

Date of issue: Friday, 8 October 2021

<b>MEETING</b>	<b>CABINET</b>	
	Councillor Swindlehurst	Leader of the Council and Cabinet Member for Financial Governance, Economic Development & Council Plans
	Councillor Akram	Deputy Leader of the Council and Cabinet Member for Leisure, Culture & Communities
	Councillor Anderson	Sustainable Transport & The Environment
	Councillor Bains	Regulation & Public Protection
	Councillor Carter	Customer Services & Corporate Support
	Councillor Hulme	Children's Services, Lifelong Learning & Skills
	Councillor Mann	Housing, Highways, Planning & Place
	Councillor Pantelic	Social Care & Public Health
<b>DATE AND TIME:</b>	<b>MONDAY, 18TH OCTOBER, 2021 AT 6.30 PM</b>	
<b>VENUE:</b>	<b>COUNCIL CHAMBER - OBSERVATORY HOUSE, 25 WINDSOR ROAD, SL1 2EL</b>	
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## APPENDIX PACK

### PART 1

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# Changes to Slough Library Services Consultation 2021 Needs Assessment

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## **Executive summary**

This needs assessment has been undertaken to inform the future direction of library provision in Slough and the need to continue to provide a service that is compliant with statutory obligations, is focused on the needs of the community and relevant demographic groups and is delivered within the budget available. The needs assessment outlines the status of Library Service provision for Slough residents, highlighting how we are currently meeting our statutory duty. It also identifies where further improvements or changes are required to ensure the Library Service is relevant, sustainable, affordable, and fit for purpose now, and in the future.

This needs assessment, including any recommendations for change will be presented to Cabinet in October 2021.

There will then follow a public consultation on the assessment and the proposed changes. The results of this consultation will be presented back to Cabinet in February 2022.

## **Background**

The residents of Slough are served by four main library buildings: The Curve cultural hub in the heart of Slough town centre; and three local community hubs in Britwell, Cippenham and Langley. In addition, there are library services offered in Chalvey Grove, Vicarage Way and Wexham children's centres. In line with the Council's localities model, buildings that have library services also have other services offered from them and other uses. There are no mobile library services offered.

Over 600,000 visits are made to Slough's four main library buildings a year, with residents borrowing just under 500,000 items online and hard copy, and 67,000 attending a group reading activity.

## **Reasons why a review is required**

Over the past 5 years the library service in Slough has undergone several incremental changes. Staff structures have been altered, new teams introduced, and others deleted (see Appendix A). We have seen the opening of The Curve in the centre of the town, and we are currently expanding the Britwell Hub which includes a library service along with a brand-new medical centre (opening early 2022). Of course, the impact of Covid-19 on how we deliver library services has also given us a reason to pause and reflect on how we make sure we meet the needs of current and future library users for the coming 5 to 10 years.

Over the same time frame, Slough Borough Council has reviewed and updated its strategic aims and objectives (see [here](#) for information about Slough 2040 Vision). The council has embedded a locality model for all services, moving away from delivering services centrally from a service-specific building to a model of partnership working from a range of locations close to where the need is. Services in each area are being tailored to the needs of the community, we encourage communities to seek out alternative sources of support (often from within the communities themselves) and to access advice and guidance from the council on-line wherever possible. The council is moving away from a model of directly delivering a broad range of services, to directly delivering focused services and enabling other services to be delivered by partners.

The overarching strategic aims for our new library service will reflect these wider aspirations. We need to ensure that in the future our library service is financially sustainable, based on a locality-based model, delivering a range of services in partnership with others and making full use of the available technology.

During 2021 it became clear that the council was facing extreme financial challenges that resulted in the issue of a Section 114 Notice. The notice was issued because the council did not have enough income and reserves to pay for its planned spending. All council departments are now looking at how they deliver services to the public to ensure that best value for money is being achieved.

Nationally, many local authorities have reviewed the library services that they offer. Other councils have reduced the number of library-only buildings, increased and improved working in partnership with the education sector and voluntary and community groups and made best use of technology. Slough will review and refresh its library service to reflect best practice from elsewhere.

These factors mean that we must make sure our library service is fit for purpose in a changing society by asking ourselves a range of questions including: -

- How can we keep the best parts of the alternative ways of working that were adopted due to Covid?
- What parts of our more traditional ways of working do we need to adapt and build on and how can we do this cost effectively?
- How do we make sure our library service meets the needs of our residents including current library users and future or potential library users?

### **Making any changes**

The library service is run and managed by the local authority. Library services are provided under the Public Libraries and Museums Act 1964, section 10 of which places a duty on the library authority to provide a: “comprehensive and efficient library service for all persons desiring to make use thereof”. Appendix B provides more details of this duty.

The Department for Culture, Media and Sports (DCMS) has produced guidance for councils to refer to when deciding if the library service they offer complies with the law (further information and copies of the guidance can be found [here](#)). The guidance makes clear that a comprehensive and efficient library service will differ between councils and will depend on the needs of each area. It is the role of councillors and local officials to determine how much they spend on libraries and how they manage and deliver their services, but this must be done:

- In consultation with their communities
- Through analysis of evidence around local needs
- In accordance with their statutory duties (these being wider than the specific duty set out above and including equality and best value duties)

Local authorities should be able to demonstrate:

- There should be plans to consult with local communities alongside an assessment of their needs (including projections of need)
- Consideration of a range of options (including alternative financing, governance, or delivery models) to sustain library service provision in their area
- A rigorous analysis and assessment of the potential impact of their proposals. A council must be able to evidence the link between the design and delivery of its library service and identified local need.

In 2016 DCMS (via the Libraries Taskforce) published “Libraries Deliver: Ambition for Public Libraries in England 2016-2021” (see [here](#) ).

In “Libraries Deliver” the Library Taskforce describe libraries as vital community hubs. They bring people together and give them access to the services and support they need to help them live better. The report lays out an ambition for everyone to choose to:

- ✓ Use libraries because they see clear benefits from doing so.
- ✓ Understand what library services offer, and how they can make the most of what’s available to them.
- ✓ Be introduced to new ideas and opportunities, then given confidence and quick and easy access to tools, skills, and information they need to improve their quality of life.
- ✓ Receive trusted guidance through the evolving information landscape and build the skills needed to thrive in a changing world.

To achieve these ambitions the Libraries Taskforce identified seven outcomes that are critical to local individuals and communities and that library services should contribute to at a local level:

1. cultural and creative enrichment
2. increased reading and literacy
3. improved digital access and literacy
4. helping everyone achieve their full potential
5. healthier and happier lives
6. greater prosperity
7. stronger, more resilient communities

To deliver the aspirations, set out in the “Ambitions for Libraries” document, local councils are encouraged to address the following principles when reviewing and considering their library service:

- Ensure the legal requirements are met
- Understand local needs and let these shape service delivery
- Focus on public benefits and deliver a high-quality experience for the customer
- Take evidence-based decisions
- Support the delivery of consistent England-wide core library offers
- Promote innovation, enterprise and partnership working
- Make sure public funds are used effectively and efficiently.

Library services in England, Wales, and Northern Ireland are also supported by the Arts Council and by “Libraries Connected”.

## **Arts Council**

The Arts Council role is to develop and advocate for libraries. They do not have any statutory responsibilities for libraries; however, they support and encourage library development under four key headings (see [here](#))

1. Place the library as the hub of the community
2. Make the most of digital technology and creative media
3. Ensure that libraries are resilient and sustainable
4. Deliver the right skills for those who work in libraries

## **Libraries Connected**

Libraries Connected is the sector support organisation for libraries partly funded by Arts Council. The organisation works to promote the value of libraries, broker national partnership, share best practice and drive innovation throughout the sector.

Key to library support is the [Universal Library Offers](#) which are critical to a 21<sup>st</sup> century library service:

Information and Digital – ensure that local communities have access to quality information and digital services, to learn new skills and to feel safe online.

Reading - build a literate and confident society by developing, delivering, and promoting creative reading activities in libraries.

Health and Wellbeing - support the health and wellbeing of local people and communities through services that inform, engage, and connect.

Culture and Creativity - enable local communities to access and participate in a variety of quality and diverse arts and cultural experiences through local libraries.

Whenever a local council is planning and delivering services it must have regard to its wider legal obligations, including the Equality Act 2010 and specifically its public sector equality duty, its Best Value Duty, the Localism Act duties, and the Human Rights Act 1998. This means the council must consider how best to use its limited resources to secure continuous improvement in the way its functions are exercised, having regard to a combination of economy, efficiency, and effectiveness and to consider how different people could be affected by the service and make sure that services are accessible to everyone and meets the needs of different people. A separate, detailed Equalities Impact Assessment (EIA) is available at Appendix C.

## **Who lives in Slough?** (See Appendix D for details by ward)

Age and sex profile: 2011 Census tells us that approximately 150,000 people of all ages live in the borough of Slough. Our population is significantly younger than the England average (our median age is 34.4 years compared with 39.8 years in England). About 10% of our population is aged 65 and over compared to the England figure of approximately 19%. Just over half of our residents are male (50.7%) and just under are female (49.3%).

Ethnic diversity: Slough is one of the most diverse areas in the UK. No single culture or ethnic group is dominant but over 100 languages are spoken.

Disability: In the 2011 Census, 9,322 Slough residents between the ages of 16-64 reported living with a physical disability. Over 1,350 people were also reported to be living with a severe mental health problem. There are an estimated 2,590 people living with sight loss in Slough and 2,696 adults under the age of 65 live with a moderate to severe hearing impairments (more have a profound impairment). Hearing impairments in younger adults in Slough is expected to increase by 20% over the next ten years. Just over 4% of over 65s in Slough have been recorded by their GPs as living with dementia.

Employment: In 2020 the Office for National Statistics estimates that 75% of Slough adults are economically active, compared to 81.6% across the Southeast of UK (and compared to 79.1% across the whole UK). In 2019 the ONS estimates that 10.7% of households in Slough are “workless”, a similar rate for the Southeast (10.2%) and lower than the UK average of 13.9% (see [here](#) for more information).

Education: In 2020 the Office for National Statistics estimates that just over 6% of working age adults in Slough have no formal qualifications, high when compared to other areas in the Southeast of the UK (4.9%). Local people have a lower rate of the higher level qualifications too (NVQ4 and above) at 41.5% compared to both the Southeast (45%) and whole UK (43%) (see [here](#) for more information).

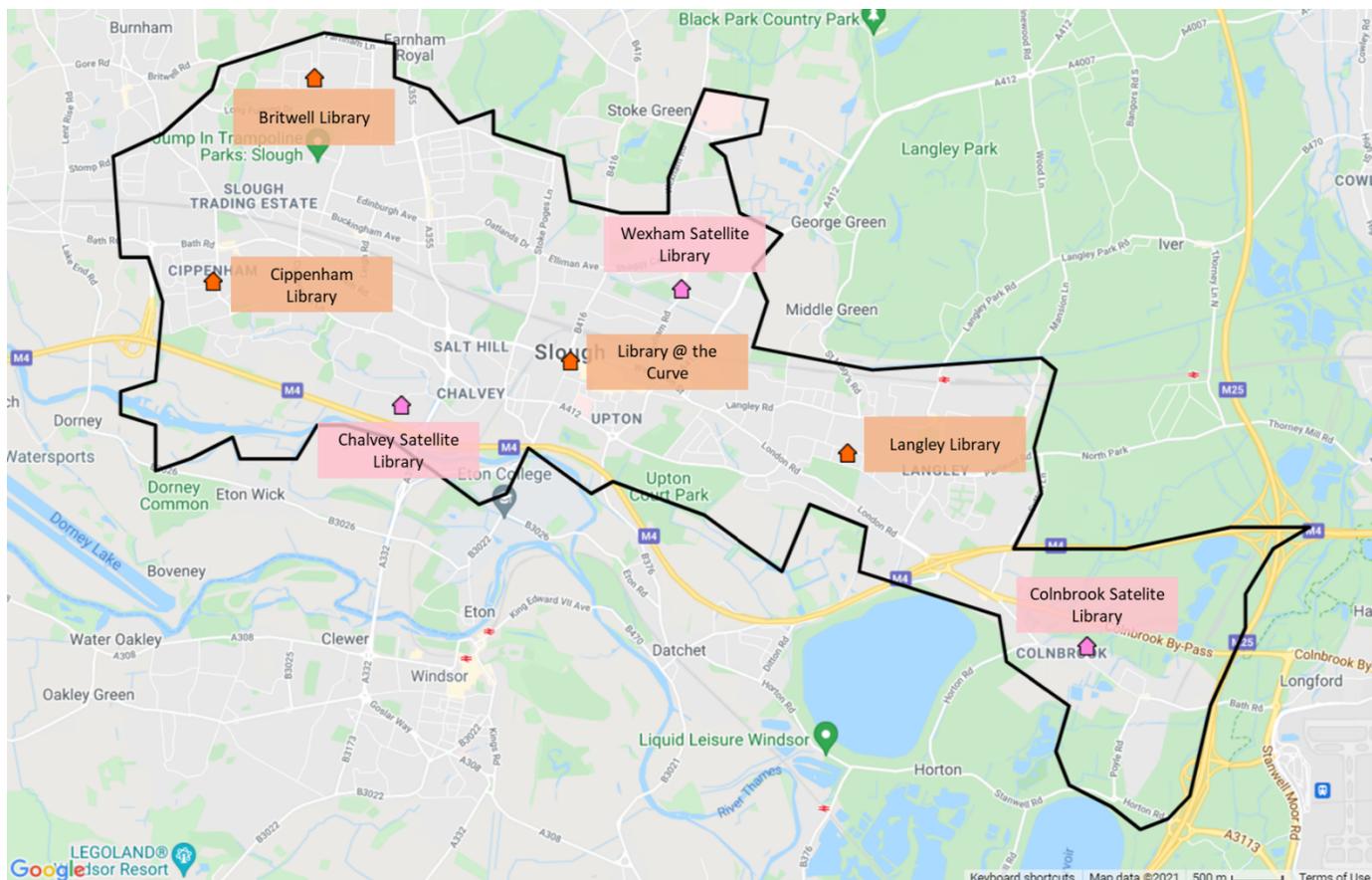
Multiple deprivation: Index of Multiple Deprivation combines seven types of deprivation into a single measure (see [here](#) for more information). This allows us to compare areas with each other across a range of needs and vulnerabilities. Slough has neighbourhoods where there is severe deprivation ranking in the lowest 20% in England. These include areas in Chalvey, Britwell, Elliman and Colnbrook & Poyle wards (see [here](#) for details). The least deprived wards are Langley St Mary’s and Cippenham Green. In general Slough has a higher percentage of children living in poverty compared to the England average and 24% of its older people are living in income deprivation. Poverty, social isolation, and ill-health indicators are all higher than the England average (see [here](#) for more information).

Across England, about ¼ of households have no access to a private car so rely on other forms of transport to move about. In Slough the rate of households without a car is below this England average and sits at just over 23%.

## Current library service in Slough

Currently there are 7 buildings with library services within them. Our main, central library building is at The Curve and our other three main library buildings are at Britwell Hub, Langley library and Cippenham library. Our four main library buildings equate to one library building per 37,385 people. This is a lower number of libraries per population compared to the ratio in areas considered most like Slough (see Appendix E for Slough public libraries report from the Chartered Institute of Public Finance and Accountancy [CIPFA] including information about most similar groups).

The three other buildings where library services are delivered are at Chalvey Grove, Vicarage Way and Wexham Children's Centres. These buildings are subject to a children's centre review. See the map below for locations of buildings where library services are currently delivered from.



The library service in Slough offers free access to:

- Physical books for all ages and reading abilities. There are publications suitable for babies, young children, teens, and adults. Books are available in English and foreign languages and for those with sensory disabilities.
- Specialist “Bookstart” packs for babies and toddlers (see [here](#) for more details)
- Home Library service (see [here](#) for more details)
- Downloadable eBooks and eAudio books for children and adults.
- Online versions of newspapers, magazines, local history and learning resources.

- The internet and Wi-Fi connections through public computers and using personal devices.
- Activities and events for children, families and adults including music and rhyme times, story sessions, the national [Summer Reading Challenge](#) Reading Friends scheme, [BBC Novels that Shaped the World](#) and virtual reality experiences both in-person and online.
- Dedicated study space at The Curve.

Our library services also offer volunteering opportunities, spaces for community use, relaxed seating areas to encourage informal socialising and/or quiet reading, visit to schools and nurseries and staff able to guide people through the modern digital landscape.

**The Curve library** is open 59 hours a week over 6 days (not open on Sundays or Public Holidays).

**Britwell library** is open 48 hours a week over 6 days (not open on Sundays or Public Holidays).

**Cippenham library** is open 48 hours a week over 6 days (not open on Sundays or Public Holidays).

**Langley library** is open 48 hours a week over 6 days (not open on Sundays or Public Holidays).

See Appendix F for details of opening hours of each library.

The table below shows the number of residents living within 1.5 miles of each of our library buildings (2019 population estimates). The children’s centres with library services are shaded blue.

	Residents aged 0 – 15	Residents aged 16 – 64	Residents aged 65+	Total number of residents living within 1.5 miles of the library*
The Curve	9,241	23,100	3,009	35,350
Britwell	7,066	15,477	2,406	24,949
Langley	8,390	20,309	3,796	32,495
Cippenham	5,159	12,403	1,900	19,462
Chalvey Grove	4,074	8,963	1,386	14,423
Wexham	4,687	11,215	1,846	17,748
Vicarage Way	2,917	7,806	1,112	11,835

\*Residents often live within more than one catchment area, so totals add up to more than population

This means that over 80% of Slough’s residents currently live within 1.5 miles of a library building, although some of the buildings offer services targeted specifically at young children and families.

#### Publication’s budget

In 2016 the Press Association estimated (based on FOI requests to every council in UK) that spending on library publications per resident ranged from 5p per head to £1.62 per head. Based on 2020/21 budgets and population estimates, Slough spent £1.47 per head and the median spend per head of population in the UK is 78p per head (Appendix G).

Data from 2018 CIPFA report (Appendix E) suggests Slough libraries spend £1,293 on publications per 1,000 population and this is significantly higher than the councils in the comparator group (average of £982 per 1,000 population). This level of spending puts Slough at 26th highest out of a total of 125 library services across the UK (UK average spend is £1,042 per 1,000 population).

### Supporting outcomes for residents

The table below outlines how Slough’s current library offer supports the 7 outcomes described by the Libraries Taskforce.

<b>Taskforce outcome</b>	<b>Slough libraries offer</b>	<b>Customer outcome</b>
<b>Cultural and creative enrichment</b>	<p>Art exhibitions &amp; activities for children, young people &amp; adults (example: Alexander Sadlo exhibition and National Poetry Day activities)</p> <p>Music events &amp; activities for children, young people &amp; adults (example: Story &amp; Rhyme Time and Little Listeners classical music performance)</p> <p>Local author showcases providing a platform for writers to share their work with an audience and network with each other.</p> <p>Author &amp; poet talks and events (example: Slough Summer Reading Challenge Ambassadors – Berkshire writers delivered events to inspire children and provided motivational videos and quotes encouraging them to join the challenge)</p> <p>The library service is an Arts Award Supporter, Artsmark Partner, and member of Slough Cultural Education Partnership</p> <p>Animation workshops</p> <p>Theatre workshops and performances</p> <p>Local history information and resources.</p>	<p>Increased participation in local community activities.</p> <p>Increased exposure to social networks and increased interaction with social networks.</p> <p>Decreased loneliness and isolation.</p> <p>Improved motivation and confidence to take up social, employment, training, or skills-based opportunities.</p> <p>Opportunities for residents to share skills with the community</p> <p>More likely to volunteer.</p> <p>Providing support for partners to deliver cultural experiences for young people</p> <p>Supporting the local creative sector to thrive</p> <p>Inspiration and encouragement for young people to take up creative careers.</p>
<b>Increased reading and literacy</b>	<p>General &amp; specialist book collections.</p>	<p>Improved literacy skills for children, young people and adults.</p>

	<p>Library at Home service.</p> <p>Targeted literacy programmes.</p> <p>Adult literacy support.</p> <p>Reading groups for all ages &amp; abilities</p> <p>Bookstart gifting scheme</p> <p>Story and rhyme time sessions.</p> <p>Reading and literacy events (example: Summer Reading Challenge and Reading Friends)</p> <p>Library tours and presentations for adult learners</p> <p>Reading recommendations (online and in person) and displays</p> <p>Accessible stock in a range of formats (example: digital, audio, multi-sensory, graphic novels, Pictures to Share)</p> <p>Diverse and inclusive stock collections.</p> <p>Hosting class visits to support the school curriculum.</p>	<p>Increased enjoyment of reading for children, young people, and adults.</p> <p>Improved confidence in reading. Instil a love of words, reading and literacy for babies and young children.</p> <p>Promotes and supports development of children's speech and language</p> <p>Expanded range of parent/child bonding skills by using reading aloud.</p> <p>Staff modelling good practice with sharing books and providing advice and recommendations to encourage and enable families to select appropriate books</p> <p>Children supported and inspired to explore books and make choices.</p>
<p><b>Improved digital access and literacy</b></p>	<p>Delivery of Adult Learning courses from libraries.</p> <p>Staff act as Digital Champions to guide residents in how to access and use digital platforms.</p> <p>Free use of computers and access to Wi-Fi.</p> <p>Interactive whiteboards at The Curve</p> <p>Children's Coding club</p> <p>Access to Hopster early learning app</p> <p>On-line library service offering eBooks, eAudio and eNewspapers/magazines.</p>	<p>Increased confidence in using digital platforms.</p> <p>Increased comfort using SBC website instead of calling Contact Centre or officers directly.</p> <p>Increased confidence to look for work which requires digital literacy.</p> <p>Improved ability to look for work on-line.</p> <p>Enabling independent access to services.</p>

	<p>Showcasing digital technologies (example: virtual reality, augmented reality, and 3D printing)</p> <p>Self-service kiosks and online access to library accounts</p> <p>Free access to online learning and research resources</p> <p>Use of social media to connect and engage with our audience and raise awareness of our services</p> <p>“Magic Table” specialist equipment providing enriching and stimulating activities for people with disabilities and people with dementia.</p>	
<p><b>Helping everyone achieve their full potential</b></p>	<p>Offering reading &amp; literacy support.</p> <p>Signposting to health &amp; wellbeing services/providers.</p> <p>Learning, skills &amp; employability services offered from library buildings.</p> <p>Free access to computers and Wi-Fi to open digital landscape for residents.</p> <p>Quiet study spaces.</p> <p>Volunteering opportunities.</p> <p>Providing advice and resources to learning partners</p>	<p>Increased participation in local community activities.</p> <p>Increased exposure to social networks and increased interaction with social networks.</p> <p>Decreased loneliness and isolation.</p> <p>Improved motivation and confidence to take up social, employment, training, or skills-based opportunities.</p> <p>More likely to volunteer.</p> <p>Improved motivation to study, carry out self-directed learning and research.</p>
<p><b>Healthier and happier lives</b></p>	<p>Offer safe &amp; welcoming community spaces available without booking and free at point of use.</p> <p>Specialist book formats.</p> <p>Self-help book collections.</p> <p>Home Library service.</p> <p>Social activities and groups.</p> <p>Health promotion activities.</p>	<p>Increased participation in local community activities.</p> <p>Increased exposure to social networks and increased interaction with social networks.</p> <p>Decreased loneliness and isolation.</p> <p>Improved motivation and confidence to take up social, employment, training, or skills-based opportunities.</p>

	<p>Dementia and Autism friendly libraries.</p> <p>Some library staff trained to communicate using Makaton.</p> <p>Quiet study spaces available.</p> <p>Volunteering opportunities.</p> <p>Staff Making Every Contact Count trained and provide accurate and appropriate signposting</p> <p>Opportunities to get physically active (example: seated exercise, seated yoga and story dancers)</p>	<p>More likely to volunteer.</p> <p>Improved motivation to study, carry out self-directed learning and research.</p> <p>Residents better informed and enabled to make healthy lifestyle choices</p> <p>Reading increases wellbeing, promotes relaxation, improves confidence and self-esteem, and reduces cognitive decline</p> <p>Story times contribute to positive maternal mental health and wellbeing by providing structure, belonging and routine, reducing stress and increasing confidence and developing social and support networks.</p>
<p><b>Greater prosperity</b></p>	<p>Adult learning and skills courses delivered from libraries.</p> <p>Staff act as Digital Champions to guide residents in how to access and use digital platforms.</p> <p>Range of social and wellbeing activities.</p> <p>Free use of computers and access to Wi-Fi.</p> <p>Study spaces.</p> <p>Volunteering opportunities.</p>	<p>Increased motivation to learn and/or look for work.</p> <p>Increased motivation and opportunity to study/carry out research.</p> <p>Increased confidence and motivation and decreased isolation and loneliness increasing likelihood of securing employment.</p> <p>Increased confidence in accessing digital platforms to look for work/training and more likely to apply for jobs requiring digital literacy.</p>
<p><b>Stronger, more resilient communities</b></p>	<p>Range of reading &amp; literacy support (formal and informal).</p> <p>Free health and wellbeing reading resources.</p> <p>Staff offering signposting to range of local services.</p> <p>Staff are digital champions encouraging users to be digitally literate.</p> <p>Welcoming and supportive staff and safe, welcoming, accessible and comfortable</p>	<p>Increased participation in local community activities.</p> <p>Increased exposure to social networks and increased interaction with social networks.</p> <p>Decreased loneliness and isolation.</p> <p>Improved motivation and confidence to take up social, employment, training, or skills-based opportunities.</p> <p>More likely to volunteer.</p>

	spaces where people can feel connected to their community.  Libraries promote community events (example: Great Get Together and Fun Day)	Improved motivation to study, carry out self-directed learning and research.  Reading builds empathy – a vital social and emotional skill that increases tolerance and understanding of others.
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### Who currently uses Slough libraries?

To understand how the libraries are currently being used, we have looked at data we have about:

- The number of items borrowed at each library<sup>1</sup>
- The number of people visiting each library building<sup>2</sup>
- The number of active borrowers<sup>3</sup>
- The number of hours public computers are used<sup>4</sup>
- The numbers of people attending activities and events<sup>5</sup>

Across the UK how libraries are used has changed over the past decade. There has been a steady downward trend in borrowing physical books, and in people visiting a library for a variety of reasons including accessing the internet, attending an activity, meetings, and socialising with other people, and using a range of e-resources (Appendix E). Slough's library usage pattern follows these general trends. However, when we compare ourselves to other library services in the 12 most similar authorities (Appendix E), Slough has the third highest number of visits and books borrowed.

The opening of The Curve in 2016 increased the number of visits to our "central library" compared to the library it replaced (located less than 50 meters away but in a 1960s building). The Curve attracts 44% of overall library visits and 54% of all active borrowers take items from here (see Appendix I).

### Items borrowed from each library

In Slough (2019/20) just under 500,000 physical books were borrowed/renewed from all our libraries and 70% of these were from our specialised children's sections of libraries. In addition, over 100,000 eBooks and eNewspapers/magazines were borrowed. In 2018/19 (most recent CIPFA data) we were in the top 3 of our 12 most similar councils for items borrowed.

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<sup>1</sup> Number of physical books and eResources borrowed and/or renewed via a library membership card. E-Resources include eBooks, eAudio, eNewspapers/magazines.

<sup>2</sup> Number of people visiting statutory library location for any reason, captured by electronic counters at entrance/exit doors.

<sup>3</sup> A library member who has visited and borrowed/renewed at least once in a 12-month period.

<sup>4</sup> Number of hours public computers are booked to use.

<sup>5</sup> Number of adults and children attending a specific event organised by library staff.

However, the total number of items available for people to borrow across all our libraries is 150,902 and this puts us 8<sup>th</sup> in our most similar group. The average book stock levels across the group are 1,127 per 1,000 population and Slough's level is 1,012.

Slough is ranked 4<sup>th</sup> highest in terms of total number of books purchased for the service and is second for the number of children's books purchased. In 2017 just over 16% of the publications budget was spent on digital materials. This rose to 26% in 19/20 (£164,690 spent on physical books and £60,500 on digital resources). In 2020/21, with libraries in lockdown, spending on digital materials in Slough rose to 51% of the overall publications budget (£110,274 spent on physical books and £117,983 on digital resources).

Our internal finance systems demonstrate that the average cost for libraries of purchasing a physical book is £8 compared to an average eBook cost of £28. Bulk purchasing discounts for libraries are only currently available for hard copy items and not for eBooks.

A recent report from Libraries Connected highlights (pg. 5 Appendix J) the impact on publications budgets of the cost of digital borrowing. In July 2021 they estimated that the costs of digital borrowing added at least 25% to the cost of lending for libraries. Digital content can be an option to supplement physical resources but are too expensive to fully replace hard-copy publications.

The impact of Covid-19 was dramatic in relation to items being borrowed from Slough libraries. From March 2020 to June 2021 all our libraries were either completely closed or only open on a limited basis. In 2020/21 the number of eResources borrowed/renewed rose from 100,000 items in the previous year to almost 300,000 items. Over the same period the number of physical items issued or renewed (online, or in person) dropped from 500,000 to 54,350. This demonstrates that many of our customers were able to shift from using physical libraries to using on-line services.

Before and during lockdown, The Curve remained the busiest for item lending/renewing accounting for 41% of all items issued. Langley accounts for 24% of all items lent, Cippenham accounts for 21% and Britwell only 14%.

Most items (70%) borrowed across all 4 main library buildings are those for babies, children, and young people (100% of satellite library issues are for children and young people).

#### Number of people visiting each library building

Over 2019/20 the number of people visiting our main libraries increased by 9% compared to the previous year (to a total of 629,922 visits). However, in 2017/18 the total number of visits per year was significantly higher at 705,461.

Our data does not allow us to break down why people visit our libraries or how many individual visitors we had (i.e., we are unable to identify repeat visitors). Cross referencing with data from people attending activities, we know that 67,000 of the 629,922 visits were made to attend an event or activity. Total visits to The Curve will also include people who are visiting the Registrar service, attending a non-library event including exhibitions and productions at The Venue.

The CIPFA comparisons show that in 2018/19 Slough had 4,000 library visits per 1,000 residents which ranks us 3<sup>rd</sup> in our comparator group. The average across our most similar councils was 3,326 library visits per 1,000 residents. The cost per visit for Slough libraries in 19/20 was low at £2.18 compared to the average across the similar group of council libraries of £3.08.

Some of our library users are unable to access our physical library buildings or our on-line offer (due to age and/or infirmity). To cater for this specific group of users we offer a Home Library Service. Volunteers take library services to residents in their homes where they can borrow, return, and renew items. However, the rate of housebound library users (those who access the library via the Home Library Service) is low in Slough (0.1 per 1,000 population, the second lowest in our CIPFA group) compared to our similar areas. The average for our group is 0.9 per 1,000 and is over 2.5 per 1,000 residents in Reading.

We recognise that this is an area of service delivery that can be improved and expanded to benefit the library service but also to spread the benefits of volunteering to residents.

#### Number of active borrowers

An “active borrower” is defined as a library member who has borrowed or renewed from a library at least once in a 12-month period. The number of active borrowers in Slough has followed the national trend and declined steadily over the past three years from 20,457 in 2017/18 to 17,347 in 2019/20<sup>6</sup>. However, compared to our CIPFA peers, Slough performs relatively well and is ranked 6<sup>th</sup> in this group for active borrowers. Just over half (53%) of the active borrowers in Slough are aged under 18 (this detail is not captured by CIPFA so no comparisons can be made).

54% of active borrowers were from The Curve, 20% were from Langley, 15% from Cippenham and 11% from Britwell.

The table below shows the percentage spread of active borrowers from each library from each ward. The wards highlighted in red are those where a main library is situated. For each library the top 3 wards for active borrowers are highlighted in green.

	<b>The Curve library</b>	<b>Britwell library</b>	<b>Cippenham library</b>	<b>Langley library</b>
<b>WARD</b>				
Baylis and Stoke	8.3%	4.3%	1.6%	0.4%
Britwell and Northborough	3.6%	52.4%	5.3%	0.5%
Central	14%	1.4%	0.8%	5.4%
Chalvey	14.4%	1.4%	6.5%	1.0%
Cippenham Green	3.3%	1.7%	45.0%	0.6%
Cippenham Meadows	6.9%	1.3%	20.5%	0.8%
Colnbrook with Poyle	1.9%	0.5%	0.0%	7.7%
Elliman	10.4%	1.8%	0.9%	1.1%
Farnham	7.2%	17.5%	2.7%	0.7%
Foxborough	1.3%	0.0%	0.2%	7.8%
Haymill and Lynch Hill	2.7%	15.2%	14.1%	0.5%

<sup>6</sup> This is the number of users who have borrowed at least once in the 12-month period as shown by transactions against individual membership cards.

Langley Kedermister	4.2%	0.6%	0.5%	33.8%
Langley St Mary's	3.7%	0.0%	0.4%	24.2%
Upton	9.7%	0.9%	0.5%	14.4%
Wexham Lea	9.1%	1.7%	1.0%	1.3%

The second table (below) highlights the age profile of active borrowers for each library.

	2018/19				2019/20			
	The Curve	Britwell library	Cippenham library	Langley library	The Curve	Britwell library	Cippenham library	Langley library
<b>0-10</b>	2,159 21.4%	1,114 31.7%	925 37%	673 36%	2,395 26%	1,395 40%	1,062 42%	803 43%
<b>11-13</b>	1,383 13%	637 18%	377 15%	349 18.6%	1,188 13%	611 17%	355 14%	333 18%
<b>14-17</b>	1,074 10.6%	403 11.5%	226 9%	225 12%	819 9%	277 8%	179 7%	174 9.5%
<b>18-59</b>	5,028 49.9%	1,247 35.6%	865 35%	584 31%	4,309 47%	1,117 32%	779 31%	489 26.4%
<b>60+</b>	426 4.2%	103 3%	104 4%	45 2.4%	442 5%	113 3%	125 5%	51 3%
<b>Total</b>	10,070	3,504	2,497	1,876	9,153	3,513	2,500	1,850

The number of active borrowers using our 3 community libraries has remained static. However, there has been an almost 10% reduction in the number of active borrowers making use of The Curve. This may be an effect of Covid lockdowns on the town centre; active borrowers using The Curve may have been using the location because of passing-by when they are making use of other town centre facilities.

#### Use of public computers

Across the 4 main libraries we offer 62 public computers. These are free to use for residents and can be booked for 2-hour sessions (the average session length is 1 hour). All the computers have access to the Internet and Microsoft Office programmes (all upgraded to Windows 10 in 2020). Only library members can book computer sessions.

**The Curve** has 37 public computers available across the three floors of the building.

**Langley library** has 10 public computers.

**Britwell library** has 9 public computers.

**Cippenham library** has 6 public computers.

In 2018/19 63,896 hours were booked and of those 71% were at the Curve, 11% at Langley, 8.5% at Cippenham and 9.5% at Britwell. Over 66,000 computer hours were booked in 2019/20. Of these 67% were booked at The Curve, 13.5% at Langley, 10% at Cippenham and 10% at Britwell.

Library members can print documents at all 4 libraries for a small fee (30 pence for A4 black and white). Income from printing in 2018/19 was £19,636 which was 42% of the total library income for that year. In 2019/20 the print income was £22,577 which was 45% of the total income received for all libraries for that year. The Curve in 2018/19 made up 58% of that print income, this dropped to 48% in 2019/20.

Free, unlimited Wi-Fi is also available at all libraries. This allows visitors to use their own equipment in the locations and print from their own devices.

The CIPFA comparison with our most similar councils shows that the number of publicly available computers (called electronic workstations by CIPFA) per 100,000 residents is about average for the group in Slough. We have 56.3 computers per 100,000 residents and the group average is 60 per 100,000.

#### Number attending events and activities

Approximately 67,000 visits to our main library buildings in 2019/20 were primarily to attend an event or activity. These events included:

- Regular, weekly Story and Rhyme sessions for babies and young children
- Lego clubs (at The Curve)
- Summer Reading Challenge activities
- Introduction to “Bookstart” packs and activities
- Author talks
- Poetry evenings
- Reading groups/Book Clubs
- Get Creative and Fun Palace events for children and young people
- Seated exercise programmes
- Choir evenings

Anecdotal feedback from participants describes how these events have helped to reduce feeling of isolation and loneliness. Users comment about how their mental and physical health and wellbeing has been improved by coming to library-based events (Appendix H).

During 2019/20 67,609 adults and children attended library events and activities. Of these, 39% were events at The Curve, 21% were at Cippenham Library, 18% were at Langley and 13% at Britwell.

During the Covid-19 lockdowns, Slough library service moved these activities and events on-line. In general, take up of these on-line resources was low compared to face-to-face activities of previous years. An example of the impact of moving events to on-line only was the national Summer Reading Challenge:

- In 2019 (pre Covid) 3,604 children in Slough took part in the challenge offered from all 4 main library buildings.
- In 2020 (during Covid lockdown) only 200 children in Slough took part in the on-line only challenge
- In 2021 (Covid lockdown restrictions lifting) 1,980 Slough children participated in the face-to-face challenge offered from the 4 main libraries.

Supporting our communities through face-to-face events will remain an important part of our service delivery. A challenge we will rise to is developing a programme of library service engagement within our localities model which may mean taking these programmes out of libraries and into other community settings.

## Volunteering at Slough libraries

Slough libraries offer opportunities for volunteering. Volunteers help paid staff deliver services and individual volunteers gain useful skills and health and wellbeing benefits (see [here](#)).

Currently (2021), Slough libraries have 21 volunteers; 17 are general volunteers and 4 specialise in offering a [Home Library Service](#). Our general volunteers offer meeting and greeting at library buildings and offer support at events. In addition to this cohort, we also have several seasonal volunteers who offer their time at specific times of the year. Usually this is school-aged young people completing their Duke of Edinburgh challenge.

Recruiting and retaining volunteers has proved challenging in the past. The Library Service used to have a Volunteer Officer role, but this was removed as part of a council-wide transformation programme in April 2021. The challenge to attract volunteers is not restricted to Slough. Information about our most similar councils reported by CIPFA show that approximately 6% of total hours worked in Slough libraries were worked by volunteers. The average for our group is only 5.6% putting us slightly higher than average.

## Recommendations

Based on the issues discussed in the needs assessment the following recommendations are being made.

### Ensure that library services are affordable and deliver value for money

According to CIPFA, Slough libraries spend on materials is £1,293 per 1,000 population and this is significantly higher than the comparator group average of £982 per 1,000 population. This level of spending puts Slough at 26<sup>th</sup> highest out of a total of 125 library services across the UK (UK average spend is £1,042 per 1,000 population).

The comparisons on staffing costs in the CIPFA report are not as useful because since the data collection the number of full-time equivalent staff in Slough library service has fallen by 25% (from 28.78 FTE to 22.22 FTE). This will place the revenue expenditure on staff per 1,000 population below the comparator group average of £5,437 per 1,000 population.

The CIPFA data for building costs for Slough is missing some information so can't be used as a comparison to similar councils. However, Slough libraries spend £125,900 per annum on building costs (for Langley and Cippenham libraries as these are the only stand-alone library buildings).

The council should consider options to improve value for money in terms of the publications budget which should not exclude the option to reduce the budget from £220,500 per annum to between £117,000 and £147,000 per annum to bring us in line with the average spend across the UK (lower figure is taken from 2016 FOI costs for UK and higher figure is from CIPFA comparator group).

In addition, although staff numbers have declined since 2018 there is still scope for the council to assess whether expanded volunteering and embedding the shift (accelerated through Covid lockdown) to digital and self-serve customer service could allow for a reduction in dedicated staff in all library buildings at all times. Part of this review will need to consider the opportunities for services and their staff to co-locate meaning that staff could be more multidisciplinary and deliver a range of support and guidance services for customers.

### Ensure library services are accessible and meet local needs

As discussed in recommendation 1 above, there is an opportunity to review the current publications budget as part of the move to ensure the library service is still affordable.

Over the Covid lockdown period the volume of on-line lending activity in Slough rose by 300%, demonstrating a willingness from some customers to move to a predominantly on-line service. However, the Library Connected research suggests that moving to a totally on-line offer can make services less affordable. In addition, the participation in events was significantly lower when they were exclusively offered on-line compared to both face-to-face only and a mix of on-line and face-to-face.

In light of this it is recommended that Slough focusses on planning and delivering a hybrid model of service delivery for both material resources and event delivery.

As mentioned in recommendation 1 there is opportunity to expand the volunteer cohort in libraries which would be a critical resource to allow events and activities to be held in face-to-face settings. The activities on offer need to be carefully planned to serve all members of our community and be explicit in how they will support current library users but also how they will attract new users to the library service. One specific aspect of volunteering which needs to be expanded is the provision and marketing of the Home Library Service to bring the library into the homes of residents who are unable to go to a building.

It is also recommended that the library service reviews the range of locations where different lending and outreach activities could be offered from. An expansion to beyond the traditional library setting into more/different Children's Centres, locality hubs, community buildings, health settings, leisure centres etc could result in an increase in library users and an expansion of the range of communities using and engaging with this important resource.

Support and promote good use of technology including digitalisation of services where appropriate.

Slough Borough Council is moving to a general service delivery model of "digital by default". This move will include the provision of library services, but also creates an opportunity for the library service to be a valued gateway into the digital world for customers who are reluctant to embrace this new technology.

This needs assessment highlights that libraries currently play an important role in promoting eResources whether this is by on-line book borrowing, or by running coding clubs for young people or helping adults access the Internet for free. Libraries in Slough are an important resource to ensure residents are not digitally excluded.

It is recommended that this role undertaken by the library service is enhanced. The council should ensure that there is adequate IT equipment available for residents in community locations, including at libraries. Staff and volunteers across the borough in a range of organisations, including libraries, should be able to provide first level guidance and support to a resident who might be struggling to enter the digital world. Libraries and services delivering post-16 skills and training need to build upon existing links to ensure they work effectively together to promote and deliver digital skills opportunities for residents.

**Appendix A – Slough library service budgets and staffing**

	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Budget</b>							
Libraries budget	£1,443,691	£1,449,400	£1,345,400	£1,436,600	£1,430,600	£1,430,600	£1,098,689
Development budget		£150,400	£150,400	£347,200	£347,200	£347,200	£11,000
Total budget	<b>£1,443,691</b>	<b>£1,599,800</b>	<b>£1,495,800</b>	<b>£1,783,800</b>	<b>£1,777,800</b>	<b>£1,777,800</b>	<b>£1,109,689</b>
<b>Publications</b>							
Physical books	£196,777	£221,543	£230,152	£151,789	£164,690	£110,274	£38,500
e-resources	£39,787	£54,355	£45,893	£41,071	£60,500	£117,983	£11,000
total publications	£236,564	£275,898	£276,045	£192,860	£225,190	£228,257	£49,500
% of publications budget spent on eResources	16.89%	19.70%	16.62%	21.29%	26.87%	51.91%	22.20%
<b>Staffing FTE</b>							
Libraries	31	32.5	32.5	36.3	34.3	34.3	26.22
Libraries Development	0	2.5	2.5	6	6	6	0
Total	31	35	35	42.3	40.3	40.3	26.22

Between January 2011 and 2016 Slough library services were delivered by a limited company managed at arm's length by Essex County Council. The library service came back under Slough Borough Council's control on 1st July 2016.

The Curve opened in September 2016.

The Libraries Team and Development Team merged to become Libraries and Culture Team in 2018.

In 2021 the Our Futures transformation programme removed the Culture Team and made further reductions to library service budgets from 2020.

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## **Appendix B – 1964 Public Libraries and Museums Act**

### **Background**

Libraries are a statutory service, but it is up to local communities to determine how that service is delivered.

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 residents. The Department for Digital 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 to be considered when deciding whether to intervene in proposed Local Authority service changes to library services:

- 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 library buildings which would remain open.
- The proportion of active borrowers using the library buildings which would remain open.
- Opening hours at the library buildings which would remain open.
- Mitigating factors which could offset the effect of library building closures.
- Has there been appropriate consultations with residents and other stakeholders?
- Distance to library buildings which would remain open, travel time, car ownership and public transport option and any mitigation measures.

DCMS expect to see evidence of a robust and appropriate assessment of local need. Without this, a local council will not be able to demonstrate that its proposals are reasonable.

## Role of Secretary of State in Library Superintendence and the Courts in relation to Judicial Review

The Secretary of State DCMS has a duty under the “Public Libraries and Museums Act 1964 (the Act)” to:

- Superintend and promote the improvement of the public library service provided by councils in England,
- Secure the proper discharge by councils of their functions as library authorities,
- The Act also provides the Secretary of State with the statutory power to intervene and call a local inquiry when a library authority fails (or is suspected of failing) to provide the required service.

The Libraries Team at DCMS is responsible for the superintendence and promoting the improvement of libraries across England on behalf of Ministers. To support this duty, they closely monitor developments in library services across England. Library authorities are required to provide DCMS with such information as the Secretary of State may require for carrying out their duties.

Arts Council England (ACE) is the national development agency for public libraries in England. ACE works with the leaders of library services and other partners and stakeholders, using its influence and convening power to help shape the future development of public libraries in England. It also funds Libraries Connected as the Sector Support Organisation.

Libraries Connected is the membership body for all public library services in England. Its focus is on shaping a positive operating environment for libraries, fostering innovation, and sharing good practice across the sector. Its core asset is its members’ wealth of expertise as library leaders and practitioners, and their willingness to share this with their peers. It is particularly well-placed to broker strategic advice to decision-makers.

The DCMS Libraries team works closely with Libraries Connected. Slough Library Service is an active participant in Libraries Connected.

If anyone believes a council is in breach of its duties under the Act, they can make an official complaint to the Secretary of State. This is not restricted to residents, nor is the complainant required to follow the Council’s Complaints Process in the first instance. DCMS has considered 20 formal complaints since 2010.

DCMS will consider investigating:

- Following a final decision taken by the council on library service provision
- A representation about the effect of the proposals on overall area provision is made to them
- A representation about the library service as a whole is made to them
- A representation about the effect of proposed changes on particular groups within the community, such as those sharing a protected characteristic set out in the Equality Act 2010

DCMS will consider each complaint on its own merits and following careful consideration against several factors. These include:

- Whether the local authority appears to be acting in a careless or unreasonable way.

- Whether the decision is or may be outside the proper bounds of the local authority's discretion, such as a capricious decision to stop serving a particularly vulnerable group in the local community.
- Whether the local authority appears to have failed to consult affected individuals or to carry out significant research into the effects of its proposals.
- Whether the local authority has failed to explain, analyse, or properly justify its proposals.
- Whether local proposals are likely to lead to a breach of national library policy.
- The advantages of local decision making by expert and democratically accountable local representatives.
- Whether there is any further good reason why a local inquiry should be ordered.

The process of consideration of a complaint is in two stages. The first is a thorough analysis of the evidence available to DCMS. This could result in DCMS officials submitting advice and recommendations to Ministers to consider, before issuing a Ministerial "minded to" letter setting out the reasons for the decision and indicating whether they are minded to order an inquiry.

The second stage is a final decision by the Secretary of State which follows careful consideration of further representations submitted in response to the "minded to" letter. If the Secretary of State considers that there has been a failure by the library authority to meet its statutory duties, they may make an order declaring this and directing the library authority to carry out any actions required to meet the duties within a specified time.

If the council fails to comply with any requirement of the order, the Secretary of State, instead of enforcing the order, may make an order providing that the function of the council relating to the public library service shall be transferred to the Secretary of State.

### **Judicial Review**

Individuals or groups can also challenge the lawfulness of a council decision (whether due to a breach of the Act or for other reasons) through a Judicial Review (JR).

The judge in the Northampton Library Service JR said that the council's decision-making processes around its library provision broke down under increasing financial pressure. The council's Cabinet initially chose the least severe of three options presented to it following a review of its library services and a consultation. Then, when the council's precarious financial situation worsened, with the council issuing a Section 114 Report saying that its expenditure would exceed its resources, the Director of Finance recommended Cabinet change to a more severe option 2 for its library service savings.

In her judgement the Mrs Justice Yip said: "They [Cabinet] were told in the Finance Director's report... that they had "no choice" but to consider proposals which ... were now being put before them". The judge said, "this was serious error infecting the decisions of the Cabinet and that her "provisional view is that the Cabinet decisions ... should be quashed."

The judge said the Cabinet failed to apply a statutory test – to make sure that its new decision would result in a "comprehensive and efficient library service" as required by Section 7 of the Public Libraries and Museums Act 1964. She said: "This judgement is a clear warning to local authorities contemplating similar decisions. Decisions have to be made in a lawful manner and cannot be based solely on financial considerations."

As part of the JR process the courts will examine the council's decision and the process the council took in reaching that decision, including the council's approach to equality considerations.

A complainant can submit a formal complaint to DCMS in respect of the Public Libraries and Museums Act 1964 as well as request a Judicial Review.

# Equality Impact Assessment

<b>Directorate:</b> Customer and Community	
<b>Service:</b> Library Service	
<b>Name of Officer/s completing assessment:</b> Liz McMillan /Liz Jones	
<b>Date of Assessment:</b> September 2021	
<b>Name of service/function or policy being assessed:</b> Slough library service - review of services	
1.	<p><b>What are the aims, objectives, outcomes, purpose of the policy, service change, function that you are assessing?</b></p> <p>The library service will be undertaking a review of the way SBC delivers library services to a) ensure they are fit for purpose and continue to be compliant with statutory obligations, b) review the advantages and disadvantages seen through the change in delivery during COVID-19 lockdown and c) achieve value for money by driving out savings to support action associated with issuing of Section 114 Notice.</p> <p>The library service in Slough has four (statutory) libraries: The Curve cultural hub in the heart of Slough town centre; and three community libraries in Britwell, Cippenham and Langley. In addition, there are three satellite non-staffed (non-statutory) libraries in Chalvey Grove, Vicarage Way and Wexham children’s centres. All of our libraries are free at the point of use for all users. We also offer a small Home Library Service supported by volunteers who take library books to the homes of people who are unable to come to a library. During 2020 and 2021 the service was forced (due to COVID-19 restrictions) to close all physical library buildings. The service moved on-line and directed customers to eBooks/eAudio books, on-line “click and collect” and on-line activities and events.</p> <p>Library services provide access to books, online resources, computers with WiFi and Internet as well as a programme of events and activities for adults and children. Britwell and The Curve are also locality hubs which accommodate other services including Registrar Service, Learning &amp; Skills services, Housing Demand and council customer services. The library service also provides outreach events including visits to schools.</p> <p>Under the Public Libraries and Museums Act 1964, local councils in England have a statutory duty to provide a ‘comprehensive and efficient’ library service for all people working, living, or studying full-time in the area who want to make use of it.</p>

2.	<p><b>Who implements or delivers the policy, service, or function?</b></p> <p>Library services are funded, delivered and managed by a dedicated team within Slough Borough Council.</p> <p>The service is part of the Locality and Neighbourhoods Group under the Customer and Community Directorate.</p> <p>The Service Manager is the Locality Hubs and Library Services Manager who is supported by an Operational Lead and a Children's and Young People's Officer. This is the library services management team.</p> <p>The operational delivery is made through a number of Supervisors, Assistant Supervisors, library customer service assistants and volunteers.</p> <p>Early Years Teams based at the Children's Centres support the delivery of the three satellite (non-statutory) libraries in Chalvey Grove, Vicarage Way and Wexham.</p>
3.	<p><b>Who will be affected by this proposal?</b></p> <p>The proposal to review and reconfigure how we deliver the library service in Slough will have the potential to affect all residents of the borough as the service is universal and free at the point of use.</p> <p>Sloughs total resident population is 149,539.</p> <p>Total library membership in the borough is 40,000 people and of this, 21,000 are active borrowers (borrowing at least once a year and including on-line borrowing). The total membership accounts for 27% of the resident population and active borrowers account for 14% of the total resident population.</p> <p>Slough currently has 4 libraries the lowest number per population of our CIPFA "Most Similar Group" of 12 other local authorities with the most similar demographics to us. Reducing that number could have a negative impact on residents' ability to access library services.</p>

These proposals could impact on residents, current library users and potential users of the service who will all fall into one or more of the protected characteristics groups.

Affected groups could include

- all residents of Slough,
- library staff,
- other council and hub staff,
- current library users,
- partner organisations and stakeholders including schools, Early Years provision, and post-16 education, learning and skills services.

### **Library Users data**

#### Age

A high percentage of library users are children and young people. 70% of all users across all sites are aged under 15 and under. All of the attendees of activities such as story reading and, Baby and Rhyme sessions are carers with babies and pre-school children.

Older residents attend libraries to reduce social isolation, borrow books and attend events such as seated exercise sessions and reading groups.

The breakdown of active library users by age:

	<b>% of active library users</b>	<b>Number of active library users</b>
Child (0 – 10 y/o)	20.6%	4,394
Child (11 – 13 y/o)	9.2%	1,970
Young person (14 – 17 y/o)	7.6%	1,630
Adult (18 – 59 y/o)	58.7%	12,480
Senior citizen (60+)	3.6%	777

Sex

A slightly higher percentage of library members are female rather than male.

	Numbers of members	% of members
Female	10,945	55%
Male	8,868	45%

Gender reassignment and gender self-identification

The Library Service does not hold comprehensive data on gender reassignment or gender self-identification from membership records as this is not a legal requirement to hold this information. However, this is a universal offer supporting the needs of the total population by offering a range of free services.

There is no accurate information on the number of lesbian, gay, bisexual, or transgender (LGBT) people in Slough. Several estimates for the nationwide percentage of lesbian, gay and bisexual individuals exist, with the Office for National Statistics estimating approximately 2% of the total UK population (2016). The LGBT Foundation places it higher at between 5% and 7%. The Office for National Statistics has concluded that there is a need for greater information about LGBT individuals and is currently consulting about how best to generate this information.

Sexual orientation

The Library Service does not hold comprehensive data on sexual orientation from membership records as this is not a legal requirement to hold this information. However, this is a universal offer supporting the needs of the total population by offering a range of free services.

There is no accurate information on the number of lesbian, gay, bisexual, or transgender (LGBT) people in Slough. Several estimates for the nationwide percentage of lesbian, gay and bisexual individuals exist, with the Office for National Statistics estimating approximately 2% of the total UK population (2016). The LGBT Foundation places it higher at between 5% and 7%. The Office for National Statistics has concluded that there is a need for greater information about LGBT individuals and is currently consulting about how best to generate this information.

### Disability

The Library Service does not hold full and comprehensive data on the disability needs of its customers. However, this is a universal offer supporting the needs of the total population by offering a range of free services.

In the 2011 Census, 9,322 Slough residents between the ages of 16-64 reported living with a physical disability. Over 1,350 people were also reported to be living with a severe mental health problem. There are an estimated 2,590 people living with sight loss in Slough and 2,696 adults under the age of 65 live with a moderate to severe hearing impairments (more have a profound impairment). Hearing impairments in younger adults in Slough is expected to increase by 20% over the next ten years. Just over 4% of over 65s in Slough have been recorded by their GPs as living with dementia.

In April 2021 it was estimated ([here](#)) that the un-employment rate for disabled people across the UK was 8.4% (compared to 4.6% for non-disabled) whilst for economic inactivity the rate for disabled people was 42.9% compared to only 14.9% for non-disabled people. This indicates that unemployment, economic inactivity and associated lack of disposable income for items like books, magazines, newspapers and Internet access (all services provided free by libraries) will disproportionately affect people with disabilities. It is fair to assume that reducing or removing access to these services in our libraries will negatively impact residents with disabilities.

In recognition of this the library service provides a range of resources to support residents with disability needs. This includes large print books, Talking Books and on-line resources with the ability to zoom into enlarge print size. We also offer targeted resources including Books on Prescription and "Reading Well" collections that support general health and wellbeing (self-help).

### Marriage and Civil Partnership

The Library Service does not hold comprehensive data on the status of its users from membership records as this is not a legal requirement. However, this is a universal offer supporting the needs of the total population by offering a range of free services.

### Pregnancy and maternity

The Library Service does not hold comprehensive data on the pregnancy/maternity status of its users from membership records as this is not a legal requirement. However, this is a universal offer supporting the needs of the total population by offering a range of free services. Anecdotal observations suggest that parents-to-be and new parents are a high proportion of those who use the service in particular Baby Rhyme Time sessions.

Race

The Library Service does not hold comprehensive data on the ethnic status of its users from membership records as this is not a legal requirement. However, from observations of attendance at activities, feedback from library staff and anecdotal observations the majority of those using the service are Asian British, followed by White British and White other. This mirrors the general ethnic breakdown of Slough's resident population.

**Ethnic breakdown of Slough resident population**

Asian/Asian British: Bangladeshi	549	0.6% of population
Asian/Asian British: Chinese	797	0.6% of population
Asian/Asian British: Indian	21,922	15.6% of population
Asian/Asian British: Other Asian	7,560	5.4% of population
Asian/Asian British: Pakistani	24,869	17.7% of population
Black/African/Caribbean/Black British: African	7,548	5.4% of population
Black/African/Caribbean/Black British: Caribbean	3,096	2.2% of population
Black/African/Caribbean/Black British: Other	1,471	1.0% of population
Mixed/multiple ethnic groups: White and Asian	4,429	1.0% of population
Mixed/multiple ethnic groups: White and Black African	607	0.4% of population
Mixed/multiple ethnic groups: White and Black Caribbean	1,667	1.2% of population
Mixed/multiple ethnic groups: Other Mixed	1,055	0.8% of population
Other ethnic group: Arab	928	0.7% of population
Other ethnic group: Any other ethnic group	2,654	1.9% of population
White: English/Welsh/Scottish/Northern Irish/British	48,401	34.5% of population
White: Gypsy or Irish Traveller	220	0.2% of population

White: Irish	1,607	1.1%	1,607	1.1% of population
White: Other White	13,825	9.9%	13,825	9.9% of population

#### Religion and Belief

The Library Service does not hold comprehensive data on the pregnancy/maternity status of its users from membership records as this is not a legal requirement. However, this is a universal offer supporting the needs of the total population by offering a range of free services.

<b>Religious belief breakdown of Slough resident population</b>		
Buddhist	743	0.6% of population
Christian	57,726	43.6% of population
Hindu	8,643	6.5% of population
Jewish	87	0.1% of population
Muslim	32,655	24.7% of population
Sikh	14,889	11.3% of population
Other religion	482	0.4% of population
No religion	17,024	12.9% of population

#### **Library Users data**

A separate Equality Impact Assessment will be carried out with staff if the outcome of the review and consultation results in changes for staff numbers, hours of work, type of role etc.

#### 4. **What are any likely positive impacts for the group/s identified in (3) above?**

##### Publication budget

If the Publication budget is reduced there will still be a mix of hard copy and on-line resources available for all users. During Covid-19 restrictions the numbers of items borrowed on-line increased by 300% showing that there is a demand for this type of borrowing.

Changes to hours the libraries are open/hours that libraries are staffed by library customer service assistants

	<p>If the hours when library staff are available at libraries do change/reduce we will still have a 24/7 on-line offer which proved popular with users over Covid-19 lockdown. Anecdotal feedback has been that some users (unidentified protected characteristics) prefer the anonymity of using on-line resources and reduced interaction with staff rather than coming into a building and interacting with staff. This change may also present further volunteering opportunities for residents to take advantage of which could improve confidence, skills and wellbeing.</p>
5.	<p><b>What are the likely negative impacts for the group/s identified in (3) above?</b></p> <p><u>Age</u>  Children and young people make up the highest percentage of our library users both for book borrowing and attending events/activities. Reducing the publications budget could limit the number and range of books/eResources for children and young people. Reducing opening hours could limit the times young people are able to access physical library buildings, especially if self-service alternatives are used that may not be available for children/young people to access. Many of our activities and events are aimed at children and young people and there may be a reduction in the number of events available and/or they may be restricted to one or two libraries rather than being offered from all libraries across the borough.</p> <p>Anecdotal feedback from library staff suggest that older residents often go to a local library as a way of informally socialising with others, reducing their social isolation, and improving their social networks, health, and wellbeing. Feedback from adults using library-based activities (e.g., reading groups, seated exercises) support this staff feedback. Reducing the hours when library staff are available for people to talk to and get advice from could increase feelings of loneliness and social isolation. This would also reduce the availability of staff to work with older users to help reduce digital isolation – currently staff offer hands-on support and guidance to residents who are not confident using or accessing Internet in general and a range of council self-serve service as part of the “digital by default” transformation.</p> <p><u>Sex</u>  A higher percentage of females than males are library users so any reductions in service may have a disproportionate impact on female users.</p> <p><u>Gender reassignment and gender self-identification</u></p>

Although we have no data specifically on library usage by residents who have had/are having gender reassignment, the reduction in publications budget could have a disproportionate impact on these users and those who don't identify as gender-binary. A reduced publication budget would limit the range of publications available and would focus on mainstream items. This would reduce the opportunity of stocking resources by, or for people in this group.

#### Sexual orientation

Although we have no data specifically about sexual orientation of library users or the general resident population, the reduction in publications budget could have a disproportionate impact on LGBT+ users and potential users. A reduced publication budget would limit the range of publications available and would focus on mainstream items. This would reduce the opportunity of stocking resources by, or for people in this group.

#### Disability

A reduction in the publications budget could affect users and potential users with disabilities as this would limit the number and range of large print, Talking Books and eResources (books where print size can be increased and audio books) available. It may also reduce the number and range of health and wellbeing resources being stocked to allow users to follow a "self-help" route to improve/maintain their own health.

Whilst some users/residents with disability may use on-line libraries/Home Library Service rather than physical buildings (e.g., those with limited mobility), others may find the loss of or reduced opening hours of library buildings more difficult. Residents with early stages of dementia, are neuro-atypical, have some mental health conditions etc. may be able to (and get benefits from) use a familiar library at times when they are less busy. If libraries are closed at quiet times this may disadvantage this group although we have no current library usage data on this issue.

#### Pregnancy and maternity

Several activities at libraries are specifically aimed at parents/carers of babies (e.g., Baby Rhyme Time, story times etc) to help babies get a first introduction to books and allow socialisation for both them and their parents. Spend on books/publications for babies is relatively high because the items are used often and suffer more wear and tear than books for older users. Free access to a range of books supports early years development. This means that reductions to the publication fund, reduced opening hours for libraries and reduced staff resource to deliver activities would have a specific impact on this group.

	<p>New parents also use libraries to collect Bookstart packs for babies. Reduction in opening hours and hours when staff are available could limit the opportunities for parents to collect this resource.</p> <p><u>Race</u> Almost 1/3<sup>rd</sup> (27%) of our total resident population do not have English as their main language (2011 Census). Reducing the publications budget would limit the range of publications available to allow focus on mainstream items meaning there may be a reduction in publications in languages other than English. Reducing the hours when staff are available to help and guide those who are not confident in reading English may also negatively impact this group.</p>
6.	<p><b>Have the impacts identified in (4) and (5) above been assessed using up to date and reliable evidence and data?</b> Data used is from Office for National Statistics (ONS) and Chartered Institute of Public Finance and Accountancy (CIPFA). ONS data is from 2011 Census. CIPFA data (most similar groups) is from 2019 report using 2018 data.</p> <p>Where Slough library usage data has been used this has been taken from the library management system.</p> <p>Further, more detailed analysis about impacts of service changes will be carried out after the 12-week public consultation which will include collection of equalities data and asking residents for their assessment of the proposals.</p>
7.	<p><b>Have you engaged or consulted with any identified groups or individuals if necessary and what were the results?</b> These service changes will be consulted on during a 12-week public engagement exercise. This public consultation will seek current library user's views and the views of people who do not currently use libraries but may do in the future. The consultation will include an on-line and hard copy survey, several face-to-face focus groups at each library (carried out at different times of day) and on-line sessions for residents and stakeholder groups.</p> <p>Information collected from this consultation will be analysed and included in the final recommendations so decision makers can fully understand the impact on different parts of our community.</p> <p>If changes have an impact on staff there will then be a separate consultation exercise with staff affected, other council services and unions. The results of this consultation exercise will be analysed and included in the final implementation plan.</p>

8.	<p><b>Have you considered the impact the policy might have on local community relations?</b>  As part of the public consultation, we are ensuring that we actively seek the views of community, voluntary and third sector organisations that represent different community groups. We will be encouraging members of these groups to take part in the consultation. In addition, there will be face-to-face and on-line stakeholder engagement sessions to understand the impact of the proposals on community relations.</p>
9.	<p><b>What plans do you have in place, or are developing, that will mitigate any likely identified negative impacts?</b>  Each option being considered has a detailed mitigations plan associated with it. The mitigations include:</p> <ul style="list-style-type: none"> <li>• Seeking the views of residents and stakeholders about alternative proposals to ensure the service is fit for the future and delivers excellent value for money.</li> <li>• Ensuring that there is a robust and transparent process for deciding on the ratio of physical vs on-line resources purchased through the publications fund.</li> <li>• Ensuring there is a robust and transparent process for purchasing hard copy and eResources to mitigate the impact of publications available to users in a protected group (e.g., English language vs non-English language, children/young people vs adults etc.)</li> <li>• Ensuring there is a robust and transparent process for deciding what activities and events will be hosted by libraries and library staff.</li> <li>• Explore alternative venues for hosting library events and services (e.g., Children’s Centres, schools, pop-up community locations etc) and also opportunities for libraries to co-locate in alternative venues and other services to co-locate in library buildings.</li> <li>• Develop a strong volunteer recruitment and retention scheme to support the delivery of events and services including Home Library Service.</li> <li>• Explore the further use of technology to allow library buildings to be accessible without staff needing to be on-site (e.g., Open+)</li> <li>• Develop a multi-media communications strategy to advertise opening hours, staffing hours and where and when activities will be happening.</li> <li>• Ensure that on-line resources remain available 24/7.</li> <li>• Actively seek out and make bids for external funding streams that will allow libraries to deliver specific projects.</li> <li>• Explore opportunities for sharing skills and knowledge with staff from other services/organisations to allow residents to still receive support even if not from specialist library staff. Also, explore opportunities for library staff to adopt new skills and knowledge to allow them to work efficiently with possible co-located services.</li> </ul>
10.	<p><b>What plans do you have in place to monitor the impact of the proposals once they have been implemented?</b> (The full impact of the decision may only be known after the proposals have been implemented).  Continue to collect user data via library management system and feed this to CIPFA as requested to allow us to review our services and their impact in comparison to our most similar local authority library services.  We will develop a process (on-line surveys, staff feedback and consultation events) to regularly collect feedback from users, residents, staff and stakeholders. This “light touch” EIA process will take place annually.</p>

<b>What course of action does this EIA suggest you take? More than one of the following may apply</b>	
<b>Outcome 1: No major change required.</b> The EIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken	
<b>Outcome 2: Adjust the policy</b> to remove barriers identified by the EIA or better promote equality. Are you satisfied that the proposed adjustments will remove the barriers identified? (Complete action plan).	✓
<b>Outcome 3: Continue the policy</b> despite potential for adverse impact or missed opportunities to promote equality identified. You will need to ensure that the EIA clearly sets out the justifications for continuing with it. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact (see questions below). (Complete action plan).	
<b>Outcome 4: Stop and rethink</b> the policy when the EIA shows actual or potential unlawful discrimination. (Complete action plan).	

### Action Plan and Timetable for Implementation

At this stage a timetabled Action Plan should be developed to address any concerns/issues related to equality in the existing or proposed policy/service or function. This plan will need to be integrated into the appropriate Service/Business Plan.

Action	Target Groups	Lead Responsibility	Outcomes/Success Criteria	Monitoring & Evaluation	Target Date	Progress to Date
Complete needs assessment using library data and demographics	All residents including library users and non-users	Liz Jones/Liz McMillan	Completed and used to shape consultation and options paper		Sept 2021	
Carry out public consultation to help shape outcomes and library review and enable full assessment of impact on Slough	All residents including library users and non-users and targeted groups with	Liz Jones/Liz McMillan	Completed and clear picture of needs of library users and non-users		December 2021	

Community	protected characteristics					
Hold series of face-to-face consultation drop ins at each library and online events and with stakeholder groups and staff to provide feedback – communications plan	All residents including library users and non-users and targeted groups with protected characteristics	Liz McMillan	Completed with good numbers attending and actively engaging.  Feedback analysed and included in final needs assessment and recommendations for SBC decision makers.		February 2022	
Update EIA following consultation	As above	Liz McMillan/ Liz Jones	EIA reflects the findings from the consultation and mitigates negative impacts on protected groups.		January 2022	
Carry out annual “light touch” EIA with service users to monitor the impact of changes	Library users including targets groups with protected characteristics	Liz McMillan/Patsy To/Alison Beer	Ongoing impacts of changes are understood and used to fine tune and/or further review service delivery.		From Sept 2022	
Develop a library outcomes and strategic plan	Internal staff, Directors, cllrs, all residents	Liz McMillan/Liz Jones	New strategic plan linking clearly to Slough 2040 vision for future priorities for library service.		July 2022	

**Name: Liz McMillan/ Liz Jones**

**Signed:** .....

**Date:**

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# Ward Data Summaries

*Version: 4.8, August 2021*

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This document summarises the data for each ward and compares the ward's scores to the England average. There is a table towards the end of this document that ranks the wards within slough from most to least deprived according to the English Indices of Deprivation (IoD). The abbreviations and datasets used in this document are listed at the end.

## Locality 1: Britwell & Northborough

Britwell & Northborough (born 2014) is in the north-west of the Borough. The name Britwell derives from *beorhtan wiellan*, old English for 'bright, clear well'. The Britwell Estate was established to rehouse 11,000 Londoners who had lost their homes in the Second World War. It was originally owned by London County Council and the local authority for the area at the time was Eton Rural District Council. London County Council later became part of the Greater London Council, which was then abolished in 1986 and the social housing was transferred to Slough Borough Council.

Britwell & Northborough now has a population of 10.8k and is the most deprived ward in Slough on the index of multiple deprivation and several specific indices of deprivation.

The data shows that the ward is the most deprived in Slough for health deprivation, with high levels of people receiving health-related benefits, emergency hospital admissions, cancer, obesity, and loneliness.

Britwell and Northborough is the most deprived ward in Slough for employment and income, including income deprivation specifically affecting children and older people, with high levels of unemployment and people receiving benefits. Employment and income deprivation can be linked to education and skills and the ward is the most deprived for education, skills and training, with lower than average levels of young people entering higher education and high levels of adults with no or low qualifications and/or low English language proficiency.

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

14 of Slough's 15 wards, including Britwell & Northborough, ranked worse than average for crime deprivation, and the ward has high rates for 9 of the 15 types of crime included in the data. The data also shows Britwell & Northborough has low community cohesion and high levels of community need.

All wards ranked worse than average for outdoor living environment deprivation and air quality, but Britwell & Northborough ranked better than average for indoor living environment and is the least deprived in Slough for overall living environment.

Based on the Indices of Deprivation, the top 3 priorities for Britwell & Northborough are:

- Health
- Skills, employment, and income
- Children and young people

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Britwell & Northborough	Haymill & Lynch Hill	Farnham
Index of multiple deprivation	1	12	10
Health & disability	1	10	9
Income	1	13	8
Employment	1	12	8
Education, skills & training	1	13	3
Barriers to housing & services	5	12	14
Crime	6	13	8
Living environment	15	11	7

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 10,832
- Population age:
  - 0-15: 30.04%
  - Working age (16-64): 61.68%
  - 65+: 8.28%
- Population density per hectare: 66.96
- Household language:
  - No people in household have English as a main language: 9.22%
  - All householders (aged 16+) have English as a main language: 81.02%
  - At least one but not all householders (aged 16+) have English as a main language: 6.36%
  - No adults but at least one person aged 3 to 15 has English as a main language: 3.40%
- 1st most deprived ward in Slough (IoD 2019)
  - More deprived than the Slough and England average
- Broad ethnic groups:
  - White: 64.11%
  - Mixed: 5.15%
  - Asian: 15.85%
  - Black: 13.79%
  - Arab: 0.56%
  - Other: 0.54%

### Health and Wellbeing

- IoD:
  - Ranked worst in Slough on the health deprivation and disability domain (1<sup>st</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for work limiting illness and disability, emergency hospital admissions, and premature deaths, but scored better than average for mental health.
- Avenue Medical Centre has 7,431 patients and is part of SPINE (Slough Providers Innovation Network Enterprise).

- Highest in Slough for:
  - emergency hospital admissions for 15- to 25-year-olds and for COPD
  - hospital stays for self-harm
  - incidence of and deaths from cancer (overall) and incidence of lung and prostate cancer
  - percentage of overweight and obese children in reception
  - probability of loneliness in those aged 65+
  - people receiving disability benefit (DLA), people with mental health issues (receiving IB/ESA), and individuals receiving workless through sickness benefit (IB/ESA)
  - people receiving Personal Independence Payments (PiP)
- Higher than average:
  - proportion of babies born with a low birth weight
  - deaths from all causes (standardised mortality ratio)
  - emergency hospital admissions (standardised admissions ratio)
  - percentage of overweight and obese children in year 6
  - proportion of Carers Allowance claimants
  - proportion of older people receiving Attendance Allowance
  - proportion of older people receiving the Higher Rate of Attendance Allowance
- Lower than average life expectancy for men and women

## Housing

- IoD:
  - Ranked worse than average on the barriers to housing and services domain (5<sup>th</sup> in Slough), the geographical barriers subdomain (3<sup>rd</sup>), and the wider barriers subdomain (8<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding and housing affordability and has the worst average road distance in Slough to a post office but scored better than average for road distance to a primary school, general store/supermarket, and GP surgery.
  - Ranked better than average on the overall living environment domain (15<sup>th</sup>) and indoors subdomain (14<sup>th</sup>)
  - The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in poor condition but a higher than average proportion of housing without central heating.
- Higher than average:
  - proportion of people receiving Housing Benefit
  - number of overcrowded houses (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house

- gap between entry level house price and 4.5 times average annual salary
- Lower than average tenant and leaseholder satisfaction with condition of home

### Income, Business, Education, Skills and Jobs

- IoD:
  - Scored worst in Slough on the employment deprivation domain (1<sup>st</sup>)
  - Scored worst in Slough on the overall income deprivation domain (1<sup>st</sup>) and worse than average on the income deprivation affecting older people subset (7<sup>th</sup>) and the income deprivation affecting children subset (2<sup>nd</sup>)
  - Ranked worst in Slough on the overall education, skills and training deprivation domain (1<sup>st</sup>) and the children and young people subdomain (1<sup>st</sup>), and worse than average on the adult skills subdomain (2<sup>nd</sup>)
  - The underlying indicators of the education, skills and training deprivation domain show that the ward has a worse than average proportion of young people entering higher education and a worse than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Highest levels in Slough of unemployment and youth unemployment (receiving JSA or Universal Credit), workless through sickness benefit (IB/ESA), and economically inactive individuals.
- Higher than average:
  - proportion of people receiving any DWP benefits
  - proportion of employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
  - proportion of individuals claiming JSA, or Universal Credit
  - proportion of pensioners in poverty receiving pension credit
  - proportion of children aged 0-15 in relative low-income families or in poverty
  - percentage of individuals with no qualifications or whose highest level of qualification was level 1 (1-4 GCSEs, Scottish Standard Grade, or equivalent qualifications) (2011 census)
  - percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2
- Lower than average:
  - net annual household income (estimate after housing costs)
  - job density (jobs as a percentage of the working age population)
  - key stage 4 (GCSE) average point score per pupil
  - percentage of individuals whose highest level of qualification was level 4 or above (First or higher degree, professional qualifications, or other equivalent higher education qualifications)
- Britwell & Northborough has the 6th highest number of residents who are active library borrowers in Slough.

- Britwell Library has the 4th highest number of active borrowers of Slough's libraries.

### Community Safety

- IoD: Ranked worse than average on the crime domain (6<sup>th</sup>)
- Higher than average rate of total crime offences, violent crime and sexual offences, possession of weapons offences, criminal damage, theft from person offences, vehicle crime, bicycle theft, other theft offences, and other crime offences (June 2020 to May 2021)

### Community Cohesion

- Lower than average score for local social relationships, belonging, and satisfaction with the local area as a place to live
- Higher than average active and engaged community score, civic assets score, and overall community needs score in the community needs index (where a higher score indicates a higher level of community need)

### Environment

- IoD:
  - Ranked worse than average on the outdoors subdomain (15<sup>th</sup>) of the living environment domain
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality but a better than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

## Locality 1: Haymill & Lynch Hill

Haymill & Lynch Hill (born 2014) has some fantastic green spaces which are used well by residents, including Haymill Valley nature reserve, known locally as 'The Millie'. Haymill Valley was once the site of a pond and mill, which fell into disuse after World War II and was demolished in the 1960s. The reserve now features woodland, a stream, and reed beds where the millpond once was.

Haymill & Lynch Hill has a population of 9.1k and is less deprived than the Slough and England average on the index of multiple deprivation, ranking the 12<sup>th</sup> in Slough.

The data shows the ward ranked worse than the England average for health deprivation, with high levels of cancer, emergency hospital admissions, obesity, and loneliness.

Haymill & Lynch Hill scored better than the England average for income deprivation and income deprivation affecting children but scored worse than average for income deprivation affecting older people and has lower than average net annual household income. The ward also ranked better than average for employment deprivation and education, skills, and training deprivation, but still has high levels of unemployment and people receiving benefits, and lower than average key stage 4 (GCSE) scores.

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards in Slough have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

14 of Slough's 15 wards, including Haymill & Lynch Hill, ranked worse than average for crime deprivation. Haymill & Lynch Hill has low rates for 12 of the 15 types of crime included in the data but high rates of violent crime and sexual offences, vehicle crime, and bicycle theft. The data also shows low community cohesion and high levels of community need.

All wards ranked worse than average for outdoor living environment deprivation and air quality. Haymill & Lynch Hill also ranked worse than average for overall living environment but better than average for indoor living environment.

Based on the Indices of Deprivation, the top 3 priorities for Haymill & Lynch Hill are:

- Barriers to housing and services
- Living environment
- Health

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Haymill & Lynch Hill	Britwell & Northborough	Farnham	Cippenham Green
Index of multiple deprivation	12	1	10	14
Health & disability	10	1	9	13
Income	13	1	8	12
Employment	12	1	8	13
Education, skills & training	13	1	3	11
Barriers to housing & services	12	5	14	15
Crime	13	6	8	14
Living environment	11	15	7	12

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 9,139
- Population Age:
  - 0-15: 24.39%
  - Working age (16-64): 64.14%
  - 65+: 11.47%
- Population density per hectare: 54.20
- Household language:
  - No people in household have English as a main language: 6.91%
  - All householders (aged 16+) have English as a main language: 85.56%
  - At least one but not all householders (aged 16+) have English as a main language: 5.77%
  - No adults but at least one person aged 3 to 15 has English as a main language: 1.77%
- 12th most deprived ward in Slough (IoD 2019)
  - Less deprived than the England and Slough average
- Broad ethnic groups:
  - White: 69.04%
  - Mixed: 4.21%
  - Asian: 18.74%
  - Black: 6.31%
  - Arab: 0.28%
  - Other: 1.01%

### Health and Wellbeing

- IoD:
  - Ranked worse than average on the health deprivation and disability domain (10<sup>th</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions and premature deaths but scored better than average for mental health and work limiting illness and disability.
- Bharani Medical Centre on Bath Road has 7,000 patients (approx.) and is part of SHAPE (Slough Health Alliance Provider Enterprise).

- Higher than average:
  - proportion of babies born with a low birth weight
  - deaths from all causes (standardised mortality ratio)
  - incidence of and deaths from cancer
  - emergency hospital admissions (standardised admissions ratio)
  - percentage of overweight and obese children in reception and year 6
  - higher than average probability of loneliness in those aged 65+
  - proportion of older people receiving the Lower Rate of Attendance Allowance
- Lower than average life expectancy for men and women

## Housing

- IoD:
  - Ranked worse than average on the barriers to housing and services domain (12<sup>th</sup>) and the wider barriers subdomain (15<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for the average road distance to a post office and GP surgery, but scored better than average for road distance to a primary school and general store/supermarket, household overcrowding, and housing affordability.
  - Ranked worse than average for the overall living environment domain (11<sup>th</sup>) but better than average for the indoors subdomain (9<sup>th</sup>)
  - The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in poor condition but a higher than average proportion of housing without central heating.
- Higher than average:
  - number of overcrowded houses (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house
  - gap between entry level house price and 4.5 times average annual salary
  - proportion of Carers Allowance claimants
  - proportion of older people receiving Attendance Allowance
- Lower than average:
  - tenant and leaseholder satisfaction with condition of home
  - proportion of addresses with private outdoor space

## Income, Business, Education, Skills and Jobs

- IoD:
  - Scored better than average on the employment deprivation domain (12<sup>th</sup>)
  - Scored better than average on the overall income deprivation domain (13<sup>th</sup>) and the income deprivation affecting children subset (12<sup>th</sup>) but

- scored worse than average on the income deprivation affecting older people subset (12<sup>th</sup>)
- Ranked better than average on the overall education, skills and training domain (13<sup>th</sup>), the adult skills subdomain (13<sup>th</sup>), and the children and young people subdomain (12<sup>th</sup>)
- The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education and a better than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Highest percentage of individuals in Slough with no qualifications and individuals whose highest level of qualification was level 1 (1-4 GCSEs, Scottish Standard Grade, or equivalent qualifications) (2011 census)
- Higher than average:
  - levels of unemployment, including a higher than average proportion of individuals claiming ESA, JSA, or Universal Credit
  - proportion of employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
  - proportion of pensioners in poverty receiving pension credit
  - percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2
- Lower than average:
  - net annual household income (estimate after housing costs)
  - job density (jobs as a percentage of the working age population)
  - key stage 4 (GCSE) average point score per pupil
  - percentage of individuals whose highest level of qualification was level 4 or above (First or higher degree, professional qualifications, or other equivalent higher education qualifications)
- Haymill & Lynch Hill has the 3rd lowest (13th) number of residents who are active library borrowers in Slough.

### Community Safety

- IoD: Ranked worse than average on the crime domain (13<sup>th</sup>)
- Higher than average rate of violent crime and sexual offences, vehicle crime, and bicycle theft (June 2020 to May 2021)

### Community Cohesion

- Lower than average score for local social relationships, belonging, and satisfaction with the local area as a place to live
- Higher than average active and engaged community score, civic assets score, and overall community needs score in the community needs index (where a higher score indicates a higher level of community need)

## Environment

- IoD:
  - Ranked worse than average on the overall living environment domain (11<sup>th</sup>) and the outdoors subdomain (10<sup>th</sup>)
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality but a better than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

## Locality 2: Baylis & Stoke

Baylis & Stoke (born 2004) is home to several open spaces, including Baylis park, the most historic park in Slough. This historic space is situated alongside Godolphin Recreation Ground and surrounds the four star Baylis House Hotel. Baylis House was built in 1696 and is a Grade I listed heritage building. In addition to the significant historical features the park holds, it is home to an ancient oak tree believed to have been planted around 1675. Baylis Park and Godolphin Recreation Ground are popular local resources for all of the communities residing in Baylis & Stoke and offer space for recreation, play, and cultural and educational activities.

Baylis & Stoke has a population of 9.5k, is the 3<sup>rd</sup> most deprived ward in Slough on the index of multiple deprivation and had a higher than average proportion of households with multiple needs in the 2011 census.

The data shows the ward ranked worse than the England average for health deprivation, with high levels of emergency hospital admissions, cancer, mental health issues, obesity, loneliness, and people receiving health related benefits.

Baylis & Stoke has high levels of people receiving benefits and scored worse than average for overall income deprivation and income deprivation specifically affecting older people, but better than average for income deprivation affecting children. The ward also scored worse than average for employment deprivation, with high levels of unemployment. Employment and income can be linked to education and skills, and the ward also scored worse than average for education, skills and training deprivation, especially for adults, with high levels of adults with no or low qualifications and/or low English language proficiency, but better than average levels of young people entering higher education.

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home. Baylis & Stoke also has the highest proportion of households in fuel poverty in Slough.

14 of Slough's 15 wards, including Baylis & Stoke, ranked worse than the England average for crime deprivation. The ward had high rates for 6 of the 15 types of crime included in the data. On the other hand, the data shows good community cohesion with better than average scores for local social relationships, belonging, satisfaction with the area as a place to live. The ward only scored worse than average for one of the three community needs indicators.

All wards ranked worse than average for outdoor living environment deprivation and air quality. Baylis & Stoke also scored worse than average for road traffic accidents and overall living environment, but better than average for indoor living environment.

Based on the Indices of Deprivation, the top 3 priorities for Baylis & Stoke are:

- Skills, employment and income (especially for adults)
- Crime
- Health

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Baylis & Stoke	Elliman	Farnham
Index of multiple deprivation	3	4	10
Health & disability	3	5	9
Income	2	6	8
Employment	2	3	8
Education, skills & training	2	5	3
Barriers to housing & services	11	9	14
Crime	2	1	8
Living environment	5	4	7

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 9,551
- Population Age:
  - 0-15: 28.08%
  - Working age (16-64): 62.56%
  - 65+: 9.36%
- Population density per hectare: 77.20
- Household language:
  - No people in household have English as a main language: 19.68%
  - All householders (aged 16+) have English as a main language: 47.41%
  - At least one but not all householders (aged 16+) have English as a main language: 26.88%
  - No adults but at least one person aged 3 to 15 has English as a main language: 5.99%
- 3rd most deprived ward in Slough (IoD 2019)
  - More deprived than the England and Slough average
- Higher than average proportion of households with multiple needs (2011 census)
- Broad ethnic groups:
  - White: 26.89%
  - Mixed: 2.44%
  - Asian: 61.09%
  - Black: 7.25%
  - Arab: 0.28%
  - Other: 1.96%

## Health and Wellbeing

- IoD:
  - Ranked worse than average on the health deprivation and disability domain (3<sup>rd</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions and premature deaths but scored better than average for mental health and work limiting illness and disability.
- Shreeji Medical Centre has 6,261 patients and Manor Park Medical Centre has 10,656 patients. Both are part of CSN (Central Slough Network).
- Highest in Slough:
  - deaths from coronary heart disease
  - proportion of Carers Allowance claimants
  - carers receiving Income Support
- Higher than average:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions (standardised admissions ratio)
  - deaths from all causes (standardised mortality ratio)
  - incidence of cancer
  - proportion of people with mental health issues (receiving IB/ESA)
  - proportion of people receiving disability benefit (DLA)
  - percentage of overweight and obese children in reception and year 6
  - probability of loneliness for those aged 65+
  - people providing 50+ hours unpaid care (2011 census)
  - proportion of children providing unpaid care (2011 census)
  - proportion of older people receiving Attendance Allowance
  - proportion of older people receiving the Higher Rate of Attendance Allowance
- Lower than average male and female life expectancy

## Housing

- IoD:
  - Ranked worse than average on the barriers to housing and services domain (11<sup>th</sup>) and the wider barriers subdomain (6<sup>th</sup>), but ranked better than average for the geographical barriers subdomain (15<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding and housing affordability but better than average for the average road distance to a primary school, general store/supermarket, post office, and GP surgery.
  - Ranked worse than average on the overall living environment domain (5<sup>th</sup>) but ranked better than average on the indoors subdomain (6<sup>th</sup>)
  - The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in

poor condition but a higher than average proportion of housing without central heating.

- Highest proportion of households in fuel poverty
- Higher than average:
  - proportion of people receiving Housing Benefit
  - number of overcrowded houses (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house
  - gap between entry level house price and 4.5 times average annual salary
- Lower than average tenant and leaseholder satisfaction with condition of home

### Income, Businesses, Education, Skills and Jobs

- IoD:
  - Scored worse than average on the Employment domain (2<sup>nd</sup>)
  - Scored worse than average on the overall income deprivation domain (2<sup>nd</sup>) and worst in Slough for the income deprivation affecting older people subset (1<sup>st</sup>), but scored better than average for the income deprivation affecting children subset (6<sup>th</sup>)
  - Ranked worse than average on the overall education, skills and training deprivation domain (2<sup>nd</sup>) and worst in Slough for the adult skills subdomain (1<sup>st</sup>), but ranked better than average for the children and young people subdomain (11<sup>th</sup>)
  - The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education and a worse than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Higher than average:
  - proportion of people receiving any DWP benefits
  - levels of unemployment, including a higher than average proportion of individuals claiming ESA, JSA, or Universal Credit
  - proportion of youth unemployment (18-24 receiving JSA or Universal Credit)
  - proportion of employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
  - proportion of pensioners in poverty receiving pension credit
  - proportion of children aged 0-15 in relative low-income families
  - percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2
- Lower than average:
  - net annual household income (estimate after housing costs)
  - job density (jobs as a percentage of the working age population)

- Baylis & Stoke has the 12th highest number of residents who are active library borrowers in Slough.

### Community Safety

- IoD: Ranked worse than average for the crime domain (2<sup>nd</sup>)
- Higher than average rates of violent crime and sexual offences, possession of weapons offences, drug crime offences, public order offences, theft from person offences, and vehicle crime (June 2020 to May 2021)

### Community Cohesion

- Higher than average active and engaged community score in the community needs index (where a higher score indicates a higher level of community need)

### Environment

- IoD:
  - Ranked worse than average on the overall living environment domain (5<sup>th</sup>) and the outdoors subdomain (8<sup>th</sup>)
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality and a worse than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

## Locality 2: Central

Central ward has existed in some form since 1930 and was part of the original parish of Upton-cum-Chalvey. Over the last few years, plans for regeneration have been explored for Central ward. The Stoke Wharf site (formerly known as the Slough Basin) is located approximately 500m north of Slough railway station, at the end of the Grand Union Canal. Regeneration of Stoke Wharf aims to provide the following benefits for the ward:

- An improved public realm and enhanced open spaces for local people,
- A new destination, offering retail and leisure uses for those living within and beyond this new neighbourhood,
- An accessible place to live, with a vibrant mix of uses, creating room to breathe a few minutes from the town centre; and
- A clean and green development with energy efficiency optimised and emissions reduced or eliminated.

Central has a population of 12.7k, is the 7<sup>th</sup> most deprived ward in Slough on the index of multiple deprivation and had a higher than average number of households with multiple needs in the 2011 census.

The data shows the ward ranked worse than the England average for health deprivation, with high levels of emergency hospital admissions, cancer, obesity, and loneliness.

Central has high levels of people receiving benefits, lower than average net annual household income, and scored worse than the England average for overall income deprivation and income deprivation specifically affecting older people, but better than average for income deprivation affecting children. The ward scored better than average for employment deprivation but still has high levels of unemployment. Employment and income can be linked to education and skills, and the ward ranked worse than average for education, skills and training deprivation, with high levels of adults with no or low qualifications and/or low English language proficiency, but better than average levels of young people entering higher education. The ward has the second highest number of residents who are active library borrowers, and The Curve library has the highest number of active borrowers of Slough's libraries.

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

14 of Slough's 15 wards, including Central, ranked worse than the England average for crime deprivation, but Central ranked the 3<sup>rd</sup> most deprived for crime and has the highest rates in Slough for 13 of the 15 types of crime included in the dataset and higher than average rates for the remaining 2. On the other hand, the data shows good community cohesion with better than average scores for local social

relationships, belonging, satisfaction with the area as a place to live. The ward only scored worse than average for one of the three community needs indicators.

All wards ranked worse than average for outdoor living environment deprivation and air quality. Central also ranked worse than average for road traffic accidents, overall living environment, and indoor living environment.

Based on the Indices of Deprivation, the top 3 priorities for Central are:

- Living environment
- Crime
- Barriers to housing and services

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Central	Elliman	Wexham Lea	Upton	Chalvey
Index of multiple deprivation	7	4	6	13	2
Health & disability	11	5	8	15	2
Income	7	6	5	14	3
Employment	9	3	6	14	5
Education, skills & training	9	5	6	15	7
Barriers to housing & services	4	9	6	3	1
Crime	3	1	11	12	4
Living environment	1	4	9	6	3

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 12,770
- Population Age:
  - 0-15: 25.64%
  - Working age (16-64): 67.24%
  - 65+: 7.13%
- Population density per hectare: 70.05
- Household language:
  - No people in household have English as a main language: 25.85%
  - All householders (aged 16+) have English as a main language: 52.20%
  - At least one but not all householders (aged 16+) have English as a main language: 18.33%
  - No adults but at least one person aged 3 to 15 has English as a main language: 3.62%
- Broad ethnic groups:
  - White: 34.02%
  - Mixed: 3.13%
  - Asian: 50.47%
  - Black: 9.76%
  - Arab: 0.93%
  - Other: 1.70%

- 7th most deprived ward in Slough (IoD 2019)
  - More deprived than the England and Slough average
- Higher than average proportion of households with multiple needs (2011 census)

### Health and Wellbeing

- IoD:
  - Ranked worse than average on the health deprivation and disability domain (11<sup>th</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions and premature deaths but scored better than average for mental health and work limiting illness and disability.
- Herschel Medical Centre has 15,716 patients and is part of (Central Slough Network).
- Chapel Medical Centre has 9,354 patients and is part of Slough LOCC (Langley, Orchard, Chapel, Cippenham).
- Higher than average:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions (standardised admissions ratio)
  - deaths from all causes (standardised mortality ratio)
  - average incidence of cancer
  - percentage of overweight and obese children in reception and year 6
  - probability of loneliness for those aged 65+
  - proportion of older people living alone
  - proportion of Carers Allowance claimants
  - proportion of older people receiving Attendance Allowance
  - proportion of older people receiving the Higher Rate of Attendance Allowance

### Housing

- IoD:
  - Ranked worse than average on the barriers to housing and services domain (4<sup>th</sup>) and the wider barriers subdomain (3<sup>rd</sup>), but ranked better than average on the geographical barriers subdomain (10<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding and housing affordability but better than average for the average road distance to a primary school, general store/supermarket, post office, and GP surgery.
  - Ranked worst in Slough on the overall living environment domain (1<sup>st</sup>) and ranked worse than average on the indoors subdomain (2<sup>nd</sup>)
  - The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in poor condition but a higher than average proportion of housing without central heating.

- Highest number of vacant dwellings in Slough (2011 census)
- Higher than average:
  - proportion of people receiving Housing Benefit
  - number of overcrowded houses (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house
  - gap between entry level house price and 4.5 times average annual salary
  - number of houses lacking central heating (2011 census)
- Lower than average:
  - tenant and leaseholder satisfaction with condition of home
  - proportion of addresses with private outdoor space

### Income, Businesses, Education, Skills and Jobs

- IoD:
  - Scored better than average on the Employment domain (9<sup>th</sup>)
  - Scored worse than average on the overall income deprivation domain (7<sup>th</sup>) and the income deprivation affecting older people subset (3<sup>rd</sup>), but scored better than average for the income deprivation affecting children subset (5<sup>th</sup>)
  - Ranked worse than average for the overall education, skills and training deprivation domain (9<sup>th</sup>), the adult skills subdomain (9<sup>th</sup>), and the children and young people subdomain (6<sup>th</sup>)
  - The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education and a worse than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Higher than average:
  - proportion of people receiving any DWP benefits
  - levels of unemployment, including a higher than average proportion of individuals claiming ESA, JSA, or Universal Credit
  - proportion of youth unemployment (18-24 receiving JSA or Universal Credit)
  - proportion of employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
  - proportion of pensioners in poverty receiving pension credit
  - proportion of children aged 0-15 in relative low-income families
  - percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2
  - Hardship Fund Vulnerability Index Score
- Lower than average net annual household income (estimate after housing costs)

- Central has the 2nd highest number of residents who are active library borrowers in Slough.
- The Curve Library in Central has the highest number of active borrowers of Slough's libraries.

### Community Safety

- IoD: Ranked worse than average for the crime domain (3<sup>rd</sup>)
- Highest rates in Slough of total crime offences, violent crime and sexual offences, anti-social behaviour, drug crime offences, public order offences, criminal damage, burglary, robbery recorded offences, theft from person offences, shoplifting offences, vehicle crime, bicycle theft offences, and other theft offences (June 2020 to May 2021)
- Higher than average rates of possession of weapons offences and other crime offences

### Community Cohesion

- Higher than average active and engaged community score in the community needs index (where a higher score indicates a higher level of community need)

### Environment

- IoD:
  - Ranked worst in Slough on the overall living environment domain (1<sup>st</sup>) and worse than average on the outdoors subdomain (2<sup>nd</sup>)
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality and a worse than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

## Locality 2: Elliman

Elliman ward (born 2014) is in the north of the Borough. The first modern factory in Slough was built by Elliman, Sons & Co in 1870, which produced Elliman's embrocation, a medical lotion. The ward was also home to the Horlicks factory on Stoke Poges Lane, which, along with the surrounding area, is now being converted into apartments, houses, and green spaces as part of the Horlicks Quarter development.

Elliman has a population of 8.7k, is the 4<sup>th</sup> most deprived ward in Slough on the index of multiple deprivation and had a higher than average number of households with multiple needs in the 2011 census.

The data shows the ward is ranked worse than the England average for health deprivation, with high levels of emergency hospital admissions, cancer, obesity, and loneliness.

Elliman has high levels of people receiving benefits, lower than average net annual household income, and ranked worse than average for overall income deprivation and income deprivation affecting older people but better than average for income deprivation affecting children. The ward scored better than average for employment deprivation but still has high levels of unemployment. Employment and income can be linked to education and skills, and the ward ranked worse than average for education, skills and training deprivation, with lower than average key stage 4 (GCSE) scores and high levels of adults with no or low qualifications and/or low English language proficiency, but better than average levels of young people entering higher education.

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

14 of Slough's 15 wards ranked worse than average for crime deprivation, but Baylis & Stoke ranked the most deprived in Slough, with high rates for 13 of the 15 types of crime included in the data. On the other hand, the data shows good community cohesion with better than average scores for local social relationships, belonging, satisfaction with the area as a place to live, but scored worse than average for all three indicators of the community needs index.

All wards ranked worse than average for outdoor living environment deprivation and air quality. Elliman also ranked worse than average for road traffic accidents and overall living environment deprivation, but better than average for indoor living environment.

Based on the Indices of Deprivation, the top 3 priorities for Elliman are:

- Crime
- Skills, employment and income
- Health

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Elliman	Baylis & Stoke	Central	Wexham Lea
Index of multiple deprivation	4	3	7	6
Health & disability	5	3	11	8
Income	6	2	7	5
Employment	3	2	9	6
Education, skills & training	5	2	9	6
Barriers to housing & services	9	11	4	6
Crime	1	2	3	11
Living environment	4	5	1	9

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 8,715
- Population Age:
  - 0-15: 25.99%
  - Working age (16-64): 62.87%
  - 65+: 11.14%
- Population density per hectare: 59.49
- Household language:
  - No people in household have English as a main language: 22.04%
  - All householders (aged 16+) have English as a main language: 51.36%
  - At least one but not all householders (aged 16+) have English as a main language: 22.34%
  - No adults but at least one person aged 3 to 15 has English as a main language: 4.22%
- 4th most deprived ward in Slough (IoD 2019)
  - More deprived than the England and Slough average
- Higher than average proportion of households with multiple needs (2011 census)
- Broad ethnic groups:
  - White: 30.12%
  - Mixed: 3.00%
  - Asian: 54.41%
  - Black: 9.54%
  - Arab: 0.54%
  - Other: 2.33%

## Health and Wellbeing

- IoD:
  - Ranked worse than average on the health deprivation and disability domain (15<sup>th</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions and premature deaths but scored better than average for mental health and work limiting illness and disability.
- Bharani Medical Centre on Lansdowne Avenue has 13,143 patients and is part of SHAPE (Slough Health Alliance Provider Enterprise).
- Kumar Medical Centre has 4,877 patients and is part of SPINE (Slough Providers Innovation Network Enterprise).
- Crosby House Surgery has 11,862 patients and is part of CSN (Central Slough Network).
- Higher than average:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions (standardised admissions ratio)
  - deaths from all causes (standardised mortality ratio)
  - incidence of cancer
  - percentage of overweight and obese children in reception and year 6
  - probability of loneliness for those aged 65+
  - higher than average proportion of children providing unpaid care (2011 census)
  - proportion of Carers Allowance claimants
  - proportion of older people receiving Attendance Allowance
  - proportion of older people receiving the Higher Rate of Attendance Allowance
  - proportion of older people receiving the Lower Rate of Attendance Allowance
- Lower than average male and female life expectancy

## Housing

- IoD:
  - Ranked worse than average on the barriers to housing and services domain (9<sup>th</sup>) and the wider barriers subdomain (4<sup>th</sup>), but ranked better than average on the geographical barriers subdomain (13<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding and housing affordability but better than average for the average road distance to a primary school, general store/supermarket, post office, and GP surgery.
  - Ranked worse than average on the overall living environment domain (4<sup>th</sup>) but better than average on the indoors subdomain (4<sup>th</sup>)
  - The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in

poor condition but a higher than average proportion of housing without central heating.

- Higher than average:
  - proportion of people receiving Housing Benefit
  - number of overcrowded houses (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house
  - gap between entry level house price and 4.5 times average annual salary
- Lower than average:
  - tenant and leaseholder satisfaction with condition of home
  - proportion of addresses with private outdoor space

### **Income, Businesses, Education, Skills and Jobs**

- IoD:
  - Scored better than average on the employment deprivation domain (3<sup>rd</sup>)
  - Scored worse than average on the overall income deprivation domain (6<sup>th</sup>) and the income deprivation affecting older people subset (4<sup>th</sup>), but scored better than average on the income deprivation affecting children subset (10<sup>th</sup>)
  - Ranked worse than average for the overall education, skills and training deprivation domain (5<sup>th</sup>), the adult skills subdomain (5<sup>th</sup>), and the children and young people subdomain (9<sup>th</sup>)
  - The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education and a worse than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Higher than average:
  - proportion of people receiving any DWP benefits
  - levels of unemployment, including a higher than average proportion of individuals claiming ESA, JSA, or Universal Credit
  - proportion of youth unemployment (18-24 receiving JSA or Universal Credit)
  - proportion of employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
  - proportion of pensioners in poverty receiving pension credit
  - proportion of children aged 0-15 in relative low-income families
  - percentage of individuals whose highest level of qualification was level 1 (1-4 GCSEs, Scottish Standard Grade, or equivalent qualifications) (2011 census)
  - percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2

- Hardship Fund Vulnerability Index Score
- Lower than average:
  - net annual household income (estimate after housing costs)
  - job density (jobs as a percentage of the working age population)
  - key stage 4 (GCSE) average point score per pupil
  - percentage of individuals whose highest level of qualification was level 4 or above (First or higher degree, professional qualifications, or other equivalent higher education qualifications)
- Elliman has the 9th highest number of residents who are active library borrowers in Slough.
- Wexham Satellite Library has the 5th highest number of active borrowers of Slough's libraries.

### Community Safety

- IoD: Ranked worst in Slough for the crime domain (1<sup>st</sup>)
- Higher than average rates of total crime offences, violent crime and sexual offences, possession of weapons offences, drug crime offences, public order offences, criminal damage, burglary, robbery recorded offences, theft from person offences, vehicle crime, bicycle theft offences, other theft offences, and other crime offences (June 2020 to May 2021)

### Community Cohesion

- Higher than average active and engaged community score in the community needs index (where a higher score indicates a higher level of community need)

### Environment

- IoD:
  - Ranked worse than average on the overall living environment domain (4<sup>th</sup>) and the outdoors subdomain (4<sup>th</sup>)
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality and a worse than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

## Locality 2: Farnham

Farnham ward has existed in some form since 1930 and was named after the old Farnham Royal Parish. Farnham is home to most of the Slough Trading Estate and the Farnham Road shopping area. The rest of the ward and its two neighbours are residential.

Farnham has a population of 12k, is the 10<sup>th</sup> most deprived ward in Slough on the index of multiple deprivation and had a higher than average number of households with multiple needs in the 2011 census.

The data shows the ward ranked worse than the England average for health deprivation, with the highest percentage of overweight and obese children in year 6 in Slough and higher than average levels of overweight and obese children in reception, emergency hospital admissions, hospital stays for self-harm, cancer, and loneliness.

Farnham scored better than average for overall income deprivation and income deprivation affecting children and young people, but worse than average for income deprivation affecting older people, with higher than average levels of people receiving benefits and lower than average net annual household income. The ward also scored better than average for employment deprivation but still has high levels of unemployment. Employment and income can be linked to education and skills, and the ward ranked worse than average for education, skills and training deprivation, with high levels of adults with no or low qualifications and/or low English language proficiency, but better than average levels of young people entering higher education.

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

14 of Slough's 15 wards, including Farnham, ranked worse than average for crime deprivation, and Farnham has high rates for 13 of the 15 types of crime included in the data. On the other hand, the data shows good community cohesion with better than average scores for local social relationships, belonging, satisfaction with the area as a place to live, but scored worse than average for all three indicators of the community needs index.

All wards ranked worse than average for outdoor living environment deprivation and air quality. Farnham also ranked worse than average for overall living environment but better than average for indoor living environment.

Based on the Indices of Deprivation, the top 3 priorities for Farnham are:

- Skills, employment and income
- Living environment
- Crime

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Farnham	Britwell & Northborough	Haymill & Lynch Hill	Baylis & Stoke	Cippenham Green
Index of multiple deprivation	10	1	12	3	14
Health & disability	9	1	10	3	13
Income	8	1	13	2	12
Employment	8	1	12	2	13
Education, skills & training	3	1	13	2	11
Barriers to housing & services	14	5	12	11	15
Crime	8	6	13	2	14
Living environment	7	15	11	5	12

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 12,018
- Population Age:
  - 0-15: 27.65%
  - Working age (16-64): 61.82%
  - 65+: 10.53%
- Population density per hectare: 38.48
- Household language:
  - No people in household have English as a main language: 19.72%
  - All householders (aged 16+) have English as a main language: 57.89%
  - At least one but not all householders (aged 16+) have English as a main language: 17.65%
  - No adults but at least one person aged 3 to 15 has English as a main language: 4.75%
- 10th most deprived ward in Slough (IoD 2019)
  - More deprived than the England and Slough average
- Higher than average proportion of households with multiple needs (2011 census)
- Broad ethnic groups:
  - White: 39.34%
  - Mixed: 3.39%
  - Asian: 44.19%
  - Black: 10.25%
  - Arab: 0.48%
  - Other: 2.42%

## Health and Wellbeing

- IoD:
  - Ranked worse than average on the health deprivation and disability domain (9<sup>th</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions and premature deaths but scored better than average for mental health and work limiting illness and disability.
- Farnham Road Surgery has 26,550 patients and is part of SPINE (Slough Providers Innovation Network Enterprise).
- Highest percentage of overweight and obese children in year 6 in Slough
- Higher than average:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions (standardised admissions ratio)
  - hospital stays for self-harm
  - deaths from all causes (standardised mortality ratio)
  - incidence of cancer
  - percentage of overweight and obese children in reception
  - probability of loneliness for those aged 65+
  - proportion of children providing unpaid care (2011 census)
  - proportion of Carers Allowance claimants
- Lower than average male life expectancy

## Housing

- IoD:
  - Ranked worse than average on the barriers to housing and services domain (14<sup>th</sup>) and the wider barriers subdomain (9<sup>th</sup>), but ranked better than average for the geographical barriers subdomain (11<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding and housing affordability but better than average for the average road distance to a primary school, general store/supermarket, post office, and GP surgery.
  - Ranked worse than average on the overall living environment domain (7<sup>th</sup>) but better than average on the indoors subdomain (8<sup>th</sup>)
  - The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in poor condition but a higher than average proportion of housing without central heating.
- Higher than average:
  - proportion of people receiving Housing Benefit
  - number of overcrowded houses (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house

- gap between entry level house price and 4.5 times average annual salary
- Lower than average:
  - tenant and leaseholder satisfaction with condition of home
  - proportion of addresses with private outdoor space

### Income, Businesses, Education, Skills and Jobs

- IoD:
  - Scored better than average on the employment deprivation domain (8<sup>th</sup>)
  - Scored worse than average on the overall income deprivation domain (8<sup>th</sup>) and the income deprivation affecting older people subset (10<sup>th</sup>), but scored better than average on the income deprivation affecting children subset (9<sup>th</sup>)
  - Ranked worse than average for the overall education, skills and training deprivation domain (3<sup>rd</sup>), the adult skills subdomain (3<sup>rd</sup>) and the children and young people subdomain (8<sup>th</sup>)
  - The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education and a worse than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Highest Hardship Fund Vulnerability Index Score in Slough
- Higher than average:
  - proportion of people receiving any DWP benefits
  - levels of unemployment, including a higher than average proportion of individuals claiming ESA, JSA, or Universal Credit
  - proportion of youth unemployment (18-24 receiving JSA or Universal Credit)
  - proportion of employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
  - proportion of pensioners in poverty receiving pension credit
  - proportion of children aged 0-15 in relative low-income families
  - percentage of individuals whose highest level of qualification was level 1 (1-4 GCSEs, Scottish Standard Grade, or equivalent qualifications) (2011 census)
  - percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2
- Lower than average net annual household income (estimate after housing costs)
- Farnham has the 10th highest number of residents who are active library borrowers in Slough.

### Community Safety

- IoD: Ranked worse than average for the crime domain (8<sup>th</sup>)
- Higher than average rates of total crime offences, violent crime and sexual offences, possession of weapons offences, drug crime offences, public order offences, criminal damage, burglary, robbery recorded offences, theft from person offences, shoplifting, vehicle crime, bicycle theft offences, and other theft offences (June 2020 to May 2021)

### Community Cohesion

- Higher than average active and engaged community score, civic assets score, and overall community needs score in the community needs index (where a higher score indicates a higher level of community need)

### Environment

- IoD:
  - Ranked worse than average on the overall living environment domain (7<sup>th</sup>) and the outdoors subdomain (9<sup>th</sup>)
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality but a better than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

## Locality 2: Wexham Lea

Wexham Lea (born 1983) combines Wexham Court parish and Upton Lea, and is in the north of the Borough, neighbouring Elliman and Central. The ward features Wexham Park Hospital and several open spaces, including Upton Lea Recreation Ground.

Wexham Lea has a population of 10.4k, is the 6<sup>th</sup> most deprived ward in Slough on the index of multiple deprivation and had a higher than average number of households with multiple needs in the 2011 census.

The data shows the ward ranked worse than the England average for health deprivation, with high levels of emergency hospital admissions, cancer, health-related benefits, obesity, and loneliness.

Wexham Lea has high levels of people receiving benefits, lower than average net annual household income, and scored worse than average for overall income deprivation and income deprivation affecting older people but better than average for income deprivation affecting children. The ward ranked better than average for employment deprivation but still has high levels of unemployment. Income and employment can be linked to education and skills, and the ward ranked worse than average for education, skills and training deprivation, with high levels of adults with no or low qualifications and/or low English language proficiency, but better than average levels of young people entering higher education.

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

14 of Slough's 15 wards, including Wexham Lea, ranked worse than average for crime deprivation, and Wexham Lea has high rates for 7 of the 15 types of crime included in the data. On the other hand, the data shows good community cohesion with better than average scores for local social relationships, belonging, and satisfaction with the area as a place to live, but scored worse than average for all three indicators of the community needs index.

All wards ranked worse than average for outdoor living environment deprivation and air quality. Wexham Lea also ranked worse than average for overall living environment but better than average for indoor living environment.

Based on the Indices of Deprivation, the top 3 priorities for Wexham Lea are:

- Skills, employment and income
- Barriers to housing and services
- Health

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Wexham Lea	Elliman	Central
Index of multiple deprivation	6	4	7
Health & disability	8	5	11
Income	5	6	7
Employment	6	3	9
Education, skills & training	6	5	9
Barriers to housing & services	6	9	4
Crime	11	1	3
Living environment	9	4	1

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 10,473
- Population Age:
  - 0-15: 25.70%
  - Working age (16-64): 63.05%
  - 65+: 11.25%
- Population density per hectare: 64.98
- Household language:
  - No people in household have English as a main language: 16.49%
  - All householders (aged 16+) have English as a main language: 62.30%
  - At least one but not all householders (aged 16+) have English as a main language: 16.78%
  - No adults but at least one person aged 3 to 15 has English as a main language: 4.37%
- 6th most deprived ward in Slough (IoD 2019)
  - More deprived than the England and Slough average
- Higher than average proportion of households with multiple needs (2011 census)
- Broad ethnic groups:
  - White: 38.86%
  - Mixed: 2.62%
  - Asian: 49.11%
  - Black: 6.24%
  - Arab: 0.51%
  - Other: 2.67%

### Health and Wellbeing

- IoD:
  - Ranked worse than average on the health deprivation and disability domain (8<sup>th</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions and premature deaths but scored better than average for mental health and work limiting illness and disability.
- 240 Wexham Road has 6,330 patients and is part of CSN (Central Slough Network).

- 242 Wexham Road has 4,382 patients and is part of SPINE (Slough Providers Innovation Network Enterprise).
- Highest in Slough:
  - emergency hospital admissions for children under 5 and under 15
  - proportion of older people receiving the Higher Rate of Attendance Allowance
- Higher than average:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions (standardised admissions ratio)
  - deaths from all causes (standardised mortality ratio)
  - incidence of cancer
  - proportion of people receiving disability benefit (DLA)
  - percentage of overweight and obese children in reception and year 6
  - probability of loneliness for those aged 65+
  - proportion of older people living alone
  - proportion of children providing unpaid care (2011 census)
  - proportion of Carers Allowance claimants
  - proportion of older people receiving Attendance Allowance
- Lower than average male and female life expectancy

## Housing

- IoD:
  - Ranked worse than average on the barriers to housing and services domain (6<sup>th</sup>), the geographical barriers subdomain (9<sup>th</sup>), and the wider barriers subdomain (7<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding and housing affordability but better than average for the average road distance to a primary school, general store/supermarket, post office, and GP surgery.
  - Ranked worse than average on the overall living environment domain (9<sup>th</sup>) but better than average on the indoors subdomain (7<sup>th</sup>)
  - The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in poor condition but a higher than average proportion of housing without central heating.
- Higher than average:
  - proportion of people receiving Housing Benefit
  - number of overcrowded houses (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house
  - gap between entry level house price and 4.5 times average annual salary

- Lower than average:
  - tenant and leaseholder satisfaction with condition of home
  - proportion of addresses with private outdoor space

### Income, Business, Education, Skills and Jobs

- IoD:
  - Scored better than average on the employment deprivation domain (6<sup>th</sup>)
  - Scored worse than average on the overall income deprivation domain (5<sup>th</sup>) and income deprivation affecting older people subset (5<sup>th</sup>), but scored better than average on the income deprivation affecting children subset (7<sup>th</sup>)
  - Ranked worse than average for the overall education, skills and training deprivation domain (6<sup>th</sup>), the adult skills subdomain (6<sup>th</sup>), and the children and young people subdomain (5<sup>th</sup>)
  - The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education but a worse than average proportion of adults with no or low qualifications and/or low English language proficiency.
- The highest proportion of people receiving JSA in Slough
- Higher than average:
  - proportion of people receiving any DWP benefits
  - levels of unemployment, including a higher than average proportion of individuals claiming ESA, JSA, or Universal Credit
  - proportion of youth unemployment (18-24 receiving JSA or Universal Credit)
  - proportion of employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
  - proportion of pensioners in poverty receiving pension credit
  - proportion of children aged 0-15 in relative low-income families
  - percentage of individuals whose highest level of qualification was level 1 (1-4 GCSEs, Scottish Standard Grade, or equivalent qualifications) (2011 census)
  - percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2
- Lower than average:
  - net annual household income (estimate after housing costs)
  - job density (jobs as a percentage of the working age population)
  - percentage of individuals whose highest level of qualification was level 4 or above (First or higher degree, professional qualifications, or other equivalent higher education qualifications)
- Wexham Lea has the 11th highest number of residents who are active library borrowers in Slough.

### Community Safety

- IoD: Ranked worse than average for the crime domain (11<sup>th</sup>)
- Higher than average rates of violent crime and sexual offences, possession of weapons offences, drug crime offences, public order offences, burglary, theft from person offences, and vehicle crime (June 2020 to May 2021)

### Community Cohesion

- Higher than average active and engaged community score, civic assets score, and overall community needs score in the community needs index (where a higher score indicates a higher level of community need)

### Environment

- IoD:
  - Ranked worse than average on the overall living environment domain (9<sup>th</sup>) and the outdoors subdomain (12<sup>th</sup>)
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality but a better than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

### Locality 3: Colnbrook with Poyle

Colnbrook with Poyle (born 2004) is the furthest east ward in the Borough. Colnbrook village lies within the historic boundaries of Buckinghamshire and straddles two distributaries of the Colne, the Colne Brook, and Wraysbury River. These streams have their confluence to the southeast of the village. The parish was first created as Colnbrook & Poyle in 1995, combining Colnbrook from Iver and Poyle from Stanwell. The ward has significant industrial units, logistical premises, and open land.

Colnbrook with Poyle has a population of 6.5k, is the 8<sup>th</sup> most deprived ward in Slough on the index of multiple deprivation and had a higher than average number of households with multiple needs in the 2011 census.

The data shows the ward ranked worse than the England average for health deprivation, with high levels of emergency hospital admissions, cancer, and obesity. Preliminary results from the Colnbrook with Poyle Needs Assessment Survey showed that local health services were top of the list of services residents felt were most in need of improvement and the average rating for life satisfaction was 6 out of 10.

Colnbrook with Poyle scored better than average for overall income deprivation and income deprivation affecting older people, but worst in Slough for income deprivation affecting children and has a high level of people receiving benefits. The ward scored better than average for employment deprivation but still has high levels of unemployment. Income and deprivation can be linked to education and skills, and the ward ranked worse than average for education, skills and training deprivation, with high levels of adults with no or low qualifications and/or low English language proficiency, but better than average levels of young people entering higher education. Adult education and youth provision were listed highly as services in need of improvement by residents in the Needs Assessment Survey.

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

14 of Slough's 15 wards, including Colnbrook with Poyle, ranked worse than average for crime deprivation. The ward has high rates for 12 of the 15 types of crime included in the data. The data also shows high levels of community need. Preliminary results from the Needs Assessment Survey show that crime and community safety were also one of the top priorities for improvement and only 39% felt safe at night while 82% felt safe during the day. The survey also found that 55% of respondents were "fairly satisfied" with their local area and 57% felt "fairly" or "very strongly" that they belong to the local community.

All wards ranked worse than average for outdoor living environment deprivation and air quality. Colnbrook with Poyle also ranked worse than average for road traffic

accidents, overall living environment, and worst in Slough for indoor living environment.

Based on the Indices of Deprivation, the top 3 priorities for Colnbrook with Poyle are:

- Skills, employment and income (especially children)
- Barriers to housing and services
- Living environment

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Colnbrook with Poyle	Foxborough
Index of multiple deprivation	8	5
Health & disability	7	4
Income	10	4
Employment	11	4
Education, skills & training	8	4
Barriers to housing & services	2	8
Crime	5	9
Living environment	2	10

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 6,548
- Population Age:
  - 0-15: 24.14%
  - Working age (16-64): 67.59%
  - 65+: 8.26%
- Population density per hectare: 11.63
- Household language:
  - No people in household have English as a main language: 12.55%
  - All householders (aged 16+) have English as a main language: 76.27%
  - At least one but not all householders (aged 16+) have English as a main language: 9.00%
  - No adults but at least one person aged 3 to 15 has English as a main language: 2.17%
- 8th most deprived ward in Slough (IoD 2019)
  - More deprived than the England and Slough average
- Higher than average number of households with multiple needs (2011 census)
- Broad ethnic groups:
  - White: 58.83%
  - Mixed: 3.98%
  - Asian: 28.21%
  - Black: 6.82%
  - Arab: 0.81%
  - Other: 1.35%

## Health and Wellbeing

- IoD:
  - Ranked worse than average on the health deprivation and disability domain (7<sup>th</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions and premature deaths but scored better than average for mental health and work limiting illness and disability.
- Highest ratio of emergency hospital admissions for hip fracture in individuals aged 65+
- Higher than average:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions (standardised admissions ratio)
  - deaths (standardised mortality ratio) from all causes and from cancer
  - incidence of and deaths from cancer
  - percentage of overweight and obese children in reception and year 6
  - proportion of children providing unpaid care (2011 census)
  - proportion of Carers Allowance claimants
- Lower than average male and female life expectancy
- Preliminary results from the Colnbrook with Poyle Needs Assessment Survey:
  - Respondents felt that local health services were most in need of improvement.
  - Sport and leisure were also included as top services in need of improvement.
  - The pharmacy was the biggest reason people used Colnbrook High Street.
  - 59% of respondents felt they were “fairly healthy”.
  - 36% of respondents felt they were overweight.
  - The average rating for life satisfaction was 6 out of 10, with most saying that less stress and more money would improve their wellbeing.
  - Lack of time, family commitments and no suitable programmes were listed as the top barriers to becoming more physically active.

## Housing

- IoD:
  - Ranked worse than average for the barriers to housing and services domain (2<sup>nd</sup>), the geographical barriers subdomain (4<sup>th</sup>), and the wider barriers subdomain (5<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding, housing affordability, and the average road distance to a primary school and GP surgery, but better than average for the road distance to a general store/supermarket and post office.
  - Ranked worse than average on the overall living environment domain (2<sup>nd</sup>) and worst in Slough on the indoors subdomain (1<sup>st</sup>)

- The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in poor condition but a higher than average proportion of housing without central heating.
- Highest number of houses lacking central heating (2011 census)
- Higher than average:
  - number of overcrowded houses (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house
  - gap between entry level house price and 4.5 times average annual salary
- Lower than average:
  - tenant and leaseholder satisfaction with condition of home
  - proportion of addresses with private outdoor space

### Income, Businesses, Education, Skills and Jobs

- IoD:
  - Scored better than average on the employment deprivation domain (11<sup>th</sup>)
  - Scored better than average on the overall Income deprivation domain but worst in Slough on the income deprivation affecting children subset (1<sup>st</sup>) and worse than average on the income deprivation affecting older people subset (11<sup>th</sup>)
  - Ranked worse than average for the overall education, skills and training deprivation domain (8<sup>th</sup>), the adult skills subdomain (10<sup>th</sup>), and the children and young people subdomain (2<sup>nd</sup>)
  - The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education but a worse than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Higher than average:
  - proportion of people receiving any DWP benefits
  - levels of unemployment, including a higher than average proportion of individuals claiming ESA, JSA, or Universal Credit
  - level of youth unemployment receiving JSA or Universal Credit
  - proportion of employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
  - proportion of jobs at risk as a result of Covid-19 (by location of job)
  - proportion of pensioners in poverty receiving pension credit
  - proportion of children aged 0-15 in relative low-income families
  - percentage of individuals with no qualifications and individuals whose highest level of qualification was level 1 (1-4 GCSEs, Scottish Standard Grade, or equivalent qualifications) (2011 census)

- percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2
- Lower than average percentage of individuals whose highest level of qualification was level 4 or above (First or higher degree, professional qualifications, or other equivalent higher education qualifications)
- Preliminary results from the Colnbrook with Poyle Needs Assessment Survey show that adult education and youth provision were listed highly as services in need of improvement.
- Colnbrook with Poyle has the 2nd lowest (14th) number of residents who are active library borrowers in Slough.
- Colnbrook Library has the joint lowest (6th) number of active borrowers of Slough's libraries, along with Chalvey Library.

### Community Safety

- IoD: Ranked worse than average on the crime domain (5<sup>th</sup>)
- Higher than average rate of total crime offences, violent crime and sexual offences, possession of weapons offences, drug crime offences, public order offences, criminal damage, burglary, theft from person offences, vehicle crime, bicycle theft offences, other theft offences, and other crime offences (June 2020 to May 2021)
- Preliminary results from the Colnbrook with Poyle Needs Assessment Survey:
  - Crime and community safety were listed in the top services in need of improvement.
  - 82% of respondents said they felt "fairly" or "very" safe during the day but only 39% said they felt safe at night
  - 62% said there was a problem with anti-social behaviour
  - 54% felt the need for a police surgery

### Community Cohesion

- Lower than average score for local social relationships, belonging, and satisfaction with the local area as a place to live
- Higher than average active and engaged community score, civic assets score, and overall community needs score in the community needs index (where a higher score indicates a higher level of community need)
- Preliminary results from the Colnbrook with Poyle Needs Assessment Survey:
  - 55% of respondents said they were "fairly satisfied" with their local area.
  - 57% said they felt "fairly" or "very strongly" that they belong to the local community.

### Environment

- IoD:
  - Ranked worse than average on the overall living environment domain (2<sup>nd</sup>) and the outdoors subdomain (7<sup>th</sup>)
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality and

a worse than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

- Preliminary results from the Colnbrook with Poyle Needs Assessment Survey:
  - Roads and pavements were one of the top services in need of improvement.
  - When asked what respondents would like to see more of in Colnbrook Recreation Ground, 62% said benches and seating and 48% said nature trails for children. Access and security, trees and shrubbery, and flowerbeds were also high on the list.
  - Clean streets, conservation, historical aspects, and parks and open spaces were rated highly as things residents most valued about where they live.

### Locality 3: Foxborough

Foxborough ward (born 1983) is in the east of the Borough, neighbouring Langley Kedermister, Langley St. Mary's, and Colnbrook with Poyle. It is named after a 4-acre area mentioned in connection with the inclosure of Langley Marish in 1809.

Foxborough has a population of 3.8k, is the 5<sup>th</sup> most deprived ward in Slough on the index of multiple deprivation and had a higher than average number of households with multiple needs in the 2011 census.

The data shows the ward ranked worse than the England average for health deprivation, with the highest levels in Slough of older people living alone, circulatory and respiratory disease, breast cancer, and individuals who are workless through sickness benefit. There are also higher than average levels of emergency hospital admissions, other cancers, disability benefit, obesity, and loneliness.

Foxborough has high levels of people receiving benefits, lower than average net annual household income, and scored worse than average for overall income deprivation and income deprivation affecting older people, but better than average for income deprivation affecting children. The ward scored better than average for employment deprivation but still has high levels of unemployment. Employment and income can be linked to education and skills, and the ward also ranked worse than average for education, skills and training deprivation, with lower than average key stage 4 (GCSE) scores and high levels of adults with no or low qualifications and/or low English language proficiency, but better than average levels of young people entering higher education.

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

14 of Slough's 15 wards, including Foxborough, ranked worse than average for Crime deprivation. Foxborough has high rates for 9 of the 15 types of crime included in the data and the highest rate in Slough of possession of weapons offences. The data also shows low community cohesion and high community need, but a better than average score for the area as a place to live.

All wards ranked worse than average for outdoor living environment deprivation and air quality. Foxborough also ranked worse than average for road traffic accidents and overall living environment but ranked the least deprived in Slough for indoor living environment.

Based on the Indices of Deprivation, the top 3 priorities for Foxborough are:

- Skills, employment and income
- Barriers to housing and services
- Health

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Foxborough	Langley Kedermister	Langley St. Mary's	Colnbrook with Poyle
Index of multiple deprivation	5	9	15	8
Health & disability	4	6	14	7
Income	4	9	15	10
Employment	4	7	15	11
Education, skills & training	4	12	14	8
Barriers to housing & services	8	7	13	2
Crime	9	7	15	5
Living environment	10	8	13	2

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 3,828
- Population Age:
  - 0-15: 25.29%
  - Working age (16-64): 62.04%
  - 65+: 12.67%
- Population density per hectare: 66.54
- Household language:
  - No people in household have English as a main language: 11.44%
  - All householders (aged 16+) have English as a main language: 77.52%
  - At least one but not all householders (aged 16+) have English as a main language: 8.01%
  - No adults but at least one person aged 3 to 15 has English as a main language: 3.03%
- 5th most deprived ward in Slough (IoD 2019)
  - More deprived than the England and Slough average
- Higher than average number of households with multiple needs (2011 census)
- Broad ethnic groups:
  - White: 53.27%
  - Mixed: 4.08%
  - Asian: 25.90%
  - Black: 14.68%
  - Arab: 0.49%
  - Other: 1.58%

### Health and Wellbeing

- IoD:
  - Ranked worse than average for the health deprivation and disability domain (4<sup>th</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions and premature deaths but scored better than average for mental health and work limiting illness and disability.

- Langley Health Centre has 19,836 patients and is part of Slough LOCC (Langley, Orchard, Chapel, Cippenham).
- Highest in Slough:
  - percentage of older people living alone
  - ratio of deaths from circulatory disease and respiratory disease
  - incidence of breast cancer
  - proportion of individuals who are workless through sickness benefit (IB/ESA)
- Higher than average:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions (standardised admissions ratio)
  - deaths (standardised mortality ratio) from all causes and from cancer
  - incidence of cancer
  - proportion of individuals receiving disability benefit (DLA)
  - percentage of overweight and obese children in reception and year 6
  - probability of loneliness in those aged 65+
  - proportion of children providing unpaid care (2011 census)
  - proportion of Carers Allowance claimants
  - proportion of older people receiving Attendance Allowance
  - proportion of older people receiving the Higher Rate of Attendance Allowance
  - proportion of older people receiving the Lower Rate of Attendance Allowance
- Lower than average male life expectancy

## Housing

- IoD:
  - Ranked worse than average for the barriers to housing and services domain (8<sup>th</sup>) and the wider barriers subdomain (2<sup>nd</sup>), but ranked better than average on the geographical barriers subdomain (12<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding, housing affordability, and the average road distance to a post office, but scored better than average for the road distance to a primary school, general store/supermarket, and GP surgery.
  - Ranked worse than average on the overall living environment domain (10<sup>th</sup>) but ranked better than average on the indoors subdomain (15<sup>th</sup>)
  - The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in poor condition but a higher than average proportion of housing without central heating.
- Highest proportion of people receiving Housing Benefit in Slough
- Higher than average:
  - number of overcrowded houses (2011 census)
  - house prices

- savings required for 15% deposit and stamp duty for an entry level house
- gap between entry level house price and 4.5 times average annual salary
- Lower than average:
  - tenant and leaseholder satisfaction with condition of home
  - proportion of addresses with private outdoor space

### Income, Businesses, Education, Skills and Jobs

- IoD:
  - Scored better than average on the employment deprivation domain (4<sup>th</sup>)
  - Scored worse than average on the overall income deprivation domain (4<sup>th</sup>) and the income deprivation affecting older people index subset (6<sup>th</sup>), but scored better than average on the income deprivation affecting children subset (4<sup>th</sup>)
  - Ranked worse than average on the overall education, skills and training deprivation domain (4<sup>th</sup>), the adult skills subdomain (4<sup>th</sup>), and the children and young people subdomain (3<sup>rd</sup>)
  - The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education but a worse than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Higher than average:
  - proportion of people receiving any DWP benefits
  - levels of unemployment, including a higher than average proportion of individuals claiming JSA or Universal Credit
  - level of youth unemployment receiving JSA or Universal Credit
  - proportion of employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
  - proportion of pensioners in poverty receiving pension credit
  - proportion of children aged 0-15 in relative low-income families
  - percentage of individuals whose highest level of qualification was level 1 (1-4 GCSEs, Scottish Standard Grade, or equivalent qualifications) (2011 census)
  - percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2
- Lower than average:
  - net annual household income (estimate after housing costs)
  - key stage 4 (GCSE) average point score per pupil
  - percentage of individuals whose highest level of qualification was level 4 or above (First or higher degree, professional qualifications, or other equivalent higher education qualifications)
- Foxborough has the lowest (15<sup>th</sup>) number of residents who are active library borrowers in Slough.

### Community Safety

- IoD: Ranked worse than average on the crime domain (9<sup>th</sup>)
- Highest rate in Slough of possession of weapons offences
- Higher than average rate of total crime offences, violent crime and sexual offences, public order offences, criminal damage, robbery recorded offences, theft from person offences, vehicle crime, and other theft offences (June 2020 to May 2021)

### Community Cohesion

- Lower than average score for local social relationships and belonging
- Higher than average active and engaged community score, civic assets score, and overall community needs score in the community needs index (where a higher score indicates a higher level of community need)

### Environment

- IoD:
  - Ranked worse than average on the overall living environment domain (10<sup>th</sup>) and the outdoors subdomain (3<sup>rd</sup>)
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality and a worse than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

### Locality 3: Langley Kedermister

Langley Kedermister (born 1983; sometimes locally pronounced Keddermeister) is in south-west Langley, in the eastern part of the Borough. The ward was named after Sir John Kedermister (or Kidderminster), who was Warden of Langley Park and founded some almshouses in Langley in 1617.

Langley Kedermister has a population of 10.7k, is the 9<sup>th</sup> most deprived ward in Slough on the index of multiple deprivation and had a higher than average number of households with multiple needs in the 2011 census.

The data shows the ward ranked worse than the England average for health deprivation, with the highest incidence of colorectal cancer in Slough and higher than average levels of emergency hospital admissions, other cancer, obesity, older people living alone, and loneliness.

Langley Kedermister scored better than average for overall income deprivation and income deprivation affecting children, but worse than average for income deprivation affecting older people, with high levels of people receiving benefits. The ward also scored better than average for employment deprivation but still has high levels of unemployment. Langley Kedermister ranked better than average for overall education, skills and training deprivation and education, skills and training deprivation affecting children, but ranked worse than average for education, skills and training deprivation affecting adults. The ward has lower than average key stage 4 (GCSE) scores and high levels of adults with no or low qualifications and/or low English language proficiency, but better than average levels of young people entering higher education. The ward has the third highest number of residents who are active library borrowers and Langley Library has the second highest number of active borrowers of Slough's libraries.

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

14 of Slough's 15 wards, including Langley Kedermister, ranked worse than average for crime deprivation. The ward has high rates for 8 of the 15 types of crime included in the data. The data also shows low levels of community cohesion and high levels of community need.

All wards ranked worse than average for outdoor living environment deprivation and air quality. Langley Kedermister also ranked worse than average for road traffic accidents and overall living environment, but better than average for indoor living environment.

Based on the Indices of Deprivation, the top 3 priorities for Langley Kedermister are:

- Barriers to housing and services
- Health
- Living environment (especially outdoors)

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Langley Kedermister	Langley St. Mary's	Upton	Foxborough
Index of multiple deprivation	9	15	13	5
Health & disability	6	14	15	4
Income	9	15	14	4
Employment	7	15	14	4
Education, skills & training	12	14	15	4
Barriers to housing & services	7	13	3	8
Crime	7	15	12	9
Living environment	8	13	6	10

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 10,758
- Population Age:
  - 0-15: 26.72%
  - Working age (16-64): 64.07%
  - 65+: 9.20%
- Population density per hectare: 70.50
- Household language:
  - No people in household have English as a main language: 10.68%
  - All householders (aged 16+) have English as a main language: 75.34%
  - At least one but not all householders (aged 16+) have English as a main language: 10.39%
  - No adults but at least one person aged 3 to 15 has English as a main language: 3.59%
- 9th most deprived ward in Slough (IoD 2019)
  - More deprived than the England and Slough average
- Higher than average number of households with multiple needs (2011 census)
- Broad ethnic groups:
  - White: 49.51%
  - Mixed: 3.45%
  - Asian: 36.17%
  - Black: 7.98%
  - Arab: 0.71%
  - Other: 2.24%

## Health and Wellbeing

- IoD:
  - Ranked worse than average for the health deprivation and disability domain (6<sup>th</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions and premature deaths but scored better than average for mental health and work limiting illness and disability.
- Highest incidence of colorectal cancer in Slough
- Higher than average:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions (standardised admissions ratio)
  - deaths (standardised mortality ratio) from all causes and from cancer
  - incidence of cancer
  - percentage of overweight and obese children in reception and year 6
  - percentage of older people living alone
  - probability of loneliness in those aged 65+
  - proportion of Carers Allowance claimants
  - proportion of older people receiving Attendance Allowance

## Housing

- IoD:
  - Ranked worse than average for the barriers to housing and services domain (7<sup>th</sup>), the geographical barriers subdomain (5<sup>th</sup>), and the wider barriers subdomain (10<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding, housing affordability, and the average road distance to a post office, but better than average for the road distance to a primary school, general store/supermarket, and GP surgery.
  - Ranked worse than average on the living environment domain (8<sup>th</sup>) but better than average on the indoors subdomain (11<sup>th</sup>)
  - The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in poor condition but a higher than average proportion of housing without central heating.
- Higher than average:
  - proportion of people receiving Housing Benefit
  - number of overcrowded houses (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house
  - gap between entry level house price and 4.5 times average annual salary
- Lower than average tenant and leaseholder satisfaction with condition of home

## Income, Businesses, Education, Skills and Jobs

- IoD:
  - Scored better than average on the employment deprivation domain (7<sup>th</sup>)
  - Scored better than average on the overall income deprivation domain (9<sup>th</sup>) and the income deprivation affecting children domain (11<sup>th</sup>) but scored worse than average on the income deprivation affecting older people index subset (9<sup>th</sup>) of the overall income deprivation domain
  - Ranked better than average on the overall education, skills and training deprivation domain (12<sup>th</sup>) and the Children subdomain (13<sup>th</sup>) but worse than average on the adult skills subdomain (8<sup>th</sup>)
  - The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education but a worse than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Higher than average:
  - proportion of people receiving any DWP benefits
  - levels of unemployment, including a higher than average proportion of individuals claiming ESA, JSA, or Universal Credit
  - level of youth unemployment receiving JSA or Universal Credit
  - proportion of pensioners in poverty receiving pension credit
  - proportion of children aged 0-15 in relative low-income families
  - percentage of individuals with no qualifications and individuals whose highest level of qualification was level 1 (1-4 GCSEs, Scottish Standard Grade, or equivalent qualifications) (2011 census)
  - percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2
- Lower than average:
  - job density (jobs as a percentage of the working age population)
  - percentage of individuals whose highest level of qualification was level 4 or above (First or higher degree, professional qualifications, or other equivalent higher education qualifications)
- Langley Kedermister has the 3rd highest number of residents who are active library borrowers in Slough.
- Langley Library has the 2nd highest number of active borrowers of Slough's libraries.

## Community Safety

- IoD: Ranked worse than average on the crime domain (7<sup>th</sup>)
- Higher than average rate of total crime offences, violent crime and sexual offences, possession of weapons offences, public order offences, criminal damage, theft from person offences, vehicle crime, and bicycle theft offences (June 2020 to May 2021)

### Community Cohesion

- Lower than average score for local social relationships, belonging, and satisfaction with the local area as a place to live
- Higher than average active and engaged community score, civic assets score, and overall community needs score in the community needs index (where a higher score indicates a higher level of community need)

### Environment

- IoD:
  - Ranked worse than average on the living environment domain (8<sup>th</sup>) and the outdoors subdomain (5<sup>th</sup>)
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality and a worse than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

### Locality 3: Langley St. Mary's

Langley St. Mary's (born 1983) is in north Langley, in the eastern part of the Borough. The ward is named after St. Mary's church in Langley. The name Langley comes from two Middle English words: *lang* meaning long and *leah*, meaning a wood or clearing. Langley was formed from several clearings: George Green, Horsemoor Green, Middle Green, Sawyers Green, and Shreding Green. These clearings became the sites for housing and merged into one village centred on the parish church on St Mary's Road. Several streets and smaller green spaces are now named after the original clearings.

Langley St. Mary's has a population of 10.8k and is the least deprived ward in Slough on the index of multiple deprivation.

The data shows the ward ranked better than the England average for health deprivation but still has high levels of emergency hospital admissions, cancer, obesity, and the highest proportion of children in Slough providing unpaid care in the 2011 census.

Langley St. Mary's ranked better than average for income deprivation and employment deprivation. The ward also ranked better than average for education, skills and training deprivation but still has high levels of people whose highest level qualification was 1-4 GCSEs (or equivalent) and a low percentage of people with degrees (or equivalent).

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

Langley St. Mary's was the only ward in Slough to rank better than average for crime deprivation, but still has high rates for 8 of the 15 types of crime included in the data. The ward received a lower than average score for local social relationships and belonging and has high levels of community need but scored better than average for the area as a place to live.

All wards ranked worse than average for outdoor living environment deprivation and air quality, but Langley St. Mary's ranked better than average for overall living environment and indoor living environment.

Based on the Indices of Deprivation, the top 2 priorities for Langley St. Mary's are:

- Barriers to housing and services
- Living environment (especially houses without central heating)

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Langley St. Mary's	Langley Kedermister	Upton	Foxborough
Index of multiple deprivation	15	9	13	5
Health & disability	14	6	15	4
Income	15	9	14	4
Employment	15	7	14	4
Education, skills & training	14	12	15	4
Barriers to housing & services	13	7	3	8
Crime	15	7	12	9
Living environment	13	8	6	10

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 10,799
- Population Age:
  - 0-15: 15.12%
  - Working age (16-64): 62.75%
  - 65+: 12.13%
- Population density per hectare: 50.14
- Household language:
  - No people in household have English as a main language: 9.70%
  - All householders (aged 16+) have English as a main language: 78.65%
  - At least one but not all householders (aged 16+) have English as a main language: 9.57%
  - No adults but at least one person aged 3 to 15 has English as a main language: 2.07%
- 15th most deprived ward in Slough (i.e., the least deprived ward; IoD 2019)
  - Less deprived than the England and Slough average
- Broad ethnic groups:
  - White: 55.95%
  - Mixed: 2.86%
  - Asian: 32.53%
  - Black: 5.64%
  - Arab: 0.71%
  - Other: 2.30%

### Health and Wellbeing

- IoD:
  - Ranked better than average on the health deprivation and disability domain (14<sup>th</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions, but better than average for premature deaths, mental health, and work limiting illness and disability.
- The Orchard Practice has 9,411 patients and is part of Slough LOCC (Langley, Orchard, Chapel, Cippenham).
- Highest proportion of children providing unpaid care in Slough (2011 census)

- Higher than average:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions (standardised admissions ratio)
  - deaths (standardised mortality ratio)
  - incidence of and deaths from cancer
  - overweight and obese children in reception and year 6
  - proportion of Carers Allowance claimants
  - proportion of older people receiving Attendance Allowance

## Housing

- IoD:
  - Ranked worse than average for the barriers to housing and services domain (13<sup>th</sup>), the geographical barriers subdomain (7<sup>th</sup>), and the wider barriers subdomain (12<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding, housing affordability, and the average road distance to a post office, but better than average for the road distance to a primary school, general store/supermarket, and GP surgery.
  - Ranked better than average on the overall living environment domain (13<sup>th</sup>) and the indoors subdomain (10<sup>th</sup>)
  - The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in poor condition but a higher than average proportion of housing without central heating.
- Higher than average:
  - number of overcrowded houses (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house
  - gap between entry level house price and 4.5 times average annual salary
- Lower than average:
  - tenant and leaseholder satisfaction with condition of home
  - proportion of addresses with private outdoor space

## Income, Businesses, Education, Skills and Jobs

- IoD:
  - Scored better than average on the employment deprivation domain (15<sup>th</sup>)
  - Scored better than average on the overall income deprivation domain (15<sup>th</sup>) and both the income deprivation affecting children (14<sup>th</sup>) and older people (15<sup>th</sup>) subsets
  - Ranked better than average on the overall education, skills and training deprivation domain (14<sup>th</sup>), and both the adult (14<sup>th</sup>) and children and young people (14<sup>th</sup>) subdomains

- The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education and a better than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Higher than average:
  - levels of unemployment, including a higher than average proportion of individuals claiming ESA, JSA or Universal Credit
  - proportion of employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
  - proportion of pensioners in poverty receiving pension credit
  - percentage of individuals whose highest level of qualification was level 1 (1-4 GCSEs, Scottish Standard Grade, or equivalent qualifications) (2011 census)
  - percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2
- Lower than average:
  - percentage of individuals whose highest level of qualification was level 4 or above (First or higher degree, professional qualifications, or other equivalent higher education qualifications)
- Langley St Mary's has the 8th highest number of residents who are active library borrowers in Slough.

### Community Safety

- IoD: The only ward in Slough to rank better than average on the crime deprivation domain (15<sup>th</sup>)
- Higher than average rate of violent crime and sexual offences, public order offences, criminal damage, burglary, robbery recorded offences, theft from person offences, vehicle crime, and bicycle theft offences (June 2020 to May 2021)

### Community Cohesion

- Lower than average score for local social relationships and belonging
- Higher than average active and engaged community score, civic assets score, and overall community needs score in the community needs index (where a higher score indicates a higher level of community need)

### Environment

- IoD:
  - Ranked worse than average on the outdoors subdomain (11th) of the living environment domain
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality but a better than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

### Locality 3: Upton

Upton ward (born 1930) is in the south of the Borough, neighbouring Central, Langley St. Mary's and Langley Kedermister. In the early 19<sup>th</sup> century, Upton was a village about a mile and a half south-west of the hamlet of Slough. Upton ward has existed in some form continuously since 1930 and was part of the original parish of Upton-cum-Chalvey. In the 1840s, Upton Park was developed as a residential area, and the houses were later re-developed in the 1980s and 1990s and converted into flats.

Upton has a population of 10k and is less deprived than the Slough and England average on the index of multiple deprivation, ranking 13<sup>th</sup> in Slough.

The data shows the ward ranked better than the England average for health deprivation but still has the highest levels in Slough of deaths from preventable causes. The ward also has higher than average levels of emergency hospital admissions, cancer, and obesity.

Upton ranked better than average for income deprivation and employment deprivation but still has high levels of unemployment and people receiving benefits. The ward also ranked better than average for education, skills and training deprivation but still has high levels of people whose highest level qualification was 1-4 GCSEs (or equivalent) and a low percentage of people with degrees (or equivalent).

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

14 of Slough's 15 wards, including Upton, ranked worse than average for crime deprivation, and Upton has high rates for 7 of the 15 types of crime included in the data. The ward also scored worse than average for local social relationships and belonging, but better than average for the area as a place to live and has low levels of community need.

All wards ranked worse than average for outdoor living environment deprivation and air quality. Upton also ranked worse than average for road traffic accidents and overall living environment but better than average for indoor living environment.

Based on the Indices of Deprivation, the top 2 priorities for Upton are:

- Barriers to housing and services
- Living environment (especially houses without central heating)

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Upton	Langley St. Mary's	Langley Kedermister	Central
Index of multiple deprivation	13	15	9	7
Health & disability	15	14	6	11
Income	14	15	9	7
Employment	14	15	7	9
Education, skills & training	15	14	12	9
Barriers to housing & services	3	13	7	4
Crime	12	15	7	3
Living environment	6	13	8	1

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 10,028
- Population Age:
  - 0-15: 24.01%
  - Working age (16-64): 61.96%
  - 65+: 14.03%
- Population density per hectare: 32.21
- Household language:
  - No people in household have English as a main language: 14.36%
  - All householders (aged 16+) have English as a main language: 64.03%
  - At least one but not all householders (aged 16+) have English as a main language: 18.91%
  - No adults but at least one person aged 3 to 15 has English as a main language: 2.70%
- 13th most deprived ward in Slough (IoD 2019)
  - Less deprived than the England and Slough average
- Broad ethnic groups:
  - White: 31.23%
  - Mixed: 2.87%
  - Asian: 57.92%
  - Black: 4.13%
  - Arab: 0.53%
  - Other: 3.26%

### Health and Wellbeing

- IoD:
  - Ranked better than average on the health deprivation and disability domain (15<sup>th</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions but better than average for premature deaths, mental health, and work limiting illness and disability.
- Highest in Slough:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions in children under 5

- deaths from causes considered preventable
- Higher than average:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions (standardised admissions ratio)
  - deaths (standardised mortality ratio) from all causes
  - incidence of cancer
  - percentage of overweight and obese children in reception and year 6
  - proportion of children providing unpaid care (2011 census)
  - proportion of Carers Allowance claimants
  - proportion of older people receiving Attendance Allowance

## Housing

- IoD:
  - Ranked worse than average for the barriers to housing and services domain (3<sup>rd</sup>) and the wider barriers subdomain (14<sup>th</sup>), and worst in Slough on the geographical barriers subdomain (1<sup>st</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding, housing affordability, and the average road distance to a primary school, post office, and GP surgery, but better than average for the road distance to a general store/supermarket.
  - Ranked worse than average on the living environment domain (6<sup>th</sup>) but better than average on the indoors subdomain (12<sup>th</sup>)
  - The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in poor condition but a higher than average proportion of housing without central heating.
- Higher than average:
  - number of overcrowded houses (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house
  - gap between entry level house price and 4.5 times average annual salary
- Lower than average:
  - tenant and leaseholder satisfaction with condition of home
  - proportion of addresses with private outdoor space

## Income, Businesses, Education, Skills and Jobs

- IoD:
  - Scored better than average on the employment deprivation domain (14<sup>th</sup>)
  - Scored better than average on the overall income deprivation domain (14<sup>th</sup>) and both the income deprivation affecting children (15<sup>th</sup>) and older people (14<sup>th</sup>) subsets

- Ranked better than average on the overall education, skills and training deprivation domain (15<sup>th</sup>) and both the adult (15<sup>th</sup>) and children and young people (15<sup>th</sup>) subdomains
- The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education and a better than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Highest percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2 in Slough (2019)
- Higher than average:
  - levels of unemployment, including a higher than average proportion of individuals claiming ESA, JSA, or Universal Credit
  - level of youth unemployment receiving JSA or Universal Credit
  - proportion of employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
  - proportion of pensioners in poverty receiving pension credit
  - percentage of individuals whose highest level of qualification was level 1 (1-4 GCSEs, Scottish Standard Grade, or equivalent qualifications) (2011 census)
- Lower than average:
  - job density (jobs as a percentage of the working age population)
  - percentage of individuals whose highest level of qualification was level 4 or above (First or higher degree, professional qualifications, or other equivalent higher education qualifications)
- Upton has the 5th highest number of residents who are active library borrowers in Slough.

### Community Safety

- IoD: Ranked worse than average on the crime domain (12<sup>th</sup>)
- Higher than average rate of violent crime and sexual offences, drug crime offences, burglary, theft from person offences, vehicle crime, bicycle theft offences, and other theft offences, (June 2020 to May 2021)

### Community Cohesion

- Lower than average score for local social relationships and belonging

### Environment

- IoD:
  - Ranked worse than average on the living environment domain (6<sup>th</sup>) and the outdoors subdomain (6<sup>th</sup>)
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality and a worse than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

## Locality 4: Chalvey

Chalvey is in the south of the Borough and was part of the ancient parish of Upton-cum-Chalvey. The first written record of Chalvey was in 1217, and Chalvey ward has existed in some form continuously since the district was first divided into wards in 1930. It is one of the most diverse wards in Slough.

Chalvey has a population of 13.3k, is the 2nd most deprived ward in Slough on the index of multiple deprivation and had a higher than average number of households with multiple needs in the 2011 census.

The data shows the ward ranked worse than the England average for health deprivation, with the highest rates in slough of emergency hospital admissions and deaths from several causes as well as the lowest life expectancy. The ward also has higher than average levels of cancer, obesity, and loneliness.

Chalvey has high levels of people receiving benefits, lower than average net annual household income, and ranked worse than average for overall income deprivation and income deprivation affecting older people, but better than average for income deprivation affecting children. The ward ranked better than average for employment deprivation but still has high levels of unemployment. Income and employment can be linked to education and skills, and Chalvey ranked worse than average for education, skills and training deprivation, with high levels of adults with no or low qualifications and/or low English language proficiency, and lower than average key stage 4 (GCSE) scores, but better than average levels of young people entering higher education. Chalvey has the highest number of residents who are active library borrowers in Slough.

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

14 of Slough's 15 wards, including Chalvey, ranked worse than average for crime deprivation, and Chalvey has high rates for 13 of the 15 types of crime included in the data. Most respondents to the Creating Strong Communities survey felt that crime and community safety was the thing most in need of improvement. The ward also scored worse than average for local social relationships and belonging and the Creating Stronger Communities survey showed low satisfaction with the area as a place to live and that residents feel there is no community cohesion or sense of community. On the other hand, the community needs index showed low levels of community need.

All wards ranked worse than average for outdoor living environment deprivation and air quality. Chalvey also ranked worse than average for road traffic accidents, overall living environment, and indoor living environment.

Based on the Indices of Deprivation, the top 3 priorities for Chalvey are:

- Barriers to housing and services
- Health
- Skills, employment and income

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Chalvey	Cippenham Meadows	Elliman	Central
Index of multiple deprivation	2	11	4	7
Health & disability	2	12	5	11
Income	3	11	6	7
Employment	5	10	3	9
Education, skills & training	7	10	5	9
Barriers to housing & services	1	10	9	4
Crime	4	10	1	3
Living environment	3	14	4	1

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 13,312
- Population Age:
  - 0-15: 28.15%
  - Working age (16-64): 63.69%
  - 65+: 8.16%
- Population density per hectare: 63.31
- Household language:
  - No people in household have English as a main language: 26.95%
  - All householders (aged 16+) have English as a main language: 50.33%
  - At least one but not all householders (aged 16+) have English as a main language: 18.70%
  - No adults but at least one person aged 3 to 15 has English as a main language: 3.93%
- 2nd most deprived ward in Slough (IoD 2019)
  - More deprived than the England and Slough average
- Higher than average number of households with multiple needs (2011 census)
- Broad ethnic groups:
  - White: 31.96%
  - Mixed: 3.16%
  - Asian: 49.28%
  - Black: 12.57%
  - Arab: 0.98%
  - Other: 2.01%

## Health and Wellbeing

- IoD:
  - Ranked worse than average on the health deprivation and disability domain (2<sup>nd</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions and premature deaths but scored better than average for mental health and work limiting illness and disability.
- 40 Ragstone Road has 3,551 patients and is part of SHAPE (Slough Health Alliance Provider Enterprise).
- Highest in Slough:
  - ratio of deaths from all causes, circulatory disease, and stroke
  - ratio of emergency hospital admissions for coronary heart disease, stroke, and heart attack
  - proportion of older people receiving the Lower Rate of Attendance Allowance
- Higher than average:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions (standardised admissions ratio) overall and for coronary heart disease, stroke, and heart attack
  - deaths from all causes (standardised mortality ratio), circulatory disease, coronary heart disease, and stroke
  - incidence of and deaths from cancer
  - percentage of overweight and obese children in reception and year 6
  - probability of loneliness for those aged 65+
  - proportion of Carers Allowance claimants
  - proportion of older people receiving Attendance Allowance
  - proportion of older people receiving the Higher Rate of Attendance Allowance
- Lowest male and female life expectancy in Slough
- Creating Stronger Communities survey:
  - 52% said their health was “good” or “excellent”
  - A reduction in air pollution/traffic and crime (fear/stress) and investing more in health services were the top 3 responses when asked what could improve their health and wellbeing

## Housing

- IoD:
  - Ranked worst in Slough on the barriers to housing and services domain and the wider barriers subdomain (1<sup>st</sup>), and worse than average on the geographical barriers subdomain (8<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding, housing affordability, and the average road distance to a

- primary school, but better than average for road distance to a general store/supermarket, post office, and GP surgery.
- Ranked worse than average for the living environment domain (3<sup>rd</sup>) and the indoors subdomain (3<sup>rd</sup>)
- The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in poor condition but a higher than average proportion of housing without central heating.
- Higher than average:
  - proportion of people receiving Housing Benefit
  - number of overcrowded houses (2011 census)
  - number of houses lacking central heating (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house
  - gap between entry level house price and 4.5 times average annual salary
- Lower than average tenant and leaseholder satisfaction with condition of home
- Lowest proportion of addresses with private outdoor space in Slough

### **Income, Businesses, Education, Skills and Jobs**

- IoD:
  - Ranked better than average on the employment deprivation domain (5<sup>th</sup>)
  - Scored worse than average on the overall income deprivation domain (3<sup>rd</sup>) and the income deprivation affecting older people index subset (2<sup>nd</sup>), but better than average on the income deprivation affecting children subset (3<sup>rd</sup>)
  - Ranked worse than average on the overall education, skills and training deprivation domain (7<sup>th</sup>), the adult skills subdomain (7<sup>th</sup>), and the children and young people subdomain (4<sup>th</sup>)
  - The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education but a worse than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Highest proportion of people receiving any DWP benefits in Slough
- Higher than average:
  - levels of unemployment, including a higher than average proportion of individuals claiming ESA, JSA, or Universal Credit
  - level of youth unemployment receiving JSA or Universal Credit
  - proportion of Jobseekers Allowance claimants, claiming for over 12 months

- proportion of employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
- proportion of jobs at risk as a result of Covid-19 (by location of job)
- proportion of pensioners in poverty receiving pension credit
- proportion of children aged 0-15 in relative low-income families
- proportion of children aged 0-15 in poverty
- percentage of individuals in the 2011 whose highest level of qualification was level 1 (1-4 GCSEs, Scottish Standard Grade, or equivalent qualifications)
- percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2
- Lower than average:
  - net annual household income (estimate after housing costs)
  - key stage 4 (GCSE) average point score per pupil
- Chalvey has the highest number of residents who are active library borrowers in Slough.
- Chalvey Library has the joint lowest (6th) number of active borrowers of Slough's libraries, along with Colnbrook Library.

### Community Safety

- IoD: Ranked worse than average on the crime domain (4<sup>th</sup>)
- Highest rate in Slough of other crime offences
- Higher than average rate of total crime offences, violent crime and sexual offences, possession of weapons offences, drug crime offences, public order offences, criminal damage, burglary, robbery recorded offences, theft from person offences, vehicle crime, bicycle theft offences, and other theft offences (June 2020 to May 2021)
- Creating Stronger Communities survey:
  - 65% said crime and community safety was the thing needing the most improvement
  - 54% were "fairly worried" or "very worried" about being a victim or crime during the day and 80% were "fairly" or "very worried" at night
    - The main reasons given were groups of people gathering, a lack of police, and a rise in crime
  - One of the most common responses for improving the local area was more police and CCTV surveillance

### Community Cohesion

- Lower than average score for local social relationships and belonging
- 51.92% of respondents in the place survey felt there was a very or fairly big problem with people not treating each other with respect and consideration
- Creating Stronger Communities survey:
  - 37% disagreed with the statement "I feel like I belong in this neighbourhood"
    - The top reasons given were a lack of community cohesion and no sense of community

- 51% were “fairly dissatisfied” with or thought the neighbourhood was “bad” while only 18% chose “good” or “fairly satisfied” with their area as a place to live
  - The top reasons given for dissatisfaction were loitering, litter, crime, too little parking, and too much traffic
  - One of the most common responses for improving the local area was the provision of more community facilities

## Environment

- IoD:
  - Ranked worse than average on the living environment domain (3<sup>rd</sup>) and worst in Slough on the outdoors subdomain (1<sup>st</sup>)
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality and a worse than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.
- Creating Stronger Communities survey:
  - 39% reported parks and open spaces as their most valued part of the community
  - 59% reported clean streets as their most valued part of the community and 65% said clean streets were most in need of improvement

## Locality 4: Cippenham Green

Cippenham Green (born 2004) is in the west of the Borough, neighbouring Cippenham Meadows, Haymill & Lynch Hill, and Farnham. It is one of two wards based on the old Cippenham ward and features the old Cippenham village area and the village green, which the ward was named after.

Cippenham Green has a population of almost 10k and is the second least deprived ward in Slough on the index of multiple deprivation, scoring better than the England and Slough average.

The data shows the ward ranked better than the England average for health deprivation but still has the highest levels in slough for emergency hospital admissions and overweight children in year 6. The ward also has higher than average levels of cancer, obesity and loneliness.

Cippenham Green ranked better than average for income deprivation and employment deprivation but still has high levels of unemployment and people receiving benefits, and lower than average net annual household income. The ward ranked better than average for overall education, skills and training deprivation and has high levels of young people entering higher education. However, the ward scored worse than average for adult skills, with high levels of adults with no or low qualifications and/or low English language proficiency. Cippenham Library has the third highest number of active borrowers of Slough's libraries.

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

14 of Slough's 15 wards, including Cippenham Green, ranked worse than average for crime deprivation, but Cippenham Green was the second least deprived in Slough and only has high rates for 2 of the 15 types of crime included in the data: theft from person offences and shoplifting. On the other hand, the data shows low levels of community cohesion and high levels of community need.

All wards ranked worse than average for outdoor living environment deprivation and air quality. Cippenham Green also ranked worse than average for overall living environment but better than average for indoor living environment.

Based on the Indices of Deprivation, the top 2 priorities for Cippenham Green are:

- Skills, employment and income
- Living environment (especially houses without central heating)

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Cippenham Green	Cippenham Meadows	Haymill & Lynch Hill	Farnham
Index of multiple deprivation	14	11	12	10
Health & disability	13	12	10	9
Income	12	11	13	8
Employment	13	10	12	8
Education, skills & training	11	10	13	3
Barriers to housing & services	15	10	12	14
Crime	14	10	13	8
Living environment	12	14	11	7

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 9,980
- Population Age:
  - 0-15: 24.33%
  - Working age (16-64): 62.54%
  - 65+: 13.14%
- Population density per hectare: 68.71
- Household language:
  - No people in household have English as a main language: 8.60%
  - All householders (aged 16+) have English as a main language: 80.87%
  - At least one but not all householders (aged 16+) have English as a main language: 8.44%
  - No adults but at least one person aged 3 to 15 has English as a main language: 2.10%
- 14th most deprived ward in Slough (IoD 2019)
  - Less deprived than the England and Slough average
- Broad ethnic groups:
  - White: 63.56%
  - Mixed: 3.64%
  - Asian: 25.12%
  - Black: 5.94%
  - Arab: 0.85%
  - Other: 1.30%

### Health and Wellbeing

- IoD:
  - Ranked better than average on the health deprivation and disability domain (13<sup>th</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions and premature deaths but scored better than average for mental health and work limiting illness and disability.
- Cippenham Surgery has 5,528 patients and is part of Slough LOCC (Langley, Orchard, Chapel, Cippenham).

- Highest in Slough:
  - emergency hospital admission for all causes
  - percentage in Slough of overweight children in year 6
- Higher than average:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions (standardised admissions ratio) for coronary heart disease, stroke, and heart attack
  - deaths from all causes (standardised mortality ratio), circulatory disease, coronary heart disease, and stroke
  - incidence of and deaths from cancer
  - percentage of overweight and obese children in reception and year 6
  - probability of loneliness for those aged 65+
  - number of older people living alone
  - proportion of individuals receiving disability benefit (DLA)
  - proportion of children providing unpaid care (2011 census)
  - proportion of Carers Allowance claimants

## Housing

- IoD:
  - Ranked worse than the average for the barriers to housing and services domain (15<sup>th</sup>) and the wider barriers subdomain (13<sup>th</sup>), but better than average on the geographical barriers subdomain (14<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding and housing affordability but better than average for the average road distance to a primary school, general store/supermarket, post office, and GP surgery.
  - Ranked worse than average on the living environment domain (12<sup>th</sup>) but better than average on the indoors subdomain (5<sup>th</sup>)
  - The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in poor condition but a higher than average proportion of housing without central heating.
- Higher than average:
  - number of overcrowded houses (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house
  - gap between entry level house price and 4.5 times average annual salary
- Lower than average:
  - tenant and leaseholder satisfaction with condition of home
  - proportion of addresses with private outdoor space

## Income, Businesses, Education, Skills and Jobs

- IoD:
  - Scored better than average on the employment deprivation domain (13<sup>th</sup>)
  - Scored better than average on the overall income deprivation domain (12<sup>th</sup>) and both the income deprivation affecting children (13<sup>th</sup>) and older people (13<sup>th</sup>) subsets
  - Ranked better than average on the overall education, skills and training domain (11<sup>th</sup>) and on the children and young people subdomain (10<sup>th</sup>) but ranked worse than average on the adult skills subdomain (11<sup>th</sup>)
  - The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education but a worse than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Higher than average:
  - proportion of people receiving any DWP benefits
  - levels of unemployment, including a higher than average proportion of individuals claiming ESA, JSA, or Universal Credit
  - level of youth unemployment receiving JSA or Universal Credit
  - proportion of employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
  - proportion of pensioners in poverty receiving pension credit
  - proportion of children aged 0-15 in relative low-income families
  - percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2
  - Hardship Fund Vulnerability Index Score
- Lower than average net annual household income (estimate after housing costs)
- Cippenham Green has the 4th highest number of residents who are active library borrowers in Slough.
- Cippenham Library has the 3rd highest number of active borrowers of Slough's libraries.

## Community Safety

- IoD: Ranked worse than average on the crime domain (14<sup>th</sup>)
- Higher than average rate of shoplifting and other theft offences (June 2020 to May 2021)

## Community Cohesion

- Lower than average score for local social relationships, belonging, and satisfaction with the local area as a place to live
- Higher than average active and engaged community score, civic assets score, and overall community needs score in the community needs index (where a higher score indicates a higher level of community need)

## Environment

- IoD:
  - Ranked worse than average for the living environment domain (12<sup>th</sup>) and the outdoors subdomain (13<sup>th</sup>)
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality but a better than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

## Locality 4: Cippenham Meadows

Cippenham Meadows (born 2004) is in the south-west of the Borough. It was one of two wards based on the old Cippenham Ward and includes the Windsor Meadows development. The ward is home to the first purpose-built Hindu Temple in the British Isles, opened in 1981.

Cippenham Meadows has a population of 11.6k and is the 11<sup>th</sup> most deprived ward in Slough on the index of multiple deprivation.

The data shows the ward ranked better than the England average for health deprivation but still has higher than average levels of emergency hospital admissions, cancer, obesity, and loneliness.

Cippenham Meadows scored better than average for overall income deprivation and income deprivation affecting children, but worse than average for income deprivation affecting older people and has high levels of people receiving benefits and a lower than average net annual household income. The ward also scored better than average for employment deprivation but still has high levels of unemployment. Cippenham Meadows ranked worse than average for education, skills and training deprivation, with a high percentage of people whose highest qualification was 1-4 GCSEs (or equivalent) and a low percentage of people with degrees (or equivalent).

All wards ranked worse than the England average for barriers to housing and local services, which includes issues relating to access to housing such as affordability and overcrowding. All wards also have higher than average house prices, a higher than average amount of savings required for an entry level house, and lower than average tenant and leaseholder satisfaction with condition of home.

14 of Slough's 15 wards, including Cippenham Meadows, ranked worse than average for crime deprivation. The ward has high rates for 10 of the 15 types of crime included in the data. The ward also scored worse than average for local social relationships, belonging, and community needs, but scored better than average for the area as a place to live.

All wards ranked worse than average for outdoor living environment deprivation and air quality, but Cippenham Meadows ranked better than average for overall living environment and indoor living environment.

Based on the Indices of Deprivation, the top 3 priorities for Cippenham Meadows are:

- Barriers to housing and services
- Skills, employment and income
- Crime

### Deprivation Rankings for Neighbouring Wards

Indices of Deprivation	Cippenham Meadows	Cippenham Green	Chalvey	Baylis & Stoke
Index of multiple deprivation	11	14	2	3
Health & disability	12	13	2	3
Income	11	12	3	2
Employment	10	13	5	2
Education, skills & training	10	11	7	2
Barriers to housing & services	10	15	1	11
Crime	10	14	4	2
Living environment	14	12	3	5

Ranked from most deprived (1<sup>st</sup>) to least deprived (15<sup>th</sup>) in Slough.

### Population (2019)

- Population count: 11,665
- Population Age:
  - 0-15: 28.20%
  - Working age (16-64): 63.43%
  - 65+: 8.38%
- Population density per hectare: 32.95
- Household language:
  - No people in household have English as a main language: 15.63%
  - All householders (aged 16+) have English as a main language: 70.03%
  - At least one but not all householders (aged 16+) have English as a main language: 11.00%
  - No adults but at least one person aged 3 to 15 has English as a main language: 3.35%
- 11th most deprived ward in Slough (IoD 2019)
  - Less deprived than the Slough average but more deprived than the England average
- Broad ethnic groups:
  - White: 49.29%
  - Mixed: 3.61%
  - Asian: 34.84%
  - Black: 9.89%
  - Arab: 1.05%
  - Other: 1.31%

### Health and Wellbeing

- IoD:
  - Ranked better than average on the health deprivation and disability domain (12<sup>th</sup>)
  - The underlying indicators of the health deprivation and disability domain show that the ward scored worse than average for emergency hospital admissions and premature deaths but scored better than average for mental health and work limiting illness and disability.
- Village Medical Centre has 11,507 patients and is part of SHAPE (Slough Health Alliance Provider Enterprise).

- Farnham Road Surgery on Weekes Drive has 8,500 patients (approx.) and is part of SPINE (Slough Providers Innovation Network Enterprise).
- Higher than average:
  - proportion of babies born with a low birth weight
  - emergency hospital admissions (standardised admissions ratio) overall and for coronary heart disease, stroke, and heart attack
  - deaths from all causes (standardised mortality ratio), circulatory disease, and coronary heart disease
  - incidence of cancers
  - percentage of overweight and obese children in reception and year 6
  - probability of loneliness for those aged 65+
  - number of older people living alone
  - proportion of Carers Allowance claimants

## Housing

- IoD:
  - Ranked worse than average for the barriers to housing and services domain (10<sup>th</sup>), the geographical barriers subdomain (6<sup>th</sup>), and the wider barriers subdomain (11<sup>th</sup>)
  - The underlying indicators of the barriers to housing and services domain show that the ward scored worse than average for household overcrowding, housing affordability, and the average road distance to a primary school and post office, but better than average for the road distance to a general store/supermarket and GP surgery.
  - Ranked better than average on the overall living environment domain (14<sup>th</sup>) and the indoors subdomain (13<sup>th</sup>)
  - The underlying indicators of the indoors living environment subdomain show that the ward has a lower than average proportion of housing in poor condition but a higher than average proportion of housing without central heating.
- Higher than average:
  - proportion of people receiving Housing Benefit
  - number of overcrowded houses (2011 census)
  - number of houses lacking central heating (2011 census)
  - house prices
  - savings required for 15% deposit and stamp duty for an entry level house
  - gap between entry level house price and 4.5 times average annual salary
- Lower than average:
  - tenant and leaseholder satisfaction with condition of home
  - proportion of addresses with private outdoor space

## Income, Businesses, Education, Skills and Jobs

- IoD:
  - Scored better than average on the employment deprivation domain (10<sup>th</sup>)
  - Scored better than average on the overall income deprivation domain (11<sup>th</sup>) and the income deprivation affecting children subset (8<sup>th</sup>) but worse than average on the income deprivation affecting older people subset (8<sup>th</sup>)
  - Ranked worse than average on the overall education, skills and training deprivation domain (10<sup>th</sup>), the adult skills subdomain (12<sup>th</sup>), and the children and young people subdomain (7<sup>th</sup>)
  - The underlying indicators of the education, skills and training deprivation domain show that the ward has a better than average proportion of young people entering higher education and a better than average proportion of adults with no or low qualifications and/or low English language proficiency.
- Higher than average:
  - proportion of people receiving any DWP benefits
  - levels of unemployment, including a higher than average proportion of individuals claiming ESA, JSA, or Universal Credit
  - level of youth unemployment receiving JSA or Universal Credit
  - employees at risk of losing their jobs as a result of Covid-19 (by employee residence)
  - proportion of pensioners in poverty receiving pension credit
  - proportion of children aged 0-15 in relative low-income families
  - percentage of individuals with no qualifications and individuals whose highest level of qualification was level 1 (1-4 GCSEs, Scottish Standard Grade, or equivalent qualifications) (2011 census)
  - percentage of pupils achieving the expected level in reading, writing and maths at the end of Key stage 2
  - Hardship Fund Vulnerability Index Score
- Lower than average:
  - net annual household income (estimate after housing costs)
  - percentage of individuals highest level of qualification was level 4 or above (First or higher degree, professional qualifications, or other equivalent higher education qualifications) (2011 census)
- Cippenham Meadows has the 7th highest number of residents who are active library borrowers in Slough.

## Community Safety

- IoD: Ranked worse than average on the crime domain (10<sup>th</sup>)
- Higher than average rate of total crime offences, violent crime and sexual offences, possession of weapons offences, public order offences, criminal damage, theft from person offences, shoplifting, vehicle crime, bicycle theft offences, and other theft offences (June 2020 to May 2021)

### Community Cohesion

- Lower than average score for local social relationships and belonging
- Higher than average active and engaged community score, civic assets score, and overall community needs score in the community needs index (where a higher score indicates a higher level of community need)

### Environment

- IoD:
  - Ranked worse than average for the outdoors subdomain (14<sup>th</sup>) of the living environment domain
  - The underlying indicators of the outdoors living environment subdomain show that the ward has worse than average air quality but a better than average number of road traffic accidents that resulted in the death or injury of a pedestrian or cyclist.

## General Overview of Deprivation

The English Indices of Deprivation (IoD; 2019) provide a general overview of different types of deprivation in each ward and how these compare to each other and the England average.

The following is a list of how many of Slough's wards ranked worse than the England average for each of the indices:

- 11/15 wards for the index of multiple deprivation, which combines all indices
- 7/15 wards for overall income deprivation
  - 2/15 wards for income deprivation affecting children
  - 12/15 wards for income deprivation affecting older people
- 2/15 wards for employment deprivation
- 10/15 wards for overall education, skills and training deprivation
  - 12/15 wards for adult education, skills and training deprivation
  - 9/15 wards for children and young people education, skills, and training deprivation
- 11/15 wards for health deprivation and disability
- 14/15 wards for crime deprivation
- All wards for overall barriers to housing and local services
  - All wards for the wider barriers to housing and local services (e.g. housing affordability and overcrowding)
  - 9/15 wards for geographical barriers to housing and local services
- 12/15 wards for overall living environment deprivation
  - 3/15 wards for indoor living environment deprivation
  - All wards for outdoor living environment deprivation

## Deprivation Rankings for All Wards

The following tables rank each ward in Slough on the English Indices of Deprivation from most (1<sup>st</sup>) to least (15<sup>th</sup>) deprived.

Ward	Index of Multiple Deprivation	Income Deprivation	Income Deprivation Affecting Children	Income Deprivation Affecting Older People	Employment Deprivation	Education, Skills and Training Deprivation	Children and Young People Education, Skills and Training Deprivation	Adult Education, Skills and Training Deprivation
Britwell and Northborough	1	1	2	7	1	1	1	2
Haymill and Lynch Hill	12	13	12	12	12	13	12	13
Baylis and Stoke	3	2	6	1	2	2	11	1
Central	7	7	5	3	9	9	6	9
Elliman	4	6	10	4	3	5	9	5
Farnham	10	8	9	10	8	3	8	3
Wexham Lea	6	5	7	5	6	6	5	6
Colbrook with Poyle	8	10	1	11	11	8	2	10
Foxborough	5	4	4	6	4	4	3	4
Langley Kedermister	9	9	11	9	7	12	13	8
Langley St. Mary's	<b>15</b>	<b>15</b>	14	<b>15</b>	<b>15</b>	14	14	14
Upton	13	14	<b>15</b>	14	14	<b>15</b>	<b>15</b>	<b>15</b>
Chalvey	2	3	3	2	5	7	4	7
Cippenham Green	14	12	13	13	13	11	10	11
Cippenham Meadows	11	11	8	8	10	10	7	12

Orange = locality 1, green = locality 2, purple = locality 3, red = locality 4, bold = 1<sup>st</sup>/most or 15<sup>th</sup>/least deprived ward for that indicator.

**Deprivation Rankings for All Wards (continued)**

Ward	Health Deprivation and Disability	Crime Deprivation	Barriers to Housing and Services	Geographical Barriers to Housing and Services	Wider Barriers to Housing and Services	Living Environment Deprivation	Indoor Living Environment Deprivation	Outdoor Living Environment Deprivation
Britwell and Northborough	1	6	5	3	8	15	14	15
Haymill and Lynch Hill	10	13	12	2	15	11	9	10
Baylis and Stoke	3	2	11	15	6	5	6	8
Central	11	3	4	10	3	1	2	2
Elliman	5	1	9	13	4	4	4	4
Farnham	9	8	14	11	9	7	8	9
Wexham Lea	8	11	6	9	7	9	7	12
Colnbrook with Poyle	7	5	2	4	5	2	1	7
Foxborough	4	9	8	12	2	10	15	3
Langley Kedermister	6	7	7	5	10	8	11	5
Langley St. Mary's	14	15	13	7	12	13	10	11
Upton	15	12	3	1	14	6	12	6
Chalvey	2	4	1	8	1	3	3	1
Cippenham Green	13	14	15	14	13	12	5	13
Cippenham Meadows	12	10	10	6	11	14	13	14

Orange = locality 1, green = locality 2, purple = locality 3, red = locality 4, bold = 1<sup>st</sup>/most or 15<sup>th</sup>/least deprived ward for that indicator.

## Overall Ranking

The index of multiple deprivation (IMD) combines all seven domains and the subdomains of the indices of deprivation to give an overall picture of each ward and how it ranks within Slough and within England. As it provides a broad picture of each ward, it is a useful tool for helping to decide the order in which wards have Stronger, Healthy, and Attractive (SHA) Neighbourhood Plans developed.

## Index of Multiple Deprivation Rankings

Rank in Slough	Locality	Ward	Rank in England
1	1	Britwell & Northborough	7431.6
2	4	Chalvey	8719.7
3	2	Baylis & Stoke	9210.1
4	2	Elliman	9931.6
5	3	Foxborough	10373.9
6	2	Wexham Lea	11362.0
7	2	Central	11447.2
8	3	Colnbrook with Poyle	11565.4
9	3	Langley Kedermister	12406.6
10	2	Farnham	12577.8
11	4	Cippenham Meadows	14988.7
12	1	Haymill & Lynch Hill	16925.6
13	3	Upton	18709.8
14	4	Cippenham Green	18981.6
15	3	Langley St Mary's	19932.1

Orange = locality 1, green = locality 2, purple = locality 3, red = locality 4.

The IMD ranks all wards *within England*. These England ranks were then put in order from most to least deprived and ranked again *within Slough* for the table above. The 12<sup>th</sup> to 15<sup>th</sup> wards ranked better (less deprived) than the England average and the 11<sup>th</sup> to 15<sup>th</sup> wards ranked better than the Slough average.

Chalvey has a SHA plan. Development of a plan for Colnbrook with Poyle is in progress and the development of a plan for Britwell & Northborough has just begun. Based on the IMD data, it could be suggested that Baylis & Stoke should be the next priority.

## Abbreviations

IoD = English indices of deprivation, 2019. A measure of deprivation at the local level, based on seven domains of deprivation: income deprivation, employment deprivation, education, skills and training deprivation, health deprivation and disability, crime, barriers to housing and services, and living environment deprivation. The index of multiple deprivation combines all seven domains.

ESA = Employment and Support Allowance.

JSA = Jobseekers Allowance.

IB = Incapacity Benefit.

DLA = Disability Living Allowance.

## Datasets

Ministry of Housing, Communities & Local Government. (2019, September 26).

*English indices of deprivation 2019*. Retrieved May 2021, from

<https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>

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Oxford Consultants for Social Inclusion. (2021, July). *Local Insight*. Retrieved July 2021, from <https://local.communityinsight.org/dashboard/>

Public Health England. (2021, June). *Local Health*. Retrieved June 2021, from <https://www.localhealth.org.uk/>

Public Health for Berkshire. (2021, May). *Berkshire Observatory*. Retrieved May 2021, from <https://slough.berkshireobservatory.co.uk/>

Slough Borough Council. (2019). *Creating Stronger Communities Survey: Chalvey*.

Slough Borough Council. (2021). *Colnbrook with Poyle Needs Assessment Survey (Preliminary Results)*.

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# Slough Borough Council

CIPFAstats Comparative Profile

## public libraries

2018-19 Actuals and  
2019-20 Estimates

Comparison Group:

- (z) Slough
- (r) Reading
- (k) Luton
- (f) Peterborough
- (w) Thurrock
- (x) Leicester
- (t) Swindon
- (a) Coventry
- (e) Southampton
- (h) Bedford
- (d) Bristol
- (m) Bolton
- (s) Oldham



## FOREWORD

I am pleased to be able to present the ninth edition of the CIPFAstats Comparative Profile for Public Library Service.

These profiles provide a comprehensive analysis of public libraries data covering all the major topics collected in the CIPFAstats Public Libraries collection.

This means that there should be something for everyone interested in the running of public library services.

The analysis is simple and non-judgemental. You will not find any quartiles, traffic lights or subjective commentary. Instead the report seeks to visualise the data and to enable readers to draw their own conclusions.

The "Executive Report" acts as a high level summary, but is also designed as an introduction to the whole report. Most readers will find reading through these pages helpful as an introduction to the style and logic of the more detailed pages.

The reports will aid everyone interested in public library services to ask informed questions and come up with informed proposals for how the services should be delivered in the future.

We hope you find this report interesting and helpful. If you have any comments, suggestions or queries then CIPFA would be delighted to hear from you (please see appendix 5 for contact details).

Kind regards,



Ian Watson  
Lancashire County Council  
Chair of the CIPFA Public Library Statistics Working Party



# INTRODUCTION

The aim of the profile is to provide management information for decision makers involved in providing the libraries service. Due to the wide range of topics covered, the report will have a broad appeal and should be of interest to members, librarians and officers.

This profile compares your authority's library service figures from the 2019 CIPFAstats collection with the group of authorities specified on the title page.

This is the ninth year of the profile, CIPFA would greatly appreciate your feedback and suggestions on how we can make the profiles more interesting and useful.

## INDEX

<b>Executive Summary</b>	Page 4
<b>Section A - Libraries &amp; Library Users</b>	Page 7
<b>Section B - Resourcing</b>	Page 15
<b>Section C - Workload</b>	Page 25
<b>Section D - Stock</b>	Page 31
<b>Section E - Performance</b>	Page 41
<b>Appendices</b>	Page 43

## Approach to missing data

81.4% of UK Library Authorities provided data for the 2019 CIPFAstats Public Library Statistics. Authorities who did not provide data are excluded from these comparisons completely.

In a small number of cases authorities have provided totals (e.g. for costs), but not a complete breakdown. In such cases the breakdown has been estimated by techniques such as apportionment or comparison to previous years' figures.

In a small number of cases authorities have not provided other pieces of information. Where CIPFA felt this value was important an estimation has been made. In no cases does this estimated data constitute more than 15% of the data used in a comparison.

Should any authority not be fully happy with estimates provided for their authority we will be very happy to produce a new report for them using new data supplied by that authority.

If you have any queries about our approach please do not hesitate to contact us: [libraries@cipfa.org](mailto:libraries@cipfa.org)

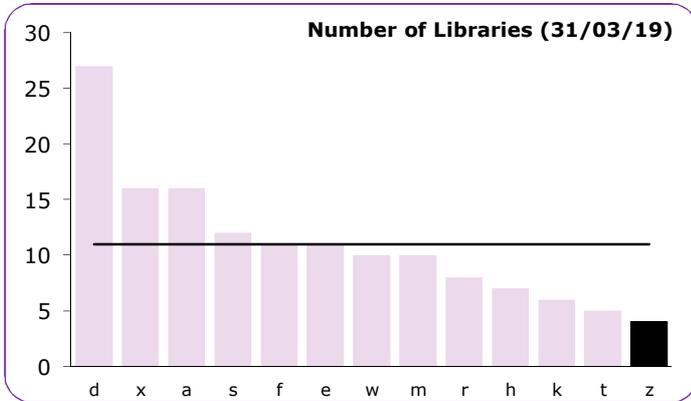
Please note that for 2019, Bournemouth & Poole provided a joint return. Resulting from this, some of the averages for the 5 year trend tables and charts may differ slightly from previous years.

# EXECUTIVE SUMMARY

## Comparing Slough with 12 Other Library Authorities

This summary provides an overview of the key indicators from the main report along with a few points of current interest, showing how your authority's library service compares against other authorities. Unless specified otherwise all data relates to 2018-19 Actuals.

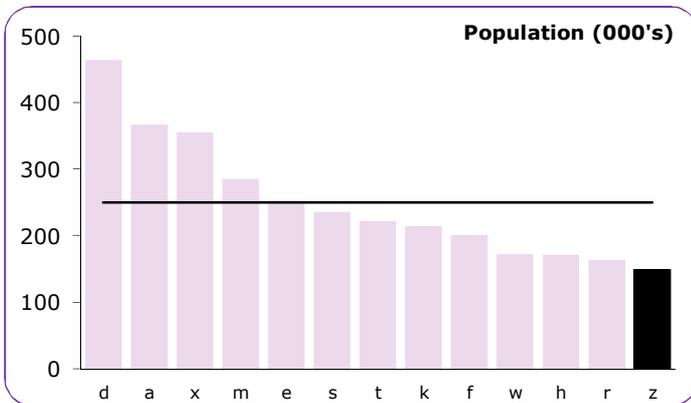
### A: Libraries and Library Users



The chart on the left compares the number of libraries your authority has with the other authorities in the comparison. Slough has 4 libraries (the bar highlighted in black) compared to an average of 11 libraries (as shown by the horizontal line). Each pale bar represents one of the authorities in the comparator group.

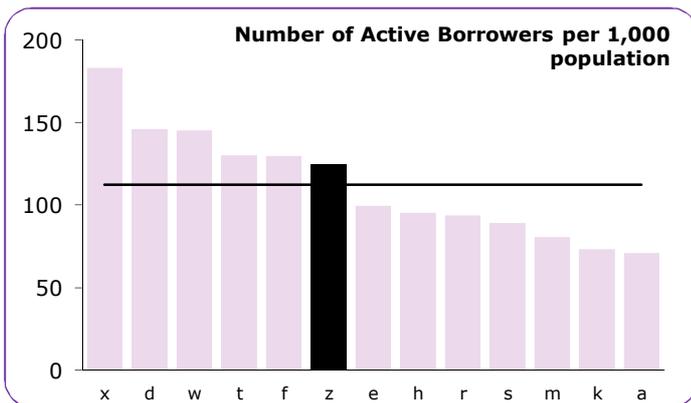
Slough has one of the lowest numbers of libraries within the group giving an indication of the scale of the library service.

For more information about this type of chart please see appendix 1.



Population is an important figure in this report as we use it as a denominator to adjust for the size of the authority (see next chart).

Slough is the smallest of the 13 authorities compared here (in terms of population).

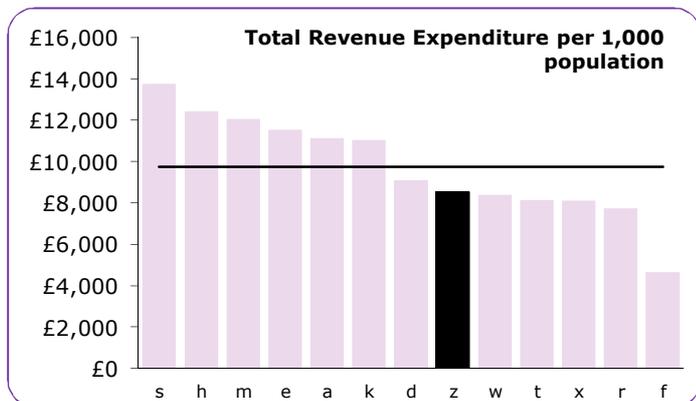


The number of active borrowers per 1,000 population is a key indication of how well the library service engages with the public.

Slough is within the higher quartiles suggesting that the library service engages well with the population when compared to the other authorities.

Please see appendix 1 for further details on quartiles.

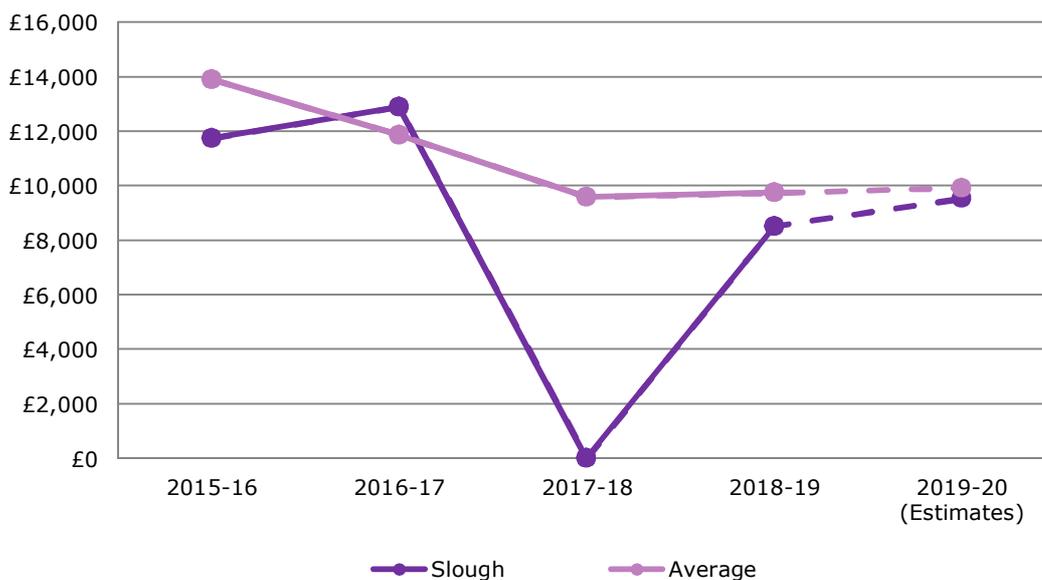
## B: Resourcing



Total revenue expenditure per 1,000 population is a key cost indicator. Figures in the graph opposite are 2018-19 actuals.

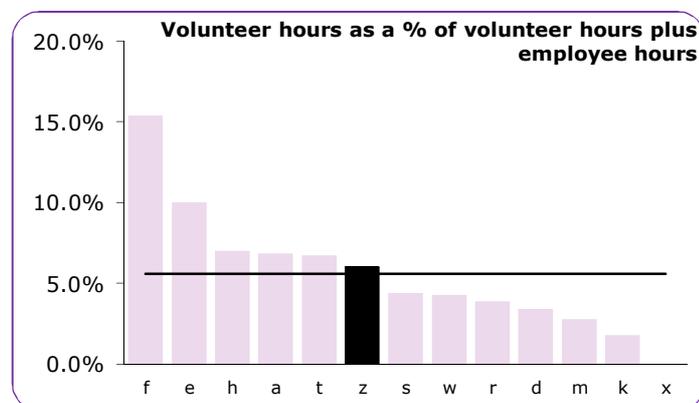
Slough comes out as being at the middle of the comparison, which suggests that its costs are similar to the group as a whole. It may be worthwhile looking at the authorities who are cheaper to see if there is anything it can learn from their approaches.

**Total Revenue Expenditure per 1,000 population: Time Series**



The line chart plots the total revenue expenditure per 1,000 population over the last four years and shows the estimated figure for 2019-20. The population figure used for all years is the mid-year 2018 figure, so the changes in value relate to changes in expenditure only.

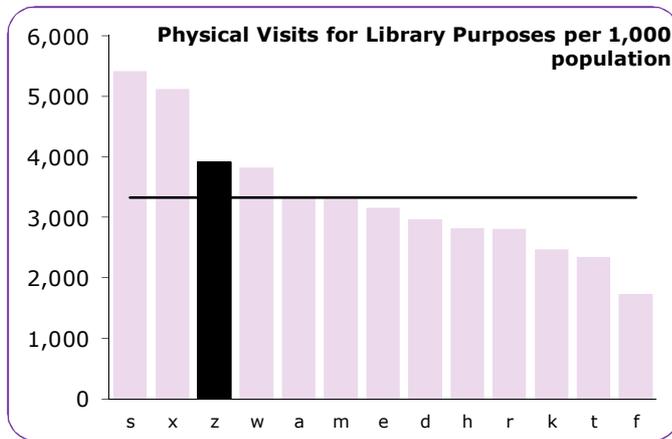
For most authorities an increase can be seen in the 2019-20 estimates.



One well publicised approach that library authorities are taking is using volunteers.

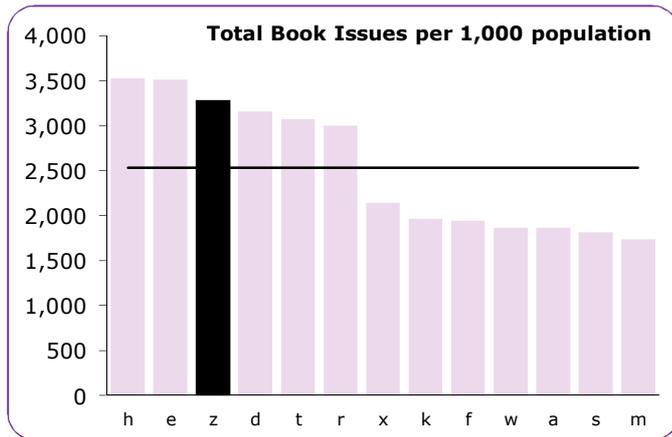
Slough had 6.0% of 'worked hours' provided by volunteers in 2018-19 compared to an average of 5.6%.

## C: Workload



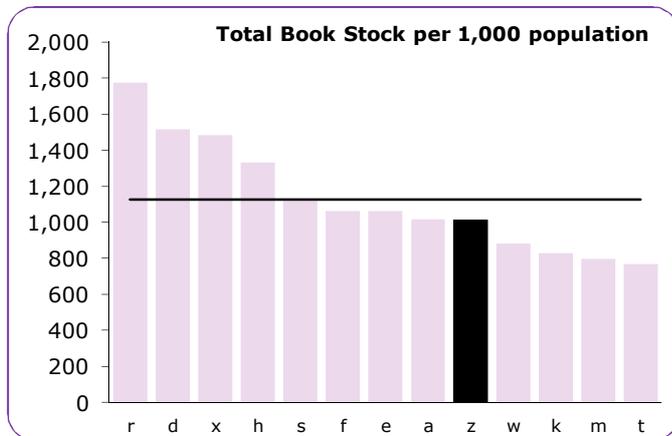
The number of visits per 1,000 population is a strong indicator of workload faced by the authority.

It is also another measure of engagement and offers a more complete picture as it will include other reasons for visiting the library as well as borrowing.



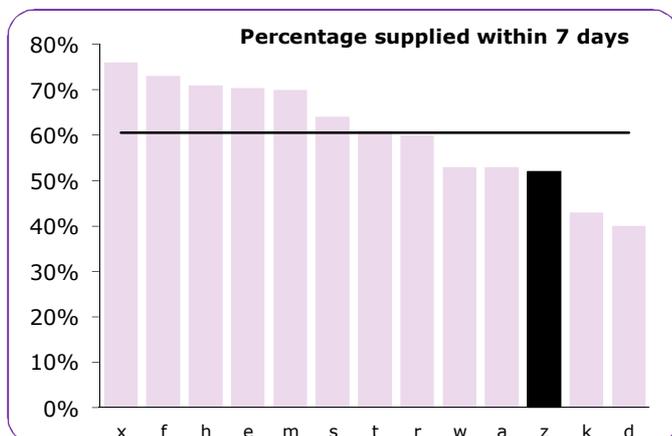
This chart compares another core library activity, providing an indicator for both workload and the demand placed on the library book stock.

## D: Stock



This chart compares the overall book stock level of the library service.

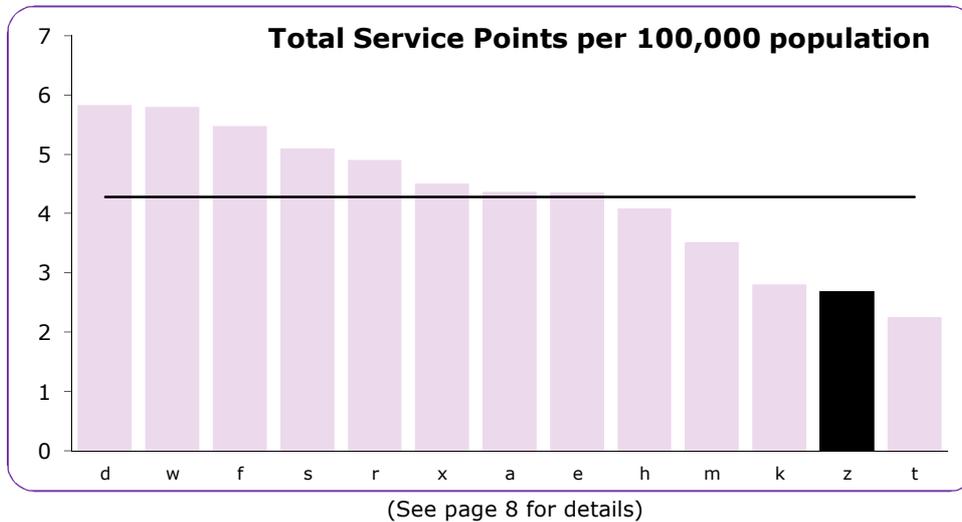
## E: Performance



Slough successfully supplied 52% of book requests within 7 days of request. This was at the low end of the authorities compared.

# SECTION A: LIBRARIES AND LIBRARY USERS

This section compares the information on numbers of libraries, opening hours, library users, visits and electronic access.



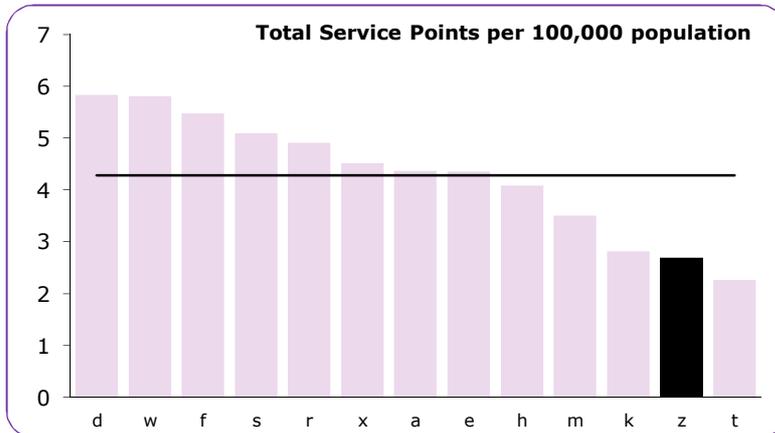
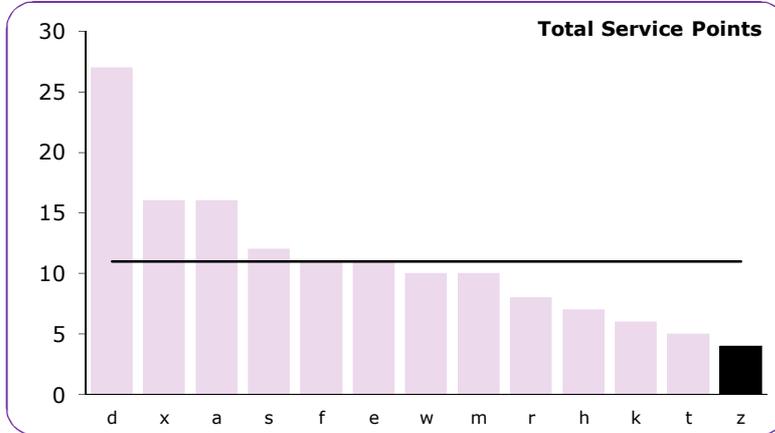
Section Contents	
<b>Page 8</b>	<b>A1: Service Points</b> Number of service points Busiest service points Library opening hours staffed / unstaffed Libraries opened / closed
<b>Page 10</b>	<b>A2: Population Density</b> Comparisons for static & mobile libraries % authorities without mobile libraries
<b>Page 11</b>	<b>A3: Opening Hours</b> Distribution of opening hours Opening hours at busiest service points
<b>Page 12</b>	<b>A4: Library Users</b> Number of active borrowers Number of housebound readers Number of visits Electronic counters Visits to website
<b>Page 14</b>	<b>A5: Electronic Workstations</b> Number of terminals Number of hours available & recorded Public wi-fi access

# A1: Service Points

at 31 March 2019

	Number	/ 100k pop	Average
Mobile Libraries	0	0.0	0.2
Static Service Points	4	2.7	4.5
<b>Total Service Points</b>	<b>4</b>	<b>2.7</b>	<b>4.3</b>

	Authority	Average
Population	149,100	250,208



Source: CIPFA Public Library Statistics 2019 - Cells 1 to 45, ONS Population Estimates Mid 2018

## Busiest Service Points

2018-19 Actuals

Busiest Service Point (Issues):

**The Curve, Slough**

	Authority	Average
Issues per annum	167,494	185,772

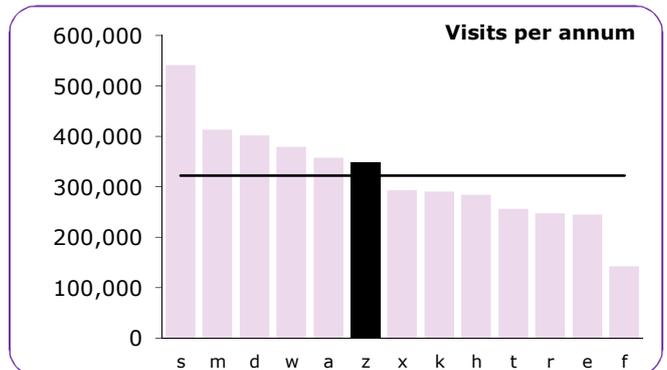
Busiest Service Point (Visits):

**The Curve, Slough**

	Authority	Average
Visits per annum	348,520	322,362



Source: CIPFA Public Library Statistics 2019 - Cells 50 & 51

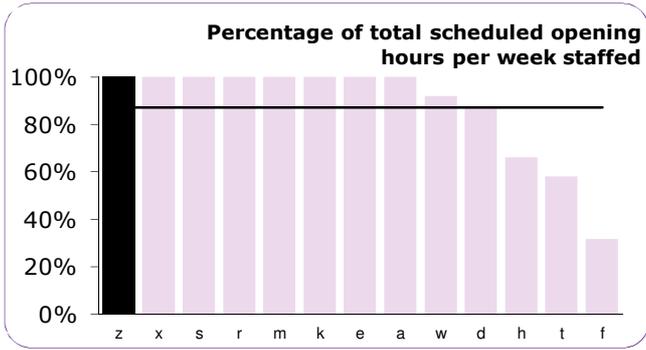


Source: CIPFA Public Library Statistics 2019 - Cells 52 & 53

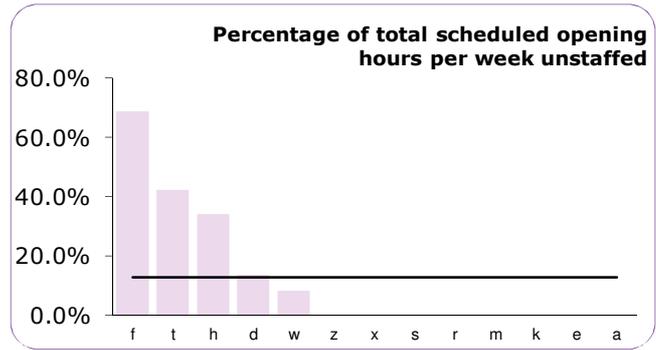
# A1: Service Points (continued)

2018-19 Actuals

## Percentage of Opening Hours Staffed / Unstaffed



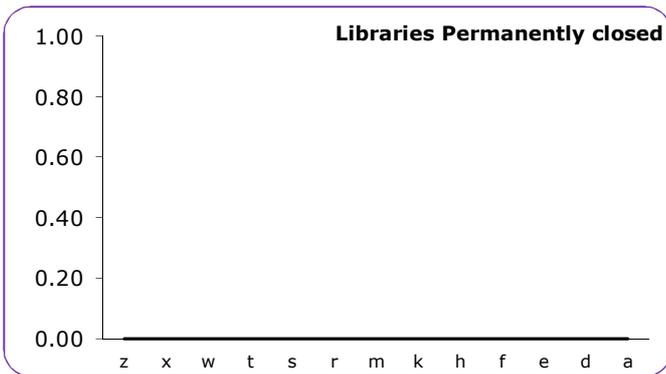
Source: CIPFA Public Library Statistics 2019 - Cell 46



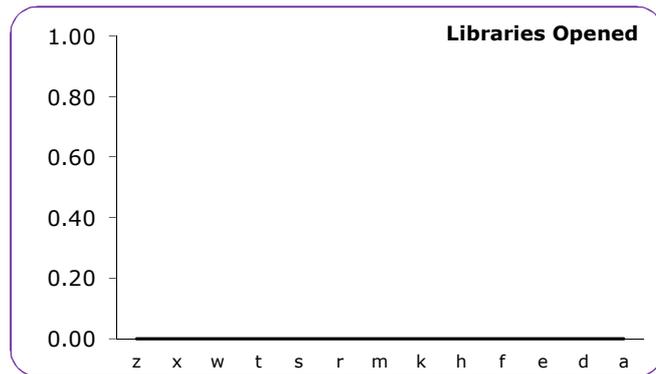
Source: CIPFA Public Library Statistics 2019 - Cell 47

## Library Opening/Closures

	Authority	/100,000 pop	Avg
Libraries Closed	0	0.0	0.00
Libraries Opened	0	0.0	0.00
<b>Net Library Openings</b>	0	0.0	0.00



Source: CIPFA Public Library Statistics 2019 - Cell 48



Source: CIPFA Public Library Statistics 2019 - Cell 49



## A2: Population Density

2018-19 Actuals

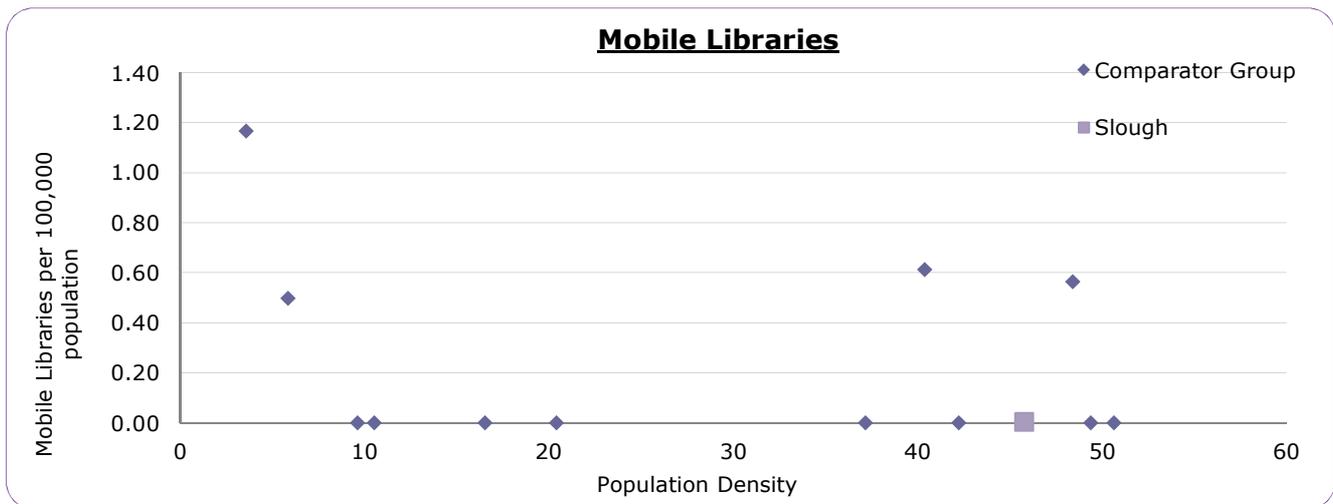
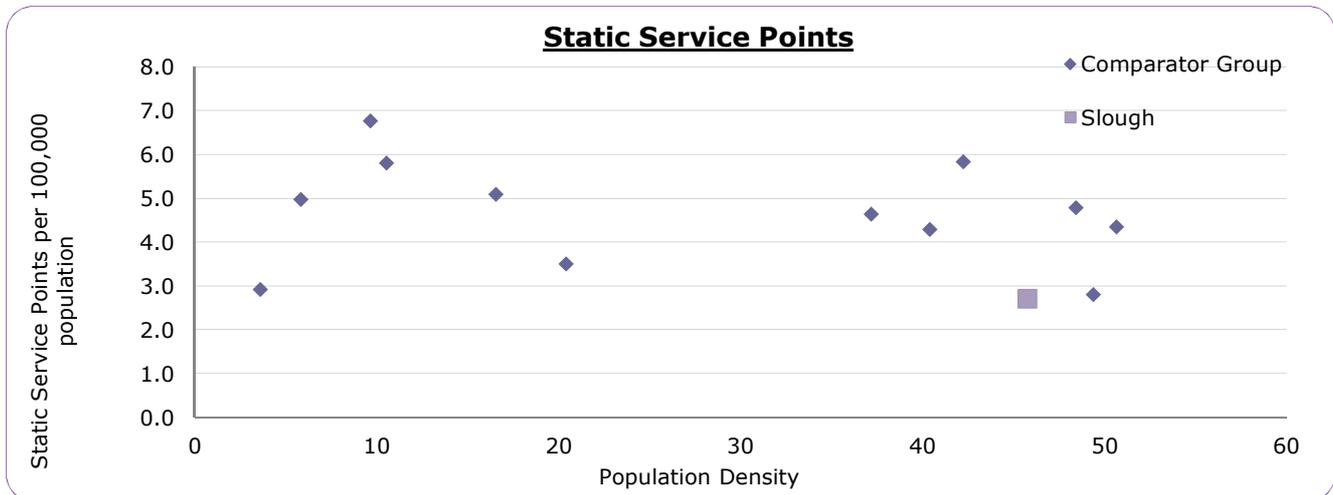
### Population Density and Number of Service Points

In urban areas of high population density a small number of service points will be able to provide service to a large population. In rural areas more service points will be required to enable the population to have easy access.

The scatter plots below compare these two factors. For all UK library authorities it can be seen that as population density increases (on the horizontal axis), the number of libraries per 100,000 population tends to be lower.

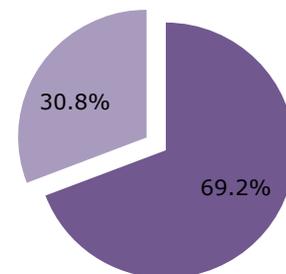
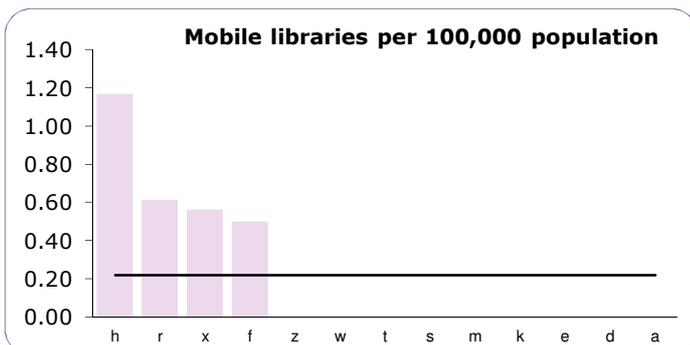
As these charts are strongly effected by outliers, values for population density are capped at 120 and service points per 100,000 population capped at 18.0 and 3.0 for static service points and mobile libraries respectively.

	Authority	Median
Population Density	45.8	37.2



### Mobile Libraries

	Number	/ 100k pop	Average
Mobile Libraries	0	0.0	0.2

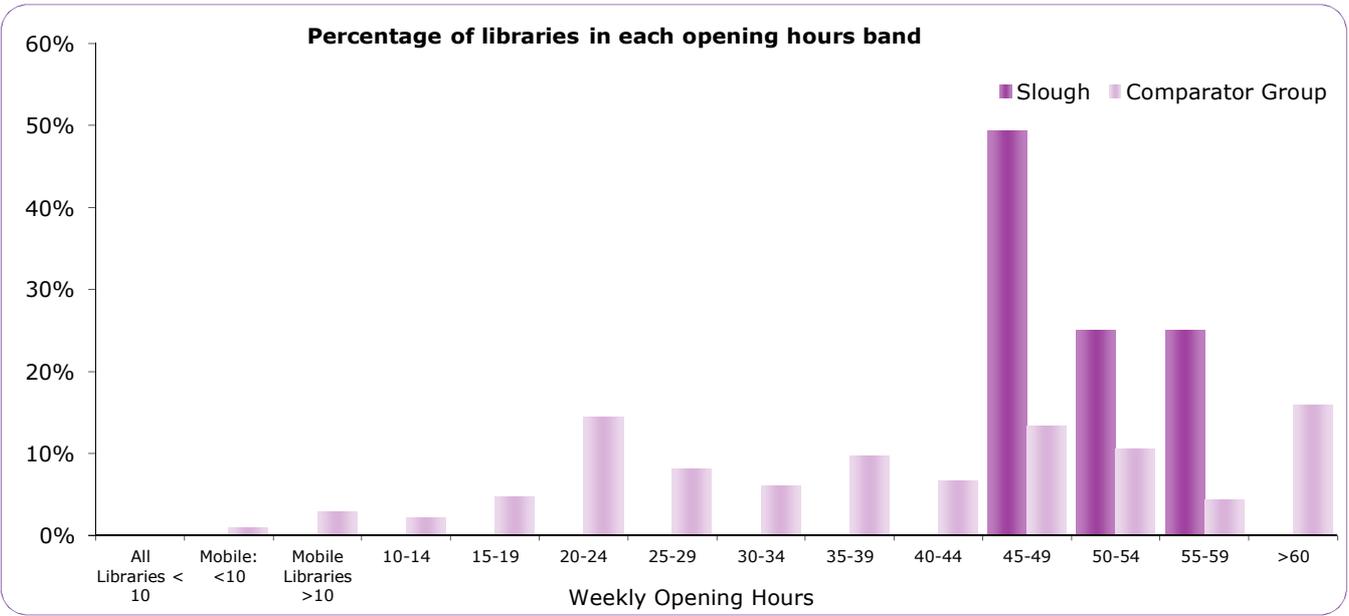


- % Authorities with no mobile libraries
- % Authorities with mobile libraries

### A3: Opening Hours

2018-19 Actuals

Hours Open	Statutory		Service Points Non-Statutory		Total		/ 100,000 population		% in Each Band	
	Authority	Average	Authority	Average	Authority	Average	Authority	Average	Authority	Average
All Libraries: < 10	0	0	0	0	0	0	0.0	0.0	0.0%	0.0%
Mobile: <10	0	0	0	0	0	0	0.0	0.0	0.0%	1.0%
Mobile: >10	0	0	0	0	0	0	0.0	0.1	0.0%	2.9%
Static: 10-14	0	0	0	0	0	0	0.0	0.1	0.0%	2.2%
Static: 15-19	0	0	0	0	0	1	0.0	0.0	0.0%	4.7%
Static: 20-24	0	2	0	0	0	2	0.0	0.7	0.0%	14.5%
Static: 25-29	0	1	0	0	0	1	0.0	0.4	0.0%	8.1%
Static: 30-34	0	1	0	0	0	1	0.0	0.3	0.0%	6.1%
Static: 35-39	0	1	0	0	0	1	0.0	0.4	0.0%	9.7%
Static: 40-44	0	1	0	0	0	1	0.0	0.3	0.0%	6.7%
Static: 45-49	2	1	0	0	2	1	1.3	0.5	50.0%	13.4%
Static: 50-54	1	1	0	0	1	1	0.7	0.4	25.0%	10.5%
Static: 55-59	1	0	0	0	1	0	0.7	0.1	25.0%	4.4%
Static: >60	0	1	0	0	0	1	0.0	0.6	0.0%	15.9%
<b>Total</b>	<b>4</b>	<b>11</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>12</b>	<b>2.7</b>	<b>4.0</b>		

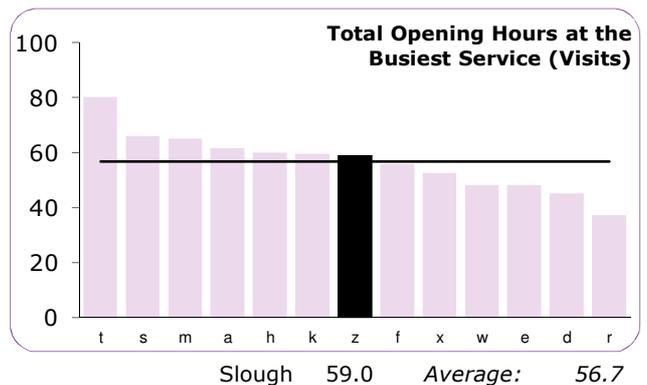
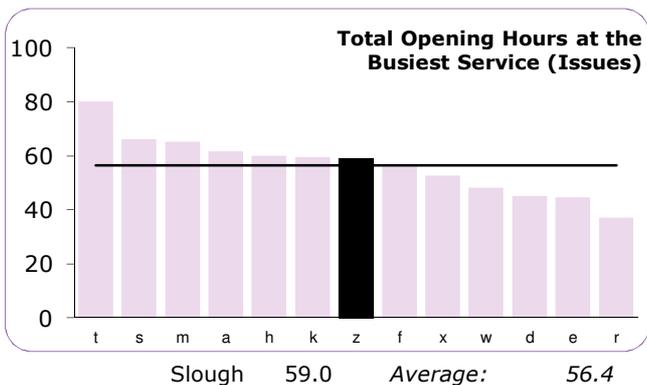


Source: CIPFA Public Library Statistics 2019 - Cells 1 to 45

#### Opening Hours - Busiest Service Points

Busiest Service Point (Issues): **The Curve, Slough**

Busiest Service Point (Visits): **The Curve, Slough**

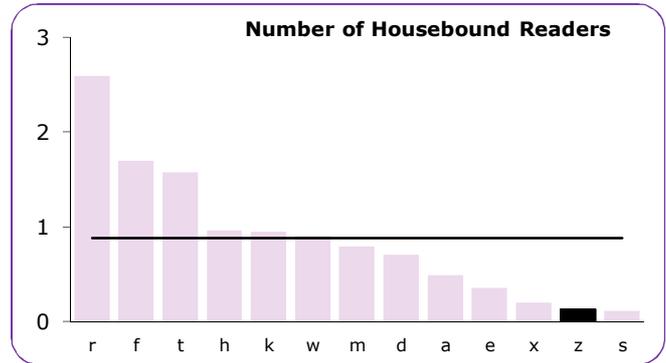
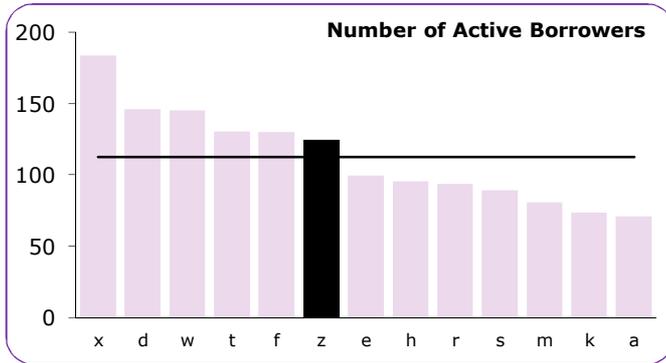


Source: CIPFA Public Library Statistics 2019 - Cells 50 to 53

## A4: Library Users

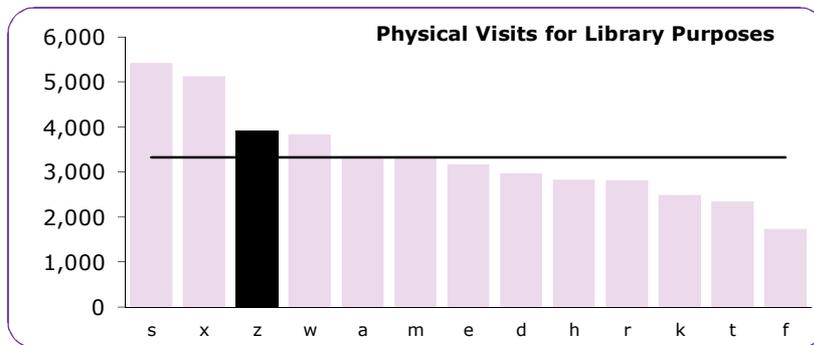
2018-19 Actuals

	Number	/1,000 pop	Average
<b>Active Borrowers</b>	18,561	124	112
Housebound Readers	20	0.1	0.9

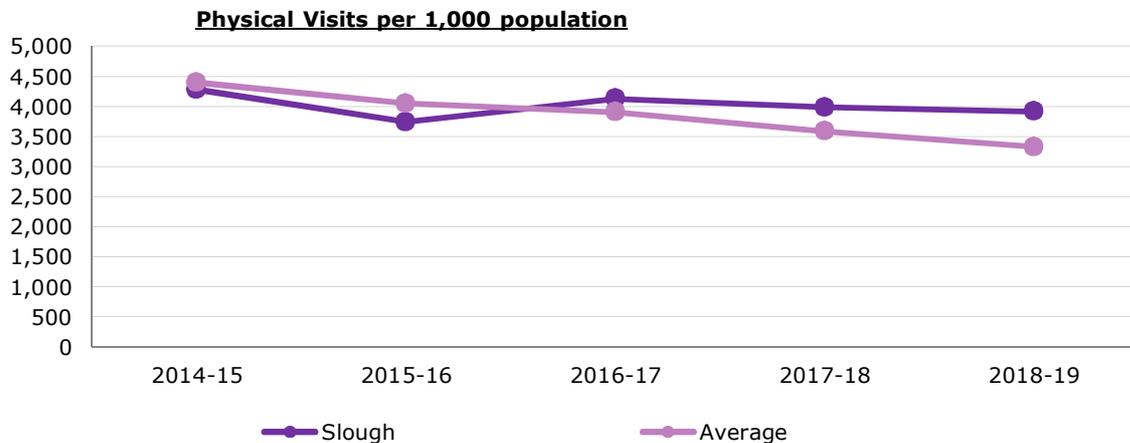


Source: CIPFA Public Library Statistics 2019 - Cells 122 & 123

### Physical Visits for Library Purposes



Physical Visits	Number	per 1,000 pop	Average
2014-15	618,423	4,277	4,393
2015-16	544,969	3,740	4,046
2016-17	607,215	4,125	3,906
2017-18	592,391	3,981	3,584
<b>2018-19</b>	<b>584,003</b>	<b>3,917</b>	<b>3,326</b>

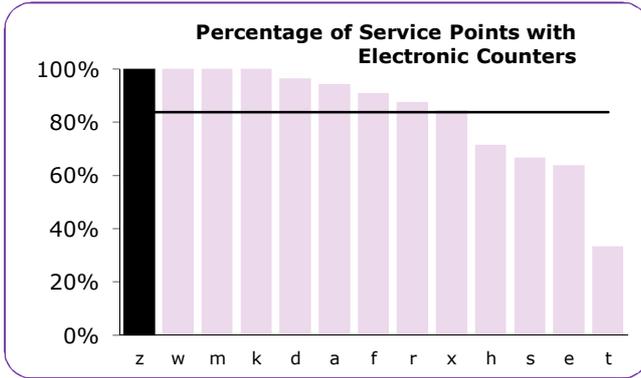


Source: CIPFA Public Library Statistics 2019 - Cell 124

## A4: Library Users (continued)

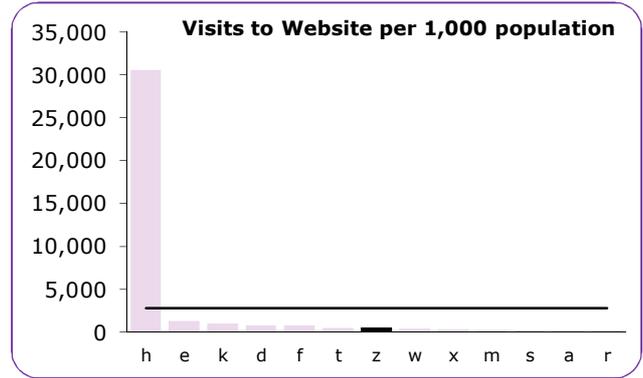
2018-19 Actuals

	Authority	Average
S.P. with Electronic Counters	100%	84%



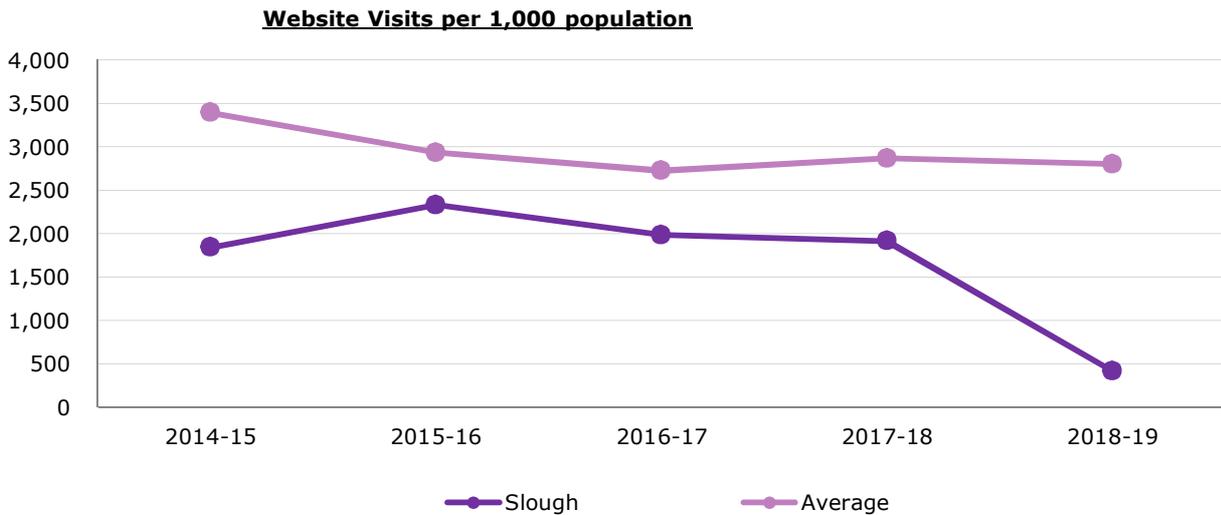
Source: CIPFA Public Library Statistics 2019 - Cell 127

	Number	per 1,000 pop	Average
Visits to Website	62,220	417	2,801



Source: CIPFA Public Library Statistics 2019 - Cell 128

Website Visits	Number	per 1,000 pop	Average
2014-15	265,996	1,840	3,392
2015-16	339,565	2,331	2,932
2016-17	292,225	1,985	2,725
2017-18	285,091	1,916	2,867
<b>2018-19</b>	<b>62,220</b>	<b>417</b>	<b>2,801</b>

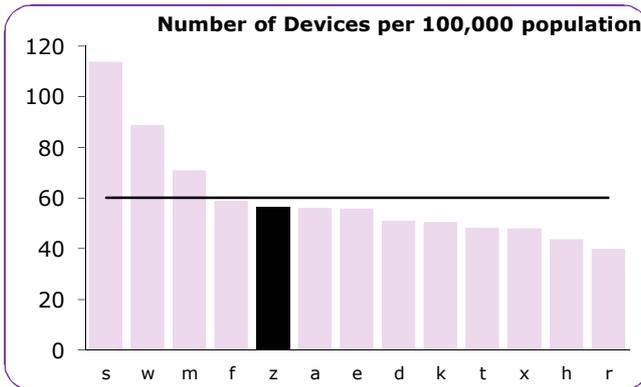


Source: CIPFA Public Library Statistics 2019 - Cell 128 and equivalent for previous years

## A5: Electronic Workstations

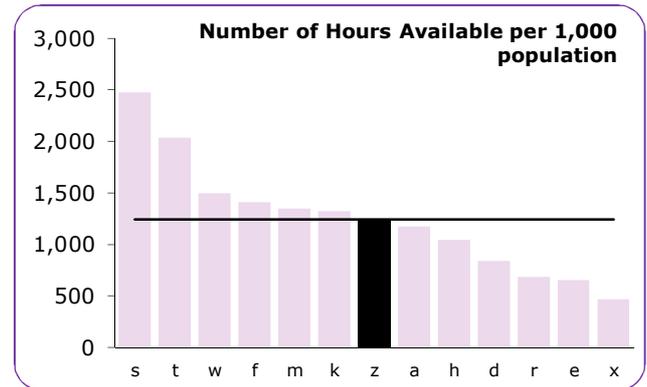
2018-19 Actuals

	Number	per 100,000 pop	Average
Terminals	84	56.3	60.1



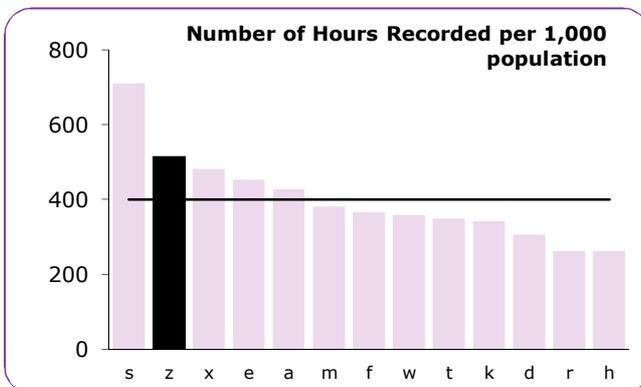
Source: CIPFA Public Library Statistics 2019 - Cell 54

	Number	per 1,000 pop	Average
Hours Available	185,513	1,244	1,243



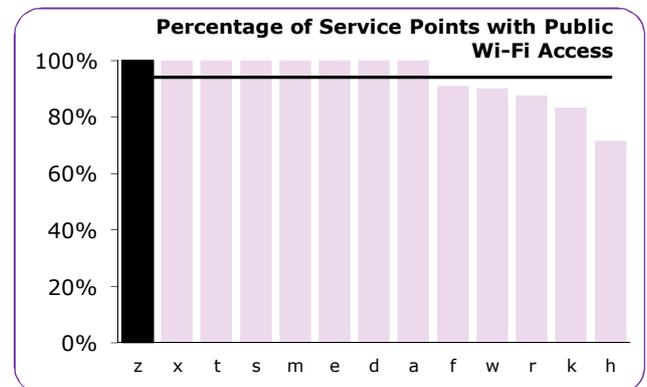
Source: CIPFA Public Library Statistics 2019 - Cell 55

	Number	per 1,000 pop	Average
Hrs Recorded	76,738	515	400



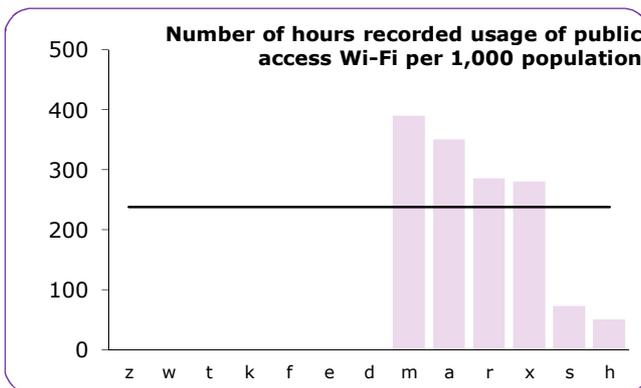
Source: CIPFA Public Library Statistics 2019 - Cell 56

	Authority	Average
Service Points with Wi-Fi Access	100%	94%



Source: CIPFA Public Library Statistics 2019 - Cell 57

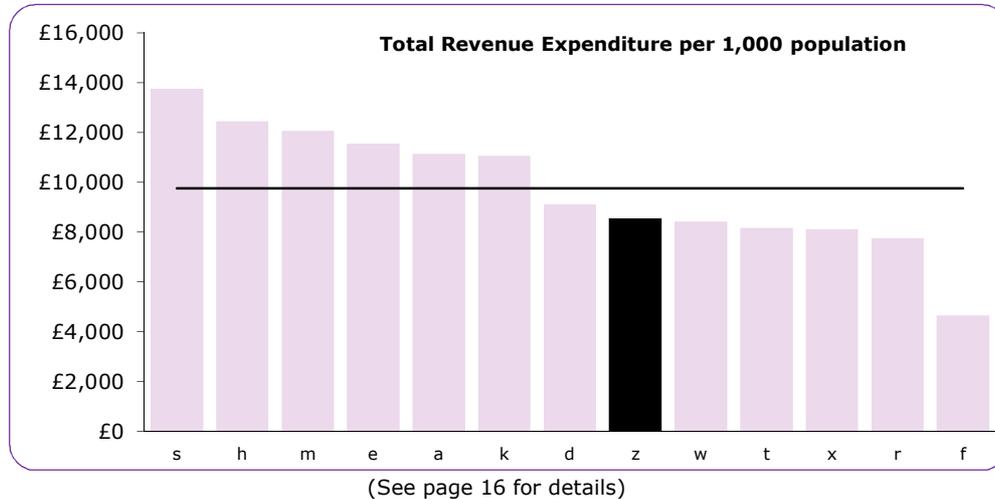
	Number	per 1,000 pop	Average
Hrs Recorded	na	na	238



Source: CIPFA Public Library Statistics 2019 - Cell 58

## SECTION B: RESOURCING

This section examines levels of expenditure, staffing and the use of volunteers.



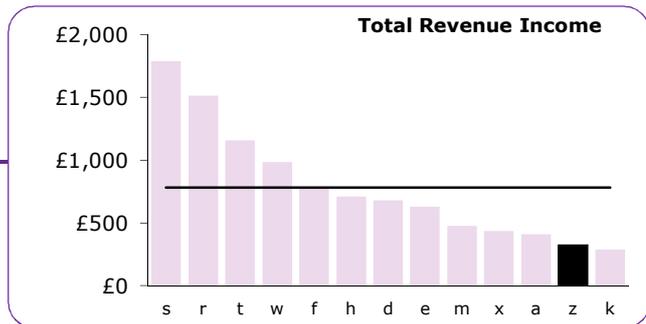
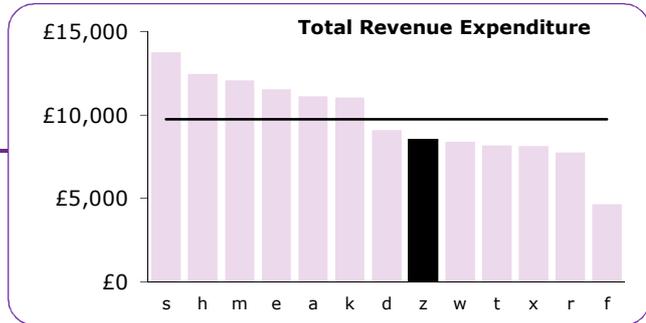
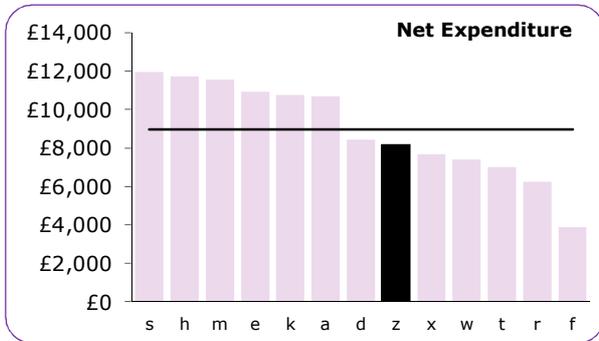
### Section Contents

<b>Page 16</b>	<b>B1: Financial Information (Actuals)</b> Net expenditure, revenue expenditure & income Revenue expenditure breakdown Revenue income breakdown
<b>Page 20</b>	<b>B2: Cost Indicators</b> Various cost indicators
<b>Page 21</b>	<b>B3: Financial Information (Estimates)</b> Net expenditure, revenue expenditure & income % expenditure on staff and materials
<b>Page 22</b>	<b>B4: Staffing</b> Staff per 100k population Professional & other paid staff Staff costs per employee
<b>Page 24</b>	<b>B5: Volunteers</b> Analysis of numbers and hours

## B1: Financial Information (Actuals)

2018-19 Actuals	£	per 1,000 pop	Average
Revenue Expenditure	1,270,493	8,521	9,743
Revenue Income	(48,406)	(325)	(784)
<b>Net Expenditure</b>	<b>1,222,087</b>	<b>8,196</b>	<b>8,960</b>

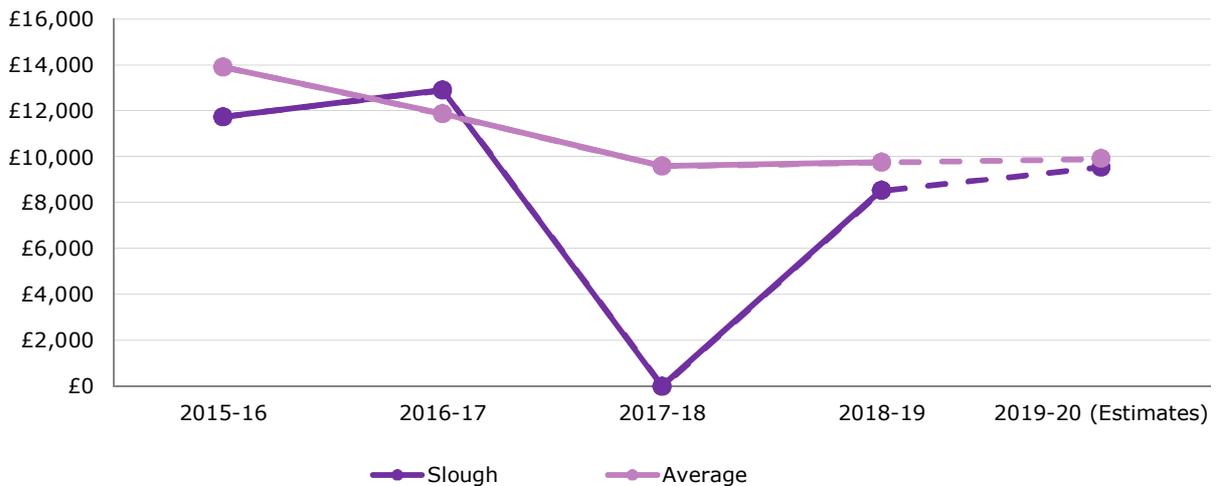
graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2019 - Cells 157, 167 & 168

Revenue Expenditure	£	per 1,000 pop	Average
2015-16	1,710,830	11,742	13,911
2016-17	1,899,074	12,901	11,871
2017-18	na	..	9,590
2018-19	1,270,493	8,521	9,743
2019-20 (Estimates)	1,421,768	9,536	9,917

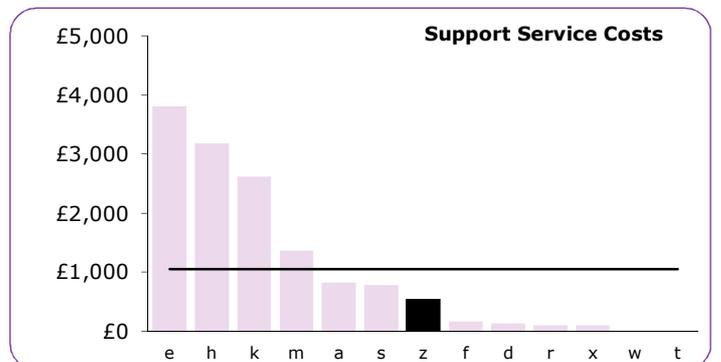
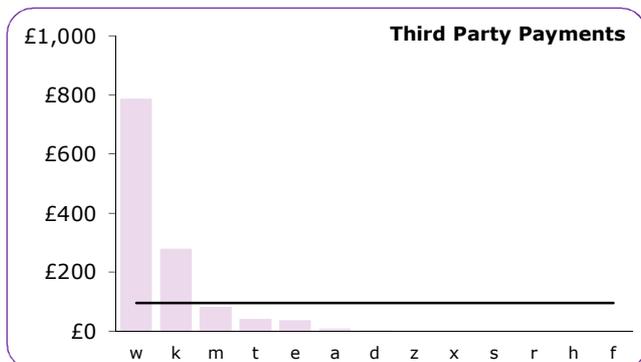
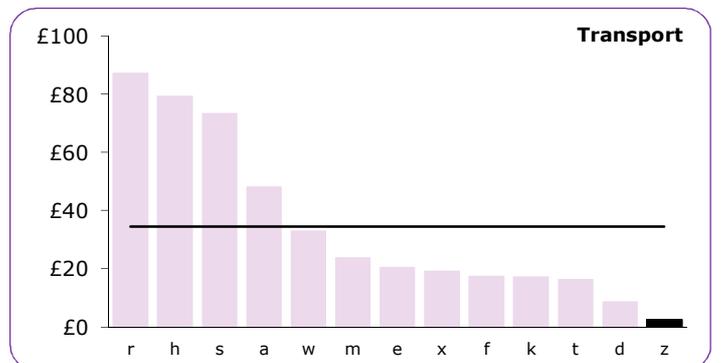
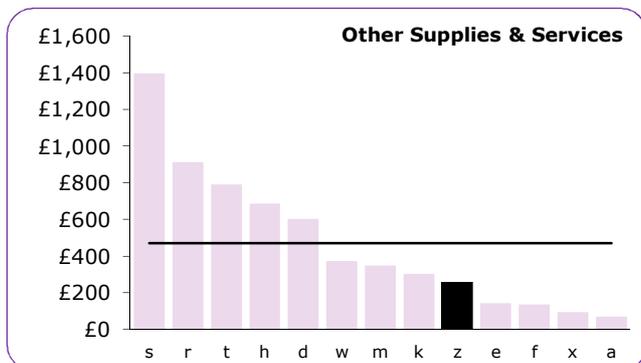
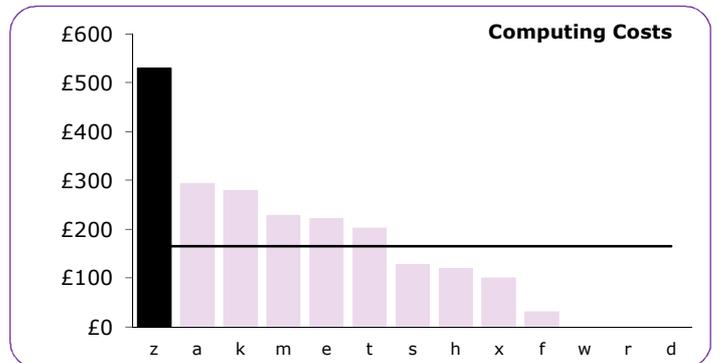
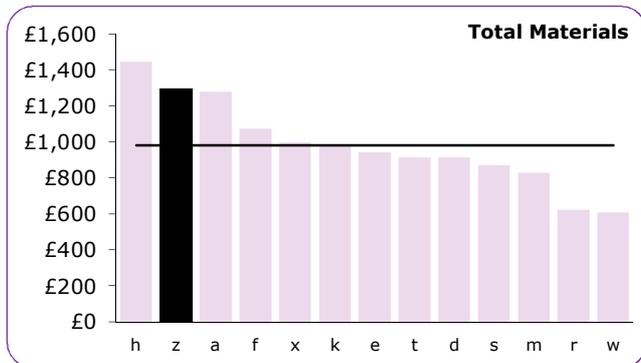
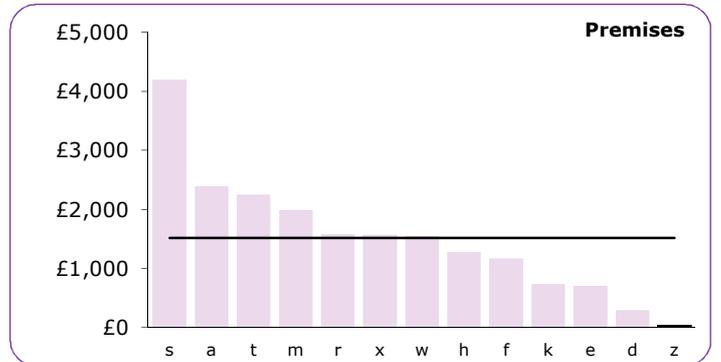
**Revenue Expenditure per 1,000 population: Time Series**



Source: CIPFA Public Library Statistics 2019 - Cell 157 and equivalent for previous years

Revenue Expenditure (2018-19 Actuals)	£	per 1,000 pop	Average
Employees	874,479	5,865	5,437
Premises	5,384	36	1,515
Total Materials	192,860	1,293	982
Computing Costs	78,874	529	164
Other Supplies & Services	38,351	257	470
Transport	363	2	34
Third Party Payments	0	0	95
Support Service Costs	80,182	538	1,045
<b>Total Revenue Expenditure</b>	<b>1,270,493</b>	<b>8,521</b>	<b>9,743</b>

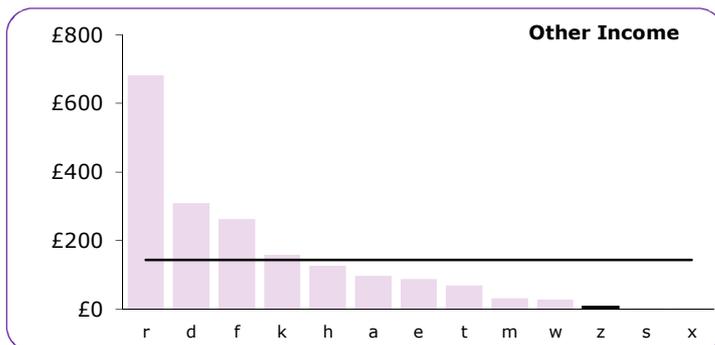
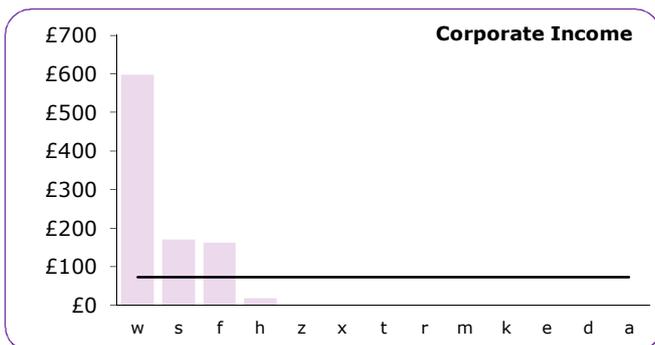
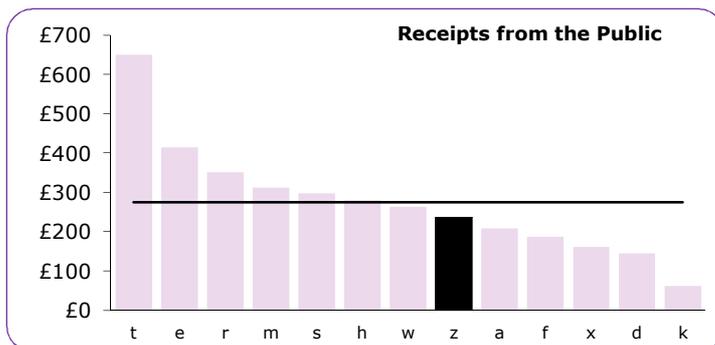
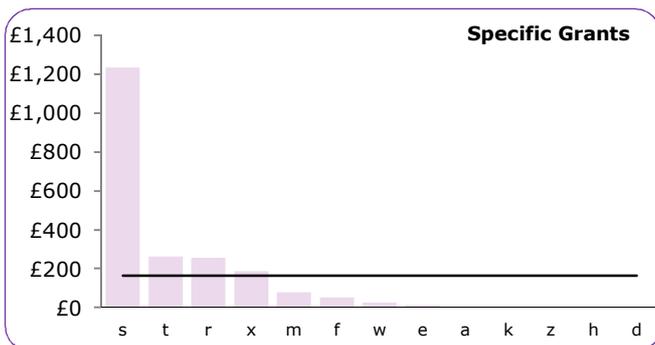
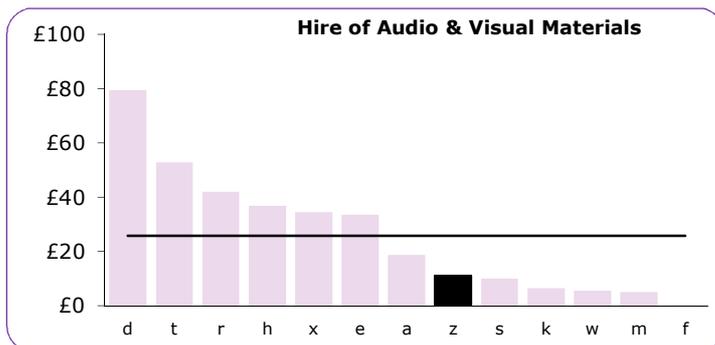
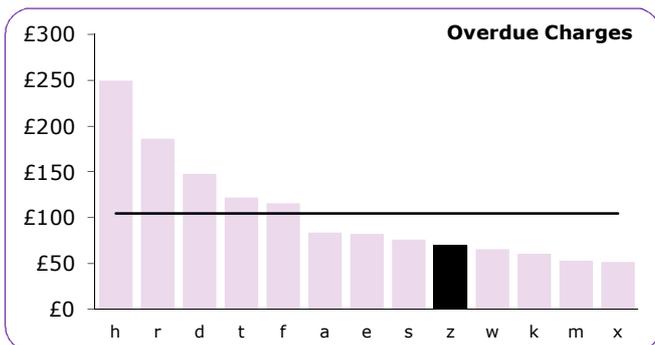
graphs show expenditure per 1,000 population



Source: CIPFA Public Library Statistics 2019 - Cells 131 to 157

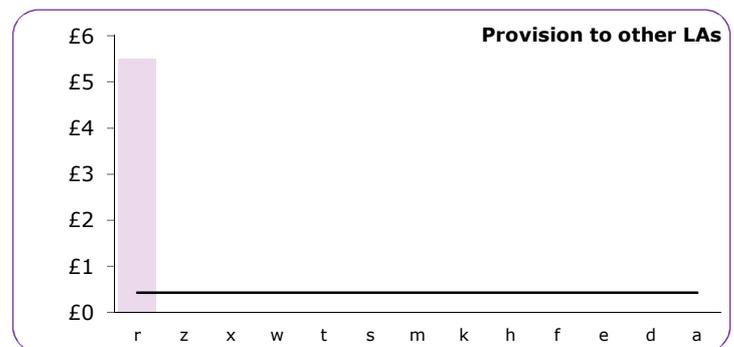
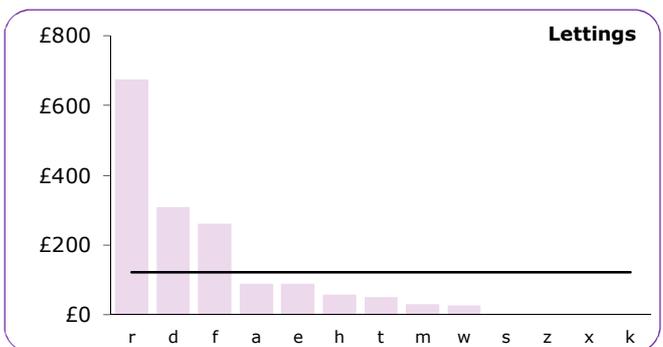
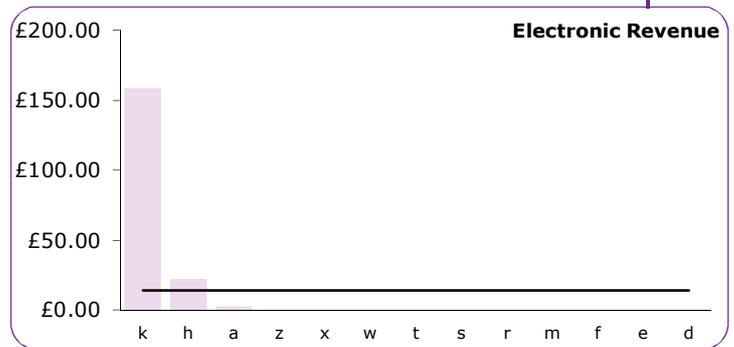
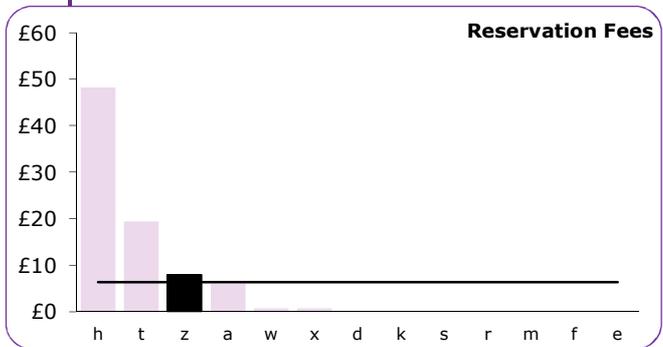
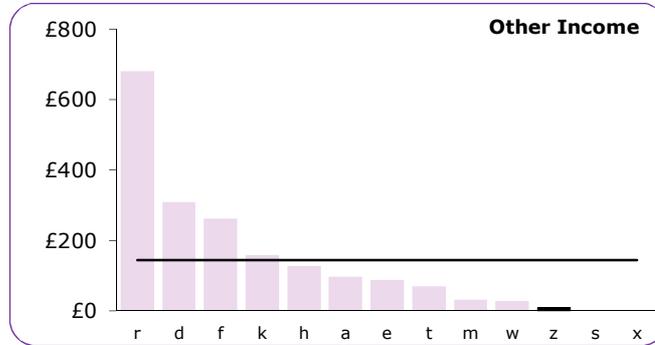
Revenue Income (2018-19 Actuals)	£	per 1,000 pop	Average
Overdue Charges	(10,351)	(69)	(105)
Hire of Audio & Visual Materials	(1,640)	(11)	(26)
Specific Grants	0	0	(163)
Receipts from the Public	(35,236)	(236)	(274)
Corporate Income	0	0	(73)
Other Income	(1,179)	(8)	(143)
Reservation Fees	(1,179)	(8)	(6)
Lettings	0	0	(122)
Electronic Revenue	0	0	(14)
Provision to other LAs	0	0	(0)
<b>Total Revenue Income</b>	<b>(48,406)</b>	<b>(325)</b>	<b>(784)</b>

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2019 - Cells 158 to 167

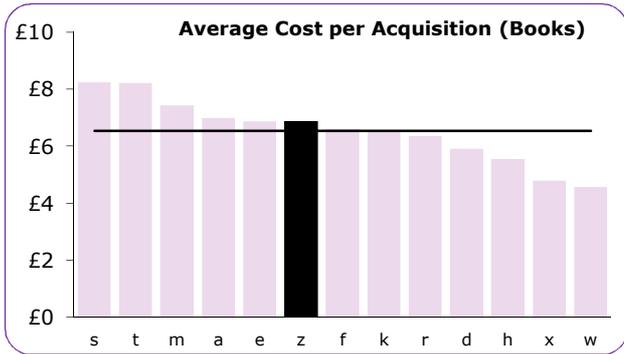
Total Other Income (2018-19 Actuals)	£	per 1,000 pop	Average
Reservation Fees	(1,179)	(8)	(6)
Lettings	0	0	(122)
Electronic Revenue	0	0	(14)
Provision to other LAs	0	0	(0)
<b>Total Other Income</b>	<b>(1,179)</b>	<b>(8)</b>	<b>(143)</b>



Source: CIPFA Public Library Statistics 2019 - Cells 159, 160, 162 & 164

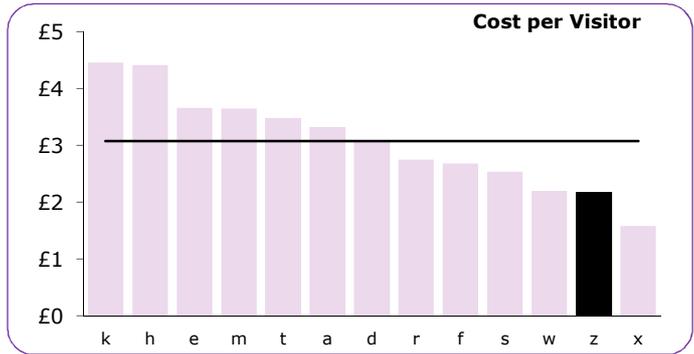
## B2: Cost Indicators

	£ p	Average
Average Cost per Book	£6.86	£6.53



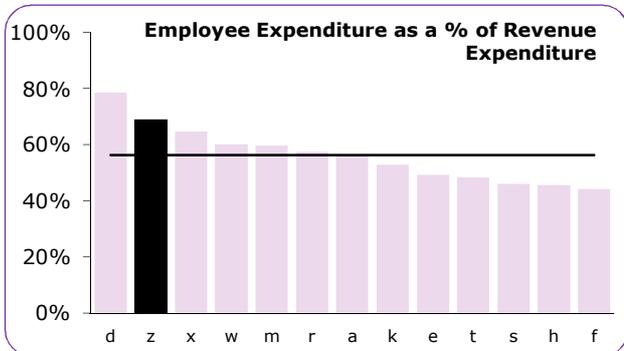
Source: CIPFA Public Library Statistics 2019 -  
Sum of Cells 133 to 137 divided by Cell 74

	£ p	Average
Cost per Visitor	£2.18	£3.08



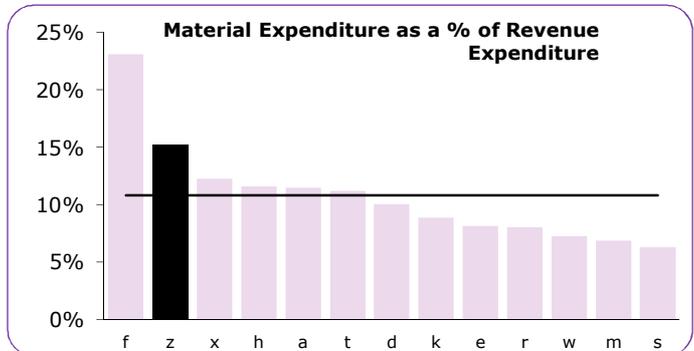
Source: CIPFA Public Library Statistics 2019 -  
Cell 157 divided by Cell 124

	%	Average
% Employee Expenditure	69%	56%



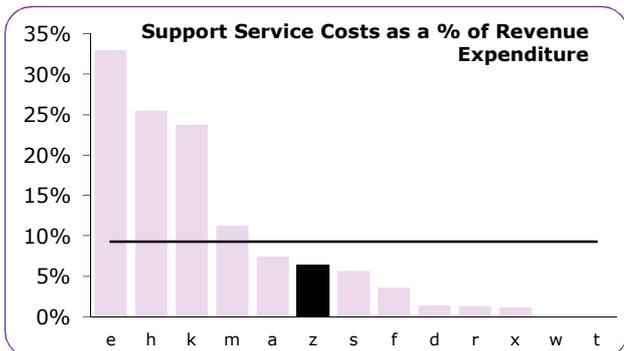
Source: CIPFA Public Library Statistics 2019 -  
Cell 131 as a percentage of Cell 157

	%	Average
% Material Expenditure	15%	11%



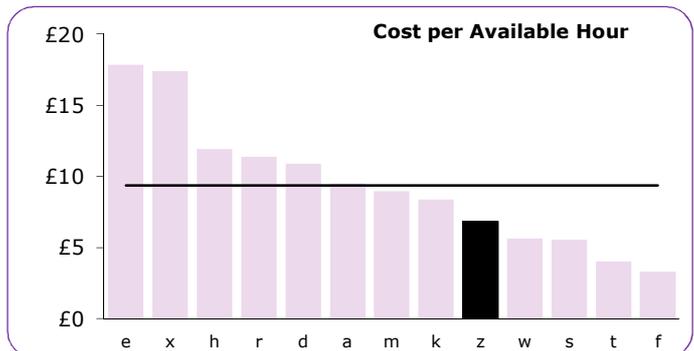
Source: CIPFA Public Library Statistics 2019 -  
Cell 151 as a percentage of Cell 157

	%	Average
% Support Services	6%	9%



Source: CIPFA Public Library Statistics 2019 -  
Cell 156 as a percentage of Cell 157

	£ p	Average
Cost per Available Hour	£6.85	£9.36

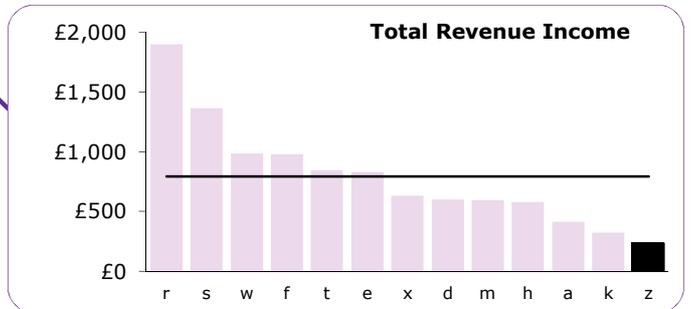
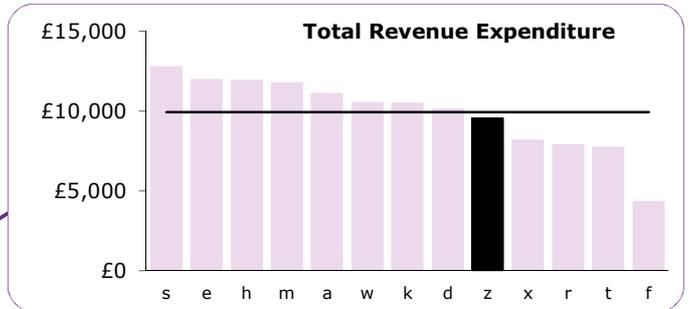
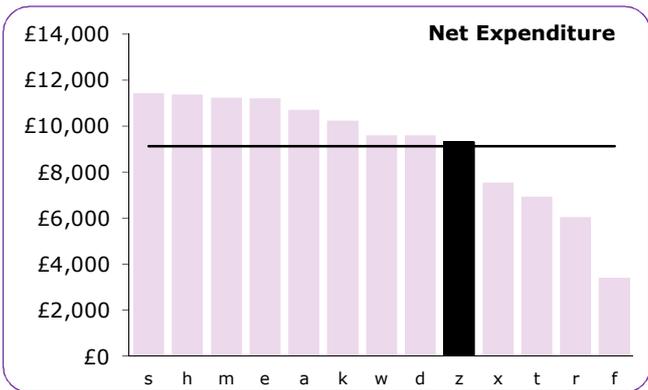


Source: CIPFA Public Library Statistics 2019 -  
Cell 157 divided by Cell 55

### B3: Financial Information (2019-20 Estimates)

graphs shown per 1,000 population

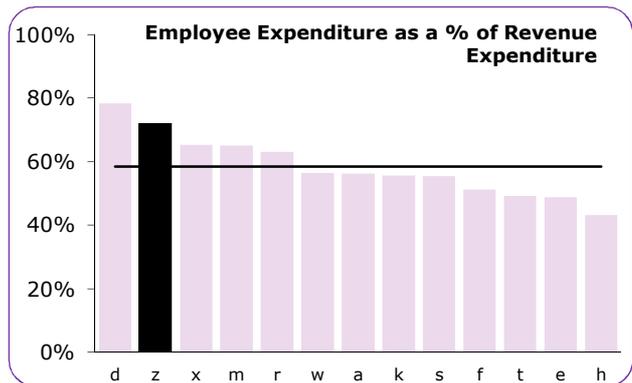
<b>Net Expenditure</b>	£	per 1,000 pop	Average
Employees	1,024,172	6,869	5,784
Premises	8,100	54	1,397
Supplies & Services - Materials	247,000	1,657	943
Other Expenditure	142,496	956	1,792
Revenue Expenditure	1,421,768	9,536	9,917
Revenue Income	(34,428)	(231)	(791)
<b>Net Expenditure</b>	<b>1,387,340</b>	<b>9,305</b>	<b>9,126</b>



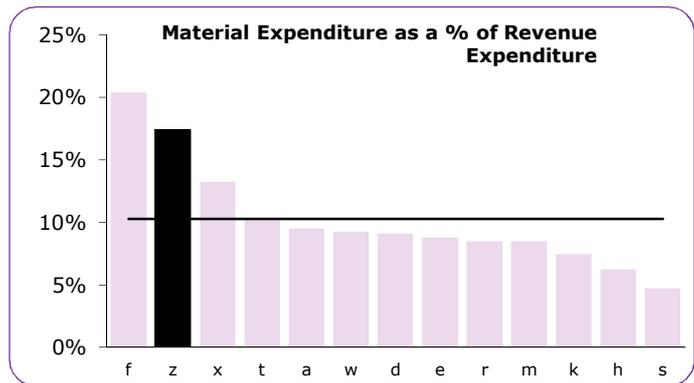
Source: CIPFA Public Library Statistics 2019 - Cell 170 to 176

2019-20 Estimates	%	Average
% Employee Expenditure	72%	58%

2019-20 Estimates	%	Average
% Material Expenditure	17%	10%



Source: CIPFA Public Library Statistics 2019 - Cell 170 as a percentage of Cell 174

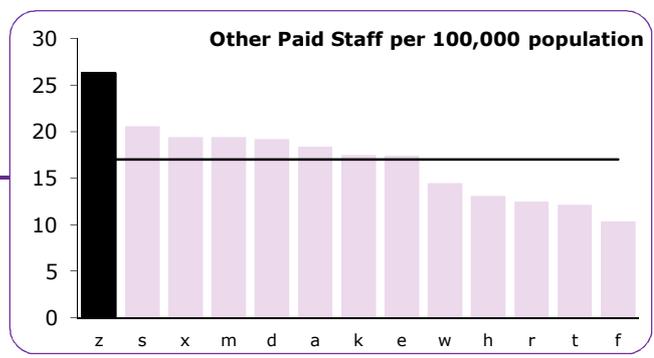
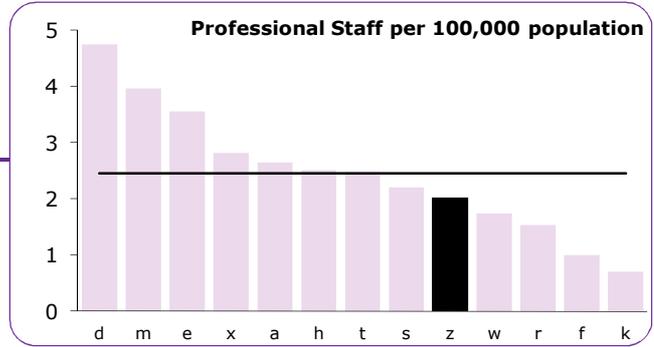
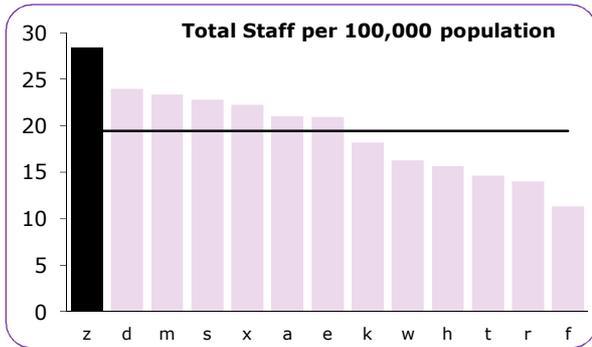


Source: CIPFA Public Library Statistics 2019 - Cell 172 as a percentage of Cell 174

## B4: Staffing

at 31 March 2019

	FTE	per 100,000 pop	Average
Professional Staff	3.0	2.0	<i>2.5</i>
All Other Staff	39.3	26.3	<i>17.0</i>
<b>Total Staff</b>	<b>42.3</b>	<b>28.3</b>	<b><i>19.4</i></b>



Source: CIPFA Public Library Statistics 2019 - Cells 94 to 96

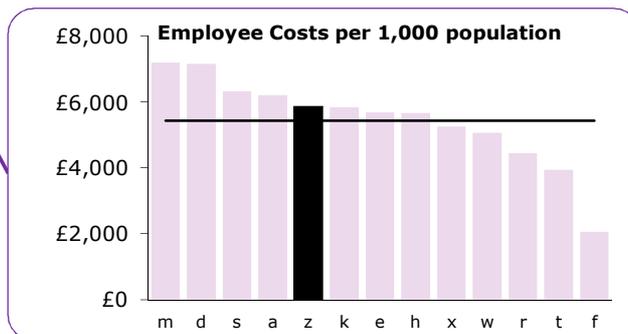
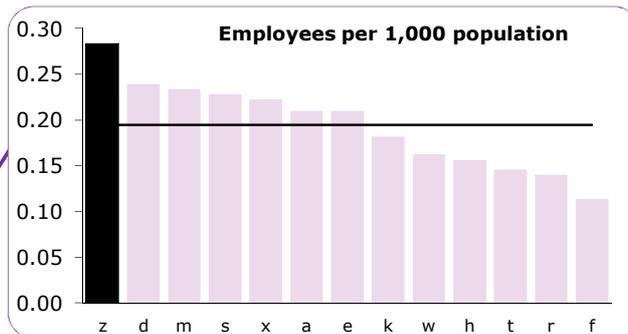
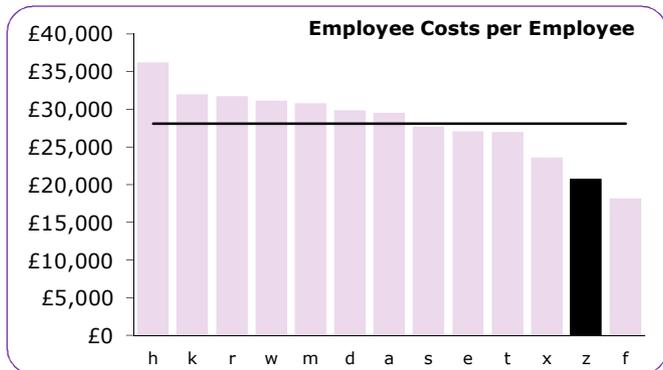
This tree diagram analyses professional and other staff as a percentage of total staff. Your authority's value is followed by the average value in italics.

```

graph LR
    TotalStaff[Total Staff] --- ProfessionalStaff[Professional Staff]
    TotalStaff --- AllOtherPaidStaff[All Other Paid Staff]
    ProfessionalStaff --- P1[7.1%]
    ProfessionalStaff --- P2[12.6%]
    AllOtherPaidStaff --- A1[92.9%]
    AllOtherPaidStaff --- A2[87.4%]
  
```

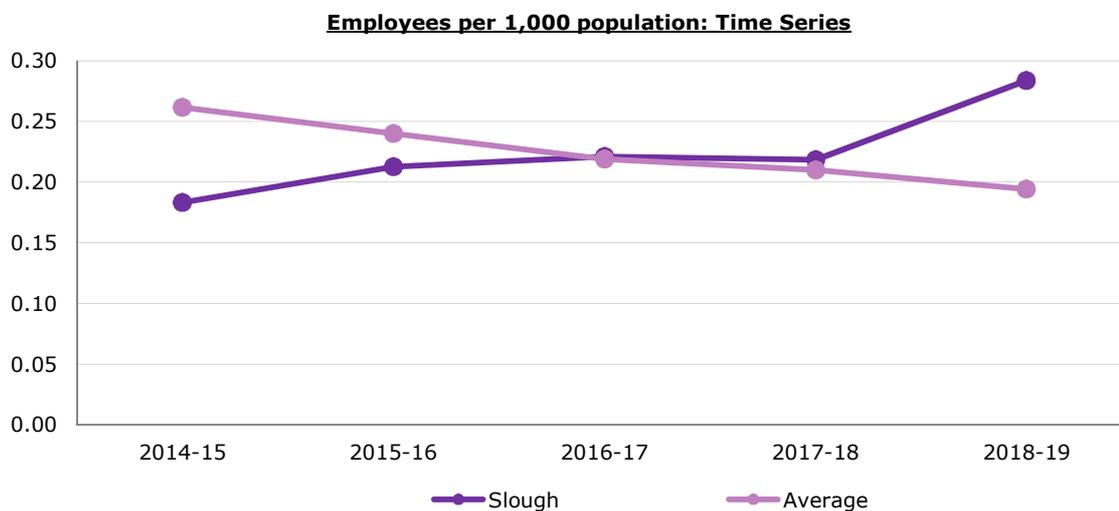
## B4: Staffing (continued)

	£	Average
Employee Costs per Employee	20,693	28,129
Employees per 1,000 population	0.28	0.19
Employee Costs per 1,000 population	5,865	5,437



Source: CIPFA Public Library Statistics 2019 -  
Cell 131 divided by Cell 96

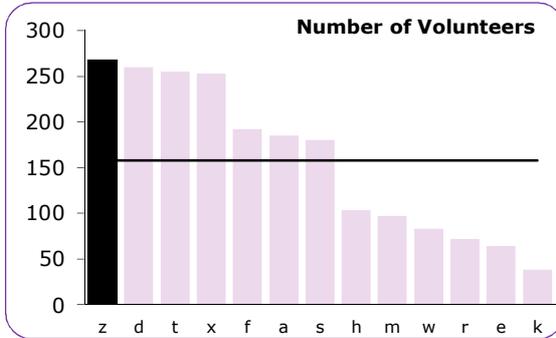
All Staff	FTE	per 1,000 pop	Average
2014-15	26.5	0.18	0.26
2015-16	31.0	0.21	0.24
2016-17	32.5	0.22	0.22
2017-18	32.5	0.22	0.21
2018-19	42.3	0.28	0.19



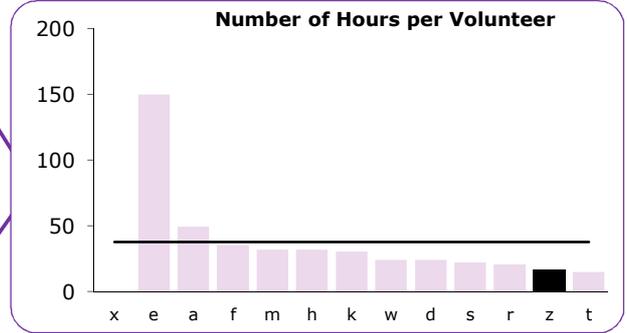
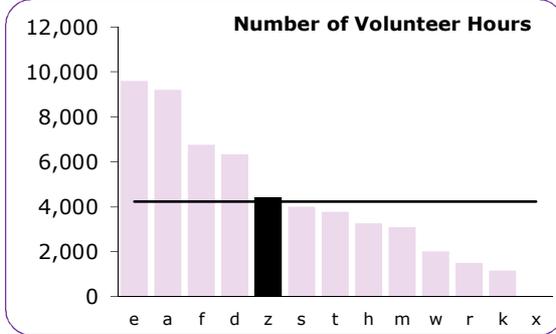
Source: CIPFA Public Library Statistics 2019 - Cell 96 and equivalent for previous years

## B5: Volunteers

2018-19 Actuals



	Number	Average
Volunteers	268	158
Volunteer Hours	4,379	4,236
Average Hours per Volunteer	16.3	37.6



Source: CIPFA Public Library Statistics 2019 - Cells 97 & 98

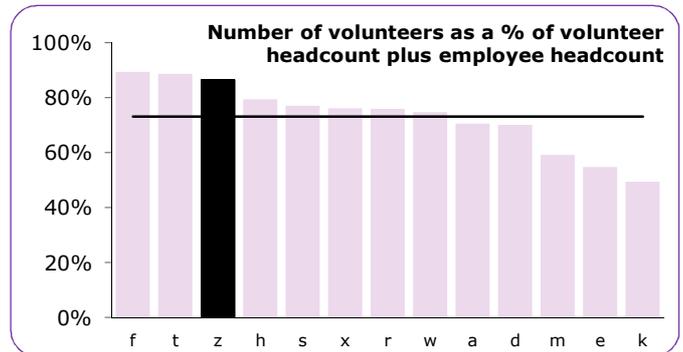
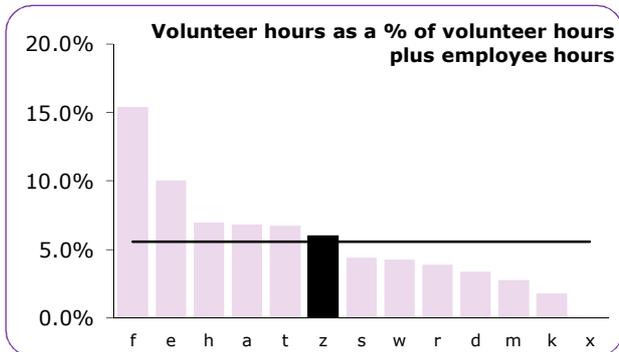
The section below uses 1,625 hours as the annual hours worked by a full-time member of staff.

We use this to compare hours provided by paid staff and volunteers.

The two charts below compare the volunteers to the total of paid staff and volunteers.

	FTE	Average
% Hours worked by volunteers	6.0%	5.6%

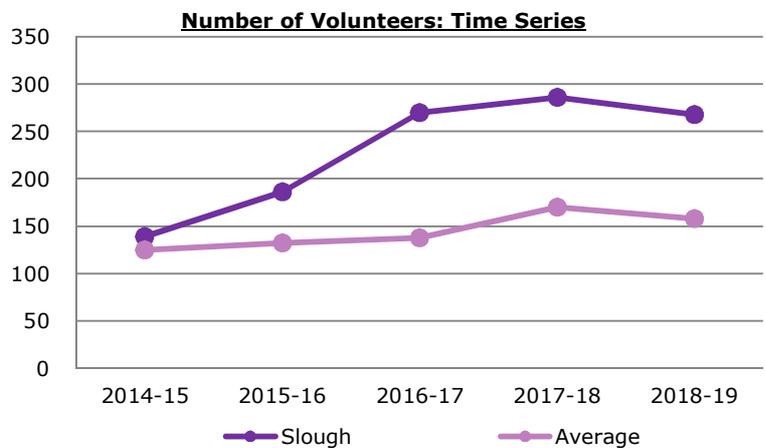
	%	Average
Volunteers as % headcount	86.4%	73.2%



Source: CIPFA Public Library Statistics 2019 - Cells 96 and 98

Source: CIPFA Public Library Statistics 2019 - Cells 97 & 98

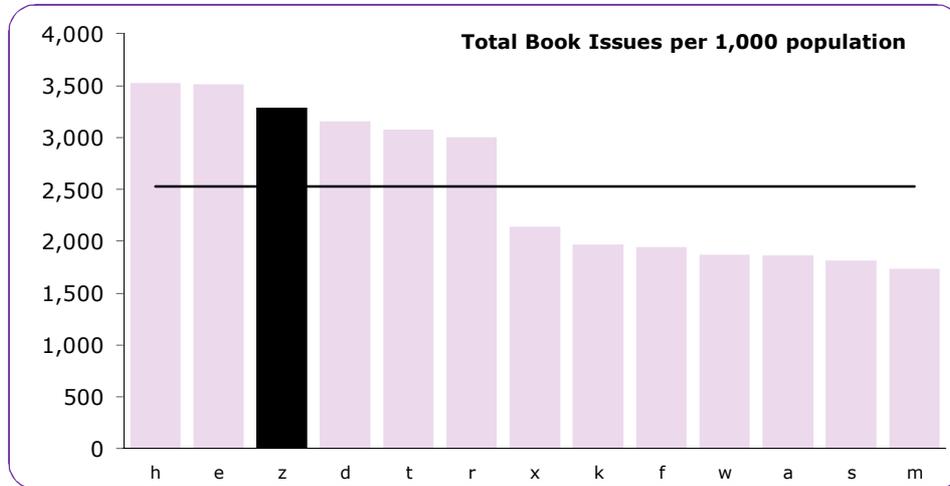
Volunteers	Number	Average
2014-15	139	125
2015-16	186	132
2016-17	270	138
2017-18	286	170
2018-19	268	158



Source: CIPFA Public Library Statistics 2019 - Cell 97 and equivalent for previous years

## SECTION C: WORKLOAD

This section examines issues and stock turn for books and other items along with requests, enquiries and loans.



(See page 26 for details)

### Section Contents

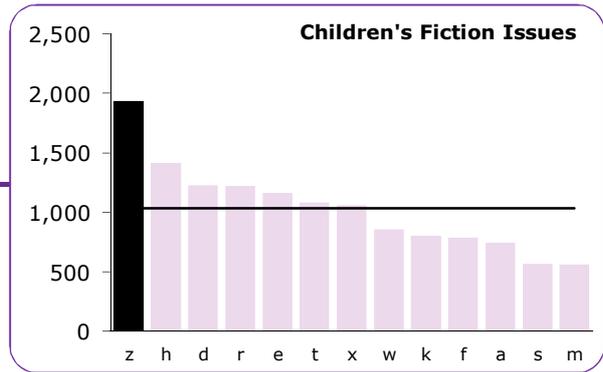
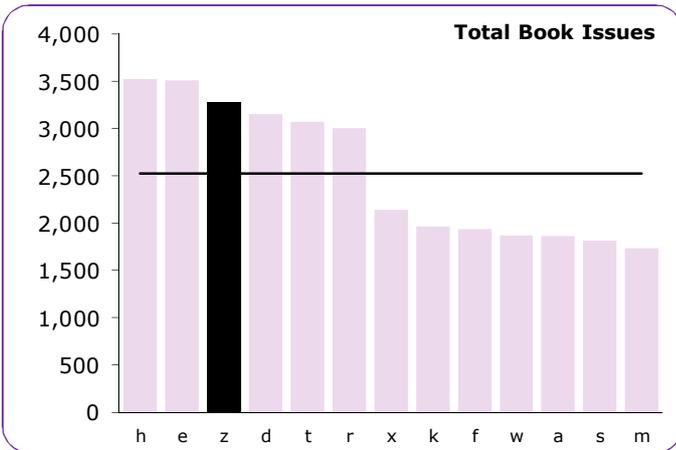
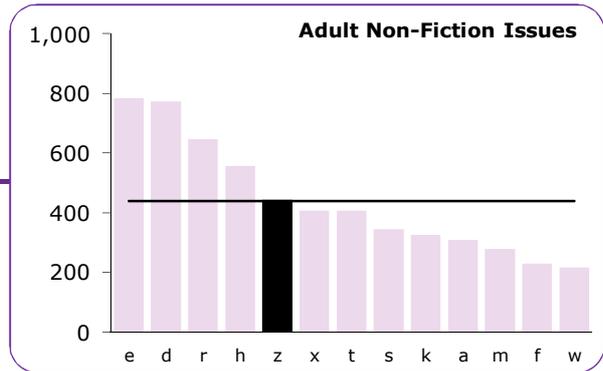
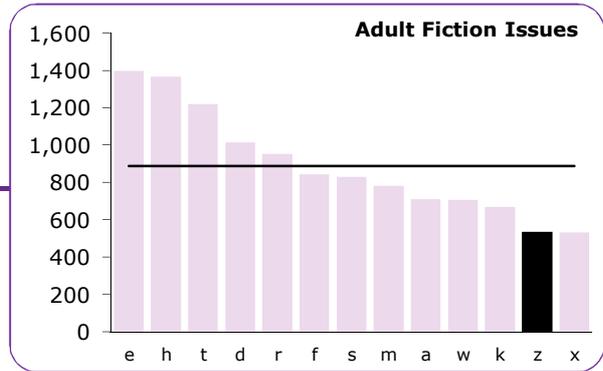
<b>Page 26</b>	<b>C1: Book Issues</b> Split by children/adult and fiction/non-fiction
<b>Page 27</b>	<b>C2: Stock Turn</b> Split by children/adult and fiction/non-fiction
<b>Page 28</b>	<b>C3: Audio, Visual &amp; Other Issues</b> Split by various categories
<b>Page 30</b>	<b>C4: Request Service</b> Total and online
<b>Page 30</b>	<b>C5: Enquiries</b> Total and online
<b>Page 30</b>	<b>C6: Inter-Library Loans</b> Supplied and received

# C1: Book Issues

2018-19 Actuals

	Number	/1,000 pop	Average
Adult Fiction	79,244	531	888
Adult Non-Fiction	65,957	442	440
Children's Fiction	288,014	1,932	1,034
Children's Non-Fiction	55,829	374	167
<b>Total Book Issues</b>	<b>489,044</b>	<b>3,280</b>	<b>2,529</b>

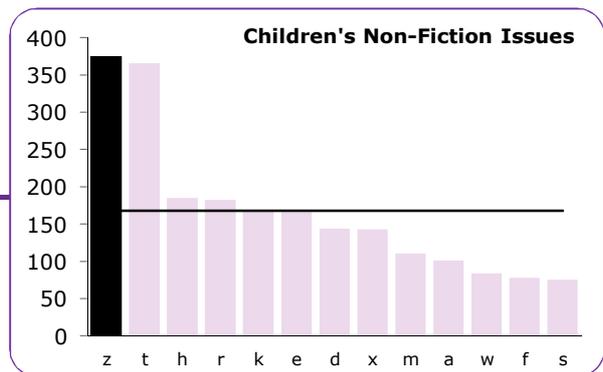
graphs shown per 1,000 population



Breakdown of issues (percentage). Your authority's value is followed by the average value in italics.

Category	Your Authority (%)	Average (%)
Adult Fiction	16.2%	35.1%
Adult Non-Fiction	13.5%	17.4%
Children's Fiction	58.9%	40.9%
Children's Non-Fiction	11.4%	6.6%

Source: CIPFA Public Library Statistics 2019 - Cells 99 to 103

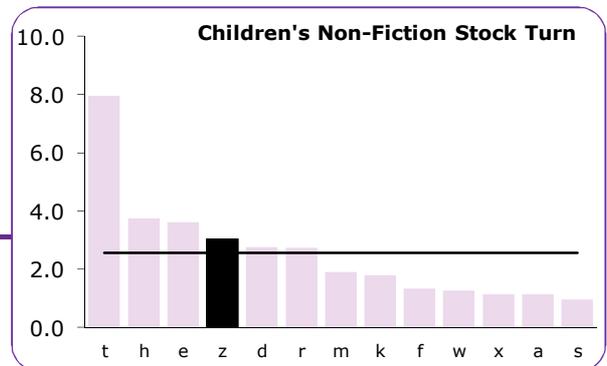
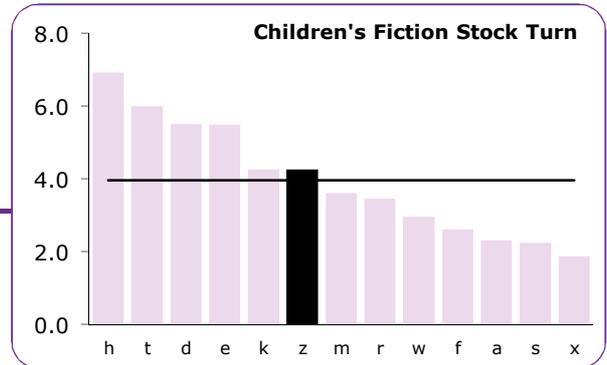
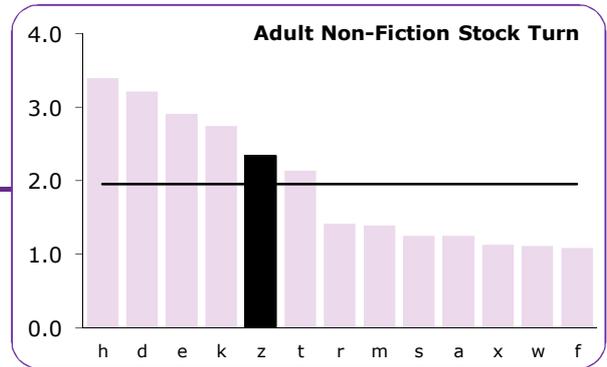
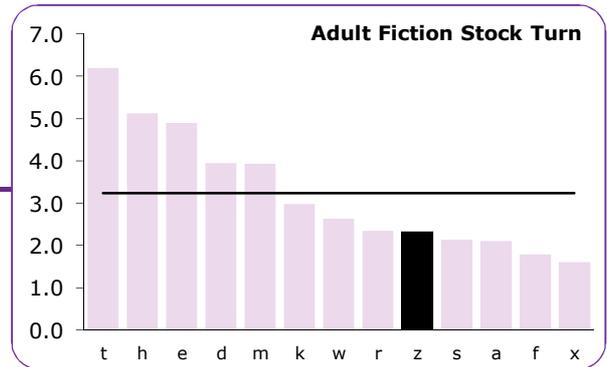
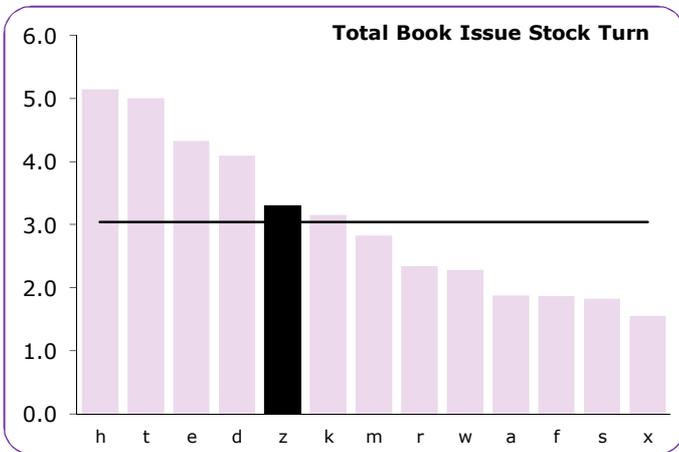


## C2: Stock Turn

2018-19 Actuals

	Number	Average
Adult Fiction	2.3	3.2
Adult Non-Fiction	2.3	2.0
Children's Fiction	4.2	4.0
Children's Non-Fiction	3.0	2.6
<b>Total Book Issues</b>	<b>3.3</b>	<b>3.0</b>

Number of books issued divided by the book stock (i.e. the average number of times each book was issued during the year).



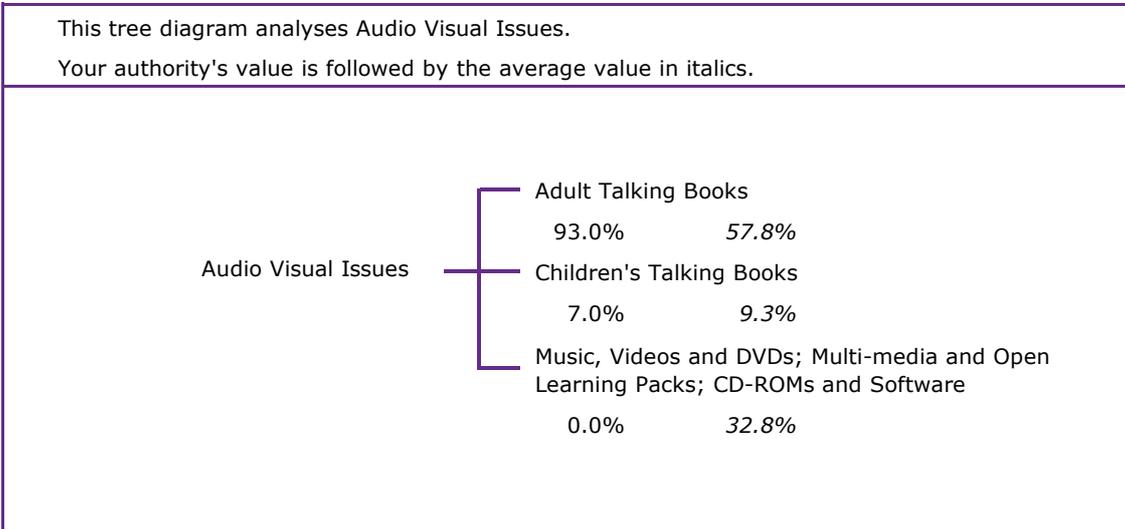
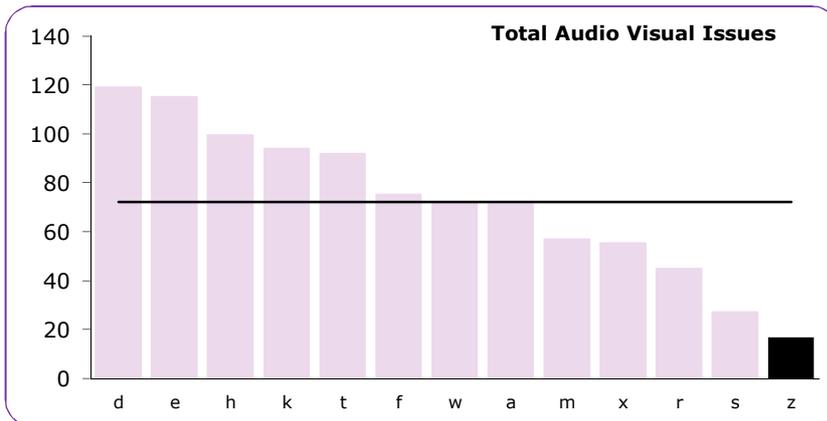
Source: CIPFA Public Library Statistics 2019 - Cells 99 to 103 divided by Cells 60 to 64 respectively

### C3: Audio, Visual & Other Issues

2018-19 Actuals

	Number	/1,000 pop	Avg
<b>Sound Recordings</b>			
Adult Talking Books	2,306	15.5	41.7
Children's Talking Books	173	1.2	6.7
Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software	0	0.0	23.7
<b>Total Audio Visual Issues</b>	<b>2,479</b>	<b>16.6</b>	<b>72.2</b>

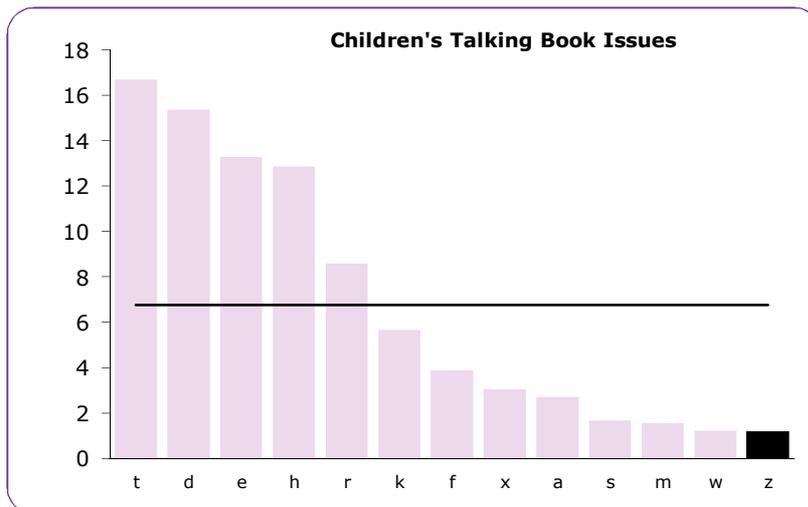
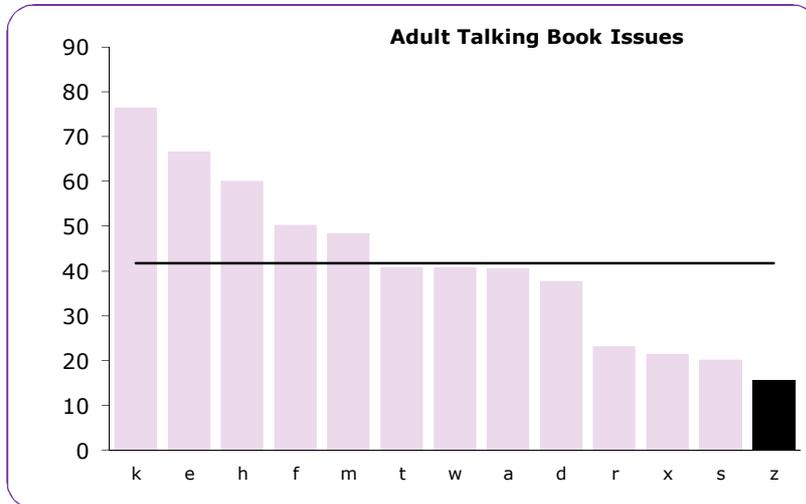
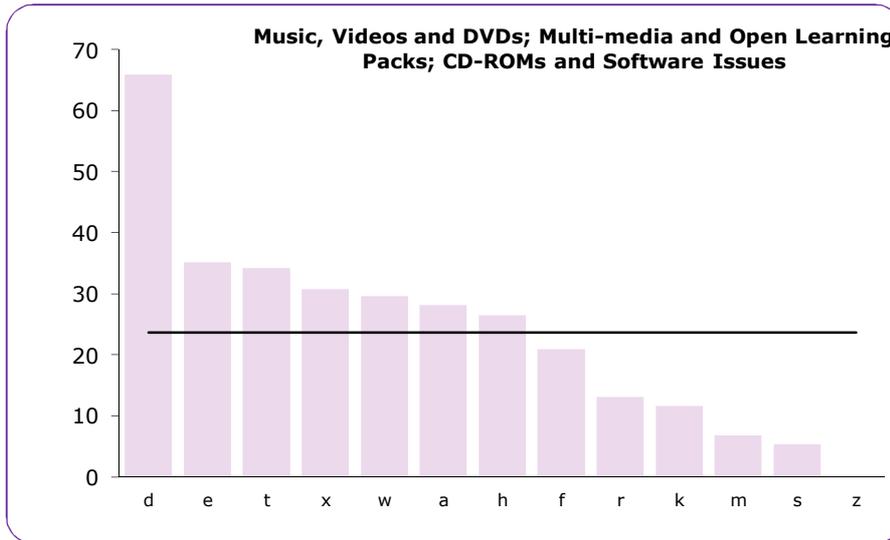
graph shown per 1,000 population



Source: CIPFA Public Library Statistics 2019 - Cells 104 to 106

### C3: Audio, Visual & Other Issues (continued)

graphs shown per 1,000 population



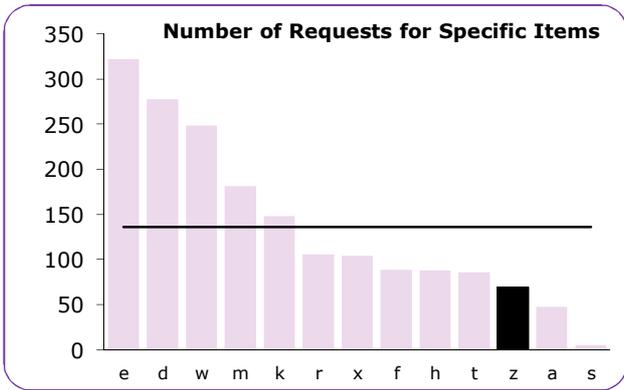
Source: CIPFA Public Library Statistics 2019 - Cells 104 to 106

## C4: Request Service

2018-19 Actuals

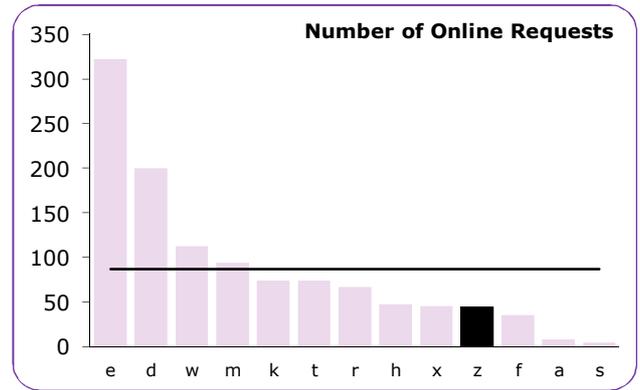
	Number	per 1,000 pop	Average
Requests	10,259	69	136

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2019 - Cell 114

	Number	per 1,000 pop	Average
Online Requests	6,586	44	87



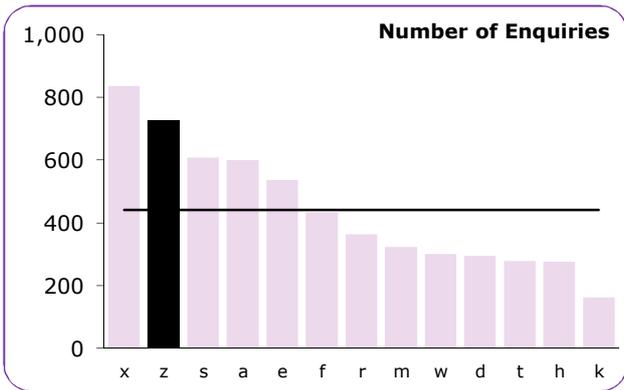
Source: CIPFA Public Library Statistics 2019 - Cell 115

## C5: Enquiries

2018-19 Actuals

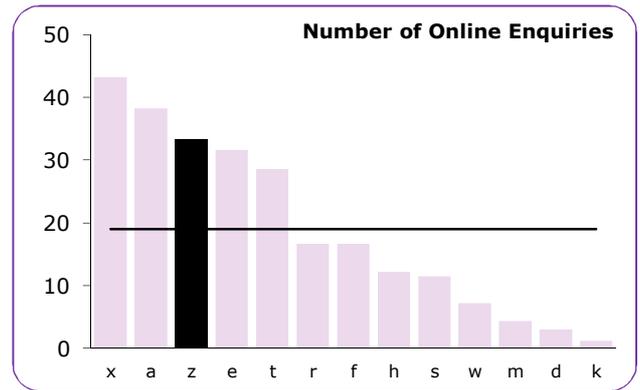
	Number	per 1,000 pop	Average
Enquiries	108,134	725	441

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2019 - Cell 119

	Number	per 1,000 pop	Average
Online Enquiries	4,951	33.2	19.0



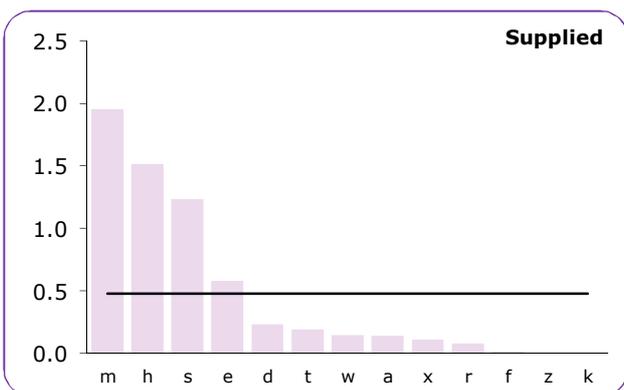
Source: CIPFA Public Library Statistics 2019 - Cell 120

## C6: Inter-Library Loans

2018-19 Actuals

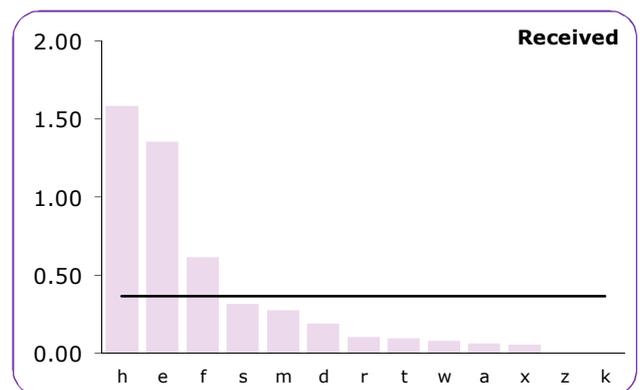
	Number	per 1,000 pop	Average
Loans Supplied	0	0.0	0.5

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2019 - Cell 129

	Number	per 1,000 pop	Average
Loans Received	0	0.00	0.36



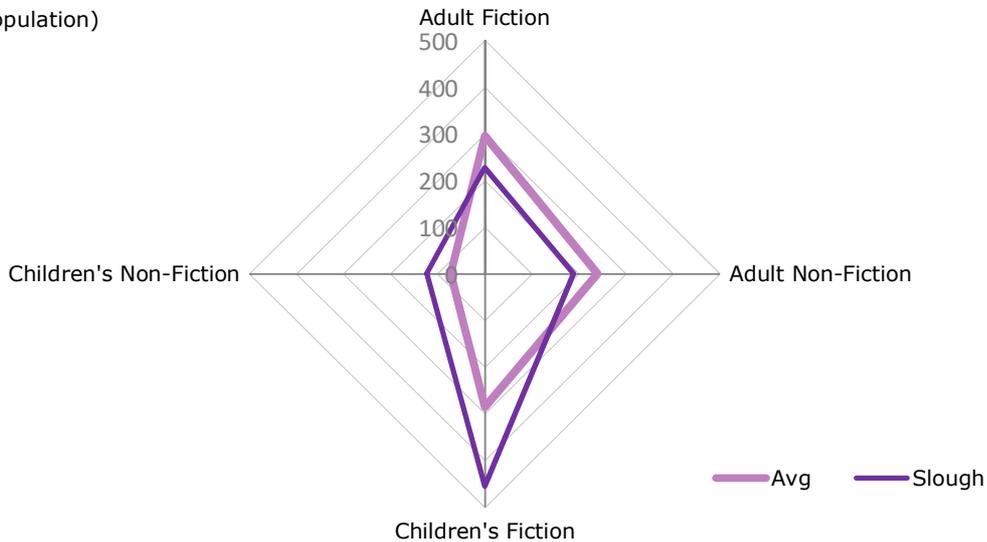
Source: CIPFA Public Library Statistics 2019 - Cell 130

## SECTION D: STOCK

This section examines issues and stock turn for books and other items along with requests, enquiries and loans.

### **Book Stock at 31 March 2019**

(Stock per 1,000 population)



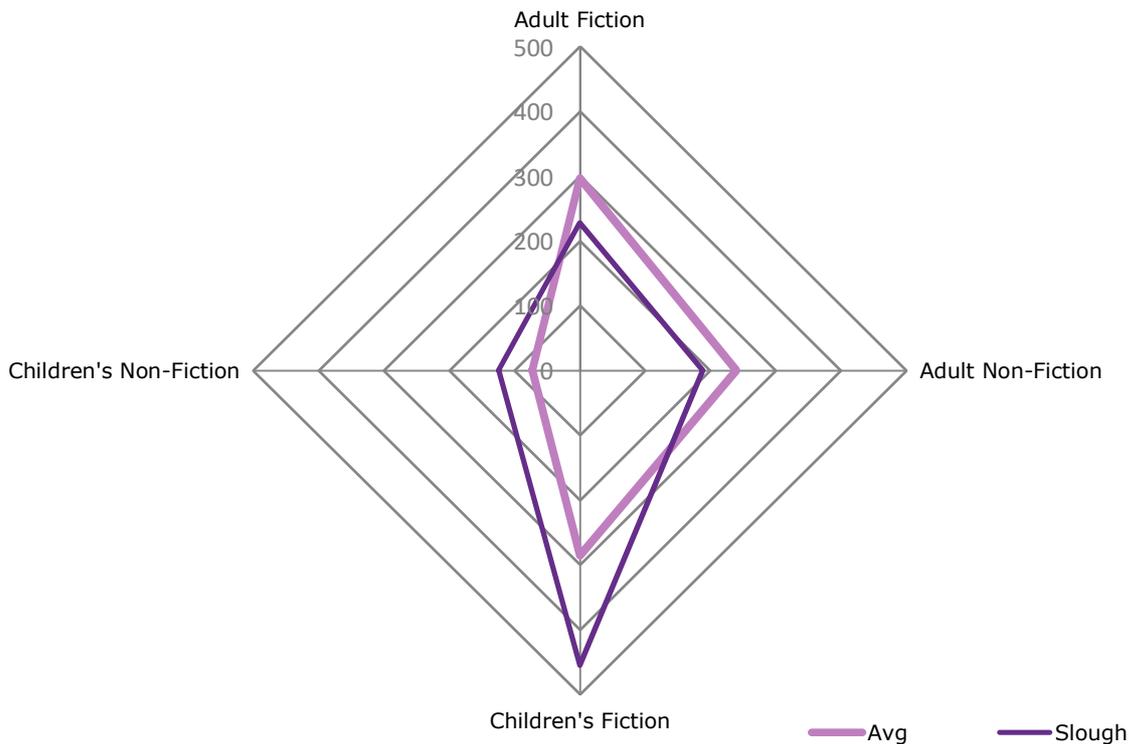
(See page 32 for details)

Section Contents	
<b>Page 32</b>	<b>D1: Book Stock</b> Split by children/adult and fiction/non-fiction
<b>Page 34</b>	<b>D2: Audio, Visual &amp; Other Stock</b> Split by various categories
<b>Page 37</b>	<b>D3: Book Acquisitions</b> Split by children/adult and fiction/non-fiction
<b>Page 38</b>	<b>D4: Audio, Visual &amp; Other Acquisitions</b> Split by various categories
<b>Page 39</b>	<b>D5: All Acquisitions (Books &amp; Audio Visual)</b> Trendline
<b>Page 40</b>	<b>D6: Lending Stock Replenishment Rate</b> Overall replenishment rate

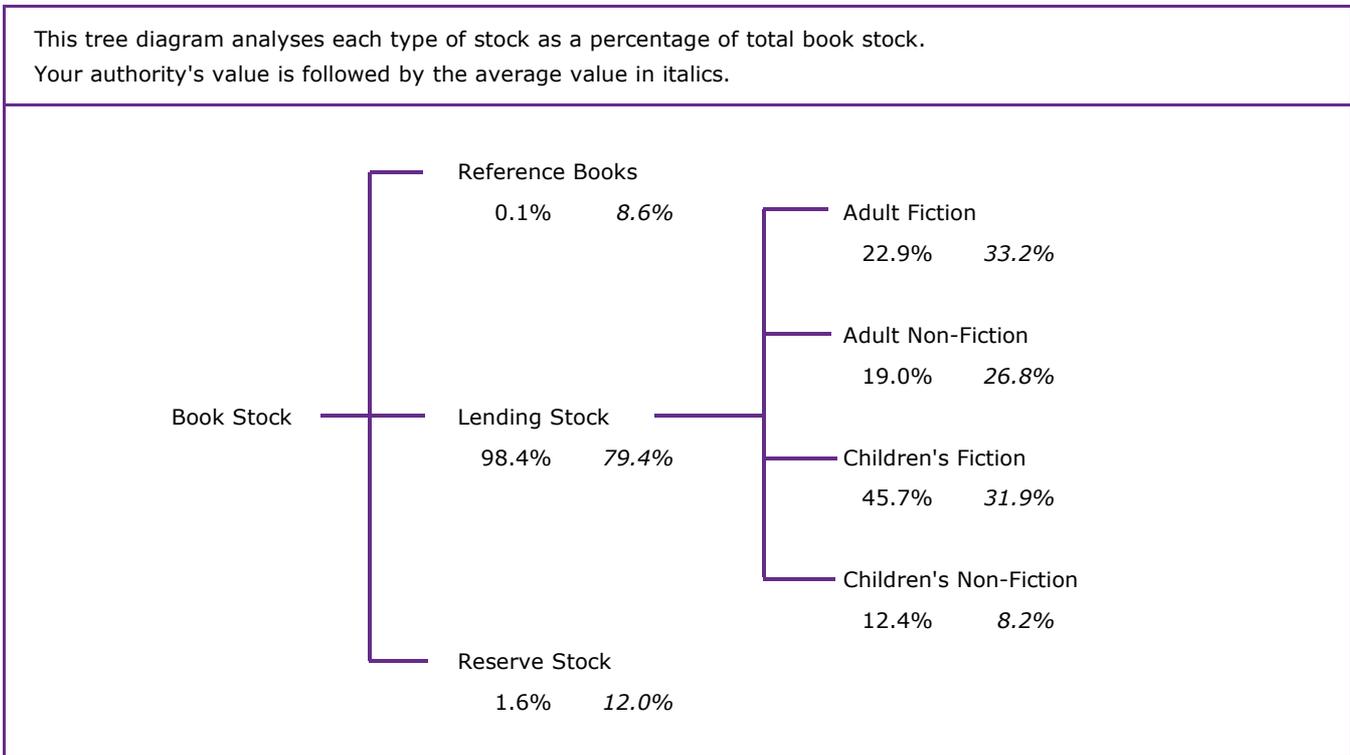
# D1: Book Stock

## Summary

### Book Stock at 31 March 2019



- Books per 1,000 population, see next page for detail.



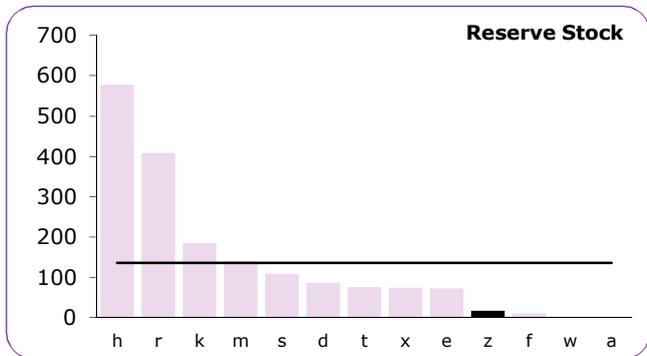
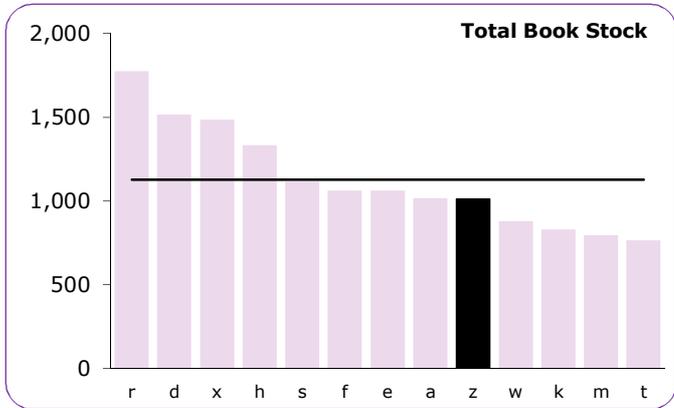
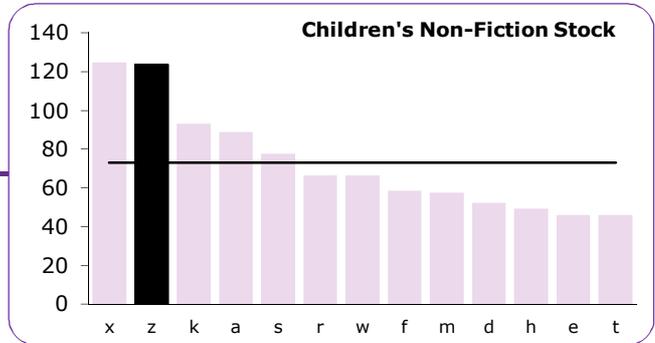
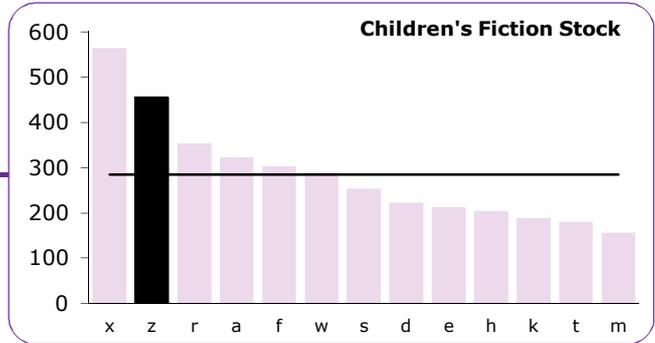
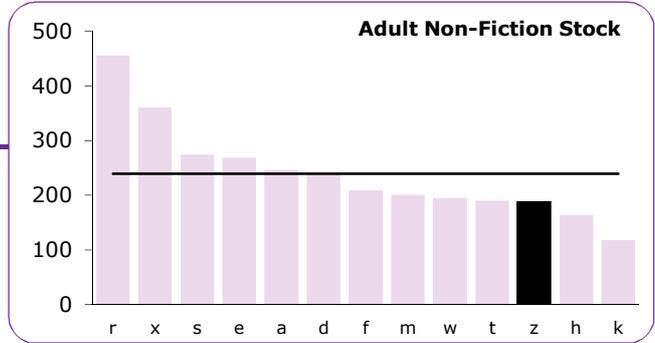
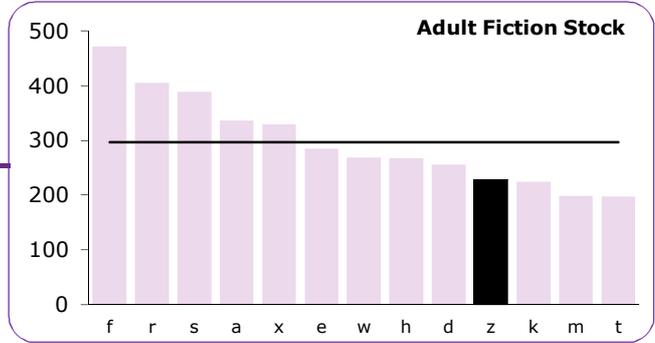
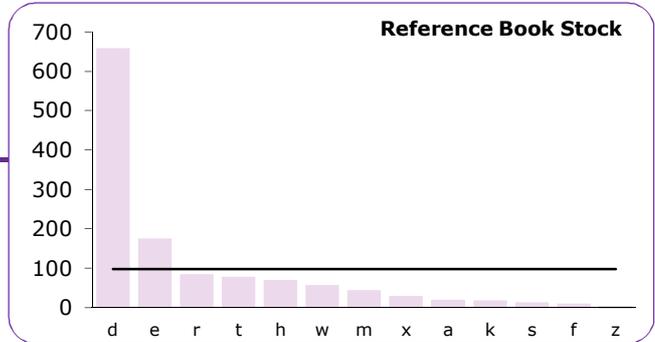
Source: CIPFA Public Library Statistics 2019 - Cells 60 to 67

# D1: Book Stock (continued)

at 31 March 2019

	No.	/1,000 pop	Avg
Reference Books	116	1	97
<b>Lending Stock</b>			
Adult Fiction	33,991	228	297
Adult Non-Fiction	28,132	189	239
Children's Fiction	67,863	455	285
Children's Non-Fiction	18,441	124	73
Reserve Stock	2,359	16	135
<b>Total Book Stock</b>	<b>150,902</b>	<b>1,012</b>	<b>1,127</b>

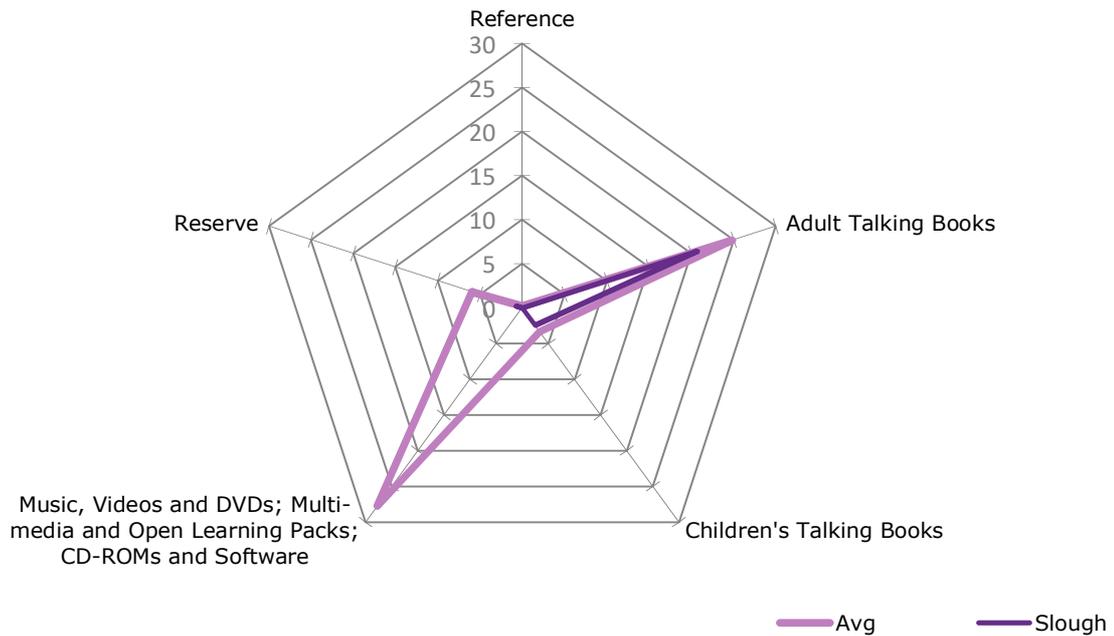
graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2019 - Cells 60 to 67

## D2: Audio, Visual & Other Stock

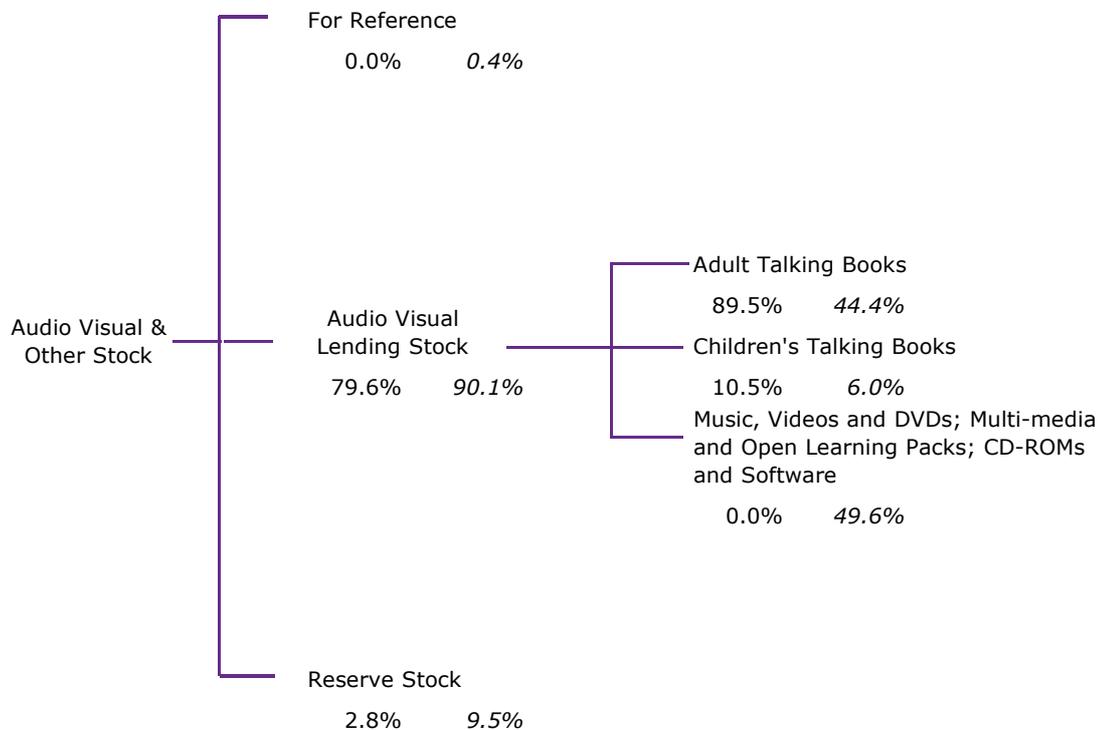
### Stock at 31 March 2019



- Stock per 1,000 population, see next page for detail.

This tree diagram analyses each type of stock as a percentage of total audio visual stock.

Your authority's value is followed by the average value in italics.



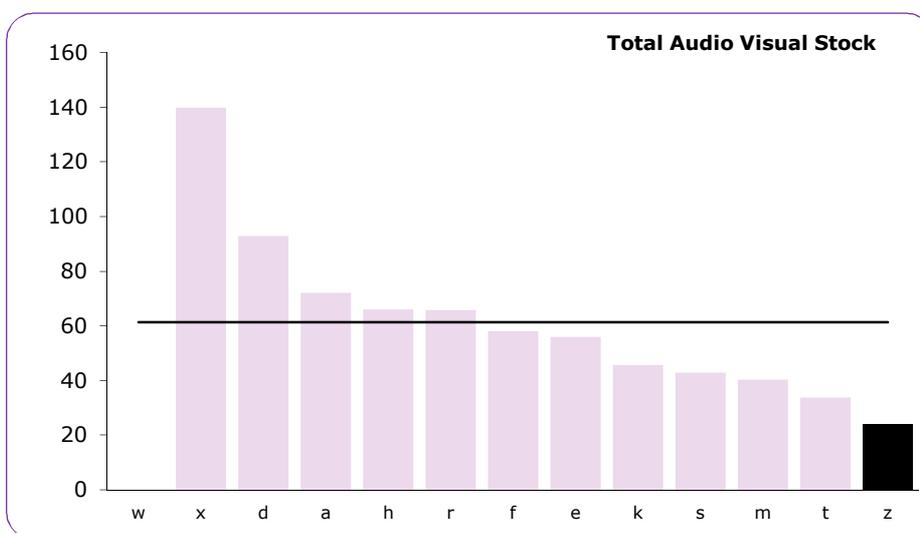
Source: CIPFA Public Library Statistics 2019 - Cells 75 to 81

## D2: Audio, Visual & Other Stock (continued)

at 31 March 2019

	Number	per 1,000 pop	Avg
Reserve Stock	99	0.7	5.9
For Reference	0	0.0	0.2
Sound - Adult Talking Books	3,091	20.7	24.8
Sound - Children's Talking Books	362	2.4	3.3
Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software	0	0.0	27.7
<b>Total Audio Visual Lending Stock</b>	<b>3,552</b>	<b>23.8</b>	<b>62.0</b>

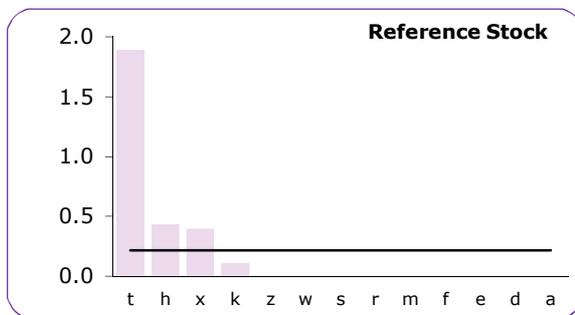
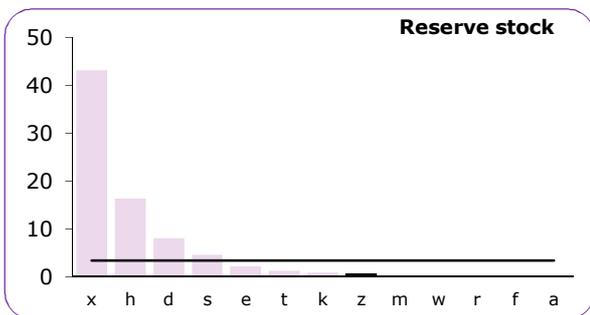
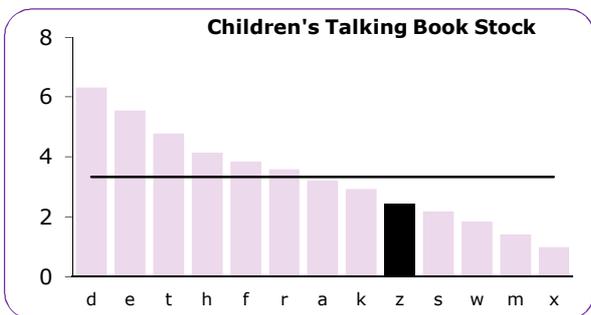
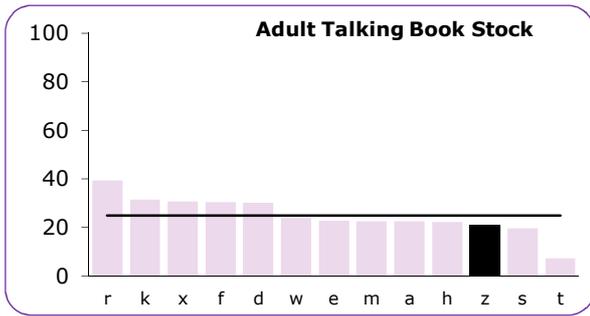
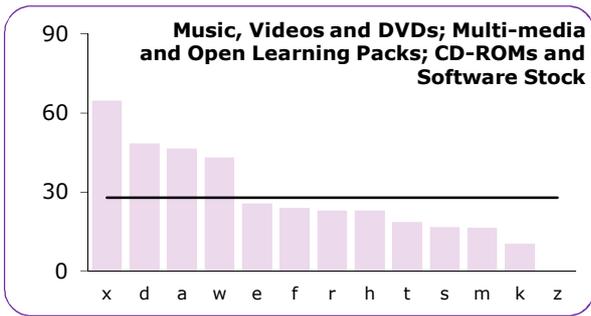
graph shown per 1,000 population



Source: CIPFA Public Library Statistics 2019 - Cells 75 to 81

## D2: Audio, Visual & Other Stock (continued)

graphs shown per 1,000 population



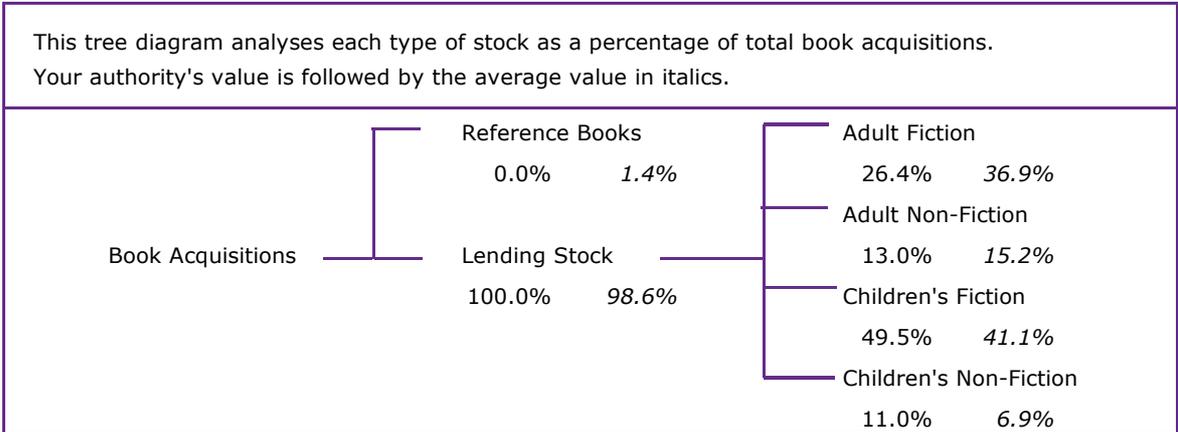
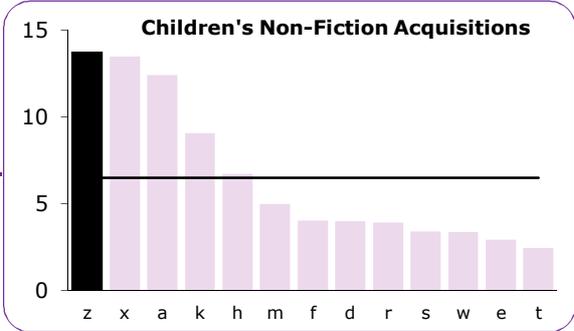
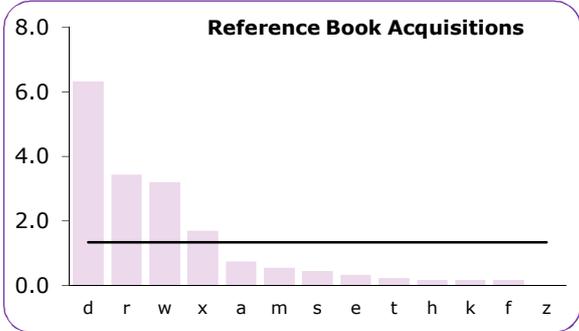
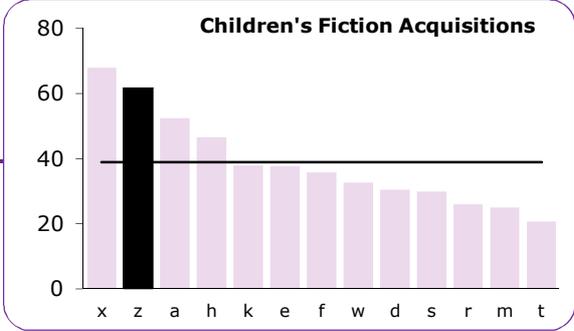
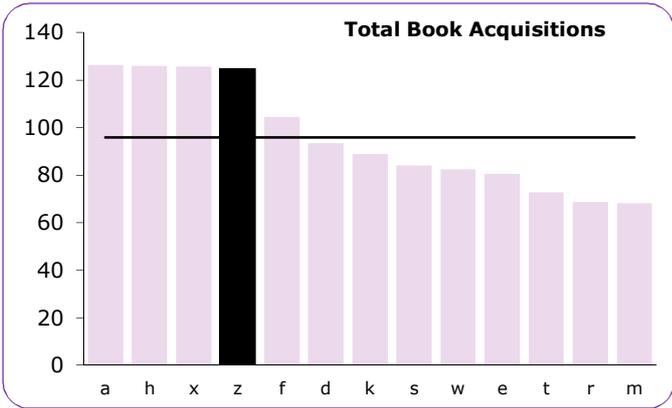
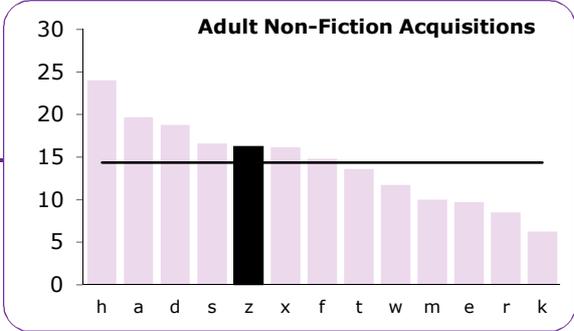
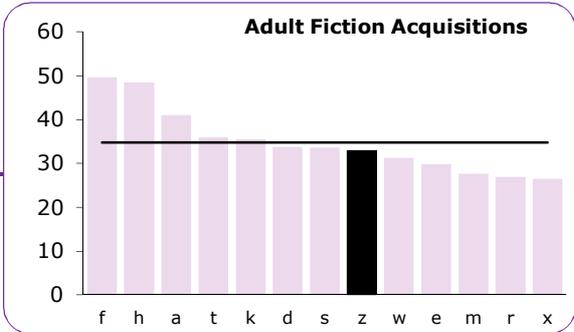
Source: CIPFA Public Library Statistics 2019 - Cells 75 to 81

### D3: Book Acquisitions

2018-19 Actuals

graphs shown per 1,000 population

	Number	per 1,000 pop	Average
Reference Books	0	0.0	<i>1.3</i>
<b>Lending Stock</b>			
Adult Fiction	4,916	33.0	<i>34.8</i>
Adult Non-Fiction	2,423	16.3	<i>14.3</i>
Children's Fiction	9,210	61.8	<i>38.8</i>
Children's Non-Fiction	2,043	13.7	<i>6.5</i>
<b>Total Book Acquisitions</b>	<b>18,592</b>	<b>124.7</b>	<b>95.8</b>



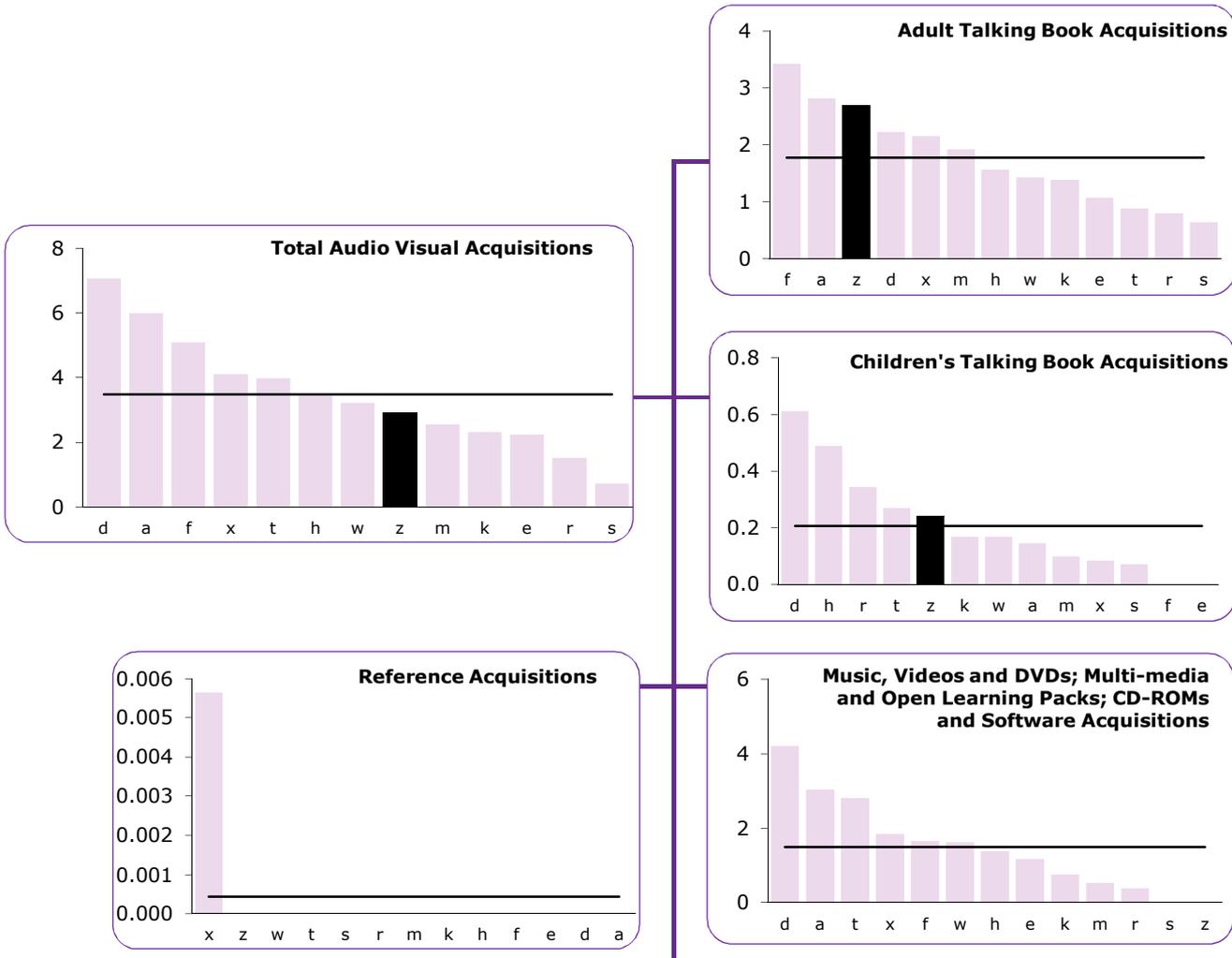
Source: CIPFA Public Library Statistics 2019 - Cells 68 to 74

## D4: Audio, Visual & Other Acquisitions

2018-19 Actuals

graphs shown per 1,000 population

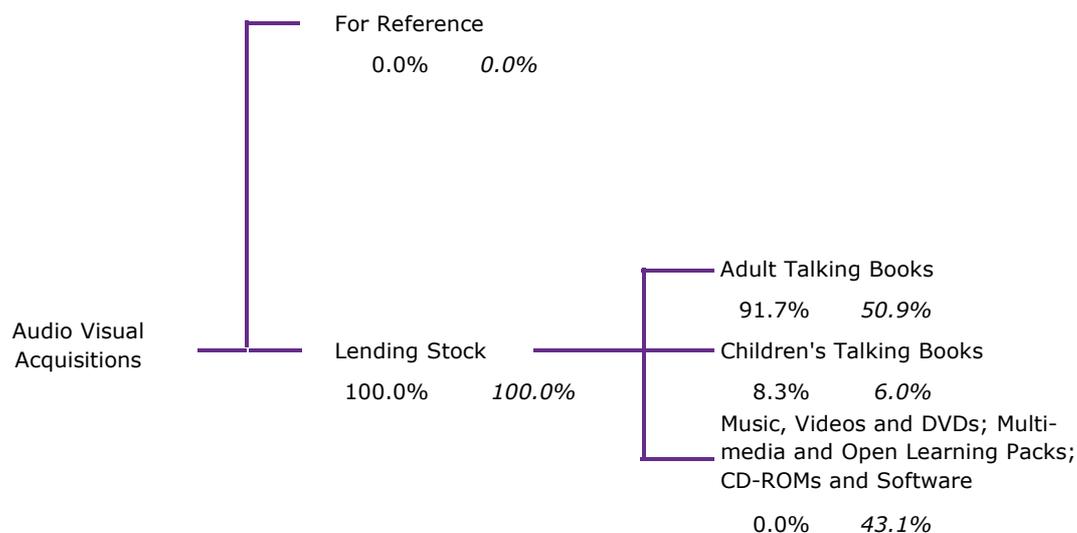
	Number	per 1,000 pop	Avg
For Reference	0	0.0	0.0
<b>Lending Stock</b>			
Sound - Adult Talking Books	400	2.7	1.8
Sound - Children's Talking Books	36	0.2	0.2
Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software	0	0.0	1.5
<b>Total Audio Visual Acquisitions</b>	436	2.9	3.5



Source: CIPFA Public Library Statistics 2019 - Cells 82 to 87

## D4: Audio, Visual & Other Acquisitions (continued)

This tree diagram analyses each type of stock as a percentage of total audio visual acquisitions. Your authority's value is followed by the average value in italics.



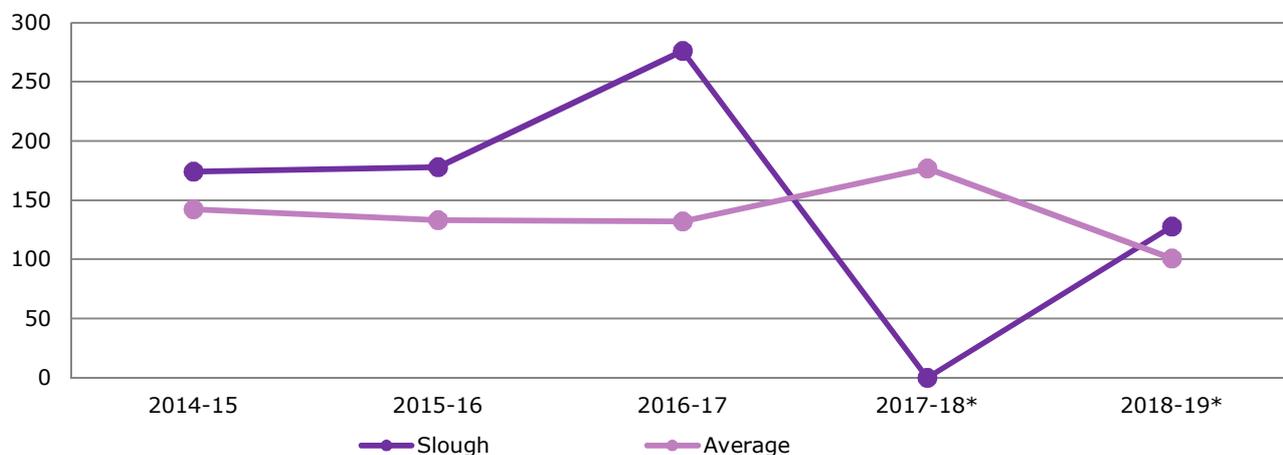
Source: CIPFA Public Library Statistics 2019 - Cells 82 to 87

## D5: All Acquisitions (Books and Audio Visual)

Acquisitions	Number	per 1,000 pop	Average
2014-15	25,187	174	142
2015-16	25,945	178	133
2016-17	40,654	276	132
2017-18*	na	na	177
2018-19*	19,028	128	101

\*does not include Electronic Acquisitions (eBooks, eNewspapers, eAudio, Music Streaming and Hardware)

### Acquisitions per 1,000 population: Time Series

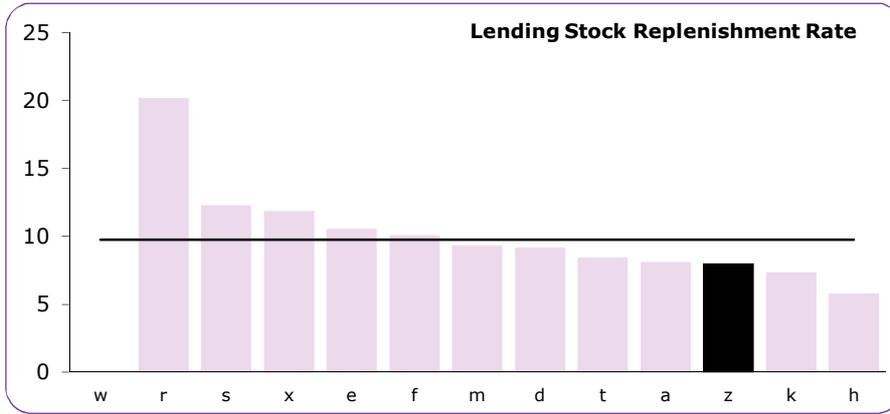


Source: CIPFA Public Library Statistics 2019 - Cells 74 & 87

## D6: Lending Stock Replenishment Rate

Lending Stock	Years	Average
Replenishment Rate	8.0	9.8

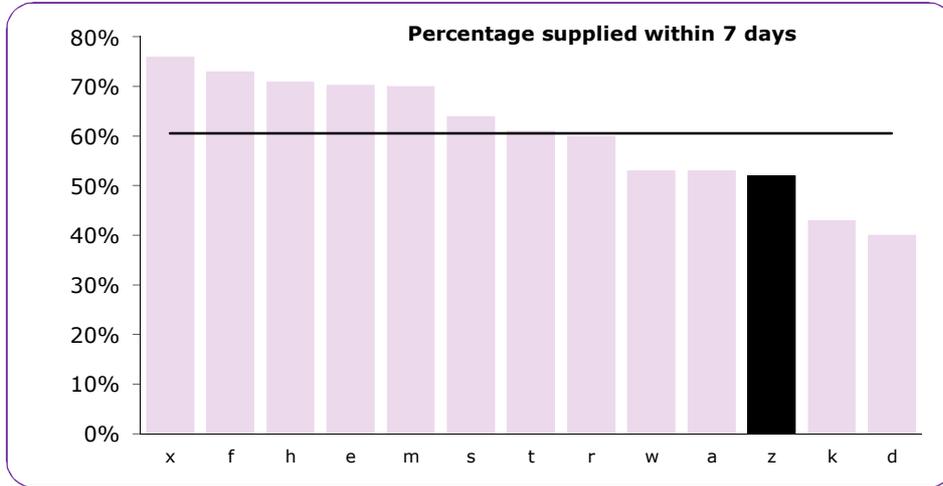
- Time taken in years to replenish the lending stock (not including electronic products) on open access or available on loan at 2018-19 rate.



Source: CIPFA Public Library Statistics 2019 - (Cell 65 + Cell 79) / (Cell 73 + Cell 86)

## SECTION E: PERFORMANCE

The CIPFAstats Public Library Statistics primarily collect cost and quantity figures. Here we analyse the performance data included.



(See page 42 for details)

### Section Contents

**Page 42**

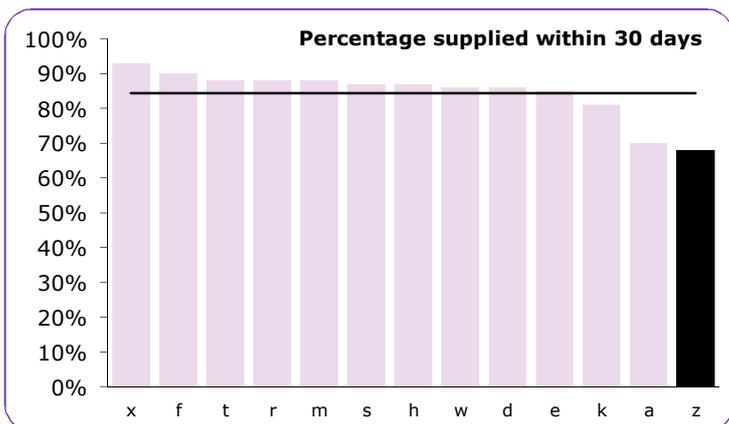
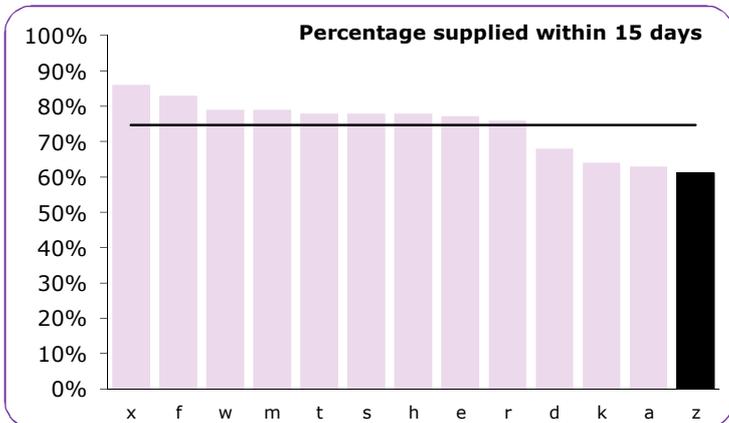
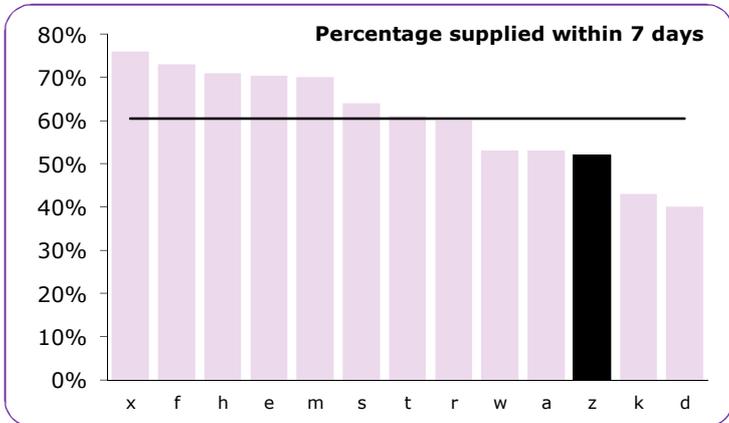
**E1: Requests**

% supplied in 7, 15 and 30 days

# E1: Requests

2018-19 Actuals

Percentage Supplied	Authority	Average
within 7 days	52%	60%
within 15 days	61%	75%
within 30 days	68%	84%



Source: CIPFA Public Library Statistics 2019 - Cells 116 to 118

# APPENDICES

Information to help you get the most out of the report.

## APPENDIX 1 - Comparative Bar Charts

Page 44

The report makes a great deal of use of one simple type of chart that is used by many organisations including the consultants McKinsey & Co. to display data simply and effectively. This section provides a detailed overview of the chart and instructions on how to read the charts to get the most out of them.

## APPENDIX 2 - Background Information

Page 47

This appendix provides comparisons for educational achievement, deprivation, area, population and population density as all these can have an impact on libraries planning.

## APPENDIX 3 - Financial Information

Page 49

This appendix provides more detailed tables of the financial data analysed in section B.

## APPENDIX 4 - Other CIPFA Libraries Services

Page 51

Links to other services that CIPFA provides for library authorities.

## APPENDIX 5 - Contact Us!

Page 51

Let us know what you think and how we can make the profile more useful.

# APPENDIX 1 - Comparative Bar Charts

## Comparative bar charts

This type of chart is the backbone of our report. It enables us to display the data for the entire group efficiently, displays clearly to readers where their authority sits compared to the group and provides key information about the range of values being compared.

While we hope these charts will be intuitive to many readers, some readers will benefit from a little more information. In this appendix we clarify how these charts work and present techniques for getting the most out of the them.

### Example 1: Anatomy of a comparative bar chart

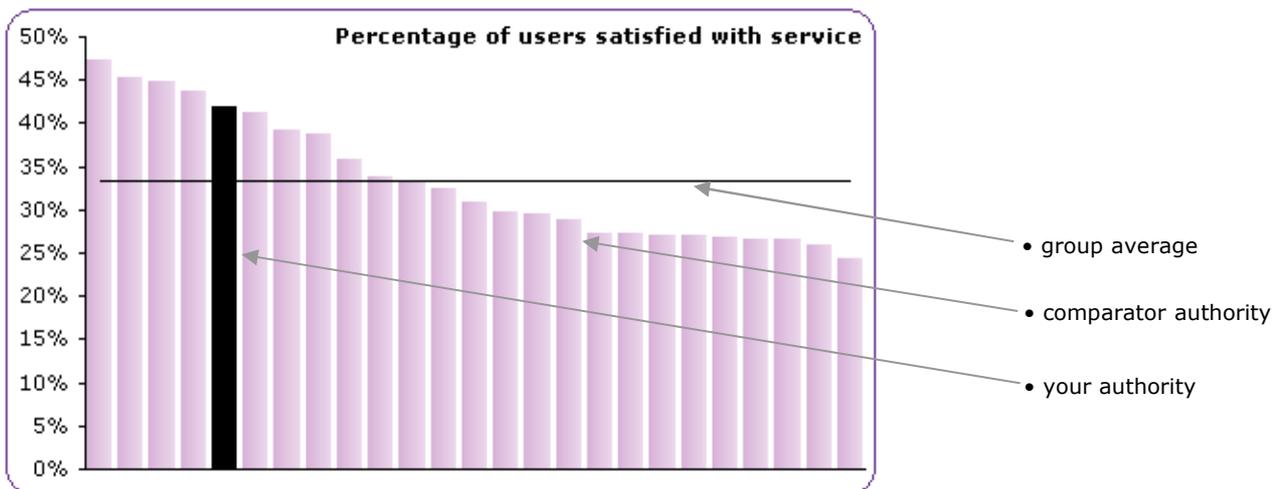
This chart displays fictional user satisfaction data for 25 authorities. Each bar represents an individual authority and the bar for the reader's authority highlights in black.

The values for the authorities are displayed in order starting at the highest value at the left of the chart and dropping to the lowest at the right of the chart.

In this example, the black bar highlights on the left of the chart, showing that the authority is performing strongly (has a high value) for this indicator when compared to the other 24 authorities.

The horizontal black line is the average value for the group. In this example it can literally 'be seen' that the authorities user satisfaction is clearly above average as the black bar is taller than the height of the average line.

The y-axis shows the scale and enables readers to judge the values of individual authorities and the average. While readers naturally cannot read exact values off the chart, your authority's own value and the group average will be displayed near the chart, often with the associated raw data.

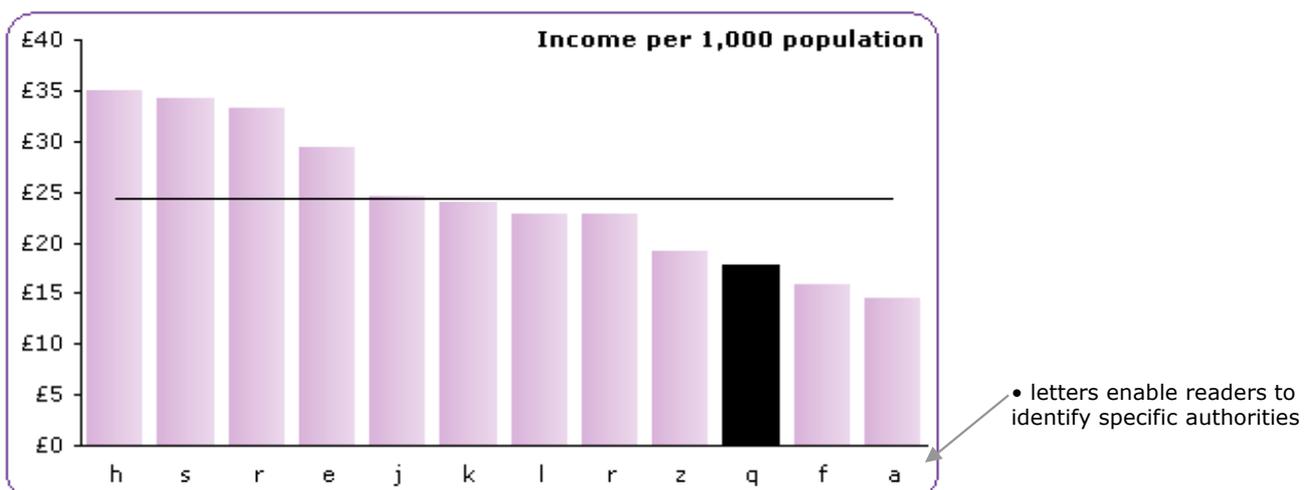


### Example 2: Comparative bar charts for reports with small numbers of authorities

This example displays fictional income data for 12 authorities.

Authorities can request copies of this report using any grouping of authorities that they wish (e.g. small regional groupings, nearest neighbours or family groupings, core cities up to the whole of Britain).

For small groupings of authorities (19 or less) we display letters under the charts and provide a key in the report to enable readers to identify each of their comparator authorities individually.



### Example 3: Zero values and unavailable data

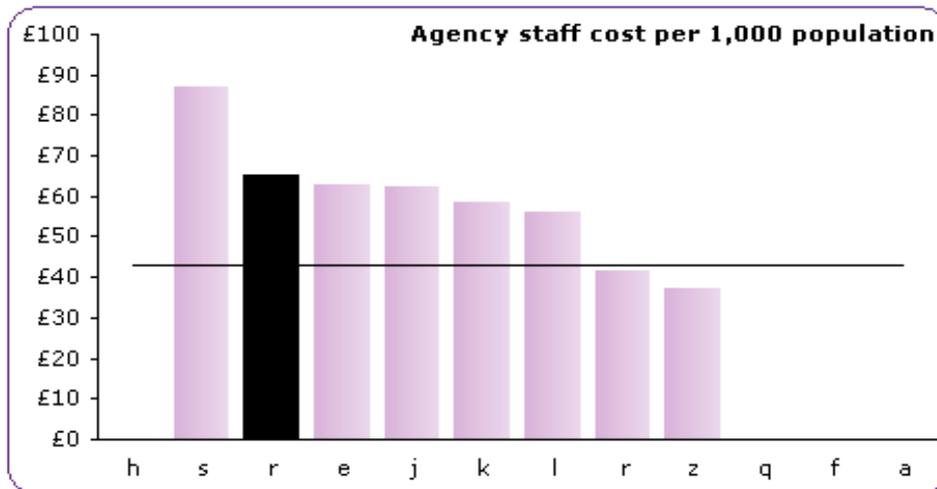
Zero values: In some cases the value for any authority might be zero, in this case the value 'displays' as a bar of zero height (i.e. no bar) on the right of the distribution (which follows the pattern of lowest values to the right of the chart).

Unavailable data: In other cases there may not be data available, either because the data were not supplied, or because the data supplied have been rejected. These are displayed by missing bars on the left of the chart.

Averages: Zero values are included in the average as they are genuine values for authorities. The average however excludes unavailable data.

This chart shows fictional agency staff costs for 12 authorities. The four missing bars can potentially cause confusion, however it will quickly become second nature to readers.

In this chart, authorities q, f and a have no spend on agency staff, i.e. they have not used agency staff and therefore their values are genuinely zero. However the use by authority h is unknown and has been excluded from the analysis (represented by the gap on the left of the chart). The chart average is based on only 11 authorities as authority h is excluded.

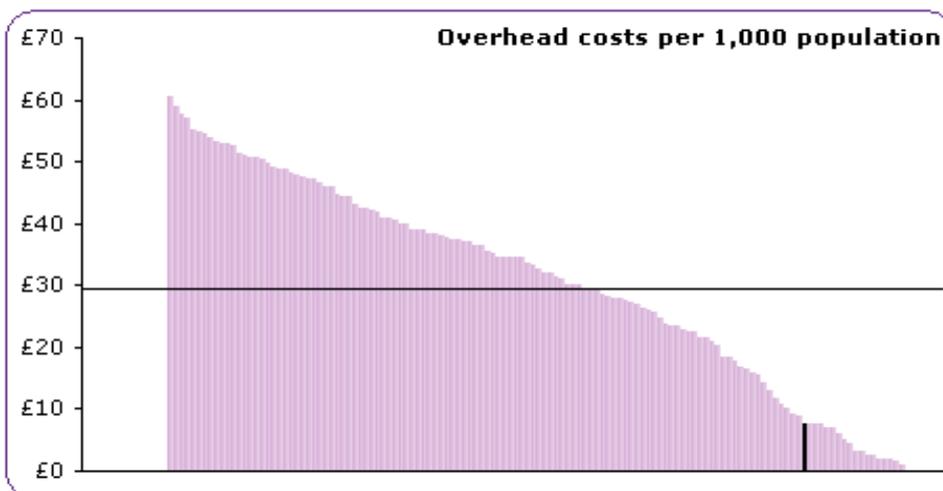


### Example 4: Comparisons with large numbers of authorities

When a large number of authorities are displayed the individual bars get so small that they start to merge. The value for your authority should still be clearly visible as the black bar. While individual bars cannot be seen, this does not detract from the readers ability to compare their value to the group, or learn about overall range of values.

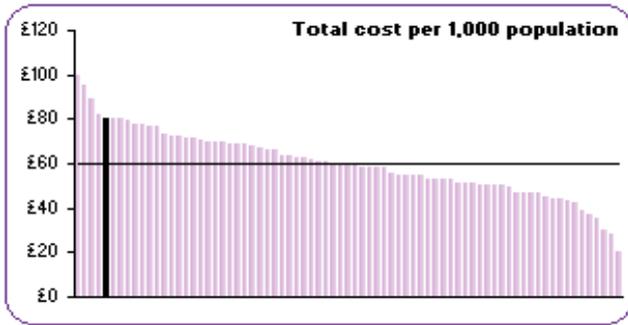
This chart shows fictional overhead costs for 150 authorities. By looking at the shape of the graph and position of the black bar and average line the following information can be observed.

- The black bar authority has a very low figure, being less than a third of the group average.
- Data were not available for around 10% of the authorities (gap on left of the chart).
- 5% of the authorities report either zero or miniscule costs (gap on right of the chart).
- There is great variation in these costs, as the distribution slopes smoothly from left to right showing that there is no 'typical' value for this cost.

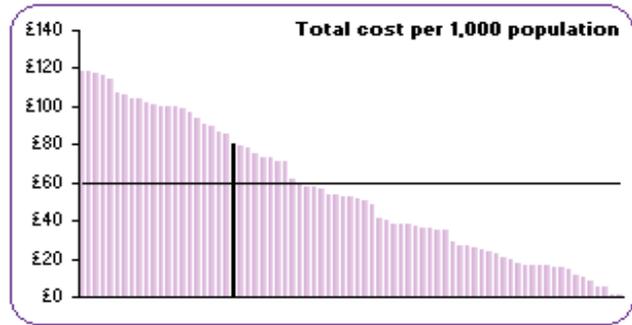


**Examples 5-8: Example distributions and help in interpreting them**

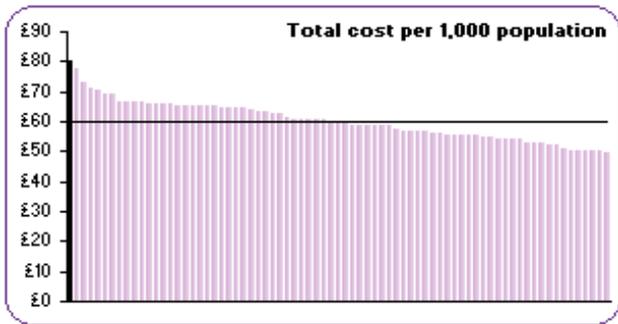
The distributions of values shown on the charts can vary greatly. Here we show some examples to help readers understand how the distributions can vary. In each case we will keep the black bar authority's value the same and the group average the same, however the shape of the graph and distribution of the groups values are varied to give quite different pictures of the example authority's costs.



- This chart shows a very common distribution (which a statistician would appropriately call the 'normal' distribution).
- While there is a wide range of values (20-100) the majority of authorities are in a much tighter range (about half are between 50 and 70).
- In this particular case the highlighted authority has one of the highest costs.



- This chart shows a straight sloping distribution.
- There is no consistency between authorities and no such thing as a typical value.
- In this particular case the highlighted authority is above average, but not significantly so.



- This chart shows little variation between authorities.
- In this particular case the highlighted authority is clearly the most expensive per 1,000 population.



- This distribution is quite rare, the chart clearly displays two distinct groupings of authorities.
- In this case interpreting the highlighted authorities value is difficult and it is important to investigate the reasons behind this variation.

**Quartiles**

We finish this introduction with a quick note about quartiles. Quartiles are a popular simple way to examine distributions of cost or performance data.

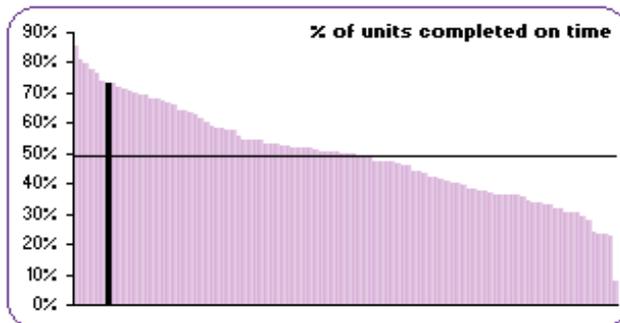
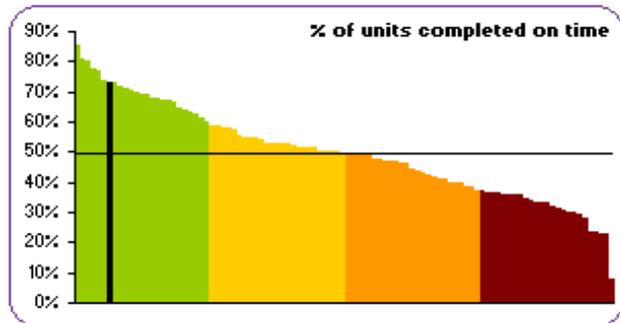
Quartiles are produced by splitting the distribution into four quarters, as presented on the right.

Mathematically the word quartile refers to the boundaries between the quarters (called the lower quartile, median and upper quartile).

In business & management the word quartile is more often used to refer to the quarters themselves. "Top quartile" is used to describe the best quarter (e.g. highest performance) while "bottom quartile" refers to the worse (e.g. high cost or low performance).

It is common approach to view "being in the top quartile" as a benchmark to be achieved, and "being in the bottom quartile" as a sign of problems.

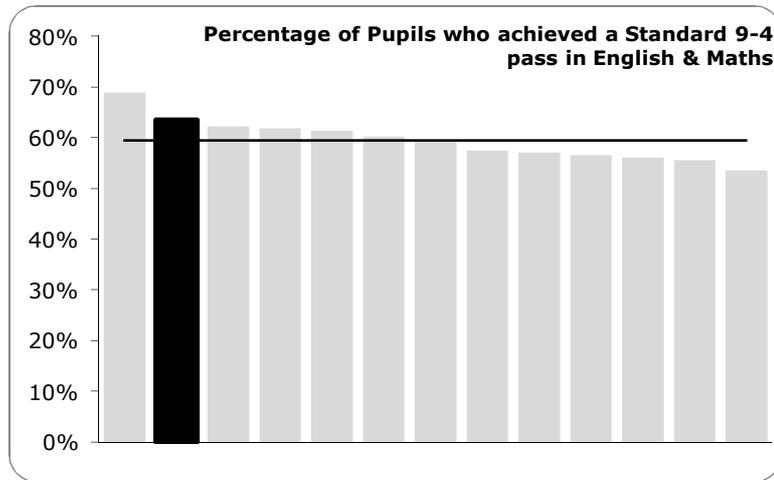
We do not show quartiles in this report, as this approach can be viewed as simplistic, and it does not fit in with the purpose of the report, which is to inform rather than judge. The reader should however compare the top and bottom charts and note



# APPENDIX 2 - Background Information

## Educational Attainment

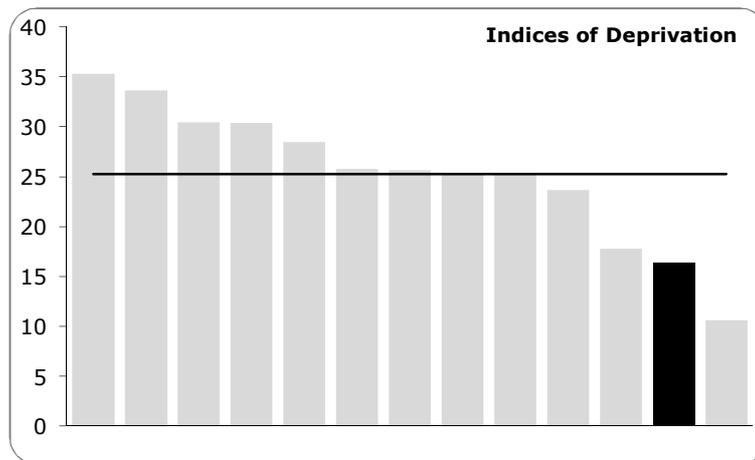
		Average
Educational Attainment	63.5%	59.5%



Source: CIPFA Children's Services Actuals Statistics 2017-18 - Column 305

## Deprivation

		Average
Index of Deprivation	16.4	25.3

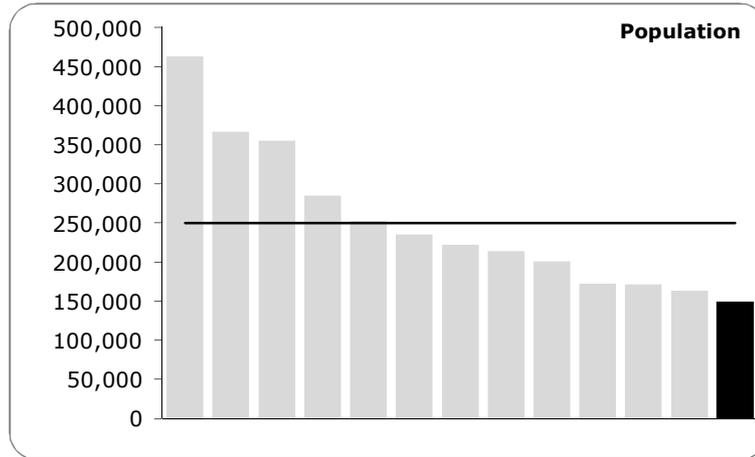


The higher the index, the more deprived the authority is.

Source: DCLG Indices of Deprivation 2010

## Population

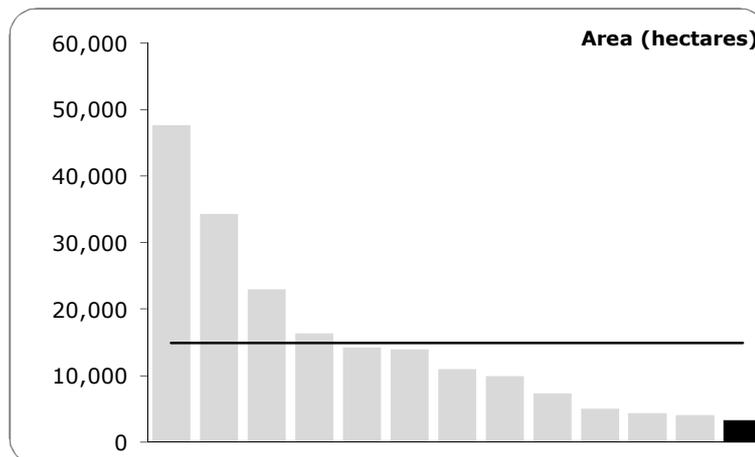
		Average
Population	149,100	250,208



Source: ONS Mid 2018 Population Estimates

## Area

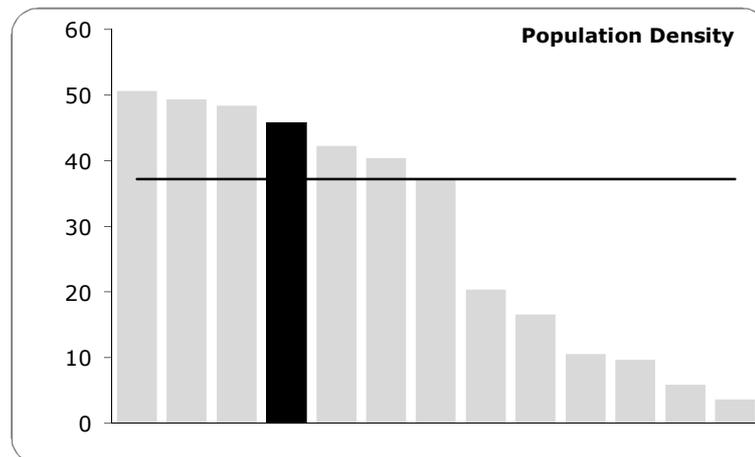
		Average
Area (hectares)	3,254	14,949



Source: ONS Area 2018

## Population Density

		Median
Population Density	45.8	37.2



## APPENDIX 3 - Financial Information

### For Slough Borough Council Financial Information 2018-19 (Actuals)

Revenue Expenditure	£	per 1,000 pop	Average
<b>Employees</b>	874,479	5,865	5,437
<b>Premises</b>	5,384	36	1,515
<b>Supplies &amp; Services</b>			
Books & Pamphlets			
- Reference	0	0	22
- Adult Fiction	43,913	295	251
- Adult Non-Fiction	24,260	163	119
- Children's Fiction	46,504	312	183
- Children's Non-Fiction	12,866	86	42
Newspapers, Periodicals & Magazines	8,152	55	60
Sound Recordings			
- Adult Talking Books	15,212	102	66
- Children's Talking Books	883	6	4
Music, Videos and DVDs; Multi-media and Open Learning Packs; CD-ROMs and Software	0	0	23
Electronic Products			
- eBooks (lending and reference)	5,031	34	53
- eNewspapers, eMagazines & eComics	5,866	39	36
- eAudio & eAudiovisual	3,800	25	30
- Music Streaming	0	0	4
- Film Streaming	0	0	0
- Hardware	0	0	0
Online/Electronic (Internet etc.)	18,519	124	57
Other Acquisitions	7,855	53	30
Bookbinding	0	0	3
<b>Total Materials</b>	<b>192,860</b>	<b>1,293</b>	<b>982</b>
Computing Costs	78,874	529	164
Other Supplies & Services	38,351	257	470
<b>Transport</b>	<b>363</b>	<b>2</b>	<b>34</b>
<b>Third Party Payments</b>	<b>0</b>	<b>0</b>	<b>95</b>
<b>Support Service Costs</b>	<b>80,182</b>	<b>538</b>	<b>1,045</b>
<b>Total Revenue Expenditure</b>	<b>1,270,493</b>	<b>8,521</b>	<b>9,743</b>
<b>Revenue Income</b>	£	per 1,000 pop	Average
Overdue Charges	(10,351)	(69)	(105)
Reservation Fees	(1,179)	(8)	(6)
Lettings	0	0	(122)
Hire of Audio & Visual Materials	(1,640)	(11)	(26)
Electronic Revenue	0	0	(14)
Specific Grants	0	0	(163)
Provision of Library Services to other Local Authorities	0	0	(0)
Miscellaneous - receipts from the public	(35,236)	(236)	(274)
Miscellaneous - corporate income	0	0	(73)
<b>Total Revenue Income</b>	<b>(48,406)</b>	<b>(325)</b>	<b>(784)</b>
Net Expenditure (excluding Capital Charges)	1,222,087	8,196	8,960
Capital Charges	164,849	1,106	1,130
<b>Total Net Expenditure (including Capital Charges)</b>	<b>1,386,936</b>	<b>9,302</b>	<b>10,090</b>

**Financial Information 2018-19 (Actuals - Continued)**

<b>Capital Expenditure</b>	£	per 1,000 pop	<i>Average</i>
New Buildings	0	0	0
Refurbishment of Premises	0	0	52
IT Investment, Networks etc.	0	0	62
Books and Pamphlets	0	0	1
Other Library Materials	0	0	0
Other Capital Expenditure (please specify)	0	0	4
<b>Total Capital Expenditure</b>	<b>0</b>	<b>0</b>	<b>120</b>

**Financial Information 2019-20 (Estimates)**

<b>Revenue Expenditure</b>	£	per 1,000 pop	<i>Average</i>
Employees	1,024,172	6,869	5,784
Premises	8,100	54	1,397
Supplies & Services - Materials	247,000	1,657	943
Other Expenditure	142,496	956	1,792
<b>Total Revenue Expenditure</b>	<b>1,421,768</b>	<b>9,536</b>	<b>9,917</b>
<b>Revenue Income</b>	<b>(34,428)</b>	<b>(231)</b>	<b>(791)</b>
Net Expenditure (excluding Capital Charges)	1,387,340	9,305	9,126
Capital Charges	175,960	1,180	872
<b>Total Net Expenditure (including Capital Charges)</b>	<b>1,563,300</b>	<b>10,485</b>	<b>9,999</b>

## APPENDIX 4 - Other CIPFA Libraries Services

### CIPFA Public Library Statistics

CIPFA are the leading independent source of data about local government services, undertaking more than 30 surveys annually. We have been collecting data relating to public libraries for more than fifty years. The data collected represents the most comprehensive source of information relating to measuring the performance of public library authorities in the UK.

A working group of local authority practitioners and central government representatives meet annually to help shape the direction of the questionnaire and data that is collected to ensure that it is continually adapted to remain relevant in an ever-changing environment.

Datasets provide financial and non-financial information for local government managers engaged in comparative analysis and performance measurement. Subscribers to [www.cipfastats.net](http://www.cipfastats.net) have access to our historical archive of downloadable data in addition to a range of interactive and visual tools to help with further analysis.

[www.cipfastats.net/leisure/publiclibrary](http://www.cipfastats.net/leisure/publiclibrary)

### CIPFA TISonline Leisure and Culture Services Stream

TISonline is CIPFA's online information resource which supports financial managers in the public services. TISonline provides over 30 information streams of guidance on the financial and service functions of local authorities and other bodies, supported by news updates, discussion forums and e-alert services.

[www.cipfa.org/services/tisonline/tisonline-leisure-and-cultural-services](http://www.cipfa.org/services/tisonline/tisonline-leisure-and-cultural-services)

## APPENDIX 5 - Contact Us!

We hope you have found the profile interesting and informative.

This is the ninth year of the profile and we aim for this to be a user-led product that improves year-on-year.

Please help us improve the next round by contacting us with your thoughts and suggestions!

[libraries@cipfa.org](mailto:libraries@cipfa.org)

We will also be happy to answer any queries you have regarding the profiles.

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## **Appendix F – Slough main library building opening hours**

Slough Library Service (\*pre covid) opening hours across The Curve, Britwell, Cippenham and Langley are 203 hours open per week.

<b>Main library building opening hours</b>								
This includes 8am to 9am self-serve every weekday at The Curve library								
	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Total</b>
<b>Curve</b>	8am – 5pm	8am – 7pm	8am – 7pm	8am – 7pm	8am – 5pm	9am to 5pm	closed	59
<b>Britwell</b>	9am to 5pm	9.30am – 7pm	9am to 5pm	9.30am – 5pm	9am to 5pm	9am to 4pm	closed	48
<b>Cippenham</b>	9.30am – 5pm	9.30am – 7pm	9.30am – 7pm	9.30am – 5pm	9.30am – 5pm	9.30am – 4pm	closed	48
<b>Langley</b>	9.30am – 5pm	9.30am – 7pm	9.30am – 5pm	9.30am – 5pm	9.30am – 5pm	9.30am – 4pm	closed	48

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# Library books expenditure by councils falls to as little as 5p per person



pa media  
PA

30 December 2016, 3:05 am

Cash-strapped councils are dishing out as little as 5p per person on library books, figures obtained by the Press Association have revealed.

Library funding has seen a drop of £5.5 million on book expenditure across the biggest local authorities in the country over the last four years.

Responding to the "outrageous" findings, War Horse author Michael Morpurgo warned that depriving people of access to the written word was the "unseen cancer of society".

The former children's laureate urged the Government to "look inside themselves" or risk "letting down a generation of children".

Freedom of information requests were sent to 46 councils in some of the biggest cities and counties in the UK, of which 42 replied.

In Birmingham, the country's second largest city, spending per person had dived by 79% since 2011-12, with residents having just 19p each spent on their reading, down from 91p.

This is still more than double what residents of Newcastle receive, as the city council forked out only 9p per head on books for their libraries in 2015-16.

But both are overshadowed by the London borough of Redbridge, where spending dropped 97%, leaving each person with less than 5p for library reading material, instead of the £1.70 being spent four years earlier.

Councils blamed the tumbling figures on "substantial Government budget reductions" which had placed their finances under strain.

Morpurgo, the author of 130 titles, told the Press Association: "We're not just letting down a generation of children, we're letting down a generation of people and that's what seems to be happening now."

He pointed to the "vast, vast numbers of children and adults" who are illiterate or cannot afford books as a reason libraries should be supported.

"You are going to get an alienated people and one of the great alienations is to be unaware of your stories; where you come from, what your history is, if you don't feel part of anything," he added.

"If you don't belong to anything, why should you then be a responsible citizen? There is no investment for you in this society.

"Society is about weaving somehow, but there has to be something which holds the weaving together, this tapestry, and if you unpick the threads things will not hold, it will fall apart.

"Our literacy, our right to literature and our enjoyment of literature is one of those really important threads."

Of the 42 councils that responded - including Manchester, Leeds, Cardiff and Cornwall - only Westminster and City of London spent more than £1.62 per head on books.

The findings come after analysis by the Chartered Institute of Public Finance and Accountancy (Cipfa) revealed this month that overall spending on public libraries had dipped by £25 million in the last year.

Morpurgo said: "This is the unseen cancer of society.

"When this kind of depriving of people of what they thought they would grow up with, whether it's the National Health Service, which is completely wonderful, but when you remove doctors from it and nurses from it... that is going to upset people and make them feel hard done by.

"And it is the same with libraries and on it goes and on it goes. If our politicians say we want a society for all our people then do it."

He added: "I think (the Government) should look inside themselves and ask each of them - Theresa May - how did you first begin to think that ideas and stories were important?"

"There was, for every single one of those people, a children's book which got them going into the world of reading and knowledge and understanding."

His criticism was echoed by Cathy Cassidy, the young adults' fiction writer, who said: "Libraries, for me, were a stepladder out of the small life that had been mapped out for me, a path to hopes, dreams and ambitions I hadn't dared dream of."

She added: "Unless we stand together to stop the decimation of our libraries, we will see every last local library close, and that is shameful and terrifying in the fifth richest country in the world, a country that claims to value culture, creativity and learning."

Ian Stephens, from the Local Government Association, which represents hundreds of councils in England and Wales, said authorities recognise the "tremendous role" libraries play in society.

He added: "However, local authorities have experienced substantial central government budget reductions which forced them to reduce spending."

A spokesman for the Department for Culture, Media and Sport said: "The Libraries Taskforce has published a strategy for the service in England to ensure they are more resilient and better utilised by local authorities.

"This includes a new £4 million fund for projects such as literacy schemes, improving access to technology, and increasing the number of children visiting libraries."

## **Appendix H – Slough library service user feedback**

### **Customer feedback from Reading Friends activity (2020/21):**

*“This had a very calming and relaxing effect. This is what is needed during this difficult times. I would love to have this reading session on a regular basis.”*

*“The last poetry reading session made me smile. The person reading these poems make you feel so welcomed, included and the way she reads the poem made me feel so relaxed and I forgotten anything bad that happened that morning or prior to attending.... The poems feed your imagination & take you to lovely places.”*

*“Maybe continue these reading sessions please as I loved the poetry reading. Yes, I would like face to face drop-ins for this activity too at the library if ever happened, where I can come in and talk easily and get a little break out of the house.”*

*“It felt so relaxing attending the Carers Poetry and Reading sessions”*

*“This year the activities put on really helped with connecting carers and reducing social isolation. It is essential to remember those millions of unsung carers out there doing a wonderful job, day in, day out. Especially with reading stories, poems and giving us a chance to reflect on any we had written during lockdown!”*

*“To hear when trying to reflect on what the poem or story was about and is just the cherry on the icing! I've no hesitation in recommending the reading sessions to other carers, friends or family who are quite isolated at the moment and have in fact already done so!”*

*“It meant a great deal to have a warm and welcoming Friday night activity with Reading Friends, Libraries, EmpoWORD and Aik Saath”*

### **Partner feedback from Reading Friends activity (2020/21):**

*“I have seen first-hand the positive benefits of shared reading. Feedback from participants was it was very relaxing. We were able to create a comfortable virtual space where participants felt empowered and supported to share their thoughts and, in some cases, share their own work. I would love to take this forward into face-to-face provision.”*

### **Parent feedback from Summer Reading Challenge 2019**

*“It's so empowering to my family & kids for future.”*

*“The challenge made the summer break a bit relaxing!”*

*“Excitement on my child's face every time he finished the book, read it to staff and earned his sticker...priceless! Well done you guys!”*

*“It's good for the kids to come to library very frequently to complete that challenge. Little kid was overjoyed every time when coming with older sister.”*

*“It encourages children to read during summer holiday instead of watching TV. Also, it motivated them to express their emotions.”*

## Child feedback from Summer Reading Challenge 2019

*"I liked reading all 6 of the books in the challenge because reading is my own passion to success. The challenge for me was fun and success."*

## Summer Reading Challenge 2021

Starting challenge questionnaire showed that 34% were joining the challenge for the first time, 32% joined the library specifically to take part in the challenge. Almost all (98%) said registering for the challenge was easy.

*"It's very exciting as I've not joined the challenge before. Get to spend quality time with my mum."*

*"Motivation for my daughter to read. She's good but for the 6 weeks she's not at school this gives her encouragement, gets her excited to read. Something for her to rise to the challenge of. She loves a challenge."*

In the mid-challenge question 'Was the challenge what you expected?', 100% of children said they wanted to finish the challenge.

*"Yes, and more. My son has been behind on his reading because of lockdown and the challenge has really inspired him to read more enthusiastically"*

In the end of challenge questionnaire, 100% of parents/carers agreed that the challenge has made my child feel better (74% strongly agree, 26% agree).

## General feedback and reviews

Comment from staff at Cippenham library building: *"pre-Covid a customer regularly came to the library for a weekly chit-chat and seated exercises, and they came to the monthly Reading Group. They've now been asking when the activities would resume and said that without them, they were finding it difficult coping with the lack of structure to their days or weeks that the sessions would normally provide. They said their concentration levels had dropped and although they had managed to read a book the past week this was the first for a while and was finding it difficult to find motivation to do things generally. They were glad the library is now open to browse as it gives her a purpose for coming out and they are hoping the activities resume soon for the social contact with other members of the group."*

### Langley Library Google reviews in last 12-months:

*"Lovely quiet atmosphere. Very helpful and friendly staff. Good access."*

*"Not enough book choices but small and beautifully tidy place with free parking and essential shops around."*

*"Feel blessed to have this local within walking distance. Decent choice of books. Helpful staff."*

*"Lovely library, lots of books for all age group, good activities for children too, we always go to this library."*

*"Friendly staff"*

### Britwell Library Google reviews in last 12-months:

*"We went there to exchange our reading books and the staff there were helpful and friendly. The book challenge is on now for the children, they got their first prize, some stickers and a bookmark. My children were able to return their own books on the user-friendly machine. This place is welcoming, and we are never told to leave for the long times we are there. I thank you for such a great place to come with children. Oh, and there's a lot of up-to-date big screen computers we are able to use. Very nice place for disabilities as the venue is all on one floor."*

*"Very polite and helpful staff when I took my 2 Granddaughters on Tuesday. Thanks to them we are fully signed up for the reading challenge."*

#### Cippenham Library Google reviews in last 12-months:

*"I had proper advice and a chat from one librarian. Thank you very much."*

*"Wonderful service as don't have access to computer much. They kindly got me books that I wanted. Thank you so much."*

#### The Curve Library Google reviews in last 12-months:

*"Love books. Curve taking care with covid situation and following guidelines."*

*"Great experience. Excellent safety and hygiene."*

### **Feedback from customers at Libraries Week and Virtual Reality events (2019)**

The Curve was selected as the location for a short film, made by the BBC, to celebrate the library, its impact and the great feedback and reactions from library visitors. There was also a Virtual Reality tour <https://vimeo.com/359092435>. The film was used for internal and industry presentations

*"It is an experience everyone should have."*

*"In over sixty years of seeing films, of all kinds, I have never felt so emotional. The world is our oyster with virtual reality!"*

*"We were wowed. It has put a big smile on our faces. I would never have expected to see something like this offered in our local community library."*

*"The VR experience was amazing at The Curve. Alex helped me out and I got to learn a lot about technology."*

### **Customer feedback on Instagram 2019**

*"This afternoon, we took our first trip to the @thecurveslough\_culture\_library for an autism friendly showing of WALL-E. We had such a great experience, so I wanted to share in case anyone else is close to Slough. The cinema room is at the back of the downstairs level of the library and easily accessible. We were able to take T's mobility pushchair into the room with us, which was great as T often uses this as a safe space when we are out and he's feeling overwhelmed. Before the film started, one of the members of staff explained that the children were able to do anything that made them feel comfortable and relaxed. She also explained that there was separate room, adjacent to the cinema room, that we could use as a quiet room, if needed. T was super excited to run around and explore the room and happily flapped and stimmed to his heart's content. Usually, I would feel really conscious that he was*

*disturbing others, but I did not feel like this at all whilst we were here; the staff truly made us feel comfortable and relaxed to be there. We managed to stay in the cinema main room for almost the whole film, which was great. We then used the quiet room for a small amount of time, when T was starting to feel a little overwhelmed. Tickets were £2 each, so only cost £8 to go out for a couple of hours, which makes it so accessible for so many. We need more places like this in our communities We have tried going to the actual cinema with T at the autism showings they have there, but it's still too much, so this was a much better experience for him."*

## **Impact Stories**

In 2019, Slough library service adopted a new method of collecting qualitative data about the service. Collecting these stories was a way of bringing the data to life and evidencing the positive impact Slough library services have on resident's lives. We wanted to record the "so what?" impact of our service for our residents. All staff are trained in Making Every Contact Count (MECC), and this has enabled them to communicate with and signpost residents more easily to other support services. These impact stories are collected in a database which links to local and national outcomes and priorities.

<b>Slough Libraries Impact Stories #1</b>			
Impact stories are collected at every library to evidence the impact of specific library services on individual library customers			
	Example A	Example B	Example C
What was the situation for your customer?	Elderly gentleman withdrawn and unable to communicate fully due to language barrier.	A customer had come in to join the Wool Craft activity. She did not normally go to groups she was not familiar with due to confidence/anxiety issues	A participant of the Summer Reading Challenge (SRC) brought a friend along to sign up to the challenge – I signed them up and encouraged them to stay on for the Summer Stories session I was delivering later that morning.
Action – what did you do?	<p>Gentlemen approached me to make a library card. He was very quiet and not altogether clear of what was going on around him. I helped him set it up and spoke to him about the service we have. He began to come in and sit at the computers. I asked him if he needed help. He didn't seem to know very much about it, but he seemed to want to learn even though he didn't really understand how to use it.</p> <p>I helped him log on and explained to him how to do it. Unfortunately, he sometimes forgets how to login properly. So, over the past three months I help him by encouraging him to do it himself and helping him when he forgets. He knows how to do it now and is confident logging on himself sometimes. He seems happier as I explained to him, we have books in his native language, and he has started reading</p>	<p>I sat in the session to help deliver the activity and to speak about and promote library activities.</p> <p>I was sat next to this customer and made general chit chat about how quickly they had picked up the activity and the customer shared that they were a regular crafter (the customer attended a craft group with friends).</p> <p>I encouraged them to attend the next session on card making the following day and they said they would.</p> <p>Halfway through the session a large group of people arrived to join the activity and this customer left before we could understand why they left so suddenly as they seemed to be enjoying the activity up until then.</p>	The child in question came with their Romanian grandmother who could not speak English. I spoke to the child and the child was interpreting on their behalf. I signed the child up to the SRC and then also encouraged him to stay on for the summer stories, telling him I would be reading some fun stories and we would also be playing some games. He was very enthusiastic and keen to stay so he persuaded his grandmother to let him do so.

	<p>these and making friends in the library. I also explained that we had I.T courses and he did follow this up.</p> <p>He has started to come more often and has expressed how grateful he is for all my help.</p>	<p>We were pleased to see the customer return following day for the card making session and she also brought along two friends and once again I had the chance to speak to the customer.</p> <p>I asked the customer if they were interested in volunteering with us/ running a group using their craft knowledge and it was at this second session that the customer revealed their anxiety issues/how this was the first time they had attended a group with strangers. They also explained they were not comfortable with large groups and that is why they had left early the day before.</p> <p>We were able to provide support and assistance in an unfamiliar surroundings. We also provided encouragement so that she would be able to step out of her comfort zone.</p>	
<p>Result for the customer?</p>	<p>The customer is happier and feels less isolated.</p>	<p>The customer was able to attend a group in which they learnt new crafting skills that they helped to teach others in another crafting group which she takes part in.</p> <p>The customer also had an opportunity to see how they would feel with interacting with strangers as well as explore the possibility of becoming a volunteer in the library. This would lead to less social isolation and give her the skills she needed to overcome her anxiety</p>	<p>The child enjoyed the session, listening intently to the stories and joining in by telling some space jokes. We also did some physical games involving a parachute and balls. His grandmother sat with the other parents and had a chance to practise exchanging pleasantries in English.</p>

How does this contribute to customer's improvement curve?	The customer is learning I.T skills and making good use of his time.	These sessions gave the customer the opportunity to explore how their anxiety levels would be in a new surrounding and also allowed them to increase their confidence in becoming a volunteer in the future. This would improve her mental wellbeing.	Reading to the children would help them with their literacy in school. The games were physical, so the child got some exercise, which links to the outcome on health. The grandmother had an opportunity to try and gain more English language skills from fellow adults in the session.
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<b>Slough Libraries Impact Stories #2</b>			
	Example D	Example E	Example F
What was the situation for your customer?	An ESOL tutor from Langley College contacted the library via our email address and requested a tour of the Library for her ESOL class.	The customer came in to join the seated exercise session with her husband. She was very nervous as she suffers from anxiety.  She also has severe arthritis. She was advised by her doctor to take seated exercise which would help with her condition.	
Action – what did you do?	I forwarded the email to my supervisors who arranged a mutually suitable day in which the tour could be conducted.  I conducted the tour. Upon the arrival of the Class and their tutor, I remained on the ground floor with them to ensure each student could be issued with a library card. Once everyone had a card, I assisted them in downloading the RB Digital app on their	I was approached by the husband at the customer service desk regarding the lady wanting to join the seated exercise session.  I gave out the registration form and explained the process from this step onwards.  The husband completed the form, on checking the form it was highlighted that	

	<p>respected phones as their tutor was keen for them to use this resource to improve their reading skills. I explained the benefits of a library card and then proceeded with the tour.</p> <p>I explained the Museum pods, a magic table session was running so I took them all inside allowing them to participate. I took them upstairs to the first floor and demonstrated to them how to borrow and return a book on the RFID. I also demonstrated how to logon to a public computer and how to access online resources/learning aids such as Theory Test Pro and Tense Buster.</p> <p>I then explained to them the difference between Fiction and non-fiction. We walked around the First Floor and they browsed the books. As we had already established on the ground floor that the beginners English reading books were too simple for them, I showed them the young adult section which seems apt as they were aged between sixteen and twenty.</p> <p>I then showed them around the second floor, the local history books, bound copies of the newspapers and explained the functions of The Registry Office</p>	<p>she suffers from severe anxiety. I spoke to the husband regarding this and asked a few further questions for satisfaction, asked the husband if he would be happy to accompany his wife in the first session which may help her to settle in. The husband found this helpful; he filled in the form and took part in the session with her. I spoke to both of them assuring them that they can go through the session at their own pace and follow me in their own comfort zone. I asked the lady where she would feel comfortable sitting for the session. On her request I put 2 chairs out for them at the back but also checked if they could hear and see me from where they were. I asked if they would be happy to talk to me after the session for a quick catch up regarding the session.</p> <p>After the session I spoke to them, and the lady seemed to be happy with how the session was carried out and said she felt comfortable being at the back and following me at her own pace. The lady said she would be happy to come every week and take part as she felt she wasn't being judged. She still felt anxious but was willing to give it a go.</p>	
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<p>Result for the customer?</p>	<p>I received eleven letters via email from the students explaining what they gained from the tour. Here is one example:</p> <p><i>I'm writing to thank you for giving us the tour at Slough Library because I had never been to Slough Library before, so I didn't know most of the things. There were so many books, I could read. The books were also in different languages. You showed us how to use the computer and how many books you could issue at the same time.</i></p> <p><i>I especially liked the magic table because it was so much fun, and you could play different games on it. Thank you again for the tour.</i></p> <p><i>Best wishes"</i></p> <p>Some quotes from other students:</p> <p><i>"There were a lot of different books of different languages. There were also a lot of books about fiction, non-fiction and about different subjects."</i></p> <p><i>"Thank you for showing me how to take out books, using an app in my phone and making a Library card. I especially liked that the takeout book system is good, fast and simple."</i></p>	<p>She has been coming for 3 weeks now and in the last session she took a seat more to the front. I also found her talking to another lady.</p> <p>I asked her before starting the session she said she felt happier attending the sessions and has been for 3 weeks now. I asked if she had come on her own as there was no sign of the husband. She informed me that he dropped her off and she feels confident now to walk home on her own. She also informed me that this was due to attending the session which got her out of the house where she had met other ladies with similar problems and felt the session was designed around their needs.</p>	
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	<p><i>"I especially liked the mini museum, because I really like history and it's so good, because we can learn something about our city, Slough. I will use the library to borrow some books in English and Polish. I really enjoyed this trip."</i></p>		
<p>How does this contribute to customer's improvement curve?</p>	<p>Empowers the students to achieve their full potential by giving them the encouragement to come into the library. By being made aware of this entitlement of using the library they can improve their English by borrowing books, using RB Digital to access a vast range of magazines/comics, use public computers/their own laptops to access learning tools accessible via their Library card. They can also borrow books in other languages, learn about the history of Slough and attend events and activities in The Curve thus encouraging them to get involved in the art and culture aspect of The Curve.</p>	<p>The lady felt the session caters for the needs of the people attending. She also liked the fun factor put into session and that it didn't feel like a military run session or a session where any one was being judged.</p>	

**Appendix I – Slough main library building usage data**

Table 1: Main library building usage data 2019/20 (visits, adult & children’s books borrowed, computer usage, events participation)

<b>1. 2019- 2020 main library building usage data</b>												
These figures do not include usage data from 3 satellite libraries or eResource issues												
	Visits	Visits as % of total visits	Books borrowed – Adult Fiction and Non-Fiction and talking books	Books borrowed – Children Fiction and Non-Fiction and talking books	Total of adult and children Fiction and Non-Fiction books borrowed	Books borrowed as % of overall total	Children’s books borrowed as % at each library	Active borrowers (borrowed once in year)	Computer usage hours in a year	Events and activities - Adult	Events and activities- Children	Events as % of total
<b>Curve</b>	281,225	44.64%	49,133	101,803	150,936	41.50%	67.44%	9,326	44,226	2464	26,861	39.72%.
<b>Britwell</b>	98,350	15.61%	10,882	38,634	49,516	13.62%	78.02%	3,585	6871	100	8649	12.79%.
<b>Cippenham</b>	110,652	17.56%	19,367	56,838	76,205	20.96%	74.58%	2,557	6879	1618	14527	21.48%.
<b>Langley</b>	139,695	22.17%	17,690	69,086	86,776	23.87%	79.61%	1879	8921	1044	12346	18.26%.
<b>Total</b>	<b>629,922</b>		<b>97,072</b>	<b>266,361</b>	<b>363,433</b>		<b>73.29%</b>	<b>17,347</b>	<b>66,897</b>	<b>5226</b>	<b>62,383</b>	

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Table 2: Main library building usage data 2017/18 to 2019/20 (visits, books borrowed, eResources borrowed, active borrowers)

<b>2. 2017/18 to 2019/20 main library building usage data</b>													
	Library visits			Books borrowed			E-resources borrowed (not site specific)				Active borrowers		
	17/18	18/19	19/20	17/18	18/19	19/20	17/18	18/19	19/20	20/21	17/18	18/19	19/20
<b>The Curve</b>	356,052	348,520	281,225	185,900	170,043	150,936					11,886	10,070	9,153
<b>Britwell</b>	96,907	91,964	98,350	61,301	58,716	49,516					3,647	3,504	3,513
<b>Cippenham</b>	115,988	111,170	110,652	90,092	80,488	76,205					2,683	2,497	2,500
<b>Langley</b>	129,288	123,185	139,695	99,100	96,071	86,776					1,962	1,876	1,850
<b>Total</b>	698,235	674,839	629,922	436,393	405,318	363,433	9,194	51,091	113,664	301,893	20,178	17,947	17,016

Table 3: visits to Slough main library buildings (2017/18 to 2019/20)

<b>3. Visits to Slough main library buildings from 2017/18 to 2019/20</b>				
	<b>17/18</b>	<b>18/19</b>	<b>19/20</b>	% change over 3 years
<b>The Curve</b>	356,052	348,520	281,225	- 21%
<b>Britwell</b>	96,907	91,964	98,350	+1.6%
<b>Cippenham</b>	115,988	111,170	110,652	-4.6%
<b>Langley</b>	129,288	123,185	139,695	+8%
<b>Total</b>	698,235	674,839	629,922	-9.88%

Table 4: Issues made from Slough main library buildings (2017/18 to 2019/20)

<b>4. Issues (books borrowed) from Slough main library buildings from 2017/18 to 2019/20</b>				
	<b>17/18</b>	<b>18/19</b>	<b>19/20</b>	% change over 3 years
<b>The Curve</b>	185,900	170,043	150,936	-18.8%
<b>Britwell</b>	61,301	58,716	49,516	-19.2%
<b>Cippenham</b>	90,092	80,488	76,205	-15.4%
<b>Langley</b>	99,100	96,071	86,776	-3.05%
<b>Total</b>	436,393	405,318	363,433	-7.1%

Table 5: eResources issued from Slough library service (2017/18 to 2020/21)

<b>5. eResources issued (eBooks, eAudio, eMagazines) from Slough library service from 2017/18 to 2020/21</b>					
	<b>17/18</b>	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>	<b>% change from 17/18 to 20/21</b>
eResources issued	9,194	51,091	113,664	301,893	+3,183.5%
Budget spent on eResources	£45,893	£41,071	£60,500	£117,983	+157%

Table 6: eResources issued from Slough library service (2017/18 to 2020/21)

<b>6. eResources issued (eBooks, eAudio, eMagazines) from Slough library service from 2017/18 to 2020/21</b>					
	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>% change from 17/18 to 20/21</b>
Zinio e-magazines	2,855	3,465	4,489	4,921	+72%
eComics	N/A	18	159	267	+1,383%
eNewspapers & eMagazines (Pressreader)	N/A	37,672	87,972	252,288	+570%
eBooks	2,528	4,241	7,251	20,763	+1,077%
eAudio Books	2,775	5,029	8,755	15,931	+474%
Kanopy films	N/A	N/A	5038	7723	N/A
3m eBooks	1036	666	N/A	N/A	N/A
<b>TOTAL</b>	<b>9,194</b>	<b>51,091</b>	<b>113,664</b>	<b>301,893</b>	<b>+3,183%</b>

Table 7: Self-serve issues from main Slough library buildings (2017/18 to 2019/20)

<b>7. Self service issues (all resources) from Slough main library buildings 2017/18 to 2019/20</b>									
	<b>2017/18</b>			<b>2018/19</b>			<b>2019/20</b>		
	<b>All issues</b>	<b>Self service</b>	<b>% Self service</b>	<b>All issues</b>	<b>Self service</b>	<b>% Self service</b>	<b>All issues</b>	<b>Self service</b>	<b>% Self service</b>
<b>The Curve</b>	187,562	164,503	88%	167,938	145,902	87%	151,846	130,403	86%
<b>Langley</b>	100,142	84,668	84.5%	96,211	83,387	86%	86,873	76,827	88%
<b>Cippenham</b>	90,466	80,489	89%	80,670	72,428	90%	76,309	68,501	89%
<b>Britwell</b>	59,173	51,604	87%	55,672	50,429	90%	49,677	44,226	89%
<b>Total</b>	187,562	164,503	88%	167,938	145,902	87%	151,846	130,403	86%

# Libraries Connected Activity Survey July 2021

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**Summary:**

Footfall in July up to 40% of pre-covid, and borrowing is back up to 90% of precovid levels – with restrictions still in place . Physical borrowing is 84% - which shows significant rebound as there were concerns it would not recover – it would now be unsurprising to see a full return to physical borrowing levels in August / September.

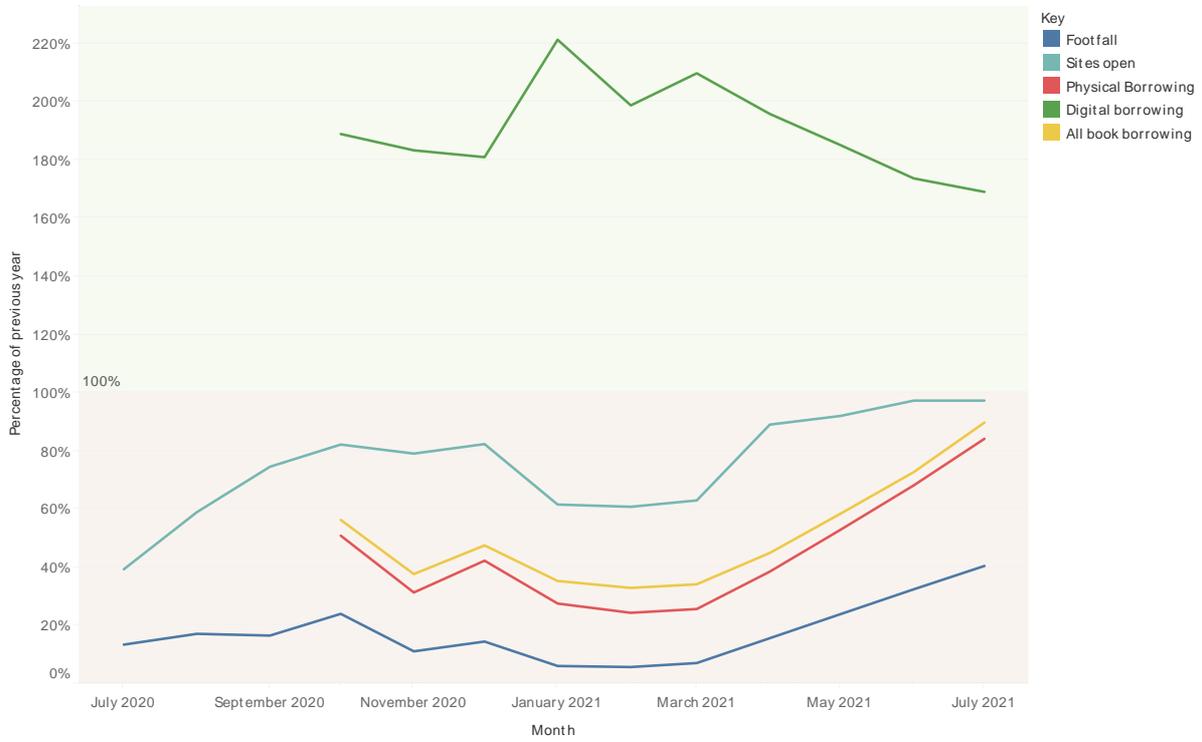
Increased digital lending is increasing costs for 'reading books'. The shift in audio books from physical to digital has been extremely rapid – going from 50% digital to 84% digital over the past two years, and overall audiobook lending is up 40% on pre-covid levels.

Events have shifted back to physical events rather than online – it remains to be seen how online events can be managed and resourced while physical events return.



# 1 Footfall and numbers of sites open

Footfall and activity



This graph shows the activity levels as a percentage of the baseline figures for the following measures:

- Footfall in library sites
- Number of sites open (baseline = all sites open)
- Physical books borrowed
- eBooks borrowed

The levels are calculated against individual baselines for each library service set at the average levels between October 2019 to February 2020. This is not a perfect measure as it doesn't take into account seasonal variation, and for some library services it may be based on one or two responses in that timeframe – but it is the most effective measure with the data we have.

We can see from the graph:

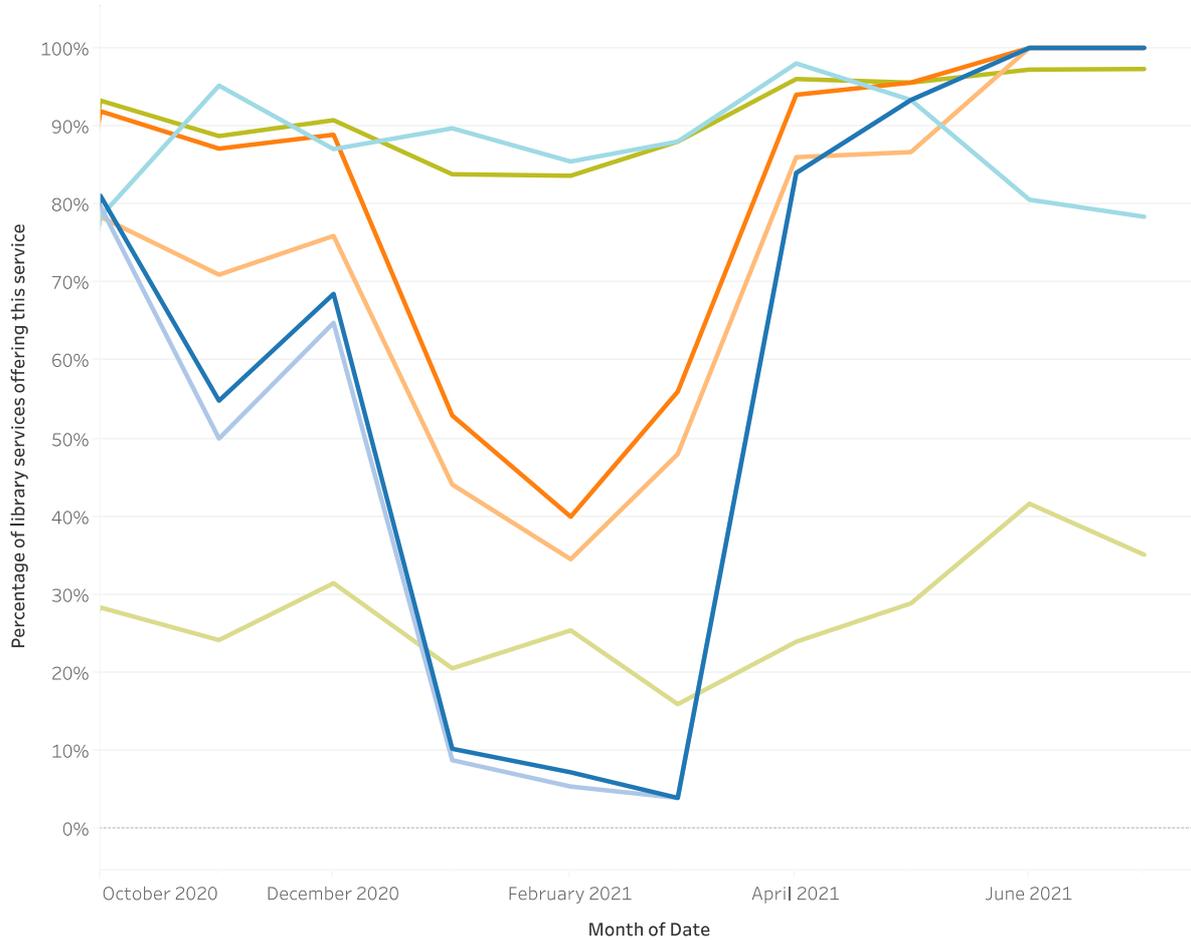
- Significant reopening of sites following April 12<sup>th</sup>
- Physical footfall increasing to 40% of baseline in July 2021
- Return to 84% of physical borrowing levels, and total (non-audio) borrowing at 90% of pre-covid levels.
- Ebook borrowing remains high at 169% of pre-covid levels.

It is gratifying to see that physical book borrowing is returning to these levels – 84% of pre-covid baselines in July when there were still significant restrictions through most of the month.



## 2 Access to services

### Books and PC Access



- Measure Names
- Browsing (adult)
  - Browsing (child)
  - Select and Collect
  - Public PC offer
  - Printing
  - Home Delivery Service
  - Mobile Library Service

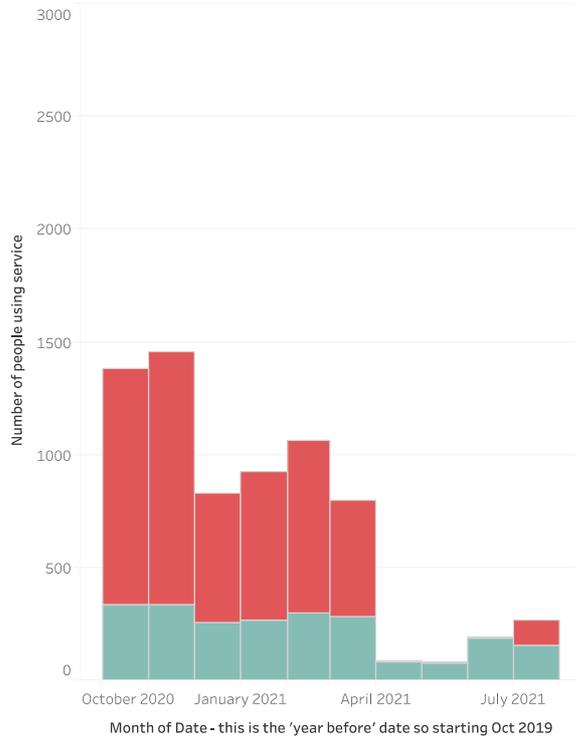
The range of services offered is essentially fully open again now, with browsing, public PCs, printing and home delivery available in all, or almost all, library services.

Select and collected services are dropping slightly – with some library services ending that channel of delivery now browsing is available. It may be that some services maintain this as a permanent change to their offer.

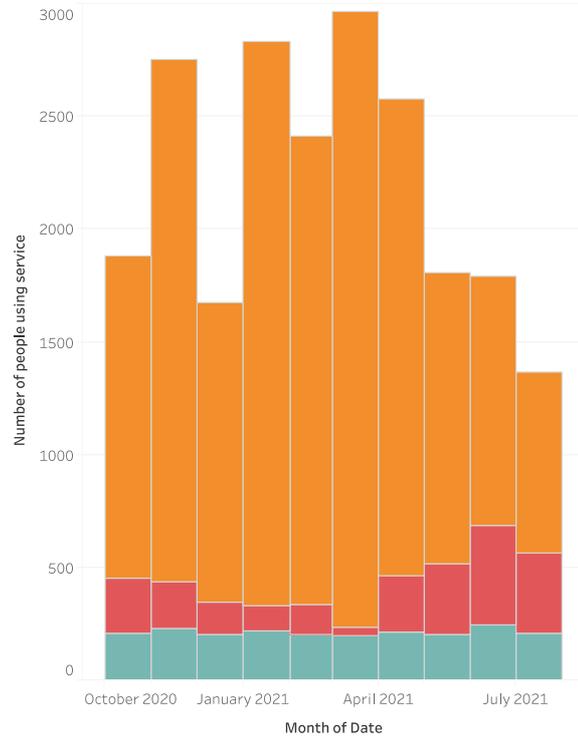
In terms of the total profile of ‘non-browsing’ book collections we can see that in October 2019 to July 2020 Select and Collect wasn’t captured (though some services did introduce it from April 2020). Home library services have remained relatively constant through the pandemic period, while use of Mobile library services has fluctuated – and overall fallen. Whether this reduction in mobile library services is down to the increasing range of alternatives (including digital borrowing) or reductions in availability of these services meaning people find alternatives or go elsewhere.



Alternative book delivery / collection last year



Alternative book delivery / collection this year



- Measure Names
- Select and Collect transactions
  - People using Mobile Library Services
  - People using Home Library Services

The numbers here are relatively low compared to the overall borrowing total – even the peak of 3,000 people (average per library service) using these services compares with around 100,000 books borrowed (average per library service) so likely represents around 10% of borrowing assuming around 3 books per transaction – or less than half of this without select and collect.

However it is likely that as more options become available, those library members still using these services are those who cannot access others, whether because the mobile library / Home Delivery service meets other needs around isolation, or they are not comfortable returning to public spaces, or they do not have access to the technology or skills to move to digital lending. So while mobile libraries may be reaching fewer people, it may be that the people they are still reaching are those it benefits the most.

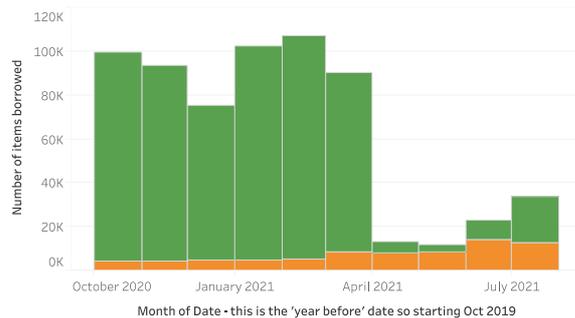
### 3 Borrowing

#### 3.1 'Reading book' borrowing

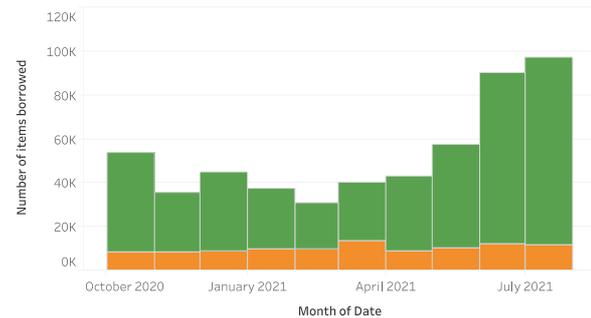
While borrowing of books (this section doesn't consider physical or digital audiobooks) has been suppressed significantly over the periods of restriction, we have seen significant rebound over June and July 2021, as restrictions have lifted.

This has brought us up to 84% of pre-covid levels in July – when significant restrictions have still been in place.

Borrowing last year



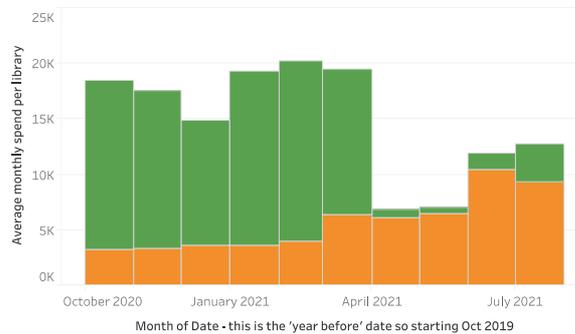
Borrowing this year



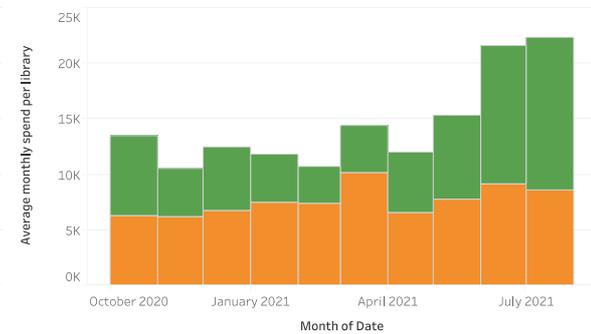
**Measure Names**

- Avg. How many physical books did you lend last month?
- Avg. How many digital eBooks did you lend last month?

Cost of lending last year



Cost of lending this year



We are starting to see clearly now the steady increase of digital borrowing as a proportion of all books lent. Moving through October 2020 to April 2021, we see digital books and audiobooks rising to almost half of all borrowing. However, as we can see from the 'last year' figures, the numbers of ebooks lent increased steadily through October 2019 to February 2020, so the increase in digital borrowing looks to be an acceleration of this long term trend rather than an entirely new phenomenon.

This does appear to have stabilised, and the lower graphs show the impact of this on the libraries' 'Cost of lending'. Due to the higher cost per loan of digital content, the monthly cost of lending for an average library has increased to around 110% of pre-covid levels when the volume of lending has only reached 90%.

Should total lending reach – or exceed – pre-Covid baselines this will further increase the additional costs of lending. In the context of reduced library budgets this presents a significant risk – 25% of libraries are experiencing a 10-20% budget reduction this financial year, and the majority of the others have had budgets rolled over with the expectation of reductions next year.

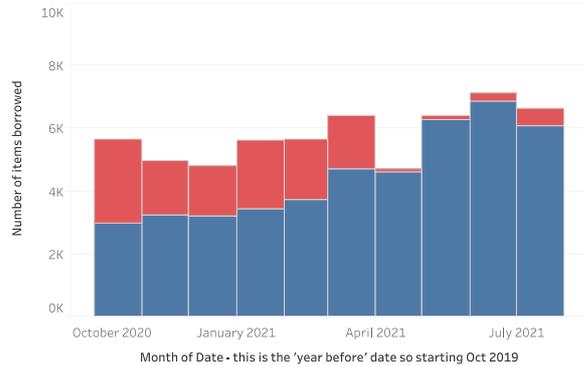


### 3.2 Audio book borrowing

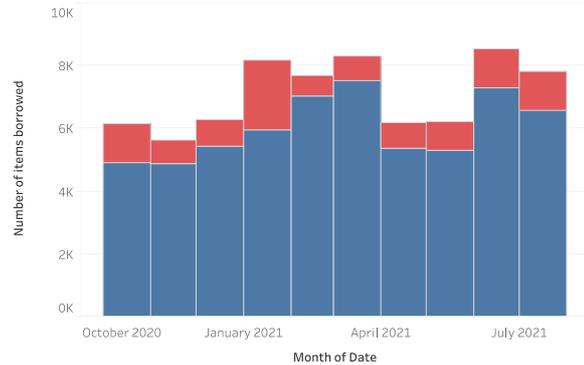
Audio book borrowing has increased as a whole over the past 2 years with June and July 2021 averaging around 30-40% more audio book loans than the pre-covid baseline.

Looking at the split between physical and digital audio lending, the pre-covid picture is that of a clear shift to digital – and this has accelerated over the pandemic, with physical lending halved in June / July 2021 while digital audio lending has doubled.

Audio Borrowing last year



Audio borrowing this year



Measure Names  
 ■ Avg. How many physical audiobooks did you lend last month?  
 ■ Avg. How many digital eAudio books did you lend last month?

This may have implications for those who still rely on physical media, and it is worth noting some library services are purchasing Daisy players and similar devices that can provide access to audio books to those who either do not have access to digital technology or where there are barriers to accessibility.

The rapid increase in digital audio lending may also be in part due to people installing the applications on their devices to borrow digital ‘reading books’, making people more aware of the possibility and range of digital audio books, as they often use the same app.

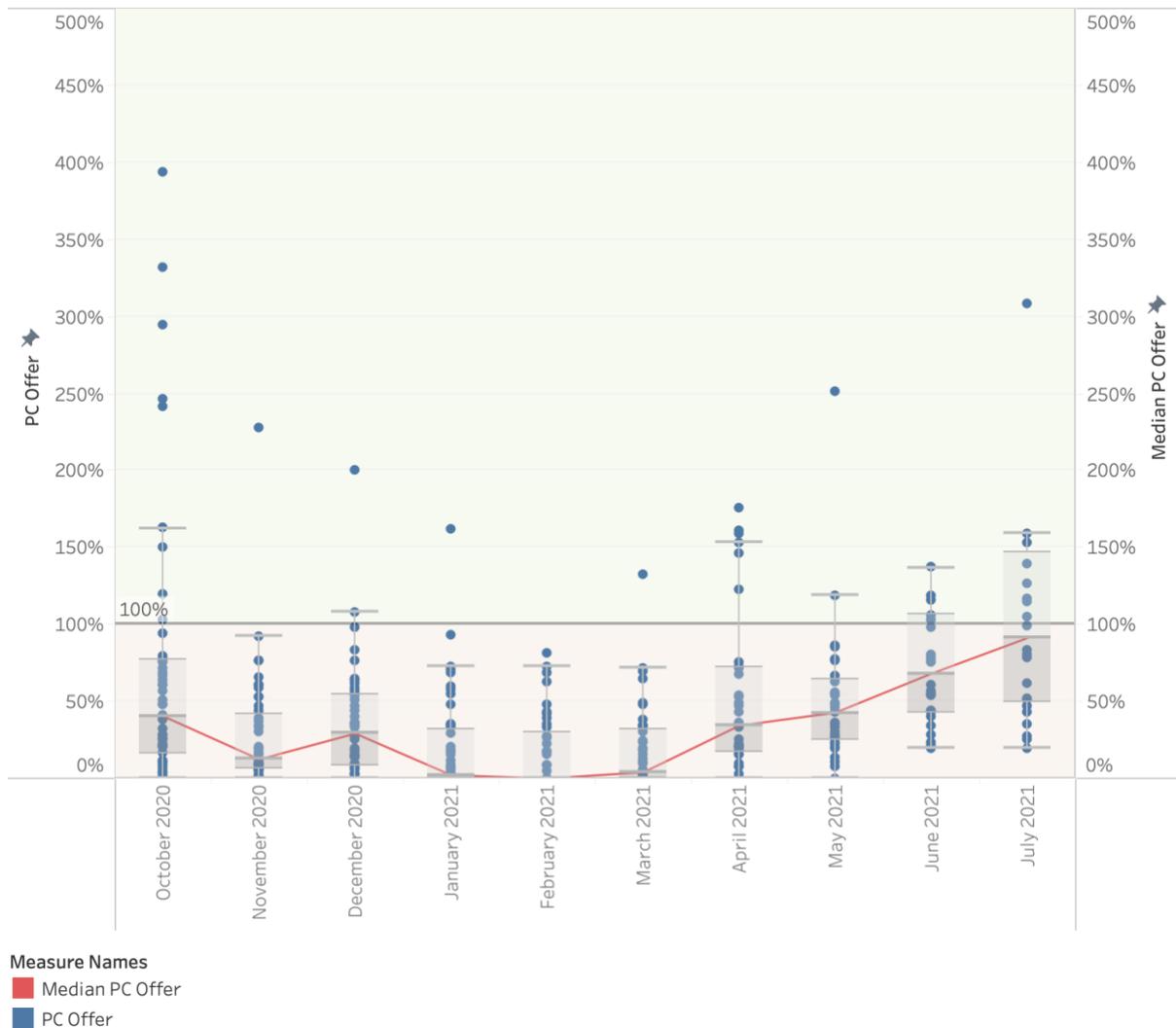
## 4 Public PC Offer

The public PC offer has been high at around 90% of library services, and dropped to around 50% in the lockdown starting January 2021. – in the April reopening we have seen the proportion of libraries offering PC access return to around 90%.

While most services have been able to maintain a level of access to public PCs through the periods of restriction, additional cleaning and social distancing requirements have kept this limited to under 50% in April and May 2021. In June and July, however, we see the median availability return to almost 100% - again with some restrictions remaining in June and July.

It is of note here too that there is significant variation as library services focus resources on digital inclusion – some services (not visible on this graph) have put in place 30 to 60 times the capacity offered pre-covid.

Public PC availability compared to pre-covid



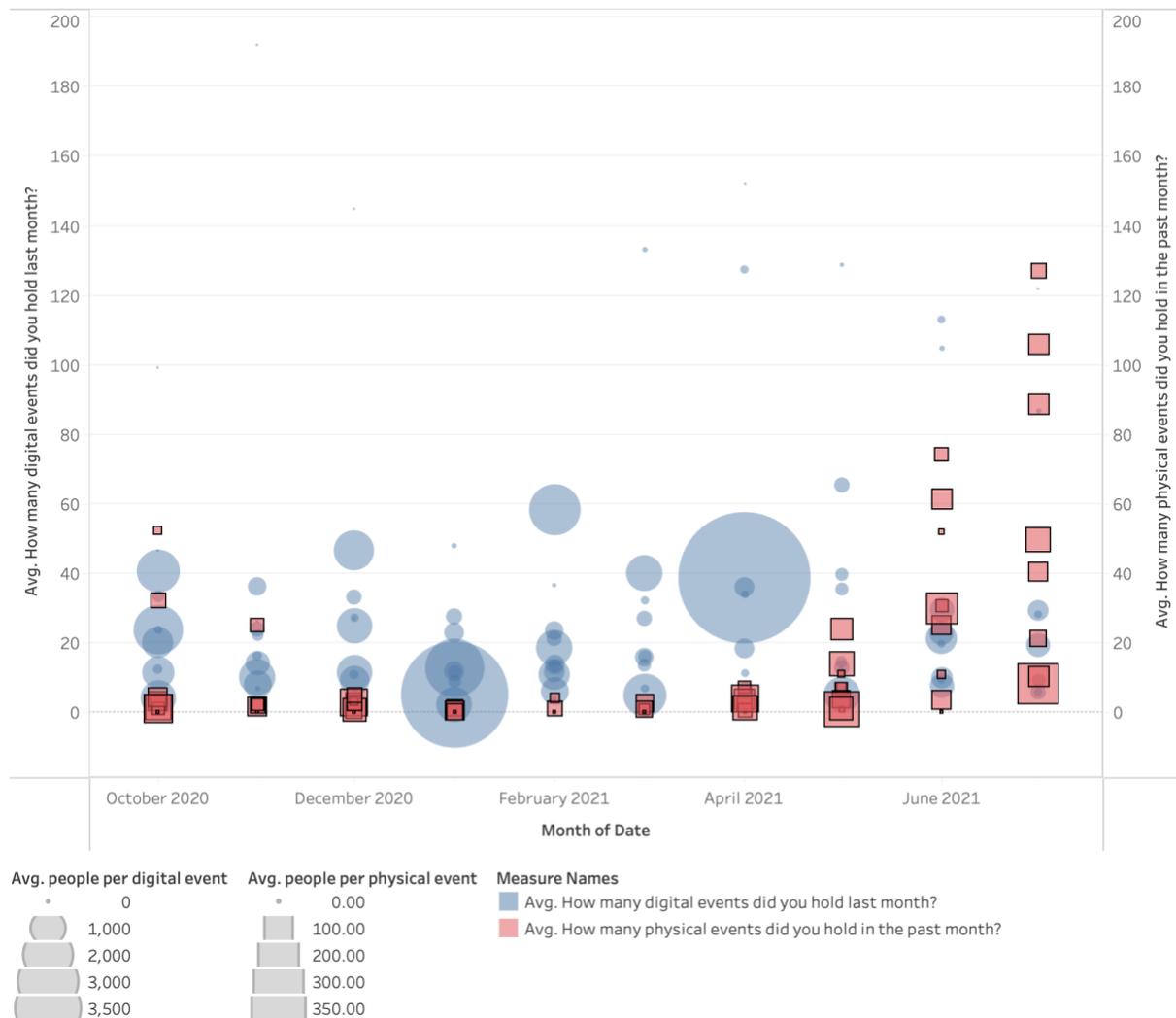
## 5 Events

The following graph shows:

- Blue circles reflect digital events in a region:
  - distance up the y axis shows the average number of events per library service in that region
  - size of circle shows the average number of people per event
- Red squares represent physical events in a region:
  - distance up the y axis shows the average number of events per library service in that region
  - size of square shows the average number of people per event

Note the scale is different for average numbers of people per event – the area for 1 person at a physical event is the same as for 10 people per digital event – the differences in numbers are so large that this is necessary for clarity.

Library Events





We are seeing continued strong numbers of and attendees at digital events – this is significantly more than pre-covid. May shows a drop in digital events and attendees, as libraries have put on many more physical events and these are showing increasing numbers of people, and this continues into July where large scale digital events do not appear for the majority of libraries.

Over the coming months libraries will have to make difficult decisions around capacity to deliver events – do they focus efforts on reaching more people through digital events, or on ‘higher quality’ interactions in physical events? It will be unlikely they have the resources to deliver both.

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