

---

# NORTH AYRSHIRE COUNCIL

9 June 2021

## North Ayrshire Council

---

**Title:** Review of Libraries, Halls & Community Centres and Development of Community Hubs.

**Purpose:** To seek Council's approval for the proposals regarding the future delivery of library services and community facilities in a community hub model.

**Recommendation:** That Council:

- a) Notes the outcome of the public consultation; and
- b) Approves the proposals detailed in Appendix II.

---

## 1. Executive Summary

- 1.1 This report presents the findings of the public consultation regarding the future delivery of services relating to libraries, halls and community centres through the development of the community hub approach. The consultation was based on two previous engagements which established, firstly, which services were valued for delivery locally by communities and, secondly, a range of options for delivery. The purpose of the consultation was to gather the opinions of the local communities on the proposals around community hubs and the future roles of libraries, halls and community centres.
- 1.2 Throughout the process North Ayrshire Council has continued to work closely with NAFCO and individual Community Associations. The proposal for each building has been informed and shaped through the community engagements and with the knowledge of each individual Community Association's aims and future aspirations.
- 1.3 The report seeks approval for the recommendations contained within this report.

## 2. Background

- 2.1 The context of the delivery of community services is framed by the Community Empowerment (Scotland) 2015 Act, the Council Plan and the Community Wealth Building Strategy. The review of libraries, halls and centres offers the opportunity to use a capacity-building approach with communities to extend their ownership and control of land and assets.

- 2.2 In February 2018, Cabinet and the North Ayrshire Federation of Community Organisations (NAFCO) set up a short life working group to review community and library facilities by locality.

The context in 2018 was:

- Financial demands facing the Council;
- Reduction of Council property footprint; and
- Retention of valued services and activities where possible, in partnership with community partners.

- 2.3 During the emergency response phase of the Covid pandemic the Council and its partners further developed locality working through effective community hubs, improving accessibility to multiple services in communities through a whole systems approach. North Ayrshire has some well-established community hubs, for example at Vineburgh and Fullarton in Irvine, which provide community support in partnership with the Council's hub network. Learning from these and other models continues to support the development of further partnerships. This work provides models for co-location, multi-agency referral systems, new community partnerships in centres and more flexible ways of delivering library services.
- 2.4 The key driver of the review was to retain services in communities through co-location and through multi-agency approaches to service delivery. With significant numbers of small and inflexible buildings, multiple buildings in small towns and increasing costs, the Council also continues to rationalise its property portfolio for financial and environmental sustainability reasons, aligned with the Climate Change and Environmental Sustainability Strategy.
- 2.5 The Council has 17 community libraries, 2 mobile libraries and a Home Library Service. Public libraries provide services such as free book lending, digital access and public wi-fi. The resources include a variety of media to meet the needs of individuals and groups for learning, information and personal development including recreation and leisure.
- 2.6 The Council supports the operations of 32 halls and centres. Community centres provide social, adult learning and physical and health activities, with services for addictions, food provision and mental health programmes, for example. In a unique partnership with local Community Associations, the Council has developed an operational agreement whereby local Community Associations manage facilities through a Community Contract and remit a third of income from letting charges back to the Council. This third helps offset some of the repairs and other building costs carried out by the Council. The two-thirds retained by the Community Association is used to subsidise priority lets and invest in local improvements.
- 2.7 The scope of the review included 40 halls, centres and libraries. The remainder are civic buildings which are required for Council service delivery in communities or independently run by community organisations, like Vineburgh, West Kilbride Village Hall and Fullarton that are supported through service-level agreements.

## Public Engagements Spring 2019 and Autumn 2019

- 2.8 Locality-based Community Engagement sessions were held in Spring 2019 to establish what was important to the community for the future of community halls, community centres and library services. Options for each community facility and library were developed, and the public asked for their views in the Autumn of 2019. Further action was paused due to the Covid-19 pandemic. Summaries of the feedback gathered during both these engagements were published on the consultation website, and are available, along with the consultation, at <https://nay.communitychoices.scot>.

## Covid Pandemic and the Emergence of the Locality Hubs 2020

- 2.9 The feedback from the earlier work has been reviewed along with the learning about the effectiveness of the Covid-19 locality approach and how best to use the assets to support priorities, deliver services and build capacity in our communities. This has helped shape revised proposals for the future of libraries, halls and centres. The Locality Hub model focuses on providing quick, accessible and easy access to a range of services in the heart of communities, has already transformed support for the citizens of North Ayrshire and is at the heart of these revised proposals. Information about Locality Hubs was published on the consultation website as part of the information relating to each building. This approach was recognised as national best practice by the Accounts Commission in its report 'Local government in Scotland: Overview 2021' as they assessed how Councils responded to the Covid-19 pandemic. The actions of the community hubs are highlighted as examples of robust and good practice. In one week, the hubs answered over 2,200 calls, carried out 2,153 food deliveries and 746 prescription drop-offs, and provided advice and signposting to over 400 residents to key statutory services. The Hub in the Three Towns was also singled out with the report saying 'existing community engagement work provided a robust base for developing a collective response from different services, and from community groups that acted as volunteers'. Carnegie UK Trust in their [report](#) Pooling Together: How Community Hubs have responded to the COVID-19 Emergency:

*"The community hubs built on and strengthened cross sector partnerships. We believe they have the potential to bring service providers closer to communities in the future, and provide building blocks for more local, holistic support services. . . The case studies reveal that where hubs came from an emergent desire to 'do' public sector service provision differently, they have promoted that, developing kinder services and a shift of power to communities...Community hubs are one vehicle for resetting the relationship between communities and the state to be more mutually supportive and effective. By working across sectors, community hubs can be the vehicle through which resilient communities are supported and a preventative approach can be taken to poverty, mental health, and financial hardship".*

The work of the community hubs continues with requests for assistance averaging 200, with 90 from most vulnerable and 950 requests for help with food or medical supplies during one week in May 2021.

## Public Consultation Spring 2021

- 2.10 In line with The Consultation Institute's best practice recommendations, a stakeholder reference group was identified to represent key interests, and the methodology was agreed. The mixed methodology was developed with the Stakeholder Reference Group and offered both online and telephone access to log views, as well as mailing alerts with Council Tax bills and adding information and links to electronic bills. The consultation process was conducted on the Consul platform, supported by CoSLA. In addition, there have been two press releases covered by local newspapers across North Ayrshire. A video was developed for use across social media. Social media posts have been circulated using Twitter, Facebook and Linked-in by the Council, the Community Planning Partnership and Locality Partnerships. In addition, these were shared and reposted by a wide range of partner organisations. The North Ayrshire Federation of Community Organisations, Community Facilities Service and Library Service directly contacted member organisations, Community Associations and users and asked for their communication to be shared with local contacts unavailable to the Council. Elected Members were briefed in December 2020 and January 2021. The Connected Communities team hosted locality stakeholder discussion meetings, received email and petition submissions and provided the telephone call-back service, which enabled those without digital access to make their views known.
- 2.11 This most recent consultation process ran from 5th March 2021 until 5th May 2021 offering nine weeks for the community to get involved and have their say.

The principles behind the new proposals were to:

1. Develop the Community Hub approach to reflect the learning from COVID. This is based on the success of a local, multi-agency approach, bringing access to service with dignity; and
2. Retain valued services and activities where possible, in partnership with community partners, whilst also having the advantage of reducing the Council's property portfolio to reduce financial commitments and carbon emissions.

- 2.12 The response to the consultation is summarised in table 1. It should be noted that West Kilbride submitted a petition which includes 1016 signatures.

<b><i>Responses received</i></b>	<b><i>Email Enquiries</i></b>	<b><i>Phone Enquiries</i></b>	<b><i>Consultation Responses, including Consul</i></b>
<i>No locality - general comment</i>	12	16	0
<i>Kilwinning</i>	3	0	42
<i>Arran</i>	22	7	207
<i>Irvine</i>	4	5	115
<i>Three Towns</i>	6	5	176
<i>North Coast and Cumbraes</i>	24	3	434
<i>Garnock Valley</i>	10	2	429
	81	38	1403

Table 1

- 2.13 The full analysis is contained in Appendix I.
- 2.14 The consultation process was conducted on the Consul platform, supported by CoSLA. A number of comments were made about the platform's functionality which have been forwarded to the provider, while asking local residents to email/request a call-back.
- 2.15 The timing of the consultation during the second wave of lockdown was questioned, however the consultation had already been postponed for 15 months and the form of the consultation reflected the Consultation Institute's good practice principles for consulting in a Covid-19 environment. Mitigating actions were taken in the design of the consultation methodology so that it was not reliant on digital access.
- 2.16 Consultation feedback also questioned the degree to which outcomes were pre-determined. To be meaningful, a consultation must consult about proposals. The fact there are proposals does not mean that the outcomes are pre-determined, quite the contrary, and the consultation is to get views on such proposals before they are agreed. The consultation is the third stage after two previous public engagements and changes have been made at each stage, taking into account previous feedback, with the elected members now considering the proposal in June 2021.
- 2.17 The consultation responses revealed widespread feelings of community attachment to local buildings, the desire to protect local staff and the importance of the ethos behind each type of service. The Council's financial pressures were regarded as secondary to retaining existing valued services. The consultation may not have attracted a high volume of number of responses (although the West Kilbride petition exceeded one thousand signatures) for a number of reasons, including the tendency not to respond unless highly motivated. It might have been attributable to public apathy, consultation fatigue, pandemic communication difficulties, the Consul platform or all or none of these.
- 2.18 There is strong evidence in the consultation of resistance to change, overall, regardless of the individual proposals. However, the criteria established by the Council (multi-agency working and reduction in property footprint for financial and sustainability reasons) in the context of providing multiple services and opportunities to our communities, is a response to a climate of public sector austerity which renders change inevitable in order to maintain important services to our most vulnerable citizens.

### The Post-consultation Recommendations

- 2.19 The proposals for each building have been set out in Appendix II, and are presented against two key criteria for the public consultation in Spring 2021:
1. The principle that a whole system approach to delivering services in communities, in multi-service environments, proved successful in meeting the needs of our residents during Covid, especially the most vulnerable, whereby they were able to access a range of services and opportunities through one call or visit; and
  2. Rationalisation of Council property portfolio for financial and environmental sustainability reasons, on a community by community basis.

- 2.20 The case for progressing the community hub approach received public support. There was some confusion between the ethos of the library or community activity and the hub approach. The multi-agency community hub approach is a targeted support for the most vulnerable in communities.
- 2.21 The proposed findings, if accepted, would mean that in future many services could be offered to the same communities in co-located or shared buildings. These proposals would result in shared facilities and community asset transfers which will allow the Council to reduce its property portfolio, support opportunities for community activity and ownership to support its Community Wealth Building Strategy and reduce its carbon footprint.
- 2.22 The post-consultation recommendations in relation to each facility in scope are summarised as:
- i. Establish as Council Locality Hubs;
  - ii. Further develop existing community ownership/operation;
  - iii. Support new community lease/ownership proposals;
  - iv. Relocation of access to library services to community centre;
  - v. Rebalance space allocations to support community plans; and
  - vi. Extend community operation and identify further partnership opportunities.
- 2.23 The following is the list of proposed Council Locality Hubs (this will not affect community room use):
- Arran Outdoor Education Centre;
  - Redburn Community Centre;
  - Kilbirnie Library;
  - Kilwinning Library;
  - Largs Library; and
  - Stevenston Library.
- 2.24 The following is the list of facilities where it is proposed to continue to support existing community ownership/operation, where the Council current leases space or provides staff support:
- Fairlie Library (continue to provide staff support);
  - Fairlie Village Hall (increase keyholding and reduce staff support);
  - Skelmorlie Library (continue to provide staff support);
  - Skelmorlie Community Centre (increase keyholding and reduce staff support); and
  - Garrison House (increase the Cumbrae Community Development Company's space).
- 2.25 The following is the list of facilities where the Council proposes to progress new community lease/ownership proposals:
- Brodick Hall (progress a lease or community asset transfer);
  - Dalry Community Centre (an Expression of Interest in community asset transfer has been submitted);
  - Bourtreehill Library (an Expression of Interest in community asset transfer has been submitted);
  - Lanfine Community Centre (an Expression of Interest in a lease or community asset transfer has been submitted);

- Woodwynd Hall (an Expression of Interest in community asset transfer has been submitted);
- Whitehirst Park Community Centre (in progress); and
- Whitlees Community Centre (an Expression of Interest in community asset transfer has been submitted).

2.26 The proposal is to relocate of access to library services at Bourtreehill, such as Call, Click and Collect, small collection of books and programmed activities like Bookbug, to a community building in a partnership approach.

2.27 The following is a list of proposals to rebalance space allocations in buildings to support community-led plans:

- Arran Library;
- Dalry Library; and
- Springside Library.

2.28 The following is a list of proposals to extend community operation of the facility and identify further partnership opportunities:

- Walker Hall (feasibility study to be completed);
- Bridgend Community Centre;
- Beith Community Centre;
- Redburn Community Centre (Hub);
- Castlepark Community Centre;
- Towerlands Community Centre;
- Springside Library & Community Centre;
- Townend Community Centre;
- Cranberry Moss Community Centre;
- Nethermains Community Centre;
- West Kilbride Community Centre;
- Ardeer Neighbourhood Centre;
- Hayocks Hall; and
- Argyle Community Centre.

2.29 It is proposed that the Council will continue to operate the buildings listed in 2.28 in partnership with the Community Associations and other key stakeholders to deliver critical services for the local community. Work will continue in partnership with a range of partners to increase key holding opportunities to reduce workforce costs.

2.30 While the proposals in Appendix II attracted support or acceptance by the majority of respondents, in the cases of Beith, Saltcoats, Dreghorn and West Kilbride the proposals did not attract community support. Community voices are strong in the responses to the consultation, including comment that the Council should consider working with the community to explore options other than co-location in the community centres. Although the Council conducted previous public engagements to develop options with community partners, the recommendations for Beith Community Centre, Argyle Community Centre, Townend Community Centre and West Kilbride Community Centre have been revised to remove the proposal to integrate libraries in these facilities. The Council will continue to work in partnership with communities to explore options in relation to the three libraries whose buildings will be retained, while increasing community ownership of land and assets in line with the Community Wealth Building Strategy.

- 2.31 The following summarises revisions to the original consultation proposals to reflect community feedback, resulting in the following recommendations:
- Beith Library: do not progress with relocation and work with local communities to explore future options;
  - Dregghorn Library: do not progress with relocation and work with local communities to explore future options
  - West Kilbride Library: do not progress with relocation and work with local communities to explore future options; and
  - Saltcoats Library: do not progress with relocation and work with local communities to explore future options.

2.32 The Council will continue to explore a relocation option for Irvine Library in line with emerging Covid-related opportunities. The Brisbane Centre is currently in use for Covid-related support. When this function is no longer required, the Council will work together with partners to relocate existing lessees, establish the case for a community asset transfer or proceed to market the property for sale.

### **3. Proposals**

3.1 It is proposed that Council:

- a) Notes the outcome of the public consultation; and
- b) Approves the proposals detailed in Appendix II.

### **4. Implications/Socio-economic Duty**

#### **Financial**

4.1 The implementation of the new proposals contained within this paper could result in revenue savings in the region of £1m per annum, although some of the changes proposed will require additional capital investment, the quantum of which will not be established until the next stage of the work. This does not at this stage take into account the projected future maintenance investments required for the facilities in scope. A more detailed assessment of the full cost and savings implications will be undertaken at the next stage of the process.

#### **Human Resources**

4.2 The proposals have been developed with the support of staff and trade unions. Should the proposals be approved then this will have implications for working arrangements and the total number of staff hours required. In light of these ongoing consultations, in order to mitigate the impact on our employees, a number vacancies have been held unfilled, or filled with employees on temporary contracts. The library staff have contributed to new service designs. The staff engagement process has been supported by the Trade Unions. There will be a requirement for formal consultation with Trade Unions on the restructuring of both community facilities and library staff teams.

## **Legal**

- 4.3 The public library service is a statutory duty of the Council. The Local Government (Scotland) Act 1973 – Section 163 states the local authority ‘shall have a duty to secure the provision of adequate library facilities for all persons resident in their area’. The precise level of service is not prescribed. North Ayrshire has a comparatively high number of library buildings and the services are also delivered flexibly through the Home Library Service, mobile libraries or digitally.

## **Equality/Socio-economic**

- 4.4 The principle of the hub approach contained in this report is to contribute to the overall improvement of equalities and to the socio-economic duty across North Ayrshire. The proposals are intended to enhance the role and situation of people in North Ayrshire as a whole, bringing the recognised impact and value of the community hub approach to the most vulnerable to local service points and empowering communities and local organisations through community ownership and control. Information on the Scottish Government Equality Evidence Finder was also accessed. This tool makes it easier for people to locate and access equalities information and provides a wealth of data and other evidence with accompanying commentary, background papers, and links to further information. In addition, the consultation was posted with North Ayrshire via Council Tax notifications and e-billing notices. The consultation asked people directly to identify the impact the proposals would have on their lives. The impact assessments for each service have been completed and take account of the feedback received.

## **Environmental and Sustainability**

- 4.5 The proposals support the Council’s climate change and sustainability ambitions through the reduction of the council’s property portfolio, with, in some cases, services rather than buildings retained in communities through co-location.

## **Key Priorities**

- 4.6 The proposals contained within the report support the North Ayrshire Council Plan priorities, in particular:
- Active and strong communities;
  - Children and young people experience the best start in life; and
  - People enjoy good life-long health and wellbeing.

## **Community Wealth Building**

- 4.7 Community Wealth Building is the economic context in which the proposals were developed, with communities sharing ideas for vacated buildings through the community asset transfer process. The proposals contained within the report will provide opportunities which encourage community ownership of land and assets, democratic participation and personal growth, creating strong communities ready to make the most of community wealth building opportunities.

## **5. Consultation**

- 5.1 North Ayrshire Council strives to operate in a climate of trust, openness, collaboration with and receptiveness to the views of its communities. NACFO and Community Associations have been involved in the review since 2018. The Council has worked closely with the Consultation Institute over a number years and the form of the consultation reflected the Consultation Institute's good practice principles. There have been two extensive programmes of public engagement and a public consultation, including notification to every household via Council Tax and e-billing correspondence, as well as press coverage and extensive social media coverage. During the past three years, North Ayrshire Council's Connected Communities Team has been engaging constantly with communities and stakeholders on the subject contained within this report.

Audrey Sutton  
**Executive Director**  
**Communities and Education**

For further information please contact **Rhona Arthur, Head of Connected Communities**, on **01294 324415**.

### **Background Papers**

Consultation responses

## Appendix I

### Community Hub Consultation – Spring 2021

#### 1. Background

This report presents the findings of the public consultation regarding the development of the community hub approach, including the future delivery of services relating to libraries, halls and centres. The consultation was based on two previous engagements which established, firstly, which services were valued for delivery locally by communities and, secondly, a range of options for delivery. The purpose of the consultation was to gather the opinions of the local communities on the plan around community hubs and the future roles of libraries, halls and centres.

#### 2. Public Engagements Spring 2019 and Autumn 2019

Locality-based Community Engagement sessions were held in Spring 2019 to establish what was important to the community for the future of community halls, centres and library services. Options for each community facility and library were developed, and the public asked for their views in the Autumn of 2019. Further action was paused due to the Covid-19 pandemic. Summaries of the feedback gathered during both these engagements were published on the consultation website, and are available, along with the consultation at <https://nay.communitychoices.scot>.

This most recent consultation process ran from 5th March 2021 until 5th May 2021 offering nine weeks for the community to get involved and have their say.

The principles behind the new plans were to:

- a) Develop the Community Hub approach to reflect the learning from COVID. This is based on the success of a local, multi-agency approach, bringing access to service with dignity; and
- b) Retain valued services and activities where possible, in partnership with community partners, whilst also having the advantage of reducing the Council's property portfolio to reduce financial commitments and carbon emissions.

#### 3. Public Consultation Spring 2021

In line with The Consultation Institute's best practice recommendations, a stakeholder reference group was identified to represent key interests, and the methodology was agreed.

#### 4. Stakeholder Reference Group

The Stakeholder Reference Group was chaired by Billy Brotherson, the Chair of the North Ayrshire Alcohol and Drugs Partnership. Its membership included representatives from the North Ayrshire Access Panel, the North Ayrshire Federation of Community Organisations (NAFCO), community representatives of older people, community representatives of young people, the two third sector interfaces (The Ayrshire Community Trust and Arran CVS) and community organisations not in membership of NAFCO. The role of the Stakeholder Reference Group was set out in its Terms of Reference (below). The Council is grateful to this group for their help in identifying the consultation mandate, methodology and definitions of terms and frequently-asked questions for the public and community organisations.

**Education & Communities**  
**Review of Community Centre and Library Service provision**  
**February 2021**

**Terms of Reference**

North Ayrshire Council Communities Directorate requires to establish a short-term Stakeholder Reference group. The membership of the group will reflect the key stakeholder organisations and the localities of North Ayrshire.

An independent chair will provide guidance and support, ensuring that the group is able to achieve the tasks required. Administration will be provided by Connected Communities.

The group will meet a maximum **of 4 times** on the preferred digital platform.

**Working from the principles and practice of co-production the group will make comment and review the Consultation plan, methodologies and materials.** The key to this process is the autonomy of individual members to make comment at the meetings on behalf of any organisation they maybe representing. The group will also provide advice and comment on the feedback methodologies and evaluation. Throughout the process of the consultation they will be kept informed on the progress.

The Group will make comment solely on the consultation process and methodologies ensuring the consultation process is robust, meaningful and transparent. The involvement in the group does not preclude them from engaging in the consultation.

**Engagement with the Communities of North Ayrshire to help shape the future role of Libraries, Halls and Community Centres across North Ayrshire**  
**Directorate/Service Proposal**

<b>Stakeholder Engagement Mandate</b>	
<b>We:</b>	North Ayrshire Council, Communities and Education Directorate
<b>Need to understand the views of:</b>	<ul style="list-style-type: none"> <li>• Those currently involved in the management of libraries, halls and community centres;</li> <li>• Users and non users of these services and facilities;</li> <li>• Those with an interest in the future of these services and facilities;</li> <li>• Partner organisations potentially impacted by any changes to these services</li> </ul>
<b>Concerning:</b>	<p>The approach being taken by the Council, post Covid 19, relating to the future roles of libraries, halls and community centres across North Ayrshire.</p> <p>The impact of the draft proposals for:</p> <ul style="list-style-type: none"> <li>• individuals and communities;</li> <li>• individual halls, libraries and community centres</li> </ul>
<b>So that:</b>	North Ayrshire Council can, following consideration of the consultation responses, finalise, approve, adopt and implement the plan and its subsequent actions
<b>By</b>	
<b>So as to accomplish:</b>	The completion of a robust comprehensive engagement and consultation process which enabled communities and organisations to genuinely influence the decision-making process resulting in a sustainable and 'fit for purpose' range of services
<b>We will do this through/ methodology</b>	<ul style="list-style-type: none"> <li>• <i>Stakeholder reference group</i></li> <li>• <i>Partnership working with NAFCO</i></li> <li>• <i>Virtual drop in engagement sessions in our local communities</i></li> <li>• <i>On line feedback through CONSUL</i></li> <li>• <i>Telephone</i></li> <li>• <i>Postal Communication.</i></li> <li>• <i>Focus Groups of specific groups</i></li> <li>• <i>Post card</i></li> </ul> <p>The methodologies described are in line with the current the Covid 19 restrictions.</p>
<b>Support required and from whom:</b>	<p>Elected Members</p> <p>North Ayrshire Federation of Community Organisations</p> <p>Delivery of consultation events - Staff from across North Ayrshire Council</p>
<b>Other comments:</b>	This process builds on the feedback from the early engagement stages 1 and 2 of the process and will incorporate co designing the shape of the future of the facilities and services delivered.

## 5. Methodology

The mixed methodology was developed with the Stakeholder Reference Group and offered both online and telephone access to log views, as well as mailing alerts with Council Tax bills and adding information and links to electronic bills. The consultation process was conducted on the Consul platform, supported by CoSLA. In addition, there have been two press releases covered by local newspapers across North Ayrshire. A video was developed for use across social media. Social media posts have been circulated using Twitter, Facebook and Linked by the Council, the Community Planning Partnership and Locality Partnerships. In addition, these were reposted by a wide range of partner organisations. The North Ayrshire Federation of Community Organisations and Libraries directly contacted member organisations and users and asked for their communication to be shared with local contacts unavailable to the Council. Elected Members were briefed in December 2020 and January 2021. The Connected Communities team hosted locality stakeholder-based discussion meetings, received email and petition submissions and provided the call-back service, which enabled those without digital access to make their views known.

## 6. Community Hub Consultation – Spring 2021

### Questions

1. Please choose one option about how we used community spaces in a hub approach during the pandemic:

- a. I think bringing services and people together in a hub approach was a good use of our community space.
- b. I think bringing services and people together in a hub approach was not a good use of our community space.
- c. I don't know.

An open text box is provided for providing more detail.

2. The plan for each building is followed by a question: Please choose one sentence from the options below, which best describes the difference this plan will make to you.

- a. The plan will have a positive effect on how I access services
- b. The plan will have little or no effect on how I access services
- c. The plan will have a negative impact on how I access services

An open text box is provided for providing more detail.

3. An open text box is provided for providing more feedback on the plan.

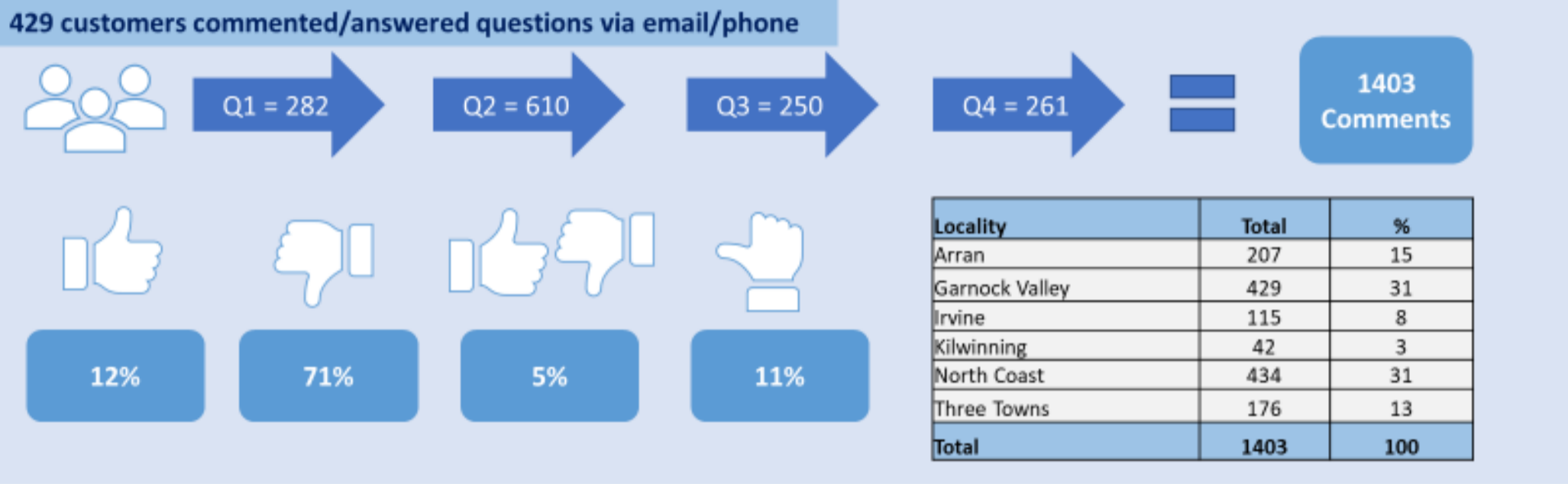
4. We are committed to ensuring that our consultations are accessible for all in our communities and we would appreciate your view. This consultation is delivered online following Scottish Government's current restrictions and guidance to ensure your health and safety. Please choose one sentence from the options below:

- a. I found this consultation easy to use and understand.
- b. I found this consultation difficult and complicated to understand.

7. Summary of responses

Responses received	Email Enquiries	Phone Enquiries	Consultation Responses, including Consul
No locality - general comment	12	16	0
Kilwinning	3	0	42
Arran	22	7	207
Irvine	4	5	115
Three Towns	6	5	176
North Coast and Cumbraes	24	3	434
Garnock Valley	10	2	429
	81	38	1403

Consul Feedback Summary (all customer comments)



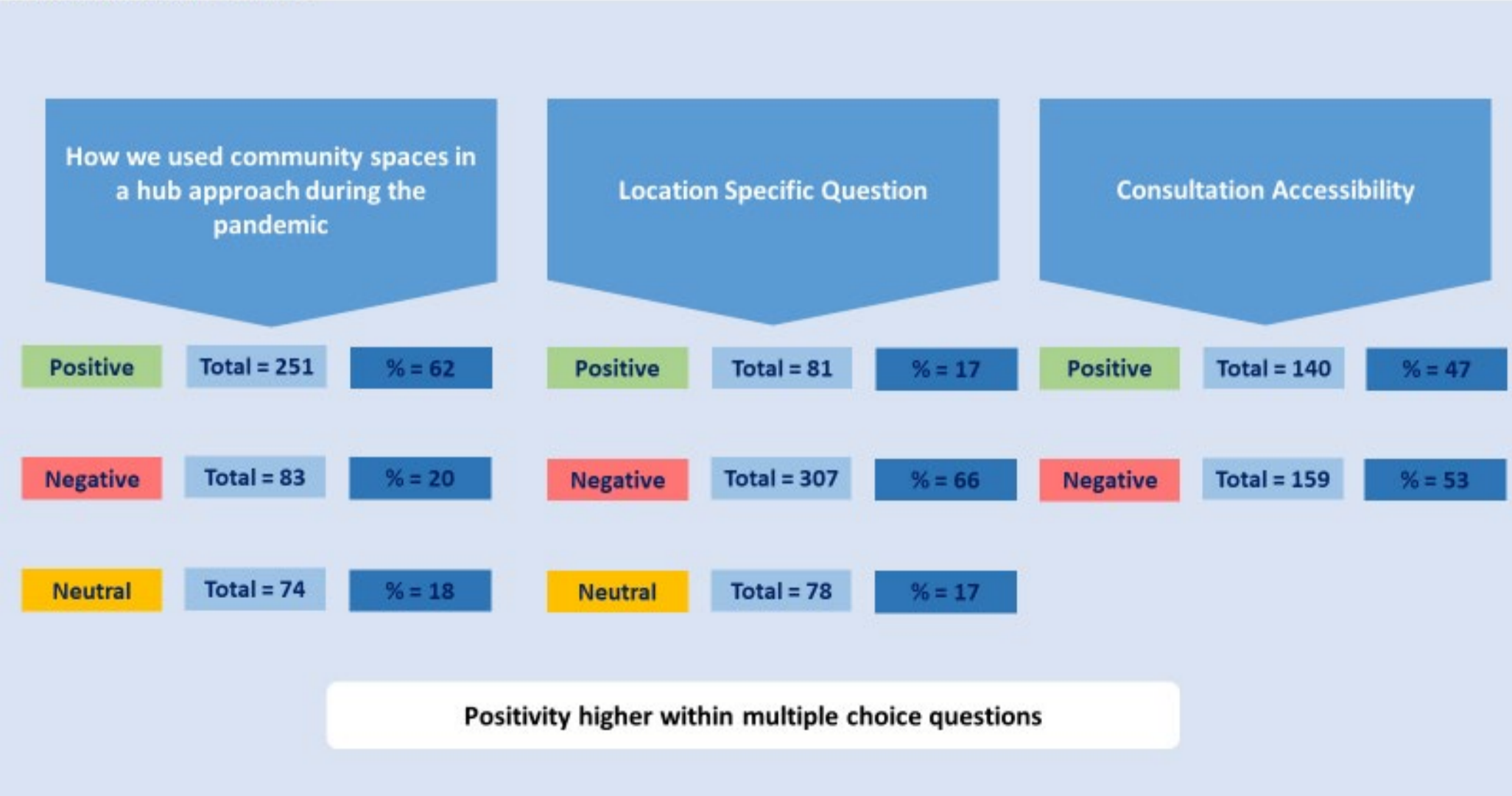
Top 3 themes based on all comments



Top 5 locations by customer engagement

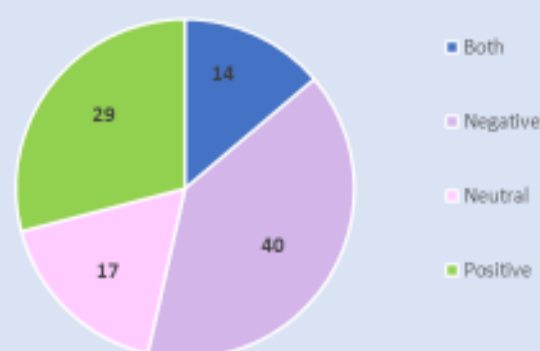
Location	Total	%
Beith Library	235	17
West Kilbride Library	228	16
Arran Library	116	8
Saltcoats Library	103	7
Beith Community Centre	99	7
Total	781	56

Summary Multiple Choice



## Question 1: How we use Community Spaces during the Pandemic

Response Type by %



Locality	Total	%
Arran	35	12
Garnock Valley	108	38
Irvine	22	8
Kilwinning	12	4
North Coast	76	27
Three Towns	29	10
<b>Total</b>	<b>282</b>	<b>100</b>

Top 3 themes based on all Q1 comments

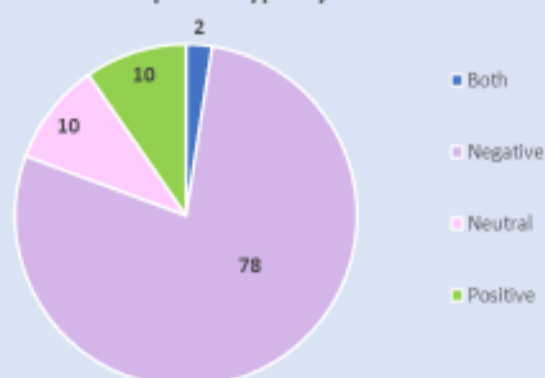


Top 5 locations by customer engagement

Location	Total	%
Arran Library	24	9
Beith Community Centre	21	7
Beith Library	48	17
Largs Library	19	7
West Kilbride Library	26	9
<b>Total</b>	<b>138</b>	<b>49</b>

## Question 2: Location Specific Question

Response Type by %



Locality	Total	%
Arran	80	13
Garnock Valley	180	30
Irvine	56	9
Kilwinning	16	3
North Coast	198	32
Three Towns	80	13
<b>Total</b>	<b>610</b>	<b>100</b>

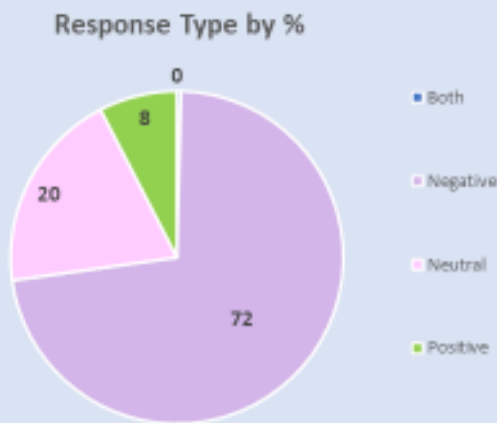
Top 3 themes based on all Q2 comments



Top 5 locations by customer engagement

Location	Total	%
West Kilbride Library	118	19
Beith Library	110	18
Saltcoats Library	49	8
Arran Library	40	7
Brodict Hall	40	7
<b>Total</b>	<b>357</b>	<b>59</b>

Question 3: Is there anything else you wish to tell us about the plan?



Locality	Total	%
Arran	41	16
Garnock Valley	77	31
Irvine	18	7
Kilwinning	5	2
North Coast	77	31
Three Towns	32	13
Total Comments	250	100

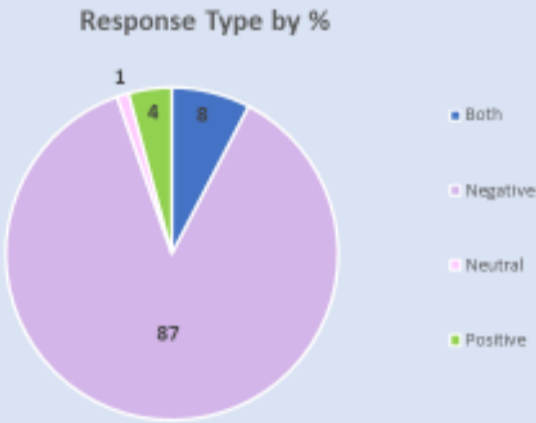
Top 3 themes based on all Q3 comments



Top 5 locations by customer engagement

Location	Total	%
West Kilbride Library	48	19
Beith Library	40	16
Beith Community Centre	26	10
Arran Library	24	10
Saltcoats Library	22	9
Total	160	64

Question 4: Consultation Accessibility Question



Locality	Total	%
Arran	51	20
Garnock Valley	64	25
Irvine	19	7
Kilwinning	9	3
North Coast	85	33
Three Towns	33	13
Total	261	100

Top 3 themes based on all Q4 comments



Top 5 locations by customer engagement

Location	Total	%
Beith Library	37	14
West Kilbride Library	36	14
Arran Library	28	11
Brodick Hall	23	9
Saltcoats Library	20	8
Total	144	55

Response Type by Locality and Location		Column Labels				
Row Labels		Both +/-	Negative	Neutral	Positive	Grand Total
Arran:		21	135	25	26	207
Arran Library		16	65	19	16	116
Q1		12	5	2	5	24
Q2		3	25	5	7	40
Q3		1	8	12	3	24
Q4			27		1	28
Brodick Hall		5	70	6	10	91
Q1		4	2	2	3	11
Q2		1	33	3	3	40

Q3		12	1	4	17
Q4		23			23
<b>Garnock Valley:</b>	<b>24</b>	<b>310</b>	<b>51</b>	<b>44</b>	<b>429</b>
<b>Beith Community Centre</b>	<b>3</b>	<b>67</b>	<b>18</b>	<b>11</b>	<b>99</b>
Q1		11	4	6	21
Q2	2	25	8	4	39
Q3		19	6	1	26
Q4	1	12			13
<b>Beith Library</b>	<b>11</b>	<b>205</b>	<b>15</b>	<b>4</b>	<b>235</b>
Q1	7	30	9	2	48
Q2		108	2		110
Q3		36	3	1	40
Q4	4	31	1	1	37
<b>Bridgend Community Centre</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>20</b>
Q1		1	1	6	8
Q2		2	4	1	7
Q4	1	3		1	5
<b>Dalry Community Centre</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>18</b>
Q1	2	4	1	1	8
Q2		2	2	2	6
Q3		1	1		2
Q4	1	1			2
<b>Dalry Library</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>8</b>	<b>19</b>
Q1	2	4	1	2	9
Q2		1		5	6
Q3			1	1	2
Q4	1	1			2
<b>Kilbirnie Library</b>	<b>3</b>	<b>16</b>	<b>5</b>	<b>8</b>	<b>32</b>
Q1	2	2		8	12
Q2	1	4	3		8
Q3		5	2		7
Q4		5			5
<b>Walker Hall</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>6</b>
Q1		1	1		2
Q2		1	1	2	4
<b>Irvine:</b>	<b>4</b>	<b>81</b>	<b>14</b>	<b>16</b>	<b>115</b>
<b>Bourtreehill Library</b>		<b>6</b>	<b>2</b>	<b>3</b>	<b>11</b>
Q1			1	2	3
Q2		4			4
Q3			1	1	2
Q4		2			2
<b>Castlepark Community Centre</b>		<b>1</b>		<b>1</b>	<b>2</b>
Q1				1	1
Q2		1			1
<b>Dreghorn Library</b>		<b>40</b>	<b>3</b>	<b>4</b>	<b>47</b>
Q1		1		3	4
Q2		22	1	1	24
Q3		8	2		10
Q4		9			9
<b>Irvine Library</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>17</b>
Q1	1	1	1	1	4
Q2	1	3	3	3	10
Q4	1	2			3
<b>Lanfine Community Centre</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>
Q1				1	1
Q2		1	1		2
Q3			1		1
<b>Redburn Community Centre</b>				<b>1</b>	<b>1</b>
Q2				1	1
<b>Towerlands Community Centre</b>		<b>3</b>		<b>2</b>	<b>5</b>
Q1				2	2
Q2		2			2
Q4		1			1
<b>Townend Community Centre</b>	<b>1</b>	<b>24</b>	<b>3</b>		<b>28</b>
Q1	1	3	3		7
Q2		12			12
Q3		5			5
Q4		4			4
<b>Kilwinning:</b>	<b>1</b>	<b>24</b>	<b>10</b>	<b>7</b>	<b>42</b>
<b>Cranberry Moss Community Centre</b>			<b>1</b>	<b>3</b>	<b>4</b>
Q1				3	3
Q2			1		1

<b>Kilwinning Library</b>		<b>5</b>	<b>3</b>	<b>3</b>	<b>11</b>
Q1			1	3	4
Q2		2	2		4
Q4		3			3
<b>Nethermains Community Centre</b>	<b>1</b>	<b>8</b>	<b>3</b>		<b>12</b>
Q1		1	1		2
Q2		3	1		4
Q3		1	1		2
Q4	1	3			4
<b>Whitehirst Park Community Centre</b>		<b>11</b>	<b>3</b>	<b>1</b>	<b>15</b>
Q1		1	2		3
Q2		7			7
Q3		2	1		3
Q4		1		1	2
<b>North Coast:</b>	<b>19</b>	<b>333</b>	<b>33</b>	<b>51</b>	<b>436</b>
<b>Brisbane Centre</b>		<b>12</b>	<b>2</b>	<b>4</b>	<b>18</b>
Q1			1		1
Q2		6	1	3	10
Q3		3			3
Q4		3		1	4
<b>Fairlie Library</b>		<b>2</b>		<b>4</b>	<b>6</b>
Q1				2	2
Q2		1		2	3
Q4		1			1
<b>Fairlie Village Hall - Community owned</b>		<b>2</b>	<b>1</b>		<b>3</b>
Q1		1			1
Q2		1	1		2
<b>Garrison House – Community Owned – Cumbrae Community Development Company (CCDC)</b>		<b>3</b>	<b>2</b>	<b>8</b>	<b>13</b>
Q1		2		3	5
Q2				3	3
Q3			2	1	3
Q4		1		1	2
<b>Largs Library</b>	<b>6</b>	<b>33</b>	<b>8</b>	<b>16</b>	<b>63</b>
Q1		9	3	7	19
Q2	2	10	3	6	21
Q3		6	2		8
Q4	4	8		3	15
<b>Skelmorlie Community Centre - Community owned</b>	<b>3</b>	<b>8</b>		<b>9</b>	<b>20</b>
Q1				8	8
Q2	1	3			4
Q3				1	1
Q4	2	5			7
<b>Skelmorlie Library</b>	<b>1</b>	<b>8</b>	<b>3</b>	<b>7</b>	<b>19</b>
Q1		1	1		2
Q2		1	2	5	8
Q3		2		2	4
Q4	1	4			5
<b>West Kilbride Community Centre</b>	<b>3</b>	<b>57</b>	<b>5</b>	<b>1</b>	<b>66</b>
Q1	2	7	3		12
Q2	1	26	1	1	29
Q3		10			10
Q4		14	1		15
<b>West Kilbride Library</b>	<b>6</b>	<b>208</b>	<b>12</b>	<b>2</b>	<b>228</b>
Q1	5	19		2	26
Q2	1	113	4		118
Q3		41	7		48
Q4		35	1		36
<b>Three Towns:</b>	<b>6</b>	<b>114</b>	<b>27</b>	<b>27</b>	<b>174</b>
<b>Ardeer Neighbourhood Centre</b>			<b>1</b>	<b>6</b>	<b>7</b>
Q1			1	2	3
Q2				3	3
Q4				1	1
<b>Ardrossan Library</b>		<b>13</b>	<b>7</b>	<b>3</b>	<b>23</b>
Q1		2	2	1	5
Q2		6	4	2	12
Q3		3	1		4
Q4		2			2
<b>Argyle Community Centre</b>		<b>21</b>	<b>2</b>		<b>23</b>
Q1		2	2		4
Q2		9			9
Q3		4			4

Q4		6			6
<b>Hayocks Hall</b>		<b>4</b>	<b>2</b>	<b>1</b>	<b>7</b>
Q1			2	1	3
Q2		2			2
Q4		2			2
<b>Saltcoats Library</b>	<b>6</b>	<b>72</b>	<b>14</b>	<b>11</b>	<b>103</b>
Q1	1	2	4	5	12
Q2	2	39	5	3	49
Q3		14	5	3	22
Q4	3	17			20
<b>Stevenston Library</b>		<b>4</b>	<b>1</b>	<b>5</b>	<b>10</b>
Q1				1	1
Q2		2	1	2	5
Q3		1		1	2
Q4		1		1	2
<b>Whitlees Community Centre</b>				<b>1</b>	<b>1</b>
Q1				1	1
<b>Grand Total</b>	<b>75</b>	<b>997</b>	<b>160</b>	<b>171</b>	<b>1403</b>

Responses by type

Response Type	Total	%
Both	75	5
Negative	997	71
Neutral	160	11
Positive	171	12
<b>Total</b>	<b>1403</b>	

Responses by theme

All Themes Questions 1 to 4	Total	%
Access	219	10
Advice	7	0
Communication	253	12
Community	227	10
Computer Literacy	29	1
Confusing	1	0
Consul	77	4
Educational	120	5
Financial	150	7
Geographical	139	6
Poverty	35	2
Questions/Information	88	4
Required Help	1	0
Resources	672	31
Safety	54	2
Socialising	88	4
Time	1	0
Volunteers	29	1
<b>Total</b>	<b>2190</b>	

Theme Definitions
Access – Internet access, lifts/ramps etc for physical impairments, is on flat ground that's accessible for wheelchair users etc
Advice – where people can get advice from/for services
Computer Literacy – People's ability to use devices and navigate the internet
Communication – Information from NAC, advice, marketing
Community – Local community spirit, togetherness, culture of the community
Consul – Consul specific comments
Educational – Training for adults/children, extra curriculum, night classes, nurseries, education through services
Financial – To reduce costs, increase savings
Geographical – Central with good transport links, not travelling to different towns, keeping local
Poverty – income/employment/access poverty
Questions/Information – Themes relating to the information around the consultation, eg. How to participate, plans. Also, in relation to the actual questions asked in the consultation
Resources – Building is used/not used well, efficiently laid out, has good variety of services including books, staff, services such as book club, timetables/booking
Safety – Proper space to distance, open and ventilated to reduce covid spreading, safe places for children and adults, no judgement, can get help
Socialising – Meeting place for people after Covid, mental health, friendship
Volunteers – volunteers through pandemic, people who volunteer at halls, libraries, and centres

Location	Count of User
Ardeer Neighbourhood Centre	7
Ardrossan Library	23
Argyle Community Centre	23
Arran Library	116
Beith Community Centre	99
Beith Library	235
Bourtreehill Library	11
Bridgend Community Centre	20
Brisbane Centre	18
Brodick Hall	91
Castlepark Community Centre	2
Cranberry Moss Community Centre	4
Dalry Community Centre	18
Dalry Library	19
Dreghorn Library	47
Fairlie Library	6
Fairlie Village Hall - Community owned	3
Garrison House – Community Owned – Cumbrae Community Development Company (CCDC)	13
Hayocks Hall	7
Irvine Library	17
Kilbirnie Library	32
Kilwinning Library	11
Lanfine Community Centre	4
Largs Library	63
Nethermains Community Centre	12
Redburn Community Centre	1
Saltcoats Library	103
Skelmorlie Community Centre - Community owned	20
Skelmorlie Library	19
Stevenston Library	10
Towerlands Community Centre	5
Townend Community Centre	28
Walker Hall	6
West Kilbride Community Centre	66
West Kilbride Library	228
Whitehirst Park Community Centre	15
Whitlees Community Centre	1
(blank)	
<b>Grand Total</b>	<b>1403</b>

Further analysis will be published on the Consult platform shortly, after any personal data is removed.

<https://nay.communitychoices.scot>.

## 8. Summary of Conclusions

The consultation process was conducted on the Consul platform, supported by CoSLA. A number of comments were made about the platform's functionality which have been forwarded to the provider, while asking local residents to email/request a call-back.

The timing of the consultation during the second wave of lockdown was questioned, however the consultation had already been postponed for 15 months. Mitigating actions were taken in the design of the consultation methodology so that it was not reliant on digital access.

Consultation feedback also questioned the degree to which outcomes were pre-determined. The consultation is the third stage after two previous public engagements and changes have been made at each stage, taking into account previous feedback, with the elected members now considering the proposal in June 2021.

The consultation responses revealed widespread feelings of community attachment to local buildings, the desire to protect local staff and the importance of the ethos behind each type of service. The Council's financial pressures were seen as secondary to retaining existing valued services. The consultation may not have attracted a high volume of number of responses (although the West Kilbride petition exceeded one thousand signatures) for a number of reasons, including the tendency not to respond unless highly motivated. It might have been attributable to public apathy, consultation fatigue, pandemic communication difficulties, the Consul platform or none of these.

Some of the responses were based on a lack of clarity about the impact of hub integration on public floorspace, which in the case of Largs, will not be affected with the new staff facility being incorporated in library back-offices through redesign. In the case of Arran, there is on-going work to be done to incorporate the much-needed early years provision within the guidance laid down by Scottish Government through the Early Years Expansion programme.

The case for progressing the community hub approach received public support, with some confusing the ethos of the library or community activity with multi-agency community hub support for the most vulnerable in communities.

The proposed findings, if accepted, would mean that in future a majority of services could be delivered in the same communities in co-located or shared buildings. These proposals would result in shared facilities and community asset transfers which will allow the Council to reduce its property portfolio, support opportunities for community ownership to support its Community Wealth Building Strategy and reduce its carbon footprint.

While the proposals in the consultation attracted support or acceptance by the majority of respondents, in the cases of Beith, Saltcoats and West Kilbride the proposals did not attract community support. The community voice is strong in the responses to the consultation including a comment that the Council should consider working with the community to explore options other than co-location in the community centres. Although the Council conducted previous public engagements to identify options, the recommendations for Beith Community Centre, Argyle Community Centre and West Kilbride Community Centre have been revised to remove the proposal to integrate libraries in these facilities. Council work in partnership with communities to

explore further alternatives to reduce the costs of the three libraries, while increasing community ownership of land and assets in line with the Community Wealth Building Strategy.

There is strong evidence in the consultation of resistance to change, overall, regardless of the individual proposals. However, the criteria established by the Council (multi-agency working and reduction in property footprint for financial and sustainability reasons) in the context of providing multiple services and opportunities to our communities, is a response to a climate of public sector austerity which renders change inevitable in order to maintain important services to our most vulnerable citizens.

## 9. **Definition of a “Community Hub” and “Locality Hub”?**

Community hubs most commonly operate out of buildings from which multi-purpose, community-led services are delivered. Community hubs often host other partners and access to many different public services. These co-location approaches are an efficient and effective use of resources - lots of things in the one place. Community hubs are in themselves a good use of local assets and the model can help to underpin an enterprising and resilient community resource. The design and programming can be created in a co-production model, working closely with Community Associations, library users and management groups to ensure that the needs of the community are at the heart of the design process. A library may be included in some community hubs with library services adding to the offer in others.

A locality hub is where there is a full-time North Ayrshire Council staff presence. The Council's proposal for locality hubs will be in premises that are accessible, high quality, flexible and versatile. There will still be spaces in some hubs to enable activities and programmes to be delivered as well as letting spaces. A library will be included in some locality hubs with library services adding to the offer in others. Additional, available office space will be maximised by Council staff, local voluntary and community sector organisations in a flexible and agile way as staff work in different locations. Also, in some hubs, this will include HSCP colleagues. The locality hubs will be equipped with public Wi-Fi access.

Each community and locality hub will be different and will vary in response to local requirements and needs. Larger hubs could accommodate several different activities at the same time, allowing for the possibility of different organisations delivering activities at the same time.

### **Definition of a Library Service**

A modern library service challenges peoples thinking that services can only be delivered from within the 4 walls of a traditional library building. Learning from other areas has been looked at and the learning from delivering services during Covid has shaped thinking.

A library service would still have strong roots in the community and deep roots in Encouraging reading, nurturing the love of books, improving literacy, delivering events and promoting opportunities to be involved in local and national activities.

In addition, a library service would still work with partners to ensure that local Communities have a strong digital offer with access to wifi as well as devices as and when needed.

All of this may happen in something resembling a modern library building and some may be delivered in a space that is shared with other community services such as in a community centre or a voluntary group's own premises. For example, where a library service is co located in a community centre and has a smaller space, Bookbug could still happen on a regular basis - just in another room in the centre. There can still be digital offer if there isn't a traditional IT suite - we can

offer public wifi and space for folk to bring in their own devices and work away or loan out a laptop for use while with us.

Events and activities could be targeted to groups with library staff visiting established groups as such as family support services or health and well-being groups - taking the service to where people are. In doing so, we could reach those who would not traditionally visit a library but who would benefit greatly from being included.

Alongside these could be an enhanced digital offer with members accessing resources online. These have grown immensely during lockdown.

Book deliveries and call, click and collect have been a lifeline to many in 2020 and could be developed as part of a library service in key areas to meet local needs.

Where appropriate, the mobile library can also support the delivery of services as we use a range of options to deliver a library service.

In summary – a **library service** is a modern way of delivering a high-quality library service in partnership with local communities, staff from across other teams, digitally and when appropriate, in a targeted way to maximise impact. It's all about the services and the impact of involvement - not the name above a building.

Engagement with the Communities of North Ayrshire to help shape the future role of Libraries, Halls and Community Centres across North Ayrshire

Consultation Launch– 5 March 2021

FREQUENTLY ASKED QUESTIONS

Q1	<p><b>What was the outcome of the previous consultation exercise the Council carried out on Libraries, Halls and Community Centres?</b></p> <p>The previous consultation exercise was paused due to the General Election and furthermore could not proceed due to the pandemic which stuck in March 2020. The feedback from both stage 1 and 2 consultation exercises has helped inform the Plan which has now been developed.</p>
Q2	<p><b>Where can I find the feedback on the previous consultation exercises?</b></p> <p>We have published this information at <a href="https://communitychoices.scot">Shaping North Ayrshire - Your Voice Your View (communitychoices.scot)</a></p>
Q3	<p><b>Why is the Council undertaking a further consultation exercise?</b></p> <p>The aim of the previous consultation and engagement exercise was to gather the views on what mattered most to communities and what our communities' views were on exploring a range of options associated with Libraries, Halls and Community Centres. This consultation now presents our proposed plan for each property and seeks your views on the Plan and what it means to you.</p>
Q4	<p><b>How long is the consultation running?</b></p> <p>It is running for 9 weeks from the 5<sup>th</sup> of March to the 5<sup>th</sup> May 2021.</p>
Q5	<p><b>Can I speak to someone in person who can talk me through the plan in more detail or can I email my enquiry?</b></p> <p>If you are unable to access the on-line option, you can call 01294 31000 for a call back request and an officer will take you through the plan and set of questions. Our phone lines will be open from 6<sup>th</sup> April – 6<sup>th</sup> May, Monday – Friday, 9am – 4pm. You can also email <a href="mailto:CommunityFacilities@north-ayrshire.gov.uk">CommunityFacilities@north-ayrshire.gov.uk</a></p> <p>The recommended option is to access the consultation on Consul at <a href="https://communitychoices.scot">Shaping North Ayrshire - Your Voice Your View (communitychoices.scot)</a> as this will give you the opportunity to see the whole Plan and supplementary information.</p>
Q6	<p><b>Can I post my comments online?</b></p> <p>Yes, the full consultation and Plan is available at <a href="https://communitychoices.scot">Shaping North Ayrshire - Your Voice Your View (communitychoices.scot)</a></p>
Q7	<p><b>When are the proposed changes going to be implemented?</b></p> <p>We do not have a timeframe for changes to be implemented. We want to work with user groups, Community Associations and partners around any changes to the service provision. The pace and timescale for changes will vary for each facility. We would like to work in partnership with stakeholders to design the implementation plans.</p>
Q8	<p><b>How will the results of this consultation inform the plan?</b></p> <p>You have the opportunity to share your views, and suggestions on the proposals for each building and service. Your views and all feedback will be taken into consideration when a final report is developed and taken to Council on 9 June 2021.</p>
Q9	<p><b>How will services currently operating in halls, centres, libraries change in the proposed plan?</b></p> <p>If the Plan is approved the nature of changes will vary from building to building. If, for example, it has been approved to bring services together our intention is to speak to representative groups and Community Associations to co-design the new delivery model with your views and thoughts considered.</p>
Q10	<p><b>Will the buildings look and feel different?</b></p> <p>This may be the case particularly in the scenario of co-locations (when more services come together in one place) but we anticipate any changes made will improve the facility and provide a better customer experience. We will consult with stakeholders on any changes internally to the buildings.</p>
Q11	<p><b>How much money is being saved from the plans?</b></p> <p>There has been no target set for savings against the Plan. The Plan is being driven by best practice examples, to reduce the number of assets the Council is directly operating and to secure and support vital services into the future.</p>
Q12	<p><b>How much will it cost to implement this new model?</b></p> <p>This is not yet clear since the proposals for Council are yet to be agreed. There will be costs in terms of building changes and the costs of staff changes, however, these will be recovered in time.</p>
Q13	<p><b>What will happen to the buildings the Service no longer proposes to operate?</b></p> <p>Our colleagues within Economic Development have been looking into alternative and longer term uses for some of the buildings not identified as part of our Plan. This work will continue to identify realistic and feasible options to re-purpose the buildings we propose to release.</p>
Q14	<p><b>Will the opening times for Community Centre, Hall or Library change?</b></p> <p>This depends on the proposal detailed on the Plan for specific buildings.</p> <p>If the Plan is agreed, it is anticipated that most libraries will have different opening hours to meet the changing way services are delivered across North Ayrshire</p>
Q15	<p><b>What is wrong with the current way that libraries, halls and community centres operate?</b></p> <p>We do not think there is anything fundamentally wrong with the traditional service delivery model we operate at present however, we strongly believe we have an opportunity to improve the way we deliver services in future to the benefit of local communities.</p>
Q16	<p><b>What consideration has been given to transport challenges?</b></p> <p>We have mapped out the geographical locations of all our Libraries, Community Halls and Centres and have considered the data on travel distances when the Plan was developed. In addition to this full equality impact assessments will be completed on the plan for following the June Cabinet meeting.</p>
Q17	<p><b>How did you select which halls, libraries and community centres would continue to operate?</b></p> <p>We have considered all existing properties, the condition, the cost, the usage, the location, the space and the future service delivery requirements to shape the proposed Plan.</p>
Q18	<p><b>What other options have been considered?</b></p> <p>We completed a year-long review of Halls, Centres and Libraries with representatives from each of the political parties and the North Ayrshire Federation of Community Organisations in 2018. In 2019 we explored which services people valued having local access to and which buildings they went to receive them. This led to many community conversations and we developed the options with communities. These options were discussed with communities in autumn 2019.</p>
Q19	<p><b>How are you making sure that communities in different parts of North Ayrshire aren't disproportionately affected?</b></p> <p>We have worked on an approach of providing access to services in each of our communities, often by co-locating services. By bringing services, like the provision of activity space and library services, together in one community building we can ensure local access is maintained while reducing the number of council buildings. Many of our buildings are dedicated to the delivery of one service even</p>

	though the public have already provided feedback that they understand the need for co-location. The consultation will ask about impacts so that we fully understand the position before we put proposals to the Council in June 2021.
<b>Q20</b>	<p><b>How have you considered the specific requirements of island communities?</b></p> <p>Yes. As we assessed the feedback from the previous engagements, we simultaneously looked carefully at other local services / community resources and what was available to the local communities. This was particularly important for the island communities where alternative access may be limited, travel not an option and other local resources limited. Based on the learning of the past 12 months, we also considered some of the very unique and specific needs of our island communities and how community facilities can assist and support developments.</p>
<b>Q21</b>	<p><b>What support is available for groups who might be interested in Community Asset Transfer leading to full ownership or long term lease?</b></p> <p>The Council have a successful programme to assist and support groups interested in Community Asset Transfers (CAT). Any groups interested will be guided through the stages of a CAT and will be supported throughout by a Single Point of Contact who will be appointed from the staff team.</p> <p>Detail of the process can be accessed at <a href="http://Community Asset Transfer (north-ayrshire.gov.uk)">Community Asset Transfer (north-ayrshire.gov.uk)</a></p>
<b>Q22</b>	<p><b>What is the difference between CAT and a regular lease?</b></p> <p>Going through the CAT process means that any group who have been successful will either own the building outright or have secured a long lease on the building - depending on what they choose</p> <p>When the ownership of a building is transferred via a CAT, it is then “owned” by a group. This means that the group have the autonomy to do what they need to do to the facility for it to be fit for purpose e.g. renovating, or re-configuring space. A lease is a bit like a private let and means any alterations to the building will require permission in advance.</p> <p>The cost of the purchase or the value of the lease will potentially be less than the market value as it will reflect the community benefits that having the building in community ownership will have for the local citizens.</p>
<b>Q23</b>	<p><b>What are the benefits of a CAT or Lease under CAT?</b></p> <p>Although there is a process to follow and criteria to meet under the CAT process that are not necessary under a regular lease arrangement, the cost of the purchase or the value of the lease will potentially be less than the market value as it will reflect the community benefits that having the building in community ownership will have for the local citizens.</p>
<b>Q24</b>	<p><b>How can I find out more about key holding?</b></p> <p>The Community Facilities Team can assess and assist organisations who wish to be considered as key holders. We have an established set of procedures to enable groups and Community Associations to carry out key holding duties safely and effectively. To find out more you can email: <a href="mailto:communityfacilities@north-ayrshire.gov.uk">communityfacilities@north-ayrshire.gov.uk</a></p>
<b>Q25</b>	<p><b>Will I still be able to have a let of my Community Centre?</b></p> <p>This is dependent on the Plan for the building you currently let. If the Plan states that the future use of the building is to provide Community Space then yes, access to the community for letting will still be a service provided.</p>
<b>Q26</b>	<p><b>Will groups be displaced as a result of other services operating at a Community Hall or Centre?</b></p> <p>We would hope not, if the Plan is approved we will work with existing organisations and user groups to ensure that suitable space is identified and secured.</p>
<b>Q27</b>	<p><b>I belong to an organisation that is looking for accommodation, what support is available?</b></p> <p>If you are looking for a let you can email: <a href="mailto:communityfacilities@north-ayrshire.gov.uk">communityfacilities@north-ayrshire.gov.uk</a></p> <p>If you are looking for permanent and exclusive use of a space or building please contact the CAT team via email: <a href="mailto:communityassetteam@north-ayrshire.gov.uk">communityassetteam@north-ayrshire.gov.uk</a></p>
<b>Q28</b>	<p><b>I want to know how much it costs to run a building, where can I get that information?</b></p> <p>This information can be provided if you email <a href="mailto:communityfacilities@north-ayrshire.gov.uk">communityfacilities@north-ayrshire.gov.uk</a></p>
<b>Q29</b>	<p><b>What is meant by a “Community Hub” and “Locality Hub”?</b></p> <p>Community hubs most commonly operate out of buildings from which multi-purpose, community-led services are delivered. Community hubs often host other partners and access to public services. These co-location approaches are an efficient and effective use of resources. Community hubs are in themselves a good use of local assets, and the model can help to underpin an enterprising and resilient community resource. The design and programming will be created in a co-production model working closely with Community Associations and management groups to ensure that the needs of the community are at the heart of the design process.</p> <p>A locality hub is where there is a full-time North Ayrshire Council staff presence. The council's proposal for locality hubs will be in premises that are accessible, high quality and versatile. There will still be spaces in some hubs to enable activities and programmes to be delivered and letting spaces. Any office space available will be maximised by Council staff and local voluntary and community sector organisations. Also, in some hubs this will include HSCP colleagues. They will be equipped with free Wi-Fi access.</p> <p>Each community and locality hub will be different and will vary in response to local requirements and needs. Larger hubs could accommodate several different activities at the same time, allowing for the possibility of different organisations delivering activities at the same time.</p>
<b>Q30</b>	<p><b>Will jobs be lost as a result of this?</b></p> <p>Until the Plan is presented to Council and a decision has been made we cannot predict the impact on staffing resources. We will undertake a separate review of staffing if the Plan is approved at Council on 9 June 2021.</p>
<b>Q31</b>	<p><b>What do staff think of these proposals?</b></p> <p>Employees who may be impacted as a result of the Plan are being consulted separately through the Council's Human Resource procedures. We have issued our staff with a communication and a copy of the Plan in advance of the consultation launching.</p>
<b>Q32</b>	<p><b>What do you mean by “a library service”?</b></p> <p>A modern library service challenges the thinking that services can only be delivered from within the 4 walls of a traditional library building. Learning from other areas has been looked at and, the learning from delivering services during Covid has shaped our thinking. A library service would still have strong roots in the community and a focus on encouraging reading, nurturing the love of books, improving literacy, delivering events and promoting opportunities to be involved in local and national activities. In addition, a library service would still work with partners to ensure that local communities have a strong digital offer with access to wifi as well as devices as and when needed.</p> <p>All of this may happen in something resembling a modern library building and some may be delivered in a space that is shared with other community services such as in a community centre or a voluntary group's own premises. Some need no physical space at all. For example, if a library service is co located in a community centre and has a smaller space, Bookbug could still happen on a regular basis - just in another room in the centre. There can still be a digital offer if there isn't a traditional IT suite. We can offer public wifi and space for people to bring in their own devices and or loan out a laptop for use while with us.</p> <p>Events and activities could be targeted to groups with library staff visiting groups as such as family support services or health and well-being groups - taking the service to where people are. In doing so, we could reach those who would not traditionally visit a library but who would benefit greatly from being included.</p> <p>Alongside these could be an enhanced digital offer with members accessing resources online. These have grown immensely during lockdown.</p>

	<p>Book deliveries and call, click and collect have been a lifeline to many in 2020 and could be developed as part of a library service in key areas to meet local needs.</p> <p>Where appropriate, the mobile library can also support this work as we use a range of options to deliver a library service.</p> <p>In summary – a library service is a modern way of delivering a high-quality library service in partnership with local communities, staff from across other teams, digitally and when appropriate, in a targeted way to maximise impact. It is all about the services and the impact of involvement, not the name above the building.</p>
<b>Q33</b>	<p><b>How can a library “relocate”?</b></p> <p>We have initial thoughts on how this could work but if the Plans are agreed we will work in partnership with Community Associations, library staff and representative user groups on the co-design of the library space to minimise impact to existing groups and ensure the space identified is fit for purpose.</p> <p>There are many things we can do to help give spaces flexibility in order that they can be used for different things at different times such as introduce more mobile shelving, flexible access to PC's and laptops and offer library services and activities in different locations.</p>
<b>Q34</b>	<p><b>What will happen to access to PC and Wi-Fi if the library relocates?</b></p> <p>The library service would still work with partners to ensure that local communities have a strong digital offer with access to wifi as well as devices as and when needed.</p>
<b>Q35</b>	<p><b>What about the staff in the libraries that are affected?</b></p> <p>If the Plan is agreed, we will work with all staff as we progress with a restructuring process that will lead to a staffing structure that meets the new needs of the service.</p>
<b>Q36</b>	<p><b>Will I still be able to get books? Will I have a reduced selection of books to choose from?</b></p> <p>The Plan offers a strong network of libraries across North Ayrshire that has the potential to deliver a high-quality library service to the citizens of North Ayrshire. Although some libraries may be in a smaller space than before, you will still be able to browse the books that are carefully selected based on the regular, lending pattern of each library. If you can't find the book you are looking for you will still be able to request the books you want and, if we have them in the system, we can reserve a copy for you and have it delivered to your local library. In addition, there will be various other ways to access books – online, via Call, Click and Collect as well as book deliveries for those who need it.</p>
<b>Q3</b>	<p><b>Will I still be able to get advice and assistance from library staff?</b></p> <p>Library staff will be on hand to help and support visitors. In addition, at certain times, there will be other staff from Connected Communities, other NAC services and partner organisations who can offer a wider range of help and assistance.</p>
<b>Q38</b>	<p><b>How far will I have to travel to collect books?</b></p> <p>Although we can't say exactly how far, we hope to be able to work in partnership with a wide range of organisations in order to establish a network of Book Collection points as part of the Call, Click and Collect service. In addition, we will be delighted to work with anyone who would like to be part of the emerging library service and work on developing different local solutions to meet local needs and aspirations. All of these initiatives will help those who are not as close to a building that has a library in it.</p>
<b>Q39</b>	<p><b>Can I get books delivered to my home?</b></p> <p>The Home Library service will still be operational for those who need this style of library service. We would also like to continue to work with the local organisations and befriending services who supported the library service for the past 12 months delivering books to vulnerable individuals and families.</p>

## Ideas / Comments of Note

"In different times the Library is the public face of the Council in our town. Every community building that is closed severs the link between the community that use it and the local authority. Over time this diminishes local democracy and makes the Council ever more remote."

"I think the use of community spaces in the pandemic or other crisis is sensible, and tends to build community. That said, the space has to be flexible and suitable, and the use must not compromise the service that the facility is intended for or become the thin end of a wedge tending towards facility closure."

"I found the consultation repetitive, whilst I appreciated the need to clarify the use of the facility during the pandemic, I don't think enough focus was placed on the wider use pre pandemic which it is hoped can be replicated in the future"

"Perhaps the community can be invited to undertake research with different objectives, ones that foreground the qualities and aspirations that will strengthen the local area and which ask more than whether we need all of the existing public focussed buildings."

"Is CAT the only option? Has NAC considered approaching bigger retailers such as M&S Foodhall; Aldi's or Lidl's to occupy the space. This would greatly benefit the main street if the library relocated and bring economic benefits to the town. It would also encourage to stay local to shop and bring new people to the town. This could generate interest from absent landlords to upgrade and open reducing the unsightly vacant properties - can NAC do anything to address the issue of decaying vacant properties and absent landlords?"

"I think collaborative working spaces would be a great thing, as the world of work has changed to a more home based approach, having a flexible alternative would bring people (certainly me) into the centre to work to create a break from working at home, even utilising the centre several days per week. This could be a very good idea for the mental health of home workers."

## Community Hub Consultation – Spring 2021

### Questions

- Please choose one option about how we used community spaces in a hub approach during the pandemic:
  - I think bringing services and people together in a hub approach was a good use of our community space.
  - I think bringing services and people together in a hub approach was not a good use of our community space.
  - I don't know.

An open text box is provided for providing more detail.

- The plan for each building is followed by a question: Please choose one sentence from the options below, which best describes the difference this plan will make to you.
  - The plan will have a positive effect on how I access services
  - The plan will have little or no effect on how I access services
  - The plan will have a negative impact on how I access services

An open text box is provided for providing more detail.

- An open text box is provided for providing more feedback on the plan
- We are committed to ensuring that our consultations are accessible for all in our communities and we would appreciate your view. This consultation is delivered online following Scottish Government's current restrictions and guidance to ensure your health and safety. Please choose one sentence from the options below:
  - I found this consultation easy to use and understand.
  - I found this consultation difficult and complicated to understand.

### ARRAN

<b>1. Brodick Hall</b>				Arran Locality
<b>Proposal:</b> North Ayrshire Council (NAC) will progress discussions regarding a lease or a Community Asset Transfer, building opportunities around future redesign of services and nursery provision.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"> <li>Retains valued service and activities</li> <li>Reduces the Council's portfolio and carbon emissions</li> </ul>				
Both +/- in same comment 5	Negative: 70	Neutral: 6	Positive: 10	Total: 91
<i>Themes in public comments</i>			<i>NAC Mitigations</i>	
Concerns about buildings not reopening after the pandemic.			The proposal is not to close the Hall but to look at different management arrangements in discussion with the Committee and Early Years Class, who require more space.	

<p>Use of the hall for the nursery full time severely restricting other uses for the hall. The nursery is needed.</p> <p>The consultation has held up discussions to transform the use of space.</p> <p>Discussing a lease or CAT risks losing access</p> <p>Concerns that the Brodick Hall should leave Public ownership</p> <p>Capacity in a group of members or volunteers to take on a lease of asset transfer</p> <p>Implications for space, following any co-location.</p> <p>Consider addressing any interdependencies of all activity in any plans to change its ownership or operation model.</p>	<p>Early Year provision on the island is required and additional space needed under the Expansion of Early Years guidelines. Discussion as above.</p> <p>The changes required to transform part of the building are significant enough to require a consultation.</p> <p>All services can be maintained with more flexible use of the space.</p> <p>The Community Wealth Building Strategy and Community Asset Transfer process supports community ownership. The Council is working with the Committee and Early Years Class to explore how the community can have control of their local land and assets.</p> <p>Specialists in Community Wealth Building, Funding Officer and Community Economic Development Officer and Locality Officers are in place to offer support. Although a Category B listed building this would not preclude asset transfer, which carried further consultation requirements.</p> <p>There is space within the building with more flexible sharing arrangements.</p> <p>Discussions between the Committee and Early Years Class will be supported by Council Officers.</p>
<p><b>Recommendation:</b> Work together to progress the discussions regarding a lease or a Community Asset Transfer, taking into account the comments about existing lessees' needs.</p>	

<b>2. Arran Library</b>	Arran Locality
<p><b>Proposal:</b> NAC library services will be a key stakeholder in any discussions around the transformation or ownership of the hall. NAC will continue to work with others in the building and be flexible as to how the space is used in order to maximise the potential.</p>	
<p><b>Analysis against criteria:</b></p> <ul style="list-style-type: none"> <li>Develops the Community Hub approach to reflect the learning from COVID</li> </ul>	

<ul style="list-style-type: none"><li>• Retains valued service and activities</li><li>• Reduces the Council's portfolio and carbon emissions</li></ul>				
Both +/- in same comment 16	Negative: 65	Neutral: 19	Positive: 16	Total: 116
Themes in public comments		NAC Mitigations		
Loss of amenities and facilities, in particular digital access		Library services and digital services will be maintained from exiting building and mobile will continue to serve the rest of the island.		
Need to maintain opening hours		The new model for libraries will include similar opening hours for Call, Click and Collect, Browse and Borrow, digital access and targeted work with specific groups, such as Bookbug and class visits. This will be provided by a mix of library and Connected Communities staff.		
Concerns about reductions in book budget		The budget varies as is set annually.		
Concerns about impact of integration on library services		Noise varies with the activities in normal service delivery. The sharing of space will be managed by staff on site to ensure noise are appropriate to activities on site and customers will be advised when the building is less busy.		
Concerns about the loss of amenities and facilities, in particular buildings dedicated to single services in island context.		Co-locating services offers benefits to both and allows people to access targeted services with dignity. The sharing of space will be mitigated by flexible layouts, provision of laptops and moveable shelving. This enables multiple services, rather than multiple buildings, to be retained.		
<b>Recommendation:</b> Work together to progress the proposals with others in the building and be flexible as to how the space is used.				

## GARNOCK VALLEY

3. Beith Community Centre			Garnock Valley Locality	
<b>Proposal:</b> NAC will continue to develop and expand the range of critical services delivered from the building, in partnership with the Community Association, for the local community. This includes relocating the library service to the Community Centre. NAC will work in partnership with the Community Association to expand key holding opportunities to reduce workforce costs.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment 3	Negative: 67	Neutral: 18	Positive: 11	Total: 99
Themes in public comments		NAC Mitigations		
Loss of amenities and facilities. Implications for space, following any co-location.		Both services will be maintained in the one location. The next stage is to review the Community Centre space, to establish that it has the space and management arrangements.		
Concerns about loss of services, particularly digital access		Library services and digital services will be maintained from an alternative location, with the Home Library Service for more vulnerable or housebound.		
The need for buildings with dedicated uses		Co-locating services offers benefits to both and allows people to access targeted services with dignity.		
Loss of amenities and facilities		Multiple services, rather than multiple buildings, will be retained.		
Implications for space, following any co-location, particularly on resources.		The next stage is to review the Community Centre space, to establish it has the sufficient capacity to support group use. The sharing of space will be mitigated by flexible layouts, provision of laptops and moveable shelving. Book request services will offer access to resources from other libraries, which will be delivered to Beith.		
Suitability of current facilities for access, families and parking, as well as on-site layout.		Library services and digital services will be maintained from an alternative location within a 4-minute walk, with the Home Library Service for more vulnerable or housebound. Three additional car parks are provided within a 6-minute walk.		

Impact on the Main Street, the outcome for the current library building and comments that proposals fail to invest in town centre.	The Council will carry out a feasibility study into the use of the library building to mitigate the impact of the proposed move and to consider the wide town centre implications with a view to future funding opportunities.
Parking issues on King's Road.	This is a parking regulation issue which will be raised with the relevant services.
Concerns over disabled users and access	The next stage is to review the Community Centre space and to identify the investment needs of the building and its potential services.
Concerns about volunteer recruitment and support for volunteers	Support for voluntary organisations and volunteers is available through TACT (The Ayrshire Community Trust, a Scottish Government funded third sector interface) as well as the Connected Communities.
Impact on workforce	The Council will work with trade unions, HR and staff to redeploy staff. There are a number of vacant posts which have naturally occurred, and the Council will use it redeployment processes to support any staff changes.
Damage to educational provision and literacy benefits to children	Library services and digital services will be maintained from an alternative location. Garnock Campus has a school library on site.
Comments that the plan needs further discussion and exploration	This will be done during the next stage.
Need for additional opening hours	This could be part of the discussions as a reconfigured library has the potential for different access arrangements.
Financial support for asset transfer	The Council's Community Asset Transfer team will support new owners, along with the Funding Officer. The new UK Community Ownership Fund is one of many which support communities.

Concerns about buildings reopening after the pandemic	The Council is phasing in the return of services, as restrictions ease and capacity allow, as the COVID-related supports are still needed. See the Council website for details.
<b>Recommendation:</b> Work together with the Community Association to progress the proposal and continue to support current services, removing the plan to integrate the library in the Beith Community Centre.	

4. Beith Library			Garnock Valley Locality	
<b>Proposal:</b> NAC will relocate the library service to the Beith Community Centre. NAC will carry out a feasibility study looking at what role the building can play as part of the Town Centre Regeneration project. This may lead to a lease or Community Asset Transfer.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment 11	Negative: 205	Neutral: 15	Positive: 15	Total: 235
Themes in public comments		NAC Mitigations		
Hub approach already in place in library		One of the key drivers is reduce the Council's property portfolio, and the Beith Community Centre offers more space potential.		
Loss of cultural and qualitative aspects of library provision		The library's new location in the Community Centre will offer opportunities to recreate these.		
Concerns about the costs of adaptations to the centre		Investment in adaptations to the library accommodation in the centre will be part of the budget.		
Concerns about best value for money		Co-location offers greater sustainability over the longer term.		
Concerns about the impact on children and young people, and elderly groups		The Council will continue to work with the Community Association to accommodate the groups and individuals of the centre and the library.		
Implications for space, following any co-location.		There is space within the building with more flexible sharing arrangements.		
Loss of amenities and facilities		Multiple services, rather than multiple buildings, will be retained.		

Consider working with the community to explore options other than co-location	Previous public engagements were conducted to identify options and the Council will work in partnership with communities to explore further in the coming weeks.
Concerns about impact of integration on library services	Co-locating services offers benefits to both user groups and allows people to access targeted services with dignity. Noise varies with the activities in normal service delivery. The sharing of space will be managed by staff on site to ensure noise are appropriate to activities on site and customers will be advised when the building is less busy.
Consider the attractiveness of the building	The next stage is to review the Community Centre space and to identify the investment needs of the part of the building affected by colocation and its potential services. The Council will continue to work with the Community Association to accommodate the groups and individuals of the centre and the library.
Intergenerational value	The services will continue in a new location.
Consider the effectiveness, value and quality of the current library	Services will be maintained at a nearby location.
Poverty-related impact	Services will be maintained at a nearby location.
Road traffic safety issues relating to King's Road	This will be explored further with the teams concerned.
Impact on the town centre and businesses	The Council will carry out a feasibility study into the use of the library building to mitigate the impact of the proposed move and to consider the wide town centre implications with a view to future funding opportunities.
Concerns that Beith did not have its own hub during the pandemic	The Council worked on a locality basis, delivering support across the Garnock Valley. The capacity of Council staff and volunteers to open hubs in all towns

The pandemic response shouldn't be the basis for future service planning	<p>was reduced by shielding, isolating and COVID-support needs.</p> <p>The hub approach, developed during the pandemic, proved an effective approach to problems which are the daily experience for some. The hubs have moved on from the pandemic role, where food parcel distribution was essential. The hub approach offers signposting, referrals and drop-in support, responding to local needs.</p>
Concerns about costs	The costs will be identified following the discussions with the Community Association and the completions of the feasibility study.
Need to modernise library services	Service planning with the library team and Community Association will take these comments into account.
Damage to educational provision and literacy benefits to children	Library services and digital services will be maintained from an alternative location.
Location of Beith Community Centre/customers with mobility issues	The distance between the facilities is a 4minute walk. The digital and Home Library Services are provided for customers, however we will investigate this further.
Concerns about physical distancing requirements	Set guidelines are in place for staff and for public areas to ensure public safety, with full risk assessments and public health and safety measures in force.
Consider the library's potential to aid recovery	The feasibility study will identify options for the high street.
Size of the saving, compared to the impact on the town	The amount quoted is not the full lifecycle cost of 10-year maintenance and the Council has to deliver within its budget, which has suffered reductions in real terms year-on year.
Fails to deliver against the Council Plan's stated objectives	These can be achieved by co-located services.

Impact on autistic users	This will be explored further, with a view to identifying appropriate access periods.
Pressure on community space	This will be explored in spatial planning at the next stage.
Contrary to Town Centre First principles and Regeneration Delivery Plan	The feasibility study will identify options for the building.
Loss of amenities and facilities. Implications for space, following any co-location.	Both services will be maintained in the one location. The next stage is to review the Community Centre space, to establish that it has the space and management arrangements.
Concerns about the impact on opening hours	The new model for libraries will include opening hours for Call, Click and Collect, Browse and Borrow, digital access and targeted work with specific groups, such as Bookbug and class visits. This will be provided by a mix of library and Connected Communities staff.
Comments that the plan needs further discussion and exploration	This will be done during the next stage
The need for buildings with dedicated uses	Co-locating services offers benefits to both and allows people to access targeted services with dignity.
Concerns about the loss of amenities and facilities, in particular, access to library resources	Multiple services, rather than multiple buildings, will be retained. Book request services will continue to offer access to resources from other libraries, which will be delivered to Beith. New shelving is being installed so book layouts will change, rather than the range of resources available to the customer.
Suitability of current facilities for access, families and parking, as well as on-site layout.	Library services and digital services will be maintained from an alternative location within a 4-minute walk, with the Home Library Service for more vulnerable or housebound. Three additional car parks are provided within a 6-minute walk.

Impact on the Main Street, the outcome for the current library building and comments that proposals fail to invest in town centre.	The Council will carry out a feasibility study into the use of the library building to mitigate the impact of the proposed move and to consider the wide town centre implications with a view to future funding opportunities.
Parking issues on King's Road.	This is a parking regulation issue which will be raised with the relevant services.
Concerns over disabled users, disabled toilets and access	The next stage is to review the Community Centre space and to identify the investment needs of the building and its potential services.
Concerns about volunteer recruitment and support for volunteers	Support for voluntary organisations and volunteers is available through TACT (The Ayrshire Community Trust, a Scottish Government funded third sector interface) as well as the Connected Communities.
Impact on workforce	The Council will work with trade unions, HR and staff to redeploy staff. There are a number of vacant posts which have naturally occurred, and the Council will use its redeployment processes to support any staff changes.
Damage to educational provision and literacy benefits to children, specifically the poverty-related attainment gap	Library services and digital services will be maintained from an alternative location. Garnock Campus has a school library on site.
Consider partnership between library and businesses to regenerate the high street	The feasibility study will identify options for the current library building.
Differing ethos between community centre and library	The Council will work with the Community Association to create the ethos commensurate with a public library.
Access in Beith to food support and access to Council Services	The Council will work with the Community Association and Library team to improve access to food and information about services.
Provides protection for a historic building	The feasibility study will identify options for the current library building.

Concerns about public transport to other locations to alternatives	Library services and digital services will be maintained from an alternative location, with a short walk.
Will add to feelings of isolation and mental health issues	Library services and digital services will be maintained from an alternative location, with a short walk.
Library builds a sense of community and connection	This can be achieved within co-located services
Consider re-locating other Council Services back to Beith to make more efficient use of the building	These suggestions will be included in future Council asset reviews.
Comments that the plan needs further discussion and exploration	This will be done during the next stage.
Need for additional opening hours	This could be part of the discussions as a reconfigured library has the potential for different access arrangements.
<b>Recommendation:</b> Work together to develop a community hub approach within Beith Library, seeking community partnerships in order to make more diverse use of the building and address local needs whilst still delivering a Council-delivered library service.	

5. Bridgend Community Centre			Garnock Valley Locality	
<b>Proposal:</b> NAC will continue to operate the building, in partnership with the Community Association, to deliver critical services for the local community. NAC will work in partnership with the Community Association to expand key holding opportunities to reduce workforce costs.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment 1	Negative: 6	Neutral: 5	Positive: 8	Total: 20
Themes in public comments		NAC Mitigations		
Concerns about availability of space		Following the emergency phase and easing of restrictions, the Community Centre will return to booking system as previously.		
<b>Recommendation:</b> Work together with the Community Association to progress the proposal and continue to support current services.				

6. Dalry Community Centre			Garnock Valley Locality	
<b>Proposal:</b> NAC will continue to operate the building, in partnership with the Community Association, to deliver critical services for the local community including early years education and childcare. NAC will work in partnership with the Association to expand key holding opportunities to reduce workforce costs. An initial enquiry about a Community Asset Transfer will be reviewed and considered.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment 3	Negative: 8	Neutral: 4	Positive: 3	Total: 18
Themes in public comments		NAC Mitigations		
Concerns about the asset transfer and access		The Community Asset Transfer process takes access to facilities into consideration.		
Longer term building maintenance/ replacement		The Council's Community Asset Transfer team will support new owners, along with the Funding Officer. The new UK Community Ownership Fund is one of many which support communities to own and invest in facilities.		
Pressure on community space		The potential for additional community space in the library building is being explored.		
Displacement of existing users		Community Asset Transfer process works with existing users to accommodate existing needs.		
Detrimental effect of the introduction of hub approach to existing users		The extent to which services are delivered on site depends on the capacity of individual buildings, however the hub approach offers signposting, referrals and drop-in support, responding to local needs.		
<b>Recommendation:</b> Work together with the Community Association to continue to support current services and progress Community Asset Transfer enquiry, taking into account the comments about existing lessees' needs.				

7. Dalry Library			Garnock Valley Locality	
<b>Proposal:</b> NAC will redesign how we use the space to co-locate staff teams and deliver services. NAC will also work with partners to deliver a variety of services from the one location.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li><li>• Reduces the Council’s portfolio and carbon emissions</li></ul>				
Both +/- in same comment 3	Negative: 6	Neutral: 2	Positive: 8	Total: 19
Themes in public comments			NAC Mitigations	
Comments about the library closing			Library services and digital services will be maintained, and more flexible use of the building community access explored.	
Concerns about leasing whole/part of building and access			This will be mitigated by sharing access to space by multiple groups.	
Pressure on community space			The potential for additional community space in the library building is being explored.	
Need to maintain opening hours			The new model for libraries will include opening hours for Call, Click and Collect, Browse and Borrow, digital access and targeted work with specific groups, such as Bookbug and class visits. This will be provided by a mix of library and Connected Communities staff.	
<b>Recommendation:</b> Work together with partners to redesign the space and extend access to services.				

<b>8. Kilbirnie Library</b>				Garnock Valley Locality
<b>Proposal:</b> NAC will redesign how we use the space to co-locate staff teams and deliver services. NAC will also work with partners to deliver a variety of services from the one location.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"> <li>• Develops the Community Hub approach to reflect the learning from COVID</li> <li>• Retains valued service and activities</li> </ul>				
Both +/- in same comment 3	Negative: 16	Neutral: 5	Positive: 8	Total: 32
<i>Themes in public comments</i>		<i>NAC Mitigations</i>		

The need for buildings with dedicated uses	Co-locating services offers benefits to both user groups and allows people to access targeted services with dignity.
Consider waiting for normality to return before changing	Plans to extend the range of services will add value for local people which reducing the need for travel.
The risk of virus transmission in increased co-located services	Risk Assessments are in place for all services and Scottish Government guidelines followed to reduce the risk of transmission.
Pressure on space	Use of space will be reconsidered to provide a more flexible approach and better use. The extent to which services are delivered on site depends on the capacity of individual buildings, however the hub approach offers signposting, referrals and drop-in support, responding to local needs.
Concerns about the demands in the workforce	The staff have been trained and are experienced at delivering hub services currently. The community hub staff will be co-located to widen the support, knowledge and skills on site.
<b>Recommendation:</b> Work together with partners to co-locate staff teams and deliver Locality Hub services.	

<b>9. Walker Hall</b>				Garnock Valley Locality
<b>Proposal:</b> NAC will carry out a feasibility study looking at what role the building can play as part of the Town Centre Regeneration project. This may lead to a lease or Community Asset Transfer. NAC will work with existing lessees to secure a relocation to suitable nearby Community Facilities such as, but not limited to, Bridgend Community Centre and Garnock Campus				
<b>Analysis against criteria:</b>				
<ul style="list-style-type: none"> <li>Reduces the Council's portfolio and carbon emissions</li> </ul>				
Both +/- in same comment	Negative: 2	Neutral: 2	Positive: 2	Total: 6
<i>Themes in public comments</i>		<i>NAC Mitigations</i>		
The need for buildings with dedicated uses		Co-locating services offers benefits to both user groups and allows people to access targeted services with dignity.		

Consider making better use of the building	The Council will carry out a feasibility study into the use of the building.
Comments that restrictions are made on use	Restrictions are in place to protect public health and safety
Concerns about the current use as a gym becoming permanent without consultation	This is a temporary lease. KA Leisure are currently identifying their future business requirements as part of their Recovery and Renewal Strategy.
<b>Recommendation:</b> Work together with partners to conduct a feasibility study.	

## IRVINE

10. Bourtreehill Library				Irvine Locality
Proposal: An initial enquiry about a Community Asset Transfer will be considered. NAC will progress discussions regarding the lease or Community Asset Transfer.				
Analysis against criteria:				
• Reduces the Council's portfolio and carbon emissions				
Both +/- in same comment	Negative: 6	Neutral: 2	Positive: 3	Total: 11
Themes in public comments		NAC Mitigations		
Concerns about the loss of amenities and facilities, in particular, access to library resources		Discussions with the nearby community centre to make library resources available locally in partnership. Irvine Library, the Home Library Service for the more vulnerable and online will continue to provide alternatives.		
Concerns about volunteer recruitment and support for volunteers		Support for voluntary organisations and volunteers is available through TACT (The Ayrshire Community Trust, a Scottish Government funded third sector interface) as well as the Connected Communities.		
Concerns about impact of integration on library services		Co-locating services offers benefits to both user groups and allows people to access targeted services with dignity. Noise varies with the activities in normal service delivery. The sharing of space will be managed by staff on site to ensure noise are appropriate to activities on site and customers will be advised when the building is less busy.		
Recommendation: Work together with Community Association to create a local access to point to library services through Call, Click and collect and programmed activities such as Bookbug. Progress discussions regarding the lease or Community Asset Transfer.				

<b>11. Castlepark Community Centre</b>				Irvine Locality
<b>Proposal:</b> NAC will continue to operate the building, in partnership with the Community Association, to deliver critical services for the local community. NAC will work in partnership with the Community Association to increase key holding opportunities to reduce workforce costs				
<b>Analysis against criteria:</b>				
<ul style="list-style-type: none"> <li>Develops the Community Hub approach to reflect the learning from COVID</li> <li>Retains valued service and activities</li> </ul>				

Both +/- in same comment	Negative: 1	Neutral:	Positive: 1	Total: 2
<i>Themes in public comments</i>		<i>NAC Mitigations</i>		
Impact on volunteers and workforce		The recognition of staff is noted and the Council will work with the Community Association so that local capacity is increased. Support for voluntary organisations and volunteers is available through TACT (The Ayrshire Community Trust, a Scottish Government funded third sector interface) as well as the Connected Communities.		
<b>Recommendation:</b> Work together with the Community Association to progress the proposal and continue to support current services, while recognising capacity will take time to develop.				

<b>12. Dreghorn Library</b>				Irvine Locality
<b>Proposal:</b> NAC will relocate the library service to the Townend Community Centre. NAC will progress discussions regarding a lease or a Community Asset Transfer of the library building.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"> <li>• Develops the Community Hub approach to reflect the learning from COVID</li> <li>• Retains valued service and activities</li> <li>• Reduces the Council's portfolio and carbon emissions</li> </ul>				
Both +/- in same comment	Negative: 40	Neutral: 3	Positive: 4	Total: 47
<i>Themes in public comments</i>		<i>NAC Mitigations</i>		
Concerns that Dreghorn did not have its own hub during the pandemic		The Council worked on a locality basis, delivering support to Dreghorn. The capacity of Council staff and volunteers to open hubs in all towns was reduced by shielding, isolating and COVID-support needs.		
Implications for space, following any co-location and concerns about reduced library impact		Co-locating services offers benefits to both and allows people to access targeted services with dignity. Staff training and regular service reviews will mitigate any deterioration in impact, which is not the result of the building but the services. The sharing of space will be mitigated by flexible layouts, provision of laptops and moveable shelving. This enables multiple services,		

Concerns about the impact on specific user groups	<p>rather than multiple buildings, to be retained.</p> <p>The Locality Officers will work with the Community Association who manage the centre and users to develop working arrangements.</p>
Pressure on space	<p>Use of space will be considered with Community Association to provide a more flexible approach and better use. Greenwood Campus is also in close proximity and offers alternative space.</p>
Damage to educational provision and literacy benefits	<p>Library services and digital services will be maintained from an alternative location. Greenwood Campus also has a school library on site.</p>
Suitability of current facilities - the library layout.	<p>Library services and digital services will be maintained from an alternative location within a 2-minute walk, with the Home Library Service for more vulnerable or housebound.</p>
Need to maintain opening hours	<p>This will be a matter for discussion with the Community Association.</p>
Impact on the town	<p>Council Officers will work with Regeneration and PMI Teams to find alternative uses for the current library building so the impact of the services' colocation is minimised.</p>
Loss of cultural and qualitative aspects of library provision	<p>Discussions with the nearby community centre to make library resources available locally in partnership. Irvine Library, the Home Library Service for the more vulnerable and online will continue to provide alternatives.</p>
Concerns about the loss of amenities and facilities, in particular, access to library resources	<p>See above. The Council's Locality Team or TACT will offer to support the Community Association and local groups progress development ideas in partnership.</p>
Concerns about the impact on children and young people, and elderly groups	<p>The Council will continue to work with the Community Association to</p>

Concerns about capacity and parking	accommodate the groups and individuals of the centre and the library.
Concerns about the costs of adaptations to the centre	Investment in adaptations will be part of the budget.
<b>Recommendation:</b> Work together with the Community Association to progress the proposal and continue to support current services, removing the plan to integrate the library in the Townend Community Centre.	

13. Irvine Library				Irvine Locality
<b>Proposal:</b> An opportunity has arisen to consider relocating to new premises within Bridgegate House. The core functions of the library will carry on in the new location. NAC will also work with partners to deliver a variety of services from the one location. The former library offers an opportunity for a commercial lease in the space.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"> <li>• Develops the Community Hub approach to reflect the learning from COVID</li> <li>• Retains valued service and activities</li> <li>• Reduces the Council's portfolio and carbon emissions</li> </ul>				
Both +/- in same comment 3	Negative: 6	Neutral: 4	Positive: 4	Total: 17
Themes in public comments		NAC Mitigations		
Concerns about the loss of amenities and facilities, in particular buildings dedicated to single services.		Co-locating services offers benefits to both and allows people to access targeted services with dignity. The sharing of space will be mitigated by flexible layouts, provision of laptops and moveable shelving. This enables multiple services, rather than multiple buildings, to be retained.		
Loss of cultural and qualitative aspects of library provision		The library will be relocated in Bridgegate House offering opportunities to recreate these.		
Impact on the High Street and the outcome for the current library building		The Council intends to market the library building for a commercial lease, in order to avoid an empty unit. Town Centre regeneration will be progressed through COVID recovery funding and within the context of the Community Wealth Building Strategy.		

Concerns about the costs of adaptations to Bridgegate House	Investment in adaptations will be part of the budget.
Concerns about a diminution of the library service	The extent to which services are delivered on site depends on the capacity of individual buildings, however the hub approach offers signposting, referrals and drop-in support, responding to local needs. The sharing of space will be mitigated by flexible layouts, provision of laptops and moveable shelving.
Need to maintain opening hours	The current consultation does not include specific opening hours proposals.
<b>Recommendation:</b> Work together with partners to explore options to co-locate Irvine Library with another Council service.	

14. Lanfine Community Centre				Irvine Locality
<b>Proposal:</b> The existing use is predominantly for childcare. NAC has potential to explore Community Asset Transfer with the Community Association / childcare provider. An initial enquiry about a Community Asset Transfer will continue to be considered. NAC will progress discussions regarding the lease or Community Asset Transfer route. Meantime, NAC will work in partnership with the Community Association to expand key holding opportunities to reduce workforce costs.				
<b>Analysis against criteria:</b>				
<ul style="list-style-type: none"> <li>Retains valued service and activities</li> <li>Reduces the Council's portfolio and carbon emissions</li> </ul>				
Both +/- in same comment	Negative: 1	Neutral: 2	Positive: 1	Total: 4
Themes in public comments		NAC Mitigations		
Concern about public health and safety in keyholding context		The Community Contract supports Community Associations to open building with volunteers and 'keyholding'. Risk assessment and training for Community Associations is carried out to help them provide access to local groups.		
Concerns about the impact of current lessees		NAC will work with potential partners in community ownership to maintain access for existing lessees or to secure relocation to suitable nearby Community Facilities.		

**Recommendation:** Work together with the interested party to progress discussions regarding a lease or a Community Asset Transfer, taking into account the comments about existing lessees' needs.

15.Redburn Community Centre			Irvine Locality	
Proposal: NAC will redesign how we use the space to co-locate staff teams and deliver vital front-line services. NAC will also work with partners to deliver a variety of services form one location. NAC will continue to provide community space for letting with a range of key holding opportunities for organisations.				
Analysis against criteria:				
<ul style="list-style-type: none"><li>Develops the Community Hub approach to reflect the learning from COVID</li><li>Retains valued service and activities</li></ul>				
Both +/- in same comment	Negative:	Neutral:	Positive: 1	Total: 1
Themes in public comments			NAC Support	
There were no objections.			Locality Officers are in place to offer support.	
Recommendation: Work together with partners to co-locate staff teams and deliver Locality Hub services.				

16. Springside Community Centre			Irvine Locality	
<b>Proposal:</b> Continue to operate the building in partnership with the Community Association to deliver critical services for the local community. NAC will work in partnership with the Community Association to expand key holding opportunities to reduce workforce costs.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment	Negative:	Neutral:	Positive:	Total:
Themes in public comments			NAC Support	
There were no objections.			Locality Officers are in place to offer support.	
<b>Recommendation:</b> Work with the Community Association to continue to reconfigure current services.				

<b>17. Springside Library</b>				Irvine Locality
<b>Proposal:</b> NAC will use the current library space for more general Connected Community use. Digital access and library services will be delivered in a different way e.g. on-line, click and collect services, etc				
<b>Analysis against criteria:</b>				
<ul style="list-style-type: none"> <li>Develops the Community Hub approach to reflect the learning from COVID</li> <li>Retains valued service and activities</li> </ul>				

Both +/- in same comment	Negative:	Neutral:	Positive:	Total:
<i>Themes in public comments</i>			<i>NAC Support</i>	
There were no objections.			Locality Officers are in place to offer support.	
<b>Recommendation:</b> Work together with the Community Association to continue to reconfigure current services.				

18. Towerlands Community Centre			Irvine Locality	
Proposal: NAC will continue to operate the building, in partnership with the Community Association, to deliver critical services for the local community.				
Analysis against criteria: <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment	Negative: 3	Neutral:	Positive: 2	Total: 5
Themes in public comments		NAC Support		
There were no objections.		Locality Officers are in place to offer support.		
Recommendation: Work together with the Community Association to continue to support current services.				

<b>19. Townsend Community Centre</b>				Irvine Locality
<b>Proposal:</b> NAC will continue to develop and expand the range of critical services delivered from the building, in partnership with the Community Association, for the local community. This includes relocating the library service to the Community Centre. NAC will work with the Community Association to expand key holding opportunities to reduce workforce costs.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"> <li>• Develops the Community Hub approach to reflect the learning from COVID</li> <li>• Retains valued service and activities</li> </ul>				
Both +/- in same comment 1	Negative: 24	Neutral: 3	Positive:	Total: 28
<i>Themes in public comments</i>		<i>NAC Mitigations</i>		
Concerns that Dreghorn did not have its own hub during the pandemic		<p>The Council worked on a locality basis, delivering support to Dreghorn. The capacity of Council staff and volunteers to open hubs in all towns was reduced by shielding, isolating and COVID-support needs.</p> <p>Co-locating services offers benefits to both and allows people to access</p>		

Implications for space, following any co-location and concerns about the impact of current lessees	targeted services with dignity. The sharing of space will be mitigated by flexible layouts, provision of laptops and moveable shelving. This enables multiple services, rather than multiple buildings, to be retained.
Concerns about the impact on specific user groups	The Locality Officers will work with the Community Association who manage the centre and users to develop working arrangements.
Pressure on space	Use of space will be considered with Community Association to provide a more flexible approach and better use. Greenwood Campus is also in close proximity and offers alternative space.
Consider the development of a hub	The Council's Locality Team or TACT will offer to support the Community Association and local groups progress development ideas in partnership.
Consider the attractiveness of the building	The next stage is to review the Community Centre space and to identify the investment needs of the building and its potential services.
Concerns about buildings reopening after the pandemic	The Council is phasing in the return of services, as restrictions ease and capacity allow, as the COVID-related supports are still needed. See the Council website for details.
Concerns about the impact on children and young people	The Council will continue to work with the Community Association to accommodate the groups and individuals of the centre and the library.
Concerns about capacity and parking	As above. The Council provides a car park at the centre, however active travel is encouraged where possible for health and environmental reasons.
Concerns about the costs of adaptations to the centre	Investment in adaptations will be part of the budget.

**Recommendation:** Work together with the Community Association to review the Community Centre space, taking into account the comments about existing lessees' needs.

## KILWINNING

20.Cranberry Moss Community Centre			Kilwinning Locality	
<b>Proposal:</b> NAC will continue to operate the building, in partnership with the Community Association, to deliver critical services for the local community. NAC will work in partnership with the Community Association to expand key holding opportunities to reduce workforce costs.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment	Negative:	Neutral: 1	Positive: 3	Total: 4
Themes in public comments			NAC Mitigations	
Pressure on space			Use of space will be considered with Community Association to provide a more flexible approach and better use. The extent to which services are delivered on site depends on the capacity of individual buildings, however the hub approach offers signposting, referrals and drop-in support, responding to local needs.	
Impact of workforce			The Council will work with trade unions, HR and staff to redeploy staff. There are a number of vacant posts which have naturally occurred and the Council will use it redeployment processes to support any staff changes.	
<b>Recommendation:</b> Work together with the Community Association to continue to support current services, working with them on the best use of space.				

<b>21. Kilwinning Library</b>				Kilwinning Locality
<b>Proposal:</b> NAC will redesign how we use the space to co-locate staff teams and deliver better services. NAC will work with partners to deliver a variety of services from the one location.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"> <li>Develops the Community Hub approach to reflect the learning from COVID</li> <li>Retains valued service and activities</li> </ul>				
Both +/- in same comment	Negative: 5	Neutral: 3	Positive: 3	Total: 11
<i>Themes in public comments</i>		<i>NAC Mitigations</i>		
Concerns about impact of integration on library services		Co-locating services offers benefits to both user groups and allows people to access targeted services with dignity. Noise varies with the activities in normal		

Consider making better use of community halls and centres	service delivery. The sharing of space will be managed by staff on site to ensure noise are appropriate to activities on site and customers will be advised when the building is less busy.
Consider increasing car parking	Work with local Community Associations to accommodate community bookings to appropriate spaces will continue.
Concerns about losing the parkland	There are three alternative car parks within 5 minutes walking distance.
Concerns about losing the library service	This is not under consideration in this plan.
	Library services and digital services will be maintained and developed from exiting building. Co-locating services offers benefits to both and allows people to access targeted services with dignity.
<b>Recommendation:</b> Work together with partners to co-locate staff teams and deliver Locality Hub services, noting the comments from library customers.	

<b>22. Nethermain Community Centre</b>				Kilwinning Locality
<b>Proposal:</b> NAC will continue work with the Community Association, NAC Services, Health and Social Care Partnership and other key, local organisations to maximise the potential of the facility and to increase income from letting. NAC will work in partnership with the Community- Association to expand key holding opportunities to reduce workforce costs.				
<b>Analysis against criteria:</b>				
<ul style="list-style-type: none"> <li>Develops the Community Hub approach to reflect the learning from COVID</li> <li>Retains valued service and activities</li> </ul>				
Both +/- in same comment 1	Negative: 8	Neutral: 3	Positive:	Total: 12
<i>Themes in public comments</i>			<i>NAC Mitigations</i>	
Concerns about Council support			The Community Facilities team will continue to offer support and guidance within the context of resources, which have been reduced in recent years.	
Concerns about the level of fees and charges for lets			The North Ayrshire Federation of Community Organisations (NAFCO) propose the levels of charges and these are agreed annually with the	

Concerns about reductions in NAC venue assistants' hours	<p>Council. The Council will continue to work in partnership with NAFCO to ensure appropriate charges and concessions are agreed.</p> <p>The Council has agreed an allocation of venue assistants' hours per venue with NAFCO, which is within the current budget. The Community Contract supports Community Associations to open building with volunteers and 'keyholding'. Risk assessment and training for Community Associations is carried out to help them provide access to local groups.</p>
Consider future consultations about the future of Nethermaines	<p>The plan is to develop the use of the centre with the existing Community Association and partners. The need for future public consultation is not clear at this stage.</p>
<b>Recommendation:</b> Work together with the Community Association to continue to support current services.	

<b>23. Whitehirst Park Community Centre</b>				Kilwinning Locality
<b>Proposal:</b> NAC will progress discussions regarding a lease or a Community Asset Transfer. NAC will work with existing lessees to secure relocation to suitable nearby Community Facilities.				
<b>Analysis against criteria:</b>				
<ul style="list-style-type: none"> <li>Reduces the Council's portfolio and carbon emissions</li> </ul>				
Both +/- in same comment	Negative: 11	Neutral: 3	Positive: 1	Total: 15
<i>Themes in public comments</i>		<i>NAC Mitigations</i>		
Concerns about the impact of current lessees		NAC will work with potential partners in community ownership to maintain access for existing lessees or to secure relocation to suitable nearby Community Facilities.		
Pressure on space		Kilwinning has multiple community spaces, including the education estates. Work with local Community Associations and colleagues in education to accommodate community bookings to appropriate spaces will continue.		

Concerns about increased car use if services are relocated	NAC will work to maintain access for existing lessees with new owners or access to nearby premises, avoiding the need for car use.
Consider reviewing the current division of income (2/3 income retained by Community Associations and 1/3 returned to Council)	The North Ayrshire Federation of Community Organisations (NAFCO) propose the levels of charges and these are agreed annually with the Council. The Council will continue to work in partnership with NAFCO to ensure appropriate charges and concessions are agreed. This enables Community Associations to act flexibly to subsidy vulnerable groups or make invest in improvements.
Concerns that the centre could not be used as a Food Hub	Community food provision is discussed locally and varies from a shelf upwards depending on space.
<b>Recommendation:</b> Work together with community partners to continue discussions regarding a lease or Community Asset Transfer, taking into account the comments about existing lessees' needs.	

24. Woodwynd Hall			Kilwinning Locality	
<b>Proposal:</b> An initial enquiry about a Community Asset Transfer will be considered. NAC will progress discussions regarding a lease or a Community Asset Transfer. In the meantime, NAC will work in partnership with the Community Association to expand key holding opportunities to reduce workforce costs.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li><li>• Reduces the Council’s portfolio and carbon emissions</li></ul>				
Both +/- in same comment	Negative: 11	Neutral: 3	Positive: 1	Total: 15
Themes in public comments		NAC Support		
There were no objections.		The Council’s Community Asset Transfer team will support new owners, along with the Funding Officer. The new UK Community Ownership Fund is one of many which support communities.		
<b>Recommendation:</b> Work together with the Community Association continue to support current services and progress Community Asset Transfer enquiry.				

## NORTH COAST AND CUMBRAE

25. Brisbane Centre			North Coast & Cumbrae Locality	
<b>Proposal:</b> Currently in use as an asymptomatic testing site. NAC propose to market the facility for sale once this is no longer required. NAC will work with existing lessees to secure relocation to suitable nearby Community Facilities such as, but not limited to, Largs Campus.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>Reduces the Council’s portfolio and carbon emissions</li></ul>				
Both +/- in same comment 12	Negative: 2	Neutral: 4	Positive:	Total: 18
Themes in public comments		NAC Mitigations		
Loss of amenities and facilities		Alternative community space is available in the town, including the Largs Campus, community hub at the Flatt Road development and in building of independent community groups.		
Capacity in current users to take up options of a lease of asset transfer		The Council’s Locality Team or TACT will offer to support to local groups with a community asset transfer request or the Council will then proceed to market the facility for sale.		
Consider identifying a community group to manage the space.		Support for voluntary organisations and volunteers is available through TACT (The Ayrshire Community Trust, a Scottish Government funded third sector interface) as well as the Connected Communities.		
Consider opening the library space for more community use.		This is being explored. A community hub included in the Flatt Road development.		
<b>Recommendation:</b> Work together with partners to relocate existing lessees, establish the case for a community asset transfer or proceed to market the property for sale.				

<b>26. Fairlie Library</b>				North Coast & Cumbrae Locality
<b>Proposal:</b> NAC will continue to lease the area from the Trust, in order to deliver a library service and a range of support services from Connected Communities Teams				
<b>Analysis against criteria:</b>				
<ul style="list-style-type: none"> <li>Develops the Community Hub approach to reflect the learning from COVID</li> </ul>				

• Retains valued service and activities				
Both +/- in same comment	Negative: 2	Neutral:	Positive: 4	Total: 6
Themes in public comments		NAC Support		
There were no objections.		Locality Officers are in place to offer support.		
Recommendation: Work together with the Community Association and partners with a view to providing more drop-in support from partner services.				

27. Fairlie Village Hall – Community Owned			North Coast & Cumbrae Locality	
<b>Proposal:</b> NAC will review the lease arrangements on the hall area and support community groups to take on key holding responsibilities to considerably reduce workforce costs and develop a sustainable business model for the Community Association.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment	Negative: 2	Neutral: 1	Positive:	Total: 3
Themes in public comments		NAC Mitigations		
Concerns about the pressure on existing trust volunteers		Support for voluntary organisations and volunteers is available through TACT (The Ayrshire Community Trust, a Scottish Government funded third sector interface) as well as the Connected Communities.		
Concerns about the sustainability of business model with Council support		Specialists in Community Wealth Building, Funding Officer and Community Economic Development Officer and Locality Officers are in place to offer support. The new UK Community Ownership Fund is one of many which support communities.		
<b>Recommendation:</b> Work together with the Community Association to progress the proposal, while recognising the need for support.				

<b>28. Garrison House –Community Owned–Cumbrae Community Development Company (CCDC) (Millport Library and Museum of the Cumbraes</b>	North Coast & Cumbrae Locality
--	--------------------------------

<b>Proposal:</b> NAC will continue to lease the area from the Cumbrae Community Development Trust, in order to deliver library services and a range of support from NAC Services. NAC will continue to discuss the community needs for space with CCDC in line with CCDC's business plan.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li><li>• Reduces the Council's portfolio and carbon emissions</li></ul>				
Both +/- in same comment	Negative: 3	Neutral: 2	Positive: 8	Total: 13
<i>Themes in public comments</i>			<i>NAC Support</i>	
There were no objections.			Locality Officers and TACT are in place to offer support to CCDC.	
<b>Recommendation:</b> Work together with CCDC to continue to lease space while keeping a balanced approach to the space allocation between the need for an island community library and museum with the business aspirations of CCDC.				

29. Largs Library			North Coast & Cumbrae Locality	
<b>Proposal:</b> NAC will redesign how we use the space to co-locate staff teams and deliver services. NAC will also work with partners to deliver a variety of services form the one location.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment 6	Negative: 33	Neutral: 8	Positive: 16	Total: 63
Themes in public comments		NAC Mitigations		
Concerns about the loss of amenities and facilities, in particular buildings dedicated to single services		Library services and digital services will be maintained from exiting building		
Implications for space, following hub integration, particularly on resources and the community room		Co-locating services offers benefits to both user groups and allows people to access targeted services with dignity. The hub team will be accommodated in non-public areas, through smarter use of space. There will not be an impact on the library floor space or community room, however a wider range of services will be available.		

Concerns about the nature of the hub services causing space pressures	The hubs have moved on from the pandemic role, where food parcel distribution was essential. The hub approach offers signposting, referrals and drop-in support, responding to local needs.
Consider opportunities for volunteer recruitment and support for volunteers	The Council's Locality Team or TACT will offer to support anyone interested in volunteering in Largs.
Consider extending hub services to Largs Campus	The Council is interested in extending more community and partnership services in campuses and will progress discussions to see what the scope might be to better support families and young people.
Consider locating the hub elsewhere, such as Vikingar or Brisbane House	This comment relates to the impact on space available to the public, however this wouldn't be affected by the hub approach.
Concerns about impact of integration on library services	Noise varies with the activities in normal service delivery. The sharing of space will be managed by staff on site to ensure noise are appropriate to activities on site and customers will also be advised when the building is less busy.
Concerns about reduction in resources	Book request services will continue to offer access to resources from other libraries, which will be delivered to Largs. New shelving is being installed so book layouts will change, rather than the range of resources available to the customer.
Concerns about physical distancing requirements	Set guidelines are in place for staff and for public areas to ensure public safety, with full risk assessments and public health and safety measures in force.
Convenience of the current location	There is no plan to move from the current location.
Concerns about capacity and parking	The Council provides a car park at the centre, however active travel is

Concerns about changes to a listed building	encouraged where possible for health and environmental reasons.
Need for additional opening hours	Largs Library is not a listed building and any changes will be made through internal adjustments, flexible shelving, etc rather than major work.
Consider using COVID-recovery and Ayrshire Growth Deal funding to build a new town hall	Partnership working may offer opportunities, but it is not in the current plan.  This comment is noted and will be discussed internally. There are currently no plans for this type of development.
<b>Recommendation:</b> Work together with partners to co-locate staff teams and deliver Locality Hub services, noting the comments from library customers.	

30. Skelmorlie Community Centre – Community Owned			North Coast & Cumbrae Locality	
<b>Proposal:</b> NAC will review the operational arrangements regarding the hall area. Support will be provided to community groups to take on increased key holding responsibilities to reduce workforce costs and develop a sustainable business model for the Community Association.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment	Negative: 3	Neutral: 8	Positive: 9	Total: 20
Themes in public comments		NAC Mitigations		
Importance of retaining local services and the potential for the community centre to be a vibrant community hub.		This is noted. The Council’s Locality Team will continue to support by building capacity and look for opportunities with Council services and other partners with the owners.		
Concerns about volunteer recruitment and support for volunteers		Support for voluntary organisations and volunteers is available through TACT (The Ayrshire Community Trust, a Scottish Government funded third sector interface) as well as the Connected Communities.		
<b>Recommendation:</b> Work together with the Community Association, while recognising the need for support.				

31. Skelmorlie Library			North Coast & Cumbrae Locality	
<b>Proposal:</b> NAC will continue to lease the area from the Trust to deliver a library service and a range of support from Connected Communities Teams.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment 1	Negative: 8	Neutral: 3	Positive: 7	Total: 19
Themes in public comments			NAC Mitigations	
Importance of retaining local services, in particular the library for children’s literacy development			Library services and digital services will be maintained.	
Consider developing the library more			This is noted and will be referred back to the service.	
Need to maintain opening hours			The current consultation does not include specific opening hours proposals.	
Concerns about the meaning of the phrase <i>a range of support from Connected Communities Teams</i>			These means that the Library staff will be joined by Connected Communities colleagues in service delivery, bringing expertise from other services on a ‘drop-in’ basis, in particular community learning and development, but work continues to build partnership working with employability and skills, financial advice, Health and Social Care Partnership, etc.	
<b>Recommendation:</b> Work together with the Community Association and partners with a view to providing more drop-in support from partner services.				

<b>32. West Kilbride Community Centre</b>				North Coast & Cumbrae Locality
<b>Proposal:</b> NAC will continue to develop and expand the range of critical services delivered from the building, in partnership with the Community Association, for the local community. This includes relocating the library service to the Community Centre. NAC will work in partnership with the Community Association to consider key holding opportunities to reduce workforce costs.				
<b>Analysis against criteria:</b>				

<ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment 3	Negative: 57	Neutral: 5	Positive: 1	Total: 66
Themes in public comments		NAC Mitigations		
Concerns that West Kilbride did not have its own hub during the pandemic		The Council worked on a locality basis, supporting West Kilbride’s community-led response, providing additional resources if needed. The capacity of Council staff and volunteers to open hubs in all towns was reduced by shielding, isolating and COVID-support needs.		
Loss of amenities and facilities. Implications for space, following any co-location.		Both services will be maintained in the one location. The next stage is to review the Community Centre space, to establish the level of detail about the space and management arrangements.		
Consider keeping both spaces and working with the community to make more affordable		The Council’s Locality Team or TACT will offer to support anyone interested in taking forward a different partnership for the library in West Kilbride, however, no other options came forward in previous public engagements.		
Consider revisiting if not driven by finance		The key drivers are to: 1. develop the Community Hub approach to reflect the learning from COVID; and 2. retain valued services and activities where possible, in partnership with community partners, whilst also having the advantage of reducing the Council’s property portfolio to reduce financial commitments and carbon emissions.		
Consider revisiting discussions after restrictions have eased		The consultation has already been postponed for 15 months. Mitigating actions were taken in the design of the consultation methodology- so that it was not reliant on digital access.		
<b>Recommendation:</b> Work together with the Community Association to progress the proposal and continue to support current services, removing the plan to integrate the library in the West Kilbride Community Centre				

<b>33. West Kilbride Library</b>				North Coast & Cumbrae Locality
<b>Proposal:</b> NAC will carry out a feasibility study looking at what future role the building can play as part of the Town Centre Regeneration project. This may lead to a lease or Community Asset Transfer.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"> <li>• Develops the Community Hub approach to reflect the learning from COVID</li> <li>• Retains valued service and activities</li> </ul>				
Both +/- in same comment 6	Negative: 208	Neutral: 12	Positive: 2	Total: 228
<i>Themes in public comments</i>		<i>NAC Mitigations</i>		
Hub approach already in place in library		One of the key drivers is reduce the Council's property portfolio, and the West Kilbride Community Centre offers more space potential.		
Concerns about the loss of amenities and facilities, in particular, access to library resources		Library services and digital services will be maintained from an alternative location within a 3-minute walk, with the Home Library Service for more vulnerable or housebound.		
Loss of cultural and qualitative aspects of library provision		The library's new location in the Community Centre will offer opportunities to recreate these.		
Concerns about the support for vulnerable people with relocation of cancer support service		These services can be accommodated in the new location.		
Concerns about reduction in resources		The budget varies as is set annually		
Consider costing both options before progressing		The Council will develop costing at the next stage.		
Concerns about the costs of adaptations to the centre		Investment in adaptations to the library accommodation in the centre will be part of the budget.		
Proximity of library to town centre/ Convenience of the current location		Library services and digital services will be maintained from an alternative location within a 3-minute walk, with the Home Library Service for more vulnerable or housebound.		

Concerns about the recent investment at library and use of public money	It isn't possible to answer this until the future of the building is clear. Financial pressures clarify annually with budget-setting, however the Council maintenance work is planned in advance.
Concerns about the impact on children and young people, and elderly groups	The Council will continue to work with the Community Association to accommodate the groups and individuals of the centre and the library.
Implications for space, following any co-location.	There is space within the building with more flexible sharing arrangements.
The need for buildings with dedicated uses	Co-locating services offers benefits to both and allows people to access targeted services with dignity.
Loss of amenities and facilities	Multiple services, rather than multiple buildings, will be retained.
Concerns about the future of the building and the rationale for the proposed colocation	The future of the building/site is not yet clear and a feasibility study will be carried out. The key drivers are to: <ol style="list-style-type: none"> <li>1. develop the Community Hub approach to reflect the learning from COVID; and</li> <li>2. retain valued services and activities where possible, in partnership with community partners, whilst also having the advantage of reducing the Council's property portfolio to reduce financial commitments and carbon emissions.</li> </ol>
Concerns about impact of integration on library services	Co-locating services offers benefits to both user groups and allows people to access targeted services with dignity. Noise varies with the activities in normal service delivery. The sharing of space will be managed by staff on site to ensure noise are appropriate to activities on site and customers will be advised when the building is less busy.
Consider the attractiveness of the building	The next stage is to review the Community Centre space and to identify the investment needs of the part of the building affected by colocation and its potential services. The Council will

Concerns about security of resources, etc.	continue to work with the Community Association to accommodate the groups and individuals of the centre and the library.
Ability to run about safely/proximity of road/road safety	This will be taken into account when redesigning the space.
Intergenerational value	All the park facilities and library services will be retained, the plan is to relocate the library a 3-minute walk away.
Consider revisiting discussions after restrictions have eased	The services will continue in a new location.
Implications for space, following any co-location and concerns about the impact of current lessees	The consultation has already been postponed for 15 months. Mitigating actions were taken in the design of the consultation methodology- so that it was not reliant on digital access.
Concerns about buildings reopening after the pandemic	Co-locating services offers benefits to both and allows people to access targeted services with dignity. The sharing of space will be mitigated by flexible layouts, provision of laptops and moveable shelving. This enables multiple services, rather than multiple buildings, will be retained.
Impact of physical and mental health of closures	The Council is phasing in the return of services, as restrictions ease and capacity allow, as the COVID-related supports are still needed. See the Council website for details.
Consider the benefits to new residents with the growing community	See above. Additional services will be advertised via social media and website.
Concerns about the impact on children and young people, and elderly groups	Library services and digital services will be maintained from an alternative location within a 3-minute walk
	Services will be maintained at a nearby location. The Council will continue to work with the Community Association to accommodate the groups and individuals of the centre and the library.

Consider the effectiveness, value and quality of the current library and staff	Services will be maintained at a nearby location.
Loss of Adult Education Programme	There is no reason to lose this. The Council will continue to work with the Community Association to accommodate the groups and individuals of the centre and the library.
Concerns about relocation to the top of the hill	The Home Library Service is available to customers for whom this is a challenge and digital services will continue to be provided for those who prefer them.
Impact on the town	The Council will carry out a feasibility study into the use of the library building to mitigate the impact of the proposed move and to consider the wide town centre implications with a view to future funding opportunities.
Concerns that West Kilbride did not have its own hub during the pandemic	The Council worked on a locality basis, supporting West Kilbride's community-led response, providing additional resources if needed. The capacity of Council staff and volunteers to open hubs in all towns was reduced by shielding, isolating and COVID-support needs.
The outcome is pre-determined	The public has been consulted, following two public engagement programmes, during which time some changes were made, such as the decision to locate the Largs Hub at the current library building and not Vikingar. The outcomes will not be decided until the 9 <sup>th</sup> June's Council meeting.
The pandemic response shouldn't be the basis for future service planning	The hub approach, developed during the pandemic, proved an effective approach to problems which are the daily experience for some. The hubs have moved on from the pandemic role, where food parcel distribution was essential. The hub approach offers signposting, referrals and drop-in support, responding to local needs.

Concerns about reopening	The Council is phasing in the return of services, as restrictions ease and capacity allow, as the COVID-related supports are still needed. See the Council website for details.
The concept of the hub should be tested	This took place during the pandemic and is in practice in other places.
Need to put risk assessments in place	This is a requirement of all service operation.
Concerns about costs	The costs will be identified following the discussions with the Community Association and the completions of the feasibility study.
Need to modernise library services	Opportunities to develop services will continue irrespective of location.
Concerns a similar service to the previous service in Village Hall	Service planning with the library team and Community Association will take these comments into account.
Separate spaces within the library	The internal layouts will be considered once the discussions with the Community Association have been concluded.
Need for additional opening hours	This could be part of the discussions as a reconfigured library has the potential for different access arrangements.
Damage to educational provision and literacy benefits to children, especially in relation to closing the attainment gap	Library services and digital services will be maintained from an alternative location.
Concerns about volunteer recruitment and support for volunteers	Support for voluntary organisations and volunteers is available through TACT (The Ayrshire Community Trust, a Scottish Government funded third sector interface) as well as the Connected Communities.
Location of West Kilbride Community Centre/customers with mobility issues	The distance between the facilities is a 3-minute walk and it is closer to the school, after school and nursery. The digital and Home Library Services are provided for customers, however we will investigate this further.

<p>Concerns about physical distancing requirements</p> <p>Consider the library's potential to aid recovery and reduce social isolation</p> <p>Consider working with the community to explore options other than co-location</p>	<p>Set guidelines are in place for staff and for public areas to ensure public safety, with full risk assessments and public health and safety measures in force.</p> <p>Co-location with a greater range of activities widens opportunities.</p> <p>Previous public engagements were conducted to identify options and the Council will work in partnership with communities to explore further alternatives.</p>
<p><b>Recommendation:</b> Work together to develop a community hub approach within West Kilbride Library, seeking community partnerships in order to make more diverse use of the building and address local needs whilst still delivering a Council-delivered library service.</p>	

## THREE TOWNS

34. Ardeer Neighbourhood Centre			Three Towns Locality	
<b>Proposal:</b> NAC will continue to operate the building, in partnership with the Community Association, to deliver critical services for the local community. NAC will work in partnership with the Community Association to expand key holding opportunities to reduce workforce costs.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment 1	Negative:	Neutral:	Positive: 6	Total: 7
Themes in public comments			NAC Mitigations	
Consider the value of bringing services together			NAC will work in partnership with the Community Association to deliver critical services for the local community.	
<b>Recommendation:</b> Work together with the Community Association to progress the proposal and continue to support current services.				

<b>35. Ardrossan Library</b>				Three Towns Locality
<b>Proposal:</b> NAC will relocate the library service to the new Ardrossan Community Campus in 2024.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"> <li>• Develops the Community Hub approach to reflect the learning from COVID</li> <li>• Retains valued service and activities</li> </ul>				
Both +/- in same comment	Negative: 13	Neutral: 7	Positive: 3	Total: 23
<i>Themes in public comments</i>			<i>NAC Mitigations</i>	
Concerns about the relocation to community campus			The Council will continue to work with local community and library users as the relocation to the community campus progresses.	
Concerns about impact of integration at the campus on library services			Co-locating services offers benefits to both user groups and allows people to access targeted services with dignity. Noise and numbers of visitors varies with the activities in normal service delivery. The sharing of space will be managed by staff on site to ensure noise are appropriate to activities on site and customers are advised when the building is less busy.	

Consider needs of digital access	Library services and digital services will be maintained at community campus.
Consider access to library activities	Library activities will be maintained and developed at community campus.
Concerns about buildings reopening after the pandemic	The Council is phasing in the return of services, as restrictions ease and capacity allow, as the COVID-related supports are still needed. See the Council website for details.
Consider new digital courses for beginner IT when restrictions allow	Currently a mix of telephone and online support is available, but this will change as restrictions allow and according to staff availability.
<b>Recommendation:</b> Work together with partners to relocate service to new Ardrossan Community Campus, noting the comments from library customers.	

36. Argyle Community Centre				Three Towns Locality
<b>Proposal:</b> NAC will continue to develop and expand the range of critical services delivered from the building, in partnership with the Community Association, for the local community. This includes relocating the Saltcoats Library service to the Argyle Community Centre. NAC will work in partnership with the Community Association to expand key holding opportunities to reduce workforce costs.				
<b>Analysis against criteria:</b>				
<ul style="list-style-type: none"> <li>Develops the Community Hub approach to reflect the learning from COVID</li> <li>Retains valued service and activities</li> </ul>				
Both +/- in same comment	Negative: 21	Neutral: 2	Positive:	Total: 23
Themes in public comments		NAC Mitigations		
Consider the attractiveness and condition of the building/concerns about the recent investment at library and use of public money		The next stage is to review the Community Centre space and to identify the investment needs of the building and its potential services.		
Loss of amenities and facilities		Multiple services, rather than multiple buildings, will be retained.		
Location of Argyle Centre/customers with mobility issues		The distance between the facilities is a 4-minute walk and it is closer to Caledonia Primary School. The digital and Home Library Services are provided for customers, however we will investigate this further.		

Concerns about closure for use a polling station	The Council will work with the Elections Team to explore options.
Concerns about security of resources, etc.	This will be taken into account when redesigning the space.
Implications for space, following any co-location.	The next stage is to review the Community Centre space, to establish it has the sufficient capacity to support group use.
Concerns about disabled access	The next stage is to review the Community Centre space, to establish it has the sufficient capacity to support group use.
Consider waiting for normality to return before changing	The review has been ongoing for a number of years and co-locating services offers benefits to service users.
Consider relocating the Centre into the Library	This was considered. The Argyle Community Centre has the greater potential for a community facility with flexible space. The next stage is to review the Community Centre space and to identify the investment needs of the building and its potential services.
<b>Recommendation:</b> Work together with the Community Association to progress the proposal and continue to support current services, removing the plan to integrate the library in the Argyle Community Centre.	

37. Hayocks Hall			Three Towns Locality	
<b>Proposal:</b> NAC will progress discussions regarding a lease or a Community Asset Transfer with interested parties. NAC will work in partnership with the Community Association to expand key holding opportunities to reduce workforce costs.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment	Negative: 4	Neutral: 2	Positive: 1	Total: 7
Themes in public comments			NAC Mitigations	
Progress rolling out further the hub approach			The Council will pursue this approach	

Capacity in current Community Association to take on a lease of asset transfer	This is noted. The Council's Locality Team will continue to support by building capacity and look for opportunities to identify partners in a shared community-ownership venture.
<b>Recommendation:</b> Work together with the Community Association to continue discussions recognising a lease or Community Asset Transfer will take time to develop and looking for opportunities to identify partners in a shared community-ownership venture with the Community Association.	

38. Saltcoats Library			Three Towns Locality	
<b>Proposal:</b> NAC will relocate the library service to the Argyle Community Centre. An initial enquiry about a Community Asset Transfer will be considered. NAC will progress discussions regarding a lease or a Community Asset Transfer.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment 6	Negative: 72	Neutral: 14	Positive: 11	Total: 103
Themes in public comments		NAC Mitigations		
Hub approach already in place in library		One of the key drivers is reduce the Council's property portfolio, and the Argyle Centre offers more space potential.		
Concerns about the loss of amenities and facilities, in particular, access to library resources		Library services and digital services will be maintained from an alternative location within a 2-minute walk, with the Home Library Service for more vulnerable or housebound.		
Loss of cultural and qualitative aspects of library provision		The library's new location in the Argyle Centre will offer opportunities to recreate these.		
Concerns about the support for vulnerable people with relocation of cancer support service		These services can be accommodated in the new location.		
Concerns about reduction in resources		The budget varies as is set annually.		
Consider relocating the Centre into the Library		This was considered. The Argyle Community Centre has the greater potential for a community facility with flexible space. The next stage is to review the Community Centre space		

Consider costing both options before progressing	and to identify the investment needs of the building and its potential services.  The Council will develop costing at the next stage.
Concerns about the costs of adaptations to the centre	Investment in adaptations will be part of the budget.
Proximity of library to town centre/ Convenience of the current location	Library services and digital services will be maintained from an alternative location within a 4-minute walk, with the Home Library Service for more vulnerable or housebound.
Concerns about the recent investment at library and use of public money	It isn't possible to answer this until the future of the building is clear. Financial pressures clarify annually with budget-setting, however the Council maintenance work is planned in advance.
Concerns about the impact on children and young people, and elderly groups	The Council will continue to work with the Community Association to accommodate the groups and individuals of the centre and the library.
Implications for space, following any co-location.	There is space within the building with more flexible sharing arrangements.
The need for buildings with dedicated uses	Co-locating services offers benefits to both and allows people to access targeted services with dignity.
Loss of amenities and facilities	Multiple services, rather than multiple buildings, will be retained.
Concerns that plan is to build more houses	The future of the building/site is not yet clear. The key drivers are to: 1. develop the Community Hub approach to reflect the learning from COVID; and 2. retain valued services and activities where possible, in partnership with community partners, whilst also having the advantage of reducing the Council's property portfolio to reduce financial commitments and carbon emissions.

Concerns about impact of integration on library services	Co-locating services offers benefits to both user groups and allows people to access targeted services with dignity. Noise varies with the activities in normal service delivery. The sharing of space will be managed by staff on site to ensure noise are appropriate to activities on site and customers will be advised when the building is less busy.
Consider the attractiveness of the building	The next stage is to review the Community Centre space and to identify the investment needs of the building and its potential services. The Council will continue to work with the Community Association to accommodate the groups and individuals of the centre and the library.
Concerns about security of resources, etc.	This will be taken into account when redesigning the space.
Ability to run about safely/proximity of road/road safety	All the park facilities and library services will be retained, the plan is to relocate the library a 4-minute walk away. As the Argyle Centre develops, services not previously available will provide different opportunities.
Intergenerational value	The services will continue in a new location.
Consider revisiting discussions after restrictions have eased	The consultation has already been postponed for 15 months. Mitigating actions were taken in the design of the consultation methodology- so that it was not reliant on digital access.
Implications for space, following any co-location and concerns about the impact of current lessees	Co-locating services offers benefits to both and allows people to access targeted services with dignity. The sharing of space will be mitigated by flexible layouts, provision of laptops and moveable shelving. This enables multiple services, rather than multiple buildings, will be retained.
Concerns about buildings reopening after the pandemic	The Council is phasing in the return of services, as restrictions ease and capacity allow, as the COVID-related

	<p>supports are still needed. See the Council website for details.</p> <p>See above. Additional services will be advertised via social media and website.</p> <p>Library services and digital services will be maintained from an alternative location, with the Home Library Service for more vulnerable or housebound.</p> <p>The future of the building/site is not yet clear.</p> <p>The consultation asks specifically about impacts. Equality Impact Assessments for each building will be published.</p> <p>This will be discussed the Library team.</p> <p>The Council's Locality Team or TACT will offer to support anyone interested in taking forward a different partnership for the library in Saltcoats.</p> <p>Library services and digital services will be maintained from an alternative location within a 4-minute walk.</p> <p>Services will be maintained at a nearby location. The Council will continue to work with the Community Association to accommodate the groups and individuals of the centre and the library.</p> <p>Services will be maintained at a nearby location.</p>
Impact of physical and mental health of closures	
Concerns about loss of services, particularly digital access	
Concerns that the site will be sold for housing and that the Council is financially motivated	
Impact on library users not considered	
Consider developing digital services supporting e-readers	
Interest in community asset transfer	
Consider the benefits to new, nearby housing residents	
Concerns about the impact on children and young people, and elderly groups	
Consider the effectiveness, value and quality of the current library and staff	
<p><b>Recommendation:</b> Work together to develop a community hub approach within Saltcoats Library, seeking community partnerships in order to make more diverse use of the building and address local needs whilst still delivering a Council-delivered library service. Decline the outstanding Community Asset Transfer request and work with the group concerned to identify an alternative building.</p>	

### 39. Stevenston Library

Three Towns Locality

<b>Proposal:</b> NAC will redesign how we use the space to co-locate staff teams and deliver better services. NAC will also work with partners to deliver a variety of services from the one location.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li></ul>				
Both +/- in same comment	Negative: 4	Neutral: 1	Positive: 15	Total: 10
<i>Themes in public comments</i>			<i>NAC Mitigations</i>	
Concerns about the loss of amenities and facilities, in particular digital and employability services			Current services will be maintained.	
Ease of access			No change to this is proposed.	
Concerns about the impact of any change to current services on children and young people, and elderly groups			There are no changes proposed which will affect service to children and older people.	
<b>Recommendation:</b> Work together with partners to co-locate staff teams and deliver Locality Hub services.				

40. Whitlees Community Centre			Three Towns Locality	
<b>Proposal:</b> NAC will progress discussions regarding a lease or a Community Asset Transfer. An initial enquiry about a Community Asset Transfer will be considered. Meantime, NAC will work in partnership with the Community Association to expand key holding opportunities to reduce workforce costs.				
<b>Analysis against criteria:</b> <ul style="list-style-type: none"><li>• Develops the Community Hub approach to reflect the learning from COVID</li><li>• Retains valued service and activities</li><li>• Reduces the Council’s portfolio and carbon emissions</li></ul>				
Both +/- in same comment	Negative:	Neutral:	Positive: 1	Total: 1
Themes in public comments		NAC Support		
There were no objections.		The Council’s Community Asset Transfer team will support new owners, along with the Funding Officer. The new UK Community Ownership Fund is one of many which support communities.		
<b>Recommendation:</b> Work together with the Community Association to progress discussions regarding a lease or a Community Asset Transfer.				