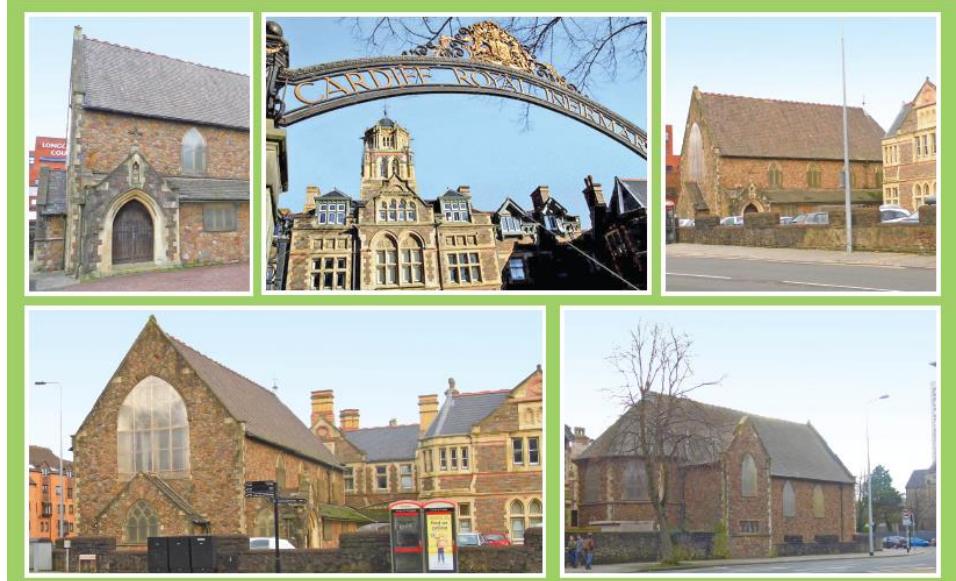


City of Cardiff Council

The Chapel @ Cardiff Royal Infirmary



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Examples of Cafe/Library facilities



Proposed Library Service

Consultation Report



This report details the findings of the public consultation undertaken in relation to the proposed library service at The Chapel @ Cardiff Royal Infirmary

Executive Summary

Our Executive Summary provides a brief overview of some of the key findings.

- ✓ There were a total of **781** respondents
- ✓ **94.3%** of respondents stated they thought the inclusion of a Library Service at the Chapel was a good idea.
- ✓ Over half (**51.9%**) of those surveyed indicated they lived in the area. Of those, **93.5%** stated they thought the inclusion of a Library Service at the Chapel was a good idea.
- ✓ Just under 40% of respondents indicated they used the former Roath library. Of those, **94.9%** stated they thought the inclusion of a Library Service at the Chapel was a good idea.
- ✓ Almost three quarters of respondents (**72.7%**) stated they would ‘definitely’, ‘probably’ or ‘possibly’ use the facility.
- ✓ The preferred periods of opening were Saturday afternoon and morning with **48.9%** and **46.4%** of the vote respectively. Afternoons throughout the week were also popular.
- ✓ The most popular potential service at the library was the borrowing of adult fiction (**70.6%**) followed by the collecting of refuse bags (**65.7%**), free wi-fi (**65.2%**), adult non-fiction (**65.1%**) and public access PCs (**60.5%**).

Background

As part of the City of Cardiff Council’s commitment to finding a permanent location for library services for Adamsdown and Roath, the Council has proposed to provide a library service at Cardiff Royal Infirmary.

As part of a phased programme of improvements, Cardiff & Vale University Health Board plan to convert the former Chapel at Cardiff Royal Infirmary into a Café and Information Centre. The general public were consulted with about the proposal to introduce a library service to join the Café and Information Centre.

The provision of a library service at the Chapel has the potential to create a ‘Reading Café’ environment, a concept which has been successful with customers elsewhere. The provision would be run on a multi-agency basis, supported by Neighbourhood librarians, and could include:

- ✓ A range of library books and reading materials
- ✓ Children’s area
- ✓ Free open access Wi-Fi
- ✓ Public access PC’s
- ✓ Digital learning opportunities
- ✓ Reading & conversation groups

Methodology

Public consultation on the proposal took place between 2nd February and 2nd March and was undertaken via the following methods:

- An online questionnaire on the City of Cardiff Council website
- A campaign via social media was undertaken utilising the City of Cardiff Council's Twitter and Facebook accounts to promote the survey
- In addition, we also received communications including emails and letters to a dedicated mailbox
- All members of the library database were emailed in order to canvas their views
- Discussions with people and organisations who may have had a particular interest in the proposals.
- The survey and supporting information was available at neighbouring libraries
- In addition, we also received communications including emails and letters to a dedicated mailbox
- Six pre-advertised public events were held at local venues. Paper questionnaires were also issued at the events which were as follows:

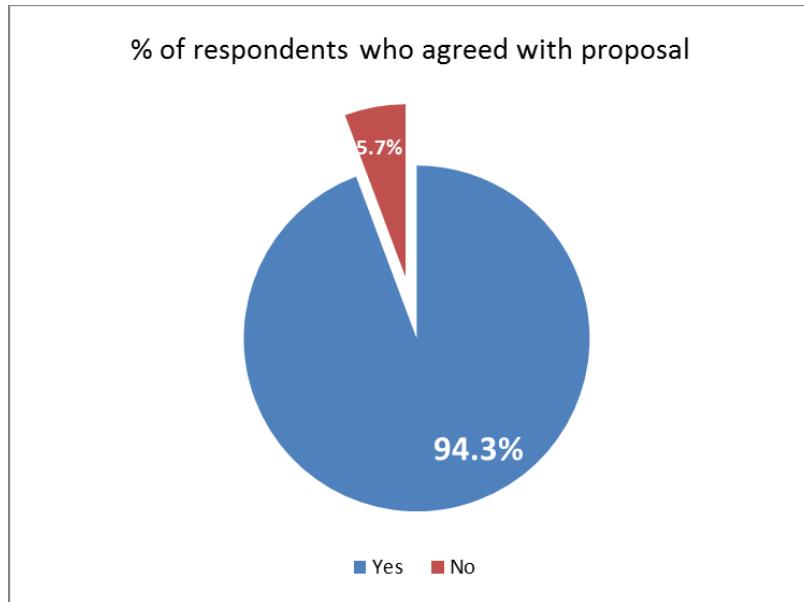
| Venue | Date/Time |
|---|---|
| Four Elms Medical Centre Cardiff Royal Infirmary, Newport Rd, CF24 0SZ | Tuesday 14th February 2017 10am to 1pm |
| YMCA Plas (Plasnewydd Community Hall) 2 Shakespeare Street, CF24 3ES | Wednesday 15th February 2017 2pm to 5pm |
| Four Elms Medical Centres Cardiff Royal Infirmary Cardiff Royal Infirmary, Newport Rd, CF24 0SZ | Thursday 16th February 2017 2pm to 5pm |
| Adamsdown Day Centre St Germans Church Hall, Star Street, CF24 0JY | Wednesday 22nd February 2017 3.30pm to 7pm |
| Adamsdown Day Centre St Germans Church Hall, Star Street, CF24 0JY | Saturday 25th February 2017 10am to 1pm |
| Four Elms Medical Centre Cardiff Royal Infirmary, Newport Rd, CF24 0SZ | Wednesday 1st March 2017 10am to 1pm |

Results

Do you think the inclusion of a Library Service in plans for the refurbishment of the Chapel at Cardiff Royal Infirmary is a good idea?

94.3% of respondents stated they thought the inclusion of a Library Service at the Chapel was a good idea. Just 5.7% stated that they did not think it was a good idea.

| Response | Number | % |
|----------------|--------|-------|
| Yes | 730 | 94.3% |
| No | 44 | 5.7% |
| Did not answer | 7 | N/A |



Positive feedback for the proposed library service at the Chapel

What a fantastic idea I don't live in this area of Cardiff anymore but would make it a priority to visit as often as I come to this side of the city

Brilliant idea. The chapel would be a beautiful space to use in a fantastic way to support the community.

This would be a great addition to the community and I think that the building is beautiful and would make a really great location for Library events.

Fantastic idea! Close to the city, good for passing trade (I.e. people walking from Splott / Adamsdown / connection to the hospital. It's positioning is its attraction

Am sure The Lord would be pleased that His old stomping ground is being put to good use & so am I. It's an exciting venture.

A café / library is a very good idea & would make me much more likely to visit.

Libraries are such a vital part of a community... I am very pleased that one will be provided at a place that is essentially a hub. Splott residents would also be able to access this library and such a service is central to improving their outlook and quality of life. Like the central library, several council services can be offered at this location.

The primary school would greatly appreciate this new venue

Libraries are wonderful - please support and invest in them - once they've gone, it will be hard to get them back

New services to this end of Cardiff are a really good idea. My daughter had just moved to this area. There are low income families here that would really benefit from this service.

I think it is a great idea, to bring to bring an old building back in to use. I hope the renovation is tastefully done, remembering its former use and purpose.

I think it is a brilliant idea to add library services to the hospital site and it could be a real asset to the area.

This is already a place to come for health purposes - a library, café and information centre adds to that "health" profile in a community. It is also a beautiful building with a history and should be used. The old Roath library was a wonderful asset but its time passed!

There are few places available in the evening as most of the leisure centres close earlier.

A very good idea for the area especially for older people.

Providing a library in place of the closed Roath Library would be a very positive step and of real benefit to the local community.

Recently I've had to print and fill in a lot of forms for my new job and it has been quite inconvenient having to walk all the way to Penylan / town centre from Splott to do this. Libraries are essential for the unemployed and people studying.

I definitely support better and more accessible library facilities in less affluent parts of the city. This idea sounds ideal as a valuable addition to the area

Would be pleased to see the building being used for the community - there is a lot of call in the area for these facilities.

Great idea. Multi use community facilities in areas where people live are a great idea. Could act as a community hub. Great public transport links to this site too. would be great to see the building used also

Although I do not live in the area and use Llanishen library this seems to be an excellent idea for the chapel rather than letting it go to waste. I think free access to computers is an excellent idea for libraries.

Libraries are a vital resource in our communities. Developing the services available such as Council information desks, phones, cafe, social groups and events fulfils a huge range of needs for many people. Our libraries need to be protected and this scheme to replace the old library in a location not far away is absolutely brilliant. Linking up with leisure, sport and health services is to be applauded so that we can really achieve support in the community - as so many politicians keep going on about!

This sounds like a really good sustainable solution and will provide the local community with the resources they need. I like the sound of this better than suggestions to do up the old library - I think that had been neglected for so long it's no longer a viable solution. Joining up with USB makes perfect sense!

My family live in Splott. Extra services to this area would really help with its regeneration. There are numbers of low income families locally who would really benefit from these sort of facilities. We walk from where we live to this area and would pop in and use facilities

Any new library facilities are of benefit to the whole community, young, old, students, parents, in work, retired, disabled, elderly. A great use for the chapel.

Libraries and meeting places can play an important role in any community for all ages.

Potentially great to have a library co-located with health provision, lots of opportunities for people to get vital information and advice but also to relax in a calm and reassuring atmosphere

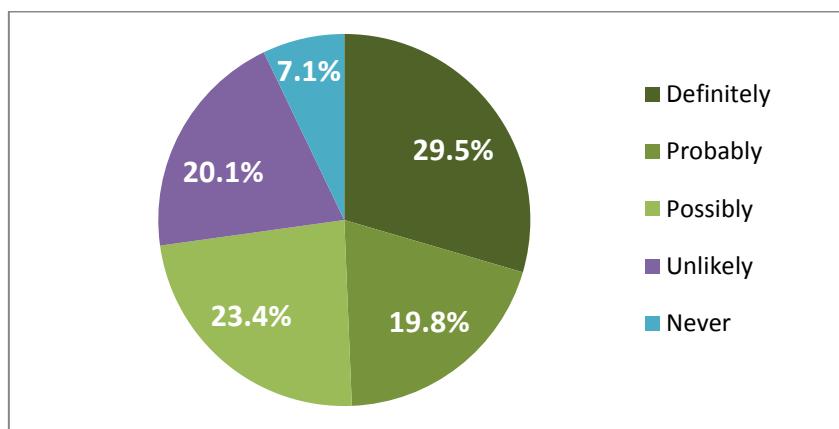
I think this is a wonderful idea and it's an excellent opportunity for everyone to enjoy going somewhere whether it be on your own or with friends and family fabulous idea and I would be very happy to volunteer for any help required.

Whilst central library is useful, a smaller community library would be very useful especially for youth and the elderly to access easily.

If library and related services were provided at the Chapel, how likely would it be that you would use this facility?

Almost three quarters of respondents (72.7%) stated they would ‘definitely’, ‘probably’ or ‘possibly’ use the facility. Just 7.1% stated that they would ‘never’ use the facility.

| Response | Number | % |
|----------------|--------|-------|
| Definitely | 228 | 29.5% |
| Probably | 153 | 19.8% |
| Possibly | 181 | 23.4% |
| Unlikely | 155 | 20.1% |
| Never | 55 | 7.1% |
| Did not answer | 9 | N/A |



If likely to use the facility, which days would you prefer?

Respondents were asked about their preferred days of opening and what period they would visit the library. Of those that expressed a preference, Saturday was the most popular day with Saturday afternoon followed by Saturday morning being the most popular periods, receiving 48.9% and 46.4% of the vote respectively. Afternoons throughout the week were also popular, with each weekday afternoon receiving between 36.5% and 38.0% of the vote.

| | Mon | Tue | Wed | Thur | Fri | Sat |
|-----------|-------------|-------------|-------------|-------------|-------------|-------------|
| Morning | 176 (32.0%) | 168 (30.5%) | 173 (31.5%) | 163 (29.6%) | 160 (29.1%) | 255 (46.4%) |
| Afternoon | 209 (38.0%) | 201 (36.5%) | 207 (37.6%) | 206 (37.5%) | 209 (38.0%) | 269 (48.9%) |
| Evening | 184 (33.5%) | 178 (32.4%) | 182 (33.1%) | 185 (33.6%) | 165 (30.0%) | 115 (20.9%) |
| Total | 569 | 547 | 562 | 554 | 534 | 639 |

NB. Percentages do not sum to 100.00% as respondents could give more than one answer

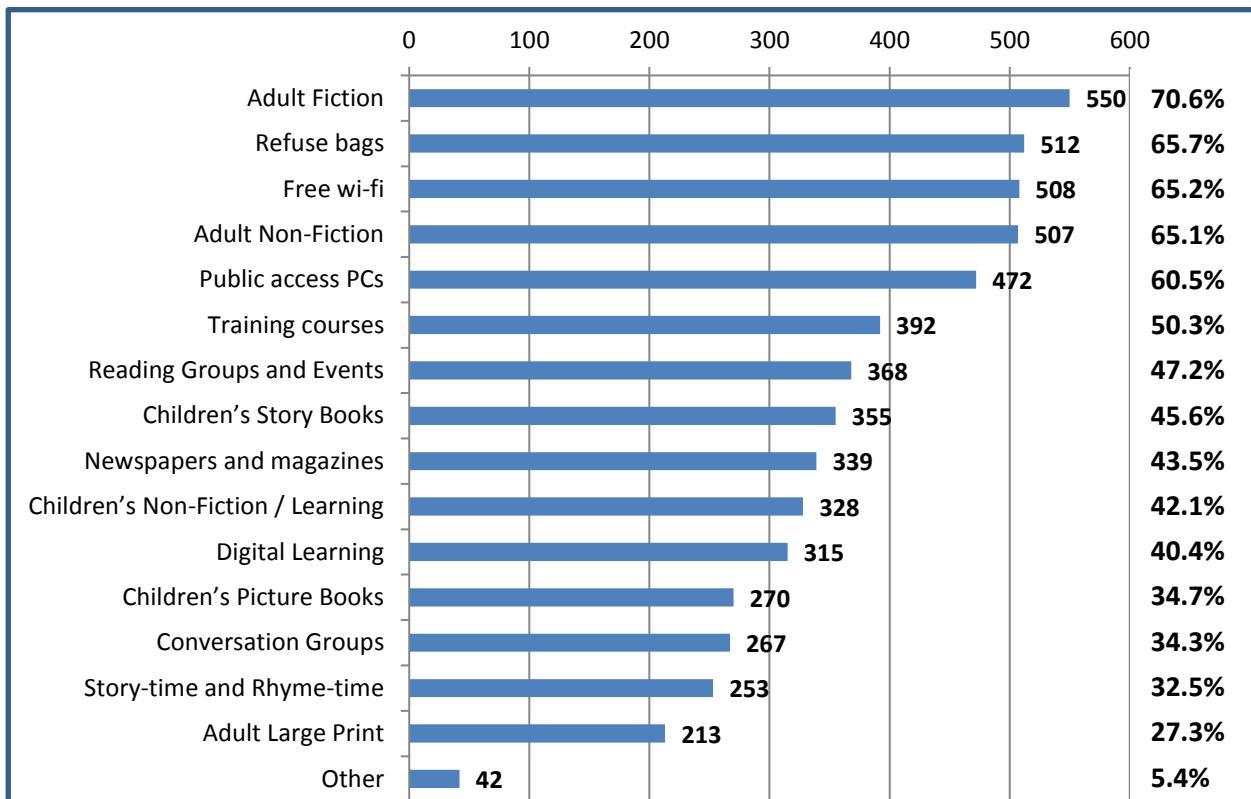
If unlikely to use the facility, why not?

Of the 27.2% who indicated they were unlikely to or would never use the facility, the majority indicated that this was because they already use a library closer to their home.

| Response | Number | % |
|-----------------------------------|--------|------|
| I use a library closer to home | 163 | 77.6 |
| I have no need to use the library | 26 | 12.4 |
| Other, please specify | 21 | 10.0 |

**It is proposed that the following services & facilities could be provided.
Please tick those which you feel are most important to you and your family.**

Of the potential services available at the library, Adult Fiction was the most popular (70.6%) followed by Refuse bags (65.7%), Free Wi-Fi (65.2%), Adult Non-Fiction (65.1%) and Public Access PCs (60.5%)



NB. Percentages do not sum to 100.00% as respondents could give more than one answer

Other

Respondents had the opportunity to state other services or facilities they would like to see at the proposed venue. A selection of these have been provided below...

Free open access courses that offer psycho-education for common health issues

Study areas, craft groups

Friendship groups to promote social cohesion.

Teaching English as a second language

Trained Librarian-advice on appropriate books, councillor drops ins, tea with a Bobbie, hyb

Possible venue for independent support groups?

Cwrsiau Gymraeg

Singing groups

Talks and events

Prior to its closure, did you use the former Roath library?

Respondents were asked if they used the former Roath Library. Just under 40% of respondents indicated they used the former Roath library. **Of those, 94.9% stated they thought the inclusion of a Library Service at the Chapel was a good idea.**

| Response | Number | % |
|----------------|--------|------|
| Yes | 299 | 39.1 |
| No | 465 | 60.9 |
| Did not answer | 17 | N/A |

If so, how often?

Of those who indicated they used the former Roath library, over one third (34.4%) used it on a weekly basis, a quarter (24.6%) used it on a monthly basis with the remainder (41.1%) using it less frequently.

| Response | Number | % |
|-----------------|--------|------|
| Weekly | 98 | 34.4 |
| Monthly | 70 | 24.6 |
| Less Frequently | 117 | 41.1 |
| Did not answer | 14 | N/A |

What alternative library do you currently use?

Respondents that indicated they used the former Roath Library were asked which alternative library they currently use. Central Library and Penylan were by far the most popular libraries.

Do you have a local connection with the area?

Just over half (51.9%) of respondents stated they lived in the area. **Of those who stated they lived in the area, 93.5% thought the inclusion of a Library Service at the Chapel was a good idea.**

| Response | Number | % |
|-------------------------------|--------|------|
| I live here | 404 | 51.9 |
| I shop here | 136 | 17.5 |
| I work here | 130 | 16.7 |
| My family live here | 112 | 14.4 |
| I spend my leisure time here | 103 | 13.2 |
| No direct connection | 162 | 10.8 |
| My children go to school here | 47 | 6.0 |
| Other | 39 | 5.0 |
| I study here | 37 | 4.7 |
| I own a business here | 12 | 1.5 |

NB. Percentages do not sum to 100.00% as respondents could give more than one answer

Are there any other comments you would like to make?

Respondents were invited to make suggestions or comments about the proposed Library Service. The vast majority of comments left were in support of the proposed library service at the Chapel. The remaining comments differed in themes as well as length and these have been summarised below along with the Council's initial response.

- Positive feedback for the proposed library service at the Chapel
- Opening times at the Chapel
- Parking provision at the Chapel
- Potential services at the Chapel
- Roath Library's closure
- Staffing at the Chapel

Suggestions / concerns – cost

Health will fund most of the works to bring the building back into use and the provision of the café. Although there will be costs to the council in respect of the library, these costs will be significantly less than the costs required to bring the Roath Library Building back into use. No established libraries will be closed to cover the cost. The cost will be met from Section 106 gains from agreed planning developments. Following detailed designs, full costings will be sought.

Suggestions / concerns – keep the Chapel

It is important to note that the building is currently vacant and has not been in use as a chapel since 1999. The building is Grade II listed. Any refurbishment undertaken will be completed sensitively and the appropriate professional advice will be sought.

Suggestions / concerns – opening times at the Chapel

We will take on board any feedback regarding potential opening times and these will now be carefully considered as part of the overall review process.

Suggestions / concerns – parking provision at the Chapel

Although the previous Roath Library did not have parking, there is some parking available at the Cardiff Royal Infirmary where the Chapel is situated. The Council will continue to look at opportunities to further improve the parking for potential visitors.

Suggestions / concerns – potential services at the Chapel

We will be looking to maximise the space as best we can and any potential services provided at the Chapel will be informed by the consultation. We have been provided with a range of ideas by the general public.

Suggestions / concerns – Roath Library's closure

Unfortunately, serious health and safety concerns have been identified with Roath Library and the building will require significant further investment to bring it back into use. Similar refurbishment projects have cost in excess of £800,000. However, the building is currently being advertised for Community Asset Transfer. This means that any organisation that can come forward and the building will be leased to the organisation that is best place to bring it back into use and important provide the most benefit to the community.

Suggestions / concerns – staffing at the Chapel

As per any library or hub across the city there will be the normal self-serve kiosks. There will be a range multi-agency staff at the chapel to assist people. The service will be supported by the Neighbourhood Development Librarian, which outside of senior libraries management is the only post within the Libraries Establishment that requires a Libraries Qualification. We are always looking for volunteers or community groups to compliment the libraries staff, if you would like to volunteer please get in touch.

Gender

| Response | Number | % |
|-------------------|--------|------|
| Male | 271 | 35.6 |
| Female | 478 | 62.7 |
| Prefer not to say | 13 | 1.7 |
| Did not answer | 19 | N/A |

Age

| Response | Number | % |
|-------------------|--------|------|
| Under 16 | 6 | 0.8 |
| 16-24 | 35 | 4.6 |
| 25-44 | 263 | 34.5 |
| 45-65 | 290 | 38.0 |
| Over 65 | 151 | 19.8 |
| Prefer not to say | 18 | 2.4 |
| Did not answer | 18 | N/A |

Do you consider yourself to have a disability?

| Response | Number | % |
|-------------------|--------|------|
| Yes | 99 | 13.0 |
| No | 634 | 83.5 |
| Prefer not to say | 26 | 3.4 |
| Did not answer | 22 | N/A |

What is your ethnic group?

| Response | Number | % |
|---|--------|-------|
| White – Welsh / English / Scottish / Northern Irish / British | 607 | 80.9% |
| White – Irish | 14 | 1.9% |
| White – Any other white background | 42 | 5.6% |
| Asian / British Asian – Indian | 9 | 1.2% |
| Asian / British Asian – Any other | 4 | 0.5% |
| Black / African / Caribbean / Black British – African | 10 | 1.3% |
| Black / African / Caribbean / Black British – Caribbean | 5 | 0.7% |
| Mixed / Multiple Ethnic Groups – White & Asian | 4 | 0.5% |
| Mixed / Multiple Ethnic Groups – White & Black African | 5 | 0.7% |
| Mixed / Multiple Ethnic Groups – White & Black Caribbean | 6 | 0.8% |
| Other, please specify any other ethnic group | 8 | 1.1% |
| Prefer not to say | 36 | 4.8% |
| Did not answer | 31 | N/A |

Conclusion

It is clear that there is overwhelming support for this proposal. The Director for Communities, Housing and Customer Service has delegated authority to implement the decision. This will be informed by the consultation response.

