



Benefits and Outcomes

1. Staines
2. Redhill
3. Epsom
4. Woking



1. Staines Hub

Overview:

Staines library is currently located on Friends Walk on the edge of the town centre. The building is in a poor state of repair and requires investment both in terms of building condition and service fit out.

Through partnership working, with Spelthorne Borough Council, an opportunity to provide a new hub for the locality has been developed. This will provide a multi-use facility, occupied by variety of services and partners whilst also enabling use by third party and community group organisations. The key services to be co-located in the first instance as part of the hub are:

- Library;
- Registrars;
- Museum;
- Partners such as Citizens Advice and Voluntary Action.

Local Offer:

In Staines, the specific offer is designed in response to local data, which tells us that it is an area with low adult skills, high health inequalities and low employment. This has been validated with the local community through an ongoing process of co-design. The offer is reflective of the Carnegie model, with a focus on those aspects most relevant to local priorities and will enable delivery of elements not currently delivered within Staines Library. This targeted approach enables the greatest impact in terms of the benefits and outcomes identified above.

Selected Customer Comments from CIPFA Survey:

Staines

- More power outlets and space for laptop users.
- Toilets needed please.

Staines Library – Benefits and Outcomes Table		
Carnegie Model Quadrant	What we can do now	What we can do in transformed library space
Social Hub	<ul style="list-style-type: none"> • Limited capacity for events max 50 	<ul style="list-style-type: none"> • Space for public meetings • Space for confidential meetings - Two meeting rooms one with kitchenette (seats 12 each) that can be made into one. Plus 3 x 4 person meeting room pods • Colocation with other services enables resident to access multiple service from a single front door e.g. library, voluntary action, Museum, citizens advice, registrars, youth hub and additional county and borough service

		<ul style="list-style-type: none"> • Provide opportunity for future share customer service centre with Spelthorne Borough Council, as previously discussed • Provision of community health services in confidential and safe environment. • Space for Information, campaigns and promotional opportunities accessible from the library, along with community health provision such as baby weighing, and facilities for residents to engage in activities such as the loan of fitness devices, promoting increased empowerment around informed choice and healthy lifestyles (e.g. health checks, baby weighing clinic, breastfeeding advice sessions, new mums groups, diabetes clinics) • Using the library as a community hub – with a range of spaces of different shapes and sizes available there is an opportunity to bring together a variety of public services in one building that is not possible now. • Use by community groups outside of staffed opening hours as a result of Open Access. • Coffee carts and comfortable seating delivery enhance ‘warm welcome’ offer to residents whilst providing a potential income stream
Cultural Centre	<ul style="list-style-type: none"> • One small scale event at a time Max: 50 number of people 	<ul style="list-style-type: none"> • Exhibitions, performance and author visits for 90 during opening hours (1st floor) and 100 outside opening hours (G floor) • Ability to joint programme with CAB, the Museum and Voluntary Action • Multiple events can happen on both floors at the same time
Economic Enabler	<ul style="list-style-type: none"> • Access to computers and wi-fi • Limited study desks for people to work from 	<ul style="list-style-type: none"> • Partnership working with CAB, utilising meeting room space • Capacity to facilitate community bank spaces, as is already happening in other libraries • Supporting with digital skills through workshops and classes on the upper floor. PCs will be positioned in a way to facilitate this • Space for people to work and run small businesses from, through additional laptop and power points • Staines in particular has been identified as an area with low skills and unemployment, so this would be a key focus for the hub and there would be

		<p>sufficient space to support this work with partners including CAB</p> <ul style="list-style-type: none"> Relocation of the library to the former decathlon unit supports part of the wider ambitions and economic growth of the town centre masterplan
Learning Hub	<ul style="list-style-type: none"> Supporting literacy through books and the Summer Reading Challenge 	<ul style="list-style-type: none"> Design will be dyslexia, dementia and autism friendly to ensure it's accessible for all Digital literacy courses can be run without impacting other library users Space for workshops and classes to take place in the meeting room space Health support classes ESOL classes could be provided from this space Bitesize/light touch adult learning sessions Increase in the number of computer hours due to open access Increase in study tables

Benefits summary:

Staines			
Category	As is	Target - 25% increase (based on new operating model)	Outcomes evidenced or enabled
Footfall	109,076	136,345	
Book issues	78,496	98,120	
Membership (age groupings)	9,170	11,463	
Population % to Membership			
Meeting rooms			Increased income, increased ability to deliver on local, data-evidenced need
· Number	1	5	
· Capacity	25	36	
· Income	£1,017	£78,540 (60% occupancy)	
Event spaces			Increased income, increased ability to deliver on local, data-evidenced need
· Number	2	3	
· Capacity	50	150	
Events per year			
· Number	174	218	

· Diversity			
· Attendance numbers	5,117	6,396	
· Income	£30	£1,000	
PC hours	11,235	14,044	
Wifi sessions	11,135	13,919	

2. Redhill Library

Overview:

Redhill Library is situated in Redhill, in the borough of Reigate and Banstead in the east of the County. The library is situated within the high street, adjacent to the theatre and above the Sainsburys supermarket, and attracts over 134,000 visits a year: making it the 4th busiest library in the county.

The library is a leasehold property which has been situated in its current site since the late 1980's. The current space is tired and dated, with the majority of the library décor remaining the same since its opening. The Service have identified that the library is not fit-for-purpose, and that the space does not meet the needs of the Service in its current state.

The overall vision of the refurbishment is to make it a cultural hub in Redhill by increasing the flexibility of the space, introducing partnership space and flexible meeting rooms and ensuring the library meets the needs of the local community.

Local Offer:

In Redhill, the specific offer is designed in response to local data, which tells us that it is an area with low health and a high population, particularly of under 18s. This has been validated with the local community through an ongoing process of co-design. The offer is reflective of the Carnegie model, with a focus on those aspects most relevant to local priorities, and will enable delivery of elements not currently delivered within Redhill Library. This targeted approach enables the greatest impact in terms of the benefits and outcomes identified above.

Selected Customer Comments from CIPFA Survey:

Redhill

- It would be great if the library could be updated to look similar to the libraries in Horley and Merstham where the books are easier for the children to find, see and enjoy.
- Building could do with a refresh. Not obvious where the Library is. Would be good to have more events. Library usually very cold in winter and too hot in the summer, heating rarely works and no air con. Café would be great and public toilets, longer opening hours would turn it into more of a community hub where people can stay longer.
- Needs to feel light and airy, at the moment it is very dated. Needs more comfy chairs, a café and public toilets. Good Library with very helpful staff but is looking a bit tired and in need of a refresh.

- Earlier opening would be beneficial. Provision of toilet facilities, more spaces to study / work. I know money is tight but general refurb needed to brighten the place up.
- Library is looking very dated and is due a bit of a revamp or a lick of paint at least.
- Library desperately needs updating to make it the community hub Redhill needs. Redecoration would make a huge difference.
- The Redhill staff are very friendly and welcoming but the library itself is looking very tired and dated, please invest in it!

Redhill – Benefits and Outcomes Table		
Carnegie Model Quadrant	What we can do now	What we can do in transformed library space
Social Hub	<ul style="list-style-type: none"> • Limited capacity for events max 50 e.g. coffee mornings, author talks and rhymetimes are very popular but numbers have to be limited and people are turned away • All events take place in the public area as there is no confidential meeting room • Existing small meeting room in in the corner of the workroom but the walls do not reach the ceiling limiting rental opportunities. • Children and Families Contact Service currently use 	<ul style="list-style-type: none"> • Space for public meetings – 2 event spaces for 90-100 seats outside of library opening hours • Space for confidential meetings i.e Citizens Advice, NHS health and wellbeing clinics New layout design includes: Two meeting rooms one with kitchenette (10-12 seats) that can be made into one with capacity for 24. Plus 2 x 4 person meeting room pods • Provision of community health services in confidential and safe environment. • Space for Information, campaigns and promotional opportunities accessible from the library, along with community health provision such as baby weighing, and facilities for residents to engage in activities such as the loan of fitness devices, promoting increased empowerment around informed choice and healthy lifestyles (e.g. health checks, baby weighing clinic, breastfeeding advice sessions, new mums groups, diabetes clinics) NB: This has been endorsed by Dr Gillian Orrow GP & Director, Growing Health Together with particular reference to Redhill Library. • Use of pods by Children’s Families and Lifelong learning directorate such as for elective home educators, excluded children and other services. • Using the library as a community hub – with a range of spaces of different shapes and sizes available there is an opportunity to bring together a variety of public services in one building that is not possible now. • Use by community groups outside of staffed opening hours as a result of Open Access. • Increased hours of access due to open access. • Addresses customer comments in recent CIPFA where toilets on site were requested. Toilets will enable customers, workers and those studying to remain in the library for a longer period of time. • Coffee carts and comfortable seating delivery enhance ‘warm welcome’ offer to residents whilst providing a potential income stream

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	small room on a Saturday but want a bigger space	
Cultural Centre	<ul style="list-style-type: none"> One small scale event at a time Max: 50 people 	<ul style="list-style-type: none"> Exhibitions, performance and author visits for 100 (second floor) during opening hours and 100 outside opening hours (first floor) Provision of sinks enables use of space by a wider variety of hirers such as art groups, NHS clinics, maker spaces Ability for joint programme with the Harlequin Theatre opposite due to improved flexibility of space Flexible space allows cultural programming and creates performance space Enhance flexibility for class visits Multiple events and meetings can happen on both floors at the same time
Economic Enabler	<ul style="list-style-type: none"> Access to computers and wi-fi 	<ul style="list-style-type: none"> Partnership working with CAB, utilising meeting room and partnership space Capacity to facilitate community bank spaces, as is already happening in other libraries Supporting with digital skills through workshops and classes on the upper floor. PCs will be positioned in a way to facilitate this Space for people to work and run small businesses from, through additional laptop and power points Potential occupation of wimbletech – increased income generation and creation of additional footfall
Learning Hub	<ul style="list-style-type: none"> Supporting literacy through books and the Summer Reading Challenge 	<ul style="list-style-type: none"> Design will be dyslexia, dementia and autism friendly to ensure it's accessible for all Digital literacy courses can be run without impacting other library users Space for workshops and classes to take place in the meeting room space Health support classes ESOL classes could be provided from this space Bitesize/light touch adult learning sessions Increase in the number of computer hours due to open access Increase in study tables

Benefits summary:

Redhill			
Category	As is	Target - 25% increase	Outcomes evidenced or enabled
Footfall	134,950	168,688	

Book issues	130,701	163,376	
Membership	13,526	16,908	
Meeting rooms			Increased income, increased ability to deliver on local, data-evidenced need
· Number	1	4	
· Capacity	8	28	
· Income	£310	£63,210 (60% occupancy)	
Event spaces			Increased income, increased ability to deliver on local, data-evidenced need
8 · Number	2	4	
· Capacity	50	150	
Events per year			
· Number	336	420	
· Diversity			
· Attendance numbers	10,164	12,705	
· Income	£239	£1,000	
PC Hours	15,742	19,678	
Wifi sessions	22,408	28,010	

3. Epsom Library

Overview:

Epsom Library is situated in Epsom, in the borough of Epsom and Ewell in the north east of the County. Epsom, a historic market town, has good links to London and as such it is a popular and thriving town. The library is situated in the Epsom Square shopping centre and attracts over 177,000 visits a year: making it the 3rd busiest library in the county.

The library is a leasehold property. The current space is tired and dated, with the majority of the library décor remaining the same since its opening. The Service have identified that the library is not fit-for-purpose, and that the space does not meet the needs of the Service in its current state.

Local Offer:

In Epsom, the specific offer is designed in response to local data, which tells us that it is an area with a diverse population and high demand for support for small businesses. Study space is also in high demand, particularly with the close proximity of University College Arts, which has a campus in Epsom. This has been validated with the local community through an ongoing process of co-design. The offer is reflective of the Carnegie model, with a focus on those aspects most relevant to local priorities and will enable delivery of elements not

currently delivered within Epsom Library. This targeted approach enables the greatest impact in terms of the benefits and outcomes identified above.

Selected Customer Comments from CIPFA Survey:

Epsom:

- Needs modernising.
- Perhaps provide media booths that can be booked and used for podcasts or meetings.
- It would be better if the library was open longer on other days other than Tuesday and Thursday.
- I would really like the library to be open longer in the evenings and on Sunday. You could make more use of the space by the café for e.g. concerts, art exhibitions. It is a great resource would like to see more use made of it.
- Use for children’s section frequently with 2 and 7 year old both really like coming could improve the seating area and space in the children’s area usually seems to be the busiest part of the library and possibly this could therefore be invested in more. Space and seating to accommodate parents who often sit on the floor. If opened on Sundays would probably also be used more by families.
- Most people I see in the library are working at their laptop. They are not reading the books I think the library should better focus more on this for example provide more comfortable chairs for working at a laptop. Maybe more space for tables near the window. I would remove some shelves to focus on that also the inside of the library could look more modern.

Epsom Library – Benefits and Outcomes Table		
Carnegie Model Quadrant	What we can do now	What we can do in transformed library space
Social Hub	<ul style="list-style-type: none"> • Limited capacity for events max 40 • Limited capacity for meetings and partnership working due to inflexible condition of the learning centre 	<ul style="list-style-type: none"> • Space for public meetings • Space for confidential meetings Two meeting rooms (20 seats) one with kitchenette that can be made into one housing 40 seats Plus 1 x 4 person meeting room pod • Provision of community health services in confidential and safe environment. • Space for Information, campaigns and promotional opportunities accessible from the library, along with community health provision such as baby weighing, and facilities for residents to engage in activities such as the loan of fitness devices, promoting increased empowerment around informed choice and healthy lifestyles (e.g. health checks, baby weighing clinic, breastfeeding advice sessions, new mums groups, diabetes clinics). • Using the library as a community hub – with a range of spaces of different shapes and sizes available there is an opportunity to bring together a variety of public services in one building that is not possible now. Requests have already been received from the Women’s Institute, NHS, dance and exercise classes, private companies and community groups.

		<ul style="list-style-type: none"> • Use by community groups outside of staffed opening hours as a result of Open Access. • Coffee carts and comfortable seating delivery enhance 'warm welcome' offer to residents whilst providing a potential income stream
Cultural Centre	<ul style="list-style-type: none"> • One small scale event at a time Max: 20 people. Lack of flexibility means events can only take place in the Learning Centre. 	<ul style="list-style-type: none"> • Exhibitions, performance and author visits for 60 during opening hours (meeting room) and 100 outside opening hours (main library)
Economic Enabler	<ul style="list-style-type: none"> • Access to computers and wi-fi • Limited study desks for people to work from and they are often all in use, particularly during busy study periods 	<ul style="list-style-type: none"> • Partnership working, utilising meeting room and partnership space • Capacity to facilitate community bank spaces, as is already happening in other libraries • Supporting with digital skills through workshops and classes. PCs will be positioned in a way to facilitate this • Space for people to work and run small businesses from, through additional laptop and power points and multiple private meeting spaces
Learning Hub	<ul style="list-style-type: none"> • Supporting literacy through books and the Summer Reading Challenge 	<ul style="list-style-type: none"> • Design will be dyslexia friendly to ensure it's accessible for all • Digital literacy courses can be run without impacting other library users • Space for workshops and classes to take place in the meeting room spaces • Health support classes • ESOL classes could be provided from this space • Bitesize/light touch adult learning sessions • Increase in the number of computer hours due to open access • Increase in study tables

Benefits Summary

Epsom			
Category	As is	Target - 25% increase	Outcomes evidenced or enabled
Footfall	166,060	207,575	
Book issues	78,496	98,120	
Membership	14,583	18,229	

Meeting rooms			Increased income, increased ability to deliver on local, data-evidenced need
· Number	2	3	
· Capacity	12	44	
· Income	£1,966	£75,000 (60% occupancy)	
Event spaces			Increased income, increased ability to deliver on local, data-evidenced need
· Number	2	3	
· Capacity	40	150	
Events per year			
· Number	127	159	
· Diversity			
· Attendance numbers	3,443	4,304	
· Income	£415	£1,000	
PC hours	18,109	22,636	
Wi-Fi sessions	14,123	17,654	

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4. Woking Library

Overview:

Woking Library is situated in Woking, in the borough of Woking in the north west of the County. Woking has good links to London and as such it is a popular and thriving town. The library is situated in the centre of Woking just outside of the main shopping centre and attracts over 260,000 visits a year: making it the busiest library in the county and is considered to be Surrey's flagship library.

The library is a leasehold property which has been situated in its current site since 1989. The library was refurbished in 2012 but requires updating to meet the current needs of the service. Since its refurbishment it has experienced heavy use which is evident from the condition of the furniture and carpet which is overdue replacement. The current layout lacks flexibility and more could be made of the space to introduce other partners to the space to increase income and use and make it a cultural hub of activity.

Local Offer:

In Woking, the specific offer is designed in response to local data, which tells us that it is an area with the highest population in Surrey. Woking is the 5th (out of 11) most deprived borough in Surrey. The ward of Canalside now includes the former ward of Maybury and Sheerwater, and is ranked 7 out of 193 for deprivation, with 29% of children aged 0-19 in relative low-income families in Canalside compared with 9% across Surrey, indicating it is an area with high

poverty. This has been validated with the local community through an ongoing process of co-design. The offer is reflective of the Carnegie model, with a focus on those aspects most relevant to local priorities, and will enable delivery of elements not currently delivered within Woking Library. This targeted approach enables the greatest impact in terms of the benefits and outcomes identified above.

Selected Customer Comments from CIPFA Survey:

Woking

- Private working rooms for work calls etc would be great.
- It would be great if there could be a comfortable reading area with a coffee shop or at least a coffee machine.
- It would be great if there was a toilet in the library especially for kids.
- Toilet facilities would be great.
- If library can have toilets then it would be great.

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Woking Library – Benefits and Outcomes Table		
Carnegie Model Quadrant	What we can do now	What we can do in transformed library space
Social Hub	<ul style="list-style-type: none"> • Limited capacity for events max 50 e.g. author events outside of opening hours, rhymetime. • Limited study desks for people to work from and they are often all in use • Currently no meeting room or private space to hire 	<ul style="list-style-type: none"> • Space for public meetings • Space for confidential meetings - Two meeting rooms one with kitchenette (seat 14 each) that can be made into one seating 28. Plus 2 x 4 person meeting room pod • Provision of community health services in confidential and safe environment • Space for Information, campaigns and promotional opportunities accessible from the library, along with community health provision such as baby weighing, and facilities for residents to engage in activities such as the loan of fitness devices, promoting increased empowerment around informed choice and healthy lifestyles (e.g. health checks, baby weighing clinic, breastfeeding advice sessions, new mums groups, diabetes clinics). Approaches have already been received for this at Woking library. • Family centre activities can now be provided (previous approaches shows demand for this) • Would now be possible to offer Visa checking services through the soprastereo contract for libraries (currently unable to provide this due to lack of space). • Using the library as a community hub – with a range of spaces of different shapes and sizes available there is an opportunity to bring together a variety of public services in one building that is not possible now. • Use by community groups outside of staffed opening hours as a result of Open Access i.e. Chinese Association of Woking
Cultural Centre	<ul style="list-style-type: none"> • One small scale event at a time Max: 50 number of people 	<ul style="list-style-type: none"> • Exhibitions, performance and author visits for 60 during opening hours and 100 outside opening hours • Multiple events can happen on both floors at the same time

Economic Enabler	<ul style="list-style-type: none"> • Access to computers and wi-fi 	<ul style="list-style-type: none"> • Partnership working with local businesses and community groups, utilising meeting room and partnership space to provide business support • Capacity to facilitate community bank spaces, as is already happening in other libraries • Supporting with digital skills through workshops and classes. PCs will be positioned in a way to facilitate this • Space for people to work and run small businesses from, through additional laptop and power points
Learning Hub	<ul style="list-style-type: none"> • Supporting literacy through books and the Summer Reading Challenge 	<ul style="list-style-type: none"> • Design will be dyslexia, autism and dementia friendly to ensure it's accessible for all • Digital literacy courses can be run without impacting other library users • Space for workshops and classes to take place in the meeting room space • Health support classes • ESOL classes could be provided from this space • Bitesize/light touch adult learning sessions • Increase in the number of computer hours due to open access • Increase in study tables

Benefits Summary:

Woking			
Category	As is	Target- 25% increase	Outcomes evidenced or enabled
Footfall	254,771	318,464	
Book issues	225,385	281,731	
Membership	30,420	38,025	
Meeting rooms			Increased income, increased ability to deliver on local, data-evidenced need
• Number	1	4	
• Capacity	8	36	
• Income	£92	£70,380 (60% occupancy)	
Event spaces			Increased income, increased ability to deliver on local, data-evidenced need
• Number	2	3	
• Capacity	50	150	
Events per year			
• Number	354	443	
• Diversity			

Attendance numbers	16,486	20,608	
Income	£493	£1,000	
PC hours	29,802	37,253	
Wifi sessions	19,975	24,969	