Changes to Kent’s Library, Registration and Archive service
Consultation report summary
Hello

This easy read document is written by Kent County Council (KCC), when we say ‘we’ in this document, we mean the council.

Difficult words are written in bold.

There is a list of what these words mean at the end.

It is a shorter version of the full report which you can see on our website: www.kent.gov.uk

You might need some help with this document.

What this document is about

We would like to tell you what people thought about our ideas for the future of the Kent Library, Registration and Archive Service.

This is called a consultation.

It took place from 12th January to 8th April 2015.
What we asked people

People read what our ideas were for the future of the service. They could answer the questions for themselves or as an organisation.

Some of the questions we asked were:

What do you think about our ideas for running the service in the future?

Is there anything else you would like us to do?

Are you happy with the idea of having a charitable trust run the service?

Do you have an idea of your own on running the service?

and what will the changes mean to you?
How people told us what they thought

They told us what they thought by:

• filling in a paper form
• filling in the questions on the internet
• telling us their views at information events in libraries and town centres.

Who told us their views?

There were 2,143 replies to the consultation.

Of these there were:

1,969 individuals

136 groups

38 forms were blank.
What people told us

We asked people what they thought about our vision of the service in the future. This is a chart which shows you that:

- **30%** disagreed.
- **52%** of people say they agree with what we want for the future of the service.
- **18%** of people neither agreed or disagreed.

We asked people what they thought about the idea of having a charitable trust run the service. This is a chart which shows you that:

- **38.6%** of people agreed.
- **18.8%** of people neither agreed or disagreed.
- **42.7%** disagreed.
What people told us about the idea

Out of those who agreed with the idea of having a charitable trust run the service:

- 60% thought it was the best alternative
- 9% thought it was a sensible idea and well thought out
- 7% said they would support it if it meant no staff would lose their job and no libraries would close.
What worried people about a Charitable Trust?

People told us what worried them about a charitable trust.

What people told us we have grouped in subjects.

Set up service concerns

- Concerns over Trustees, needs to be carefully set up and funded
- Concerns over librarians losing their jobs and knowledgeable people being lost
- Cuts to the service, reduced opening times and not such good service.
Concern that service should stay as it is

- Happy with the service, has always worked and it is a very important
- Should continue to be run by the council
- Savings could come from elsewhere

Uncertainty

- No guarantee libraries will not close
- Outsourcing to a Charitable Trust has failed before
- Volunteers will not be as knowledgeable as librarians
Concerns about service no longer being free or increased charges.

Doubts

- Will cost more in the long run
- A way for the council to pass on cuts
- Think decision has already been made by the council.

What people would like to have extra at the library

We asked what other ideas people would have for running the service.

Most people said that they were happy with the service at the moment.
Things that people would like extra in the service would be:

- Community activities for the elderly, charities and clubs
- Reading groups, workshops, talks and book clubs
- WiFi access, more computers to use
- Cafes
- Go in with other services
- Tourist information
- Rooms to rent
- More promotion of services

What was the decision taken on 1st June?

- The service will be stay in KCC until such a time as the full Library, Registration and Archives service could become a trust
• the service will make the savings needed written in the financial plan over the next 3 years.

This is 1.2 million pounds

• the service will look at ways of making money for itself

• When it is possible for the service to become a trust a detailed plan will be made available and a decision made.

List of difficult words

These are a few words that might need to be explained.

Charitable Trust

An organisation which runs something but not for a profit. All the money made goes back into the service.
Consultation
A plan for changing something which asks people’s views. These will be listened too and affect the decision that is reached.

Knowledgeable
Someone who knows a lot about a subject or service.

Outsourcing
Arranging for someone else to run a service for you at an agreed price.

Trustee
A trustee is like a manager. They normally manage charities and make their decisions. They are not always paid a wage.

Where can I find out more?
You can find out more on our website at: www.kent.gov.uk/lraconsultation

All documents can be made available in alternative formats upon request.