



BCP COUNCIL LIBRARY NEEDS ASSESSMENT

November 2024

Research and Consultation Team

Executive Summary

In response to the changing needs of our customers and the continuing challenging financial climate, and as a direct response to the requirement to provide a comprehensive and efficient library service, a fundamental review of the library service is being undertaken. The aim of the review is to look at new delivery approaches to ensure the continued provision of a modern service, which complies with statutory requirements and continues to meet the needs of the Council's residents.

One of the starting points in this process was to undertake a Needs Assessment to inform any proposed changes, thereby ensuring that the needs of residents have been fully considered and that the changes proposed are in keeping with the Council's statutory duty to provide a "comprehensive and efficient" library service.

Compliance with the Council's statutory duty

The Public Libraries and Museums Act 1964 makes it the duty of a local authority to provide a comprehensive and efficient library service for the benefit of local residents. The Department for Culture, Media and Sport (DCMS) has indicated that the judgement of what constitutes a "comprehensive and efficient service" is, in the first instance, for the local authority to make. The Secretary of State has expressed the view that decisions about local issues should be taken by democratically elected local representatives. The Secretary of State also notes that the local authority is entitled to take account of resources in deciding whether a proposal is efficient.

The following factors have been put forward by the DCMS as considerations when deciding whether to intervene in proposed Local Authority service changes to libraries:

- Whether there was any doubt or uncertainty as to whether the Council is complying with its legal obligation to provide a comprehensive and efficient service
- Whether the Council appears to be acting in a careless or unreasonable way
- Whether the Council has failed to explain, analyse or properly justify its proposals
- Whether the local proposals are likely to lead to a breach of national library policy
- Whether substantial further investigation is needed
- The number of Council managed libraries which would remain open
- The proportion of active borrowers using the libraries which would remain open
- Opening hours at the libraries which would remain open
- Mitigating factors which could offset the effect of library closures
- Consultations held with local residents

- Distance to libraries which would remain open, travel time, car ownership and public transport options

Bournemouth, Christchurch and Poole Council has twenty-four libraries. Three of these libraries host a wider range of services and each are based in the town centres of Bournemouth, Christchurch and Poole. The additional facilities and central locations in main shopping districts, tend to make them popular destinations. Christchurch and Poole also act as Customer hubs offering space for Council Officers to meet with the public.

The other libraries are in community locations. Kinson Hub and Hamworthy library were developed with lottery funding to offer a mix of services to residents.

The provision of 24 libraries, averages six libraries per 100,000 resident population and means it is towards the higher end of the spectrum in terms of number of libraries compared with its CIPFA nearest neighbours.

The pandemic has had an impact on library use with numbers of visits falling in most libraries while the use of digital services has increased. However not all libraries have seen a fall in visits, and this appears to be dependent on location and the demographic of library users. For example, those areas with an older demographic such as Christchurch have seen library visitor numbers returning to pre-Covid levels.

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1 Introduction and background

The aim of this document is to provide a statistical picture of the BCP Council area both in terms of library use and facilities but also the characteristics of the area to help understand the residents who may or may not be using the local libraries. This will enable an understanding of where the localities where libraries may be in greater demand due to the size of the population but also due to other factors such as helping to support residents in more deprived areas. The report also aims to help tailor service delivery within libraries to provide thriving community assets.

2 Comparative analysis of performance with other similar library authorities

2.1 BCP Library Service key performance indicators

Summary statistics 2023 (to be updated with agreed 2023/24 data when available)

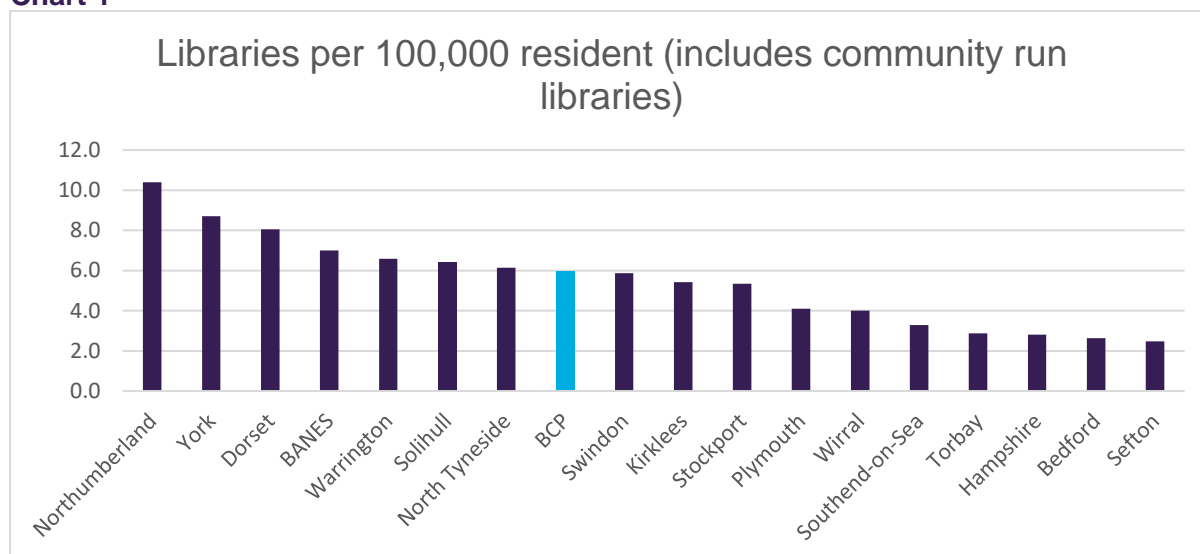
Table 1

Basic library statistics	2022/23
Number of libraries in BCP	24
Estimated number of library visits	1,025,844
Number of uses of online facilities	Not available
Digital issues	235,888
Total physical issues	882,423
Total PC bookings	999,203 (April '23 to Jan '24)
Total active borrowers registered	35,049
Total active borrowers (loan site)	44,490
Staff in post (FTE) - check	94.49
Population in BCP (Mid-2022)	401,898

2.2 Comparison with other authorities

To understand how BCP Council compares with other local authorities it is useful to look at the number of libraries per 100,000 population in the BCP CIPFA family. Data has been extracted from the ONS Local Amenities dataset updated with additional information from library websites. The figures include community libraries.

Chart 1



BCP Council has 6 libraries per 100,000 population. Across the CIPFA nearest neighbours plus Dorset and Hampshire the average is 5.1 which means the BCP area has an above average number of libraries.

2.3 Resources

The tables below highlight the distances between libraries. The table includes the distance 'on foot' to the next nearest library as well as 'by road' (please note due to the availability of footpaths and/or one-way streets etc the 'on foot' distance may be shorter than 'by road'). The table also includes travel times by bus. Please note that in the case of the travel times by car and bus the quickest/shortest and longest times are dependent on route and time of day. The table aims to give an indication of the accessibility of alternative libraries. The nearest alternative library is 18-minute walk away in the case of Winton and Ensbury Park with Highcliffe and Christchurch at the other end of the scale with it taking an estimated hour and 33 minutes to walk between the two libraries. The second table indicates those libraries for whom there is an alternative library outside of the BCP Council boundary. In the case of Broadstone, Creekmoor and Highcliffe the alternatives of Corfe Mullen, Upton and New Milton respectively are nearer than the BCP Council library.

Table 2

Library	Nearest library	Distance and time						
		Foot	Time on foot (mins)	Road	Quickest time by car (mins)	Longest time by car (mins)	Time by bus in minutes (shortest)	Time by bus in minutes (longest)
Boscombe	Southbourne	0.9	19	0.9	4	7	4	7
Bournemouth Central	Westbourne	0.9	20	0.9	4	8	8	11
Branksome	Parkstone	1.4	29	1.9	7	14	12	15
Broadstone	Creekmoor	1.7	36	2.4	7	10	20	21
Canford Cliffs	Westbourne	1.7	38	1.7	5	8	12	32
Canford Heath	Oakdale	1.0	22	1.2	4	6	10	10
Castlepoint	Charminster	1.0	24	1.3	4	8	10	10
Charminster	Winton	0.9	20	0.9	4	5	17	26
Christchurch	Tuckton	1.0	22	1.0	4	6	11	12
Creekmoor	Oakdale	1.6	36	1.8	5	10	9	18
Ensburry Park	Winton	0.8	18	0.8	3	6	9	14
Hamworthy	Poole	1.4	31	1.7	6	12	16	18
Highcliffe	Christchurch	3.8	93	4.0	10	16	25	25
Kinson	West Howe	1.1	24	1.3	4	6	9	14
Oakdale	Canford Heath	1.0	22	1.8	4	4	10	10
Parkstone	Branksome	1.4	29	1.9	5	9	14	21
Poole Central	Oakdale	1.3	29	2.0	8	12	10	14
Rossmore	Branksome	1.3	29	1.3	6	8	21	30
Southbourne	Boscombe	0.9	19	0.9	4	7	8	13
Springbourne	Boscombe	1.0	24	1.2	5	10	12	22
Tuckton	Christchurch	1.0	22	1.3	5	9	12	13
West Howe	Kinson	1.1	24	1.3	4	6	8	9
Westbourne	Bournemouth	0.9	20	1.2	5	12	9	11
Winton	Ensburry Park	0.8	18	0.9	4	4	6	14
Source: Google								

Table 3

Library	Nearest library	Distance on Foot	Time on foot (mins)	Distance by road	Time by car in minutes (shortest)	Time by car in minutes (longest)	Time by bus in minutes (shortest)	Time by bus in minutes (longest)
Broadstone	Corfe Mullen	1.6	37	2.0	7	9	13	13
Creekmoor	Upton	1.4	31	1.4	5	7	8	9
Highcliffe	New Milton	2.1	46	2.2	6	6	11	18
Kinson	Ferndown	2.9	65	3.4	10	13	27	48

Library Services and Facilities

All libraries provide books and audiobooks, free internet, and public Wi-Fi/computer access, photocopying and printing facilities, as well as warm spaces for studying, reading and meeting. Individual libraries also provide an array of other materials for use which may include DVD's, CD's, jigsaw puzzles or games, toys etc. A matrix of these is provided in the appendix.

The provision of facilities which enhance accessibility to the service vary in accordance with the building within which the service is operating. Provision around lift access, parking, level access, baby changing facilities etc can also be found in the appendix.

3 The need for a library service in BCP Council

This section summarises the need for a library service. The information covers the BCP council area and then looks more closely at ward level. It examines the demographics and economic profile of Bournemouth, Christchurch and Poole Council area. It examines those characteristics which are most relevant in relation to the library service. As the libraries in BCP area do not have clearly defined catchments the ward geography has been used as it is small enough to identify different characteristics across the authority area without particular aspects being masked by a larger geography.

3.1 Geography

Bournemouth, Christchurch and Poole is a large unitary authority formed in 2019 combining the two preceding unitary authorities of Bournemouth and Poole and the Borough of Christchurch. It is located on the south coast on the easterly edge of the South West region and is bordered by Dorset unitary authority and the New Forest, which is within Hampshire. It contains the main towns of Bournemouth, Poole and Christchurch. There are also the major district centres of Boscombe, Castlepoint, Upper Parkstone, Westbourne, and Winton, the minor district centres of Ashley Cross, Broadstone, Charminster, Littledown and Iford, Highcliffe and Holdenurst Road (Springbourne) and major and minor local centres¹.

¹ [BCP-Local-Plan-Consultation-Draft-March-2024-web-version.pdf](#) defined in this document

Map 1 – BCP Council area by ward with library locations

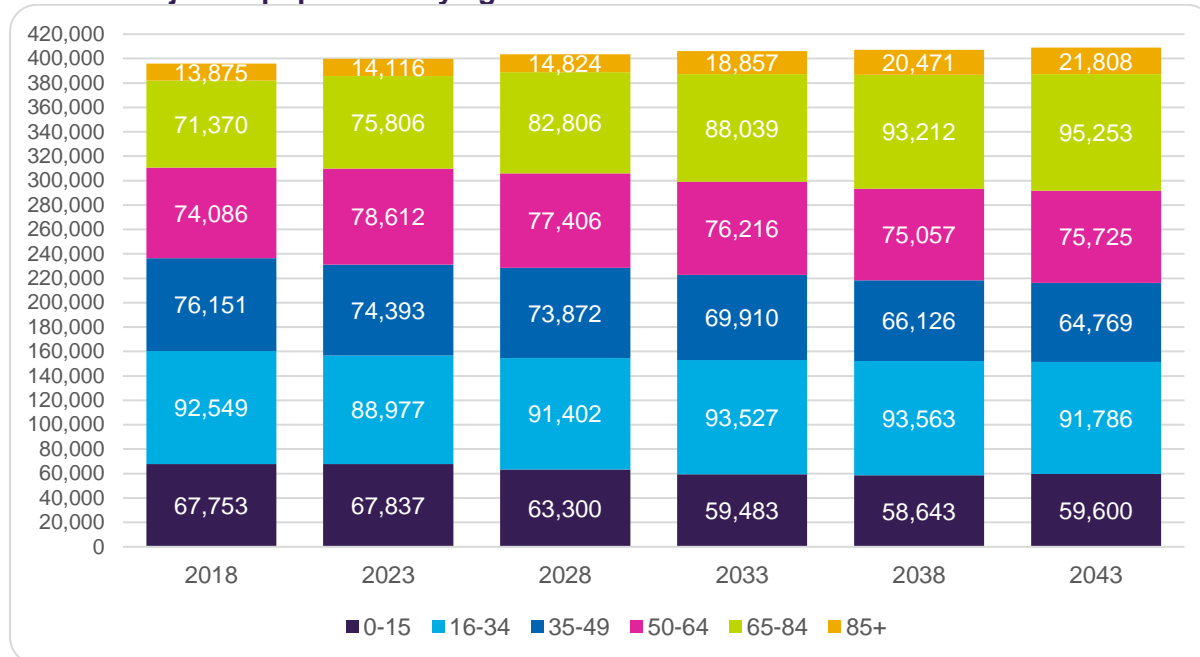


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3.2 Population

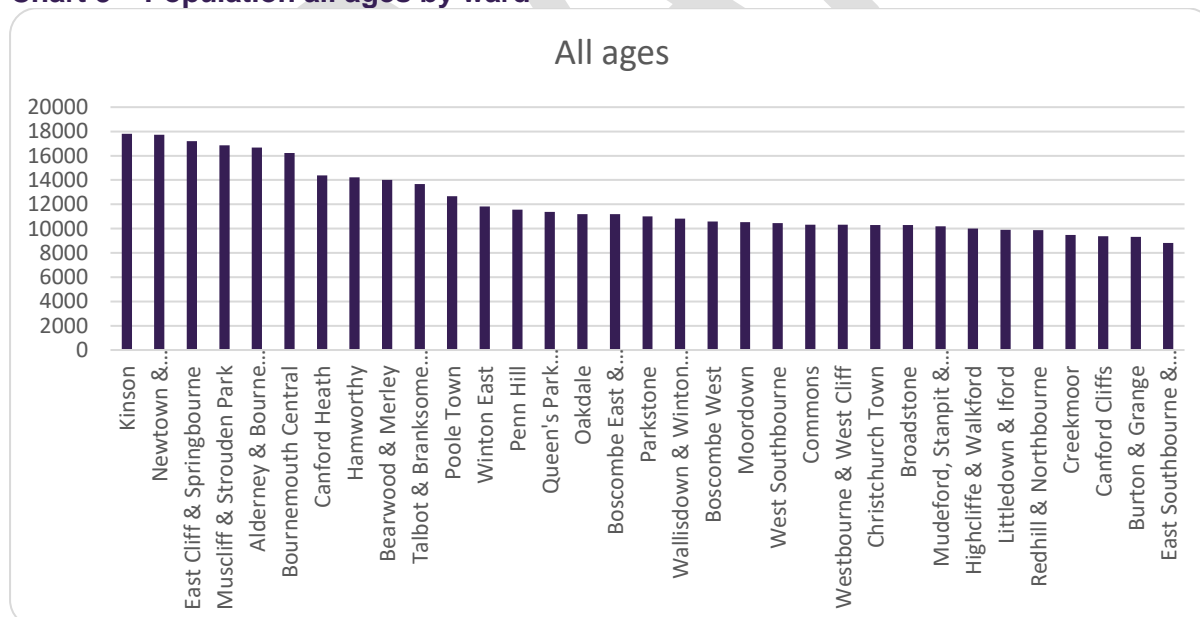
According to the mid-2022 population estimates there are 401,900 residents living in the authority. The area has grown by 5.1% over the last ten years with slower growth than the England average of 6.7%. The 2018-based population projections suggest that between 2018 and 2028 the population will grow by 2% which is slower than the national average. However, growth isn't even across the age groups over the ten-year period. This is illustrated in the chart below which shows the population change over the 25-year period of the projection. The projection illustrates the growth in older population and the reduction in numbers of children and those aged under 50.

Chart 2 Projected population by age band



3.2.1 Population

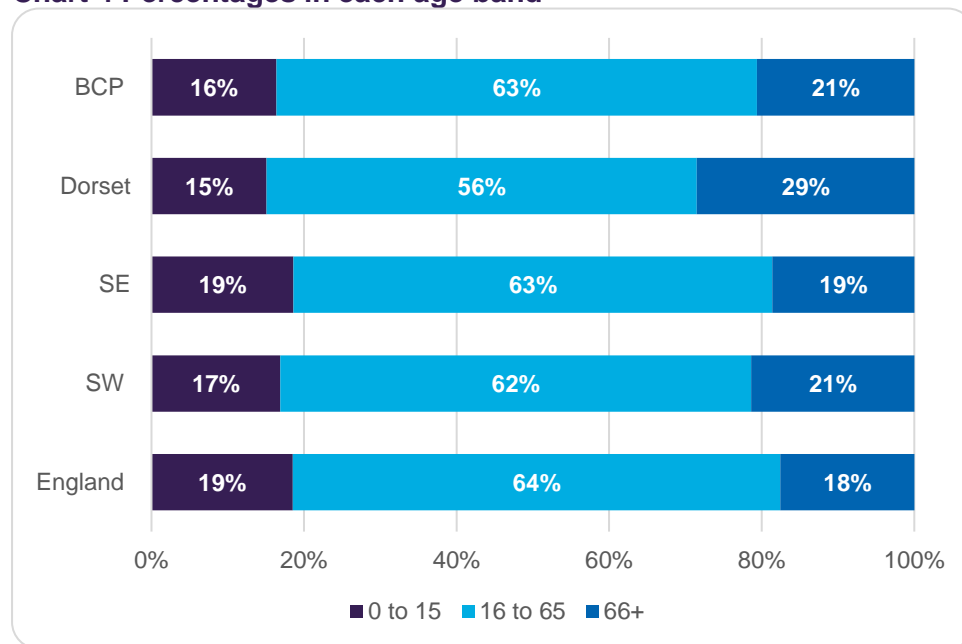
Chart 3 – Population all ages by ward



3.3 Age and Sex

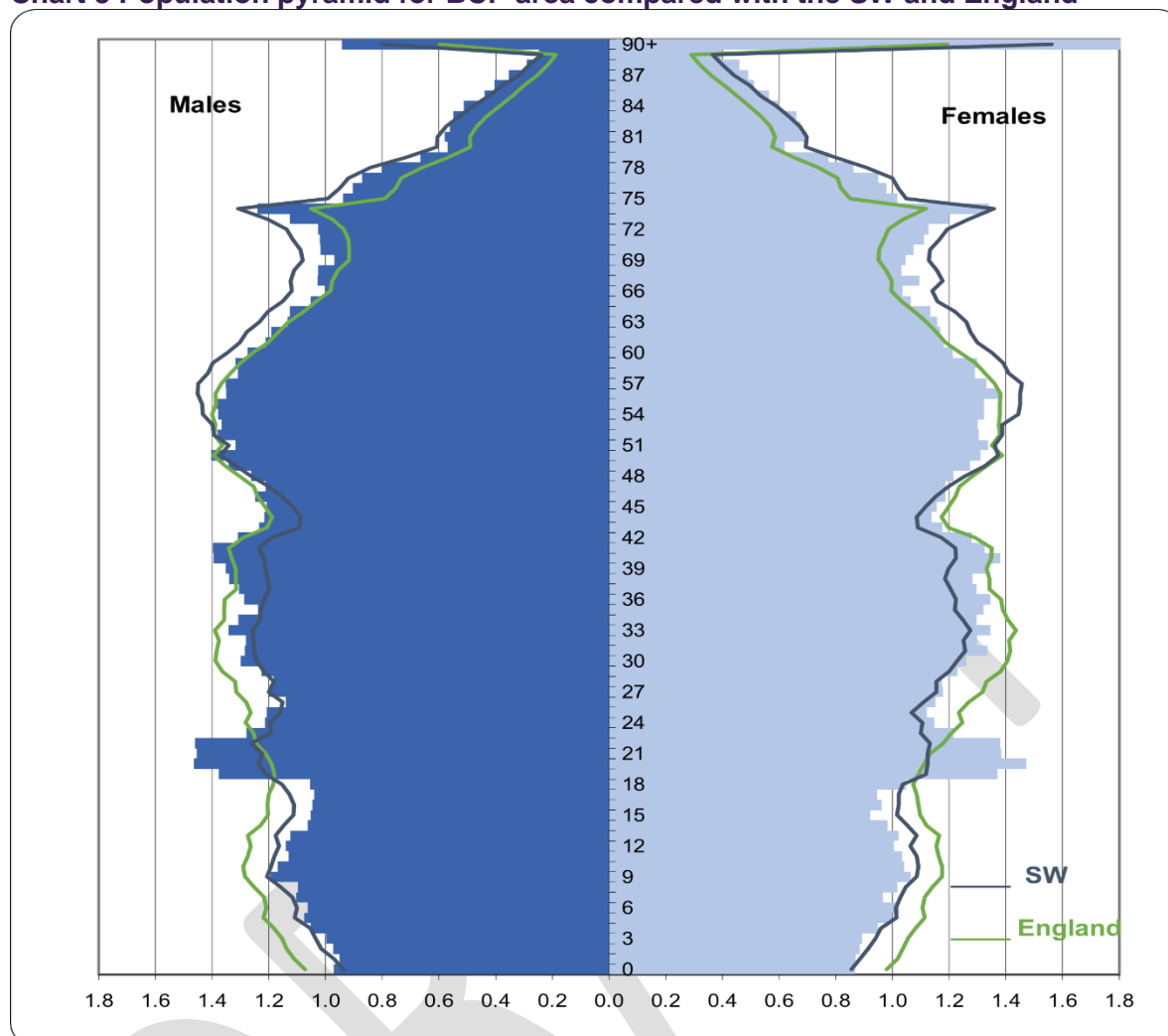
As Chart 4 shows the BCP area has a smaller proportion of 0–15-year-olds and a slightly larger percentage of over 65s compared to England.

Chart 4 Percentages in each age band



As the more detailed Chart 5 illustrates the proportion of younger people is smaller than both the South West and England but this picture is reversed for the university aged population where the BCP area has a significantly larger proportion of young people in this age cohort.

Chart 5 Population pyramid for BCP area compared with the SW and England



At ward level the variation is quite significant as the age-based ward charts illustrate. Chart 6 illustrates the variation between wards in terms of those aged 0-15 years. Bournemouth Central ward has less than 7% of its population in this age group while Moordown has over 21% with the whole BCP Council area with a figure of 16%. However, it is also important to look at the numbers of residents in each ward aged 15 and under as the picture may be different as the wards are all different sizes. The BCP Council area average is 1,979 and as chart 7 illustrates there are some wards well above or below the average. In general, the picture comparing the percentage, and the actual numbers is similar, although in numbers Canford Cliffs has the smallest number of 0-15-year-olds while Muscliff and Strouden Park ward has the largest number. It's also useful to note that while Moordown had the largest percentage of 0-15-year-olds although its 0-15 population is above the BCP council area average there are several wards with larger numbers in this age cohort.

3.3.1 Age

Chart 6 – Percentage of the population aged 15 and under

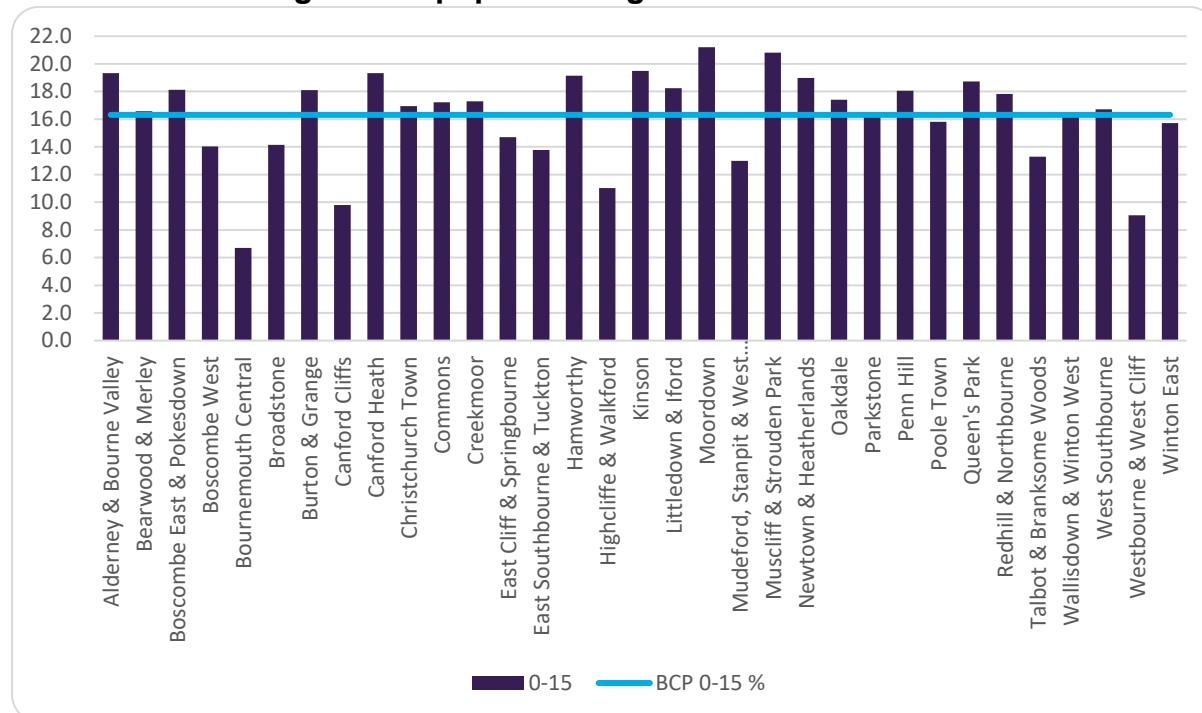


Chart 7 – Numbers of residents aged 15 and under

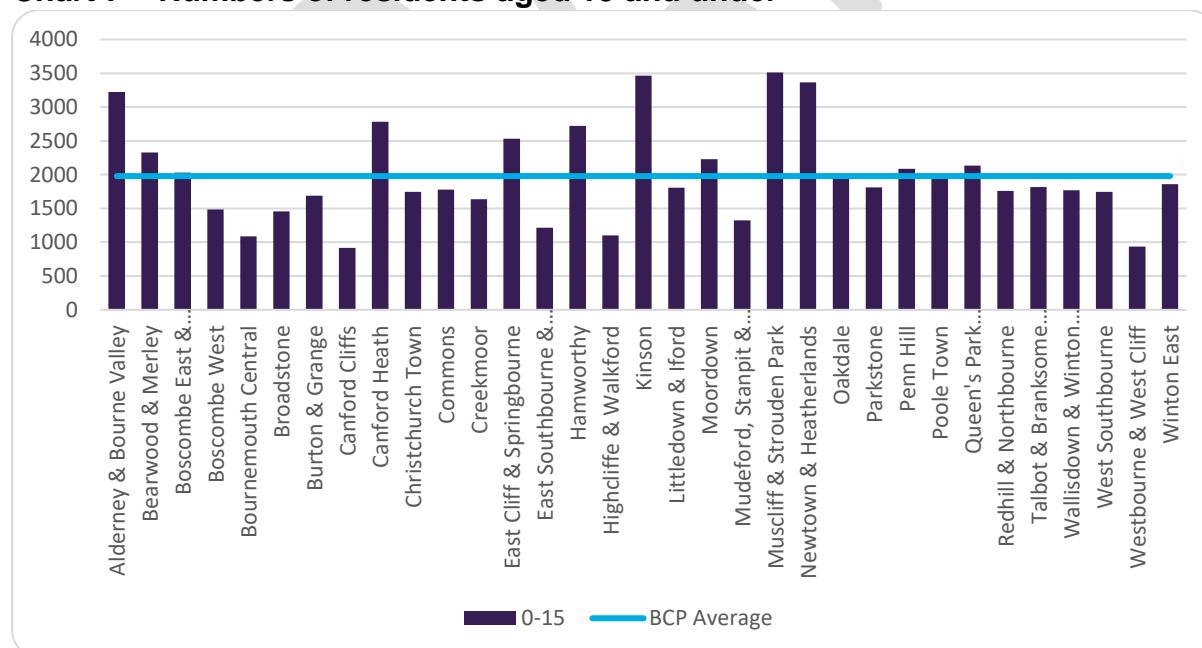


Chart 8 – Percentage of the population aged 16 to 64

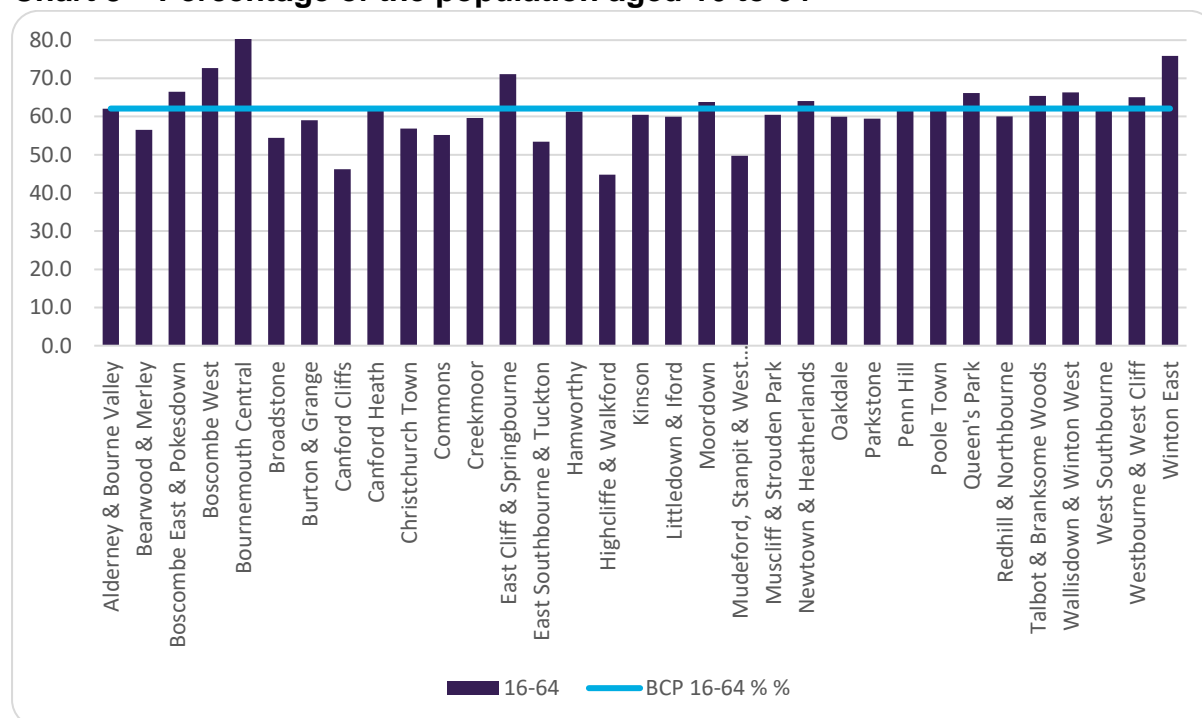


Chart 9 – Numbers of residents aged 16 to 64

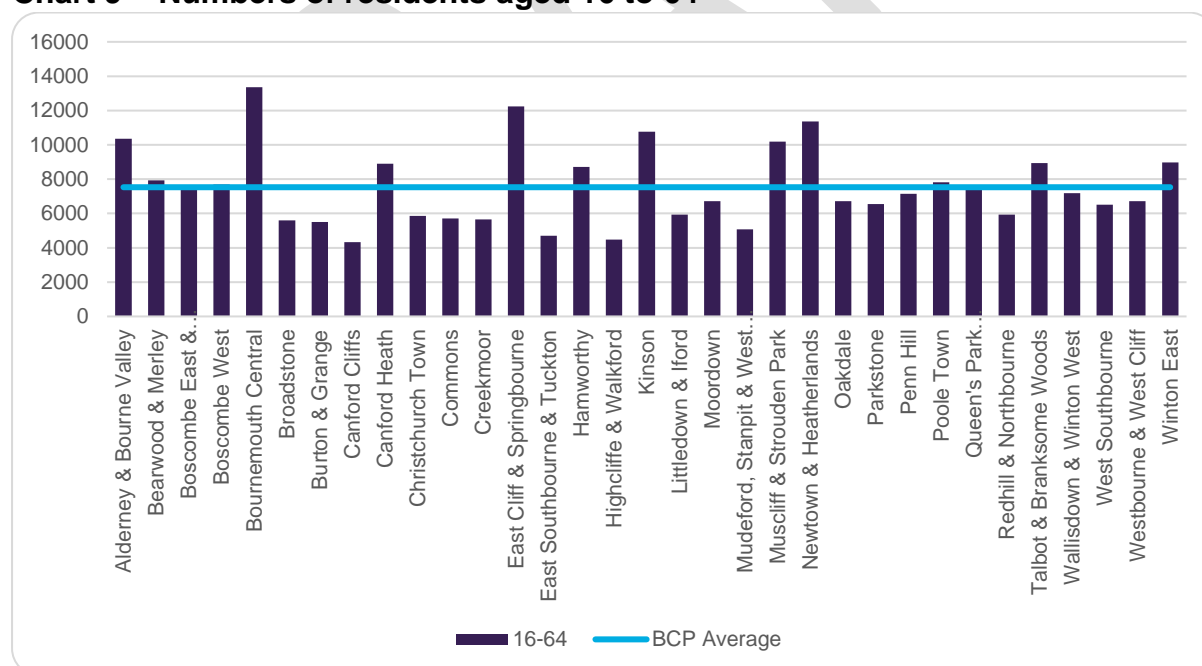


Chart 10 – Percentage of the population aged 65 and over

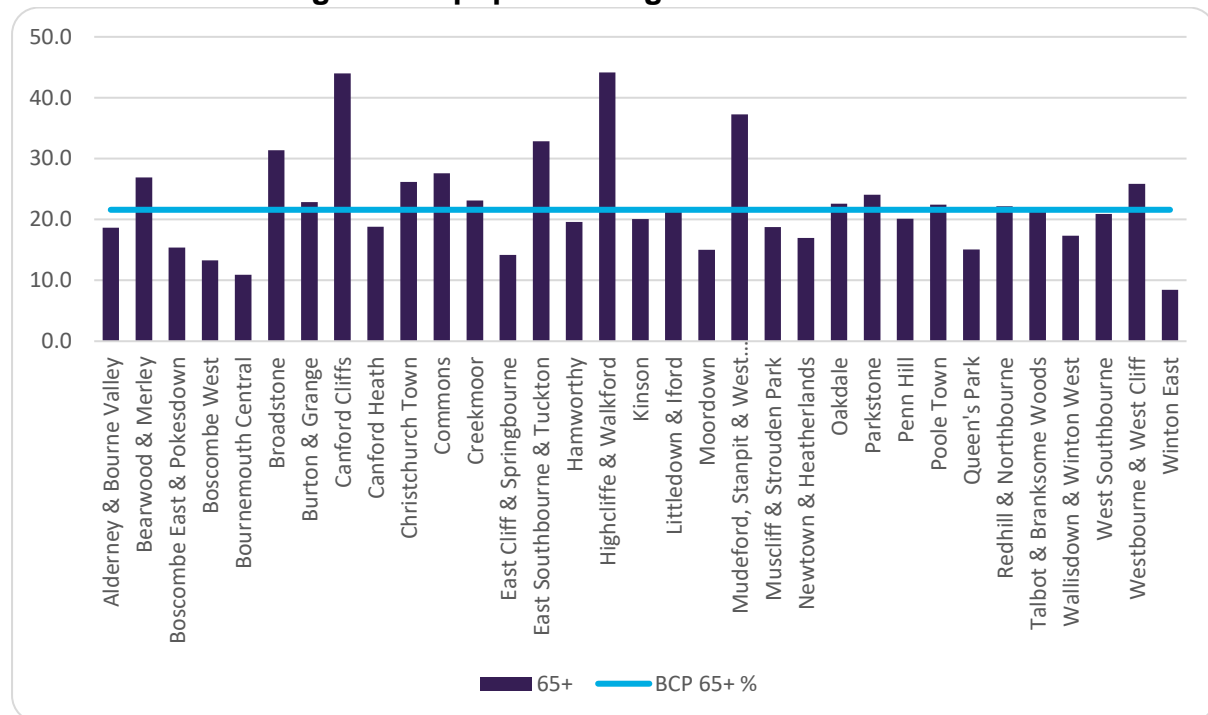
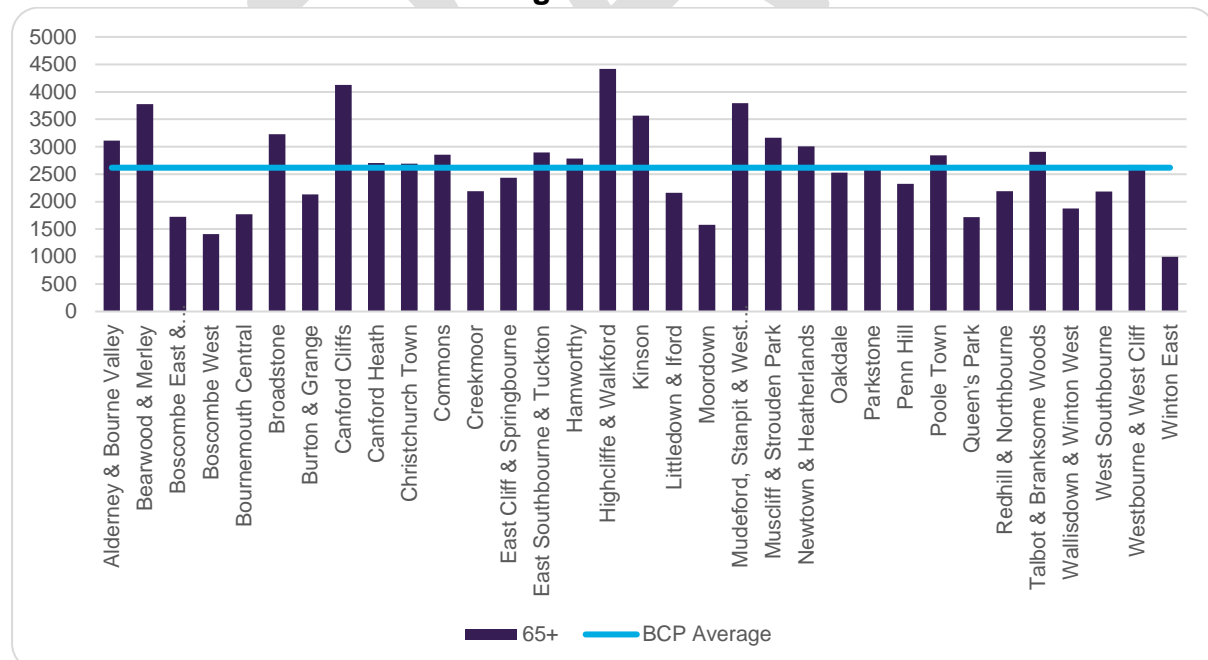
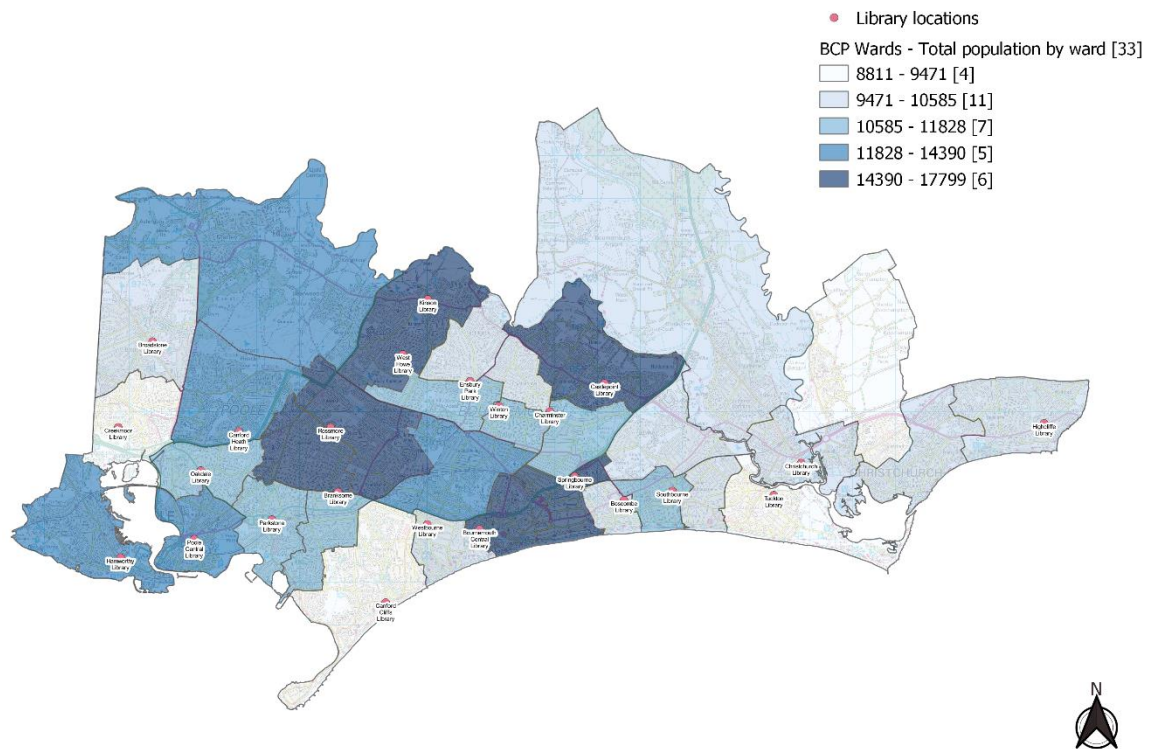


Chart 11 – Numbers of residents aged 65+

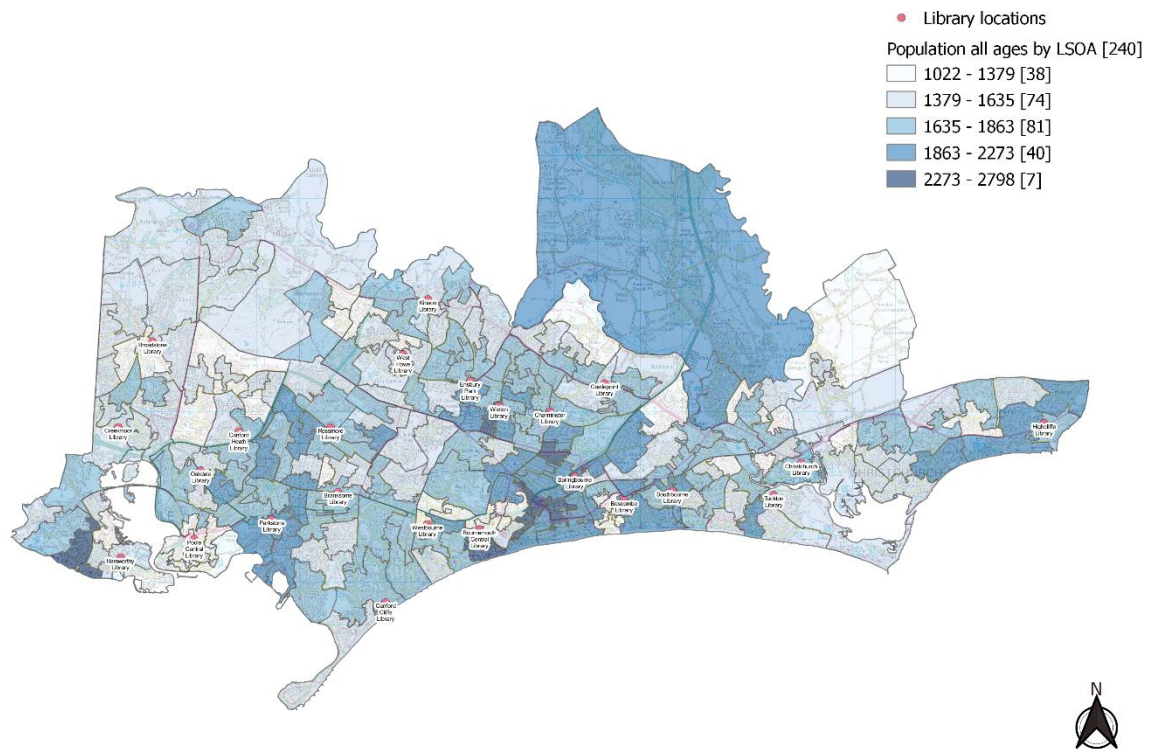


Map 2 Ward population with library locations



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Map 3 Population by LSOA and Library locations

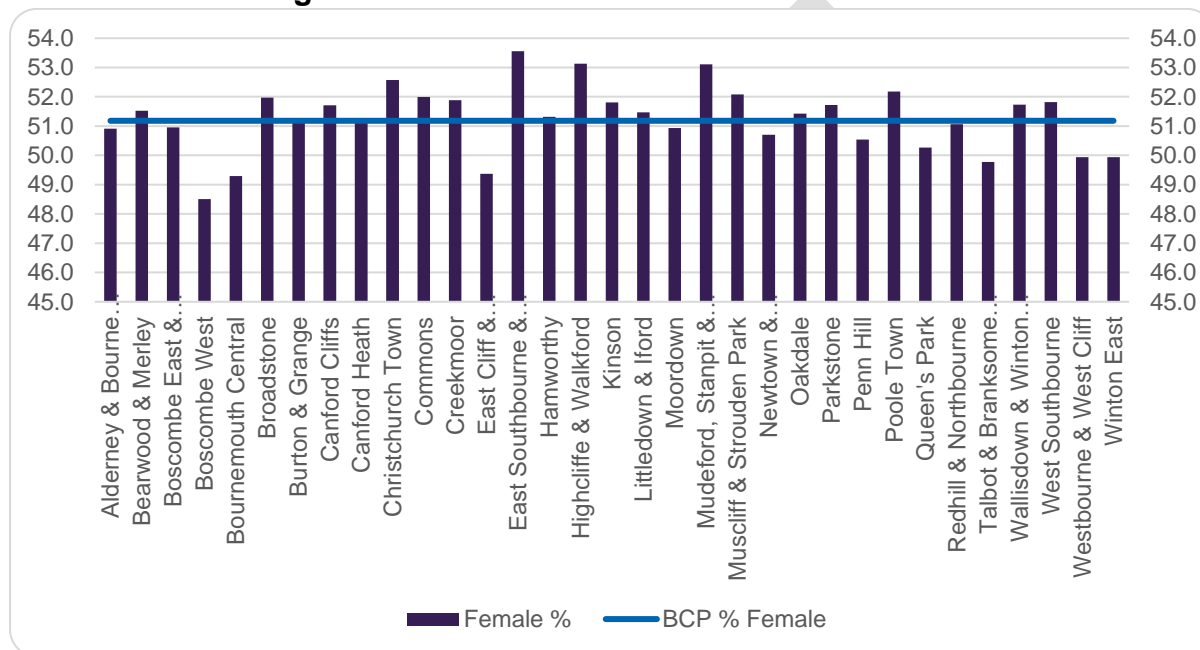


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3.3.2 Sex

Across BCP council area the split between males and females is 51.2% females compared with 48.8% males. Chart 12 shows the percentage of females in the wards with the line illustrating the figure for BCP Council area. While the wards with a younger profile tend to have a smaller percentage of females the reverse is true for those wards with an older age profile which have a slightly larger proportion of females.

Chart 12: Percentage of females



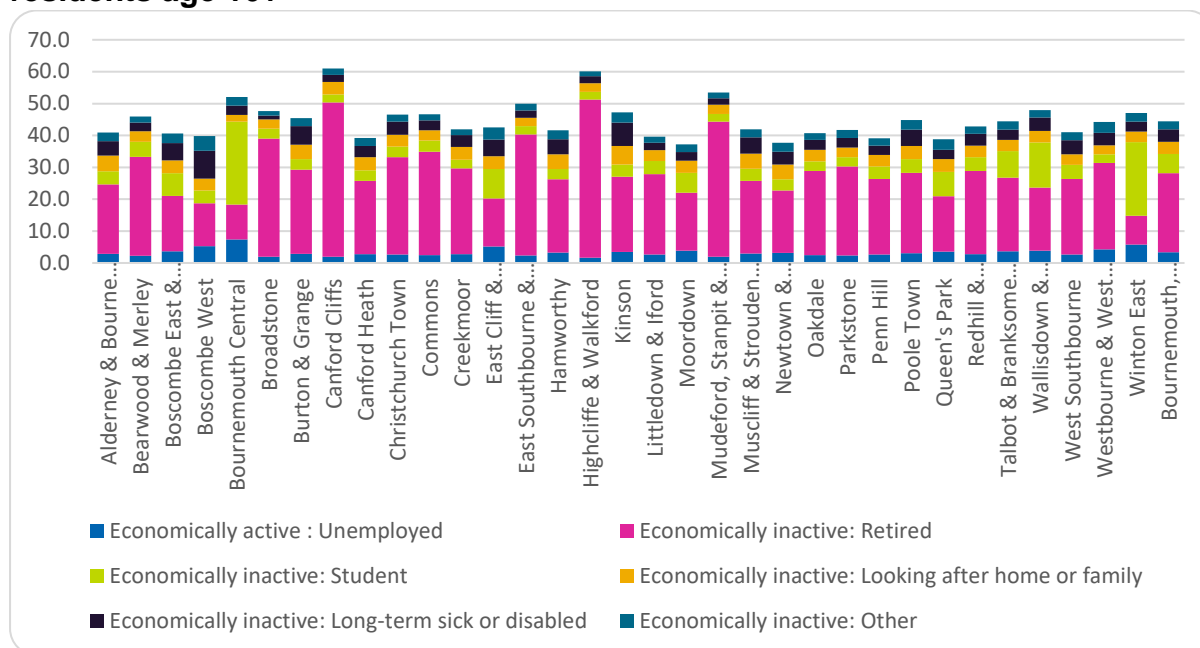
3.4 Economic Activity, Employment and Earnings

Across the BCP area nearly 59% of the population aged 16 and over are economically active (slightly lower than the England figure), of these over 94% are in work with the remainder actively seeking work. While the pattern of the economically active population is similar to England there are some differences in the economically inactive population, this is mainly due to the larger percentage of the economically inactive 16+ population who are retired. Over 60% of this group are retired compared with 55% in England. If the focus of the inactive population is restricted to the 16-64 population the BCP area still has a slightly higher percentage of retired residents, but the statistics also show the higher percentage of students which is linked to the three universities in the area.

Weekly earnings are lower than the figure for England. Just over a fifth of the working age population in BCP Council area are in receipt of benefits including both out of work and other benefits this is similar to the percentage for England.

3.4.1 Economic activity at ward level

Chart 13: Unemployed and economically inactive as a percentage of all residents age 16+



This chart illustrates the percentage of residents aged 16 and over who are either unemployed or economically inactive. The largest percentage are the retired population with the wards of Canford Cliffs, Highcliffe and Walkford and Mudeford, Stanpit and West Highcliffe with the largest percentages of retired. The largest percentage of students are in Bournemouth Central, Wallisdown and Winton West and Winton East.

3.5 Ethnicity (and equality and diversity measures)

The area has continued to change in terms of its ethnicity although it still has a smaller ethnic minority population than England.

Table 4

Ethnicity Changes 2011-2021, Census, ONS						
	BCP		England		BCP	England
	2011%	2021%	2011%	2021%	% Change 2011-21	% Change 2011-21
White British	88.4%	82.4%	79.8%	73.5%	-1.6%	-1.7%
White Minority	5.8%	9.0%	5.7%	7.5%	62.8%	41.3%
Mixed/multiple ethnic groups	1.7%	2.8%	2.3%	3.0%	67.8%	39.9%
Asian/Asian British	2.9%	3.4%	7.8%	9.6%	25.0%	31.0%
Black/African/Caribbean/Black British	0.6%	1.1%	3.5%	4.2%	78.8%	29.0%
Other ethnic group	0.6%	1.5%	1.0%	2.2%	168.8%	124.1%
Area total	100.0%	100.0%	100.0%	100.0%	5.6%	6.6%

The largest minority group in BCP are the 'white minority' group. This group includes Irish, Gypsy or Irish traveller and 'other white' of which 'other white' makes up the largest group (89%). Other white mainly includes residents from elsewhere in Europe. As the table above illustrates BCP area has a larger percentage of the 'white minority' population than England.

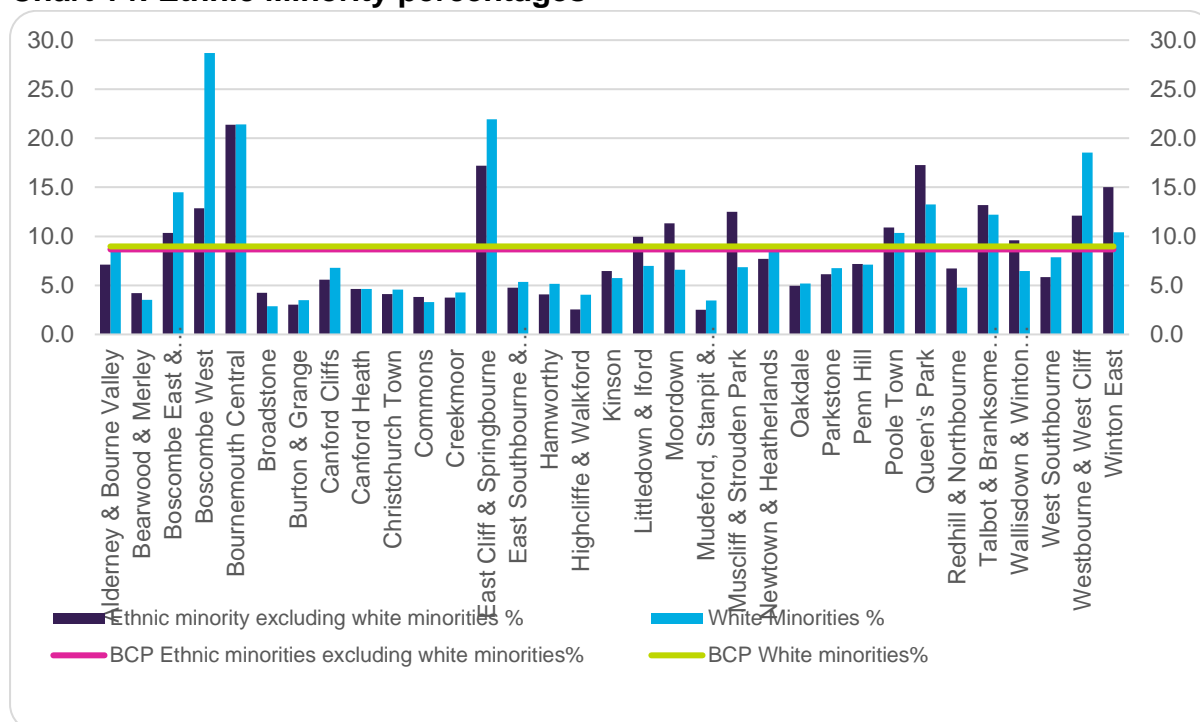
In terms of languages spoken after English the most popular are Polish, Portuguese, Romanian, Spanish and Hungarian.

More recent statistics on National Insurance registrations indicate that in the last two years to the end of 2023 the top three registrations in the BCP area were from those whose nationality are Indian, Nigerian and Ukrainian.

3.5.1 Ethnicity at ward level

Chart 14 illustrates the ethnic diversity of BCP Council area by ward. The area has become more ethnically diverse between 2011 and 2021 with 8.7% of the population describing included within the black and ethnic minorities (excluding white minorities) and a further 9% from white minorities. At ward level while some wards have below the local authority level of ethnic minorities other wards are much more diverse. This include Boscombe West, Bournemouth Central, East Cliff and Springbourne, Queen's Park, Talbot and Branksome Woods, Westbourne and West Cliff and Winton East. Boscombe West stands out on the chart due to the significant percentage of white minorities in this ward.

Chart 14: Ethnic Minority percentages



3.6 Deprivation

BCP council is the 137th most deprived authority in England out of 316 and has an estimated 8,600 children living in low-income households. It is necessary to look below local authority level as there are areas of deprivation and child poverty in certain areas of the authority.

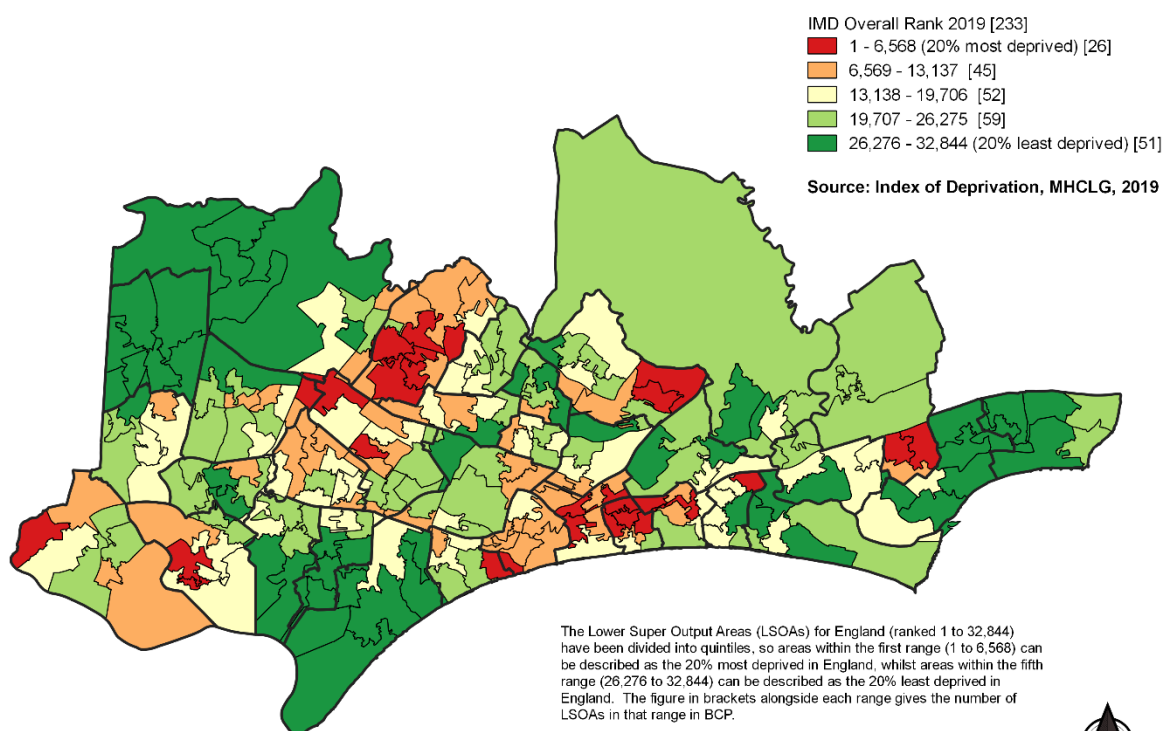
What this means for the library service – Particular consideration needs to be made in the most deprived areas of BCP Council area however even in the more affluent areas there is still likely to be hidden poverty exacerbated by Covid and the cost-of-living crisis.

3.6.1 Deprivation by LSOA

The Index of Multiple Deprivation (IMD) that was last updated in 2019 is the most widely used measure of deprivation. The IMD combines indicators across the following domains:

- Income
- Employment
- Health deprivation and disability
- Education, skills and training
- Barriers to housing and services
- Living Environment
- Crime

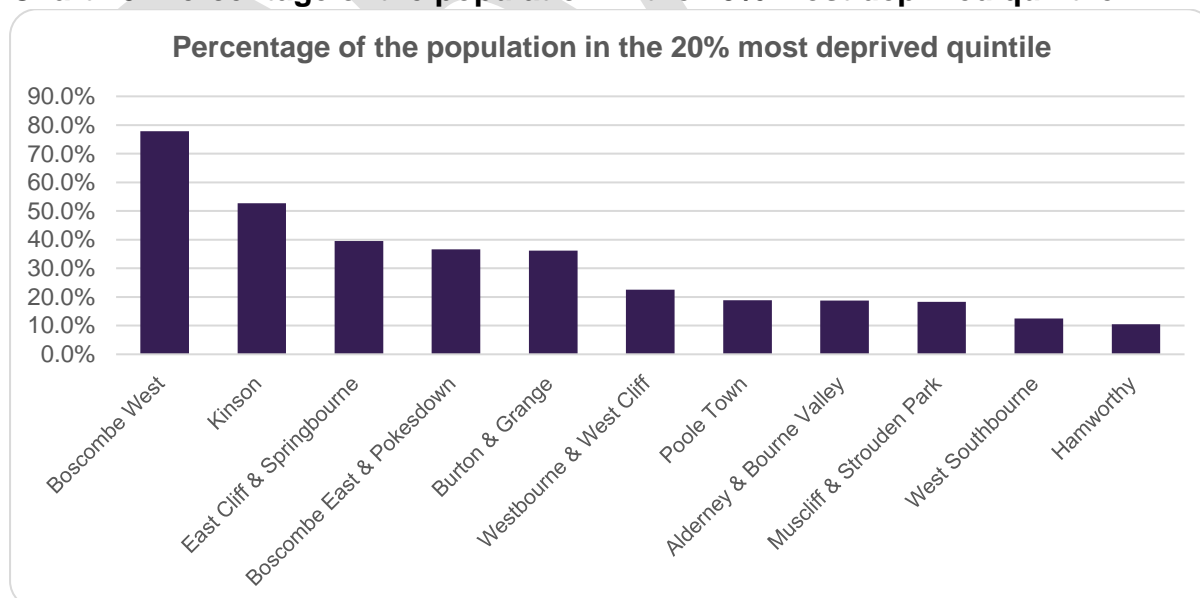
Map 4 Index of Multiple Deprivation



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There are 26 Lower layer super output areas (LSOAs) in the 20% most deprived in England. These cover the wards illustrated in chart 15

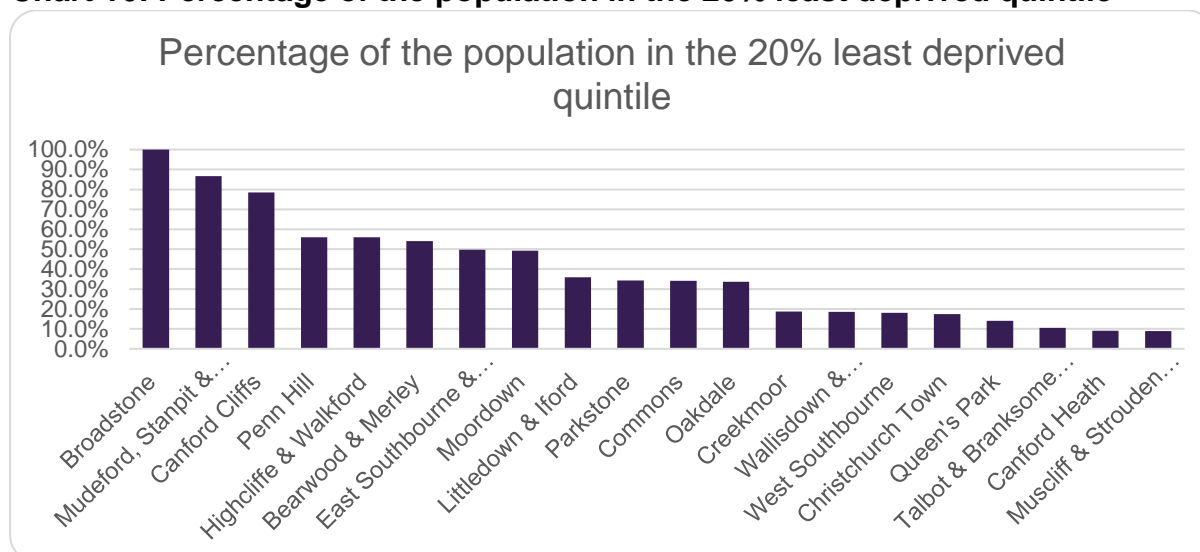
Chart 15: Percentage of the population in the 20% most deprived quintile



As the chart illustrates eleven of the thirty-three wards have areas considered to be the most deprived 20% in England. There are far more wards with percentage in the

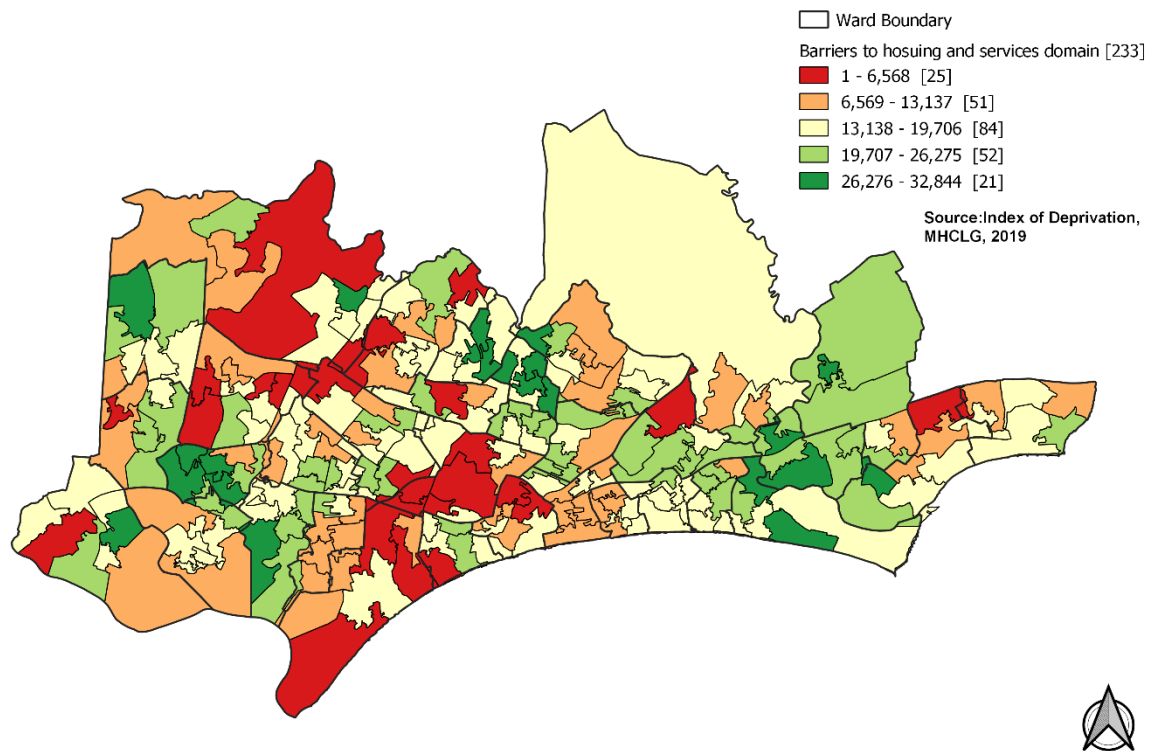
least deprived 20% quintile. While Boscombe West has around 80% of its population in the most deprived 20%, in Broadstone ward all of the population are considered to be living in the least deprived quintile in England.

Chart 16: Percentage of the population in the 20% least deprived quintile



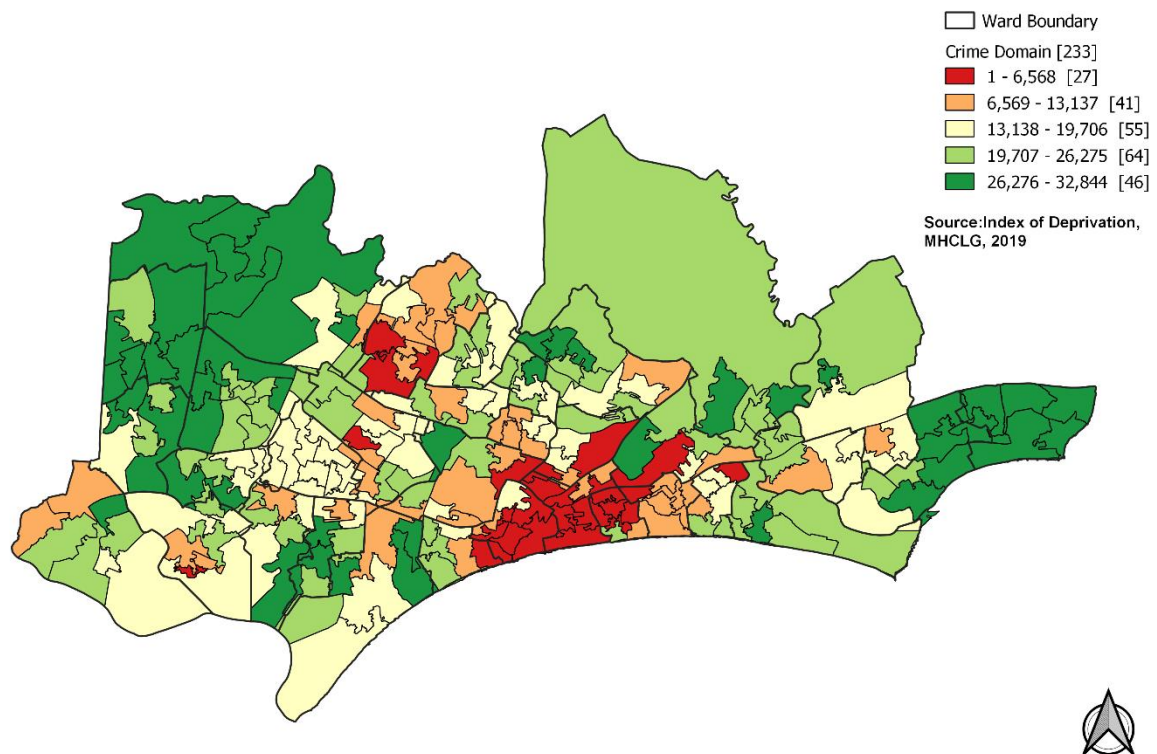
The drivers of deprivation vary by area. For many of the areas that are considered most deprived they are among the 20% most deprived in number of different domains. While for some domains the pattern is different for example the barriers to housing and services covers measures such as distance to facilities such as schools and supermarkets, household overcrowding, homelessness and housing affordability and covers a number of areas not highlighted as deprived in other domains such as areas with higher house prices or those areas with more isolated in terms of facilities. The crime domain included town centre areas in the most deprived quintile where the night time economy was more of an influence.

Map 5 Barriers to housing and services



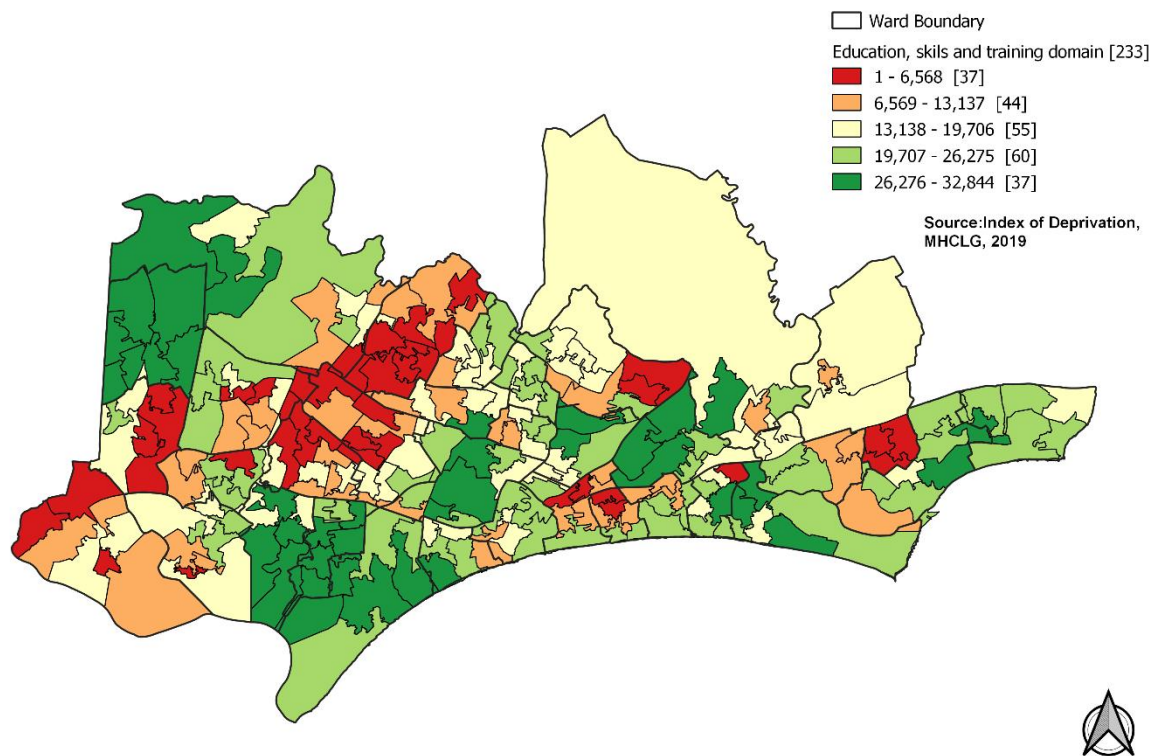
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Map 6 Crime Domain



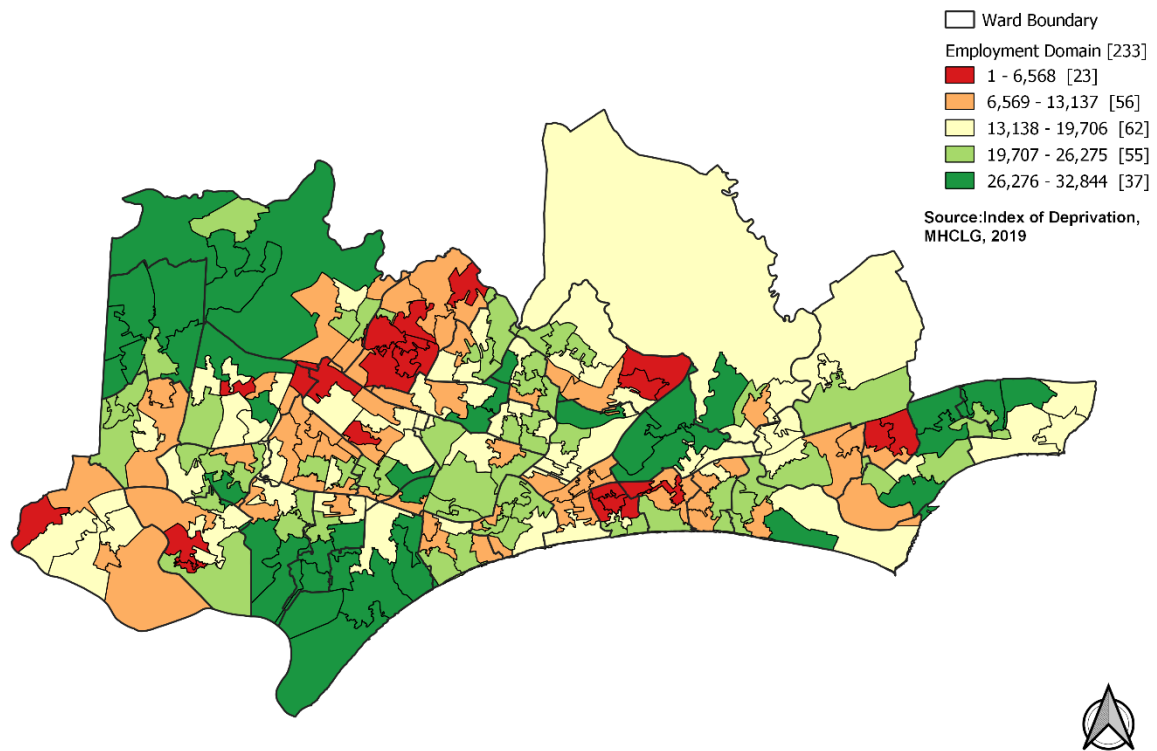
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Map 7 Education, skills and training



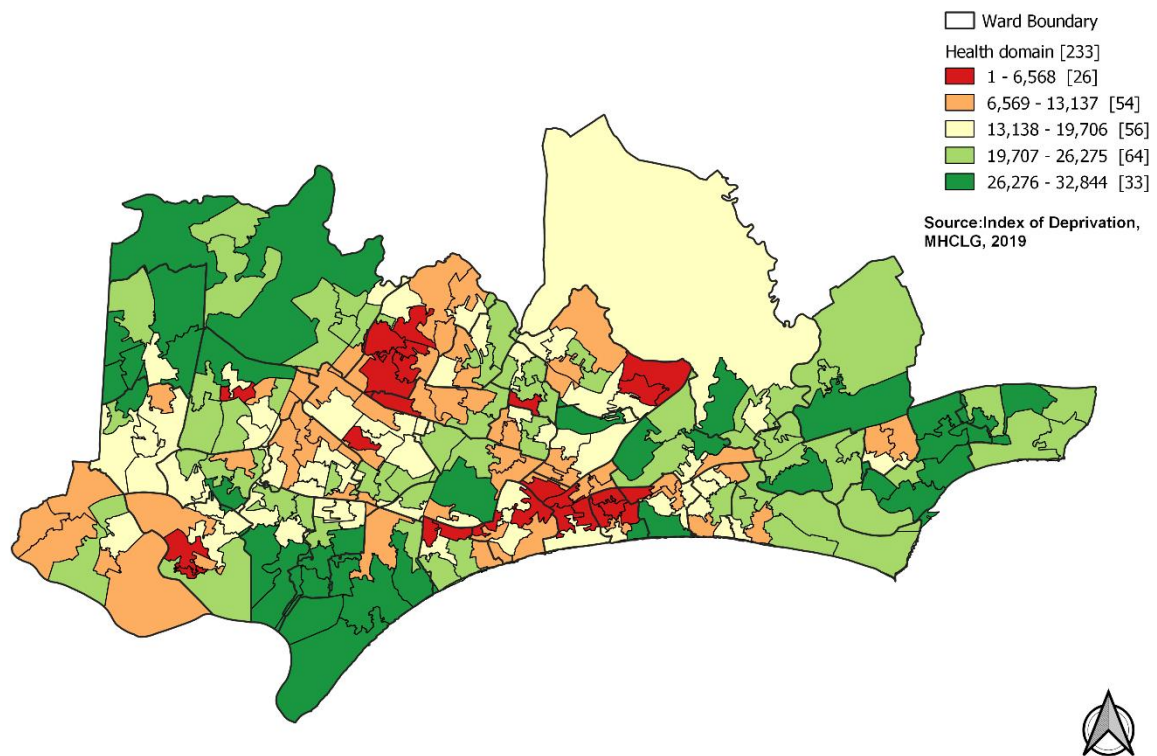
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Map 8 Employment Domain

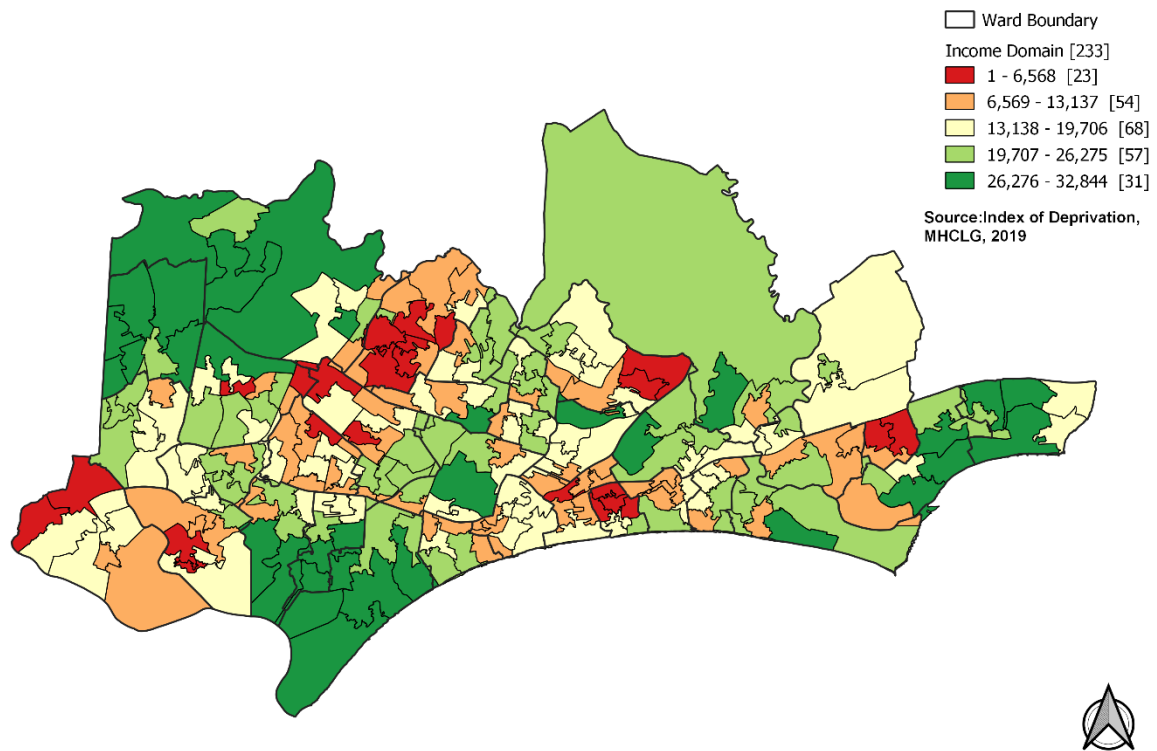


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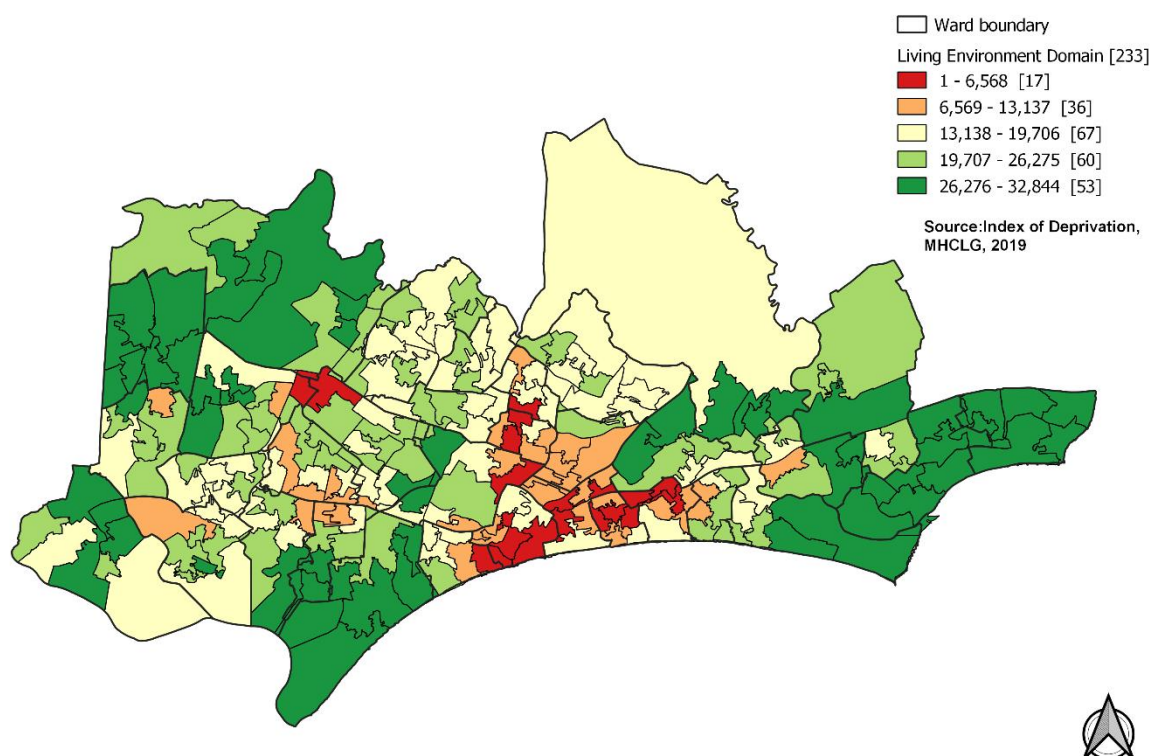
Map 9 Health Domain



Map 10 Income Domain



Map 11 Living Environment



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Table 5

Domain	Wards with LSOAs in most deprived quintile	Number of LSOAs	Number of wards	Population MYE 2022
IMD	Hamworthy, Poole Town, Westbourne and West Cliff, Bournemouth Central, East Cliff and Springbourne, Boscombe West, Boscombe East and Pokesdown, West Southbourne, Burton and Grange, Muscliff and Strouden Park, Kinson, Alderney and Bourne Valley, Canford Heath	26	13	
Income	Boscombe West, East Cliff and Springbourne, Burton and Grange, Muscliff & Strouden Park, Kinson, Alderney and Bourne Valley, Newtown and Heatherlands, Canford Heath, Hamworthy, Poole Town	23	10	
Employment	Boscombe West, Boscombe East and Pokesdown, Burton and Grange, Muscliff and Strouden Park, Kinson, Alderney and Bourne Valley, Canford Heath, Hamworthy, Poole Town	23	9	
Health deprivation and disability	Boscombe West, East Cliff and Springbourne, Boscombe East and Pokesdown, Bournemouth Central, Westbourne and West Cliff, Poole Town, Canford Heath, Alderney and Bourne Valley, Kinson, Winton East, Muscliff and Strouden Park	26	11	

Education, skills and training	Hamworthy, Creekmoor, Poole Town, Oakdale, Canford Heath, Newtown and Heatherlands, Alderney and Bourne Valley, Bearwood and Merley, Kinson, Muscliff and Strouden Park, Burton and Grange, West Southbourne, Boscombe West, East Cliff and Springbourne	37	14	
Barriers to housing and services	Mudford, Stanpit and West Highcliffe, Littledown and Iford, Kinson, Bearwood and Merley, Wallisdown and Winton West, Alderney and Bourne Valley, Canford Heath, Creekmoor, Hamworthy, Canford Cliffs, Westbourne and West Cliff, Bournemouth Central, Talbot and Branksome Woods	25	13	
Living Environment	Westbourne and West Cliff, Bournemouth Central, East Cliff and Springbourne, Boscombe West, Boscombe East and Pokesdown, Talbot and Branksome Woods, Winton East, Moordown, Alderney and Bourne Valley, Canford Heath	17	10	
Crime	Poole Town, Alderney and Bourne Valley, Kinson, Talbot and Branksome Woods, Queen's Park, Westbourne and West Cliff, Bournemouth Central, East Cliff & Springbourne, Boscombe West, Boscombe East and Pokesdown, West Southbourne, Littledown and Iford,	27	12	

3.7 Business

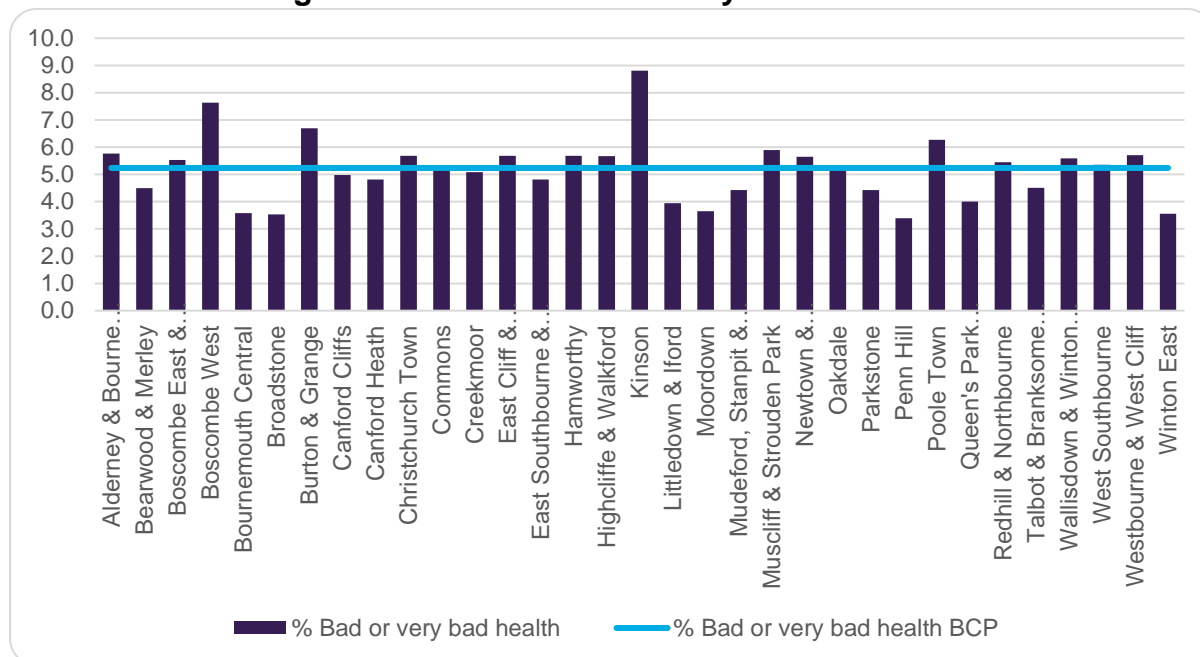
There are around 15,400 businesses in the BCP Council area. Around 89% of these are classified as micro businesses meaning they employ less than 10 staff. In contrast 0.4% are classified as large and employ 250 or more staff.

3.8 Health and Care

The same proportion of residents are in poor health in BCP as in England as a whole (5.2%). Life expectancy is slightly better for both males and females than across England. However, there are areas within BCP council area with significantly worse life expectancy.

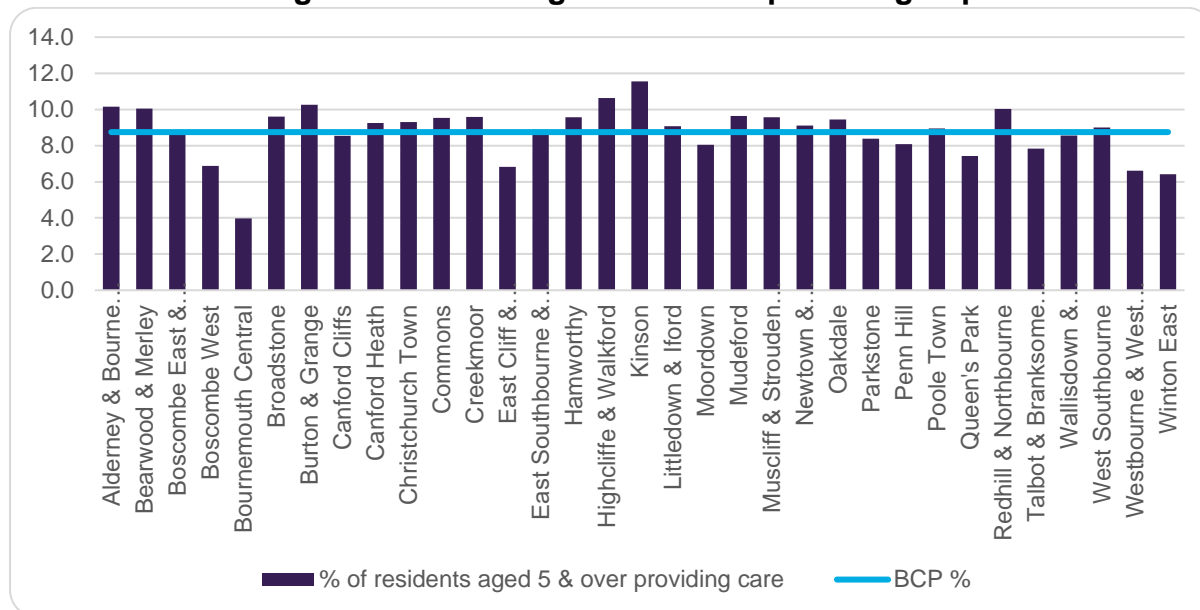
3.8.1 Health at ward level

Chart 17: Percentage of residents in bad or very bad health



The 2021 Census asked residents to rate their health from very good to very bad. Overall, across BCP area 5.2% of residents considered their health to be bad or very bad. There are a number of wards where the percentage of residents in bad or very bad health is higher than the average (15 wards). Boscombe West, Burton and Grange, Kinson and Poole Town have a percentage significantly higher than the average. This is not necessarily linked to the age profile of the ward with Boscombe West and Burton and Grange with a smaller percentage of pensioners than the BCP average. Conversely some of the areas with the larger percentages of pensioners such as Broadstone and Mudeford, Stanpit and West Highcliffe had a lower percentage of residents in poor health.

Chart 18: Percentage of residents aged 5 or more providing unpaid care



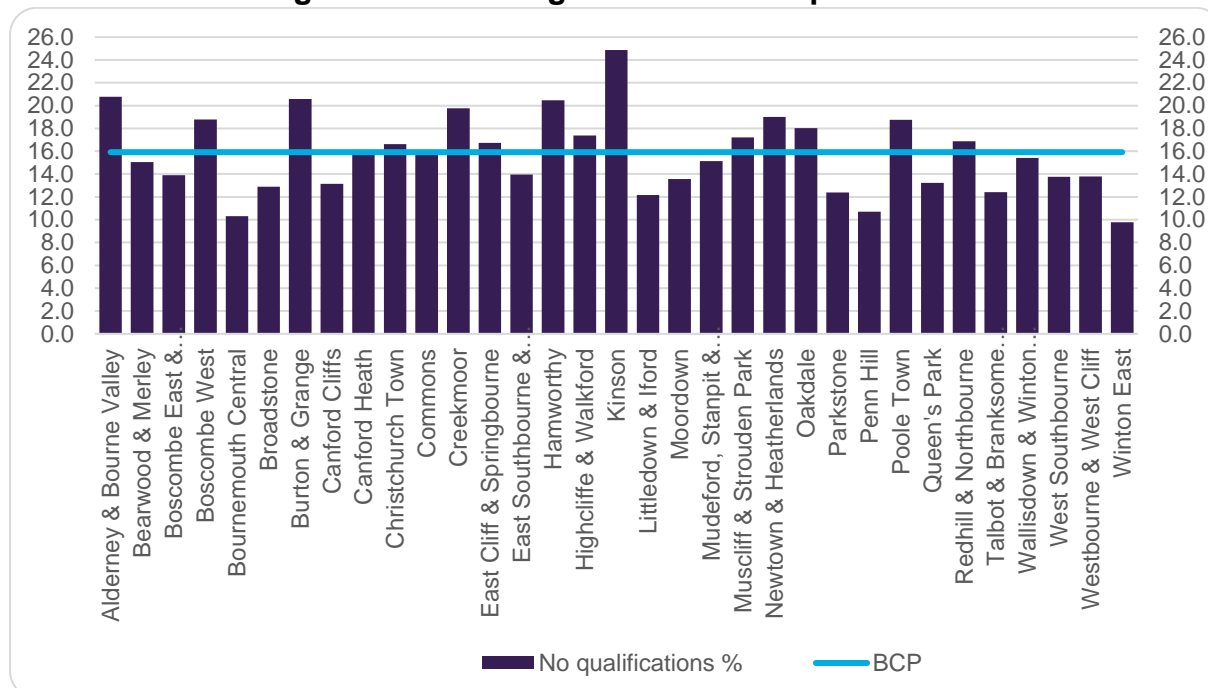
3.9 Education

Educational attainment for all key stages is above the national average.

3.9.1 Education and qualifications at ward level

Across the BCP Council area there are just under 16% of those aged 16 and over without any qualifications. However, as the chart below illustrates (with the blue line showing the BCP council area percentage), there are a number of wards with larger numbers of residents without any qualifications. Kinson ward has the largest proportion of those aged 16 and over without any qualifications.

Chart 19: Percentage of residents aged 16+ without qualifications



3.10 Implications for the library service

Libraries are designed to be available for everyone. In BCP this includes not just residents but visitors, short-term residents and those who live elsewhere but work in the area. Libraries are particularly important for young people and the older generation. For pre-school and school age pupils they provide research materials, reading events and holiday and after school reading activities. For older people they can help avoid social isolation and provide digital support and signposting for local information. They can also provide support for those job hunting and looking for help with benefits by acting as a signposting hub. In the cost-of-living crisis the library is an important internet access point providing a place to work and study particularly for those without access to broadband or computers. The role of the libraries was highlighted during the 2021 Census when libraries were hubs where residents could get support to fill in their census forms online.

The age profile across the BCP area varies significantly. Certain wards including Alderney and Bourne Valley, Kinson, Muscliff and Strouden Park and Newtown and Heatherlands have a higher proportion of 0–15-year-olds as well as larger numbers of this age group. Winton East and Bournemouth Central have high numbers of university students while many of the coastal wards in the east of the authority have higher percentages of retired residents with Canford Cliffs in the west and Broadstone in the north also having higher percentages.

The table below uses data on registered library users to illustrate the libraries mainly used by the residents of each ward. Therefore, it's possible to make the link between the characteristics of the ward residents and the library they use. For example, Rossmore is the most popular library used in the Alderney and Bourne

Valley ward which has the highest proportion of 0-15-year-olds. Kinson ward has two libraries, Kinson and West Howe and has a high proportion of young people.

Table 6

Ward name	Library in this ward	Most popular library used	Second most popular library used	Third most popular library used
Alderney & Bourne Valley	Rossmore	Rossmore	Bournemouth	Westbourne
Bearwood & Merley		Kinson	Bournemouth	Broadstone
Boscombe East & Pokesdown	Southbourne	Southbourne	Boscombe	Bournemouth
Boscombe West	Boscombe	Boscombe	Bournemouth	Southbourne
Bournemouth Central	Bournemouth	Bournemouth	Castlepoint	Westbourne
Broadstone	Broadstone	Broadstone	Poole	Bournemouth
Burton & Grange		Christchurch	Tuckton	Bournemouth
Canford Cliffs	Canford Cliffs	Westbourne	Canford Cliffs	Bournemouth
Canford Heath	Canford Heath	Canford Heath	Broadstone	Poole
Christchurch Town	Christchurch	Christchurch	Tuckton	Bournemouth
Commons		Christchurch	Tuckton	Bournemouth
Creekmoor	Creekmoor	Creekmoor	Broadstone	Poole
East Cliff & Springbourne	Springbourne	Bournemouth	Boscombe	Springbourne
East Southbourne & Tuckton	Tuckton	Tuckton	Southbourne	Christchurch
Hamworthy	Hamworthy	Hamworthy	Poole	Bournemouth
Highcliffe & Walkford	Highcliffe	Highcliffe	Christchurch	Bournemouth
Kinson	Kinson & West Howe	Kinson	West Howe	Bournemouth
Littledown & Iford		Southbourne	Castlepoint	Boscombe
Moordown		Winton	Charminster	Castlepoint
Mudeford, Stanpit & West Highcliffe		Christchurch	Highcliffe	Bournemouth
Muscliff & Strouden Park	Castlepoint	Castlepoint	Charminster	Bournemouth
Newtown & Heatherlands	Branksome and Rossmore is just over the boundary of this ward	Rossmore	Branksome	Bournemouth
Oakdale	Oakdale	Oakdale	Poole	Canford Heath
Parkstone	Parkstone	Parkstone	Poole	Bournemouth
Penn Hill	Branksome library is just over the boundary of this ward	Poole	Bournemouth	Westbourne
Poole Town	Poole	Poole	Oakdale	Bournemouth or Hamworthy
Queen's Park	Charminster	Charminster	Castlepoint	Bournemouth
Redhill & Northbourne	Ensburry Park	Kinson	Ensburry Park	Winton
Talbot & Branksome Woods		Bournemouth	Westbourne	Winton
Wallisdown & Winton West	Ensburry Park is just over the boundary of this ward	Winton	Kinson	Ensburry Park
West Southbourne		Southbourne	Tuckton	Bournemouth
Westbourne & West Cliff	Westbourne	Bournemouth	Westbourne	Boscombe
Winton East	Winton	Winton	Charminster	Bournemouth

BCP has become more ethnically diverse over time and certain wards have higher minority populations as well as populations for whom English is a second language.

The wards of Boscombe West, Bournemouth Central and East Cliff and Springbourne have larger proportions of ethnic minority population. These include black minorities as well as white minority populations. The white minority populations mainly comprise those who have moved to the UK from countries such as Poland when they joined the EU. The libraries used by residents in these wards are mainly Boscombe Library in Boscombe West ward, Bournemouth Library in Bournemouth Central ward and Springbourne library in East Cliff and Springbourne ward. The second and third most popular libraries are also highlighted in the table above.

There are several pockets of deprivation across the authority but the five wards with the largest populations living in the 20% most deprived areas are Boscombe West, Kinson, East Cliff and Springbourne, Boscombe East and Pokesdown and Burton and Grange ward. Boscombe West, Kinson and Burton and Grange also have a larger proportion of residents living in poor health.

While young people and older residents are more likely to use libraries certain populations are less likely to use libraries even though the libraries have facilities that could potentially benefit them. Mosaic data on library users for example suggests some less affluent groups are also less likely to use a library. This is highlighted in chart 20 where Mosaic data has been linked to current library users and compared with BCP Council area population. Some of the less affluent group such as 'Family Basics' who are described by Experian's Mosaic as 'families with limited resources who budget to make ends meet' are less likely to be library users. The chart on the right in Chart 20 shows groups more likely to use libraries have a score of 100 or more while those that are under-represented and therefore less likely to use libraries will have a score of less than 100.

Chart 20 Library use by Mosaic type (April 2023 to January 2024)

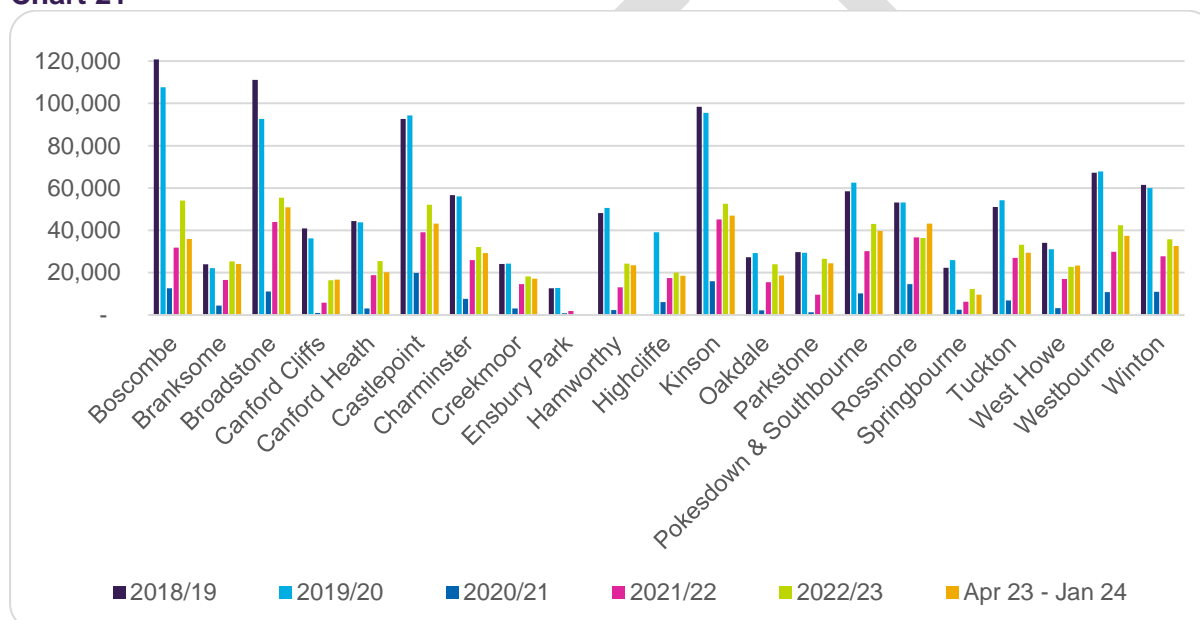


4 Analysis of library usage

This section looks at library usage across BCP as a whole and by individual branch. The combination of extracting data from different systems and the impact of the pandemic creates some difficulties in analysing the data so please note any caveats with the data. The data also shows the impact the pandemic had on library use with libraries closed completely for periods during the early lockdown. Please note a separate chart is provided for the three main libraries Bournemouth, Christchurch and Poole as these tend to operate as Customer Hubs or have more facilities, which bring higher usage than the other branch libraries.

4.1 Library visits by branch

Chart 21



*Boscombe library closed due to building fault December 2023

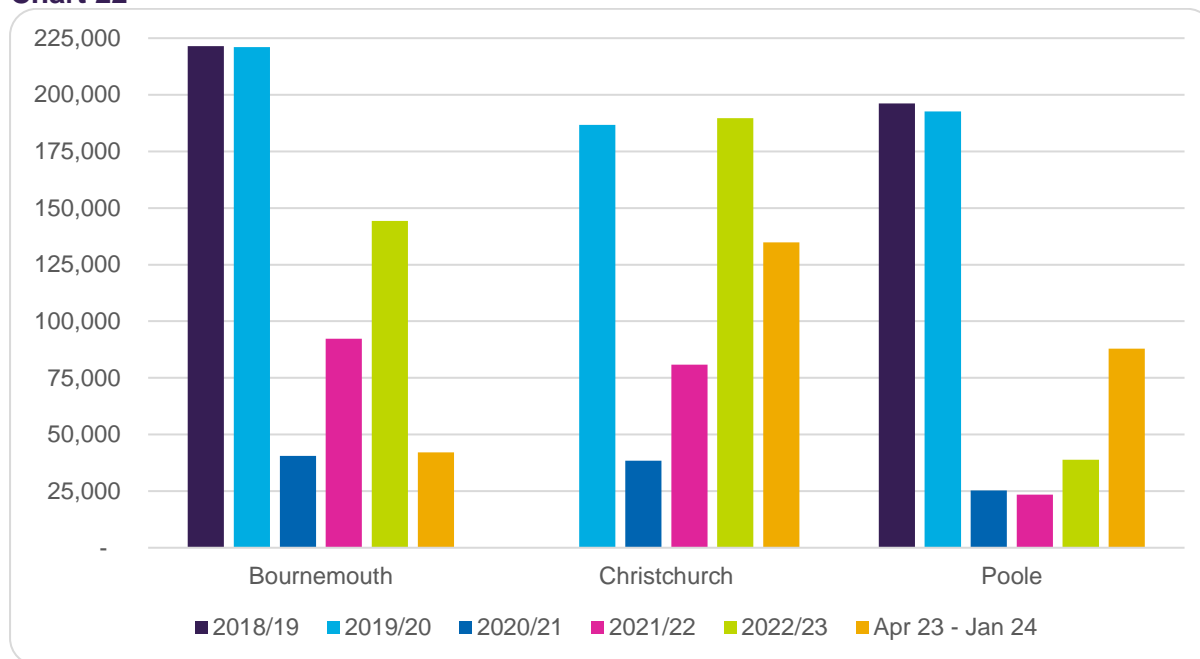
*Charminster library has intermittent counter fault in 2023

*Ensburry Park library has no working counter from September 2021 onwards

*Springbourne library was closed for building work in November and December 2023

Both charts reveal the impact of the pandemic when libraries had to remain closed for a significant period. However, allowing for the subsequent closures and issues with people counters the general trends reveal that post pandemic most libraries in BCP are not experiencing pre-pandemic numbers of visits.

Chart 22



*Counter not working from July 2023 for Bournemouth library

* Poole library closed for refurbishment November 2021 to October 2022

4.2 Library loans

The statistics on physical issues reveal similar picture to the visits data with issue numbers generally down on pre-pandemic figures. The 2020/21 figures cover the pandemic period with figures in 2021/22 still low as people adjusted to post-pandemic life.

Chart 23

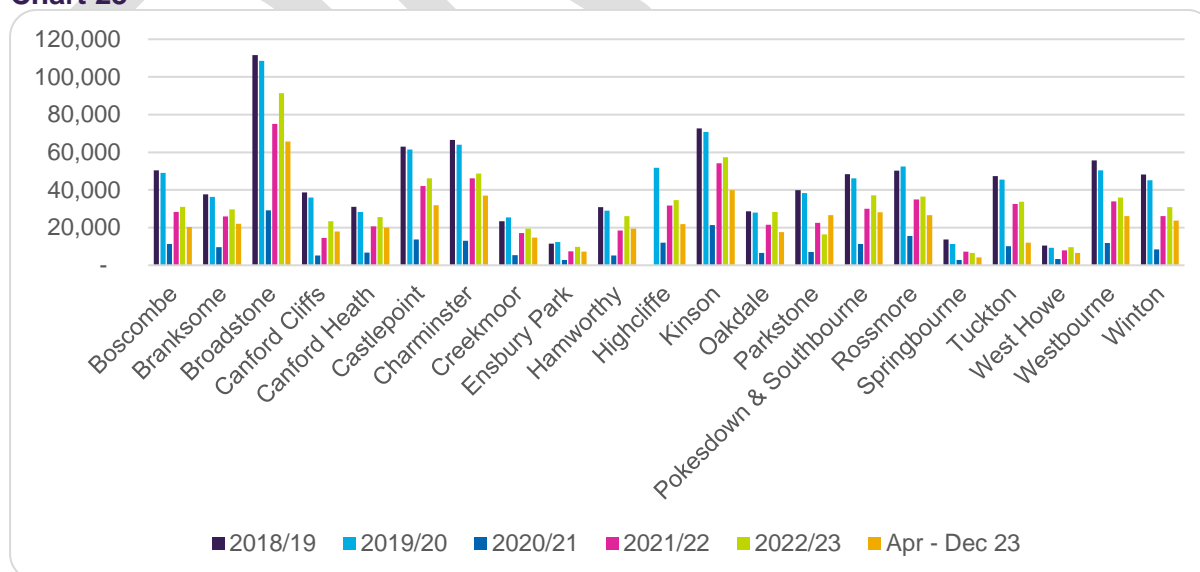
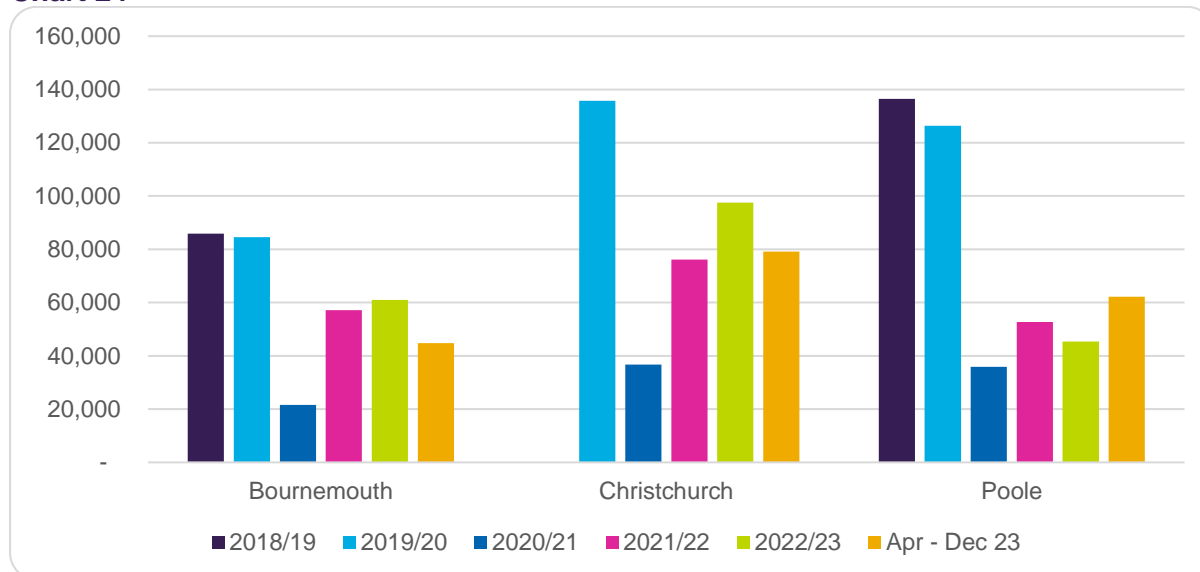


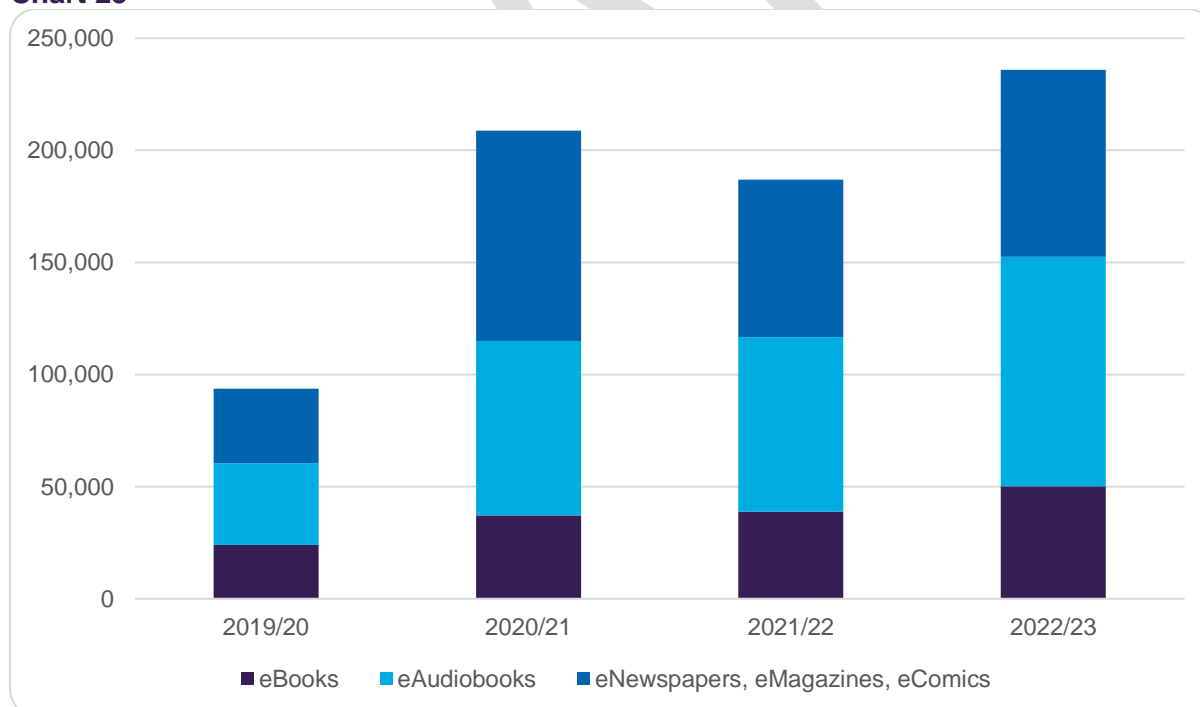
Chart 24



Although there is some evidence that issues have picked up post-pandemic for most branches' figures are still below pre-pandemic level

4.3 Digital issues

Chart 25



The chart illustrates the take-up in digital resources particularly in 2020/21 when libraries were shut due to the pandemic. However, the latest figures suggest that digital resources continue to grow in popularity.

4.4 Active borrowers registered

Chart 26

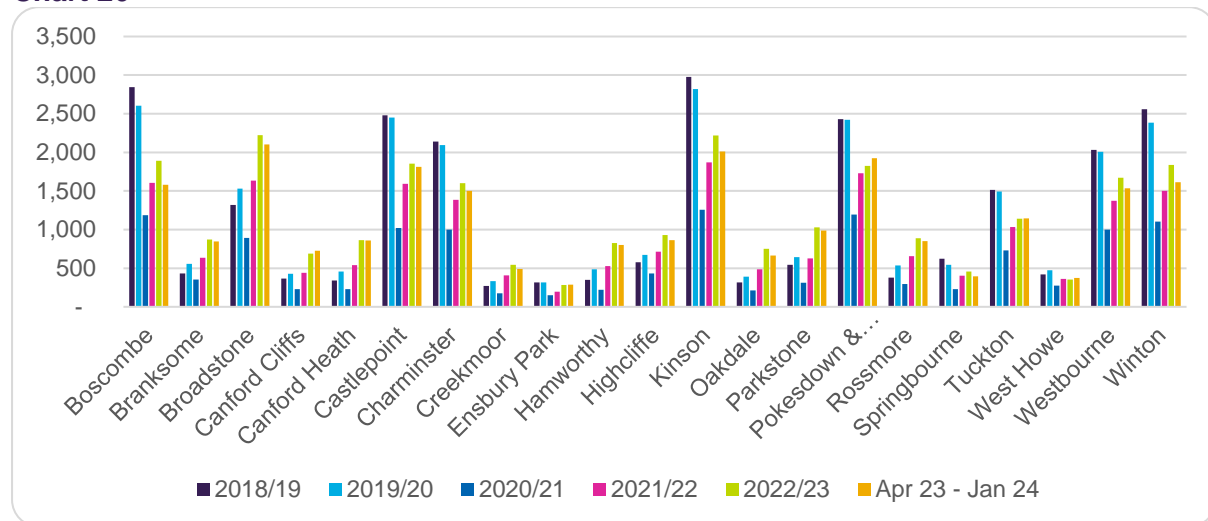
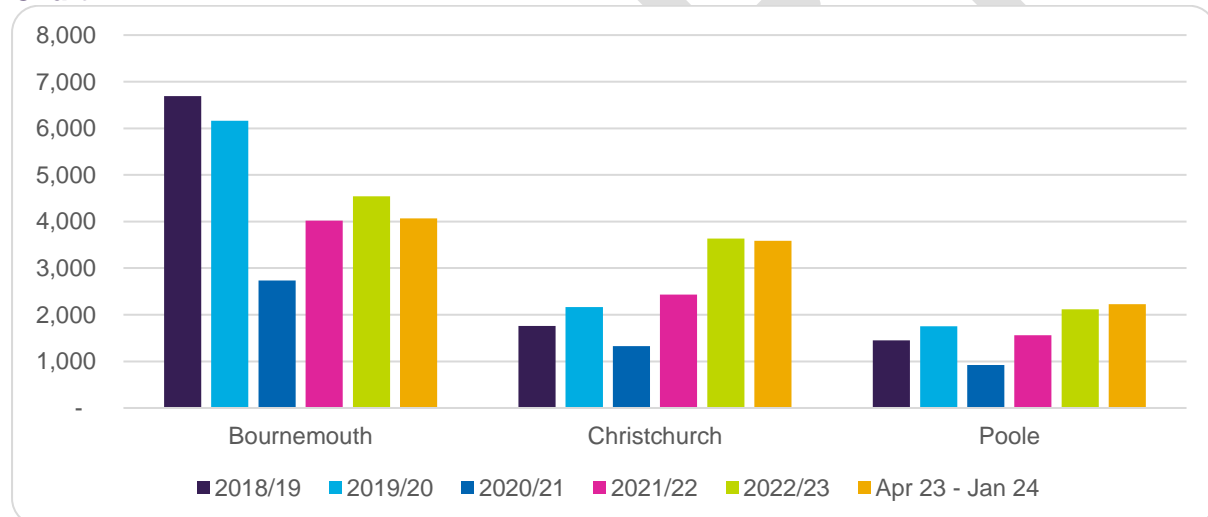


Chart 27



Active borrowers (loan site)

Chart 28

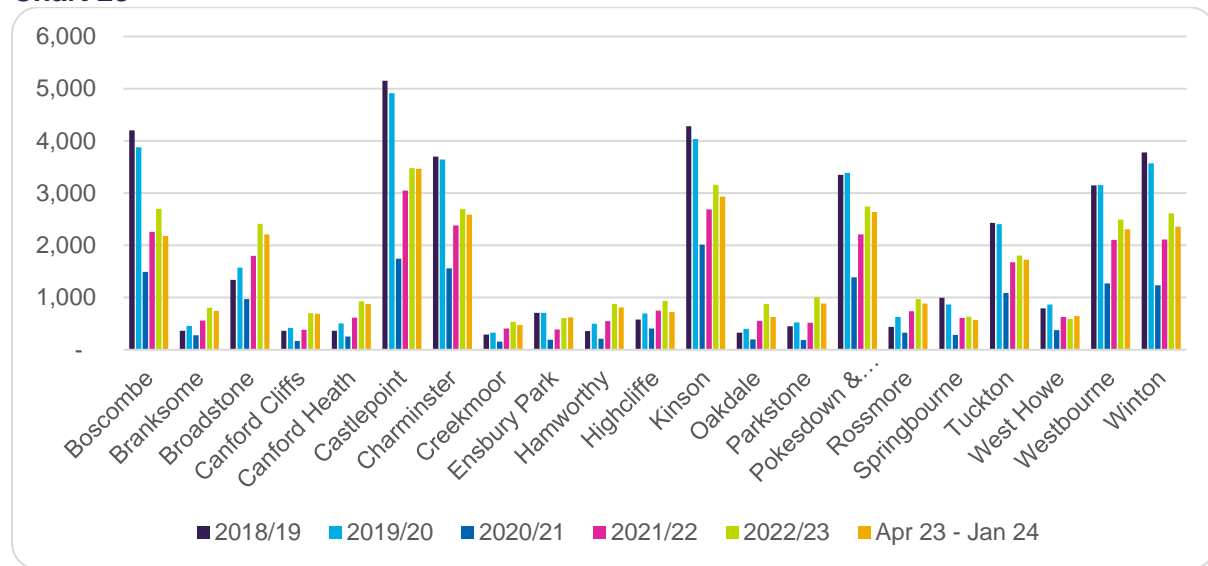
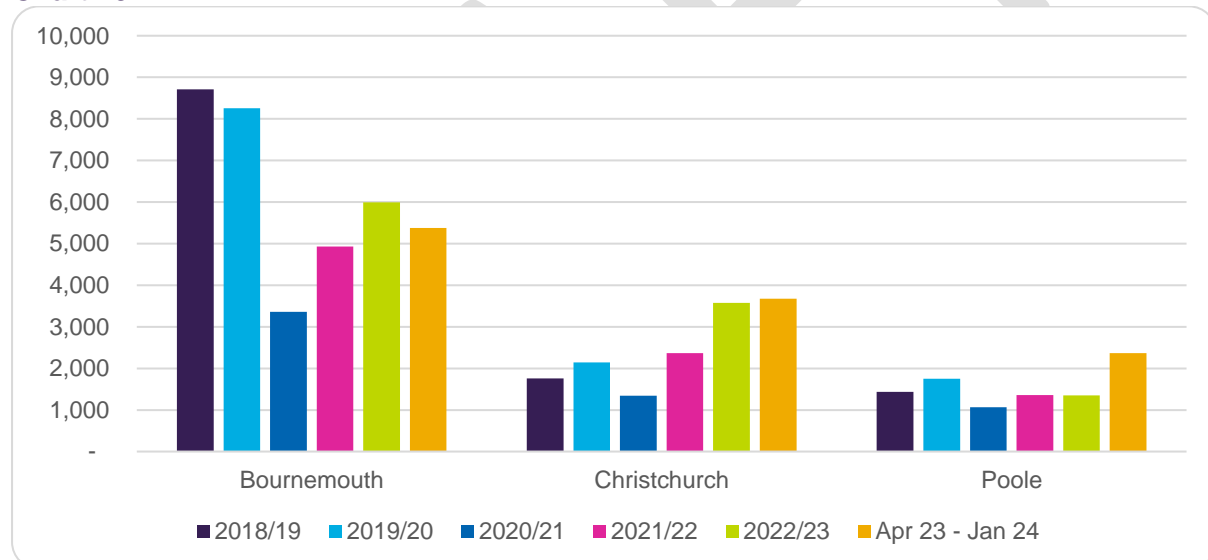
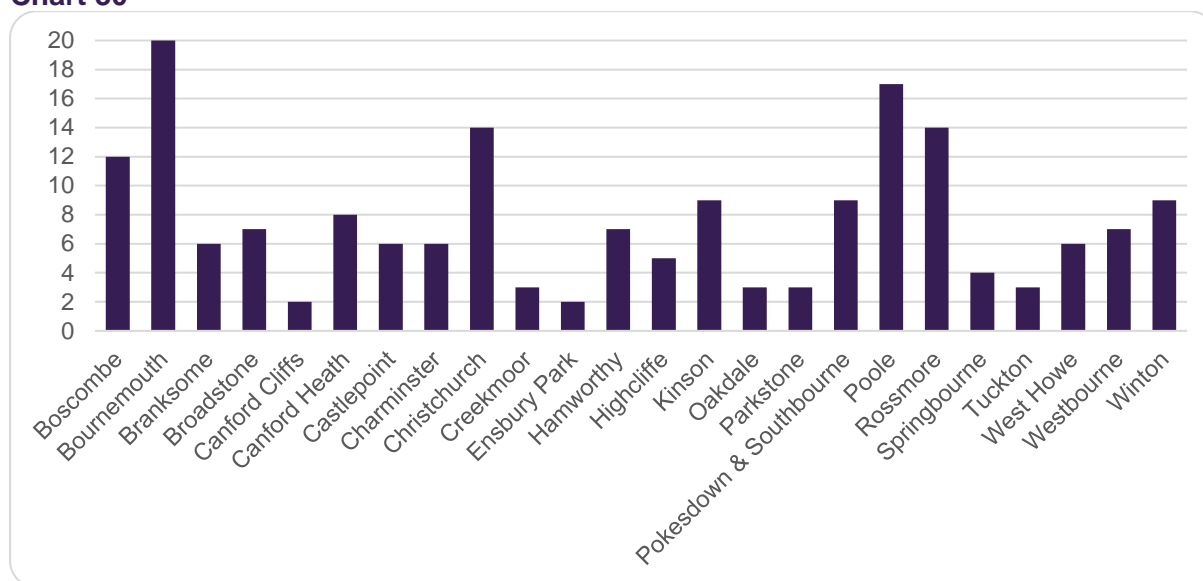


Chart 29



Number of computers by library

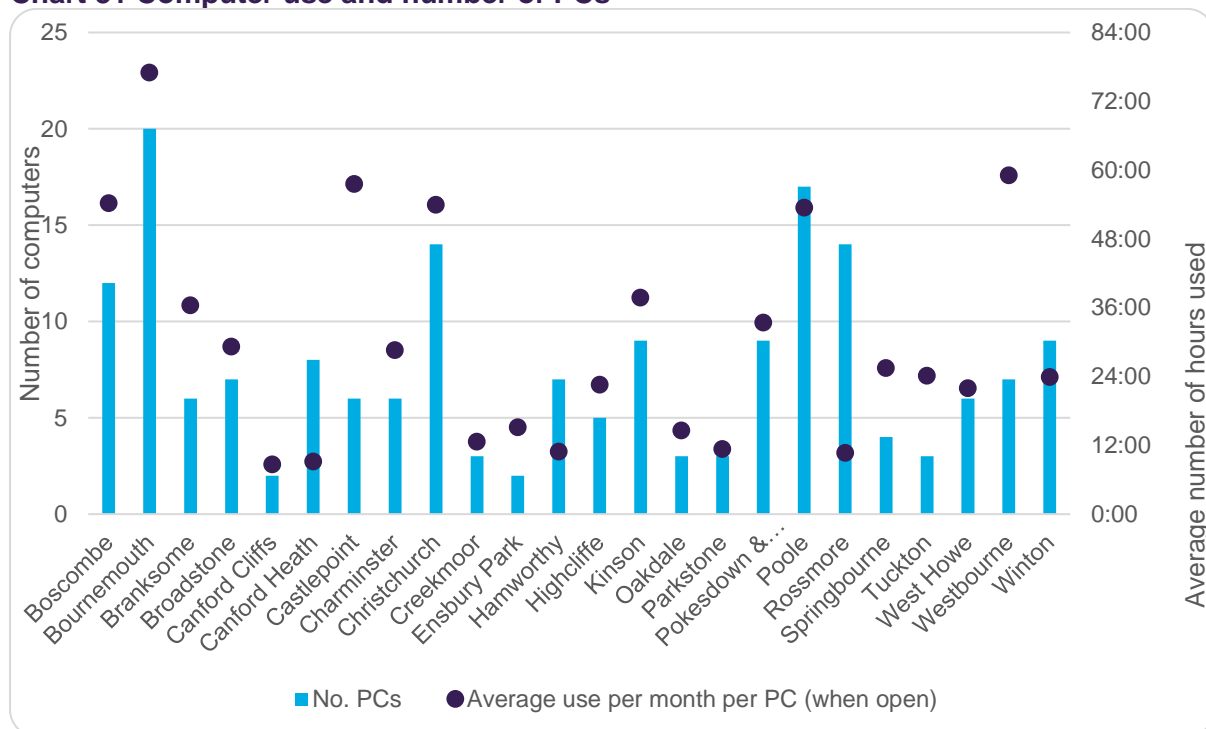
Chart 30



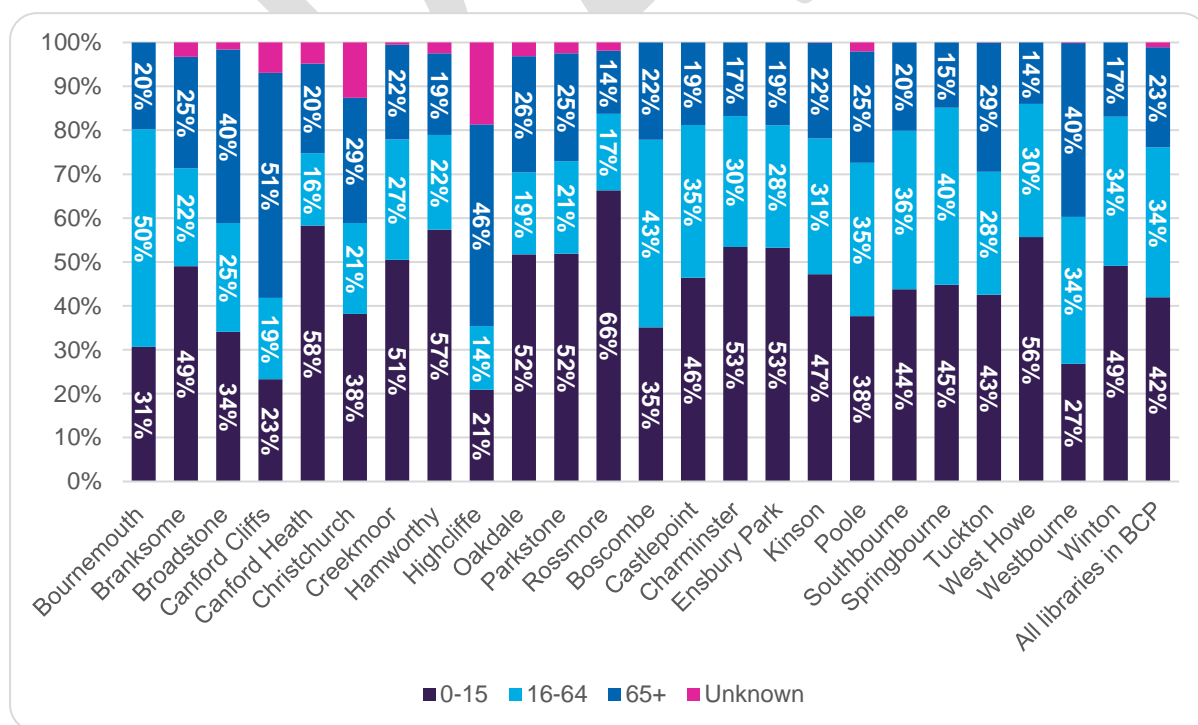
4.5 Computer usage (hours)

The chart below compares the number of computers with average use per month between April 2023 and January 2024 and has covers a shorter period in Boscombe as the library was closed for part of this period. In most libraries the computers seem to have high average use, but a number of libraries see lower use which for some such as Canford Cliffs may be explained due to the demographic, affluence and small number of computers available may mean those needing a computer choose a location more likely to have a free computer. For other areas such as Rossmore library which covers a less affluent area and has a large number of computers higher average use of the computers might be expected.

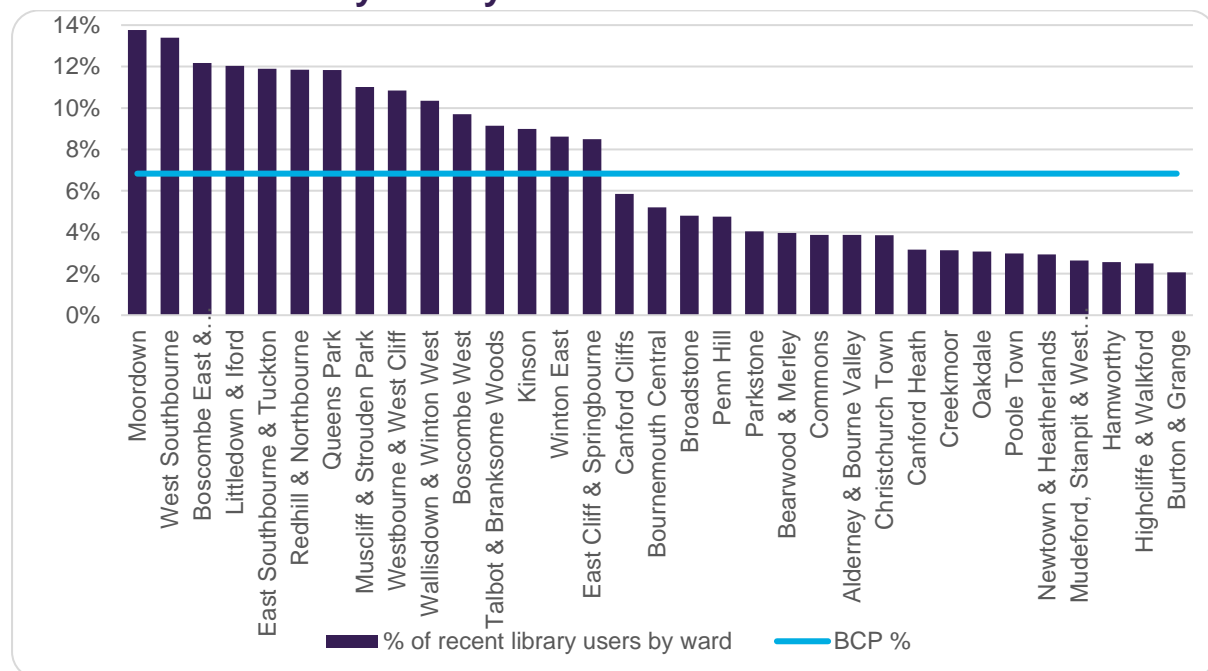
Chart 31 Computer use and number of PCs



4.6 Chart 32 Age profile of registered library users by library who used the library April 2023 to January 2024



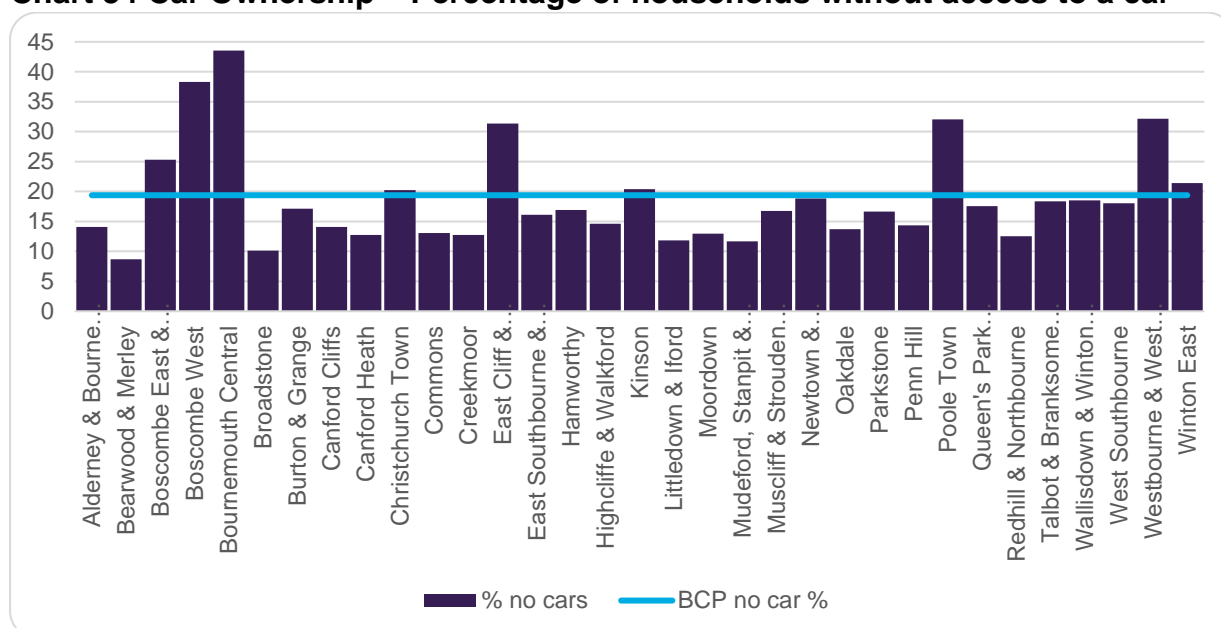
4.7 Chart 33 Library use by ward



5 Transport accessibility

Modes of transport used in BCP include walking, driving or travelling by bus, cycling and train although in the case of the train this is limited by the number of stops across BCP. BCP is mainly an urban authority with some rural areas in Christchurch and there is good bus service coverage across most of the area with stops close the libraries.

Chart 34 Car Ownership – Percentage of households without access to a car



The areas with the higher proportion of households without a car tend to be the wards within the town centre ward which are higher density with more flats. Deprivation may also be a factor for those areas with higher percentages without a car.

6 Recommendations

It is recommended that this document is used to support development of the library strategy enabling robust analysis of the potential impact of any change options to be considered.

Use of this Needs Analysis will enable the council to identify communities where it may need to focus its resources more than others and help shape how these are tailored.

Together with the insights gained through the consultation this document will help to target activities, events and access to services and information on a localised basis, contributing to thriving spaces for our local communities.

7 Appendix

Summary of library facilities

Facilities	DVDs	jigsaws and/or puzzle swap	Adult games and colouring	Reading group	Toy library	Children's area	Batteries recycling bin	24/7 drop box for returns	Community fridge	Hot drinks and/or vending machine/water cooler	Spectacle lenses for sale	Rooms to hire/intervi ew room for hire	Music library	Heritage library	Hearing induction loop	Emergency sanitary products
Boscombe	Y	Y								Y		Y	Y			Y
Bournemouth	Y								Y			Y	Y	Y		
Branksome										Y						
Broadstone	Y	Y						Y		Y	Y	Y				
Canford Cliffs										Y						
Canford Heath								Y		Y						
Castlepoint	Y	Y								Y		Y				
Charminster										Y						
Christchurch	Y	Y						Y		Y		Y			Y	
Creekmoor					Y			Y		Y		Y				
Ensbury Park		Y						Y		Y		Y				
Hanworthy								Y		Y		Y				
Highcliffe		Y						Y		Y		Y			Y	
Kinson	Y	Y								Y		Y			Y	Y
Oakdale								Y								
Parkstone			Y	Y				Y								
Poole	Y							Y		Y		Y				
Pokesdown & Southbourne												Y				
Rossmore	Y							Y	Y	Y		Y				
Springbourne						Y						Y				
Tuckton		Y										Y				
West Howe		Y	Y		Y							Y				
Westbourne																
Winton												Y				

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