

# DARLINGTON LIBRARY SERVICE

## ASSESSMENT OF LOCAL NEED

### May 2016

#### Contents

DARLINGTON LIBRARY SERVICE	1
Introduction	3
General Information	5
Service Delivery Points	6
Crown Street Main Library	6
Cockerton Branch Library	6
Mobile Library	7
Online Services	7
Housebound Services	7
Residential Services	8
Performance of Service Delivery Points	8
Access to Services	11
Service Specific Information	12
Lending Services	12
Books	12
Spoken Word materials	13
Audio materials	13
Reservations	14
Information Services	15
Reference Library	15
Centre for Local Studies	15
Genealogical Research Information	15
Reference Services	16
Public Computer and Internet Access	16
Community Engagement	17
Adults	17
Children and Young People	17
Service Users	19
Gender	19
Age	19
Ethnicity	20
Disability	20
Ward and Deprivation	21

Library Survey	22
Summary	25
Meeting the needs of the general population	25
High Performing	25
Low Performing	25
Meeting the needs of specific groups	25
Children and Young People	26
Unemployed Adults	26
Health and Disability	26
Ethnic Minorities	27
Deprived Communities	27
Value for Money	27
High Performing	27
Low Performing	28
Conclusions	29

## Introduction

Darlington is a market town in the north east of England, with a population of 106,500 (2011 Census). It has excellent infrastructure links with the A1 road and East Coast mainline service. In 1997 the town became a unitary authority.

Although the town has some affluent areas, there are pockets of deprivation and the IMD 2015 analysis ranks Darlington as the 97<sup>th</sup> most deprived authority out of 326. For employment, the town is ranked 54<sup>th</sup> most deprived out of 326 local authority areas.

Long term health problems and disability are higher than the national average, 19.63% as compared to 17.64% nationally. The proportion of people diagnosed with a mental health condition is 1% of the population, compared to 0.88% nationally.

In 2015, 2,852 children in the Borough were in receipt of free school meals.

66.2% of children achieved 5+ GCSEs A\*-C grades.

The library service is one of the smallest in England with only one central library, one branch library and one mobile library service.

In order to inform the future development of Darlington's Library Services and to achieve cost efficiencies, it is necessary to give consideration to the needs of those who live, work and study in the area.

Using a combination of surveys, historical data and comparative statistics, the aim is to build a picture as to the requirements for Library and Information Services in Darlington, how those needs are currently being met, and looking at ways to improve usage, cost, performance and delivery to reflect changing requirements.

The assessment reviews provision and assesses performance against comparable English Unitary Authorities; a list of these Authorities is provided at **Appendix A**.

The aim is to understand the needs of the community, identify those areas where service performance is good, areas for improvement and future provision for a sustainable service while having to reduce resources to all services across the Council.

## Statistics

All statistics used come from the following sources:

CIPFA - CIPFA Statistics Comparative Profile Darlington Borough Council Public Libraries 2014-15 (Appendix A)

CIPFA – Information Services Public Libraries. Full Report 2014-15

<http://www.cipfastats.net>

IMD 2015 Analysis

(Appendix C)

Department of Culture, Media & Sport. Open Consultation. Libraries Deliver: Ambition for Public Libraries 2016-2021

<https://www.gov.uk/government/consultations/libraries-deliver-ambition-for-public-libraries-in-england-2016-2021/>

Darlington Library Services Survey Feb-Apr 2016

(Appendix B)

Deprivation Statistics from Darlington Borough Council's Policy Unit (Natasha Telfer & Neil Bowerbank)

Public Transport information (Sue Dobson, Locomotion)

Crown Street Library Monthly Statistics Report

Cockerton Library Monthly Statistics Report

Mobile Library Monthly Statistics Report

Library Community Engagement Monthly Statistics Report

## The National View

Since 2010, 246 static libraries and 160 mobiles have closed (CIPFA statistics). More closures are planned in 2016. The number of paid library staff has decreased and there has been a corresponding increase in the number of volunteers, either assisting in libraries supported by the local authority or running community libraries.

However, despite a decrease in visitor numbers and book issues, libraries remain popular. Half of the UK population has a library card. In 2015, there were 225 million visits to public libraries and 96 million visits to library websites. (DCMS. Libraries Deliver: Ambition for Public Libraries in England 2016-2021).

The Department of Culture, Media & Sport is consulting on the strategic direction and core offer for the Service.



The Museums Libraries and Archives Council's [What do the public want from libraries](#) report from 2010 showed a series of reasons why people use libraries. These were:

- a love of reading
- the opportunity for discovering new things
- study
- education
- learning
- social contact
- spending time alone
- finding out something specific

The Needs Assessment will examine the way Darlington Library Service supports the above criteria and the future direction of the Service.

## General information

Darlington Library Service operates from two buildings; Crown Street and Cockerton, and a Mobile Library. All three comply with disabilities legislation. The libraries are safe neutral spaces, which can be used by the whole community.

The service offers 100 combined weekly opening hours, with Cockerton Library open until 7.00pm, two nights a week. Disabled parking is available at both libraries, comprising of on-street disabled bays near to Crown Street and a free car park adjacent to Cockerton.

All statistics quoted throughout the document are derived from the 2014-15 Chartered Institute of Public Finance Annual Return made by Library Authorities. These are the latest comparator figures available from the English Unitary Authorities identified in Appendix A.

### Key statistics for Darlington Library Service 2014-15

- 392,184 books, CD's, DVD's and Audio Books issued in 2014-15.
- The Crown Street Library accounts for 61% of total issues.
- Cockerton Library accounts for 22%.
- Mobile Library accounts for 13%.
- Housebound and Residential services accounts for 4%.
- Library membership currently stands at around 52,000, of whom 13,136 borrowed an item in the last year - 12.4% of the total population of Darlington.
- There were 310,475 visits to Darlington Libraries in the last year.\*\*
- The Service dealt with 60,607 queries from the public in the last year.
- In addition, the Centre for Local Studies sees over 7,000 visitors a year, looking for information about local and family history, and deals with around 10,000 enquiries each year.
- The total number of items available to lend (including Books, DVD's, CD's and Audio) is 62,344.
- On average, each book is borrowed 6 times a year – much higher than the national average of 3.3.
- 46 public access computers are available at Crown Street and 10 at Cockerton.
- Public access computers are used for approximately 62,000 sessions each year, for everything ranging from job applications to social networking.
- Total Service Revenue Expenditure per 1,000 population is £9,892 – one of the lowest among comparable Authorities.
- Total Revenue Staffing expenditure per 1,000 population is £5,118 – the second lowest among comparable Authorities.

\*\* CIPFA figures are 297,539 but statistics for the Mobile Library had been omitted.

## Service Delivery Points

### Crown Street Library

Crown Street Library opened in 1885 as a result of a bequest from Edward Pease, a prominent townsman, industrialist and Quaker. The library occupies a central position in the town centre and is accommodated in a grade 2 listed building. Public areas are divided between adult lending, junior lending, a reference library, the computer library offering public access computers and the Centre for Local Studies. The public level houses over 62,000 stock items for loan including large print, spoken word and audio collections and an extensive Reference & Local History collection.

A basement area contains a large book store with additional specialist storage for archive materials. Crown Street Library is the 'headquarters' of the service. All support functions operate from this building, including stock services, the mobile library service, the housebound service and the events team.

Crown Street houses 46 computers available for public use and weekly computer courses are offered to enhance employment opportunities. Free Wi-Fi is available.

The Library has a close working relationship with local schools, hosting class visits and specialist sessions. There are weekly family activities for pre-school children.

The Library has a meeting room for use by reading groups and for the Learning & Skills Team to deliver courses. At other times the room is available for hire – the current charge is £15.00 per hour with discounts for charitable groups.

The Service frequently supports other Council activities and charities with use of space to promote events and public consultation issues.

This branch opens for 49 hours per week:

Monday	9:00am–6:00pm
Tuesday	9.00am–6:00pm
Wednesday	9:00am–5:00pm
Thursday	10:00am–6:00pm
Friday	9:00am–5:00pm
Saturday	9.00am–4:00pm

### Cockerton Library

Cockerton Library was built in 1970. It is a single storey building comprising the main library, small office and staff area.

The Library works closely with local schools and community groups - Cockerton, Mount Pleasant and Holy Family Primary schools for example, visit regularly. The library is closed on Wednesday afternoons, which allows for community events and adult learning courses. The shelving is sufficient to display 11,200 items including a collection of large print, audio books and music CD's. There are 10 computers and a printer available for public use. Free Wi-Fi is available.

Events held at Cockerton Library include:

- Monthly Councillor Ward Surgeries
- Weekly Baby Rhyme Time Sessions
- Reading Group
- Free holiday activities for children

The Library is easy to access with bus stops immediately outside the building and a free car park at the rear. All access is level with automatic doors making entrance and exit easy for wheelchairs, buggies and mobility scooters.

Cockerton Library is open for 28 hours per week at the following opening times:

Monday	9:00am-2:00pm
Tuesday	2:00pm-7:00pm
Wednesday	9:00am-1:00pm
Thursday	2:00pm-7:00pm
Friday	9:00am-2:00pm
Saturday	9:00am-1:00pm

### **Mobile Branch Library**

The Mobile Library visits 90 sites within the Borough working to a 3-week timetable. Visits include residential homes, sheltered accommodation, nurseries and schools as well as stops for general use. The library carries approximately 3,000 items of stock. The Mobile Library is fully accessible, having a hydraulic lift to assist users with mobility issues.

The Mobile Library has particular focus on the outlying areas of Darlington, bringing library services to people who find it difficult to get to the branches. It also works in partnership to support local events including the Community Carnival, the Festival of Thrift and the International Arts Festival.

The Mobile Library is open for an average of 23 hours per week over the 3-week timetable.

All stock is exchanged regularly between service points and users can return items to any branch.

### **Online Services**

The library website is <http://www2.darlington.gov.uk> where library members can renew their books, reserve items to collect in branch and browse the online catalogue. Library opening times and mobile library routes are displayed here.

Customers are now able to borrow e-books by downloading titles to their own devices from the online library catalogue. The service is relatively new, but shows an increasing popularity.

The library has a Twitter account and two Facebook pages, one exclusively for Baby Rhyme Time information. Social Media is increasingly important for the promotion of events and activities in the library.

### **Housebound Service**

The Housebound service (to be renamed Home Library Service) provides materials for those who are unable to use a library due to illness, disability or frailty. The service can be permanent or temporary, for example where someone may be recuperating from an illness or accident. Customers will have access to the same range of materials as those found in the central library which will be delivered direct to the individual's home. Visits are made on a three weekly basis and at a regular time by our staff who carry identification. This service is free of charge and requests to receive it can be made by individuals themselves, friends or carers. The Housebound service currently has 56 active borrowers.

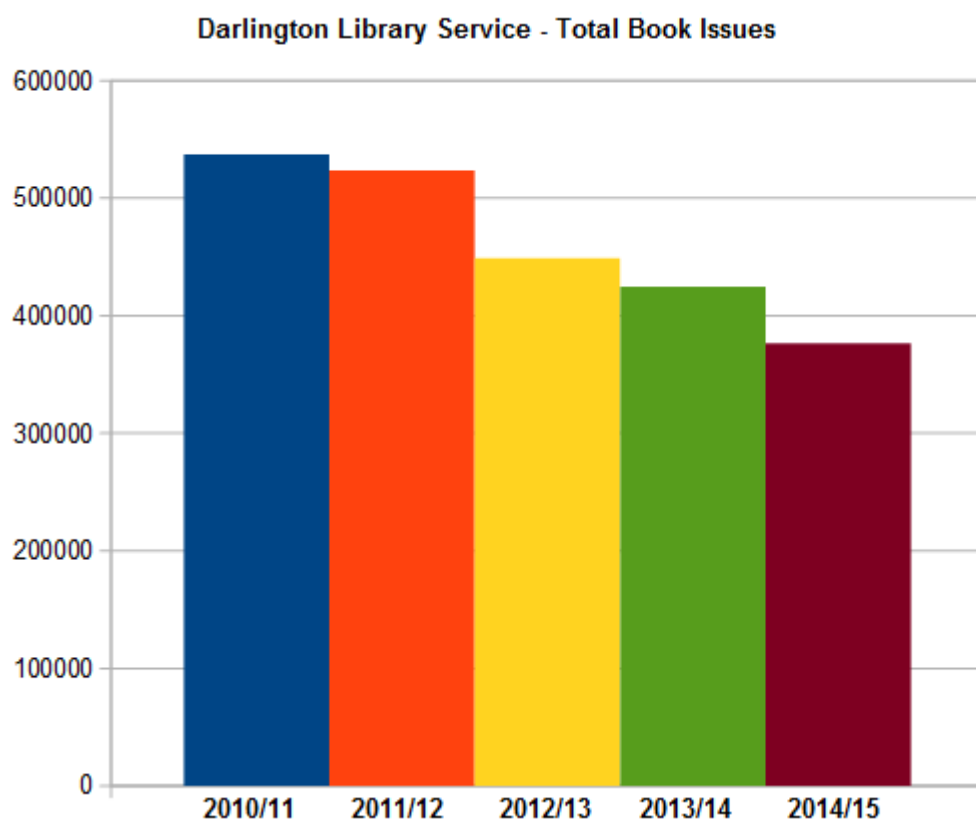
## Residential Services

The service offers a regularly changing collection of books to residential care establishments for use by their residents. These collections vary in size and scope, dependant on the number of residents in the home and their reading interests. The collections are chosen and packed by library staff, delivered by the library attendants and changed on a twelve weekly basis.

There are no comparator statistics for this service, but it delivers a collection to eight establishments.

## Performance of Service Delivery Points

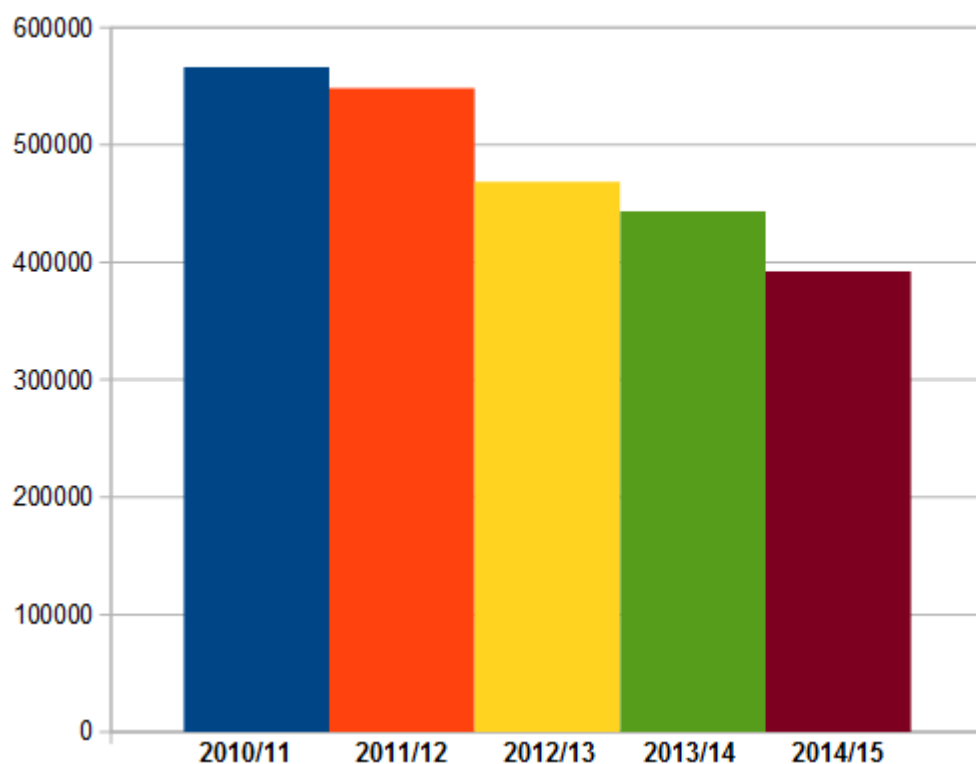
There has been a steady decline in traditional book loans nationally. In Darlington, the total number of loans has significantly declined over the last five years from over 530,000 items to 370,000.



Trend Data – Total <u>Books</u> Issued	2010- 2011	2011- 2012	2012- 2013	2013- 2014	2014- 2015
Darlington	537,260	523,684	448,875	424,726	376,583
Average of <u>all</u> English Unitary Authorities		1,050,098	989,097	924,671	833,145



## Darlington Library Service - Total Items Issued



Trend Data – Total Items Issued (Books & Audio Visual/CDs, DVDs)	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015
Darlington	565,928	548,090	468,673	443,202	392,184
Average of all English Unitary Authorities		1,050,098	989,097	924,671	833,145

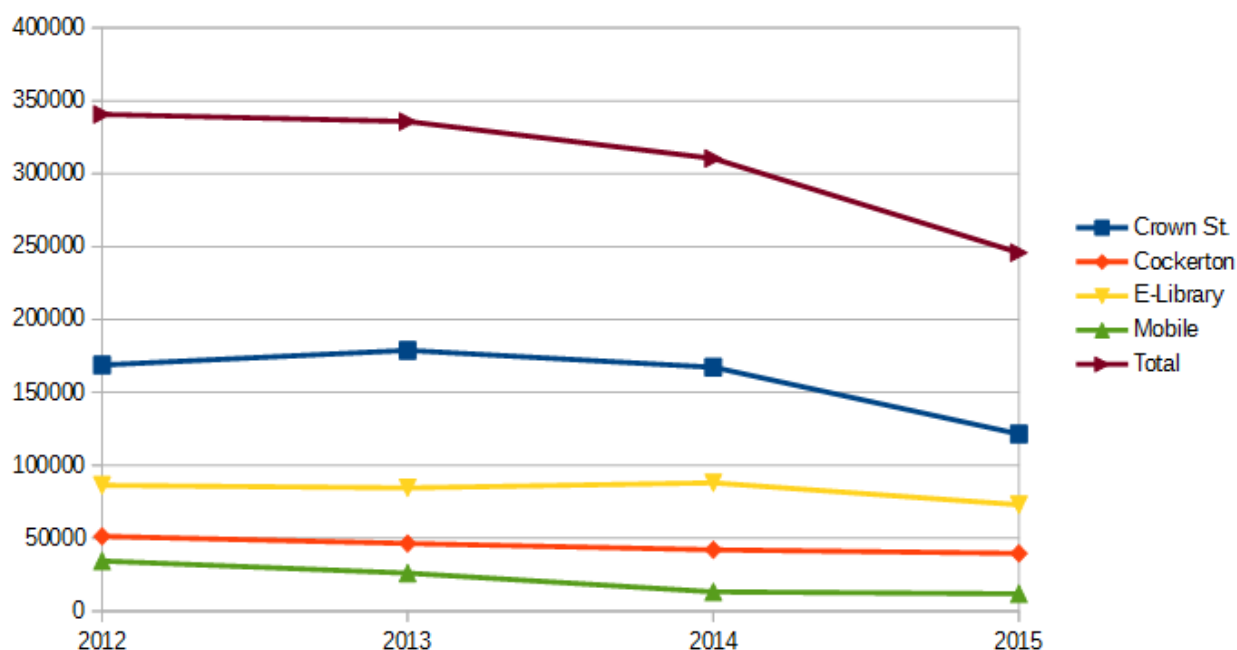
## The number of physical visits to the Library 2012-2015

### Physical visits to the Library

	Crown Street	Cockerton	E-Library	Mobile	Total
2012-13	168,775	51,300	86,275	34,350	341,995
2013-14	178,850	46,350	84,525	26,100	335,188
2014-15	167,250	42,050	88,239	12,936	**310,475
2015 -16	121,450	39,600	72,925	11,900	245,875

\*\* CIPFA figure is 297,539 but the figure for the Mobile was omitted.

### Physical Visits to the Library 2012-2015



### Comparisons with 15 comparable English Unitary Authorities (listed in Appendix A)

Service Area	Rank
Number of Libraries per 1,000 population	16 <sup>th</sup> lowest of 16
Number of Active Borrowers per 1,000 population	8 <sup>th</sup> highest of 16
Total Revenue Expenditure per 1,000 population.	15 <sup>th</sup> lowest of 16
Employee costs per 1,000 population	15 <sup>th</sup> lowest of 16
Premises costs per 1,000 population.	9 <sup>th</sup> lowest of 15
Transport costs per 1,000 population	10 <sup>th</sup> lowest of 16
Total Materials cost per 1,000 population (book budget)	7 <sup>th</sup> highest of 16
Computing costs per 1,000 population	10 <sup>th</sup> lowest of 13
Average cost per book purchased	8 <sup>th</sup> highest of 16
Total Book Issues per 1,000 population	3 <sup>rd</sup> highest of 16
Physical Visits for Library Purposes per 1,000 population	12 <sup>th</sup> lowest of 16
Website visits per 1,000 population	14 <sup>th</sup> lowest of 16
Volunteer hours worked	7 <sup>th</sup> highest of 16

### Interpretation

Darlington has the smallest population of the 16 authorities in the comparison.

The number of Active Borrowers per 1,000 population is a key indicator of how well the library service engages with the public.

Darlington is in the top half of the survey suggesting that the library service engages well with the population compared to other authorities (an active borrower is defined as having borrowed one item or more in the course of the preceding year).

Total Revenue Expenditure per 1,000 population is a key cost indicator. Darlington comes out at the lowest end of the comparison, suggesting that it is providing a low cost service.

Total Book Issues per 1,000 population measures a core library activity, providing an indicator for both workload and the demand placed on the library book stock.

Physical visits for Library Purposes per 1,000 population is a strong indicator of workload faced by the authority and is a measure of engagement. Darlington is at the lower end of the scale. (This figure is measured by the number of visits during a particular week and then extrapolated over 50 weeks to give a total).

## **Access to Services**

- Using public transport 95% of the population can access Crown Street Library within 30 minutes, 82% of the population within 20 minutes and 13% of the population within 10 minutes.
- Using public transport 93% of the population can access Cockerton Library within 30 minutes, 53% of the population within 20 minutes and 17% of the population within 10 minutes.
- The majority of households in Darlington are within a 10 minute walk of a mobile library stop or the two static libraries.

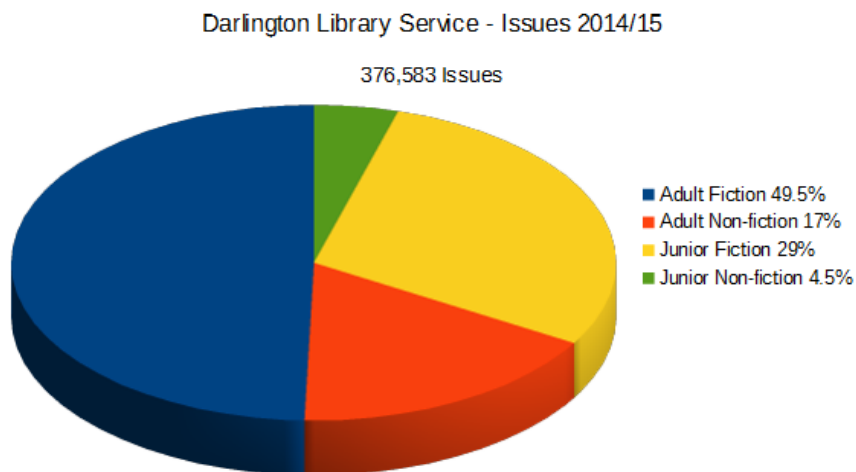
# Service Specific Information

## Lending Services

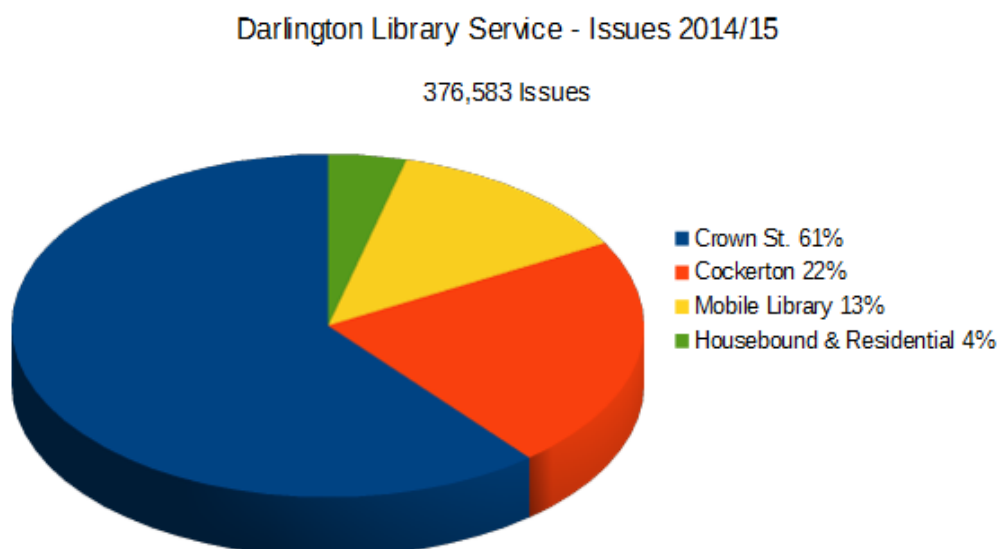
### Books

There were 376,583 Issues in 2014/15, of which

- 49.5% was adult fiction
- 17% was adult non-fiction
- 29% was junior fiction
- 4.5% was junior non-fiction



61% of the total stock issued was at Crown Street, 22% at Cockerton, 13% from the Mobile Library and 4% to housebound and residential services customers.



There is no charge to borrow printed books owned by Darlington Library, assuming that they are returned or renewed within the 3-week loan period.

The service achieves high issues for the number of branches and floor space that it has. There is a regional contract in place for book purchase, ensuring the very best value for the money spent.

## Performance

- Cost per visitor is £3.50. The average in comparable authorities is £3.80. This is the revenue expenditure divided by the visitor number.
- Issues per book is 6 issues per item per year. The average for comparable authorities is 3.3. This shows how hard the stock is working.
- Number of Issues per 1000 population is 3,573; this is above average within the 16 comparable authorities.
- Total number of books available for loan is 62,344. The average is 194,000.

## Spoken Word materials

### Performance

The Council offers a range of adult and children spoken word material. The CIPFA (Chartered Institute of Public Finance and Accountancy) statistics do not measure performance between Library Services concerning issues for Spoken Word materials. As a result, the statistics outlined below are for Darlington only.

- Adult Spoken Word Issues in 2014/15 were 7,455
- Children Spoken Word Issues in 2014/15 were 2,389

## Audio materials

### CDs

CD issues are a declining market due to changes in the way in which people access and use music. Very little is currently spent on the collection (114 CDs were purchased in 2014/15) but there is a reserve stock which staff can retrieve material from for borrowers.

The aim is to gain as much income from the current collection as possible before demand for the format ends. Increasing charges is unlikely to increase income, the current high issue being a result of the current two-for-one offer. The intention is to continue offering the collection, but to invest less in it.

### Performance

The library has slightly below average performance for 'Audio Issues per 1000 population' with 323. The average is 384.

Trend Data	2015	2014	2013
CD issue	2862	4678	5022
Stock	2513	2393	2580

### DVDs

The original DVD service was started as a market test and the assessment was that apart from children's DVD's there was little interest. The bulk of the issues achieved are of children's materials and most current popular materials have a very high cost if they are licensed for loan.

### Performance

The CIPFA statistics do not measure performance between Library Services concerning issues for DVDs. As a result the statistics outlined below are for Darlington only.

<b>Trend Data</b>	2015	2014	2013
DVD issue	340	484	642
Stock	445	463	453

### **Language Courses**

The service has a stock of approximately 170 language courses for loan, of varying length and complexity, from simple holiday French to 3 month Japanese courses.

### Performance

The CIPFA statistics do not measure performance between Library Services concerning issues for Language Course materials. As a result the statistics outlined below are for Darlington only.

<b>Trend Data</b>	2015	2014
Language issue	129	167
Stock	146	142

### **Reservations**

Library members have the opportunity to reserve specific items which are not currently on the shelf and there is a charge for this service. The library management system generates a letter or email to the user once the item is available.

Where a book cannot be supplied from Council stock it will be borrowed from another library. Where it is not available from another public library it will be borrowed from academic and specialist libraries or from the British Library Lending Division. Charges to Darlington Library for these items vary depending on where they are sourced. The current British Library charge is £13.15 and some non-public libraries will also charge that amount. The cost to the borrower is £5.00. The Service is a net lender of books to other libraries, which means that the inter-lending service costs less than it would without a very good reserve collection, particularly of non-fiction.

All libraries in the North East Region contribute to a regional van service and this is used to transport items around the region and to and from the British Library.

### Performance

- The service supplies 45% of reserved books within 7 days, 56% within 15 days and 61% within 30 days. This is the 15<sup>th</sup> lowest of 16 authorities.
- The total number of requests processed in 2014/15 was 10,468.
- Reservations per 1000 population were 99. The average is 170. This is the 14<sup>th</sup> lowest out of 16 authorities.

## **Information Services**

Responding to customer's information needs is a central remit of any library services. Information is sought by the public at all service points and the staff support those needs whatever the requirement using books, reference materials, internet, etc.

60,607 queries were handled by the service in 2014/15.

## **Reference Library**

Around 12,500 people used the reference facilities – for reference materials, reading newspapers, studying etc., in 2015.

The busiest times are between 11:00am and 1:00pm with an average of 11 people per hour using the facility. The value of a free, quiet study space is invaluable for many people.

## **Centre for Local Studies**

The Centre for Local Studies maintains a large collection of information about local history and family history. The collection includes books, maps, posters and flyers, leaflets, tape recordings, oil paintings and watercolours, as well as over 40,000 photographs and slides.

The stock is an irreplaceable local asset, and as such is used, not just by the general public, but also by the local authority and by national organisations such as the BBC for research and the supply of information.

The service also provides and supports users to access a large range of specialist digitised materials via stand-alone PC's and the Internet.

The Centre receives requests for image and other reproductions – operating a sliding scale of charges, dependant on the end use, with higher charges for national and international publications, compared to local and personal use.

Some of the collection does not have a digital catalogue, but this is being addressed, and a collection of digitised photographs being built; accessible from the library website (<http://www2.darlington.gov.uk>)

## **Performance**

The CIPFA statistics do not measure performance between Library Services concerning Local Studies. As a result the statistics outlined below are for Darlington only.

In the year to 31st March 2015, the service recorded 9,964 enquiries, 11% of which were received by e-mail, post or phone. In the same period over 7,000 visitors were recorded, and while the majority are local people, some travel to Darlington from all over the world for information on their family and the local area. The Centre runs events, designs displays, hosts class visits to support the National Curriculum demand for local historical knowledge, as well as visits by adult groups.

## **Genealogical Research Information**

Users of the Centre for Local Studies mostly complete their own research – with varying degrees of help from staff to access the required information.

The charged genealogical research service is provided by an expert who is contracted to us for those hours spent on research and the service is charged to users at that rate plus on-costs; the current charges being £30.00 per hour.

## Reference Services

In addition to the information service offered by the Reference library, and the large range of hard copy reference resources, magazines and leaflets, this part of the service also supports users with the following:

### Photocopying

Photocopying is charged at 15p per black and white A4 page and 55p per colour page.

### Fax Service

A fax service, operated by staff, is offered at the reference desk and has high demand. This is a popular service due to lack of other providers in the centre of town. The charge is £1.45 per page to a UK fax number. Faxes can also be received at a cost of 0.50p per page.

### Scan and e-mail service

The library operates a 'scan and email' service at a charge of £1.00 for the first sheet and 0.50p for subsequent sheets. However, we encourage the public to use the available scanners themselves and staff are always prepared to give a demonstration.

### Public Computer and Internet Access

The library service has a total of 56 PCs for public use, across the service. All library members are entitled to half an hour free computer use. Those in receipt of Job Seeker's Allowance have one hour free. Members and non-members may pay for additional time at a charge of £1.00 per half hour. A self service system is in place for users to log on to computers themselves but library staff do offer approximately 15 minutes of support to customers as required. If customers require significant levels of support staff will signpost them to the IT courses which are run in the e-library and at other locations in the town.

The busiest area of computer use is at Crown Street, which houses 46 public access computers. Ten of the computers are in an area that can be partitioned for adult learning courses.

### Performance

- The number of Electronic Workstations per 1000 population is 5. The average across comparable unitary authorities is 6.
- The public access computers across the service were used for over 62,000 sessions in 2014/15.

Trend Data	2015	2014	2013	2012
I.T. Sessions	62120	67455	63490	73445

Darlington is 16<sup>th</sup> lowest of 16 authorities for the number of public computer sessions available. This figure should improve with the installation of new computers at Crown Street and Cockerton libraries.



## Community Engagement

### Adults

In order to promote the Library and engage with the community, the service offers a range of activities including: reading groups, author visits, local history talks, arts and crafts, exhibitions, displays, weekly knitting group and a gentle keep fit class aimed at those just starting exercise.

The Learning and Skills team offers a range of courses delivered in the Library ranging from functional skills and computer literacy to languages and arts.

### Performance

- 6 adult reading groups (meeting monthly) facilitated by library staff.
- 18 external reading groups supported by loan of library materials.
- 1 reading group for those with a visual impairment.
- Numerous events throughout the year including author visits, live music, displays and exhibitions.
- 208 people attended the keep fit class during 2014/15.

### Children and Young People

The service offers a comprehensive range of books and magazines for young people aged 0-17 from baby books to teenage fiction, supported by regular events.

- Children are eligible to join the library from birth.
- Pre-school children become members of the Bookstart Bear Club, collecting stickers and certificates.
- The popular Bookstart Baby Rhyme time sessions are held weekly at both Crown Street and Cockerton Libraries. For children aged 0-4.
- School groups are able to visit the library as part of their literacy programme. The library produces themed work packs to link to topics being taught, e.g. Victorian Britain, The Great Fire of London, etc.
- The service offers specific visits to groups such as Brownies and Scouts, junior reading group as well as Saturday morning story and craft sessions. A range of activities are offered during school holidays including the National Summer Reading Challenge for primary school children.
- Multi-sensory storytelling for children with additional needs.
- The service offers a visit to every Reception school class in Darlington, which includes a book pack for every child and advice regarding everyday reading for parents/carers.
- The Library takes part in the annual Northern Children's Book Festival when children's authors are taken into schools throughout the Borough for book readings, creative writing and workshops.

## Performance

- 74 % of the 4 to 12 year olds in Darlington are members of the library, with many visiting the libraries on class visits.
- 2,050 Bookstart packs were delivered in 2014/15.
- 12,655 young people attended events in 2014/15.
- 1,069 children aged 5-11 years took part in the annual National Summer Reading Challenge.
- 4,631 visited the library as part of a school visit.
- 8 Baby Rhyme Time sessions are held each week across both Crown Street and Cockerton.
- 280 babies and toddlers attended a Baby Rhyme Time session each month.

## Service Users

### Gender

Latest data available (2014/15).

Registered Users are all those who have joined the library and received a library card. Just under half the town's population are registered to use the library service.

Active Borrowers are those people who have borrowed one or more items in the last twelve months. This is a rolling year.

<u>GENDER</u>			Male	Female	Not stated	TOTAL	Gender Variation
<b>DARLINGTON POPULATION</b>			Numbers 51,355	54,259		105,564	
			% 48.6	51.4		100	2.8
<b>REGISTERED USERS</b>	<b>Total Registered Borrowers</b>		Numbers 23,398	29,040	523	52,961	
			% 44.62	55.38		100	10.76
	<b>Total Registered Borrowers Used within last year</b>		Numbers 5,549	7,284	303	13,136	
		% 43.01	56.99		100	13.98	

The table above indicates that males are slightly under-represented as library members compared to the proportion of the total population.

### Age

The age range of members is not in line with the population, see table below:

<u>AGE</u>		0-15	16 - Ret	Ret+	Total
<b>DARLINGTON POPULATION</b>	Numbers	20,057	63,338	22,169	105,564
	%	19%	60%	21%	100%
<b>ACTIVE USERS</b>	Numbers	4,409	5,266	3,461	13,136
	%	33%	40%	27%	100%
<b>LIBRARY SURVEY</b>	Numbers	149	1,415	1,205	2,769
	%	5.4%	51.1%	43.5%	100%

Note: The library survey results show 16 year olds in the 0-15 category not 16-Ret.

### Darlington Library Service Survey Feb-Apr 2016

Residents completing the survey.

- Members over the age of retirement are notably over-represented as a proportion of the total population.
- 0-15 aged members are significantly under-represented as a proportion of the total population.
- 496 respondents skipped the question on age.

### Active Users

Both retired+ and 0-15 are over represented as a proportion of the total population and 16-retirement are significantly under represented.

## Ethnicity

The library service has had difficulty collecting ethnicity data and the overwhelming majority of new members do not answer ethnicity questions as part of the membership form. As a result of this, 96.9% of registered users do not have their ethnicity stated or their stated ethnicity does not fit within the prescribed headings.

We do not collect this data now – latest figures available (2014) are below.

<b>ETHNICITY</b>		<b>Non White</b>	<b>Mixed</b>	<b>Asian</b>	<b>Black</b>	<b>Chinese /Other</b>	<b>White</b>	<b>Not Stated / Other</b>	<b>TOTAL</b>	
<b>DARLINGTON POPULATION</b>	<b>Numbers</b>	2,123	618	940	225	738	96,811		105,400	
	<b>%</b>	3.8%	0.6%	0.9%	0.2%	0.7%	95.8%		100%	
	<b>Group %</b>	4.2%					95.8%		100%	
<b>REGISTERED USERS</b>	<b>Numbers</b>	-	4	24	2	1	596	19,987	20,614	
	<b>%</b>	0.0%	0.6%	3.8%	0.3%	0.2%	95.1%		100%	
	<b>Group %</b>	4.9%					95.1%		100%	
<b>CIPFA STATS</b>	<b>DARLINGTON</b>	<b>Numbers</b>	2108				98,292		100,400	
		<b>%</b>	2.1%				97.9%		100%	
	<b>COMPARATIVE</b>	<b>AVERAGE</b>	<b>Unitary Auth: England</b>	6.3%				93.7%		100%
			<b>Similar Size Population</b>	10.9%				89.1%		100%
<b>Neighbouring Unitary Authorities</b>			2.9%				97.2%		100%	
<b>LIBRARY SURVEY</b>	<b>Numbers</b>		15	21	11	11	2,602	89	2,749	
	<b>%</b>		0.6%	0.8%	0.4%	0.4%	97.8%		100%	
	<b>Group %</b>	2.2%					97.8%		100%	

Of the data available the following can be observed:

- The proportion of membership for each known ethnicity is broadly in line with the wider population ethnicity mix.

## Disability

There is little information held on disability, with the Library Management System not collecting this data, it is therefore not possible to show how many registered library users have a disability. The information collected from the library survey compared to the population shows a similar level of people with a disability. The results from the survey are shown below:

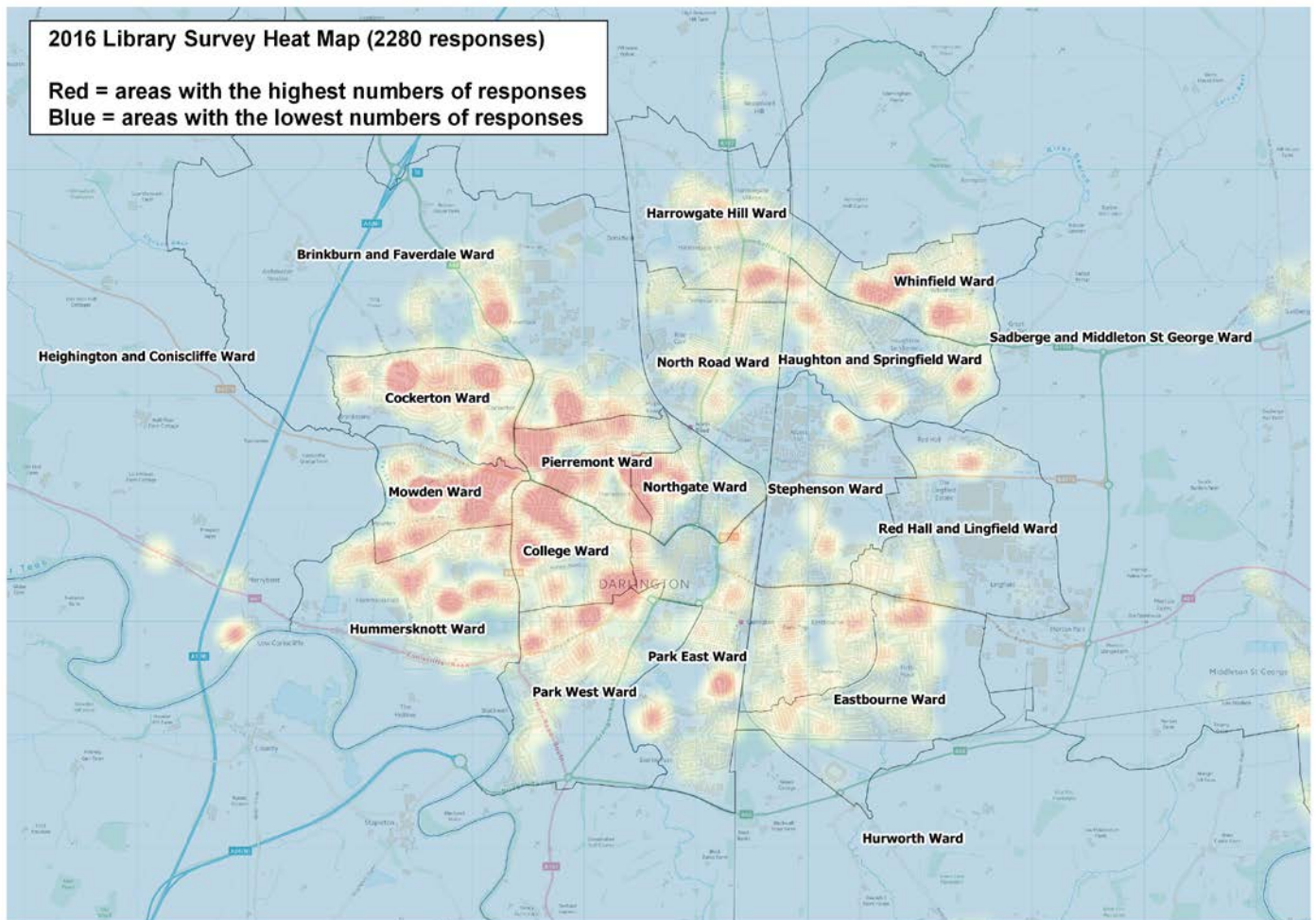
	<b>Disabled?</b>		<b>Difference</b>	<b>Survey Info</b>		<b>No of Respondents</b>
	<b>Yes</b>	<b>No</b>		<b>Answered</b>	<b>Not Answered</b>	
<b>Library Survey</b>	19.4%	80.6%	<b>-61.2%</b>	<b>2614</b>		
<b>Population</b>	19.6%	80.4%	<b>-61.3%</b>		<b>651</b>	
<b>Difference</b>	<b>+0.2%</b>	<b>-0.2%</b>	<b>-</b>	<b>TOTAL</b>		<b>3229</b>

This indicates the disability profile of library users within the survey broadly reflect the disabled population of Darlington.

## Ward and Deprivation

### Survey Returns from around the Borough

Ward Name	Local Authority ranking of deprivation (1 is most deprived)	Number of Survey Returns	% Returns based on known postcodes
Bank Top & Lascelles	4	98	4.3%
Brinkburn and Faverdale	30	126	5.5%
Cockerton	7	194	8.5%
College	65	150	6.6%
Eastbourne	11	95	4.2%
Harrowgate Hill	31	98	4.3%
Haughton & Springfield	25	105	4.6%
Heighington & Coniscliffe	46	129	5.7%
Hummersknott	61	156	6.8%
Hurworth	37	77	3.4%
Mowden	62	180	7.9%
North Road	10	87	3.8%
Northgate	1	75	3.3%
Park East	15	130	5.7%
Park West	29	131	5.7%
Pierremont	34	158	6.9%
Red Hall & Lingfield	3	65	2.9%
Sadberge & Middleton St George	43	86	3.8%
Stephenson	16	40	1.8%
Whinfield	23	100	4.4%
100%		2,280	69.8%
Blank		598	
Error		387	
Total		3,265	



## Darlington Library Service Survey 2016

A full copy of the survey can be found in Appendix B

Between 15 February 2016 and 3 April 2016, the Authority completed a detailed consultation exercise which resulted in over 3,265 responses to a survey. The survey focused on identifying who used the service, what services were used and how people felt about the budget proposals affecting the library in the Council's MTFP.

Outlined below is an analysis of the survey results:

### Characteristics of Respondents

- Responded to by a larger proportion of the female population.
- Proportion of older and younger people responding to the survey does not match Darlington's population averages nor active library users, with over 50% of respondents aged over 55, and only 6.5% of respondents aged under 25.
- High response rate from wards around Cockerton Library.
- The proportion of disabled people that responded to the survey is in line with the proportion of the town's residents with a disability or long term illness.

### Proportion Using Darlington's Library Service

- The majority (95.5%) of respondents use Darlington's Library Service.
- Older people use the library service more than younger people, especially 11-16 year olds, with only 1.1% of this age group saying they use the library service.

### **Libraries Used**

- Crown Street is the most popular used library, with 87.5% respondents using this library, Cockerton is second with 39%, with the Mobile Library service used by 11% of respondents and the online service by 13%.
- Crown Street is the most popular library across all year groups, but usage does decline as the population gets older, with usage of the Mobile Library increasing in the older age groups.
- Wards including Cockerton, Pierremont, and Mowden near to Cockerton Library are the highest users of this Library.
- On average, rural wards have the highest usage of the Mobile Library.
- Usage of Crown Street Library is lower in wards that are rural or are close to Cockerton Library.

### **Frequency of Library Usage**

- 86% of those people surveyed use a library at least once a month, with 43% using a library at least once a week.
- There is a lower frequency of usage in the younger population, especially 11-16 year olds.
- People living in rural wards tend to use the library less frequently.

### **Library Services Used**

- The most popular service (88.5%) is borrowing books, followed by finding information using hard copy reference resources (46.5%), visiting the Art Gallery (33%), computer and internet facilities (25%), and borrowing music CDs and DVDs (13.5%).
- Borrowing books, finding information using hard copy reference resources, and local and family history services are more popular with older residents than younger ones. Younger people use computer and internet and study facilities more than the older population.

### **Most Valuable Library Services**

- Respondents rated borrowing books (89%) as their most valuable service, followed by finding information using hard copy reference resources (41%), Centre for Local Studies (28%), children's sessions and events (22%), internet facilities (20%), computer and internet facilities (20%), Art Gallery (19.5%), reading newspapers/magazines (16.5%), music CDs and DVDs (10%).

### **Reasons for Non Usage**

- The most popular reasons for non usage are buying own books (36%) and using online resources (36%), lack of time (23%).
- The younger population, from 11-20 year olds, are less likely to use the library.

### **Encouraging Usage**

- 105 people out of 3,265 replied to this question. Of these 105 respondents, 61 stated that nothing would encourage them to use the library and 44 said that they could be encouraged to use the library.
- Again the majority of users responding to this question with either yes or no (meaning they don't currently use the library service) were younger residents.

### **Preferred Library opening times**

- Most respondents would like the library to be open 10am to 7pm during the week, and 10am to 5pm on Saturdays.
- Older residents were less keen on late opening hours and libraries being open on a Sunday.

### **Library Proposals**

As part of the consultation on the Council's MTFP budget proposals, this year's survey included questions relating to potential alternative arrangements for the Library Service including:

- The relocation of the Central Library to the Dolphin Centre
- The closure of the Cockerton Branch Library
- The withdrawal of the Mobile Library Service

Of the 3,258 respondents:

- 91% disagreed with the proposal to re-locate the Central Library
- 77% disagreed with the closure of Cockerton Library
- 69% disagreed with the withdrawal of the Mobile Library Service
- However the proposals do include an extension of Library opening hours (63 hours per week including Sundays) and an extension to the Housebound Library Service for those with Health and/or Mobility problems.

Note: Additional information relating to the survey can be found at Appendix B.



# Summary

## Meeting the needs of the general population

### High performing

- Library membership currently stands at around 52,000 people, with 13,146 (12.4%) of the total population of Darlington borrowing books in the last year.
- The service issues over 370,000 books every year, deals with 575 enquiries for every 1,000 population and sees some 297,539 people each year across all three service points.
- Total revenue expenditure per 1,000 population is one of the lowest in the family group.
- The service generally performs at the higher end for issuing books but maintains an efficient service with below average costs per employee per 1,000 population.
- The Centre for Local Studies sees over 7,000 visitors a year, looking for information about local and family history, and deals with around 9,000 enquiries each year.
- Inter-library lending; the service is a net supplier of loans to other authorities meaning the cost of DBC's own inter-library loans is reduced.

### Low performing

- Having only the three service points gives Darlington the highest population per library of any authority in the country, and the lowest opening hours, with the average number of service points across all unitary authorities being 12.
- The service is the worst performing service for 'Floor Space per 1000 population' with 12sqm. The average is 21sqm.
- The service has the highest figure for 'Population per service point' with 35,133. The average is 17,318.
- The service supplies 45% of reserved books within 7 days, 56% within 15 days and 61% within 30 days which makes it one of the worst performing unitary authorities.

## Meeting the needs of specific groups

### Older People

- The library offers a welcoming safe place.
- Large selection of books including large print and audiobooks.
- Free hire of audiobooks for those with visual impairment or who are unable to physically hold a book.
- Newspapers and Magazines to read.
- Easy access by lift.
- Accessible toilet facilities.
- Reading groups, author visits, knit & natter group, easy keep fit class.
- Help with computers and internet..
- A Local Studies Centre for help with genealogy.

- Home Library Service (an extension of the current Housebound Service) for those who cannot make the journey to the library for health or mobility reasons.
- Older people have traditionally been regular users of the library service. Present figures indicate that 3,100 older people are Active Borrowers (having borrowed one or more item in the past year).

## **Children and Young People**

- 74 % of the 4 to 12 year olds in Darlington are members of the library, with many visiting the library on class visits.
- The library offers safe, welcoming and neutral space.
- Activities to encourage reading and cultural enjoyment (e.g. Baby Rhyme Time, Summer Reading Challenge, book groups and holiday events).
- Concessions include no overdue fines for late return of children's books borrowed on a junior card.
- Free Baby Rhyme Time sessions.
- Free holiday activities.
- Sets of junior books to support reading groups in schools.

## **Unemployed Adults**

To assist with job searching, unemployed adults have access to functional skills courses at Crown Street Library and additional free time on the public-access computers. Staff are also trained to assist in using web services such as Universal Jobmatch and other Government sites.

## **Health & Disability**

The library offers a range of books on health matters and participates in the Reading Well Books on Prescription Scheme, which aims to bring self-help information to people with anxiety and depression.

A collection of braille picture books for children is available, as well as large print and audio resources.

Multi sensory book bags are available to borrow.

The Book Start scheme has resources for children with additional needs. Packs are available for visual impairment, hearing impairment and sensory impairment.

To provide a social outlet for those with dementia and their carers, a Dementia Café is held monthly in the library, staffed by volunteers from the Alzheimer's Society. In order to provide information and advice, a Dementia Hub operates from the library once a month, staffed by a member of the Dementia Action Alliance. The library also holds a good stock of books and information about dementia and staff are trained as Dementia Friends.

Action on Hearing Loss hold hearing aid clinics in the library twice monthly.

There is a weekly gentle exercise keep fit class for people who haven't taken part in exercise classes before.

For the visually impaired, the Library holds a large stock of audio books that are free to borrow and a monthly reading group is hosted at Crown Street.

The proportion of service customers with disabilities broadly reflects the number of people with disabilities in Darlington as a whole.

## **Race/Ethnic Minorities**

The Library Service has limited information concerning the number of people from BME groups who use the service.

The library provides a range of books in foreign languages.

As part of the Book Start initiative, dual language reading materials are available for children identified by partner agencies.

The library stocks a wide range of dual language picture books (text in English plus additional language). Languages stocked include Polish, Czech, Chinese, Russian, Urdu, Bengali and Arabic.

## **Deprivation**

Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds. The Index of Multiple Deprivation (IMD) listed in **Appendix C** attempts to measure the concept of multiple deprivation across seven distinct domains. Darlington is in the 30% most deprived local authority areas in England, it is ranked 97th out of 326 on the IMD 2015. There are pockets of severe deprivation, with the neighbourhoods in the centre of town, around North Road, Redhall, West Cockerton, Eastbourne and Skerne Park displaying the highest levels of deprivation in the town.

Cockerton Library is located within one of these areas.

The library provides a warm, free space to study. Free access to books and newspapers and to online government services.

Schoolchildren from Mount Pleasant school visit regularly and there are free holiday activities provided to encourage use of the library. Free weekly Baby Rhyme Time Sessions are held and the Library Bookstart Co-ordinator ensures that all young children receive free book packs from the earliest age. She works with targeted groups to foster the reading habit in order to improve life chances.

Libraries play a key role in supporting learning for individuals of all ages. Encouraging a love of reading from an early age is proven to lead to improved life chances and academic achievement.

## **Value for Money**

### **High performing**

- Library membership currently stands at around 52,000 people, with 13,146 (12.4%) of the total population of Darlington borrowing books in the last year.
- The service issues over 360,000 books every year, deals with 575 enquiries for every 1,000 population and sees some 310,475 people each year across all three service points.

- The public access computers, across the service, are used for over 62,000 sessions each year, for everything from job applications to social networking.
- The Centre for Local Studies sees over 7,000 visitors a year, looking for information about local and family history, and deals with around 9,000 enquiries each year.
- The service ranks highest out of 16 authorities for 'Issues per book with 6 issues per item per year. The average is 3.3.
- The average cost of book purchase, total revenue expenditure per 1,000 population, one of the lowest.
- Darlington is 11<sup>th</sup> lowest out of 16 comparable authorities for staffing levels. The average cost per employee is 15<sup>th</sup> lowest out of 16, although the proportion of the budget that they take is high, reflecting a low overall budget compared to other authorities.

### **Low performing**

- Having only the three service points gives Darlington the highest population per library of any authority in the country, and the lowest opening hours, with the average number of service points across all unitary authorities being 12.
- The service is the worst performing service for 'Floor Space per 1000 population' with 12sqm. The average is 21sqm.
- The service has the highest figure for 'Population per service point' with 35,133. The average is 17,318.
- The service supplies 45% of reserved books within 7 days, 56% within 15 days and 61% within 30 days which puts it at the lower end of performance by all English Unitary Authorities.

## Conclusions

The Darlington Library Service has a mixed performance with the service performing well with regard to the number of active borrowers and number of issues per item, and is one of the lowest cost services in its comparator group, demonstrating that the service is efficient and provides value for money. However with regard to service points it only has three, therefore its population per service point 35,133; the average is 17,318.

The information clearly shows that book issues are declining, however the traditional library functions remain important to many customers. Nonetheless the shift towards increasing use of technology will continue to challenge delivery models in the immediate future. This is already being witnessed in the rise of e-book issues and the decline of traditional reference provision, the use of self-service technology and the provision of 24/7 services, accessible without having to visit the library.

Footfall has fallen significantly across all sites at Crown Street by 28%, Cockerton by 23% (potentially as a result of reduced opening hours), e-library by 15% and the Mobile Library by 65%. The library service overall has seen a reduction in usage of 28%.

The Council is facing extremely difficult financial times with Government funding being cut, a consequence being the need to cease/reduce £10.2million of services.

From the Library Consultation Survey completed by 3,265 residents, which represents approximately 3% of the population, a significant majority support the existing service and would not wish to see any changes.

This support has to be balanced against falling use, reduced book issues and the financial pressure the Council is under.

It would be possible to meet the Council's statutory requirement by providing only one main library within the town centre where approximately 95% of the population are within 30 minutes using public transport.

It is evident there is support for the Mobile Library by those that use it, however with the significant fall in usage it is difficult to continue to support this facility with an ongoing reduction of 65% in the past five years. If the Mobile Library is discontinued there will be a need to extend the Housebound Service to cater for those residents that generally are unable to visit the town centre library. This would allow them to continue to be able to access books on a regular basis.

Cockerton Library is the only branch library within the Borough and whilst well supported, it is difficult to continue to justify ongoing financial support when a significant number of other Council services are having to be reduced or cut.

Therefore, whilst there is public support for the existing level of service, with falling book issues and usage the Council will be able to meet the overall need by providing one centrally located library service.

**Appendices:**

Appendix A CIPFA stats Comparative Profile Public Libraries Darlington Borough Council  
2014/15

Appendix B Darlington Library Service Survey Feb-Apr 2016

Appendix C IMD 2015 Analysis

# Darlington Borough Council

CIPFAstats Comparative Profile

## public libraries

2014-15 Actuals and  
2015-16 Estimates

Comparison Group:

- (x) Darlington
- (a) Calderdale
- (t) St Helens
- (w) Stockton-on-Tees
- (f) Dudley
- (d) Bury
- (k) Derby
- (e) Rotherham
- (m) Bolton
- (r) Gateshead
- (z) Medway
- (g) Wakefield
- (n) Tameside
- (h) Barnsley
- (u) Telford & Wrekin
- (s) Doncaster



## FOREWORD

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

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 2015 CIPFAstats collection with the group of authorities specified on the title page.

This is the fifth 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 45

## Approach to missing data

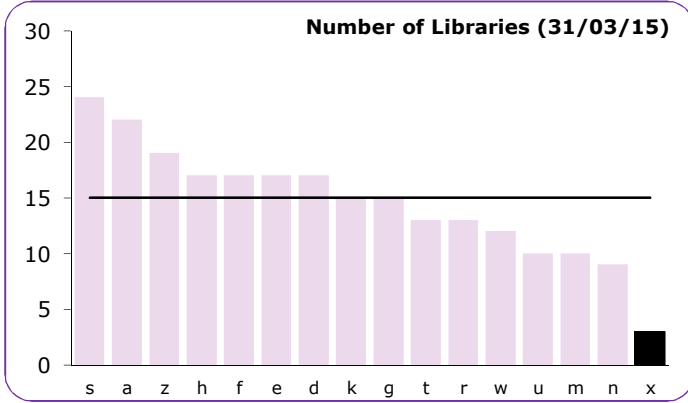
- 93% of UK Library Authorities provided data for the 2015 CIPFAstats Public Library Statistics. Authorities who did not provide data are excluded from these comparisons completely.
- In a small number of cases authorities have provided totals (e.g. for costs), but not a complete breakdown. In such cases 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)

# EXECUTIVE SUMMARY

## Comparing Darlington with 15 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 2014-15 Actuals.

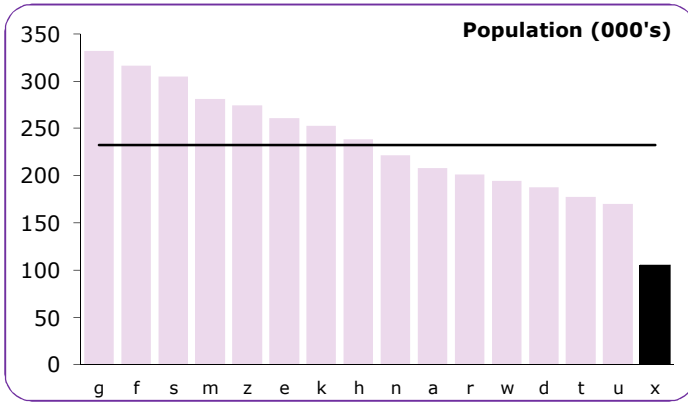
### A: Libraries and Library Users



- The chart on the left compares the number of libraries your authority has with the other authorities in the comparison. Darlington has 3 libraries (the bar highlighted in black) compared to an average of 15 libraries (as shown by the horizontal line). Each pale bar represents one of the authorities in the comparator group.

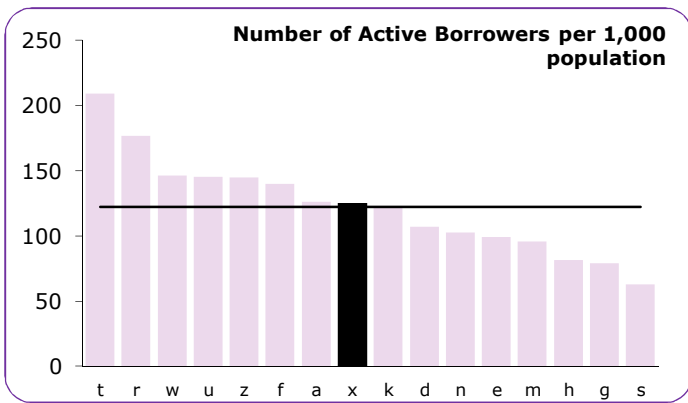
- Darlington has one of the lowest numbers of libraries within the group giving an indication of the scale of the library service.

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).

- Darlington is the smallest of the 16 authorities compared here (in terms of population).

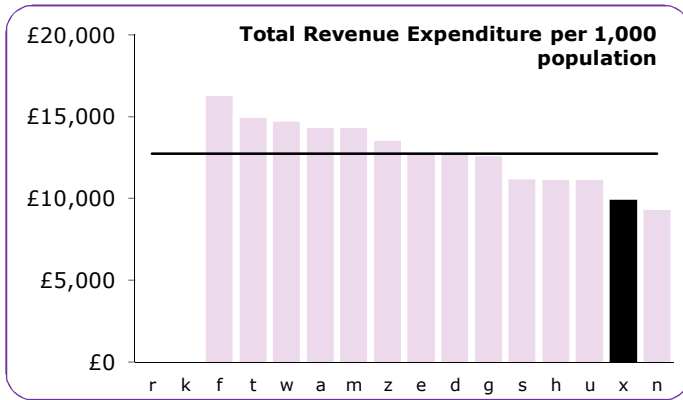


- The number of active borrowers per 1,000 population is a key indication of how well the library service engages with the public.

- Darlington is in a higher quartile suggesting that the library service engages well with the population when compared to the other authorities.

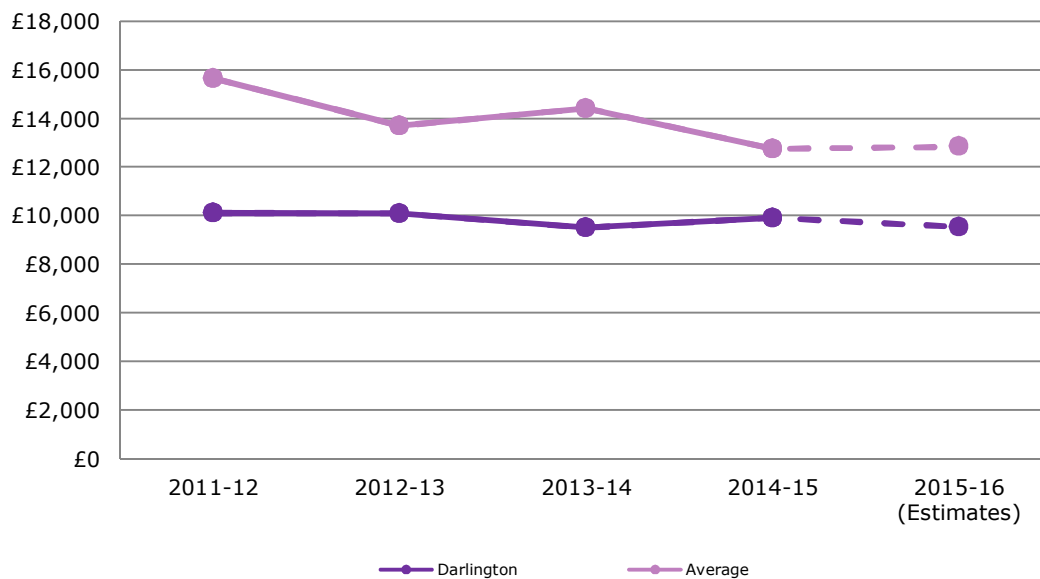
Please see appendix 1 for further details on quartiles.

## B: Resourcing

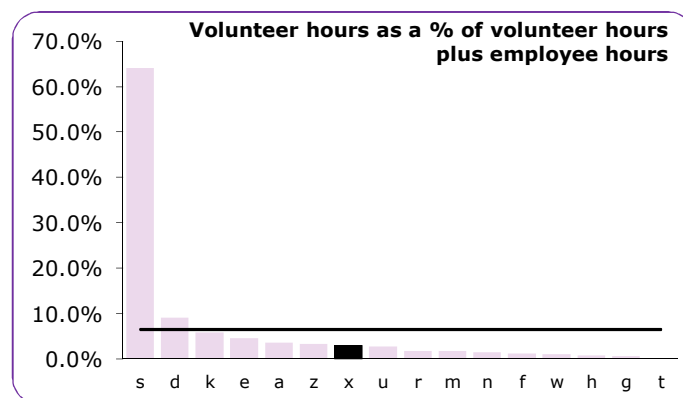


- Total revenue expenditure per 1,000 population is a key cost indicator. Figures in the graph opposite are 2014-15 actuals.
- Darlington comes out as being at the lowest end of the comparison, which suggests that it is providing a low cost service. It may be worth looking back to the number of active borrowers per 1,000 population to check that the service is successfully engaging with the public.

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

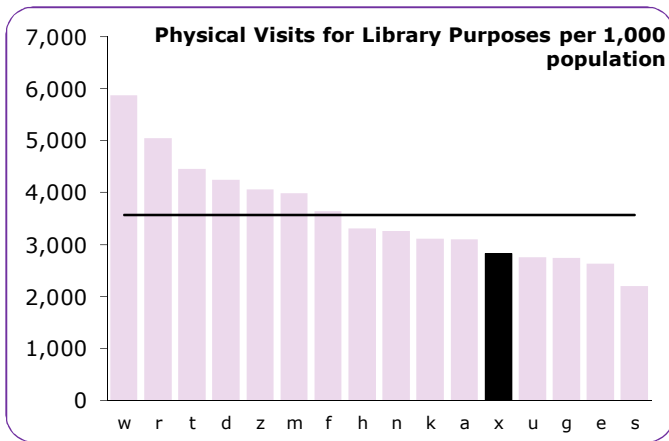


- The line chart plots the total revenue expenditure per 1,000 population over the last four years and shows the estimated figure for 2015-16. The population figure used for all years is the mid-year 2014 figure, so the changes in value relate to changes in expenditure only.
- For most authorities a drop can be seen in the 2015-16 estimates.

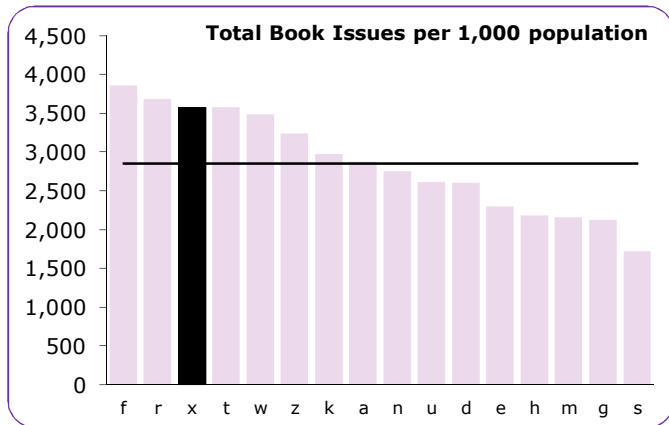


- One well publicised approach that library authorities are taking is using volunteers.
- Darlington had 2.9% of 'worked hours' provided by volunteers in 2014-15 compared to an average of 6.5%.

## C: Workload

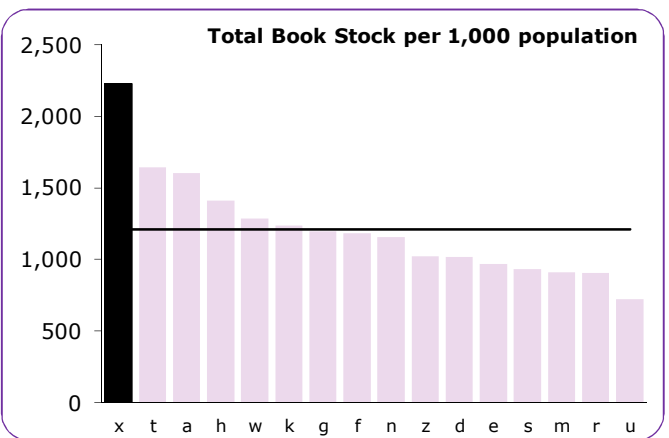


- The number of visits per 1,000 population is a strong indicator of workload faced by the authority.
- It is also another measure of engagement and offers a more complete picture as it will include other reasons for visiting the library as well as borrowing.



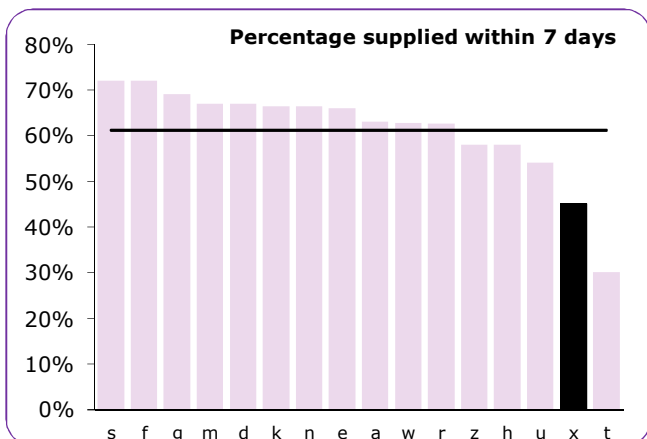
- This chart compares another core library activity, providing an indicator for both workload and the demand placed on the library book stock.

## D: Stock



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

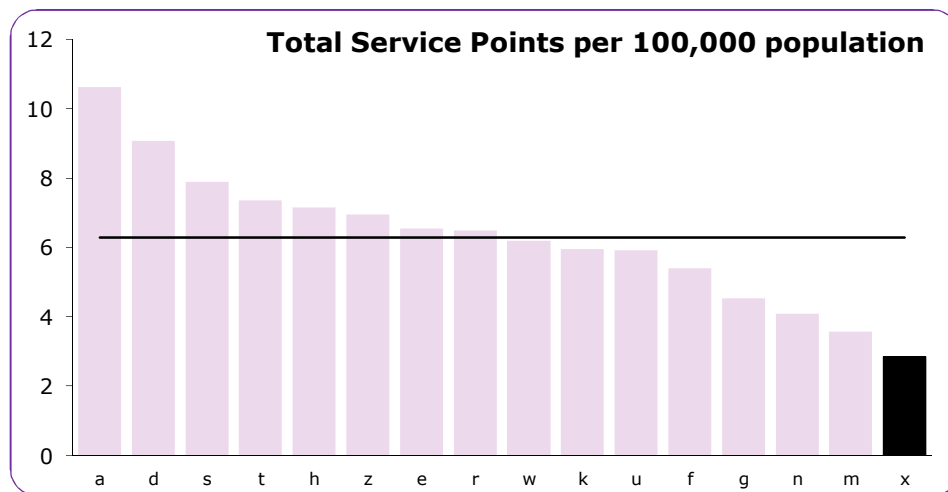
## E: Performance



- Darlington successfully supplied 45% 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.



(See page 8 for details)

### Section Contents

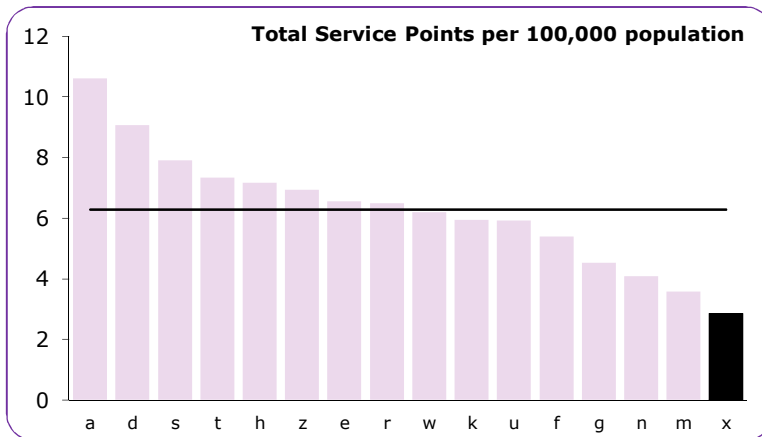
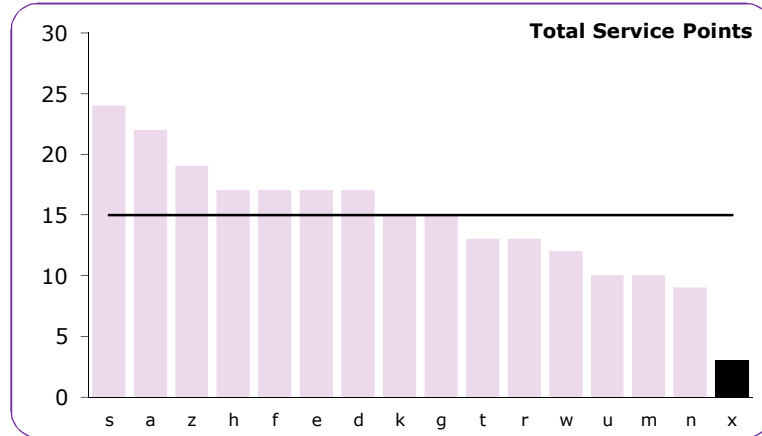
<b>Page 8</b>	<b>A1: Service Points</b> Number of service points Busiest service points
<b>Page 10</b>	<b>A2: Population Density</b> Comparisons for static & mobile libraries % authorities without mobile libraries
<b>Page 11</b>	<b>A3: Opening Hours</b> Distribution of opening hours Opening hours at busiest service points
<b>Page 12</b>	<b>A4: Library Users</b> Number of active borrows 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 2015

	Number	/ 100k pop	Average
Mobile Libraries	1	0.9	0.3
Static Service Points	2	1.9	6.1
<b>Total Service Points</b>	<b>3</b>	<b>2.8</b>	<b>6.3</b>

	Authority	Average
Population	105,400	232,406



Source: CIPFA Public Library Statistics 2015 - Cells 1 to 45, ONS Population Estimates Mid 2014

## Busiest Service Points

2014-15 Actuals

Busiest Service Point (Issues):

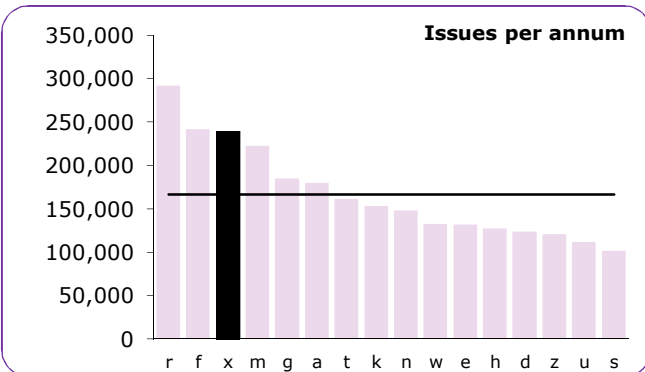
**Darlington Central**

	Authority	Average
Issues per annum	239,073	166,658

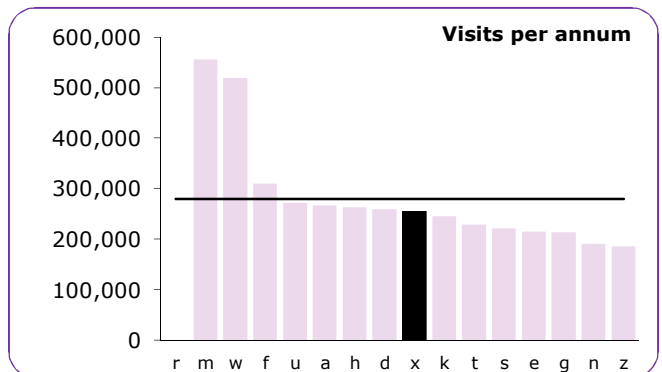
Busiest Service Point (Visits):

**Darlington Central**

	Authority	Average
Visits per annum	255,225	279,451



Source: CIPFA Public Library Statistics 2015 - Cells 48 & 49



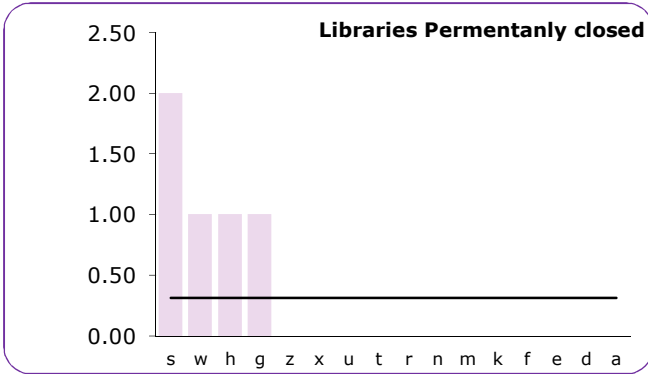
Source: CIPFA Public Library Statistics 2015 - Cells 50 & 51

# A1: Service Points (continued)

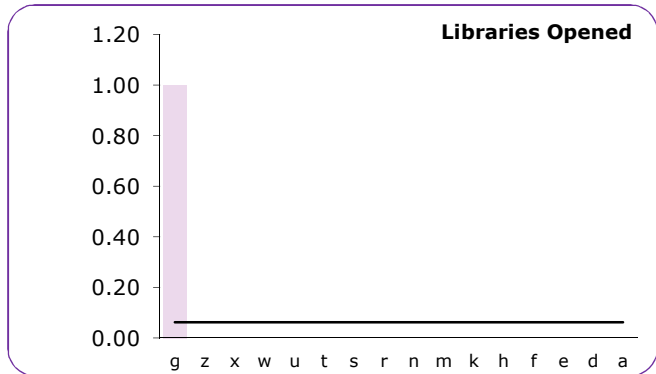
2014-15 Actuals

## Library Opening/Closures

	Authority	/100,000 pop	Avg
Libraries closed	0	0.0	0.31
Libraries Opened	0	0.0	0.06
<b>Net Library openings</b>	0	0.0	<b>-0.25</b>



Source: CIPFA Public Library Statistics 2015 - Cell 46



Source: CIPFA Public Library Statistics 2015 - Cell 47



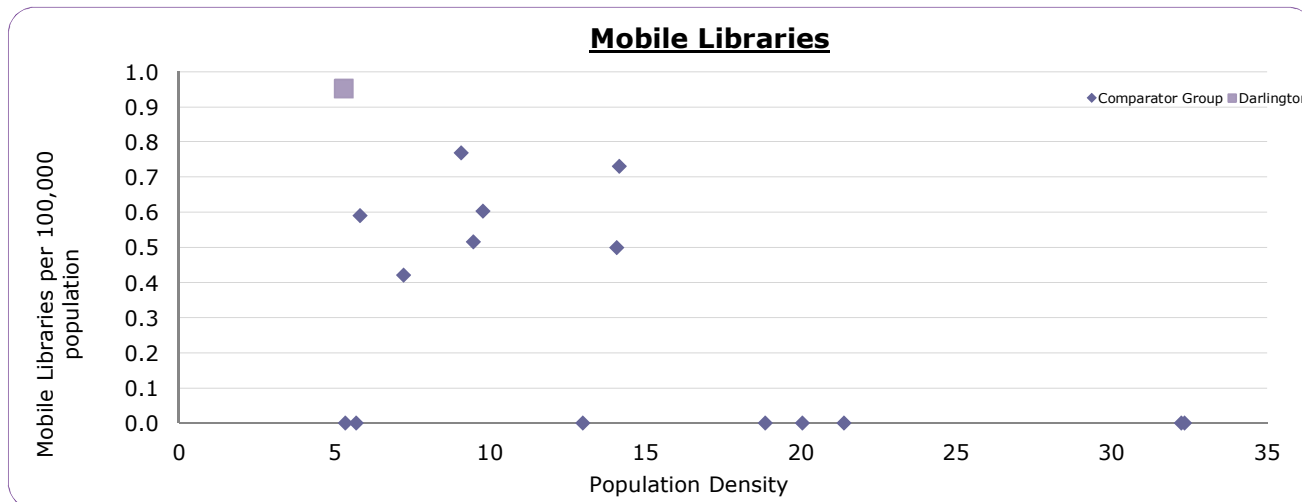
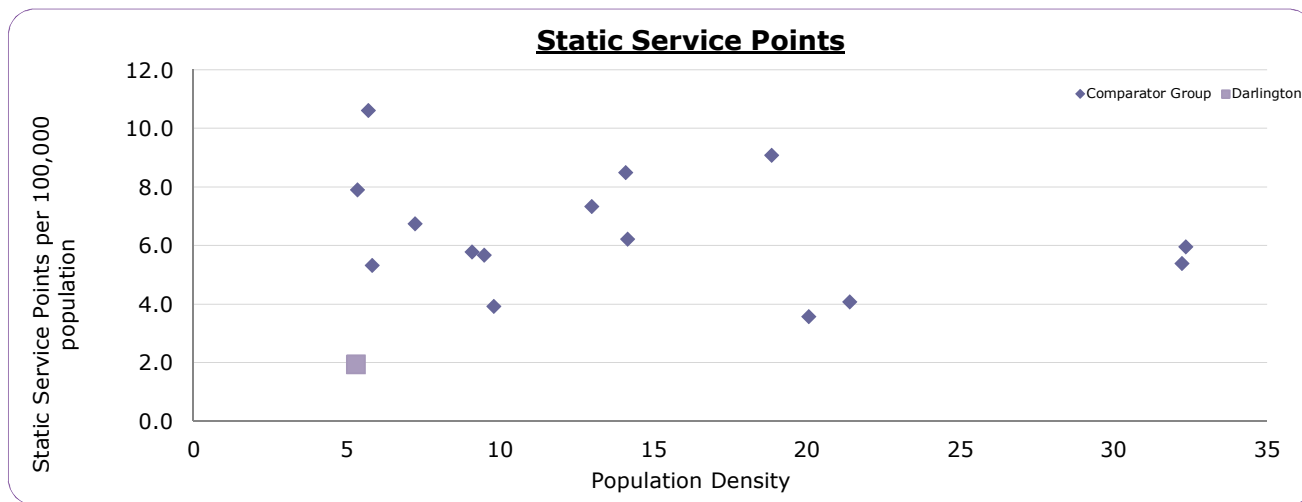
## A2: Population Density

2014-15 Actuals

### Population Density and Number of Service Points

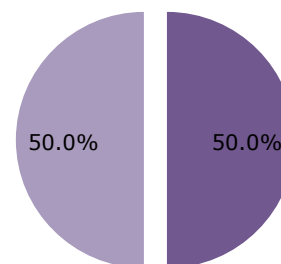
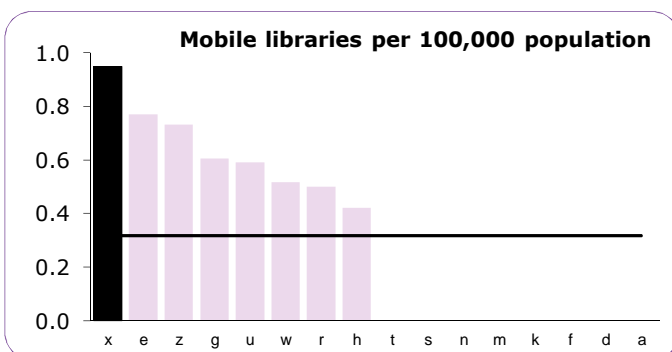
- In urban areas of high population density a small number of service points will be able to provide service to a large population. In rural areas more service points will be required to enable the population to have easy access.
- The scatter plots below compare these two factors. For all UK library 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	5.3 / 11.4



### Mobile Libraries

Authority	Number	/ 100k pop	Average
Mobile Libraries	1	0.9	0.3



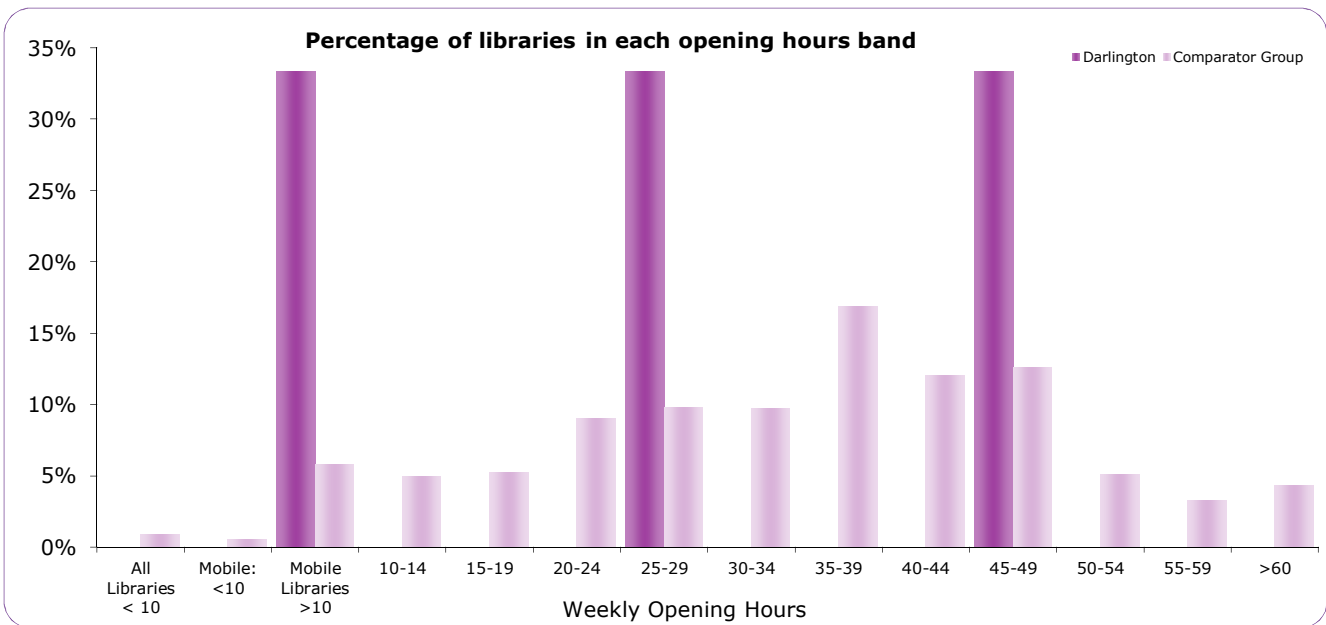
■ % Authorities with no mobile libraries  
 ■ % Authorities with mobile libraries



### A3: Opening Hours

2014-15 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	0.1	0.0%	0.9%
Mobile: <10	0	0	0	0	0	0	0.1	0.0	0.0%	0.5%
Mobile: >10	1	1	0	0	1	1	0.9	0.3	33.3%	5.8%
Static: 10-14	0	1	0	0	0	1	0.0	0.4	0.0%	5.0%
Static: 15-19	0	1	0	0	0	1	0.0	0.0	0.0%	5.2%
Static: 20-24	0	1	0	0	0	1	0.0	0.6	0.0%	9.0%
Static: 25-29	1	1	0	0	1	1	0.9	0.6	33.3%	9.8%
Static: 30-34	0	2	0	0	0	2	0.0	0.6	0.0%	9.7%
Static: 35-39	0	2	0	0	0	2	0.0	1.1	0.0%	16.8%
Static: 40-44	0	2	0	0	0	2	0.0	0.7	0.0%	12.0%
Static: 45-49	1	2	0	0	1	2	0.9	0.6	33.3%	12.6%
Static: 50-54	0	1	0	0	0	1	0.0	0.3	0.0%	5.1%
Static: 55-59	0	1	0	0	0	1	0.0	0.2	0.0%	3.3%
Static: >60	0	1	0	0	0	1	0.0	0.2	0.0%	4.3%
<b>Total</b>	<b>3</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>15</b>	<b>2.9</b>	<b>5.8</b>		

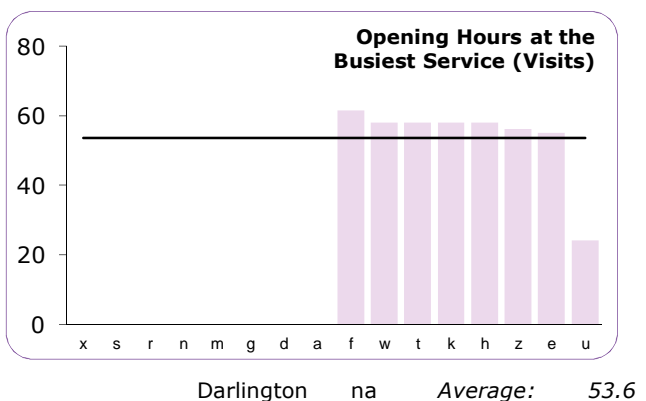
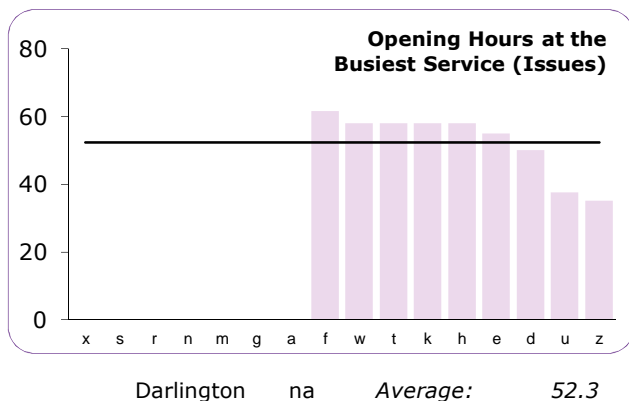


Source: CIPFA Public Library Statistics 2015 - Cells 1 to 45

#### Opening Hours - Busiest Service Points

Busiest Service Point (Issues): **Darlington Central**

Busiest Service Point (Visits): **Darlington Central**

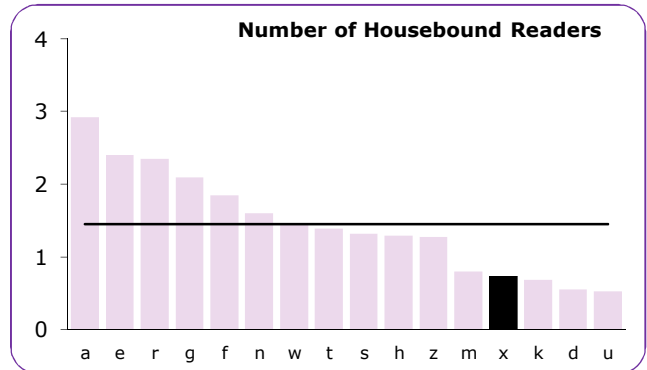
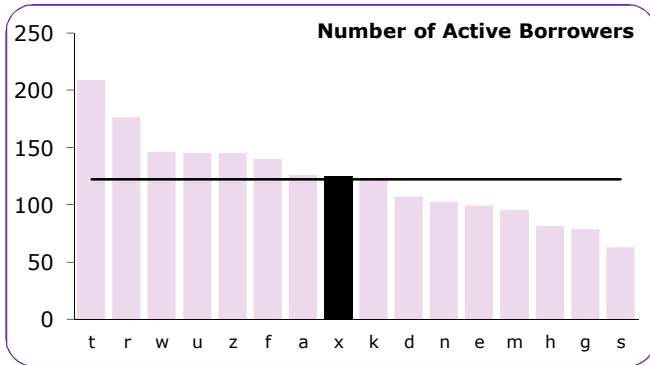


Source: CIPFA Public Library Statistics 2015 - Cells 48 to 51

## A4: Library Users

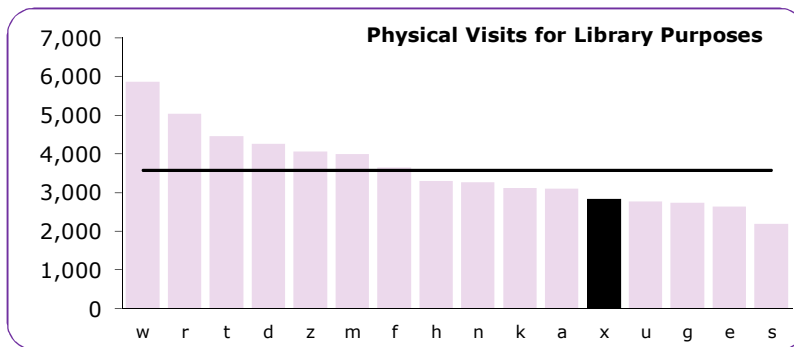
2014-15 Actuals

	Number	/1,000 pop	Average
<b>Active Borrowers</b>	13,136	125	122
Housebound Readers	77	0.7	1.4

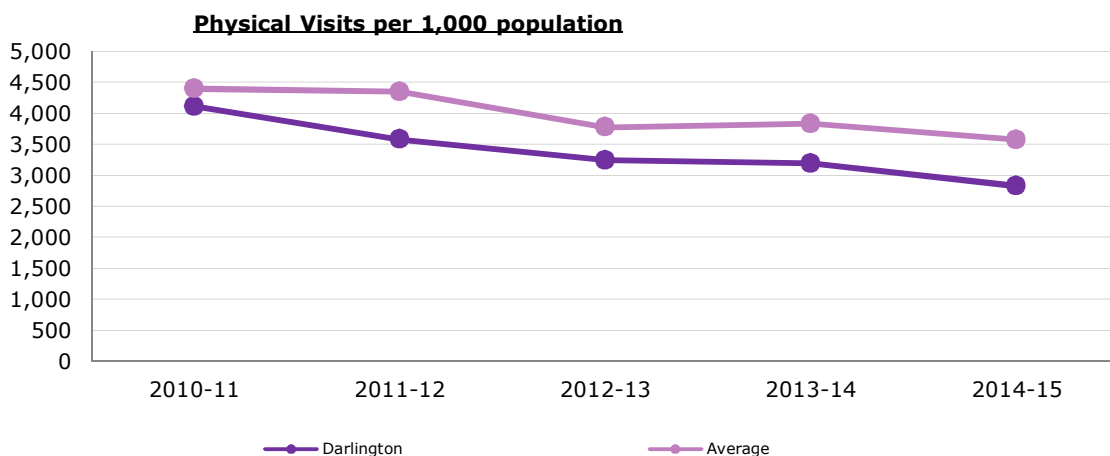


Source: CIPFA Public Library Statistics 2015 - Cells 122 & 123

### Physical Visits for Library Purposes



Physical Visits	Number	per 1,000 pop	Average
2010-11	432,971	4,108	4,395
2011-12	360,365	3,575	4,343
2012-13	341,995	3,239	3,770
2013-14	335,188	3,186	3,827
<b>2014-15</b>	<b>297,539</b>	<b>2,823</b>	<b>3,571</b>

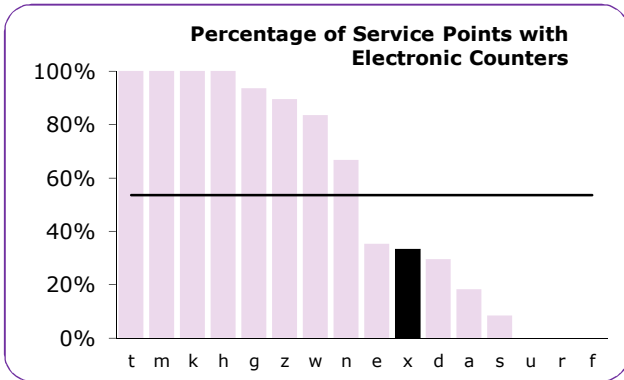


Source: CIPFA Public Library Statistics 2015 - Cell 124

## A4: Library Users (continued)

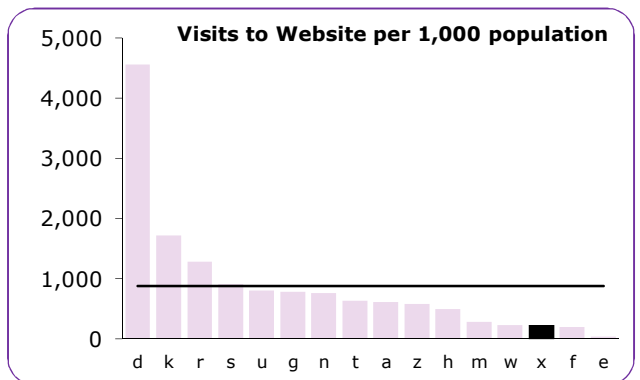
2014-15 Actuals

	Authority	Average
S.P. with Electronic Counters	33%	54%



Source: CIPFA Public Library Statistics 2015 - Cell 127

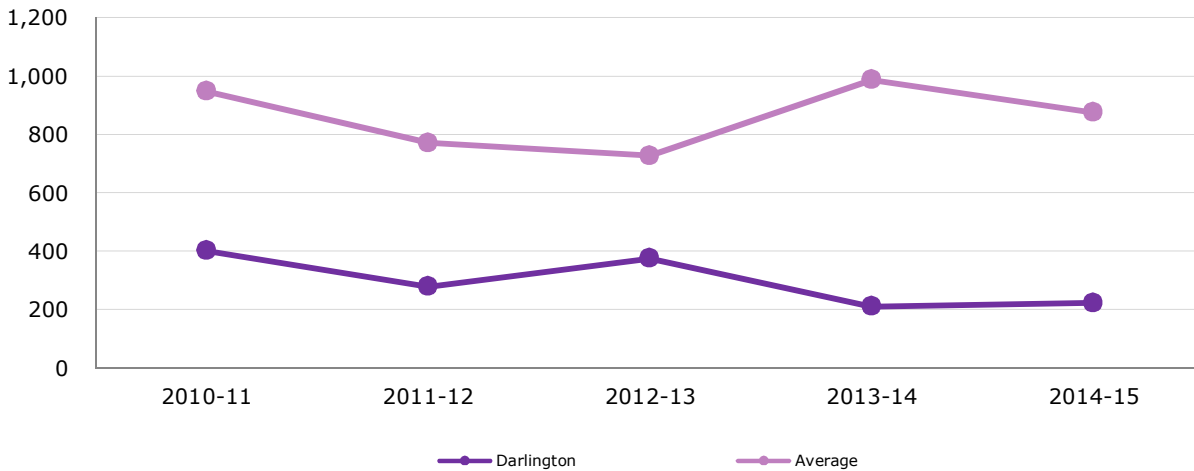
	Number	per 1,000 pop	Average
Visits to Website	23,372	222	875



Source: CIPFA Public Library Statistics 2015 - Cell 128

Website Visits	Number	per 1,000 pop	Average
2010-11	42,243	401	947
2011-12	27,998	278	770
2012-13	39,477	374	727
2013-14	22,041	210	986
<b>2014-15</b>	<b>23,372</b>	<b>222</b>	<b>875</b>

**Website Visits per 1,000 population**

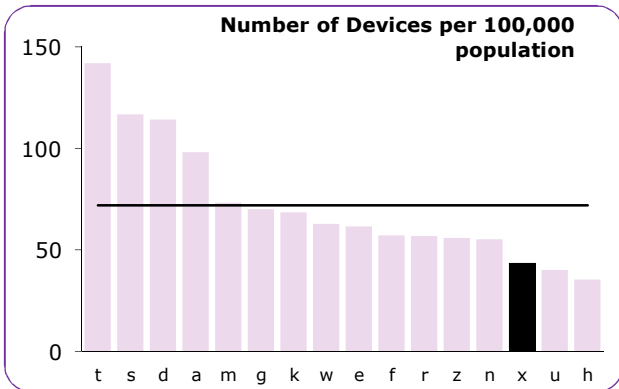


Source: CIPFA Public Library Statistics 2015 - Cell 128 and equivalent for previous years

## A5: Electronic Workstations

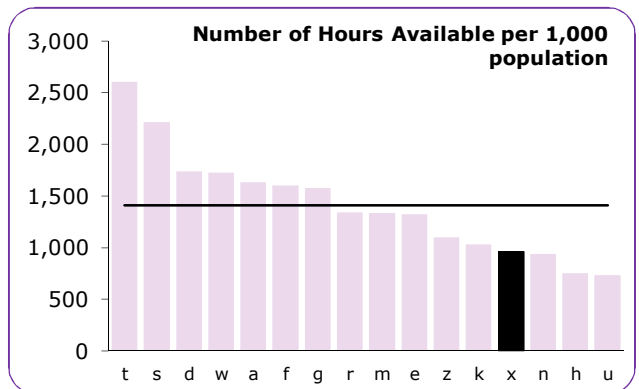
2014-15 Actuals

	Number	per 100,000 pop	Average
Terminals	46	43.6	71.9



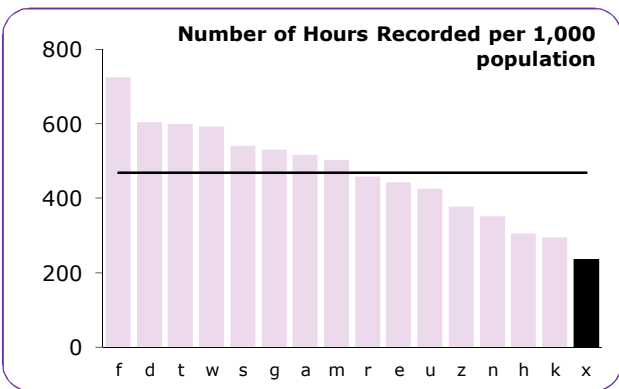
Source: CIPFA Public Library Statistics 2015 - Cell 52

	Number	per 1,000 pop	Average
Hours Available	101,080	959	1,410



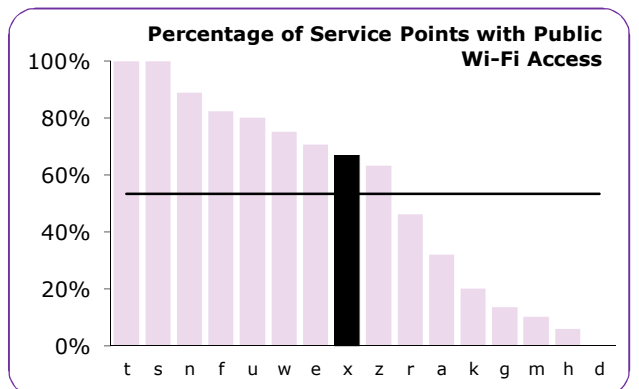
Source: CIPFA Public Library Statistics 2015 - Cell 53

	Number	per 1,000 pop	Average
Hrs Recorded	24,890	236	468



Source: CIPFA Public Library Statistics 2015 - Cell 54

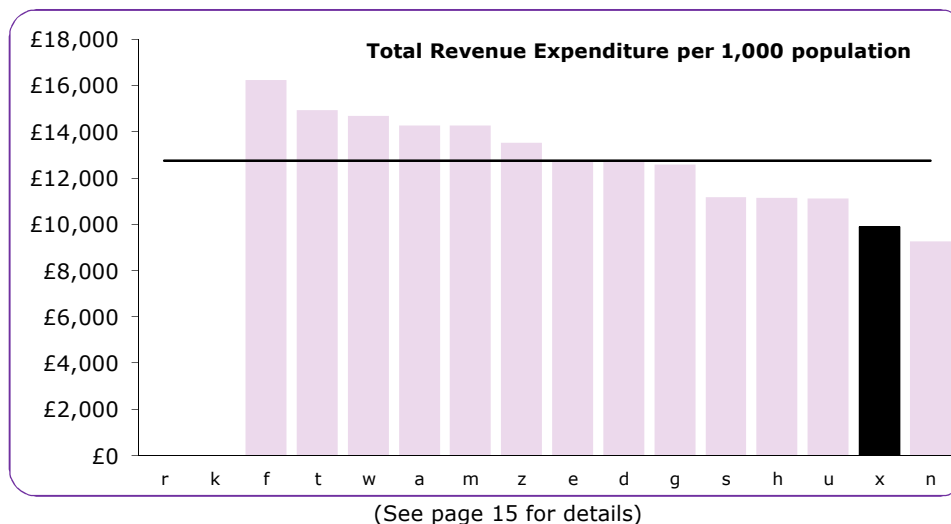
	Authority	Average
Service Points with Wi-Fi Access	67%	53%



Source: CIPFA Public Library Statistics 2015 - Cell 55

## SECTION B: RESOURCING

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

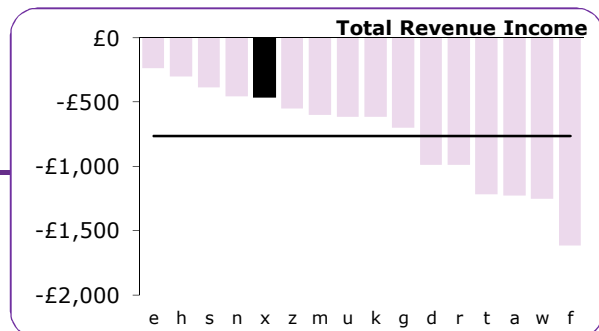
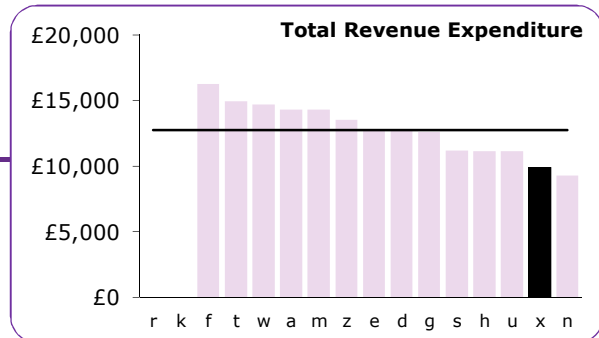
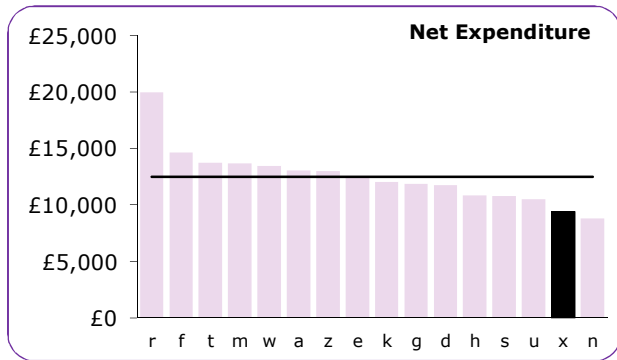


Section Contents	
<b>Page 16</b>	<b>B1: Financial Information (Actuals)</b> Net expenditure, revenue expenditure & income Revenue expenditure breakdown Revenue income breakdown
<b>Page 20</b>	<b>B2: Cost Indicators</b> Various cost indicators
<b>Page 21</b>	<b>B3: Financial Information (Estimates)</b> 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)

2014-15 Actuals	£	per 1,000 pop	Average
Revenue Expenditure	1,042,569	9,892	13,248
Revenue Income	49,144	466	766
<b>Net Expenditure</b>	<b>993,425</b>	<b>9,425</b>	<b>12,483</b>

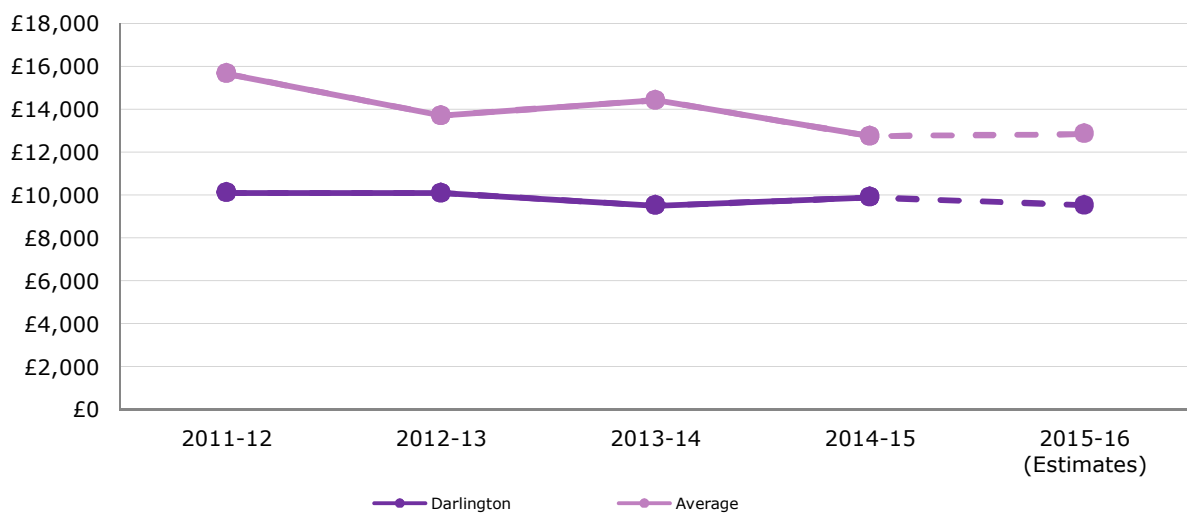
graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2015 - Cells 157, 167 & 168

Revenue Expenditure	£	per 1,000 pop	Average
2011-12	1,018,207	10,101	15,648
2012-13	1,064,530	10,081	13,699
2013-14	999,726	9,503	14,404
2014-15	1,042,569	9,892	12,744
2015-16 (Estimates)	1,003,741	9,523	12,841

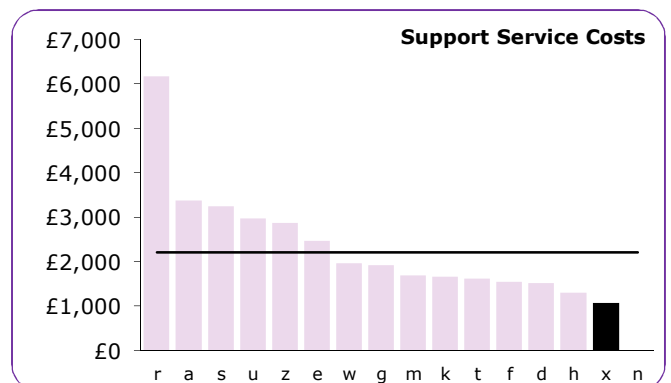
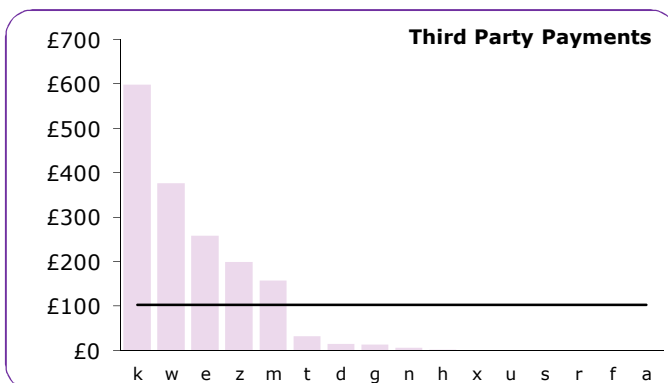
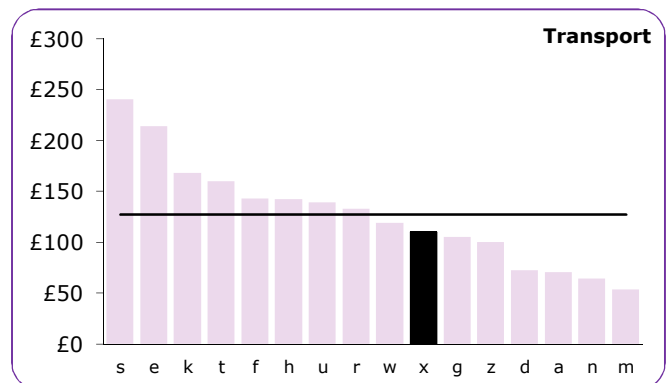
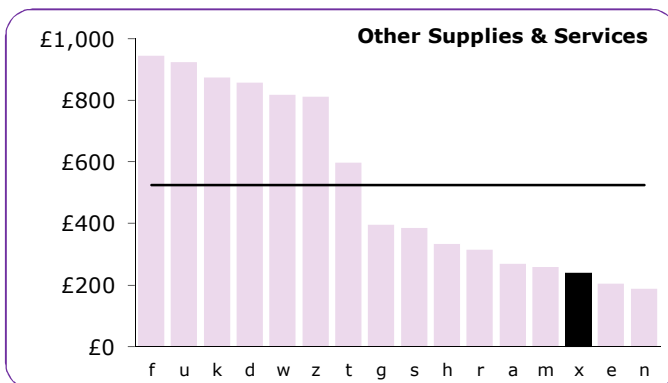
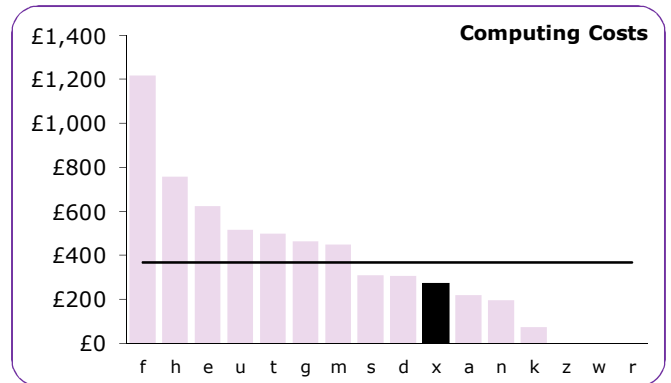
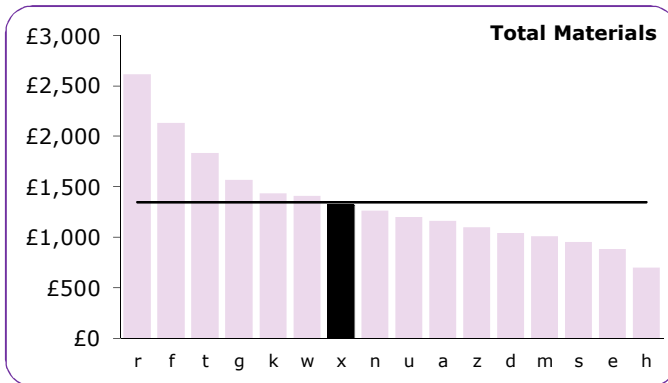
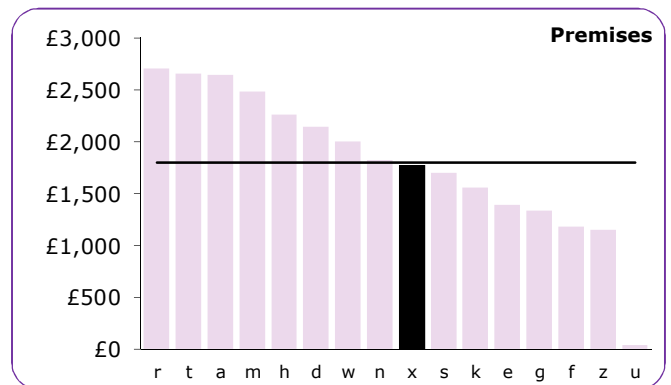
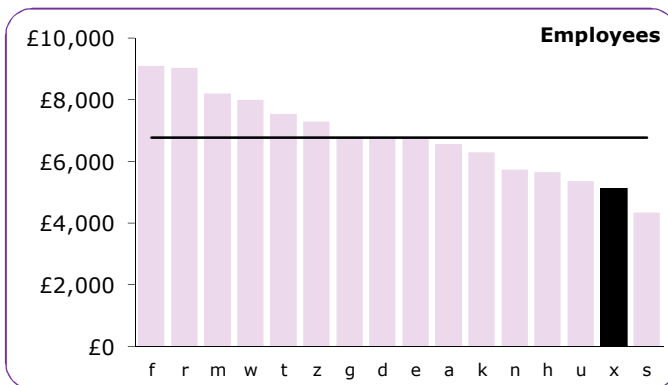
**Revenue Expenditure per 1,000 population: Time Series**



Source: CIPFA Public Library Statistics 2015 - Cell 157 and equivalent for previous years

Revenue Expenditure (2014-15 Actuals)	£	per 1,000 pop	Average
Employees	539,473	5,118	6,772
Premises	186,348	1,768	1,799
Total Materials	139,087	1,320	1,348
Computing Costs	28,754	273	368
Other Supplies & Services	25,124	238	525
Transport	11,579	110	127
Third Party Payments	0	0	103
Support Service Costs	112,204	1,065	2,206
<b>Total Revenue Expenditure</b>	<b>1,042,569</b>	<b>9,892</b>	<b>13,248</b>

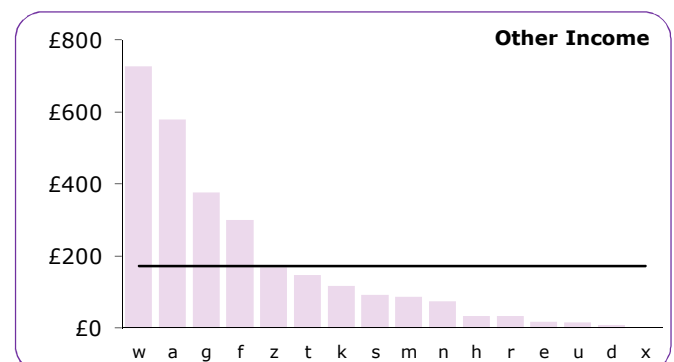
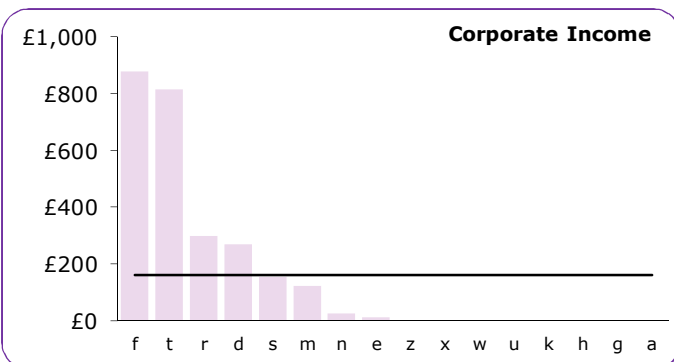
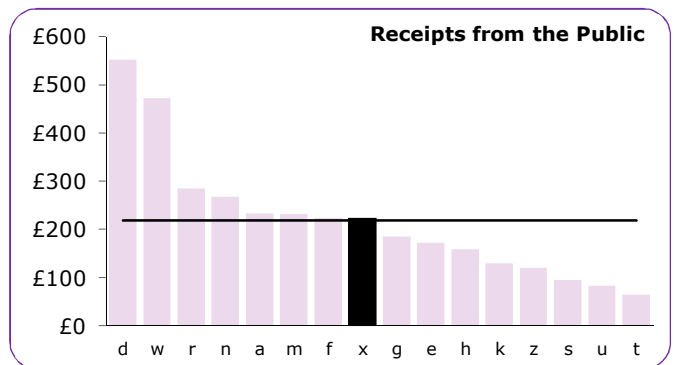
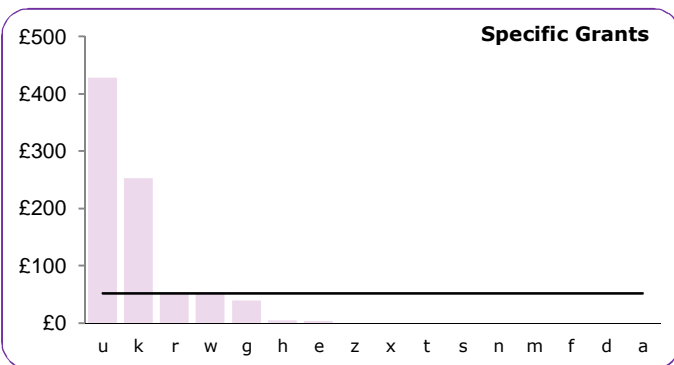
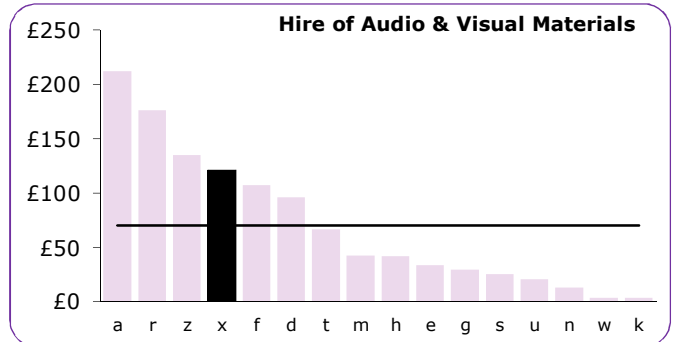
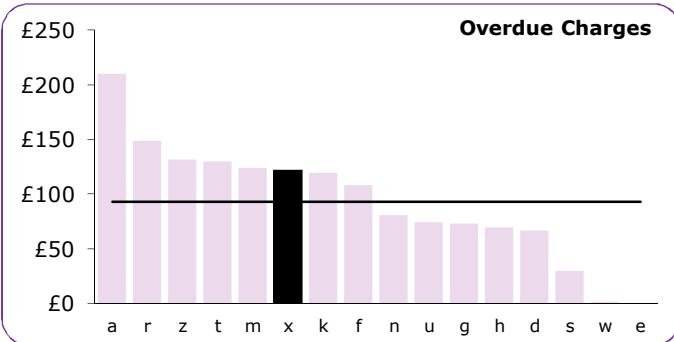
graphs show expenditure per 1,000 population



Source: CIPFA Public Library Statistics 2015 - Cells 131 to 157

Revenue Income (2014-15 Actuals)	£	per 1,000 pop	Average
Overdue Charges	12,878	122	93
Hire of Audio & Visual Materials	12,785	121	70
Specific Grants	0	0	52
Receipts from the Public	23,481	223	218
Corporate Income	0	0	160
Other Income	0	0	173
Reservation Fees	0	0	9
Lettings	0	0	64
Electronic Revenue	0	0	18
Provision to other LAs	0	0	82
<b>Total Revenue Income</b>	<b>49,144</b>	<b>466</b>	<b>766</b>

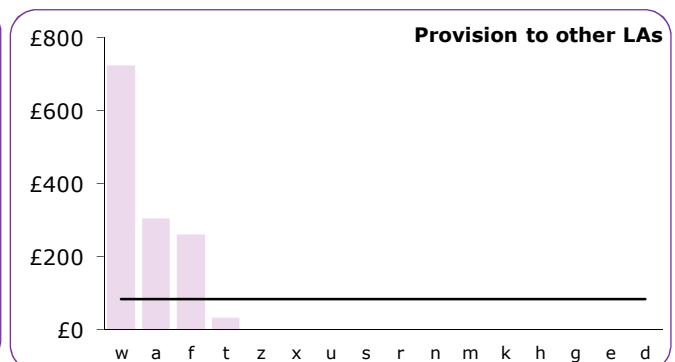
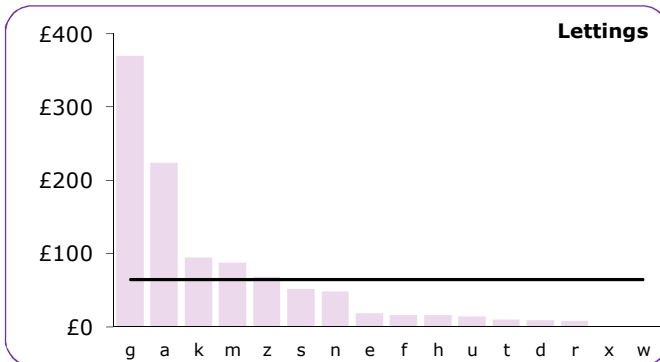
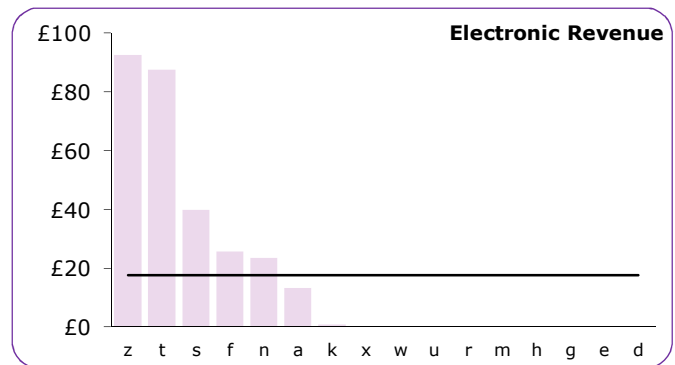
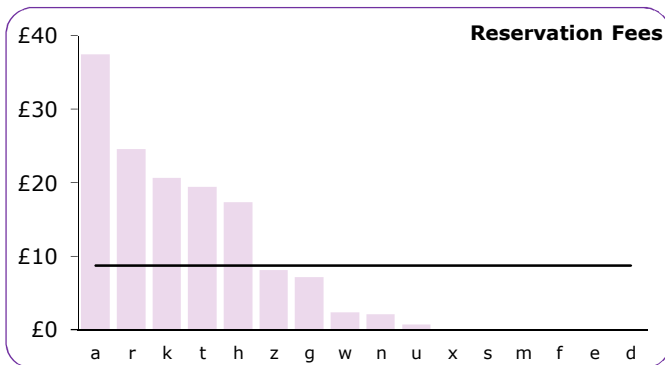
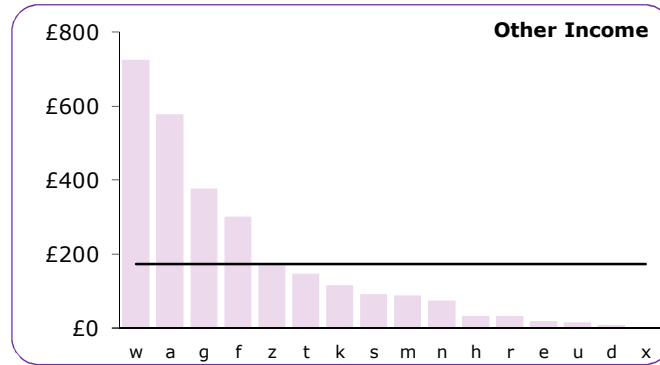
graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2015 - Cells 158 to 167



<b>Total Other Income (2014-15 Actuals)</b>	<b>£</b>	<b>per 1,000 pop</b>	<b>Average</b>
Reservation Fees	0	0	9
Lettings	0	0	64
Electronic Revenue	0	0	18
Provision to other LAs	0	0	82
<b>Total Other Income</b>	<b>0</b>	<b>0</b>	<b>173</b>

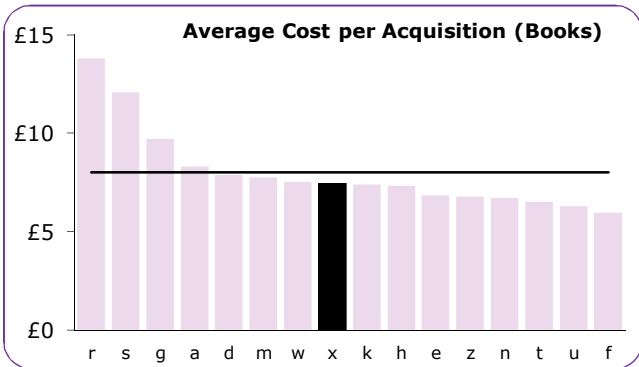


Source: CIPFA Public Library Statistics 2015 - Cells 159, 160, 162 & 163

## B2: Cost Indicators

	£ p	Average
Average Cost per Book	£7.46	£8.01

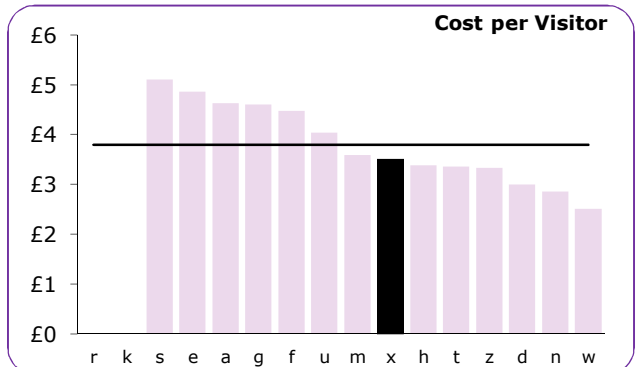
- Average cost per book acquisition.



Source: CIPFA Public Library Statistics 2015 -  
Sum of Cells 133 to 137 divided by Cell 71

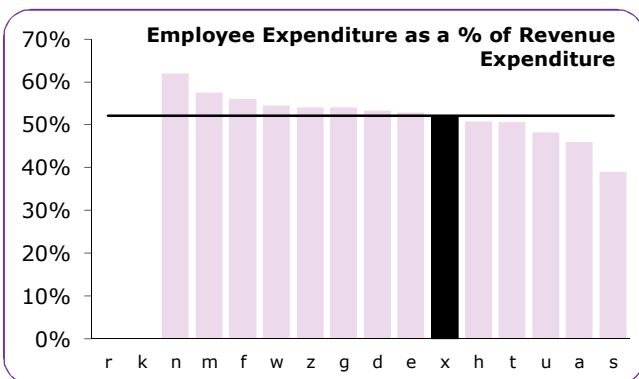
	£ p	Average
Cost per Visitor	£3.50	£3.80

- Revenue expenditure divided by visitor number.



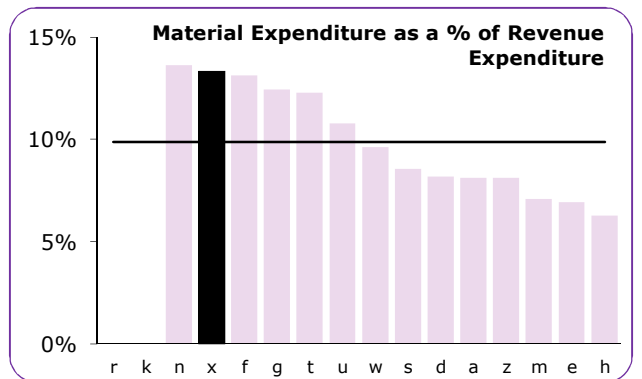
Source: CIPFA Public Library Statistics 2015 -  
Cell 157 divided by Cell 124

	%	Average
% Employee Expenditure	52%	52%



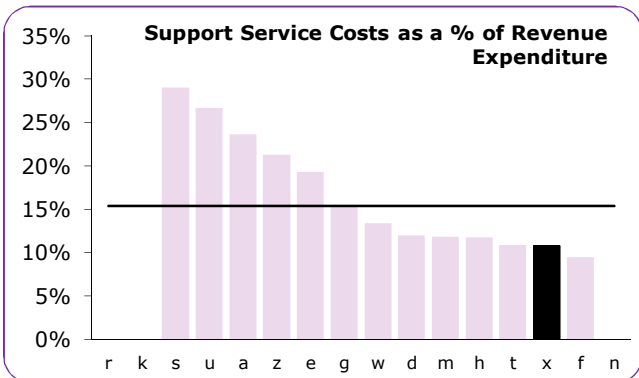
Source: CIPFA Public Library Statistics 2015 -  
Cell 131 as a percentage of Cell 157

	%	Average
% Material Expenditure	13%	10%



Source: CIPFA Public Library Statistics 2015 -  
Cell 151 as a percentage of Cell 157

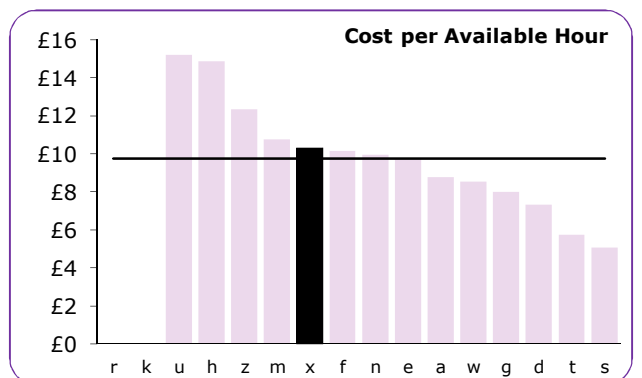
	%	Average
% Support Services	11%	15%



Source: CIPFA Public Library Statistics 2015 -  
Cell 156 as a percentage of Cell 157

	£ p	Average
Cost per Available Hour	£10.31	£9.75

- Cost per Available Hour

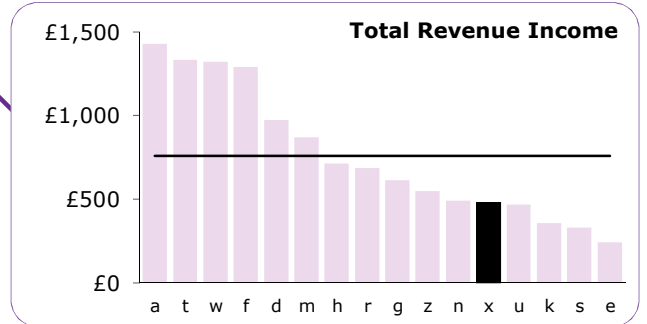
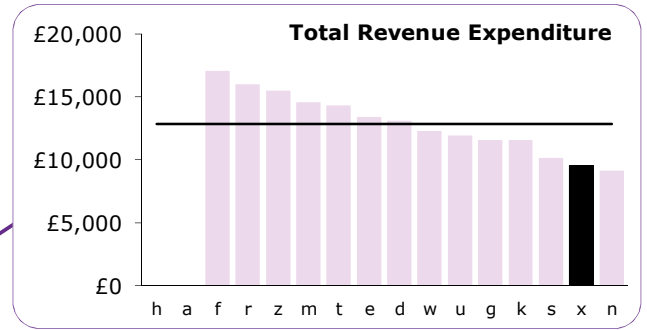
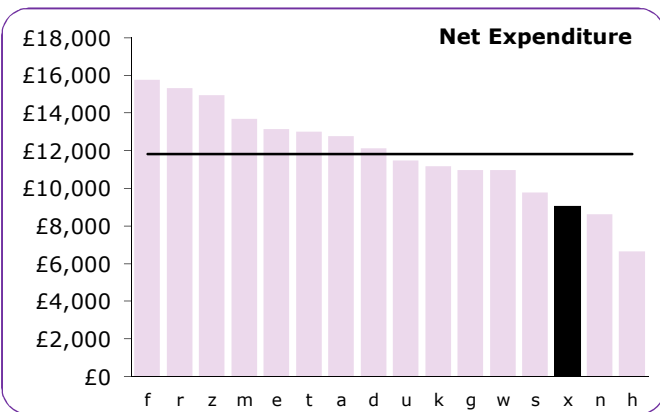


Source: CIPFA Public Library Statistics 2015 -  
Cell 157 divided by Cell 53

### B3: Financial Information (2015-16 Estimates)

graphs shown per 1,000 population

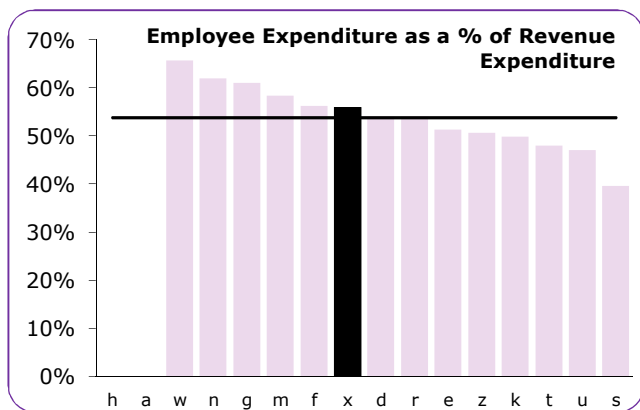
Net Expenditure	£	per 1,000 pop	Average
Employees	561,220	5,325	6,865
Premises	149,270	1,416	1,684
Supplies & Services - Materials	141,140	1,339	1,344
Other Expenditure	152,111	1,443	2,982
Revenue Expenditure	1,003,741	9,523	12,841
Revenue Income	(50,800)	(482)	(757)
<b>Net Expenditure</b>	<b>952,941</b>	<b>9,041</b>	<b>12,084</b>



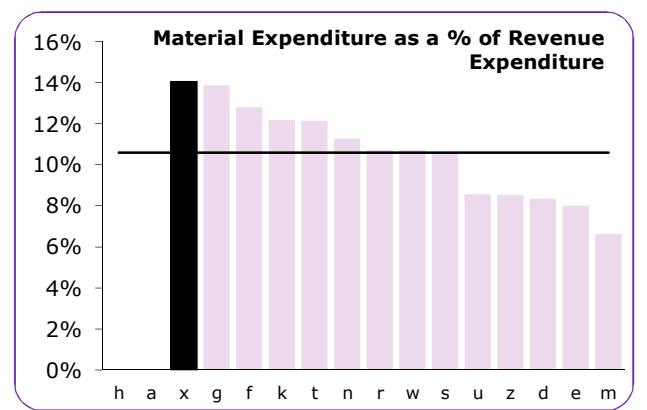
Source: CIPFA Public Library Statistics 2015 - Cell 170 to 174

2015-16 Estimates	%	Average
% Employee Expenditure	56%	54%

2015-16 Estimates	%	Average
% Material Expenditure	14%	11%



Source: CIPFA Public Library Statistics 2015 - Cell 170 as a percentage of Cell 174

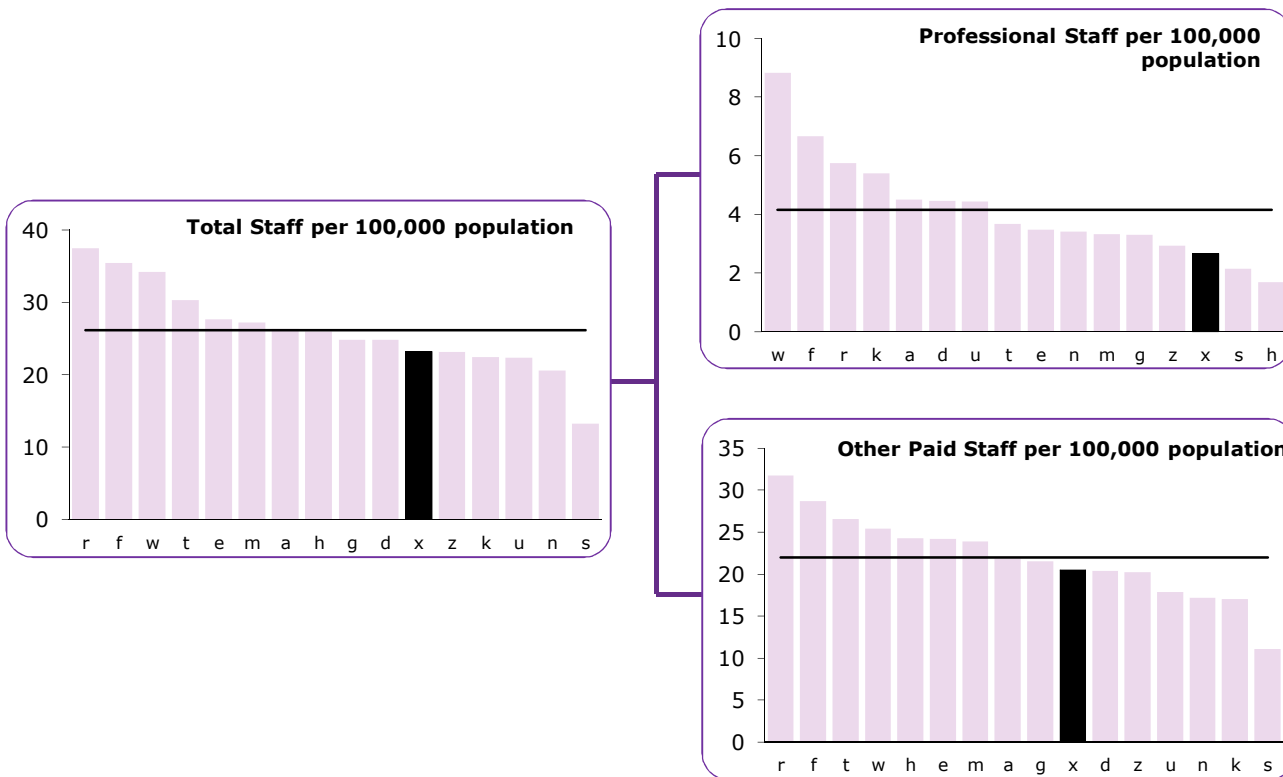


Source: CIPFA Public Library Statistics 2015 - Cell 172 as a percentage of Cell 174

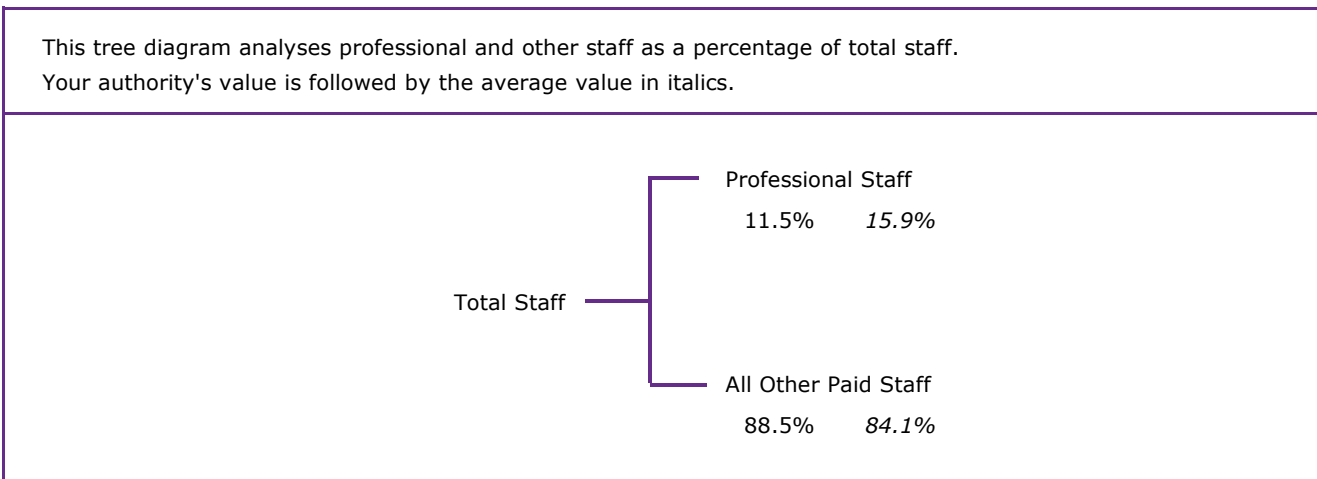
## B4: Staffing

at 31 March 2015

	FTE	per 100,000 pop	Average
Professional Staff	2.8	2.7	4.2
All Other Staff	21.6	20.5	22.0
<b>Total Staff</b>	<b>24.4</b>	<b>23.1</b>	<b>26.1</b>

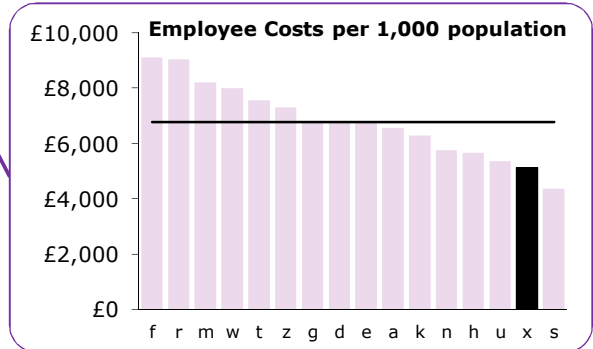
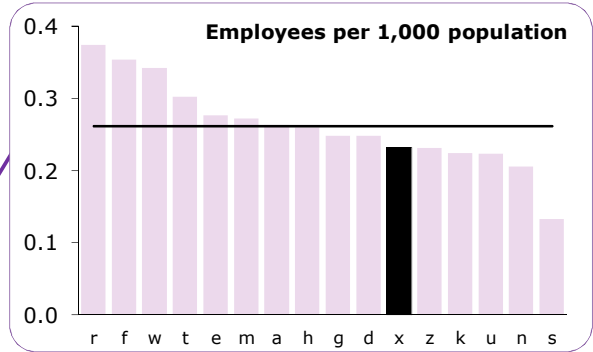
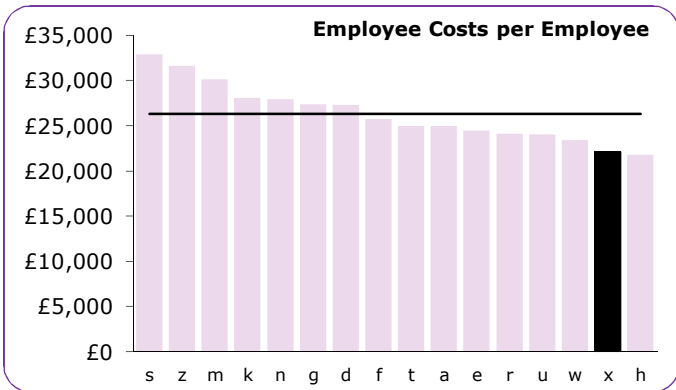


Source: CIPFA Public Library Statistics 2015 - Cells 95 to 97



## B4: Staffing (continued)

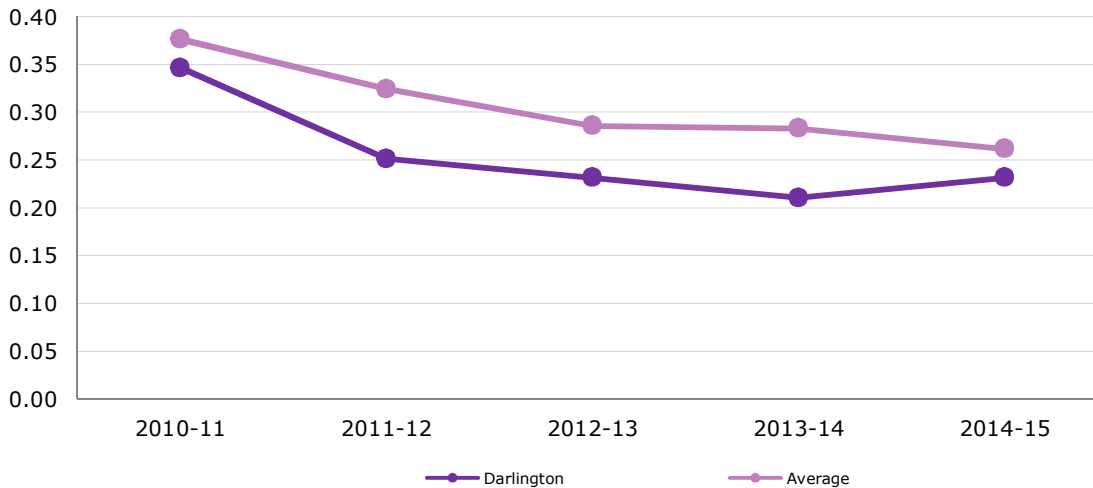
	£	Average
Employee Costs per Employee	22,110	26,273
Employees per 1,000 population	0.2	0.3
Employee Costs per 1,000 population	5,118	6,772



Source: CIPFA Public Library Statistics 2015 -  
Cell 131 divided by Cell 97

All Staff	FTE	per 1,000 pop	Average
2010-11	34.9	0.35	0.38
2011-12	26.5	0.25	0.32
2012-13	24.3	0.23	0.29
2013-14	22.2	0.21	0.28
2014-15	24.4	0.23	0.26

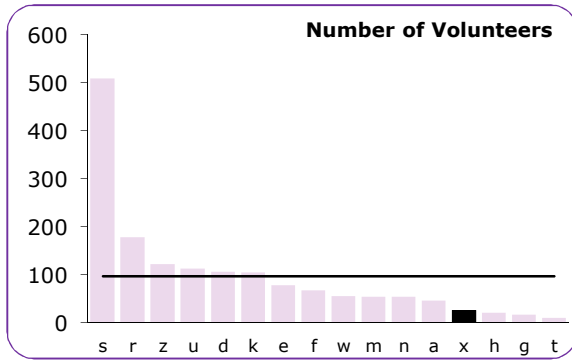
**Employees per 1,000 population: Time Series**



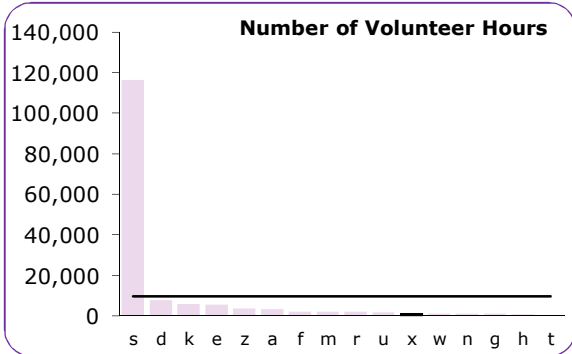
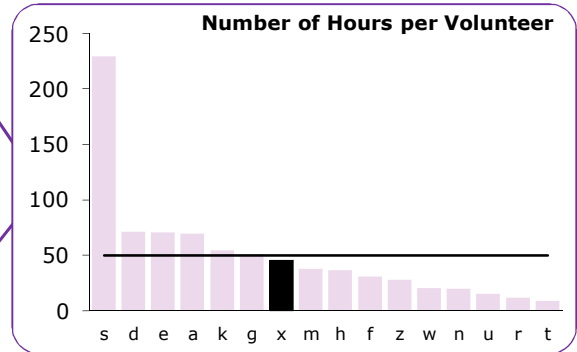
Source: CIPFA Public Library Statistics 2015 - Cell 97 and equivalent for previous years

## B5: Volunteers

2014-15 Actuals



	Number	Average
Volunteers	26	97
Volunteer Hours	1,190	9,622
Average Hours per Volunteer	45.8	49.7

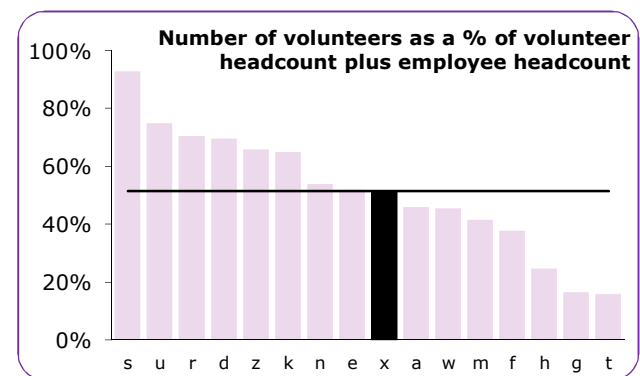
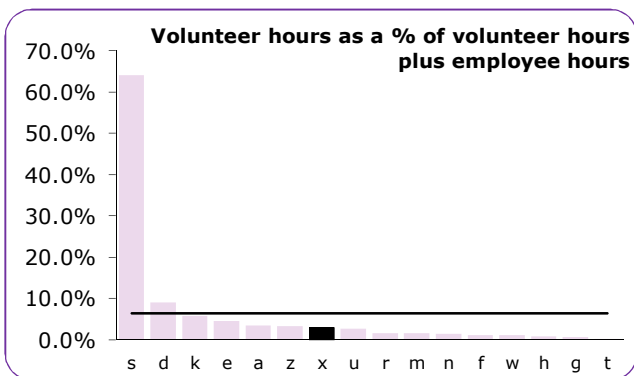


Source: CIPFA Public Library Statistics 2015 - Cells 98 & 99

- 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	2.9%	6.5%

	%	Average
Volunteers as % headcount	51.6%	51.3%

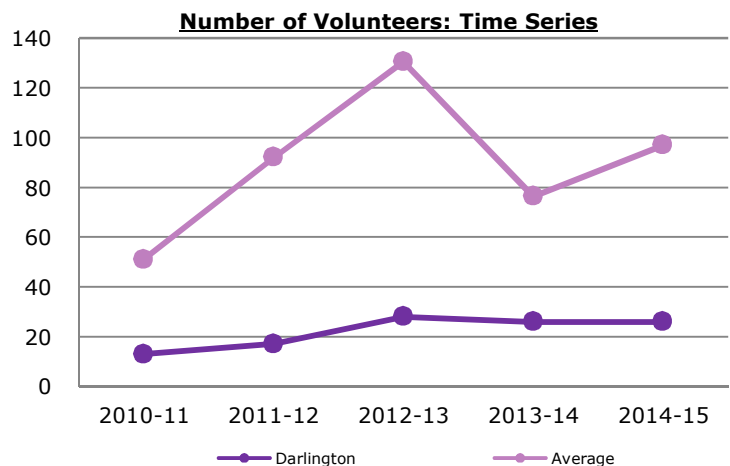


Source: CIPFA Public Library Statistics 2015 - Cells 98 & 99

Source: CIPFA Public Library Statistics 2015 - Cells 98 & 99

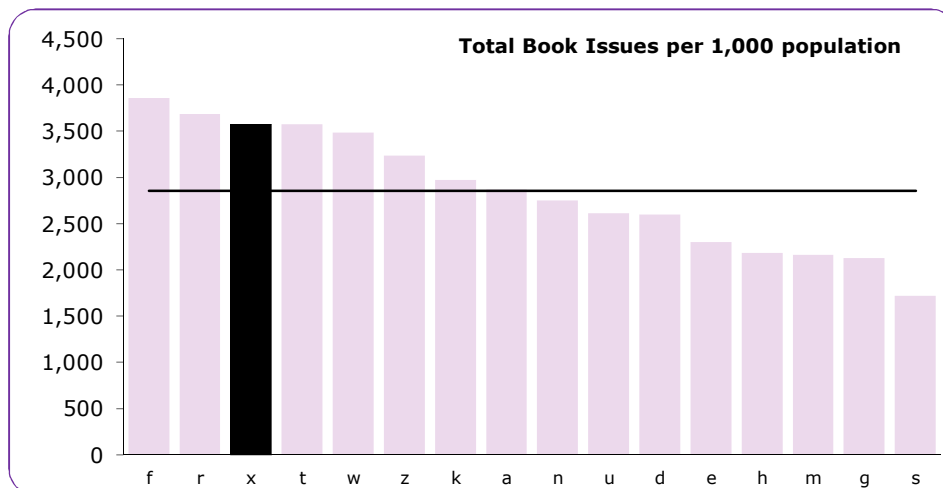
Volunteers	Number	Average
2010-11	13	51
2011-12	17	92
2012-13	28	130
2013-14	26	76
2014-15	26	97

Source: CIPFA Public Library Statistics 2015 - Cell 98 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)

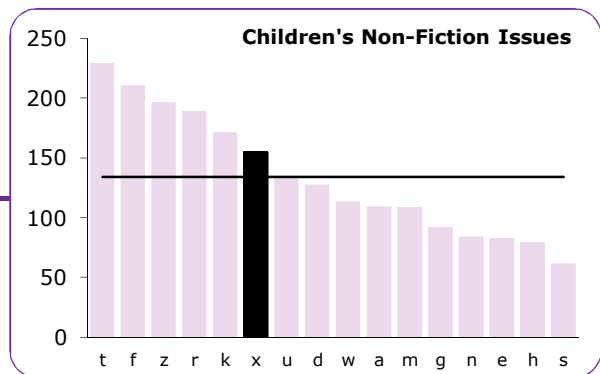
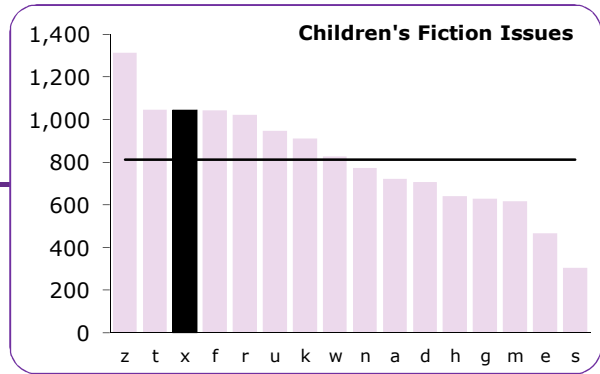
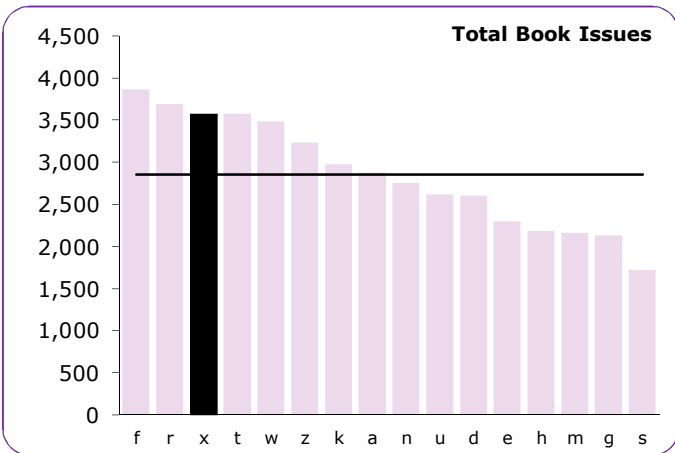
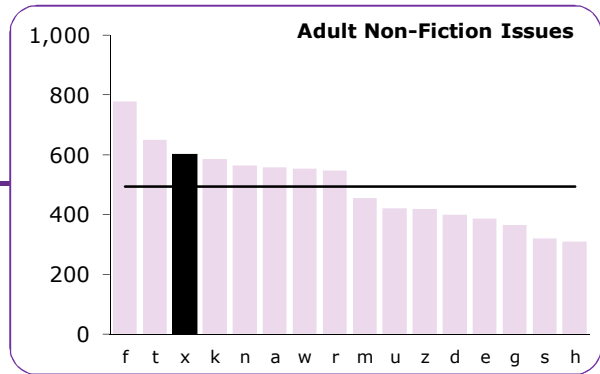
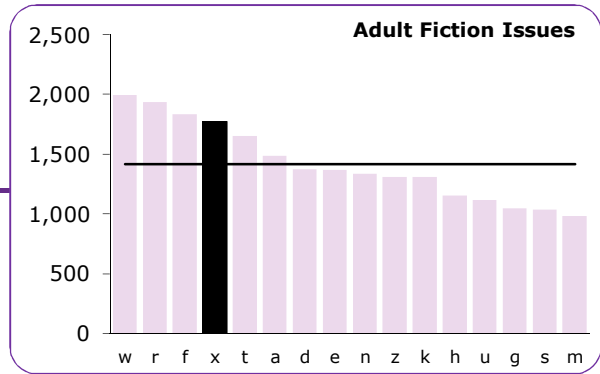
Section Contents	
<b>Page 26</b>	<b>C1: Book Issues</b> Split by children/adult and fiction/non-fiction
<b>Page 27</b>	<b>C2: Stock Turn</b> Split by children/adult and fiction/non-fiction
<b>Page 28</b>	<b>C3: Audio, Visual, Electronic &amp; Other Issues</b> Split by various categories
<b>Page 30</b>	<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

2014-15 Actuals

	Number	/1,000 pop	Average
Adult Fiction	186,736	1,772	<i>1,415</i>
Adult Non-Fiction	63,489	602	<i>493</i>
Children's Fiction	110,065	1,044	<i>812</i>
Children's Non-Fiction	16,293	155	<i>134</i>
<b>Total Book Issues</b>	<b>376,583</b>	<b>3,573</b>	<b><i>2,854</i></b>

graphs shown per 1,000 population



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

Book Issues	Adult Fiction	49.6%	<i>49.6%</i>
	Adult Non-Fiction	16.9%	<i>17.3%</i>
	Children's Fiction	29.2%	<i>28.5%</i>
	Children's Non-Fiction	4.3%	<i>4.7%</i>

Source: CIPFA Public Library Statistics 2015 - Cells 100 to 103

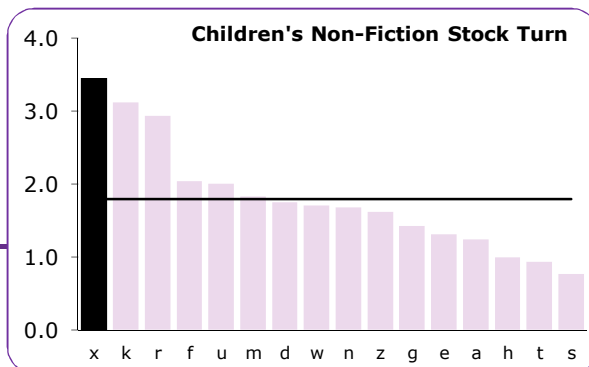
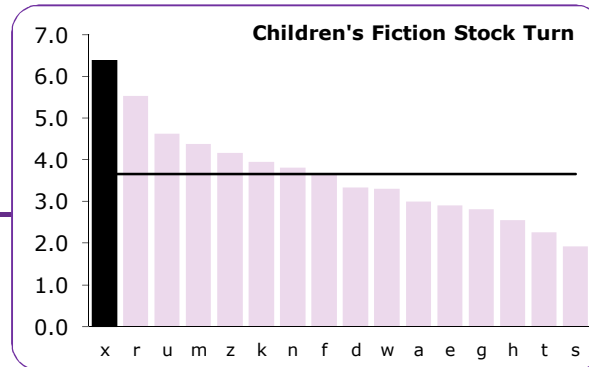
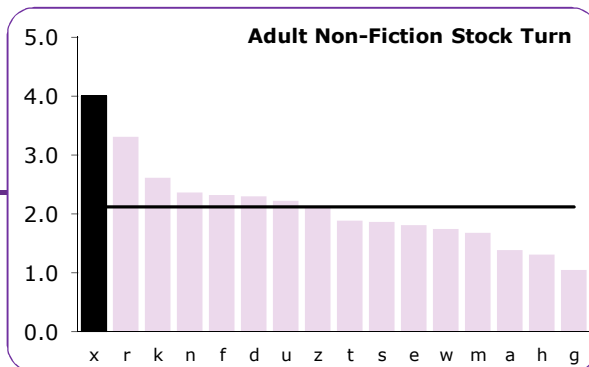
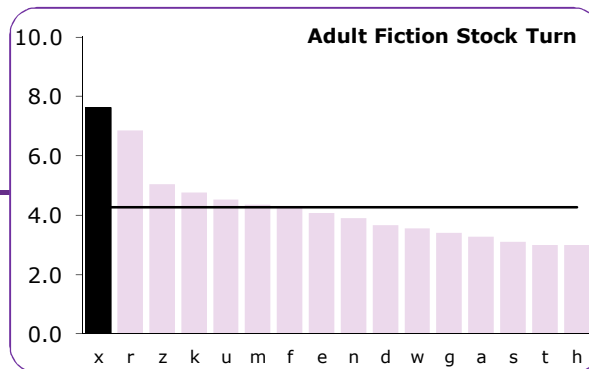
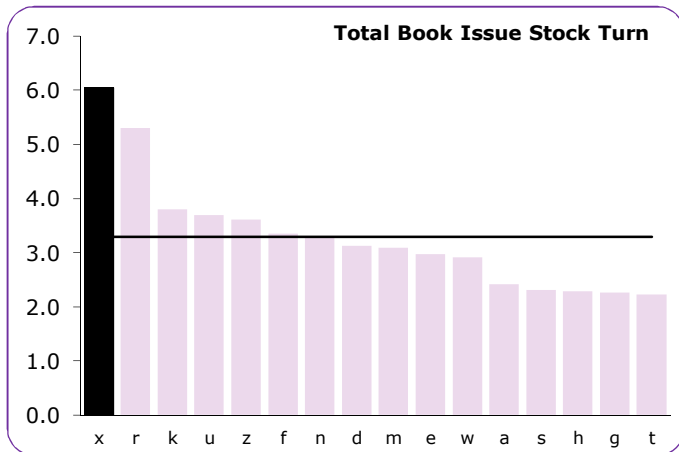


## C2: Stock Turn

2014-15 Actuals

	Number	Average
Adult Fiction	7.6	4.3
Adult Non-Fiction	4.0	2.1
Children's Fiction	6.4	3.7
Children's Non-Fiction	3.4	1.8
<b>Total Book Issues</b>	<b>6.0</b>	<b>3.3</b>

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



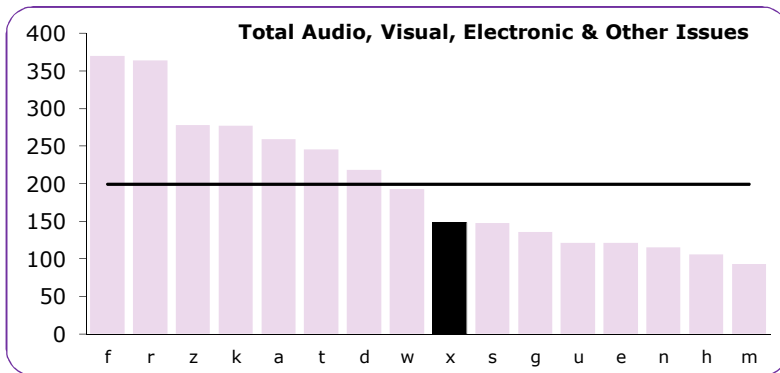
Source: CIPFA Public Library Statistics 2015 - Cells 100 to 104 divided by Cells 58 to 62 respectively

### C3: Audio, Visual, Electronic & Other Issues

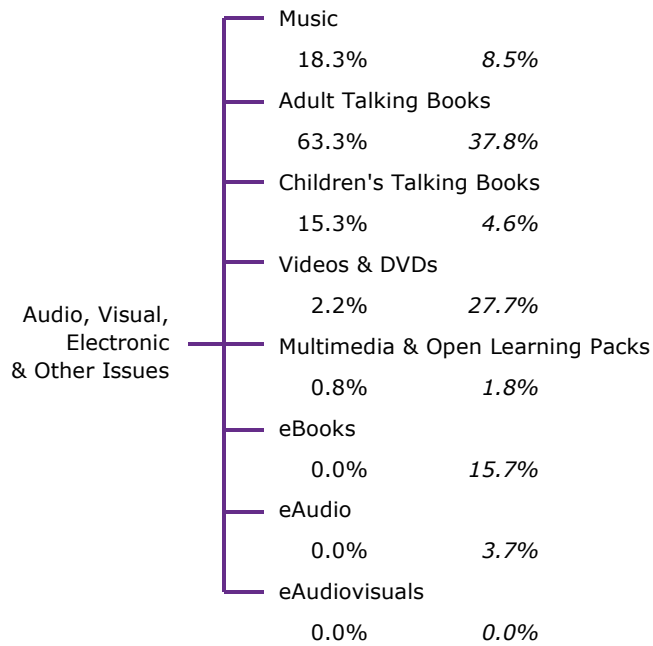
2014-15 Actuals

	Number	/1,000 pop	Avg
<b>Sound Recordings</b>			
Music	2,862	27.2	<i>17.0</i>
Adult Talking Books	9,878	93.7	<i>75.3</i>
Children's Talking Books	2,392	22.7	<i>9.2</i>
Video & DVDs	340	3.2	<i>55.2</i>
Multimedia & Open Learning Packs	129	1.2	<i>3.6</i>
<b>Electronic Products</b>			
eBooks	0	0.0	<i>31.3</i>
eAudio	0	0.0	<i>7.4</i>
eAudiovisuals	0	0.0	<i>0.0</i>
<b>Total Audio Visual Issues</b>	<b>15,601</b>	<b>148.0</b>	<b>199.1</b>

graph shown per 1,000 population



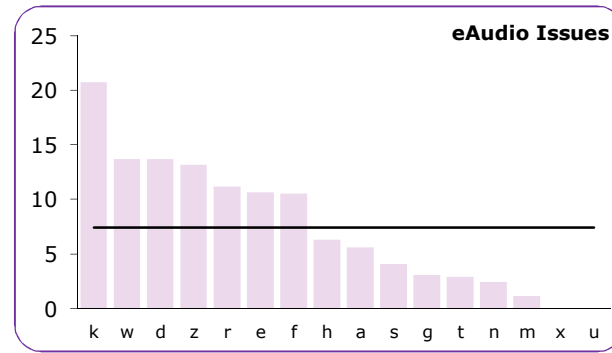
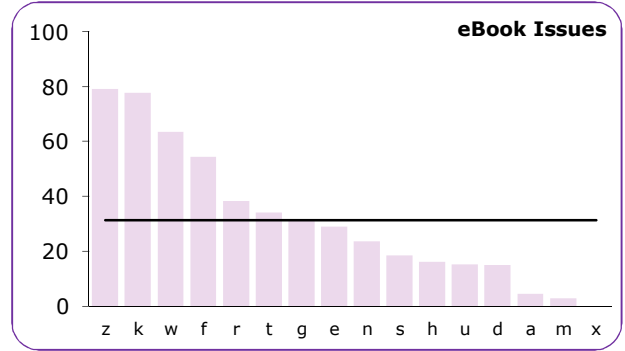
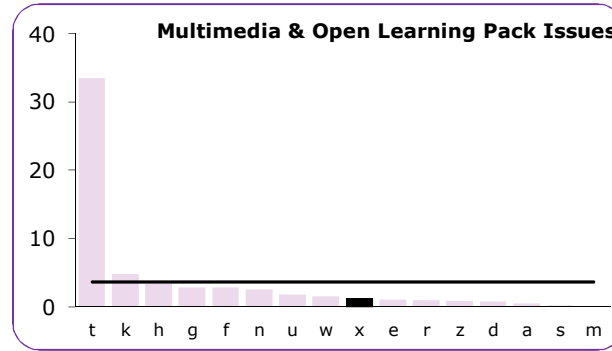
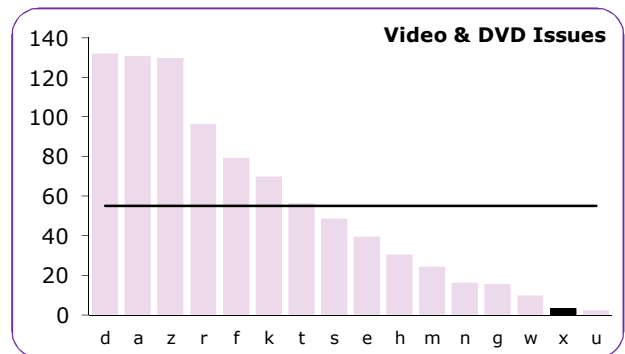
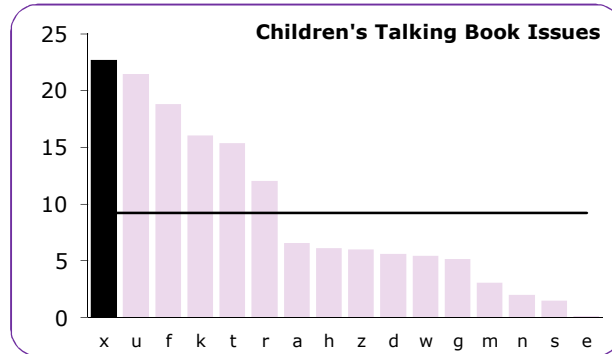
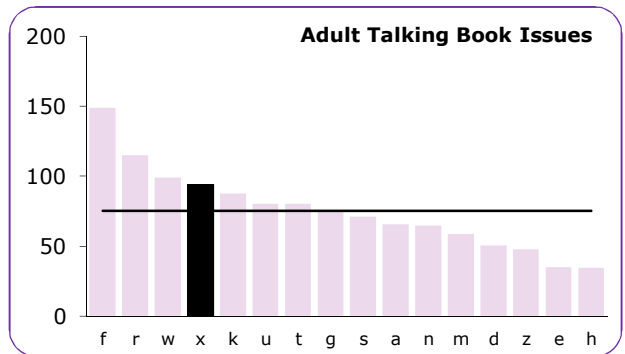
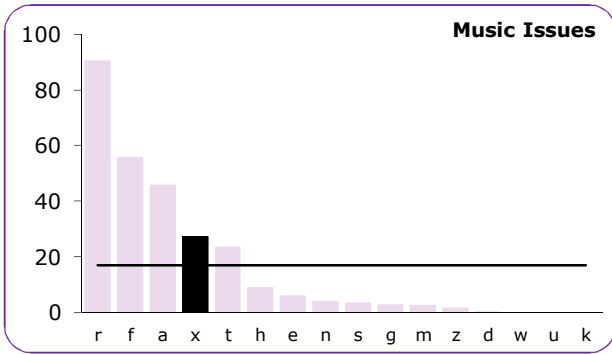
This tree diagram analyses Audio, Visual, Electronic & Other Issues.  
Your authority's value is followed by the average value in italics.



Source: CIPFA Public Library Statistics 2015 - Cells 105 to 113

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

graphs shown per 1,000 population



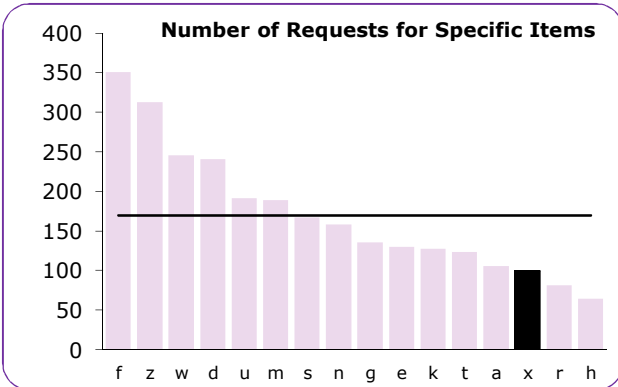
Source: CIPFA Public Library Statistics 2015 - Cells 105 to 113

## C4: Request Service

2014-15 Actuals

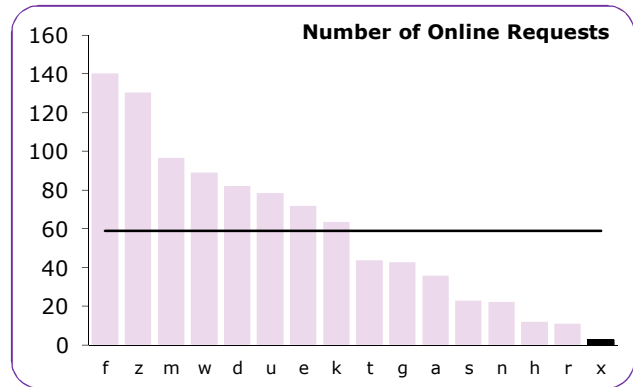
	Number	per 1,000 pop	Average
Requests	10,468	99	170

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2015 - Cell 114

	Number	per 1,000 pop	Average
Online Requests	272	3	59



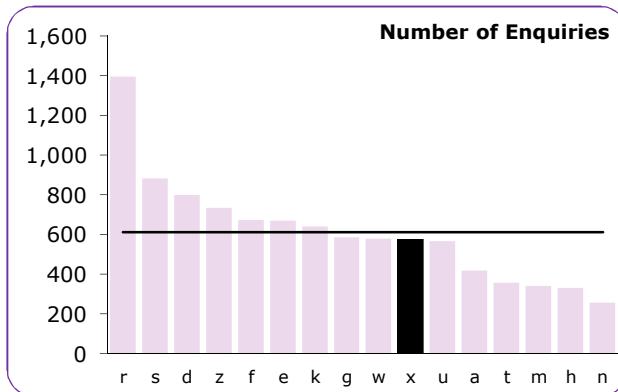
Source: CIPFA Public Library Statistics 2015 - Cell 115

## C5: Enquiries

2014-15 Actuals

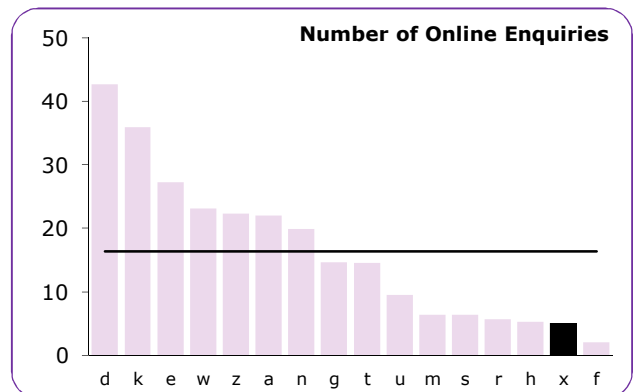
	Number	per 1,000 pop	Average
Enquiries	60,607	575	611

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2015 - Cell 119

	Number	per 1,000 pop	Average
Online Enquiries	527	5.0	16.4



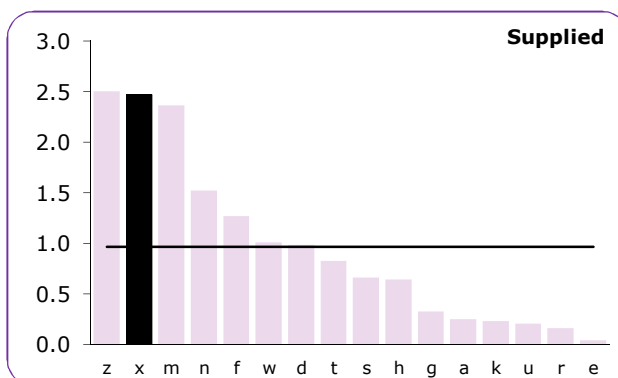
Source: CIPFA Public Library Statistics 2015 - Cell 120

## C6: Inter-Library Loans

2014-15 Actuals

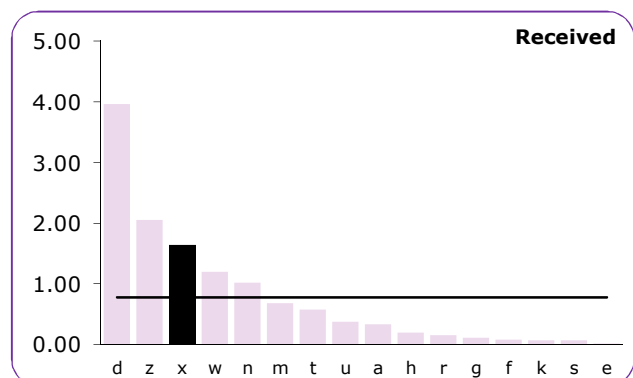
	Number	per 1,000 pop	Average
Loans Supplied	260	2.5	1.0

graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2015 - Cell 129

	Number	per 1,000 pop	Average
Loans Received	173	1.64	0.78



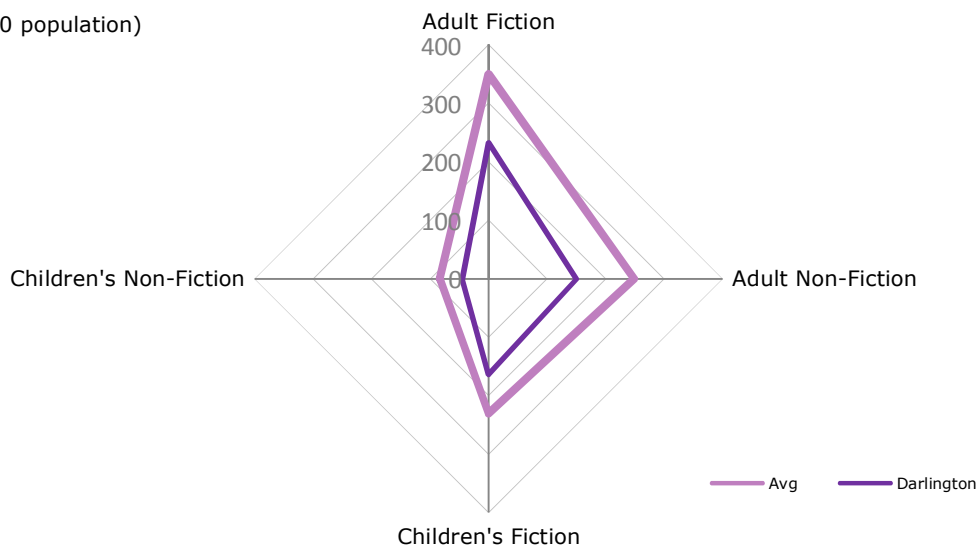
Source: CIPFA Public Library Statistics 2015 - Cell 130

## 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 2015**

(Stock per 1,000 population)



(See page 32 for details)

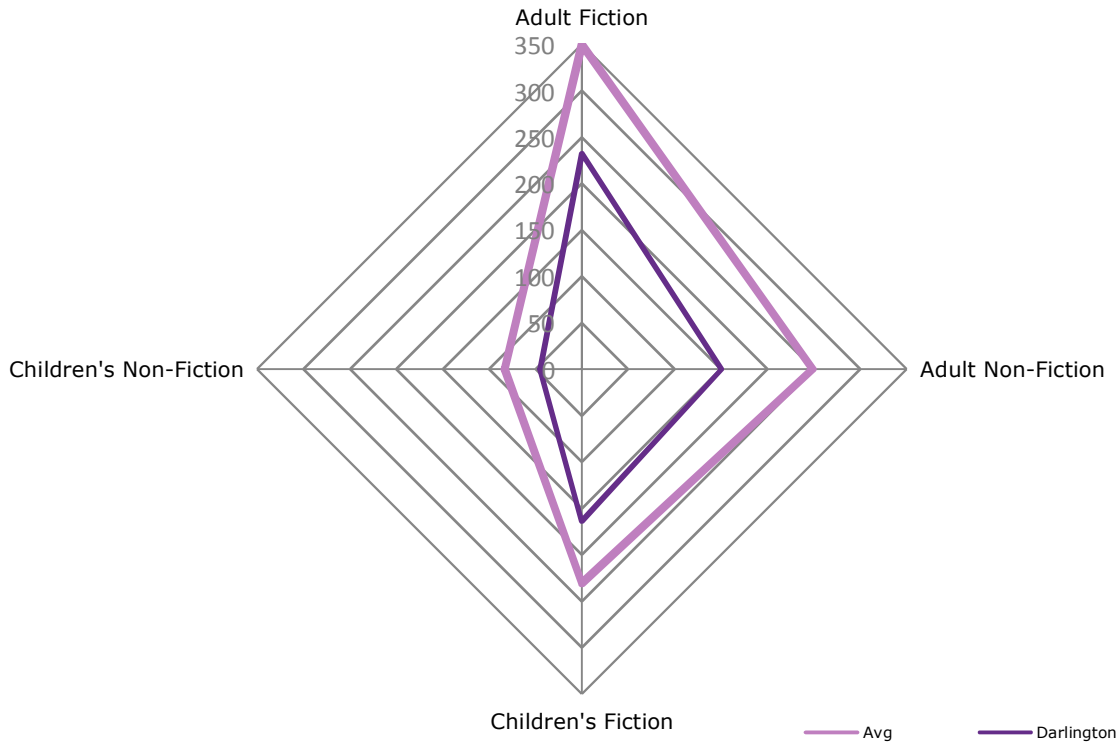
### Section Contents

<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, Electronic &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, Electronic &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

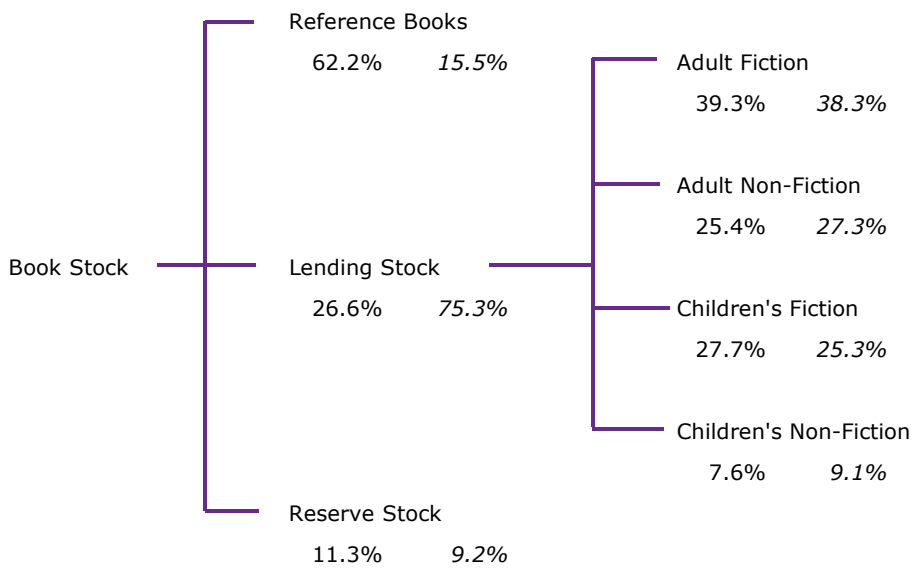
## Summary

### Book Stock at 31 March 2014



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

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



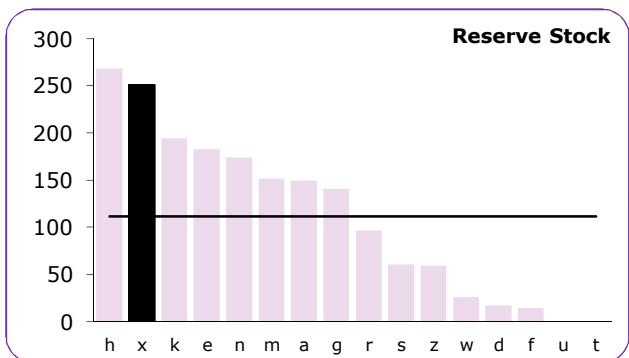
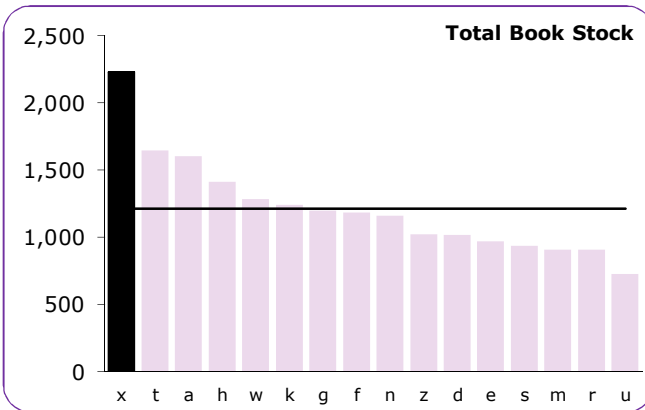
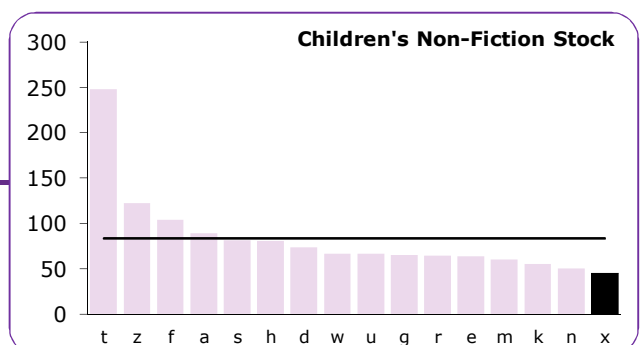
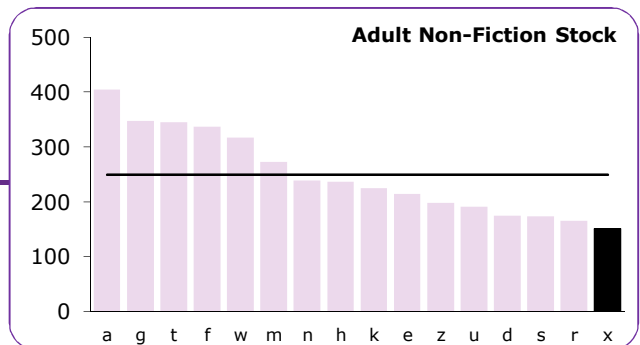
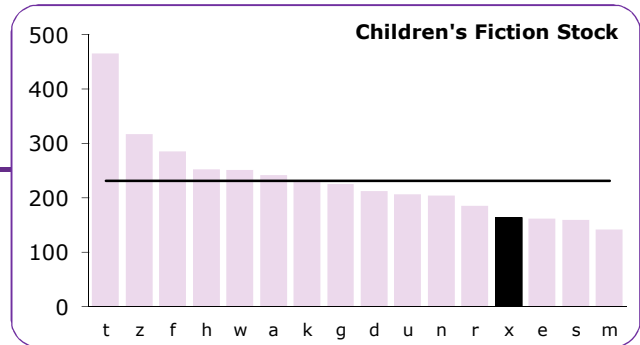
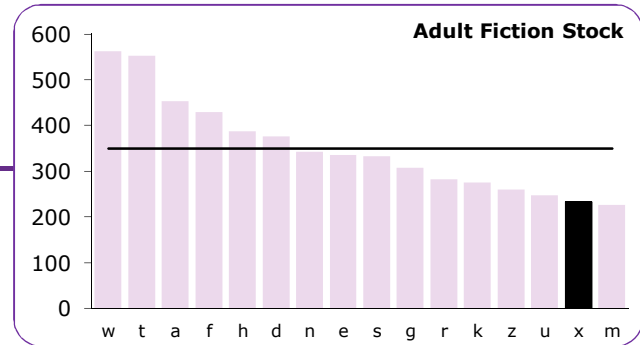
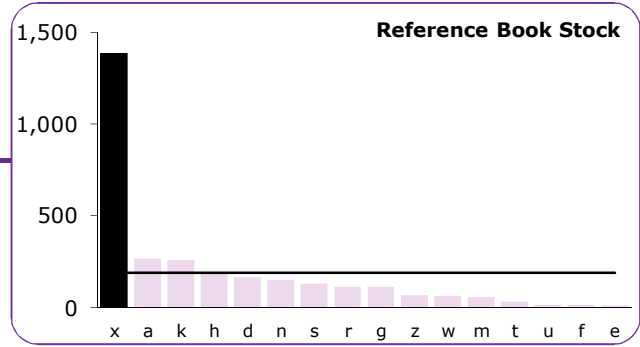
Source: CIPFA Public Library Statistics 2015 - Cells 57 to 64

# D1: Book Stock (continued)

at 31 March 2015

	No.	/1,000 pop	Avg
Reference Books	145,925	1,384	188
<b>Lending Stock</b>			
Adult Fiction	24,492	232	350
Adult Non-Fiction	15,864	151	249
Children's Fiction	17,259	164	231
Children's Non-Fiction	4,729	45	83
Reserve Stock	26,455	251	111
<b>Total Book Stock</b>	<b>234,724</b>	<b>2,227</b>	<b>1,211</b>

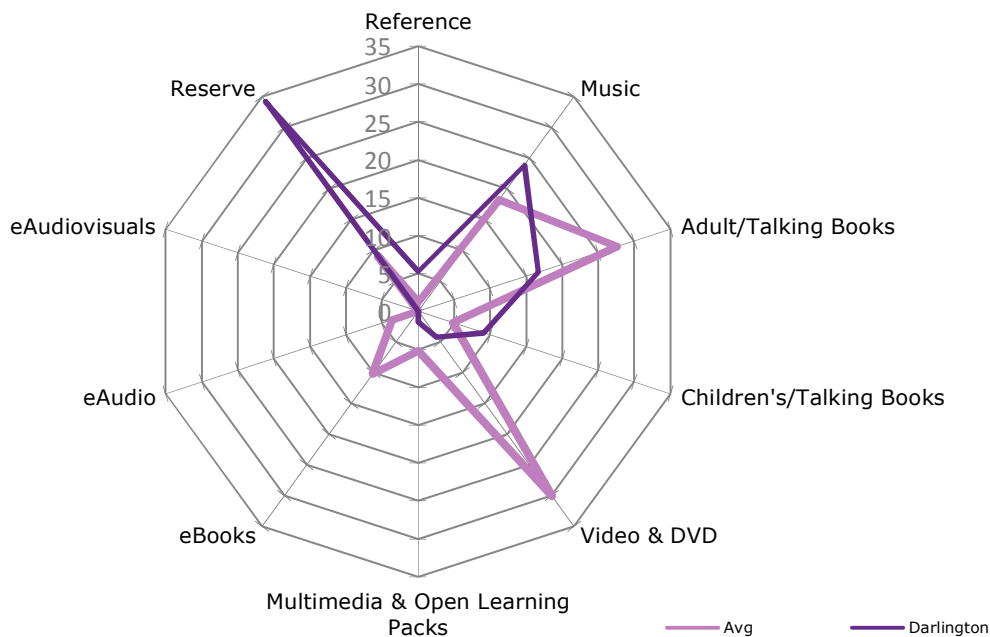
graphs shown per 1,000 population



Source: CIPFA Public Library Statistics 2015 - Cells 57 to 64

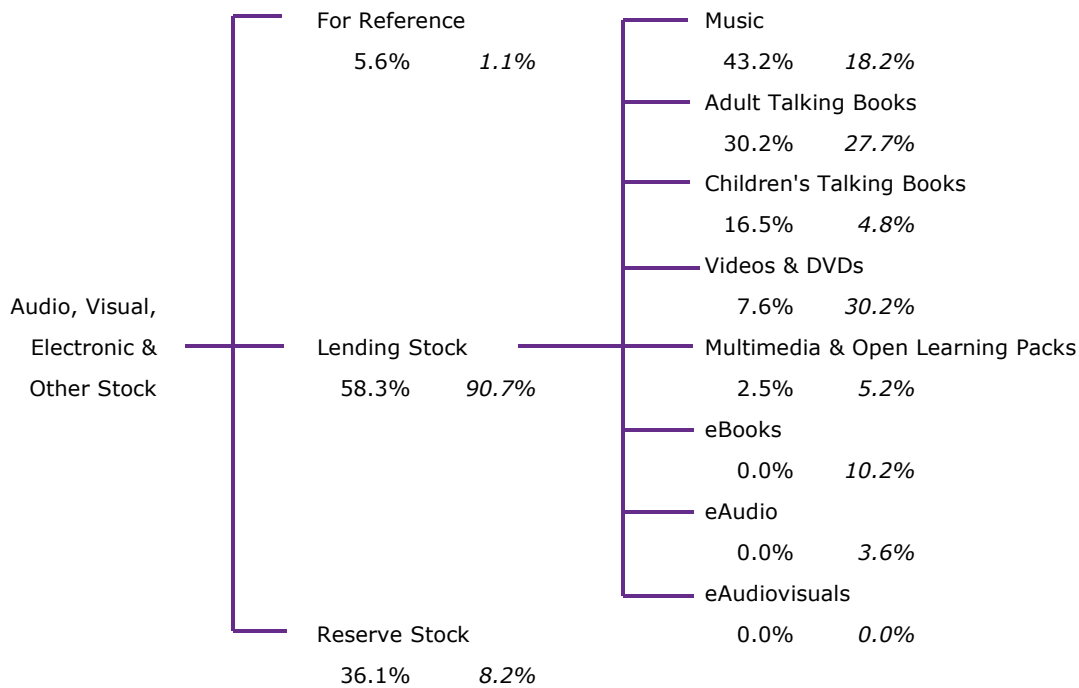
## D2: Audio, Visual, Electronic & Other Stock

**Stock at 31 March 2014**



- 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 2015 - Cells 105 to 113

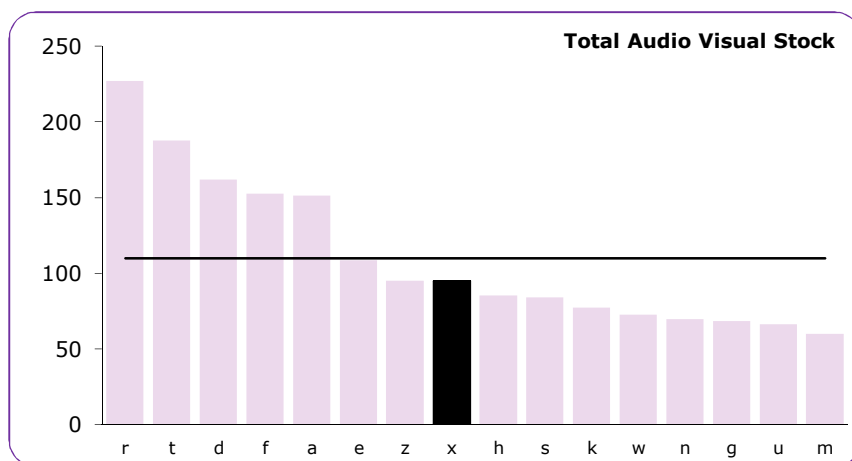


## D2: Audio, Visual, Electronic & Other Stock (continued)

at 31 March 2015

	Number	per 1,000 pop	Avg
For Reference	554	5.3	1.2
<b>Lending Stock</b>			
Sound - Music	2,513	23.8	18.2
Sound - Adult Talking Books	1,757	16.7	27.6
Sound - Children's Talking Books	961	9.1	4.8
Video & DVDs	445	4.2	30.1
Multimedia & Open Learning Packs	146	1.4	5.2
Electronic - eBooks	0	0.0	10.2
Electronic - eAudio	0	0.0	3.6
Electronic - eAudiovisuals	0	0.0	0.0
Reserve Stock	3,602	34.2	9.0
<b>Total Audio Visual Stock</b>	<b>9,978</b>	<b>94.7</b>	<b>111.1</b>

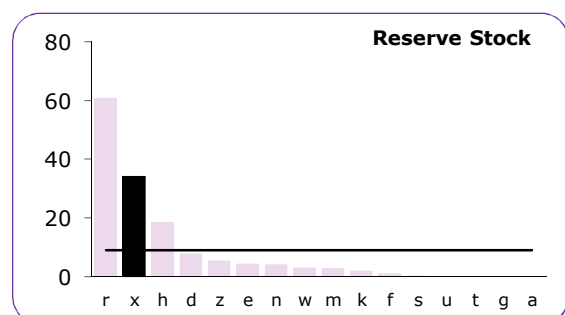
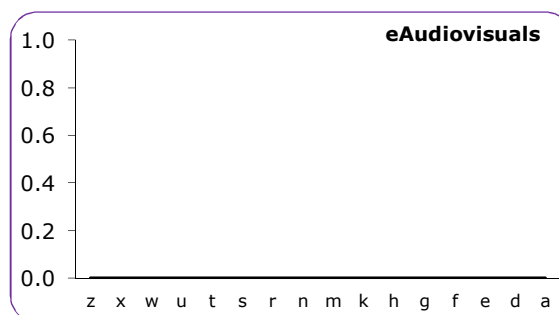
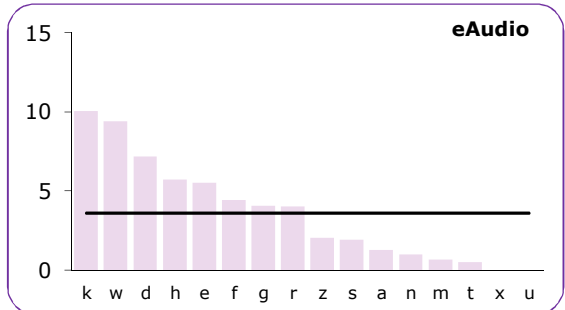
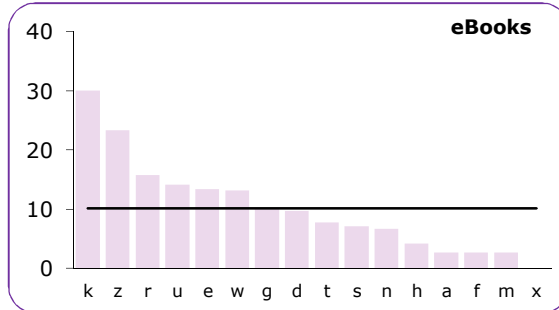
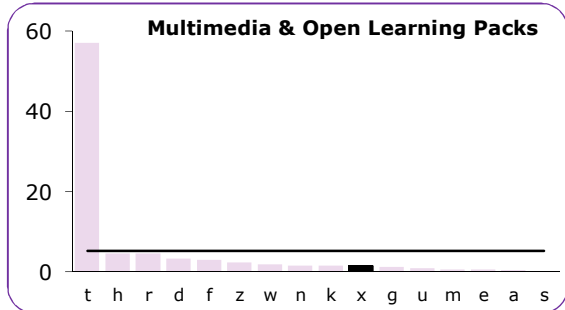
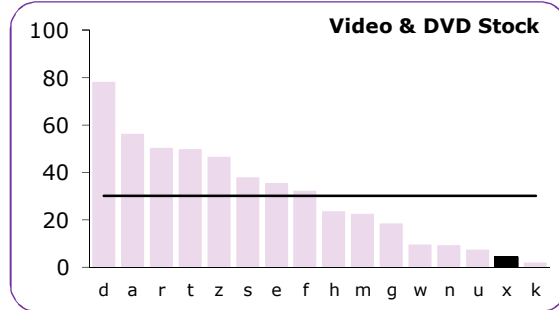
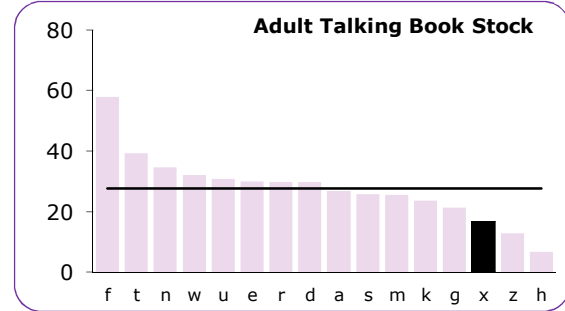
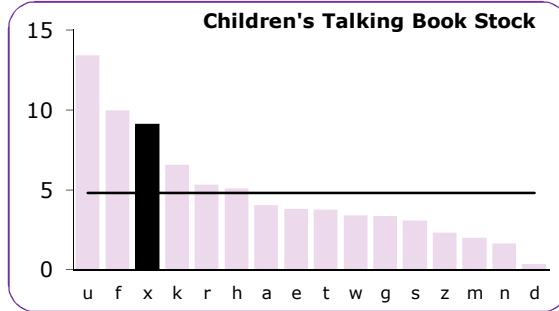
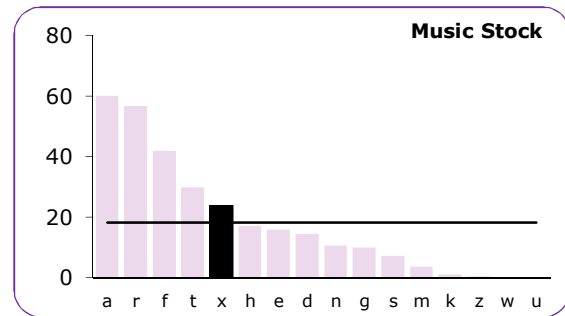
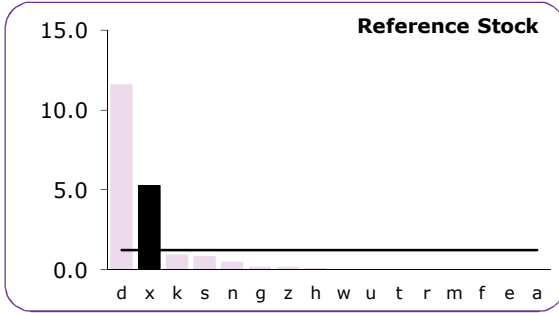
graph shown per 1,000 population



Source: CIPFA Public Library Statistics 2015 - Cells 105 to 113

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

graphs shown per 1,000 population



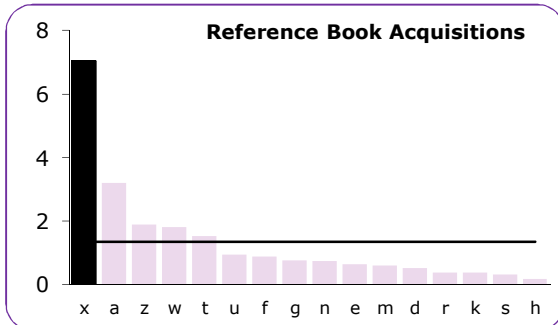
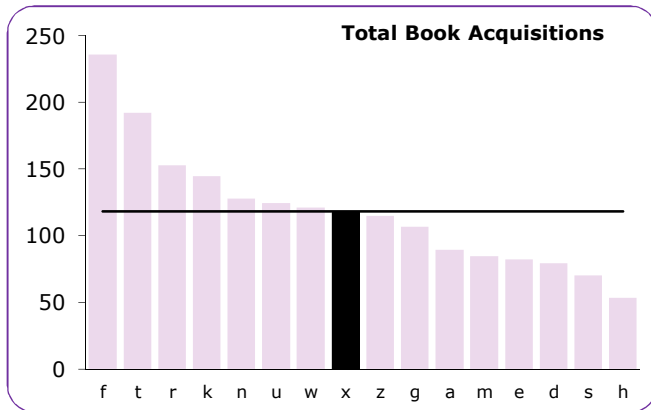
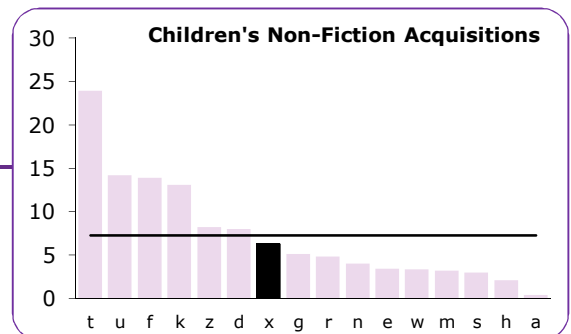
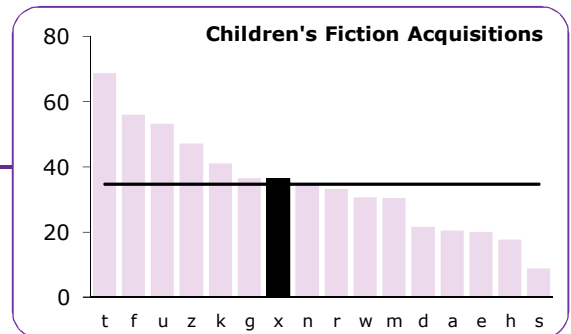
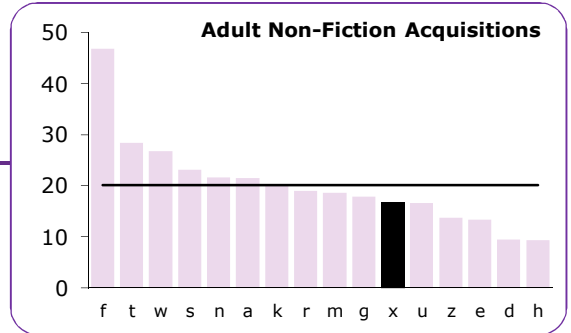
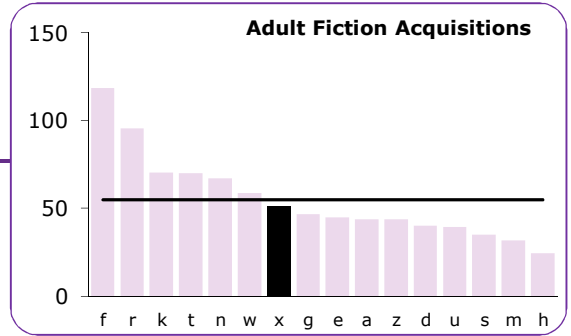
Source: CIPFA Public Library Statistics 2015 - Cells 105 to 113

### D3: Book Acquisitions

2014-15 Actuals

graphs shown per 1,000 population

	Number	per 1,000 pop	Average
Reference Books	743	7.0	1.4
<b>Lending Stock</b>			
Adult Fiction	5,342	50.7	54.8
Adult Non-Fiction	1,753	16.6	20.1
Children's Fiction	3,817	36.2	34.6
Children's Non-Fiction	659	6.3	7.3
<b>Total Book Acquisitions</b>	<b>12,314</b>	<b>116.8</b>	<b>118.2</b>



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

Book Acquisitions	Reference Books	6.0%	1.1%
	Lending Stock	94.0%	98.9%
	Adult Fiction	46.2%	46.9%
	Adult Non-Fiction	15.1%	17.2%
	Children's Fiction	33.0%	29.6%
	Children's Non-Fiction	5.7%	6.2%

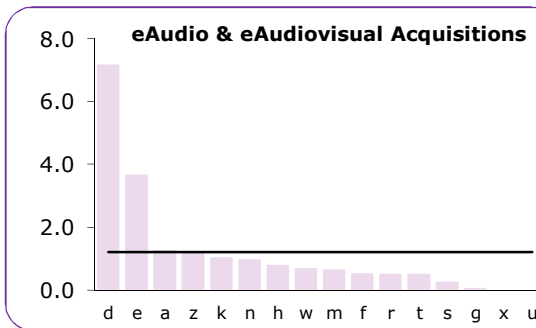
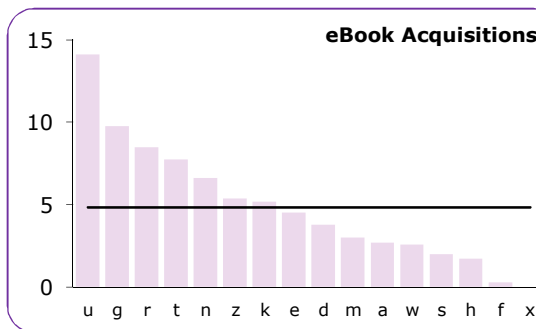
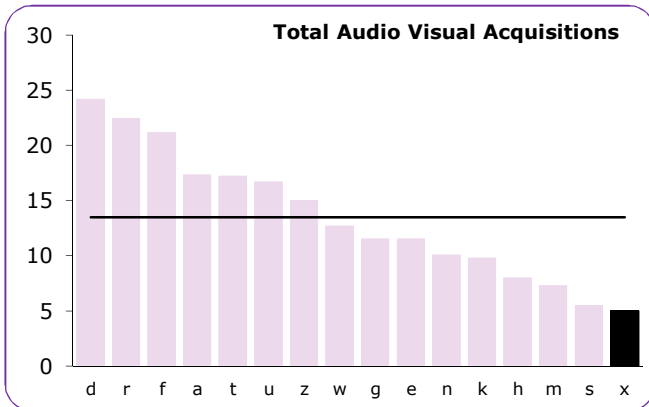
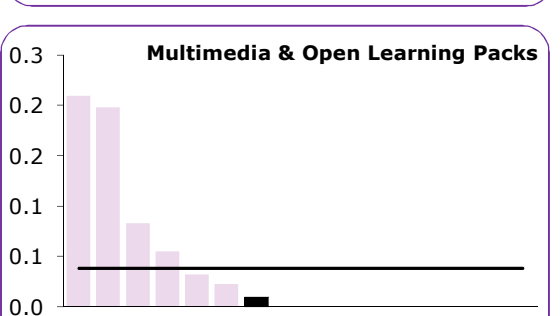
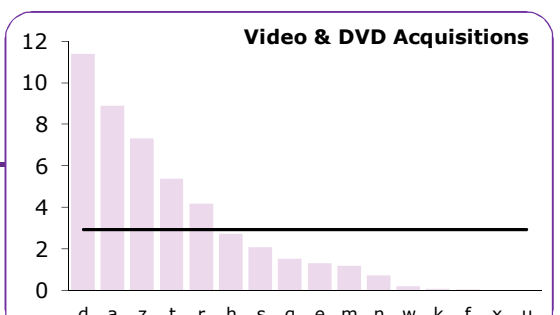
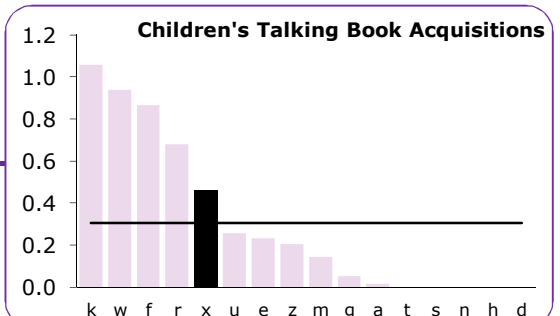
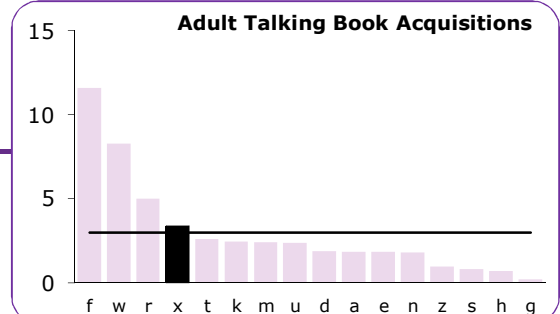
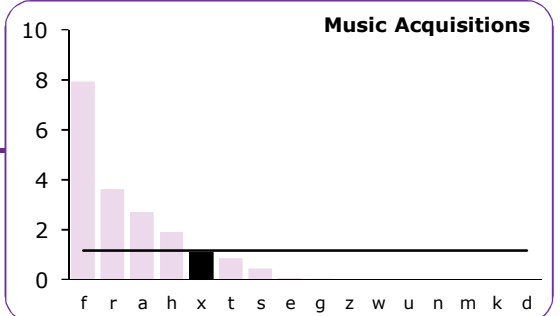
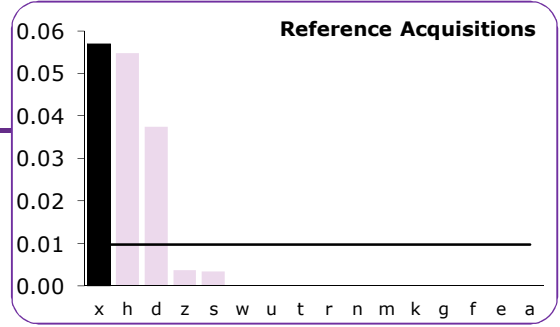
Source: CIPFA Public Library Statistics 2015 - Cells 65 to 71

# D4: Audio, Visual, Electronic & Other Acquisitions

2014-15 Actuals

graphs shown per 1,000 population

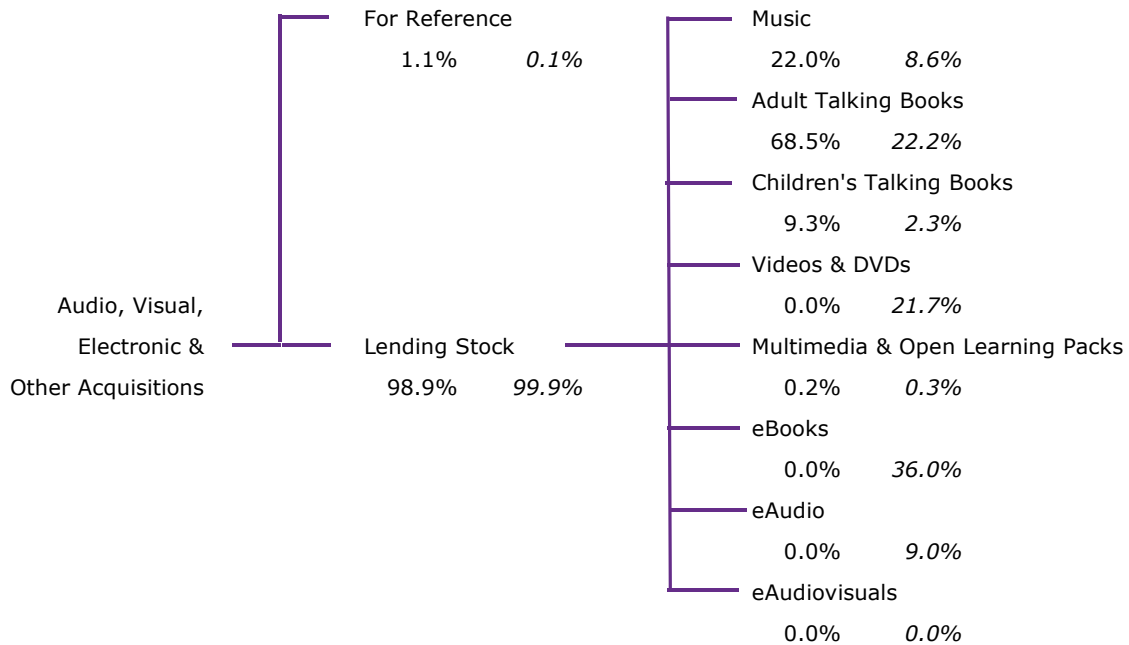
	Number	per 1,000 pop	Avg
For Reference	6	0.1	0.0
<b>Lending Stock</b>			
Sound - Music	114	1.1	1.2
Sound - Adult Talking Books	355	3.4	3.0
Sound - Children's Talking Books	48	0.5	0.3
Video & DVDs	0	0.0	2.9
Multimedia & Open Learning Packs	1	0.0	0.0
eBooks	0	0.0	4.8
eAudio	0	0.0	1.2
eAudiovisuals	0	0.0	0.0
<b>Total Audio Visual Acquisitions</b>	<b>524</b>	<b>5.0</b>	<b>13.5</b>



Source: CIPFA Public Library Statistics 2015 - Cells 84 to 94

## D4: Audio, Visual, Electronic & 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.

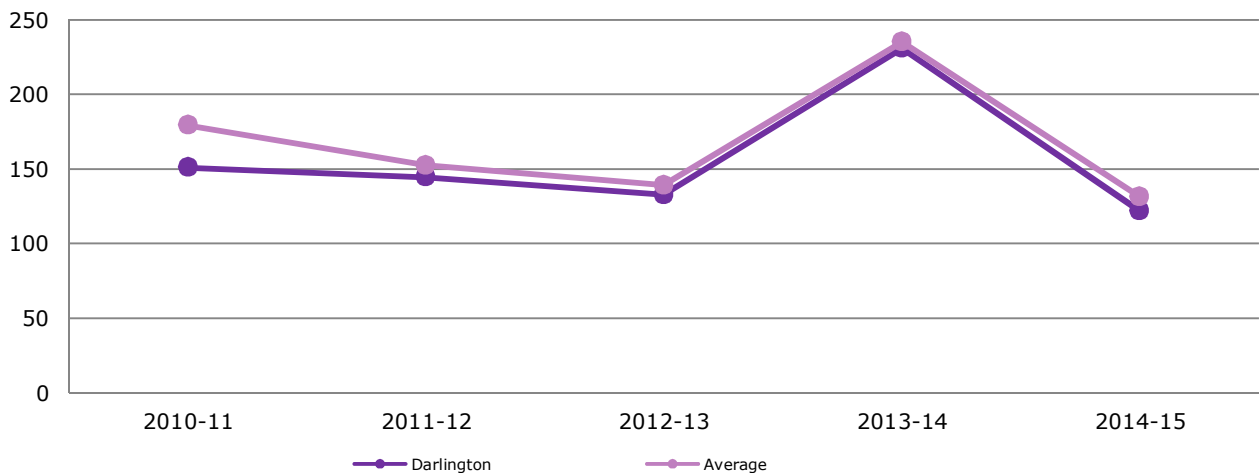


Source: CIPFA Public Library Statistics 2015 - Cells 84 to 93

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

Acquisitions	Number	per 1,000 pop	Average
2010-11	15,204	151	179
2011-12	15,264	145	153
2012-13	13,947	133	139
2013-14	24,347	231	235
2014-15	12,838	122	131

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

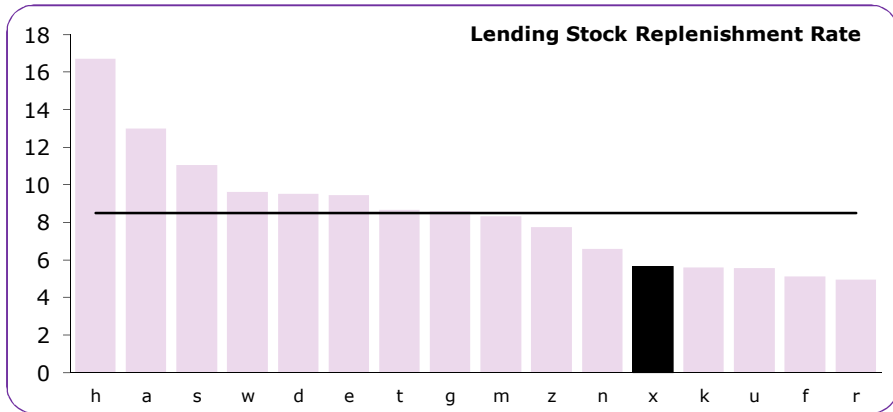


Source: CIPFA Public Library Statistics 2015 - Cells 71 & 94

## D6: Lending Stock Replenishment Rate

Lending Stock	Years	Average
Replenishment Rate	5.6	8.5

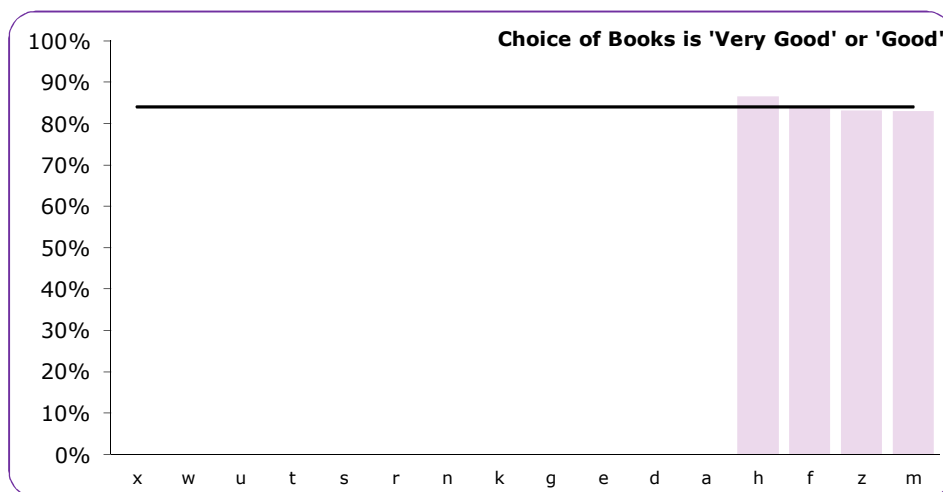
- Time taken in years to replenish the lending stock on open access or available on loan at 2014-15 rate.



Source: CIPFA Public Library Statistics 2015 - (Cell 62 + Cell 81) / (Cell 70 + Cell 93)

## SECTION E: PERFORMANCE

- The CIPFAstats Public Library Statistics primarily collect cost and quantity figures. Here we analyse the performance data included, in particular the results of the latest PLUS surveys\*.



(See page 43 for details)

Section Contents	
<b>Page 42</b>	<b>E1: Requests</b> % supplied in 7, 15 and 30 days
<b>Page 43</b>	<b>E2: Adults Public Library Users Survey (PLUS)</b> Satisfaction Measures
<b>Page 44</b>	<b>E3: Childrens Public Library Users Survey (PLUS)</b> Satisfaction Measures Outcome Measures

\*Public Library Users Survey (PLUS)

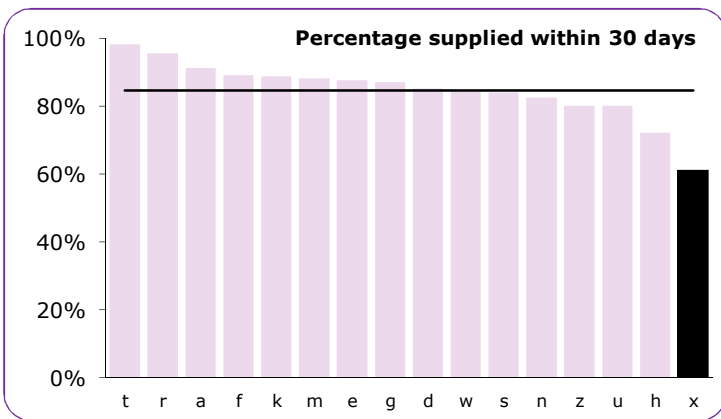
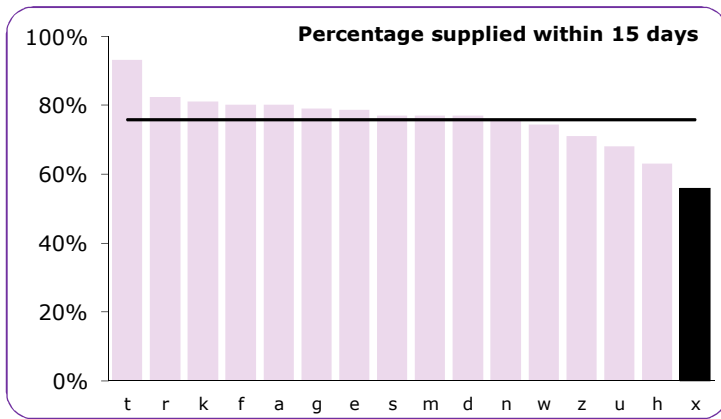
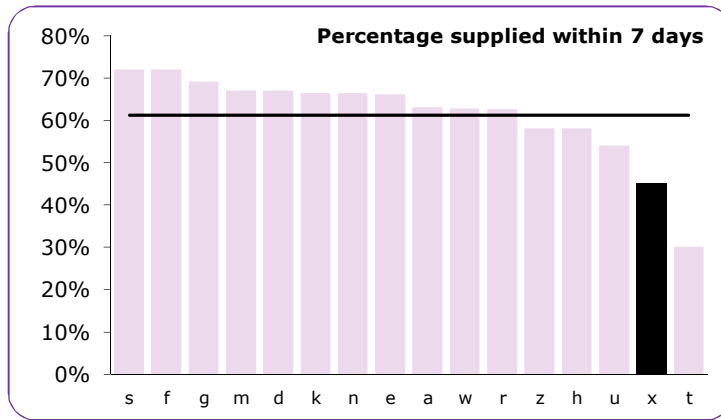
This PLUS data is the feedback from the individuals who makes use of library services. It contains the views of children, young people and adults from diverse neighbourhoods who have been surveyed on a variety of topics including books, homework and computers. Examples of the way the PLUS data is used includes, for example, demographic profiling to determine demand amongst key groups for services.

If you would like to learn more about PLUS please contact [research@cipfa.org](mailto:research@cipfa.org)

# E1: Requests

2014-15 Actuals

Percentage Supplied	Authority	Average
within 7 days	45%	61%
within 15 days	56%	76%
within 30 days	61%	85%



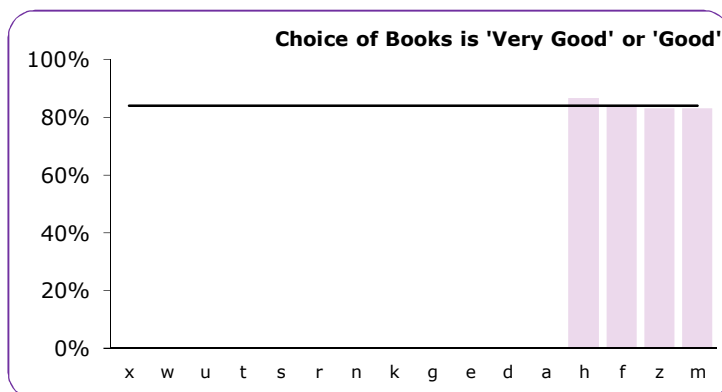
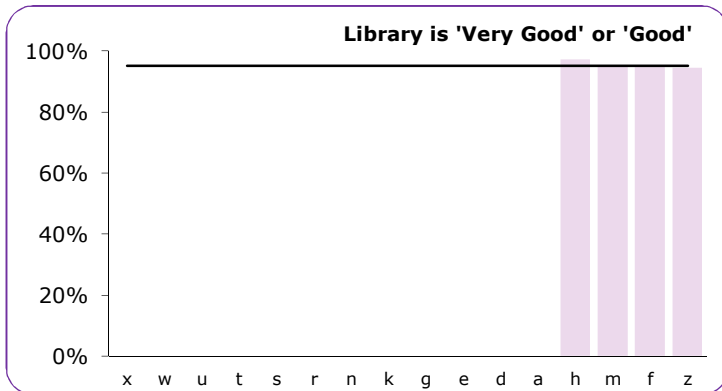
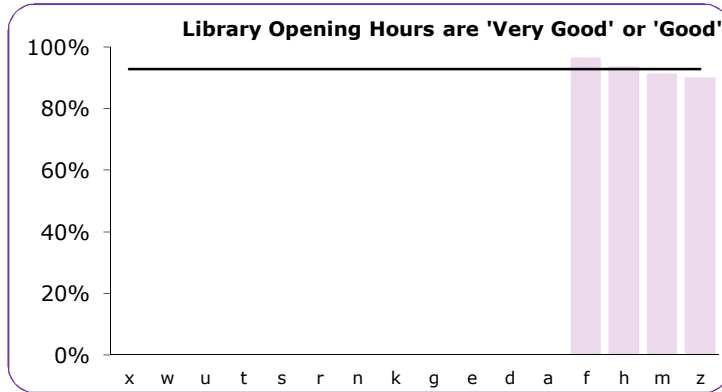
Source: CIPFA Public Library Statistics 2015 - Cells 116 to 118



## E2: Public Library User Survey (PLUS)

Over 16

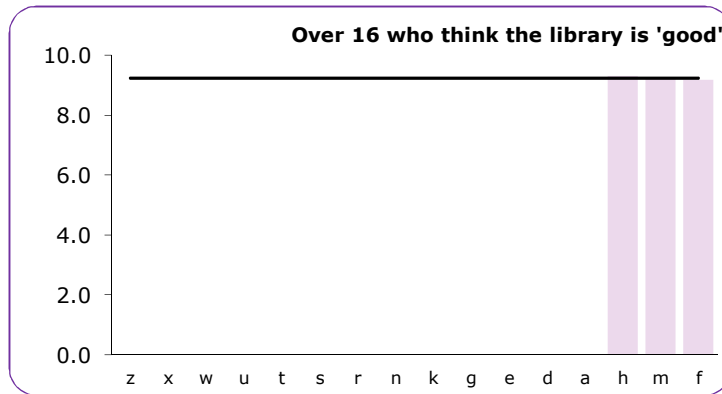
Survey Year: 2012-13	Authority	Average
Proportion who view their library opening hours as 'very good' or 'good'	na	93%
Proportion who view their library as 'very good' or 'good'	na	95%
Proportion who find the choice of books as 'very good' or 'good'	na	84%



### E3: Public Library User Survey (PLUS)

Under 16

Survey Year:	2012-13	Authority	Average
Who think the library is 'good' (average score out of 10)		..	9.2



# APPENDICES

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

## APPENDIX 1 - Comparative Bar Charts

Page 46

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 49

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 51

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

## APPENDIX 4 - Other CIPFA Libraries Services

Page 53

Links to other services that CIPFA provides for library authorities.

## APPENDIX 5 - Contact Us!

Page 53

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.

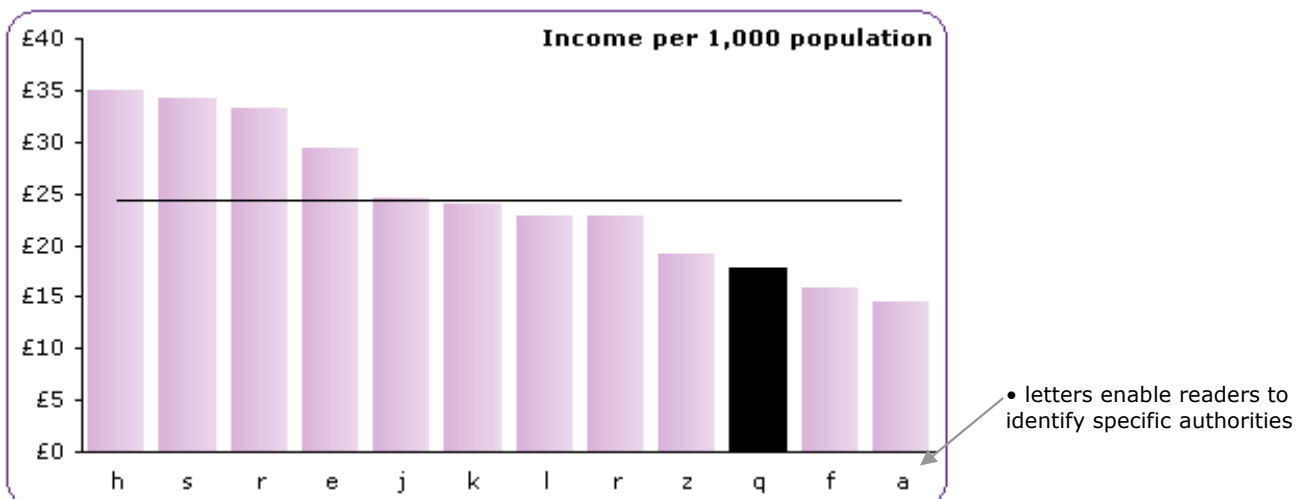


### Example 2: Comparative bar charts for reports with small numbers of authorities

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.

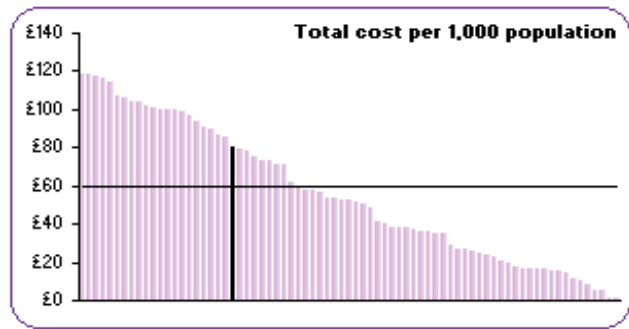


## Examples 5-8: Example distributions and help in interpreting them

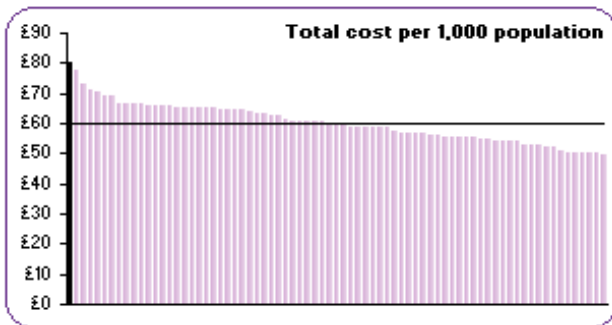
The distributions of values shown on the charts can vary greatly. Here we show some examples to help readers understand how the distributions can vary. In each case we will keep the black bar authority's value the same and the group average the same, however the shape of the graph and distribution of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

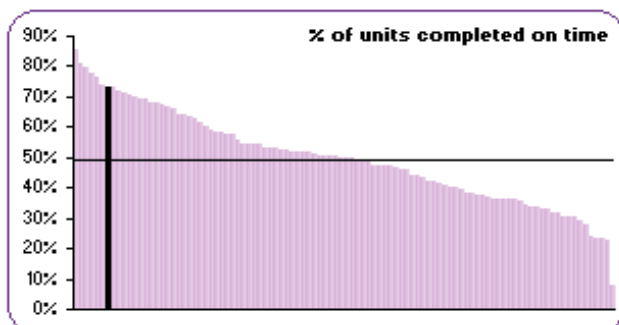
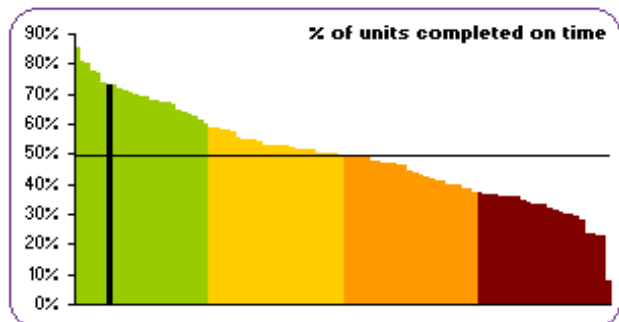
Quartiles are produced by splitting the distribution into four quarters, as presented on the right.

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.

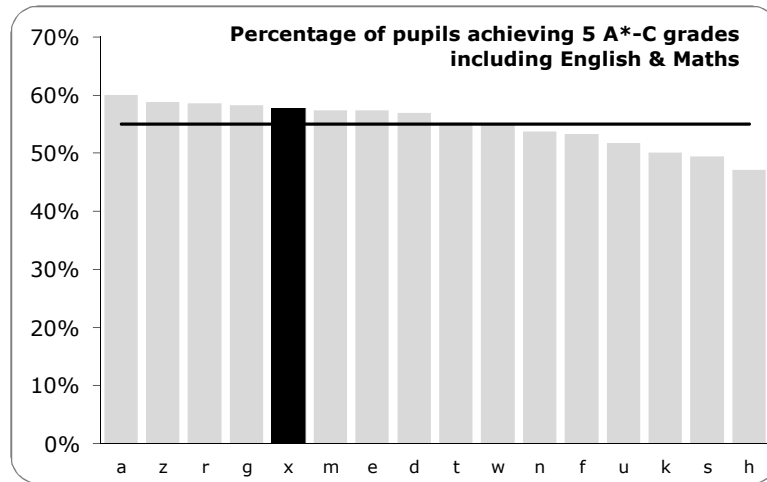
We do not show quartiles in this report, as this approach can be viewed as simplistic, and it does not fit in with the purpose of the report, which is to inform rather than judge. The reader should however compare the top and bottom charts and note how easy it is to quarter the distribution with the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



# APPENDIX 2 - Background Information

## Educational Attainment

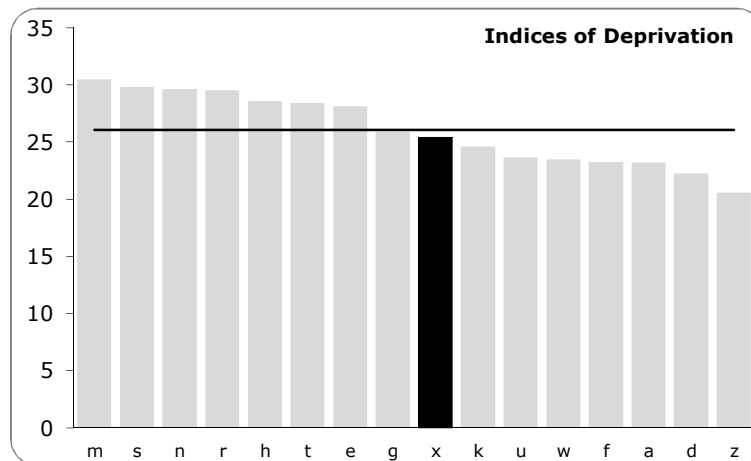
		Average
Educational Attainment	57.6%	55.0%



Source: CIPFA Children's Services Actuals Statistics 2013-14 - Column 316

## Deprivation

		Average
Index of Deprivation	25.4	26.0

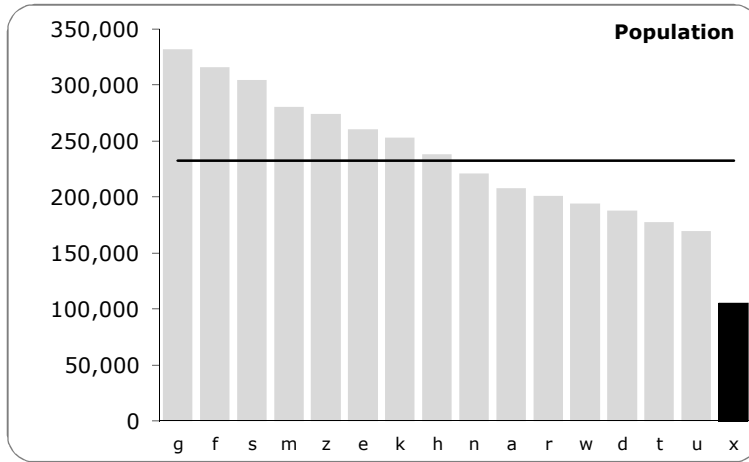


- The higher the index, the more deprived the authority is.

Source: CLG Indices of Deprivation 2010

## Population

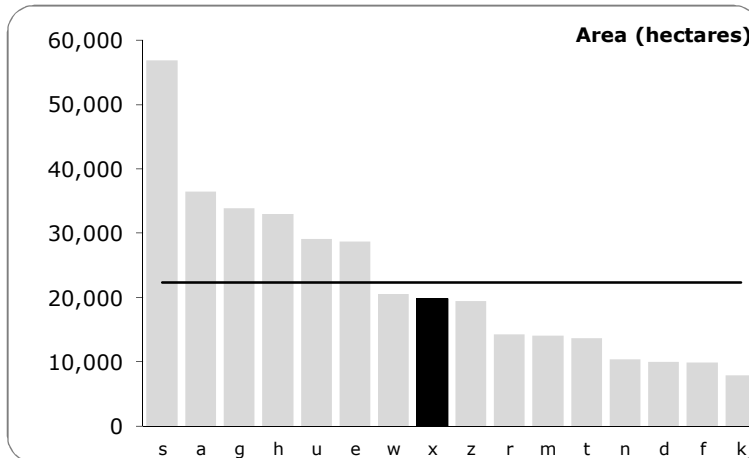
		Average
Population	105,400	232,406



Source: ONS Mid 2014 Population Estimates

## Area

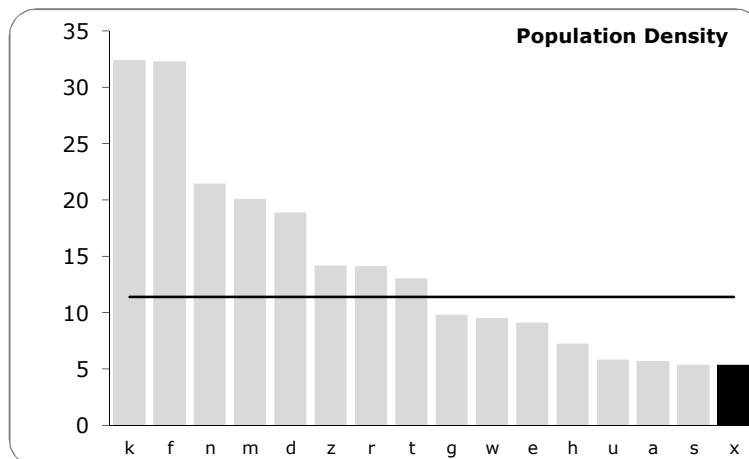
		Average
Area (hectares)	19,748	22,310



Source: ONS Area 2014

## Population Density

		Median
Population Density	5.3	11.4





## APPENDIX 3 - Financial Information

### For Darlington Borough Council Financial Information 2014-15 (Actuals)

Revenue Expenditure	£	per 1,000 pop	Average
<b>Employees</b>	539,473	5,118	6,772
<b>Premises</b>	186,348	1,768	1,799
<b>Supplies &amp; Services</b>			
Books & Pamphlets			
- Reference	11,718	111	48
- Adult Fiction	40,944	388	474
- Adult Non-Fiction	17,806	169	192
- Children's Fiction	17,380	165	170
- Children's Non-Fiction	4,009	38	43
Newspapers, Periodicals & Magazines	6,015	57	65
Sound Recordings <sup>1</sup>	17,671	168	108
DVDs, CD-ROMs, Software & Multimedia <sup>2</sup>	139	1	43
Electronic & Online Products <sup>3</sup>	22,035	209	183
Other Acquisitions	0	0	19
Bookbinding	1,370	13	3
<b>Total Materials</b>	139,087	1,320	1,348
Computing Costs	28,754	273	368
Other Supplies & Services	25,124	238	525
<b>Transport</b>	11,579	110	127
<b>Third Party Payments</b>	0	0	103
<b>Support Service Costs</b>	112,204	1,065	2,206
<b>Total Revenue Expenditure</b>	1,042,569	9,892	13,248

Revenue Income	£	per 1,000 pop	Average
Overdue Charges	(12,878)	(122)	(93)
Reservation Fees	0	0	(9)
Lettings	0	0	(64)
Hire of Audio & Visual Materials	(12,785)	(121)	(70)
Electronic Revenue	0	0	(18)
Specific Grants	0	0	(52)
Provision of Library Services to other Local Authorities	0	0	(82)
Miscellaneous - receipts from the public	(23,481)	(223)	(218)
Miscellaneous - corporate income	0	0	(160)
<b>Total Revenue Income</b>	(49,144)	(466)	(766)

Net Expenditure (excluding Capital Charges)	993,425	9,425	12,483
Capital Charges	21,431	203	1,150
<b>Total Net Expenditure (including Capital Charges)</b>	1,014,856	9,629	13,633

<b>Total Capital Expenditure</b>	0	0	1,825
----------------------------------	---	---	-------

<sup>1</sup> Includes Music, Adult Talking Books and Children's Talking Books (Cells 139 to 141)

<sup>2</sup> Includes DVDs, Multimedia & Open Learning Packs and CD-ROMs & Software (Cells 140 & 141)

<sup>3</sup> Includes eBooks, eAudio, eAudiovisual, Subscriptions and Online / Electronic Products (Cells 144 to Cell 148)

## Financial Information 2015-16 (Estimates)

<b>Revenue Expenditure</b>	£	per 1,000 pop	<i>Average</i>
Employees	561,220	5,325	6,865
Premises	149,270	1,416	1,684
Supplies & Services - Materials	141,140	1,339	1,344
Other Expenditure	152,111	1,443	2,982
<b>Total Revenue Expenditure</b>	1,003,741	9,523	12,875
<b>Revenue Income</b>	(50,800)	(482)	(757)
Net Expenditure (excluding Capital Charges)	952,941	9,041	12,118
Capital Charges	37,421	355	975
<b>Total Net Expenditure (including Capital Charges)</b>	990,362	9,396	13,092

## 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 bi-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 Public Library User Survey (PLUS)

CIPFA have been developing and supporting a range of library survey tools, enabling authorities to collect feedback from users of their services, since 1995. This began with the launch of PLUS in 1995, which was followed by Children's PLUS in 1997, ePLUS in 2001 and the Home Delivery Survey in 2005.

Indicators from PLUS were adopted by the Audit Commission and the Department for Transport, Local Government and the Regions (DTLR now DCLG) for the collection of a number of Best Value Performance Indicators (BVPIs). It was also adopted by the Department for Culture, Media and Sport (DCMS) for their Public Library Service Standards (PLSS) and Public Library Impact Measures (PLIMs).

New from July 2012: The 2012 Adult PLUS survey has now been updated and includes new questions on transport, use of computers and living arrangements. The questionnaire and manual of guidance can be accessed by subscribers from [www.cipfasocialresearch.net/subscribersarea](http://www.cipfasocialresearch.net/subscribersarea), which will also include details on how CIPFA can help you to deliver your survey and make best use of the results.

[www.cipfasocialresearch.net](http://www.cipfasocialresearch.net)

## APPENDIX 5 - Contact Us!

We hope you have found the profile interesting and informative.

This is the fifth 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.



## **Darlington Library Service Survey**

The Council is faced with further significant budget reductions as a result of Central Government cuts to public spending. This means that there will be significantly less money to spend on Council services and the services we are able to fund are being reviewed.

Library services are valued as part of Darlington's community and as a Council we want to make sure we are providing the right kind of library service for our communities within the limited resources available to us.

The purpose of this questionnaire is to consult with you on proposals to change the Library service.

**Please complete the questionnaire and return to:  
Crown Street Library, Cockerton Library, Mobile Library,  
Dolphin Centre or the Customer Contact Centre, Town Hall.**

**Alternatively you can complete the online version of the survey at  
<https://www.surveymonkey.co.uk/r/DBC16LIB02>**

**Closing Date: 3 April 2016**

If you need this information in a different language or format please contact Charleen Dods during normal office hours, 8.30 am to 5.00 pm Mondays to Thursdays and 8.30 am to 4.30 pm, Fridays (Direct Line 406612) or email [Charleen.Dods@darlington.gov.uk](mailto:Charleen.Dods@darlington.gov.uk)

## Darlington Library Service Survey

### Proposed Changes

The Council is proposing to:

1. Stop the provision of the Mobile Library Service but extend the Housebound Service for those residents who for health reasons can't travel to the town centre.
2. Close Cockerton Library.
3. Relocate the town centre Library from Crown Street to the Dolphin Centre, including the following services:
  - Lending Library
  - Children's Library
  - Reference Library
  - Centre for Local Studies
  - Library Events
  - ICT Facilities
  - Public Art Display

Relocating to the Dolphin Centre there would be the opportunity to develop the central library service, including:

- Improved baby changing facilities
- Improved toilet provision
- Further develop the family learning experience
- Café
- Social space
- Expand a number of programmes, particularly for children and young people
- Updated ICT provision
- Improved access and facilities for all residents
- Extended opening hours/drop-off and renewal provision for items already on loan

Currently at Crown Street there is 838m<sup>2</sup> of public space in the Library, there would be 651m<sup>2</sup> dedicated library space within the Dolphin Centre. In addition there would be access to the other facilities within the Dolphin Centre.

## Darlington Library Service Survey

Thank you for taking the time to answer these questions. Please answer the following questions by putting an “X” in the box that represents your answer or answers. We will keep your answers completely confidential.

### 1. Do you use Darlington’s library service?

Yes		No (Please go to Question 12)	
-----	--	-------------------------------	--

### 2. Which of the following Darlington library services do you use? (Please mark all that apply).

Crown Street Library		Cockerton Library		Mobile Library		Online services		Housebound service	
----------------------	--	-------------------	--	----------------	--	-----------------	--	--------------------	--

### 3. How often do you use the Darlington library services that you marked?

At least once a week		At least once a month		At least once every three months		Less often than three months	
----------------------	--	-----------------------	--	----------------------------------	--	------------------------------	--

### 4. Which of the following library services do you use when you visit a Darlington library? (Please mark all that apply).

Borrowing books / CD books		Borrowing CDs and DVDs		Reading newspapers or magazines	
Finding information using reference books, encyclopaedias, directories etc		Computer and internet facilities, finding information online (online encyclopaedias, directories etc)		Centre for Local Studies, local and family history, and local history exhibitions	
Study or homework facilities		Learning and skills courses		Children’s sessions and events	
Adult sessions and events		Exhibition, community meeting or ward surgery		Photocopier and fax	
Specialist User Groups		Visit Art Gallery		None	

Other, please write in here.

**5. Please indicate if you agree or disagree with the following proposals:**

<b>Moving the town centre Library to the Dolphin Centre</b>				
<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree nor Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>

<b>Closing Cockerton Library</b>				
<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree nor Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>

<b>Withdrawal of the Mobile Library Service (The Housebound Service would be extended to include those residents who for health reasons can't travel to the town centre).</b>				
<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither Agree nor Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>

**6. What impact, positive or negative, would moving the town centre Library to the Dolphin Centre have on you?**

Please write in here.

**7. What impact, positive or negative, would closing Cockerton Library have on you?**

Please write in here.

**8. What impact, positive or negative, would the withdrawal of the Mobile Library Service have on you?**

Please write in here.

**9. Which of the following online services do you use via the Darlington Libraries website ([www2.darlington.gov.uk](http://www2.darlington.gov.uk))? (Please mark all that apply).**

Library Catalogue	<input type="checkbox"/>	Renew books, CD's and DVD's	<input type="checkbox"/>	Events information	<input type="checkbox"/>
Local and Family History	<input type="checkbox"/>	e-books	<input type="checkbox"/>	24 hour online access to reference resources	<input type="checkbox"/>
None	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>

Other, please write in here.



**10. Please choose three of the following Darlington library services that are most valuable to you? (Please mark your top three).**

Borrowing books / CD books		Borrowing CDs and DVDs		Reading newspapers or magazines	
Finding information using reference books, encyclopaedias, directories etc		Computer and internet facilities, finding information online (online encyclopaedias, directories etc)		Centre for Local Studies, local and family history, and local history exhibitions	
Study or homework facilities		Learning and skills courses		Children's sessions and events	
Adult sessions and events		Exhibition, community meeting or ward surgery		Photocopier and fax	
Specialist User Groups		Visit Art Gallery		None	

Other, please write in here.

**11. If the proposal to relocate the town centre Library were to go ahead, which would be the best times for you to visit? (Please mark all that apply).**

	9-10am	10-12noon	12-2pm	2-5pm	5-7pm
<b>Weekdays</b>					
<b>Saturday</b>					

**12. If you do not currently use the library service, are any of the following the reasons why you do not? (Please mark all that apply).**

Lack of time		Lack of interest		I find everything I need online or from other sources	
I buy my own books, audio books, music CD's and DVDs		Inconvenient opening hours		Location of library buildings	
Overdue charges		Poor facilities at the library		Not applicable	

Other, please write in here.

**13. If you do not use the library service, is there anything that would encourage you to do so?**

Yes		No		Not applicable	
-----	--	----	--	----------------	--

If you have indicated "Yes", please write them here.

**14. Any further comments or suggestions with regard to the Library proposals?**

**About You**

**15. Gender?**

Male		Female	
------	--	--------	--

**16. Age?**

0-10		11-16		17-24		25-34		35-44	
45-54		55-64		65-74		75 and over			

**17. Do you consider yourself to have a disability or long term illness?**

Yes		No	
-----	--	----	--

**18 To which of these ethnic groups do you consider yourself to belong?**

White British		White Irish		White Gypsy or Irish Traveller		White European		Any other White background	
White and Black Caribbean		White and Black African		White and Asian		Any other mixed background		Indian	
Pakistani		Bangladeshi		Chinese		Any other Asian background		African	
Caribbean		Any other Black / African / Caribbean background		Arab		Any other ethnic group		Prefer not to say	

**19. What is your post code?**

--

**THANK YOU FOR HELPING WITH THIS SURVEY**

**Closing Date: 3 April 2016**

# IMD 2015 Analysis

---

The Index of Multiple Deprivation (IMD) is the official measure of relative deprivation for small areas in England. It ranks every small area in England from 1 to 32,844, where 1 is the most deprived area in the country.

The small areas used are called Lower-layer Super Output Areas (LSOAs). They are designed to be of a similar population size with an average of 1,500 residents each. Darlington has 65 LSOAs.

The IMD combines information from seven domain indices (which measure different types or dimensions of deprivation) to produce an overall relative measure of deprivation. There are also supplementary indices concerned with income deprivation among children (IDACI) and older people (IDAOPI).

It should be emphasised that the IMD measures relative deprivation, rather than absolute – therefore whilst the level of deprivation within an LSOA or Local Authority area may improve in absolute terms, its national ranking may rise or fall, depending on its improvement relative to all other areas, or vice versa.

## Key Headlines for Darlington

### ***Darlington is in the 30% most deprived local authority areas in England***

Darlington is ranked as the 97<sup>th</sup> most deprived local authority area out of 326 on the IMD 2015, which is an improvement of 22 places from its rank of 75 on the IMD 2010. In the Tees Valley, Darlington appears to have bucked the general trend by improving its relative position, effectively swapping positions with Stockton-on-Tees to become the least deprived authority area in the region. Darlington's rank rose significantly since 2010, indicating a relative decline in deprivation, and this pattern is broadly followed by the Extent and Concentration ranks. This indicates that its most deprived parts have become relatively less deprived over the last five years, however it is important to note that these increases follow a sharp decrease in many of the same rankings between 2007 and 2010. The general picture therefore indicates more of a return to 2007 levels of deprivation, rather than a sharp decline overall.

Table 1 – IMD 2015: Tees Valley Local Authority Rankings

	Rank of Average Score	Rank of Average Rank	Rank of Local Concentration	Rank of Extent	Rank of Income Scale	Rank of Employment Scale
<b>IMD 2015</b>						
Darlington	97	122	50	84	134	133
Hartlepool	18	32	14	17	113	110
Middlesbrough	6	16	2	5	64	63
Redcar & Cleveland	49	78	15	48	94	88
Stockton-on-Tees	88	130	27	69	75	66
<b>IMD 2010</b>						
Darlington	75	104	34	65	138	133
Hartlepool	24	30	13	21	112	100
Middlesbrough	8	27	5	9	67	66
Redcar & Cleveland	48	71	17	49	94	79
Stockton-on-Tees	100	137	32	75	81	67
<b>IMD 2007</b>						
Darlington	95	118	52	82	133	123
Hartlepool	23	36	18	19	102	90
Middlesbrough	9	25	6	9	62	58
Redcar & Cleveland	50	63	12	55	83	67
Stockton-on-Tees	98	138	33	77	75	62
<b>IMD 2004</b>						
Darlington	90	109	57	80	124	118
Hartlepool	14	18	13	15	93	79
Middlesbrough	10	19	4	11	53	53
Redcar & Cleveland	44	57	14	54	75	61
Stockton-on-Tees	75	107	17	65	61	55

1= most deprived and 326 is least deprived

### ***The extent of deprivation in Darlington has not changed significantly***

The proportion of Darlington's LSOAs in the 10% most deprived nationally has generally remained static over the past decade at around 15%.

Figure 1 – IMD 2015:

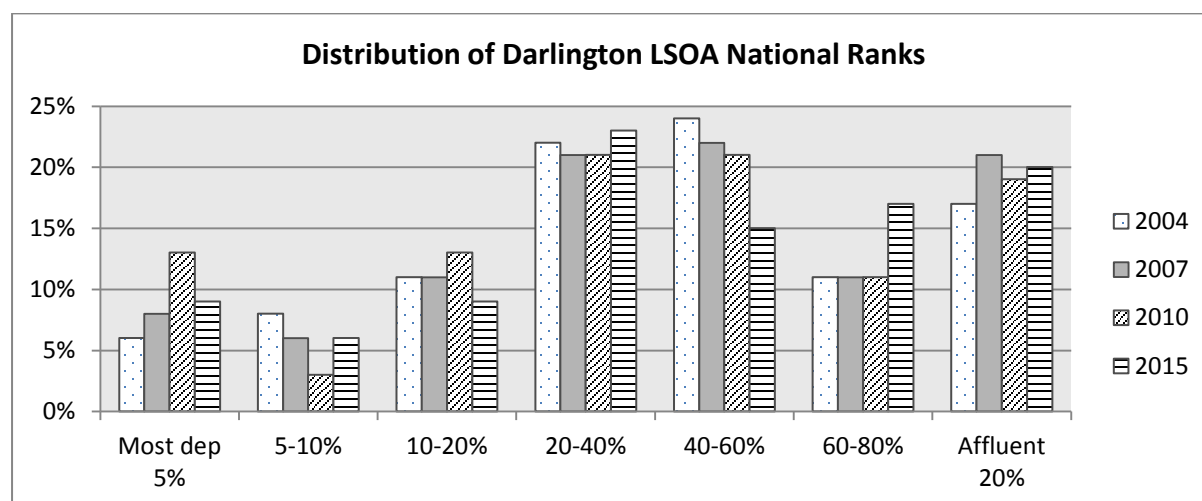


Table 2 – IMD 2015: Proportion of LSOAs within National Ranking groups

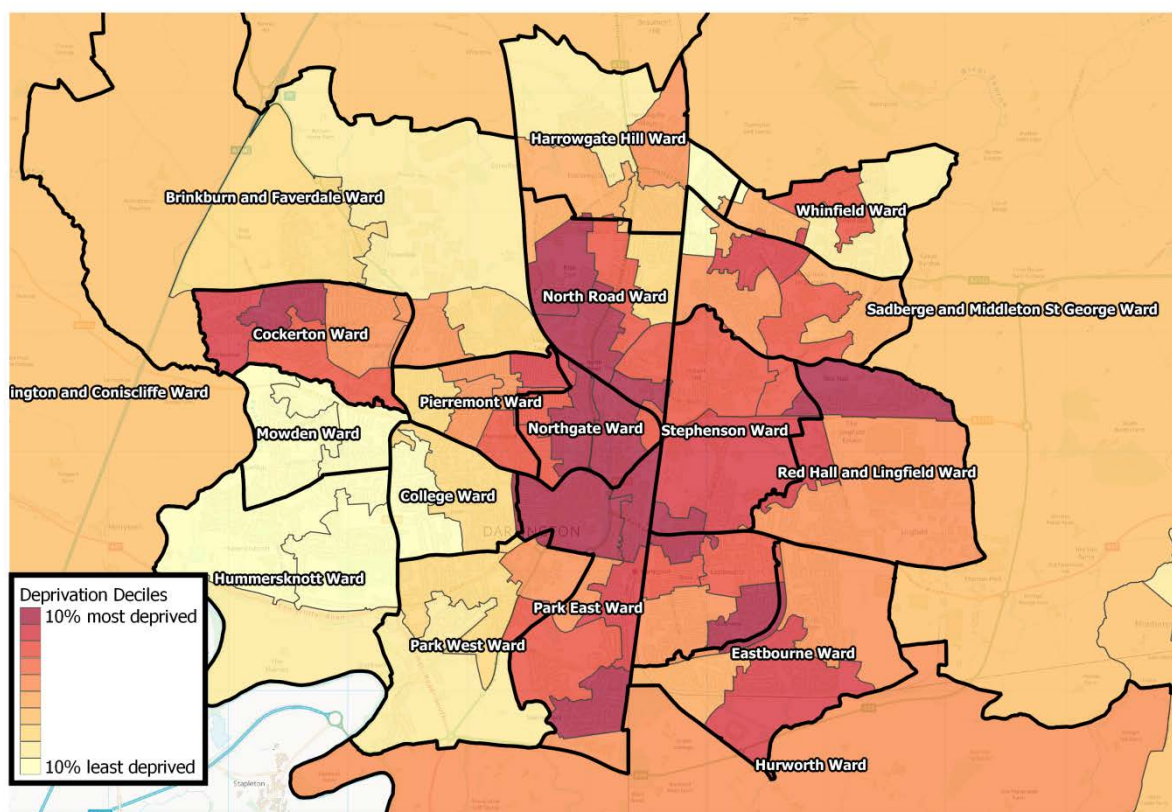
	Most dep 5%	5-10%	10-20%	20-40%	40-60%	60-80%	Affluent 20%	Most Dep 10%
2004	6%	8%	11%	22%	24%	11%	17%	14%
2007	8%	6%	11%	21%	22%	11%	21%	14%
2010	13%	3%	13%	21%	21%	11%	19%	16%
2015	9%	6%	9%	23%	15%	17%	20%	15%

As the table and graph above show, Darlington has shown a decline in the proportion of LSOAs in the most deprived 5%, 10-20% and, most strikingly, 40-60% national rankings. It is notable that the borough has experienced a significant rise in the proportion of LSOAs within the National most affluent 40%, from 30 to 37 per cent. This mirrors a corresponding fall in the middle quintile group and indicates that Darlington's most prosperous areas became relatively more affluent between 2010 and 2015, suggesting that the gap between rich and poor within the borough has widened rather than shrunk in recent years.

***The highest levels of deprivation in Darlington continue to be in the centre of the borough***

The level of deprivation is particularly widespread and severe in neighbourhoods near the centre north of Darlington, as shown on Map 1 where neighbourhoods in the most deprived 10% nationally are coloured purple.

Map 1 – Index of Multiple Deprivation 2015 in Darlington



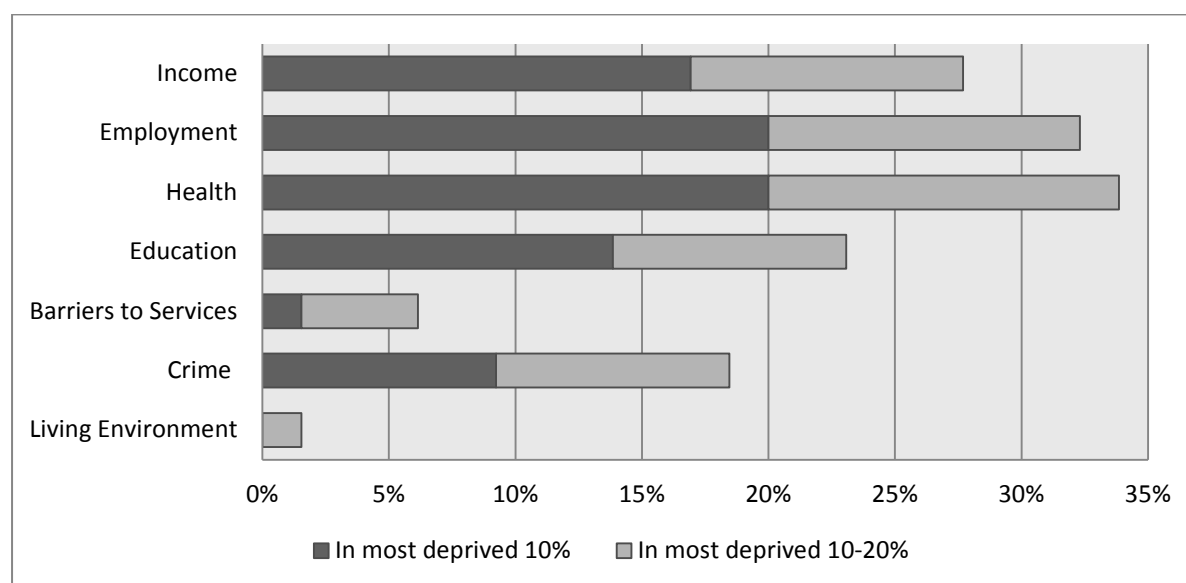
***The map of deprivation across Darlington largely follows this pattern to a greater or lesser degree for most of the other specific domains of deprivation***

The special pattern of deprivation shown on Map 1 is evident in most other domains of deprivation, with the neighbourhoods in the centre of the town, those around North Road, the Red Hall Estate, West Cockerton, Skerne Park and Eastbourne displaying the highest levels of deprivation. Please see attached appendices for maps relating to each domain.

***Health and Employment domains have the highest levels of deprivation***

Figure 2 shows that the Health Deprivation and Disability domain contains the highest levels of deprivation, with 20% of Darlington's LSOAs in the most deprived ten per cent nationally and 34% in the most deprived twenty per cent nationally. There aren't any LSOAs in Darlington in the least deprived twenty per cent on the health domain. There is also a high level of deprivation on the Employment domain, where Darlington is ranked 54<sup>th</sup> most deprived out of 326 local authority areas and 32% of LSOAs are in the most deprived twenty per cent nationally. On the Income and Education, Skills and Training domains, Darlington also has a disproportionately large number of LSOAs in the most deprived ten and twenty per cent nationally.

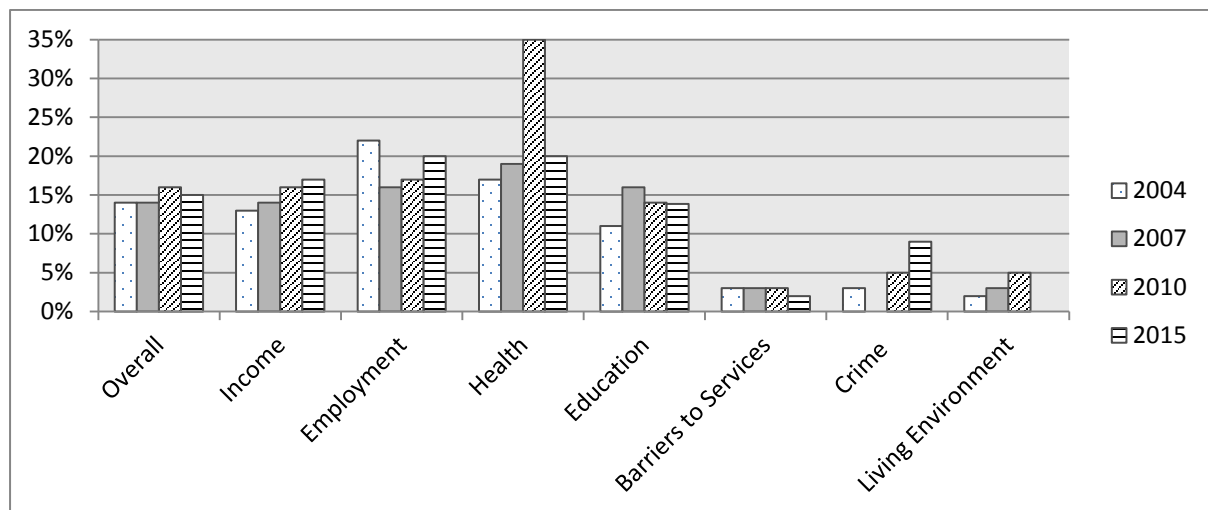
Figure 2 – IMD 2015: Proportion of Darlington's LSOAs within the most deprived in England by deprivation domain



***Barriers to Services, Living Environment and Crime domains have lower levels of deprivation and the former two have improved***

Figure 3 shows that levels of deprivation on the Barriers to Services, Crime and Living Environment domains are considerably lower than for those domains mentioned above. The Barriers to Services and Living Environment domains have also shown some improvement since 2010, however the number of LSOAs in the most deprived ten per cent nationally for Crime has been steadily increasing since 2004. Barriers to Housing and Services domain tends to highlight deprivation issues more pertinent to rural areas and London which explains why Darlington is significantly less deprived than the England average for this measure.

Figure 3 – IMD: % of Darlington’s LSOAs within the most deprived 10% by deprivation domain



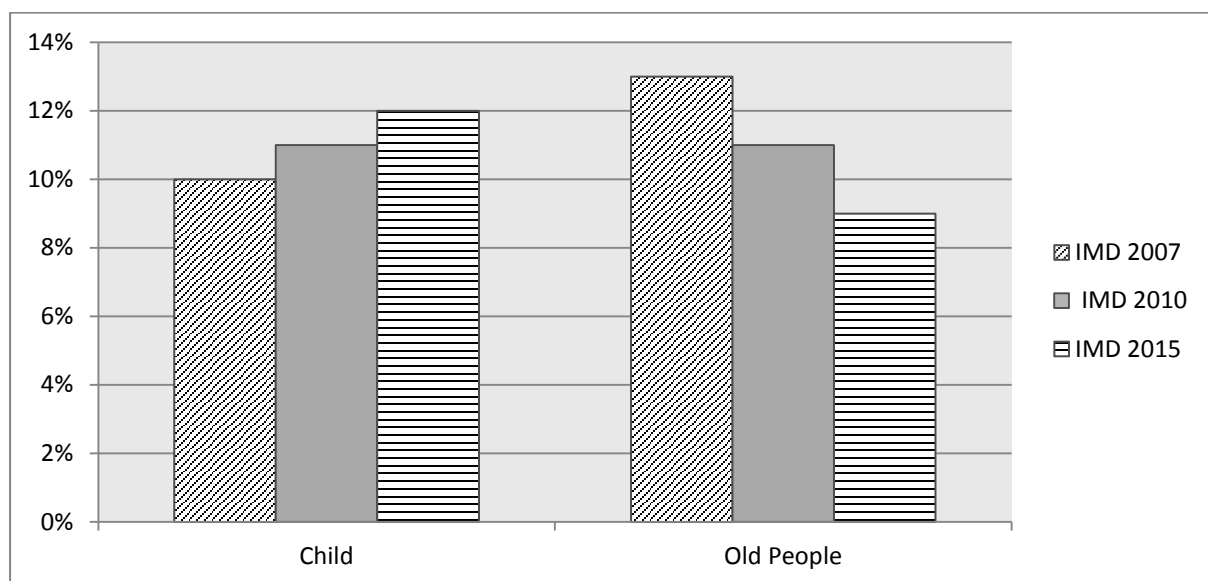
### Supplementary Indices

In addition to the seven domains listed above, the IMD produces two supplementary indices, based on the Income domain:

1. Income Deprivation Affecting Children Index (IDACI) covers the proportion of children aged 0-15 living in income deprived households, and
2. Income Deprivation Affecting Older People Index (IDAOPI) covers adults aged 60 and over living in low income households.

Figure 4 shows the proportion of the borough’s LSOAs within the national most deprived 10% for 2007, 2010 and 2015.

Figure 4 – IMD: Percentage of LSOAs within National Most Deprived 10% Children and Older People Income Deprivation Indices





These results show a very clear increase in child poverty in relative terms since 2007, mirrored by a corresponding relative decrease in older people poverty during the same period.

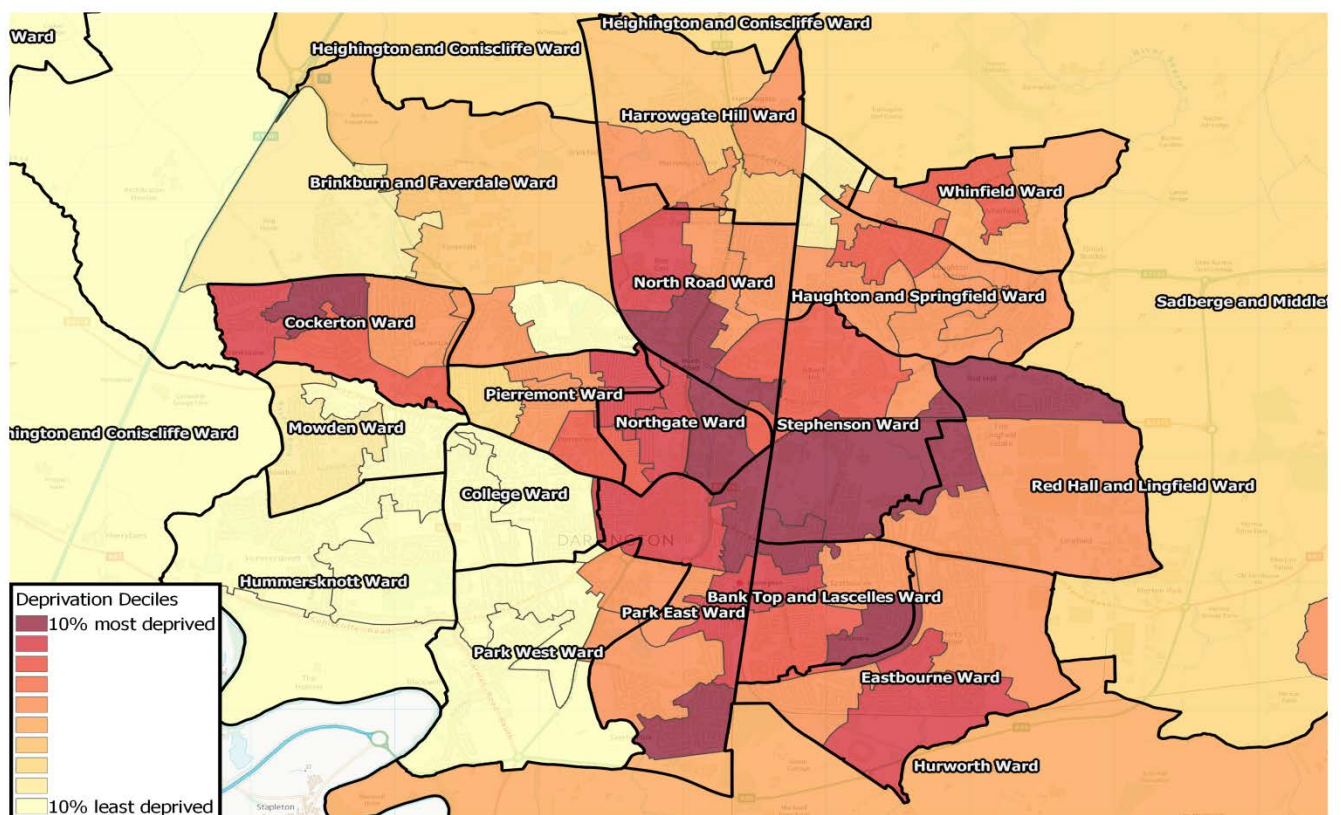
**8 of Darlington's LSOAs (12.3%) are amongst the most deprived 10% in England on IDACI**

The concentrations of the most deprived 10% nationally in Darlington are in the Bank Top and Lascelles, Cockerton, Redhall and Lingfield, Stephenson, North Road, Park East and Northgate wards.

**3 of Darlington's LSOAs are amongst the top 1000 most IDACI deprived in England (out of 32,844)**

These LSOAs are, in order of IDACI deprivation, in the Northgate, Redhall and Lingfield and Bank Top and Lascelles wards.

Map 2 – IDACI 2015 in Darlington



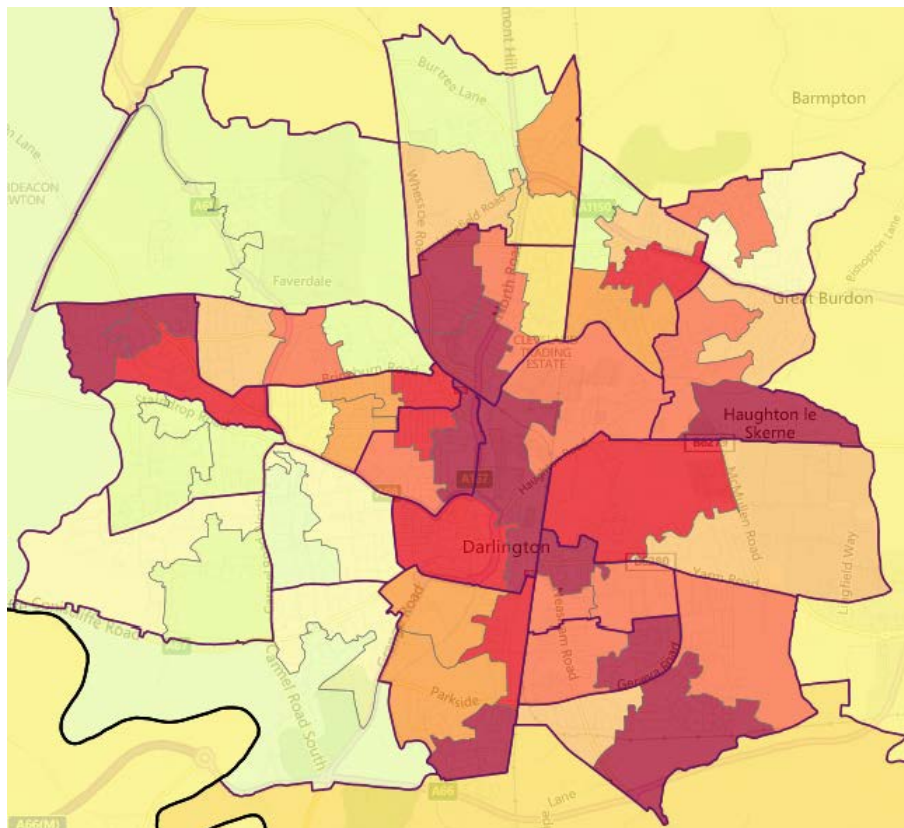


### Appendix A – Domain Maps

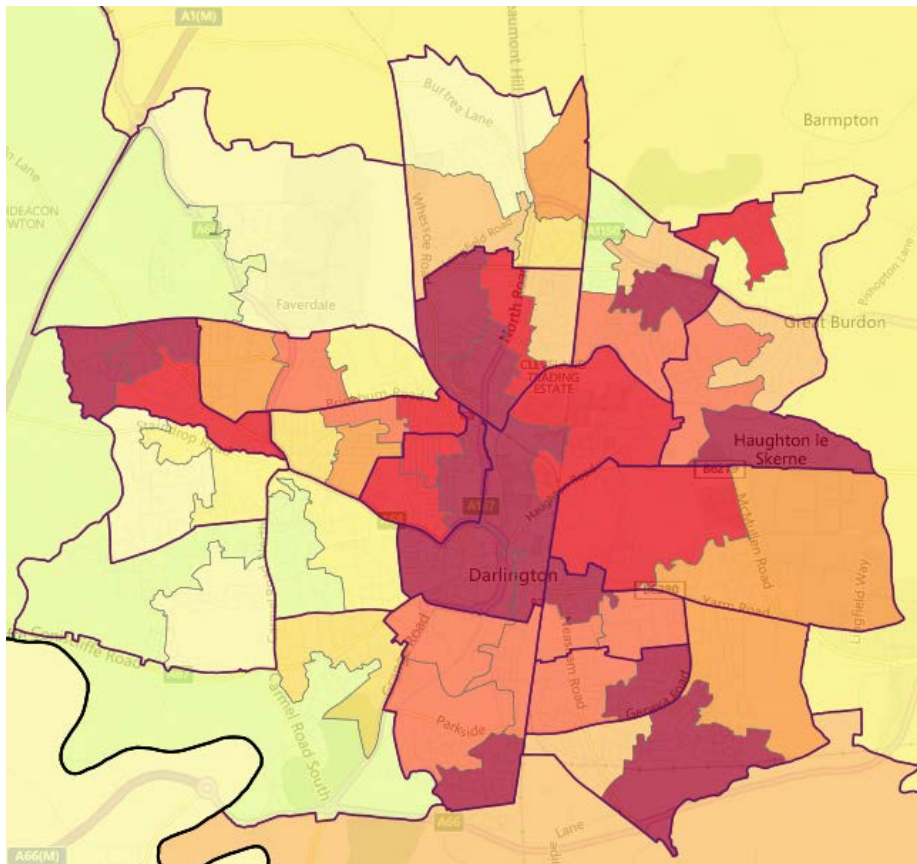
The following maps offer a geographical perspective of the IMD 2015 data for Darlington.

As the legend on the left indicates, different colours represent what decile each Lower Super Output Area (LSOA) falls into for the relevant domain. Any areas painted dark purple are in the most deprived 10% of LSOAs for that domain and, conversely, any area highlighted in a shade of yellow is in the top 50% least deprived for the relevant domain.

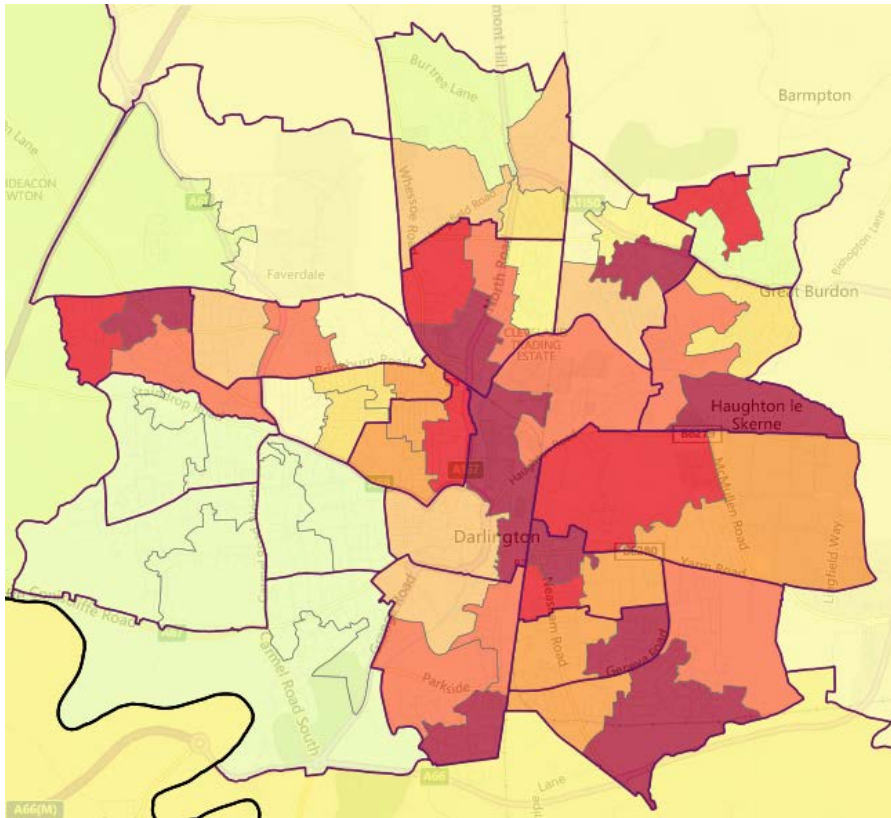
#### Income Deprivation Domain



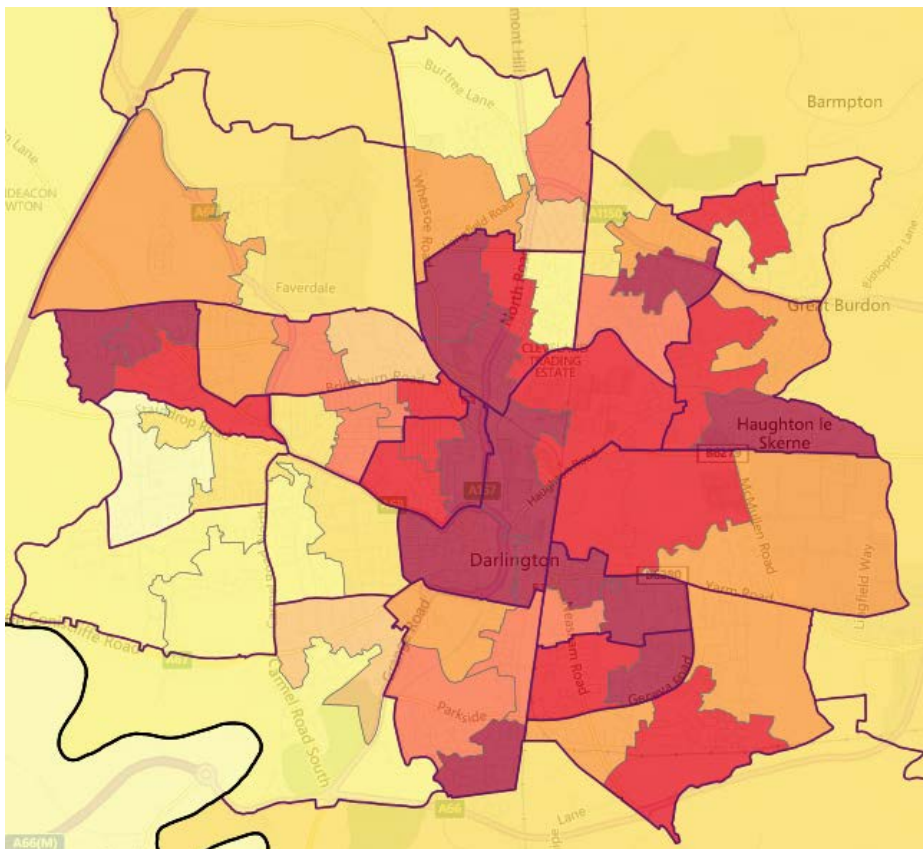
**Employment Deprivation Domain**



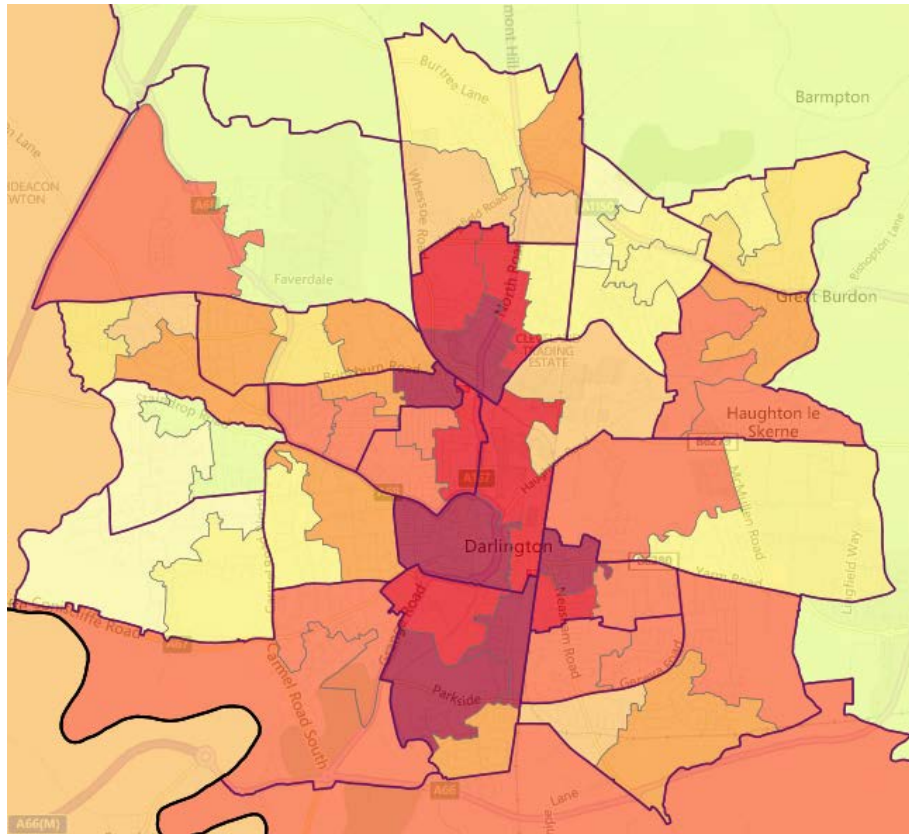
**Education, Skills and Training Domain**



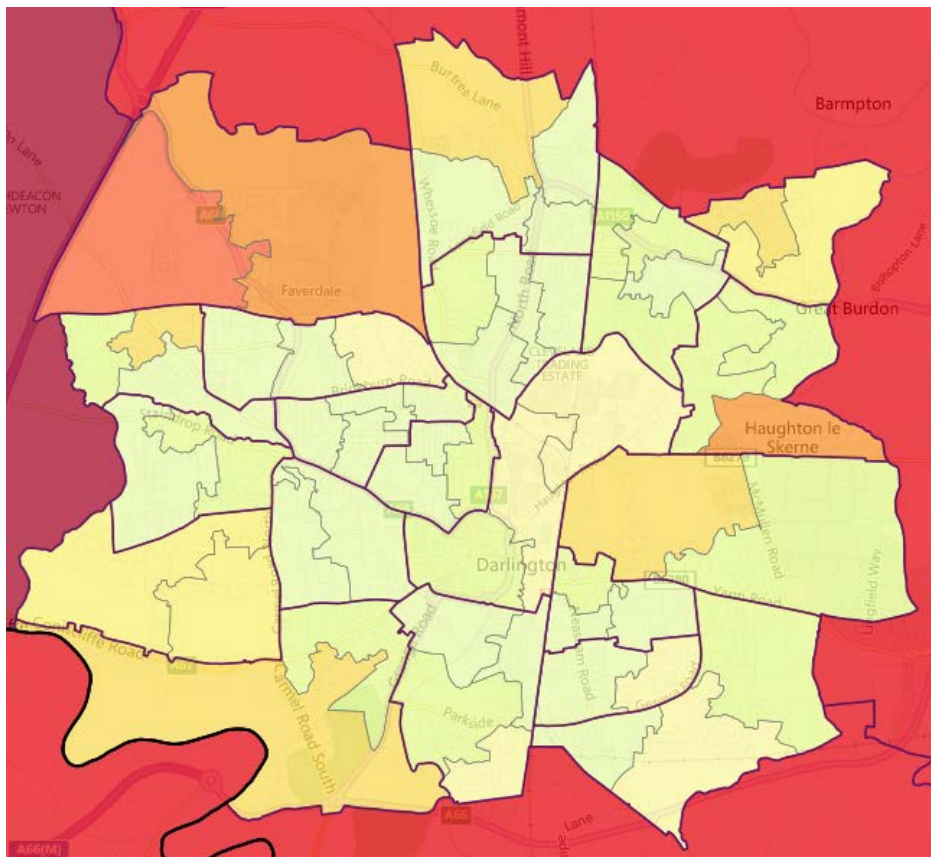
**Health Deprivation and Disability Domain**



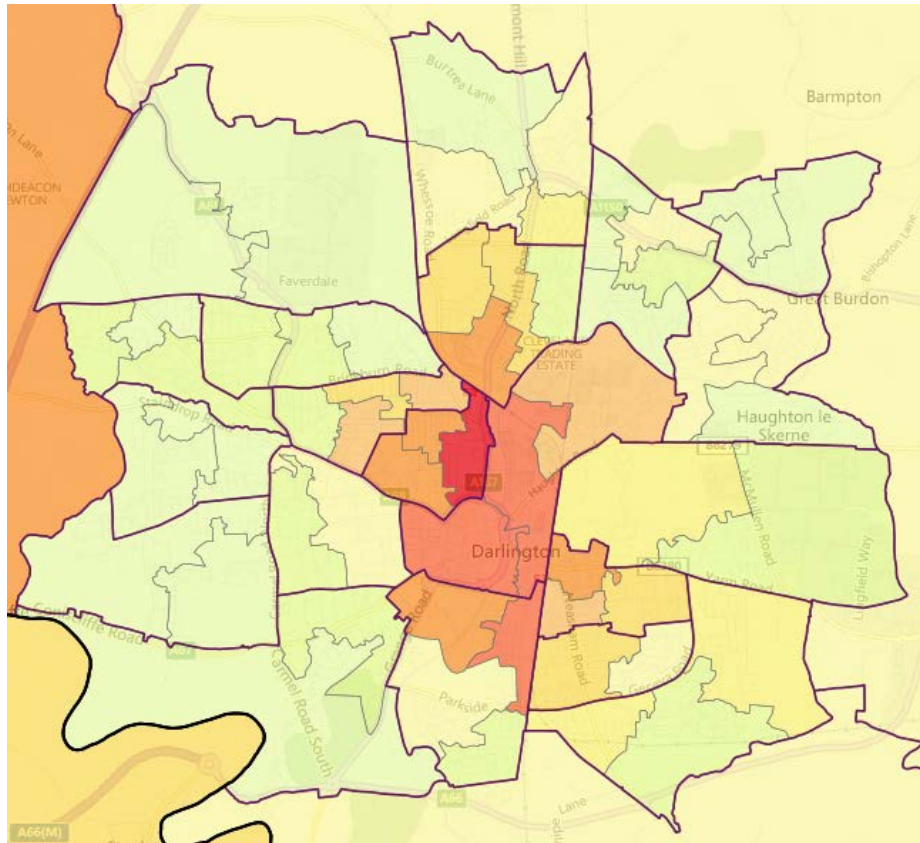
**Crime Domain**



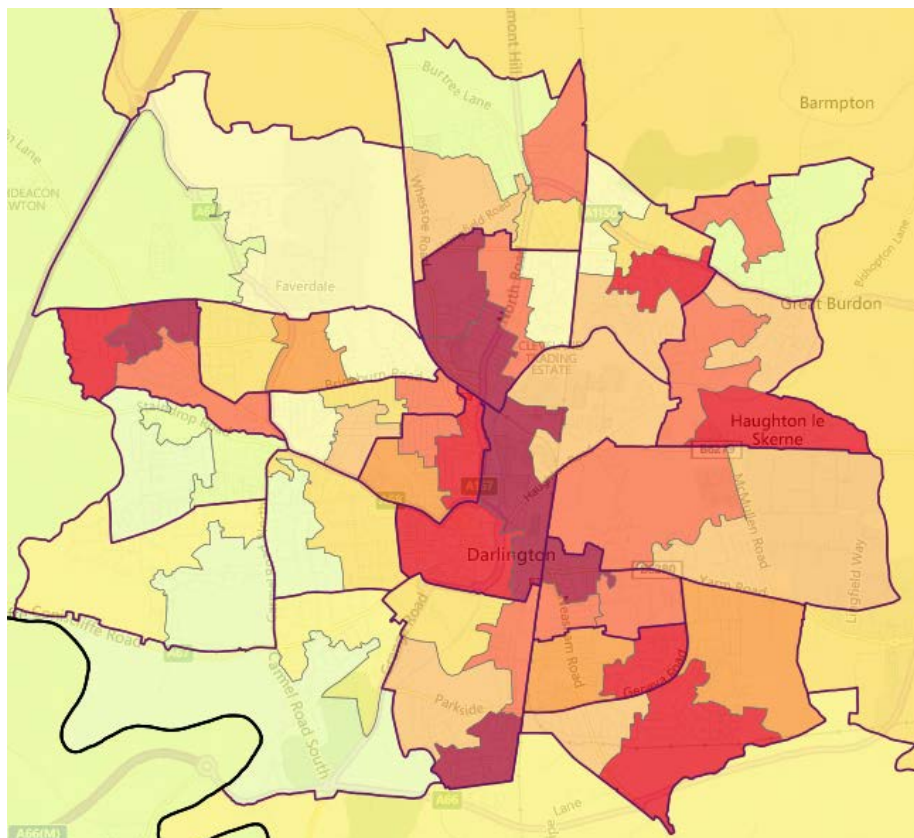
**Barriers to Housing and Services Domain**



**Living Environment Deprivation Domain**



**Income Deprivation Affecting Older People Index (IDAPOI)**



## Appendix B – LSOA Rankings

### Darlington LSOAs in the 20% Most Deprived in England and Comparison to IMD 2010

LSOA	Ward Containing LSOA	IMD Score 2015	IMD Decile 2015 (1 is top 10% most deprived)	LA Rank (1 is most deprived)	Change in LA Rank 2010-15
E01033483	Northgate	170	1	1	↑2
E01012359	Park East	625	1	2	↓1
E01012327	Redhall and Lingfield	748	1	3	↑3
E01012304	Bank Top and Lascelles	897	1	4	↑1
E01012349	North Road	986	1	5	↓1
E01012354	Northgate	1569	1	6	↓5
E01012312	Cockerton	2084	1	7	↑1
E01012341	Bank Top and Lascelles	2348	1	8	↑1
E01033484	Park East	2803	1	9	↓6
E01012352	North Road	3053	1	10	↔
E01012318	Eastbourne	4200	2	11	↓4
E01012332	Haughton and Springfield	4590	2	12	↑2
E01012314	Cockerton	4614	2	13	↓2
E01012362	Pierremont	6151	2	14	↑2
E01012357	Park East	6492	2	15	↑7
E01012342	Stephenson	6559	2	16	↓4
E01012353	Northgate	7021	3	17	↑1
E01012305	Bank Top and Lascelles	7130	3	18	↓3
E01012313	Cockerton	7473	3	19	↓2
E01012307	Stephenson	7666	3	20	↓7
E01012350	North Road	7871	3	21	↓2
E01012355	Pierremont	7990	3	22	↓2
E01012328	Whinfield	8004	3	23	↑2
E01012306	Bank Top and Lascelles	8234	3	24	↓3
E01012326	Haughton and Springfield	8538	3	25	↑2
E01012358	Park East	9021	3	26	↓2
E01012340	Bank Top and Lascelles	10086	4	27	↓4
E01012319	Eastbourne	11375	4	28	↓2
E01012356	Park West	11538	4	29	↓1
E01012311	Brinkburn and Faverdale	12667	4	30	↓1
E01032545	Harrowgate Hill	12994	4	31	↑4
E01012363	Pierremont	13493	5	32	↓2
E01012333	Haughton and Springfield	13894	5	33	↓1
E01012364	Pierremont	14720	5	34	↓3
E01012310	Cockerton	16264	5	35	↑5
E01012343	Redhall and Lingfield	16325	5	36	↔
E01012338	Hurworth	16343	5	37	↑1

E01012325	Haughton and Springfield	16726	6	38	↑3
E01012317	Eastbourne	17188	6	39	↓6
E01012323	Harrowgate Hill	17496	6	40	↓6
E01012331	Whinfield	19193	6	41	↓4
E01012345	Middleton St George	20295	7	42	↓3
E01012366	Sadberge and Whessoe	20517	7	43	↔
E01012344	Middleton St George	20566	7	44	↓2
E01012324	Harrowgate Hill	20892	7	45	↓1
E01012334	Heighington and Coniscliffe	20967	7	46	↑1
E01012365	Pierremont	23091	8	47	↑2
E01012360	Park West	23520	8	48	↔
E01012351	North Road	23554	8	49	↓3
E01033481	Brinkburn and Faverdale	23959	8	50	↔
E01012316	College	26125	8	51	↓6
E01012309	Brinkburn and Faverdale	26210	8	52	↓1
E01012329	Whinfield	26438	9	53	↑2
E01033482	Brinkburn and Faverdale	26913	9	54	↓4
E01012361	Park West	27666	9	55	↑6
E01012346	Middleton St George	27818	9	56	↑3
E01012335	Heighington and Coniscliffe	28277	9	57	↓3
E01032546	Harrowgate Hill	28297	9	58	↓1
E01012339	Hurworth	29220	9	59	↓7
E01012330	Haughton and Springfield	29723	10	60	↔
E01012337	Hummersknott	29965	10	61	↓5
E01012347	Mowden	30212	10	62	↓9
E01012336	Hummersknott	30320	10	63	↓1
E01012348	Mowden	30951	10	64	↓6
E01012315	College	31165	10	65	↓2

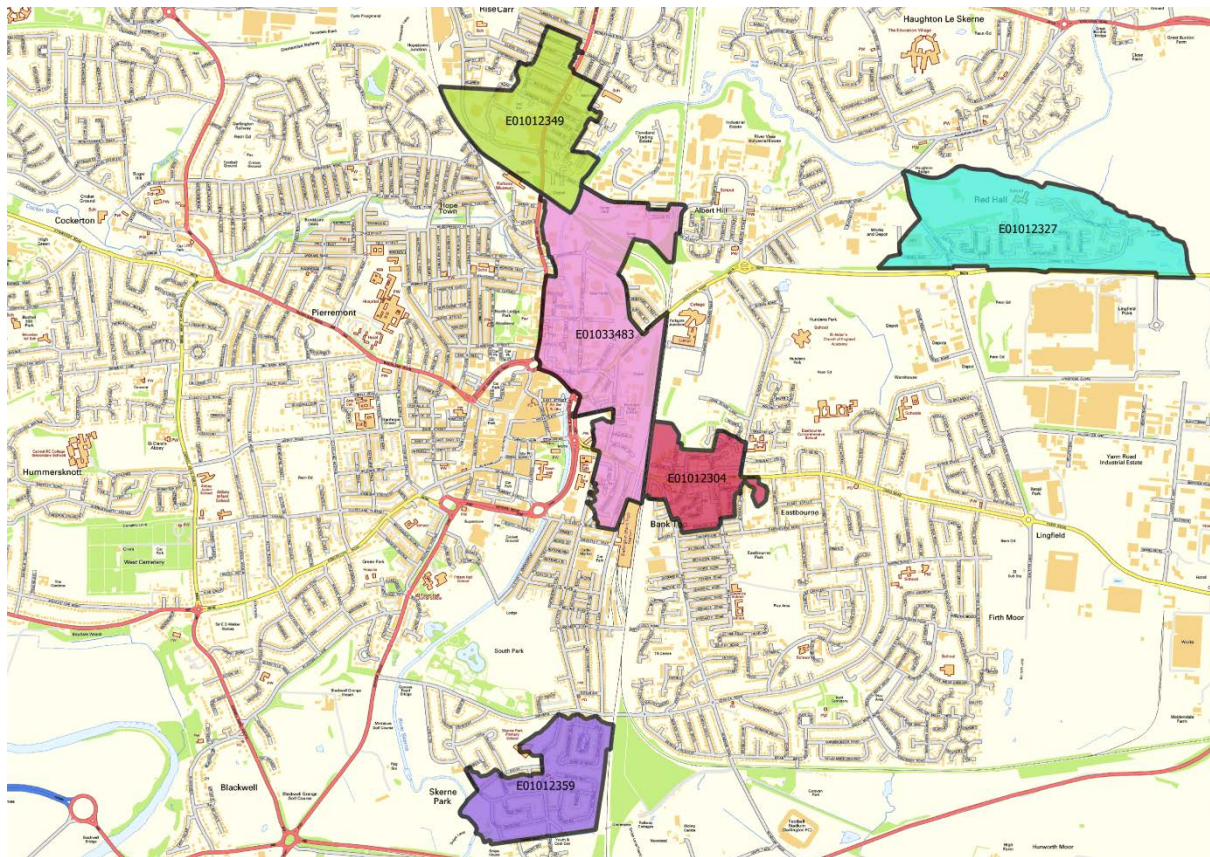
↔ Hasn't moved in the LA rankings between 2010 and 2015

↑ Has moved up in the LA rankings (more deprived since 2010)

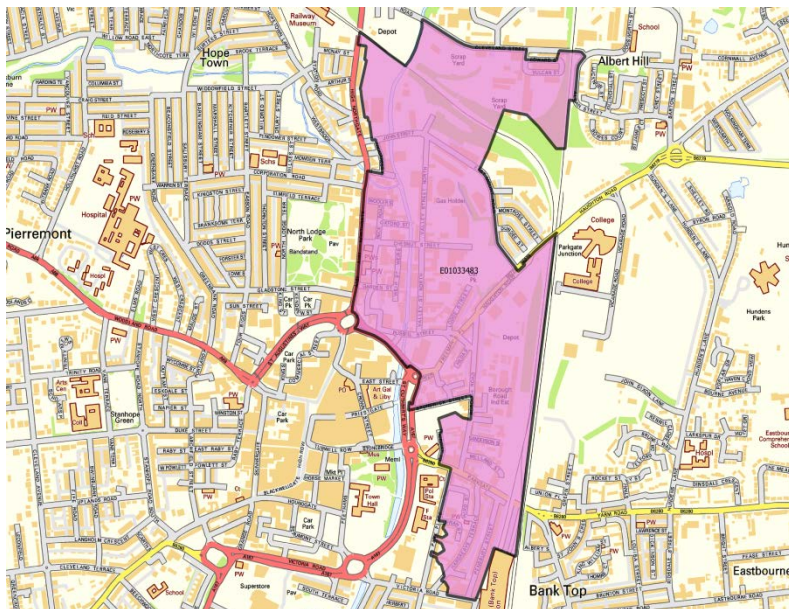
↓ Has moved down in the LA rankings (less deprived since 2010)



### Appendix C - Top 5 Most Deprived LSOAs Analysis



#### Darlington 008E / E01033483



This LSOA is split between the Park East, Northgate and North Road wards. It is ranked 170<sup>th</sup> most deprived LSOAs nationally, out of 32,844, which puts it in the top 1% of neighbourhoods for this indicator.

It is the most deprived LSOA in Darlington for 3 out the 7 deprivation domains (Income, Employment and Health) and is also the most deprived neighbourhood in Darlington for the 2015 IDACI.

LSOA	IMD 2015 Rank	Income Rank	Employment Rank	Education Rank	Health Rank	Crime Rank	IDACI Rank	IDAOP1 Rank
E01033483	170	210	134	786	140	3526	270	1346

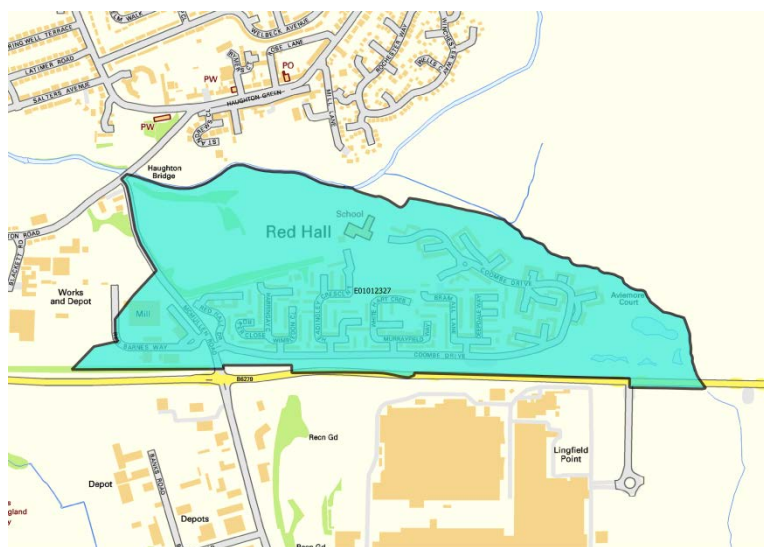
**Darlington 014D / E01012359**



The second most deprived Darlington LSOA according to the IMD 2015 includes a large proportion of the Skerne Park estate, on the southern border of the town. It is ranked 625 out of 32,844 neighbourhoods for deprivation, placing it in the top 2% of most deprived LSOAs. It is the most deprived LSOA in Darlington for the Education, Skills and Training domain, and for Income Deprivation Affecting Older People.

LSOA	IMD 2015 Rank	Income Rank	Employment Rank	Education Rank	Health Rank	Crime Rank	IDACI Rank	IDAOP1 Rank
E01012359	625	289	544	255	656	11418	1110	405

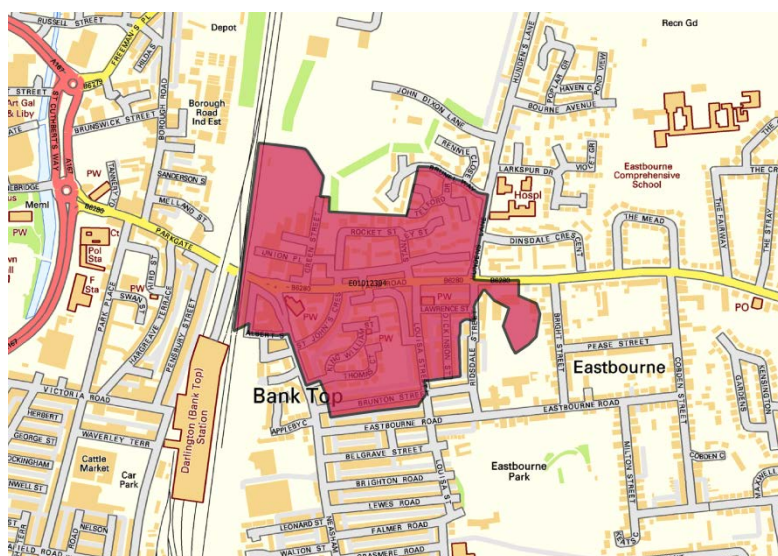
**Darlington 009B / E01012327**



The 3rd most deprived (falling from the 6<sup>th</sup> in 2010) neighbourhood in Darlington according to the IMD 2015 is the Red Hall estate, which is situated in the north east of the town. Ranked at 748, it falls within the most deprived 2.5% of LSOAs nationally, and is particularly disadvantaged in terms of income and income deprivation affecting children. It is not in the top 10% of most deprived LSOAs however for the Crime domain or the IDAOP1.

LSOA	IMD 2015 Rank	Income Rank	Employment Rank	Education Rank	Health Rank	Crime Rank	IDACI Rank	IDAOP1 Rank
E01012327	748	379	617	608	1457	9013	492	3407

**Darlington 012A / E01012304**



The fourth most deprived LSOA in Darlington is located just east of the town centre and, ranked at 897, falls into the top 3% of most deprived LSOAs nationally. This neighbourhood is in the top 5% most deprived nationally in four of the seven IMD domains, and for both the supplementary income indices. It is in the top 6% of most deprived neighbourhoods for the Education, Skills and Training domain.

LSOA	IMD 2015 Rank	Income Rank	Employment Rank	Education Rank	Health Rank	Crime Rank	IDACI Rank	IDAOP1 Rank
E01012304	897	917	697	1708	1530	1508	760	1449

**Darlington 004A / E01012349**



Fifth on the list of most deprived neighbourhoods in Darlington is located midway up North Road. In the top 10% of most deprived LSOAs nationally for five out of the seven domains, and income deprivation affecation both children and older people, it is also the most deprived LSOA in Darlington for Crime.

LSOA	IMD 2015 Rank	Income Rank	Employment Rank	Education Rank	Health Rank	Crime Rank	IDACI Rank	IDAOP1 Rank
E01012349	986	1130	735	2542	933	1479	2055	1385