

Haringey Library Service Consultation Report

October 2024

Content	Haringey Library Service Consultation Report	1
October 2024.....		1
Executive Summary.....		3
Postcodes		4
Technical Details & Methodology		5
Engagement Events.....		9
Responses to the consultation.....		10
Organisational Responses		10
Online Respondents Demographic Data		10
Age		10
Sex.....		11
Trans.....		11
Disability		12
Ethnicity		13
Sexual Orientation		13
Religion or belief		14
Pregnancy and Maternity		14
Have you had a baby in the last 12 months?		15
Parents and Carers of 5-year-olds or under		15
Are you a parent or carer of a SEND child or young person aged 0-25?		16
Socioeconomic status.....		16
Education.....		17
Language.....		17
Hard Copy Respondents Demographic Data		18
Age		18
Sex.....		18
Trans.....		19
Disability		19
Ethnicity		20
Sexual Orientation		21
Religion or belief		21

Pregnancy and Maternity	22
Have you had a baby in the last 12 months?	22
Are you a parent or carer of a 5-year old or under	22
Are you a parent or carer of a SEND child or young person aged 0-25?	23
Socioeconomic status.....	23
Education.....	24
Language.....	24
Postcode.....	25
Detailed Findings for Current Usage.....	26
1. Which library do you usually visit?	26
2. Which times of day do you visit your usual library? (Mon-Sun)	26
3. If your usual library was closed on a particular day, which library would you use instead?	27
4. Are there any times are you unable to use our libraries?	27
5. Which services do you use at the library?	28
6. Please include any extra information on the services you use.....	29
Feedback on the Proposed Options to Vary Library Hours	36
Option 1	36
6a. To what extent do you support Option 1?	36
6b. What advantages do you see in Option 1?	36
6c. What disadvantages do you see in Option 1?	43
6.d What if any changes would you like to be made to Option 1?.....	53
Option 2.....	58
7a. To what extent do you support Option 2?	58
7.b What advantages do you see in Option 2?	58
7c. What disadvantages do you see in Option 2?	65
7d. What if any changes would you like to be made to Option 2?.....	75
8. Which Option works better for you and why?	81
9. What do you think about the Council's proposal that reducing opening hours is the right way to achieve the £675,000 savings from the library service set out in the budget?	84
10. Please give any other feedback on the Council's proposals to vary library hours.	87
Organisational Responses Appendix 1	107
Individual Responses Appendix 2.....	135

Executive Summary

The Haringey Library Service public consultation was launched on the 29th August 2024 to consult residents and stakeholders on proposals to vary library service hours. Over recent years, the council has successfully protected Haringey's library service hours from cuts, maintaining some of the longest opening hours in London. However, due to severe constraints on council funding nationally, the council are unable to sustain the current operating model. The consultation put forward two options for variations to current timetables to seek people's views.

The consultation was open for responses during a period of 6 weeks between Thursday 29th August 2024 and midnight Thursday 10th October 2024.

At the close of the consultation, a total of 1377 responses were received. Of these, 1249 were received through the council's online engagement platform haringeylibraries.commonplace.com and 113 were received as hard copy responses. All hard copy questionnaires were manually entered onto the project site by officers. The hard copy responses appear marked as 'surveyed' in the public responses viewable here <https://haringeylibraries.commonplace.is/en-GB/contributions/proposal/have-your-say>. These hard copies were entered after the closing date of 10th October.

The demographic information for respondents completing online and hard copy surveys is presented separately.

9 organisational and group responses were received and are included in Appendix 1. 6 separate individual responses were also received, two of these as formal letters which are included in Appendix 1. Four as emails to consultations@haringey.gov.uk or individual officers; these are included in Appendix 2.

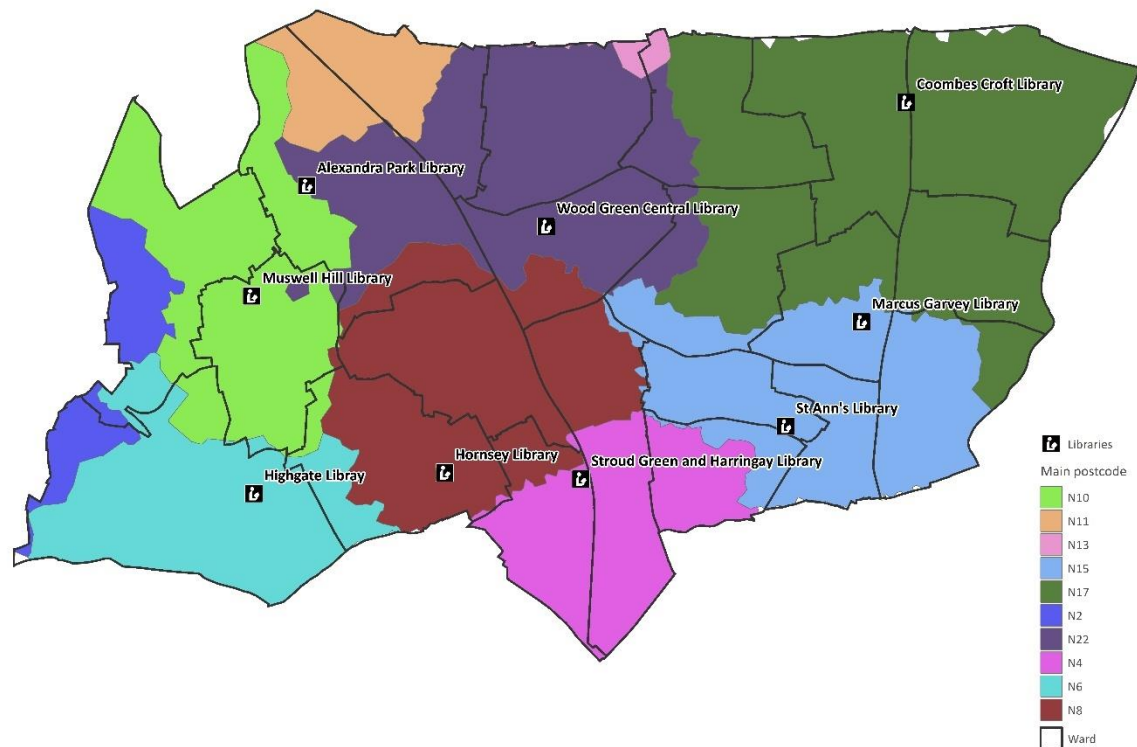
Mode Received	Number
Hard copy	113
Online	1249
Organisational responses	9
Individual Responses	6
Total	1377

The total number of responses received and considered was 1377.

This report summarises respondents' feedback on each of the options, including advantages, disadvantages and changes to the options. It also highlights alternative suggestions for achieving budget savings.

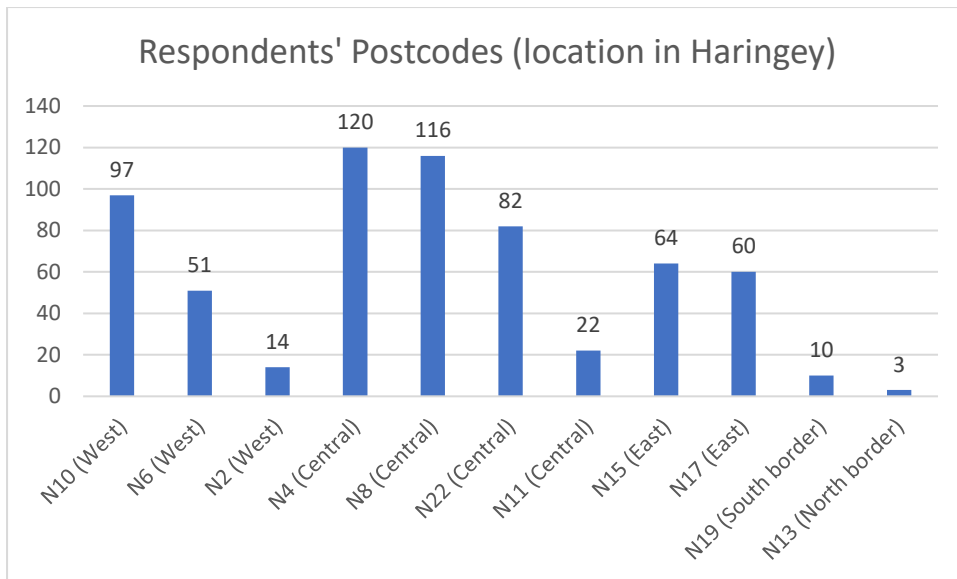
Regarding the two options proposed, consultation feedback shows that neither option emerged as significantly more popular than the other. Responses discussed the implications of the timetables proposed and fairness of the proposals with regard to impact on different libraries, areas of the borough and on various groups of people.

Further analysis of any particular impacts on people at the level of individual libraries is covered in the updated accompanying Equality Impact Assessment. For reference, Haringey libraries are represented with postcode areas on the map below. Respondents' Haringey postcodes are also provided in order in reference to where responses came from across the borough.



Postcodes

Respondents were asked to provide the first part of their postcode.

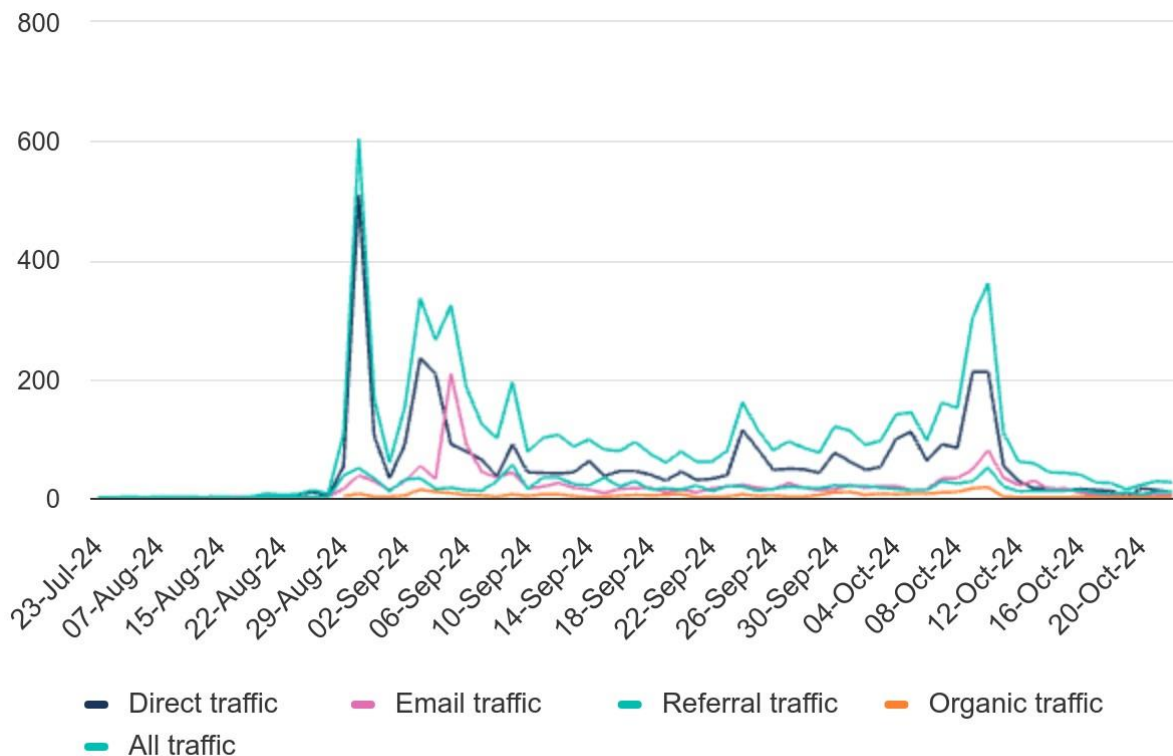


Technical Details & Methodology

The consultation consisted of an online questionnaire published on haringeylibraries.commonplace.is together with a Libraries Consultation Document, a Needs Assessment and an Equality Impact Assessment. The documents provided background information about the proposed options along with council's reasons for the consulting the community. It also covers the levels of need for libraries in Haringey, equality impact considerations for each library, the principles adopted when designing the proposed options being consulted on.

Hard copies of these documents and the consultation questionnaire were also printed and made available in libraries. Hard copy translated versions were available on request.

The haringeylibraries.commonplace.is project page received 6686 visitors with traffic to the project site over time shown in the graph below.



The consultation was widely promoted via Haringey Business Bulletin, Haringey People, the Schools Newsletter, the council’s website and social media. A subscriber launch email was also sent from the Haringey Engagement Hub via the platform provider Commonplace. VCS organisations and schools and colleges were contacted in early September to highlight the consultation with the offer to engage directly. Recognising the start of autumn months is a particularly busy time for schools and colleges, a further reminder email was sent to educational settings later in the month.

The consultation survey was open for responses during a 6-week period between the 29th August 2024 and 10th October 2024.

It is noted that a limitation of the consultation method is that participants are self-selecting and therefore not fully representative of the Haringey population. This means that certain groups are over-represented in responses and others are significantly under-represented. In person engagement resource was targeted to mitigate this effect e.g. younger people and older people but it is acknowledged that available resource and timeline presented an additional limitation to gaining broader representation.

Careful attention has been paid to the matter of potentially duplicate responses submitted online. Where an online response is made, the digital engagement platform provider generates a unique respondent ID (based on an email address) and a confirmation email is sent to the respondent for verification. Duplicate IDs are therefore generated from the same email address.

All duplicate IDs and responses have been identified and checked by officers. In many cases it is valid for respondents to submit additional data via further responses. For example, where people live together and may share an email address this may lead to more than one response from the same Respondent ID. Or it may be the case that a respondent feels that they wish to

add information to their first response. There is also at least one known case, where a set of responses representing the views of a different people, were submitted by one person e.g. in an educational setting.

In some cases, the proximity of the date and timestamps indicate that the response has most likely been submitted twice in error and any duplicate of this nature where the response is completely identical is disregarded. Some errors in information when the consultation launched were quickly rectified, however this meant that the first 89 respondents were contacted and invited to review and resubmit their responses should they wish. These responses have also been identified. There is no evidence of organised or persistent multiple voting for either Option 1 or Option 2 and votes have been left intact.

To guard against potential skewing of the demographic information of respondents, duplicate respondent IDs that provided duplicate demographic data have been identified. The data presented in this consultation report is provided via a third-party platform, is based on consultation responses but may be subject to limitations. For example, some respondents chose not to answer certain questions, and the sample size may not fully represent the diversity of the population. While we have taken steps to ensure accuracy, the data may contain errors or omissions.

All responses to the consultation have been read in full by officers to identify the substantive matters raised in the comments received. The analysis of the responses sought to categorise matters raised in relation to the areas of the council's proposals to vary library hours. All responses to each question were read and categorised under the following themes:

Fairness	<p>This theme relates to people discussing 'fairness' or 'equality' in relation to:</p> <ul style="list-style-type: none">• Operating hours and how they may impact different groups - e.g. those with protected characteristics under the Equality Act 2010, and the local socio-economic characteristic, people who have the greatest need• Operating hours and how they impact individual libraries• Fairness in relation to providing library services equally or more equitably - e.g., by focusing on the east of the borough, or by providing access to the most people.
Travel	<p>This theme relates to people mentioning travel, e.g., for longer distances, or modes of travel, e.g., not having a car, incurring costs on public transport, challenges of travelling on foot between libraries.</p>
Timetable	<p>This theme captures responses that are concerned with the logistics of the timetable e.g. ease/difficulty of remembering the proposed options, lunch time closures, evening opening, Sunday arrangements, weekend opening arrangements and other comments on timetabling in general.</p>

Volunteers and self service	This theme relates to responses that discuss the use of volunteers and self-service or any other mention of potential future operating model for libraries (not proposed in the consultation).
Community space	This theme relates to responses that cite the importance of libraries as community spaces e.g building social connection /reducing isolation, attending groups and events, access to warm spaces.
Save £	This captures any mentions from respondents about opportunities to save money.
Generate £	This captures any mentions from respondents about opportunities to generate money.
Support	This theme is for responses that support the approach the council is proposing overall whether respondents prefer option 1 or 2
Don't support	This theme is for responses that do not support the approach/do not believe the council should be varying hours/making cuts
Other	This is for anything else that respondents mention that doesn't fit into an existing theme.

A range of topics were identified within broader themes. The themes are set out above and these along with the topic can be seen in the tables that categorise qualitative responses to questions in this document. Since the proposals centred on variations to library opening hours, it follows that the most frequently mentioned theme was 'Timetable', with a range of topics under that theme. Please note that for each of these tables, a base number for all respondents answering the question is given along with a number which is given for responses coded to a theme.

It should be noted that the response numbers given for topics will not total the number given for each theme since some responses are coded to multiple topics under one theme. Equally the number of responses coded under a theme will not necessarily sum to the base number of base responses, since the nature of free text response means (as with coding for topics) respondents may submit one response that is coded under more than one theme/topic.

The numbers of responses under a theme and its topics are provided to give a sense of the weight of feeling behind them (e.g. timetables = "theme" / Sundays = "topic").

In certain cases, some responses will be coded to a theme but not a topic. This is because the answer given is limited in nature but points towards the general theme e.g. "timetable" but says nothing specific further about the timetable. Where a response is not relevant to any of the themes, it is coded as "other".

The aim of this report is to provide the council and the wider public with a summary of these matters raised.

The sections in this report cover:

- The demographic data of respondents – separated into online responses and hard copy responses
- A summary of responses to Q1-Q5 on respondent's current library usage and regarding the levels of support and lack of support for the proposals in the policy
- A summary of responses to Q6 (a-d) on respondent's views on Option 1
- A summary of responses to Q7 (a-d) on respondent's views on Option 2
- A summary of responses to Q8 on which option is more preferable
- A summary of responses to Q9 on the alternative suggestions to make library service budget savings as set out in the budget
- A summary of responses to Q10 providing any other feedback on the council's decision to vary library hours.

Engagement Events

A range of ongoing engagement events were undertaken jointly between the Library Service and the Policy and Strategy Team whilst the consultation process was live. Four drop-in public engagement events across the borough, at a variety of times, and including non-library venues to try and hear from a range of residents. The engagements were as follows:

- 12.00pm-2.00pm Monday 16th September, Northumberland Park Resource Centre
- 2.00pm-4.00pm Tuesday 24th September George Meehan House
- 4.30pm-7.00pm Monday 30th September, Hornsey Library (Gallery)
- 10.00am-12.30pm Wednesday 2nd October, Marcus Garvey Library

The nature of the public drop-in events meant it was not possible to count the exact number of people engaging, but there were no attendees at the non-library venues. Those held in libraries were better attended.

Officers also attended four by-invitation events for younger residents and older residents, with thanks to the groups and organisations that hosted officers:

- Tuesday 8th October, Careers Fair, Rising Green
- Tuesday 8th October, Tottenham & Wood Green Pensioners Group
- Wednesday 9th October, Older People's Reference Group
- Wednesday 9th October, Haringey 6th Form College

Topics highlighted through these engagements were aligned with those raised in the consultation responses including considerations relating to fairness of provision across the borough and consistency and memorability of proposed timetables.

Informal engagement was also carried out with stakeholders, staff and internal stakeholders.

Officers are grateful to all residents and stakeholders who gave their time to either attend an event, and/or complete a survey, respond via letter or email, or otherwise engage with the consultation.

Organisational Responses

The organisational and individual responses provided other than via the consultation questionnaire are reproduced in full in Appendices 1 and 2. For reference

Sender

CILIP

FORE

Haringey Independent Socialist Group

Bambos Charalambous MP

Friends of Hornsey Library

Friends of Marcus Garvey Library

Liberal Democrat Group

Friends of Highgate Library Shepherds Hill

The Library Campaign

In outline only, the main themes arising from these responses are as follows.

Concerns are raised that officers and members have said that the decision to make 31% cuts cannot be changed. Respondents also flag that other savings opportunities, including one outlining £40 million in savings proposed by Friends of Highgate Library Shepherds Hills, have been put forward to the council for consideration.

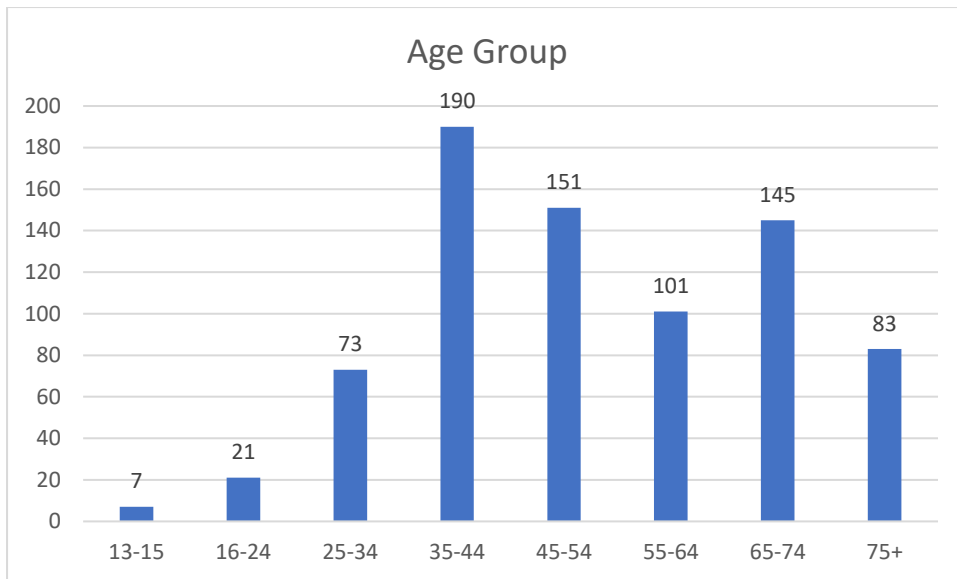
There is criticism of proposing implementation of cuts without a library strategy in place.

The reliability of the data in the Needs Assessment is flagged. There are also calls to analyse patterns of usage by activity groups, classes and meetings.

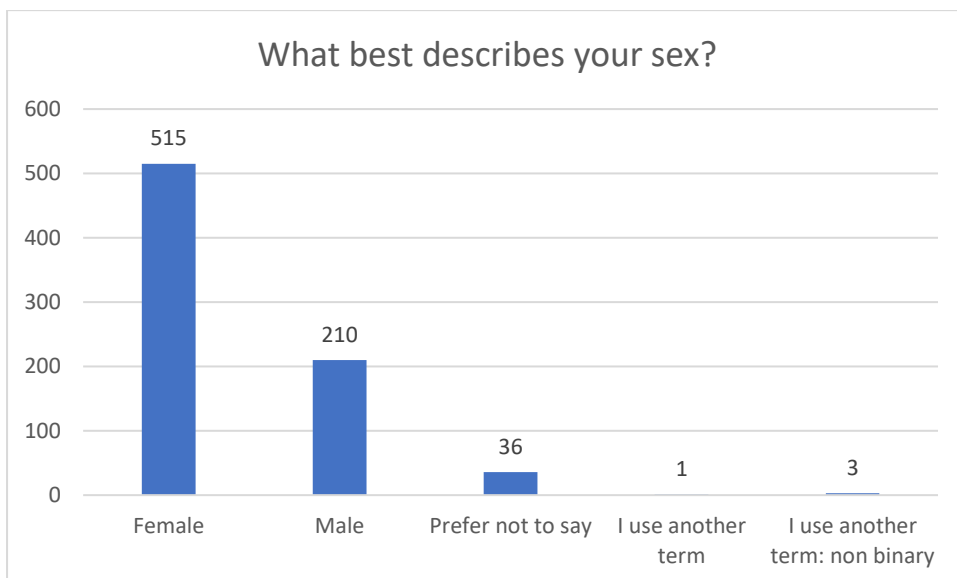
Potential adverse impacts on groups with particular protected characteristics are highlighted. . These are explored further in the updates to the Equality Impact Assessment in line with consultees responses.

[Online Respondents Demographic Data](#)

[Age](#)



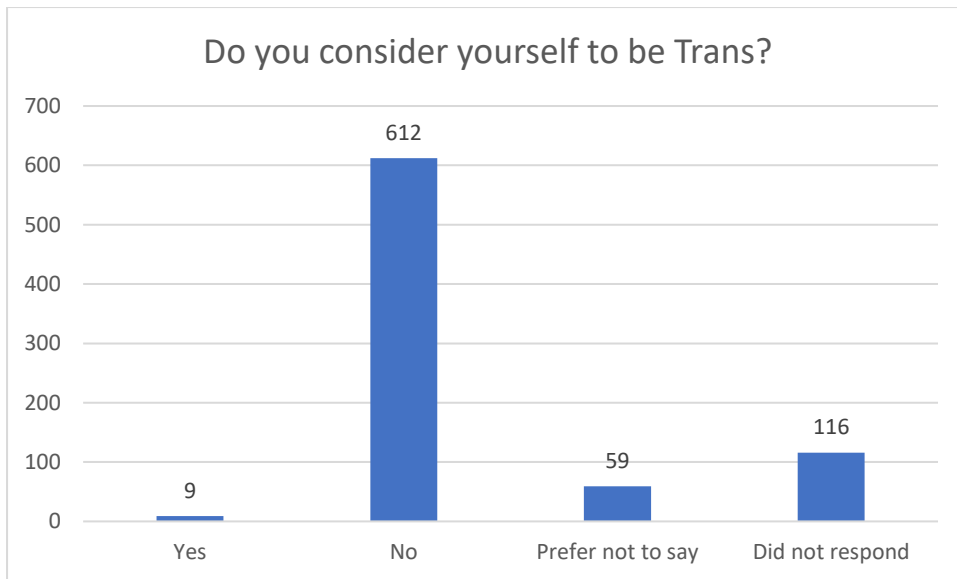
Sex



Trans

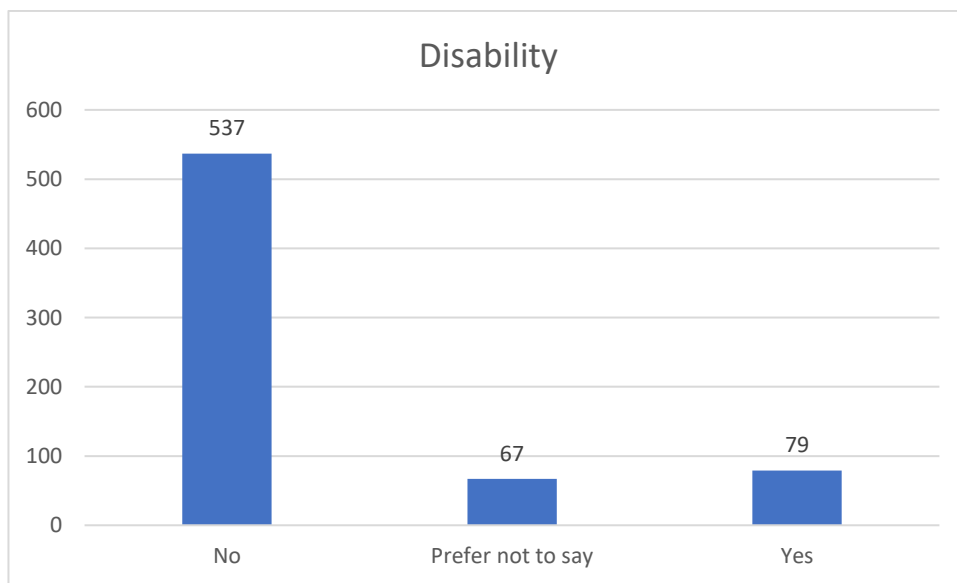
Trans is an umbrella term to describe people whose gender identity is not the same as, or does not sit comfortably with, the sex they were regarded to be at birth.

Do you consider yourself to be trans?

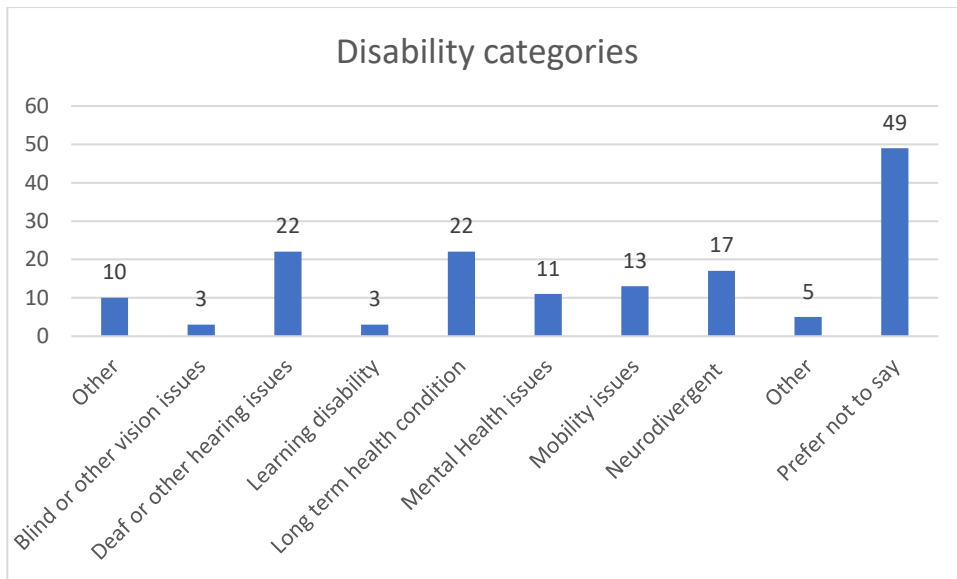


Disability

Are you disabled?

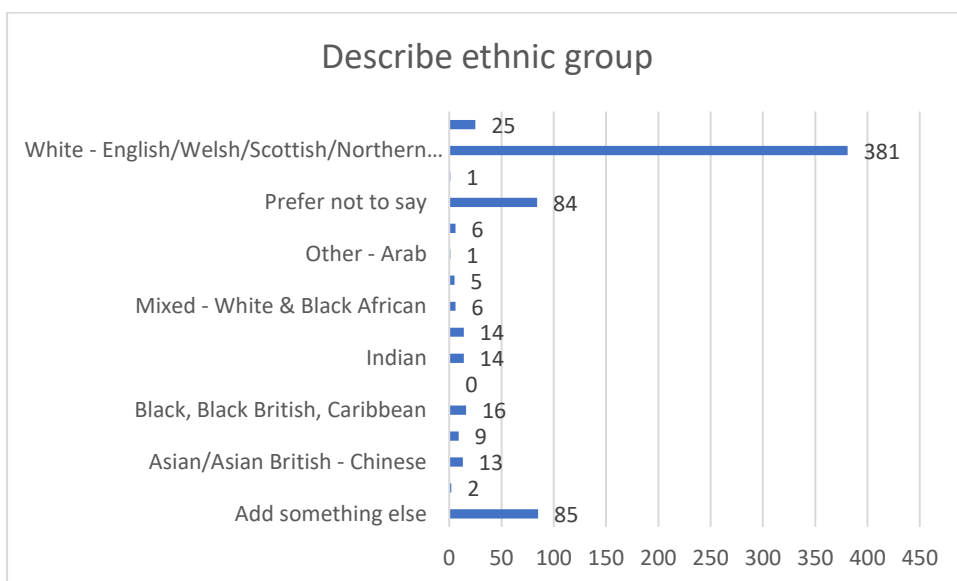


Please say which of the following apply to you.



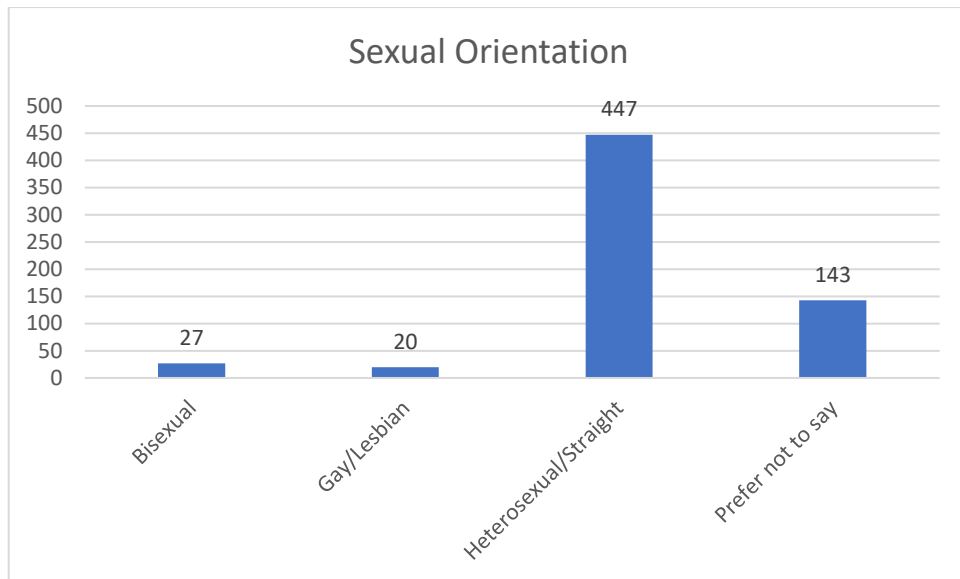
Ethnicity

Which option best describes your ethnic group?



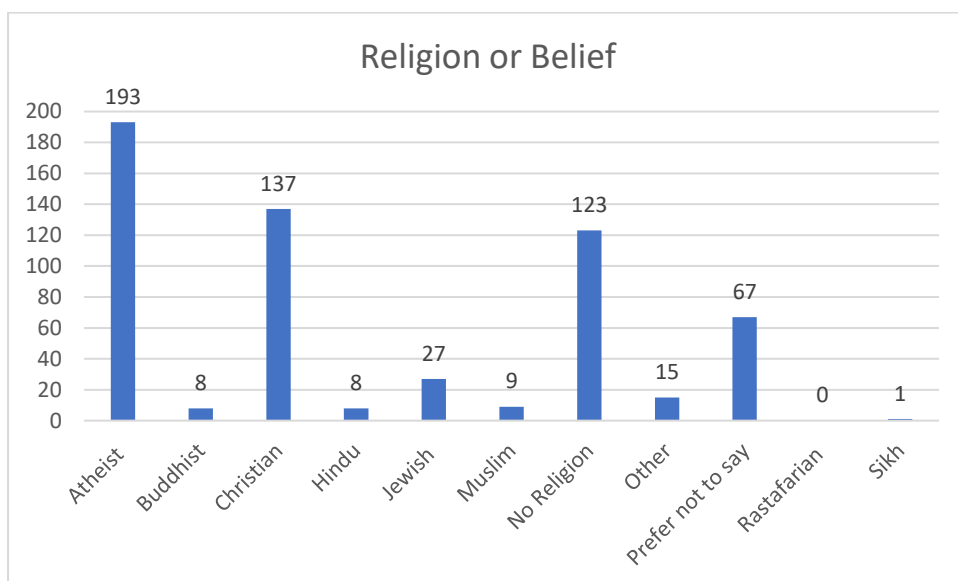
Sexual Orientation

Which of the following best describes your sexual orientation?



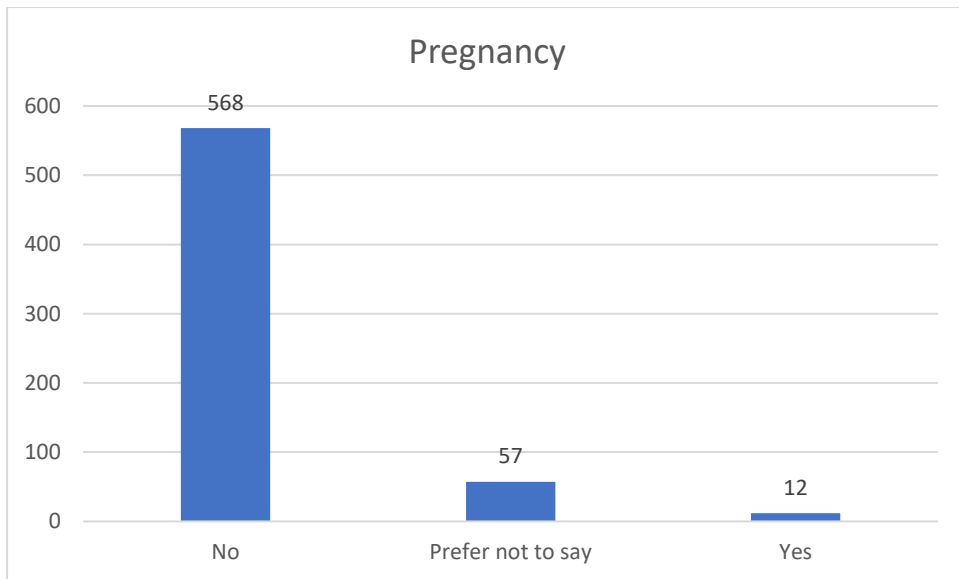
Religion or belief

How would you describe your religion or belief?

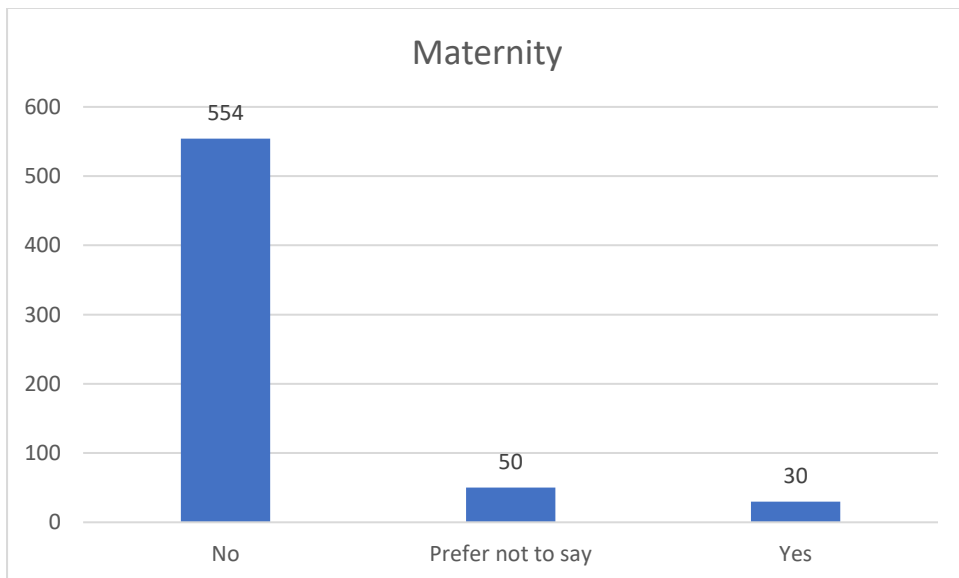


Pregnancy and Maternity

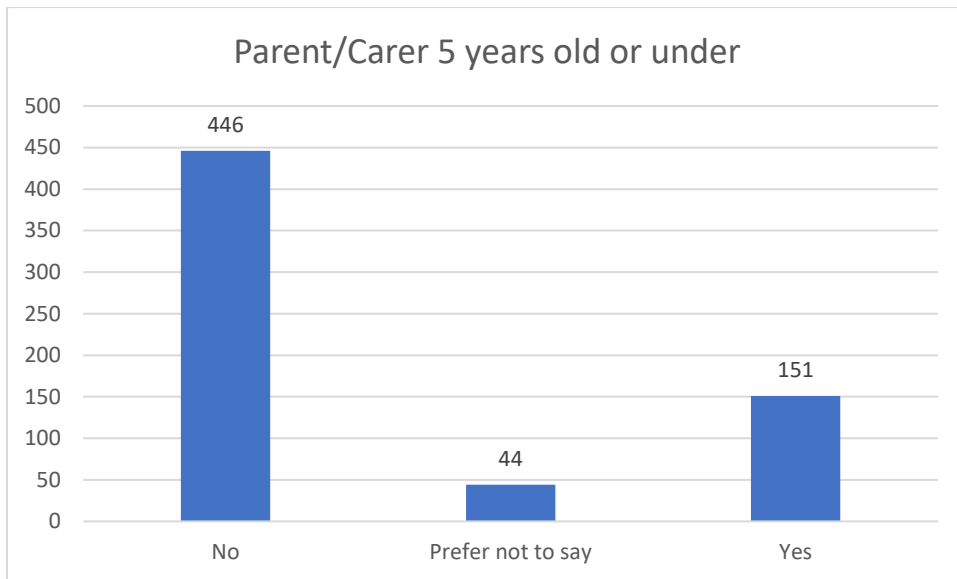
Are you pregnant?



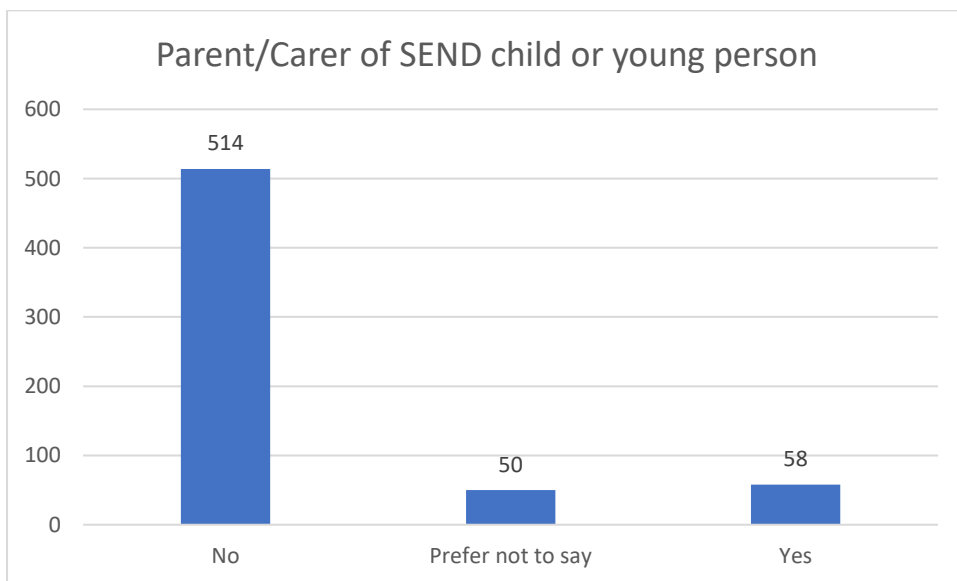
Have you had a baby in the last 12 months?



Parents and Carers of 5-year-olds or under

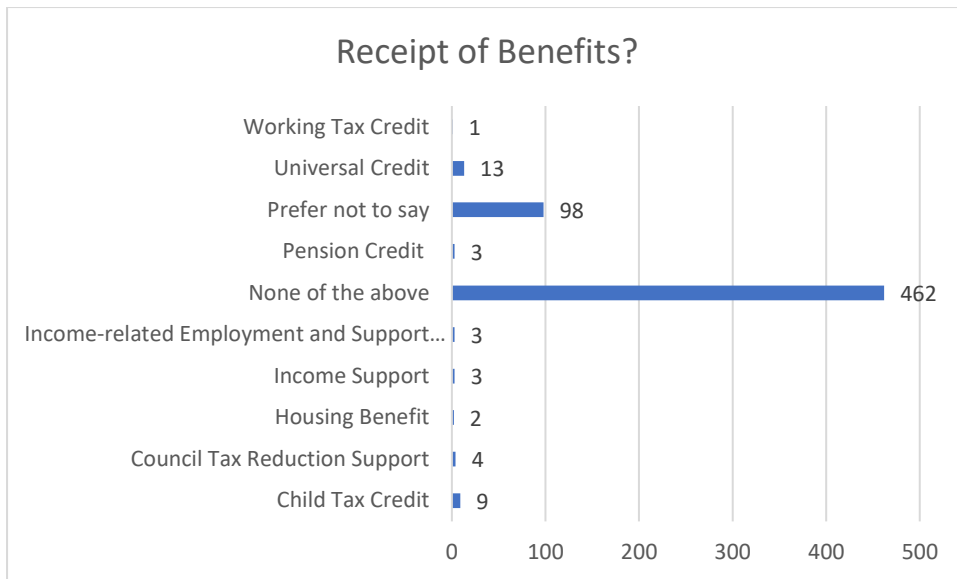


Are you a parent or carer of a SEND child or young person aged 0-25?



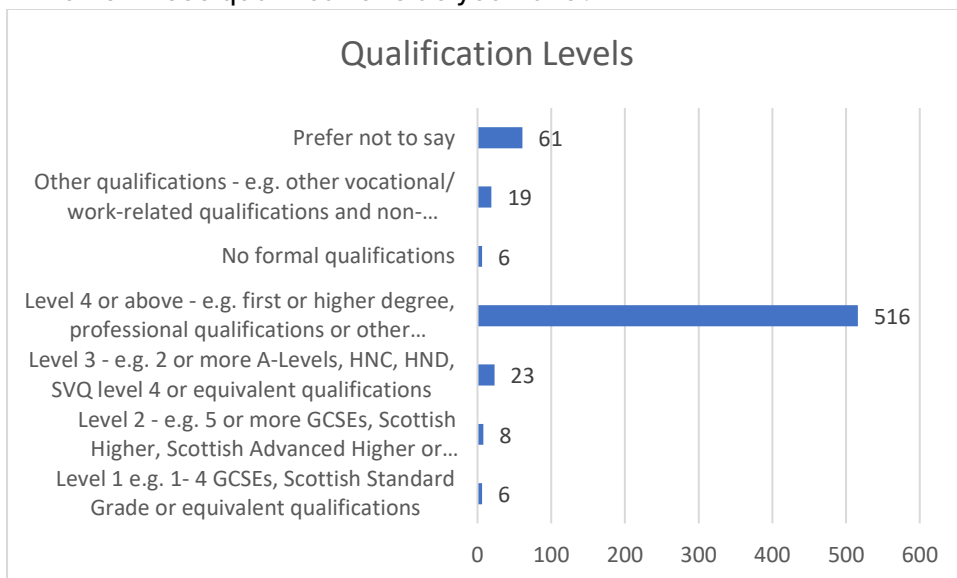
Socioeconomic status

Which benefits do you receive, if any?



Education

Which of these qualifications do you have?



Language

Please indicate preferred language

Language	Count	Percentage
English	544	90.7%
Spanish	10	1.7%
Other	8	1.3%
French	7	1.2%
Polish	4	0.7%
Portuguese	3	0.5%
Chinese	2	0.3%
Gujarati	2	0.3%
Hungarian	2	0.3%

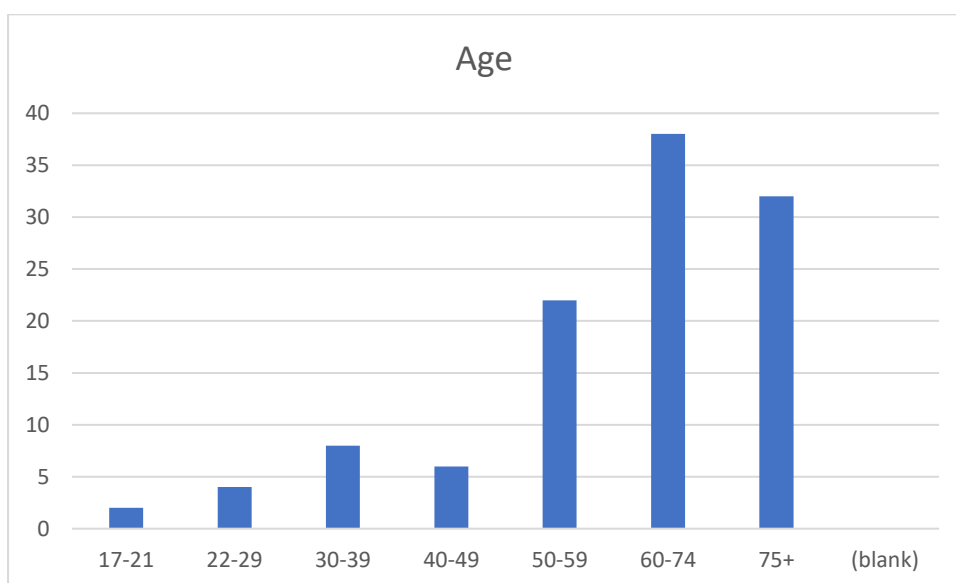
Italian	2	0.3%
Turkish	2	0.3%
Greek	1	0.2%
Lithuanian	1	0.2%
Romanian	1	0.2%
Somali	1	0.2%

Akan, Albanian, Arabic, BSL User, Bengali, Bulgarian, Filipino, German, Japanese, Kurdish, Persian/Farsi, Russian, Urdu and Yiddish were not selected by any respondent.

[Hard Copy Respondents Demographic Data](#)

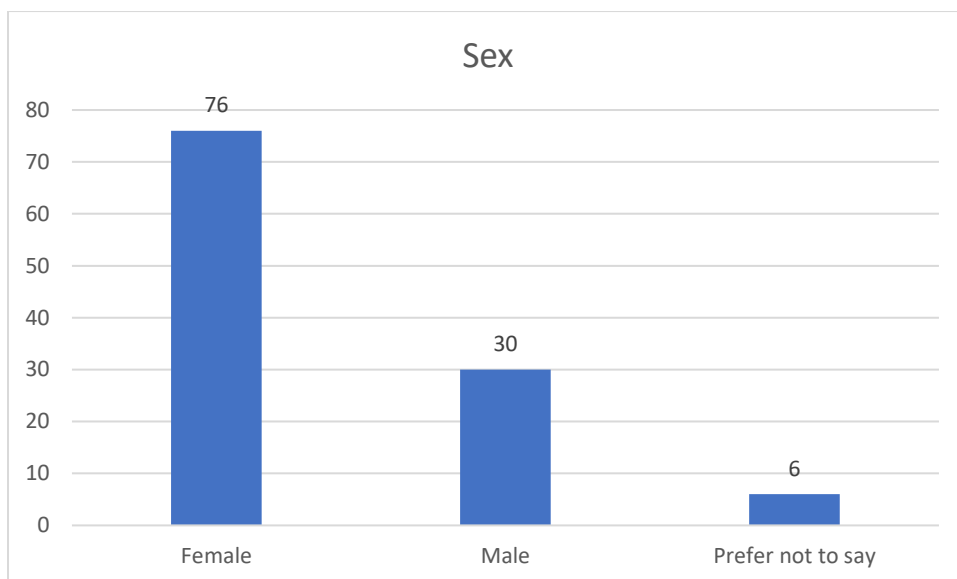
Age

Which age group applies to you?



Sex

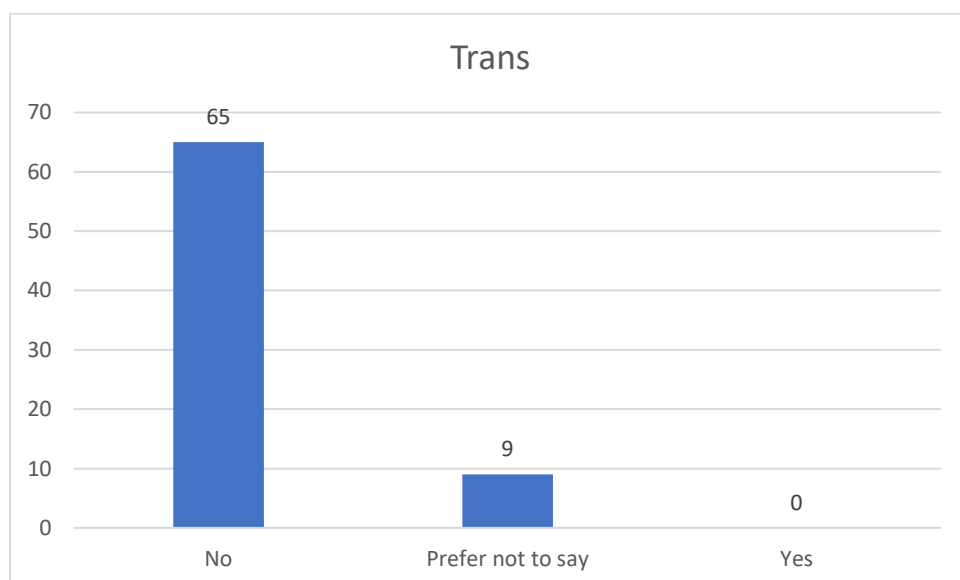
Please tick the box that best describes your sex



Trans

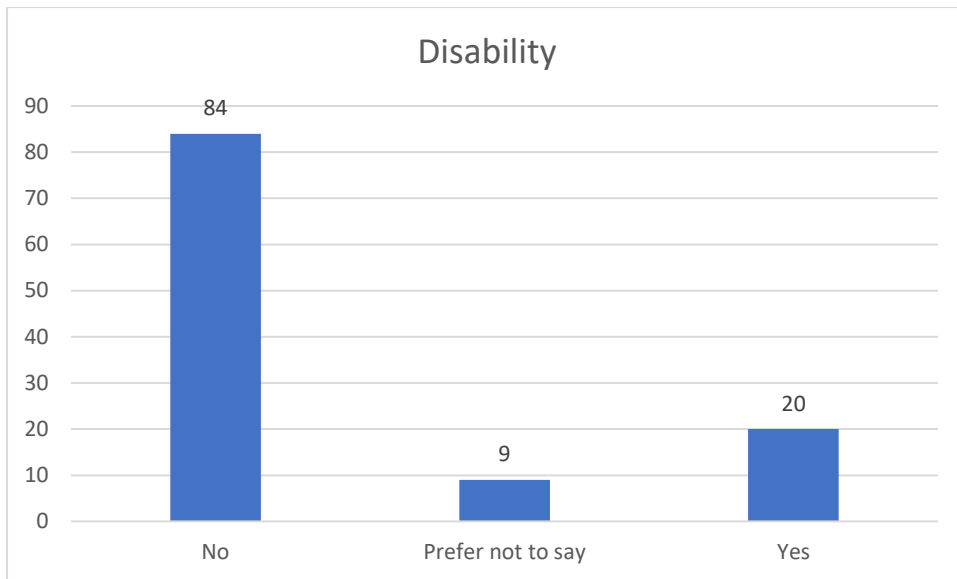
Trans is an umbrella term to describe people whose gender identity is not the same as, or does not sit comfortably with, the sex they were regarded to be at birth.

Do you consider yourself to be trans?

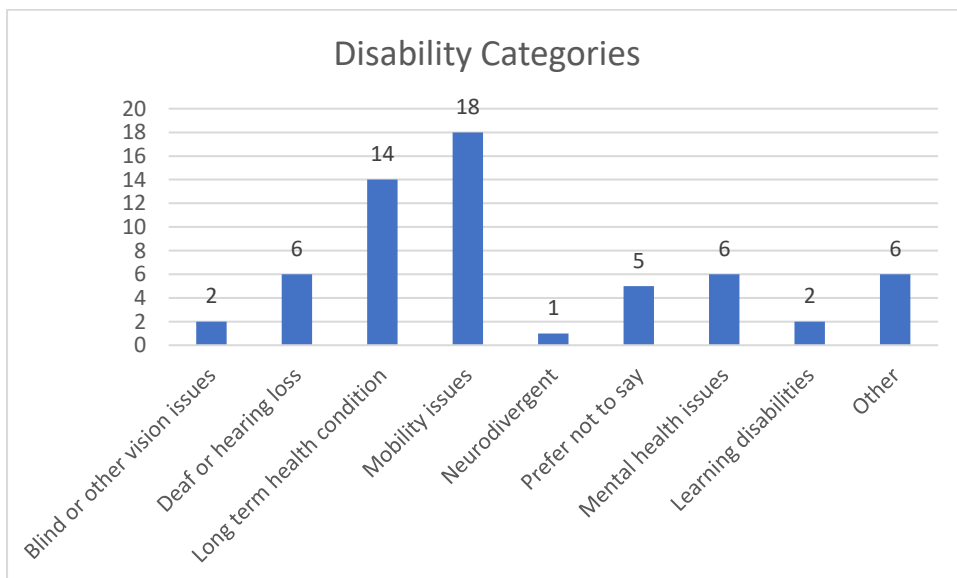


Disability

Are you disabled?



Please say which of the following applies to you.



Ethnicity

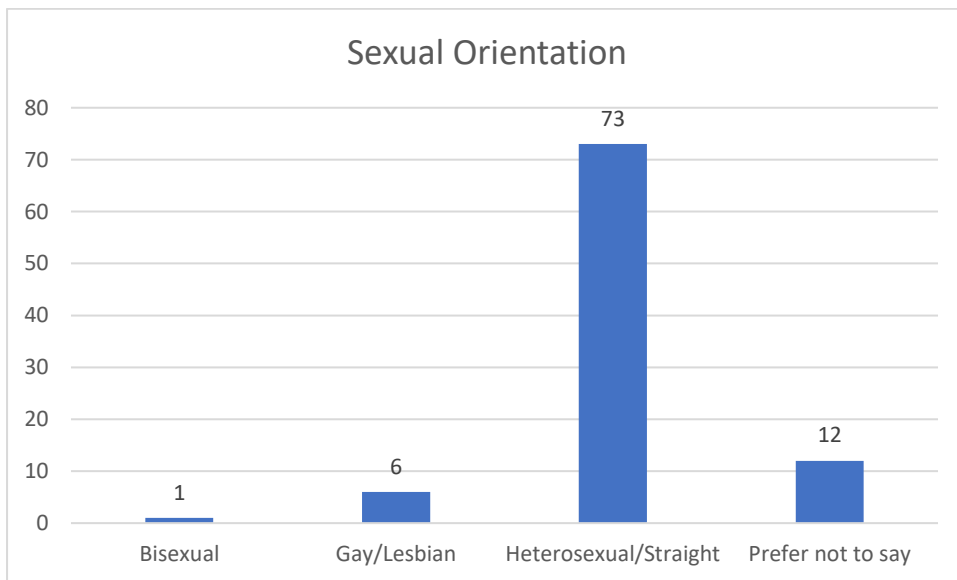
Which option best describes your ethnic group?

Other	21
Asian/Asian British - Bangladeshi	0
Asian/Asian British - Chinese	1
Black, Black British, African	10
Black, Black British, Caribbean	4
Gypsy or Irish Traveller	0
Indian	2
Mixed - White & Asian	2
Mixed - White & Black African	1
Mixed - White & Black Caribbean	4

Other - Arab	0
Other - Kurdish	1
Prefer not to say	8
Roma	0
White - English/Welsh/Scottish/Northern Irish/British	48
White - Irish	4

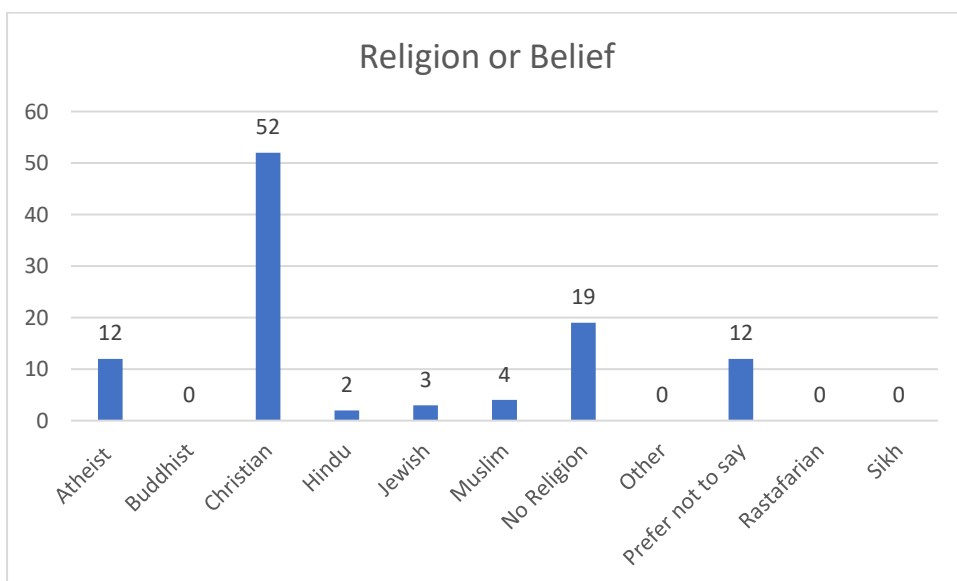
Sexual Orientation

Which of the following best describes your sexual orientation?



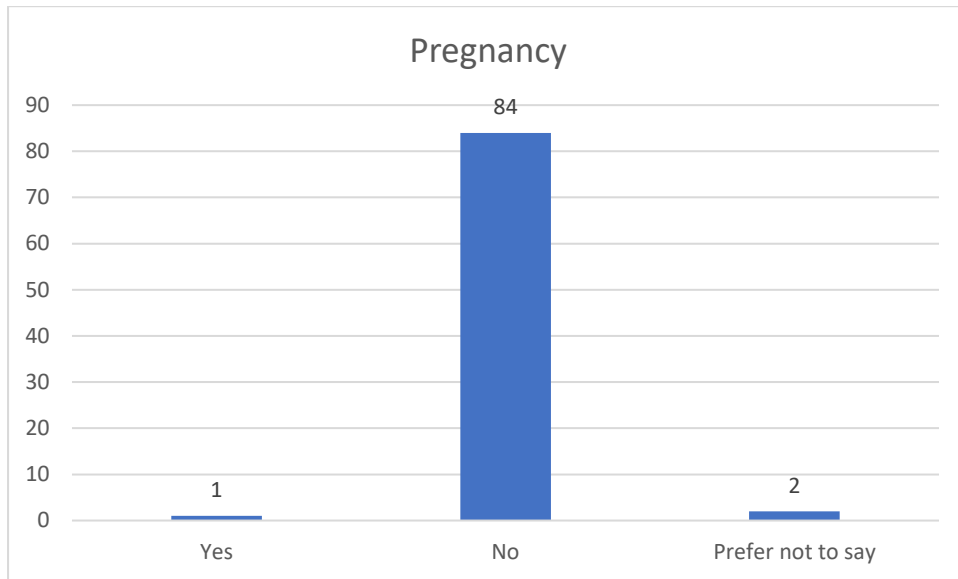
Religion or belief

How would you describe your religion or belief?

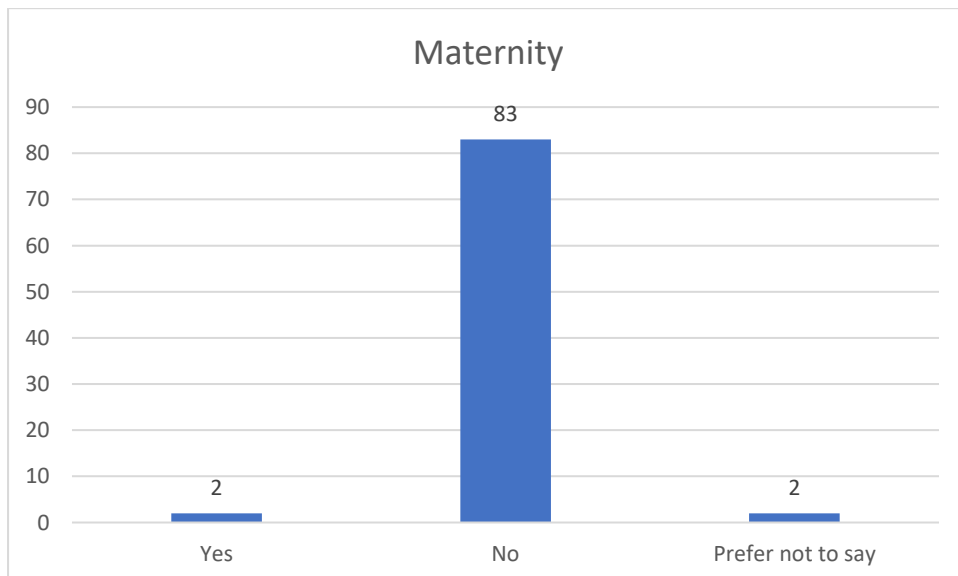


Pregnancy and Maternity

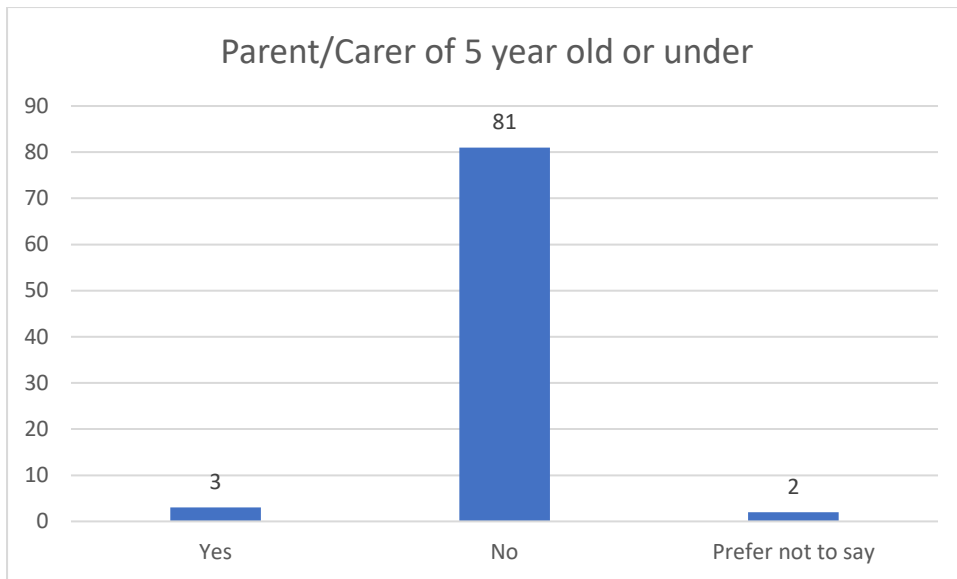
Are you pregnant?



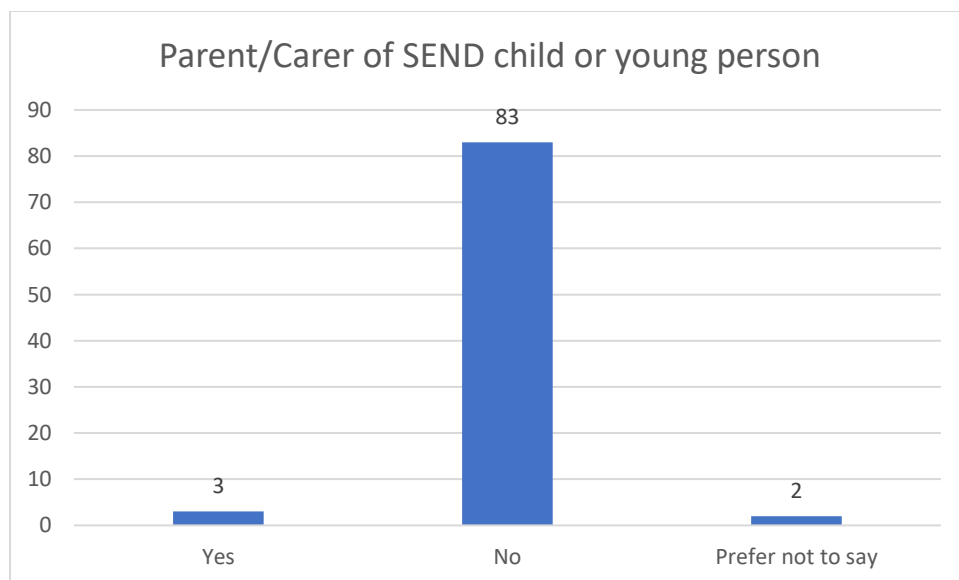
Have you had a baby in the last 12 months?



Are you a parent or carer of a 5-year old or under

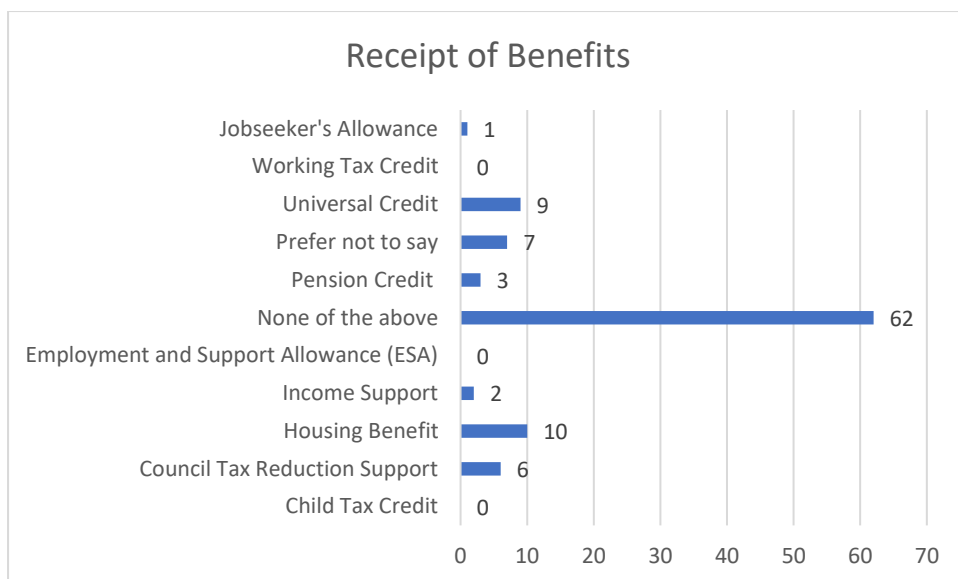


Are you a parent or carer of a SEND child or young person aged 0-25?



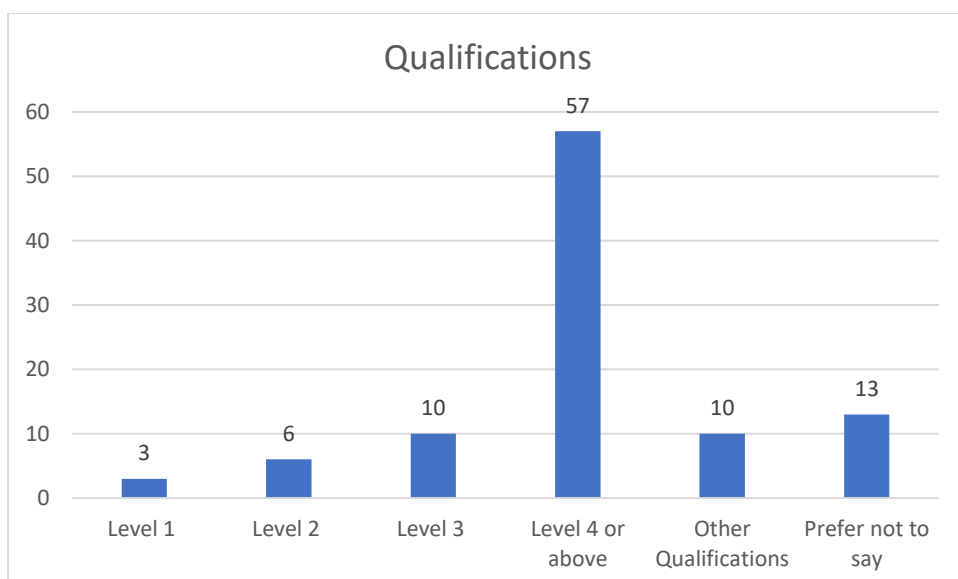
Socioeconomic status

Which benefits do you receive, if any?



Education

Which of these qualifications do you have?



Language

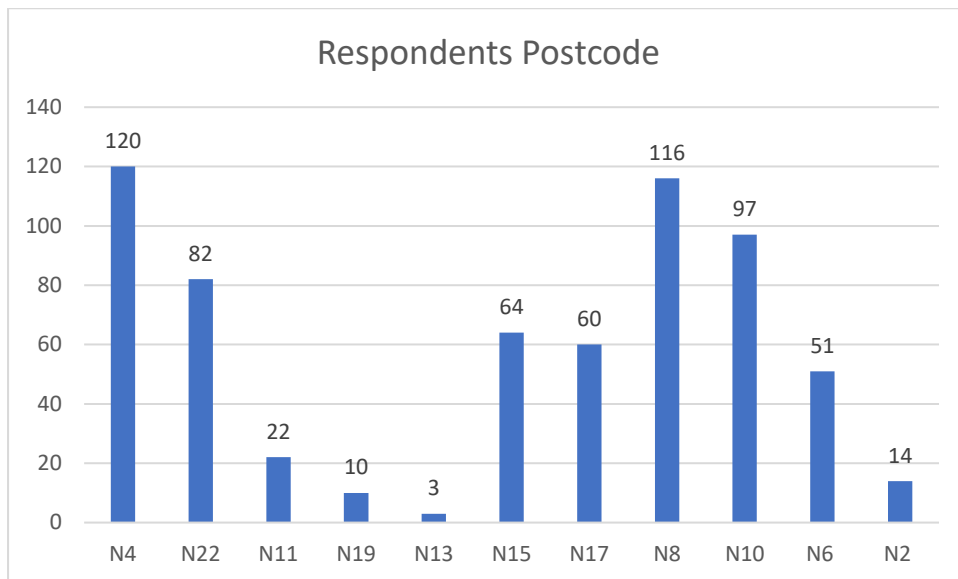
Please indicate preferred language

Language	Count	Percentage
English	87	92%
Italian	3	3%
Arabic	2	2%
Chinese	1	1%
Somali	1	1%
Kurdish	1	1%

No other language was indicated by hard copy respondents.

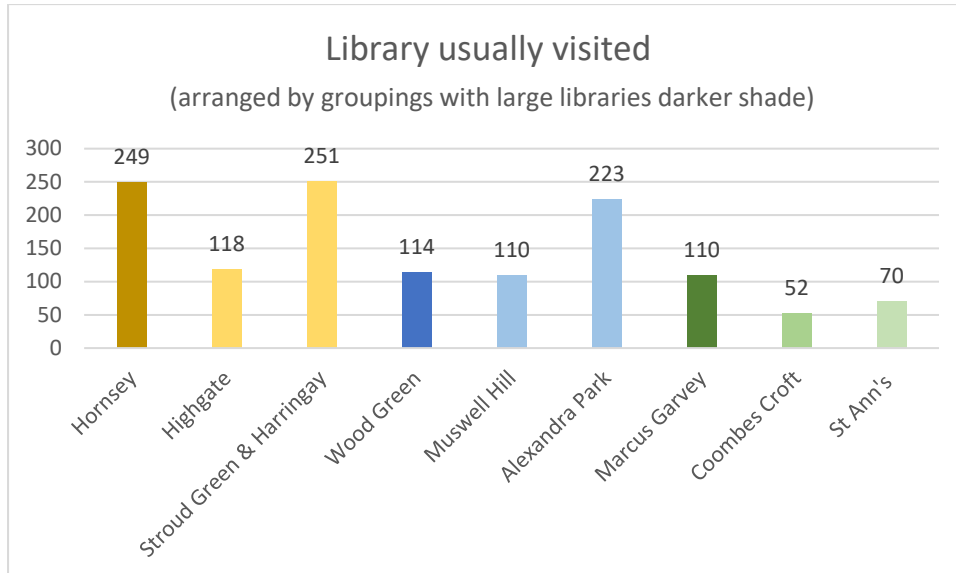
Postcode

Please provide the first part of your postcode

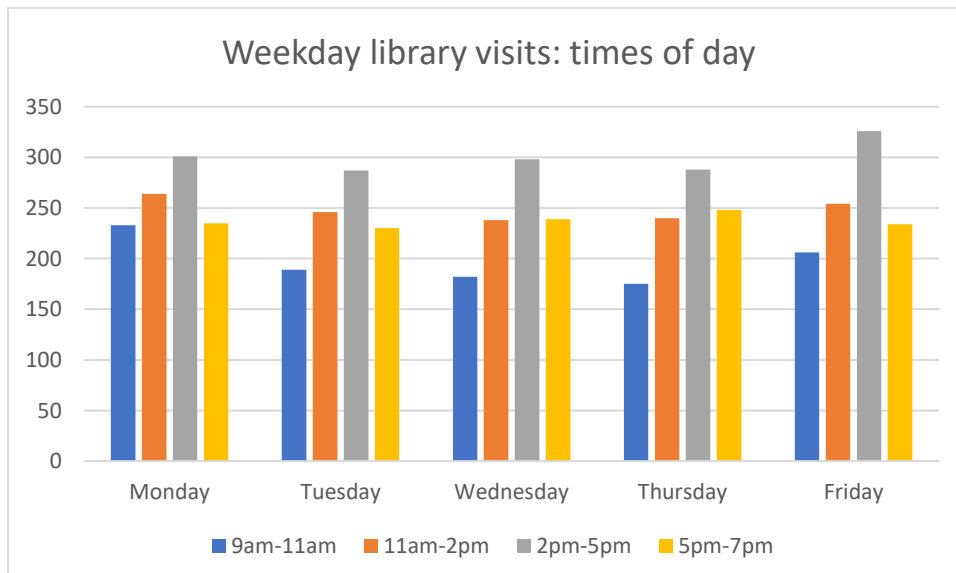


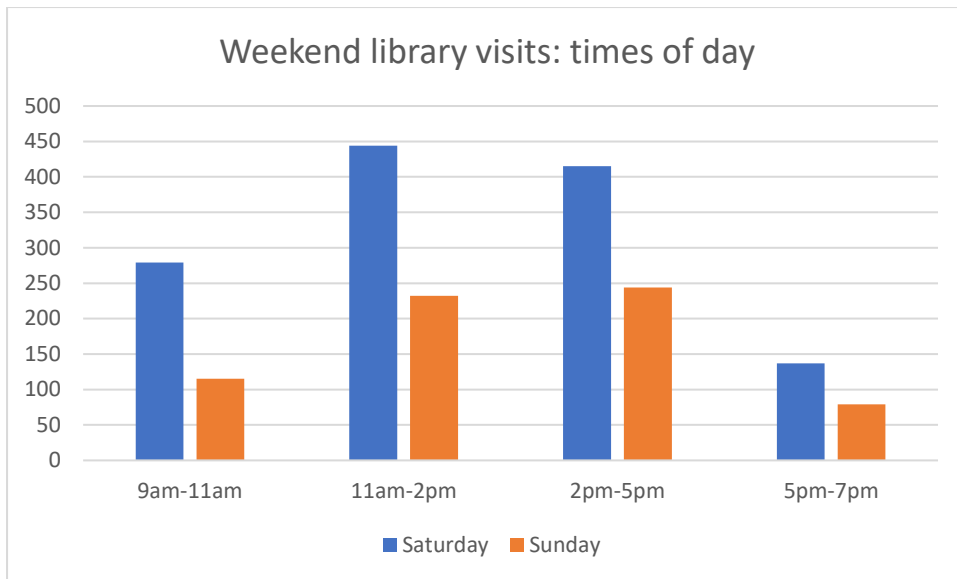
Detailed Findings for Current Usage

1. Which library do you usually visit?

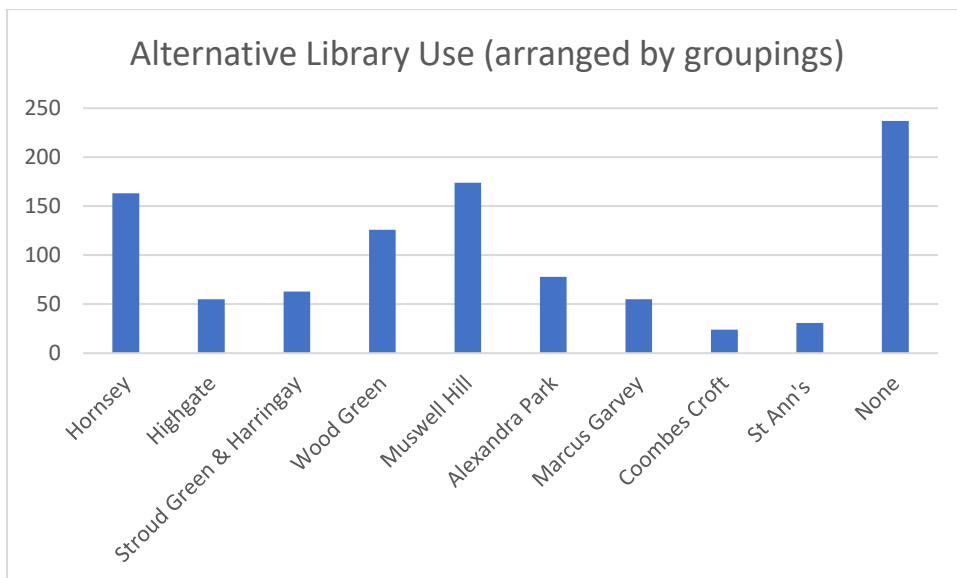


2. Which times of day do you visit your usual library? (Mon-Sun)

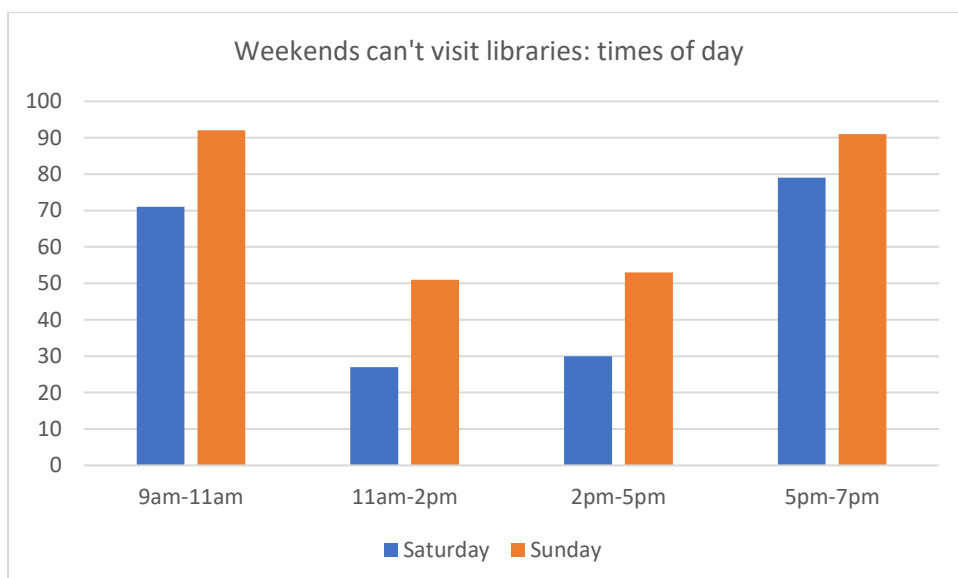
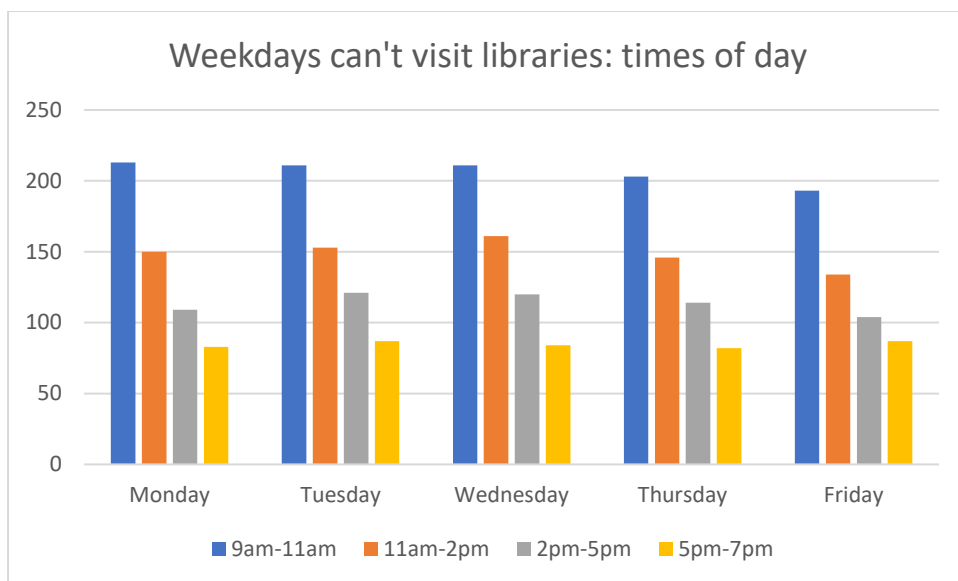




3. If your usual library was closed on a particular day, which library would you use instead?



4. Are there any times are you unable to use our libraries?



5. Which services do you use at the library?

Browse, search and/or request stock	484
Find space to study or work	208
Access newspapers and/or informative leaflets	159
Attend or host an event, group or class	156
Use the public computers, printing, scanning, photocopying	153
Use the free Wi-fi	129
Gain information and/or signposting advice	123
View exhibition	111
Access other Haringey service providers in the building, for example: Haringey Works, Haringey Learns, Customer Services, Connected Communities	51
Other	46
Add something else	41

Access bookable piano	38
Meeting room hire	35
Access other-party service providers in the building, for example: Wise Thoughts, HOPEC, Community Youth Music Service	23

6. Please include any extra information on the services you use

Please include any extra information on the services you use (*Base: all answering 190*)

Themes and topics	Number of consultees answering	% of consultees answering
Children's activities/reading	55	28.9%
Reading	25	13.1%
Borrowing of books/films/toys	21	11%
Studying/Homework	21	11%
Groups/Clubs/Classes	24	12.6%
Socialising	7	3.6%
Place of warmth/For respite	7	3.6%
Use Printer Wi-fi	5	2.6%
Seeking help from librarians	7	3.6%
Using the bathroom	5	2.6%
Other	36	18.9%

Respondents relayed a variety of reasons they use the library aside from the borrowing of books. Some respondents referred to using the library as a place to take their children to browse and read the collection of children's books as well as to taking part in activities. These activities included rhyme times, baby groups, stay and plays and family sing sessions.

A number of residents use their library as a venue to hold groups and clubs such as singing groups, book clubs, baby groups, reading groups, creative writing groups, health and wellness groups, crafting groups and coffee mornings.

Many respondents use the library as a safe and quiet place to study and attend classes such as bible class and Italian class

A number of residents also used libraries as a warm place to read, socialise, hold meetings and avoid loneliness and isolation.

Children's activities / reading (verbatim)

Access childrens' services / books

Attend children's activities and classes

Book club at St Anns, stay and plays, rhymes and ragas

Free children's activities/ story time

Get my autistic son to work in a quiet place

I frequently borrow books for my child: I could not afford to buy as many books as we borrow and it's so important for her development.

I go with my small grandchild. She loves it. It's an invaluable resource for getting young ones engaged with books instead of iPhones!!!

I see my friends at the library I take my toddler grandson to the library

It is the only indoor, free, educational quiet spaces for me and my toddler to visit on a Saturday and Sunday. If it was not open on both Saturdays and Sundays we wouldn't be able to visit.

It's great for my SEN kids. One of the few refuges that they both love and they love finding new books

Reading in a quiet and welcoming space, warm in winter and away from the street or a busy home. A welcoming space for my children to read books, colour sheets and socialise, where they feel welcome and at home and forget about any worries. This is their second home.

Selecting a wide range of books to read together, colouring in printed sheets, socialising with other children, doing home work, getting out books to read at home.

Spend time with children in a learning environment

The children's groups are glorious and it's a real joy to see how much my little one knows the library staff and loves interacting with them

The children's section and playspace, and all the brilliant events they put on, is really invaluable for us. I visit the library at least 3-4 times a week with my 3yr old daughter and it was a really comforting space to meet with other mums throughout maternity leave and still continues to be. I also hugely value the kindness, warmth and expertise of the library staff.

This is a busy little library, my visits are random but every time I go there are students/ school children using the computers and facilities. The Pandemic highlighted the scarcity of IT available for large numbers of people and how that impacted on learning. I would like to think that Haringey Council is aware of the poverty in our Borough and ensure availability for all every day.

We have accessed the rhyme time almost every week for the last year on Mondays and Fridays. It's wonderful. There is very little on offer locally that is free and so welcoming and perfectly aimed at babies and toddlers. It's used by a wide range of people with differing levels of English and provided a valuable socialising hub for parents and babies.

Welcoming warm space in cold weather, socialising, opportunity and help with knitting, use of WC, Very important for my daughter when studying, for her GCSEs, A Levels, degrees and masters that she had all day/evening access to study

Groups and Clubs (verbatim)

Attend a reading group.

Baby group

Bible study group

Coffee morning, community meetings, Italian class and crafting group

community coffe morning, meeting friends, concerts, advice on current things happening in the area

concerts, music demonstrations

craft class on Monday at Coombes Croft

Exercise classes book club

Family sing sessions

Having a comfortable place to do my knitting and using books to self-teach crochet. I'm really looking forward to having the full use of Hornsey Library.

I am part of a group of mothers that work part time from home. We frequently use the library to meet and co-work together, which increases productivity and reduces social isolation.

I attend a coffee morning organised by the library supporters group.

i attend the knits crochet group on a monday afternoon

I co-host a Shared Reading group at Stroud Green and Haringey Library Tuesdays 2.30pm to 4.00pm. I took over as a volunteer from Read and Connect who I understand work in partnership with Haringey Council/ Haringey Libraries and I believe my training with The Reader, a national charity who Haringey Council/Haringey Libraries are working in partnership with, was paid for by Haringey. In this consultation I have found no reference to this work and I wonder if the organisations in such partnerships are also being consulted. As a volunteer I am not involved in partnership agreements, etc but I can say that the Shared Reading group at Stroud Green Library forms an important part of its participants well-being and informal support network.

I have attended author events, and craft groups, my children have enjoyed the summer reading challenges (I have lived close to Stroud Green library for over 40years), and I have enjoyed the friendly greeting of the librarians. My fear is that with reduced footfall that will come with reduced opening hours the next thing will be closure of the library. It should be open every day even if hours are reduced

I organise and teach on the the monthly Saturday Highgate Creative Writing Group.

Interesting talks and events

Singing group

The music sessions are invaluable.

Borrowing books/Reading (verbatim)

A lot parents cannot buy certain books and some books are very expensive.

Access childrens' services / books

Access to computers is very important. However, first and foremost libraries are about books and being able to access classics and latest publications is vital

Asking info about books I can borrow. Interacting with staff and clients very useful.

Being able to order books from other libraries (including out of borough) is extremely useful

Books, reading, learning, chatting, excellent resources.

Borrow books!

Borrow books/talking books

Borrowing books for my 10 year old

Check out and return books

I also use Libby which is an App linked to Libraries through which you can borrow e-books and audio books which is a good service I'm glad the library is partnered with.

I borrow foreign films

I frequently borrow books for my child: I could not afford to buy as many books as we borrow and it's so important for her development.

I just go to borrow and/or return library books

Invaluable service to borrow books regularly

we used to borrow games and toys from Marcus Garvey and were very distressed when this service was removed

Studying / Homework (verbatim)

As well as studying, my son uses the library as a safe space to wait at for one of us to collect him on our way home from work.

Community hub and meet up and safe warm space to study

I am working 9am to 5pm weekdays sometimes I come during lunch. I love the quiet reading rooms to study and read. I also mainly use the library for its information sources (i.e. books) and to gain information on community events

I have learned the basics of Italian, giving me very great pleasure

I have use of haringey libraries from my GCSE year in 2016, to completing my masters now in 2025. The space the library provided for studying is a big reason for my academic success

I use it to do my homework and study

I use it to do my homework and study

Library at St Ann's v popular in after school hours. I also work here when children are being cared for at home and I need to work.

Meeting room for group study

My children love to do the colouring in there, and use it as a space to do their homework sometimes too

My teenage son uses Marcus Garvey Library to study after 4 or at weekend (afternoons) for his A levels

quiet study/reading/play time with the children (3 and 6 yo)

The library is vital in helping me study in the evening. Please keep open every day, and until 7.00pm

This is safe Soave for me and others to use and enquire about community info and a space for reading and working. The staff give invaluable insight into helping with info regarding books and data etc for studies

To be educated, linked to whatever project I am involved with at that time.

to book read/launch; poetry/book study group

Use it for tutoring

used Highgate for study space for son (Sen) to manage his return to education with an NHS tutor. Staff responses inappropriate and rude to nhs staff. In the end used South Friern (Barnet Colney Hatch lane) where staff helpful and rooms modern. Alexandra Park was closed at time. Muswell Hill was too small.

We use it got bible study meeting

Welcoming warm space in cold weather, socialising, opportunity and help with knitting, use of WC, Very important for my daughter when studying, for her GCSEs, A Levels, degrees and masters that she had all day/evening access to study

Socialising (verbatim)

As i am retired, it is a place to socialise and have conversations

I find it good for my mental health to focus at the library I will be lost without it.

Important space to meet people, make new friends and come in from the cold during the solitary winter months.

Meet friends and discuss books together and choose different books for our reading

Social support

Socialising, Attending meetings, organising events, using the toilets, enjoying reading in the gardens

Socialising, Relaxing, Listening to talks and events

Seeking help from a librarian (verbatim)

Asking info about books I can borrow. Interacting with staff and clients very useful.

Getting help from home library services from excellent and very helpful staffs

I like to speak to a member of staff, either by phone or in person rather than the complexity of trying to reserve a book online.

I like when there is plenty of staff

I sometimes request and get help from the library staff

Place of warmth / respite (verbatim)

library is heated

Place that is warm and comfortable

Reassuring that there is a safe, warm place to go when problems at home, or waiting for someone

Respite space

Using the bathroom (verbatim)

Lavatory! This is very useful if the cafe has been used beforehand.

*Safe place to sit and meet friends and use the toilet if out and about with my children
toilet*

Toilet. There are no public toilets anywhere nearby

Toilets and free space to spend time browsing

Use of PC/Printer/Wifi (verbatim)

I cannot afford to be online at home and need to use the library for internet access. I read the papers and attend film screenings.

I use St Anne's library as part of my local community. It's extremely convenient. I don't have a printer and regularly use the printer/scanner as well as desktops.

NHS info/training

NHS Training on Computer

PCs only - use others when run out of time in Haringey eg Barnet, Waltham Forest, Islington etc

Other (verbatim)

Collecting food waste bags

Free sanitary products

Gardening once a month on a Saturday

Have exhibited artwork

having access to free books in a safe space should be protected. I'd happily pay for some of the additional access to protect this and free access for those who most need it. There used to be a charge for reserving books & now it's free. that must come at a significant cost. does the free access to audio & digital books represent good value for money?

I know this is a "nice to have" but even for non-users, a functioning library in a community is at the very least a symbol of civil society.

I would like to have more reference material available on the shelves. More non-fiction please. Good standard text. Too much pulp.

I'm completing this survey from the point of view of a councillor

In a society where the gap between rich and poor is increasing, libraries are a crucial way to levelling up. It would be cultural vandalism and an anti-equality strategy to reduce the library's opening hours.

My use is not so programmed that I can say exact times on exact days as required here. Britain without libraries is unthinkable. It covers so many public needs.

recycling and contact with other library users

Recycling facilities, compostable bags etc

The current opening hours are hopeless for those who work during the working week

The libraries need to be open all day.

This consultation doesn't take into account people who use more than one library throughout the week.

This is a survey that seeks to arrive at the answer desired by Haringey Council. It is a sham.

to check what lesson i have if i forget my time table

Why don't you let the local community raise the funds to keep the library operational?

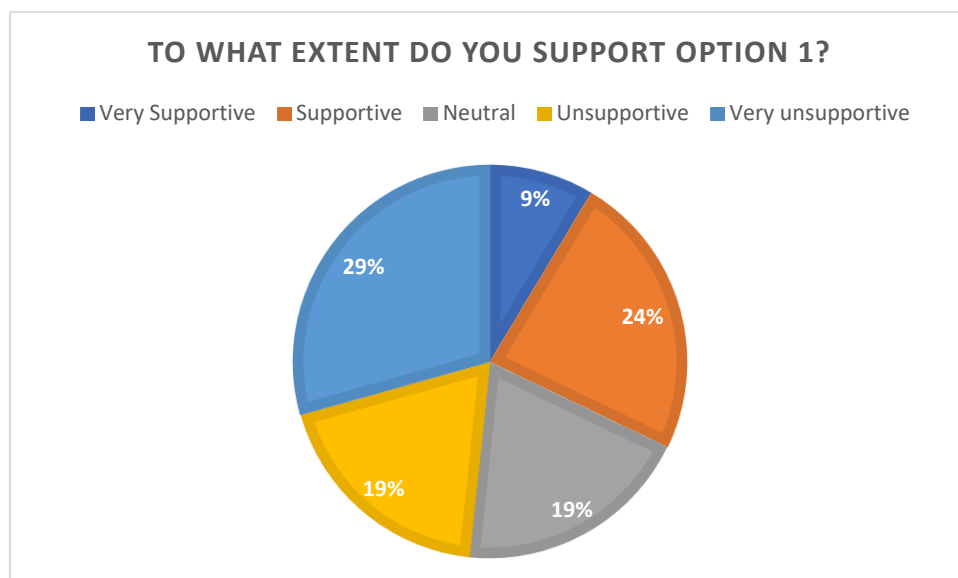
Wood Green Library is very underresourced. Its noisy as lots of community groups use it during library hours. Its cold and not cosy for adults. Since it has become a walk through area for customer services ..its not very welcoming for adults who wish to browse. Its the worst facility in Haringey despite being s very populated Area and the main centre in Haringey. area.

You room hire stops at 4pm, the online booking should be improved. You could generate funding if the room hire was available later

Feedback on the Proposed Options to Vary Library Hours

Option 1

6a. To what extent do you support Option 1?



Extent of Support/Lack of	Responses	Percentage
Very Supportive	62	9%
Supportive	170	24%
Neutral	141	20%
Unsupportive	137	19%
Very unsupportive	212	29%
Totals	722	100%

6b. What advantages do you see in Option 1?

Respondents supporting Option 1 cited the fairness of the approach in reducing hours equally across all libraries in the borough.

Some respondents noted there would always be a library available in the borough. Keeping Wood Green open on a Sunday was viewed as positive in certain responses stating they considered it to be accessible and well-connected via public transport. Others pointed out that there would be travel implications for some, including costs, if the closest library was closed.

A few respondents supporting Option 1 highlighted the value of the consistency of opening hours across all libraries, the ease of remembering the timetable, and being closest to current model.

Over a quarter of respondents used the advantages question to point out that there were no advantages in Option 1 from their perspective. These are examined in more detail in the disadvantages of Option 1 section that follows.

What advantages do you see in Option 1? (*Base: all answering 487*)

Themes and topics	Number of consultees answering	% of consultees answering
Theme: Timetable	149	30.6
Lunchtime closures	8	1.6%
Sunday hours	56	11.5%
Wood Green open on Sundays	33	6.8%
Access to main / large libraries	37	7.6%
Access to branch / smaller libraries	15	3%
Always a library open	8	1.6%
Consistency/memorability of opening hours	23	4.7%
None / no advantages / nothing	131	26.9%
Theme: Travel	5	1%
Theme: Fairness	85	17.5%
Theme: Cost Savings	21	4.3%

Theme: Timetable (verbatim)

Lunchtime closures

The libraries should favor opening until 7PM and cut more time during e.g. lunch time, from 12:30 to 14:30.

It's the closest to the existing arrangements and closing for lunch is a less painful option than other cuts.

It seems sensible to close the smaller libraries over lunchtime.

Sunday hours (verbatim)

I think it is a massive plus to have Wood Green open on a Sunday & most points of Haringey have a bus or tube link there.

I prefer option 1 to option 2 because Highgate library is open for more hours during the week don't really use the library on Sundays so don't really support it being open on Sundays as in Option 2

I don't when use the library on a Sunday

I didn't actually realise any of the libraries were open on Sundays on, to me having only Wood Green is a good option. It's fairly accessible to anyone across the borough Homsey Library open at reasonable hours plus able to use Wood Green Library on a Sunday if necessary

Having Wood Green library open on Sundays is massively important to me as a resident as it is the easiest library to travel to by public transport within the borough

Good that Wood Green main library is open on Sundays as I often access it then and it's easy to get to and central.

Big hub available for Sunday

Fair and open access across the borough and one big library open on Sundays

Equality of access across the borough Sunday opening of large library

Ensures a library is always open Monday to Saturday, within reasonable travelling distance. Wood Green as the central hub on Sunday's would work as it so central

Branches open on Sundays

Better for staff to only be at 1 library on a Sunday

Being able to reach either Alexandra Park or Muswell Hill branches apart from Sunday sounds reasonable to me.

Balanced offer across the Borough and Sunday opening retained at Wood Green. This does still give the majority of people the best access to a library for more of the time I think.

Always a lib open and on Sunday

Advantages for Wood Green open on Sunday

Advantages are the libraries are open 6 days a week (although an hour less opening and closing) leaving Wood Green open on Sundays which have full facilities for all

A main library (eg Wood Green, which I visit) remains open on a Sunday, Libraries should prioritise remaining open on a Sunday as that is when families and people who work during the weekday can visit

Wood Green open on Sundays

I think few people need the Sunday opening option and it is quite easy to get to Wood Green if anyone really needs to Sunday opening in Wood Green

Provision of service at Wood Green including Sunday afternoon study space otherwise very little

Option 1 delivers the savings. From my point of view I barely lose service as my nearest library is Wood Green, also appreciate that the other main libraries are closer to Skene to Marney and Stary

Open/days a week in Wood Green

More consistent hours and it makes more sense for Wood Green to be open on a Sunday

Library is open until a decent time regularly and is open on sat. Wood Green is pretty easy for people to get to if sun service was needed It caters more evenly to most users. Wood Green is only library that needs to be open on Sundays

I think there's a real positive that Wood Green library is open on a Sunday in this options for local people, in a disadvantaged part of the borough this is important, Without the calls and understanding of the local area

I think it is a massive plus to have Wood Green open on a Sunday & most points of Haringey have a bus or tube link Users I didn't actually realise any of the libraries were open on Sundays so, to me having only Wood Green is good options fairly accessible to anyone across the entire borough

I am sure it will be advantageous for some, but it would be a disaster for me and my family. I presume it would be advantageous for users of Wood Green library, where I would never go

Hornsey Library open at reasonable hours plus able to use Wood Green Library on a Sunday if necessary Having Wood Green library open on Sundays is massively important to me as a resident as it is the easiest library to travel to by public transport within the borough

Balanced offer across the Borough and Sunday opening retained at Wood Green. This does still give the majority of people the best access to a library for most of the time I think

Advantages for Wood Green open on Sunday

Advantages are the libraries are open 6 days a week although an hour less opening and dosing) leaving Wood Green open on Sundays which have full facilities for all

A pity wood green library opening hours are limited Access to books is very important.

A main library (eg Wood Green, which I visit remains open on a Sunday. Libraries should prioritise remaining open on a Sunday as that is when families and people who work during the weekday can visit

Mains and large libraries (verbatim)

Slightly more opening hours for my branch than option 2 one main library open on a Sunday (no need for all 3 to be open)

Our library remains open on Saturday

Option 1 delivers the savings. From my point of view i barely lose service as my nearest library is Wood Green also appreciate that the other main libraries remain open

Muswell Hill hours remain the same in both options

Maintains access at my local library.

Maintaining at least one large library opening but no libraries should be closed.

Main library open on Sundays where most people can get to

Main libraries open longer

It shares available opening hours equally between the large or main libraries and the branch libraries. One main library is open on Sundays, it delivers all of the cost saving

Good that Wood Green main library is open on Sundays as I often access it then and it's easy to get to and central broadly supportive as it seems to give an even spread of maintaining as much opening time as possible across all the libraries

Allows for all libraries to remain open

All libraries remain open to some extent

A main library (e.g. Wood Green, which I visit) remains open on a Sunday. Libraries should prioritise remaining open on a Sunday as that is when families and people who work during the weekday can visit.

The large library times aren't effected too much as in the morning (Sam) most young people are a school Having wood green ap

One large library would be open on Sunday

Maintaining at least one large library opening but no libraries should be closed.

Longer hours at large Libraries

Large library is open on Sundays. Opening hours are balanced across libraries from Mondays to Saturdays

Large branches open on Sundays.

It shares available opening hours equally between the large or main libraries and the branch libraries. One main library is open on Sundays. Ideally there would be no change to opening hours, however if it has to be done the advantage in this option is the equal distribution of hours with one large library open on a Sunday

Having large libraries open on Sundays.

Equality of access across the borough Sunday opening of large library

Branch and smaller libraries

It seems sensible to close the smaller libraries over lunchtime.

We can always gain access to one of our two branch libraries

There are no advantages in reducing opening hours across all our libraries. At least this option preserves a proper pattern of opening for branch libraries. The large library times aren't effected too much as in the morning (9am) most young people are at school. Having Wood Green open on Sundays still allows for a big space to be used by the most amount of people. Slightly more opening hours for my branch than option 2. One main library open on a Sunday (no need for all 3 to be)

Large branches open on Sundays

Keeps some libraries open vs dosing branches

Keeping more branch libraries open more of the time. I don't have a car and realistically cannot travel much further than my branch library especially when accompanied by my children, who also use the library

It shares available opening hours equally between the large or main libraries and the branch libraries. One main library is open on Sundays, it delivers all of the cost savings, but Option 2 also does so. It gives access to people who are unable to access the services during working days. This covers all demographics. At least one library is open at the weekends enabling those who can't get to the library over the week. I think there's a real positive that Wood Green library is open on a Sunday in this option. For local people, in a disadvantaged part of the borough this is important, Without the footfall numbers and an understanding

Equal branch hours.

Branches open on Sundays

Being able to reach either Alexandra Park or Muswell Hill branches apart from Sunday sounds reasonable to me.

Consistency and memorability

Opening times and days are reasonably clear and easy to remember.

The opening times are easier to remember and offer good access across the week.

Opening times are easy to remember and offer a good variety of options across the week

Much easier to remember when you can/cannot visit.

Consistency and easier to remember opening hours.

Want more consistent opening hours for Stroud Green

The opening hours seem more consistent and balanced across the borough

My feedback is the way this information is presented feels like it is meant to be deliberately confusing to those who will be impacted by it, I think that all libraries should be open consistently throughout the week

More libraries open on Sundays, clearer which library is open when clearer consistent

More consistent hours and it makes more sense for Wood Green to be open on a Sunday

It's relatively easy for you to understand and ensures consistent access

have to save money, this seems the most consistent option, both in terms of a memorable pattern of open/closed times and equality across the borough, and I don't miss Sunday opening as Highgate does not currently open on Sunday

Greater range of opening. More consistency

Consistent opening times over the whole borough

consistent opening access across the borough

Consistency Always a reachable library open

Consistency of approach and easy to understand

Consistency in opening patterns, patterns look great and make sense

Consistency and easier to remember opening hours. STRONGLY object to the huge reduction in hours at Stroud Green library

If you have to save money this seems the most consistent option, both in terms of a memorable pattern of open/closed times and equality across the borough.

I don't use the libraries on a Sunday and the Alexandra Park Library times are less confusing.

For Stroud Green library the opening times are more straightforward and memorable

Always a library open

We can always gain access to one of our two branch libraries. Understand there would always be a library open somewhere and Wood Green library would be open on all days. Given its location I see huge advantages to this.

There's always a library open each day

There would always be a library near me open

Ensures a library is always open Monday to Saturday, within reasonable travelling distance. Wood Green as the central hub on Sunday's would work as it so central. Convenience of residents of wealthier parts of the borough who are always the most vocal despite having the least need

Consistency. Always a reachable library open

Always a lib open and on Sunday

Travel (verbatim)

Ensures a library is always open Monday to Saturday, within reasonable travelling distance. Wood Green as the central hub on Sunday's would work as it so central.

Keeping more branch libraries open more of the time. I don't have a car and realistically cannot travel much further than my branch library - especially when accompanied by my children, who also use the library frequently and attend classes there.

Libraries are local services and therefore need to be accessed locally and it's unrealistic to expect people to travel a distance, they want them locally accessible for all sorts of reasons
There would still be a library option available during each day, but it would often be long bus ride.

Wood Green Library is easily accessible and has many resources.

A bus ride to and from the Harringay green lanes neighborhood can cost £4 which is a lot for me and others.

Fairness (verbatim)

A fair distribution of resources during the week, albeit with two days' closure.

All libraries are affected equally by closures.

An attempt to continue greater universal access.

Clearer for people to understand. Has the appearance of fairness.

Does not discriminate between residents in the east and west of the borough

Equal access to libraries across the borough

Equal branch hours.

Equality for all library users

Equality of upset across borough

Everyone regardless of where you live has equal access to libraries. People without wifi and computers at home live throughout Haringey.

Fairer distribution of service to all people in the borough.

Fairness across the borough

Giving everyone the same access wherever they are in the borough

Good opening hrs during week. Good for students. Good for people who don't work.

If you have to cut hours, doing it evenly across all Libraries in the borough seems the most efficient and fair.

It is a fairer scheme across the borough and most people generally do not use the library on a Sunday.

It is fairest in terms of distribution

It seems fair at first glance - but it is less fair in many ways than Option 2 when you take inequality into account. I think it may be better received by wealthier areas of the council.

It seems the best option for guaranteeing the most access overall.

It's fair to everyone. It doesn't prioritise and after all, we all pay Council Tax so why shouldn't we all receive the same service?

Keeps the library open in the morning when it's important for families to be open.

More availability across the borough, losing only Sunday opening in places.

More equal across the borough, keeping Sunday opening hours and being open without closures during the day helps with my access (I am working full time and can't attend in the mornings usually)

More even opening distribution across the Borough. This is important as the libraries are a 'warm space' with public toilets for residents, elderly and disadvantaged across the Borough.

More even provision in my area

Option 1 is much fairer, where the cuts are shared out more equally. Also, our nearest library is already closed on Sundays, and Option 1 keeps this the same.

Option 1 means more equal access to everyone across the borough, especially those with mobility issues and financial constraints.

Whilst not a great option, it does not disadvantage people who don't live in the east of the borough.

Wider access to libraries in terms of hours

Cost savings (verbatim)

Achieves cost savings

Cost saving

Cuts costs

It meets most of the cost savings therefore keeps library services running long term. Access available throughout the week.

It will save money

Makes the necessary cost savings.

Meets cost cuttings whilst keeping libraries open

Meets the budget need and retains library service

Option 1 delivers the savings.

The only advantage can be saving money

6c. What disadvantages do you see in Option 1?

For Option 1, respondents highlighted concerns such as the impact the lunch time closures may have on those who are seeking warm spaces as well as those who are using the space to study. There were also concerns raised about those who were using the library for activities which would go over the time now proposed for a lunchtime break. Respondents also brought up concerns over delays in re-opening post any lunch break as well as the confusion that inconsistent lunch time hours could bring.

Only being able to access one library in Haringey on a Sunday was of concern to a number of respondents who stated this could have a disproportionate impact on working people and families who may not be able to easily attend a library during the week. It was noted for some, Wood Green Library is not easily in reach and could create a barrier to usage

Other respondents cited the importance of access to community space on Sundays for social connection, warm space and access to books and other materials that support learning and literacy.

Concerns were raised for the impact in lost hours this option would have on the smaller library. Knock on effects such as the impact to local schools for having Alexandra Park library closed 2 days a week and the impact of closing Highgate library on a Friday when a number of parents would be home with pre-school children who would benefit from the facilities.

What disadvantages do you see in Option 1? (Base: all answering question 470)

Themes and topics	Number of consultees answering	% of consultees answering
Theme: Timetable	225	47.9%
Lunchtime / midday closures	38	8.1%
Sunday closures – negative	65	13.8%
Closed / closures	108	30%
Evening closing / 6pm / 7pm	22	4.7%
Complicated / ease of remembering hours	7	1.5%
Theme: Fairness	90	19.1%
Children / young people / families / parents and carers	35	7.4%
Older people / elderly	7	1.5%
Need	29	6.2%
East / West of Haringey	16	3.4%
Theme: Don't support	44	9.4%
Theme: Community Space	41	8.7%
Theme: Travel	13	2.8%

Closing at lunch times (verbatim)

The midday day closures of the branch libraries.

Closing satellite libraries for lunch hour will alienate users.

Lunchtime closures are annoying.

No lunchtime closures difficult for students, mothers with babies and members of the library.

Overall reduction and particularly lunchtime closures which work against the needs of working people.

Closing for lunch would mean that users would be unlikely to visit just before or after lunch-closure time - leading to fewer customers. Many clubs and activities would be affected, either causing their timings to change or stopping them if a revised time was unsuitable.

The main disadvantage is the closing over lunchtime – the more complex and fragmented the opening hours are, the harder it is to access them.

Closing lunchtimes will make it very difficult for people using the library to study – they will be booted out and forced to seek shelter somewhere else where you will likely have to pay to be there.

It also doesn't make sense to close at lunch time - then you have to kick people out.

The lunch time closing hours for the smaller branch libraries is harsh as people will have to be tossed out in the cold in winter time

The lunchtime closures will be a problem for many people.

Unreasonable to expect everyone to leave at lunch time and return an hour later.

Turning people away at lunch time, will discourage Library use

Sundays (verbatim)

Personally I find Wood Green Library an unattractive prospect on Sundays or any day. It hardly seems worth opening for 4 hours.

As my local library Stroud Green would close at 6pm on weekdays and all day on Sundays, this means that I will not be able to access the library at all throughout the working week and can only access on Saturdays closed Sunday

Coombes Croft closed on some weekdays when local young people need a quiet place to study and with WiFi. Likewise if Marcus Garvey is closed on Sundays.

Homsey shut on Sundays. Most people who work need to access libraries at weekends. Some people also work on some Saturdays so Sunday is their only day. Better to close for one day in the week.

I think I have concerns about the basis of both options the grouping of libraries makes it seem like there is always an option for people in an area (or perhaps I'm missing reading the intent). However, we know that in other parts of life, poorer and more d

It is not acceptable that only one library in the whole borough is open on a Sunday when many people have time to use the services and also need to use them, especially as evenings are being reduced from 7pm to 6pm, and to 5pm on a Saturday

Later opening times, libraries should open at 9am lunch closure-Disruptive to service wood green on Sunday is not busy No need to be open Libraries not open on Sundays is prejudicing working families. Also later opening hours again prejudices families who are more likely to be there for 9am

Reduced Access Across the Week: Stroud Green and other branch libraries would be open only 29 hours per week, which is about a 50% reduction in current hours. This limits access for regular users, especially during after-school and post-work hours. Lunchtime

Reducing library opening hours is a disadvantage to the most vulnerable like many other Labour policies at the moment. Only one library open on a Sunday is awful!

Since my local library would close at 6pm on weekdays and all day on Sundays, this means that I will only be able to access the library on Saturdays. Visiting the library after work (from 6pm onwards) is important to me especially in the colder months and I w

Sunday is a day when most people are off work and can go to a library and when children are off school and have the opportunity to go to a library. It strikes me as very short sighted in terms of literacy and supporting reading that you have chosen to close on

Three days closure not good for residents who use libraries for different reasons eg. use computers to check for info to use a shelter for homeless. Sunday acceptable closure days apart from Sundays to be open half day

Unless staff are already on half time contracts, I do not approve of their salary effectively being docked while they eat lunch. I think it is a fallacy that alternative group libraries being open is going to be a practical solution for most people. People

Unreasonable to expect everyone to leave at lunchtime and return an hour later. Having one library open on Sundays is problematic for people with mobility issues. It will also require more computers and public facilities/toilets/seating areas.

We can only use the library on Saturday and Sunday and option 1 closes all the libraries we use on a Sunday.

With Wood Green as the only available library on Sundays it will be overcrowded and noisy and the existing study space is rather unpleasant and in need of some attention (missing seats, some plugs not working, no natural light, poor ventilation, odd partitioning)

Closures (verbatim)

I think it is a fallacy that alternative group libraries being open is going to be a practical solution for most people. People are attached to their local libraries and will probably just stay away on closed days.

Closure of branch libraries at the middle of the day

Closure of Hornsey Library on Sundays. Only one library in the borough open on Sundays.

Closure of the library we use most - Stroud Green and Harringay - for two whole days, no lunchtime access and an earlier closing time. I can see people forgetting all the different timings and usage of the library subsequently declining

Closure of two weekdays, but I think that local schools, as users of these libraries will be able to cope, and having the main library in the area open still gives visitors the option of a library.

Closure to libraries on multiple days of the week and over lunchtimes, which will impact the users of those libraries.

Coombes Croft closed on some weekdays when local young people need a quiet place to study and with WiFi. Likewise if Marcus Garvey is closed on Sundays.

Coombes Croft is closed at times I may want to use

Cuts would impact in particular those in the east of the borough, breach of equality. Other disadvantages: 1) Lunchtime closures: impractical, will lead to friction. 2) Having the service closed on two days a week

Difficult for many library users to remember this over-complicated opening hours timetable Turning people away at lunchtime will. Discourage library use! Lower use will be used to justify eventual library closures

Earlier closing in Wood Green library, less convenient for those working during the day

Fewer weekdays open. My 3 y-o and I normally love to visit the Alexandra Park Library Friday morning but we would no longer be able to! And if MH Library remind closed indefinitely we would not have a local alternative.

For 2 week days Highgate library would be closed meaning people couldn't access this valuable local resource.

for me personally I most often visit Highgate on a Wed or Fri, which appear to be the days it will be closed. This may result in me pretty much abandoning Highgate and going to Hornsey instead

Hornsey shut on Sundays. Most people who work need to access libraries at weekends. Some people also work on some Saturdays so Sunday is their only day. Better to close for one day in the week.

I do not support Muswell Hill Library being closed 3 days a week. Muswell Hill was/is, when open, the busiest branch after the main libraries.

I don't support the proposal of closing the library for lunch. If patrons are using the library for a warm space, they will be unlikely to return if they have had to travel to use the space. This will impact the overall library usage

I hate to see any closures, lots of people use computers for homework on weekdays

I have occasionally made use of the later closing time to collect items on my way home from work. This will no longer be possible with the 6pm closing times.

I have an hour of after school study time by libraries not closing at 7. If I need to get something done on a day it is closed, I can't!"

I use Alexandra Park library to attend a class on Wednesdays and it's always very busy so closing it on a Wednesday seems strange. As both options 1 and 2 propose closing this library on a Wednesday, there is no real choice

I would have to close on Mondays which in turn would make me close my business and therefore not use the hall on Wednesdays

I'm very against lunchtime closures as people using the library would be interrupted and need to find a place to go. Also the library would still need heat and light.

It's a shame the nearest library will be closed on Wednesdays when the children like to use it after school, especially in the winter when the weather is worse.

It's obviously a pity to close on two weekdays. When I was working full time (till very recently) the only time I could use the library was 6.30-7 weekdays Saturdays. I'm surprised this is the least used time.

Later opening times, libraries should open at 9am lunch closure - Disruptive to service wood green on Sunday is not busy - No need to be open

Evening Closing (verbatim)

By not having any days that Wood Green library opens till 7 you are simply excluding professionals to use the service, for this population 5 to 7pm is the only option on week days. It's shameful that

Cuts would impact in particular those in the east of the borough, breach of equality Other disadvantages: 1) Lunchtime closures: impractical, will lead to friction 2) Having the service closed on two days a week, different in different libraries, will make

Huge reduction in services. Only part of the library I ever see is busy is the children's section so library hours should be centred around those eg ensuring open 3pm to 6 or 7pm and weekend afternoons

It is not acceptable that only one library in the whole borough is open on a Sunday when many people have time to use the services and also need to use them, especially as evenings are being reduced from 7pm to 6pm, and to 5pm on a Saturday

Regarding St Anns Library - too many days closed. Also I don't support the closing time to 6pm instead of the current 7pm

Although I am now retired and more flexible I would have had difficulty when working in getting to a library before 6pm. I think there should be one late evening each week.

As my local library Stroud Green would close at 6pm on weekdays and all day on Sundays, this means that I will not be able to access the library at all throughout the working week and can only access on Saturdays

Cuts would impact in particular those in the east of the borough, breach of equality Other disadvantages: 1) Lunchtime closures: impractical, will lead to friction 2) Having the service closed on two days a week, different in different libraries, will make

I have occasionally made use of the later closing time to collect items on my way home from work. This will no longer be possible with the 6pm closing times.

It is not acceptable that only one library in the whole borough is open on a Sunday when many people have time to use the services and also need to use them, especially as evenings are being reduced from 7pm to 6pm, and to 5pm on a Saturday

No libraries open after 6pm for people at work/school/college is the issue. Disrupts afternoon early evening groups attended by working people.

Regarding St. Anns Library - too many days closed. Also i dont support the closing time to 6pm instead of the current 7pm

Since my local library would close at 6pm on weekdays and all day on Sundays, this means that I will only be able to access the library on Saturdays. Visiting the library after work (from 6pm onwards) is important to me especially in the colder months

My daughter would loose access to a free and safe space for reading and studying around the corner from her home because you would be cutting the hours that she would normally attend after certain clubs. She is then left w

No access on Sunday, earlier evening close, severely limiting access for all working families. Closing satellite libraries for lunch hour will alienate users.

No libraries open after 6pm for people at work/school/college is the issue. Disrupts afternoon early evening groups attended by working people. Lunchtime closures and 4.30 on Saturday not practical. Access to other services

Not enough Sundays and no evenings

Not open late on any evenings, useless after work

People like me who are at school, college or work during the day would not be able to use the library. I go in the evening and my son regularly studies there for his GCSEs in the evening

Removes the use of local/branch libraries in the evenings when it can be used for homework for pupils who need quiet evening space for study

Complicated/Ease of remembering

I can see people forgetting all the different timings and usage declining

Very untidy and ragged opening hours

The piecemeal opening hours, especially in the branch libraries will deter beneficiaries from utilising their access and they will wither on the vine without greater promotion.

Difficult for many library users to remember this over-complicated opening hours timetable. Turning people away at lunchtime will Discourage library use!

It is complicated to work out when your library will be open.

Lunchtime closure at branch libraries will greatly discourage library use. Will be very difficult for many library users to remember this complicated hours timetable across haringey.

Theme: Fairness (verbatim)

Children and young people / families / parents and carers

As usual the western half of the borough is severely impacted by library closures in order to maintain a high level of service in the eastern side of the borough. Stroud Green library is the ONLY community hub space in this densely inhabited residential area

Branch libraries close 2 days a week and close at lunch. Times most old people and parents with young children use the library.

Children in school won't be able to use the library after class for working parents that have to do late pickups.

Complete closure of Combs Croft library on certain days of the week - it is a hub for so many local school children and their families. Where would they go on these days? Closure of activities run at the library, what a shame to lose such important community

Cutting library provision will affect young disadvantaged families the most. They often cannot afford resources needed for school children and/or do not have the space for children to work and study.

I think I have concerns about the basis of both options - the grouping of libraries makes it seem like there is always an option for people in an area (or perhaps I'm missing reading the intent). However, we know that in other parts of life, poorer and more disadvantaged families may not have the means or the willingness to children to take a bus to access a library, especially in winter when the weather is worse.

Less open hours at the library, which means my young children are less able to access books and will thus mean i need to find other activities which don't provide them with the same benefits that reading does.

Libraries are one of the few public spaces that are truly accessible to all, they are central to the community. They are more than book lending spaces, they are vital hubs of knowledge, learning and community engagement. They serve as a safe inclusive environment.

Libraries should be open as much as possible to benefit everyone from preschool children to elderly people who need a warm place with free books to borrow Reading and education are vital to improving life for every individual

Many. Once a library closes its doors to the public it loses its accessible nature and quality. People can't choose which days they need to visit a library, particularly if they are disabled, frail, or have young children they can't necessarily travel to another library.

My daughter would loose access to a free and safe space for reading and studying around the corner from her home because you would be cutting the hours that she would normally attend after certain clubs. She is then left with nowhere to go of an evening that is free and safe.

Stroud Green library is used by families throughout the week and a key place for parents and carers to take children on rainy days etc and free of charge.

Sunday is a day when most people are off work and can go to a library and when children are off school and have the opportunity to go to a library it strikes me as very short sighted in terms of literacy and supporting reading that you have chosen to close on

We work and can only access the library 6-7. Our children attend After School Club daily and leave it at 6 pm. We go to the library 6-7 at least twice per day on weekdays, and cannot go earlier. If the library is closed then, my children will stop developing

Complete closure of Coombs Croft library on certain days of the week - it is a hub for so many local school children and their families. Where would they go on these days? Closure of activities run at the library, what a shame to lose such important community.

Libraries not open on Sundays is prejudicing working families. Also later opening hours again prejudices families who are more likely to be there for 9am

Not opening on weekends is terrible for working families - I want to be able to take my children to the library at the weekend. The library is for them and it's a wonderful place. Varying open hours will just discourage usage overall. Also later opening i

Older people / elderly

Less local services for people who can travel out of their area. Loss of community hub. Less focus on local area, impact on local elderly and those with less resources at home (eg no car, no printer, access to newspapers and computers, place to study etc)

Libraries should be open as much as possible to benefit everyone from preschool children to elderly people who need a warm place with free books to borrow. Reading and education are vital to improving life for every individual.

You are halving the hours of a beloved library having spent a year refurbishing it. Keeping it closed that long you have run down its usage. We have two schools on the door step. Elderly people in the community. The library needs to stay open as long as possible.

Need

Communities who have higher needs will feel the effect of closures more greatly

Coombes Croft closed on some weekdays when local young people need a quiet place to study and with WiFi. Likewise if Marcus Garvey is closed on Sundays

Cutting library provision will affect young disadvantaged families the most. They often cannot afford resources needed for school children and/or do not have the space for children to work and study

doesn't address existing inequalities by assuming everyone has the same needs

Effectively imposes hardship in parts of the borough that have greatest need

Hornsey shut on Sundays. Most people who work need to access libraries at weekends. Some people also work on some Saturdays so Sunday is their only day. Better to close for one day in the week.

I think I have concerns about the basis of both options the grouping of libraries makes it seem like there is always an option for people in an area or perhaps I'm missing reading the intent. However, we know that in other parts of life, a poorer and more disadvantaged families may not have the means or the willingness to children to take a bus to access a library, especially in winter when the weather is worse.

It doesn't prioritise the east of the borough where there is most need.

It is not biased towards the more needy in the borough.

Lack of provision for the East where the computers and study space are most needed

Less open hours at the library, which means my young children are less able to access books and will thus mean I need to find other activities which don't provide them with the same benefits that reading does

Libraries should be open as much as possible to benefit everyone from preschool children to elderly people who need a warm place with free books to borrow Reading and education are vital to improving life for every individual.

Many. Once a library closes its doors to the public it loses its accessible nature and quality. People can't choose which days they need to visit a library, particularly if they are disabled, frail, or have young children they can't necessarily travel to a not

My daughter would lose access to a free and safe space for reading and studying around the corner from her home because you would be cutting the hours that she would normally attend after certain clubs. She is then left with nowhere to go of an evening

No priority for areas where the provision is most needed

Not necessarily needs based

Overall reduction and particularly lunchtime closures which work against the needs of working people

People would get less time to do the things that they need to do Students need the time to study and by this change which would negatively effect there grades.

Removes the use of local/branch libraries in the evenings when it can be used for homework for pupils who need quiet evening space for study.

Resource not focussed on where they are most needed.

There is more need to keep libraries open in the poorer part of the borough i.e. in the east of the borough fuel costs, low income loneliness of library users also prefer that Sundays remain open.

Those that need libraries most may miss out.

East/West of Haringey

Option 1 offers unequal library provision in the borough, only 3 libraries are located in the east of the borough, while there are 4 in the west-central and west areas of the borough. There is also far greater need for library provision in the east of the borough

As usual the western half of the borough is severely impacted by library closures in order to maintain a high level of service in the eastern side of the borough. Stroud Green library is the ONLY community hub space in this densely inhabited residential area

Cuts would impact in particular those in the east of the borough, breach of equality Other disadvantages: 1) Lunchtime closures: impractical, will lead to friction 2) Having the service closed on two days a week, different in different libraries, will make

Depriving those that use the services in the East of the borough and really rely on the services compared to the richer side of the borough that barely use them.

I believe the east of the borough, should be prioritised

I see that young people, as well as others, use the study room in Hornsey Library. It is essential that such places are available for young people to be able to study as they may not have facilities at home to do so. Cutting the hours would be disastrous

, and probably many others who would benefit more from this option, don't need library access as much as people in the east borough and will probably be disadvantaged least by having less hours, personally me coming to the library is a leisure but not at a

It does not acknowledge that Haringey is not a level playing field and therefore ignores the higher levels of social housing provision and need due to cost of living crisis, high unemployment etc, in the East of borough and impact of social exclusion on peopl

It doesn't address the clear imbalance of free public spaces available in the east vs West of the borough

It doesn't prioritise the east of the borough where there is most need.

Lack of provision for the East where the computers and study space are most needed

Least able seem to be hit as hard as most able to cope

Less access for all users including those with the least resources

Less fair for those in the east of the borough

Provision less focussed on the East of the Borough

There is more need to keep libraries open in the poorer part of the borough i.e. in the east of the borough fuel costs, low income loneliness of library users also prefer that Sundays remain open.

We work and can only access the library 6-7. Our children attend After School Club daily and leave it at 6 pm. We go to the library 6-7 at least twice per day on weekdays, and cannot go earlier. If the library is closed then, my children will stop developing

Withdrawal of important access to resources in the east of Haringey

Theme: Don't Support (verbatim)

49% reduction in opening hours is completely unacceptable

All reduction in library hours are reprehensible

Any closure of the library is a disadvantage. It is a retrograde step. I remember when the library opening times were similar to those in option 1. I used the library much less then as it always seemed to be closed when I wanted to use it.. I don't think I will be alone in this. The library should be open everyday even if the hours are shorter.

As I mention above, reducing significantly the number of hours is very counterproductive for the community. Rather than reducing library's hours, the Gvt should make a campaign to attract new public into the libraries. This would result in better-cultured people and a more perceptive and open-minded population

Continued reduction is services offered to council tax payers and community. We have already seen a massive erosion of our libraries (e.g. closure of Arthur Simpson library) and growing reliance on local fund raising to maintain these services. This is an appalling proposal, disadvantaging those who cannot afford private educational needs and others who use this as a community space.

Cutting hours in public libraries is a disgrace, people need freely accessible reliable resources and places of community like libraries more than ever ans there ought to be a push for more funding.

Doesn't actually account for usage / demographics

Doesn't appear to satisfy the savings requirement

Don't need to cut hours, as very little savings made

Even less places to go with kids/to work/access books.

I do not agree with restrictive hours and think this is unhealthy for the community

I see that young people, as well as others, use the study room in Hornsey Library. It is essential that such places are available for young people to be able to study as they may not have facilities at home to do so. Cutting the hours would be disastrous.

I also see that many people use the computing facilities in the library. Again cutting the hours will discriminate against the least advantaged people in the borough.

I think that reducing library opening hours is a terrible idea and budget should be found to keep them open

Savage cuts

Shutting down entire libraries for entire days is really bad!! Also assuming mobility of people able to travel to other libraries is super abelist.

Libraries are a priceless community resource. Many older people use libraries as a social space and a warm space. These are particularly important for adult health - both mental and physical. Libraries help to reduce the adult social care bill. Loss of libraries = more adult health issues.

There should be no budget saving for the library. It's a place of learning.

Unacceptable

6.d What if any changes would you like to be made to Option 1?

A range of proposals were made by respondents to this question. These included calls to keep more libraries open on Sundays, whether these be main libraries, Muswell Hill, Hornsey or Alexandra Park. Some respondents proposed trading a weekday closure to preserve Sunday openings.

Responses also covered proposals to extend weekday hours on at least one weekday evening open until 7pm, particularly in large libraries. Some respondents proposed this would be possible within the overall total hours available in Option 1 by closing at 5pm on one day in a library to facilitate remaining open until 7pm on another day. There was also a suggestion to stay open later by placing a lunchtime break.

Some respondents stated they would wish to see no changes to current opening hours. Others called for more flexible opening hours to meet local community need rather than borough-wide need. Other responses proposed redistribution of opening hours in Option 1 based on attendance and usage. Another respondent proposed that 10-15% of the hours form the basis of hourly redistribution for Option 1.

Some respondents preferred greater limits on opening hours during weekdays to allow for extended hours on weekends. Others proposed revising opening and closing times to mitigate the need to close at lunchtime. In some cases, respondents suggested recruiting volunteers and/or promoting the use of self-service machines to maintain accessibility through the day, avoiding the need to close at lunchtime, close earlier or open later.

Other respondents proposed that libraries could be open on a self-serve basis only during hours of closure. Some respondents felt this proposal would necessitate the need for the installation of additional self-service machines.

What if any changes would you like to be made to Option 1? (Base: all answering question 288)

Themes and topics	Number of consultees answering	% of consultees answering
Theme: Timetable	271	94.1%
No lunchtime / midday closures	34	11.8%
Different libraries Sunday opening	58	20.1%
Evening closing / 7pm	27	9.4%
Other	28	

Theme: Timetable (verbatim)

Lunchtimes / midday closures

Not acceptable. Sunday, I would expect to travel not good closed for lunch two days a week in my group all libs closed Sunday.

No lunchtime closures. Neither option suggests regular one or even 2 day closures across the borough for branch libraries, with central libraries open on branch library closure days

No lunchtime closures. These will drive people away from libraries. The timetable of opening times is far too complicated, will confuse people, and will diminish library use. Better to close branch libraries for whole days, but with main libraries open on those days. Simpler! No lunchtime closures during winter.

No lunch closure Saturday opening 9-5 branch libraries open on sunday instead main library

Maximize the opening hours on weekends, if you want to reduce opening hours why not close a couple hours around lunchtime?

Lunchtime closure will create problems for many - not remembering/having to leave. Better to reduce total hours.

Lunch breaks not always 1230 to 1330 each time, so nearby workers can access their library during their own lunch break at least once per week. Eg lunchtime library closure 1200-1300 one day, 1230-1330 another, 1300-1400 another.

Keep libraries open at lunchtimes

Keep all libraries open all day do not close them for lunch. Saturday is often a family day, when families visit the library together for study and recreation - an important part of the weekend.

It can be hard to get to the library whilst working full time, Sometimes it is possible to go at lunch or currently after work both of these options are not available in option 1.

I would prefer shorter overall days-with opening and closing times staggered so some cater to early in the day and some to evening to having the libraries closed over lunch, which I think makes access fragmented and hard to memorise.

Extend weekday opening hours to 7pm. This can be done by having a longer lunch break and starting the afternoon session an hour later in the day.

Ditch lunchtime closure impractical, discouraging for users no saving made.

Extend Evening Hours on Select Days" Keep branch libraries open until 7 pm. at least two weekdays per week. This would accommodate working adults and students who rely on after-school or post-work library access. Even if evening hours are extended only

Get rid of the closing at lunchtime idea, which clearly was not devised by someone who understands how libraries 2) Keep Marcus Garvey Library open on a Sunday 3) Get rid of the late opening and early closing idea 4) Consider having late night opening time

Sundays

Branch libraries open on Sunday, this is key day for people studying/ reading for leisure and taking some peaceful time.

Alexandra Park to be open on a Sunday would be very helpful.

Add on some opening hrs on Sunday

Sunday opening of main libraries/No closing of branch libraries during lunch hours

Save by later morning openings and more evenings at least one evening open and sunday

Regular late closure once a week at main library. Sunday opening at main library.

Opening hours on Sundays

Open the library on sunday

Open on a Sunday, even for half-day

Open Marcus Garvey on a Sunday (in line with the Pool opening hours), as people are always working/studying in the library at that time.

Open at least for part of day on Sunday. Perhaps closed on another weekday to compensate. Overall, flexible opening hours which meet local community need rather than borough wide need.

Not acceptable. Sunday, I would expect to travel not good closed for lunch two days a week in my group all libs closed Sunday.

no need to ave any ibrary on a sunday. It's wasteful to open one library just for four hours

No lunch closure - Saturday opening 9-5 - branch libraries open on sunday instead main library

No library open on sunday

No closures midday. A Tottenham library to be open Sundays.

Needs to have the library also open on a Sunday. Could you close for a day in the week and keep Hornsey open on Sundays as well as the proposed Saturday opening?

More than one Library open on a Sunday so realistically there is an option for people all over the borough

More Sunday hours.

More hours for branch libraries, which could open alternate mornings (for carers and children in particular) and every afternoon so that school children can study there every weekday. Sundays are not so important.

More access on Sundays

Maybe Marcus Garvey could open Sundays on a "needs" basis

Marcus Garvey to be opened on Sunday - there is no library in the group opened on Sunday

Evenings

At least one evening a week with later (7pm) finish

Save by later morning openings and more evenings at least one evening open and Sunday

I would prefer shorter overall days with opening and closing times staggered so some cater to early in the day and some to evening to having the libraries closed over lunch, which I think makes access fragmented and hard to memorise.

Close at 7 in the evenings

Balance of morning and afternoon/evening hours More use of space in council buildings eg community space in both Marcus Garvey library and sports centre. Respect for all the groups that meet (some not even mentioned).

Avoid the half day closures, and allow for the possibility of avoiding all closures if more revenue can be generated-for example by charging third parties to use the space. For example could libraries remain open in the evening but as a paid for work space

Extend Evening Hours on Select Days Keep branch libraries open until 7 p.m. at least two weekdays per week. This would accommodate working adults and students who rely on after-school or post-work library access. Even if evening hours are extended only

Wood Green library remaining open until 7pm on at least one weekday evening.

Examine how libraries can generate more revenue so opening hours could be cut less. Should hire out premises in evenings to low risk groups eg NCT groups.

Would prefer later open to 7pm (and later start in the morning)

Wood Green library remaining open until 7pm on at least one weekday evening

Close Hornsey library over the lunch break but leave it open until 7pm, For anyone who travels back home from an afternoon shift, 6pm is a difficult closing time to make for returns etc.

At least one evening a week with later (7pm) finish.

The opening hours and days at Stroud Green library remain the same until 7pm Monday to Friday to provide a safe learning/reading space for youths

One late night opening day during the week (until 7pm) in branch libraries

One day per week with an opening to 7pm and reducing another day to 5pm (so still same number of hours). This serves commuters.

Maybe have the library close for certain hours on alternate days eg. Monday 9 -1pm, 3pm -7pm, Wednesday 10 -2pm, 4 -6pm

Keep Wood Green Library and Marcus Garvey library open until 7pm.

Keep Stroud Green Library open 5pm to 7pm Monday through Thursday

Hours should be centred around those for children eg ensuring open 3pm to 6or7pm and weekend afternoons

Favor the 5 -7PM bands during weekdays. Regardless, both options are very unacceptable, they greatly hurt a very fundamental public service.

Extend weekday opening hours to 7pm. Requires, options are: starting afternoon sessions an hour later, or reducing morning sessions. Another possibility is having alternate days, where on Mondays and Wednesdays the library opens and closes earlier (eg 9a

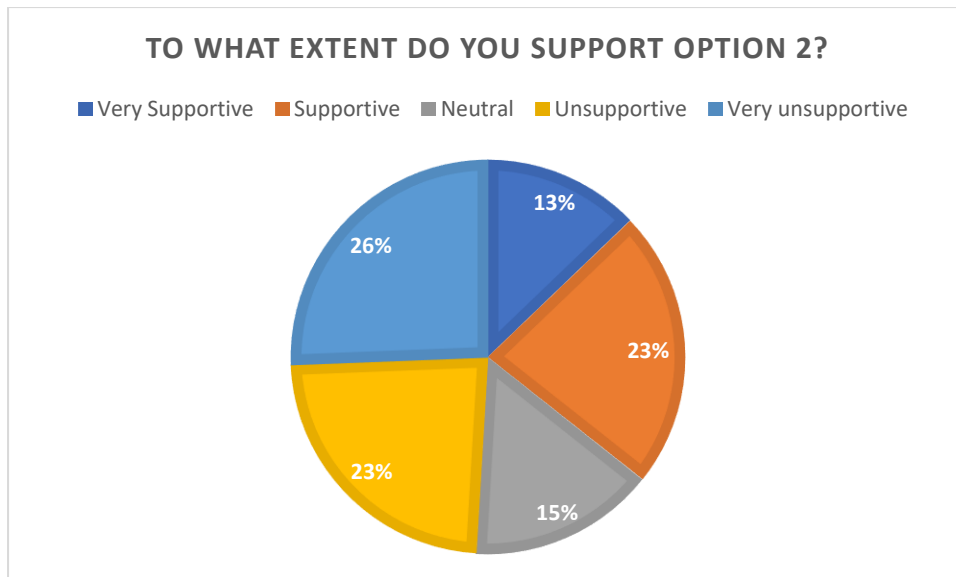
Extend weekday opening hours to 7pm. This can be done by having a longer lunch break and starting the afternoon session an hour later in the day.

Continue 7pm closing time

Allow at least one day or two days where you open at 10 and close at 7pm for people returning from work. Also ensure that clubs affected can be moved to different days to minimise the impact of those losses. Finally ensure all libraries have a 24hr drop off point.

Option 2

7a. To what extent do you support Option 2?



Option 2 Extent of support/ lack of support		
	Responses	Percentage
Very Supportive	88	13%
Supportive	157	23%
Neutral	105	15%
Unsupportive	161	23%
Very unsupportive	176	26%
Totals	687	100%

For reference the extent of support for Option 1 is shown below.

Option 1 Extent of support/ Lack of support		
	Responses	Percentage
Very Supportive	62	9%
Supportive	170	24%
Neutral	141	20%
Unsupportive	137	19%
Very unsupportive	212	29%
Totals	722	100%

7.b What advantages do you see in Option 2?

Some respondents felt a key advantage of Option 2, in relation to Option 1, was that three libraries could be open on Sundays rather than just one, with the advantage of providing increased access to computers and other resources.

Another advantage cited by respondents was the prioritisation of residents who are more likely to face levels of greater need, particularly in the east of the borough. There was support for this as it would be of benefit to families, older people and other groups in the area with a range of needs which access to libraries can help to meet, including digital exclusion.

What advantages do you see in Option 2 (Base: all answering question 391)

Themes and topics	Number of consultees answering	% of consultees answering
Theme: Timetable	114	29.2%
Longer / more / better opening hours	62	15.9%
Sundays	43	11%
Theme: Fairness	127	32.5%
East [is prioritised?]	37	9.5%
[Better corresponds to] Need	59	15.1%
Inequalities / Equity	7	1.8%
Theme: Don't Support	123	31.5%
Theme: Community Space	13	3.3%

Theme: Timetable (verbatim)

Longer / more / better opening hours

Keeps more libraries open and distributes longer hours more equitably to areas where more may need quiet areas for study in the evenings.

Longer opening hours.

Longer opening hours/seven days a week

Possibility of longer weekday hours

Regular library open longer.

Alexandra Park Library gets marginally longer opening hours

Again no changes for my library. Also more hours to libraries that do not have other libraries close by.

It has more hour's than option 1 for my local library

More hours in Marcus Garvey library

More hours overall

Very unhappy with this option too, but seems the least worst because, under this, my local library, Stroud Green and Harringay, would be open for a few more hours than under option 1 and wouldn't be shut for two whole days.

Few - Sunday closure and increase hours of opening on other days

Sundays

Better availability of Sunday opening hours

Better than option 1 for sundays

Branch library open on sunday

Can always use one of the branch libraries including important Sunday opening

Complex opening hours across the service. No Sunday opening at Hornsey

Coombes Croft open most days (all except Sunday)

cost savings and preserves the service in the East of the Borough and allows some opening in smaller branches on Sunday which is not adequate but you are reducing so I accept that

Designed to prioritise the provision of services where they need them the most which seems very fair. Also like the idea of the smaller libraries being open on Sunday rather than the bigger ones, seems to make financial sense

Few Sunday closure and increase hours of opening on other days

It means there is at least one library open on a Sunday in the Hornsey group; it supports the more deprived areas of the borough. It affects fewer children's activities in Hornsey area (surely the activities on a Tuesday could go z

It seems fairer and the libraries open on Sunday are easier for me to get too

It would personally be useful to me to have Alexandra Park Library open on a Sunday as this is often a day that is convenient for to collect books.

little, other than that libraries in the east of the borough (many users of these libraries have greater digital exclusion) under this proposal have been slightly given longer opening hours.3 branch libraries in the east of the boros

More libraries open on Sunday.

More opening hours in total. And branch libraries being open within walking distance on Sunday is good despite my local library Hornsey being closed on a Sunday.

More opening on Sundays

More options across the borough for a Sunday and more consistent opening times.

more sunday options available

No library access on Sundays in most useful places

Prefer the option of there being one library per area open on a Sunday,

Prioritises protecting opening hours to some extent in the east of the borough Although I do sometimes go to the library on a Sunday, I don t think it's essential that libraries open on a Sunday.

Same as above, better on Sundays but worse in other ways,

Some Sunday opening. Fewer days with Stroud green library completely closed

East

sets out to address the inequality of library provision in the east of the borough which also has greater needs

Saves cost and preserves the service in the East of the Borough and allows some opening in smaller branches on Sunday which is not adequate but you are reducing so I accept that

The east side of the borough seems to be better protected.

the East of the Borough opening times would be protected.

Emphasising east of borough in terms of IT etc

I agree with those identified in the consultation document. It is imperative for the Council to attend to the imbalances and inequities between east and west of the borough and the provision of the public services offered by li

I appreciate the greater need in the east of the borough, and understand the reasoning behind option 2,

I dont like that people in East Haringey will find it difficult to access digital services therefore cannot see any advantage

I have always believed the East of Haringey can be neglected, and more emphasise in delivering a service to socially deprived areas is an essential requirement.

I like supporting access for people on the east side of the borough. And I like more opening hours in branches (Where there is a choice of afternoon or morning hours, I would suggest that both mums with small children and

I like that the green space in the east of the borough is preserved during the Council's need to save money and

I like that opening hours for people in the East of the borough are more protected in this option.

I like that the Wood Green group of libraries (the most deprived and in need) are open for longer hours. More likely to attract vehicle owning or affluent moving in - I would suggest both mums with small childre

It is sensible to protect the libraries in Tottenham/east

It means there is at least one library open on a Sunday in the Hornsey group; it supports the more deprived areas of the borough. It affects fewer children's activities in Hornsey area (surely the activities on a Tuesday could g

It recognises that the east of the borough has a greater need - which is good to acknowledge and address.

It seems fairer and the libraries open on Sunday are easier for me to get too

Libraries in the east less affected.

Little, other than that libraries in the east of the borough (many users of these libraries have greater digital exclusion) under this proposal have been slightly given longer opening hours.

local libraries in the east of the borough

More access in eastern half of borough

More focused on East of the Borough

More hours available East of borough prioritised

More provision/spread of provision in the east of the borough less days when branches are completely shut

My local library will only be closed one whole day a week. Library service in the east of the borough would be most protected, where they are needed most.

Need is greatest has effect in east of borough. Residents face disadvantages.

Only advantageous to people in the east of the borough

Prioritise access to libraries in the east of the borough where the need is greatest

Prioritises protecting opening hours to some extent in the east of the borough. Although I do sometimes go to the library on a Sunday, I don't think it's essential that libraries open on a Sunday.

Prioritising the needs of those in the East of the borough - equitable vs. equal offer - offering more local libraries on Sundays.

the east of the borough should be prioritised because that is where the need is

Need

fair, but more resources where they are most needed. Libraries can be a lifeline to isolated residents.

It's not fair to prioritise some - who knows where disadvantage and challenge sits, so I think local services need to stay locally for everyone. Reduce the hours, but keep them local for everyone.

Keeps more libraries open and distributes longer hours more equitably to areas where more may need quiet areas for study in the evenings.

Keeps Tottenham libraries open longer where need is greatest

more hours for the other side of the borough where it may be needed

More hours open though still not enough - good to prioritise areas of greatest need of course.

More services to people in greater need

My local library will only be closed one whole day a week. Library service in the east of the borough would be most protected where they are needed most.

Need is greatest - has effect in east of borough. Residents face disadvantages.

Open for 6 days, early closing, able to meet friends. Used by the older generation for company - can be lonely if living on their own. Coombes Croft is a very homely place to read and be amongst people, combat loneliness.

Prioritise access to libraries in the east of the borough where the need is greatest

Prioritises greater need for services

Prioritising need

Prioritising the needs of those in the east of the borough - equitable vs. equal offer - offering more local libraries on Sundays.

Priority where needed most

Provides a more robust basic modern life need to those that would not otherwise have easy access to it.

Provides greater support to libraries that are meeting greatest need.

Provides the services where it is needed most

providing library services to the people who make the greatest use and have the greatest need of them seem like a noble intention

Responsive to community need. Reflects the lack of alternative spaces and services in the east of the borough.

Seems more equitable in helping to keep services where they are needed the most.

Supports the opening of libraries in areas with most need, all libraries open on Sundays instead of just one.

Targets areas in greatest need for more badly needed support, taking into account that these areas/people will feel the impact of a reduced library service to a far greater degree than west of borough.

The big advantage is that it prioritises need in the east of the boroughs.

The direct approach to channel limited resources to the area of greatest socioeconomic need. the east of the borough should be prioritised because that is where the need is

Inequalities / Equity

It could preserve access to library facilities for people living in the more deprived areas of the borough, and go some way to providing equity of opportunity to people facing additional challenges in their lives.

Acknowledges inequalities

Attempts to address the inequality of library provision in the east of the borough which also has greater needs

counteracts generational effects of inequality and grants more access to libraries to those who genuinely need or greatly benefit from that access and even in my library i get more days of access if fewer hours

Helps with inequality generally Weekend opening hours at my library

takes a more equitable approach as is less likely to exacerbate inequalities

Theme: Don't Support (verbatim)

None

Again, I think this proposal is unsustainable and suitable as it reduces the library provision to such an extent the service will end up being untenable, it's unfortunately managed decline in my opinion

Everything is as it is now

I am against ANY reduction in hours, whether option 1 or 2

I don't support this option - I think the libraries should be kept open. I am staggered no one has considered crowd funding the budget shortfall for libraries

I don't agree with either option. Haringey should not be shutting any local library. This corner is a crime hot spot with a homeless hotel just over the bridge at Wightman Road. All the businesses will tell you that we've had break-ins and fights, drug and booze abuse. If the library is unstaffed and open, the library will feel unsafe and will be less and less used.

I don't see any advantage. The language is obscure, perhaps deliberately obscure, but points in only one direction. Cutbacks. That's the only way this can be interpreted.

I don't see any advantages to Option 2 over Option 1.

"I don't see any. It is utterly outrageous and wholly unacceptable to reduce library opening hours by around 50%.

I think both proposals are bad

"I understand how costs may be saved but see no advantages.

I'm not persuaded this is the right option at all.

keep it open

Neither of these options should be considered, as these cuts to the library service are shortsighted and will increase inequalities of education in the community

None - hours should not be cut. Libraries play a vital part in the community.

None, I cannot see any advantages to library hours being cut

"None. The opening hours at Highgate Library, and the other Haringey libraries, should remain as they are. The £40 million in savings identified by Friends of Highgate Library Shepherds Hill in Haringey Council budgets should be utilised to support services facing budget pressures.

None. Any reduction in hours will cause untold, reckless, and irreparable damage both in the short and longer term. This will harm not just libraries but have a knock-effect of ever-increasing costs to other areas such as social care, children services, property and hotel accommodation, employment services, and education and support for the disadvantaged. Reducing hours of such a valuable facility is very short sighted with no advantages for the public.

Not any better than 1

Still not good for hours and people using the library as a constant resource.

There are no advantages as the libraries provide an essential service that is needed by local communities.

Theme: Community Space (verbatim)

A far higher number of hours for St Ann's here. Les's patchy opening hours. People love this library and see it as a real hub. The librarians are brilliant and hard working. It needs to have the max number of hours open.

If you cut library hours you are discriminating against young people and old people and running a useful public area

It's fairer and targets resources where they are most needed. Libraries can be a lifeline to isolated residents.

Keeps the community library open longer

None - hours should not be cut. Libraries play a vital part in the community.

none - the library is used all day by the community and any reduction in access will have supremely deleterious effects on all ages and types of our society

people can do their work for longer on the computers there

The Coombes library is very busy of activities for both young and old.

The local library remains open every day; there is somewhere for local people to and access all the wonderful services a library provides every day.

We should be offering more service as a library.

7c. What disadvantages do you see in Option 2?

Respondents cited general closures of many libraries affecting people within the borough. Respondents felt Option 2 could disadvantage either the respondents directly or other people wishing to use the libraries that are closed at certain times leading to concerns about fairness. Additionally, concerns were raised regarding access to libraries on Sundays for individuals with mobility issues with the closure of Marcus Garvey and Wood Green libraries. Others felt that Sunday opening of libraries should be considered for those sites closest to shopping facilities.

Other timetabling issues were raised by respondents including more than one day of closure a week for some libraries was considered to be problematic for a range of users including local families, students and residents in the affected areas. Lunchtime closures was also cited in this Option as a disadvantage for people working locally who may wish to use the library at lunchtime and the potential impact on visitors benefitting from a freely accessible warm space during cold weather. Other respondents cited concerns about the proposed timetabling being confusing and difficult to remember, along with worries about the logistics of closing libraries and then re-opening promptly at lunchtimes.

What disadvantages do you see in Option 2? (Base: all answering question 460)

Themes and topics	Number of consultees answering	% of consultees answering
Theme: Timetable	199	43.3%
Closed / closing / closures	141	30.7%
Sunday openings	96	20.9%
Lunchtime opening	38	8.3%
Opening hours	86	18.7%
Consistency / memorability / confusing	41	8.9%
Theme: Fairness	80	17.4%
East / West / Whole borough considerations	45	9.8%
Need / inequality	58	12.6%

Theme: Timetable (verbatim)

Closed / closing / closures

Closing branch libraries on two week days will have a massive impact on those who are most vulnerable in society..

Closed on a Monday Open on a Sunday, Better off more hours midweek?.

Branch libraries closed 2 days a week.

Better to open later/close earlier to make savings.

Being closed over lunchtime and after 6pm makes it very difficult for anyone with a job to make it to the library in opening hours. even if working from home..

Too many weekend closures disadvantaging school children and working parents.

Too many hours are disallowed to have use of the library, for example if someone wanted to use a library close to them but it was closed and the next one open is far this will decrease use of the library.

This is not fair on the west side of the borough.

The opening pattern for branch libraries in the west of the borough eg Stroud Green, is very confusing - Why is the opening pattern dependent on opening Highgate library on the alternate days? The pattern will likely result in a drop-off in use as people will not remember it and then the Council will say no one wants this library and will close it.

The main libraries are closed on a Sunday. Families and working people tend to visit more often during weekends.

The lunchtime closing. As someone who works from home this is when I'm able to pop to the library to borrow/return a book. My working hours mean I can't get there much before 6 so essentially I will no longer have access to the library. I'm devastated that

The library openings and closings are disruptive to Staff and Visitors.

The hours are still being cut. Lunchtime closure will prevent people from quickly popping to the library in their lunch break. And closure earlier in the evening means you cannot visit after work.

The earlier closing times and weekday closure prevent youths the safe study space support needed by the local area in Stroud Green library where working parents are not able to be there to support children until late return from work, access to other library

The disadvantages are the same as those in Option 2, particularly for the Marcus Garvey Library which under option 2 is also closed on a Sunday.

The closure of Marcus Garvey library on a Sunday. This doesn't seem sensible given the premises will be open anyway for other activities.

The above advantage is to the detriment of the service elsewhere. The uneven pattern of open/closed, especially half-day closures, is messy and is potentially difficult to negotiate.

The closure of Highgate library on a Saturday. This doesn't seem sensible given the premises will be open anyway for other activities.

The closures to Highgate will effect my ability to work freelance. But ultimately, I am a privileged person and I think the thing that benefits the most young people, and particularly, the most deprived people in the area, should be prioritised.

Sunday closure will detrimentally affect many people who use their libraries on a Sunday.

Sunday openings

Main libraries being closed on Sundays. Other disadvantages: 1) Lunchtime closures: impractical, will lead to friction. 2) Having the service closed on two days a week, different in different libraries, will make it difficult for people

Larger libraries not open on a Sunday. Both Wood Green and Marcus Garvey.

Large branches being closed on a Sunday

It's a shame that so many timetabled activities are affected under both Option 2 and Option 1. Having three branch libraries open on Sundays does not seem as effective as having the more centrally placed and easily accessible

It seems mad to have Highgate Library open on a Sunday. It makes much more sense for libraries in busy shopping area to be open on a Sunday - Hornsey, Muswell Hill or Wood Green. The library opening hours are very

It should be open every day apart from Sunday. Also closing on some days will affect baby groups which are very needed. Will affect access to library and it's services.

Imbalance in opening hours. No library open on a Sunday.

Highgate Library is open on a Sunday but neither Hornsey nor Muswell Hill Libraries are open and it would be very difficult for many especially those with young children, babies and toddlers, and the elderly and infirm to use

I don't think it likely that residents in Wood Green will for example travel to Alexandra Park Library on a Sunday.

I don't like that people in East Haringey will find it difficult to access digital services therefore cannot see any advantage

I don't like that Wood Green is closed on a Sunday

I don't think Hornsey or Muswell Hill Libraries are open on a Sunday

I don't think its necessary or useful to open three libraries on a Sunday, but Hornsey library doesn't open on a Sunday I can't see much advantage in opening it on a Sunday in the future.

I don't think that having 3 branch libraries open on Sunday is necessary or desirable in all honesty, I think that one of the weekdays for all libraries to be closed is at least of as much help to the council.

I don't mind about Sunday access. I think closing on weekdays is a bit rubbish

Haringey library open on Sunday would be really crucial for services

Highgate library open on a Sunday is virtually useless. Reduction in weekday services

Hours should be centred around those for children eg ensuring open 3pm to 6or7pm and weekend afternoons

Sunday closure at all main libraries is a very bad idea especially for those who have no quiet space to work and can't afford heating.

Sunday closure of main libraries. Another over-complicated opening timetable, as in Option 1,

Sunday closure of my local library.

Sunday closure at all main libraries discourages library use.

Sunday closure at all main libraries will create resentment and reduce their use.

Lunchtime opening (verbatim)

Some libraries closed over lunch could affect people negatively, especially in winter when libraries can be a warm community space.

Shorter opening hours created barriers to access. Libraries should remain open at lunchtimes.

See above re lunchtime closure.

Saturday closed for one hour over lunch very difficult when engaged in deep work or homework. Saturday closes at 4.30 rather than 5. Fully closed on Wednesdays really upset this is a key day for us to visit.

people unable to visit library during lunchbreaks

Part closures of a community library. It also doesn't make sense to close at lunchtime - then you have to kick people out. Are you not paying staff for their lunch hours? Confusing opening times will mean people turn up at the

Other libraries are affected more and the lunch time and early closures are still a problem.

Option 1 and 2 and both unacceptable. Council in potential breach of Equality impact and 6pm closure: How thorough and deeply researched was Haringey's Equality Impact If Option 2 gives the East of the borough more

Not sure that lunchtime closures will be cost-saving but will deter footfall

Main libraries being closed on Sundays. Other disadvantages: 1) Lunchtime closures: impractical, will lead to friction. 2) Having the service closed on two days a week, different in different libraries, will make it difficult for people

Lunchtime closures would be confusing for library users. Already there are delays in promptly opening my local branch (Hornsey) on time in the morning, so I imagine additional closures/openings each day would cause more

Lunchtime closures but that's the case for Option 1 and 2....

Lunchtime closure is unacceptable impractical making no saving

lunchtime closure but I understand that it's unavoidable

Lunchtime closing is a very bad idea. More generally I think that reducing library opening hours is a terrible idea and budget should be found to keep them open

Lunch closure will really reduce use

Limited access - lunchtime losing means that working people can't use. With boom in home workers this inhibits chances of libraries being used. Students and school students use the libraries for study and revision because t

Libraries are one of the few public spaces that are truly accessible to all, they are central to the community. They are more than book lending spaces, they are vital hubs of knowledge, learning and community engagement. The

Its highly restrictive for the majority of the week and lunch breaks force the public to break up their work or reading to file out only to be readmitted an hour later seem laborious for staff and impractical for all involved

It seems mad to have Highgate Library open on a Sunday. It makes much more sense for libraries in busy shopping area to be open on a Sunday - Hornsey, Muswell Hill or Wood Green. The library opening hours are very bitty - avoid half days and lunchtime closures please Easier to have one or two closed days as easier to remember.

Coombes Croft closed at lunchtimes

Opening hours

Some libraries negatively affected and irregular hours

Lunchtime closing is a very bad idea. More generally I think that reducing library opening hours is a terrible idea and budget should be found to keep them open

loss of hours, days and jobs

Limited hours on the weekends, the days when professionals have the most time to go to the library. Also, fluctuating hours make it confusing for people to remember. Also, closing during lunchtime is inefficient, as people use

Limited hours

Like above, cutting hours in public libraries is a disgrace, people need freely accessible reliable resources and places of community like libraries more than ever and there ought to be a push for more funding.

Libraries are one of the few public spaces that are truly accessible to all, they are central to the community. They are more than book lending spaces, they are vital hubs of knowledge, learning and community engagement. The

Less open hours at the library, which means my young children are less able to access books and will thus mean I need to find other activities which don't provide them with the same benefits that reading does.

Less open hours across west of borough

Less hours for local services for people that find it difficult to travel beyond their local area plus loss of focus on the locality and sense of local community and community hub. Impact on elderly and people without cars or less

Less hours at other libraries which could affect people more.

It really reduces opening times and access across part of the borough, this is especially relevant for Alexandra Park library users given the local playground is being renovated reducing access to play spaces for children. Cutting

It's a shame that so many timetabled activities are affected under both Option 2 and Option 1. Having three branch libraries open on Sundays does not seem as effective as having the more centrally placed and easily accessible

It seems mad to have Highgate library open on a Sunday. It makes much more sense for libraries in busy shopping area to be open on a Sunday - Hornsey, Muswell Hill or Wood Green. The library opening hours are very bit

It is an overall reduction, and we would like to be looked after by people who are familiar, which I worry might not be the case with the reduction in hours/different opening times.

Irregular opening hours could be overly complicated/confusing (although appreciate they provide a greater spectrum of hours)

Inequitable opening hours across the borough means less choice for people in the west of the borough

Inconsistent opening hours.

I would prefer that the library opening hours remained as they are

I think there is a great danger in then getting many others accustomed to simply not using a library at all. Once that habit is gone, or not developed, it can be very hard to get it back. I think it is far more important to guarantee

I see that young people, as well as others, use the study room in Hornsey Library. It is essential that such places are available for young people to be able to study as they may not have facilities at home to do so. Cutting the

I am against ANY reduction in hours, whether option 1 or 2

hours more confusing than option 1

Highgate library's opening hours would be drastically reduced on weekdays and then be open on a Sunday when I and a lot of other people won't use it.

Highgate Library would be devastated by the proposed cuts. The opening hours at Highgate Library and the other Haringey libraries should remain as they are. The A+ 40 million in savings identified by Friends of Highgate

Consistency / Memorability

This could cause confusion to the public as there is no consistency with the hours. Public services should be accessible at all times throughout the day/week.

The hours are less consistent overall so I think this plan is harder to communicate and understand. I'd rather have less overall opening hours but know clearly which days and times the library is open, the worst outcome for me is

No consistency in opening times, very confusing and limits access to a communal space that is used by so many people who need it as a life line and safe space

Inconsistent opening hours.

The opening pattern for branch libraries in the west of the borough eg Stroud Green, is very confusing. Why is the opening pattern dependent on opening Highgate library on the alternate days? The pattern will likely result in a decline in library usage and the loss of a valuable community space.

The different opening hours on different days are confusing. Branch libraries should be open just as much as central libraries, because children need to use their local library - going to the central library would definitely be a deterrent.

These are too scattered and there isn't a level of consistency. Having longer open days or a Sunday event is more useful because easier to remember.

Opening hours too confusing and people may make the trip, carrying heavy books on foot (as local travel by car is difficult) to arrive and find it closed

Less clear opening pattern leading to confusion.

Lunchtime closures would be confusing for library users. Already there are delays in promptly opening my local branch (Hornsey) on time in the morning, so I imagine additional closures/openings each day would cause more delays and confusion.

Irregular opening hours could be overly complicated/confusing (although appreciate they provide a greater spectrum of hours)

It impacts more libraries and will be more confusing to keep on top of the schedule of which libraries are open am less likely to travel to a different branch library in the borough if my library is closed. One reason is that I place he

Fragmented opening hours leading to confusion and a decline in library usage and the loss of a valuable community space

Different opening times for different libraries may be confusing

Confusing opening hours at Stroud Green library

Too many closures. No use of volunteers. Timetables too confusing for public

To me it feels confused and may not necessarily make much difference other than fostering the idea that the west of the borough doesn't need libraries as much

There will be confusion about the flexible nature of half-day closing.

This is confusing for librarians and not necessarily more convenient. With library users working shorter hours or flexibly, the west of the borough should be considered as well as the east in this proposal. I think libraries are an

No big library in Wood Green open on Sundays and activities at Alexandra park still significantly affected (as in 1 if I'm remembering correctly!)

Much more fragmented opening elsewhere and the danger that people become less likely to visit libraries elsewhere because they can't remember when they are and aren't open.

Main libraries being closed on Sundays. Other disadvantages: 1) Lunchtime closures: impractical, will lead to friction. 2) Having the service closed on two days a week, different in different libraries, will make it difficult for people to remember opening hours and days and therefore discouraging.

Limited hours on the weekends, the days when professionals have the most time to go to the library. Also, fluctuating hours make it confusing for people to remember. Also, closing during lunchtime is inefficient, as people using the libraries for longer would have to leave and come back an hour later.

Libraries are one of the few public spaces that are truly accessible to all, they are central to the community. They are more than book lending spaces, they are vital hubs of knowledge, learning and community engagement. They serve as a safe inclusive environment.

It seems mad to have Highgate Library open on a Sunday. It makes much more sense for libraries in busy shopping area to be open on a Sunday - Hornsey, Muswell Hill or Wood Green. The library opening hours are very bitty and vary from library to library.

Complex times to remember for some libraries.

Theme: Fairness (verbatim)

East / West

Wood Green library is closed on Sunday, and while I can't speak for all of the branch libraries as I don't have knowledge of them, some proposals, like keeping Highgate library open on Sunday when it's the least used and in an affluent area, don't make sense.

We work and can only access the library 6-7. Our children attend After School Club daily and leave it at 6 pm. We go to the library 6-7 at least twice per day on weekdays, and cannot go earlier. If the library is closed then, my children will stop developing.

Unfair prioritisation of the eastern part of the borough over the western part

the changed hours are a bit skewed towards maintaining better hours in the east of the borough,

Poor people in the east of the borough being prioritised over poor people in the west of the borough.

People in the west of the borough would be deprived of library services. While the population of the east is, overall, are more disadvantaged than the population overall in the west, this is an average for the west where there are areas and groups who share the same needs.

Option 1 and 2 and both unacceptable. Council in potential breach of Equality impact and 6pm closure: How thorough and deeply researched was Haringey's Equality Impact? If Option 2 gives the East of the borough more opening times because there is more poverty there, this is not a good reason to disadvantage people in the west of the borough.

less compensatory service for east of borough

Less access for all users including those with the least resources

It's a shame that so many timetabled activities are affected under both Option 2 and Option 1. Having three branch libraries open on Sundays does not seem as effective as having the more centrally placed and easily accessible Wood Green library open on a Sunday.

It favours people who live in the east of the borough. That's not fair on everyone else.

Imbalance between east and the rest of borough

if the inequality focus is on BME children not having access to reading education surely closing earlier in the day and on Sunday is negative to that aim, barring school holidays much of the working day children are at school, at the least put the libraries back to 7pm

I would prefer I Hornsey library to be open at least one eve a week (perhaps instead of a morning) and on Sunday

I see that young people, as well as others, use the study room in Hornsey Library. It is essential that such places are available for young people to be able to study as they may not have facilities at home to do so. Cutting the hours would be disastrous.

Huge disadvantage to everyone unless they live in East. Haringey council needs to stop skewing support to the east of the borough like this

Excluding professionals and their children both on weekdays and Sundays. We are the ones who pay the council tax, we should have the library open at least a couple of days a week till at least 7pm ideally till 8pm.

Does not align well to usage in branch libraries except in the east of the boroughs. No large library open on Sunday.

Discriminates between residents in the east and west of the borough. Hours still too short over-all these feels like an exercise in making the pitch for west worst than the idea for closing the west of the borough need access to libraries as much as anyone

Poor children in the west of the borough essential space for homework, revision and early years.

It favours people who live in the east of the borough. That's not fair on everyone else.

Discriminates between residents in the east and west of the borough. Hours still too short

People in the west of the borough will need it explained and may reject the need to balance resources. It will be necessary to demonstrate parallel support services, for example on digital access and advice, in the west of the borough, as disadvantage does

Need / inequality / fair

Unfair to west of Haringey. The rationale is people are more affluent west of Haringey, so they have access to internet by themselves. These same people pay more taxes to support public services, if they have none, they move to a different area where they get.

Unfair prioritisation of the eastern part of the borough over the western part

the changed hours are a bit skewed towards maintaining better hours in the east of the borough,

There are too many libraries closed at lunch - this includes Stroud Green!

Since we are loving but not affluent living in the west of the borough, we use the library after school during the week, we would possibly lose Tuesday as well.

Stroud Green is not closed on Tuesdays, it is closed on Thursdays.

So it is not fair for all library users across the borough

really not fair. I am also in the west of the borough currently, so my ability to access a library would be severely curtailed. It seems unfair that people and children in one part of the borough would have their access reduced further. I couldn't find

It is unfair as it focuses mainly on the needs of the east of the borough

It creates an unfair distribution that might not account for the actual needs of the people living in the area. You cannot easily measure usage of the library holistically and you will have a negative impact on surrounding businesses.

completely unfair on a spurious calculation of "need"

Again not open on a Sunday unfairly discriminates against working families and later opening hours is not family friendly

We need to keep our library open 9-7pm 5 days a week. We have not have a library for over an year. A huge investment has been made in Muswell Hill Library and now you want to close it. Library are also used in stay warm specially between October - April

To me it feels confused and may not necessarily make much difference other than fostering the idea that the west of the borough doesn't need libraries as much

They're not protected enough. Leaving a space later at night into the evening, monitored by council staff would is needed by teenagers who want to leave their homes to do school work.

The earlier closing times and weekday closure prevent youths the safe study space support needed by the local area in Stroud Green library where working parents are not able to be there to support children until late return from work, access to other library

The different opening hours on different days are confusing. Branch libraries should be open just as much as central libraries, because children need to use their local library - going to the central library would definitely be a deterrent. And people use th

St. Anns will not have sufficient space for students to study, and more libraries need to be open on a Sunday. Again the opening/closing evening hours are too short

Same as above, Cutting library provision will affect young disadvantaged families the most. They often cannot afford resources needed for school children and/or do not have the space for children to work and study.

provision needs to be maintained across the borough but this favours parts of against others

Parts of the borough will have fewer open library hours. There will still be people needing the library in those parts of the borough who will have to travel much further however I appreciate the logic. It is possible that people in the West of the borough ar

Others, older people, families with kids, people with mental health issues, they all live all over the borough. They won't be able to access libraries when needed

Option 1 and 2 and both unacceptable. Council in potential breach of equality impact and 6pm closure: How thorough and deeply researched was Haringey's Equality Impact? If Option 2 gives the East of the borough more opening times because there is more pove

no opening after 6 anywhere - no balance between morning and evening. Disrupts groups. Not enough account taken of teenagers/people at works needs

No consistency in opening times, very confusing and limits access to a communal space that is used by so many people who need it as a life line and safe space

Maybe costs more and further savings would be needed later.

Like above, cutting hours in public libraries is a disgrace, people need freely accessible reliable resources and places of community like libraries more than ever and there ought to be a push for more funding.

Less open hours at the library, which means my young children are less able to access books and will thus mean I need to find other activities which don't provide them with the same benefits that reading does.

It should be open every day apart from Sunday. Also closing on some days will affect baby groups which are very needed. Will affect access to library and it's services.

It sets up inequity amongst the boroughs - libraries should be a universal service for all, and once you start linking them only to need, the borough as a whole is likely to be less invested in funding them. Plus a number of libraries are still closed during

It excludes anyone who is in not in the priority group. This will create a negative feedback loop, people don't see the library as accessible for use, don't visit and the library decline. Also, the assumption is that people who are most in need will use the s

It creates an unfair distribution that might not account for the actual needs of the people living in the area. You cannot easily measure usage of the library holistically and you will have a negative impact on surrounding businesses.

I will not be able to use the library when I need it

I think the problem with this option is the closure of both wood green and marcus garvey on a Sunday. As I wrote above, I don't think it likely that residents in wood green will for example travel to alexandra library on a Sunday. And I'm not sure all branch

I need the library open on sunday

I don't think you should be closing the libraries on any days as people need them.

I agree with those identified in the consultation document. Whilst I am not overall supportive, given the importance of libraries as community hubs, I recognise the trade off that need to be made

Huge disadvantage to everyone unless they live in East. Haringey council needs to stop skewing support to the east of the borough like this.

Unequal access across the borough

Simply unacceptable. I think it is better to have the most equipped and resourced library open, ie Wood Green rather than 3 smaller branch libraries. The piecemeal opening hours, especially in the branch libraries will deter beneficiaries from utilising the service.

Should be equality in opening hours across the borough. Older people are disadvantaged people are across the borough

Option 1 and 2 and both unacceptable. Council in potential breach of Equality impact and 6pm closure: How thorough and deeply researched was Haringey's Equality Impact? If Option 2 gives the East of the borough more opening times because there is more pove

Lack of equality across the borough

It will require staffing for AP library.

It sets up inequity amongst the boroughs - libraries should be a universal service for all, and once you start linking them only to need, the borough as a whole is likely to be less invested in funding them. Plus a number of libraries are still closed during

It risks disenfranchising further members of the community in their ability to accessing free service equally across the borough.

Inequitable opening hours across the borough means less choice for people in the west of the borough

if the inequality focus is on BME children not having access to reading education surely closing earlier in the day and on Sunday is negative to that aim, barring school holidays much of the working day children are at school, at the least put the libraries

7d. What if any changes would you like to be made to Option 2?

Respondents felt that Option 2 would benefit from changes that increase Wood Green library hours including opening on Sunday, even for a short time. Others also wanted to see Marcus Garvey open on Sunday, with a suggestion for every other Sunday opening.

Further proposals included changes involving trading off earlier opening hours for staying open later at least once a week with closing times of 7pm and 8pm cited. Some respondents wished to see the avoidance of lunchtime closures, and no closures on Mondays with a potential trade-off being half-day closures later in the week.

As with Option 1, some respondents called for volunteers and/ or self-service options to maintain opening hours. There were also suggestions that current opening hours should be retained or that weekday hours should be reduced in favour of weekend opening. Some respondents wanted to see Marcus Garvey opened on Sunday, perhaps for the morning only, rather than St Ann's or Coombes Croft.

Some respondents proposed that Hornsey library should be kept open on Sundays, with the size of the study area being specifically cited as an important factor for some weekend library users. Other respondents felt that weekday 6pm closing would penalise working people wishing to visit the library after work.

Other suggestions for Option 2 included daily openings in the west of the borough but with shorter opening hours based on demand. Limiting weekday opening hours in order to extend weekend opening hours.

Many respondents did not support any cuts to library hours and stated a desire that council funds are used more efficiently to avoid cuts.

What if any changes would you like to be made to Option 2? (Base all answering: 252)

<i>Themes and topics</i>	<i>Number of consultees answering</i>	<i>% of consultees answering</i>
Theme: Timetable	98	38.9%
Sundays generally	29	11.5%
Lunchtimes	19	7.5%
Prefer Other Libraries to Open Sunday	20	7.9%
Evenings	22	8.7%

Theme: Fairness	17	6.8%
Other	24	9.5%

Theme: Timetable (verbatim)

Lunchtimes

Remove lunchtime closing on Saturdays - see previous response - or at least do this where need is greater - in libraries in the East of the borough

Saturday opening in branches 9-5 or 9-6 all branches are very busy on the weekends. No lunch closure, library is used to study and people have on here to go during lunch closure

The same as in option 1 regarding midday closures for staff lunches in the branch libraries. That the branch libraries close at 5pm, but stay open between 12:30 and 1:30pm so that a continuous 8 hour access is available on open days.

I would like the Marcus Garvey library to remain open on a Sunday, for the late opening and early closing, and the closing of libraries during the lunch hour plans to be nipped in the bud and for the borough to invest in the library and local community a

Close Hornsey library over the lunch break but leave it open until 7pm. For anyone who travels back home from an afternoon shift, 6pm is a difficult closing time to make for returns etc.

I dont mind the closing for lunch. But i would keep the closing time at 7pm of st anns library and keep just sunday the closing day.

Keep library open at lunchtime.

Lunch time opening/late opening can be really helpful.

lunchtime closing. Shorter hours but no midday closure.

open 2 half days on tuesday and thursday and open every lunchtime, the latter manned by volunteers.

Open Coombes Croft all day ie. no lunchtime closure

Opening hours that allow children to use libraries during lunch break and after school.

Reduction in the number of lunch time closures

Sundays

Sunday opening, even if for reduced period

Sunday opening for Marcus Garvey to be reinstated.

Sunday openings of Coombes croft

Why are no libraries open on Sunday morning?

Swap Sunday opening with St Ann's

The bigger libraries should be open on a Sunday as they have more facilities

To see that the libraries are open for at least half a day on Sunday.

I would like the Marcus Garvey Library to remain open on a Sunday, for the late opening and early closing, and the closing of libraries during the lunch hour plans to be nipped in the bud

Reintroduce Main Library Access on Sundays

Keep at least one large library, like Wood Green or Marcus Garvey, open on Sundays. This would ensure that customers who rely on the larger libraries' extensive resources and

All libraries close on Sundays so that the savings can be made

Also Sundays should be open otherwise working people can be excluded from accessing the library as a community space/source of information please explore if every second Sunday could be open

Close during the week and keep Sunday open

Having large libraries offering some opening on a Sunday.

I don't mind the closing for lunch. But I would keep the closing time at 7pm of St Ann's library and keep just Sunday the closing day.

I would personally prefer the afternoon hours for Thursday and the morning hours on Friday. I also wonder whether or not it would be possible to reorganise the new schedules to open large libraries on Sundays instead of

I'd like one large library in each group to be open on Sundays but I understand the constraints.

Include Hornsey in the Sunday openings. It has the best study area

Instead of opening branch libraries on Sundays, open big libraries like Wood Green as there is better transport links and it's more popular.

It would be better for us to have the library closed on Sunday (and even Saturdays) and have the opening hours in the week after school when we need them.

Keep Hornsey Library open on a Sunday, close Highgate Library.

Keep Marcus Garvey open on Sunday mornings

Keep Wood Green open Sundays

Longer weekday opening hours in exchange for no Sunday

Marcus Garvey group St Ann's library is difficult to get to the Sunday opening should be at Marcus Garvey library.

More than one library open on a Sunday so realistically there is an option for people all over the borough

No lunchtime closures No Sunday closure of main libraries.

Sundays should be open otherwise working people can be excluded from accessing the library as a community space/source of information please explore if every second Sunday could be open

Prefer Other Libraries to Open on Sunday

Reintroduce Main Library Access on Sundays

Keep at least one large library, like Wood Green or Marcus Garvey, open on Sundays. This would ensure that customers who rely on the larger libraries' extensive resources and study spaces have access on weekends.

Instead of opening branch libraries on Sundays, open big libraries like Wood Green as there is better transport links and it's more popular.

Keep central libraries such as Wood Green open on both of the weekend. Keep central libraries such as Wood Green open on both of the weekend.

Keep Wood Green Library and Marcus Garvey library open until 7pm. Keep Wood Green Library and Marcus Garvey library open until 7pm.

keep wood green open sundays keep wood green open sundays

Wood Green library should be open on a Sunday as it's in the main shopping street for the Borough and close to a tube/transport.

Open Marcus Garvey in line with the pool on a Sunday.

At least one but ideally both Wood green and marcus garvey should be open. An alternative might be to run them differently on a Sunday, in order to manage staff and other costs?

Consider Sunday opening being at Wood Green still? It's a shopping centre with lots of footfall, presumably from across the Borough. It has study facilities which always seem busy at weekends and must be invaluable for students living in cramped or noisy home

People are less likely to travel between libraries than might be anticipated. I would have Wood Green library open on a Sunday, as it would be more central and for those people who do need to use the service on a Sunday it would be more accessible for most people.

Evenings

Evening open times - flexible for working people - warm study spaces outside working hours

Maybe important to keep open some evenings for working people

Open later in the mornings and use saved hours to open more on Sundays and at least one evening

As mentioned above for option 1 Allow at least one day or two days where you open at 10 and close at 7pm for people returning from work.

Close Hornsey library over the lunch break but leave it open until 7pm. For anyone who travels back home from an afternoon shift, 6pm is a difficult closing time to make for returns etc.

Doesn't enable children and teenagers to access the library, hours should be centred around those eg ensuring open 3pm to 6or7pm and weekend afternoons The children's groups are hugely popular and these should be maintained either at the same time or moved

Extend to 6-7 pm on weekdays to include people that work, children that go to After School Club (because their parents work) and children that don't have access to internet/ computers or a quiet home to do their homework and study. we see many secondary scho

Favor the 5-7PM bands during weekdays. Regardless, both options are very unacceptable, they greatly hurt a very fundamental public service.

I don't mind the closing for lunch. But i would keep the closing time at 7pm of st anns library and keep just sunday the closing day

I think that no library should close before 6.p.m. as many people call in at their library on the way home from work and many school students find the benefits of studying in the library beyond 5p.m. (The 7pm closing time should ideally be retained!)

Keep Stroud Green library open from 5pm to 7pm - Monday to Friday Keep the library open every week day. Keep library open until 7.00pm every day. I am a student who would like to study in the library after school, and reducing the days and hours is very problematic.

Keep Wood Green Library and Marcus Garvey library open until 7pm.

Library open until 7am weekdays

More opening until / Camden has some libraries open until /, 4 days/week and one till 8 6 days a week Islington has several libraries open until 8, 2 or 3 days a week. One day per week with an opening to 7pm, reducing another day to 5pm (so still same number of hours). This serves commuters.

Open 10am to close 7pm

open on mondays till 7.

Open to/pm-Start hours at 10am instead of 9 Please can all libraries, in particular Stroud Green library, be open until 7.00pm on week days. Stroud Green Library will only be open 5 days a week, with one day closed. This is awful.

Theme: Fairness

It feels as if some of equality being lost with Option 2, maybe there should be a rethink on how the elderly are catered for in the West.

It seems well thought out. My only suggestion would be to add one late night (until at least 8pm) at a main library, maybe only in Marcus Garvey, because some people who work low-paid jobs may only finish work at 6 and still need to go to the library for services like printing essential documents or using the Internet. Sometimes it's not possible to wait for the weekend due to urgency, so this would be beneficial. It would also help students studying late.

I am a student who would like to study in the library after school, and reducing the days and hours is very problematic."

Major concern - provision for children of all ages. Poor people lacking digital skills.

Stroud green & Harringay library should be open every day. It is a long distance from Hornsey and Highgate libraries what are in it's group and open are days it is absurd. This library serves harringay ladder where even though parts are gentrified, there is multiple deprivation.

Prioritise libraries with the highest evening demand, particularly in high-need areas, to ensure they are open during times when usage is highest.

Proposal 2 could strike a better balance between serving high-need areas and ensuring equitable access across the entire borough. These changes would also address concerns about overcrowding in branch libraries and inconsistent service hours while still focusing on communities that need the most support."

Other

Pilot Flexible Hours Based on Community Feedback. Implement a trial period for the new hours and gather community feedback after several months. Adjust opening times based on usage patterns and feedback from customers, ensuring that the service adapts to the actual needs of the community, rather than fixed on a rigid model. This could involve slightly modifying hours in under-served areas or extending access in libraries where demand exceeds current hours.

Allow at least one day or two days where you open at 10 and close at 7pm for people returning from work.

Ensure all libraries have a 24hr drop off point so people can return books when the library is closed.

The children's groups are hugely popular and these should be maintained either at the same time or moved to a new time (between 9am and 3pm)"

"As a regular user of the DVD collection, often including the reserve stock held at Hornsey I would like this collection to be not only maintained , but improved. There are many 'trash'dvds

that 'flash in the pan' and can be disposed of after a time ,but there are 'classics' that should be kept in the collection.For example, some re-makes are not of the quality as the original versions e.g 'Papillon'. It would be educational to maintain a copy of the best cinema. However there is a shortfall in documentary/educational and music DVDs"

Computer "know how" classes and Book club discussion class

For Haringey to use the money that people pay them in council tax for libraries for the people and not spend it on the self promoting newspaper they fund. Haringey spent Â£1m making Alexandra Park library so much worse - horrible lighting, horrible design, no insulation. They wasted that money - it could have been used to keep the library open.

I am content to cede responsibility to those with expertise in the library service and with better access to data than me so have no changes to suggest

I don't know I never used those services

I think maintaining access to physical newspapers and magazines is important for stimulating the mind and because too much screen time is bad for the eyes.

I'd like for the reasons for Option 2 to be shown and explained clearly - make it plain that the borough of Haringey has very different levels of deprivation and prosperity, and that it's fair for the wealthier neighbourhoods to help the poorer and more deprived.

Keep the libraries open they are helpful for so many different reasons and needs

Not to make any savings and to continue having all the library opened

The council ignored my response to the early consultation. I don't support cutting hours at all

To prioritise the smaller libraries mainly and their value to the area users there. The other larger areas can be stressful environments to study in.

8. Which Option works better for you and why?

Option 1

Some respondents cited a preference for Option 1 because it would provide a schedule most similar to the current one, making it more familiar and easier to remember and plan around. Some respondents value more consistent access to libraries across the borough, with some users highlighting that it would distribute the proposed reduction in hours more evenly.

Some users of Wood Green and Hornsey state that Option 1 is preferred as the plans are aligned with their current usage patterns. Some respondents appreciate the plan for Option 1 to keep all libraries open on Saturday and with a central large library open on Sunday, which works better for their personal schedules.

Option 2

Some respondents state a preference for Option 2 because it would offer more libraries open on Sundays with some commenting that this is particularly important for those who work during the week. Some respondents noted that Option 2 would provide slightly more opening hours in total and for certain libraries, making it more convenient for some.

Some respondents share positive sentiments that Option 2 would better serve less affluent areas, whilst ensuring access to crucial services.

Neutral

Some respondents indicated that under both options the proposals are more or less equivalent for their local library, making no significant difference to them.

No Option Preferred

Some responses expressed dissatisfaction with both options, citing concerns about reduced hours, the potential impact on community services and support and how the proposals are aligned with other council strategies.

Table below results: Which Option works better for you and why?

Option 1	Option 2	Either	Neither	Other
123	138	22	116	44

Responses (Verbatim)

Other

Each option has a different downside, but given that savings must be made I think that the Council have been very thorough in it's mission to support the educational and recreational needs of it's population in a very fair way.

As a retired person, with fortunately no issues about keeping warm or feeling isolated, I can adapt to changes quite easily. However, mindful of Haringey being a relatively underprivileged borough, for all sorts of reasons, I think savings should be made in ways that will affect the people having the most difficulties in adapting to restrictions on Library services, the least.

As your research demonstrates, and the residents feedback shows, libraries are incredibly important services within communities. So I am very supportive of focussing funds on those that do and could benefit most. If you have to make cuts, allowing those most in need benefit most feels most appropriate.

Both are workable. I tend to frequent Hornsey but looking forward to Muswell Hill opening again.

"Both options are equally bad for me because they reduce my access to the library to Saturdays only.

Consistent opening hours would make Coombes Croft more accessible. If people don't know or don't remember when it's open or closed, they'll stop using it.

For me I can choose when I go so my answers are taking into consideration issues of literacy and access for families that need a library service

Highgate is my nearest library and as a retired person I can be flexible on hours

I am semi-retired but not mobile enough or with time enough to travel to other libraries that are not local. But I'm sure other library users don't have the time to travel to other which wouldn't give them the sense of community they get at their local one.

I am sitting at home working on my computer to answer this questionnaire. I am lucky enough to have all the facilities to do so- laptop and wifi at home. Again not everyone has these facilities and indeed the most needy may not even be able to answer a questionnaire online. Librarians help those.

I don't like any closure option. A choice of 2 bad options is not a consultation

I don't want to support what's best for me but what's best for all communities

I think if cuts have to be made then Sundays are best. Libraries help people who feel isolated and vital in the winter months.

I think it's a sad day when we have to make these difficult decisions.

idk

If my local library (St. Ann's) is open at the same times each week I will get eventually get used to it - it took me a while to train myself not to go there before 10am on a Wednesday - and I will attend at the appropriate times.

I'm sad that both involve closures but appreciate the council has done what it can to come up with options that minimise this, and find it hard to choose between them because one is better for my area - the West of the Borough and the other is more focussed where the need is greatest.

"It is difficult for FOHL-SH to understand from where within Haringey Council these proposals emanate. It is unfortunate that at present there is no professionally fully qualified librarian within the senior management of the Library Service. Haringey Council had clear plans for its library service that were supported by both members of the public and FORE. Those plans included investment of millions of pounds in the library buildings and all the improvements are now completed or under way. These plans were developed as a result of detailed research and engagement with over 1,000 library users, Friends groups and FORE using external expertise. This led to a well-regarded Library Service. In Autumn 2023 Haringey Council submitted a bid to become London Borough of Culture which required a contribution of over £300,000 from the Council. Haringey Council failed to involve FOHL-SH or FORE in the development of its bid. Suddenly the planned library cuts were announced in December 2023. The earlier strategy and plans to ensure that libraries added value particularly with a focus on the most vulnerable in our community and improving access to services for those groups appear to have been abandoned. The plans for the current cuts are incoherent: they lack any strategy for developing the Library Service in future and they fail to explain how the remaining planned cuts will be implemented.

This is the response of Friends of Highgate Library-Shepherds Hill (FOHL-SH)(email:fohlsh@yahoo.com) to Haringey Council's consultation on cuts to its Library Service.

FOHL-SH are members of FORE, an umbrella group for Friends of local libraries in Haringey. It is important to note that the consultation only covers half of the Â£700,000 required savings and the consultation is silent on the plans for the remaining half of the required savings. Our response is being sent to every Haringey Councillor including the Leader and Cabinet Member for libraries, as well as to the Secretary of State for Culture Media and Sport. Only an abbreviated response can be submitted online because of the limitations of the Common Place consultation software used by Haringey Council."

Keeping the library open in the mornings and afternoons would be best for our family, with a long lunch closure. Young children tend to nap and eat between 12-3pm. After school, having the library open is so important as somewhere to go, especially in poor weather.

Libraries are important in-person community spaces and should not be considered for budget cuts. They serve a wide cross section of the community and foster a passion for learning and a love of reading for our children and young adults in the borough.

Closing library services is generally a poor idea for several reasons, particularly based on these insights from the Haringey Library Service Consultation document:

1. Critical Community Resource

Libraries provide more than just books; they are hubs for community activities, education, and social support. Many customers rely on libraries for essential resources like internet access, study spaces, and programs that support literacy and personal development. The consultation notes that libraries reducing opening times means cutting off access to these services, which will disrupt vital community functions, especially in areas where over 50% of customers may not have other options.

2. Impact on Vulnerable Customers

Libraries serve diverse groups, including families with young children and individuals facing digital exclusion. In Haringey, it is estimated that up to 25% of households lack home internet access. Libraries play a crucial role in bridging this digital divide. Closing library services would disproportionately affect customers who rely on these resources for job applications, schoolwork, and access to essential services, particularly in areas with higher socio-economic needs.

3. Loss of Safe Public Spaces

Libraries offer a safe and welcoming environment for people of all ages, which is especially important for families and vulnerable customers. The document highlights that libraries are a vital space for combating isolation, often serving hundreds of customers who use the facilities daily. Without libraries, these customers may lose a safe space that provides warmth, social interaction, and access to restroom facilities.

4. Negative Impact on Education and Social Mobility

Libraries support education through resources like study spaces, literacy programs, and children's activities. Many customers in Haringey rely on libraries for after-school study sessions and storytime events. The consultation reveals that over 2,500 children participate in core activities offered by libraries. Closing libraries would reduce access to these resources, potentially impacting children's learning and long-term social mobility, especially for those in low-income households, where 40% of residents may fall below the poverty line.

5. Community Programs and Social Connection

Libraries offer valuable programs, from literacy and numeracy support to creative clubs and social activities. These programs help customers build skills and make connections. The document notes that over 1,000 community members engage in various activities weekly. The

loss of these services would negatively impact these customers, reducing access to vital support networks and opportunities for personal development.

6. Increased Pressure on Other Services

Libraries often help customers navigate other services by providing information, guidance, and signposting to social and health services. Without libraries, there would likely be increased demand on other community services, which may not have the capacity to meet these additional needs. This could lead to a strain on local resources, potentially impacting up to 3,000 customers who rely on library services for referrals to social assistance.

7. Customer Opposition and Community Value

The consultation document reveals that many residents have expressed strong pride in their libraries, with 80% of respondents in previous surveys indicating that libraries are vital to their community. Many customers have emphasised how libraries help them and their families, particularly in times of financial strain. Reducing or closing services would go against community feedback, eroding trust between customers and the council, and could have lasting effects on the library's role as a valued community asset.

In summary, closing library services would have wide-reaching negative impacts on customers, particularly those who rely on libraries as a key resource for education, digital access, and community connection. Maintaining these services is essential to support the diverse needs of Haringey's residents and promote social equity across the borough.

"People need continually warm space kinds need a place to go for homework etc nothing for younger kids to do outside

9. What do you think about the Council's proposal that reducing opening hours is the right way to achieve the £675,000 savings from the library service set out in the budget?

Do you have any other suggestions as to how the Council should make the savings set out in the budget?

Respondents displayed mixed sentiments in their responses ranging from reluctant acceptance to outright dissatisfaction with the proposals. Whilst some agreed with the proposal to reduce library hours, other respondents remain opposed to finding savings from the library service budget, expressing concern about the effect on the wider library service offer and the potential negative impacts on overall accessibility for those across the borough who rely on them.

4 respondents to this question indicate willingness to use self-service options but some caveat that with acknowledgement of the importance of library staff and their role in the library service offer.

Suggestions were put forward for revenue generation including:

- hosting events, renting out spaces, and adding cafes to generate additional revenue
- voluntary donations and corporate sponsorships and additional, optional charge on council tax
- commercial use of library spaces when not in use by the library service.
- Commercial rates for printing, photocopying and scanning

Cost-cutting suggestions included:

- discontinuing the purchase of DVDs and reducing print newspapers and magazines.
- reducing non-essentials such as the Haringey People magazine
- flexible staffing models to maintain service levels without increasing costs and focusing on core library functions.

What do you think about the Council's proposal that reducing opening hours is the right way to achieve the £675,000 savings from the library service set out in the budget?

Do you have any other suggestions as to how the Council should make the savings set out in the budget? (Base: all answering question: 89)

Themes and topics	Number of consultees answering	% of consultees answering
Don't agree	21	23.6%
Agree	11	12.4%
Qualified support	14	15.7%
Don't know	1	1.1%
Other	42	47.2%

Other (verbatim)

Encourage more people to volunteer in the library in support of staff.

Fine flytipping more effectively.

Given Haringey's huge debts, £675,000 is not a lot of money. I would think that there are other areas that can be targeted, corruption, underperformance and inefficiencies, for example.

Hosting more groups eg baby classes from external. Then charge a fee for attending.

Hosting coffee shops

Increasing fines"

I am not sure why this figure has to be attached to libraries in particular. I am not qualified to offer solutions to the council's financial restraints.

I don't like it, but if that's the only way to keep the libraries open and the library stock as great as it is. I can't think of another way. Fundraising?!

I gave a full response to the earlier consultation, with thoughts on all proposed options, and have no faith that my and others' responses were listened to

I think continuing to look for other services that libraries could serve their area with - post office services; other classes; linking into schools more; safe place for charities to hold community groups etc

I think it is worth exploring options like donations and renting out the space at the weekend or in the evening, and that may allow to keep the libraries open for longer hours while also strengthening the sense of community in our area

I think opening hours could be rethought, but it is in fact the variety of opening hours what makes the libraries usable in the first place for all people in the council. Reducing opening hours (opening later for example) will mean people who currently use the library as a working space won't be able any more. Similarly, reducing later hours, will mean people who use them after work won't be able to do it anymore. Reducing opening hours will mean choosing some people of Haringay are able to use libraries, and some don't, it will mean targeting some people out of the library. A half hour on each side for all libraries, and a one day closure in the week would be a much more reasonable idea, even if the saving is not as big as that which the current plan suggests.

I think the printed papers and magazines should go to save money.

I understand the council is under considerable pressure but appreciate this is a way not to close any libraries. What I would love is for there to be a covenant in place which guarantees that should the council's finances improve in future years, a review to consider reinstating Sunday opening across borough libraries will take place. This could stand as a safeguard against library services being eroded in the absence of financial need in the future.

I would love to know of other savings options, but realistically I'm not equipped to do so. I think volunteers is worth considering (if not great)

Income generation from hiring space to low risk groups eg NCT groups.

Insourcing services

It appears to be unavoidable but could savings be made by reducing salaries of council staff?

It does seem a shame the libraries will have to close. For some it is an essential resource and a place to be with other people. For older people this is particularly important. I think it could lead to a minority of people feeling more isolated.

it is the wrong way. Find new ways to get income from people like me who use the library as an alternative to going into the office. A return ticket might cost £8. Charge people a £5. Find new ways, be a rebel!

It's an unfortunate situation. Tax revenue in the UK as a percentage of GDP is at an all time high, yet we cannot afford basic library services (nor fully fund the NHS). There is something strange going on.

Less events and activities that are not attended by enough people, monitor the popular ones and just stick to them.

Libraries are an essential part of a civilised society.

Libraries are important and could be made more important local hubs. A local income tax could be raised to pay for the libraries.

Look to reduce other social services that only impact the few rather than the richness of the many. Books and reading help society in so many ways, to switch off, to educate, libraries are key to our community in so many ways.

Not personally but I have been at meetings where options have been discussed and the Lib Dems have put forward a costed budget

Perhaps shortening opening hours maybe in the early mornings.

Personally, I would favour the move towards self service over library closure but I appreciate the consultation which has already been undertaken on this.

Raise taxes

Recruit volunteers to man hours.

Change taxation system to collecting public revenue on land value and not on people's Labor so would cost less to employ people, and there would be more revenue for local services"

Reduce hours during the week instead of weekends

Reduce hours on a weekday instead

Reduce the hours in the morning of week days twice a week instead of removing later hours of every week day. You are removing the opportunity of working people to go to the library! Curtail the unnecessary overly expensive plan for the lavish new building in the Civic Centre, just renew the existing heritage building! That should be plenty of money to keep the budget for libraries, education and people should always come first!

Rent out empty offices and focus on more income generating ideas. Bring back Shawn Haselton spend less on the parks

Spent too much on refitting the Civic centre. Stop printing Haringey People, leave it on line only, and stop delivering it to every household.

This may already have been done, but I would try to categorise every measurable activity and then analyse frequency of use by which (say) 20 per cent is used 80 per cent of the time. That would give an idea of what items could be reduced or cut. Next, I would assess the potential impacts of reducing or cutting such items in order to at least try not to affect negatively any particular minority among library users.

Try to get additional funding from private businesses

You need to think about raising more revenue from eg events, not just cost cutting.

10. Please give any other feedback on the Council's proposals to vary library hours.

The overall base rate for responses to this question was 254

<i>Themes and topics</i>	<i>Number of consultees answering</i>	<i>% of consultees answering</i>
<i>Timetable</i>	66	25.9 %
<i>General lack of support</i>	51	20%
<i>Testimonies</i>	28	11%
<i>Individual Libraries</i>	27	10.6%
<i>Support for strategy</i>	18	7%
<i>Youth/Schools</i>	8	3.1%
<i>Equality/Equity</i>	4	1.5%
<i>Volunteers</i>	4	1.5%
<i>Other</i>	46	18.1%

Timetable (verbatim)

47 hours not good enough for a week, especially for the more deprived parts in the east of the borough. The children will lose out, particularly those without home study facilities. They will be better off staying in libraries for support.

A real shame to lose library opening on a Sunday, I feel.

A regular opening pattern is desirable. The Council is priding itself that no libraries are being closed, but is cutting the hours by 50% ie Death or strangulation by a 1000 cuts instead.

As a mum of very young children we live and rely on the extended library opening hours and would like them to remain open and accessible from early morning to 5pm at the least

As mentioned above, talking about st anns library im not supportive at all on reducign the days is opened, nor to close it at 6pm instead of the current 7pm. I just wouldldnt change the closing day and would keep at 7pm the closing time. For me it would work to keep it opened until 8pm. i dont mind closing for lunch time

Closing at lunchtimes seems very unwelcome for working people who might welcome the opportunity to visit the lovely library.

Closing libraries at lunchtime will force people to spend money at cafes. Keep libraries free. We shouldn't have to remember complex opening hours, complicated and varied opening hours will lead to a reduction in usership which will give licence to further cut services.

closing the library for whole days is incredibly damaging to the community. if you must cut back, trim hours at the start and end of the day.

please recognize that stroud green library has amenities and infrastructure that can be used to generate revenue - use your asset before mothballing it.

Don't limit opening hours in a way that disadvantages working people who can only access the libraries on weekends. Monitor traffic in the libraries and see which are the least busy times, then make the closures around those times instead.

Either keep the same hours and find the money somewhere else, or making sure that the libraries will be open at least everyday, particularly during the cold season, and school terms.

For Coombes Croft library it is a very busy library so that 29 hours is not at all good enough. At least it should go to 48 hours a week.

Have alternate opening hours/ breaks between opening hours

I agree that libraries should be closed at lunchtime.

I am against ANY reduction in hours, whether option 1 or 2

I am totally against reducing library hours. Reading and education are vital factors to aid economic recovery and reduce crime. Libraries are vital to communities.

I am very much opposed to the proposals to vary library hours

I do t have a big issue with varied opening hours. I have an issue with smaller local libraries being closed 3 out of 7 days.

Finally some feedback on how difficult it is to access this survey. I am IT literate. Yet it took me some time to find the options in order to

respond to this survey. Haringey has (yet again) paid a lot of money to a company that has badly designed this process. The options should be the 1st price of information available not hidden in documents. Makes me think does Haringey actually want to

Hear from its residents?

I have previously commented on this.

I do not like lunch-time closures (especially on Saturdays) or closing prior to 6pm.

I consider that a later opening (e.g. 9:30) might be accommodated.

I think it would be preferable to have at least one longer day per library - i.e. until 7pm so that commuters can use the library to borrow/return books and shorten another to e.g. 5pm. If not, there should be a drop off point per branch at the very least.

I think it's a real shame to be having to reduce opening hours, but I'm grateful that such thought it being put into the ways to accomplish this required cost saving. I think both proposals have merit and do not have a strong preference between them.

I think this reduction is huge and inappropriate. It should be funded from elsewhere in the budget. The main users of libraries are children and yet they propose reducing the hours so that school age children will barely be able to visit. Doesn't enable children and teenagers to access

the library. hours should be centred around those eg ensuring open 3pm to 6or7pm and weekend afternoons

I understand the groupings, however in reality the large libraries identified as staying open on Sundays/longer hours are very far from some of the branches. If my branch library is closed, I'm unlikely to be able to travel that far, especially with my children. So the groupings only really make sense for people with cars - it feels a little disingenuous to group the larger libraries with smaller ones. In reality, people are probably going to use their local one or none at all - even with a desire to use it, it's not practical to travel so far with toddlers.

I would seriously consider the plans to close small libraries for lunch. This will affect people who come to the library to study/work as they now need to find cover for that hour, especially unpleasant when it is cold and rainy outside. I don't know of the frequency of use of small libraries for study/work so perhaps the number of people affected will be limited

I would seriously consider the plans to close small libraries for lunch. This will affect people who come to the library to study/work as they now need to find cover for that hour, especially unpleasant when it is cold and rainy outside. I don't know of the frequency of use of small libraries for study/work so perhaps the number of people affected will be limited

I'm a GCSE-student who relies very much on Alexandre Park and Hornsey library to study. Please, don't cut down on their opening times on the weekend, in fact can they both be open full hours Friday, Saturday and Sunday. The only place I can work in my home- our kitchen table is regularly used by my dad for work. Thus, the libraries are very helpful for me to work.

If you must limit hours do it by opening later, 10.am and closing one day a week in smaller libraries

Increase hours make libraries open 24/7

It is preferable to close smaller libraries completely across Haringey for one day and keep one main library open that day and Sunday so that people will not be confused about different opening and can adapt use.

It's a shame the requirement is for changes to library hours, at all. Perhaps a hybrid system could be considered? i.e. instead of closing @ lunch - or having such reductions in hours - to have hours where libraries have more staff present and times when it is more self-service e.g. one staff to open w/ self-service until 11am/12pm or whatever. To consider staffing based on footfall and fluctuate it and have more self-service @ quieter times.

It's not necessary to open from 9am and there is not the demand from this time.

Just don't cut the hours drastically it's the community that will lose out.

Keep main library open on days APL closed and keep other as they are. One day closed better than closed lunchtimes or changed hours especially in winter

Keep Wood Green Library and Marcus Garvey library open until 7pm.

Libraries should open later during the weekdays so that they remain open on both days of the weekend.

look to closing a day / half day in the week to open on a sunday

Losing two whole days a week feels like a big loss as the library is hugely well used after school during the week by kids of all ages. I'm sure we will all adjust and in the summer people will use the park instead but in the winter there isn't anywhere else locally to go really... I wonder if instead of closing a whole day just opening in the afternoons is an alternative? But I realise that would impact people who use it in the morning so understand all users needs need to be taken into account. It's not easy and we certainly appreciate the consultation, thank you

Lunch time closures are completely unacceptable. As library users feel turned away, library visits and use will diminish. This is likely to lead to a future of library closures. The thin end of the wedge. Have local teenagers and students actively consulted about these drastic changes to opening hours. I dread to think how many children would have passed their exams without all day access to the library when they were able to study with their peers motivating and helping each other.

*make hours for 4 hours so the workers can get home and so students can get enough time
My personal usage of the library is at the weekend, I really miss Muswell Hill and Alexandra Park libraries being open on a Sunday. Literacy ability in our country is falling, the council needs to play their part and stop this from worsening.*

No account of groups which meet from 6-7pm e.g. reading groups which aren't even mentioned in proposal document. Proposals made are impractical and unworkable at best. Some of the assumptions are quite dishonest. Proposals and questionnaire seem designed to set different libraries/user groups against each other.

One reason the library is so important is that the hours are very useful and the regularity of the hours very important, people know it is there whenever they need to get out of the house for some mental stimulation, information or assistance.

Open at 10pm

Please don't cut evening hours at my library! I rely on it for my gcse homework because I can't do it at home.

Please keep the library's open every day and up to 7.00pm.

Please leave the hours as it is

Please re-open Muswell Hill library soonest

Preference would be to keep the current hours maybe a consideration could be that opening hours be adjusted more strategically across different branches, rather than a blanket reduction of hours during lunchtime, end of the day and Sunday.

Reduce hours maybe not close

Reduce the hours in the morning of week days twice a week instead of removing later hours of every week day. You are removing the opportunity of working people to go to the library!

See comments above about opening till 7pm one evening a week. Maybe use volunteers to provide some cover.

Several days of opening will lead to large losses of customers why Highgate library? More hours?

Shorter hours will give less access to most people.

The Alexandra Park library is very close to a school and two nurseries, please do take into consideration the times the children will use it (mainly 3-5pm Mon-Fri) and try and keep it open then as much as possible.

The libraries' opening hours should not be cut by such a drastic amount. Libraries are important spaces for people to work and study (if, for example, there are extensive, noisy building works happening near residences). This applies to people of all stages in life - including schoolchildren, college and university students, people in full-time/part-time employment, jobseekers, and pensioners. In particular, libraries should be open after school/work hours to enable children and adults alike to study.

Vary new hours of closure so that where possible one can walk from a closed library to an open one. Otherwise anyone needing to use public transport to get to a library as a result of the new measures will automatically face a "fine" of a return bus or tube journey.

Very much in favour of new times this saving energy costs. Saving costs keeping libraries closed when empty or not economical.

We should not be cutting library hours. Libraries are central to communities and this will have a significant impact on the happiness of the local people and the sense of community. This will also devalue houses nearby.

We want the library to be open all day except Sunday.

Working parents across the council need a place to borrow books for their children on the weekend this is critical for supporting literacy

You shouldn't need a timetable to use a library. They are amazing facilities that offer so much in so many different ways, to so many different people.

General lack of support (verbatim)

LEAVE THEM ALONE OR EVEN BETTER INCREASE THEIR FUNDING! GET THEM HIRING AND TRAINING NEW LIBRARIANS, MAKE THEM THE PRIDE AND ENVY OF ALL OF NORTH LONDON!

a bad option as when you limit a service you are saying that is not needed. It is

Access to libraries on the weekend is so important to child literacy! Dont close!

As mentioned, the Council would do better to devise a strategy to get more people reading and into Libraries.

Boooooo.

Can't say

Cutting library services continues to feel incredibly short-sighted in terms of long-term investing in tackling poverty and disenfranchisement.

Cutting library services is a damning indictment of central government's lack of consideration of importance of local authority services.

Disappointing that learning, community, warmth and safety is deprioritised to this extent.

Disappointing that there is no option available to make zero cuts. The cuts should be to Council bureaucracy and excessive salaries at the top, not to libraries.

Do not cut opening hours on a service which is used by the very diverse people's of this borough.

Extremely disappointed to see this even suggested. Children's services have all but disappeared and now Libraries will too? You can't blame anyone for thinking that this is only the start when it comes to cutting library services.

It's hard to see how these are Labour policies .. why does the council not put its citizens first?

Generally not a good idea.

I am concerned that this might become a permanent modus operandi and see little ambition to increase access in the future when public finances might be more stable.

I appreciate that the council has a budget problem, and that this has been the fault of central government. These cuts seem disproportionate. A 3% budget reduction requirement has turned into a 30% cut in hours at some libraries and 50% at others. There seems to be a disconnect.

I know money is tight but it doesn't need to be. It's the current policies that are wrong. There is enough to go round but what's lacking is the political will.

In some parts of the borough, people have the resources to find alternatives or control over when they visit libraries, and the ability to travel to different ones, but in others, closing the library on a Sunday will halve access to quiet space, books, safety and warmth on the weekend. It's hard to comment though without knowing footfall figures and types of usage. I've certainly been in the children's library in Wood Green and seen teens revising on the weekend and in school hols.

It is a terrible shame that it has to come to this.

It is ill-thought through

*It is immoral. This library was hard fought for by a *** Personal details have been removed *** back in the 1890s who balloted local people to build this library. He was visionary and philanthropic, unlike Haringey's cabinet. He realised social mobility happens through access to education and books - here you are cutting off the heart of this access for young children and vulnerable adults. This will affect young people's access to a warm space, open every day for study, contemplation and imagination, where space and books at home may be in short supply. Shame on you for even trying to push this through. You are clearly not concerned with attainment or social mobility at all*

It seems to me that the idea of slashing the opening hours of smaller libraries by half has all the issues raised in the previous consultation, as a step towards the closure of libraries, some of which have received a lot of investment in recent years for refurbishment. The savings need to come from other areas, rather than just saving on staff opening hours.

It shouldn't be allowed to happen

Leave libraries alone!

Libraries should not be reduced because all members of the public can use it.

Library services are an essential public good and all efforts should be made to extend rather than cut back on services.

Lunchtime closure not acceptable. The users will feel turned away and discouraged to use the library again. This will lead to the permanent closure of libraries. Unacceptable.

Maintain open and easy access to the library, for many of which is the only place they can access the internet and books. This should be complemented with staff on site

Managed decline is problematic because it leads to reduced service quality and accessibility, undermining the needs of the community. It can erode trust between customers and the council, creating feelings of abandonment among residents. While it may offer short-term relief, managed decline lacks a sustainable future plan, causing long-term deterioration of essential vital services like libraries and exacerbating inequalities, particularly for vulnerable populations. Ultimately, this approach can diminish community engagement and contribute to negative outcomes for residents. I fear once services are cut, negative outcomes such as reduced literacy levels in Haringey will become apparent over time and then the cost to the Council will dwarf operating costs of managing an effective library service in the first place. Repeat for job seekers, loneliness, health of the elderly, (please see Compassionate Frome research) underprivileged children, low income families, those who use the internet provision for job seeking/accessing benefits etc. etc. etc.

Not necessary, very little savings for the inconvenience and slowly decreasing the library service.

Sad that the Council have to curtail an essential service

so sad to see them diminishing

Stop wasting money on things like LTNs and renaming street names and use money towards public amenities which are open to all members of the public

Strongly opposed

This is a really poor consultation. I don't support reduced opening hours. I don't support more cuts.

This is an extremely counterproductive measure. The council should be increasing library provision - not rationing it further

This is particularly galling after lots of expensive refurbishments. Yes buildings need to be maintained, but lots of the works were cosmetic and the consultation and design process must have been extortionate.

Totally unacceptable. The library service cuts are completely out of proportion to overall cut to Council's overall budget.

I suggest the Council needs to look elsewhere to make savings by reducing waste and terminating expensive and unfit for purpose contracts. Also by pay freezes for its highest paid executive/director-level staff.

Unacceptable - a huge loss to the community and the next generation of curious minds

Very sad. How will this affect library employees in terms of job security?

How will old people use libraries as warm hubs in the winter, especially now the winter fuel allowance will be available to fewer? This is a huge shame.

What will the council do to further promote the benefit of libraries, and not allow them to whither away?

WHY INCREASING COUNCIL TAX AND CUTTING SERVICES

With schools in the borough wanting to get all children reading and working on reading initiatives in Harringay the council should be working to support this with the continuation of opening hours that currently stand. Otherwise the message in opposition to gain better education in reading across Harringay.

You are increasing costs of services - council tax etc yet you are cutting services - why?

You are presenting an ice-berg and discussing how deep the snow should be on the top. This is not about libraries.

You're making the wrong choice, you're going to harm a lot of people with these proposed changes

Testimonies (verbatim)

people with children use the library after school .. these hours are vitally important .. also

Saturday openings for working parents to take their children to

Be mindful of the different groups who use the services in the library and what hours would suit their lifestyle.

Mother and baby groups.

The elderly.

Teenagers needing somewhere quiet to study.

Cutting access to libraries is not a cost saving in the long term as it prevents access for the youth to a life of reading and education and prevents having an egalitarian society. Hornsey library is full of wonderful staff and is such an inclusive atmosphere. Cutting opening hours is abhorrent and shameful and utterly depressing and will no doubt lead to worsening mental health in our communities. Make cuts elsewhere please.

During winter and children's holidays, libraries are a lifeline. Please consider varying the times seasonally. When the weather is good, we spend more time outside and need the refuge of the library a little less. We are a family of 4 living on Stapleton Hal Road, in a 1-bedroom first floor flat with very limited space. When the weather is bad, we love walking to Stroud Green library as it is free. Hornsey library is simply too far for us to walk with a baby and 3-year old.

For many categories of people, the closure of a branch library could mean no library visits anywhere (lack of money, disability etc.. Haringey council will hopefully take another look at the budget savings and make more use of the local community and to volunteers to loan short periods of times like lunchtimes or when staff are not available.

For many people, especially the unemployed, the disabled and the elderly who often can't afford to buy books or travel easily to main libraries, the loss of a branch library even if only on certain days would impoverish their quality of life.

I am very sad about these proposals. I have used Highgate Library for 16 years. Its books helped teach my kids to read. Now my son goes there on his own and loves the choice of books, and my daughter uses it for GCSE study. I would never have wanted a library service to rely on volunteers - but given the state of other public services, local people should and I think would be prepared to step in to keep libraries open for as long as possible.

I feel that our libraries provide so much for all ages , not only through making books available, but because of the human contact they provide for the lonely and elderly , a warm place for those who cannot afford to heat their homes , a place for the young to study in peace and much more.

I have been a member of Haringey libraries since 1978. We started bringing our daughters when they were babies. Now I bring my grandchildren. I am proud to live in a borough which has maintained and invested in the library service for the benefit of the community. I have discovered wonderful books and music by browsing the shelves, read treasures from the reserve stock, attended talks, book launches, library open days etc.

At one evening event at the library it was remarkable how many people wandered in thinking that the library was open and welcoming.

With the reduction in hours, especially the Sunday closures, I worry about the schools students who use the library a lot for studies especially as exams loom, for working parents and others who can only visit the library at the weekend with their children, probably popping in along with doing local shopping etc, and people who rely on the libraries for so many different benefits that they bring.

I would like to see:

- a commitment that the proposed reduction in hours will be reversed in the next financial year*
- the new library strategy, referred to on page 6 of the consultation document, to start to be developed very soon to really make the most of the wonderful resources we have, and to*

promote their benefits for all.

I know these are difficult decisions, but libraries are in many ways our community centres, and so important for everyone.

I really value the library as a place to read and spend time as well as a source of books. Please don't take it away.

I suspect this is just the beginning of the end for libraries as we know and love them. And I think libraries are worth it.

I think it's deplorable that the Council should have to make this adjustment. The libraries are the only good public service that I feel still exists in the UK. My quality of life here in Haringey is 200 times better because I have free access to books. I could never afford to buy all the books I've already borrowed from the library this year and I would have not discovered such great authors, if it wasn't for the libraries curation.

I travel from Ashwell in North Herts to Haringay station and use the cafes and record shop there plus charity in nearby Crouch End. The library is useful for reference works and for its toilet.

Libraries are a vital part of the community especially for the youngest and oldest members.

Libraries are an integral part of community resilience. Reducing library hours inevitably affects community resilience negatively. Not all impacts of public open spaces are quantifiably measurable, but they are there - and they are very important to ensure that the most vulnerable in a community are not left behind. Please be mindful that taking that space away/limiting access will negatively impact some persons mental health, social life, resilience and potentially life quality.

Libraries are important for the community and, selfishly, important to me. I don't like the idea of libraries being affected by this.

Libraries are such an important resource for communities and since having a child I have found them to be even more useful. Books should be accessible to all and I hope that these cuts are not the beginning of a slow demolition of the library services.

Libraries need a re think as vital community hubs for a range of users. They are essential to maintaining literacy levels but the ties to the community could be strengthened and there needs to be a focus on how the library can provide some paid for services. They are essential for young people studying for exam.

Libraries play an important role in our communities across the generations and should be protected

libraries serve a very important social function especially for the poor and disadvantaged, both individually and generationally, providing access to books and internet to promote social mobility that may otherwise be next to impossible even in geographically more well-off locations, as well as a social space to combat the contemporary global epidemic of loneliness and hikikomori, and i think the massive budget cut should be reconsidered by the council.

Libraries should not be reduced because all members of the public can use it.

No, to Haringey Council's £675,000 cuts. There has been no genuine consultation so far on these proposed cuts.

People who rely on our libraries are the people most affected by this kind of change - people who do not have a 9-5 Mon-Fri schedule.

The libraries provide a warm, safe space where you can go for free and don't have to buy anything. It's a place to find information pertinent to the community, be around others and of

course a place to encourage and support a love of reading. Closing on some days is a slippery slope to closing entirely - which must not happen!

This proposal is going to affect how many times I can access the library. Living in London means not having the space to have a piano and the bookable piano has given me so much joy, being able to book it and use after work and playing it for an hour.

Very bad option, the whole community from age 0-100 (or over) use the libraries. They are part of our community we meet old and new friends

We need to support people like my son who uses the library to study, and hard working workers and students who work from 9am to 5.30pm in the week

Individual libraries verbatim)

FOHL-SH are a group of Friends formed in 2017 to fight a campaign to save Highgate Library from being closed down and having its books moved to Jackson's Lane Arts Centre (JLAC). We are concerned to ensure that Highgate Library continues to flourish and offer a full service for the benefit of all members of the local community. FOHL-SH are supported by voters of all political persuasions. Some of us were part of the 1987 and 2000 campaigns to save Highgate Library.

Haringey Council has three main libraries and six branch libraries. Highgate Library is a locally listed Arts and Crafts Library opened in 1902. It was funded by a Carnegie grant and is the only half-timbered Carnegie-funded library in the country apart from the Grade I listed library in Stratford. Highgate Library is the smallest library and following its refurbishment in 2024 it only has seating for three children and nine adults. Despite being the smallest library it has the highest registration of library members aged under 5. Highgate Library has repeatedly been the target of closure plans and local residents had to fight three campaigns to keep the Library open.

Haringey Council informed us on 11 December 2023 that it faced a budget gap of £16 million (3%) and that for the financial years 2024-2026 the Library Service would be cut by 31%. We were told that the Council would have to rethink how libraries are operated so as to save £700,000. Although the cuts were buried deep in the long budget consultation report 85% of the unprecedented 564 responses opposed the proposed cuts to the Library Service. From 11 December until 29 August FOHL-SH and FORE have tried to engage with Haringey Council on this matter and we have raised our concerns with both officers and councillors at the highest level.

At meetings and by email we have requested information about the Library Service: the budget, costs, income and the options that are being considered together with the cost benefit analysis of each option. Responses to most requests have not been forthcoming and we have had to resort to requesting information directly from the DCMS and raising complaints with the Information Commissioner's Office for information that has been withheld.

Throughout the process and on various occasions both the Director and Cabinet Member for the Library Service have made it clear that the decision to cut the Library Service by 31% was made at Full Council on 4 March 2024 and it could not and would not be changed. This was confirmed by a Council officer at the Older People's Reference Group meeting on 9 October 2024.

Alexandra Park Library has only just been refurbished, at presumably great expense, and was closed for a very long time - it is extremely unfortunate if it is now to be made less available. The children's library is a great improvement, and the library as a whole is a wonderful space for all kinds of people to use. Great to have new rooms for hire - presumably these are bringing in considerable funds?

The libraries are particularly important for children of all ages, and should be available at a regular time each day for secondary school children. They are also so important for deprived people who need a comfortable space, and also really important for events creating local community.

Having said that, I don't know what services compete with libraries for funds.

APL is already closed Sundays, it is already the only community resource for all demographics in our area and is much used most of the time.

By cutting back these services you're disproportionately affecting those who need the most support. Books, resources, and reading are so deeply stratified by class and wealth and those who cannot afford to own books, printers or wifi, and those who can't afford or have a quiet and safe place to work (or look for it) or study will be deeply unfairly persecuted by this decision.

Can't you just close Highgate instead ? Or rent it to a third party school.

Close Muswell Hill entirely. Sell building

Don't close Stroud green

Find ways to exploit the space the libraries have. For example, as far as I know, the library in Stroud Green has an upstairs room which is not used very much. Rent it out to local businesses for meetings or even for local people to organise a private party or other event.

I once went to an event in the St Anne's library and was amazed by the enormous space at the back. I don't know to what extent is it being used, but it seems to me that there is huge potential there.

For Coombes Croft library it is a very busy library so that 29 hours is not at all good enough. At least it should go to 48 hours a week.

Highgate Library should be open for reasonable hours Monday to Saturday to provide service for all local residents including pre-school children, school students, senior citizens, people coming home from work, homeless and unemployed people. Regular and predictable opening hours are essential.

Highgate Library should be open monday to saturday, 9.30-7 (and 9.30-5 on saturday) to provide all full service to all members of the community : Children, Senior Citizens, Disabled People.

Homeless and unemployed people, working people visiting the library after work

Hornsey library is full of the most caring, dedicated, wonderful and welcome staff. Without this most precious asset, I worry for our community.

How was £1,000,000 spent on Stroud Green renovation. A bit of plastering and paint + elevator do not cost that!

I am very sad about these proposals. I have used Highgate Library for 16 years. Its books helped teach my kids to read. Now my son goes there on his own and loves the choice of books, and my daughter uses it for GCSE study. I would never have wanted a library service to rely on

volunteers - but given the state of other public services, local people should and I think would be prepared to step in to keep libraries open for as long as possible.

I do not understand why the busiest branch Library - Muswell Hill - is planned to be closed more than any other library.

I think it is a real shame that the council has made the decision not to take on board any of the ideas produced by the Friends of Highgate Library-Shepherds Hill in their document "London Borough of Haringey 2024-2025 Budget: Potential Saving and Revenue Generation for the Council" which sets out how potential savings and an increase in revenue amounting to £46,110,000 could be made by the council. The austerity route the council is deciding to take will only prove more expensive in the long run. These cuts are so severe that it will prove difficult for the libraries to bounce back if the economic situation in the country does improve. Haringey needs to understand that in the long-term, it saves money if it invests in local communities rather than desecrates them financially. Investing in local communities provides the council with the means to save money in the long term. Finally, the council has bid successfully to be the London Borough of Culture, but these proposals contradict the aims and aspirations of their own bid, because by reducing the opening hours of Marcus Garvey, they will be reducing the cultural opportunities for residents, as, because of the activities undertaken in the building, the library is a crucial part of the cultural offer for and from residents in this part of Tottenham. I'd be concerned that closing the library for some weekdays would be the beginning of wider closures for special smaller libraries like Stroud Green. It's a real sanctuary for our local community and would be a huge loss.

It would be very helpful to have the car park at Alexandra Park Library open again for public use as it is very hard to park nearby. It should be tied to library use and it is so easy to instal a machine in the library for library customers to input their registration details, This is done at so many other venues.

Keep main library open on days APL closed and keep other as they are. One day closed better than closed lunchtimes or changed hours especially in winter

Keep Wood Green Library and Marcus Garvey library open until 7pm.

Please don't close Coombes Croft. Library, I use it, i am elderly and cannot travel fat,

Please please please keep our libraries open. St Ann's is a brilliant library, a social, educational, cultural and community hub. If it closes other services will be busier e.g. mental health, social services, schools etc.

Please re-open Muswell Hill library soonest

Such a shame. My kids were at St Aidan's using Stroud Green and Harringay at the end of 1990s and were writing letters about library closure back then. Lobby education secretary to create library funding separately as a national program as part of improving literacy, access to the arts etc.

The Alexandra Park library is very close to a school and two nurseries, please do take into consideration the times the children will use it (mainly 3-5pm Mon-Fri) and try and keep it open then as much as possible.

The government has spent so much money on LTN's and telling everyone not to drive and then makes closures on libraries in your local area. Alexandra Park Library is needed by so many people the staff are so welcoming, knowledgeable, helpful and friendly and create an

environment that promotes a love of books, connection of information and wellbeing for all ages. Theo showed the children how to check out their own books. There must be other areas that can be cut back on.

This not a good idea. Stroud Green Library has a lot of history being the oldest in the Borough and was purposely built for the local community.

Support (verbatim)

A LOT OF BENEFIT TO THE COUNCIL AND DIVERTING MUCH NEEDED FUNDS IN OTHER AREAS OF NEED

A very good, well thought through and well presented set of proposals to meet a grim requirement to cut costs.

appalling

Good solution to problems imposed by Central Govt

I apprend and accept that haringey like other boroughs have been starved for cash for many years and it is strategy to provide services that they legally have to

I have every sympathy with the excrutiating situation the Council finds itself in but it is vital to fight for library services.

I understand the challenge for Haringey and think it has done well to come up with viable options in the face of significant cuts in all services across the borough. Thank you.

I worry that option 1 will be the first step to reducing library services in my part of the borough.

Here people do not always have other options to read or study in an appropriate environment.

Have you considered approaching Tottenham Hotspur (or their Foundation) to sponsor the local library.

I would love to see more promotion of our libraries as they are one of our most important community assets.

I, and many of the residents I speak to, believe that ANY reduced hours for residents has many negative impacts. These include:

- o Negative impacts on those who are not digitally savvy and who need to go to a space where they can have access to services, leading to increased social isolation and causing increased costs to other Council services.*

- o Adversely affects those from poorer backgrounds who have been using the libraries to access a warm space in cold weather, particularly in the light of the current cost of living crisis and higher energy bills. Again, this will increase social isolation and increase costs to other Council services.*

- o Particularly impacts children and their parents who use the library heavily. A blanket reduction in hours would impact mothers especially during half terms and holidays.*

- o Particularly negatively impacts on the unemployed and those seeking employment, who would have reduced time to access facilities which the library has to help people back to work*

- o Reduces opportunities for residents to further their knowledge and education*

I'd also like to say this is so much better than full closure of any of the branch libraries so thank you for making efforts to not do that.

Option 2 is a sensible way to achieve savings while protecting the users who most need library access

Proposals based on very thorough data. I appreciate the Council's efforts to maintain and improve our Library service.

Public libraries are non-commercial entities and I can appreciate it can be difficult to count the actual value they bring to the local economy and society. If their actual value was calculated the council would be expanding the hours not reducing them. A lot of investment has gone into refurbishing the buildings I am sure to then reduce the hours makes no sense whatsoever.

Reducing the hours will impact footfall. Before long we will see proposals to close libraries fully to reflect falling numbers of users. Fine buildings like Stroud Green Library, which is a publically-owned asset, will be permanently lost to our community along with all the activities, lectures, help-resources and social interaction that our wonderful librarians have fostered.

Rental from more community or council uses?

Understand the need for savings but all credit that the proposals maintain library provision across the borough with competent staffing

Youth/Schools(verbatim)

Have local teenagers and students been actively consulted about these drastic changes to opening hours? We see many students between 6-7pm, and the library is a safe haven for many, away from the street or busy homes, where they can access computers, internet and a quite environment. Not giving students a space to study between 3-7 is not acceptable. APL is beside two schools (primary and secondary) and it's the place students go to after school to do their homework and study.

Have you modelled different usage in school holidays and whether it would be worth extending hours at these times? Presumably you would get more weekly footfall at these times?

how have you engaged young people and families who will see libraries as a life line?

please take into consideration the amount of activities available to children and young people for free in Haringey. The library is a big part of the community.

Remember it's supposed to help people, educate and entertain themselves. That includes workers, so open when they can come in. Open when children can use the facilities for studying on good atmosphere. Hornsey always has people doing homework and projects. that means every day and weekends not mornings. People and books are 3d, need 3d space, not screens at home, libraries are where people can talk to real people, often the only interaction with council employees.

These proposals are damaging to the development of culture and learning both for young people and adults .

This is additional feedback to my previously submitted feedback.

(1) Secondary school children's needs must be considered - e.g. if a deadline is tomorrow morning, and the library is closed today, then that is a major problem. So secondary-school children need to have their LOCAL library open every afternoon (a central library is no substitute).

(2) Central libraries - residents may need to access council services full-time, but this doesn't mean that the building needs to be accessible for the same hours for library services. The bookstacks and other library services could be cordoned off. Don't confuse the two types of

services!

(3) The reference services that used to be important in Central libraries are less so now, with internet access. The internet can be accessed from all local libraries - so a wide provision of the latter is MUCH more important than longer opening hours for the central libraries.

With schools in the borough wanting to get all children reading and working on reading initiatives in Harringay the council should be working to support this with the continuation of opening hours that currently stand. Otherwise the message in opposition to gain better education in reading across Harringay.

Equality/Equity (verbatim)

Although this side of the borough is less 'needy' there are all sorts of needs - we have 2 large schools which use our library a lot. We also have quite a lot of older readers and the library is an important hub.

Geographically there are only 3 libraries in the east of the borough and 6 in the west-central and the west. There is greater need on many grounds in the east of the borough and therefore increased opening hours in Option 2 would address this.

Haringey Council has three main libraries and six branch libraries with Friends in all but Wood Green Library. Haringey Council informed FORE on 11 December 2023 that they face a budget gap of £16 million (3%) and that for the financial years 2024-2026 they will cut the Library Service by 31%. We were told that Haringey Council will have to rethink how libraries are operated so as to save £700,000. Although the cuts were buried deep in the long budget consultation report 85% of the unprecedented 564 responses opposed the proposed cuts to the Library Service. From 11 December until 29 August FORE has tried to engage with Haringey Council on this matter and we have raised our concerns with both officers and councillors at the highest level.

At meetings and by email we have requested information about the Library Service: the budget, costs, income and the options that are being considered together with the cost benefit analysis of each option. Responses to most requests have not been forthcoming and FORE has had to resort to requesting information directly from the DCMS and raising complaints with the Information Commissioner's Office for information that has been withheld.

Throughout the process and on various occasions both the Director and Cabinet Member for the Library Service have made it clear that the decision to cut the Library Service by 31% took place at Full Council on 4 March 2024 and it could not and would not be changed. In advance of the meeting a detailed paper with proposals with the potential for savings and increased revenue of £40 to £50 million was sent to every Haringey Councillor including the Leader and the Cabinet Member for Libraries but there was no response from either.

I think the idea itself is ok but some libraries are more penalised than others and that's not right.

Volunteers (verbatim)

base decisions on footfall, use more volunteers

I think that not going down the volunteer route was the right decision, that would have been a serious error.

The consultation is open and transparent, which is good.

From what I know of library opening hours in other areas, I think that even with these changes the opening hours in Haringey will still be quite good in comparison.

Inconvenience to library users. Possibly get volunteers instead, maybe charge a small sum for borrowing books (e.g. 10p-30p). Most people would probably be prepared to pay that and exceptions could be made for those who are unable to pay 10p! Maybe get more people to donate books. Have more events and charge a small amount to attendees/

Offer voluntary roles to help the staff and for people to gain work experience.

Equality/Equity (verbatim)

Although this side of the borough is less 'needy' there are all sorts of needs - we have 2 large schools which use our library a lot. We also have quite a lot of older readers and the library is an important hub.

Geographically there are only 3 libraries in the east of the borough and 6 in the west-central and the west. There is greater need on many grounds in the east of the borough and therefore increased opening hours in Option 2 would address this.

Haringey Council has three main libraries and six branch libraries with Friends in all but Wood Green Library. Haringey Council informed FORE on 11 December 2023 that they face a budget gap of £16 million (3%) and that for the financial years 2024-2026 they will cut the Library Service by 31%. We were told that Haringey Council will have to rethink how libraries are operated so as to save £700,000. Although the cuts were buried deep in the long budget consultation report 85% of the unprecedented 564 responses opposed the proposed cuts to the Library Service. From 11 December until 29 August FORE has tried to engage with Haringey Council on this matter and we have raised our concerns with both officers and councillors at the highest level.

At meetings and by email we have requested information about the Library Service: the budget, costs, income and the options that are being considered together with the cost benefit analysis of each option. Responses to most requests have not been forthcoming and FORE has had to resort to requesting information directly from the DCMS and raising complaints with the Information Commissioner's Office for information that has been withheld.

Throughout the process and on various occasions both the Director and Cabinet Member for the Library Service have made it clear that the decision to cut the Library Service by 31% took place at Full Council on 4 March 2024 and it could not and would not be changed. In advance of the meeting a detailed paper with proposals with the potential for savings and increased revenue of £40 to £50 million was sent to every Haringey Councillor including the Leader and the Cabinet Member for Libraries but there was no response from either.

I think the idea itself is ok but some libraries are more penalised than others and that's not right.

Other (verbatim)

"vary" is corporate speak for decimate and is kinda vile in the context

Even now with normal hours there are queues for the computers as there aren't enough and many remain broken, taking up space. If opening hours are reduced there will be less computers available at any given time and overcrowding/queues for computers/printing at the open libraries. For either proposal to work, investment in new computers will be needed.

Friends library groups were not consulted while this survey was being put together. There is not a real choice between the Options proposed. Lunchtime closures are in both Options. No-one has explained to users how this saves money. A botched and partial consultation, with no real choice between Options.

I do not receive books I order nowadays. They take forever! Please ask libraries to say if they can't find the book!

I do not understand why they keep shutting libraries for years. They were perfectly usable before.

I do sympathise and understand the council must make savings, given the tendency of successive Tory governments to slash funding to local authorities. But isn't it tragic that cuts always fall on the weakest and never on the broadest shoulders. I would love to see all local authorities that come together and push back on/protest against these inquisitors, community destroying policies that favour tax cuts for the rich, which is what it boils down to

I engaged fully with the earlier consultation and now feel demoralised and that my views will not be listened to

I really appreciate the thought that has gone into this. But I fear that the people with the greatest needs outlined in needs assessment may struggle to engage with this process for various reasons (time, resource, ability to navigate etc). It's such a democratic and thoughtful process but is there a way of getting out to people more. Just a thought

I think I provided adequate feedback in the answer above. It is an extremely unimaginative way, that will end up not saving £675,000 at all, and will have a range of negative impacts both economically and socially

I understand it, but I am disheartened at this step. We need active libraries!

I'd like you to do more focus groups with a wide range of ages, those who use the services and those who do not. Doing so could help you increase revenue for the library and therefore into the council. Create an advisory board with entrepreneurs, and those that have well experienced in turning underperforming initiatives into cash cows, and can turn around the profitability of the library and exploit its untapped earning potential.

If you close existing provision, people are unlikely to use provision close by or on other days which will reduce use overall and make it easier to introduce additional cuts to provision in the future. Reducing opening hours will disproportionately affect vulnerable individuals & they are

less likely to feedback to this kind of consultation. If you go ahead with these proposals who do you intend to replace the access to public toilets that will be lost?

*Is a cost/benefit exercise going to be conducted to judge the outcomes of these proposals?
Have base lines been established?*

It is hard to make these choices. It would be useful to see some figures on usage at different libraries across different days and times.

It seems a change to have a perfectly good building underused, I think I would prefer to see them used in some way to make the cost savings. Maybe as a cafe, or as a WeWork type thing, or a meeting room, or something like that.

Looks like a lot time and thought has been put into creating the proposals.

More generally, I would like to see Haringey agitate more publicly in respect of restoring central government funding. This is not so much a matter of additional expense being laid out for PR companies; more a question of courage for both Council members and senior executives to stick their heads above the parapet and actively defend the interests of the residents.

My hope is that the library service's overall vision, strategy and leadership is the real focus of all this. There is too much found wanting about the service to imagine that a half hour here or there is a solution to the real problems of quality, not quantity. Staff need better and more consistent training in using their software as well as basic customer service skills, and the public network needs upgrading to a system more advanced than Microsoft 2012.

Newspapers and the beano are a rich and much needed aspect of adults and children's access to libraries.

Not an issue so long as they don't clash.

Offer book delivery/collection or something so the hours are less important.

Upgrade one library in the Muswell Hill area to a "large" library and close one of the others?

Open fully when more funding becomes available

Our local Banks have closed in Crouch End and Muswell. I was told by Barclays that the intention was to open up banking hubs in libraries. This could also be impacted by cuts.

Please give plenty of warning of any changes

Please stop advertising this as a consultation on the future of our library service- it is limited in scope as you have acknowledged here.

Pleased you appear to be keeping newspapers. Pressreader is not a comprehensive or easily readable substitute

Thanks for the survey. Some boroughs don't do that or if they do, they don't publicise it properly.

Visit Peckham library and ask them how you can make the ones in Haringey better and pay for themselves!

You are presenting an ice-berg and discussing how deep the snow should be on the top. This is not about libraries.

You seem to have covered it P.S. Enfield are proposing closing, E. Green and Fore Street.

The Independent Socialist Group welcomes the Council dropping, as proposed by the ISG, some of its original proposals set out in the first round of consultation including a move to a self-service system (more or less unstaffed libraries accessed by swipe card) and/or a community led, volunteer option.

The ISG councillors believe that the consultation is a box ticking exercise that only offers cuts; residents are being asked to choose between two cuts models (i) cuts across the board that would impact on all parts of the borough equally (ii) cuts that would marginally impact less in the east of the borough where need is the greatest.

A choice between two bad options is no choice at all.

Use of cards (like gyms) to understand frequency/timing of usage by demographics. 1 year of this would give enough information to vary hours more accurately

As I've said at least under option 1 the pain is reduced.

I understand it, but I am disheartened at this step. We need active libraries!

I understand that Haringey is to be named Local Authority of Culture in the Haringey Council is to be appointed Council for Culture The virtual closing of libraries will make a very good story for certain newspapers, especially coupled with the fact that this Council spent a goods deal of money refurbishing some of them when they must have known money was short and going to be even shorter

I understand the strain on councils to save money. However these are the very visible services that the council provide. If you remove these then there will be more call to cut the less visible services in the future.

Better to generate more income by installing coffee counters / decent printing services and make some money, rather than reduce hours.

Consider as a money earner opening an independent coffee shop in a main library, as is done in Enfield Town.

Cut top mangers

I feel it's a shame and very strange to have invested so much money into the library, having it closed for so long, to then start to close it! Could the prolonged closure have effected how many people use it? Is it really one of the least used libraries or are people coming back slowly? Maybe it just needs more time and more promotion? Perhaps do some more events to draw attention to our really beautiful and charming library. We love our library. I have children who used it a lot for school style reading books (Oxford reading tree books). Did you know at school they get one book at a time and it can be up to a week before they get a new one? It gets boring and so the library is great for getting more variation and keeping learning to read fun! They have

just moved onto chapter books so it's less of a problem as there is a school library but being able to help your children select books is important to encouraging them to try new books and also choose something you know they will find engaging. In short the library is important for children so please make sure the hours work for them.

I value having such a consultation round

Please let me know the result and outcomes of this library consultation

CILIP



Monday 28 October 2024

Urgent appeal to protect funding for Haringey Council library services

Dear Andy Donald,

I am writing to you as the CEO of the Chartered Institute of Library and Information Professionals (CILIP). We are the leading industry voice that champions and represents library, knowledge and information professionals across the United Kingdom, guided by our Royal Charter to develop and improve library and information services, and as a charity to act in the public good.

Nationally, we are fully aware and sympathetic to the [huge financial challenges](#) facing councils across the country, including from rising demand (especially in social care and special education needs and disability), the cost-of-living crisis, falling centrally-distributed grants, and short-term Local Government Financial Settlements. We advocate on an ongoing basis at a national level for more sustainable, longer-term funding for local authorities and this is top of the agenda for our meeting with the libraries minister this month.

Specifically, we are aware of the savings Haringey Council needs to make in order to meet its legal requirement of a balanced budget. We work with councils such as yours to help find opportunities for greater efficiencies and improved outcomes through long-term modernisation and innovation e.g. [Future Libraries](#) helps library leaders respond to uncertainty as they evolve their services. Alongside the Local Government Association, we also produced guidance on [Delivering local solutions for public libraries](#). The government also produced [Best practice guidance](#). Additionally, CILIP and partners produced [Welcome to libraries](#), an induction guide to help new staff of all levels and politicians to learn more about public library services.

We understand that your council is considering cuts to the funding allocated for our cherished local library services. Once a library building is closed or a service is hollowed-out or handed off to

volunteers, this represents a permanent loss of opportunity for the people in the surrounding area – permanently impairing social mobility and life chances, with negative health and economic outcomes.

We would like to set out a number of points for your consideration as part of a constructive effort to encourage you to [Think Libraries First](#) when delivering local services, in order to seek the best long-term outcomes for your community, especially the most vulnerable within it.

Libraries are vital to the local cultural offer

You may have seen the following comment from Councillor Liz Green, Chair of the LGA's Culture, Tourism and Sport Board, writing for Arts Professional:

“But is it all doom and gloom? No. We remain the largest public investor in culture and there is money in the system - we just need to make that money go as far as it possibly can. That means using or existing assets – libraries, theatres, parks and museums – as cultural hubs for activities, extending their reach so that those with least access to culture, particularly during this cost-of-living squeeze, are still able to experience low cost or free activities.”

We strongly endorse Councillor Green's comments as a call-to-arms to councils to see ongoing support for libraries as an investment in the cultural life of their communities.

Some of the benefits of strong local public libraries

We work with councils across the UK to help them improve and evolve their local public library services and the professional staff that drive them. We would like to ask that in considering your proposals, you take into account the following key benefits of maintaining provision for local communities:

1. Equal access to trustworthy knowledge - Public libraries serve as invaluable community hubs, providing free and universal access to a vast array of educational resources including books, periodicals, digital materials and educational programmes. They play a critical role in promoting literacies, lifelong learning, and equitable access to information for all members of the community, regardless of age, background, or socio-economic status. They are on the frontline in tackling dis/mis-information, as evidenced by the recent riots which saw Spellow Library set on fire.

2. Support for education and learning - Libraries are vital partners in education, offering essential resources and support to students of all ages and their families. They provide homework

assistance, adult learning support, and access to computers and internet services, bridging the digital divide and helping individuals to succeed in life.

3. Cultural enrichment, community engagement and social cohesion - Local libraries have amongst the most diverse audience of any local cultural institution. They promote creativity, imagination, and cultural enrichment across all demographics, offering a wide range of activities such as author readings, book clubs, workshops, and art exhibitions, fostering a sense of community belonging and civic engagement.

4. Digital inclusion and technology access - In an increasingly digital world, libraries play a crucial role in promoting digital literacy and providing access to technology for those who may not have it at home. From computer classes to Wi-Fi hotspots, libraries ensure that everyone has the opportunity to develop essential digital skills and participate fully in the digital economy.

5. Economic impact - Local libraries contribute to the economic vitality of communities by supporting small businesses, entrepreneurs, and job seekers through resources like business development programmes, CV clinics, and resources for jobseekers – see the [Evaluation of the national British Library Business & IP Centre Network](#) and the [Independent economic analysis](#) that found England's public libraries generate £3.4 billion a year.

6. Driving health and wellbeing - Since the pandemic, local library services have emerged as an essential 'frontline partner' to public health services, providing access to health information, promoting health and digital literacy and helping to connect people to wellbeing activities and social care.

7. Tackling social isolation - Libraries serve as a safe, trusted and inclusive space for every member of the community. They have a proven role in helping councils to tackle the complex effects of social isolation, for example by providing Warm/Cool Spaces and social activities for many of the hardest-to-reach communities. In the process, libraries deliver significant savings for other social services.

In light of the tremendous positive benefits of your local libraries and those who work in them to the communities you serve, I would urge you to reconsider any proposed cuts to library funding and to prioritise the preservation and where possible improvement of your local public library services.

Delivering statutory responsibilities for public benefit

-
1. As I am sure you are aware, councils have a statutory duty to provide ‘comprehensive and efficient’ library services under the 1964 Public Libraries and Museums Act. Under the provisions of the Act, changes to library services need to be made following proper consultation with affected communities.
 2. These duties also intersect with your responsibilities under the Equalities Act 2010 and the Public Sector Equality Duty to ensure that changes to library services take into account the full range of needs of local residents, both now and in the future.
 3. Some councils, having failed to observe these requirements, have found themselves under Judicial Review. In order to help avoid such a scenario we draw your attention to the guidance provided by the Libraries Team at the Department for Culture, Media and Sport (DCMS); [Libraries as a statutory service](#).
 4. CILIP has published a [Public Libraries – know your rights](#) guide to help local decision-makers and library supporters understand the protections in place for public library services and how to appeal decisions.

Investing in libraries is an investment in the future of our communities, ensuring that they remain vibrant, inclusive, and thriving places for generations to come. My team and I are at your disposal if you would like to discuss any of the points raised here. Thank you for your time.

Sincerely,



Louis Coiffait-Gunn

CEO, CILIP - the library and information association

FORE

FORE

The Council’s “Haringey Library Service Consultation” presents two options for the Library Service. Option 1 and Option 2 both propose closure in branch opening hours of 50% and closure of main library hours of 20%. The document claims that the Friends of Libraries Groups were invited to participate in developing the options and that the options were honed down from more than 10 options. This is completely inaccurate. The only point at which FORE saw any option was when the consultation was live on 29 August 2024.

On 12 September FORE received an email notifying us of three drop-in events “where we are encouraging residents to drop in and learn more about the consultation”. No events were organised for users of branch libraries. FORE was not invited to be involved in the drop-in events. At both the drop-in events at Marcus Garvey Library and Hornsey Library members of the public were told that Friends groups had been involved in developing the consultation document. Many members of the public reported that officers were very persistent that a choice had to be made and that the only choice was between Option 1 and Option 2 and that the cuts to the Library Service had already been decided at Full Council on 4 March 2024, much to the annoyance of many members of the public. This was also the experience of several of the Friends. It is worth noting that Haringey Council has not arranged or attended a single public meeting.

FORE is aware of the Gunning Principles and we are quite clear that the decision to cut branch library opening hours by 50% and main library hours by 20% has already been made and that the proposals are not at a formative stage. The persistent denial of information that has been requested by FORE means that there is insufficient information on which to give intelligent consideration to Haringey Council’s proposals. In summary we consider the Haringey Council’s consultation inherently flawed.

Equalities Impact Assessment

Public libraries are the only free of charge access to culture and learning available in Haringey. Haringey Council’s own Equality Impact Assessment (EQIA) which accompanies the Libraries Service Review correctly highlights the negative impact cuts in library hours will have on a number of groups including children and young people, older people, disabled people, unemployed people and those on lower incomes. Despite the EQIA document demonstrating the disproportionate negative impact on these groups of the plans the council say they will not be making major changes to their proposals as “The EQIA demonstrates the proposal is robust, and there is no potential for discrimination or adverse impact.” This statement is irrational and contradicts their own findings. Haringey Council has not clearly set out how it will mitigate the negative effects of the planned cuts, which must be an important consideration.

Questionnaire response

FORE is submitting a response despite being convinced that this consultation is inherently flawed.

Section 1

5) Gives options of what you might do at a library but fails to identify ‘read book/s’ as something that people might do. Social contact is a reason many people visit libraries but again this is not offered as an option.

Section 2

6a) FORE is very unsupportive of Option 1

6b) None

6c) Option 1 is unacceptable

6d) Option 1 is completely unacceptable

7a) FORE is very unsupportive of option 2

7b) None

7c) Option 2 is unacceptable

7d) Option 2 is completely unacceptable

8) Neither option works for library users

9) See the FOHL-SH suggestions for £50 million savings and revenue enhancement submitted to the Council in February 2024

10) Haringey's libraries should be open for reasonable hours Monday to Saturday to provide service for all local residents including pre-school children, school students, senior citizens, disabled people, people coming home from work, homeless and unemployed people.

Concluding remarks

It is difficult for FORE to understand from where within Haringey Council these proposals emanate. It is unfortunate that there is presently no professionally fully qualified librarian within the senior management of the Library Service. Haringey Council had clear plans for its library service that were supported by both members of the public and FORE. Those plans included investment of millions of pounds in the library buildings and all the improvements are now completed or underway. These plans were developed as a result of detailed research and engagement with library users, Friends groups and FORE using external expertise. This led to a well-regarded Library Service. In Autumn 2023 Haringey Council submitted a bid to become London Borough of Culture which required a contribution of over £300,000 from the council. Haringey Council failed to involve FORE or Friends groups in the development of its bid. Suddenly the planned library cuts were announced in December 2023. The earlier strategy and plans; to ensure that libraries added value particularly with a focus on the most vulnerable in our community and improving access to services for those groups; appear abandoned. The plans for the current cuts are incoherent and lack any strategy for developing the Library Service in future or explain how the remaining planned cuts will be implemented.

END

Jasmin Taylor & Joanna Bornat

Joint Chair, FORE (Friends of Reading & Education)

Haringey Independent Socialist Group



HARINGEY INDEPENDENT SOCIALIST GROUP

**Cllr Mark Blake * Cllr Lotte Collett * Cllr Mary
Mason**

Submission on Libraries by the Independent Socialist Group (2nd round consultation)

The Independent Socialist Group welcomes the Council dropping, as proposed by the ISG, some of its original proposals set out in the first round of consultation

including a move to a self-service system (more or less unstaffed libraries accessed by swipe card) and/or a community led, volunteer option.

Before making a response to some of the points and proposals raised in the 2nd round consultation document the ISG councillors believe that the consultation is a box ticking exercise that only offers cuts; residents are being asked to choose between two cuts models (i) cuts across the board that would impact on all parts of the borough equally (ii) cuts that would marginally impact less in the east of the borough where need is the greatest.

Below we have set out responses to specific points raised in the consultation document.

No library would be closed and all library buildings will be retained in Council ownership under these proposals. – *cutting opening hrs often leads to a drop in footfall/usage and an erosion of public trust in the service so more cuts and closures in future, this seems to us to be the start of a managed decline of the Service.*

Haringey Libraries currently have some of the longest opening hours in London – *why use this fact to cut them, why not celebrate this?*

A full needs, usage and demographic analysis has been carried out to inform the proposals on which we are consulting – *some of the data especially footfall, is unreliable at best (changing the people counter system); these significant gaps plus the pandemic and lockdowns make any footfall data collected and used for the purpose of this consultation virtually worthless.*

An equalities impact analysis will be carried out around the final proposed opening hours for each library and put before the Council Cabinet to inform their final decision – *EIAs already show that characteristic groups will be adversely impacted.*

We are holding staff vacancies and using agency staff to help us minimise the need for redundancies but we cannot guarantee there will be no redundancies. We will follow our organisational change policies and are consulting staff and trade unions as part of the consultation process – *these are people's jobs, some staff will be resident in the borough; how will the service run efficiently with fewer staff, how does this fulfil the Council's statutory duty under the 1964 Act?*

We note that there is an extant complaint under 1964 Act to the Department of Culture, Media & Sport by Friends of Highgate Library.

It is anticipated that library buildings could be used by other services/organisations during hours when the library service is closed – *this often puts extra work/responsibility on staff (especially Library Managers) even though it's technically out of library hours.*

In conclusion, it is the view of the ISG that:

- the cuts will clearly negatively impact on the poorest and most vulnerable members of the community
- we oppose all redundancies of Library staff, the expertise and knowledge lost will negatively impact on the quality of the service provided and the remaining staff will be put under more pressure
- varying the opening hours, including closing for lunch, will be confusing and frustrating for the public and will lead to an erosion of confidence and trust in the service.

Bambos Charalambous MP

BAMBOS CHARALAMBOUS MP
Member of Parliament for Southgate and Wood Green



HOUSE OF COMMONS

LONDON SW1A 0AA

Haringey Council
Sent via email to: consultation@haringey.gov.uk

Our Ref: BC52385

3 October 2024

Dear Haringey Council Officers,

Re: Haringey Library Services Consultation

I am writing in relation to Haringey Council's 'Haringey Library Services Consultation'. I wish to put forward the following concerns on behalf of constituents of Southgate and Wood Green.

It is understood the impact of long-term austerity and cuts to public spending has resulted in our local governments having to seek budget savings whilst futureproofing services. Whilst reducing service hours to meet a spending cut of £675,000 is a difficult decision and could impact residents negatively, it is welcome that the Council wishes to retain existing library hubs and branches.

Haringey benefits from several community venues, with the libraries offering safe spaces, learning, support, and community for all. I am supportive of library venues growing to welcome more community groups to use the spaces and to bring in cultural events and entertainment. Residents have shared their appreciation of Haringey Libraries having multiple Council services within each building. It is for this reason of safeguarding access to safe spaces that I support reviewing the approach of saving to be one of making the most of our wonderful community spaces.

The consultation proposes two options for consultation that will maintain library services seven days a week. Haringey Council currently operates three main libraries alongside six branch libraries. These libraries form three groups, with each grouping having one large library and two branch libraries. I note Haringey benefits from 525 hours of library opening each week allowing after school and weekend study time, alongside quieter hours for service users to access services and activities throughout the week.

Option one offers 322 hours of library opening each week and focuses on distribution of available hours. I understand if one library is closed, the distance to the closest open library has been calculated to ensure an easily accessible service is maintained Monday-Saturday.

Option two offers 348 hours of library opening each week and focuses on need and provision in response to socio-economic data modelled to provide services to areas of the borough who may require it most, Monday-Sunday.

It is important that residents and stakeholders feed into this first stage of consultation to work with Haringey Council in the second phase of developing a library strategy together. Respondents will note the consultation documents details which activities will be impacted under options 1 and 2. I encourage all residents to feed into this consultation to decide which library model is selected going forward.

Yours sincerely

Bambos Charalambous
Bambos Charalambous MP

Telephone Number 0207 219 3460
Twitter (X): bambosmp

Email: bambos.charalambous.mp@parliament.uk
Website: www.bambos.org.uk

Friends of Hornsey Library

HARINGEY LIBRARY SERVICE CONSULTATION

SUBMISSION FROM THE FRIENDS OF HORNSEY LIBRARY

We have carefully considered Option 1 and Option 2, and the information provided as background for each.

We recommend the adoption of Option 2, to address the issues that emerged in the Needs Assessment and EQIA that indicate greater need in the east of the borough, but with a qualification on Sunday opening.

Option 2 Sunday opening suggestions in order of preference: summary

1. Close all libraries on a Sunday other than Wood Green library which is most accessible to most people across the borough
2. No Sunday opening: bring greater benefit to the most people by distributing resources saved among other libraries
3. Change choice of branch libraries, substituting Stroud Green and Coombes Croft libraries within two of the clusters

Explanation:

We do not see the benefit to keeping a small number of branch libraries open on a Sunday. We think very few people will benefit. The hours could be better used in other libraries either in opening additional hours or in ensuring a good spread of building support staff.

If the decision is made to adopt Option 2 but retain Sunday opening, then our first preference would be for Wood Green Library to remain open on Sundays. It will be accessible from all parts of the borough, both east and west, and will benefit the most people.

If the decision is made to retain the opening of branch libraries on a Sunday, then we would recommend different libraries be selected.

In the Hornsey cluster, Highgate is the least accessible, being around a 25-minute walk from the main Hornsey library, or by using a stop and hail bus that will drop passengers off with an 8–10-minute walk to the library. The better option would be for Stroud Green library to be given Sunday hours as the same bus stops outside, going in both directions. This bus, the W5, passes Hornsey library.

In the Marcus Garvey cluster, the better option is to open Coombes Croft library, which appears to be placed in the area of greatest deprivation.

Hilary Kitchen

Diane Dalmon

Co-chairs FOHL

27 September 2024

Friends of Marcus Garvey Library

Formal Response to the Libraries Service Review from the Friends of Marcus Garvey Library

On September 21st, the Friends of Marcus Garvey Library held a meeting to discuss the Haringey Library Service Consultation in detail, and after two hours, the meeting came to the unanimous view that options 1 and 2 of the council's proposals to cut the hours in the library should be rejected as well as the assumptions they are based upon. As an alternative to cutting the hours it was agreed that we support the ideas for financial savings set out in the document "London Borough of Haringey 2024-2025 Budget: Potential saving and Revenue Generation for the Council" produced by the Friends of Highgate Library-Shepherds Hill" which outlines how potential savings of £46,100,000 could be made by the council as an alternative to reducing access to the library service.

The general view of the meeting was that the council needed to think long, rather than short term, that the austerity actions they were proposing to take, would ultimately prove more costly for the borough and its local economy, because of the negative impact the reductions in hours would have on residents. It was felt that if the council wanted to save money, it needed to invest in the libraries, rather than reduce residents' access to the many vital services they provide.

It was also noted that the cuts proposed for the library services constitute seven per cent of the council's proposed financial savings, when the library budget itself does not come close to seven per cent of the council's overall spend. Therefore, the cuts for library services are deeply disproportionate. The meeting also suggested some solutions that it hopes the council will take on board to save money and maintain the quality of the service.

Because of time constraints, the meeting focussed on three areas of concern, even though it was recognised that other matters, such as the impact any reduction of the service would have on groups such as the elderly and people with disabilities were equally important. The meeting concentrated on the negative impact the cuts in library hours would have

on 1) residents in the most economically deprived part of the borough, 2) children and young people and 3) the Black community.

1. The Socioeconomic Status of Many of the Library Users

The Marcus Garvey Library is located within the most economically challenged part of Haringey, where the residents are most dependent upon its services. In meetings with the Friends of Reading and Education – the umbrella group for libraries in the borough – the council has already acknowledged that the library service currently being provided for residents in the Tottenham libraries is inferior to that provided in the west of the borough. In Tottenham, many working class people, both employed and unemployed are dependent on the library to use the PCs to apply for jobs or get help with applying for benefits. Citizens UK has named Haringey as the “worst” local authority for the proportion of low-paid jobs and one in three jobs in the borough, (32.7 per cent) pay below the real living wage.

Currently, the library provides vital services for people on low incomes. For example, it serves as a “warm place” during a period when energy bills are increasing and is a designated “cool place” during the climate crisis, as it is the only free to enter, public building in the Tottenham area with air conditioning. Therefore, it is clear that the health and well-being of residents will be negatively impacted if library hours are reduced. Rather than cut the hours and create more economic difficulties for the borough, the meeting felt that the council needs to recognise that the Marcus Garvey Library is used by many in the local community as a space to improve their life chances, and also that it is at the heart of many creative businesses in the area; which is why the staffing and hours should be increased, rather than decreased.

2. Children and Young People

In Tottenham, the library is a key place for those children and young people who are not able to work from home because of a lack of peace and quiet and/or overcrowding. It is evident that the council’s proposals will limit the time they will be able to access the library and study facilities. It is a further cut in the services available to them in the borough, particularly because of the decimation in services for young people that have occurred over the last fourteen years.

The Equality Impact Assessment (EQIA) which accompanies the Libraries Service Review, throughout correctly highlights the negative impact cuts in library hours will have on young people. It notes that for all registered library users, residents under the age of 21 are significantly overrepresented when compared to Haringey's population; particularly those aged 12-16, which are three times more prevalent. In the east of the borough, when considering library catchment areas, there is an overrepresentation of children and young people. The EQIA recognises that a reduction in library services will restrict access to books and other reading materials to children and young people, making these skills harder for them to develop. They note therefore that those children coming from lower socioeconomic backgrounds, are likely to have their educational development impeded if access to the Marcus Garvey Library is reduced.

However, despite the EQIA document demonstrating the negative impact the reduction in library hours will have on young people dependant on the library as a quiet space after 3 pm., the council say they will not be making major changes to their proposals as "The EQIA demonstrates the proposal is robust, and there is no potential for discrimination or adverse impact." This statement contradicts their own findings in the document. It is evident that the council needs to preserve the opening hours until at least 7 pm so that young people have the chance to get some homework completed. It is pointless closing the library at 6 pm, as there will not be sufficient time for them to get anything done. Therefore, the meeting was also concerned that the council has not clearly set out how it will mitigate the negative effects early closing will have on children and young people. It needs to clarify what it will do to replace the hours lost to young people at the beginning and end of the day.

3. The Black Community

The Marcus Garvey Library has played a vital role in the history of the Black community in Tottenham since it was constructed in the 1980's. It is recognised as being an important and much-loved community space by residents. The EQIA document highlights the fact that "Black registered users are significantly overrepresented in libraries in the east of the borough when compared to Haringey's general population. It also notes that Haringey has a significant attainment gap amongst children

and young people following racial lines with lower attainment most significant among young people.” In addition, digital exclusion is a fact of life for many Black residents in Tottenham who are dependent on the PC’s and wi-fi service provided by the library to study or apply for work. The EQIA has recognised this as it states that a reduction in hours in libraries in the east of the borough will have a disproportionate effect on digital exclusion of Black residents. Also, when the library constructed, the intention was for it to become a centre of Excellence for Black Studies which the Friend’s group is working towards achieving, and we consider that the council’s proposals will make this objective difficult.

4. Other Points Raised at the Meeting

As well as the later opening and earlier closing times, the meeting rejected the council’s proposal to completely close the Marcus Garvey Library on a Sunday. The library is located within the Tottenham Green Leisure Centre, which is always open on a Sunday, as it is used by local churches as well as residents for sporting activities with security in situ. As the building is already open, using heating and lighting, it was felt that it does not make sense for the library part to be closed, and as has been suggested in option 2 of the council’s plans, for St Anns, to be the only library accessible to residents on a Sunday in Tottenham. The meeting felt that this simply did not make economic sense. It was noted that St Anns library is extremely small, and its study area consists only of one small table. This contrasts with the more generous and convenient study area in Marcus Garvey Library.

Reducing the hours will make it difficult for residents to attend the library after work for study and other purposes. Many young adults in the borough are living in overcrowded rented accommodation or because of the excessive cost of housing are still living with their parents. Rather than cut the hours, the meeting felt that the borough should be considering having late night openings for the main libraries. For example, Highbury and Islington library, in the borough next door, is open until 8 p.m. three evenings a week to enable their residents to attend after work.

The council has successfully bid to become the London Borough of Culture, but their proposals contradict the aims and aspirations of their own bid, because if they reduce the opening hours at Marcus Garvey,

they will be reducing the cultural opportunities for residents, as, because of the activities undertaken in the building, the library is a crucial part of the cultural offer for, as well as from residents in this part of Tottenham.

The meeting also considered that the cuts proposed are so steep and severe that they will make it difficult for the service to bounce back if the economy improves and wanted to know why if the council really wanted to save money, it was not attempting to consider ways of reinvesting in the service or making savings elsewhere.

5. Savings to Be Made to Avoid Reductions in the Hours

Regarding the savings that can be made by the council, the Friends of Highgate Library-Shepherds Hill have produced a document on potential savings and revenue generation for the council. We are sending this document as an attachment to this response to the consultation. This document has already been discussed by the Friends of Reading and Education and submitted to the council. It was produced to address the council's reported £16 million shortfall for its 2024-2025 budget. It showed that the budget gap could be bridged by making savings in a range of areas, such as, freezing spending on corporate credit cards **(saving £2 million)** or rationalising the use of council buildings, such as Riverpark House, five floors of which is currently standing empty, and which could be rented out **(revenue £4 million)**. **This document has been submitted to the council, but the council has not responded to it.** The Friends of Marcus Garvey Library supports this document as **it outlines how potential savings and an increase in revenue amounting to £46,110,000 could be made by the council.**

The report, *Libraries for Living, And for Living Better* (June 2023), written by researchers at the University of East Anglia for the organisation Libraries Connect, discovered that the services that a typical branch library provides in a year, - such as supporting children's literacy, digital inclusion and health - are worth 1m, and that a library's value equates to six times their running costs. Therefore, there is ample evidence to show that investing, rather than cutting library services Tottenham will bring huge returns, not only for local communities, but also for the public purse. The message is clear therefore from the

information already available on the economic environment in Tottenham, and the needs and demographic make-up of its residents, that logically, if Haringey council is serious about wanting to save money in the long-term, it needs to invest in, rather than make cuts to its library services.

6. Final Points

In the EQIA document, the council does not state how it will amend or mitigate negative impacts of the proposal, which it is legally obliged to do under the Equalities legislation. The council merely states in response to the inequalities or negative impacts created by their proposals that the compelling reason they are unable to provide any information on how they will mitigate them is because “The proposal to consult on reducing opening hours can still be taken forward; the final decision on opening times will need to consider a range of mitigations.” In our view, this is not a compelling reason. They need to clearly set out to residents before any decisions are made on the cuts to opening hours, precisely what those mitigations are going to be. How, for example, is the council planning to replace the reduced amount of time young people will be able to spend in the library?

One final point: throughout the EQIA document, the council says that savings will be made through making cuts to the opening hours only, but that there will not be any reduction in the service being provided, such as books or PC’s or classes. However, the reality is that if there is reduced access to a library, the service is reduced for residents. A library can have more than enough books and PC’s, but if as a resident you are not able to access them, logically you are experiencing a reduction in the service available to you.

The Friends of Marcus Garvey Library hope the council will take on board the points raised in this response, and if it is serious about saving money, realise that the Marcus Garvey Library, if invested in, and the service properly maintained, provides it with the means to do so.

Opposition Liberal Democrat Group

Dear Sir / Madam,

I am formally responding to the consultation on Library Services on behalf of the Opposition Liberal Democrat Group on Haringey Council. Our submission is as follows:

Lack of a Library Strategy

Firstly I would like to reiterate my Group's strong opposition to the cuts to the library service, particularly given these decisions are being taken without a Library Strategy in place, while the council's new Cultural Strategy will only come into effect after this consultation has closed. What's more, there does not appear to be any vision for what the council wants libraries to deliver in future, in terms of either outcomes or alternative revenue streams. For instance, the council has just this week announced the creation of community recycling stations inside libraries, even as this consultation to cut hours and close libraries altogether on some days of the week is ongoing. This is a timely example of a lack of joined-up thinking within the service, which is likely to continue with a strategy for how to use our library spaces in place. Taking decisions on cuts now, without taking a strategic view, could easily jeopardise future plans on how best to utilise libraries for the benefit of the council and the community.

Failure to consult properly with Friends groups

We are deeply concerned by the apparent lack of consultation with Friends of Libraries groups. Little attempt seemed to have been made to inform these groups of impending cuts ahead of the budget earlier this year, or to consult with them ahead of the creation of the two options put forward in this consultation. This council has been attempting to co-design services with residents in recent years, and it is disappointing that little effort appears to have been made to work with Friends groups to co-design the options for shorter hours, or indeed savings. By simply presenting Option 1 and Option 2 without any real attempt to justify why other options have not been brought forward, Haringey has missed an opportunity to take on board expertise, and alienated the groups of volunteers who are key to the success of our libraries.

Lack of information in documentation

When it comes to the specifics of this consultation, we are troubled by the lack of information presented, and therefore seemingly being taken into account. There does not appear to be any analysis of how groups are using the libraries for classes or meetings, or when rooms are being booked. It is hard to judge the proposals without any examination of how these activities would be impacted. Whilst footfall statistics can be used as a proxy to a certain point, it cannot show us the whole picture - if a language class was running after 5:30pm on a weekday for example, this could not be rearranged for during the day, it would simply be cancelled. However, in the documents on Commonplace it is stated that "It is anticipated that library buildings could be used by other services/organisations during hours when the library service is closed." Should we therefore expect that organisations which have heretofore been using spaces free of

charge will now be expected to pay? We believe that greater clarity on this point is needed if residents are to give the council informed feedback during the consultation.

Further to this, the lack of occupancy data (as opposed to entry data) is concerning. If residents are using the library space to study or to use computers, it is likely that they will stay in the building for several hours, often until or close to closing time. It is stated in the document that the final hour of opening sees lower occupancy, but this is likely an artefact of this hour being close to closing time, not due to a lack of demand between 6-7pm. Users will leave early so they are not asked to leave by staff, or those who would like to use the library to study won't bother to visit for only an hour or less. This pattern of lower occupancy should be expected in the final hour before closing time regardless of when that time is. Therefore cutting hours short on this basis would not be sensible.

Moreover, it is stated in the Needs Assessment document that footfall calculations for Wood Green and Marcus Garvey libraries include residents who are visiting the Customer Centre, and not accessing the libraries. This is very unsatisfactory - was there no means of just counting those accessing the library sections? Alternatively, the number of people seen in-person each day by customer services could be subtracted from the totals to ensure the data being used is not skewed.

Even leaving aside this issue, it is unclear to us how comparable the data is between libraries. For example, there are only two months of data on Alexandra Park Library, and half of this was over the school holidays. Anecdotal feedback from residents our council group represents in Alexandra Park for example, shows that working residents and families do use the 6-7pm hours during term time, since this is the only time they have after work / school. Using a period with school holidays to illustrate an option paints a skewed picture of the way the library is used. Families with children would be unlikely to move midweek activities to the weekend or visit another library between the hours of 4 to 6pm because their local library is closed. Meanwhile Muswell Hill Library has been closed for the entirety of the monitoring period. This data therefore seems to us to be relatively unrobust for comparison purposes.

In addition, the data presented in the accompanying documents does not include separate data for Saturdays and Sundays. Having this separated out would be useful, as another option could be closing all libraries on Sundays, rather than cutting hours short during the week. Without data separated by day over the weekend it is impossible to tell whether this option would be preferable or not, or what the comparable savings would be.

Lack of detail on savings

There is little indication of the detail of the savings that will be achieved by these proposals. How much, for example, would be saved by closing a branch library an hour earlier or at lunchtime? Some of the proposals would appear to yield very little, if any, saving when taken in isolation. It would be helpful in the context of this consultation if the details of how much saving would be achieved by each specific cut in hours were provided.

Relatedly, the impact on staff is left unclear. The key information page on the Commonplace website states that “We are holding staff vacancies and using agency staff to help us minimise the need for redundancies but we cannot guarantee there will be no redundancies.” but agency staff are more expensive than permanent staff. Is the number of staff planned to be cut as a result of these cuts to hours, or will staff simply be offered fewer hours on their contracts - some potentially still as agency workers? Further clarity on this point would be greatly appreciated.

Options 1 and 2

Coming on to the two options proposed in the consultation, Option 2 appears to unfairly penalise one side of the borough. Whilst we appreciate the council’s desire to prioritise areas of higher deprivation, we feel that cuts to the service should take into account its current users, in addition, of course, to the council’s long-term strategy and objectives for its library service (which, as we note, is not yet in place). Appendix 1 of the Needs Assessment document shows that residents in the west of the borough (which, we should remember, also includes areas of high deprivation) are library users at a much higher rate than those in the east. Given this demand, it would be wrong for cuts to fall disproportionately in the west.

Conclusion

In conclusion we do not believe that this is an appropriate time to be cutting the hours of the library service. Not only is there no strategy in place for how libraries should be utilised going forward, but the data being used as part of this consultation is not sufficient for informed decisions to be made. We believe in particular that options should be clearly costed with a breakdown of savings, full occupancy data, a comparable length of data for each library and a clear plan of future needs and requirements before options can be designed. There should also be a clear explanation of the rationale why alternative solutions or suggestions from Friends groups or residents have not been considered when presenting options. We particularly object to the possibility of Option 2 being implemented, which would focus cuts in the areas where libraries are most used.

Yours sincerely,

Alessandra Rossetti Opposition Spokesperson for Libraries

Friends of Highgate Library-Shepherds Hill (FOHL-SH)

Formal Response to the Libraries Service Review from the Friends of Highgate Library-Shepherds Hill (FOHL-SH)

This is the response of Friends of Highgate Library-Shepherds Hill (**FOHL-SH**) to Haringey Council's consultation on cuts to its Library Service. **FOHL-SH** are members of **FORE**, an umbrella group for Friends of local libraries in Haringey. It is important to note that the consultation only covers half of the £700,000 required savings and the consultation is silent on the plans for the remaining half of the required savings. Our response is being sent to every Haringey Councillor including the Leader and Cabinet Member for libraries, as well as to the Secretary of State for Culture Media and Sport. Only an abbreviated response can be submitted online because of the limitations of the Common Place consultation software used by Haringey Council.

Background

FOHL-SH are a group of Friends formed in 2017 to fight a campaign to save Highgate Library from being closed down and having its books moved to Jackson's Lane Arts Centre (JLAC). We are concerned to ensure that Highgate Library continues to flourish and offer a full service for the benefit of all members of the local community. **FOHL-SH** are supported by voters of all political persuasions. Some of us were part of the 1987 and 2000 campaigns to save Highgate Library.

Haringey Council has three main libraries and six branch libraries. Highgate Library is a locally listed Arts and Crafts Library opened in 1902. It was funded by a Carnegie grant and is the only half-timbered Carnegie-funded library in the country apart from the Grade I listed library in Stratford. Highgate Library is the smallest library and following its refurbishment in 2024 it only has seating for three children and nine adults. Despite being the smallest library it has the highest registration of library members aged under 5. Highgate Library has repeatedly been the target of closure plans and local residents had to fight three campaigns to keep the Library open.

Haringey Council informed us on 11 December 2023 that it faced a budget gap of £16 million (3%) and that for the financial years 2024-2026 the Library Service would be cut by 31%. We were told that the Council would have to rethink how libraries are operated so as to save £700,000. Although the cuts were buried deep in the long budget consultation report 85% of the unprecedented 564 responses opposed the proposed cuts to the Library Service. From 11 December until 29 August **FOHL-SH** and **FORE** have tried to engage with Haringey Council on this matter and we have raised our concerns with both officers and councillors at the highest level.

At meetings and by email we have requested information about the Library Service: the budget, costs, income and the options that are being considered together with the cost benefit analysis of each option. Responses to most requests have not been forthcoming and we have had to resort to requesting information directly from the DCMS and raising complaints with the Information Commissioner's Office for information that has been withheld.

Throughout the process and on various occasions both the Director and Cabinet Member for the Library Service have made it clear that the decision to cut the Library Service by 31% was made at Full Council on 4 March 2024 and it could not and would not be changed. This was confirmed by a Council officer at the Older People's Reference Group meeting on 9 October 2024. In advance of the Full Council meeting **FOHL-SH** sent a detailed paper with proposals with the potential for savings and increased revenue of £40-£50 million to every Haringey Councillor including the Leader and the Cabinet Member for Libraries, but there was no response.

Haringey Council's Library Service Public Consultation

On 29 August **FOHL-SH** received an email informing us that the consultation was live and available on the Commonplace website though not on Haringey Council's website. The message said that copies would be available at libraries. It took some time for copies to be made available at Highgate Library and initially staff were told not to hand out paper copies.

Once Haringey Council published its consultation we began talking to members of the public and Friends of Highgate Library to hear their views. We have spoken to people inside Highgate Library and beyond. We attended two public meetings at Highgate Library and Stroud Green Library; and a Haringey Council Drop-In at Hornsey Library. We also attended a Haringey Council Older People's Reference Group meeting to discuss the consultation.

The Council's 'Haringey Library Service Consultation' presents two options for Highgate Library: Option 1 - 49% closure and Option 2 - 53% closure in branch opening hours. For all libraries Option 1 and Option 2 both propose closure in branch opening hours of 50% and closure of main library hours of 20%. The document claims that the Friends of Libraries Groups were invited to participate in developing the options and that the options were honed down from more than 10 options. This is completely inaccurate. The only point at which **FOHL-SH** saw any option was when the consultation became live on 29 August 2024.

On 12 September **FOHL-SH** received an email notifying us of three drop-in events 'where we are encouraging residents to drop in and learn more about the consultation'. No events were organised for users of branch libraries. We were not invited to be involved in the drop-in events. At the event at Hornsey Library members of the public were told that Friends groups had been involved in developing the consultation document. This is not true. Members of the public reported that officers insisted that a choice had to be made between Option 1 and Option 2 and that the cuts to the Library Service had already been decided at Full Council on 4 March 2024 - much to the annoyance of many people. This was also the experience of several

Friends. It is worth noting that Haringey Council has not arranged a single public meeting on this matter.

FOHL-SH are aware of the Gunning Principles and we are quite clear that the decision to cut branch library opening hours by 50% and main library hours by 20% has already been made and that the proposals are not at a formative stage. The persistent denial of information that has been requested by **FOHL-SH** means that there is insufficient information on which to give intelligent consideration to Haringey Council's proposals. In summary we consider the Haringey Council's consultation inherently flawed.

Equalities Impact Assessment

Public libraries are the only free of charge access to culture and learning available in Haringey. Haringey Council's own Equality Impact Assessment (EQIA) which accompanies the Libraries Service Review correctly highlights the negative impact cuts in library hours will have on a number of groups including children and young people, older people, disabled people, unemployed people and those on lower incomes. Despite the EQIA document demonstrating the disproportionate negative impact on these groups of the planned cuts the Council say they will not be making major changes to their plans as 'The EQIA demonstrates the proposal is robust, and there is no potential for discrimination or adverse impact.' This statement is irrational and contradicts the Council's own findings. The Council has not set out how it will mitigate the negative effects of the planned cuts, which must be an important consideration.

Questionnaire response

FOHL-SH are submitting a response despite being convinced that this consultation is inherently flawed.

Section 1

5) Gives options of what you might do at a library but fails to identify 'read books' as something that people might do. Social contact is a reason why many people visit libraries but again this is not offered as an option.

Section 2

6a) **FOHL-SH** are very unsupportive of Option 1

6b) None

6c) Option 1 is unacceptable

6d) Option 1 is completely unacceptable

7a) **FOHL-SH** are very unsupportive of option 2

7b) None

7c) Option 2 is unacceptable

7d) Option 2 is completely unacceptable

8) Neither option works for library users

9) See the **FOHL-SH** suggestions for £40-£50 million savings and revenue enhancement submitted to the Council in February 2024

10) Highgate Library should be open for reasonable hours Monday to Saturday to provide service for all local residents including pre-school children, school students, senior citizens, disabled people, people coming home from work, homeless and unemployed people.

Concluding remarks

It is difficult for **FOHL-SH** to understand from where within Haringey Council these proposals emanate. It is unfortunate that at present there is no professionally fully qualified librarian within the senior management of the Library Service. Haringey Council had clear plans for its library service that were supported by both members of the public and **FORE**. Those plans included investment of millions of pounds in the library buildings and all the improvements are now completed or under way. These plans were developed as a result of detailed research and engagement with over 1,000 library users, Friends groups and **FORE** using external expertise. This led to a well-regarded Library Service. In Autumn 2023 Haringey Council submitted a bid to become London Borough of Culture which required a contribution of over £300,000 from the Council. Haringey Council failed to involve **FOHL-SH** or **FORE** in the development of its bid. Suddenly the planned library cuts were announced in December 2023. The earlier strategy and plans to ensure that libraries added value particularly with a focus on the most vulnerable in our community and improving access to services for those groups appear to have been abandoned. The plans for the current cuts are incoherent: they lack any strategy for developing the Library Service in future and they fail to explain how the remaining planned cuts will be implemented.

Maria Emilia Jennings

Secretary

FOHL-SH

Hill

09.10.24

Friends of Highgate Library-Shepherds

LONDON BOROUGH OF HARINGEY 2024-2025 BUDGET POTENTIAL SAVING AND REVENUE GENERATION FOR THE COUNCIL NB The amounts of Saving or Revenue shown below are conservative estimates which the Council's Finance Officers would certainly be able to refine.

1 Financial Management

1.1 The 2024-2025 revenue budget over-inflates the borrowing costs for capital expenditure. The capital programme of £800 million is too ambitious and cannot be achieved, partly because of market conditions, but also because the Council's track record shows that full capital expenditure has never been achieved in recent years - for example with the libraries refurbishment programme. Reducing the capital programme from e.g. £800 million to £600 million would save £12 million: £200 million x 6%. Saving: £12 million

1.2 Implement Treasury Management and Financial Management Best Practice, for example by Pooling Business Rates. Saving: £500,000

1.3 Stop offering discounts to registered charities e.g. charging half the rate for charities that is charged for ordinary Haringey residents. Revenue: £100,000

2 Property

2.1 Riverpark House - five floors of this prime office space with 24-hour security opposite Wood Green tube station are completely empty. The Council has not advertised the office space on its website or engaged an agent to market the empty floors. See: Commercial Properties to Let | Haringey Council. Revenue: £4 million

2.2 The Education Building and Cumberland House off Station Road are substantially empty. The Council's use of the offices could be rationalised and the surplus rented. Revenue: £2 million

2.3 The Council has renewed its lease on the Green Room Hotel and Bar although this is a loss-making enterprise. Discontinue the lease. Saving: £1 million

2.4 The Blue House Yard space which is suitable for a market or similar use is unused and not marketed. Revenue: £1 million

3 Contract Management

3.1 The Council contracts unfortunately leak council-tax-payers' money. There are no systems in place to recover the cost of work that is paid for but not carried out or not carried out satisfactorily. 2

3.2 Manage and enforce the problematical contract for Haringey Homes which continues in operation 15 years after the Decent Homes programme ended and has a senior management team costing close to £1 million pa. As residents have seen on the Hillcrest Estate in Highgate there has been no maintenance on the drains for over 15 years despite the Council paying Haringey Homes for maintenance - with the result that tenants and leaseholders have been regularly flooded by leaking sewage. Saving: £3 million

3.3 Manage and enforce Veolia's contract which is also problematical. As many residents who live in blocks of flats will know, collections are frequently missed and blocks of flats that should be receiving additional collections are not receiving those collections, a situation that sometimes obtains for 10 years or more. When residents ask what the Council has done to

recover the money spent on the collections that didn't take place they get no response. The same situation applies to public waste bins many of which are under-utilised and only emptied on rare occasions, but their regular collection is still paid for by council-tax-payers. Some bins are placed in private car parks and are emptied at council-tax-payers' expense although the car park franchisee, e.g. at the Highgate Station carpark, has the legal obligation to deal with any rubbish. Saving: £2 million

3.4 There are numerous other problematical contracts because there are no systems in place to recover money paid for work that is not done, that is not completed or is not completed to a satisfactory standard. Saving: £2 million

4 Other Saving

4.1 Stop paying unnecessary fees by ending the use of recruitment agencies. Saving: £2 million

4.2 Stop the use of consultancy contracts. Saving: £2 million

4.3 The Council Procurement (Purchasing) is not fit for purpose. For example, the only 'approved' contract for furniture provided £400 rocking chairs for libraries and not a single chair suitable for disabled people. Saving: £3 million

4.4 Freeze spending on corporate credit cards. Saving: £2 million

4.5 Freeze spending on non-essential contracts. Saving: £2 million

4.6 Limit staff and councillor travel outside the borough to staff on core business such as social workers. No officer or councillor should be asking the council-taxpayers to pay for their parking in a Swansea carpark. The Council should use video conferencing as other councils do. Saving: £1 million

4.7 End the subsidy of £100,000 per year to JLAC in Highgate. Neighbourhood cafés, restaurants, and arts venues receive no subsidy and pay business rates without needing a subsidy from the Council and they don't want unfair competition. 3 JLAC pays no business rates and it received grants of millions of pounds and the JLAC building for free from the Council. Saving: £100,000

4.8 Carry out a review of all back-office services and all management. Protect front-line services. Realise savings by delayering management levels, scaling back top salaries, and rationalising back-office services. Saving: £3 million

4.9 Stop using staff resources to apply for housing and other awards. Saving: £200,000 4.10 Use libraries as polling stations instead of hiring rooms in other buildings e.g. use Highgate Library instead of paying to use JLAC. Saving £10,000

5 Other Revenue

5.1 Increase the rate of CIL for multi-million pound developers. Revenue: £4 million

5.2 Increase the CPZ charges for SUVs, other disproportionately large vehicles, and second or third vehicles. Revenue: £1 million

5.3 Charge those in paid employment £10 per hour per court for the use of the tennis courts in the 6 parks currently offering free tennis. Revenue: £100,000

5.4 Increase the licence fee for cafés & restaurants with tables on the public pavement and apply a fee relative to a property's business rates. Revenue: £100,000

6 CONCLUSION

6.1 This paper has been produced to address the Council's reported £16 million shortfall for its 2024-2025 budget.

6.2 We have shown that the budget gap of £16 million can be bridged by making savings and increasing revenue in some of the areas specified above. 6.3 The total potential savings and increase in revenue laid out in this paper amount to £46,110,000.

..... From: FOHL-SH (Friends of Highgate Library-Shepherds Hill) 10 February 2024

10/10/2024 Via email

The Library Campaign is the national charity that supports public libraries through the activities of Friends and user groups.

We note the massive rejection by 85% of the public to Haringey's original plans for cuts to library services.

We welcome the temporary decision to abandon ideas of saving a second tranche of £675,000, mainly by an unworkable scheme using self-service and volunteers.

But the maintained original saving of £675,000 is already disproportionate at 7% of the total planned council savings. We pointed this out, in more detail, in our previous evidence.

It is perverse to proceed with this. The current proposals are extremely damaging, yet they deliver only half of the saving. The eventual reduction in the actual service as experienced by users might be anything from 30% to 50%.

Haringey is lucky to have a network of well-established library Friends groups, plus the umbrella group FORE, with years of experience of their branches which, we suspect, can seldom be matched by either staff or councillors. This should be seen as very useful when looking for savings.

Given the public reaction to the previous plan, Haringey would have been wise to work with FORE on redrafting it. Indeed, it has repeatedly claimed to be doing so.

Unfortunately this is not the case. The claim has caused consternation among the Friends, and seriously damaged the prospects of any real co-working in the future.

In particular, there has been no sign of any attempt to consider alternative savings ideas from The Library Campaign, the LibDems and - in particular - FORE. The latter is an extremely detailed document that was widely circulated around the council but has, as far as we know, never even been acknowledged.

This is a key point.

Evidence that these ideas have been in any way considered is urgently required, with a full analysis and explanation.

There can be no progress without it.

FORE is now presented with a request to judge between two hours-reduction plans that were produced without consultation either in principle or in detail. Haringey has made several claims to the contrary, including in the consultation document. FORE in fact does not accept either option. They were not consulted, or even notified in advance.

They have repeatedly requested relevant information, which has mostly been denied, obliging them to complain to the DCMS and the ICO.

This not a good augury for any future late adoption of a "co-production" model. FORE cannot fail to be unhappy that its name might be associated with any reduction in availability of the service, and distrustful of the council's future intentions.

We do not have extensive local knowledge, but can see indicative anomalies in the current options such as Marcus Garvey Library not being selected for Sunday opening, when the building will always be open and staffed; selection of the very small St Ann's Library for Sunday opening.

This compounds the complete unacceptability of the concept underlying both options: no library open after 6pm, when those with daytime commitments can visit, teen space and study space are needed and libraries are best able to offer social and cultural activities. It is a crucial time slot, especially for the deprived communities that need libraries most.

We think this puts Haringey in clear danger of breaching the 1964 Act requirement to make the service available to all those desirous to make use of it.

We also note with alarm that the council's own Equalities Impact Assessment admits negative impact on young, old and disabled people, unemployed people and those on low income. Yet it proposes no real mitigations. This places it in breach of the Equalities Act.

The loss of evening hours is also inexplicable in the context of the Borough of Culture plans. These, we have been told, will focus on local communities. This is to be applauded. It is thus inexplicable that Haringey should now set out to cripple its libraries. These are not only the most obvious local venue for events and activities in 2027, but the most obvious place where ideas, involvement and contacts can be developed in preparation - work that should be starting now.

To strip them of an evening presence is self-sabotage (and, incidentally, knocks out any hopes of raising income from hiring out spaces).

Meanwhile, the consultation process has been extremely flawed, in particular by failure to publicise it properly even in libraries, and wide non-availability of paper copies, which were in short supply, sometimes unavailable and often not displayed at all. Background documents such as the EIA and the needs assessment could only be consulted online or by reading them at a library.

There were no public meetings in any branch library, although they would be seriously affected. We have had multiple reports of officers at the meetings telling visitors that there was no choice but to accept one of the hours reduction plans, and that the overall cuts decision was irrevocable. The consultation form gave the same impression, very strongly.

All this, plus the failure to provide information to FORE throughout the year, or to consider alternative savings presented, puts Haringey in breach of several Gunning principles - to put forward plans at a formative stage; to give sufficient information to permit intelligent consideration; to take the responses into account - and the widely-accepted additional "fairness" requirement to detail any alternatives considered and rejected.

The whole document presents no coherent strategy beyond "making cuts". Whether it demonstrates a comprehensive and efficient service for the future appears not even to have been considered. We hope that a new approach - working with the community and in particular the Friends groups - can yield better ideas.

Yours
Laura Swaffield
Chair, The Library Campaign

[The Library Campaign](#) - supporting friends and users of libraries

Registered Charity (E&W) no.1102634
www.librarycampaign.com

Individual Responses Appendix 2

Additional Haringey Library Service Consultation Responses received to consultations@haringey.gov.uk email inbox between 29th August – 10th October 2024

#1 Received 9 September 2024

Hi,

My name is [redacted] and have just started Y11.

I use Highgate Library every day to do my homework and studying because I share a desk with my autistic twin sister at home. It has been extremely helpful to me as otherwise I have nowhere else to go- the school library closes soon after school, my friends live too far away and I haven't yet found a cafe that isn't distracting.

I am really worried about the council cutting evening hours because that directly impacts my studying hours as I can't focus at home. My half hour bus ride means I will get even less time should the hours be cut.

I hope you will reconsider these, the 7pm closing time is amazing for me, I was able to stay on top of work in Y10 and I don't know how I will manage if they are reduced even by an hour in the evenings.

Is there anyone else I can email in the hopes of getting my situation considered in the proposals?

Thank you!

#2 #2Received 24 September 2024

Libraries are a necessity for the community and an absolute need to stay open.

Please add volunteers to your paid staff to help run and to extend opening hours.

I frequent the libraries often and it was a place as a mother to also take my daughter to and I have had the opportunity to also take my young grandson to play quietly with toys in combination to introduce reading.

I had a real appreciation for Coombes Croft. It's small and was well run by the Management Team (Personal details removed) you are an absolute GEM of a librarian) offering space for free sewing courses, free I.T. Free and low impact keep fit exercises.

It is a Hub for a community. The elderly at Wood Green get together to read their papers. It gives the elderly a reason to get up, get out and meet others and then move on to have a snack and tea or coffee locally.

Notice boards to wants on offer and all other information and services available.

Bring in children authors to come in and read their books at launching them and signing copies.

Restock and reintroduce the next generation to the days and age of reading Enid Blyton's

Famous Five and Secret Sevens and Tom Sawyers and Huckleberry Finn and Judy Blume's.

Bring back the age of innocence for our next generation when the media i.e television is saturated with crime dramas and true crime documentaries that is depressing.

Books, reading, free internet and online learning and a Hub for the community are still an essential service for members of the public.

I learned about Black authors, their books in Black History Month at Coombes Croft.

Just my experience and appreciation of living in Haringey and thank you's to all the Librarians for your invaluable service.

#3 Received 7th October 2024

Subject: Stroud Green Library

Good morning,

I am writing to express my deep concern about the council's plans to close Stroud Green Library for two days per week. In my view, such a measure speaks to a disregard for libraries as the heart of community they are, and a lack of care for those who need and use them.

I ask you to do all you can to ensure this decision is reconsidered, and for the council to demonstrate the respect and care that this essential service deserves.

#4 Received October 2024

Subject: Muswell Hill Library possible opening hours

I hope all is well with you. I am just reaching out to ask if we can revisit/discuss the proposed opening/closing days/hours for Muswell Hill Library in the library consultation. The proposed closures for Muswell Hill Library are the identical in option 1 and 2 of the consultation and having looked at all the libraries, I believe we are the only library where no choice is offered.

As the consultation document mentions, **Muswell Hill Library is the busiest branch Library after the main libraries**, so I don't understand the rationale in closing it 3 days a week in all options. No other library is being told they must close 3 days a week.

Muswell Hill Library is right in the centre of Muswell Hill, it is very obviously a library, with 'Muswell Hill Library' carved into the stonework. This listed building has historically been the library for a very long time. That is probably why it gets more footfall - when open - than other branch libraries. It makes no sense to spend a lot of money refurbishing the library and then close it for just under half the working week. This library is placed on at the top end of Queen's Avenue, where all the very large HMOs and hostels - a number council run - are located in Muswell Hill. Those families in temporary accommodation there need to be able to take advantage of the warm space, and children in these families, and others, need to be able to use the space to do their homework. We also have regular toddler's groups there.

I am aware that it is not proposed to give Muswell Hill Library less hours than other libraries, but my big concern is with the distribution of these hours.

Please could we consider opening the Muswell Hill library for more, probably (but regrettably) shorter days, which we can decide via co-production with the Friends of the Library, rather than 2 weekday total closures. I also hope that we can ensure that all libraries are not closed at the same time for lunch, as this is the best time for working people to access libraries.

I am also aware that hours have been worked out in conjunction with Alexandra Park Library and Wood Green Library, however I consider strongly that the combination of hours could be worked out with the Friends in a more co-productive manner and the current closure of Muswell Hill Library for refurbishment should be no excuse for not factoring in our historically higher footfall.

#5 Received 10th October

Haringey Library Service Consultation

Thank you for your email of 30th September 2024 in connection with the current Public consultation, formally ending today. I would like to respond to some of the points in your letter

and also about the current Consultation to “vary” (i.e. to cut) library opening hours. The broad themes are:

- The overall Council Budget
- Haringey Libraries: historical background
- The claimed need to “review” opening hours;
- The current Public Consultation (including the absence of Alternatives and the inability to Audit)
- The lawfulness of this Consultation, with special reference to the first of the Gunning Principles (i.e. proposal published at a formative stage) I’d like the council to consider this letter as part of the consultation; I don’t expect any notice to be taken of this, but I do want to put it on the record.

The Council Budget and current spending AS a former Haringey Councillor, yes, I am aware that the council is legally required to set a balanced budget each year. I accept that in principle, savings are needed on an overall basis.

That some of the council’s savings need to come from cuts to our public library service, I find much harder to accept. For residents, the impact of the cuts is felt in opening hours, but the object in effect, is to reduce payments going to librarians. The detailed cuts are fashioned by officers who are paid more by many orders of magnitude, yet who seem well insulated from any variation of their own pay. Inability to sustain our libraries’ “current operating model?

“Haringey is unable to sustain the libraries’ current operating model”—this claim is presented as a fact or as a given, yet the council appears well able to sustain a large array of other functions. Some of them contain waste and bloated budgets; those other budgets also include contract or temporary staff, plus permanent staff on salaries of unprecedented size. The top-heavy, Six-figure club. I expect that there would be resistance to trimming the many engorged council salaries at the top, or to reduce the head-count of council staff paid between £100,000 and £200,000. The schedule reproduced in my Appendix lists 42 (forty-two) job titles whose minimum salary bands is in six-figures. It is not clear that residents are getting Best Value for this spending. I appreciate that there are national salary scales and some of this number may be worth six-figure salaries, but do there really need to be such a large number paid at such rates?

A rule of thumb in the private sector is that a manager should manage no fewer than six others (as does Haringey’s current CEO). But how many other managers manage fewer than six? The Six-figure club will include the Director of Culture, Strategy and Engagement who is likely to be overseeing the cuts to our Library Service. The pay scale for that HB3 role is £165,000—£170,000, with a maximum for this HB3 Band of £180,795. Is this not above the pay of the Prime Minister who has more responsibility than any council employee?

If the median average for this full-time role is taken to be £167,500 and the median average for two part-time Assistant Directors of Culture and Creativity (HB1) are added (i.e. 2 x £57,500), then the combined cost of £282,500. That does not include pension contributions. A single experienced librarian earns about a tenth of that. The pension contribution of a single council Director alone, is more than the annual salary of a librarian, who is more obviously performing a public service. Is this fair? Is anyone at the council asking this question? Due to a lack of political will or leadership, it seems that it is easier to allow cuts to public-facing, public services, than it is to make savings from Budgets whose efficiency and effectiveness—or lack thereof—is hidden from public gaze. The cuts are generated and are detailed by senior officers who are part of the insular bunker or isolated island that is the council HQ.

- Please see Appendix-1, where I reproduce the council's Haringey staff list with pay grades 2024. Council spending: hidden from residents In connection with the Council Budget, there is no visible preparedness to cut the on-going waste in council departments. (also: possible corruption, below).

When I was a Councillor, a member of the IT team—not realising that I was a Member of the Council—volunteered an interesting observation. Wholly un-prompted, the employee mentioned there was lot of waste in the IT department. Unfortunately, I can well believe it. I once tried to persuade a previous council CEO of the merit of changing to Open Source software that is likely to be less costly in the long-run. I was merely humoured. The legal department's Budget is well-hidden from residents, but I understand it runs into £ millions per annum. And yet at least some of their activity is morally dubious. I have witnessed at least one case in the High Court when the council defended the indefensible. Their posture stems from reflexive preparedness to defend council officers, whether in the right or wrong. But, defending residents or defending decisions of Planning and Licensing committees? Not so much. Deals behind closed doors.

In connection with a current case I have against the Information Commissioner (ICO), the council has since May been trying to obtain legal advice from counsel. Presumably, the legal department is prepared to spend thousands of pounds on this, despite having been denied Second Respondent Status by a Judge.

Where is judgement or leadership or claimed tough decisionmaking? I should add that my case against the ICO involves my seeking of information from the council relating to irregular property deals, nine of which were the subject of an external investigator, whose final public report was subject to deep-cleaning and whose full version was in fact, sent to the Police. The loss of taxpayers' money on property deals runs into many millions.

The Police investigation into at least one of those deals is reported as on-going. That one deal alone (Cranwood) lost approximately one and a quarter million pounds: nearly double the £675,000 worth of cuts that the council is now seeking to extract from our Public Library Service.

Never has the council has not complained about not having enough money, but I accept that it needs more from Central Government. At the same time, the council appears to have lost control of internal spending and it is hard to see attempts—visible to the public—to contain internal costs.

- Please see Appendix-2—Finding £675,000 London Borough Of Haringey 2024-2025 Budget ~ Potential Saving And Revenue Generation For The Council This was sent in February 2024 from the Friends of Highgate Library (Shepherds Hill) to all Councillors. I did not know of it nor contribute to it and I might disagree with some of the suggestions. However it lists some £46 million worth of council spending in areas apart from our Library Service, in amongst which £675,000 might be found. I would like to ask if any Councillor forwarded it to a finance officer? Was it read or was it disregarded?

Background: repeated attempts at cuts, closures and sale IN recent years, the Council has had a good record in keeping all its libraries open and refurbishing Stroud Green and Highgate libraries, as set out in the first paragraph of the council's 24-page, full colour, glossy library-cuts brochure. On the one hand, the council is justifiably proud of its recent record on library services.

On the other hand, the council hints that Haringey's current opening hours are somehow excessive: that they are out of line with other local authorities' library opening hours. Of all the council's claimed justifications for slashing opening hours, this is surely the shabbiest and shameful.

In the past, the mere provision of a public library service seems to have irritated the council. At the end of the 1990s—when closure of all branch libraries was mooted—the council found it difficult to find a management home for the-then, Cinderella service. Administratively, our Library Service has previously been filed under the CEO's Dept. or under Sports & Leisure. Informally and unofficially, it now appears to fall under Soft Targets without a Statutory footing.

When cuts are needed, the Library Service seems to be seen by finance or other officers as a soft touch from which to extract savings. Past attempts to pick off our Borough's branch libraries

On a long view, Haringey Council has been less sympathetic to a public library service. Slashes to library opening hours—and whole days—were a feature in the late 1990s under Leader Toby Harris. In 1999, the council had plans to close all our Borough's branch libraries, leaving just two or three “super libraries” that would not be super for some groups in society. Many groups are unlikely (unable or unwilling) to travel more than one kilometre to a library—e.g. the young, elderly, disabled, mothers with prams.

Merging In 1987, the Ham and High newspaper reported the campaign to fight the council attempt to shut Highgate Library. Around 2016 under Leader Kober, the council again tried to close this branch library, with a misconceived plan to “merge” it with Jackson's Lane Arts Centre (JLAC).

£20,000 was wasted by the council on architect's plans to remodel JLAC. Some at the council (the troubled property team?) have viewed Highgate Library only as a structure and a potential development site, and not as a public service. The “merger” was unlikely to be accepted by JLAC, but would have led to the demolition of the nearby library building (Highgate Library is an Arts & Craft locally listed building and one of the best buildings in the Highgate Conservation Area).

A past Cabinet Member (and current councillor) once advocated to me that Stroud Green Library be “merged” with Hornsey Library, and that may have reflected the (branch-library hostile) views of officers. It is clear that periodically, council officers and some councillors have little sympathy with our Library Service. In the current Public Consultation we see—once again—a cruel attack on our Borough's Library Service.

The current Council leader and the current cabinet member for our Library Service have been at pains to offer assurances that no Library (building) would close. However, both councillors are transitory figures, while long-term officer support for our Library Service has been fitful.

Cutting

Given the history of Council attempts from time to time over more than 35-year to cut hours, days, whole buildings or all Branch Libraries from our Library Service—plus the current direction of travel—a person independent of the council might reasonably have little confidence in Councillors' current assurances. Libraries (and parks) enjoy no Statutory protection. Once again, the most visible and widely-used Public Services are in the firing

line. Is it any little wonder that the current Consultation is viewed with suspicion and as the thin end of a permanent-closure wedge? “... potential ...” The proposal is to introduce self-service technology in libraries. Further work is required to establish feasibility, based on learning from other boroughs; it would require investment in digital and other technologies eg CCTV but has the potential to reduce staffing by 40%. This potential [ref: CSE24_SAV_002] comes from page 310 (pdf— p.318) of the Public Reports Pack for the Cabinet Meeting of 5 December 2023. Thus, a desire to start shaving from the Library Service budget, one way or another, was published nine months ago.

The proposal of Self-service and using volunteers (last year in the Budget Consultation) is consistent with an intention later to withdraw the proposal, in order for the council’s PR Team to be able to eventually to cast as a concession and/or listening to residents. The practice of bureaucrats proposing the loss of two limbs and later proposing the loss of only one limb, is surely one of the oldest tricks in the bureaucrat’s book.

The current public consultation on Library Service cuts THE council’s “new savings proposals” include proposals related to varying library opening hours, linked to savings of £675,000 in 2024/25“ What you mean by varying, is cutting or in the case of our branch libraries, slashing the opening hours. Only two options are provided, both of which mean cuts to opening hours. Conceptually, this narrowing of options appears to come at the tail end of a lengthy build-up to long-laid plans to cut librarians’ hours at our Library Service. The Consultation has the appearance of coming after someone suggested that the council might legally be required to hold one, no matter how late in the day. Like all Public Consultations, it runs the risk of challenge for lawfulness. In their decision on a previous Haringey Council Public Consultation, the Supreme Court approved the dissenting view by Lord Justice Pitchford in the earlier Court of Appeal judgment that, “consulting about a proposal does inevitably involve inviting and considering views about possible alternatives”. Two Options, but no meaningful alternative

In the current Consultation, each of the two “Options” is a variation on the narrow theme of “varying” library opening hours. The absence of a meaningful alternative may be of questionable lawfulness.

The internal, council purpose of the Consultation is consistent with a cynical attempt to build residents’ support for “savings”, by offering the choice of cuts ... or cuts. This interpretation is lent weight by the glossy brochure: Cost Savings are described for each Option as, This option delivers all of the cost savings. Taken together, slashing library opening hours can be considered to be the council’s preferred outcome. The Options offered are analogous to, Would you prefer to lose your left arm, or your right arm?

Both options are predicated on cutting opening hours, with no option that does not mean cuts to opening hours. Given the focus on cost savings, the council would be content with public support for either Option because each yields “all” of the cost savings. If the final decision to cut opening hours has not yet been announced, then the direction of travel since 2023 suggests that it has all but been taken. If so, then the Consultation is a sham.

No Public Consultation compels the council to do anything, but this consultation narrowly focuses on opening hours. “Why we need to review opening hours” Savings identified in a budget represent a financial plan but do not compel the Council to take specific decisions to implement those savings, or to implement them in any particular way. It is common practice for

local authorities to identify savings proposals in a budget which are subject to further steps before taking a decision on whether to implement them.

As you in effect concede, there is no compulsion to cut public library opening hours but nonetheless, this has been the administrative direction of travel since late 2023. The sole subject of this Public Consultation is opening hours. The review of opening hours is cast by the council as a need and page three of the council's glossy, full-colour, 24-page Library Service Consultation (CGC), sets out the direction of travel. Comment on the council's cuts web page <https://new.haringey.gov.uk/news/20240829/help-decide-your-library-opening-hours-giveyour-views-best-option-library-service>

- Please see Appendix-3 (table)

Librarians: cuts to opening hours = cuts to Librarians

Librarians, whose hours would be cut, work out in the field and seem to have few friends and less support within the central Council HQ. They appear to be regarded as a weak constituency within HQ and less able to defend themselves as compared with their well paid bosses. There is no natural constituency within the council advocating public libraries. Most library employees work outside Alexandra House and are in public-facing positions. The average pay for a librarian with years of service is a fraction of the salaries of senior managers who appear to push for cuts in this area.

Savings:

Of course, where savings proposals identified in the Council's budget are not realised, it may be necessary to make other financial choices to ensure financial sustainability. The Council has the flexibility to manage this through the annual budget cycle. Indeed. While the overall March Budget needs to balance, postBudget it is possible to shuffle funds from one area to another.

For example, we know that in respect of the unbudgeted cost of paying for the change of name of one of the Borough's roads, the money was found from existing budgets. Those areas that needed to be cut in order to pay for the name-change were not disclosed. Absent from this current Public Consultation is any chance to suggest how the council might find savings from other areas of council activity.

This is because the council appears to have already de facto decided that cuts will be made to public library services, with the only choices left to the public is how and where the cuts to opening hours will fall. Audit of consultation responses WHEN a group of residents seek to mount a deputation to Cabinet or Full Council, the council requires full identification, including signatures. Officers carefully check claimed identities from the Electoral Role.

For on-line and the paper questionnaire there is some demographic data gathering, but there appears to be no means of positively identifying respondents who complete the current Public Consultation. By the same token, there is no means of auditing the results. If there is no means of Audit, then the consultation is open to abuse and misuse. Anyone could complete the questionnaire using bogus identities.

For example, if persons associated with the council or council staff family or supporters can support of one of the Options, then this would have the possibility of skewing the results (possibly in a way sought by the council), or suggesting greater public interest than in reality.

Is it not in the interests of council officers and others, to demonstrate they reached a wide demographic who contributed a big sample?

Gunning for our Public Library Service If adjustments to our Library Service were first consulted upon internally in July 2023, then does that not suggest that the latter half of 2023 was the formative stage, and that the current proposals for detailed cuts to opening hours are now being passed off as the “first phase”?

You said that the staff consultation in July 2023 concerned an unrelated set of proposals. Was the effect of restructuring of management resources related in any way to the budget of the Library Service? Was reviewing the Home Library Service delivery model not also in the context of making cuts? And order to save £140,000 From the budget of our Library Service?

I note your claim that the consultation is being undertaken at a formative stage, in line with the Gunning principles of lawful public consultations.

1. proposals are still at a formative stage—but the direction of travel since July 2013, has been to size-up hours downsizing cuts to our Library Service. Council records show: We want to look at varying the opening hours of our libraries ... The proposed saving is based on reviewing hours at the six branch libraries with a mixture of mornings and afternoons opening times ... This is consistent with a formative stage and was recorded for the Cabinet meeting on 5 December 2023, nine months before the present Consultation.

The consultation document is in full colour, printed on quality paper). 24 pages goes into fine detail about the cuts to nine libraries, detail that suggests the cuts proposals are far along from formative stage

2. there is sufficient information to give ‘intelligent consideration’—but in the context of the Council Budget, the information provided is partial and limited. The starting assumption (from 2013) is that there will be £675,000 to the Library Budget. The council has provided copious and detailed information that is tightly related to the two closure Options, but avoids saying why the council chose to make cuts in our Library Service and not in other parts of the council, that could produce larger savings.
3. There is adequate time for consideration and response—?
4. ‘conscientious consideration’ must be given to the consultation responses before a decision is made—although the Cabinet has not yet decided to implement the “proposed” swingeing cuts, based on experience, the expectation is that officers are set, if not keen, on this method to obtain “savings”. The expectation is that the Cabinet will agree to cuts, in one form or another, to our libraries’ opening hours. “I can also confirm the Council’s legal team has agreed the contents of this letter.” I intend no disrespect but I assume that, like me, you are a layman in matters of the law. A Legal Opinion is often set out in detail after careful thought by a person with a suitable qualification. Agreed – it seems possible that the agreement of the council legal team—to which you refer—may have been misunderstood, misinterpreted or even unconsciously misrepresented. Therefore, I would feel much better assured—on Gunning’s four principles in particular—if a more formal, credible legal opinion were to be produced, over the name of a qualified lawyer from the council’s legal team.

<https://www.supremecourt.uk/cases/docs/uksc2013-0116-judgment.pdf>

I expect the legal team have learnt from the Supreme Court case in 2014 that involved a Haringey Council Consultation (R ex parte Moseley v LB Haringey). Some legal points were more

firmly established: the need to undertake a consultation that is fair. Councils have a duty to share information about alternative schemes: they need to present alternatives, apart from the council's favoured option (or in the current consultation, two Options, both tightly related to cutting library opening hours that do not represent a meaningful choice). I will write separately to the Chief Legal Officer in connection with this and I will await their reply in due course. I trust they will have no difficulty in substantiating your confirmation that, the consultation is being undertaken at a formative stage, in line with the Gunning principles.

Haringey staff list with pay grades 2024.

1 Chief Executive Andrew Donald HA2 Haringey Council Permanent Contract £220,000 - £225,000 £222,711

2 Director of Adults, Health and Communities Beverley Tarka HB3 Adults, Health & Communities Permanent Contract £165,000 - £170,000 £180,795

3 Assistant Director Housing Demand HB1 Adults, Health & Communities Housing Demand Permanent Contract £125,000 - £130,000 £127,008

3 Assistant Director HB1 Adults, Health & Communities Partnerships & Communities Fixed Term Contract £105,000-£110,000 £127,008

3 Assistant Director BAND9 Adults, Health & Communities Public Health Permanent Contract £65,000 - £70,000 £114,949

3 Service Director HB1 Adults, Health & Communities Adult Social Services Permanent Contract £125,000 - £130,000 £127,008

2 Director of Childrens Services Ann Graham HB3 Children's Services Permanent Contract £165,000 - £170,000 £180,795

3 AD for Early Help & Prevention HB1 Children's Services Early Help Permanent Contract £115,000 - £120,000 £127,008

3 AD for Safeguarding & Social Care HB1 Children's Services Safeguarding & Social Care Permanent Contract £125,000 - £130,000 £127,008

3 Assistant Director HB1 Children's Services Schools & Learning Service Permanent Contract £100,000 - £105,000 £127,008

2 Director of Culture, Strategy and Engagement Jessica Crowe HB3 Culture, Strategy & Engagement Permanent Contract £165,000 - £170,000 £180,795

3 Joint Assistant Director of Culture and Creativity (job share) HB1 Culture, Strategy & Engagement Culture & Creativity Permanent Contract £55,000 - £60,000 £127,008

3 Joint Assistant Director of Culture and Creativity (job share) HB1 Culture, Strategy & Engagement Culture & Creativity Permanent Contract £55,000 - £60,000 £127,008

3 Chief Digital & Innovation HB1 Culture, Strategy & Engagement Digital & Change Permanent Contract £105,000 - £110,00 £127,008

3 Chief People Officer HB1 Culture, Strategy & Engagement Human Resources & Org Development Permanent Contract £125,000 - £130,000 £127,008

3 AD for Legal & Governance HB1 Culture, Strategy & Engagement Legal & Governance
Permanent Contract £115,000 - £120,000 £127,008

3 AD Strategy, Comms & Collaboration HB1 Culture, Strategy & Engagement Strategy,
Communications & Collaboration Permanent Contract £120,000 - £125,000 £127,008

2 Interim Director of Finance Josephine Lyseight HB3 Director of Finance Permanent Acting Up
£155,000 - £160,000 £180,795

3 Chief Procurement Officer HC3 Director of Finance Strategic Procurement Permanent
Contract £105,000 - £110,000 £108,939

2 Director of Environment & Resident Experience Barry Francis HB3 Environment & Resident
Experience Permanent Contract £165,000 - £170,000 £180,795

3 AD Stronger & Safer Communities HB1 Environment & Resident Experience Community
Safety & Enforcement Permanent Contract £125,000 - £130,000 £180,795

3 AD for Customer Services HB1 Environment & Resident Experience Customer Services
Permanent Contract £125,000 - £130,000 £127,008

3 AD - Direct Services HB1 Environment & Resident Experience Direct Services Permanent
Contract £125,000 - £130,000 £127,008

£222,711

3 AD for Regen & Econ Development HB1 Placemaking & Housing Regeneration & Econ
Development Permanent Acting Up £115,000 - £120,000 £127,008

2 Director of Placemaking & Housing David Joyce HB3 Placemaking & Housing Permanent
Contract £165,000 - £170,000 £180,795

3 Programme Director BWF HC3 Placemaking & Housing Housing Services & Building Safety
Permanent Contract £105,000 - £110,000 £108,939

3 Operational Director-Hsg & Building Safety HB2 Placemaking & Housing Housing Services &
Building Safety Permanent Contract £130,000 - £135,000 £147,702

3 AD for Capital Projects & Property HB1 Placemaking & Housing Capital Projects & Property
Permanent Contract £120,000 - £125,000 £127,008

3 Assistant Director Housing Management HB1 Placemaking & Housing Housing Services &
Building Safety Permanent Contract £110,000 - £115,000 £127,008

3 AD for Housing HB1 Placemaking & Housing Housing Permanent Contract £125,000 -
£130,000 £127,008

3 AD Planning, Bld.Stds & Sustainability HB1 Placemaking & Housing Planning, Building Stnds &
Sustainability Permanent Contract £110,000 - £115,000 £127,008

Level Job Title

Name of post holder (where

salary >150k) Directorate Dept/Teams

Total pay in salary,fees or allowances (Bands of

£5000) Employer's pension contribution

1 Chief Executive Andrew Donald Haringey Council £220,000 - £225,000 £0.00

2 Director of Adults, Health and Communities Beverley Tarka Adults, Health & Communities
£165,000 - £170,000 £36,992

3 Assistant Director Housing Adults, Health & Communities Housing Demand £125,000 -
£130,000 £29,212

3 Assistant Director Adults, Health & Communities Partnerships & Communities £105,000-
£110,000 £25,177

3 Assistant Director Adults, Health & Communities Public Health £70,000 - £75,000 £0

3 Service Director Adults, Health & Communities Adult Social Services £130,000 - £135,000
£30,113

4 Head of Assessment & Safeguarding Adults, Health & Communities Adult Social Services
£90,000 - £95,000 £15,545

4 Head of Programme Adults, Health & Communities Public Health £70,000 - £75,000 £16,382

4 Head of Haringey LD Partnership Adults, Health & Communities Adult Social Services £95,000
- £100,000 £16,431

4 Head of Integrated Care Adults, Health & Communities Adult Social Services £90,000 -
£95,000 £21,802

4 Head of Housing Needs Adults, Health & Communities Housing Demand £75,000 - £80,000
£18,315

4 Head of Shared Business Services Adults, Health & Communities £90,000 - £95,000 £21,280

4 Head of Resettlement, Migrant and Inequalities Adults, Health & Communities Partnerships &
Communities £70,000 - £75,000 £16,455

4 Head of Brokerage Adults, Health & Communities Adult Social Services £70,000 - £75,000
£8,303

4 Head of Community Enablement Adults, Health & Communities Partnerships & Communities
£90,000 - £95,000 £20,175

4 Head of TA Adults, Health & Communities Housing Demand £75,000 - £80,000 £17,832

4 Head of Housing-Related Support Adults, Health & Communities Housing Demand £75,000 -
£80,000 £18,070

2 Director of Children's Services Children's Services £165,000 - £170,000 £36,992

3 AD for Early Help & Prevention Children's Services Early Help £115,000 - £120,000 £24,563

3 AD for Safeguarding & Social Care Children's Services Safeguarding & Social Care £125,000 -
£130,000 £30,362

3 Assistant Director Children's Services Schools & Learning Service £100,000 - £105,000
£22,732

4 Head of Young Adult Services Children's Services Safeguarding & Social Care £90,000 - £95,000 £22,010

4 Head of Children in Care Children's Services Safeguarding & Social Care £75,000 - £80,000 £18,937

4 Head of Integrated SEND Children's Services Early Help £105,000 - £110,000 £25,679

4 Head of Service - Youth at Risk Children's Services Early Help £80,000 - £85,000 £14,309

4 Head of ESQA Children's Services Safeguarding & Social Care £90,000 - £95,000 £22,006

4 Hd of Children in Need of Support and Protection Children's Services Safeguarding & Social Care £105,000 - £110,000 £25,320

4 Head of Service, Early Help and Prevention Children's Services Early Help £90,000 - £95,000 £20,798

2 Director of Culture, Strategy and Engagement Culture, Strategy & Engagement £165,000 - £170,000 £34,475

3 Joint Assistant Director of Culture and Creativity (job share) Culture, Strategy & Engagement Culture & Creativity £55,000 - £60,000 £6,960

3 Joint Assistant Director of Culture and Creativity (job share) Culture, Strategy & Engagement Culture & Creativity £55,000 - £60,000 £7,183

3 Chief Digital & Innovation Culture, Strategy & Engagement Digital & Change £105,000 - £110,00 £21,657

3 Chief People Officer Culture, Strategy & Engagement Human Resources & Org Development £125,000 - £130,000 £29,212

3 AD for Legal & Governance Culture, Strategy & Engagement Legal & Governance £115,000 - £120,000 £27,050

3 AD Strategy, Comms & Collaboration Culture, Strategy & Engagement Strategy, Communications & Collaboration £120,000 - £125,000 £27,592

4 Head of Talent & Resourcing Culture, Strategy & Engagement Human Resources & Org Development £90,000 - £95,000 £0

4 Head of Change - Corporate Culture, Strategy & Engagement Digital & Change £105,000 - £110,000 £25,056

4 Head of HR Support Services Culture, Strategy & Engagement Human Resources & Org Development £85,000 - £90,000 £19,547

4 Head of Legal Services Culture, Strategy & Engagement Legal & Governance £90,000 - £95,000 £15,473

4 Head of Chief Executive's Culture, Strategy & Engagement Strategy, Communications & Collaboration £75,000 - £80,000 £17,190

4 Head of Library Operations Culture, Strategy & Engagement Culture & Creativity £65,000 - £70,000 £0

4 Head of Schools' HR Service Culture, Strategy & Engagement Human Resources & Org Development £75,000 - £80,000 £16,865

4 Head of Information Governance Culture, Strategy & Engagement Legal & Governance £65,000 - £70,000 £5,785

4 Head of Feedback & Resolutions Culture, Strategy & Engagement Strategy, Communications & Collaboration £75,000 - £80,000 £19,710

4 Head of Electoral Services Culture, Strategy & Engagement Legal & Governance £75,000 - £80,000 £19,720

4 Head of Legal Services Culture, Strategy & Engagement Legal & Governance £80,000 - £85,000 £19,080

4 Head of Business Enablement Culture, Strategy & Engagement Digital & Change £80,000 - £85,000 £18,843

4 Head of Communications Culture, Strategy & Engagement Strategy, Communications & Collaboration £75,000 - £80,000 £17,832

4 Head of IT Culture, Strategy & Engagement Digital & Change £75,000 - £80,000 £18,315

4 Head of Portfolio Culture, Strategy & Engagement Digital & Change £90,000 - £95,000 £21,383

4 Head of Policy Culture, Strategy & Engagement Strategy, Communications & Collaboration £80,000 - £85,000 £18,943

4 Head of Leaders Office Culture, Strategy & Engagement Strategy, Communications & Collaboration £75,000 - £80,000 £6,489

4 Head of Employee Relations, Business Partnering and Reward Culture, Strategy & Engagement Human Resources & Org Development £85,000 - £90,000 £19,547

4 Head of Change - People Culture, Strategy & Engagement Digital & Change £90,000 - £95,000 £3,568

2 Interim Director of Finance Director of Finance £155,000 - £160,000 £26,636

3 Chief Procurement Officer Director of Finance Strategic Procurement £110,000 - £115,000 £26,309

4 Head of Supply Chain (Health & Care) Director of Finance Strategic Procurement £75,000 - £80,000 £18,168

Senior Remuneration >£50k 01.04.23- 31.03.24

4 Hd of Finance (Strategy & Your Council) Director of Finance Strategy, People & Pensions £100,000 - £105,000 £21,383

4 Hd of Finance (Capital, Place & Economy) Director of Finance Capital, Place & Regen £105,000 - £110,000 £23,606

4 Hd of Finance (Housing & Chief Accountant) Director of Finance Housing & Chief Accountant £105,000 - £110,000 £23,606

4 Head of LCP / DM Director of Finance Strategic Procurement £80,000 - £85,000 £1,475

4 Head of Audit & Risk Management Director of Finance Audit & Risk Management £105,000 - £110,000 £23,606

4 Head of Supply Chain (Supplies and Services) Director of Finance Strategic Procurement £75,000 - £80,000 £18,315

4 Hd of Finance (Pensions & Treasury) Director of Finance Strategy, People & Pensions £85,000 - £90,000 £19,547

4 Deputy Head of Audit & Risk Management Director of Finance Audit & Risk Management £75,000 - £80,000 £18,315

4 Head of Supply Chain (Construction) Director of Finance Strategic Procurement £75,000 - £80,000 £12,800

2 Director of Environment & Resident Experience Environment & Resident Experience £165,000 - £170,000 £36,817

3 AD Stronger & Safer Communities Environment & Resident Experience Community Safety & Enforcement £125,000 - £130,000 £29,212

3 AD for Customer Services Environment & Resident Experience Customer Services £125,000 - £130,000 £29,212

3 AD - Direct Services Environment & Resident Experience Direct Services £125,000 - £130,000 £27,592

4 Head of Highways & Parking Environment & Resident Experience Direct Services £105,000 - £110,000 £23,606

4 Hd of Operational Facilities Management Environment & Resident Experience Direct Services £75,000 - £80,000 £17,475

4 Head of Revenues Benefits Environment & Resident Experience Customer Services £95,000 - £100,000 £22,070

4 Head of Waste Environment & Resident Experience Community Safety & Enforcement £75,000 - £80,000 £18,315

4 Head of Regulatory Services Environment & Resident Experience Community Safety & Enforcement £90,000 - £95,000 £20,779

4 Head of Transport & Travel Environment & Resident Experience Direct Services £75,000 - £80,000 £16,003

4 Head of Parks & Leisure Environment & Resident Experience Direct Services £85,000 - £90,000 £19,547

4 Head of Place Environment & Resident Experience Place £105,000 - £110,000 £18,963

3 AD for Regen & Econ Development Placemaking & Housing Regeneration & Econ Development £115,000 - £120,000 £26,141

2 Director of Placemaking & Housing Placemaking & Housing £165,000 - £170,000 £36,992

3 Programme Director BWF Placemaking & Housing Housing Services & Building Safety
£105,000 - £110,000 £25,056

3 Operational Director-Hsg & Building Safety Placemaking & Housing Housing Services & Building Safety £130,000 - £135,000 £29,653

3 AD for Capital Projects & Property Placemaking & Housing Capital Projects & Property
£120,000 - £125,000 £27,592

3 Assistant Director Housing Management Placemaking & Housing Housing Services & Building Safety £110,000 - £115,000 £25,177

3 AD for Housing Placemaking & Housing Housing £125,000 - £130,000 £25,378

3 AD Planning, Bld.Stds & Sustainability Placemaking & Housing Planning, Building Stnds & Sustainability £110,000 - £115,000 £27,592

4 Hd of Strategic Asset & Accom Management Placemaking & Housing Capital Projects & Property £80,000 - £85,000 £18,943

4 Hd of Building Mang, Resilience & Safety Placemaking & Housing Capital Projects & Property
£90,000 - £95,000 £21,383

4 Hd of Policy,Trans & Infra Planning Placemaking & Housing Planning, Building Stnds & Sustainability £80,000 - £85,000 £19,015

4 Head of Repairs & Maintenance Placemaking & Housing Housing Services & Building Safety
£100,000 - £105,000 £22,857

4 Head of Estates & Neighbourhood Services Placemaking & Housing Housing Services & Building Safety £80,000 - £85,000 £18,315

4 Head of Programme Management Placemaking & Housing Regeneration & Econ Development
£80,000 - £85,000 £18,943

4 Head of Major Projects Delivery Placemaking & Housing Capital Projects & Property £105,000 - £110,000 £24,331

4 Head of Repairs Placemaking & Housing Housing Services & Building Safety £70,000 - £75,000
£17,237

4 Interim Hd of Housing Strategy & Policy Placemaking & Housing Housing £80,000 - £85,000
£18,676

4 Head of Inclusive Economy Placemaking & Housing Regeneration & Econ Development
£85,000 - £90,000 £19,712

4 Head of Support & Wellbeing Placemaking & Housing Housing Services & Building Safety
£75,000 - £80,000 £16,865

4 Head of Housing Development Placemaking & Housing Housing £90,000 - £95,000 £17,690

4 Head of Carbon Management Placemaking & Housing Planning, Building Stnds & Sustainability £90,000 - £95,000 £20,175

4 Head of Mechanical & Engineering Service Placemaking & Housing Housing Services & Building Safety £75,000 - £80,000 £18,315

4 Interim Head of FM Hard Services Placemaking & Housing Housing Services & Building Safety £90,000 - £95,000 £21,383

4 Head of Area Regeneration Placemaking & Housing Regeneration & Econ Development £90,000 - £95,000 £21,383

4 Head of Dev. Manage. And Enf. Planning Placemaking & Housing Planning, Buildng Stnds & Sustainability £80,000 - £85,000 £18,961

4 Head of Property Change Placemaking & Housing Capital Projects & Property £100,000 - £105,000 £22,857

4 Head of Area Regeneration Placemaking & Housing Regeneration & Econ Development £105,000 - £110,000 £22,479

4 Head of Residential Building Safety Placemaking & Housing Housing Services & Building Safety £105,000 - £110,000 £24,331

4 Head of Income Management Placemaking & Housing Housing Services & Building Safety £65,000 - £70,000 £18,315

4 Strategic Asset Programme Manager Placemaking & Housing Capital Projects & Property £70,000 - £75,000 £18,249

4 Head of Tenancy & Community Placemaking & Housing Housing Services & Building Safety £80,000 - £85,000 £13,084

4 Head of Homeownership Services Placemaking & Housing Housing Services & Building Safety £70,000 - £75,000 £11,606

4 Head of Area Regeneration Placemaking & Housing Regeneration & Econ Development £90,000 - £95,000 £20,175

Haringey Library Service Consultation response 2024-Oct-10 page 13

Appendix 2: finding £675,000

London Borough of Haringey

2024-2025 Budget

Potential saving and revenue generation for the council

(from the Friends of Highgate Library–Shepherds Hill

overleaf ~

1

LONDON BOROUGH OF HARINGEY 2024-2025 BUDGET

POTENTIAL SAVING AND REVENUE GENERATION FOR THE COUNCIL

NB The amounts of Saving or Revenue shown below are conservative estimates

which the Council's Finance Officers would certainly be able to refine.

1 Financial Management

1.1 The 2024-2025 revenue budget over-inflates the borrowing costs for capital expenditure. The capital programme of £800 million is too ambitious and cannot be achieved, partly because of market conditions, but also because the Council's track record shows that full capital expenditure has never been achieved in recent years - for example with the libraries refurbishment programme. Reducing the capital programme from e.g. £800 million to £600 million would save £12 million: £200 million x 6%. Saving: £12 million

1.2 Implement Treasury Management and Financial Management Best Practice, for example by Pooling Business Rates. Saving: £500,000

1.3 Stop offering discounts to registered charities e.g. charging half the rate for charities that is charged for ordinary Haringey residents. Revenue: £100,000

2 Property

2.1 Riverpark House - five floors of this prime office space with 24-hour security opposite Wood Green tube station are completely empty. The Council has not advertised the office space on its website or engaged an agent to market the empty floors. See: Commercial Properties to Let | Haringey Council. Revenue: £4 million

2.2 The Education Building and Cumberland House off Station Road are substantially empty. The Council's use of the offices could be rationalised and the surplus rented. Revenue: £2 million

2.3 The Council has renewed its lease on the Green Room Hotel and Bar although this is a loss-making enterprise. Discontinue the lease. Saving: £1 million

2.4 The Blue House Yard space which is suitable for a market or similar use is unused and not marketed. Revenue: £1 million

3 Contract Management

3.1 The Council contracts unfortunately leak council-tax-payers' money. There are no systems in place to recover the cost of work that is paid for but not carried out or not carried out satisfactorily.

2

3.2 Manage and enforce the problematical contract for Haringey Homes which

continues in operation 15 years after the Decent Homes programme ended and has a senior management team costing close to £1 million pa. As residents have seen on the Hillcrest Estate in Highgate there has been no maintenance on the drains for over 15 years despite the Council paying Haringey Homes for maintenance - with the result that tenants and leaseholders have been regularly flooded by leaking sewage. Saving: £3 million

3.3 Manage and enforce Veolia's contract which is also problematical. As many residents who live in blocks of flats will know, collections are frequently missed and blocks of flats that should be receiving additional collections are not receiving those collections, a situation that sometimes obtains for 10 years or more. When residents ask what the Council has done to recover the money spent on the collections that didn't take place they get no response. The same situation applies to public waste bins many of which are under-utilised and only emptied on rare occasions, but their regular collection is still paid for by council-tax-payers. Some bins are placed in private car parks and are emptied at council-tax-payers' expense although the car park franchisee, e.g. at the Highgate Station carpark, has the legal obligation to deal with any rubbish. Saving: £2 million

3.4 There are numerous other problematical contracts because there are no systems in place to recover money paid for work that is not done, that is not completed or is not completed to a satisfactory standard. Saving: £2 million

4 Other Saving

4.1 Stop paying unnecessary fees by ending the use of recruitment agencies. Saving: £2 million

4.2 Stop the use of consultancy contracts. Saving: £2 million

4.3 The Council Procurement (Purchasing) is not fit for purpose. For example, the only 'approved' contract for furniture provided £400 rocking chairs for libraries and not a single chair suitable for disabled people. Saving: £3 million

4.4 Freeze spending on corporate credit cards. Saving: £2 million

4.5 Freeze spending on non-essential contracts. Saving: £2 million

4.6 Limit staff and councillor travel outside the borough to staff on core business

such as social workers. No officer or councillor should be asking the council-taxpayers to pay for their parking in a Swansea carpark. The Council should use video

conferencing as other councils do. Saving: £1 million

4.7 End the subsidy of £100,000 per year to JLAC in Highgate. Neighbourhood cafés, restaurants, and arts venues receive no subsidy and pay business rates without needing a subsidy from the Council and they don't want unfair competition.

3

JLAC pays no business rates and it received grants of millions of pounds and the JLAC building for free from the Council. Saving: £100,000

4.8 Carry out a review of all back-office services and all management. Protect front-line services. Realise savings by delayering management levels, scaling back top salaries, and rationalising back-office services. Saving: £3 million

4.9 Stop using staff resources to apply for housing and other awards. Saving: £200,000

4.10 Use libraries as polling stations instead of hiring rooms in other buildings e.g. use Highgate Library instead of paying to use JLAC. Saving £10,000

5 Other Revenue

5.1 Increase the rate of CIL for multi-million pound developers. Revenue: £4 million

5.2 Increase the CPZ charges for SUVs, other disproportionately large vehicles, and second or third vehicles. Revenue: £1 million

5.3 Charge those in paid employment £10 per hour per court for the use of the tennis courts in the 6 parks currently offering free tennis. Revenue: £100,000

5.4 Increase the licence fee for cafés & restaurants with tables on the public pavement and apply a fee relative to a property's business rates. Revenue: £100,000

6 CONCLUSION

6.1 This paper has been produced to address the Council's reported £16 million shortfall for its 2024-2025 budget.

6.2 We have shown that the budget gap of £16 million can be bridged by making savings and increasing revenue in some of the areas specified above.

6.3 The total potential savings and increase in revenue laid out in this paper amount

to £46,110,000.

From: FOHL-SH (Friends of Highgate Library-Shepherds Hill)

10 February 2024

Haringey Library Service Consultation response 2024-Oct-10 page 1

APPENDIX 3— The council's web-page about the proposed cuts

Quotes from council website	Comment
<i>Help decide your library opening hours: give your views on the best option for the library service</i>	<p>i.e.—lend your support for the council intention to slice £675,000 from our Library Service—There is no option to keep the present opening hours and the object of the exercise appears to build support for cuts from any credulous residents.</p> <p>This, in order to be able to claim later that a particular set of cuts (i.e. one or other of the council's two options) is preferred and supported by the public. This is cynical. Can we expect this is how the council's PR-team will spin it?</p>
<i>help shape the future of library services in the borough</i>	<p>i.e. co-operate in cuts to opening hours—shaping is PR-speak. It only means how hours will be <i>reduced</i>.</p>
<i>... the Libraries Service public consultation sets out a range of options</i>	<p>How do two Options that both revolve around slashing opening hours, constitute "a range"?</p>
<i>Haringey has also maintained some of the longest opening hours in London and protected them from cuts</i>	<p>Is this a problem? Is this not something to be proud of? Should protection not continue?</p>
<i>Haringey is unable to sustain the libraries' current operating model</i>	<p>Hundreds of millions of pounds of other council spending is able to be sustained. Libraries are a soft target.</p>
<i>Initially approved as part of the Final 2024-2025 Budget at a Full Council meeting on Monday 4 March 2024, this consultation is the first phase of a wider piece of work</i>	<p>This reads as an attempt to blur and elide the long-trailed cuts to our Library Service.</p> <p>It comes 14 months after the council first started consulting internally on varying our Library Service budget</p>

#6 Received 25th October

As the consultation document mentions, **Muswell Hill Library is the busiest branch Library after the main libraries**, so I don't understand the rationale in closing it 3 days a week in all options. No other library is being told they must close 3 days a week.

Muswell Hill Library is right in the centre of Muswell Hill, it is very obviously a library, with 'Muswell Hill Library' carved into the stonework. This listed building has historically been the library for a very long time. That is probably why it gets more footfall - when open - than other branch libraries. It makes no sense to spend a lot of money refurbishing the library and then close it for just under half the working week. This library is placed on at the top end of Queen's Avenue, where all the very large HMOs and hostels - a number council run - are located in Muswell Hill. Those families in temporary accommodation there need to be able to take advantage of the warm space, and children in these families, and others, need to be able to use the space to do their homework. We also have regular toddler's groups there.

I am aware that it is not proposed to give Muswell Hill Library less hours than other libraries, but my big concern is with the distribution of these hours.

Please could we consider opening the Muswell Hill library for more, probably (but regrettably) shorter days, which we can decide via co-production with the Friends of the Library, rather than 2 weekday total closures. I also hope that we can ensure that all libraries are not closed at the same time for lunch, as this is the best time for working people to access libraries.

I am also aware that hours have been worked out in conjunction with Alexandra Park Library and Wood Green Library, however I consider strongly that the combination of hours could be worked out with the Friends in a more co-productive manner and the current closure of Muswell Hill Library for refurbishment should be no excuse for not factoring in our historically higher footfall.