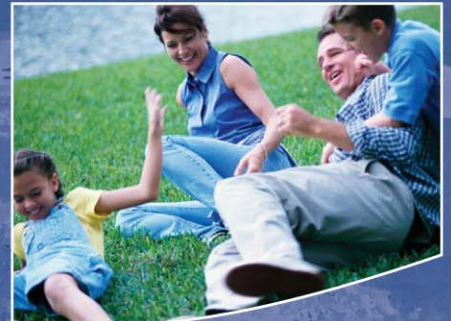


# Customer Insight



## Mobile Library Review

Convenience of mobile library stops

# Mobile Library Review

## Convenience of mobile library stops

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## Main findings

- Of the 208 responses we received more than five on each of the following:
  - An alternative or additional stop at the Live and Let Live in Blagdon to serve the east side of the village
  - An alternative stop in Bleadon, or for the mobile to continue to use the old timetabled stop
  - A stop to be reinstated in the Clarence Park/Walliscote Road area
  - A stop to be reinstated at Oldmixon and/or Coronation Estate
  - An alternative or extra location to the one proposed at Meadow Drive for Locking
  - A stop to be reinstated at Oaktree Park mobile home site
  - An additional stop in Portishead
  - Rickford's stop to be reinstated
  - A stop to be reinstated at St Georges
- There was a good level of support for the proposals.

## 1. Introduction

The consultation looking at the convenience of the proposed mobile library stops ran from 24 May-17 June 2010.

There was an open call for anyone to respond to the consultation, as well as specific invitations for all registered, active, mobile library users, parish and town councils and all council staff. There were also dedicated briefings held for North Somerset Council members, town and parish councillors and clerks and the press.

The scope of the consultation was specifically restricted to comments about the location of stops within towns or villages. A significant level of previous research had been carried out, prior to this consultation, to assess the best timetable for the mobile library.

This consultation was related to those proposals and asked residents, staff and mobile library users to further inform the process by feeding back if the plans recognised the best location of stops in towns or villages.

A total of 208 responses were received via email, eConsult, telephone and letter. Of these 53 (25%) supported the proposals. The remaining 75% asked for changes to be made to the proposals, ranging from reinstating stops from the old schedule to changing times and suggesting alternative locations.

A summary of the issues raised can be found in the main findings section above.

This report was published in May 2011.

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## 2. Results

### What was said

Appendix 1 is a list of all the responses received in relation to this consultation. These have been edited to remove identifiable references.

The common themes, identified by more than five similar responses being received, asked for:

- An alternative or additional stop at the Live and Let Live in Blagdon to serve the east side of the village
- An alternative stop in Bleadon, or for the mobile to continue to use the old timetabled stop
- A stop to be reinstated in the Clarence Park/Walliscote Road area
- A stop to be reinstated at Oldmixon and/or Coronation Estate
- An alternative or extra location to the one proposed at Meadow Drive for Locking
- A stop to be reinstated at Oaktree Park mobile home site
- An additional stop in Portishead
- Rickford's stop to be reinstated
- A stop to be reinstated at St Georges

### What was done

As a result of the feedback changes were made to the proposals before they were adopted.

The stops outlined below were amended following the comments received:

- Cleeve - Reduced by 30 minutes to allow re-introduction of Claverham stop, as requested by users and parish councils
- Burrington - Timings changed to AM
- Blagdon - Timings changed to PM. Stops to be made in alternate locations once a fortnight at request of users and parish council

- Dundry - Timings revised, to call later in the morning
- Winford - Timings revised from AM to late PM.

The stops outlined below were reinstated following comments received:

- Claverham - Single 30-minute stop introduced, to cater for older and housebound users, who would otherwise be difficult to serve
- Lulsgate - Single 30-minute stop introduced, to cater for older and housebound users, who would otherwise be difficult to serve
- Clarence Park - Stop reinstated, due to large numbers of older users and pressure upon housebound services in the Weston area
- Coronation - Stop reinstated, due to large numbers of older users and pressure upon housebound services in the Weston area
- Oldmixon - Stop reinstated, due to large numbers of older users and pressure upon housebound services in the Weston area

There were also some changes made to the final timetable for operational reasons. These are outlined below.

- Butcombe - Moved from AM to PM to provide operational balance of routes and reduce unnecessary travel
- Hewish - Moved from Tuesday to Monday to provide operational balance of routes and reduce unnecessary travel
- Kewstoke - Reduced by 30 minutes to provide operational balance of routes
- Kingston Seymour - Earlier stop times to provide operational balance of routes and reduce unnecessary travel
- Redcliff Bay - Moved from Monday to Tuesday to provide operational balance of routes and reduce unnecessary travel
- Uphill - Reduced from weekly to fortnightly to allow reinstatement of fortnightly stops at Coronation and Oldmixon
- Wick St Lawrence - Reduced by 30 minutes to provide operational balance of routes

It was also decided to remove the stop at the Ashlands in Portishead following the decision to provide a new static library in the High Street.

The comments below were also taken into account and the reasons they did not result in changes are given:

- An alternative stop in Bleadon, or for the mobile to continue to use the old timetabled stop – No operational capacity to provide an additional stop, and the chosen stop had greater numbers of users and easier parking.
- An alternative or extra location to the one proposed at Meadow Drive for Locking – No operational capacity to provide an additional stop. Chosen stop is in the most central location for the majority of users.
- A stop to be reinstated at Oaktree Park mobile home site – No operational capacity to provide this stop. Residents offered a deposit collection instead, but they chose not to have this. Housebound residents transferred to Housebound service.
- An additional stop in Portishead – This is no longer needed following the decision to provide a new static library in the High Street.

- Rickford's stop to be reinstated – No operational capacity to provide this stop. Stop is dangerous to access, requiring difficult manoeuvres on busy A road, leaving vehicle partially in road, with poor visibility for oncoming drivers.
- A stop to be reinstated at St Georges. No operational capacity to provide this stop. Community has reasonable public transport and is within two miles of the Campus library

Appendix 2 shows the final agreed stops and timetable.

Appendix 1	
Mobile Library Change - Comments	
These are the comments received as part of the mobile library review consultation which ran from 24 May to 7 June. Where appropriate respondents were sent a direct response to the issues raised. All comments were taken into account before the implementation of the new library routes, and some changes were made to the proposals as a result. The comments below have been edited to remove anything which	
Date received	Comment / Enquiry
28-May	Thank you for sending this information about changes to the mobile library services. I've noticed that the stop in Dundry is to be confirmed' and wondered whether that is still so
01-Jun	Just wanted to know if week one started 2 August
04-Jun	Rather than wait until next visit the Weston Central Library obligingly allowed me to collect books I had requested at the Mobile Library. I was advised, however, that in future books reserved at the Mobile can only be collected from the Mobile. This means that after 2/8/10 I could (in theory) wait up to a fortnight to collect books that I had ordered. i.e. books could become available on the Friday of Week 1 after the Thursday Week 1 visit of the Mobile to Hutton. Can an alternative collection point be available ? a) so that popular books are not out of circulation for a "dead" period of up to two weeks, and b) books (requested for a reason) are available to readers ASAP (Whether free reservations are still available from the Mobile after 2/8/10 is not a point: I fully expect to reserve books after July.)
09-Jun	Says on letter most accessible stop is not stated. Could you please advise which stop it is.
Received 15 June but is continuation of previous emails	Regrets that there was no consultation with parish councils or local residents before the decision was taken to withdraw the mobile library service at North End and Claverham. Regrettably this seems to be a tendency when strategic decisions are taken : to have no consultation on the strategy and inform and consult only on implementation. Other examples are the new waste and recycling strategy, the purchase of Castlemead and the allocation of Playbuilder money between parishes. It is notable that there is no reference to consultation on strategic decisions in the recent draft parish and town charter. It can only improve the quality of decision-making to have prior consultation with parish and town councils, and other interested parties, on strategic decisions.
09-Jun	Blagdon - Village Club car park I agree that this is the most accessible stop in my community
09-Jun	Blagdon Stop - I agree that this is the most accessible stop in my community
09-Jun	Blagdon Village Car Park - I agree that this is the most accessible stop in my community
10-Jun	Blagdon - Village Club car park I agree that this is the most accessible stop in my community. It is nearest to my home.
01-Jun	Bleadon Stop - I agree that this stop is the most accessible in my community.
08-Jun	Bleadon - I agree that this is the most accessible stop in my community - although we will miss the old stop and for mobility reasons, will have to drive to new the stop. However we are all delighted to still have this service in the village and the church is admittedly the most central position for everyone
17-Jun	Church - Bleadon I agree that this is the most accessible stop in my community - most certainly and for many others.
06-Jul	I agree that this is the most accessible stop in my community Those who have to come by car have the use of Coronation Hall Car park.
08-Jun	The Batch Cross Roads, Butcombe - I agree that this is the most accessible stop in my community
10-Jun	Churchill - Memorial Hall -I agree that this is the most accessible stop in my community
01-Jun	Woodview Drive, Cleeve Stop - I agree that this stop is the most accessible in my community
10-Jun	Cleeve - I agree that this is the most accessible stop in my community - but not for me as I only have a bicycle as transport and I live a few miles from Cleeve- I would like to suggest an alternative stop at Broadcroft Avenue, Claverham if it could be possible for the van to cut their time at Cleeve and enable the elderly to have a ½hr stop at the flats in Broadcroft?
17-Jun	Very pleased that a service is to continue in Cleeve. Woodview Drive would be the best location, being at the centre of the village and close to a number of elderly and disabled residents. Pleased to hear North Somerset Council is proposing to return to having two people on the vans, one of whom can take books to the housebound, and that links with other services to make further improvements are being looked at.
15-Jun	Loxton Road - Coronation - I agree that this is the most accessible stop in my community.
01-Jun	Dundry British Legion Car Park Stop - I agree that this stop is the most accessible in my community
03-Jun	This is about the most central point in Failand. Excellent choice. Delighted you are replacing your old vehicle with new - currently we must lose about 4 visits a year due to MOT, service and breakdowns. When you are here the service is great.
14-Jun	Woodland Way, Failand - I agree that this is the most accessible stop in my community.
16-Jun	Failand - Woodland Way - I agree that this is the most accessible stop in my community.
21-Jun	The proposed library stop I am commenting on : Failand, Woodland Way - I agree that this is the most accessible stop in my community.
09-Jun	Holm Road - Hutton I agree that this is the most accessible stop in my community
09-Jun	Holm Road - Hutton I agree that this is the most accessible stop in my community
09-Jun	Holm Road - Hutton I agree that this is the most accessible stop in my community
09-Jun	Holm Road - Hutton I agree that this is the most accessible stop in my community - It may not be so agreeable with people living on the hill roads of Hutton
26-May	K.S. [Kingstone Seymour] Village Hall - I agree that this is the most accessible stop in my community.
09-Jun	K.S. [Kingston Seymour] Village Hall - I agree that this is the most accessible stop in my community.
18-Jun	Village Hall, Kingston Seymour - I agree that this is the most accessible stop in my community.
04-Jun	Leigh Woods, Vicarage Road, I agree that this is the most accessible stop in my community
09-Jun	Leigh Woods, Vicarage Road, I agree that this is the most accessible stop in my community
09-Jun	Leigh Woods, Vicarage Road, I agree that this is the most accessible stop in my community
11-Jun	Leigh Woods - I agree that this is the most accessible stop in my community.
10-Jun	Meadow Drive Locking I agree that this is the most accessible stop in my community.
17-Jun	I agree that this is the most accessible stop in my community [Locking]
17-Jun	Meadow Drive I agree that this is the most accessible stop in my community.
16-Jun	Loxton Road , Coronation Estate is the most accessible stop for me
03-Jun	Meadow Drive: I agree that this is the most accessible stop in my community
09-Jun	Holm Road - Hutton I agree that this is the most accessible stop in my community
09-Jun	Meadow Drive: I agree that this is the most accessible stop in my community
09-Jun	Meadow Drive: I agree that this is the most accessible stop in my community
02-Jun	I agree that Priory Estate is the most accessible in my community.
08-Jun	Uphill Way - I agree that this is the most accessible stop in my community

08-Jun	Uphill Way - I agree that this is the most accessible stop in my community. Thank you for saving our library visits - much appreciated.
09-Jun	Uphill Way - Car Park - I agree that this is the most accessible stop in my community
14-Jun	I agree that Uphill is the most accessible in my community.
11-Jun	Thank you this is exciting news I agree that this is the most accessible stop in my community
07-Jun	Winford - The stop is fine but the timing is bad as my children like to use the mobile after school.
08-Jun	Winford bus stop - I agree that this is the most accessible stop in my community - NB mid morning is not very convenient
08-Jun	Broad Street - Wrington - I agree that this is the most accessible stop in my community
08-Jun	Broad Street - Wrington - I agree that this is the most accessible stop in my community
08-Jun	Broad Street Wrington - I agree that this is the most accessible stop in my community - It's the best place for the older members of the village. Near to the shop, post office and easy access.
09-Jun	Broad Street - Wrington - I agree that this is the most accessible stop in my community
18-Jun	Broad Street, Wrington - I agree that this is the most accessible stop in my community. It is central to the whole village. This is an invaluable service - thank you.
18-Jun	Broad Street, Wrington - I agree that this is the most accessible stop in my community. It is very central to the village.
06-Jul	Broad Street Wrington I agree that this the most accessible stop in community- I am very happy with the Broad Street stop Thank you.
09-Jun	Abbots Leigh I agree that this is an accessible stop but would like to suggest an additional stop at Dennyview Road because I am 99 years old and blind - I cannot walk up to Church Road.
01-Jul	I would like to suggest an alternative stop at Aldwick as previous because I have no vehicle to get to Wrington, I would have to walk which is dangerous.
14-Jun	Backwell Stop - I would like to suggest an alternative stop at Flax Bourton (FB) for half an hour because the idea of mobile library is that if I have to use a car to get there I may just as well go to Nailsea. Can you do half an hour FB and two and a half hours Backwell, so that people in FB who don't have access to car can still use library?
21-Jun	Backwell stop - I would like to suggest an alternative stop at Flax Bourton (as previously) - (short walking distance for me) because I should have to get to Backwell by car anyway and might just as well go another couple of miles to Nailsea which is open on 5 days a week instead of half a day !
08-Jun	Blagdon - I would like to suggest an alternative stop at The Score - The village car park is a very long way for disabled people to walk carrying books and you are cutting the numbers of stops from 3 to 1
10-Jun	Blagdon Village Club Car Park - I would like to suggest an alternative stop at Live & Let Live - because many people live on this side of the village, especially older people, perhaps on hour at each stop would be better.
19-Jul	Blagdon Village Club Car Park I would like to suggest an alternative stop at The Live and Let Live otherwise residents at the east end of the village are disadvantaged especially the elderly.
11-Jun	Blagdon - I would like to suggest an alternative stop additionally at eastern end of village because only stopping at the club car park will increase car travel from other side of village to club to visit library
28-Jun	Bleadon Church - I would like to suggest an alternative stop at Hillside Road I am in my 80s and I do not drive and there are several others in the road that can not drive.
15-Jun	Church Road - I agree that the most accessible stop for current users - I would like to suggest an extra stop at the car park of the George public house on A369 because this might suit people on the other side of the village - extra users. In Abbots Leigh it could not be more efficient and reliable as it is already an excellent service of great value to our little community of users. The Librarian is superb, knows what we like and is always helpful. Head office sends out notices of books ordered and in the past when there has been an occasional difficulty with the vehicle we have been notified.
04-Jun	The present stop is fine - the memorial hall is too far for most of the users to get to. You may as well stop coming!
15-Jun	Dear Librarian Monarch, The current proposal is to stop at Churchill Memorial about half a mile away [from the old stop]. May I suggest you ask whether it could stop in the car park of The Stag and Hounds, on Bristol Road (by negotiation of course) where there is much safer access by people living in the Broadoak area, via a footpath, than if they walk up Ladymead Lane, which has no footpath. We and other clients would also then be more likely to get to it . Please give consideration to this. We shall be very sorry to lose our library service. Driving to another village would cause waste of petrol.
14-Jun	I would like to suggest an alternative stop at Walliscote Road (Clarence Park) because none of the revised stops appear to serve the Clarence Park area. Transport will be required to reach Uphill.
17-Jun	I would like to suggest an alternative stop at Claverham Village Hall this is near senior citizens flats - Broadcroft and Chestnut Drive. Senior citizens cannot get to Cleeve easily or Yatton Library. Can the Backwell stop be shortened and come to Claverham 4 - 5pm Mondays please? I believe 22 people use the Claverham stops so please reconsider - petition enclosed 23 signatures.
23-Jun	I would like to suggest an alternative stop at Broadcroft Avenue. Following up petition sent in recently - residents in flats would find Broadcroft stop easier to get to than Claverham Village Hall
04-Jun	Cleeve Woodview - I would like to suggest an alternative stop at Claverham Village Hall - once again we are the forgotten village - we should be renamed Brigadoon.
11-Jun	Cleeve - Woodview I would like to suggest an alternative stop at Chelvey because you are depriving us at Chelvey of a library service - for me it will mean a ¼mile walk and then bus journey. This I will find very difficult.
17-Jun	Corondale Road Stop - I would like to suggest an alternative stop at Corondale Road because none of the proposed ones is anywhere near. I am handicapped and would be unable to visit a library.
11-Jun	Easton in Gordano - I would like to suggest an alternative stop at St Georges Church Hall, Priory Road, Easton in Gordano because this village's service appears to have been withdrawn. The service to Housebound users has not been mentioned, my assumption is that the van will need extra time to get to the first stop and more prep time needed which the Clevedon based service does not need. Could this time be reclaimed for a short visit for some of the villages now left without any service? I look forward to your comments.
16-Jun	George and Dragon - Felton I would like to suggest an alternative stop at Coombe Dale, Downside Road as I am 92 and have heart problems, the above stop is nearest to the house
16-Jun	George and Dragon - Felton I would like to suggest an alternative stop at Coombe Dale, Downside Road owing to impaired eyesight and no transport this stop is nearest to the house
03-Jun	The proposed library stop I am commenting on: Holm Road. I would like to suggest an alternative stop at Oldmixon/Coronation either are within walking distance
15-Jun	Hutton Holm Road - Parking could be a problem - I would like to suggest an alternative stop at Aller Parade - near shops, good parking and disabled parking near by - ample times to choose books - why change?
18-Jun	Kingston Seymour - I would like to suggest an alternative stop at Kenn because the service is supposed to be for people who cannot travel to a library.
09-Jun	Langford Post Office - I would suggest an alternative stop at Stock Mead, Langford, because I am 78 yrs of age and have problems walking and have no transport to get to Langford Post Office

10-Jun	Meadow Drive -Locking would like to suggest an alternative stop at Byron Road/Elm tree road junction. No consideration appears to have been given to the distance to walk for elderly particularly carrying books and in bad weather. Also I find the change of day to Thursday impossible.
10-Jun	Village Hall, Redhill - I agree that this is the most accessible stop in my community - yes very suitable. Because I have to go to Yatton on a regular basis I now use Yatton Library rather more.
09-Jun	Meadow Drive: I would like to suggest an alternative stop at Oaktree Park because many persons elderly or disabled
08-Jun	I would like to suggest an alternative stop at Aller Parade, Oldmixon - This location, also the one at Loxton Road, used by children and elderly people, both not now on the list
10-Jun	I would like to suggest an alternative stop as we are losing Aller Parade, Purn Rd, and the estate. Could we have a visit say early in the week so as not to clash with the Bleadon Church and Uphill visit? I would suggest Maidstone Grove area Bleadon Hill say once every three weeks. On the hill in the winter it is impossible to get away from the hill so I feel a visit should be organised for us. Hope you take these comments on board.
11-Jun	Uphill - week 1 I would like to suggest an alternative stop at Oldmixon because my son and I love visiting the mobile, the staff are great and it will be sadly missed on the Oldmixon. You will notice it could still visit Uphill in week 2.
28-Jun	I would like to suggest an alternative stop at [Portbury] Village Hall Car Park because Priory Estate is too far to walk for the elderly - the village hall is half way.
28-Jun	Portbury Stop - I would like to suggest an alternative stop at Village Hall Car Park because Priory Estate is too far to walk for the elderly. The village hall is half way and is off the road completely.
11-Jun	Pembroke Road and Ashlands - I would like to suggest an alternative stop at Down Road because the majority of people using Down Road are elderly and without transport and the alternative stops are too far away. (Also included a 2 page letter stating how fed up they are with "the dishonest way you go about discontinuing valuable services")
15-Jun	Down Road near Queen's Road - I would like to suggest an alternative stop at Down Road because this is the most convenient stop and on a level road. Pembroke Road is too far away and down hill and up hill.
16-Jun	Ashlands - I would like to suggest an alternative stop at The Folk Hall, High Street or Poacher Inn, where Friday market is now held - both of these are central, where as Ashlands is 2 miles away and no buses
18-Jun	Elm Tree Park (Residential Park) (the last 13 years) - Should be considered for the future because Portbury or Ashlands are too far away for the residents of over 70yrs of age to attend and will isolate them from the library.
14-Jun	Uphill Way I would like to suggest an alternative stop at St Pauls church Car Park because I drive three people (+ me) to the bus- if I can no longer drive there would be no way of getting to Uphill.
17-Jun	Uphill Way Car Park Stop - I agree that this is the most accessible stop in my community BUT I would like to suggest an alternative stop for say half an hour (of the two and a half hours at Uphill Way) at Laurel Drive Uphill. There are quite a few people in my area who find it a long walk there and back to Uphill Way.
09-Jun	Broad Street Wrington - I would like to suggest an alternative stop Roper Lane our end of the village and if its possible before you come into the village to stop at Orchards Close for 5 mins as 3 of us all over late eighties use it and it is quite a job to get up the hill to come home from the village.
14-Jun	The new service will stop at Blagdon on a Tuesday for one stop only. A Wednesday stop would be more logical, because on a Wednesday the elderly are collected and brought to the Village Club for lunch 12.30-1. This would mean that they could go to the mobile library on the same day - otherwise they are not going to be able to get there.
18-Jun	Your change of day stops me using the library. I will try to use Hewish. I am disabled and unable to carry anything heavy like the books, so appreciate the mobile very much and very upset by your changes.
01-Jun	Burrington, The Square Stop - The stop is right, but the time is not convenient. School pick up is at 3.25 and parking is already very limited in the Square. If for any reason the mobile was delayed it would cause huge difficulties for parking and for the library to exit the square. At latest it needs to be gone by 3.10 to ensure no clashes with incoming parents.
02-Jun	Blagdon and Burrington Stops - Re Tuesdays week 1, if you went to Burrington prior to Blagdon (ie swap round) you would miss the traffic chaos outside Burrington school (which finishes 3.20-3.25pm) allow pupils in Blagdon to get to the library (school finishes at 3pm there) as well as grown ups. Only down side - it might mean an earlier lunch for library staff !!
15-Jun	Langford or Churchill - I agree that this is the most accessible stop in my community - but changing the day from Monday which has been to Tuesday is very very difficult for me having other commitments every Tuesday
17-Jun	Quite happy for it to be one stop, but the day is inconvenient and may affect a lot of people.
18-Jun	The [Kewstoke] stop has been changed from Thursday to Friday, which will not suit some people. Concerned about the stop for 1hr at the village hall between Sand Bay and Kewstoke. The service is mainly used by the elderly and in either direction it is a long walk - in the winter it will be unpleasant. Instead of the one long stop - would it be possible for two shorter stops - one in Sand Bay and one in Kewstoke?
10-Jun	Byron Road. Locking - This is the most convenient time and place - Once a fortnight in Locking is not enough
25-May	At the moment [Loxton] mobile stops Monday pm but now it will be Friday 10-10.30 - the people who use it cannot make it at this time - is there any flexibility?
07-Jun	Winford - The stop is ok - time is not. I work until 5pm & cannot get to stop until 5.30 also kids at school so 11.10 - 12.40 is useless
09-Jun	Having received your details of the changes to the mobile library I have decided to write to you. We have recently joined mainly for my children and I note that the new times would be during school times which means my children would be unable to choose their books and therefore would probably be a service we would no longer use. The times already in place at the layby in Winford on a Thursday 4.45 till 6pm were perfect. I'm sure there's lots of other parents who use this service for their children mainly and feel the same.
15-Jun	I have been a member of the mobile library in Winford for many years. My concern with the new timetable is the fact that from August the library will be visiting Winford village at 11.10 a.m - 12.40 p.m. As I work this will mean that I unable to continue visiting the library so will not be able to access a local library. As a person living in a rural area I find that we get very few services for our council tax and this is yet another one that is gradually being withdrawn.
17-Jun	Library stop: Winford Bus Stop 11.10am - 12.40pm This time is impossible for all school children and anyone who works. As it is the middle of the working day. I would like to suggest times of 5.10pm - 6.40pm on any other days of the week. I would also like to comment on the inconvenience of all the other changes you have made to the mobile services, as most appear to be around these times too.
14-Jun	Charlton Road should remain the same because I am unable to walk any distance.

15-Jun	We wish to protest most strongly at the proposed discontinuance of the mobile public library service in this area [Charlton Road]. Being elderly we all rely on reading matter to help fill our time. Please therefore reconsider this decision and allow us to continue to receive the services of the mobile public library in this area. Another venue means costly fare and difficulty in carrying heavy books.
22-Jun	[Charlton Road] Elderly residents of residential home concerned they would not be able to get to the library for their books and frail so unable to carry books from town. Not sure if the residents have a delivery of books to the home.
10-Jun	None of the proposed stops are particularly convenient for me. I cannot suggest an alternative stop to Chelvey Lane in case of particular need I would go to Nailsea or Backwell Leisure Centre.
02-Jun	Confirmation that mobile will not be stopping in Clapton from 2/8.
01-Jun	94 years old and visits the mobile at Clarence and usually takes out six large print books at a time. Unable to walk far and would be a candidate for home delivery.
01-Jun	Elderly and upset that the mobile will no longer be stopping at Clarence Park, where it is a short walk away. Not able to get to Uphill. Also another person (who is short-sighted) who lives in Quantock Road upset too.
02-Jun	The moving of the mobile library from the stop at Walliscote Road was ideal, as I am a wheelchair bound person and am not able to get from Plumley Court to your new proposed stop. The library in town is just as far away, so I seem to be penalised and will not be able to get to the library, so I therefore will be deprived of a service that the council is supposed to provide. Thank you for your concern for registered disabled people, but I will be consulting CAB and see if we can legally obligate you.
15-Jun	Totterdown Road or Walliscote Road is the most accessible stop for me as I have to walk with a stick and cannot go very far.
15-Jun	Uphill would be impossible for me to reach by foot. The bus service available to me runs to the hospital and this is a very busy service so I could not guarantee even getting on the bus. I am able to walk freely the short distance to Walliscote Road. Surely there must be somewhere the mobile can park near to the present place. I have many friends who also visit the nursing homes in the present location who frequently use the service. I look forward to hearing your comments and hope that you will indeed re-assess the situation.
15-Jun	Walliscote Road - I feel that Uphill is too far away for the many older people in this area and I believe it is used far more than the figures quoted by the council. It is always busy when I use it.
28-Jun	Walliscote Road - This stop is used extensively used and valued by many residents of the several care homes on this area whose mobility is very restricted.
09-Jun	As a valued mobile library user I must protest most strongly about the proposed removal of all stops in the village of Claverham. The nearest stop - presumably Cleeve Woodview Drive - is 1 mile from Whitehouse Road Chestnut Road, High Street and 1.5 miles from Sweetbriar Cottages. Perhaps it would have been advisable to have consulted users before the issue of a glossy brochure - or is the change already Fait Accompli!
10-Jun	Sweet Briar - Lower Claverham - You provide detailed schedules - there is no mention of Lower Claverham or Claverham - very disappointing that missed altogether especially for the older disabled or without transport to Yatton. Also saddened for myself - Possibility of a monthly stop??
01-Jun	When will the library will stop visiting Coronation Estate?
02-Jun	Retain the service at Coronation Estate, as relative is disabled. Many visitors to mobile library are elderly, most live in EPDs in Avon Close, Welloton Crescent and Ottawa Road. Also on behalf of a registered blind resident. Both use talking books.
02-Jun	Thank you for your letter with revised service details attached and for providing the opportunity to comment on related matters. Although your letter appears to seek to emphasise otherwise, it is apparent that the major impact of the changes will be most felt by those elderly and/or frail library users who live within the urban Weston-super-Mare area, as all in-town service points have been removed from the schedule! Your invitation to identify alternative stopping points is therefore completely irrelevant in the context of all in-town users. We are all aware and accept in principle that we are faced with difficult times ahead and we do recognise that this may well cause some inconvenience in some areas of our lives! In the same context, it is only right and proper that first consideration should be given to the needs of outlying/rural users and if necessary, at the expense of those who live in-town and are capable of visiting their local library. The new arrangements must, however, also recognise the ongoing needs of those in-town users who are too old, frail and/or immobile through ill-health to visit their local library and invite affected individuals to contact you. to discuss provision of alternati
08-Jun	I would like to suggest an alternative stop at The Coronation estate shop. I am not very good on my walking and it is easier when they stop there for me.
03-Jun	Mobile used to stop at Elmtree Park (even they weren't on the old schedule anyway) but obviously the new schedule does not show a stop there. Very concerned as there are a number of elderly residents who use this facility who are disabled and would not be able to get to any of the potential alternatives.
01-Jun	You have not included a stop in Flax Bourton and I assume that you think that residents of Flax Bourton can use the proposed stop in Backwell. Why? I see no reason to change the existing arrangements for Flax Bourton which gives an excellent service to the community and which is within walking distance of most homes - an important factor in the use of the library for an elderly population. I question the times and location for Backwell which will add to the congestion when Backwell School finishes for the day.
22-Jun	Hutton Park - You appear to have missed our mobile home park off your list !
05-Jul	Quite upset. 86 years old and contacted before, when the forms came out, saying that they cannot get to the Post Office. Felt no-one had taken any notice. The new route actually passes their home and wondered if the mobile could stop for just a few minutes for them to change their books?
01-Jun	Locking Stop - The mobile library currently stops at Varsity Way, Locking Camp and this does not appear on the new timetable. The community on the camp is mainly families and the children (especially my own) enjoy coming to the library and would miss the opportunity if the stop were to be removed from the route. I feel it is really important to encourage young readers and think it would be a great shame if the mobile library didn't come.
11-Jun	Meadow Drive Locking - Oaktree Park Locking. Not an alternative but this stop is vital to the older people on this estate who do not drive a car so will be unable to walk to the village and there is no other transport.
09-Jun	I am most upset that you are not coming here anymore [Loxton Road area] - I don't recognise any of the other places
09-Jun	Loxton Road - I feel the loss of our Library calling at Loxton Road will be a disadvantage to many people. The elderly/disabled/children especially Uphill and Bournville are a distance if you don't drive. Would it not be possible to keep the service calling every 2-3 weeks. I can understand cuts have to be made but do not have any amenities on this estate and I would certainly miss this service
09-Jun	I would like to suggest an alternative stop at car park Clevedon Road North Weston - neither of the Portishead stops are accessible to the people of North Weston if they are without transport
02-Jun	Extremely unhappy that Oaktree Park is not mentioned on the new list. Can the decision be re-considered and Oaktree Park be re-instated? The age group here is 50-98 yrs old and people depend on the mobile to get their entertainment.

02-Jun	Thank you for your correspondence re mobile library changes. I am a regular user of the service here on Oaktree Park along with many others. You may or may not be aware that this is a park for retired folk many who have infirmities plus at least three people who are blind and use the service for talking books and videos etc which they listen to, moving the service to Meadow drive will exclude at a conservative estimate 90% of the people that use the library here, For one thing it is nearly two miles from Oaktree park, many cannot walk that far and one wouldn't expect them to particularly in the winter when its cold wet and windy, many do not drive, and we do not have a bus service on the park, Personally myself I am still able to drive ( I don't know how much longer for) so I will stop using the mobile service and revert to visiting the library as I sometimes do now. But I do not think this has been very well thought out for the rest of the library users on the park and as I indicated at the beginning I think your new arrangements will be a complete No No for the majority of them.
17-Jun	Appalled and distressed that the service here at Oaktree Park is one of those you intend cutting. Whilst I appreciate the need for adjusting services have you really understood what the removal of this service would mean to the residents of Oaktree Park? This is a mobile home site for retired and semi-retired residents only. The majority of our residents are elderly and disabled. Although I am myself only 59, I do live alone and do not work because I am registered blind, severely so. I am striving hard to continue living alone and remaining as independent as possible, with minimal support. Audio books are one of my passions and I eagerly make my way unaided to the library van every 2 weeks for my new books. What am I supposed to do from August? Am I to be expected to walk to Locking Village? Or should I spend money from my limited benefits to get a taxi to my nearest library? Neither solution is very practical for me. I realize that only a handful of residents use the mobile library, but like myself they are all people that really depend on this service. Is there not some way that when serving Locking
28-Jun	Oaktree Park - Please do not stop coming to our estate because some old people really can't manage without it
14-Jul	One stop is planned for Locking when the new service commences and that stop is feasible for the village of Locking. However the Parish of Locking also includes Oaktree Park and Locking Park Lands. The residents of those locations will now be deprived of a mobile library service.
10-Jun	I'm very sorry to hear your going to stop the Library Van from calling at Car Park Aller Parade. I can not get to Uphill or Hutton or Bourneville as there are no buses from here to these places, too far to walk also and carry books, I was thinking could you still call at Aller Parade say 1hr every two weeks? I think that would please most people. I hope you will have a rethink. Thank you
15-Jun	Concern about what appears to be the cessation of the Oldmixon, S. Ward stop. Presume that people are expected to use HLC Library, but the problem is that there is no public transport between Oldmixon and Bournville. The mobile library visit will be very much missed.
17-Jun	Aller Parade - Please reconsider letting the mobile stay if only for 1 of 1½ hrs a week. I'm quite sure a lot of people will miss if it is taken away completely.
02-Jul	I would like to suggest an alternative stop at Coronation or Oldmixon Estates (on alternative weeks) These sites are as far from the main library as is the Uphill site, which is one of only four to be visited every week (These 2 estates not at all) From the Coronation Estate the All For Healthy Living is less accessible than The Boulevard Library.
03-Jun	There isn't a stop for our area - Paddock Park - as we are all elderly residents and that is as far as we can walk to get books.
23-Jun	As a regularly user of the [Portishead] mobile library, I was saddened to hear that this service will be discontinued in this area. As an 89 yr senior citizen without transport the new stops will be inaccessible to me. As the bus service is infrequent the journey to the library in the High Street will be rather difficult.
21-Jun	At present the mobile library stops in Purn Lane (BS24 4JQ). It is proposed that this ends and it will in future only stop in Bleadon village. The library serves a considerable number of elderly residents, some of whom have mobility problems and would find it difficult to carry books back even if they could get to the village. In view of these facts we hope the suggested closure of the Purn Lane stop will be reviewed and not implemented.
03-Jun	6-8 people in 60-80 age group use this [Rickford] stop and new stop is quarter of mile away across a busy road and will be difficult to get to on wet days etc. Live in hamlet and again cuts affect rural communities. Not very happy and when will we know it is going to happen? Some have cars use but people are encouraged not to use cars to help the environment.
05-Jun	Burrington - Rickford - There are several users in Rickford who would have to walk to Burrington - there is no public transport to Burrington or Blagdon. You are not offering a better service to Rickford residents if you are no longer proposing to stop in our village. Not everyone has a car. Please reconsider.
10-Jun	I would like to suggest an alternative stop at Rickford because we live there and find it very convenient having the library stop there currently
10-Jun	I'm not happy about the change of stops as many of my neighbours are elderly and frail - The mobile has to drive through Rickford to its next stop - have you considered old and car-less users? I would like to suggest an alternative stop at Rickford (existing) because distance to proposed stop is too far at one mile. Why eliminate a ten minute stop servicing a dozen regular users?
10-Jun	Rickford Waterfall - I appreciate you are having to cut out smaller stops on the route, Burrington is our next nearest stop but it means a 1½ mile round walk across main road. I think you will lose all your Rickford users.
16-Jun	Burrington - Rickford - Blagdon - Disappointment that the stop at Rickford has been removed from the timetable. The mobile library is well used by parishioners, some of whom are elderly or who may not have cars, and since the library is going to Burrington and to Blagdon, they hoped it would be possible to stop at Rickford as well, since it is on this route. The library is a valuable service for rural communities and could the Rickford stop to be reinstated?
17-Jun	Disappointed that the stop at Rickford has been removed from the timetable, and parishioners in Rickford wish to raise this issue as part of the consultation. The mobile library is well-used by parishioners, some of whom are elderly or who may not have cars, and since the library is going to Burrington and to Blagdon for an hour and two hours respectively, would be possible to stop at Rickford as well, since it is on this route? The library is a valuable service for rural communities, could the Rickford stop to be reinstated?
09-Jul	Not happy that they are losing the [Sand Bay] mobile which will now be stopping at Kewstoke which is a mile away from them. Relative has a heart condition and does not drive. They do charity work and although they do still drive is not always available to take their relative to the mobile. They use the library a lot and thinks it is not good enough. Also said that when they were given the new time table this was the first they had heard about the changes and they did not receive any letter regarding the consultation.
15-Jun	Churchill and Banwell I would like to suggest an alternative stop at Pye Corner, Sandford, or Sandford School because to get to the two stops requires transport, I do not drive like many residents in Sandford
01-Jun	Concerned that St Georges is not mentioned at all in the proposed new schedule. Went to complete form, but it only has room for "I agree" and I would like to suggest..."
02-Jun	The new arrangement fails to mention St Georges, why? There are quite a few elderly people in St Georges.

16-Jun	St Georges has been stopped altogether, we now have no mobile library service to St Georges
16-Jun	Unhappy and <b>disgusted</b> that St Georges is not mentioned on the new listings. 80 and able bodied and is able to drive but there are many frail and disabled people who currently use the mobile service and now they will not be able to use the service as it is too far for them to use any of the alternatives.
17-Jun	Very concerned that there is no mention of St Georges. Just used to walk to the mobile library, but now it seems the nearest place is Locking which is a long way away.
18-Jun	I was disgusted at the changes to the mobile library as there are a lot of elderly people rely on the [Worle] mobile library as they do not have transport or means of getting to a library. This has always been a library stop for many years but this stop has been cut out also St Georges which has also been cut out. The people of St Georges cannot get a bus to Worle High Street or the Campus, as there are no buses to that area. I realise you have to save money, but I think the cuts you have made are very inconsiderate to the elderly of this town. They should have been considered before the cuts that have been proposed. I trust you will give this some consideration and amend your routes.
29-Jun	Why is there no service for St Georges and none whatsoever within walking distance?
01-Jul	No stop for St Georges , The Woolpack, St Georges because of the threat of losing our no 85 bus. That would mean a walk of 1½ miles to the Campus or 2 miles to Worle
02-Jun	Disgust that the mobile stop was being taken away, although able to access Clevedon Library and do visit it periodically. Will be writing to Director and local councillors.
02-Jun	Is the library not calling at Walton-in-Gordano at all now? Relative is a 76-year-old invalid and it is very difficult for them to get to Clevedon. Have been a user of this service since 1962 and uses the talking books.
01-Jun	Disappointed to lose local Worle stop from August by will ask relative to take to Worle Library
08-Jun	Abbots Leigh - The current stop in Dennyview Road is a vital resource. It is well used, almost a community meeting place. The Church Road stop is unreasonably difficult for many to get to. The long walk along a narrow and quite steep footpath beside the dangerously busy and fast A369 is off-putting for elderly residents and anyone with young children. The only option would be for those who can drive to go by car, which rather defeats the purpose.
16-Jun	Blagdon - Live and Let Live, St Andrew's Church, Ellick Road, Fallowfield - ie the places where it used to stop before the service was changed to provide better quality stops at more central locations for longer periods of time as part of a wider plan of service improvements. Elderly people cannot easily get up and down the hills in Blagdon. Tuesday is also the day when one of the village's few bus services goes to Wells / Weston-super-Mare, widely used by potential library users.
10-Jun	This elderly lady realises that cuts have to be made but would like to suggest that the mobile stops once a month at the previous [Bleadon] stop particularly as there are many elderly and disabled people in Purn Road. The new stops at Uphill and Bleadon will be too far and difficult to get to for these people
18-Jun	Blagdon Village Club - I would like to suggest that the stop remains at school. The club is a difficult stop for the elderly without transport. Also, soon there will be more houses at the school end, therefore even greater use.
09-Jun	Cleeve Woodview - I would like to suggest an alternative stop at any of the previous stops in Claverham. Although Cleeve is our nearest stop it is at least ½hrs walk each way with no appropriate bus times. If no alternative can be found as far as Claverham I'm concerned the mobile library will cease to exist.
17-Jun	Pudding Pie Lane - I would like to suggest no change from original site - stay at Pudding Pie Lane - this site is safe and allows children to visit on journey home. Ladymead Lane has no pavement and is unsafe for children.
06-Jul	After some 50 years or more we have lost the library stop at North End. Now it is a matter of cycling a mile or so to Kingston Seymour instead where the library arrives some 5 minutes after it once stopped at North End, Yatton. The usage of the North End stop had declined over some years and always did depend on usage of pensioners. Although recently a pensioner myself I do use libraries in Yatton and Bristol, but nevertheless will probably continue to use the mobile library by cycling to Kingston Seymour. Still working I am away for considerable periods (at seas) and so apologise for the inevitable lateness of this response I can not realistically clamour for the reinstatement of the North End Stop. However when retired and if incapacitated at some time I will realise the loss to pensioners more acutely than at present.
02-Jun	Manor Road (by the discontinued pub - The George). Saves crossing the busy A369 for the majority of the village. You are proposing to make only one stop in Twickenham - the longest village in England. I believe your proposals will lose a lot of customers.
04-Jun	There is no way I can get to the van. I'm an avid reader and always looking forward to seeing the Van, At 78 I'm past running to the George & Dragon
08-Jun	The Veale in Bleadon - There are many old and disabled people in this area and a difficult walk to the church over roads with no pavements and up a steep slope will ensure a marked reduction in people using the service. The journey time for the Mobile Library from the church to The Veale must be less than a minute so far from a service improvement this would in fact be very much a service reduction.
09-Jun	Churchill - Memorial Hall - This is a good stop for us but the older generation who use Orchard Drive, Churchill, may not be able to access the new stop - also cutting out the primary school may be bad news
11-Jun	Walliscote Road- I feel very sorry for the elderly in residential homes who have always used this stop a lot and will not be able to get to the main library or other stops.
11-Jun	Very disappointed and rather annoyed about the change to the mobile stops
10-Jun	As a regularly user of the mobile library, I have been asked to complete a questionnaire regarding the changes to the mobile library stops. I note with interest that the East Dundry stop has been dropped and therefore my nearest stop will be Dundry British Legion. This may be the most accessible stop in Dundry - but not in East Dundry. The British Legion is 1½ miles away along narrow country lanes (no pavements!) and across a very fast main road. So to visit my library I would have to take my life into my hands and walk 3 miles in all weathers. So, for me it is not the most accessible stop in Dundry. I and a relative have used the mobile library for over 15 years and the lorry has used our yard for parking for the past few years. Unfortunately, if the library only stops at the British Legion, I would probably have to use my car and in which case I would use a larger library and thus the North Somerset Mobile Library will lose two more customers. The last comment on the "flyer" is interesting, "the new service will also be provided at a reduced cost to the council tax payer". <u>Out here on the periphery of North Somerset Council there is very little we 'get' for our council tax and the mobile library is one of</u>
09-Jun	Felton - George & Dragon Having the G& D as our nearest stop is DEFINITELY NOT a suitable place for the people of Downside Road. To get there would entail a good 15 minutes walk, crossing the A38 and going down West lane which has no pavement and is much used by fast traffic going to and from the airport with little regard for pedestrians. Using the car to get there would mean an unnecessary use of fossil fuels. The other main users at the Coombe Dale stop are frail, elderly folk who could not possibly walk to Felton and who do not drive, meaning that they would no longer have access to a library. As the Library would be going past this stop enroute for Felton, I feel that no great disadvantage would result from a short stop in Coombe Dale. Downside people have few enough amenities whilst putting up with many disadvantages, and your proposed change would not encourage any more use of the library by local people.

01-Jun	Feedback from relation of 100-year-old. Concern that they may not be able to access service. They are hard of hearing and use the talking books.
08-Jun	Not very happy with the change as disabled, the library used to stop closer and has no transport.
15-Jun	I have not used the mobile for many years preferring to use Yatton Library - The stop at Cleeve is a mile away and too far for anyone to walk carrying books. Thousands of pounds spent on uniforms could have been spent on keeping the mobile library.
16-Jun	I will be using the Central Library, Boulevard after 02 Aug as able to use the bus there, unable to walk to the new stops.
17-Jun	1. The Monday date is better for us - because the current Thursday is a difficult time, we go down to Flax Bourton, where we have now gained several friends through the library! Alas that will be no more, unless they now have to come up to Failand as they no longer will have a service. 2. The Woodland Way stop is fairly central so I have said OK Parking is reasonable on the street. But apart from a few local users, most of us drive to the library - idleness, wet days, heavy books etc. That being so, there is the option of using the Village Hall - which is near the post office/store and has a large car park. With a bit of publicity and with the Hall Committee permission, it might be a better location. You need to look at a map to see the unusual village layout - a triangle. 3. You will find the Tickenham stop pretty difficult - no parking space due other events sharing the hall. I would add that we do have an excellent service from the library staff - they are helpful and informative - and we make good use of the facility.
17-Jun	I never received a time table or form about the changes to the mobile library I have been using the library since 1974 and the mobile library the past 11 years. As it stopped at South Lawn. I am 79 at present I am able to walk to the proposed new stop its a fair way and its hard back books we carry and I know there are older folks having to make the same trek. You asked for our suggestions but the plans are already gone through and time tables printed you know and I know what ever we say it won't make any difference you never listen to what people want I feel sorry for the people at Oak tree who has had the library taken away I can see you have no thought for the elderly.
17-Jun	The demise of the mobile in Weston will be a great sadness for me. I would like the following points considered - Locking - this is a long way from the present stop children visit the library while out playing in the holidays a visit after school would encourage them to use all the year round. Oldmixon - Hopefully Coronation people are able to access HLC but it is much more difficult for people at Oldmixon. Bleadon - I note that the Purn Lane has been dropped. They are a long way from Bleadon church. Langford - the Post Office is some distance away from pudding Pie Lane and the time is not suited to children. Hewish - has not had regular users for years. Christon - is it possible to check if readers can make the new time otherwise this could be a dead stop. Quantock Road (Walliscote Road) There are a number of elderly person homes there and it has been a popular stop for years. Corondale Road This is a popular stop and consists mainly of elderly people - borrowers from the Baytree Road stop may be able to access the Mobile here. Supermarkets - If the mobile was in the supermarket car
14-Jun	Mobile Library Review, I am very surprised that you will not be coming to Gordano Gardens as I will not be able to go to Portbury stop or Pill Library I would not be able to carry the books as I am disabled and can only walk a short distance with a walking stick. There are quite a few of us in this location that use this service so I hope this will be taken into consideration and you will not take away this one relaxation that we all enjoy. Gordano Gardens would still be able to accommodate the new vehicle.
09-Jun	Holm Road - Hutton This is obviously a central stop but will be difficult for the elderly people who live up the hill
09-Jun	About the new stop in the Post Office in Langford. Over 80 and the stop is 2 miles away and fear will not be able to access it. Also the bus does not run at convenient time.
16-Jun	Leigh Woods - Due to age and medical condition I am unable to walk to Church Road
10-Jun	Meadow Drive I disagree that this is the most accessible stop for us in South Lawn - Perhaps at Byron Road or in that area because we are at the other end of the village and there are several older people and children who would find it difficult carrying books and also the weather is another factor - We don't all have cars
11-Jun	I am nearly 88 yrs no way could I get and carry my usual three books I enjoy reading - so bang would go my only pleasure
11-Jun	I do not agree with this stop - I will not be able to get there - I am 81 years old and my legs do not carry me very well so even though I pay my community tax you are taking away my chance to read.
01-Jun	75 years old and 80 yrs old and very concerned about the change in mobile library stop in Portbury. Would like the stop to remain in the same place as (a) it is very convenient but (b) also she is concerned that there is nowhere for residents to shelter from the weather at the new stop.
01-Jun	83 years and will not be able to access the service in Priory Estate. This will also be the case for several other residents in Mill Close and Brittain Place who are all over 80 years
01-Jun	The Ashlands is too far. Usually gets the Cadbury Road stop.
11-Jun	It does not make sense to tell me I'm going to get a better service and then remove it altogether. The van will pass my existing stop to get to Redcliffe Bay. It appears that the decision to do away with my stop has already been made so the feedback document is irrelevant. Could you say how much this saving is estimated to be and what will you do with the saving?
13-Jun	Redcliffe Bay - Walton Bay - Because the ages of local people on park home estates at this location. It will be very difficult if not impossible for some to get to Redcliffe Bay. We only get three buses a day. We don't get many services here despite the council taxes we pay.
18-Jun	I was very perturbed to see that there are only two venues for the mobile library in Portishead. The stop in Ashlands is the other side of the town and the stop in Pembroke Road has no shelter and the books have to be lugged back up to Down Road.
29-May	I have completed the online questionnaire but I am afraid it does not adequately allow me to express my views. I registered for the consultation but have completed the online questionnaire but I am afraid it does not adequately allow me to express my views. I registered for the consultation but just got the same questionnaire. First the new stops are presented as a fait accompli - there is no provision to suggest re-instatement of stops that have been dropped completely. My own stop was Sandford School, but I am sure there are others maybe even more worthy of consideration. Latterly, there have only been 2 users at Sandford School, but I understand that at the other stop in Sandford in Somerville Road, there were more. I would be prepared to use that stop if it meant that the mobile would continue to come to Sandford. The nearest proposed new stop at Churchill Memorial Hall is probably fine for people who live in Churchill but Sandford is separated from Churchill by an extremely dangerous main road.
03-Jun	Only 3 people I know use the mobile library in Worle and although none of the new proposed stops are close enough for any of them to get to they are happy to visit the Worle Library instead.

21-Jun	<p>I have just been to renew my library books at the mobile library and was handed a leaflet referring to the changes that are soon to be brought into force omitting the stop at Paddock Park, Worle.</p> <p>I and others are not very happy about this as the elderly and disabled have not been considered on this matter.</p> <p>Some of us cannot get to a library very easily.</p> <p>I realise there have to be cut-backs, but why don't you have the mobile library going round over a three week period, which would then mean everyone who uses the mobile would be catered for. This would solve a lot of heartache for the elderly and disabled.</p> <p>We look forward to the mobile coming round as we do read a lot of books.</p> <p>I trust these facts will be considered.</p>
09-Jun	<p>I very much regret the proposed changes to the mobile library service to my area [Wrington]. Obviously there is a need to save money although I would like to be convinced there will be a real saving in so truncating the service. I now have a walk of <math>\frac{3}{4}</math> of a mile to contemplate instead of the recent 200 yards and like most of the library users I am old. I am sorry to lose a very helpful and personal service and wish to express my thanks here for the excellent staff you have.</p>

## Appendix 2

	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
<b>Week 1</b>	<b>Hewish</b> Golden Phoenix 11 – 11.30	<b>Langford</b> Post Office 10 -11	<b>Lulsgate,</b> Coombe Dale 10.40 – 11.10	<b>Hutton</b> Holm Road 10.45 – 12.45	<b>Christon</b> Christon Court Post box 10 – 10.30
	<b>Claverham</b> Chestnut Drive 11.45 – 12.15	<b>Burrington</b> The Square 11.05 – 12.05	<b>Felton</b> George & Dragon 11.15 – 11.45	<b>Banwell</b> Village car park 2 - 5	<b>Bleadon</b> Church 10.40 – 12.40
	<b>Cleeve</b> Woodview 12.20 – 12.50	<b>Blagdon</b> Village club car park 1.15 – 3.15	<b>Regil</b> Regil Green 12 – 12.30		<b>Weston – Coronation Estate</b> 2 – 3.30
	<b>Backwell</b> Leisure Centre 2 – 5	<b>Churchill</b> Memorial hall 3.30 – 4.30	<b>Butcombe</b> Batch Crossroads 1.45 – 2.15		<b>Weston – Aller Parade, Oldmixon</b> 3.35 – 5.05
			<b>Wroughton</b> Broad Street 2.30 – 4.30		

<b>Week 2 AND Week 4</b>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
	<b>Tickenham</b> Village Hall 10.35 – 11.35	<b>Kingston Seymour</b> Village Hall 9.55 – 10.55	<b>Dundry</b> British Legion car park 11.30 – 12.30	<b>Locking</b> Meadow Drive 10.45 – 12.45	<b>Wick St Lawrence</b> Church 10.30 – 11
	<b>Failand</b> Woodland Way 11.45 – 12.45	<b>Redcliff Bay</b> Pembroke Road 11.20 – 12.20	<b>Redhill</b> Village hall 12.45 – 1.15	<b>Banwell</b> Village car park 2 - 5	<b>Kewstoke / Sand Bay</b> Kewstoke village hall 11.15 – 11.45
	<b>Backwell</b> Leisure Centre 2 – 5	<b>Leigh Woods</b> Vicarage Road 1.45 – 2.15	<b>Wrington</b> Broad Street 2.30 – 4.30		<b>Weston – Clarence Park, Walliscote Road</b> 12 – 1
		<b>Abbots Leigh</b> Church Road 2.20 – 3.20	<b>Winford</b> Bus stop 4.45 – 5.45		<b>Uphill</b> Uphill Way Car park 2.15 – 4.15
		<b>Portbury</b> Priory Estate 3.30 – 4.30			

<b>Week 3</b>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
	<b>Hewish</b> Golden Phoenix 11 – 11.30	<b>Langford</b> Post Office 10 -11	<b>Lulsgate,</b> Coombe Dale 10.40 – 11.10	<b>Hutton</b> Holm Road 10.45 – 12.45	<b>Christon</b> Christon Court Post box 10 – 10.30
	<b>Claverham</b> Chestnut Drive 11.45 – 12.15	<b>Burrington</b> The Square 11.05 – 12.05	<b>Felton</b> George & Dragon 11.15 – 11.45	<b>Banwell</b> Village car park 2 - 5	<b>Bleadon</b> Church 10.40 – 12.40
	<b>Cleeve</b> Woodview 12.20 – 12.50	<b>Blagdon</b> Junction Eastcroft / Score Lane 1.15 – 3.15	<b>Regil</b> Regil Green 12 – 12.30		<b>Weston – Coronation Estate</b> 2 – 3.30
	<b>Backwell</b> Leisure Centre 2 – 5	<b>Churchill</b> Memorial hall 3.30 – 4.30	<b>Butcombe</b> Batch Crossroads 1.45 – 2.15		<b>Weston – Aller Parade, Oldmixon</b> 3.35 – 5.05
			<b>Wroughton</b> Broad Street 2.30 – 4.30		