant and close-knit community in Belgrave, a community that stands to be deeply affected by the proposed closure of the Belgrave Neighbourhood Centre and the reduction of opening hours at our local library. The council's measures target vital community hubs that serve as lifelines to many within our locality.

Our Neighbourhood Centre is more than just a building, it's a space where connections are forged, support is given and received, and a sense of belonging is cultivated. Similarly, our library offers much more than the traditional lending of books: amongst other things, it offers a warm space in the winter, provides advice for those who don't know where to turn, storytelling for young children, library services for schools without libraries, children's activities during school holidays, computer facilities for those without computers, a safe space for doing homework, and a welcoming environment for craft and friendship groups to meet up and socialise.

Statistics indicate that community centres and libraries play a crucial role in supporting education, improving literacy rates, and fostering community cohesion. In addition, the closures and reduction of hours would disproportionately affect the elderly, the young, and the lower-income households who rely heavily on these resources.

We understand the budget constraints every council has to face. However, we believe it is possible to explore alternative cost-cutting measures that do not involve nullifying services that form the bedrock of our community's identity, support, and vitality.

Please stand with us against the council's proposed changes and express your support for keeping our Neighbourhood Centre open and our library accessible for all. Please sign our petition today.

Save Rushey Mead Library and Recreation Centre

A total of 864 signatures were received. The text of the survey reads:

We, the undersigned residents and supporters of Rushey Mead, respectfully petition the local council and relevant authorities to reconsider any proposed closure, reduction in services, or repurposing of the Rushey Mead Library and Recreation Centre.

These vital community spaces serve as more than just buildings —they are lifelines for learning, wellbeing, and togetherness. We urge the decision-makers to protect and invest in our library and recreation centre — not take them away.

Please sign and share this petition to show your support for Rushey Mead.

(The wording was also repeated in Gujarati).

Save Knighton Library

A total of 244 signatures were received. The text of the survey reads:

We, the undersigned, are opposed to the proposed closure of Knighton Library, which is used by hundreds of people. We call on Leicester Council to:

1. reject the proposed plan to close the Knighton Library
 2. fully consult with local residents on any future proposals
- Reasons against closing this community space

Reasons against closing this community space

- People who are homeschooled go there for books to help them with education and if it closes they will have to unnecessarily spend the money for a book they could have easily borrowed for free
- It is a place where people go to spend their time either to work, study, read or just to relax/have fun
- It is rated 4.5 on 'Google ratings' meaning that lots of people enjoy it and it would be unpleasant to see it close
- It is a great place with kind, hardworking staff that work there every day until around 6 o'clock, staff that would be losing their hard earned jobs and would go unemployed
- It has great facilities including free access to fully working on computers; internet access; a quiet study area where you could read or use your own laptop/device and tables to read
- Has a wide variety of books all for different ages and/or genders, it also has any style of writing or themes
- Also has different activities such as Toddler time on Wednesdays, etc.
- Knighton Library stands out as one of the few truly exceptional libraries in Leicester, offering an impressive collection of books that caters to readers of all ages
- The selection is thoughtfully curated, ensuring that visitors can find a wealth of literary treasures, from timeless classics to contemporary works across various genres
- It was renovated only three years ago
- The closure would influence not only the people but some of the local primary and secondary schools, including: Avenue Primary Sch, St John the Baptist CofE Primary Sch, St Thomas More Catholic Voluntary Academy, Lancaster Academy and Sir Jonathan North Girls' College as they would no longer be able to organise school trips to visit the library.

Keep open the Fosse Neighbourhood Centre, Library and Annexe

A total of 128 signatures were received. The text of the survey reads:

We the undersigned are local residents and/or users and/or volunteers of the Fosse Neighbourhood Centre, library and/or Alice Hawkins Community Projects Foodbank in The Annexe. We value the benefits that the FNC brings to our community and request that Leicester City Council keep it open as it is the only Council owned public building in the Fosse Ward which can be used by all residents.

Save Belgrave Neighbourhood Centre

A total of 20 signatures were received. The text of the survey reads:

We the undersigned petition the council to stop its plans to cut or close our much-loved libraries and community centres. These local facilities are essential to the residents who rely on them for education, social connection, support, and community activities. We ask the Council to:

- Drop any plans to close or reduce services at Leicester's libraries and community centres
- Invest in these facilities and keep them accessible to all residents
- Work with local communities to find better ways to protect and improve these services

You are signing to support: Belgrave Neighbourhood Centre

Justification:

We, the undersigned, call on Leicester City Council to stop its plans to cut or close our much-loved libraries and community centres. These local facilities are essential to the residents who rely on them for education, social connection, support, and community activities. We ask the Council to:

- Drop any plans to close or reduce services at Leicester's libraries and community centres
- Invest in these facilities and keep them accessible to all residents
- Work with local communities to find better ways to protect and improve these services

You are signing to support: Belgrave Neighbourhood Centre

Conclusions

- There was a very high-level of participation in the consultation on proposals for libraries and community centres with 4,989 responses to the main survey, and 1,366 responses to the children and young people's survey. 1,053 people attended the open 12 meetings and 120 people attended the drop-in sessions.
- The high level of participation indicates the consultation was well promoted and that members of the public were well engaged with proposals.
- There was particularly high engagement in three areas of the city: Belgrave ward, Rushey Mead ward and Castle/Knighton wards. This was evidenced by the high percentage of survey responses and the numbers attending open meetings in these wards.
- A high number of respondents use library services regularly, with 69% of all respondents to the main survey visiting a library at least once a week, rising to 90% visiting at least once a month.
- The library services people said were most important to them are Books and reading (83% of all respondents to the main survey); access and support for digital services (41%), children's and family activity programmes (31%), cultural and creativities (29%) and social and meeting spaces (29%). This supports the proposed prioritisation of the four universal offers and the children's promise defined by Libraries Connected.
- Around half of all respondents to the main survey (51%) said they visited a community centre at least once a week. Of these, 51% said their primary community centre was Belgrave Neighbourhood Centre, and 15% said their primary community centre was Rushey Mead Recreation centre.
- The community centre services people said were most important to them are community groups or activities (55%), exercise or health related activities (39%), cultural and arts and crafts activities (37%) and a social space to meet people (29%). Whilst fewer people said they regularly used community centres the responses indicate that those who do use them value the centres for social connection, health and wellbeing and the role they play in community cohesion.
- Response to the main survey show there is significant cross usage of libraries by customers, demonstrating some flexibility in use of community libraries. The most commonly used library, other than the primary library of use, is the Central Library. This supports feedback that the Central Library is used to provide a broad range and depth of resources which are available to all city residents, beyond the standard community library offer.
- The feedback shows there is also a high level of cross usage between local community libraries. For example 63% of those who identify Fosse Library as their primary library, also

visit other community libraries, 88% of those who identify Aylestone Library as their primary library also visit other libraries.

- There is a high number of community centre users who visit more than one centres, although this is slightly less common than for library users. For example, 56% of users of Rushey Mead Recreation Centre also use another centre, the majority also using Belgrave Neighbourhood Centre.
- Two thirds (67%) of library users who responded to the question said they usually walk to the library with 19% travelling by car. A higher percentage travel by car and by bus to the Central Library.
- Whilst walking remains the most common method of getting to a community centre, a significantly higher percentage travel by car and by bus.
- 61% of those who responded to the question in the main survey said the proposals would make it “much harder” for them to visit a library, with a further 18% saying it would be “harder” for them. However the percentage of respondents who said the proposals would make it “much harder” varied significantly depending on the main library used.
- There was a significantly higher percentage of respondents to both the main and the junior surveys who said that the proposals would make it “much harder” for them to use a library, particularly those who use the libraries proposed for community management (Evington, Knighton and Rushey Mead libraries). Feedback received during the open meetings and drop-in sessions indicated that key concerns were around the feasibility of community groups taking on the libraries, worries about the quality of a community run service, and the reliability of volunteer delivered opening hours. There were widespread concerns that there was limited capacity and insufficient expertise within the local community for a local group to take on the running of the libraries. There was also concern about the longer-term sustainability of a community run library with many people expressing concern that the library could close if a community management group failed in the future.
- Feedback from respondents whose primary libraries were proposed to be run by the council with reduced staff hours was more nuanced. Although fewer people said the proposed hours would make it “much harder” to visit a library this remained a significant concern for many particularly at Belgrave Library. However there were a range of comments and suggestions on the best spread of the staffed opening hours proposed, including concerns about accessing the library in the evenings, early mornings, and at the weekend. 23% of the 664 comments on the proposed opening hours made suggested changes. The feedback has been used to update the proposed opening hours for each library to optimise access to the service.

- A significant percentage (70%) of the users of Belgrave Library responded to both the main and the junior survey stating the library would be “much harder” to visit. However a large number of comments received incorrectly reference the closure of the library, a rumour which had circulated immediately prior to the consultation and which may be reflected in the survey feedback. There were a large number of comments in the surveys, and a consensus at the drop-in session that the library should remain open later on weekday evenings to accommodate the very well attended Homework Help sessions.
- A high percentage (47%) of respondents who use community centres thought the proposals would make it “much harder” for them to visit, although the percentage is lower overall than the same question for libraries.
- The highest percentage of respondents who thought the proposals would make it “much harder” to visit a community centre were users of Rushey Mead Recreation Centre (80%) and Belgrave Neighbourhood Centre (72%). These two centres attracted significantly more responses than users of other community centres. Responses to the main survey, and feedback from the open meetings at these two centres, demonstrated widespread concerns that Community Asset Transfer could lead to some community groups being marginalised, and the centres being less accessible. There were also concerns that, as both centres are already very well used, a successful CAT organisation would need to displace current activities in order to support their own direct provision. Many respondents indicated they would prefer to increase hire charges and ideas for income generation, to support continued Council management of the centres.
- There was a broader range of responses to proposals for the Community Asset Transfer of the six other community centres. Early interest was received for all of the centres. The key considerations were around continued availability of preferred times and rooms, limiting any increase in room hire charges, sustainability of the community offer and ongoing accountability to the council as landlord to ensure the delivery of contracted outcomes. Reassurance was also sought around the formal process through which community organisations would be assessed and recommendations made.
- The proposal for Fosse Neighbourhood Centre was to withdraw from the building due to the ongoing maintenance and running costs and noting the availability of alternative libraries nearby. 59% of those who said Fosse was their main community centre and 60% of those who said it was their main library said the proposals would make it “much harder” to visit. A key concern raised during the open meeting, and through the survey, was a location for the food bank which is currently based in the neighbourhood centre annex. Other concerns raised through the survey included the travel distance to the next nearest library for children and young people, and the loss of the hall used by the community choir.

- The proposal for St Matthews Centre was to relocate the library and services such as Adult Learning and the Housing reception nearby. 54% of respondents to the main survey who used the community centre were concerned the proposals would make it “much harder” to visit. There was good engagement from local user groups at the open meeting, and a key consideration was a reassurance that the relocated services would remain on the St Matthews estate. There was a concern that larger community groups might not be able to be accommodated in an alternative location.
- Overall the response to the consultation was high, and the profile of respondents demonstrates good participation from communities across the city. The demographic profile of respondents to the main survey reflected the makeup of the city, with 49% describing themselves as Asian or Asian British and 27% as White British. Responses were received from all areas of the city, although there were significantly higher returns from Belgrave, Rushey Mead, Knighton and Stoneygate. More respondents to the main survey identified their sex as female (64%) than male (32%) or other (0.5%) with the remainder preferring not to say. The junior survey was equally split between boys and girls. 27% of the (adults) responding to the main survey said they were over 66 years old, with next most significant group being those aged 36 – 45 years (18%). In addition to the 4989 adults responding to the main survey, a further 1,366 young people under the age of 16 years responded to the junior survey (28% 14yrs or over and 20% 8yrs or under). 21% of all respondents to the main survey identified as having a disability.
- The findings of the 12 week consultation on proposals for libraries and community centres have been used to update the Equality Impact Assessment and to inform the recommendations which will be put forward the future delivery of neighbourhood services in Leicester city.

Contributors

This report was written by Leicester City Council’s Neighbourhood Services Project team with contributions from specialists across the authority.

Leicester City Council’s GIS Team provided demographic data, mapping and analysis to support the findings.

Leicester City Council’s Communication’s Team helped to develop the public survey. In addition to the publicity and promotion of this project and in the development and distribution of supporting internal and external communications.

Leicester City Council’s Data Team developed scripts which allowed analysis of the qualitative data received through the surveys. This was used to compare results with the Project Team’s analysis.

Leicester City Council’s Standards & Development Team developed a Power BI dashboard to display the quantitative survey responses.

Thank you to all involved for your expertise, input and advice.

Have your say on proposals for libraries and community centres



Overview

Leicester City Council has a statutory duty under the Public Libraries and Museum Act 1964 “to provide a comprehensive and efficient library service for all persons” who want to make use of it.

Due to a decade and a half of central government cuts in funding we are not able to maintain the current provision for libraries and community centres, and the budget is proposed to reduce over the next three years by *up to* £2.1million.

A new service model is proposed for libraries and community centres which would operate from 12 multi-service centres and the Central Library. The aim is to provide a service targeted at areas of greater need across the whole city within available resources. The council would no longer run the 12 other centres, including four libraries. Community groups would be invited to run these where appropriate. In addition, the proposal includes reducing staffed opening hours across the remaining 13 centres, reducing staff numbers and lowering how much we spend on books, IT and operating costs.

In 2023 we asked residents and stakeholders how we could modernise our libraries and community centres. We received 2,851 survey responses and heard from 200 people at 12 focus groups. This feedback has been used to inform the new proposals.

We are now seeking your views on the proposed change to the service. Read on for the full details.

Why your views matter

No decisions have been made yet. The feedback from this consultation will be carefully considered before a decision is made about the future of Leicester city’s libraries and community centres.

Please return this survey to any of our libraries or community centres by **Sunday 29 June 2025**.

Alternatively, you can complete the online version of this survey by scanning the code or visiting consultations.leicester.gov.uk

The online survey closes at midnight on Sunday 29 June 2025



How do I get involved?

Please take the time to complete this survey and return it to your local library or community centre.

Our 12-week consultation will involve working with organisations and networks across the city to ensure everyone has the opportunity to engage both online and in person.

We are also holding several open meetings, details of which are below.

If you would like to attend, please email neighbourhoodservices@leicester.gov.uk with your preferred meeting:

Eyres Monsell Community Centre	Tuesday 15 April	3pm - 4.30pm
Belgrave Neighbourhood Centre	Wednesday 23 April	6pm - 7.30pm
Tudor Centre	Tuesday 13 May	2.30pm - 4pm
CHANGE OF VENUE	Wednesday 14 May	6pm - 7.30pm
Soar Valley College (near Rushey Mead Recreation Centre)		
Fosse Neighbourhood Centre	Tuesday 20 May	6pm - 7.30pm
Avenue Primary School (near Knighton Library)	Wednesday 21 May	6pm - 7.30pm
St Matthews Centre	Thursday 29 May	6pm - 7.30pm
Netherhall Neighbourhood Centre	Wednesday 4 June	6pm - 7.30pm
Evington Library	Tuesday 10 June	2.30pm - 4pm
Coleman Neighbourhood Centre	Tuesday 17 June	6pm - 7.30pm
Gilmorton Community Rooms	Thursday 19 June	6pm - 7pm
Braunstone Frith Recreation Centre	Tuesday 24 June	2pm - 3pm

Further information is on our website. Search '**libraries**' or '**community centres**' on leicester.gov.uk

Proposals for libraries and community centres

Multi-service centres would operate as hubs to support wellbeing by integrating a range of services provided by the council and its partners. The Central Library service would continue to deliver a broader offer, serving residents living in all areas.

A reduction in staffed opening hours at retained sites would enable the widest network of facilities to be sustained. 8am to 8pm opening would be supported by the introduction of library self-access systems to extend opening hours at six libraries. Staffed opening hours would be standardised across the network depending on busyness.

Central Library

Providing city-wide provision and open 45 hours per week.

Band 1 multi-service centres

Staffed opening for 40 hours per week

Beaumont Leys Library Hub

Belgrave Library Hub (with additional Self-Access hours)

The BRITE Centre Hub (with additional Self-Access hours)

Highfields Library Hub

St Barnabas Library Hub (with additional Self-Access hours)

Band 2 multi-service centres

Staffed opening for 30 hours per week

Aylestone Library (located in Aylestone Leisure Centre)

Hamilton Library Hub (with additional Self-Access hours)

New Parks Centre Hub (with additional Self-Access hours)

Pork Pie Library Hub (with additional Self-Access hours)

St Matthews Library (relocated nearby)

Thurnby Lodge Centre Hub (with new self-access library)

Westcotes Library Hub

These facilities would no longer be run by Neighbourhood Services

Belgrave Neighbourhood Centre	Braunstone Frith Recreation Centre
Coleman Neighbourhood Centre	Eyres Monsell Community Centre
Evington Library	Gilmorton Community Rooms
Knighton Library	Netherhall Neighbourhood Centre
Rushey Mead Library	Rushey Mead Recreation Centre
Tudor Centre	

Where appropriate, community organisations would be supported to develop a business case to take on the running of the above community libraries and community centres.

St Matthews Centre would close due to the condition of the building. The library and services would be re-located nearby.

Fosse Neighbourhood Centre and Library would close. Our Estates Team have conducted a review of the building, and it would not be put forward for Community Asset Transfer. Other disposal options would be explored.

Where no viable business plan is put forward, buildings would be considered for alternative use by the council. Where this would not be possible, the building would close, and a range of disposal options would be considered.

Additional investment and improvements

Additional investment would support a range of proposals to ensure the service could continue to meet the needs of individuals and communities across the city, including:

- Extending Self-Access after core staffed hours at suitable sites. The self-access system would enable registered customers aged 16 years and over and accompanied children to access the library outside of staffed opening times using their library card. Self-access libraries would be monitored by CCTV and customers would be given an induction in order to use the service.
- Investing £1million to further develop retained buildings as multi-service centres.
- Reviewing the areas visited by the Children's BookBus to focus on covering areas of disadvantage.
- Supporting community groups to take on the running of more services.
- Providing enhanced activity programmes around our 'universal offers' in multi-service centres, focused on health and wellbeing, information and signposting needs, and more cultural and creative activities to bring people together.
- Developing volunteer opportunities to enhance the services we offer and to provide benefits to participants.
- Providing satellite libraries at identified children's centres for additional access to books for children and young families.

- Expanding the Home Library Service linked to our volunteer offer to support housebound residents with door-to-door book deliveries wherever they live in the city.

Proposed opening hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Proposed change
	Aylestone Library ** ^							-2 staffed
Current staffed	1pm-6pm	10am-6pm	2pm-6pm	10am-6pm	2pm-6pm	10am-1pm	-	
Proposed staffed	1pm-5pm	10am-5pm	2pm-6pm	10am-5pm	1pm-5pm	10am-2pm	-	
Proposed self-access	8am-7pm	8am-7pm	8am-7pm	8am-7pm	8am-7pm	8am-1pm	8am-1pm	+2 self-access
	Beaumont Leys Library ^							-9.5 staffed
Current staffed	9am-6.30pm	9am-6.30pm	9am-6.30pm	9am-6.30pm	9am-5pm	9.30pm-1pm	-	
Proposed staffed	10am-5pm	10am-6pm	10am-5pm	10am-5pm	10am-5pm	10am-2pm	-	
	Belgrave Library* ^							-15 staffed
Current staffed	10am-7pm	10am-7pm	10am-7pm	10am-7pm	10am-7pm	10am-4pm	12pm-4pm	
Proposed staffed	10am-5pm	10am-6pm	2pm-6pm	10am-6pm	10am-5pm	10am-4pm	-	
Proposed self-access	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	N/A	-	+26 self-access
	BRITE Centre * ^							-17.75 staffed
Current staffed	9am-8.30pm	9am-7.30pm	9am-8pm	9am-7.45pm	9am-5pm	10am-4pm	-	
Proposed staffed	10am-5pm	10am-5pm	10am-5pm	10am-6pm	10am-5pm	10am-2pm	-	
Proposed self-access	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	N/A	-	+24 self-access
^Inducted community groups would still have access at their current times *Self-access introduced for library members **Self-access is currently in use during Aylestone Leisure Centre opening hours								

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Proposed change
	Central Library							
Current staffed	9.30am-7pm	9.30am-7pm	9.30am-7pm	9.30am-7pm	9.30am-5pm	9am-4pm	-	-7.5 staffed
Proposed staffed	10am-6pm	10am-6pm	10am-6pm	10am-6pm	10am-5pm	10am-4pm	-	
	Hamilton Library * ^							
Current staffed	10am-2pm	10am-5pm	10am-5pm	2pm-7pm	10am-5pm	10am-4pm	12pm-4pm	-10 staffed
Proposed staffed	10am-5pm	1pm-5pm	10am-5pm	10am-6pm	-	10am-2pm	-	
Proposed self-access	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	N/A	-	+22 self-access
	Highfields Library *							
Current staffed	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	10am-4pm	-	-11 staffed
Proposed staffed	10am-6pm	10am-6pm	10am-6pm	10am-6pm	1pm-5pm	10am-2pm	-	
	New Parks Library * ^							
Current staffed	10am-5pm	10am-5pm	10am-7pm	10am-5pm	10am-5pm	10am-1pm	-	-10 staffed
Proposed staffed	10am-5pm	1pm-5pm	10am-6pm	10am-5pm	-	10am-2pm	-	
Proposed self-access	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	N/A	-	+22 self-access
	Pork Pie Library * ^							
Current staffed	9am-5pm	9am-5pm	9am-7pm	9am-5pm	9am-5pm	10am-1pm	-	-15 staffed
Proposed staffed	10am-5pm	1pm-5pm	10am-6pm	-	10am-5pm	10am-2pm	-	
Proposed self-access	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	-	-	+22 self-access
^Inducted community groups would still have access at their current times								
*Self-access introduced for library members								

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Proposed change
	St Barnabas Library *							
Current staffed	9.30am-5pm	9.30am-7pm	9.30am-7pm	9.30am-7pm	9.30am-5pm	10am-4pm	-	-9.5 staffed
Proposed staffed	10am-5pm	2pm-6pm	10am-6pm	10am-6pm	10am-5pm	10am-4pm	-	
Proposed self-access	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	-	-	
	St Matthews (Centre would be closed and the library relocated nearby)							-44 staffed
Current staffed	9am-9pm	9am-9pm	9am-9pm	9am-9pm	9am-9pm	10am-5pm	10am-5pm	
Proposed staffed	10am-5pm	1pm-5pm	10am-6pm	-	10am-5pm	10am-2pm	-	
	Thurnby Lodge Community Centre ^ (Proposed new library service)							-13.5 staffed
Current staffed	1pm-10pm	9.30am-10pm	1pm-10pm	12.30pm-7pm	3.30-10pm	-	-	
Proposed staffed	1pm-5pm	10am-5pm	-	10am-5pm	10am-6pm	10am-2pm	-	
	Westcotes Library							-21 staffed
Current staffed	10am-7pm	10am-7pm	10am-7pm	10am-5pm	10am-5pm	10am-4pm	12pm-4pm	
Proposed staffed	10am-6pm	1pm-5pm	10am-5pm	10am-5pm	-	10am-2pm	-	

^Inducted community groups would still have access at their current times

*Self-access introduced for library members

Introduction

This survey has the following sections:

About you [below](#)

About our libraries [below](#)

About community centres [page 12](#)

How the proposals would affect you and others [page 15](#)

Space for additional feedback and your ideas for the library service [page 16](#)

About you

For us to properly understand your views about the proposals we need to know a little about you and how you currently use our services.

I am completing this survey as a... *select all that apply*

- ☐ local resident
- ☐ Leicester City Council employee
- ☐ on behalf of an organisation

If you are responding on behalf of an organisation you will be able to give us the views of the organisation later in the survey.

About our libraries

List of our libraries

Aylestone Library

Beaumont Leys Library

Belgrave Library

Braunstone (The Brite Centre)

Central Library

Children's BookBus

Evington Library

Fosse Library

Hamilton Library

Highfields Library

Knighton Library

New Parks Library

Pork Pie Library

Rushey Mead Library

St Barnabas Library

St Matthews Library

Westcotes Library

How we will use your personal data

The information you provide in the survey will be kept in accordance with terms of current Data Protection legislation and will only be used for the purpose of monitoring.

Your details will not be passed on to any other individual, organisation or group.

Leicester City Council is the data controller for the information on this form for the purposes of current Data Protection legislation.

Search 'privacy' on leicester.gov.uk for details of how we manage personal data.

How often do you visit a public library in Leicester?

Please select one item

- ☐ Frequently (daily)
☐ Regularly (every week)

- ☐ Occasionally (every month)
☐ Rarely (a few times a year)
☐ Never

➡ [Go to page 11](#)

How you use your library

Which library do you visit most often? Please pick one

- ☐ Aylestone Library
☐ Beaumont Leys Library
☐ Belgrave Library
☐ Braunstone (The Brite Centre)
☐ Central Library
☐ Children's BookBus
☐ Evington Library
☐ Fosse Library
☐ Hamilton Library
☐ Highfields Library

- ☐ Knighton Library
☐ New Parks Library
☐ Pork Pie Library
☐ Rushey Mead Library
☐ St Barnabas Library
☐ St Matthews Library
☐ Westcotes Library
☐ Other

Other, please add any library not listed

Which other libraries do you use? Select up to three options

- ☐ Aylestone Library
☐ Beaumont Leys Library
☐ Belgrave Library
☐ Braunstone (The Brite Centre)
☐ Central Library
☐ Children's BookBus
☐ Evington Library
☐ Fosse Library
☐ Hamilton Library
☐ Highfields Library

- ☐ Knighton Library
☐ New Parks Library
☐ Pork Pie Library
☐ Rushey Mead Library
☐ St Barnabas Library
☐ St Matthews Library
☐ Westcotes Library
☐ None of these
☐ Other

Other, please add any library not listed

Thinking about the public library you visit most often, what are the most important things on offer there for you? *Select up to three options*

- ☐ Access to council services by phone or kiosk
- ☐ Books and reading materials
- ☐ Children's and family activities (such as Toddler Time)
- ☐ Computers, Wi-Fi and IT support
- ☐ Cultural, arts and crafts activities and events
- ☐ Health and wellbeing sessions and activities
- ☐ Housing enquiry desk
- ☐ Information and advice, including community information
- ☐ Learning and skills activities (such as Homework Help Club)
- ☐ Quiet study space
- ☐ Social space to meet people
- ☐ Support with finding a job
- ☐ Volunteering opportunities
- ☐ Warm spaces in cold weather
- ☐ I don't know
- ☐ Something else

If something else, please add it here

When you visit a library, how do you usually get there? (Select one option)

Please select only one item

- ☐ Bus
- ☐ Car
- ☐ Cycle
- ☐ Walk
- ☐ Other

If you don't use our public libraries

What are the main reasons why you don't visit a public library?

Please select up to three options

- | | |
|--|--|
| <input type="checkbox"/> I can access what I need elsewhere - such as local book shops | <input type="checkbox"/> I use the Library online |
| <input type="checkbox"/> I can access what I need online - such as eBooks, online search | <input type="checkbox"/> I've wanted to, but I haven't had the free time |
| <input type="checkbox"/> I don't know what's on offer | <input type="checkbox"/> The services I need aren't on offer |
| <input type="checkbox"/> I don't know where my local library is located | <input type="checkbox"/> They are not open when I need to visit |
| <input type="checkbox"/> I use a college or university library | <input type="checkbox"/> They don't feel welcoming |
| <input type="checkbox"/> I use a school library | <input type="checkbox"/> Too far to travel |
| <input type="checkbox"/> I use the Home Library Service | <input type="checkbox"/> I don't know |
| | <input type="checkbox"/> Something else |

If something else, please give details

About our community centres

List of our community centres

Belgrave Neighbourhood Centre
Braunstone Frith Recreation Centre
The Brite Centre
Coleman Neighbourhood Centre
Eyres Monsell Community Centre
Fosse Neighbourhood Centre
Gilmorton Community Rooms

Netherhall Centre
Pork Pie Library and Community Centre
Rushey Mead Recreation Centre
St Matthews Centre
Thurnby Lodge Youth and Community Centre
Tudor Centre

How often do you visit a community centre in Leicester?

Please select only one item

- ☐ Frequently (daily)
☐ Regularly (every week)
☐ Occasionally (every month)
☐ Rarely (a few times a year)
☐ Never ➡ [Go to page 14](#)

How you use your community centre

Which community centre do you visit most often? *Please pick one*

- | | |
|--|--|
| <input type="radio"/> Belgrave Neighbourhood Centre | <input type="radio"/> Pork Pie Library and Community Centre |
| <input type="radio"/> Braunstone Frith Recreation Centre | <input type="radio"/> Rushey Mead Recreation Centre |
| <input type="radio"/> The Brite Centre | <input type="radio"/> St Matthews Centre |
| <input type="radio"/> Coleman Neighbourhood Centre | <input type="radio"/> Thurnby Lodge Youth and Community Centre |
| <input type="radio"/> Eyres Monsell Community Centre | <input type="radio"/> Tudor Centre |
| <input type="radio"/> Fosse Neighbourhood Centre | <input type="radio"/> Other |
| <input type="radio"/> Gilmorton Community Rooms | Other, please add any community centre not listed |
| <input type="radio"/> Netherhall Centre | |

Which other community centres do you use? *Select up to three*

- | | |
|--|---|
| <input type="checkbox"/> Belgrave Neighbourhood Centre | <input type="checkbox"/> St Matthews Centre |
| <input type="checkbox"/> Braunstone Frith Recreation Centre | <input type="checkbox"/> Thurnby Lodge Youth and Community Centre |
| <input type="checkbox"/> The Brite Centre | <input type="checkbox"/> Tudor Centre |
| <input type="checkbox"/> Coleman Neighbourhood Centre | <input type="checkbox"/> Other (please give details below) |
| <input type="checkbox"/> Eyres Monsell Community Centre | <input type="checkbox"/> I would not use another |
| <input type="checkbox"/> Fosse Neighbourhood Centre | |
| <input type="checkbox"/> Gilmorton Community Rooms | Please add any community centre not listed |
| <input type="checkbox"/> Netherhall Centre | <div style="border: 1px solid black; height: 40px; width: 100%;"></div> |
| <input type="checkbox"/> Pork Pie Library and Community Centre | |
| <input type="checkbox"/> Rushey Mead Recreation Centre | |

Thinking about the community centre you visit most often, what are the most important things on offer there for you? *Select up to three options*

- | | |
|--|--|
| <input type="checkbox"/> Children's learning or study session | <input type="checkbox"/> Space to hire for a commercial event |
| <input type="checkbox"/> Church or religious group event | <input type="checkbox"/> Space to hire for a community group |
| <input type="checkbox"/> Community group or activity | <input type="checkbox"/> Space to hire for a party, family or personal event |
| <input type="checkbox"/> Community meetings such as ward meetings | <input type="checkbox"/> Social space to meet people |
| <input type="checkbox"/> Councillor's surgery | <input type="checkbox"/> Warm space in cold weather |
| <input type="checkbox"/> Cultural, arts and crafts events and activities | <input type="checkbox"/> I don't know |
| <input type="checkbox"/> Exercise or health related activities | <input type="checkbox"/> Something else |
| <input type="checkbox"/> Housing enquiry desk | If something else, please add it |
| <input type="checkbox"/> Leicester Adult Education classes | <div style="border: 1px solid black; height: 60px; width: 100%;"></div> |
| <input type="checkbox"/> Other learning and skills classes | |
| <input type="checkbox"/> Lunch club or community kitchen | |
| <input type="checkbox"/> Nursery or playgroup | |
| <input type="checkbox"/> Safe space which is welcoming to all | |

When you visit a community centre, how do you usually get there? *Select one option*

- | | |
|-----------------------------|-----------------------------|
| <input type="radio"/> Bus | <input type="radio"/> Walk |
| <input type="radio"/> Car | <input type="radio"/> Other |
| <input type="radio"/> Cycle | |

If you don't use our community centres

What are the main reasons why you don't visit a community centre run by Leicester City Council?

Please select up to three options

- ☐ I can access the services I need elsewhere - such as local charities or library
- ☐ I don't know what's on offer
- ☐ I don't know where they are
- ☐ I've wanted to, but I haven't had the free time
- ☐ I use a community centre run by someone else* (please tell us which one)
- ☐ The cost of room hire is too high
- ☐ The services on offer aren't of interest to me
- ☐ They aren't open when I need them
- ☐ They don't feel welcoming
- ☐ Too far to travel
- ☐ Something else** (please add below)
- ☐ I don't know

*Add the other community centre you use

**If something else, please give details

How the proposals would affect you and others

The proposals are on pages 3-7

What impact would the proposed changes have on your ability to...?

Select one option in each row

	Much easier	Easier	Won't make much difference	Harder	Much harder	Not sure
Visit a library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visit a community centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access council services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tell us more (optional)

How would the proposed opening hours work for you?

The schedule is on pages 5-7

Please select only one item

- ☐ They would make it possible to use the services (I can't use them now)
- ☐ More convenient
- ☐ No difference
- ☐ Less convenient
- ☐ I would no longer be able to use the services

Add any comments about opening hours (optional)

Please add any further comments about the proposals

If these comments refer to a community group or organisation you can add the name (optional)

Tell us about any positive benefits

Tell us about any negative effects

New solutions

Finally, we know that the best ideas for new ways of working and saving money often come from our communities. We invite you to propose any ideas which could help improve or maintain our services within a reduced budget.

Please add any suggestions you would like us to consider

Are you part of a community group or organisation who might be interested in taking on the running of a library or community centre?

- ☐ Yes - please fill in some details below
- ☐ No ➡ [Go to page 18 Equalities Monitoring](#)

Interested in running a centre

Tell us about your group or organisation and the centre you would be interested in running

Add your contact email

☐ Tick this box to give permission for us to contact you about this matter.

Thank you. With your permission we will contact you in due course if we need to speak to you about this.

Equalities monitoring

The following questions are all optional, but by answering them you are helping us to know the range of people who are responding to our surveys so we can check we are reaching everyone we need to.

What is your home postcode?

Please note: we collect postcode data to gain a better understanding of which parts of the city and county respond to our consultations. We cannot identify individual properties from this information.

Age:

- | | |
|--------------------------------|---|
| <input type="radio"/> under 18 | <input type="radio"/> 46 - 55 |
| <input type="radio"/> 18 - 25 | <input type="radio"/> 56 - 65 |
| <input type="radio"/> 26 - 35 | <input type="radio"/> 66+ |
| <input type="radio"/> 36 - 45 | <input type="radio"/> Prefer not to say |

What is your sex?

- ☐ Female
☐ Male
☐ Other
☐ Prefer not to say

If Other, what term do you use to identify your gender?

Is your gender identity the same as your sex registered at birth?

- ☐ Yes
☐ No
☐ Prefer not to say

Ethnic background:

Please select only one item

- ☐ Asian or Asian British: Bangladeshi
- ☐ Asian or Asian British: Indian
- ☐ Asian or Asian British: Pakistani
- ☐ Asian or Asian British: Any other Asian background
- ☐ Black or Black British: African
- ☐ Black or Black British: Caribbean
- ☐ Black or Black British: Somali
- ☐ Black or Black British: Any other Black background
- ☐ Chinese
- ☐ Chinese: Any other Chinese background
- ☐ Dual/Multiple Heritage: White & Asian
- ☐ Dual/Multiple Heritage: White & Black African
- ☐ Dual/Multiple Heritage: White & Black Caribbean
- ☐ Dual/Multiple Heritage: Any other heritage background
- ☐ White: British
- ☐ White: European
- ☐ White: Irish
- ☐ White: Any other White background
- ☐ Other ethnic group: Gypsy/Romany/Irish Traveller
- ☐ Other ethnic group: Any other ethnic group
- ☐ Prefer not to say

If you said your ethnic group was one of the 'Other' categories, please tell us what this is:

Disability

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment which has a substantial and long-term effect on their ability to carry out normal day-to-day activities and has lasted or is likely to last for at least 12 months. People with HIV, cancer, multiple sclerosis (MS) and severe disfigurement are also covered by the Equality Act.

Do you consider yourself to be a disabled person?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

If you have answered 'Yes' to the above, please state the type of impairment that applies to you. People may experience more than one type of impairment; in which case you may need to tick more than one box. If none of the categories apply, please tick 'Other' and state the type of impairment.

Please select all that apply

- ☐ A long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
- ☐ A mental health difficulty, such as depression, schizophrenia or anxiety disorder
- ☐ A physical impairment or mobility issues, such as difficulty using your arms or using a wheelchair or crutches
- ☐ A social / communication impairment such as a speech and language impairment or Asperger's syndrome / other autistic spectrum disorder
- ☐ A learning difficulty or disability
- ☐ Blind or have a visual impairment uncorrected by glasses
- ☐ Deaf or have a hearing impairment
- ☐ An impairment, health condition or learning difference that is not listed above (specify if you wish)
- ☐ Prefer not to say
- ☐ Other

If Other, please say

END OF SURVEY

Please return this survey to any of our libraries or community centres by **Sunday 29 June 2025**.

For office use

Young people's survey - libraries and community centres



**Tell us what you think about our ideas for changing
Leicester's libraries and community centres**

We want to hear the views of young people about the city's libraries and community centres.

About you

Tell us a little bit about you.

Are you a boy or a girl? *It's fine if you'd rather not say. Please select only one item*

- ☐ Boy
- ☐ Girl
- ☐ I don't want to say

How old are you? *Please select only one item*

- | | |
|------------------------------------|-----------------------------------|
| <input type="radio"/> 8 or younger | <input type="radio"/> 12 |
| <input type="radio"/> 9 | <input type="radio"/> 13 |
| <input type="radio"/> 10 | <input type="radio"/> 14 or older |
| <input type="radio"/> 11 | |

How often do you visit a library in Leicester? *Please select only one item*

- | | | |
|-----------------------|--|-----------------------|
| <input type="radio"/> | More than once a week | • Go to the next page |
| <input type="radio"/> | More than once a month | • Go to the next page |
| <input type="radio"/> | About once a month | • Go to the next page |
| <input type="radio"/> | Every few months, or at least one time this year | • Go to the next page |
| <input type="radio"/> | I've not visited for more than a year | • Go to page 4 |
| <input type="radio"/> | I never visit | • Go to page 4 |

Your local library

Which library do you visit most often? *Please select only one*

- | | |
|---|---|
| <input type="radio"/> Children's BookBus | <input type="radio"/> Highfields Library |
| <input type="radio"/> Aylestone Library | <input type="radio"/> Knighton Library |
| <input type="radio"/> Beaumont Leys Library | <input type="radio"/> New Parks Library |
| <input type="radio"/> Belgrave Library | <input type="radio"/> Pork Pie Library |
| <input type="radio"/> Braunstone (The BRITE Centre) | <input type="radio"/> Rushey Mead Library |
| <input type="radio"/> Central Library | <input type="radio"/> St Barnabas Library |
| <input type="radio"/> Evington Library | <input type="radio"/> St Matthews Library |
| <input type="radio"/> Fosse Library | <input type="radio"/> Westcotes Library |
| <input type="radio"/> Hamilton Library | |

If you visit a library that's not on the list, you can add it here

What things have you done at the library? *Tick all the ones you've done*

- ☐ I borrowed books to take home
- ☐ I used the computers
- ☐ I read books while I was there
- ☐ I went to the Homework Club
- ☐ I took part in the Summer Reading Challenge
- ☐ I took part in holiday activities
- ☐ I met up with my friends
- ☐ I looked up something for school
- ☐ I looked up something I am interested in
- ☐ I looked for books in a language that's not English
- ☐ I asked a member of staff for help or advice
- ☐ I visited with my family
- ☐ I took part in a class visit
- ☐ I did something else (please tell us on the next page)

Add anything else you've done at a library

How do you usually get to the library? *Please select only one*

- ☐ Bike or scooter
- ☐ Bus
- ☐ Car
- ☐ Walk
- ☐ Other

Who do you go there with? *Please select all that apply*

- ☐ By myself
- ☐ With an adult
- ☐ With family
- ☐ With friends
- ☐ With school

Now go to page 5 - Council run community centres

Why you don't go to the library

Tick any reasons why you don't go to the library

- ☐ I don't know what there is to do
- ☐ There aren't any books I like there
- ☐ I don't like books
- ☐ I can get what I need at home or school
- ☐ The library is boring
- ☐ I used to go when I was little but there's nothing at the library for me any more
- ☐ It's not a friendly place
- ☐ I can't get to the library easily
- ☐ There is no one to take me
- ☐ Libraries aren't for me and my friends
- ☐ I can't find the information or advice I need there
- ☐ Another reason (please tell us)

If there's another reason, you can add it here

Now go to the next page - Council run community centres

V Council run community centres

Ti A community centre is where clubs are held such as scouts, dancing, sports, and music.

[Which community centre do you visit most often? *Please select only one*

- | | |
|--|--|
| <input type="radio"/> Belgrave Neighbourhood Centre | <input type="radio"/> Pork Pie Library and Community Centre |
| <input type="radio"/> Braunstone Frith Recreation Centre | |
| <input type="radio"/> The Brite Centre | <input type="radio"/> Rushey Mead Recreation Centre |
| <input type="radio"/> Coleman Neighbourhood Centre | <input type="radio"/> St Matthews Centre |
| <input type="radio"/> Eyres Monsell Community Centre | <input type="radio"/> Thurnby Lodge Youth and Community Centre |
| <input type="radio"/> Fosse Neighbourhood Centre | |
| <input type="radio"/> Gilmorton Neighbourhood Centre | <input type="radio"/> Tudor Centre |
| <input type="radio"/> Netherhall Centre | <input type="radio"/> I don't go to community centres |

Now go to page 6

[If the community centre is not on the list you can add it here

If What you do there

Thinking about the community centre you go to most, what activities do you do? *Tick all the things you do there*

- | | |
|--|--|
| <input type="checkbox"/> Education classes or tutoring | <input type="checkbox"/> Social groups (such as youth clubs, scouts, gaming) |
| <input type="checkbox"/> Health or wellbeing | |
| <input type="checkbox"/> Religious groups | <input type="checkbox"/> Sports or martial arts |
| | <input type="checkbox"/> Other groups |

How do you usually get to the community centre? *Tick the one you do most often*

- | | | |
|---------------------------------------|----------------------------|----------------------------|
| <input type="radio"/> Bike or scooter | <input type="radio"/> Car | <input type="radio"/> Othe |
| <input type="radio"/> Bus | <input type="radio"/> Walk | |

Now go to page 7

N

If you don't go to a community centre

Why don't you go to a community centre? *Tick any that apply*

- ☐ I don't know what there is to do
- ☐ There aren't any groups I want to go to
- ☐ It's not a friendly place
- ☐ There is no one to take me
- ☐ I can get what I need in other places
- ☐ Another reason (please tell us)

If there's another reason, you can add it here

Now go to the next page

Our ideas for changing Leicester's libraries and community centres

Changes need to be made to save up to £2.1 million. We need to use our money wisely to provide important services for everyone. Read about our ideas below.

More services in one place

The council would run fewer libraries and community centres but they would be better, with more things that people need. For example, the Brite Centre has a library, a café, and spaces for clubs and activities in one place.

Opening hours

Our opening hours would change, but centres would be open at the busiest times so you would still be able to visit with family or with your school.

Some centres would offer self-access, so you would be able to visit with an adult even when there are no staff in the building. The proposed opening hours are on pages 9-11.

Some centres would no longer be run by the council

They might be run by a community group instead. If the community does not take over the building, it could close. These centres are:

- Belgrave Neighbourhood Centre
- Braunstone Frith Recreation Centre
- Coleman Neighbourhood Centre
- Eyres Monsell Community Centre
- Evington Library
- Gilmorton Community Rooms
- Knighton Library
- Netherhall Neighbourhood Centre
- Rushey Mead Library
- Rushey Mead Recreation Centre
- Tudor Centre

The library at **St Matthews Centre** would move nearby.

Fosse Neighbourhood Centre would close and would not be put forward to be run by the community.

Improvements and investments

We would invest money to improve the services we still run, such as:

- Self-access systems to extend hours at some libraries for ages 16+.
- Spend £1 million to improve the service.
- Change the Children's BookBus route to visit areas that need it most.
- Improve online library services.
- Help community groups run some services.
- Offer more volunteer opportunities.
- Add book collections to some children's centres.
- Expand the Home Library Service to deliver books to people unable to leave home.

How do you think our ideas would affect you?

Visiting a library

Please select only one item

- ☐ It would be much easier
- ☐ It would be a bit easier
- ☐ It wouldn't make much difference
- ☐ It would be a bit harder
- ☐ It would be much harder

Visiting a community centre

Please select only one item

- ☐ It would be much easier
- ☐ It would be a bit easier
- ☐ It wouldn't make much difference
- ☐ It would be a bit harder
- ☐ It would be much harder

Proposals for libraries and community centres 2025

Proposed opening hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Proposed change
	Aylestone Library ** ^							-2 staffed
Current staffed	1pm-6pm	10am-6pm	2pm-6pm	10am-6pm	2pm-6pm	10am-1pm	-	
Proposed staffed	1pm-5pm	10am-5pm	2pm-6pm	10am-5pm	1pm-5pm	10am-2pm	-	
Proposed self-access	8am-7pm	8am-7pm	8am-7pm	8am-7pm	8am-7pm	8am-1pm	8am-1pm	+2 self-access
	Beaumont Leys Library ^							-9.5 staffed
Current staffed	9am-6.30pm	9am-6.30pm	9am-6.30pm	9am-6.30pm	9am-5pm	9.30pm-1pm	-	
Proposed staffed	10am-5pm	10am-6pm	10am-5pm	10am-5pm	10am-5pm	10am-2pm	-	
	Belgrave Library* ^							-15 staffed
Current staffed	10am-7pm	10am-7pm	10am-7pm	10am-7pm	10am-7pm	10am-4pm	12pm-4pm	
Proposed staffed	10am-5pm	10am-6pm	2pm-6pm	10am-6pm	10am-5pm	10am-4pm	-	
Proposed self-access	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	N/A	-	+26 self-access
	BRITE Centre * ^							-17.75 staffed
Current staffed	9am-8.30pm	9am-7.30pm	9am-8pm	9am-7.45pm	9am-5pm	10am-4pm	-	
Proposed staffed	10am-5pm	10am-5pm	10am-5pm	10am-6pm	10am-5pm	10am-2pm	-	
Proposed self-access	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	N/A	-	+24 self-access
^Inducted community groups would still have access at their current times *Self-access introduced for library members **Self-access is currently in use during Aylestone Leisure Centre opening hours								

Proposals for libraries and community centres 2025

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Proposed change
	Central Library							
Current staffed	9.30am-7pm	9.30am-7pm	9.30am-7pm	9.30am-7pm	9.30am-5pm	9am-4pm	-	-7.5 staffed
Proposed staffed	10am-6pm	10am-6pm	10am-6pm	10am-6pm	10am-5pm	10am-4pm	-	
	Hamilton Library * ^							
Current staffed	10am-2pm	10am-5pm	10am-5pm	2pm-7pm	10am-5pm	10am-4pm	12pm-4pm	-10 staffed
Proposed staffed	10am-5pm	1pm-5pm	10am-5pm	10am-6pm	-	10am-2pm	-	
Proposed self-access	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	N/A	-	+22 self-access
	Highfields Library *							
Current staffed	9am-6pm	9am-6pm	9am-6pm	9am-6pm	9am-6pm	10am-4pm	-	-11 staffed
Proposed staffed	10am-6pm	10am-6pm	10am-6pm	10am-6pm	1pm-5pm	10am-2pm	-	
	New Parks Library * ^							
Current staffed	10am-5pm	10am-5pm	10am-7pm	10am-5pm	10am-5pm	10am-1pm	-	-10 staffed
Proposed staffed	10am-5pm	1pm-5pm	10am-6pm	10am-5pm	-	10am-2pm	-	
Proposed self-access	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	N/A	-	+22 self-access
	Pork Pie Library * ^							
Current staffed	9am-5pm	9am-5pm	9am-7pm	9am-5pm	9am-5pm	10am-1pm	-	-15 staffed
Proposed staffed	10am-5pm	1pm-5pm	10am-6pm	-	10am-5pm	10am-2pm	-	
Proposed self-access	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	-	-	+22 self-access
^Inducted community groups would still have access at their current times								
*Self-access introduced for library members								

Proposals for libraries and community centres 2025

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Proposed change
	St Barnabas Library *							
Current staffed	9.30am-5pm	9.30am-7pm	9.30am-7pm	9.30am-7pm	9.30am-5pm	10am-4pm	-	-9.5 staffed
Proposed staffed	10am-5pm	2pm-6pm	10am-6pm	10am-6pm	10am-5pm	10am-4pm	-	
Proposed self-access	8am-8pm	8am-8pm	8am-8pm	8am-8pm	8am-8pm	-	-	+26 self-access
	St Matthews (Centre would be closed and the library relocated nearby)							
Current staffed	9am-9pm	9am-9pm	9am-9pm	9am-9pm	9am-9pm	10am-5pm	10am-5pm	-44 staffed
Proposed staffed	10am-5pm	1pm-5pm	10am-6pm	-	10am-5pm	10am-2pm	-	
	Thurnby Lodge Community Centre ^ (Proposed new library service)							
Current staffed	1pm-10pm	9.30am-10pm	1pm-10pm	12.30pm-7pm	3.30-10pm	-	-	-13.5 staffed
Proposed staffed	1pm-5pm	10am-5pm	-	10am-5pm	10am-6pm	10am-2pm	-	
	Westcotes Library							
Current staffed	10am-7pm	10am-7pm	10am-7pm	10am-5pm	10am-5pm	10am-4pm	12pm-4pm	-21 staffed
Proposed staffed	10am-6pm	1pm-5pm	10am-5pm	10am-5pm	-	10am-2pm	-	
^Inducted community groups would still have access at their current times								
*Self-access introduced for library members								

How would the new opening hours work for you? *Please select only one item*

- ☐ I would be able to go there (I can't now)
- ☐ It would be easier
- ☐ It would be the same
- ☐ It would be harder
- ☐ I wouldn't be able to go there anymore

Your thoughts

We believe the best ideas often come from the people who live here. That's why Leicester City Council is asking for your thoughts.

What are your thoughts on the ideas you've just read about? Do you have any other ideas about the future of our libraries and community centres?

Add any thoughts or ideas here

Please return this survey to any of our libraries or community centres by **Sunday 29 June 2025**.

Alternatively, you can complete the online version of this survey by scanning the code or visiting consultations.leicester.gov.uk

The online survey closes at midnight on Sunday 29 June 2025



Appendix C – Open public meeting notes

Tuesday 15th April: Open Meeting at Eyres Monsell Community Centre. Attended by 46 people.

Panel: Cllr Vi Dempster & Lee Warner (Head of Neighbourhood Services)

Points Raised	Response
Why are you closing? Are you thinking about closing?	We are consulting on transfers of the centre to the community not closure. New Parks Community Centre is an example of where Community Asset Transfer works really well and brings benefits to the local community.
It's key for this area to keep the building open. How do we go about doing this?	The community can come together to support the building. Local people can do this by forming a committee with reps from each group who use centre to develop a bid to take on the running of the centre. We've done a lot of CATs successfully. The Council would commission third party support for interested organisations to develop their business cases. Interested organisations must demonstrate they can deliver genuine community benefits - this is key to the business case.
The council has paid a private company a lot of money to do this piece of work, this seems a waste of money. All closures seem to be biased to certain parts of the city.	Reassurance was given that the proposals are not biased for or against any parts of the city but are based on strategic principles and geographical coverage. You can read the background and evidence in the reports which are published on the website which show this.
Pork Pie – Service user is a bit concerned about the reduction in opening hours. Inconsistent opening hours may drive people away. The half-day opening hours will be an issue on a Tuesday due to the toddler time. Worry that Children, Young People & Family Centres are also going to close. It feels like vulnerable people are being targeted.	Your comments on the draft opening hours are important – please fill in a survey and make the points about opening hours. We will review all comments before making recommendations on timetables for each site. This is a consultation on a set of proposals – nothing has been decided. Our budget report for this year shows a large proportion of the Council's spending is within children's services along with adult social care, across the whole of the city, supporting the most vulnerable people in our city.
Pork Pie Library – this group hires space for 300 children and pays room hire charges of £1000. The reduction of hours will impact the rental income.	Comment taken and noted for consideration.
Are there any plans to deliver these (open meeting) sessions at a more accessible time? How do CATs work, who has to lead?	We have arranged 12 meetings across the city in the afternoons and evenings. These are open to all.

	CAT can work in many different ways. We have developed a process for offering CAT lease opportunities with support from an independent organisation to help groups develop a business plan. Business plans are assessed against a published set of criteria. We have successfully transferred 11 buildings over the past 10 years using this model. At this stage we're simply trying to understand interest in the local area.
I imagine it's not cheap to run a building of this size. Where does the money come from? The Knitting & Book groups will not be able to run a building.	Finances are a big part of it. Often the lead organisation has something to offer which generates income, for example a community dance group. Income from hiring organisations is also important. If there is a formal CAT opportunity published there would be a good period of time for groups to develop their business plans with support from a commissioned infrastructure organisation. Building Packs are available with details of the key costs for each centre.
Lee you were the lead in getting the library started here, will it continue?	<p>I wouldn't want to pre-empt the outcome of any potential CAT process. But I see no reason why it couldn't continue if a community organisation were to take on the running of the centre.</p> <p>Once the business plan was agreed there would be stipulations in the lease on performance and we would check annually that the organisations are complying with their business case.</p>
We run a dance school here, but there is no way we could run the facility, we don't charge for our classes.	There is no one size fits all. Groups operate in different ways and have different ambitions.
It might be re-assuring for us to know what the stipulations for a CAT are. Is it written down anywhere?	If and when we get to the point of a CAT process there would be a published set of criteria which interested organisations would have to base their business plan on. The criteria we use would include consideration of existing community centre users, as well as the approach to attracting new groups.
What happens with repairs?	There are different models for CAT leases; one principal is the council won't handover liabilities. Condition surveys would be made available so that groups are aware of any potential future costs for repairs and maintenance.
I was born here and lived my life here. It's a forgotten estate. Eyres Monsell has nothing. It doesn't have access to nearby business. Think very seriously about doing this to a forgotten estate.	I see where you're coming from. A lot of outer estates feel the same. It's about getting it right for communities that's why we're not proposing a closure programme.
Questionnaire had wrong date for the meeting on it	The date has now been corrected

Regarding the proposed opening hours: Band 1 (40 hours) - nothing this side of the town, Band 2 (30 hours) – these are all on this side of the city	Whilst staffed hours are proposed to reduce but we are proposing to put in self-access systems where feasible, which would extend opening hours in some libraries. The proposed bands reflect the current business of each site. The Pork Pie is less busy compared with other libraries across the city and has a self-access system for community groups.
How does Self Access work? I worry about how people could abuse it. We use the community room and open space at the Pork Pie Library.	I believe your group uses the open library space under a self-access arrangement after the Pork Pie Library closes. We will take this back as part of the consultation feedback.
There are some issues with ASB and children/young people in the area. Self-Access could cause more problems?	Self- access has worked well in other places. People need to be inducted and signed up to use it. There is CCTV monitoring in the event of any issues. We have had two libraries operating self-access for the last 2 years, which has been well received.
The estate is deteriorating over the years. People are being shoved onto the estate who shouldn't be here e.g. alcoholics, drug users. We shouldn't waste money on cycle lanes etc. Why have the Youth Centres been closed?	Bike lanes have been funded through a central government scheme. The funding is a ring-fenced one-off capital spend and can only be spent for this purpose. There have to be some very difficult decisions on services due to 15 years of government austerity.
The council spent money on the bus stops and then the buses stopped.	The bus companies changed the bus routes but they are private companies.
What if we can't find a group (to take on the running of the centre)? Or if a group who is interested but can't (afford to) take the building on. I run a charity, it's so hard to find the money. Would there be grants available to support groups?	We would have a problem if no one came forward to take on the buildings and difficult decisions would have to be made in that case. That's why we would provide time and support for community organisations to get organised.
I'm impressed with some of the plans which may happen. But when you lose somewhere it's gone. Promises have been made before. How can we trust you?	That's why we are proposing to support groups to keep buildings open.
No cause to trust any government. Might be better to focus on winning the trust as an observation. What has happened if groups can't be found, in the past?	All buildings that have been put forward in the past have been transferred. That's because we have provided plenty of time and support for organisations to develop realistic business plans.
No matter what we say or do, will it have to be taken over by the community?	No decisions have been made at this time. All responses will be collated and analysed.

Wednesday 23rd April: Open Meeting at Belgrave Neighbourhood Centre. Attended by 400 people. Panel: Cllr Vi Dempster, Sean Atterbury (Director of Neighbourhood and Environmental Services) and Lee Warner (Head of Neighbourhood Services).

An interpreter was present.

Points Raised	Response
A representative of current service users read a statement. She said that the centre is a lifeline and a second home to the community. Why is it being put up for closure?	This is not a programme of building closures. We are proposing to transfer the centre to be run by the community.
Many service users from Rushey Mead could not attend this meeting due to accessibility issues.	Comment taken and noted
[In reference to the proposals] How did you come to this conclusion?	No conclusions have been made; this is a consultation on a set of proposals. The current proposals are to offer the community centre up for community asset transfer, this has been done before across the city and has been shown to work.
The centre helps with service users physical and mental wellbeing - what will happen when it closes?	To reiterate, this is not a programme of closures, the current proposal is to offer the centre up for community running. We know how important this building is, and we are not looking to close it.
Worries about the children's nursery not being able to operate. You say, 'this has been shown to work in other areas of the city,' Belgrave is not like other parts of the city – it is unique. We want more from the council, not less.	comment taken and noted
We want the council to run the building as it is, because if it closes it will increase antisocial behaviour.	To reiterate, this is not a programme of closures.
If nobody comes forward what is your plan for the centre?	The council will look at other options for the building.
The neighbourhood centre generates a profit, doesn't it? Why would you give the building to the community if it is generating a profit?	It is common sense to say that if we were making profit on the building, we would be using that to subsidise other areas of the community such as the library and children's centre. Unfortunately, the neighbourhood centre is very costly to run.
There is a reduction in staffed hours for a library (Belgrave Library) that is extremely community focused. We are not happy with the change in library opening hours currently proposed. You say CAT has worked in other places of the city; can we have examples of this.	Re library hours – please complete the consultation form and express this. There will also be a self-access option that has worked well in other libraries. We will put examples of community ran buildings throughout the city on the website. We cannot answer what is happening with the police office at this stage and it would be reviewed when/if a community group takes on the centre.

<p>If CAT were to happen, we would want a 3–5-year phased programme of hand over.</p> <p>What happens to the police station if this community centre closes?</p>	
<p>What cuts have been made to the management structure to save money?</p>	<p>We underwent a similar programme a number of years ago and it led to significant back-office staff reductions, but managers are still essential to coordinate frontline services.</p>
<p>Do you have a development manager in this centre and if so, what business plan do you have in place?</p>	<p>We have a business plan for the whole of the service. Development managers have an area wide remit.</p>
<p>The BNC should be run by the council only. That is the only proposal we will be considering. If no viable proposal comes forward, then what will LCC do about this centre?</p>	<p>No decisions have been taken - this is only a consultation.</p>
<p>Community groups are volunteers – are you expecting volunteers to run this centre?</p>	<p>There is no one-size-fits-all approach. A building of this size would be more likely to be taken on by a larger community group and could make the centre more sustainable. For example, New Parks Community Centre has a nursery and a dance school, and the profits from these have helped to make the centre sustainable and significantly expanded the services.</p>
<p>Will it be any community group, or will it be a Belgrave community group?</p>	<p>The council does not just hand over a community building. There is a set of criteria for Community a set Transfer, and if a group were to take over the building, they would need to evidence how they would support the existing community groups. Additionally, once a year, the council would review the building's activities against their business plan, and the group could be removed if they do not comply, to safeguard the community asset.</p>
<p>Is this just a lip service or an actual consultation?</p>	<p>This is a genuine, legal, and moral 12-week consultation. At the end of which, the information gathered from the open meetings and consultation documentation will be compiled. This will then be used to create a set of recommendations, which will be considered by the executive for the final decisions.</p>

Tuesday 13th May: Open Meeting at the Tudor Centre. Attended by 46 people. Panel: Cllr Vi Dempster & Lee Warner (Head of Neighbourhood Services)

Points Raised	Response
We've been down this avenue before. Biggest concerns is the finance and the long-term stability. VAL (Voluntary Action Leicester) are very good at helping communities. But my concern is, the people here need to know how much it costs to run the building. Can we have printed consultation sheets please?	Building packs are available online which shows the running costs of all buildings. Printed surveys available.
Why have you not come to the meeting with the figures and why haven't local residents been informed. Could you have not notified people via leaflets?	It would not be cost effective to do a leaflet to every household in the city. The figures are published on the consultation website.
Are the costs online all of the costs for running the building? The council needs to provide assurance to community that the centre is not closing but changing management?	Building packs are online. Not a closure programme. We want to find suitable groups to take over the running of the building
What are the 12 multi service centres? Could this centre not be used as an MSC?	Proposed MSCs verbally listed. Explanation of key principles given – statutory library provision is prioritised. Beaumont Leys Library (nearest) is proposed to be retained as an MSC.
What happens if no suitable organisation is found? What happens to the centre?	The council would provide time and support for community organisations to develop a business plan. We are a long way off this point. If a decision was taken and no suitable community organisation came forward then the Council would look at alternate use and ultimately could be sold.
What is the level of interest in the building?	There are no decisions and no formal CAT opportunity. We are in a consultation period currently, during which some interest has already been shown.
How will you prioritise which organisation gets a centre?	An explanation of the CAT (Community Asset Transfer) process was given which includes published criteria against which a business case is scored. Based on this a recommendation would be made to the executive.
In the time you're preparing the lease, in 18 months, what happens to the building, will the building close?	No, it will remain open and run by the council
Nothing happens in the community centre now. Will the new group have to take current users on? Promised the community it would be a community bar, which didn't happen.	Building packs show that this is currently a busy centre, with a good base for a community organisation to develop usage and income.
Is there a pattern to which sort of community groups take on centres?	No, wide range of groups have taken on sites.

Could you tell us who runs those centres which have transferred?	Examples include New Parks Community Centre run by Team Hub and the African Caribbean Centre run by the African Heritage Alliance.
If no local organisation currently exists, could smaller organisations come together to take the building on? What support would the council offer?	Yes. Description of council support given in the past – the council would commission support from a third party organisation such as VAL or Locality.
Will the community groups that happen in the building continue whilst this process happens?	Yes
I've worked with Cllr Dempster for many years. This is a community building and as your local councillor I am banging the drum for the community. The false rumours need to stop. Have your say by filling in the consultation.	
If you can't do leaflets can you do social media?	Already been done along with all other sorts of promotion
Can you confirm the timescales and process again?	As an indication: 3 months consultation; at least 3 months for officers to produce analysis report with recommendations to the executive; there would then have to be a public scrutiny meeting and a formal decision taken by the executive. Estimate around Jan to get to this point. If there were to be a CAT process this would start some months after a formal decision.
Scrutiny is not fit for purpose. This is lip service. You say it's not a closure programme, been through this before. It's all pantomime	
Could you not make this building a multi-service centre? We need more things in this area. Will we have any say in which community group takes on the building?	An explanation of key principles given along with an explanation of how the CAT process works.
I run a community group; would they get support from the council? It's really hard to run, need to apply for grants, who is going to support groups/CICs.	The council would commission third party support such as Voluntary Action Leicester.
We are only interested in Mowmacre. Other local estates already have nothing. How do you decide how much the rent is?	Not one size fits all, it depends on the building and the group
Will the council publish what terms are required of them?	Yes, if a decision is taken to transfer the building
What responsibilities remain with the council if the building is leased?	Not one size fits all, it depends on the contract.
Yes or no answer; is there in the proposal a way the council will continue to run the service?	Yes

The council used to give peppercorn rent to groups. Would you consider doing it for this community?	Yes if appropriate following a decision
Is it open for businesses to apply?	CAT policy requires applicants to be community organisations, in the broadest sense. The scoring is weighted towards community benefits.
Been here a decade, a lot of people use the centre, live just down the road. What is happening with Border drive, can this be sold? Can you take a little bit less money?	(Outside of the scope of this consultation)

Wednesday 14th May: Open Meeting at the Soar Valley College. Attended by 240 people. Panel:

Cllr Vi Dempster, Sean Atterbury (Director of Neighbourhood and Environmental Services) and Lee Warner (Head of Neighbourhood Services). An interpreter was present. (The venue was relocated from Rushey Mead Recreation Centre at the request of Councillors and community members)

Points Raised	Response
Confirmation was requested as to whether Rushey Mead and Belgrave neighbourhood Centre will be closing.	We are not proposing that they close, but are instead looking to consult on the potential for community-led management of these buildings
Clarification requested as to whether LCC can be trusted - following the previous consultation on relocation of the library.	
Point made on LCC being 'under-handed' relating to the consultation process and lack of information on the "consultation criteria."	
Information was requested on the running costs of the facilities under consultation. Also information was requested on the availability of accounts regarding council tax collected from the ward and what this was spent on.	Information on the running costs of Neighbourhood Services facilities is published on the consultation website.
Clarity was requested for the rationale for the proposal to offer Rushey Mead Recreation Centre as the current footfall is 27,000 visitors per year.	This is a citywide consultation and we need to ensure our services are fit for the future for the whole city. Footfall is not the only consideration.
Does LCC have a predetermined position as to what position they want the consultation to reach?	This is simply a consultation at this point, no assumptions or decisions have been made. We want to hear as many views as possible to inform the eventual recommendations.
What reassurances will there be for long standing community groups?	If a community group takes over the running of a building, they will be required to produce a business plan which demonstrates how they would accommodate existing community groups to continue operating as well as new groups.
Chi and Chat' sessions are led by an Ex-librarian at Rushey Mead Library. These sessions have highlighted the needs of	If a community group wanted to take over the running of a building, they would need to produce a business plan to show how they would deliver benefits for the

vulnerable service users. What provisions will be made for these groups?	wider community. They would need to show how existing community groups would continue operating.
Why is money being invested in Haymarket Centre (city centre) when resources could be used for smaller, less expensive buildings and venues?	The Haymarket generates a large income for the council which can be re-invested into services.
Special Needs group for people with disabilities - Group leader highlighted the need for centres to remain the same. Requested support for members to complete the consultation form.	All centre staff will be happy to help residents complete a survey.
A member of the public proposed that translation services were not required as everyone present could understand. A show of hands was requested (in Gujarati and English). There was unanimous agreement for the language translator to be dismissed. Views expressed included – time consuming, and all information not relayed.	
Community Centres and libraries, reduce the impact on social and mental health services – Closure of services will have a greater impact on people benefiting from the support.	This is not a closure programme.
How will LCC ensure that the services continue to run properly if they are run by a community organisation?	All community groups wishing to take over the running of a building will be supported in developing a business plan for evaluation. Once a group is selected, they would enter into a lease agreement outlining their terms and responsibilities. This would be routinely monitored by the Council.

Tuesday 20th May: Open Meeting at Fosse Neighbourhood Centre. Attended by 24 people. Panel:
 Cllr Vi Dempster, Lee Warner (Head of Neighbourhood Services) and Kathryn Ellis (Head of Strategic Property)

Points Raised	Response
Labour have given up on providing public services. What will happen in two years' time?	We are trying to protect services by ensuring they're fit for the future.
Chair of Woodgate Residents' Association and Director of the foodbank: We would like to explore Community Asset Transfer (CAT) options. If not feasible, how can the council support groups currently running in this ward? Why do other wards seem to be favoured?	We want to keep local services in this ward. This is currently a consultation, and no decisions have been made. If this building does close in the future, we would explore alternative solutions working with the groups.
The cost of this building and its maintenance – have you looked into grants? What's the breakdown between maintenance and capital spend?	Capital funding is usually restricted to specific purposes. The ongoing costs are related to the age and character of the building.

Staff member at Fosse NC: The building's location is a problem. Could the library move to a smaller, more visible building?	If this building was sold there would then be a capital receipt that could reinvested.
Is leafleting being done locally (to promote the consultation)?	We use using multiple advertising streams, but leafleting is no cost effective as this would have to be done across the whole of the city.
Long-time resident: This building is ineffective as a library. Could it become more of a community hub? Could Mead Academy's library be opened to the public? It needs to be more of a community hub than it currently is.	We've contacted Mead Academy Trust and discussions are ongoing. Their priority is safeguarding pupils so that is not a straight-forward option to allow the general public access to the school.
We have been here before. We have to do more to advertise the building as the local people don't know it is here. It is not a very welcoming building. A library needs to be more than just books. Fosse ward is a very deprived area, and we don't have many services based here. Seeing people face-to-face is important to the community. Could the building be decoupled from its listed status? Could it be run by a consortium? The foodbank is mostly used by people who live in the Fosse area and are struggling. Extending hours into the evening would make it more suitable.	We're reviewing how the building could be better used and how to preserve local services (such as the food bank).
As a director of a non-profit, we own a similar building in the local area. We are not spending anywhere near that figure for our building. We have lots of tenants and they cover the cost of interior maintenance How are you arriving to that amount?	That amount is not exclusively maintenance, it is the total running cost which includes staffing. Staffing is by far the highest cost for the building. It is also very expensive to run due to the age and size of the building, for example heating costs and ongoing repairs.
How can we keep track of the updates for the consultation?	After the consultation closes there will be a period of several months where a report is written. You can leave your emails with officers, but it will be publicly shared once a findings and recommendations report is available.
This building is located in a very disadvantaged area of the city, especially in the immediate area outside the building. It is important that this building stays where it is. It needs revitalising and adapting. How can we achieve that? I cannot see who would purchase it and there is a worry that it would be derelict and would increase the issues to the local area. Can we create a working group with senior officers to come to a conclusion that everyone agrees with and is beneficial to the local residents.	We would need to take further legal advice on the proposition of a working group. As soon as the consultation finishes, I would like to meet with ward councillors on how we could move forward.

Consider trial hiring of this room (the main hall) over a six-month period?	This room is available for hire, and we do have groups that use it. We have a choir and a bowling group. We advertise it monthly.
Currently have a labour run council and labour government. What is the council doing to pressure the government for more money?	The Mayor and Executive continue to lobby for fairer funding but the council need to be seen to be managing their own financial difficulties.
Why isn't this library being considered to be community run?	The building is not viable for community running. The condition survey estimates £2.6 million needs to be spent on maintenance over the next 10 years. This would be transferring a burden to a group and is not feasible for a community organisation.
Is it 1 million to repair now and 1.6 over the next 10 years?	Yes correct
I have used several of the centres over the last 17 years. I used to use Central Library. I use the Brite centre a lot now. People who live in the area need to work together. UNITE trade union are starting a campaign for fair funding for local governments. Last year, we asked the Mayor if he was going to accept austerity and he said he would be fighting for better funding. Volunteers working in libraries should be in addition to, and not replacing, paid officers. We have advised not to give out paper copies and complete online. We need to push the consultation.	Paper consultations are available at every site if needed and online completion is encouraged where possible.
You can't replace trained librarians with volunteers. People rely on this building when it's cold at home in the winter.	
Question about consultation. Is it just kicking the problem into the long grass, why are you not pressuring central government?	Central government won't just give out more money, we need to show we're trying to improve our budget position.
Are the 2.1m savings from the Neighbourhood Services budget or council budget.	From the Neighbourhood services budget, the key word is up to 2.1m as the amount of savings achieved will depend on the decisions taken following the consultation.
Moving to a smaller building is a possibility, West End Neighbourhood centre has recently shut and groups have been displaced. The rooms in Fosse could definitely be used more and hired out. Fosse being in the community is crucial, ASB and knife crime initiatives run from here. I did not know rooms were available for rent.	This building has 250k a year running costs. The income received from room hire will not offset these costs. A mixed redevelopment model was looked at; mixed housing and community space for example. Room hire is advertised online and in the Western Park Gazette which goes through every door in three local wards including Fosse.

Volunteer at the food bank: first time I've been in the building. No one knows this building is here, no one knows what the building contains	We advertise in the Western Park Gazette. Unfortunately, this is not making any difference to room hires currently.
It's sad the building has been left to deteriorate to where it is. The advert in the Western Park Gazette is too small and difficult to read	The half page advert is fine and has been checked for accessibility.
You keep saying this is a local consultation, no decisions have been made. Once you've collated all the information. At the point of decision, are you prepared to look at efficiencies and let businesses come in to help run sites.	It is a genuine and open consultation. We will look at every response and any recommendations on efficiencies where possible.
Is there a reason to have to keep the whole building running in terms of energy, can't you power off the building rooms which aren't being used.	Doing this can have a detrimental effect on the building due to cold and damp which in turn adds to the maintenance costs.
Woodgate Centre is so busy, Packed to the rafters. Flexibility of hours is an issue, this building shuts at 5, needs to be open in the evening. Could we do a one off capital project to allow self-access into the building, generate more income? 100 families a week at the food bank, if we lost the food bank, is it just not moving the cost to wherever it goes?	Fosse Centre is open till 9mon Wednesday evenings and until 6pm on other evenings. Self-access is not feasible for Fosse building due to the size and security issues of restricting access.
Not everyone has a phone, not everyone has broadband. Why not put a poster on the door saying you can hire rooms? The building has 4 sides it needs more than one notice board.	There is a board outside. Comment noted and will be passed to the officers.
Rushey Mead User - Recreation centre - where will people go when all the centres are closed?	Leaving aside the Fosse building, this is not a closure programme. 11 examples of CATs working successfully. It is a model that works across the city.

Wednesday 21st May: Open Meeting at Avenue Primary School. Attended by 122 people. Panel:

Cllr Vi Dempster, Sean Atterbury (Director of Neighbourhood and Environmental Services) and Lee Warner (Head of Neighbourhood Services). The date and venue were changed at the request of Councillors and community members.

Points Raised	Response
If you have to save 7.2 million, surely Knighton Library cannot be that significant. How much does Knighton library cost?	7.2 million is an overall savings target across the Neighbourhoods and Environmental Services division. Libraries and community centres need to save up to 2.1 million. Knighton library costs £150,000 a year to run.

What will happen to the staff at Knighton Library within these proposals?	Staff work on a city-wide basis and therefore are required to work flexibly across all Neighbourhood Services sites. This would be reflected in any potential staff process, but we are not at that point as no decisions have been taken about the service.
Knighton Library is very well used, if this were a business proposal, it would shut if other shops that were failing. Why are you proposing to close a well-used library?	We are not proposing to close the library, we are planning to re-model the service, whilst protecting what's important to the community.
How were the libraries which are being considered for community management chosen? Did you monitor visitor information, child usage, etc?	We have published a secondary research report which shows service usage information. We need to prioritise buildings with a wide service area which can accommodate multi-services.
If Knighton Library is handed over to community management, the burden on that group to raise funds would be immense, what mechanism does LCC have if the group fail, how do we hold LCC accountable if this fails, would it close if the group fail?	The community handover wouldn't happen overnight – LCC would support groups to become a constituted, legal body. There would also be commissioned support. There would be consideration around fund raising, looking at appropriate training, knowledge and experience. There would possibly be some financial assistance e.g. for provision of books and IT. Theoretically, the Library would go back to LCC if the group failed to manage the library.
What will happen to the library when it closes?	This is not a closure programme; this is a consultation on proposals to manage services differently.
If a group takes over, you will take away vital fundraising time and efforts from other groups already fundraising. Libraries are essential services, LCC need to fund them.	This is a consultation, and all concerns and responses will be considered.
(Friends of Clarendon Park) We're not putting ourselves forward to run Knighton Library – it's too complicated and too large for us to take on. Have any other community groups come forward, and if so, who are they? We'd be happy to work with others, but we wouldn't want to run it independently. Also, the building packs mention running costs of £23,000 – is that the amount community groups are expected to cover?	<p>The biggest cost associated with running a building like this is staffing. LCC would still be involved in providing support, particularly around technical aspects and specialist knowledge of the book stock. We would also continue to manage the IT systems.</p> <p>In terms of which community groups have come forward, we would need their permission before sharing their details.</p>
What will happen to the homeless people if Knighton library closes, where will they go for a warm space?	This is a factor that is being considered as part of the consultation process.
When is the Equality Impact Assessments being done and when will it be published. It's also disappointing to see there are no BSL interpreters here.	There is a draft equality impact assessment document, and it is only a draft because we are in a consultation. The document is published on the consultation website and will be updated once the consultation findings have been analysed and before a decision is taken.

Has a feasibility assessment taken place in this specific context? On the volunteering basis, in the county 1/5 are of retirement age, in castle ward it is more than 1/20.	Not as this stage, we are only at the beginning of the consultation process.
You are defunding and devaluating the libraries. Talk to the people who run those libraries. Volunteers are few and far between.	
Why is Knighton library being closed and not another place?	We do not want to close a library. We are in a consultation at this point in time and we are asking the community how we can move forward to save money.
Are you going to liaise with local schools as part of the EIA?	We have briefed local schools on the consultation and asked for their support in engaging local families.
When you've studied the community libraries, how many have sought subscriptions from businesses?	Funding comes from a range of different sources- capital investments, lots of different opportunities available.
We need to know who comes forward to run the library.	
Can you tell me three years ago why you spent 100K on the library. You now need to save £150k. Why did you do Library Plus?	We cannot hand over a liability. The building was refurbished in 2021, and it looks really good. This is a benefit no matter who runs the library and would give community groups a better chance. The ongoing maintenance of that site is extremely low due to the work done. These are benefits for everyone.
If a group did come forward, how could we hold them accountable? How can we make sure that is not paid for example? That homeless people can still enter. – Do we get a vote on which community group take over our library?	We've transferred 11 community centres to date. There would be a robust process that LCC follows where groups would need to develop a business plan and if successful that would be built that into the lease. There would also be a service level agreement in place. We would operate with an open and transparent process - if groups didn't meet the criteria, they wouldn't be considered.

Thursday 29th May: Open Meeting at St Matthews Centre. Attended by 57 people. Panel: Cllr Vi Dempster, Cllr Mohammed Dawood and Lee Warner (Head of Neighbourhood Services).

Points Raised	Response
St Matthews Big Local. Why is no one from housing here?	A District Manager from Housing is present. We are currently consulting on the future of the service. Once a decision has been made with regard to the operation of the service within the centre, Housing and EBS will conduct their own separate pieces of work for the building.
You've said no decision has been made, yet you keep highlighting how expensive this	We've already used a significant portion of our reserves. While we are actively engaging with central

building is. If that's the key issue, why haven't you considered accessing the £2 billion in reserves held by the Labour government?	government to secure additional funding, part of that process requires us to demonstrate how we're making savings locally. Our focus is on ensuring that services remain sustainable in the long term.
The position seems to be that this building is no longer feasible—but how 'local' is the proposed relocation of services? This isn't just a library; it's a full community hub. Will the new building be able to accommodate the wide range of community groups currently using this space?	We are proposing that the services move to another location within the St Matthews estate. We have gained commitment from Adult Learning and from Housing to relocate their services with the library. We note the point around wider community space and use.+
We use this building on a weekly basis. From our perspective, we're thinking about our place here and what the future holds for this space. It's concerning to hear that the building is considered beyond repair—it gives the impression that a decision has already been made, even though we're being told this is still a consultation.	We are currently only in a consultation period; no decisions have been made. However the medium to long term condition of the building cannot be ignored.
You've said that this building is too expensive to run. If the services are being relocated to a cheaper site, can you confirm whether the level and quality of services will remain the same in the new location?	If the decision is made to relocate, then we would be looking to keep the services in the local area, including the library, adult learning and housing advice.
We know this estate and there is no space for another sports hall in this community.	No, there is nowhere else in the estate that could house a sports centre. We are talking about the Neighbourhood Services that are on offer currently in the centre. The Sports Hall closed two years ago due to RAAC concrete in the ceiling.
Can you clarify where the services will be relocated to? You've said that it's too costly to run this building—but have you explored the option of partnering with local businesses or seeking sponsorship to help cover the costs?	The proposal would be to retain the library service on this estate.
This is the heart of the community; it's about more than the money. This is the best location for the service.	
<p>Thank you for holding this consultation. You mentioned engaging with central government—we, as a local community, would like to support that effort. How can we get involved?</p> <p>Would it not have been more transparent to conduct this consultation through an independent third party?</p>	<p>A draft Equality Impact Assessment (EIA) has been developed and is publicly available on the website. It is a living document that will continue to evolve as the consultation progresses.</p> <p>The engagement work which we undertook in 2023 was conducted by an independent organisation called Activist. We have used this work to inform the proposals we are currently consulting on.</p>

<p>Have you conducted an impact assessment on what relocating these services would mean for users?</p> <p>And has an Equality Impact Assessment been completed—and if so, is it available to the public?</p>	
<p>How will you report your findings back to us?</p>	<p>We have held drop-in sessions, open meetings, and a range of stakeholder conversations. Following this, there will be a findings report and an updated Equality Impact Assessment (EIA). These documents will be published on our website ahead of any decision and we update residents, customers and stakeholders through the usual channels.</p> <p>We will be using all the evidence we gather to support recommendations for an executive decision.</p>
<p>The main problem is the cost of running this building. What would make the council keep the services here and not move them?</p>	<p>We are trying to be as efficient as possible given our current financial situation. Our aim is to protect the services. The issue is the medium to long term sustainability of this building which is not fit for the future.</p>
<p>You are not looking to CAT the building. How did you decide this? It feels like the needs of the people who use the building have not been considered.</p>	<p>We cannot transfer buildings that are in poor condition to the community to manage. Our Community Asset Transfer (CAT) policy, which is available online, does not permit the transfer of buildings with liabilities. This very large building has been assessed and is considered a liability.</p>
<p>Have you done any impact analysis?</p>	<p>Yes, we have published a draft EIA, it's a live document that will be evolving.</p>
<p>Is it just the RAAC that we are concerned about, or is there other problems with the building?</p>	<p>No need for people to worry about the building. The building is safe to use except for the Sports Hall which is out of bounds. The issue is the medium to long term sustainability of the building.</p>
<p>Somalia community association use centre 3 times a week - This centre is a lifeline, this building is not listed as suitable to be given to the community, why? Sports Hall has been closed for 2 years, but we've not been told anything about it, why? Where would the library be relocated to? Would there be any opportunity for the community to run this building?</p>	<p>We want to keep the services in this estate where possible.</p> <p>We need to collaborate with the community to make sure services are kept local.</p> <p>We can't hand over a building assessed as a liability to a community group.</p>
<p>We are talking about moving services from this building to somewhere else, so a decision has been made. This is happening because the building is unsafe, how unsafe is the building, does it affect the flats attached to it? What is the severity of the danger?</p>	<p>Please be reassured the council are not putting anyone at risk. The whole building was surveyed for RAAC and this was found to be present only in the sports hall which has been put out of bounds.</p>

	<p>Cllr Dempster agreed to raise with the council's housing and estates divisions first thing in the morning and arrange for appropriate messaging to residents about the whole building, including connected flats and shops underneath.</p>
<p>Can you tell us what else is wrong with the building? We would like to take on the building, without the sports hall.</p>	<p>Put this in your consultation form, we will take this into account.</p> <p>We can't transfer a building assessed as a liability to a community group.</p> <p>Building is too expensive to offer out as a CAT, however as no decision has been made please complete the survey.</p> <p>Cllr Dawood said the consultation is on proposals and no decision has been taken. I will take on the RAAC issue as your local Cllr.</p>
<p>Is RAAC in this part of the building?</p>	<p>No</p>
<p>Does it affect tenants under the sports hall if you were to close the building? Would it affect the businesses connected to the building? We've invested a lot into the business, we were not notified about the RAAC.</p>	<p>Assessment of the building has been done, all safe. This is a proposal for the community centre at this stage, we need people to engage with the consultation.</p> <p>This is not a meeting about RAAC, this is not about risk and RAAC it's about this building. It costs us 300k per year to run, officers are proposing to relocate services within this estate.</p>
<p>What is responsible for the high costs of running this building?</p>	<p>All figures are published online in Building Packs, costs for last 3 financial years. Made up of staffing, running costs, repairs (which will get worse), income doesn't cover it. Net running cost is large (300k per year).</p>
<p>This is the heart of the community. The risk is when the youth of the area have nowhere to go and meet.</p>	<p>Officers are suggesting that we can move services within the community</p>
<p>What is the size of the building?</p>	<p>Its online in the building packs, Gross internal area (m2): 2,255</p>
<p>Life has been going down the drain since austerity. I've noticed the estate; this is just seen as further austerity. The credibility is based on the independence of the consultation.</p>	<p>You can re-organise things to protect services that matter the most to people. Other than Fosse NC, this is not a closure programme. This is a programme to try and re-organise services as far we can to meet the need of communities. At the same time we need to save money and make services sustainable for the future.</p>
<p>Pre-school - in terms of relocating service users, does that include us?</p>	<p>If a decision was made to move out of the community centre, we would want to work with all the service users as best we can to ensure services can continue. Lee will talk to individual groups.</p>

	Cllr Dawood – This consultation is far more comprehensive than anything we have done before. We are engaging with you; we can't determine the outcome yet. It's to our credit that we've used our reserves properly, other councils in the country have not
I came into the community 2 years ago; it's everything we want. The news it's worrying. We have to work with the local government. If you're going to move the services, you should at least have an idea of where you want to move to? I'm not asking for a concrete answer just ideas of where, so we can prepare ourselves.	Explained why we can't do this at this stage. It is a 12 week consultation and no decisions have been made. We are consulting on proposals to relocate the library and services elsewhere on the estate.

Wednesday 4th June: Open Meeting at Netherhall Neighbourhood Centre. Attended by 18 people.

Panel: Cllr Vi Dempster and Lee Warner (Head of Neighbourhood Services).

Points Raised	Response
Would you have to rectify the outside of the building as well, before a CAT could happen? Do the council have to make it fit for purpose before the handover?	The council cannot hand over a liability. We would need to ensure the building is to a certain standard, this would not include cosmetic things such as the wooden cladding though.
Does the city council know how much it would cost to repair the whole building?	We have done condition surveys, but these would need to be updated prior to any CAT process.
Will the council be responsible for the upkeep of the building until the transfer?	Yes
Are you looking to handover to one group or could it be multiple? Is there a possibility that the building will be kept under council control?	If a number of groups come together and form a legal entity then it would be fine for that group to bid if a CAT process happens.
Can we share our group details with others in the room who might want to join together to put a bid in?	Yes, please use time after the meeting to do this.
You need to be clear about what's included so groups know, is the ball court included?	The 'red line' site currently includes the ball court however if a decision were taken then the CAT footprint would be assessed.
Children growing up on this estate need somewhere to go. If this building goes they won't.	This is why we would want to make sure a community group takes the building on for the benefit of local residents.
Are there any grants available to help with funding?	The Council would not provide a programme of grants for community groups taking on the lease of building, however there are a wide range of grant opportunities available through different agencies for community organisations to consider.
Has the ball court already been taken over?	I will get clarification on what's happening with the ball court.

I'm a bit puzzled, what happens if no one comes forward to take it on?	If no group came forward, the council would look at other re-purposing options. If the council couldn't repurpose the building it would be disposed of.
If it does close, how long before it's vandalised?	This is why we would want a community group to take on the building, and if this were not possible an alternative use for the building.
How many consultation forms have you received so far?	We've had a very high response to date - around 3500 to date
What sort of condition is the building in, does it need work doing to it?	The building pack outlines the maintenance costs but if a decision were taken to offer it up for community running, then a condition survey would be undertaken at that point. We cannot hand over a liability and need to evidence it is suitable for a community group to take over.
What would happen to existing groups if a community group took over the building?	If a community group took over the running of the building, the terms of the lease would require them to protect the interests of the current groups using it.
We would like to continue using the back room, while the pre-school retains use of the rest of the building	Anyone who is interested in the possibility of running the building can send in a tentative expression of interest.
What happens if no community groups come forward?	By way of reassurance, to date with previous CAT opportunities we have not been in a position where no community groups have come forward to run a building.
This centre is used a lot Monday to Friday. It would be hard for a group to come in and build a business plan around these hours. Is there any tolerance for not supporting current groups?	A group that doesn't commit to supporting existing users would not score highly when assessed against other community organisations.
How long is the proposed lease for a new group?	Our standard CAT lease is a 5-year initial lease.
If a community group takes on the building, what will happen with the ball court? Will it become part of the group's responsibility, or will it continue to be managed by the council?	The ball court is currently part of the footprint of the building. We will clarify that and post it outside/inside the building once there is an update on the ball court development.
The youth centre across the road was closed. There is nothing for the youths in the local area. For example, if the youth wanted to use the football court in the evening, they currently couldn't. You need to add a library to this area.	
Has there been any expressions of interest?	For all the buildings across the city being proposed for CAT, there has been early interest.

Tuesday 10th June: Open Meeting at Evington Library. Attended by 39 people. Panel: Cllr Vi Dempster and Lee Warner (Head of Neighbourhood Services).

Points Raised	Response
In terms of the consultation process, can you explain it again please?	We are now in a 12 week consultation which will end on 29 th June. A findings and recommendations report will be produced which will be looked at by the Executive, Scrutiny and possibly full Council. A decision is not likely until early 2026.
What support would be provided for Community Managed Libraries (CML)? Would the summer reading challenge for example still be available?	The council would commission support for community groups to get together and develop their plans from a support organisation such as Voluntary Action Leicester. There would be a service level agreement with any community organisation which would detail the deliverables. This would include things like the SRC.
Will the council still maintain the building financially?	<p>There is a huge range of options in terms of how a CML runs, depending on the ambition of the community. We would expect at the least the council would support the provision of book stock, IT services and front line training as well as providing strategic support.</p> <p>On the one hand an organisation may take on the lease of the building, on the other they may just want to take on the management and staffing of the service.</p>
<p>Could staff be retained for a few years and transition to volunteers over the period, a hybrid solution?</p> <p>Could we create a local group, to work with the council, on how this could move forwards? We understand the financial pressures, but a bit more needs to be given by the council. I don't think a group as it stands would it be able to do this at present.</p>	We want groups to come forward and tell us what they can do. We can then work with them.
I've visited services in Bristol and Manchester, we will be missing the expertise of professional librarians. This is a cost cutting exercise, we should be prepared to oppose this. Will you provide professional librarians for us?	We would provide significant support. Amongst the support would be book stock and support from the librarians who select this, day to day operational support to volunteers, core support for groups to develop a sustainable plan.
Evington is not in the proposed plan of retained council multi service centres, could other local libraries have hours reduced and Evington kept on by the council. Seems unfair.	Reductions in hours at all retained multi-service centres is already proposed. We will look at all suggestions and ideas - please complete a survey with your ideas.
The library book fund would be reduced based on the withdrawal from library sites. If the libraries were to be retained would the book fund not reduce?	There is always a knock-on effect to budget depending on the proposals. It would move the budgetary pressure somewhere else.

How quickly will the minutes of this meeting be out?	Notes and key points from this meeting will be published in the findings report.
<p>Lots of children aren't in the school system yet. We come to the library multiple times a week. I didn't know about this; how do we reach children who aren't in the school system yet?</p> <p>What impact will completing the survey have on the outcome?</p> <p>Are leaflets available in the local community?</p>	<p>Lee - I'm happy to come out and talk to as many groups as possible.</p> <p>Posters can be printed for you, ask library staff -you are welcome to distribute these too places where young families go locally.</p>
Where do we find the consultation for young people?	Lady to speak to Michael at the end of the meeting.
I have read the labour government's Pathways to Work. There is a lot of talk moving people from benefits to volunteer positions. If this were to happen with libraries, there is no support for volunteers to run a library, especially those with disabilities.	Elsewhere in the county and in other local authorities, there are many examples of community-run libraries. We are currently consulting on how we might take on a community-run library model. The support we expect to provide includes book stock, IT provision, and some assistance towards building running costs. We would also offer practical support, such as helping groups become legally constituted and providing training for day-to-day management and operations.
What would happen if you didn't find a group to run this library?	The process is to consult and invite groups to express interest in the building. If none come forward, the council explores other uses, and if still none are found, the building may be put up for sale. However, this has never happened before.
Are the options in the consultation definite?	No, nothing is definite. No decisions have been made. We are in a 12-week consultation on possible options.
If there are multiple bidders for a building. Would the council encourage collaboration between multiple community groups?	Yes, absolutely. That is a very sensible way forward. In the CAT Policy, there is consideration for collaborative groups. We can only lease to one legal entity though.
What is the expected lifespan of a community-run library model given our varying levels of expertise? What happens in two to three years' time if there are further cuts and the group is expected to take on even more responsibilities?	We cannot predict the position we will be in 3-5 years down the line. In good faith, what we are saying is we want to build a sustainable model that will last a long time.
Is it possible for a community group taking this on to have a guaranteed period during which no changes are made? I see librarians as a tremendous asset and will be fighting to retain as many as possible. Their support is invaluable.	We are currently in a consultation period. No decision has been, or can be, made before the consultation ends. Only after that can considerations like those mentioned.

Thank you for having the consultation and listening to these views. During this consultation will we be keeping the current 40 hours a week staffed hours?	What is important is that consultation is a long-process, and nothing is going to happen overnight. There will be no changes until after a decision is made.
I am concerned about children's literacy and would like to know what arrangements were made to enable parents to attend this meeting	We have held 12 open meetings across the city, scheduled at various times to enable as many people as possible to attend in afternoons and evenings.
You've mentioned that 'yes you will provide support.' What money will be saved? Is it just the staffing costs that will be saved?	The service is a predominantly a staffed service and our highest cost is around staffing.

Tuesday 17th June: Open Meeting at Coleman Neighbourhood Centre. Attended by 26 people.

Panel: Cllr Vi Dempster and Lee Warner (Head of Neighbourhood Services).

Points Raised	Response
Thanks for the clarification on the process. I've been asked by constituents, will this building be offered to a religious group, the community feel this would not be beneficial. It needs to be open to all and not just a specific religious group. Will it be available to every group/club depending on availability? Are block bookings allowed?	<p>An updated policy for Community Asset Transfer is under preparation. It will be more explicit that the transfer of community buildings under the policy cannot permit the primary purpose to be as a place of worship. Religious groups can bid for a building but it can't be converted primarily into a place of worship. The legal contract would include the approved business plan and would be vital to ensure the transfer goes smoothly. This need to be suitable for the specific community.</p> <p>Under the council's Community Asset Transfer policy interested groups must produce a business plan which is assessed against a robust set of criteria. A key criteria is the benefit proposed for the community, for existing groups, and for new groups.</p> <p>The council's standard approach to Community Asset Transfer is to offer a 5 year lease initially with regular annual checks to ensure that the community benefits are being delivered and with break clauses in place.</p>
Statement: From observing a Community Asset Transfer at the African Caribbean Centre, our group could not be thrown out and our hire rates would not be increased during the first year.	
What will happen if no one takes over responsibility of the building?	<p>At this stage, no decisions have been taken - this is a consultation. Part of this is to understand the level of interest.</p> <p>Should the proposals go ahead, and no suitable community business plan was presented, the council</p>

	<p>would look at what else could be delivered from a building before disposal.</p> <p>In the last 10 years we've had very good interest from community groups wanting to run buildings. There is a great appetite for it. We've not been in a position yet where there is no suitable interest in a building. We've successfully transferred 11 buildings to community groups to date.</p>
<p>The consultation says £2.1m needs to be saved. How feasible is it that a community group can make Evington Library sustainable if the council can't? During the process will it be 18 months where we won't have a library?</p>	<p>The library would remain open during any process.</p> <p>It is proposed to retain the most of our libraries under the council, some sites would have a reduction of opening hours but we would introduce self-access at 6 sites. Self-access would extend current opening times and the 2 pilot sites have been very successful.</p> <p>For a Community Managed Library, one size does not fit all. There are many different models across the country. The County have 34 CMLs and they work well. The biggest cost to the council is the staffing, when you take this away, the building costs are low. We have not produced a firm model on how it could work we're looking for interest and ideas during the consultation period.</p> <p>The saving that would be achieved from these proposals is up to £2.1m, however that doesn't mean we would save the full amount. We do have significant budgetary pressures though so we have to do things differently to continue to run a sustainable service.</p>
<p>Cub scout leader, we've been using this centre since 2017. The scout group has grown so much over the years. Due to our charitable status, we get a very fair room rate charges. We don't want to be priced out if a new group takes it over.</p>	<p>If a decision is taken to make the building available for Community Asset Transfer there would be an open and transparent process and opportunity for group to develop a business case which we would assess against robust criteria. We would ask groups to tell us how they would support existing community groups and the room hire charges they would propose.</p>
<p>What will happen about the parking at the site? If more groups come. With the store at the bottom of the hill you can't cross the road easily with people parking selfishly.</p>	<p>There would be no change to the current arrangements – parking is already in place for the users of the centre.</p>
<p>Will the existing users of the centre automatically transfer over? Will prices be put up?</p>	<p>We would ask groups who are putting in a business plan to consider the current groups and we wouldn't let them price the local community out of the building – previously this has been stated for initial years in the lease.</p>

	Groups coming in want to make buildings successful. So pricing groups out would not work for them.
6 existing groups here. If they were to put themselves forward would the team help them prepare the business plan? Can you clarify the timeline for the next steps?	<p>People can express their ideas in their consultation form.</p> <p>With previous groups we have commissioned 3rd party organisations to help support groups develop their business – for example we have commissioned Voluntary Action Leicester to support groups in the past. The council can't directly support groups as we would be assessing their business plans.</p> <p>The consultation closes on 29th June. The Project Team will analyse all of the responses. We will create a findings summary report with recommendations. It will then go to Scrutiny and to the Executive, and therefore a decision is not likely to be taken before Jan 2026.</p> <p>We can't engage with groups at the moment, as a decision hasn't been made. However if a group of 6 different organisations wanted to come together and put in an expression of interest in if the building was offered, then they could..</p>
Are you on our side?	<p>The Council has tough financial decisions to make. It would have been easier to do a closure programme. However we're trying to keep as many assets open as possible.</p> <p>The council are trying to protect front line services. I'd like to reassure you that we want to make things work.</p>
These consultation forms can groups come together and do one form as a group?	You can identify yourself as a group or an individual.
We don't want community tensions if the wrong group takes over. What you could do as officers, is give examples of where it has worked?	<p>It's really difficult to get accurate information out to everyone.</p> <p>It's important that we can put updates and information on our notice boards to keep people up to date. Perhaps we could do it this way.</p>
We have a bowling club 10-12 on a Monday, would we keep our slot if a new group comes in? We won't move to a different day as people have other things on.	This is where the business plan would come in, and it's important. We weight the scoring of business plans for community benefit. We would want to protect existing groups where we can. Some flexibility is needed though.
How many groups use this centre currently?	Regularly 5/6 groups with some ad hoc use.
It's really important elderly people have consistency to avoid social isolation.	
Could updates be included in the Evington Echo?	Yes, seems a good idea.

Are we one of the least used community centres?	In terms of usage, this site is one of the least used.
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Thursday 19th June: Open Meeting at Gilmorton Community Rooms. Attended by 21 people.

Panel: Cllr Vi Dempster and Lee Warner (Head of Neighbourhood Services).

Points Raised	Response
If enough people come forward from the area to say they want the council to continue running it, what weight would that carry? There is not an option in the consultation proposal for the council to continue running this.	This is a consultation on a set of proposals, which for this building include community asset transfer, everyone can put forward what they think is best though and that might be the council continuing to run it.
I run the food bank on a Friday every week. I have an interest in taking the building over to offer space to other groups for the community, as nothing else is round here. How does it work?	<p>At present this is a consultation and no decision has been taken.</p> <p>Over the past 10 years we've transferred 11 Neighbourhood Services buildings and this gives us a good idea of what would be involved if a decision is taken.</p> <p>A building pack is available online where you can see the costs relevant to community groups to help you consider if this would be feasible for your organisation.</p> <p>If a decision were taken to offer facilities for community running we would commission third party infrastructure support to help organisations to develop their business cases.</p>
A local church is present who are interested in the building also. It would be good for everyone to work together.	
I want to help run groups and I'd like to get involved. How many of these CAT transfers don't make it? Do they have to be self-funding?	Over the past decade we've offered 11 buildings for community asset transfer. All of these are doing well and 5 have completed their first lease period and are looking to take on a further lease. All of these organisations have taken on the repairs and maintenance of the buildings and are fully self-funding.
I live on this close – you make the point that places like this building are a community asset. I'm very much in favour of more community involvement. Finding funding is needed every year though. What happens if no groups come forward? I don't agree with money coming out of the community and then	If and when a decision is made groups can put forward business cases to take over sites. These would need to be sustainable business cases. The council has been using its reserves to ensure services have continued to run, but this cannot be sustained indefinitely.

expecting them to find more. Leicester City Council have reserves which they should use.	
If a community group did take over can they get help with the financials? Can they get help with any grants?	Community Asset Transfer is designed to enable groups to take buildings on for less than market value in return for providing community benefits. The Council would not be providing grants under the proposals. We can signpost to grants as part of ongoing support for groups.
We are a church community, we're not looking for a place to worship, we might not use the building every day, so we want to bring other groups together. Would the lease be just for this building or the next door unit as well?	You can submit a response to the consultation to tell us about your ideas. You could talk about the unit next door in this as part of this. We will look at all feedback under the consultation.
Can you confirm the timeline again please?	The consultation ends on 29 th June 2025. It will then take a few months to analyse and write the findings and recommendations report. We expect a decision in early 2026.
Is there not any youth groups around the area anymore?	
Feedback from residents is that they want to see it open in whatever form. Lots of people are contacting local councillors with ideas. There is a feeling the council make it difficult to book the room currently.	Please let me know if there are any issues with contacting the service to book rooms – we want the centre to be well used.
We want to use the building; we may not be able to pay for the building though?	
Are you in a position to tell us the running costs of this building? I'm still concerned about funding and the sustainability of funding.	This building costs about £12k a year to run. A building pack is online which outlines the key costs relevant to community groups. Community groups could run it cheaper than LCC though, for example registered charities can gain exemptions from Business Rates (NNDR). Before offering a CAT opportunity on a building, we would do a condition survey and make sure it was fit for purpose and make this information available.
What happened at the 2 meetings at Aylestone over the last two years? We've done this meeting twice with Cllr Clarke – about the closure of the shop. Is there still a proposal to demolish the sites? It's still in the local plan. No point on handing out 5 year leases if it's not going to be here.	Those meetings were about a different issue. This is a consultation on neighbourhood services. I can get the details of that meeting and sent it to you. Officers will clarify the latest position with regard to the local plan by contacting the Planning Team.
If no one is able to come forward with a sustainable plan does the building shut?	No decisions have been taken at this time – this is a consultation on proposals for the centre.
You're offering a lease to the community, are you going to help us do it up? The area around these units needs tidying up – it's overgrown and there is rubbish and broken glass which	Cllr Dempster to take away actions to investigate these concerns.

needs cleaning up. A local councillor had reported materials from the roof over the shop had fallen down recently.	Lee undertook to raise with the relevant teams and to report back to Councillors.
How long does it take to review the application forms from community groups?	Past experience tells us the timescales are variable but roughly as follows. If a decision was taken to offer the building for CAT, we would open the opportunity to submit business cases. It is important groups are given time and support to develop their business plans – previously we have given 3 months to submit this, then 2 months to assess the submission. If there is decision to transfer the building there is usually between 6 - 12 months to negotiate a handover.

Tuesday 24th June: Open Meeting at Braunstone Frith Recreation Centre. Attended by 14 people.

Panel: Cllr Vi Dempster and Lee Warner (Head of Neighbourhood Services).

Points Raised	Response
What will happen to the building during the consultation process?	Reassurance was given re operational arrangements while the full consultation is in progress re the use of the building.
Is the building a Community Asset Transfer (CAT) or Leasehold arrangement?	The proposal would be for the community to take on a lease to run the building under the council's Community Asset Transfer policy should that decision be made.
A letter of interest sent by the newly formed Braunstone Frith Community Group. Comparison of the increase in usage of the building, following the takeover the Community Group. Discussion on the [positive] changes to the building following the reorganising of the main room.	Confirmation of receipt of letter of interest.
A discussion was had re the Ball Park arrangements. It was made clear the arrangements are not part of this programme	
A discussion was had regarding Ward Funding applications. Lee agreed to look into this matter.	

Appendix D – Officer lead drop in session meeting notes

Tuesday 8th April: Officer led drop in session at Central Library. Attended by 6 people.

Key points raised were:

- Open up a couple of late evenings till 7pm at Central Library, potentially later start on Saturday.
- Customer lives on Narborough Road but prefers the city library due to range of books.
- Westcotes Library opening hours – Sunday is very busy – retain this, Monday should be 12 to 6pm. Late evenings at 6pm ok.
- Customer uses Central and Knighton libraries interested in community managed libraries. Have we explored moving libraries into community run buildings where they are better located? Could we have book collections in community centres?
- Customer only uses the Central Library. People use the libraries to meet and for book launches. Book launches and writing groups are really important – important that the library is open for these events.
- Customer uses Belgrave Library - Due to being heavily used and in a deprived area, the library operating hours should not be reduced. The library is valued by local people who enjoy the level of access they currently have. A key concern was that younger people would struggle if homework clubs were limited or reduced due to proposed earlier closing times. During a conversation with young people, they had said that self-access would not be good enough for them as they rely on staff support.
- Customer uses Belgrave Neighbourhood Centre - People from the local area will not go elsewhere. Local people feel at home at BNC and rely on it. So many community activities take place there such as Diwali celebrations. Hire rates are affordable – more so than elsewhere – and this needs to remain the case. If anyone else were to take on the running of the BNC, they should respect the community who use it and live nearby. Feels the building should not be impacted, and that if anything, more investment should be made in the building.
- Customer uses Rushey Mead Library - It should not be transferred for anyone else to run and should not have reduced opening hours. The building is important for older people – where else would they go?

Thursday 10th April: Officer led drop in session at Hamilton Library. Attended by 4 people.

Key points raised were:

- Local councillor - Lighting not working on Netherhall ball court. Interest in taking on the centre in the community.
- Netherhall Neighbourhood Centre user had concerns around the vandalism of the building. Question about the current usage of the local Armadale Centre.

- Local resident – Hamilton Library user – most interested in bringing communities together. Residents value the spaces. Self-Access at Hamilton Library valued as a positive.
- Customer understands the council position but feels that libraries particularly should not be transferred to public/community management. Understood that there is a successful model for transferring community services but, as a Hamilton resident who grew up in Belgrave and still has parents there, feels that the BNC is very important and has concerns about lack of funding.

Monday 14th April: Officer led drop in session at Highfields Library. Attended by 9 people.

Key points raised were:

- Customer lives locally to Highfields Library and uses it but also uses Belgrave Library, St Barnabas and Hamilton. The hours for Highfields Library will work for them. Loves the library – use for books. Have family member who uses the room at the back for events. Uses the computers and the location is good because schools are very nearby.
- Customer pleased the library will still be open although reduced a few hours and is supportive of the proposed new library in Thurnby Lodge Community Centre.
- Local customer (retired) living in a nearby street. Doesn't have a computer at home and no smartphone so uses the library computers regularly. Proposed change to opening hours would have no impact on them. Pleased that the council would continue to run Highfields Library. Customer also uses Aylestone Library when they use the leisure centre. Pleased there is very little change at Aylestone library.
- Customer uses library computers every day. Uses the library for books sometimes. "Not happy" about the reduction in opening hours, asked why it is a half day on Friday? However acknowledged that opening hours changes would not have an impact on his library use.
- Customer worried about sustainability of community groups taking on buildings. Think this is a reason for not transferring services. There is a benefit for communities to be involved in the running of services however a degree of support is required e.g. training for library service. Supportive of multi-service approach.
- Customer uses the Highfields and St Barnabas libraries. Initially not happy with new opening hours, but after the approach was explained and budget constraints, was ok with the new hours thereafter. Attends for Jamila's legacy, arts, and crafts, computers and books, brings son. Self-Access is a good idea for St Barnabas as this is close to home.
- Customer uses Highfields library, used to use Central Library, but more convenient at Highfields. Feels decision already made after needs assessment. Not happy with reduction of hours. Attends events for men's health awareness, Jamila's legacy, would like this to continue.
- Customer lives in Highfields and uses library. Sometimes uses Central. Ok with new proposed hours, could manage it. Uses computers, book group and different activities. Would use Central Library on a Saturday as it would be open until 4.

- Customer congratulates Leicester for retaining all libraries to date in contrast to many other authorities. General concern about LCC cuts due to budgets. Uses Highfields Library and happy about diversity of the area and usage of the site.

Wednesday 16th April: Officer led drop in session at Beaumont Leys Library. Attended by 6 people.

Key points raised were:

- Service user of Beaumont Leys Library – Money wasted on things like cycle lanes which are hardly ever used. Routinely see cyclist using footpaths rather than cycle lane. Also, money wasted on the train station. The feeling is that money is being wasted. Attends a writer's group and arts groups at Beaumont Leys Library. The centre could be used for even more for different things i.e. interest groups and other activities. Concerns around the expectation that everything is done online. Have had issues accessing IT courses. Currently paid staff staffs the library. Staff do the job properly and correctly. Concern with community libraries is that it can go one of two ways – really well and a great success or it can just fall off. People can lose interest if they're doing it out of their good will. Other commitments might get in the way. Really happy with Beaumont Leys Library. Staff are great and very supportive. Retired in 2015 and used Beaumont Leys Library extensively. Nice and warm in the winter. Staff at library have been incredibly helpful – concerned that this will be lost at community run libraries.
- Local author – regular user of Central Library and Beaumont Leys Library. Evening events at Central Library are great but is it an aim to draw people towards Central rather than delivering them in the community? Needs to be more daytime opportunities for people to come to and feel safe, such as the events that take place at Central. Town doesn't feel very safe in the evenings. Initial thoughts on proposals are relief that they aren't as severe as initially thought. Pleased that opening hours aren't dramatically changing.
- Customer lives in Astill Lodge. Uses library mainly – for DWP work coach and debt advice. Fine with proposals for Library and opening hours are fine. Didn't use Tudor centre until two years ago – now uses for two sessions – Friday gym and children's madrasah. Not concerned about future for centre as has seen.
- Local resident uses Beaumont Leys library – opening hours would be fine – doesn't come in early. Uses computers, photocopying and printouts and coffee mornings. Value the staff support. Doesn't borrow books anymore – too much to do at home. Wife has passed away. Most important part of library is social part – coffee morning.
- Customer with three children lives near Beaumont Leys Library – likes the proposed later opening on a Saturday. 5pm closing weekdays may be difficult for people who work, but Tuesday closing at 6pm will help. Children use the leisure centre for swimming – customer uses the library while they are doing this. Opening hours are fine for this customer. Uses the library for books for themselves and children. Attends children's activities and values these services. Doesn't use the computers. Has used Central library for printing when printer is broken.

- Customer uses library. Pleased that we are buying new books. Concerned authors do not get PLR rights from volunteer libraries. Like the idea of self-access to use the library later. Use both New Parks and Beaumont Leys Library equally as attends lunch club. Uses Belgrave Library a lot as is the friendliest. Uses the library on Sunday. Beaumont Leys opening hours – would like to see more late evenings for people at work. Community run libraries – good in theory but more challenging in practice. Feels it's a shame that trained staff will no longer run libraries.

Wednesday 23rd April: Officer led drop in session at the BRITE Centre. Attended by 7 people.

Key points raised were:

- Customer uses Aylestone, Westcotes, Brite, and New Parks. Would not feel comfortable using a building when it is not staffed.
- Café Staff – Currently concerned about the safety of Self-access and how they can continue to operate with reduced hours and keep their stock and equipment safe, people are unsure how self-access works. Current hours of operation 9.00-16.00 Mon – Fri and 10-3 Sat. Worried about access and morning hours – explained about different access across site -Library Plus and Control Access. Talked about H&S about site. Concerned about security of café during self-access.
- Customer - Will there be more cuts after this one? Always seems to be the worst off areas which are hit by these changes.

Thursday 15th May: Officer led drop in session at Pork Pie Library. Attended by 4 people.

Key points raised were:

- Resident who is the South Wigston musical theatre company – lead. Currently has key holder access to Eyres Monsell Community Centre. Uses the stage and has spent the groups money to improve the area. Props are stored at Pork Pie, can this continue?
- Fox's Art Group – Lead – group happens on a Friday. Also a regular user of the library. Wants the staffed hours to remain the same.
- Friendship Group – Very important group which has been happening for 30 years and has 40 members. On a Thursday also has lunch club then friendship group then prayer group. Not happy how pensioners are being treated – more political statement. Wants glass in the windows and a lick of paint. Cleaning is an issue – toilets – soap- paper towels. Currently a leak above the kitchen door.
- Saffron Community Trust – Monday to Friday Madrassah – term-time 250 children, two sessions. 4.30 start, finish 7.45. Monday 16.45-18.00 – use theatre, community, classroom, and kitchen. 18.15- 19.30 – community room, classroom and wider library floor space. Tuesday – Friday – 16.45 – 19.30 – community room, classroom, theatre and kitchen. Proposal clashes with proposed self-access hours.

Monday 19th May: Officer led drop in session at St Barnabas Library. Attended by 5 people.

Key points raised were:

- Customer uses St Barnabas and Hamilton Libraries. They visit St Barnabas on Mondays with his wife as she attends Adult Learning IT classes on Mondays. The proposed opening hours at both St Barnabas and Hamilton Libraries would work for the customer and his wife. The self-access arrangements would be better.
- Customer uses computers and Wi-Fi. Borrows English language books. Uses the library every day. Friends and family – brother and children use the library. Disappointed with proposals – use library in the evening after 5 o'clock after finishing work. Staff are important for safety and for help with enquiries. Sees people with mental issues and homeless people. Staff are very helpful with information – e.g. help on computers – scanning, web address, job searches. Think that self-access should be available on Saturday. Doesn't like Tuesday morning closure but this is the best day of the week. Self-access would work. Staff are important for the community – information and computers.
- Customer uses St Barnabas every day, also uses Central Library. Works nightshifts, so uses the library. Sometimes mornings, sometime evenings, due to 4 day rota. Use library for PHD in bioinformatics, having done a masters. Using Wi-Fi and study desks. Uses the public computers for detailed documents etc for the big screens. Public computers better for writing thesis. Staff and facilities are welcoming and comfortable. When not working, borrows books – enjoys ideas. For this user it doesn't make any difference. Unstaffed times would be difficult for people who speak a different language or older people and children who need. OK with proposals for Central Library. Concern if there is any reduction in Homework Help sessions. The most important is to keep all of the activities and services, but opening times are OK.
- Customer uses St Barnabas mainly, but also Hamilton Library. Involved with art group doing exhibitions at Hamilton Library in the entrance library. Uses St Barnabas for courses etc. Not a great user of library books. Self-access an improvement if properly policed. Both libraries look fine. Only concern is to ensure that the art on display at Hamilton is secure. Accept that money is tight. Other concern is if using on own and has a fall that there would be an alert. Customer has poor mobility and is hard of hearing.

Thursday 22nd May: Officer led drop in session at New Parks Library. Attended by 2 people.

Key points raised were:

- 2 members of the friendship group (New Parks New Friends) currently meet Tuesday morning 10 – 12, which under the current proposals would mean they would have to stop. An overview of how Self-Access works was given. What about access to the community room, kitchen, lift, cupboard? Use the room next door currently? Currently don't have first aiders in the group and rely on staff? When the site is unstaffed does an alarm go off to say it's closing?

Thursday 29th May: Officer led drop in session at Westcotes Library. Attended by 6 people.

Key points raised were:

- Thought it was an open meeting – regular user of the library 3 times a week. Opening hours are a concern. Staff are a big concern.
- Customer thought this was an open meeting. Is a book group member 1st Wednesday of every month from 2 30 – 3 30 – proposals would not affect this. Regular user of this library. Did a computer course here a couple of years ago. Self-access seems a good idea.
- Customer is a regular user of this building. Also different libraries according to the days of the week and the times. Believe site should be open on a Sunday. St Matthews also currently opens on a Sunday. Need something for a Sunday. Over the weekends says young people are here a lot on Saturdays and Sundays.
- Customer attends Westcotes once a week – Central Library most days. Not done the survey yet. Has heard Fosse is closing, which he used a decade ago. At Central Library, some computers out of action.
- Customer was not happy with the display screen, moves too quickly. Could do with a banner about the proposals. Uses Westcotes infrequently. Used to use the Brite Centre, but book collection better at Westcotes. Looked at the proposals but not filled out survey. What about the less abled bodied, who cannot travel 1.25 miles? Pleased Westcotes is remaining with LCC - even with the reduced hours. Dubious about CAT – running costs and funding. Once buildings are lost, we will not get them back.
- Customer uses Westcotes frequently. Helpful staff, part of book club -turning pages – 1st Wednesday of month. Computer literate for research, enjoys reading. Like seeing the children's activities, happy that there are computers on site.

Wednesday 4th June: Officer led drop in session at Rushey Mead Library. Attended by 4 people.

Key points raised were:

- Customer has used Rushey Mead Library since they retired 15 years ago. Uses Recreation Centre occasionally for functions. Uses library for English language newspapers. Uses Gujarati magazines. Misses the Garvir Gujarat magazines – very popular but not seen for a few weeks. Borrows books. Family uses library as well. Lives very nearby. Use the library every day – would come on closed days as well if they could. Meets other people at the library – social function – good for mental health. Lives with family. What would happen to the newspapers? Worried about staff losing jobs. Worried that library and Rushey Mead Recreation Centre are the only facilities in the area. Key worry is the level of service delivered. Important resource for the schoolchildren. Lots of local schools.
- Adult Learning tutor. In this area there are only two centres available for socialising. Students use the library. Need more tables for some events. Don't want to see the library close because it is valuable for everybody but especially young people and students.
- Customer works near the library. The council wastes too much money on staff not working. Believes the council can afford to keep libraries open – they have money but it's where they choose to spend it. Rushey Mead library is an important community hub, there are lots of

retired people in the area who use it, including his customers. Does not believe a volunteer run model will work.

Thursday 5th June: Officer led drop in session at Thurnby Lodge Community Centre. Attended by 8 people.

Key points raised were:

- LCC employee – doesn't use centre much at moment but will be very happy if there is a library in the centre. Would welcome class visits. Children go to a local school. School is unable to arrange class visit to a library as closest one is Hamilton which is too far to walk the children. Would like to be involved as an employee in making this happen. Issues for children: there is very little for youths to do, which can result in disruptive behaviour. Library would help with more for young people to do. Needs to include outreach activities. Issue with the centre at the moment is poor signage and lack of promotion. Need closer links with the school to promote the offer which would come more easily with the library offer. Would recommend a volunteer supported offer in the library. St Barnabas Library – need to better utilise performance suite, we do get requests for use of the suite for birthday parties. Feedback on opening hours – need to consider Saturdays – should be open later at many sites. Hamilton Library - Sunday is well used. Families who aren't visiting during the week visit at the weekend. Usage during the week more working people, printing labels etc. Home schooling families. After school use is important. Need to open on Friday instead of Tuesday due to groups e.g. Bowling group can't set up for themselves. Proposed hours for Monday better as is very busy and currently only open for 4 hours. Saturdays open 12-4. (as lunchtime is quiet). GP surgery sends patients to the library to photocopy personal documents – this requires staff but should be unaffected by the proposed opening hours. Book stock – impression is that non-fiction is not so well used and we have too much on our shelves. Note the health/wellbeing section is well used at Hamilton. Free space for other use. Use of talking books is reducing significantly. Study furniture – lots of students during spring/summer revision period – not enough study desks. PCs at Hamilton well used. Self-Access hours – issue with not being able to do printing.
- User works at pop-up café as a volunteer. Very supportive of multi-service centre approach and library. Supportive of proposed opening hours, as self-access groups can still access. The centre is very important to the user as he suffered with depression after losing their job. The pop-in café group is a lifeline and has made such a difference. Group provides support if they're feeling low as lives on their own. Found out about the group after GP referred to MIND and they linked up with the group. Social care workers support people to visit. Have seen a big difference in people attending the pop-in group – the social interaction.
- Leicester Navy Cadets. Filled survey and shared rest of the group. Also have the children's survey. Key holders at the site. Thurnby Lodge– some rooms used as a dumping ground. Two years since issues with external fascia and plaster. Bar area needs to be cleared.
- Customer says pop in café works for the NHS. Concern about building closures.
- Customer uses the pop up café. Enjoys the group and activities on offer.

- Customer uses the pop up café. Thinks centre is closing, told that is not one of the proposals. Told about the introduction of library function. Been using centre for years.
- Customer runs the pop up café – given the survey pack and overview of proposals for Thurnby Lodge. Officers went in to speak to the group which consists of 40 people. What are you doing to help existing groups? Group need funding and support to combat isolation, vulnerable. Learning difficulties and autism PTSD. 10-year-old group (café) – moved around the centre as group size increases. Centre to be run by LCC to continue. Thursday is already open during café hours. Looked into the usage of site > the staffed hours. Discussed self-access groups. Spending more money by minimising services will impact health issues for the community and other services. All group members benefit from the group and activities – all help each other. Hoping the council know what they are doing closing libraries and community centres as it impacts the elderly.

Thursday 12th June: Officer led drop in session at Belgrave Library. Attended by 25 people.

Key points raised were:

- Women's exercise at Belgrave Neighbourhood Centre (BNC) and lunch club at BNC. They explained that there is no suitable group in the Belgrave area to take on the BNC and without that service, many people, especially many old people will be lost. They have nowhere else to go. Many have been using the centre for 20-30 years. Without it they'll be stuck in home and isolated. It was discussed the way that centres can be transferred to community management and some of the successes that have been had but they feel that any group that takes on BNC will, eventually, only run it in their own interests not for the whole community. They also talked about the recently arrived Dhaman community and the way in which those people are not fully integrated into the wider Gujarati community in the Belgrave area. They felt that without the neutral space of a council run neighbourhood centre, this group will remain isolated and at a disadvantage. The young people will become frustrated and turn to crime and other anti-social behaviour. A final plea not to close or transfer the BNC and to keep both BNC and library exactly as they are.
- Due to the sheer number of people wishing to talk to officers to we suggested that people spoke to us as a group and so, for the rest of the afternoon, from 3-6, there was a rolling group of people. During the three hours we spoke with 27 adults and 16 young people aged between 12 and 19 years. The adult and young people's conversations are recorded separately below.
- Discussion with Adults - Many people spoke about the value to the local community of both BNC and Belgrave Library. There was broad consensus that the council should and is obliged to continue to run both building, that they should be kept separate, that opening hours should not be reduced and that neither service should be transferred into community management. Examples are reading newspapers, access to Gujarati language materials and other Indic language materials were raised and very valuable and important. We spoke with some of the older men who attend the library daily to read the papers. They explained the importance of having the library to meet and how much the community will struggle to come together without this space of the BNC facility. There were various views expressed from the council

passing the buck, not caring to ideas about the council deliberately undermining community cohesion. Lots was said about the space for older people to keep warm. Opening hours and Sunday opening were significant concerns of many. It was suggested that the opening hours are good as they are. Self-access and the additional opening this allows were discussed but were met with scepticism. Old people will not be safe if the library is unstaffed, young people will have more limited access. Most people seemed to agree that the opening hours should remain unchanged. Some older people said that we should be stricter with the young people and be much quicker to ban them if they become disruptive.

- Discussion with 16 young people between 12-19 years - The views of most of the young people we spoke with were largely similar to those of the adults. There was a great deal of dissatisfaction with council proposals expressed. Young people talked about the value of the facilities to grandparents and parents and were very positive about the way different generations mix in the library. A major concern from young people spoken with was the impact of reduced library opening on the homework club. We spoke with several young people who attend homework club daily and say it is the only place they have to study, get help from adults and from peers with homework. The library is the perfect place for young people working together on a project to meet to collaborate. The library is the only quiet place for people to do their homework. The library staff are really helpful and provide support to students that they can't get at home. One young person was clear that without homework club, he'd never have made it to college. Self-access was not considered a viable option for young people needing a place to study, especially as many are under 16 so could not access anyway. One university student did say self-access would suit him very well but was the only one to say this out of everyone I spoke to. As with the adults, the consensus was that the council should continue to run these local services unchanged. The idea that the council has to make savings was treated with suspicion and scepticism.
- Customer grew up in Belgrave neighbourhood – used Library as a child. Now lives in Fosse. Has been in Belgrave area to look after mother who lives in area. User has been using Belgrave library to work from here. Their observations are the staff are providing huge community benefits. Comes here for respite while looking after mother. Concern at the reduction at Belgrave Library will be very impactful on Belgrave area. Concerned that self-access would not have the same reach for community wellbeing – human interaction. A vulnerable community – reading / writing / language barriers. Concerned might not be able to use services without staff e.g. digital support. Would prefer a charge for every household to keep the service going. Finds that library is still busy at later times when we wouldn't be staffed. Would still impact the community.
- User lives locally, walks to library, over 80 years old. Lives on own. Uses library every day. Council increases the Council Tax every year – so why are services reducing? Reduction of hours for the library bad because people are using the library to keep warm. People use the library to meet and overcome depression. The customer uses the library for long hours especially to keep warm. Neighbourhood Centre is a lifeline for people using the lunch club – people are getting good food, socialising and keeping warm. Self-access – like the idea of using the library for longer, but people do rely on the staff for advice. Customer uses computers and

reads newspaper – rely on library to stay connected with the news. Staff are sometimes needed to change computer because it's not working properly. Prefer current hours for library. Customer very concerned about reduced opening hours at the Customer Service Centre as more difficult to get bus pass – takes a long time.

- Customer is 18-20 years old and uses homework club. In Belgrave there aren't many places to go where you don't have to spend money and can keep warm. Language barrier in this community may be a problem with self-service. Use jobs fairs, computers. This is a secure area for us, a place to meet friends. Staff are very important to create sense of community. Most kids come every day for books, study support. Households are very busy – difficult to study. Study support important as other homework clubs are chargeable and we can't afford these. Worried if nowhere for young people to go, then more ASB, more depression etc. Youth club runs at Children's Centre – only once per week. Staff are important to support people with disabilities. Worried that self-service is not suitable for older people. Most people work Monday to Friday so need to be open on Sunday. Self-access – worry that people would smoke/vape in the library. This would be a bad influence for children. Staff prevent this from happening. Study support important – proposed hours don't work for current study support would prefer to have study support open at the end. Older people are using the centre for socialisation.
- User said Importance of library for lifelong education – importance for people who have missed education earlier on. Importance for study – better environment for young people to learn.
- Regular library user and Belgrave resident uses library 6 days a week for newspapers. Uses the ladies exercise group Monday, Wednesday and Thursday. Mother attends arts and crafts group retired in 70s. Use Neighbourhood Centre 3 times a week for lunch club, and wife uses exercise group 2 times a week. Also use monthly coffee morning jobs club. Uses jobs club. City council needs to look at number of people using services. Ladies and children attend study support – extremely important to keep open. Self-access is not useful without the staff. Need to relook at impact of opening hours on study support.
- User has concern that the library will become a playground if no staff present under self-access. Close the library for lunch to have staff here early, but also later. Use volunteers to help boost staff – use for extra value activities. Worry for Neighbourhood Centre that an incoming group might be exclusive. Library is heart and soul of community the user came Kenya 11 years ago. Had depression in Kenya, started coming to library – company and books have helped user to feel better.

Tuesday 17th June: Officer led drop in session at Aylestone Library. Attended by 1 person.

Key points raised were:

- Staff member – Can you explain the process and timeframe? As a resident wanted to speak up for Sunday opening. I can see how busy it is at certain sites and most of the time it's busier on a Sunday than in the week, Westcotes as an example. Computers are always busy. Some people will be scared of self-access and language barriers will cause issues.

Wednesday 18th June: Officer led drop in session at Evington Library. Attended by 11 people.

Key points raised were:

- Customer uses Evington Library. Proposals are shocking, Leicester born and bred. Lots of schools in vicinity, they will lose out. Library service crucial to children and young people. Willing to be a volunteer for the community library.
- Customer feels that there should be some staffing from LCC and volunteers, reduce some staffing but not all. Customer is a member of the community group being put together by a local councillor. Has been telling the community to 'use it or lose it' for the library.
- Customer uses Evington and sometimes Belgrave. Not sure about the library being community run – the community already pays council tax for these services. Why should the community run the library and pay for it. Budgets not being used correctly by LCC.
- Customer is a regular user of the main library in Evington – visits once a week and values it as one of the last remaining free community spaces. Recently made redundant from the police station and is concerned about potential staff redundancies at the library. Strongly opposed to partial staffing models, believing they risk further cuts and eventual closure. Deeply values Evington Village and its strong community spirit. Uses the library as a warm space, especially important as a semi-retired resident. Notes high usage of the library by the local primary schools. Has strong family ties to the area – his mother has lived in Evington for over 50 years. Feels that the recent open meeting should have been held in the evening to allow broader attendance. Has made lasting social connections through the library – met people he wouldn't have encountered otherwise.
- Customer is interested in committing her time to volunteer at the library. Feels that Evington is being unfairly targeted for service cuts due to the perception that it is a wealthy area.
- User comes to the library every day. Doesn't want it to shut. Used to be a carer. Very concerned about staff being made redundant. Worries about the quality of jobs left behind. Spends time here during Self-Access hours — listens to music, reads non-fiction. Brought her daughter here when she was younger and thinks the library helped her get a good job. Doesn't drive, so can't get to other libraries easily. Says Evington has already lost a lot. Doesn't understand why you'd close a library when children still use it. Doesn't like the modernisation — thinks it's costing people their jobs.
- Customer has been bringing their kids to this library for the past 40 years. Uses the library occasionally themselves. Feels that if the building has to change, he just hopes it's used in the best way possible for a difficult situation. Concerned about the staff — says they've always been helpful and efficient. At the open meeting, he questioned whether closing the library would even save enough money to justify it — doesn't think it would. Uses the Central Library for computer access — says it's been a lifesaver. Also used to borrow CDs there. Gets around fine by bus — good routes and can get to wherever they need.
- User lives locally to Evington and family use the library. Education for children and young people is building block for life. Libraries are key for delivering this. Worry people are not

computer literate – Adult Learning sessions should focus on computer literacy – and so should libraries. Concern about criteria for CATs – recommend a short term tenure. Need to ensure that organisations represent cross section of community (no one group). If an opportunity is advertised the Council should use local magazine's and local radio stations – radio station on Melton Road – Sanskar radio. Indic language books – may need to review use of community language books ongoing to ensure we are making best use of resources – demand for Hindi, Gujarati is declining over time as third generation longer read the languages.

- Local resident – uses library frequently. Collaborates with staff to deliver projects for children. Working on a puzzle swap project for the summer. A trustee of Friends of Evington. Focus is community development and collaborating with people. Uses the African Caribbean Centre regularly. What are the principles for the proposals for Evington Library? Disagrees with assessment of Evington Library – it could be multi-service centre as it could host other activities after the library closes, e.g. media hubs. Could be a home to the Evington Echo.
- Thinks the community could come forward to run something like this. Would like the community to look at innovation, and the future. What could the community be capable of? There are people in the community who have the skills to take on the running of a library. Thinks it would be best for a new group of individuals with an interest in libraries to come together.

Thursday 26th June: Officer led drop in session at Knighton Library. Attended by 13 people.

Key points raised were:

- Members of Friends of Clarendon Park – have drafted a response. It's clear everyone wants to keep Knighton Library. Good response from campaigns, children and young people. Children's petition has been organised and will be submitted before the end of the consultation. Has been doing posts. To confirm the survey is relevant to everyone even if they don't use. Question about the consultation – the “are you interested” question – you can only comment if you say “yes.” Issue if the level volunteering currently happening – can't take on anymore. E.g. Friends of Clarendon Park, Community Garden, PTFA, Age UK, etc. The only places to hold meetings are religious venues such as Quaker Meeting house and Synagogue.
- Member of Friends of Clarendon Park. Joined 50 years ago in 1972 as a student. The community prioritises the library because there are no other meeting places. Staff help is important especially for supporting IT and internet searches. Population is often transient so people have ideas but quickly move on. That's the concern about volunteering. May have skills and education to run a community initiative, but concerned it's not sustainable. Issue is high number of students, and many young families who don't have the time. Community has changed over recent years. On lower income - Library and Park are the only places I can go for free. Knighton ward is different to Castle ward, a lot of Knighton ward visit Oadby Library because they can take their car. Used to be a childminder – conscious that the library is important free resource for childminder. The children going to the child minder are often from lower income families. The area between Queens road and Clarendon park Road are terraced, and flats are students.

- Two customers living in South Knighton are concerned about volunteers – they are unreliable. Concerned about staff. Libraries are a place where people come in to keep warm, a social space etc. Few pensioners in Clarendon Park, more in South Knighton. Worries about access to public toilets and to read newspaper. Important for children to come in for meeting up, away from screens. Both also use central library. Worry that volunteering may start off well but would decline.
- User lives locally in the flats off London Road. Previously lived in Wellingborough – introduced volunteer run libraries – but volunteers didn't turn up after 6 months and it didn't work. Concerned that if proposals went ahead same would happen here. Uses the library for talking books and reading books and to find out community information. Visit once a week. Visits the Central because the selection of talking books is better. Understand the financial situation. Not against the concept of community run libraries. Socio-economic area is important – retired people more likely to volunteer. User has volunteered in sport since 2012. "So how could it work here?" Getting a group together and keeping their interest is crucial. But it's getting harder to get young people to volunteer. Think you would need younger people to volunteer when school children are around. Key concern is that people seem to be less willing to volunteer so general volunteer base is ageing. Succession planning is crucial. Self-service terminals don't always work well. Ideally want the service to be kept open in a similar format with staff in place.
- User with young children have been using the library since oldest was 2yrs. Doesn't want the library to close. Organised petition at local school. Thinks the closure of the library would have an economic impact on the local area – people also use cafes and shops. Wants to highlight the feeling against the proposals within the local community.
- Two service users have not completed the survey as it's a waste of time. The paperwork they have seen says that if there is no group to run the library it will shut. I want it to stay open, if we cannot find a community group to run the library, it needs to remain with the council and open. Useful if LCC put group together all interested groups who wish to run library. Not impressed with the whole consultation and doesn't trust the process. All parts of the consultation should have been made available in paper. I hope that the decision is not from the CM but full council.
- Customer uses Knighton, once a month, during staff hours. Disappointed, I know money is tight, assumption about affluent area, but people still in need. Understands money needs saving. A better approach like Phoenix arts, reduce hours to save money. Community will not take Knighton over, not enough time for the people in this area -will go downhill after a while. There will be no appetite to take over this site. Reduce all library hours across the city to save money. Groups and business model needs to be robust.
- Service user uses Knighton every day during staff hours. Two children use library, worried they will lose library – concerned. Worried about stock and reservations. Worried about TT and children's activities SRC and half term. Was told nothing is off the table in meeting at Quaker meeting house.
- Customer uses Knighton and Central Library, with children. Not filled out survey. Concerned with the proposal. Even if there is a suitable group. How is it going to work? If a model comes out of how Knighton could work, I would like the council to consult on the proposal model as it

comes together. LCC has not given any case studies about sustainability. Biggest concern if we find a group is how it will sustain fundraising for the future years. Will there be a fundraising role. Does not believe it will last, setting community up to fail. Might find a group but not to be able to fundraise. LCC not confident in its own proposals.

- Customer uses Knighton, Central, St Barnabas, Evington – use self-access at Knighton and Evington – shame we can't use the toilets during self-access. Proposed hours at Central Library – worried about people who finish work later. Can't use the computers at the University Library but does use the books. Need to utilise space at St Barnabas and Pork Pie. Noise pollution – doors could be designed to cause minimum sound – Knighton they bang when they shut. Is there any plans for a new central library in the city? Some of the IT equipment could do with an upgrade at all sites.
- Local customers who both use the library. Worried that volunteers won't be able to do the job of trained librarians. Libraries are vital for an urban environment. Give an opportunity to those who need it most. Worried about the succession of planning of volunteers. Feels its services being taken out of the city, which should not be Labour policy.
- Local library user understands the financial pressure on the local government.
- Local library user. Very concerned about this. Know people in the county who look after CMLs. In this area they feel it won't work. Perception that this is an affluent area, this is an area of transition with people coming in and out. Not the sort of area where it will work. A large number of people are needed to run a library through volunteers. Concerned that as a taxpayer I'm paying my council tax and it feels double taxation. Lots of HMOs near the library, not a suitable area for this model. A lot of people who could volunteer work – older people have health issues. We need to look at different models for this. Self-Access – may be a worry for women. The self-access hours are irrelevant to me. Fear that books I check back in would get stolen. Interested in using the university library. But they don't have children's books etc. Concerned about both the CAT and CML in all cases. The New Solutions section of the survey could have been worded better.
We need access to books and information for new communities. Really needs to go to full council. Worry about Evington as much as Knighton. With the level of volunteering resource available. Friday opening hours in areas of higher Muslim needs looking at.
- A regular visitor to the library, often comes with their grandchildren. Describes the library as consistently busy, with a steady flow of people using the space. Impressed by the range of activities, events, and resources available, though feels many aren't well advertised – more promotion could help reach others. Sees the library as more than just a place for books – it functions as a community hub, offering a welcoming and social environment. Has built connections with others in the local area, particularly people from Knighton.
Notes that local primary schools frequently bring children to the library. Recently moved from Edinburgh and is getting to know the area. Expressed an interest in volunteering at the library in future, if any opportunities become available – keen to support the community and give something back.
- Customer visits the library every couple of months, to attend events or bring their children. Used to come more often when the children were younger, but visits have become less

frequent now that they're older and more independent. Still enjoys the events and tries to attend, when possible, especially if there's something suitable for families. Noted that fewer adults use the library for reading, compared to the number of children. Thinks it's great that children are so engaged with the library but would like to see more opportunities for adult readers and activities as well.

- Service user expressed concern about the future of the library and its staff, asking whether staff would lose their jobs. Said it would be a real shame if the library building were to close, as there are very few free public spaces like it left. Uses the library regularly to read the newspaper and attends the Tuesday tea and coffee sessions, which they really value. Sees the library as a vital community hub, offering a welcoming space for people of all ages. Is a local resident from Knighton Fields and prefers to walk to the library rather than take the bus into town – appreciates having a facility nearby. Shared concerns about a closure but also understands that services may need to be 'reinvented' to keep up with modern needs.
- Customer praised the library staff, describing them as friendly and helpful. Emphasised that the library is important to the local community and should be protected as a space for connection, learning, and support. Observed that children don't seem to read as much these days and worries about the long-term impact if libraries are lost.
- Service user raised the question of whether the library should be run by a community group and what that would mean for existing services. Concerned about losing access to printing, and whether volunteers would be trained in GDPR and data protection. Said they wouldn't feel comfortable with volunteers seeing personal documents, unlike trained council staff. Stressed that the library must remain politically neutral, no matter who runs it. Mentioned that some volunteers behave well at first, but not over time – felt poor behaviour shouldn't be ignored. Recognised that some volunteer staff are excellent and essential to the service. Emphasised the importance of community languages and having some trained staff on site. Felt that reducing opening hours across the city to keep all library buildings open isn't a fair or effective solution.
- Customer said they feel overwhelmed by too many volunteering opportunities on Assembled and don't want to receive all of them. Felt that the volunteering survey doesn't reflect their needs or situation. Volunteers at Toddler Time and would be very upset if it ended – said there are no other toddler groups nearby. Believes Homework Help is essential, especially in deprived areas where children need extra support. Felt the city is often looked down on compared to the county and wants to see that change.
- Customer said that a lot of elderly people come into the library and it's nice for them. Aylestone library gets very warm and it's too hot.

Thursday 3rd July: Young Peoples Council session at City Hall. Attended by 8 young people.

Key points raised were:

- Young People (YP) attendees use Evington, Highfields, Fosse and Central. Some don't attend libraries anymore and just buy books.

- How do you use libraries and community centres now?
 - Taken part in the summer ready challenge and still borrowing books. Fantasy and crime books. Young adult fiction. Doesn't use it for anything else
 - Don't read as much as I used to. Use the online service to book and then pick it up. Used to walk around with parents and pick books, not so much anymore. Get books of interest – non-fiction. Would prefer to read books over reading online – Kindle
 - All YP attending are reading regularly with except for one
 - 2 reading kindles but most prefer paper
 - A lot of people just buy the books these days as they want to build their own library. Put off by due dates.
 - COVID lead to a spike in book buying
 - Use computers in libraries to get away from noisy home
 - Not a lot of use of Wi-Fi or computers in the room
 - No use of Community Centre – except for Team Hub and Afro Caribbean Centre
 - Only 1 attendee doesn't use a library
 - Libraries are boring – do go to Afro Caribbean Centre for activities though.
 - Busyness is a factor for not being able to go to libraries
 - Wants to be active now, used to read a lot.
 - Age appropriate groups might entice people back – music classes with DJ decks.
 - Summer reading challenge ends at 12 so nothing happens from 12-19
 - 12-19 year olds need third spaces – to hang out with friends
 - Traditional view that you need to be quiet in libraries puts people off
 - Young people can't just walk into a community centre and use it – always booked.
- What can we do better as a service?
 - Libraries should have societies like a university – gives a time and a reason for being there.
 - Promotion – not at the front of their mind – TikTok, Instagram, YouTube – interesting videos. Posts are not being seen. They look the same as everything else.
 - Need better promotion through schools. School libraries are much more convenient. School libraries hand out vouchers for taking books out.
 - Clubs happen in the school library – Mandarin, Crafts – during lunch and after school
 - Volunteering – wanted to do it at New Parks but can't as not over 16
 - Career advice in school libraries – in city libraries it's only for adults
- Views on proposals?
 - Where would St Matthews move to?
 - Entering a library with no staff, is that not dangerous, can anyone come in?
 - If the community cannot afford to run a centre, will it close?
 - What about people who can't travel to a new location e.g. elderly?
 - If Fosse closed member would still be able to walk to New Parks
 - Thinks community groups understand communities better and could run libraries better than the council
 - Need for work placements for under 16s in our city libraries

- Feels if you enjoy your volunteering it would be fine, but if not it may become too heavy and people would stop. You need to be passionate about it – constant theme across the whole group.
- Group feels that communities can run libraries but it does depend on the area. Areas of higher deprivation wouldn't be able to do this as they have more important things to do. Training and support for volunteers is essential