

Children & Young People consultation and engagement analysis report 2019

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Introduction

This report provides an analysis of the findings from the public consultation and engagement which was undertaken by Rotherham Metropolitan Borough Council (RMBC) between 3rd June 2019 and 14th July 2019.

The purpose of this consultation and engagement was to seek the views of Rotherham residents regarding how they use their library service and what is important to them in the service offered. It has also questioned why residents do not use the library service, and what would make them more likely to visit.

Targeted consultation and engagement was carried out with children and young people using a modified child-friendly version of the Library Strategy questionnaire. Children and young people may have responded to the general questionnaire either online or using a printed form in their local library which was subsequently entered online. This report presents an overview of responses from the targeted consultation and engagement.

Members of the Youth Cabinet also filled in the consultation online, along with other young people encouraged and supported to respond online by detached youth workers. Youth Cabinet members promoted the survey to other youth groups, including Guides and Scout groups, ensuring young people had their voices heard throughout the consultation and engagement.

Appendix 3 – Children & Young People consultation and engagement analysis Report 2019

During the process the Library service met with classes in six primary schools (Key Stage 2). The survey was carried out with a total of **227** young people. The sample groups were drawn from six schools in different geographical communities.

Overview of responses

The tables below are based on a total response rate of **227**. The percentage figures are rounded up or down to the nearest decimal place and the **No Response** segment represents where the question has been left unanswered.

School	Respondents
Anston Hillcrest	43
Laughton J&I	72
Swallownest	51
Swinton Brookfield	20
Maltby Redwood	30
Brinsworth Manor	11
Total	227

Table 1

Table 1 shows the number of respondents from each school surveyed.

Online data form response analysis

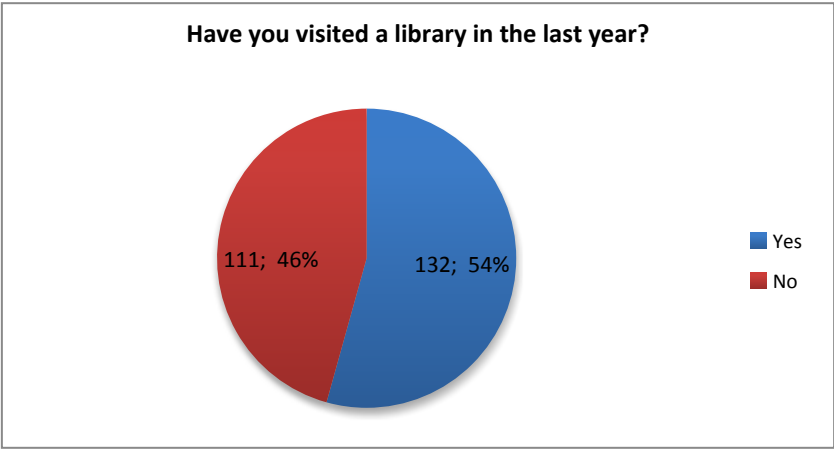


Figure 1

Figure 1 shows that **132** children (**54%**) said that they have visited a library in the last year, while **111 (46%)** advised that they had not. The total number of responses was **243**, indicating that some children selected both responses.

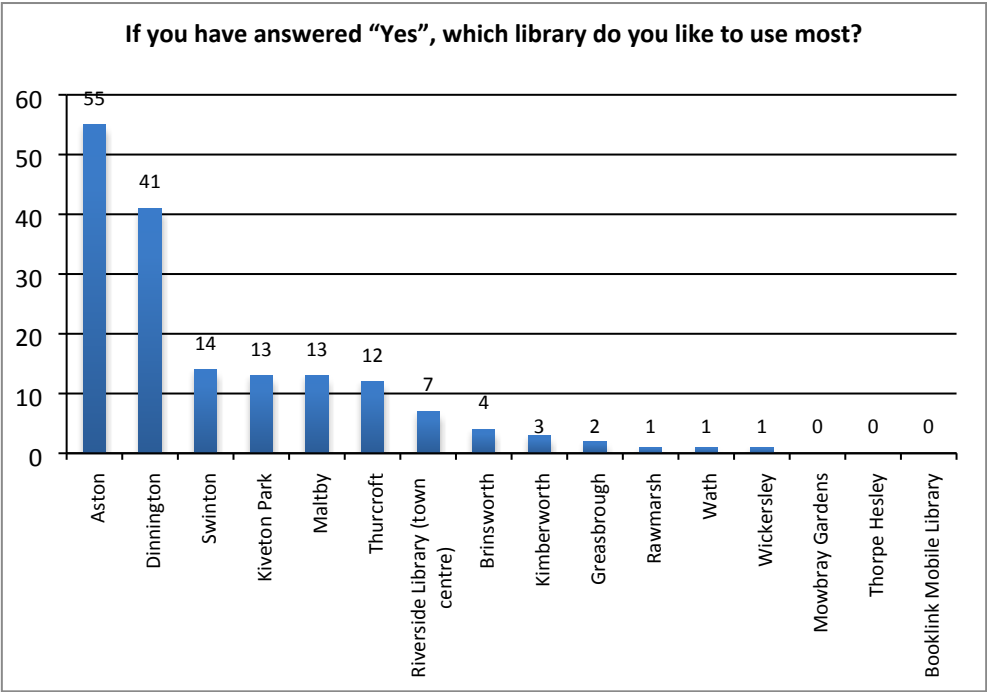


Figure 2

Figure 2 shows that of those who said they had visited a library, **55** children prefer to use Aston library, while **41** prefer Dinnington.

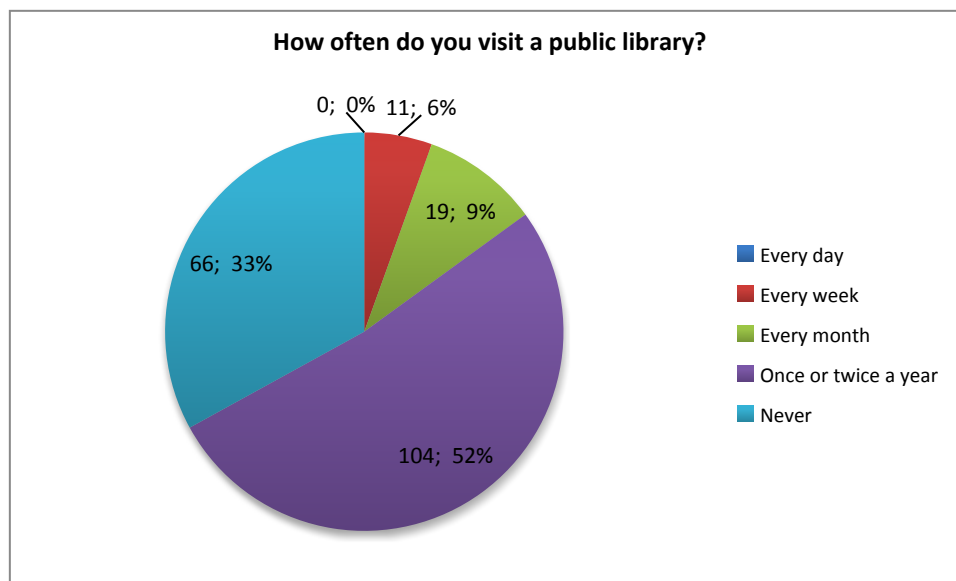


Figure 3

The children were asked how often they visit a public library (figure 3), resulting in **200** responses. Of this, **52% (104)** reported visiting once or twice a year, while a **third (66)** reported visiting every day.

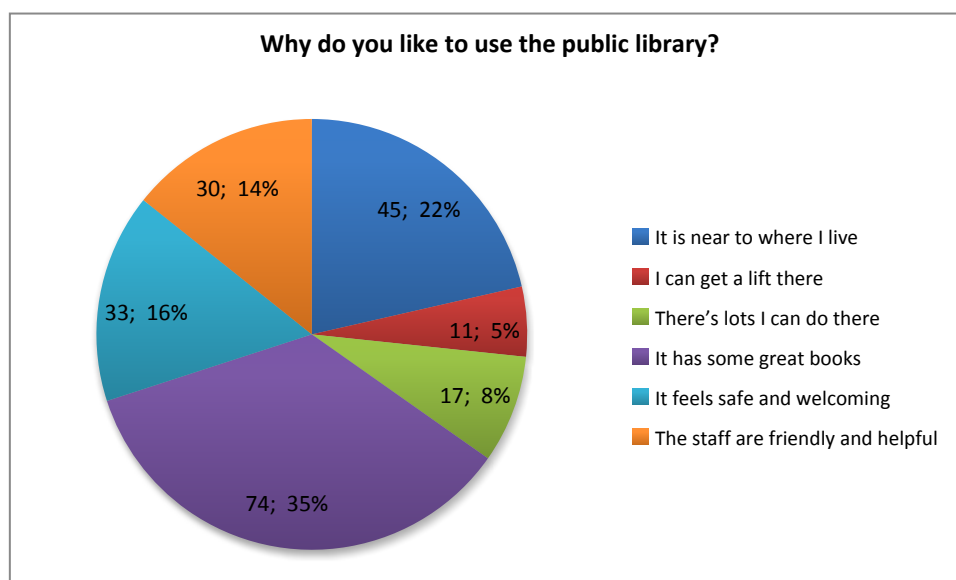


Figure 4

The children were asked why they like to use the public library, resulting in **210** responses. Figure 4 shows that **35%** of respondents (**74**) like to use the library as they feel it has some great books, while **22%** (**45**) use it as it is near to where they

live. The children were given the opportunity to give further comment; **4** children like that it is a quiet environment, **1** child used the computers, **1** liked that the books are free and they have a good amount of time to read them, and **1** appreciated the friendly staff, amazing staff and walkable distance.

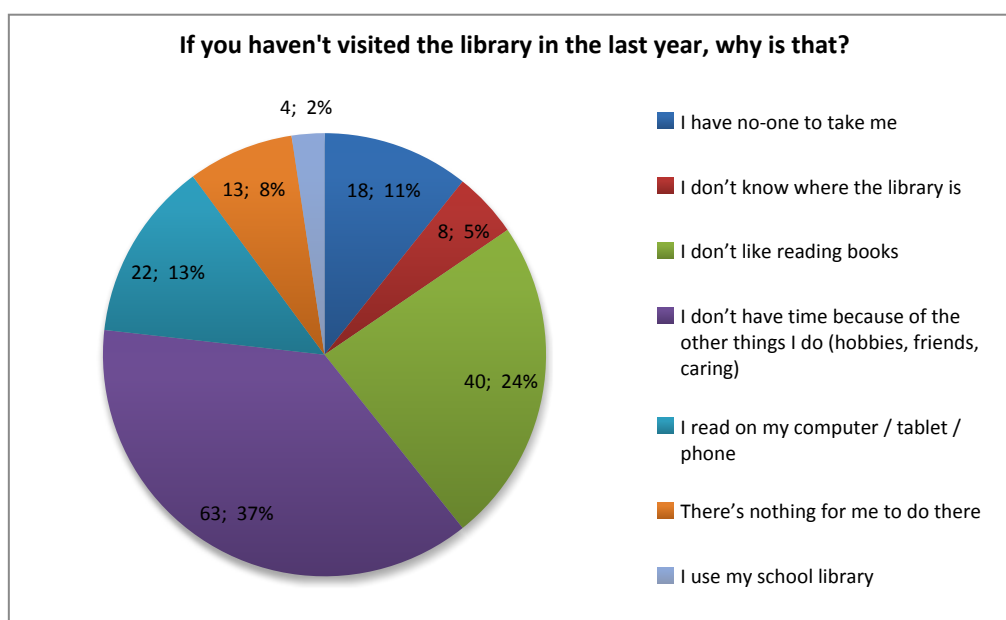


Figure 5

The children were asked why they have not visited the library, if applicable, resulting in **168** responses (figure 5). Of these, **37% (63)** said that they don't have time because of other things such as friends, hobbies and caring, while **24% (40)** said that they don't like reading books. Only a very small minority (**8**, or **5%**) did not know the location of the library, which reflects the benefit of a programme of school class visits through the year. There was a significant number who read on digital devices (**22**, or **13%**).

The children were given the opportunity to give further comment, resulting in a wide variety of replies including; **3** respondents said that they have their own books and prefer to read at home, while another **3** said they were too busy with other hobbies or family. Other comments included a lack of multinational books (specifically African books and biographies), an unattractive and unwelcoming library and nowhere comfortable to sit.

Key themes analysis

A free text section queried what would encourage the children to use the library if they do not already use it. For this question, **107** comments were recorded and several key themes emerged. While many respondents were happy with their current library provision, some improvements were suggested. These are as follows:

- **Books** – 40 comments were recorded, the majority of which stating that they would prefer a broader, more appealing selection of books. 2 children said there should be fewer books and more computers. 1 requested book competitions. Comments included:
 - ‘If there was a book I do not have at home’
 - ‘More books I like, like Harry Potter’
- **Technology** – 7 comments were about computers, 2 mentioned free Wi-Fi, 1 more electronics, 3 comments mention games or games consoles. Comments included:
 - ‘So you can do your homework on the computers and some more books’
 - ‘More technology, PS4, Xbox and monitors’
- **Activities** – 10 comments mentioned having clubs and activities, such as:
 - ‘A homework club’
 - ‘talks about sport’
- **Refreshments** – 7 comments mention food or drink, for example:
 - ‘Free food water or fruit’
 - ‘Food & Drink’
- **Outside** – 5 comments mentioned having outside areas:
 - ‘Themed areas.... Outside reading areas for sunny days (Willow Dome)’
 - ‘Get it built outside so people can look at the scenery.’

The children were then asked what other things could be done to make the library even better for them, resulting in 180 responses. The key themes generally reflect those of the previous question.

- **Books** – 64 comments centred around books, many of which wanted to see more and/or better books of a wide variety such as horror books, car books and exercise books. 4 comments suggested spaces to allow children to write

their own books for the library. 5 children suggested having a book club. Other suggestions included having author readings or talks.

- **Technology** – 14 comments related to computers, IT and Wi-Fi. 5 mentioned games consoles, 3 mentioned iPads and 3 mentioned charging docks.
- **Refreshments** - 6 comments mentioned food and drink, 6 mentioned vending machines and another 7 mentioned including a café.
- **Activities** – 34 comments mentioned activities, events and clubs, such as art and reading clubs, language lessons and crafts.
- **Noise** – 6 comments were made around the noise volume, requesting a space where they did not need to be quiet:
 - ‘make an area to be really loud’
- **Environment** – 5 suggestions were made around adding more colour to the library, and another 9 suggested adding more or better seating.
 - ‘More books, more colourful inside as it is a bit dull. And a comfy seating area for kids.’

Equality and diversity analysis

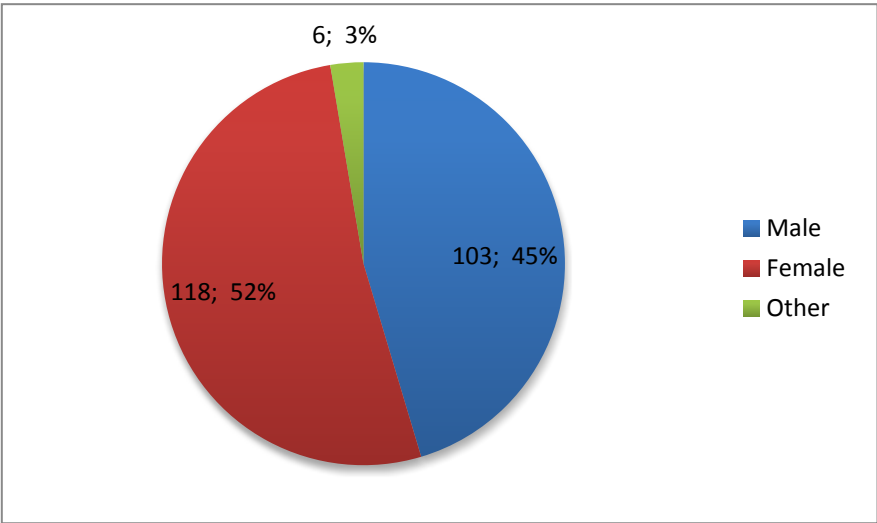


Figure 6

Figure 6 shows that **52%** of the respondents were female (**118**), while **45%** were male (**103**). **6 (3%)** stated ‘other’.

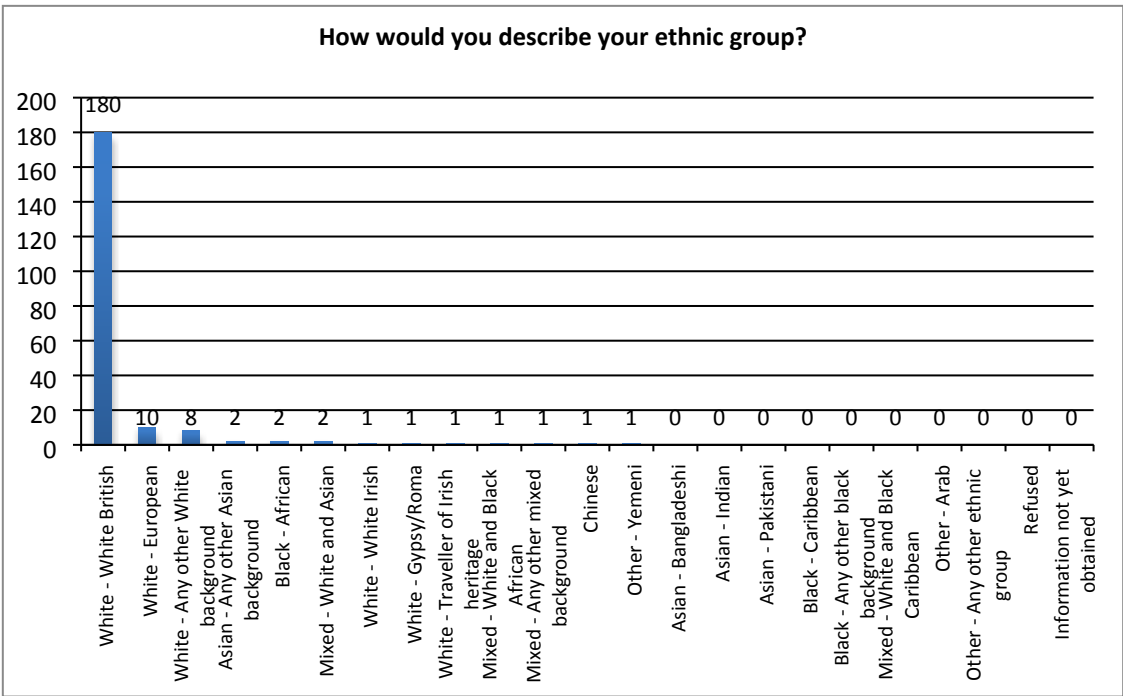


Figure 7

Figure 7 shows how the respondents reported their ethnic origins. The majority reported themselves as White British (**180**).

RNN Group Survey

A survey was carried out with students in Rotherham, Dearne Valley and Rother Valley Colleges (members of the RNN Group) There were 36 respondents in total who met with library staff carrying out consultation and engagement during Freshers Fest at the three College locations.

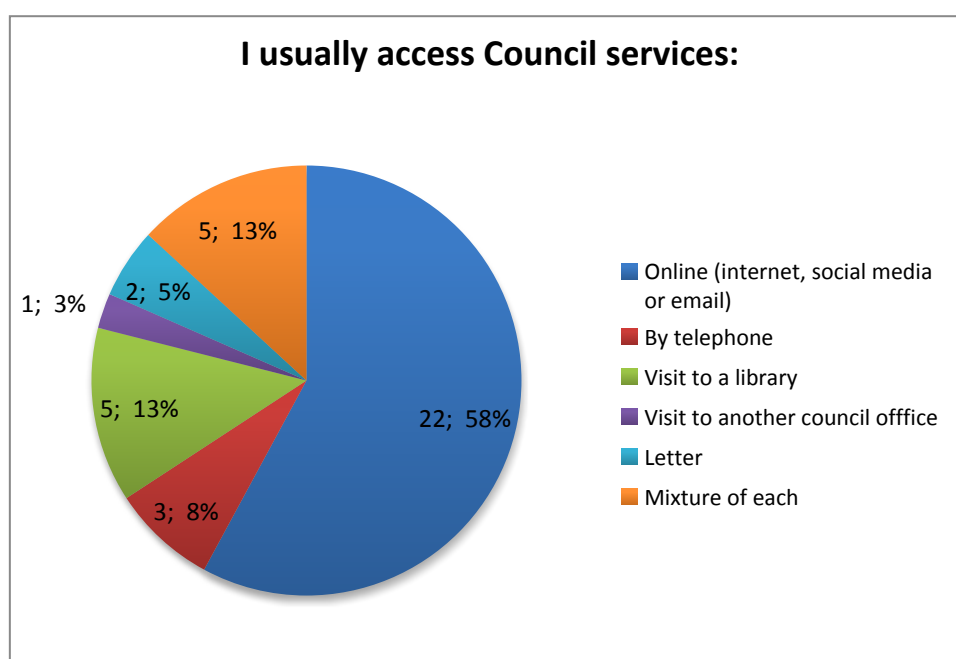


Figure 8

The above chart (figure 8) shows that of the 36 respondents, the majority stated that they currently access Council services online (**22 respondents, or 58%**). **5**, or **13%**, access Council services in a mixture of ways, while **5** visit a library to use these services. There were **38** responses to this question.

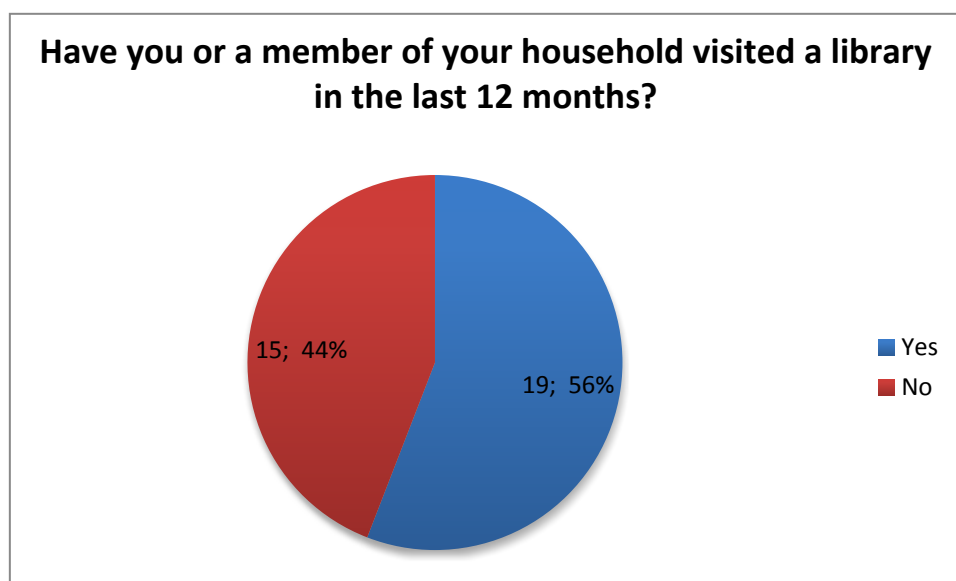


Figure 9

Figure 9 demonstrates that **19** of the respondents (**56%**), or a member of their household, have visited a library within the previous 12 months. Of the 36, **15** have not visited a library (**44%**). There were 34 responses to this question.

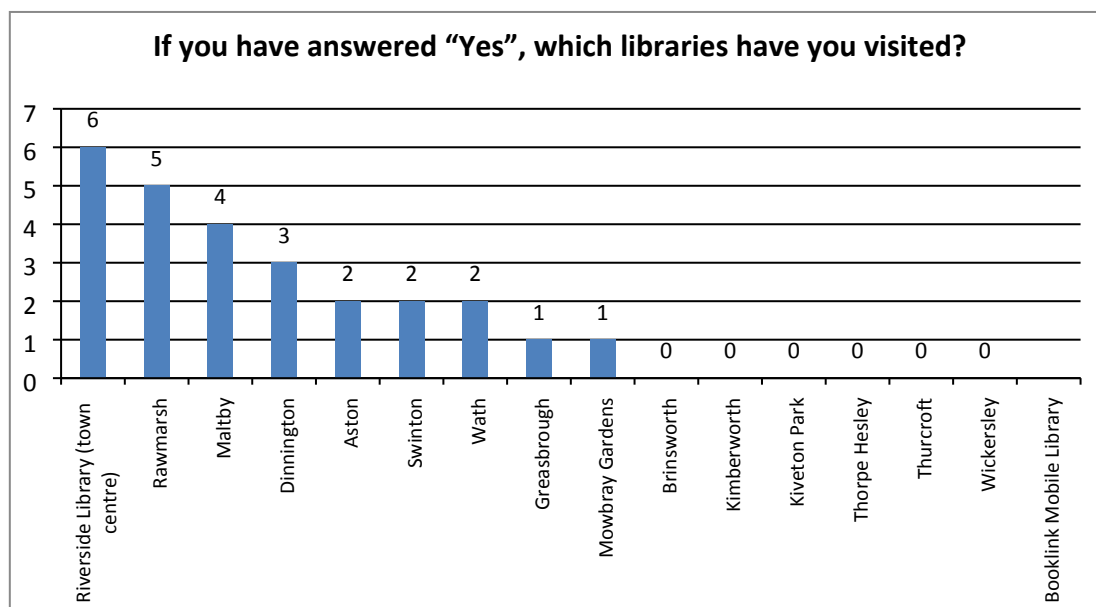


Figure 10

Figure 10 shows the number of self-reported visits to each library. Responses to this questions total **26**. The most visited library was Riverside Library which, with **6** visits. Several had not had any visits from respondents.

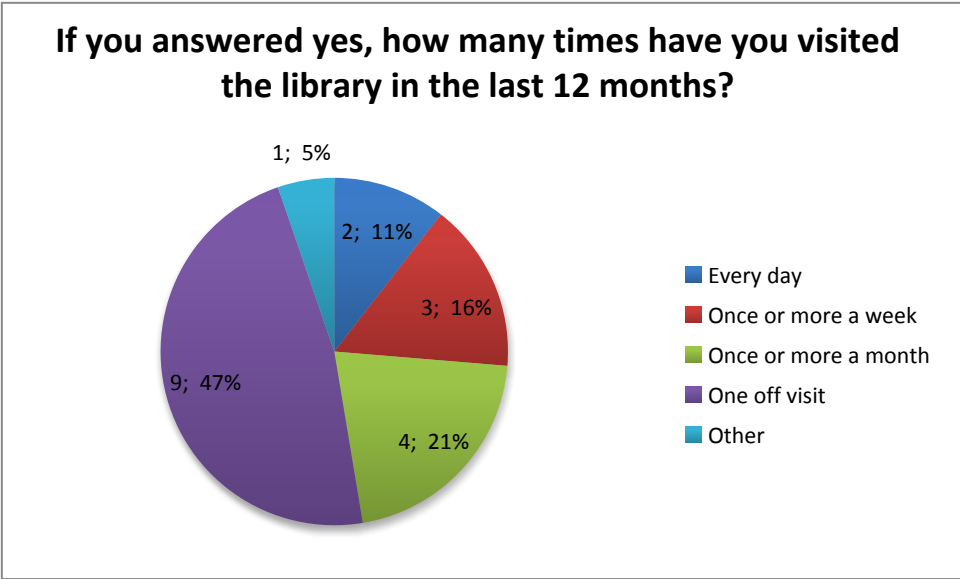


Figure 11

The above chart (figure 11) shows that of those who have visited a library in the last 12 months, the majority either visited once or more a as a one off visit (**9**, or **47%**). **4** respondents visited the library once or more a month (**21%**), while 3 respondents visited once or more a week (**16%**). **2** visited every day (**11%**).

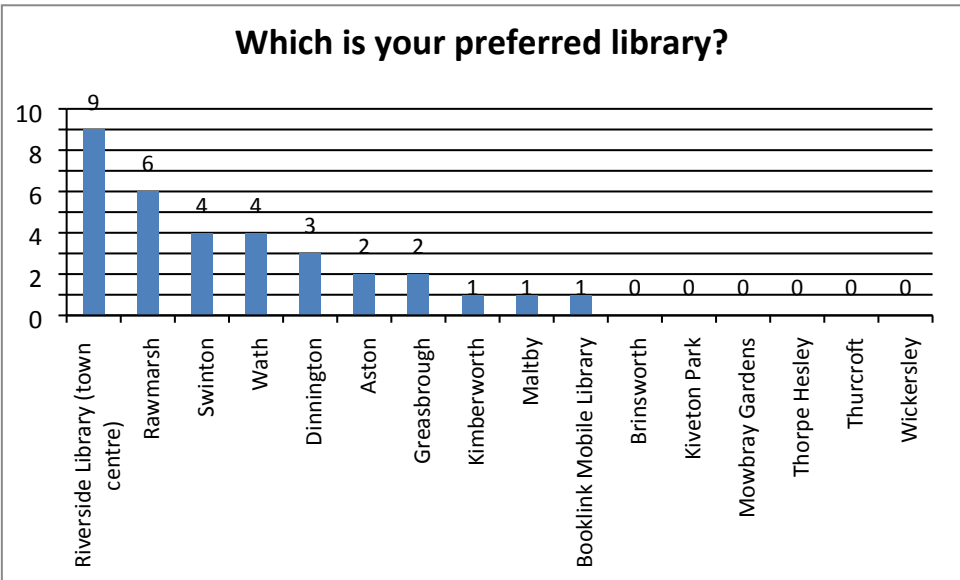


Figure 12

Figure 12 shows that when asked which their preferred library is, **9** respondents said that they preferred to use Riverside Library. Several libraries were not selected as a preferred library by any respondents.

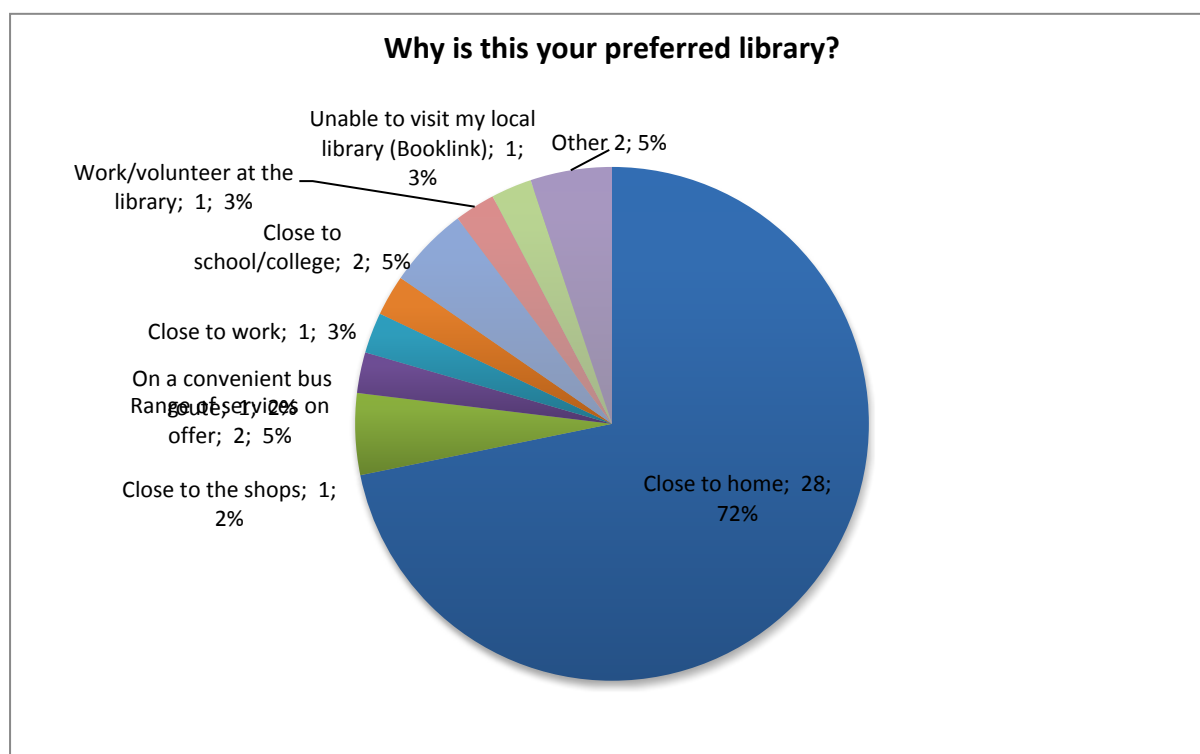


Figure 13

Respondents were asked why they use their preferred library (figure 13). Responses to this questions total **39**, slightly higher than the total number of respondents for the whole consultation and engagement. This response rate is a result of the respondents being provided with the option of selecting multiple answers, and demonstrates that some respondents had more than one reason for using their preferred libraries.

The majority of respondents, (**28**, or **72%**) prefer their library as it is close to home.

The online survey included a free text field where respondents could advise of other reasons they use their preferred library. There was **1** comment, approving of the café in Rotherham town centre.