



**Employment, Learning and Skills Policy
and Performance Board**

**Monday, 29 January 2007 at 6.30 p.m.
Council Chamber, Runcorn Town Hall**



Chief Executive

BOARD MEMBERSHIP

Councillor Eddie Jones (Chairman)	Labour
Councillor Frank Fraser (Vice-Chairman)	Labour
Councillor Ellen Cargill	Labour
Councillor Susan Edge	Labour
Councillor David Findon	Conservative
Councillor Mike Hodgkinson	Liberal Democrat
Councillor Harry Howard	Labour
Councillor Stan Parker	Labour
Councillor David Lewis	Conservative
Councillor Margaret Ratcliffe	Liberal Democrat
Councillor John Stockton	Labour

*Please contact Lynn Derbyshire on 0151 471 7389 or e-mail
lynn.derbyshire@halton.gov.uk for further information.
The next meeting of the Board is on Monday, 12 March 2007*

**ITEMS TO BE DEALT WITH
IN THE PRESENCE OF THE PRESS AND PUBLIC**

Part I

Item No.	Page No.
1. MINUTES	
2. DECLARATIONS OF INTEREST (INCLUDING PARTY WHIP DECLARATIONS)	
Members are reminded of their responsibility to declare any personal or personal and prejudicial interest which they have in any item of business on the agenda, no later than when that item is reached and (subject to certain exceptions in the Code of Conduct for Members) to leave the meeting prior to discussion and voting on the item.	
3. PUBLIC QUESTION TIME	1 - 2
4. EXECUTIVE BOARD MINUTES	3 - 6
5. DEVELOPMENT OF POLICY ISSUES	
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In accordance with the Health and Safety at Work Act the Council is required to notify those attending meetings of the fire evacuation procedures. A copy has previously been circulated to Members and instructions are located in all rooms within the Civic block.

REPORT TO: Employment Learning and Skills Policy and Performance Board

DATE: 29th January 2007

REPORTING OFFICER: Chief Executive

SUBJECT: Public Question Time

WARD(s): Borough-wide

1.0 PURPOSE OF REPORT

1.1 To consider any questions submitted by the Public in accordance with Standing Order 34 (11).

1.2 Details of any questions received will be circulated at the meeting.

2.0 RECOMMENDED: That any questions received be dealt with.

3.0 SUPPORTING INFORMATION

3.1 Standing Order 34(11) states that Public Questions shall be dealt with as follows: -

- (i) A total of 30 minutes will be allocated for members of the public who are residents of the Borough, to ask questions at meetings of the Policy and Performance Boards.
- (ii) Members of the public can ask questions on any matter relating to the agenda.
- (iii) Members of the public can ask questions. Written notice of questions must be submitted by 4.00 pm on the day prior to the meeting. At any meeting no person/organisation may submit more than one question.
- (iv) One supplementary question (relating to the original question) may be asked by the questioner which may or may not be answered at the meeting.
- (v) The Chair or proper officer may reject a question if it:-
 - Is not about a matter for which the local authority has a responsibility or which affects the Borough;
 - Is defamatory, frivolous, offensive, abusive or racist;
 - Is substantially the same as a question which has been put at a meeting of the Council in the past six months; or
 - Requires the disclosure of confidential or exempt information.

- (vi) In the interests of natural justice, public questions cannot relate to a planning or licensing application or to any matter, which is not dealt with in the public part of a meeting.
- (vii) The Chairperson will ask for people to indicate that they wish to ask a question.
- (viii) **PLEASE NOTE** that the maximum amount of time each questioner will be allowed is 3 minutes.
- (ix) If you do not receive a response at the meeting, a Council Officer will ask for your name and address and make sure that you receive a written response.

Please bear in mind that public question time lasts for a maximum of 30 minutes. To help in making the most of this opportunity to speak: -

- Please keep questions as concise as possible.
- Please do not repeat or make statements on earlier questions as this reduces the time available for other issues to be raised.
- Please note that public question time is not intended for debate – issues raised will be responded to either at the meeting or in writing at a later date.

4.0 POLICY IMPLICATIONS

None.

5.0 OTHER IMPLICATIONS

None.

6.0 RISK ANALYSIS

None.

7.0 EQUALITY AND DIVERSITY ISSUES

None.

6.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

There are no background papers under the meaning of the Act.

REPORT TO: Employment Learning and Skills Policy and Performance Board

DATE: 29th January 2007

REPORTING OFFICER: Chief Executive

SUBJECT: Executive Board Minutes

WARD(s): Boroughwide

1.0 PURPOSE OF REPORT

- 1.1 The Minutes relating to the Employment Learning and Skills Portfolio which have been considered by the Executive Board and Executive Board Sub since the last meeting are attached at Appendix 1 for information.
- 1.2 The Minutes are submitted to inform the Policy and Performance Board of decisions taken in their area.

2.0 RECOMMENDATION: That the Minutes be noted.

3.0 POLICY IMPLICATIONS

None.

5.0 OTHER IMPLICATIONS

None.

6.0 RISK ANALYSIS

None.

7.0 EQUALITY AND DIVERSITY ISSUES

None.

8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

There are no background papers under the meaning of the Act.

Extract of Executive Board Minutes Relevant to the Employment, Learning and Skills Policy and Performance Board

EXECUTIVE BOARD MEETING HELD ON 2ND NOVEMBER 2006

EXB48 MEDIUM TERM FINANCIAL FORECAST

The Board considered a report of the Operational Director – Financial Services setting out the findings of the Medium Term Financial Forecast. It was noted that the Forecast set out a three-year projection of resources and revenue spending. The implications of the forecast in terms of the need for budget savings in 2007/08 onwards could then be considered and the scope for increased costs to maintain or enhance services assessed.

It was noted that the projections provided initial guidance to the Council on its revenue position into the medium term, although further information had yet to be received and the projections therefore needed to be treated with caution. However, the forecast currently showed that the spending required to maintain existing policies and programmes was expected to increase at a faster rate than the resources available to support it. Given the need to avoid budgets being capped by the Government, levels of additional spending would need to be kept to the absolute minimum and compensating budget savings would need to be identified.

The Board considered areas of uncertainty such as the change in the allocation of the Supporting People Grant and the waste agenda. In addition, Members discussed the impact on the Authority of the introduction of the Dedicated School Grant where, due to the Council supporting its schools and cushioning them from the impact of the new formula, it was now being penalised. It was advised that representations in this respect were ongoing. The Board further noted that national negotiations would determine the final figure in respect of staff salary inflation.

RESOLVED: That

- (1) the Medium Term Financial Forecast be noted;
- (2) the base budget be prepared on the basis of the underlying assumptions set out in the Forecast; and
- (3) further reports be considered by the Executive Board on the areas for budget savings and cost increases to maintain existing service levels or service enhancements.

EXB50 APPLICATION FOR TWINNING GRANT

The Board considered a report of the Strategic Director – Corporate and Policy outlining an application being made to the Twinning Grant Fund. It was noted that the Fund had been set up in April 1996 to assist in enabling all members of the community to access and gain benefit from the Council's international links.

An application had been received from Halton Swimming Team requesting support for 25 members to visit Usti nad Labem between 10th and 13th November 2006. During the visit the members would compete in a swimming competition in the Ing. Vilem Protschke swimming pool: a return visit from the swim team in Usti nad Labem was being planned for August/September 2008.

It was advised that, if Members were to approve the project, the grant would be offered subject to a number of conditions which were outlined within the report.

RESOLVED: That £2000 be awarded to the Halton Swimming Club.

EXECUTIVE BOARD MEETING HELD ON 7TH DECEMBER 2006

EXB68 LOCAL AREA AGREEMENTS

The Board considered a report of the Strategic Director – Corporate and Policy regarding Local Area Agreements. It was noted that a Local Area Agreement (LAA) was a three year protocol that set out the priorities for a local area. This had to be agreed between central government and the area itself, as represented by the lead local authority and other key partners through Local Strategic Partnership.

The Government had stipulated that Halton would be in Round 3 of the programme, which meant that an Agreement had to be negotiated by April 2007. A draft had been endorsed by the Board in September and had subsequently been submitted to Government Office North West (GONW) on 29 September. A number of developments had taken place since that time and these were outlined within the report for Members' consideration. This had resulted in the production of a revised LAA with the key changes being in the narrative and outcomes framework.

The Board noted that the final document had to be submitted to Government by 20 December 2006 and, as Halton Borough Council was to be the accountable body for the LAA, Members were requested to formally endorse the Agreement prior to its submission to GONW and subsequent sign off by the Minister.

RESOLVED: That

- (1) the final agreement be endorsed and its submission to Government be agreed; and
- (2) the Leader and Chief Executive be given delegated powers to make any necessary minor drafting amendments to the submission following Executive Board.

REPORT TO: Employment, Learning and Skills PPB

DATE: 29th January 2007

REPORTING OFFICER: Strategic Director – Health and Community

SUBJECT: Mid Year Monitoring Report for Voluntary Sector Funding

WARD(S): Borough-wide

1.0 Purpose of Report

1.1 To receive the Mid Year monitoring report for Voluntary Sector Core Funding

2.0 Recommended that:

(1) the report be noted.

3.0 Supporting Information

3.1 Appendix 1 monitors those organisations receiving Voluntary Sector Core Funding for the first 6 months of 06/07.

4.0 Policy and other Implications

4.1 None at this stage.

5.0 Other Implications

5.1 There are no financial implications

5.2 The work of the voluntary sector receiving core funding grants impacts greatly on social inclusion, community involvement, anti-poverty and diversity issues.

6.0 Risk Analysis

6.1 None directly. The PPB, however, will monitor that the grant is being spent appropriately and the Council and Halton people receive value for money.

7.0 Equality and Diversity Issues

7.1 To receive a grant, organisations have to demonstrate that acceptable equality and diversity policies are in place.

8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972.

8.1 None under the meaning of the Act.

Appendix 1



Voluntary Sector Funding

Monitoring information for

April to September 2006

6 Month Monitoring 06/07

Cheshire Asbestos Victims Support Group
3/5 Fryer Street, Runcorn Cheshire WA7 1ND
01928 576641

£15,000

Activity	6 monthly total	Yearly target
Counselling hours	855	No target
Welfare Rights obtained	£1213,254	No target
Civil Claims etc DTER	£1180,239	No target
Volunteer hours per year	1822	No target
No of volunteers over the year	13	No target
Telephone enquiries	821	1200
Personal visits to centre	139	300

HBC Priorities met by organisation

A Healthy Halton

A Safer Halton

Cheshire Halton & Warrington Racial Equality Council
2, Hunters Walk, Canal Street, Chester, CH1 4EB
01244 400730

£6,615

Activity	6 monthly total	Yearly target
Attend CLSP Exec & Provider meetings	4	No target
Hate Crime Panel	1	No target
Local Criminal Board Consultation & Sub Group	0	No target
Race issues multi agency group	0	No target
Cheshire Chief Executive Advisory Group on Gypsies & Travellers	2	No target
Casework	No data	No target
REC connecting communities project – people registered for work from Halton	No data	No target

HBC Priorities met by organisation

A Healthy Halton

A Safer Halton

Halton's Children & Young People

Employment, Learning & Skills in Halton

Cheshire Relate

Allman House, Langley Road, Northwich, Cheshire, CW9 8AW
01606 350995 **£10,300**

Activity	6 monthly total	Yearly target
Counselling hours	492	1266
'Relateen' group hours	106	
Volunteer hours per year	492	No target
No of volunteers over the year	14	No target
Telephone enquiries	436	874
Personal visits to centre	555	No target

HBC Priorities met by organisation

A Healthy Halton

A Safer Halton

Halton's Children & Young People

Cheshire Victims Support

Cheshire Victim Support, Warrington Police Station, Arpley Street,
Warrington, WA1 1LQ
(Will be moving to Widnes Police Station July 2006)
01925 419339 **£8,400**

Activity	6 monthly total	Yearly target
Counselling hours	193	2340 support sessions To include all activities
Volunteer hours per year	792.5	
No of volunteers over the year	6	
Telephone enquiries & letters/e-mails/fax	931	
Home visits seen unseen	72	
Pre Trial visits	245	
Court Attendances	787	

HBC Priorities met by organisation

A Healthy Halton

A Safer Halton

Employment, Learning & Skills in Halton

Cheshire Vision Support

Halton Independent Living Centre, Collier Street, Runcorn, WA7 1HB
01928 582944 (evening answer phone) £9,623

Activity	6 monthly total	Yearly target
Clients visits to Resource Centre inc family visit	580	600
Telephone enquiries from service users & their families	363	500
Other agencies visits to centre	245	No target
Other agencies telephone calls	604	No target
Home visits to new and existing service users	707	1,100
Welfare Rights inc. DLA and back pay	£48,798	£14,000

HBC Priorities met by organisation

A Healthy Halton

A Safer Halton

Employment, Learning & Skills in Halton

Halton District Citizens Advice Bureau

Unit 3, Victoria Building, Lugsdale Road, Widnes, WA8 6DJ
0151 257 2443 £179,755

Activity	6 monthly total	Yearly target
Information/Advice Given	2095	4032
Welfare Rights	1,930	No target
Debt written off	£2,800	£1 million
Debt handled	£3,510.601	
Gains (employment)	£85,494	
Volunteer hours	5,979	No target
Number of volunteers	38	
Telephone enquiries	1,080	3800
Letter/email/fax	192	No target
Home Visits	111	No target
Tribunals attended	14	No target
Court attendances	40	No target

HBC Priorities met by organisation

A Healthy Halton

A Safer Halton

Halton's Children & Young People

Employment, Learning & Skills in Halton

Halton Disability Advice and Appeals Centre
The Old Police Station, Mersey Road, Runcorn WA7 1DF
01928 588511 **£3,000**

Activity	6 monthly total
Number of new cases opened	133
Number of cases closed	68
Number of contacts with clients	408
Number of phone enquires (estimate)	1,000
Amount of monies gained	£134,455
Amount of lump sums	£17,389

HBC Priorities met by organisation

A Healthy Halton

A Safer Halton

Halton Talking Newspaper
The Old Police Station, Mersey Road, Runcorn, WA7 1DF
(Mail contact- Mrs P Johnson, 2 Royden Ave, Runcorn WA7 4AL)
01928 588500 **£3,500**

Activity	6 monthly total
Numbers of individuals receiving recordings each week	
Volunteers involved with the organisation	
Weeks per year service is provided	
Volunteer hours per year	

HBC Priorities met by organisation

A Healthy Halton

A Safer Halton

Halton Voluntary Action**Sefton House, Public Hall Street, Runcorn WA7 1NG****01928 592405****£75,000**

Activity	6 monthly total	Yearly target
Information & Advice given	1330	No target
Individuals - sessions attended - Training / Activities	102	No target
No of volunteer involved in HVA activities	4	No target
No of volunteer hours	98.5	No target
Telephone enquiries	2688	No target
Newsletter distributed	1261	2800
Volunteers recruited (for placements)	118	100
Organisations receiving direct funding or group support	19	30

HBC Priorities met by organisation

A Healthy Halton

A Safer Halton

Halton's Children & Young People

Employment, Learning & Skills in Halton

Rape & Sexual Abuse Centre**26 Cairo Street Warrington WA1 1EH****01925 245 445/4 – 01706 347 330****£3,397**

Activity	6 monthly total
Total calls to centre	250
Initial Assessments Runcorn & Widnes	13
Volunteers and training	3 volunteers 270 hours
Full time staff	1

HBC Priorities met by organisation

A Healthy Halton

Employment, Learning & Skills in Halton

Runcorn Frodsham & District Mencap
The Acorn Club, Laburnam Grove, Runcorn, WA7 5EX
01928 722910 **£2,402**

Activity	6 monthly target
No of volunteers over 6 month	30
Volunteer hours per 6 month	3544

HBC Priorities met by organisation
A Healthy Halton
A Safer Halton
Employment, Learning & Skills in Halton

Samaritans
46 Arpley Street, Warrington, WA4 1LX
01925 235000 **£4,871**

Activity	6 monthly total
Counselling calls	8921
Volunteer hours per year	2310
No of volunteers over the year	49
Telephone enquiries	8921
Personal visits to centre	7

HBC Priorities met by organisation
A Healthy Halton
A Safer Halton
Halton's Children & Young People
Employment, Learning & Skills in Halton

Warrington Community Law Centre
64 – 66 Bewsey Street Warrington, WA2 7JE
01925 651 104

£15,000

Activity	6 monthly total	Yearly target No targets as total new service to Borough
Number of people contacted with information prior to court case	32	No target
Number of court sessions attended	16	No target
Number of people seen at court sessions	57	No target
Number of new cases	19	No target
Advice given	37	No target

HBC Priorities met by organisation

A Healthy Halton

Employment, Learning & Skills in Halton

Widnes & Runcorn Cancer Support Group
21-23 Alforde Street, Widnes, Cheshire, WA8 7TR
0151 423 5730

£12,787

Activity	6 monthly total	Yearly target
Counselling hours	21	No target
Listening hours	473	No target
Information centre - patients	18	No target
Volunteer hours per year	1627	No target
No of volunteers over the year	81	No target
Information phone calls	13	No target
Listening phone calls	133	No target
HUGS club	466	719
Outreach group	76	
Busom buddies	177	
Therapies and workshops	367	

HBC Priorities met by organisation

A Healthy Halton

A Safer Halton

Halton's Children & Young People

Employment, Learning & Skills in Halton

Windmill Hill Community Forum Ltd.
The Playcentre, Norton Hill, Windmill Hill, Runcorn, Cheshire WA7 6QE
01928 790228 **£2,500**

Activity	6 monthly total
No of IT training courses	8
Volunteer hours per year	362
No of volunteers over the year	9
Telephone enquiries	161
Personal visits to centre to use office	360

HBC Priorities met by organisation
A Healthy Halton
Employment, Learning & Skills in Halton

Organisation Profiles

Please note that the information below is only a synopsis of the information and monitoring held for these groups.

Cheshire Asbestos Victims Support Group
3/5 Fryer Street, Runcorn Cheshire WA7 1ND
01928 576641

£15,000

Activity	6 monthly total	Yearly target
Counselling hours	855	No target
Welfare Rights obtained	£1213,254	No target
Civil Claims etc DTER	£1180,239	No target
Volunteer hours per year	1822	No target
No of volunteers over the year	13	No target
Telephone enquiries	821	1200
Personal visits to centre	139	300

HBC Priorities met by organisation
A Healthy Halton
A Safer Halton

Cheshire Halton & Warrington Racial Equality Council
2, Hunters Walk, Canal Street, Chester, CH1 4EB
01244 400730

£6,615

Monitoring information

Activity	6 monthly total	Yearly target
Attend CLSP Exec & Provider meetings	4	No target
Hate Crime Panel	1	No target
Local Criminal Board Consultation & Sub Group	0	No target
Race issues multi agency group	0	No target
Cheshire Chief Executive Advisory Group on Gypsies & Travellers	2	No target
Casework	No data	No target
REC connecting communities project – people registered for work from Halton	No data	No target

HBC Priorities met by organisation
A Healthy Halton
A Safer Halton
Halton's Children & Young People
Employment, Learning & Skills in Halton

Cheshire Relate
Allman House, Langley Road, Northwich, Cheshire, CW9 8AW
01606 350995

£10,300

Activity	6 monthly total	Yearly target
Counselling hours	492	No target
'Relateen' group hours	106	No target
Volunteer hours per year	492	No target
No of volunteers over the year	14	No target
Telephone enquiries	436	No target
Personal visits to centre	555	No target

HBC Priorities met by organisation
A Healthy Halton
A Safer Halton
Halton's Children & Young People

Cheshire Victims Support
Cheshire Victim Support, Warrington Police Station, Arpley Street, Warrington,
WA1 1LQ
(Will be moving to Widnes Police Station July 2006)
01925 419339

£8,400

Monitoring information

Activity	6 monthly total	Yearly target
Counselling hours	193	No target
Volunteer hours per year	792.5	No target
No of volunteers over the year	6	No target
Telephone enquiries & letters/e-mails/fax	931	No target
Home visits seen unseen	72	No target
Pre Trial visits	245	No target
Court Attendances	787	No target

HBC Priorities met by organisation
A Healthy Halton
A Safer Halton
Employment, Learning & Skills in Halton

Cheshire Vision Support
Halton Independent Living Centre, Collier Street, Runcorn, WA7 1HB
01928 582944 (evening answer phone)

£9,623

Monitoring information

Activity	6 monthly total	Yearly target
Clients visits to Resource Centre inc family visit	580	600
Telephone enquiries from service users & their families	363	500
Other agencies visits to centre	245	No target
Other agencies telephone calls	604	No target
Home visits to new and existing service users	707	1,100
Welfare Rights inc. DLA and back pay	£48,798	£14,000

HBC Priorities met by organisation
A Healthy Halton
A Safer Halton
Employment, Learning & Skills in Halton

Halton District Citizens Advice Bureau
Unit 3, Victoria Building, Lugsdale Road, Widnes, WA8 6DJ
0151 257 2443

£179,755

Monitoring information

Activity	6 monthly total	Yearly target
Information/Advice Given	2095	4032
Welfare Rights	1,930	No target
Debt written off	£2,800	£1 million
Debt handled	£3,510.601	
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Letter/email/fax	192	No target
Home Visits	111	No target
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Court attendances	40	No target

HBC Priorities met by organisation
A Healthy Halton
A Safer Halton
Halton's Children & Young People
Employment, Learning & Skills in Halton

Halton Disability Advice and Appeals Centre
The Old Police Station, Mersey Road, Runcorn WA7 1DF
01928 588511

£3,000

Monitoring information

Activity	6 monthly total	Yearly target
Number of new cases opened	133	No target
Number of cases closed	68	No target
Number of contacts with clients	408	No target
Number of phone enquires (estimate)	1,000	No target
Amount of monies gained	£134,455	No target
Amount of lump sums	£17,389	No target
HBC Priorities met by organisation		
A Healthy Halton		
A Safer Halton		

Halton Talking Newspaper
The Old Police Station, Mersey Road, Runcorn, WA7 1DF
(Mail contact- Mrs P Johnson, 2 Royden Ave, Runcorn WA7 4AL)
01928 588500

£3,500

Monitoring information

Activity	6 monthly total	Yearly target
Numbers of individuals receiving recordings each week		
Volunteers involved with the organisation		
Weeks per year service is provided		
Volunteer hours per year		

HBC Priorities met by organisation		
A Healthy Halton		
A Safer Halton		

Halton Voluntary Action
Sefton House, Public Hall Street, Runcorn WA7 1NG
01928 592405

£75,000

Monitoring information

Activity	6 monthly total	Yearly target
Information & Advice given	1330	No target
Individuals - sessions attended - Training / Activities	102	No target
No of volunteer involved in HVA activities	4	No target
No of volunteer hours	98.5	No target

Telephone enquiries	2688	No target
Newsletter distributed	1261	2800
Volunteers recruited (for placements)	118	100

HBC Priorities met by organisation
A Healthy Halton
A Safer Halton
Halton's Children & Young People
Employment, Learning & Skills in Halton

Runcorn Frodsham & District Mencap
The Acorn Club, Laburnam Grove, Runcorn, WA7 5EX
01928 722910

£2,402

Monitoring information

Activity	6 monthly target	Yearly target
No of volunteers over the year		
Personal visits to centre for activities		

HBC Priorities met by organisation
A Healthy Halton
A Safer Halton
Employment, Learning & Skills in Halton

Samaritans
46 Arpley Street, Warrington, WA4 1LX
01925 235000

£4,871

Monitoring information

Activity	6 monthly total	Yearly target
Counselling calls		
Volunteer hours per year		
No of volunteers over the year		
Telephone enquiries		
Personal visits to centre		

HBC Priorities met by organisation
A Healthy Halton
A Safer Halton
Halton's Children & Young People
Employment, Learning & Skills in Halton

Widnes & Runcorn Cancer Support Group
21-23 Alforde Street, Widnes, Cheshire, WA8 7TR
0151 423 5730

£12,787

Monitoring information

Activity	6 monthly total	Yearly target
Counselling hours	21	No target
Listening hours	473	No target
Information centre - patients	18	No target
Volunteer hours per year	1627	No target
No of volunteers over the year	81	No target
Information phone calls	13	No target
Listening phone calls	133	No target
HUGS club	466	719
Outreach group	76	
Busom buddies	177	
Therapies and workshops	367	

HBC Priorities met by organisation
A Healthy Halton
A Safer Halton
Halton's Children & Young People
Employment, Learning & Skills in Halton

Windmill Hill Community Forum Ltd.
The Playcentre, Norton Hill, Windmill Hill, Runcorn, Cheshire WA7 6QE
01928 790228

£2,500

Monitoring information

Activity	6 monthly total	Yearly target
No of attendances at the various IT training courses		
Volunteer hours per year		
No of volunteers over the year		
Telephone enquiries		
Personal visits to centre to use office		

HBC Priorities met by organisation
A Healthy Halton
Employment, Learning & Skills in Halton

Rape & Sexual Abuse Centre**26 Cairo Street Warrington WA1 1EH 01925 245 445/4 – 01706 347 330****Monitoring information****£3,397**

Activity	6 monthly total	Yearly target
Total calls to centre	250	No target
Initial Assessments Runcorn & Widnes	13	No target
Volunteers and training	3 volunteers 270 hours	No target
Full time staff	1	No target

HBC Priorities met by organisation

A Healthy Halton

Employment, Learning & Skills in Halton

Warrington Community Law Centre**64 – 66 Bewsey Street Warrington, WA2 7JE 01925 651 104****Monitoring information****£15,000**

Activity	6 monthly total	Yearly target
Number of people contacted with information prior to court case	32	No target
Number of court sessions attended	16	No target
Number of people seen at court sessions	57	No target
Number of new cases	19	No target
Advice given	37	No target

HBC Priorities met by organisation

A Healthy Halton

Employment, Learning & Skills in Halton

REPORT TO: Employment, Learning and Skills Policy & Performance Board

DATE: 29th January 2007

REPORTING OFFICER: Strategic Director, Environment

SUBJECT: Halton Housing Construction Partnership

WARDS: Borough-wide

1.0 PURPOSE OF THE REPORT

- 1.1 To brief the Policy & Performance Board on the emerging Halton Housing Construction Partnership and the Recruitment Event arranged by HPiJ that was held at Halton Stadium on 1/11/06.

2.0 RECOMMENDATION: That

- (1) Progress to date in the development of the Halton Housing Construction Partnership be considered.

3.0 SUPPORTING INFORMATION

- 3.1 The Board has previously raised the issue of job opportunities arising from the investment programme of Halton Housing Trust (HHT). The Halton Housing Construction Partnership (HHCP) consists of Halton Housing Trust (HHT) and three main construction partners (Bullocks, Bramhalls and Connoughts). HHT have embarked on a 'Decent Homes Scheme' that will see the Trusts housing stock of over 4000 homes renovated over a 4-year period commencing from late November 2006.
- 3.2 Halton People into Jobs (HPiJ) attended the inaugural meeting of HHCP's Equality and Diversity / Local Employment Sub Group in October 2006. HPiJ secured agreement from HHCP for:
- HPiJ to be the Partnerships recruitment service of choice
 - target Halton priority groups (i.e. disabled residents, single parents, 16-19 year olds including NEET group, people aged 50 years+, and people from the most deprived wards with highest concentrations of worklessness) and develop further into longer-term initiatives
 - HPiJ to co-ordinate an open recruitment / supply chain event to identify potential suitable employees and identify potential suitable construction sub-contractors.
- 3.3 HPiJ with only 2 weeks notice coordinated a very successful recruitment /supply chain event on behalf of HHCP which took place at the Halton Stadium on 1 November 2006, to source staff and local companies looking for sub-contracting opportunities.
- 3.4 The event, advertised across a variety of locations in Widnes and Runcorn, as well as through Wire FM commercials, attracted over **200**

(165 Halton residents) people with skills and experience in a range of construction trade areas such as electricians, window fitters, joiners and painters/decorators. In addition, some 30 building contractors attended the event to find out about sub contract opportunities.

- 3.5 In total, 34 local people attended pre-arranged interview sessions at Halton Direct link prior to the open day event, and an additional 122 people had pre screening interviews on the day by Halton Housing Trust and the 3 partners. Of the 30 contractors that attended 14 are now in discussions about the possibility of sub contracts.
- 3.6 The recruitment day has enabled the partners to source a number of staff on a rolling recruitment process, with approximately 20 jobs starting shortly after Christmas, Additionally, a matrix has been compiled of those candidates passing the first interview stage of the recruitment process, containing 95 names, of which 88 are Halton residents, and employment opportunities will be offered to these remaining suitable candidates in the new year and ongoing.
- 3.7 Feedback from HHT and partners was very positive and the event was considered by all as “a real success!” and “well organised”.
- 3.8 HHCP wishes to further develop the partnership working arrangement with HPiJ and it has been agreed early in 2007 to explore various training opportunities including Apprenticeships, pre-employment and work-experience opportunities with Halton Education Business Partnership.

4.0 POLICY IMPLICATIONS

- 4.1 Supports Employment Key Objective: To promote and increase the employability of local people and remove any barriers to employment.
- 4.2 Supports Employment Key Improvement Target : - Increase employment rate by 2%

5.0 OTHER IMPLICATIONS

- 5.1 This initiative demonstrates the value of HPiJ services to local employing organisations and residents in Halton.

6.0 RISK ANALYSIS

- 6.1 Halton Housing Trust and their construction partners were extremely impressed with the speed with which HPiJ were able to meet their recruitment and sub-contracting needs and the partnership working that has developed will ensure that residents will benefit directly from future employment and training opportunities with HHCP.
- 6.2 However, the external funding, both ERDF and NRF, which provided the majority of funding for HPiJ will terminate on 31.3.2008. The service will need to secure funding to continue to provide an excellent employment service to employers and residents in Halton.

7.0 EQUALITY AND DIVERSITY ISSUES

- 7.1 The recruitment and training initiatives developed by HPiJ and HHCP will provide jobs and training opportunities for local residents, with particular emphasis being given by HPiJ to those in the most economically excluded wards in the Borough as detailed on the Halton Employment Strategy. As the relationship with the construction partners develops, further work will be undertaken to encourage local people that are under represented in the building industry to consider applying for jobs.

REPORT: Employment, Learning and Skills Policy and Performance Board

DATE: 29th January 2007

REPORTING OFFICER: Strategic Director Environment and Development

SUBJECT: Employment, Learning and Skills Policy and Performance Board Work Programme 2007/8

WARDS: Boroughwide

1.0 PURPOSE AND CONTENT OF REPORT

- 1.1 This report is the first step in developing a work programme of Topics for the Board to examine in 2007/8. While the Board ultimately determines its own Topics, suggestions for Topics to be considered may also come from a variety of other sources in addition to Members of the Board themselves, including members of the Council's Executive, other non-Executive Members, officers, the public, partner and other organisations.
- 1.2 The key tasks for Board Members are:
- to suggest and gather Topic ideas on issues relevant to the Board's remit:
 - to develop and prioritise a shortlist of possible Topics for examination in 2007/8, bearing in mind the Council's agreed selection criteria (copy attached):
 - to decide on a work programme of 2 to 4 Topics to be undertaken in the next municipal year.
- 1.3 Members may also wish to monitor progress in delivering the 2006/7 work programme.

2.0 RECOMMENDED: that the Policy and Performance Board

- (1) Consider and put forward its initial suggestions for Topics to be included in the Board's 2007/8 work programme**
- (2) Develop and informally consult on a shortlist of its own and others' 2007/8 Topic suggestions ahead of the Board's meeting on 12th March, bearing in mind the Council's Topic selection criteria**
- (3) Decide at its March 12th meeting on a work programme of 2 to 4 Topics to be examined in 2007/8.**

3.0 SUPPORTING INFORMATION

(See Topic selection checklist attached)

OVERVIEW AND SCRUTINY WORK PROGRAMME

Topic Selection Checklist

This checklist leads the user through a reasoning process to identify a) why a topic should be explored and b) whether it makes sense to examine it through the overview and scrutiny process. More “yeses” indicate a stronger case for selecting the Topic.

#	CRITERION	Yes/No
<i>Why? Evidence for why a topic should be explored and included in the work programme</i>		
1	Is the Topic directly aligned with and have significant implications for at least 1 of Halton's 5 strategic priorities & related objectives/Pis, and/or a key central government priority?	
2	Does the Topic address an identified need or issue?	
3	Is there a high level of public interest or concern about the Topic e.g. apparent from consultation, complaints or the local press	
4	Has the Topic been identified through performance monitoring e.g. PIs indicating an area of poor performance with scope for improvement?	
5	Has the Topic been raised as an issue requiring further examination through a review, inspection or assessment, or by the auditor?	
6	Is the Topic area likely to have a major impact on resources or be significantly affected by financial or other resource problems e.g. a pattern of major overspending or persisting staffing difficulties that could undermine performance?	
7	Has some recent development or change created a need to look at the Topic e.g. new government guidance/legislation, or new research findings?	
8	Would there be significant risks to the organisation and the community as a result of <u>not</u> examining this topic?	
<i>Whether? Reasons affecting whether it makes sense to examine an identified topic</i>		
9	Scope for impact - Is the Topic something the Council can actually influence, directly or via its partners? Can we make a difference?	
10	Outcomes – Are there clear improvement outcomes (not specific answers) in mind from examining the Topic and are they likely to be achievable?	
11	Cost: benefit - are the benefits of working on the Topic likely to outweigh the costs, making investment of time & effort worthwhile?	
12	Are PPBs the best way to add value in this Topic area? Can they make a distinctive contribution?	
13	Does the organisation have the capacity to progress this Topic? (e.g. is it related to other review or work peaks that would place an unacceptable load on a particular officer or team?)	
14	Can PPBs contribute meaningfully given the time available?	

REPORT TO: Employment, Learning and Skills Policy and Performance Board

DATE: 29th January 2007

REPORTING OFFICER: Strategic Director, Environment

SUBJECT: Employment Learning and Skills Specialist Strategic Partnership

WARD(S): Borough-wide

1. PURPOSE OF REPORT

- 1.1 To provide a briefing on the Employment Learning and Skills Specialist Strategic Partnership (SSP).

2. RECOMMENDED: That

- 2.1 That progress on the development of the Specialist Strategic Partnership be noted and that Policy and Performance Board identifies any issues it would like it to feed into the SSP.**

3. SUPPORTING INFORMATION

- 3.1 Following on from changes made by the Local Strategic Partnership to its structure, the Employment Learning and Skills Specialist Strategic Partnership (SSP) was created. The first meeting took place on 31st march 2006. The new SSP was created to give greater focus to employment, learning and skills issues and was a consequence of lack of significant progress in these issues over the previous few years.

- 3.2 The SSP is chaired by the District Manager for Jobcentre Plus and the vice chair is the Operational Director for Economic Regeneration. Membership of the SSP presently comprises -

Jobcentre Plus, Connexions, Halton Borough Council (Economic Regeneration, Policy & Partnership and Benefits), Riverside College Halton, Business Link Greater Merseyside, Learning and Skills Council Greater Merseyside, YMCA/ Halton Together, Halton Voluntary Action

- 3.3 Since formation, the SSP has finalised the three strategies for employment, enterprise and workforce skills. It has also allocated its Neighbourhood Renewal Funding (NRF) budget for 2006-07 (see appendix one). For 2007-08, the SSP has provisionally allocated budgets (based on a 10% reduction for each project) but projects must make satisfactory progress to be able to obtain this funding.
- 3.4 Importantly, the SSP is just at the point of developing subgroups to drive the implementation of its three strategies. It has already established a performance sub group that will manage the NRF budget to ensure targets are hit and money is expended on time.
- 3.5 The SSP has undertaken an extensive mapping exercise of what all the partners are doing either directly or by way of commissioning and this has fed into the process of developing the Local Agree Agreement (LAA). The SSP itself has considered the LAA drafts and

inputted its suggested amendments. The chair and vice chair are both on the LAA corporate working group.

3.6 The SSP is very focused on having private sector input into its work. It has taken the decision that this will not be achieved by trying to secure regular private sector attendance at the SSP meetings, but to be much more private sector friendly. Therefore, It will seek private sector input in to specific programmes and projects and the use of regular surveys. For example, the SSP lead on the development of the recent Local Enterprise Growth Initiative bid to government. It established a steering group of 18 private sector businesses that -

- Examined the present state of enterprise in the borough
- Identified the thrust and key themes
- Considered the options for developing the programme, including the actions from the Employment Topic Group
- Determined the content of the submission

3.7 The SSP is keen to ensure that it integrates its activity with the wider regeneration of the borough and has received presentations on the benefits express/debt issues and sure start to later life.

3.8 Looking to the future, there are a number of important issues for the SSP

- How to maximise the impact of the money being spent by all the partners –much of this is about aligning budgets and removing duplication
- Securing additional resources
- Effecting a step change in skills levels and the rate of business start ups, both of which are low.
- Ensuring those areas with the highest rate of worklessness are prioritised for support
- Determining how the new regional Business Link will work locally when it replaces the existing 5 sub regional operations
- Supporting the Learning and Skills Council (LSC) in developing its dedicated team for Halton and ensuring the development of the new LSC adult plan meets the need of the locality.
- Working to maximise the benefits of employment, learning and skills activities for disabled people.

4. POLICY IMPLICATIONS

4.1 The Employment, Learning and Skills agenda is a key priority within the Corporate Plan. As such, the SSP has a vital role to play to ensure the targets within the plan and the Community Strategy are achieved.

5. RISK ANALYSIS

5.1 The risks in taking forward the Employment, Learning and Skills agenda are complex. Clearly there is a significant risk should levels of government funding be squeezed as part of the Comprehensive Spending Review. There are a number of changes in government policy that may affect the work, such as the regionalisation of business links. The ongoing debate about how difficult it is for partners to work together within the present restrictions of the data protection act is yet to be resolved. The government desire to see regeneration funding budgets pooled is good and well intended, but the rules that prevent this remains a significant barrier. There are also local factors such as the changes to the Learning and Skills Council and how long they will take to bed down. Taking all these issues and others

into account, the existence of the SSP is seen as a critical way of helping to address and manage these risks at the local level. For example, pooling budgets is very difficult within this area, but the SSP is playing a key role in helping to align budgets wherever possible.

6. EQUALITY AND DIVERSITY ISSUES

- 6.1 As a result of work undertaken at the Employment Learning and Skills SSP, there is now a clear message regarding the need to target groups and areas that are most excluded from the labour market. In terms of geography, the target areas are Castlefields, Windmill Hill, Halton Lea, Kingsway, Riverside, Appleton and Grange. In terms of groups, the targets are 50+ (silver economy), economically inactive women, lone parents, young long term, people on Incapacity Benefit/disabled.

Contacts

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Employment, Learning and Skills Partnership

NRF Funding

	Project	2006/07	2007/08	Total 2006-2008
Skills for Life	Skills for life assessments	24,000	21,600	45,600
	Staff development/qualifications	7,500	6,750	14,250
	Effective Promotion	12,500	11,250	23,750
	SfL Forum	2,000	1,800	3,800
	YMCA Project	22,500	20,250	42,750
	Database and mapping	2,000	1,800	3,800
Total SfL		70,500	63,450	133,950
WFD	Business Perceptions Survey		18,000	18,000
	Responding to Survey	29,000	26,100	55,100
	Fit for Purpose (ICT upgrade)	5,000		5,000
	WFD Publications	3,000	2,700	5,700
	WFD Sub-group	1,000	800	1,800
Total WFD		38,000	47,600	85,600
Skills Other	Childcare -Adult Learning Team	10,000	9,000	19,000
	Childcare - Halton Family Groups	34,000	30,600	64,600
Total Skills Other		44,000	39,600	83,600
Enterprise	Happen 4U	26,902		26,902
	Enterprise broker and start ups	60,000	54,000	114,000
Total Enterprise		86,902	54,000	140,902
Employment	Bulky Bobs	20,000	0	20,000
	Halton People into Jobs	200,000	180,000	380,000
	Supported Employment	143,000	128,700	271,700
	Halton ILM	110,000	99,000	209,000
	The Workshop	25,000	0	25,000
	Outreach team	125,000	112,500	237,500
Total Employment		623,000	520,200	1,143,200
Other				
	Benefits Express	90,000	81,000	171,000
	Bill payment service	36,229	32,606	68,835
	CAB Debt Advisors	76,000	68,400	144,400
	CLSP Co-ordinator	33,032	29,728	62,760
Total Other		235,261	211,734	446,995
Proposal Totals		1,097,663	936,584	2,034,247
Available NRF		1,103,841	957,800	2,061,641
Balance		6,178	21,216	27,394

Project Summaries

Skills for life assessments

Basic skills assessments for learners and the unemployed.

Staff development/qualifications

Ensuring capacity to deliver learning by increased training.

Effective Promotion

Delivery of a wide range of materials and promotions to encourage people to return to learning

SfL(skills for life) Forum

Forum that brings all local providers together to plan future activity and understand what has been commissioned externally

YMCA Project

High intensity support to residents in life skills, learning and employability.

Database and mapping

Cost of developing and maintaining full record of provision

Business Perceptions Survey

Every other year there will be a survey of businesses to identify skills needs and future demand

Responding to Survey

The last survey took place in February 2006 and the SSP allocated a small amount of money to assist companies to train their staff where other funding does not exist – typically short course.

Fit for Purpose (ICT upgrade)

Upgrading of community based ICT provision

WFD Publications

Publication of new skills strategy

WFD Sub-group

Tasked to implement skills strategy. Involves joint planning and delivery, intelligence gathering and raising of provision standards.

Childcare

Now college project. Development of a part time course for people interested in becoming a nursery nurse/child minder. Very successful with lone parents.

Childcare - Halton Family Groups

Personal development and employment finding for lone parents

Happen 4U

Social Enterprise delivering community research project by training and using local unemployed people

Enterprise broker and start ups

Business advice to potential start-ups, small start up grants, enterprise broker to develop funding bids, identification of enterprise champion.

Bulky Bobs

Final payment for recycling contract

Halton People into Jobs

Local job finding service for the unemployed

Supported Employment

Support to help disabled people find and keep employment. The options include volunteering, supported permitted work, part time and full time employment.

Halton ILM

Provides work placements paying minimum wage to unemployed people to assist them back into the world of work.

The Workshop

Balance of monies supporting the former Jobcentre plus Action team

Outreach team

Outreach employment advice operating in 7 priority employment wards. Operates from community centres, connexions, benefits bus, library etc

Benefits Express

Fostering financial inclusiveness of local people by maximising benefit take up, reducing debt and promoting employment. Key improvement target is to reduce the number of children living in homes with low income

Bill payment service

Improving the financial and budgeting skills of credit union members

CAB Debt Advisors

Debt advice

CLSP (Community Legal Services Partnership) Co-ordinator

The aim of the partnership is to increase access and advice provision for all Halton residents.

REPORT TO: Employment, Learning and Skills PPB

DATE: 29th January 2007

REPORTING OFFICER: Strategic Director Health and Community

SUBJECT: Library Users Survey

WARDS: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To report on the findings of the Public Library Users Survey (PLUS) for Adults and Children undertaken in 2006

2.0 RECOMMENDATION: That

- (1) The report be received
- (2) Members of the PPB comment upon and question the findings of the survey

3.0 SUPPORTING INFORMATION

- 3.1 The results of both surveys are attached, Children's PLUS as Appendix 1, and Adult PLUS as Appendix 2. Key findings are summarised below.
- 3.2 The performance of the Library Service and users satisfaction with the service form part of the Best Value Performance Indicators, BVPI 118 and Public Library Service Standards, PLSS 7 and 8.
- 3.3 The data was gathered by questionnaire following the standard survey methodology CIPFA PLUS (Chartered Institute of Public Finance and Accountancy - Public Library Users Survey) and has been analysed by CIPFA as prescribed by the Audit Commission
- 3.4 The Children's survey was undertaken in March 2006 and aimed at library users under the age of 16. The Adult survey was conducted in September 2006 and aimed at library users over the age of 16. Both surveys are undertaken once every 3 years.
- 3.5 Question 4 of the Children's survey "How often do you visit the library?" revealed that there has been an increase in the number of children using the library more than once a week compared to 3 years ago, 27.1% compared to 23%. The greatest increase in frequency has been at Widnes where 32% said they use the service more than once a week compared to 18.3% in 2003.

3.6 Question 7 “What will you do in the library today” shows that the pattern of Children’s use has not changed significantly over the last 3 years, with 57.3% saying they had come to borrow a book and 22.8% to use the Internet/computer, previously 55.7% and 23.8%.

3.7 Question 8 sought Children and Young People’s opinions on various aspects of the service.

- 85% rated the books as “good”
- 82.1% rated the computers as “good”
- 76% thought the space to sit and work was “good” an improvement from 60.4% compared to 2003
- 63.6% thought storytimes/events were “good” compared to 41.4% in 2003
- 82.5% rated the library looks as “good” compared to 66.2% in 2003.
- 73.4% thought library opening times were “good” compared to 50.2% in 2003

3.8 Question 8 “Overall I think the library is” provided the results for PLSS 8 (Public Library Service Standard 8, the % of library users under 16 who view their library service as good). 93.1% rated the service overall as “good” this is well above the target for the standard which is 77%.

3.9 Question 1 of the Adult survey sought opinions on various aspects of the service.

- Opening hours - overall 95.3% of adults considered the opening hours to be “very good or good”, compared to 75.3% in 2003. This reflects the extended opening hours introduced in all libraries in 2004.
- Attractiveness of the library inside – overall 85.3% felt that the libraries attractiveness inside was “very good or good”, this compares to 89.2% in 2003. However there have been significant changes in the scores for the individual libraries compared to 2003. Widnes and Ditton have both shown a considerable improvement. 77% now consider Widnes to be “very good” compared to 34% in 2003 and 66.4% think Ditton is “very good” compared to 51% in 2003. By comparison the satisfaction levels have fallen at both Halton Lea and Runcorn and reflects their need for refurbishment. Only 28.6% now consider Halton Lea to be “very good” compared to 52.8% in 2003 and 24.4% think Runcorn is “very good” compared to 39.4% in 2003.
- As a safe place to visit – overall 96.3% of adults consider the library “very good or good” as a safe place to visit

3.10 Questions 3 and 12 of the Adult survey provide the results for the Best Value Performance Indicator, BVPI 118A and B and measure whether users found a book to borrow and the information they were looking for. 88.1% (BVPI 118A) of users found a book to borrow, whilst 79.6% (BVPI 118B) found the information they required. This exceeds the standards set for both indicators, which are 68% (BVPI 118A) and 75% (BVPI 118B).

3.11 Question 15 of the Adult survey provides the results for the Best Value Performance Indicator, BVPI 118C and the Public Library Service Standard PLSS 7 “the % of library users 16 and over who view their library service as good or very good”. 97% of users were satisfied with the service overall, this compares with 93.5% in 2003 and exceeds the target set for this standard, which is 94%.

3.12 Further detailed analysis of the results of both surveys is currently being undertaken and this information, where appropriate, will be used to help make improvements to the service.

4.0 POLICY IMPLICATIONS

4.1 None immediately, although the findings will be considered in developing the Libraries Divisional Plan.

5.0 OTHER IMPLICATIONS

5.1 None

6.0 RISK ANALYSIS

6.1 None

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 None

8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

There are no background papers under the meaning of the act

*Halton Borough Council
Children's Plus Survey
Combined Weighted Authority
& Service Point Report
March 2006*

Service Point	Weekly Visits	Completed Questionnaires	Error rating	Weighting
Halton Lea	329	289	2.00%	41.90%
Widnes	316	278	2.00%	40.20%
Runcorn	33	30	5.70%	4.20%
Ditton	104	94	3.10%	13.20%
Mobile	4	4	..	0.50%
Total	786	695	1.30%	100%

Response rates to the survey

	Visitor		no. of cases
	Responded	Did not respond	
Halton Lea	87.80%	12.20%	329
Widnes	88.00%	12.00%	316
Runcorn	90.90%	9.10%	33
Ditton	90.40%	9.60%	104
Mobile	100.00%		4
Weighted total	88.00%	12.00%	786

Distribution of questionnaires across the week

	Weekday						no. of cases
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
Halton Lea	22.20%	15.80%	24.30%	7.30%	8.80%	21.60%	329
Widnes	19.30%	20.90%	23.70%	15.20%	6.60%	14.20%	316
Runcorn	30.30%	21.20%		21.20%	3.00%	24.20%	33
Ditton	12.50%	11.50%	27.90%		7.70%	40.40%	104
Mobile			100.00%				4
Weighted total	20.40%	17.90%	24.10%	10.60%	7.70%	19.20%	786

Q.1 What I am

	Gender		no. of cases
	Boy	Girl	
Halton Lea	48.30%	51.70%	288
Widnes	46.70%	53.30%	276
Runcorn	40.00%	60.00%	30
Ditton	46.80%	53.20%	94
Mobile	50.00%	50.00%	4
Weighted total	47.50%	52.50%	692

Percentage of responders completing Q.1

Halton Lea	99.7%
Widnes	99.3%
Runcorn	100.0%
Ditton	100.0%
Mobile	100.0%
Weighted total	99.5%

Q.2 What was your age on your last birthday?

	Under 5					Age group totals	
	Under 1	1 Yrs Old	2 Yrs Old	3 Yrs Old	4 Yrs Old	%	cases
	Halton Lea	4.90%	10.50%	12.60%	9.40%	7.30%	44.80%
Widnes	4.70%	5.40%	7.60%	6.50%	4.30%	28.50%	79
Runcorn			6.90%	6.90%	10.30%	24.10%	7
Ditton	4.30%	5.30%	4.30%	6.40%	7.40%	27.70%	26
Mobile							
Weighted total	4.70%	7.90%	9.90%	7.90%	6.00%	36.40%	240

Q.2 What was your age on your last birthday?

	5 to 10						Age group totals	
	5 Yrs Old	6 Yrs Old	7 Yrs Old	8 Yrs Old	9 Yrs Old	10 Yrs Old	%	cases
	Halton Lea	2.80%	4.90%	3.80%	5.20%	4.50%	5.90%	27.30%
Widnes	3.60%	3.60%	6.90%	5.80%	6.90%	6.90%	33.60%	93
Runcorn	3.40%	3.40%	13.80%	6.90%	10.30%	17.20%	55.20%	16
Ditton	5.30%	3.20%	5.30%	10.60%	6.40%	14.90%	45.70%	43
Mobile		25.00%	25.00%			25.00%	75.00%	3
Weighted total	3.30%	4.20%	5.30%	5.80%	5.70%	6.90%	31.20%	233

Q.2 What was your age on your last birthday?

	11 to 15					Age group totals	cases
	11 Yrs Old	12 Yrs Old	13 Yrs Old	14 Yrs Old	15 Yrs Old		
						%	
Halton Lea	5.20%	8.40%	4.20%	4.20%	4.90%	26.90%	77
Widnes	9.40%	4.30%	11.60%	7.20%	2.90%	35.40%	98
Runcorn		10.30%	6.90%	3.40%		20.70%	6
Ditton	5.30%	8.50%	9.60%	2.10%		25.50%	24
Mobile	25.00%					25.00%	1
Weighted total	7.10%	6.60%	7.80%	5.50%	3.70%	30.70%	206

Q.2 What was your age on your last birthday?

	16 to 18			All Other		Total no. of cases	
	16 Yrs Old	Age group totals		19 Yrs & Over	Age group totals		
		%	cases		%	cases	
Halton Lea	0.70%	0.70%	2	0.30%	0.30%	1	286
Widnes	2.20%	2.20%	6	0.40%	0.40%	1	277
Runcorn							29
Ditton	1.10%	1.10%	1				94
Mobile							4
Weighted total	1.40%	1.40%	9	0.30%	0.30%	2	690

Percentage of responders completing Q.2

Halton Lea	99.0%
Widnes	99.6%
Runcorn	96.7%
Ditton	100.0%
Mobile	100.0%
Weighted total	99.3%

Q.3 My Postcode is:

Halton Lea	WA14	1
	WA4	3
	WA6	2
	WA7	273
	WA8	1
Widnes	L24	1
	L26	1
	WA2	1
	WA4	1
	WA5	2
	WA7	6
	WA8	244
Runcorn	WA7	29
Ditton	L24	1
	WA11	1
	WA5	2
	WA8	85
Mobile	WA8	4

Percentage of responders completing Q.3

Halton Lea	96.9%
Widnes	92.1%
Runcorn	96.7%
Ditton	94.7%
Mobile	100.0%
Weighted total	94.6%

Q.4 How often I visit this library

	Frequency of visit(s)				no. of cases
	First visit	More than once a week	Once a week	Less than once a week	
Halton Lea	9.10%	23.30%	35.50%	32.10%	287
Widnes	9.90%	32.00%	29.80%	28.30%	272
Runcorn	3.30%	23.30%	26.70%	46.70%	30
Ditton	7.40%	20.20%	33.00%	39.40%	94
Mobile		33.30%		66.70%	3
Weighted total	9.30%	27.10%	32.80%	30.80%	686

Percentage of responders completing Q.4

Halton Lea	99.3%
Widnes	97.8%
Runcorn	100.0%
Ditton	100.0%
Mobile	75.0%
Weighted total	98.7%

Q.5 Who I came with

	Mum or dad	Brother or sister	Friends	On my own	Someone else	no. of respondents
Halton Lea	61.90%	10.70%	14.90%	6.90%	17.00%	289
Widnes	55.20%	13.00%	27.40%	5.10%	14.40%	277
Runcorn	53.30%	16.70%	30.00%	10.00%	6.70%	30
Ditton	46.80%	19.10%	12.80%	11.70%	22.30%	94
Mobile	25.00%		50.00%		25.00%	4
Weighted total	58.10%	12.20%	20.50%	6.30%	16.00%	694

Q.6 I have my own library card for this library

	Yes	No	no. of cases
Halton Lea	88.00%	12.00%	284
Widnes	85.70%	14.30%	272
Runcorn	92.90%	7.10%	28
Ditton	93.30%	6.70%	90
Mobile	100.00%		4
Weighted total	87.20%	12.80%	678

Percentage of responders completing Q.6

Halton Lea	98.3%
Widnes	97.8%
Runcorn	93.3%
Ditton	95.7%
Mobile	100.0%
Weighted total	97.9%

Q.7 What I will do in the library today

	Activity								
	Join the library	Borrow a book	Find something out	Borrow music CDs	Borrow story tapes / CDs	Borrow videos / DVDs	Return something	Read	Do my homework
Halton Lea	9.00%	64.40%	6.20%	1.40%	3.10%	8.70%	21.80%	21.10%	2.40%
Widnes	6.20%	48.70%	11.60%	4.40%	3.30%	9.10%	17.50%	17.80%	10.50%
Runcorn	3.30%	50.00%	6.70%			10.00%	33.30%	13.30%	10.00%
Ditton	7.50%	65.60%	3.20%	1.10%	1.10%	6.50%	30.10%	19.40%	6.50%
Mobile		100.00%					75.00%		
Weighted total	7.60%	57.30%	8.50%	2.70%	3.10%	8.70%	20.30%	19.50%	6.30%

Q.7 What I will do in the library today

	Activity							no. of respondents
	Use the internet / computer	A storytime / event	Look around	Meet friends	Play	Somewhere to go	Something else	
Halton Lea	19.70%	4.50%	11.10%	3.50%	9.00%	4.50%	10.70%	289
Widnes	25.80%	10.50%	10.50%	11.30%	12.00%	10.50%	19.30%	275
Runcorn	36.70%	3.30%	10.00%		16.70%	13.30%	6.70%	30
Ditton	23.70%	9.70%	8.60%	6.50%	3.20%	3.20%	5.40%	93
Mobile								4
Weighted total	22.80%	7.50%	10.70%	7.10%	10.10%	7.20%	14.30%	691

Q.8 What I think of this library:

	Books			no. of cases
	Good	Ok	Bad	
Halton Lea	90.10%	9.90%		272
Widnes	80.60%	18.30%	1.10%	263
Runcorn	93.10%	6.90%		29
Ditton	82.60%	17.40%		92
Mobile	100.00%			4
Weighted total	85.40%	14.10%	0.50%	660

Percentage of responders completing Q.8

Halton Lea	94.1%
Widnes	94.6%
Runcorn	96.7%
Ditton	97.9%
Mobile	100.0%
Weighted total	94.5%

Q.8 What I think of this library:

	Music CDs			no. of cases
	Good	Ok	Bad	
Halton Lea	51.30%	44.20%	4.50%	156
Widnes	59.50%	35.90%	4.60%	195
Runcorn	47.80%	39.10%	13.00%	23
Ditton	53.40%	43.10%	3.40%	58
Mobile		100.00%		2
Weighted total	55.60%	39.90%	4.60%	434

Percentage of responders completing Q.8

Halton Lea	54.0%
Widnes	70.1%
Runcorn	76.7%
Ditton	61.7%
Mobile	50.0%
Weighted total	61.8%

Q.8 What I think of this library:

	Story tapes / CDs			no. of cases
	Good	Ok	Bad	
Halton Lea	44.60%	48.80%	6.60%	166
Widnes	50.30%	39.30%	10.40%	173
Runcorn	52.20%	43.50%	4.30%	23
Ditton	57.10%	36.50%	6.30%	63
Mobile	50.00%	50.00%		2
Weighted total	48.00%	43.60%	8.40%	427

Percentage of responders completing Q.8

Halton Lea	57.4%
Widnes	62.2%
Runcorn	76.7%
Ditton	67.0%
Mobile	50.0%
Weighted total	60.2%

Q.8 What I think of this library:

	Videos / DVDs			no. of cases
	Good	Ok	Bad	
Halton Lea	65.30%	33.50%	1.20%	167
Widnes	74.40%	24.10%	1.50%	199
Runcorn	73.90%	26.10%		23
Ditton	68.30%	31.70%		63
Mobile	50.00%	50.00%		2
Weighted total	70.10%	28.70%	1.30%	454

Percentage of responders completing Q.8

Halton Lea	57.8%
Widnes	71.6%
Runcorn	76.7%
Ditton	67.0%
Mobile	50.0%
Weighted total	64.6%

Q.8 What I think of this library:

	Computers			no. of cases
	Good	Ok	Bad	
Halton Lea	75.60%	22.60%	1.80%	168
Widnes	87.30%	12.20%	0.50%	205
Runcorn	88.50%	11.50%		26
Ditton	85.50%	14.50%		62
Mobile	50.00%	50.00%		2
Weighted total	82.10%	16.80%	1.00%	463

Percentage of responders completing Q.8

Halton Lea	58.1%
Widnes	73.7%
Runcorn	86.7%
Ditton	66.0%
Mobile	50.0%
Weighted total	65.8%

Q.8 What I think of this library:

	Information to help with my homework			no. of cases
	Good	Ok	Bad	
Halton Lea	75.50%	23.70%	0.70%	139
Widnes	64.60%	30.30%	5.10%	178
Runcorn	81.00%	19.00%		21
Ditton	74.10%	24.10%	1.70%	58
Mobile	33.30%	66.70%		3
Weighted total	69.80%	27.20%	3.00%	399

Percentage of responders completing Q.8

Halton Lea	48.1%
Widnes	64.0%
Runcorn	70.0%
Ditton	61.7%
Mobile	75.0%
Weighted total	56.1%

Q.8 What I think of this library:

	Space for me to sit and work			no. of cases
	Good	Ok	Bad	
Halton Lea	79.00%	20.50%	0.60%	176
Widnes	73.60%	22.40%	4.00%	201
Runcorn	72.70%	27.30%		22
Ditton	73.90%	17.40%	8.70%	69
Mobile			100.00%	2
Weighted total	76.00%	21.30%	2.70%	470

Percentage of responders completing Q.8

Halton Lea	60.9%
Widnes	72.3%
Runcorn	73.3%
Ditton	73.4%
Mobile	50.0%
Weighted total	66.8%

Q.8 What I think of this library:

	Storytimes / events			no. of cases
	Good	Ok	Bad	
Halton Lea	62.30%	33.30%	4.40%	159
Widnes	65.10%	27.40%	7.50%	186
Runcorn	38.10%	52.40%	9.50%	21
Ditton	64.10%	32.80%	3.10%	64
Mobile	50.00%	50.00%		2
Weighted total	63.60%	30.50%	5.90%	432

Percentage of responders completing Q.8

Halton Lea	55.0%
Widnes	66.9%
Runcorn	70.0%
Ditton	68.1%
Mobile	50.0%
Weighted total	61.1%

Q.8 What I think of this library:

	Library looks			no. of cases
	Good	Ok	Bad	
Halton Lea	74.60%	23.20%	2.20%	228
Widnes	89.20%	8.80%	2.10%	240
Runcorn	72.00%	24.00%	4.00%	25
Ditton	93.90%	6.10%		82
Mobile	100.00%			4
Weighted total	82.50%	15.50%	2.00%	579

Percentage of responders completing Q.8

Halton Lea	78.9%
Widnes	86.3%
Runcorn	83.3%
Ditton	87.2%
Mobile	100.0%
Weighted total	82.7%

Q.8 What I think of this library:

	Library opening times			no. of cases
	Good	Ok	Bad	
Halton Lea	75.30%	20.60%	4.00%	223
Widnes	71.00%	25.10%	3.90%	231
Runcorn	72.70%	22.70%	4.50%	22
Ditton	77.30%	21.30%	1.30%	75
Mobile	100.00%			3
Weighted total	73.40%	22.80%	3.80%	554

Percentage of responders completing Q.8

Halton Lea	77.2%
Widnes	83.1%
Runcorn	73.3%
Ditton	79.8%
Mobile	75.0%
Weighted total	80.0%

Q.8 What I think of this library:

	Library staff			no. of cases
	Good	Ok	Bad	
Halton Lea	92.20%	7.80%		231
Widnes	81.70%	16.30%	2.10%	240
Runcorn	88.90%	11.10%		27
Ditton	92.90%	7.10%		84
Mobile	100.00%			4
Weighted total	87.30%	11.70%	1.00%	586

Percentage of responders completing Q.8

Halton Lea	79.9%
Widnes	86.3%
Runcorn	90.0%
Ditton	89.4%
Mobile	100.0%
Weighted total	83.4%

Q.8 What I think of this library:

	Help I get from the library staff with my homework			no. of cases
	Good	Ok	Bad	
Halton Lea	63.40%	32.40%	4.20%	142
Widnes	63.80%	31.00%	5.20%	174
Runcorn	85.70%	14.30%		21
Ditton	64.90%	35.10%		57
Mobile		100.00%		2
Weighted total	63.80%	31.70%	4.40%	396

Percentage of responders completing Q.8

Halton Lea	49.1%
Widnes	62.6%
Runcorn	70.0%
Ditton	60.6%
Mobile	50.0%
Weighted total	55.9%

Q.8 What I think of this library:

	Help I get from the library staff choosing books			no. of cases
	Good	Ok	Bad	
Halton Lea	71.20%	25.90%	2.90%	170
Widnes	74.50%	21.50%	4.00%	200
Runcorn	72.70%	27.30%		22
Ditton	79.70%	20.30%		74
Mobile	100.00%			3
Weighted total	73.40%	23.40%	3.30%	469

Percentage of responders completing Q.8

Halton Lea	58.8%
Widnes	71.9%
Runcorn	73.3%
Ditton	78.7%
Mobile	75.0%
Weighted total	65.9%

Q.8 What I think of this library:

	Overall I think this library is			no. of cases
	Good	Ok	Bad	
Halton Lea	95.10%	4.90%		247
Widnes	91.30%	8.20%	0.40%	231
Runcorn	94.70%	5.30%		19
Ditton	88.20%	11.80%		76
Mobile	100.00%			3
Weighted total	93.10%	6.70%	0.20%	576

Percentage of responders completing Q.8

Halton Lea	85.5%
Widnes	83.1%
Runcorn	63.3%
Ditton	80.9%
Mobile	75.0%
Weighted total	84.0%

Q.9 I found something out in the library today

	Yes	No	no. of cases
Halton Lea	49.40%	50.60%	255
Widnes	54.40%	45.60%	239
Runcorn	48.00%	52.00%	25
Ditton	48.20%	51.80%	85
Mobile	50.00%	50.00%	4
Weighted total	51.60%	48.40%	608

Percentage of responders completing Q.9

Halton Lea	88.2%
Widnes	86.0%
Runcorn	83.3%
Ditton	90.4%
Mobile	100.0%
Weighted total	87.3%

Q.10 I used the internet / computers in the library today

	Yes	No	no. of cases
Halton Lea	24.90%	75.10%	249
Widnes	40.70%	59.30%	246
Runcorn	39.30%	60.70%	28
Ditton	29.80%	70.20%	84
Mobile		100.00%	4
Weighted total	32.50%	67.50%	611

Percentage of responders completing Q.10

Halton Lea	86.2%
Widnes	88.5%
Runcorn	93.3%
Ditton	89.4%
Mobile	100.0%
Weighted total	87.4%

Q.11 At the end of my visit today I took books home

	Yes	No	no. of cases
Halton Lea	66.90%	33.10%	275
Widnes	54.20%	45.80%	260
Runcorn	53.60%	46.40%	28
Ditton	71.60%	28.40%	88
Mobile	100.00%		4
Weighted total	61.40%	38.60%	655

Percentage of responders completing Q.11

Halton Lea	95.2%
Widnes	93.5%
Runcorn	93.3%
Ditton	93.6%
Mobile	100.0%
Weighted total	94.3%

Q.12 At the end of my visit today I took cassettes / CDs / DVDs / videos home

	Yes	No	no. of cases
Halton Lea	13.90%	86.10%	259
Widnes	14.90%	85.10%	235
Runcorn	11.50%	88.50%	26
Ditton	14.60%	85.40%	82
Mobile		100.00%	4
Weighted total	14.40%	85.60%	606

Percentage of responders completing Q.12

Halton Lea	89.6%
Widnes	84.5%
Runcorn	86.7%
Ditton	87.2%
Mobile	100.0%
Weighted total	87.2%

**Halton Borough Council
Public Library Users Survey
Combined Weighted Authority
& Service Point Report
September 2006**

Service Point Error Ratings

Service Point	Weekly Visits	Completed Questionnaires	Error Rating	Weighting
Halton Lea	5,241	368	4.9%	47.2%
Widnes	3,629	411	4.6%	32.7%
Runcorn	1,347	94	3.3%	12.1%
Ditton	799	155	1.8%	7.2%
Mobile	86	15	13.1%	0.8%
Total	11,102	1,043	2.9%	100.0%

Halton Library Service PLUS 2006**Section A: This Library****1. Please tell us what you think of this library**

	Opening hours				no. of cases
	Very Good	Good	Adequate	Poor	
Halton Lea	61.8%	32.0%	5.9%	.3%	356
Widnes	81.3%	17.3%	1.5%		400
Runcorn	52.7%	28.6%	17.6%	1.1%	91
Ditton	61.2%	32.7%	3.4%	2.7%	147
Mobile	57.1%	28.6%	14.3%		14
Weighted total	69.4%	25.9%	4.4%	.3%	1,008

**Percentage of respondents
completing Q.1:
Opening hours**

	Response rate
Halton Lea	96.7%
Widnes	96.6%
Runcorn	96.8%
Ditton	94.8%
Mobile	93.3%
Weighted total	96.6%

1. Please tell us what you think of this library

	Provision of seating and tables					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
Halton Lea	46.2%	41.3%	9.9%	2.0%	.6%	344
Widnes	64.0%	29.8%	6.0%	.3%		383
Runcorn	42.0%	42.0%	14.8%	1.1%		88
Ditton	57.6%	35.3%	5.0%	2.2%		139
Mobile			16.7%	66.7%	16.7%	6
Weighted total	53.6%	36.4%	8.3%	1.3%	.3%	960

**Percentage of respondents
completing Q.1:
Provision of seating and
tables**

	Response rate
Halton Lea	93.5%
Widnes	92.5%
Runcorn	93.6%
Ditton	89.7%
Mobile	40.0%
Weighted total	92.9%

Halton Library Service PLUS 2006**1. Please tell us what you think of this library**

	Attractiveness of library outside					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
Halton Lea	11.7%	34.1%	43.8%	8.6%	1.7%	349
Widnes	61.7%	31.4%	6.3%	.5%		379
Runcorn	22.4%	27.1%	32.9%	14.1%	3.5%	85
Ditton	80.4%	16.7%	2.2%	.7%		138
Mobile	60.0%	20.0%	20.0%			10
Weighted total	34.4%	32.2%	27.1%	5.3%	1.0%	961

**Percentage of respondents
completing Q.1:
Attractiveness of library
outside**

	Response rate
Halton Lea	94.8%
Widnes	91.5%
Runcorn	90.4%
Ditton	89.0%
Mobile	66.7%
Weighted total	93.1%

1. Please tell us what you think of this library

	Attractiveness of library inside					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
Halton Lea	28.6%	46.9%	22.3%	2.0%	.3%	350
Widnes	77.0%	21.5%	1.6%			382
Runcorn	24.4%	50.0%	19.8%	4.7%	1.2%	86
Ditton	66.4%	29.3%	3.6%	.7%		140
Mobile	60.0%	30.0%	10.0%			10
Weighted total	49.1%	36.2%	13.3%	1.2%	.2%	968

**Percentage of respondents
completing Q.1:
Attractiveness of library
inside**

	Response rate
Halton Lea	95.1%
Widnes	92.3%
Runcorn	91.5%
Ditton	90.3%
Mobile	66.7%
Weighted total	93.7%

Halton Library Service PLUS 2006**1. Please tell us what you think of this library**

	As a safe place to visit				no. of cases
	Very Good	Good	Adequate	Poor	
Halton Lea	57.7%	38.1%	4.3%		352
Widnes	75.3%	21.6%	2.6%	.5%	384
Runcorn	63.6%	31.8%	4.5%		88
Ditton	75.2%	23.4%	1.4%		141
Mobile	90.0%	10.0%			10
Weighted total	65.5%	30.8%	3.5%	.2%	975

**Percentage of respondents
completing Q.1:
As a safe place to visit**

	Response rate
Halton Lea	95.7%
Widnes	92.8%
Runcorn	93.6%
Ditton	91.0%
Mobile	66.7%
Weighted total	94.2%

1. Please tell us what you think of this library

	Staff helpfulness				no. of cases
	Very Good	Good	Adequate	Very Poor	
Halton Lea	73.8%	23.4%	2.6%	.3%	351
Widnes	84.2%	14.0%	1.8%		387
Runcorn	89.8%	10.2%			88
Ditton	93.6%	6.4%			141
Mobile	100.0%				12
Weighted total	79.2%	18.6%	2.1%	.2%	979

**Percentage of respondents
completing Q.1:
Staff helpfulness**

	Response rate
Halton Lea	95.4%
Widnes	93.5%
Runcorn	93.6%
Ditton	91.0%
Mobile	80.0%
Weighted total	94.4%

Halton Library Service PLUS 2006**Section B: Books****2. Did you come to this library today intending to borrow book(s)?**

	Yes	No	no. of cases
Halton Lea	58.4%	41.6%	358
Widnes	58.0%	42.0%	398
Runcorn	77.2%	22.8%	92
Ditton	69.7%	30.3%	145
Mobile	100.0%		15
Weighted total	59.3%	40.7%	1,008

Percentage of respondents completing Q.2.

	Response rate
Halton Lea	97.3%
Widnes	96.1%
Runcorn	97.9%
Ditton	93.5%
Mobile	100.0%
Weighted total	96.7%

Halton Library Service PLUS 2006**3. Did you actually borrow books today?**

	Yes	No	no. of cases
Halton Lea	52.2%	47.8%	356
Widnes	54.6%	45.4%	390
Runcorn	71.1%	28.9%	90
Ditton	65.8%	34.2%	146
Mobile	100.0%		15
Weighted total	54.3%	45.7%	997

Percentage of respondents completing Q.3.

	Response rate
Halton Lea	96.7%
Widnes	94.2%
Runcorn	95.7%
Ditton	94.2%
Mobile	100.0%
Weighted total	95.6%

3. Did you actually borrow books today?

	Yes	No	no. of cases
Halton Lea	85.9%	14.1%	206
Widnes	90.3%	9.7%	226
Runcorn	91.4%	8.6%	70
Ditton	92.1%	7.9%	101
Mobile	100.0%		15
Weighted total	88.1%	11.9%	618

BV118 - satisfaction with libraries.**Libraries users who: A. Found a book to borrow.****Filtered by those who answered Yes at Question 2**

Halton Library Service PLUS 2006**4. What do you think of the choice and physical condition of the books in this library?**

	Choice of books					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
Halton Lea	46.2%	42.5%	10.3%	.9%	.3%	351
Widnes	46.9%	42.3%	10.0%	.8%		390
Runcorn	40.0%	41.1%	13.3%	5.6%		90
Ditton	49.3%	38.9%	11.8%			144
Mobile	80.0%	6.7%	13.3%			15
Weighted total	46.4%	42.2%	10.3%	1.0%	.2%	990

**Percentage of respondents
completing Q.4:
Choice of books**

	Response rate
Halton Lea	95.4%
Widnes	94.2%
Runcorn	95.7%
Ditton	92.9%
Mobile	100.0%
Weighted total	94.8%

4. What do you think of the choice and physical condition of the books in this library?

	Physical condition of books					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
Halton Lea	38.3%	52.4%	8.4%	.6%	.3%	332
Widnes	48.2%	46.9%	4.6%	.3%		367
Runcorn	48.8%	40.5%	9.5%	1.2%		84
Ditton	48.8%	48.8%	2.3%			129
Mobile	78.6%	21.4%				14
Weighted total	43.0%	49.6%	6.7%	.5%	.2%	926

**Percentage of respondents
completing Q.4:
Physical condition of books**

	Response rate
Halton Lea	90.2%
Widnes	88.6%
Runcorn	89.4%
Ditton	83.2%
Mobile	93.3%
Weighted total	89.3%

Halton Library Service PLUS 2006**Section C: Computers****5. Did you intend to use a computer during your visit to this library today?**

	Yes	No	no. of cases
Halton Lea	21.0%	79.0%	367
Widnes	30.7%	69.3%	404
Runcorn	24.4%	75.6%	90
Ditton	19.7%	80.3%	147
Mobile		100.0%	13
Weighted total	25.0%	75.0%	1,021

Percentage of respondents completing Q.5.

	Response rate
Halton Lea	99.7%
Widnes	97.6%
Runcorn	95.7%
Ditton	94.8%
Mobile	86.7%
Weighted total	98.5%

Halton Library Service PLUS 2006**6. Did you actually use a computer during your visit to the library today?**

	Yes	No	no. of cases
Halton Lea	20.5%	79.5%	361
Widnes	31.5%	68.5%	397
Runcorn	24.2%	75.8%	91
Ditton	18.8%	81.3%	144
Mobile		100.0%	11
Weighted total	25.0%	75.0%	1,004

Percentage of respondents completing Q.6.

	Response rate
Halton Lea	98.1%
Widnes	95.9%
Runcorn	96.8%
Ditton	92.9%
Mobile	73.3%
Weighted total	97.0%

6. Did you actually use a computer during your visit to the library today?

	Yes	No	no. of cases
Halton Lea	90.9%	9.1%	77
Widnes	95.9%	4.1%	123
Runcorn	95.5%	4.5%	22
Ditton	93.1%	6.9%	29
Weighted total	93.6%	6.4%	251

Filtered by those who answered Yes at Question 5

Halton Library Service PLUS 2006**7. How good are the computer facilities at this library?**

	Very Good	Good	Adequate	Poor	Very Poor	no. of cases
Halton Lea	40.5%	44.1%	13.4%	1.0%	1.0%	299
Widnes	59.4%	34.5%	5.6%	.3%	.3%	342
Runcorn	37.9%	43.9%	15.2%	1.5%	1.5%	66
Ditton	41.7%	38.3%	16.7%	1.7%	1.7%	120
Mobile	20.0%	20.0%			60.0%	5
Weighted total	48.3%	40.0%	10.3%	.7%	.8%	832

Percentage of respondents completing Q.7.

	Response rate
Halton Lea	68.8%
Widnes	77.5%
Runcorn	57.4%
Ditton	61.9%
Mobile	13.3%
Weighted total	71.7%

Halton Library Service PLUS 2006**Section D: Multimedia****8. Did you come to the library today intending to borrow any of the following?**

	Music CDs		Videos / DVDs	
	%	Respondents	%	Respondents
Halton Lea	9.2%	34	12.5%	46
Widnes	10.9%	45	12.2%	50
Runcorn	3.2%	3	3.2%	3
Ditton	5.8%	9	7.7%	12
Mobile				
Weighted total	9.6%	91	11.9%	111

Percentages based on ALL respondents to the survey

Section D: Multimedia**8. Did you come to the library today intending to borrow any of the following?**

	Talking books		Computer games	
	%	Respondents	%	Respondents
Halton Lea	5.7%	21	3.3%	12
Widnes	5.6%	23	2.9%	12
Runcorn	4.3%	4	3.2%	3
Ditton	7.7%	12	5.2%	8
Mobile	13.3%	2		
Weighted total	5.7%	62	3.2%	35

Percentages based on ALL respondents to the survey

Halton Library Service PLUS 2006**9. Did you actually borrow any of these materials today?**

	Music CDs		no. of cases
	Yes	No	
Halton Lea	9.3%	90.7%	205
Widnes	7.0%	93.0%	215
Runcorn		100.0%	39
Ditton	2.5%	97.5%	81
Mobile		100.0%	1
Weighted total	7.9%	92.1%	541

**Percentage of respondents
completing Q.9:
Music CDs**

	Response rate
Halton Lea	55.7%
Widnes	51.9%
Runcorn	41.5%
Ditton	52.3%
Mobile	6.7%
Weighted total	53.5%

9. Did you actually borrow any of these materials today?

	Music CDs		no. of cases
	Yes	No	
Halton Lea	45.2%	54.8%	31
Widnes	33.3%	66.7%	39
Runcorn		100.0%	3
Ditton	11.1%	88.9%	9
Weighted total	38.5%	61.5%	82

Filtered by those who intended to borrow Music CDs at Question 8

Halton Library Service PLUS 2006**9. Did you actually borrow any of these materials today?**

	Videos / DVDs		no. of cases
	Yes	No	
Halton Lea	13.0%	87.0%	208
Widnes	13.6%	86.4%	214
Runcorn	2.7%	97.3%	37
Ditton		100.0%	73
Mobile		100.0%	1
Weighted total	12.6%	87.4%	533

**Percentage of respondents
completing Q.9:
Videos / DVDs**

	Response rate
Halton Lea	56.5%
Widnes	51.7%
Runcorn	39.4%
Ditton	47.1%
Mobile	6.7%
Weighted total	53.6%

9. Did you actually borrow any of these materials today?

	Videos / DVDs		no. of cases
	Yes	No	
Halton Lea	53.5%	46.5%	43
Widnes	60.0%	40.0%	45
Runcorn	33.3%	66.7%	3
Ditton		100.0%	10
Weighted total	54.9%	45.1%	101

Filtered by those who intended to borrow Videos / DVDs at Question 8

Halton Library Service PLUS 2006**9. Did you actually borrow any of these materials today?**

	Talking books		no. of cases
	Yes	No	
Halton Lea	6.0%	94.0%	182
Widnes	6.2%	93.8%	195
Runcorn	7.7%	92.3%	39
Ditton		100.0%	72
Mobile	33.3%	66.7%	3
Weighted total	5.9%	94.1%	491

**Percentage of respondents
completing Q.9:
Talking books**

	Response rate
Halton Lea	49.5%
Widnes	47.1%
Runcorn	41.5%
Ditton	46.5%
Mobile	20.0%
Weighted total	48.1%

9. Did you actually borrow any of these materials today?

	Talking books		no. of cases
	Yes	No	
Halton Lea	45.0%	55.0%	20
Widnes	47.8%	52.2%	23
Runcorn	75.0%	25.0%	4
Ditton		100.0%	12
Mobile	50.0%	50.0%	2
Weighted total	44.8%	55.2%	61

Filtered by those who intended to borrow Talking Books at Question 8

Halton Library Service PLUS 2006**9. Did you actually borrow any of these materials today?**

	Computer games		no. of cases
	Yes	No	
Halton Lea	2.3%	97.7%	175
Widnes	1.6%	98.4%	182
Runcorn		100.0%	38
Ditton		100.0%	67
Mobile		100.0%	1
Weighted total	1.9%	98.1%	463

**Percentage of respondents completing Q.9:
Computer games**

	Response rate
Halton Lea	47.6%
Widnes	44.0%
Runcorn	40.4%
Ditton	43.2%
Mobile	6.7%
Weighted total	45.7%

9. Did you actually borrow any of these materials today?

	Computer games		no. of cases
	Yes	No	
Halton Lea	27.3%	72.7%	11
Widnes	27.3%	72.7%	11
Runcorn		100.0%	3
Ditton		100.0%	8
Weighted total	24.6%	75.4%	33

Filtered by those who intended to borrow Computer games at Question 8

Halton Library Service PLUS 2006**10. What do you think of the following items, if offered at this library?**

	Music CDs					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
Halton Lea	25.0%	52.1%	19.5%	2.5%	.8%	236
Widnes	34.8%	43.4%	18.8%	2.7%	.4%	256
Runcorn	20.0%	42.9%	28.6%	5.7%	2.9%	35
Ditton	31.0%	43.7%	25.3%			87
Mobile	100.0%					2
Weighted total	29.1%	48.1%	19.6%	2.6%	.7%	616

**Percentage of respondents
completing Q.10:
Music CDs**

	Response rate
Halton Lea	64.1%
Widnes	61.8%
Runcorn	37.2%
Ditton	56.1%
Mobile	13.3%
Weighted total	62.0%

10. What do you think of the following items, if offered at this library?

	Videos / DVDs					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
Halton Lea	26.8%	52.8%	18.3%	1.7%	.4%	235
Widnes	39.5%	44.1%	15.2%	1.2%		256
Runcorn	20.6%	44.1%	26.5%	8.8%		34
Ditton	33.7%	40.7%	24.4%	1.2%		86
Mobile	100.0%					2
Weighted total	32.1%	48.7%	17.4%	1.6%	.2%	613

**Percentage of respondents
completing Q.10:
Videos / DVDs**

	Response rate
Halton Lea	63.9%
Widnes	61.8%
Runcorn	36.2%
Ditton	55.5%
Mobile	13.3%
Weighted total	61.8%

Halton Library Service PLUS 2006**10. What do you think of the following items, if offered at this library?**

	Talking books					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
Halton Lea	24.7%	50.5%	23.1%	1.6%		182
Widnes	37.5%	44.0%	15.7%	1.9%	.9%	216
Runcorn	23.1%	43.6%	25.6%	7.7%		39
Ditton	40.8%	38.2%	21.1%			76
Mobile	66.7%	33.3%				3
Weighted total	30.6%	47.2%	20.0%	1.9%	.4%	516

**Percentage of respondents
completing Q.10:
Talking books**

	Response rate
Halton Lea	49.5%
Widnes	52.2%
Runcorn	41.5%
Ditton	49.0%
Mobile	20.0%
Weighted total	50.3%

10. What do you think of the following items, if offered at this library?

	Computer games					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
Halton Lea	18.0%	49.7%	26.9%	4.8%	.6%	167
Widnes	32.3%	42.9%	20.2%	4.5%		198
Runcorn	20.0%	36.7%	26.7%	10.0%	6.7%	30
Ditton	31.0%	40.8%	25.4%	1.4%	1.4%	71
Mobile	100.0%					1
Weighted total	24.6%	46.2%	24.0%	4.7%	.5%	467

**Percentage of respondents
completing Q.10:
Computer games**

	Response rate
Halton Lea	45.4%
Widnes	47.8%
Runcorn	31.9%
Ditton	45.8%
Mobile	6.7%
Weighted total	45.9%

Halton Library Service PLUS 2006**Section E: Information****11. Did you come to the library today to find something out?**

	Yes	No	no. of cases
Halton Lea	32.8%	67.2%	363
Widnes	38.7%	61.3%	403
Runcorn	27.8%	72.2%	90
Ditton	30.4%	69.6%	148
Mobile	18.2%	81.8%	11
Weighted total	34.9%	65.1%	1,015

Percentage of respondents completing Q.11.

	Response rate
Halton Lea	98.6%
Widnes	97.3%
Runcorn	95.7%
Ditton	95.5%
Mobile	73.3%
Weighted total	97.9%

Halton Library Service PLUS 2006

12. If you came to this library today to find something out, did you succeed?

	Yes	In part	No	no. of cases
Halton Lea	49.5%	12.6%	37.9%	190
Widnes	63.6%	11.7%	24.8%	214
Runcorn	53.8%	12.8%	33.3%	39
Ditton	69.2%	7.7%	23.1%	65
Mobile	60.0%		40.0%	5
Weighted total	56.0%	12.1%	31.9%	513

Percentage of respondents completing Q.12.

	Response rate
Halton Lea	32.1%
Widnes	38.9%
Runcorn	27.7%
Ditton	32.3%
Mobile	20.0%
Weighted total	34.7%

12. If you came to this library today to find something out, did you succeed?

	Yes	In part	No	no. of cases
Halton Lea	74.6%	16.9%	8.5%	118
Widnes	84.2%	13.2%	2.6%	152
Runcorn	87.0%	13.0%		23
Ditton	88.9%	8.9%	2.2%	45
Mobile	100.0%			2
Weighted total	79.6%	14.9%	5.5%	340

BV118 - satisfaction with libraries.

Library users who: B. Found the information they were looking for.

Filtered by those who answered Yes at Question 11.

Halton Library Service PLUS 2006**13. If you asked for help in finding something out today, what did you think of the staff assistance?**

	Very Good	Good	Adequate	Poor	no. of cases
Halton Lea	67.0%	28.3%	4.2%	.5%	212
Widnes	78.7%	19.0%	1.6%	.8%	253
Runcorn	75.5%	22.6%	1.9%		53
Ditton	86.8%	11.0%	2.2%		91
Mobile	100.0%				7
Weighted total	72.9%	23.6%	3.0%	.6%	616

Percentage of respondents completing Q.13.

	Response rate
Halton Lea	57.6%
Widnes	61.1%
Runcorn	56.4%
Ditton	58.7%
Mobile	46.7%
Weighted total	59.0%

14. Overall, what do you think of the information service in this library?

	Very Good	Good	Adequate	Poor	no. of cases
Halton Lea	56.2%	39.5%	4.0%	.3%	354
Widnes	71.4%	25.8%	2.8%		392
Runcorn	53.1%	44.4%	2.5%		81
Ditton	70.4%	26.8%	2.8%		142
Mobile	84.6%	15.4%			13
Weighted total	62.8%	33.7%	3.4%	.1%	982

Percentage of respondents completing Q.14.

	Response rate
Halton Lea	96.2%
Widnes	94.7%
Runcorn	86.2%
Ditton	91.6%
Mobile	86.7%
Weighted total	95.1%

Halton Library Service PLUS 2006**Section F: Overall****15. Taking everything into account, what do you think of this library?**

	Very Good	Good	Adequate	Poor	no. of cases
Halton Lea	61.9%	34.1%	3.5%	.5%	367
Widnes	79.9%	19.2%	1.0%		407
Runcorn	66.7%	23.7%	9.7%		93
Ditton	77.3%	20.1%	2.6%		154
Mobile	86.7%	13.3%			15
Weighted total	69.8%	27.2%	2.7%	.3%	1,036

BV118 - satisfaction with libraries.

Libraries users who: C. Were satisfied with the library overall.

**Percentage of respondents
completing Q.15.**

	Response rate
Halton Lea	99.7%
Widnes	98.3%
Runcorn	98.9%
Ditton	99.4%
Mobile	100.0%
Weighted total	99.1%

Halton Library Service PLUS 2006**Section G: About You****16. Your postcode:**

Halton Lea	CH2	1
	CH48	1
	L12	1
	L17	1
	L24	1
	L40	1
	WA16	1
	WA4	2
	WA5	2
	WA6	5
	WA7	302
	WA8	14
	no. of cases	332
	Widnes	CW11
CW6		1
CW8		1
CW9		1
L16		1
L24		9
L25		1
L26		1
L35		1
SA18		1
WA1		1
WA5		5
WA6		1
WA7		11
WA8		339
no. of cases		375
Runcorn		WA1
	WA7	85
	no. of cases	86
Ditton	L24	1
	WA8	142
	no. of cases	143
Mobile	WA7	8
	WA8	6
	no. of cases	14

Halton Library Service PLUS 2006**Percentage of respondents
completing Q.16.**

	Response rate
Halton Lea	90.2%
Widnes	91.2%
Runcorn	91.5%
Ditton	92.3%
Mobile	93.3%
Weighted total	90.7%

Halton Library Service PLUS 2006**17. Your age:**

	Age group (in years)				
	14 or under	15 to 19	20 to 24	25 to 34	35 to 44
Halton Lea	.3%	5.3%	8.0%	14.7%	15.9%
Widnes		4.6%	6.2%	19.1%	17.0%
Runcorn		4.8%	3.6%	7.2%	12.0%
Ditton	.7%	3.6%	2.2%	19.7%	20.4%
Mobile					
Weighted total	.2%	5.0%	6.9%	16.4%	16.4%

17. Your age:

	Age group (in years)				no. of cases
	45 to 54	55 to 64	65 to 74	75 or over	
Halton Lea	17.1%	19.8%	13.3%	5.6%	339
Widnes	15.2%	18.6%	12.9%	6.4%	388
Runcorn	12.0%	21.7%	18.1%	20.5%	83
Ditton	8.8%	20.4%	18.2%	5.8%	137
Mobile	20.0%	6.7%	40.0%	33.3%	15
Weighted total	15.9%	19.3%	13.4%	6.5%	962

Percentage of respondents completing Q.17.

	Response rate
Halton Lea	92.1%
Widnes	93.7%
Runcorn	88.3%
Ditton	88.4%
Mobile	100.0%
Weighted total	92.5%

Halton Library Service PLUS 2006**18. Are you:**

	Gender		no. of cases
	Female	Male	
Halton Lea	59.0%	41.0%	339
Widnes	54.0%	46.0%	378
Runcorn	63.2%	36.8%	87
Ditton	68.4%	31.6%	133
Mobile	84.6%	15.4%	13
Weighted total	57.4%	42.6%	950

Percentage of respondents completing Q.18.

	Response rate
Halton Lea	92.1%
Widnes	91.3%
Runcorn	92.6%
Ditton	85.8%
Mobile	86.7%
Weighted total	91.6%

Halton Library Service PLUS 2006**19. Are you:**

	In full-time employment	In part-time employment	Self-employed	Unemployed	Full-time student
Halton Lea	20.9%	11.6%	4.1%	11.6%	6.1%
Widnes	29.0%	14.4%	5.5%	6.9%	4.5%
Runcorn	12.9%	12.9%	1.1%	6.5%	4.3%
Ditton	20.8%	12.8%	4.7%	6.7%	2.7%
Mobile		6.7%			
Weighted total	23.9%	12.8%	4.6%	9.4%	5.2%

19. Are you:

	Part-time student	Looking after home / family	Permanently sick / disabled	Retired	Other	no. of responders
Halton Lea	3.0%	11.6%	9.4%	30.0%	1.7%	363
Widnes	3.2%	10.7%	4.0%	29.3%	1.7%	403
Runcorn		5.4%	5.4%	53.8%	5.4%	93
Ditton	3.4%	10.7%	9.4%	33.6%	2.0%	149
Mobile			20.0%	60.0%	13.3%	15
Weighted total	3.0%	11.0%	7.0%	30.7%	1.8%	1,023

Halton Library Service PLUS 2006**20. Disability/Long-term limiting illness:**

	None / not applicable	Mobility - getting around	Hearing	Eyesight	Using hands / fingers
Halton Lea	70.9%	13.6%	5.0%	5.4%	2.3%
Widnes	78.5%	5.7%	7.7%	6.0%	2.3%
Runcorn	75.0%	17.2%	17.2%	10.9%	3.1%
Ditton	70.8%	14.6%	5.6%	10.1%	5.6%
Mobile	40.0%	40.0%	30.0%	20.0%	10.0%
Weighted total	74.2%	10.4%	6.6%	6.0%	2.5%

20. Disability/Long-term limiting illness:

	Learning difficulty	Mental health	Other	no. of responders
Halton Lea	2.3%	5.0%	4.3%	258
Widnes	1.3%	4.0%	4.7%	298
Runcorn	1.6%	3.1%		64
Ditton		2.2%	3.4%	89
Mobile				10
Weighted total	1.8%	4.5%	4.3%	719

Halton Library Service PLUS 2006**21. What is your ethnic group?**

	White			Mixed	
	British	Irish	Any other White background	White and Black Caribbean	White and Asian
Halton Lea	97.2%	1.1%	.8%	.3%	
Widnes	95.4%	.8%	2.3%	.3%	.3%
Runcorn	96.7%	1.1%			1.1%
Ditton	95.2%	.7%	1.4%		.7%
Mobile	100.0%				
Weighted total	96.4%	1.0%	1.4%	.3%	.2%

21. What is your ethnic group?

	Asian or Asian British	Black or Black British		no. of cases
	Indian	Caribbean	African	
Halton Lea	.6%			355
Widnes	.3%	.3%	.5%	395
Runcorn	1.1%			90
Ditton	2.0%			147
Mobile				14
Weighted total	.5%	.1%	.2%	1,001

Percentage of respondents completing Q.21.

	Response rate
Halton Lea	96.5%
Widnes	95.4%
Runcorn	95.7%
Ditton	94.8%
Mobile	93.3%
Weighted total	96.0%

Halton Library Service PLUS 2006

**Crosstabulation of Question 4. What do you think of the choice and physical condition of the books in this library
BY Question 17. Your Age**

	Choice of books					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
14 or under	86.8%	13.2%				2
15 to 19	39.7%	43.3%	13.9%		3.1%	45
20 to 24	45.7%	43.4%	10.9%			55
25 to 34	45.0%	45.1%	9.3%	.7%		152
35 to 44	51.5%	40.4%	7.1%	1.0%		151
45 to 54	38.9%	48.8%	11.6%	.7%		137
55 to 64	44.7%	40.5%	13.3%	1.6%		179
65 to 74	50.2%	40.1%	9.0%	.6%		130
75 or over	46.9%	47.5%	4.3%	1.3%		69

**Crosstabulation of Question 4. What do you think of the choice and physical condition of the books in this library
BY Question 18. Your Gender**

	Choice of books					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
Female	54.3%	37.9%	6.8%	.9%		541
Male	34.1%	50.8%	13.5%	1.2%	.4%	368

**Crosstabulation of Question 4. What do you think of the choice and physical condition of the books in this library
BY Question 17. Your Age**

	Physical condition of books					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
14 or under	86.8%	13.2%				2
15 to 19	21.1%	64.2%	9.4%	2.2%	3.2%	43
20 to 24	41.4%	54.8%	3.9%			55
25 to 34	48.2%	46.9%	5.0%			146
35 to 44	45.7%	48.1%	5.2%	1.0%		145
45 to 54	40.5%	49.6%	9.9%			127
55 to 64	43.1%	49.4%	7.6%			171
65 to 74	45.9%	47.1%	5.7%	1.4%		119
75 or over	28.0%	64.4%	6.8%	.8%		61

**Crosstabulation of Question 4. What do you think of the choice and physical condition of the books in this library
BY Question 18. Your Gender**

	Physical condition of books					no. of cases
	Very Good	Good	Adequate	Poor	Very Poor	
Female	48.6%	44.8%	6.3%	.3%		509
Male	35.7%	57.3%	5.7%	.8%	.4%	349

Halton Library Service PLUS 2006**Crosstabulation of Question 7. How good are the computer facilities at this library?
BY Question 17. Your Age**

	Very Good	Good	Adequate	Poor	Very Poor	no. of cases
14 or under	86.8%	13.2%				2
15 to 19	43.6%	36.9%	12.8%	.5%	6.2%	44
20 to 24	46.1%	48.8%		5.1%		53
25 to 34	56.0%	36.4%	7.7%			139
35 to 44	46.2%	40.7%	13.1%			135
45 to 54	50.1%	39.5%	9.2%	1.2%		117
55 to 64	42.8%	41.4%	14.3%	.3%	1.2%	141
65 to 74	55.4%	35.8%	7.1%	1.1%	.7%	96
75 or over	37.5%	45.0%	17.3%		.1%	43

**Crosstabulation of Question 7. How good are the computer facilities at this library?
BY Question 18. Your Gender**

	Very Good	Good	Adequate	Poor	Very Poor	no. of cases
Female	48.2%	39.9%	10.6%	.8%	.5%	432
Male	48.3%	41.4%	8.6%	.8%	.9%	335

**Crosstabulation of Question 14. Overall, what do you think of the information
service in this library?
BY Question 17. Your Age**

	Very Good	Good	Adequate	Poor	no. of cases
14 or under	100.0%				2
15 to 19	46.6%	42.0%	8.2%	3.2%	42
20 to 24	60.6%	37.9%	1.5%		57
25 to 34	61.1%	37.5%	1.4%		150
35 to 44	55.7%	39.0%	5.3%		153
45 to 54	61.7%	33.0%	5.3%		132
55 to 64	64.1%	31.4%	4.6%		175
65 to 74	71.3%	27.9%	.8%		127
75 or over	70.8%	29.2%			69

**Crosstabulation of Question 14. Overall, what do you think of the information
service in this library?
BY Question 18. Your Gender**

	Very Good	Good	Adequate	Poor	no. of cases
Female	65.2%	30.7%	4.1%		529
Male	58.6%	38.9%	2.1%	.4%	368

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**Crosstabulation of Question 15. Taking everything into account, what do you think of this library?
BY Question 17. Your Age**

	Very Good	Good	Adequate	Poor	no. of cases
14 or under	86.8%	13.2%			2
15 to 19	48.1%	39.7%	9.1%	3.1%	45
20 to 24	69.6%	28.5%	1.9%		57
25 to 34	68.2%	29.0%	2.8%		156
35 to 44	66.0%	32.0%	2.0%		158
45 to 54	66.4%	29.1%	4.5%		142
55 to 64	67.9%	29.2%	2.8%		186
65 to 74	77.3%	20.9%	.6%	1.2%	138
75 or over	89.6%	9.2%	1.2%		74

**Crosstabulation of Question 15. Taking everything into account, what do you think of this library?
BY Question 18. Your Gender**

	Very Good	Good	Adequate	Poor	no. of cases
Female	73.2%	25.0%	1.8%		558
Male	65.1%	30.5%	4.0%	.4%	388