



Saltash Town Council

Konsel An Dre Essa



The Guildhall
12 Lower Fore Street
Saltash
PL12 6JX
Telephone: 01752 844846
www.saltash.gov.uk

2 October 2026

Dear Councillor

I write to summon you to the meeting of **Library Sub Committee** to be held at the Library on **Thursday 8th October 2026 at 6.30 pm.**

The meeting is open to members of the public and press. Any member of the public requiring to put a question to the Town Council must do so **no later than three working days before the meeting** either by email to enquiries@saltash.gov.uk or via The Guildhall, 12 Lower Fore Street, Saltash PL12 6JX.

Please note if Councillors have any questions on the business to be transacted at this meeting the Clerk must be notified **no later than 12 noon the before the meeting.**

Yours sincerely,

S Burrows
Town Clerk/ RFO

To Councillors:

R Bickford R Bullock S Gillies S Martin J Peggs B Samuels (Chairman) P Samuels	All other Councillors for information
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Agenda

1. Civility and Respect reminder.
2. Health and Safety Announcements.
3. Apologies.
4. Declarations of Interest:
 - a. To receive any declarations from Members of any registerable (5A of the Code of Conduct) and/or non-registerable (5B) interests in matters to be considered at this meeting.
 - b. The Town Clerk to receive written requests for dispensations prior to the start of the meeting for consideration.
5. Public Questions - A 15-minute period when members of the public may ask questions of the Town Council.
Please note: Any member of the public requiring to put a question to the Town Council must do so by email or via The Guildhall **no later than three working days before the meeting.**

Members of the public are advised to review the Receiving Public Questions, Representations and Evidence at Meetings document prior to attending the meeting.
6. To receive and approve the minutes of the Library Sub Committee held on 5 March 2026 as a true and correct record. (Pages 4 - 8)
7. To receive the Library Sub Committee budget statement and consider any actions and associated expenditure. (Pages 9 - 12)
8. To consider Risk Management reports as may be received.
9. To consider Health and Safety reports as may be received.
10. To receive a report from the Community Hub Team Leader and consider any actions and associated expenditure. (Pages 13 - 24)
11. To receive a report on the Library Survey 2026 and consider any actions and associated expenditure. (Pages 25 - 56)
(Pursuant to Library Sub-Committee held on 18.07.2025 minute nr. 13/25/26)
12. To receive a report on refreshment provision and consider any actions and associated expenditure. (Pages 57 - 85)
(Pursuant to Library Sub-Committee held on 16.02.2026 minute nr.58/25/26)

13. To receive a report on footfall counters and consider any actions and associated expenditure. (Pages 86 - 97)
(Pursuant to Library Sub-Committee held on 16.2.2026 minute nr.53/25/26)
14. To receive a report on the Library Hub fees and charges and consider any actions and associated expenditure. (Pages 98 - 107)
15. To receive a final report on the refurbishment of the library hub and consider any actions and associated expenditure. (Pages 108 - 110)
16. To receive a report on Bailey Partnership final account and consider any actions and associated expenditure. (Pages 111 - 122)
17. To receive a report on the condition of office windows at Saltash Library Hub and consider any actions and associated expenditure. (Pages 123 - 127)
18. Public Bodies (Admission to Meetings) Act 1960:
To resolve that pursuant to Section 1(2) of the Public Bodies (Admission to meetings) Act 1960 the public and press leave the meeting because of the confidential nature of the business to be transacted.
19. To consider any items referred from the main part of the agenda.
20. Public Bodies (Admission to Meetings) Act 1960:
To resolve that the public and press be re-admitted to the meeting.
21. To confirm any press and social media releases associated with any agreed actions and expenditure of the meeting.
22. To note that the Library Sub Committee will be dissolved following this meeting in accordance with the Town Council's approved committee structure and governance arrangements.

Date of next meeting: To be confirmed.

SALTASH TOWN COUNCIL

Minutes of the Meeting of the Library Sub Committee held at the Guildhall on Thursday 5th March 2026 at 6.00 pm

PRESENT: Councillors: R Bickford, R Bullock, S Gillies, J Peggs, B Samuels (Chairman) and P Samuels.

ALSO PRESENT: S Burrows (Town Clerk / RFO)

APOLOGIES: J Brady (Vice-Chairman) and S Martin.

60/25/26 HEALTH AND SAFETY ANNOUNCEMENTS.

The Chairman informed those present of the actions required in the event of a fire or emergency.

61/25/26 DECLARATIONS OF INTEREST:

a. To receive any declarations from Members of any registerable (5A of the Code of Conduct) and/or non-registerable (5B) interests in matters to be considered at this meeting.

None received.

b. The Town Clerk to receive written requests for dispensations prior to the start of the meeting for consideration.

None received.

62/25/26 PUBLIC QUESTIONS - A 15-MINUTE PERIOD WHEN MEMBERS OF THE PUBLIC MAY ASK QUESTIONS OF THE TOWN COUNCIL.

None received.

63/25/26 TO RECEIVE AND APPROVE THE MINUTES OF THE LIBRARY SUB COMMITTEE HELD ON 16 FEBRUARY 2026 AS A TRUE AND CORRECT RECORD.

Please see a copy of the minutes on the STC website or request to see a copy at the Guildhall.

The Chairman informed Members of two amendments required to the minutes.

Following a unanimous vote (6 in favour, 0 against, 0 abstentions), it was proposed by Councillor B Samuels, seconded by Councillor Peggs and **RESOLVED:**

1. To amend the 'Present at Meeting' section of the minutes by moving Councillor S Martin to the 'Apologies' section.
2. That minute 58/25/26 be amended to reflect the correct spelling of Councillor B. Samuels' name.

Following a unanimous vote (6 in favour, 0 against, 0 abstentions), it was proposed by Councillor B Samuels, seconded by Councillor Gillies and **RESOLVED** that the minutes of the Library Sub Committee held on 16 February 2026 were confirmed as a true and correct record.

64/25/26 TO RECEIVE THE LIBRARY SUB COMMITTEE BUDGET STATEMENT AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

The Chairman provided an overview of the Finance Officers recommendations contained within the circulated reports pack.

Following a unanimous vote (6 in favour, 0 against, 0 abstained), it was proposed by Councillor B Samuels, seconded by Councillor Peggs and **RESOLVED** to vire £10,000 from budget code 6971 EMF Saltash Library Property Refurbishment to budget code 6918 EMF Legal and Professional Fees to keep the budget within the spend limit.

65/25/26 PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960:

Following a unanimous vote (6 in favour, 0 against, 0 abstentions), it was proposed by Councillor B Samuels, seconded by Councillor Bullock and **RESOLVED** that pursuant to Section 1(2) of the Public Bodies (Admission to meetings) Act 1960 the public and press leave the meeting because of the confidential nature of the business to be transacted.

The Chairman informed Members that the meeting is now in Part Two.

The Chairman reminded Members that items discussed are of the **strictest confidence** and must **not** be discussed or shared with others.

All Members are subject to GDPR, Data Protection Regulations and the Code of Conduct.

Members noted the Chairman's statement.

66/25/26 TO RECEIVE A REPORT ON THE APPOINTMENT OF A CONTRACTOR FOR THE LIBRARY WORKS AND TO CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

The Chairman provided an overview of the report contained and circulated in the reports pack.

Members discussed the report in full.

Following a unanimous vote (6 in favour, 0 against, 0 abstentions), it was proposed by Councillor B Samuels, seconded by Councillor Bullock and **RESOLVED:**

1. That GK Construction be awarded the contract for the Library Hub refurbishment works under a JCT Minor Works contract, commencing 7 April 2026, at a tendered cost of £73,277, to be allocated to budget code 6971 EMF Saltash Library Property Refurbishment.
2. That authority be delegated to the Town Clerk, in consultation with Bailey Partnership, to approve any project variations arising within the approved budget code 6971 EMF Saltash Library Property Refurbishment subject to approval from the Chair and Vice Chair.
3. That Bailey Partnership be requested to undertake weekly site inspections and report project progress to the Town Clerk.
4. That payments to GK Construction be approved in accordance with Bailey Partnership's fortnightly valuation certificates.

5. That authority be delegated to the Town Clerk working with the Chair and Vice Chair for any additional legal fees required, provided these remain within the approved budget 6918 EMF Legal and Professional Fees.
6. To note that the Town Clerk will keep the Chair and Vice Chair updated throughout the refurbishment project.

67/25/26 TO CONSIDER ANY ITEMS REFERRED FROM THE MAIN PART OF THE AGENDA.

None.

68/25/26 PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960:

Following a unanimous vote (6 for, 0 against, 0 abstentions), it was proposed by Councillor B Samuels, seconded by Councillor Gillies and **RESOLVED** that the public and press be re-admitted to the meeting.

69/25/26 TO RECEIVE A REPORT AND TIMELINE FOR THE RELOCATING OF THE LIBRARY TO AN ALTERNATIVE SITE AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

The Chairman provided an overview of the report contained and circulated in the reports pack.

Following a unanimous vote (6 for, 0 against, 0 abstentions), it was proposed by Councillor B Samuels, seconded by Councillor Peggs and **RESOLVED:**

1. That Wesley Church be approved as the temporary location for the library during the refurbishment works, for a maximum period of 12 weeks commencing 30 March, at a cost of £430 per week, to be allocated to budget code 6971 EMF Saltash Library Property Refurbishment.
2. That the proposed refurbishment timeline be approved for implementation by the Community Hub Team Leader.

70/25/26

**TO CONFIRM ANY PRESS AND SOCIAL MEDIA RELEASES
ASSOCIATED WITH ANY AGREED ACTIONS AND EXPENDITURE
OF THE MEETING.**

Following a unanimous vote (6 for, 0 against, 0 abstentions), it was proposed by Councillor B Samuels, seconded by Councillor Gillies and **RESOLVED** to issue the following Press and Social Media Release on the library refurbishment work and temporary accommodation.

DATE OF NEXT MEETING

To be confirmed.

Rising at: 6.21 pm

Signed: _____
Chairman

Dated: _____

To receive the current STC Committee budget statements and consider any actions and associated expenditure

Report to: Services

Date of Report: 11 September 2026

Officer Writing the Report: Finance Officer

Purpose of the report:

To provide an update of any potential budget overspend and recommend a virement.

Officer's Recommendations

To recommend to members to approve a virement of £6,482 from 66971 LI EMF Saltash Library Refurbishment to 6976 LI EMF Library General Repairs & Maintenance to keep the budget within the spend limit.

Report Summary

Urgent repairs to the Library roof are required to resolve ongoing water ingress issues that have persisted for several months. The necessary works are not covered by the existing warranty arrangements and must be undertaken before the winter season to prevent further damage.

As Budget 6976 LI EMF Library General Repairs & Maintenance has insufficient funds available to meet the cost of the repairs, a virement of £6,482 is recommended for Member approval. This can be funded from 6971 LI EMF Saltash Library Refurbishment, where savings were made following completion of the internal refurbishment project at a lower cost than anticipated.

The table below provides details of a projected overspend, the contributing factors and a proposed virement to mitigate the overspend.

Budget	Budget Code FROM	Budget Code TO	Budget Details for Virement recommendation	Virement Amount	Reason for Virement
Library	6971 LI EMF Saltash Library Refurbishment	6976 LI EMF Library General Repairs & Maintenance	Budgeted spend: £6,482	£6,482	Roof repairs required to stop water ingress

Signature of Officer:

Finance Officer

Services Committee - Library Budget 2026-27
Saltash Town Council
For the 5 Months ending 31 August 2026

Account	Prior YTD 2025/26	Budget Including Virements 2026/27	Actual YTD 2026/27	Budget Available 2026/27
Library Operating Income				
4517 LI Library - Replacement Membership Cards	25	50	3	47
4518 LI Library - Photocopying Fees	1,255	600	210	390
4524 LI Library Book Sales	250	130	6	124
Station Income	0	0	5	(5)
Total Library Operating Income	1,530	780	224	556
Library Operating Expenditure				
6900 LI Rates - Library	13,339	13,597	11,760	1,837
6901 LI Water Rates - Library	415	418	180	238
6902 LI Gas - Library	2,120	4,500	1,133	3,367
6903 LI Electricity - Library	2,991	4,000	0	4,000
6904 LI Fire, Security Alarm & CCTV - Library	967	1,186	1,293	(107)
6908 LI Cleaning Materials & Equipment - Library	923	1,700	652	1,048
6909 LI Boiler Service & Maintenance - Library	1,006	939	0	939
6910 LI General Repairs & Maintenance - Library	2,359	2,605	865	1,740
6913 LI Refreshment Costs - Library	58	150	35	115
6914 LI Equipment - Library	719	500	154	346
6921 LI IT & Office Costs - Library	1,052	1,869	162	1,707
6922 LI Library Activities	2,470	2,500	374	2,126
6975 LI Home Library Service	0	200	0	200
6923 LI PWLB Loan Repayment & Interest	23,509	23,025	11,573	11,452
6681 ST LI Staff Travelling Expenses (Library)	33	250	73	177
Total Operating Expenditure	51,960	57,439	28,255	29,184
Total Library Operating Surplus/ Deficit	(50,430)	(56,659)	(28,032)	(28,627)
Library EMF Expenditure				
6918 LI EMF Legal & Professional Fees (Private Contractors	1,565	21,540	9,099	12,441
6971 LI EMF Saltash Library Property Refurbishment	24,911	121,149	77,178	43,971
6972 LI EMF Library Equipment & Furniture	0	5,686	5,195	491
6976 LI EMF Library General Maintenance	827	7,473	0	7,473
Total Library EMF Expenditure	27,303	155,848	91,473	64,375
Total Library Expenditure (Operational & EMF)	79,263	213,287	119,728	93,559
Total Library Budget Surplus/ (Deficit)	(77,733)	(212,507)	(119,504)	(93,003)

To/From Reserves & Budget Virement

- 1. Virement from 6974 LI EMF Library Funding to 6922 LI Library Activities - £1,430 - FTC 269/25/26
- 2. 6904 LI Fire, Security Alarm & CCTV - Library overspent by £107 due to including annual costs of £289 relating to 2027/28. These costs will be adjusted at Year End.

Key

- Spending is on target as predicted at this point in the financial year
- Spending is higher than anticipated and needs to be monitored closely
- Budget is overspent - requires investigation and recommend virement

To receive a report from the Community Hub Team Leader and consider any actions and associated expenditure

Report to:

Library Sub Committee

Date of Report:

14.09.2026

Officer Writing the Report:

Community Hub Team Leader

Purpose of the report:

To update members on recent library hub activity.

Officer's Recommendations

Members are invited to review, ask questions, and note the report.

Report Summary

The summer has brought significant change. Following internal refurbishment, the library has reopened in the main building as a vibrant, flexible space that users have welcomed enthusiastically. Outreach sessions continue, workshops remain popular, and feedback on the improved facilities has been unanimously positive. Staff and borrowers are delighted with the fresh, accessible community hub.

Outreach in the Community

Outreach has been a key focus area for the library in recent months, delivering a variety of events, stalls and sessions to the community to raise awareness and promote the library services.

- Waitrose stall

Community Hub Assistants visited Waitrose with a stall to promote the Library Hub. Engagement was high, approximately 70 people stopped to talk with the library team. This was an excellent opportunity to reach an audience who may not have visited the Library Hub before. Due to the policy that Waitrose follow, no signups could be completed on site, however, many took forms to fill out at home and expressed interest in library groups and events. Feedback was positive from staff and a worthwhile outreach opportunity.

- Care Homes

Two Community Hub Assistants have been developing a Care Home outreach programme with the homes in Saltash. Visits to the homes started during the refurbishment project and have since developed into regular sessions both at the care homes and in the library hub. The sessions have included setting up homes with their own cards, online resource sessions such as BorrowBox and Pressreader, bringing tailored reading material to the residents and other creative activities. The Community Hub Assistants collaborated with Tamar Nurseries to provide sunflower seeds and pots in a session where residents planted sunflowers to keep in their rooms. These sessions have been well received and promoted well being in the residents. Following completion of the refurbishment at the library, some care home residents have visited the library for a meet up and to participate in the Mingle Mondays community coffee morning, this has been made possible by the addition of a public toilet in the library, improving accessibility.

- BAPS

A session for the Blind And Partially Sighted group in Saltash demonstrated how accessible library resources offer features that those with blindness or partially sighted can use at home. Audiobooks and accessibility features were explored in this tailored session run by the Library Hub.

- Picnic in the Park

Another successful Picnic In The Park brought together many families, promoting library services, children's activities and events.

Highlights of the Summer

- Saltash Regatta 2026

The Library Hub's attendance at the Saltash Regatta was successful at engaging with a wide audience and promoting the library services. The weather was favourable, albeit a little on the warm side! One useful exercise was the suggestions sheet where members of the public could write down anything they would like to see at the library. These suggestions include; A Murder Mystery event, try a musical instrument, history for children, Cornish lessons, a bug hotel, fancy dress and more. Engagement was strong with many of the groups, activities and library services promoted. In addition to the stall, there was a dedicated craft area where children were able to decorate handmade books by one of the library team. The ages of visitors was mixed, offering a wide audience and range of feedback. There was plenty of interest in upcoming events and around 15 new members signed up to the library that day. The Community Hub assistant noted that the stall was in a good location and provided an area where visitors could dwell. Promotion of the Cornwall Reading Challenge, the improved library space and online resources resulted in a

positive, engaging and informative session. Future attendance in following years is favourable following a successful outreach event at the Regatta.

- The Grand Re-opening

The Library Hub Grand Reopening event was very well attended, with positive feedback regarding the improvements to the space. Speeches, refreshments, poetry recitals, creative writing, book binding and children's craft made for a varied and successful celebration of the library opening its doors to the public again.

Attendance from the Mayor and Chairman of the Library Sub Committee made it a special day and many smiling faces filled the new library space.

- Pokémon and Beyblade Meet

The Pokémon and Beyblade meet up for young people was created following feedback from young library members. The day was busy, packed with fun and saw a large number of children use the space for hours. The meet up encouraged socialising, reading and play in a safe and inclusive environment. Since the event was so popular, more of these sessions have been requested.

- Dinosaurs and Robots

The Dinosaur and Robot Session was developed in response to feedback and engagement with young people at the Saltash May Fair. The interactive dinosaurs and robots attracted significant interest and encouraged children and families to visit the library, helping to increase engagement with library services and promote greater use of the space.

- Fossil Fuel Activity

Interactive learning sessions were delivered through the Track2Learning scheme, families engaged with the fossil fuel sessions where they explored fossil fuels.

- Cornwall Reading Challenge

This year's Cornwall Reading Challenge has seen a significant increase in participation, with 295 children signing up compared to 273 last year. Completion rates have also risen considerably, with 182 children successfully finishing the challenge, up from 125 in the previous year. These are the highest participation numbers on record for Saltash Library, both for starting and finishing the challenge! When book borrowing and reading generally is on the decline, this makes this achievement so much more exciting.

Library staff have played a key role in this success by actively promoting the challenge through school visits, outreach events and in-library activities. Events and book displays were also tailored to support the challenge, helping to encourage participation and inspire reading. The summer period has been particularly busy, and it has been wonderful to welcome so many children and young people into the library

to take part. We are incredibly proud of the results and it has set the bar high for next year.

- Development Hub

The Library Hub has been awarded Development Hub status through a partnership with Oaklands Community Centre. Funding has been secured to deliver a programme of wellbeing services across four key themes: Start Well, Live Well, Age Well and End Well. Funded through the Integrated Care Board, the initiative seeks to improve physical health, mental wellbeing and overall quality of life, while helping to reduce demand on NHS services through early intervention and community-based support.

Working collaboratively with Oaklands, the funding will support a year-long programme of wellbeing activities. The Library Hub's primary focus is the Start Well theme, and the successful bid will enable the delivery of a range of activities, events and workshops, including Baby Yoga, Pregnancy Yoga, the *How to Catch a Book Witch* theatre production, children's creative clay sessions and weekly community coffee mornings.

The partnership aims to build on this Development Hub status by strengthening links with additional organisations and expanding services available to the local community.

In addition to the funding for the wellbeing initiative, the Library Hub and Oaklands have also been awarded funding to deliver 16 breathwork sessions to help improve and support breathing in the community. These sessions will be delivered across the two sites, enabling people of all ages and backgrounds to improve their mental and physical well-being.

- Building Digital Confidence and the Community Tech Scheme

In September, the Library Hub launched a new weekly session at the library called Building Digital Confidence. Having taken on public feedback and the want for more digital skills and support in the area, weekly sessions have been set up to support this. This self-directed learning provides clear learning, structure and can be accessed at home too, supporting those who want to build basic digital skills. Using the Learn My Way online digital learning, sessions are structured around different topics such as 'Staying Safe Online', 'Using your device' and 'Managing your health online'. Individuals can either bring their own device or use one of the library's laptops or tablets. Sessions are aimed at guiding individuals using the Learn My Way software, where they can complete subjects at their own pace. A member of the team is there to support participants and troubleshoot. The sessions have been positive, with 6 attendees in the second week. As the workshops continue and develop, the sessions can be adapted through participant feedback. Cornwall Council run a Community Tech Scheme, Saltash Library have been loaned two new

laptops and two new tablets for community use in the library. These do not require a library card and can be used anywhere in the building.

- Kid's Craft Club

Throughout the summer holidays, the Library Hub launched a weekly kid's craft club suitable for all ages. Some examples of these weekly activities include leaf crown making, bookmark making, paper twirlers, pinecone animals and treasure map making. Children were excited for these sessions and customers enquire regularly about the next activity. Continued efforts to keep engaging with children of all ages will help to maintain good footfall to the library hub following the end of the summer holidays.

- Explore Your Dreams

Explore Your Dreams was a unique evening event for children, designed to encourage creativity, imagination and a love of reading. Attendees created their own dream catchers, enjoyed hot chocolate and listened to bedtime stories in a relaxed and engaging environment. To enhance the experience, many children attended in their pyjamas, alongside library staff who embraced the theme and helped bring the event to life.

The event attracted approximately 30 participants and received overwhelmingly positive feedback from both children and parents. Its success has led to requests for similar themed events in the future. The concept was inspired by the Extraordinary Explorers theme of the 2026 Cornwall Reading Challenge, encouraging children to explore not only the world around them, but also their own imaginations and dreams.

- Carers Group with MHA Communities Cornwall

MHA Communities Cornwall have started sessions at the library to support those living with Dementia. The sessions run by MHA offer a safe, supportive space for both the carers and cared for offering activities, guidance and companionships to those living with Dementia. The attendance has been good and the sessions run on the 1st and 3rd Monday of the month.

- Slime Making Workshop

Hugely popular and highly interactive, this Slime Making workshop went down very well with young people. The Science Booth Cornwall delivered a hands on and entertaining workshop.

- Memory Box Sessions

Cornwall Libraries have a number of 'Memory Boxes' which have been developed as aids to support people living with Dementia. The nostalgic prompts are multi-sensory and encourage viewers to dive back into a time from the past. People living with Dementia respond well to these prompts as generally, the long-term memory is still intact and often evokes fond, happy memories. These boxes have been taken to the

Memory Box sessions (Community Enterprises) and feedback has been positive. The boxes have also been used for the care home sessions at the library.

Other positive events have been;

- Adult's Creative Writing
- Pocket Map Making
- Clarks Valuation Day
- Care Home Meet Up

Future Events

- Start Well Sessions and Events

The Start Well programme is already delivering positive outcomes within the Library Hub. The weekly coffee morning has increased visitor dwell time and provides a welcoming, inclusive space for people of all ages to come together. Scheduled alongside the library's Story Time sessions, the initiative aims to encourage intergenerational connections and strengthen community relationships.

A fully funded six-week Baby Yoga course will be delivered by a local facilitator, offering benefits for both parents and babies. The sessions support bonding, promote relaxation, improve sleep and mobility, and create opportunities for parents to build supportive social networks. As the course is fully funded, it is accessible to families from all backgrounds.

The programme also includes a fully funded six-week Pregnancy Yoga course delivered by Tamar Yoga. These sessions are designed to support the physical and emotional wellbeing of expectant mothers through gentle yoga, breathwork and meditation. Benefits include improved mood, reduced stress, stronger mind-body connection and support for postnatal recovery.

Creativity and self-expression are important contributors to wellbeing, and a children's creative clay workshop scheduled for October will provide a fun and engaging opportunity for young people to develop new skills, build confidence and explore their creativity.

In addition, the library will host a performance of *How to Catch a Book Witch*, an exciting theatre production for children and families. Funding for the event ensures it is free and accessible to all young people, regardless of their financial circumstances or background, helping to promote inclusion while encouraging engagement with reading, arts and culture.

- Christmas Workshops for the Light Switch On

Extensive planning and preparation into this year's Christmas Light Switch On Creative Workshops will see craft sessions at local primary schools to make Winter Wonderland themed items. Schools have booked sessions to make either reindeer headbands and jingle bell bracelets or snowman lanterns. The workshops have been made possible by funding for materials from Saltash Scrap Store. All year 6 children will have the opportunity to create their own Christmas item to either walk in the parade with or take to observe the Light Switch On event. There is also the capacity to run additional sessions at the library throughout the October half term, allowing more children to access the sessions. Strengthening the relationships between the local schools and the Town Council will help to increase engagement and promote children's wellbeing through creativity.

- Wellness Month and the Well-Fair

As part of the Well Hub funding, Saltash Library Hub and Oaklands Community Centre will be hosting a Well-Fair event at the library where organisations offering support around wellbeing will be able to promote the services. Attendees will include; The local Social Prescriber, Saltash BAPS, I-Sight Cornwall, U3A, Memory Box, Oaklands Community Centre, MHA Communities Cornwall Healthy Cornwall, Amber Dougerty Breathwork, Arthritis Action, Volunteer Cornwall and others. There will also be a free children's creative clay workshop (Funded by development hub funding) and refreshments. Showcasing the networks around the area and offering free signposting to the community.

- Laura and Jack Sweet Children's Author Talk

Mother and son author duo, Laura and Jack Sweet will be talking about their book and delivering a fun illustration workshop at the library to promote their co-written book Vines of Vengeance; The Adventures of a Dog Called Toad.

Future adults creative art/craft workshops to be delivered in-house include

- Wet felting coasters
- Creating a recipe scrap book
- Weaving
- Silver clay jewellery
- Still life drawing social

Overall, the report shows that Saltash Library Hub has made strong progress since reopening its refurbished space, with positive public feedback and increased engagement across library, outreach, creative, literacy, digital and wellbeing services. Successful activities at the Regatta, Waitrose, local care homes and community events have broadened awareness and access, while the Cornwall

Reading Challenge recorded increased participation and completion. New and developing initiatives—including Building Digital Confidence, care home outreach, support for carers and people living with dementia, children's activities and accessible resource sessions—demonstrate the Hub's responsiveness to local needs. Partnership working with Oaklands Community Centre, schools, community groups and wellbeing organisations has also secured Development Hub funding for a year-long programme of free Start Well and wider wellbeing activities. The planned programme of yoga, creative workshops, theatre, seasonal events, author activity and the Well-Fair will further strengthen the Hub's role as an inclusive and trusted community venue. Taken together, the activity described in this report demonstrates clear progress in promoting reading, learning, creativity, digital inclusion, social connection and early community-based support.

Operational Update

Following the relocation back to the main library building, operation of the library service has returned to normal. Overwhelming positive feedback from the public has demonstrated how the improvements have enhanced users' experience of the library. The new curved library shelving is of high quality and makes the space a flexible and cosy environment, whilst adding some colour to the space.

As mentioned previously, we have had the best Reading Challenge yet and the library feels busy and well used. 3 Summer Reading Challenge volunteers supported operations over the summer, and they have been wonderful, helping with daily tasks, listening to the children who come in to update their progress in the reading challenge and assist with prepping craft activities. Our regular volunteers continue to support the library service, and their contributions are greatly appreciated. Library systems and software's are generally running well with no major issues since returning to the library building.

How Does This Meet the Business Plan?

The activity detailed in this report directly supports Saltash Town Council's Business Plan 2024–2027 and its vision for a greener, more inclusive and prosperous town with an excellent quality of life for all ages. By providing free and low-cost events, accessible resources, digital support and welcoming community spaces, the Library Hub helps ensure that Council services are inclusive, responsive and accessible to residents from a wide range of backgrounds.

Health and Wellbeing: The Development Hub programme, Mingle Mondays, Baby Yoga, Pregnancy Yoga, carers' sessions, dementia support, care home outreach and the planned Well-Fair improve physical, mental and social wellbeing. These activities

provide early, community-based support, reduce isolation, strengthen social connections and help residents access specialist advice and local services.

Recreation and Leisure: The refurbished Library Hub and its programme of reading, arts, crafts, theatre, author events and children's activities directly support the priority to maintain and improve the library service and increase access to high-quality leisure and learning opportunities. The growth in the Cornwall Reading Challenge and the strong attendance at family events demonstrate positive outcomes for children and young people.

Inclusion, Skills and Community Engagement: Building Digital Confidence, accessible resources for blind and partially sighted residents, outreach to care homes, school workshops and attendance at community events help reduce barriers to participation. By listening to feedback and adapting activities in response, the Hub also supports the Council's commitment to consultation, effective communication and services shaped by local need.

Overall, the work strengthens the Library Hub as a central community asset and provides clear evidence of progress against the Business Plan's priorities for health and wellbeing, recreation and leisure, inclusion, learning and a better quality of life for Saltash residents.

Signature of Officer:

Community Hub Team Leader

Library Grand Re-Opening



Explore your dreams event







St Annes visit



Seed Library, seeds kindly donated by Tamar Nurseries

To receive a report on the library survey 2026 and consider any associated actions and expenditures

Report to: Library Sub Committee

Date of Report: 07.09.2026

Officer Writing the Report: Community Hub Team Leader

Pursuant To: Library Sub Committee meeting held on Tuesday 8th July 2025
6:30pm Minute number 13/25/26 4.

Purpose of the report: To collate responses and explore key themes gathered from the recent library survey to better understand the community's engagement with the library, how it's services can be developed and the importance of the community hub within Saltash for residents and visitors.

Officer's Recommendations

Members are invited to;

1. Review the report on the survey and raise any questions, suggestions or reflections regarding the responses.
2. Consider the 'closed days' suggestion where groups or organisations would be able to access the library, in consultation with the Town Clerk to discuss viability, impact on health and safety and Town Council policies.
3. Consider the suggestion of a meeting/study pod to provide a private, bookable space for library users to work and/or study and consider any associated costs and hire fees.

Report Summary

“Libraries are at the heart of communities & provide invaluable resources as well as a safe space”

The survey received 125 responses and shows strong community support for Saltash Library Hub. The overwhelming majority of respondents consider the library hub to be very important to Saltash, with residents valuing it as a free, welcoming, safe and accessible community space. The data indicates that the hub is used for much more than borrowing books: it supports digital inclusion, children's development, social connection, access to council information, study, events, and wellbeing.

This report analyses community survey responses relating to Saltash Library Hub and identifies the main themes, opportunities and officer recommendations for consideration by members. The purpose is to inform future service planning, investment priorities and community engagement activity. Please refer to **Appendix A.** for data charts.

The dataset contains 125 individual responses, as shown in **Appendix B.** Respondents included current regular users, occasional users, rare users and non-users. Responses covered awareness of the library hub, current use, service priorities, barriers to use, views on community importance and suggestions for additional services or improvements. 83% of respondents are current Cornwall Libraries members, indicating that a wide range of views have been collected by members and also non-members. This is important to gather information on why non-members are not using the library hub. Responses from members of the public not currently visiting the library included reasons such as public transportation issues, opening hours, desire to see more children's activities and living further away.

Several respondents who rarely visit or do not currently use the service still considered the Library Hub to be very important to Saltash, demonstrating that the value of the facility extends beyond direct use. Many residents recognise the social and community benefits provided to others, even if they do not personally access services regularly.

Key areas for improvement raised repeatedly include public toilet and baby changing facilities, refreshments or a café-style offer, wider and better-publicised events, improved opening times, more children's and family activities, improved quiet or separate study and meeting space, and continued investment in books and reading resources.

Survey measure	Indicative finding from responses
Total responses	125 responses
Importance of the library hub	The very large majority rated it as "Very important"; only a very small number selected "Somewhat important" or "Not so important".
Frequency of use	Many respondents visit weekly or monthly, with a smaller group rarely visiting or not currently visiting.
Most valued current services	Books and other media, children's activities, events, free Wi-Fi and computer use, study space, photocopying and community signposting.
Most common improvement themes	Public toilets and baby changing, refreshments/café offer, more events and children's activities, better publicity, opening hours and improved study/meeting space.

Key Findings

Strong support for the library hub as an essential community asset

A significant theme throughout the survey is the role of the Library Hub in reducing isolation and strengthening community connections. Numerous respondents identified the Library Hub as one of the few free, indoor public spaces available within the town. Comments referenced older residents meeting friends, families attending children's activities, individuals working or studying, and people seeking information or support services. Several responses also highlighted the importance of the library during periods of financial pressure, noting that free access to books, computers, Wi-Fi and community information helps improve equality of access for residents. The survey clearly demonstrates that residents and visitors view the Library Hub as infrastructure that supports community wellbeing. Many comments linked the library directly to mental health, social inclusion and combating loneliness. This suggests that future service development should continue to position the Library

Hub not only as a library service but also as a preventative community resource supporting wider health and wellbeing outcomes.

Books remain central but the hub role is expanding

Borrowing books and media remains the core reason many respondents use the library. However, the data also demonstrates broad demand for the building to function as a community hub, including events, workshops, clubs, digital support, social prescribing activities, adult learning, advice sessions, health and wellbeing activity, and meeting space. This suggests that future planning should protect the library's reading and lending function while strengthening complementary community services.

Several respondents also mentioned the inclusivity aspect of the library- being a free resource means that the services are accessible and inclusive. One person said

"I love going to the library and reserving books online is easy. The staff are all so lovely and it's a very special place. For people that can't afford books or don't want to buy them the library is essential in providing a service to the community that is free and also using their computers is very handy. I have read 80 fiction books in 2025 all thanks to Saltash library"

104 respondents are current Cornwall Libraries members and 113 already knew Saltash has a Library Hub/community space. However, 12 were not aware and several comments suggest the word "Hub" or the full range of services could be advertised more clearly. The comment from one respondent shows the variety of needs that are met at the Library Hub *"Fantastic resource for all ages. Helps many with access to council services as well as wi fi and computers. Also great to keep children reading in the age of technology."*

Further advertisement and educational pieces on what makes the Saltash Library Hub a 'hub' will help to strengthen users' understanding on the role it plays and what services are on offer.

Public toilets and baby changing facilities are the most repeated practical request

A public toilet, accessible toilet and baby changing facilities were mentioned repeatedly across responses. The absence of these facilities was identified as a barrier for families with young children, older residents, people with mobility needs and those wishing to stay longer for events or study. This is the clearest practical improvement theme in the survey and has been delivered since the survey was concluded. The addition of the accessible public toilet and baby change facilities has been welcomed by library users, receiving positive feedback. It has been noted over the past few weeks that visitors are staying for longer which could be a direct result from the improvement works.

Refreshments and café/social space would increase dwell time

Many respondents asked for tea, coffee, a vending machine, a small café or refreshments. Comments suggest that refreshments would encourage longer visits, support social interaction, make attendance at events more attractive and help position the hub as a relaxed community meeting place. Some respondents also suggested that refreshments could generate modest income. Careful consideration should be taken when pricing products to ensure reasonable and fair rates are applied to provide financial support to the Town Council while remaining affordable and accessible to visitors.

Events are valued but residents and visitors want more variety and better publicity

Events, talks and workshops were repeatedly praised, with requests for more author talks, craft sessions, health talks, adult education, digital support, business events, heritage activity, book clubs, teenage activities, family holiday activities and preschool sessions. Several respondents reported hearing about activities only after they had taken place, indicating that promotion and communication should be improved alongside programme development.

There are multiple local advertising papers such as the Saltash Observer and the Cramleigh paper. The Cramleigh paper fees for an A5 spread is £168 per advert per month. This cost would be quite a financial commitment.

Over the past few months, the library team have been increasing visibility in the community by attending events, outreach, school visits, stalls etc across the town and wider community. These events are very effective at increasing engagement with the library and promoting events and activities. Continuation of these events will help raise awareness and share information with a wider audience. The Community Hub Team Leader continues to create promotional material for the Library Hub and increased social media presence now that the library has moved back to the main building following completion of the refurbishment project.

Staff are a major strength of the service

Respondents repeatedly praised staff as welcoming, friendly, knowledgeable, professional and helpful. This positive sentiment is important because it underpins trust in the hub and supports its role as a safe and inclusive community setting. Future plans should recognise staff contribution and ensure any expanded activity is realistically resourced.

One respondent commented; *"It is the only facility I know of in Saltash that is open most of the day most of the week. Mention must be made of the truly exceptional staff- all of them. I have never come across better- Friendly, professional, always willing to help and nothing is too much trouble. 11/10!"*

Children, Young People and Families

Children's activities emerged as one of the most valued elements of the Library Hub offer. Storytime, Music Man, Lego Club, holiday activities and family events were repeatedly praised by respondents. Many parents and grandparents reported attending specifically because of these activities and viewed them as an important way of encouraging reading, social skills and early childhood development. One respondent said *"It's an excellent community resource for so many reasons. I have attended events there, visit regularly with my young grandchild, borrow books both personally and for my book club. The staff are all lovely, and very helpful. It's a happy place to visit"*

A notable finding is the level of demand for additional activities aimed at different age groups:

- More preschool sessions across multiple days.
- Additional baby and toddler groups.
- After-school activities scheduled later in the afternoon.
- More holiday activities for primary-aged children.
- Activities aimed specifically at teenagers.
- Home education support sessions and clubs.
- Children's coding or gaming clubs.

Several respondents reported being unable to attend existing activities because they fall on working days or begin before children travelling from surrounding villages can arrive. This demonstrates opportunities not only to increase activity provision but to review the timing of existing programmes to maximise participation.

Opening hours and access affect working families and non-users

Some respondents requested later opening, weekend options, Wednesday opening or activities scheduled after school. Non-users and rare users cited opening times, transport, lack of awareness and uncertainty over what the “hub” offers as barriers. Flexible scheduling and clearer communication could help widen participation without necessarily requiring large-scale operational changes immediately. Regular late-night opening has been trialled across a number of libraries in Cornwall. In the majority of cases, these sessions were discontinued due to low attendance. Weekly late-night opening at Saltash Library Hub would also have implications on staffing. A more proportionate option would be to consider one evening opening per month, or ad-hoc evening opening for specific events. This would respond to survey feedback by improving access for working residents while limiting the operational impact. Staff consultation would be required to establish whether a monthly late opening is feasible. If implemented, a trial period should be used to monitor occupancy levels, engagement and overall effectiveness before any longer-term decision is made.

Some libraries in Cornwall offer ‘Closed Days’ where inducted groups or organisations can access the library while it is closed to the public.

This offers a private, quiet space for groups that may be dealing with sensitive issues or require a calm, focused environment. Examples of this include support groups, art activities and wellbeing activities. These Closed Days are not staffed. Groups are inducted and a key holder opens and closes the premises. The groups are responsible for leaving the premises in a clean, orderly manner and have agreements set in place prior to use. This opportunity supports users who may otherwise not visit the space. The libraries that offer 'Closed Days' mention that feedback from users is extremely positive and they have become a regular occurrence.

Study space, meeting space and pods

A number of respondents indicated that a bookable quiet space would be a welcome addition to the Library Hub. Due to the layout of the building, enclosed public areas are not available. The provision of meeting pods was suggested to offer users a private environment for study, individual work or small meetings. The mezzanine level may provide a suitable location, as it is already used by members of the public for study and informal meetings.

Thematic Analysis of Improvement Requests

Theme	Examples from responses	Implication for Council
Facilities	Public toilet, accessible toilet, baby changing, pram-friendly space, seating.	Highest practical priority; supports inclusion and longer visits.
Refreshments	Tea and coffee, café, cake, social café space.	Potential to improve user experience and modest income, subject to feasibility.
Children and families	More preschool sessions, Music Man, storytime, holiday crafts, after-school activities, baby groups.	Opportunity to strengthen early years support and family engagement.
Events and learning	Author talks, health talks, adult education, craft groups, language learning, digital skills, heritage talks.	Consider feasibility, taking into consideration costs and staffing. Funding opportunities can provide financial support to deliver.

Access and opening	Later opening, weekend hours, Wednesday activities, better bus links, clearer quiet times.	Review scheduling and pilot targeted sessions for working families and young people.
Marketing and awareness	Better advertising, clearer explanation of “hub”, more social media, events promoted earlier.	Low-cost action likely to increase usage and reach non-users.
Space management	Quiet study space, separate event area, meeting pods, less disruption during talks.	Consider zoning, booking arrangements and ‘closed days’ for groups/ activities requiring quiet space.

Next Steps

1. Continue to develop the library event calendar, implementing public suggestions where viable.
2. Publicise events- utilise notice boards around the town. Increase efforts to advertise in areas where dwell time is extended such as doctor surgeries, dentists etc.
3. Increase family workshops and activities to nurture positive connections
4. Increase sessions with external organisations such as BAPS, Memory Box, MHA to expand on inclusivity offer.

Overall, this survey has pulled together valuable data from both library members and non-members to highlight areas that are succeeding, need improving and insights into what would attract more usage. These suggestions and feedback can be implemented in communications strategy, planning, library services and facilities to improve the library hub for the community. Not only does this survey provide important data, it also demonstrated the strong want and need for the library as a vital community hub.

The Library Hub is widely valued not only for its books and reading materials, but also as a vital community resource. Its free, inclusive and welcoming environment reduces social isolation, supports wellbeing and provides equitable access to information, digital services, learning opportunities and community support. Accessible facilities and responsive services help meet a range of physical, sensory and social needs. Continued investment will protect this essential service and strengthen its contribution to community resilience, digital inclusion and quality of life.

How Does This Meet the Business Plan?

Recreation and Leisure: The report supports the continued provision and improvement of the Library Hub, including books, events, cultural activities, learning opportunities, children's sessions and community space.

Health and Wellbeing: The survey demonstrates the Hub's role in reducing loneliness, supporting mental wellbeing and providing a free, safe and welcoming

place for social connection. Proposed family activities, health sessions and partnerships with community organisations further strengthen this priority.

Boosting Jobs and Economic Prosperity: Free computer and Wi-Fi access, digital support, study facilities, adult learning and potential business events help residents develop skills and access employment opportunities. A refreshments offer could also generate modest income.

Travel and Transport: The report identifies transport, opening times and accessibility as barriers. Targeted evening sessions and more flexible scheduling could improve access for working residents, families and people in surrounding areas.

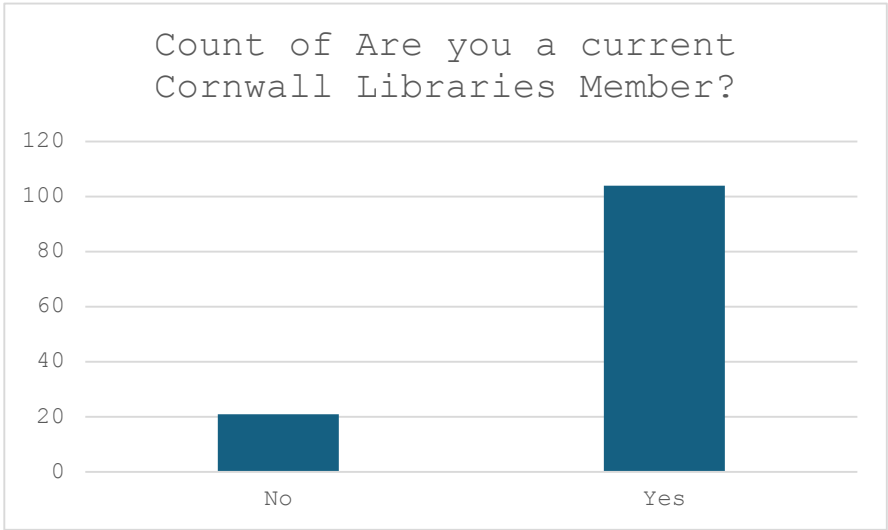
Signature of Officer:

Community Hub Team Leader

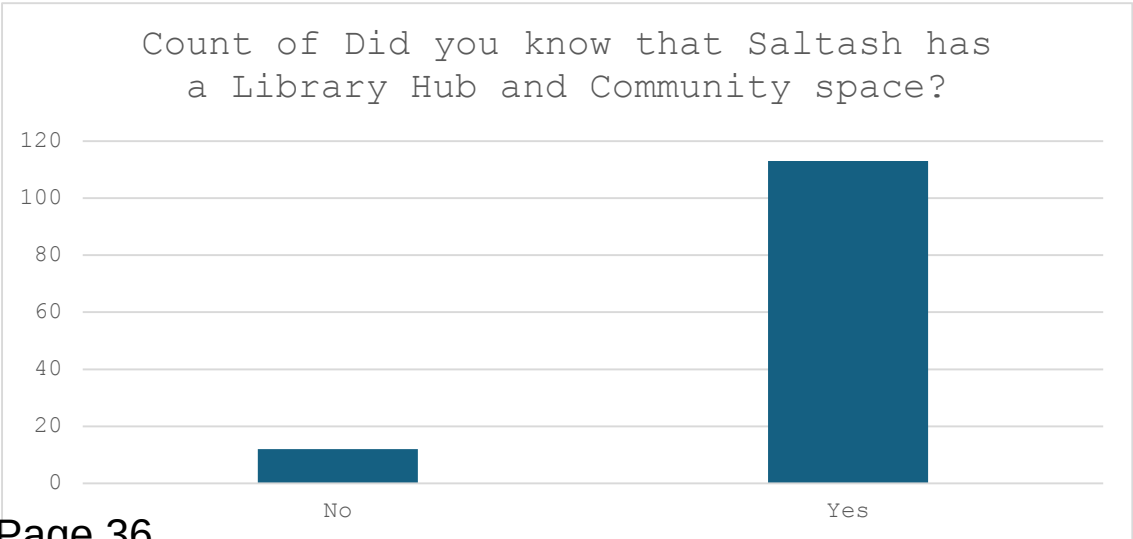
Appendix A.

Visual representations of data collected from the Library Hub survey 2026

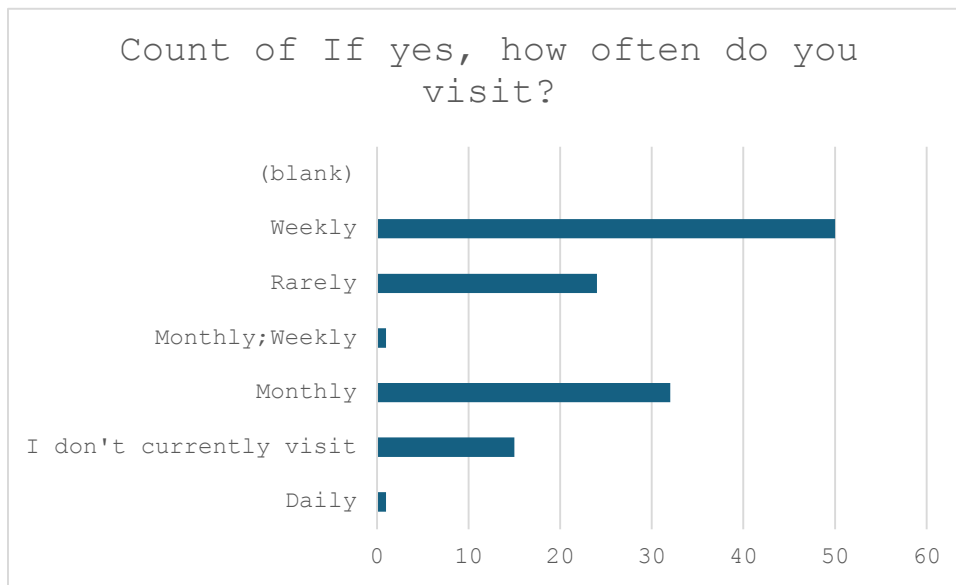
Are you a current Cornwall Libraries Member?	Count of Are you a current Cornwall Libraries Member?
No	21
Yes	104



Did you know that Saltash has a Library Hub and Community space?	Count of Did you know that Saltash has a Library Hub and Community space?
No	12
Yes	113

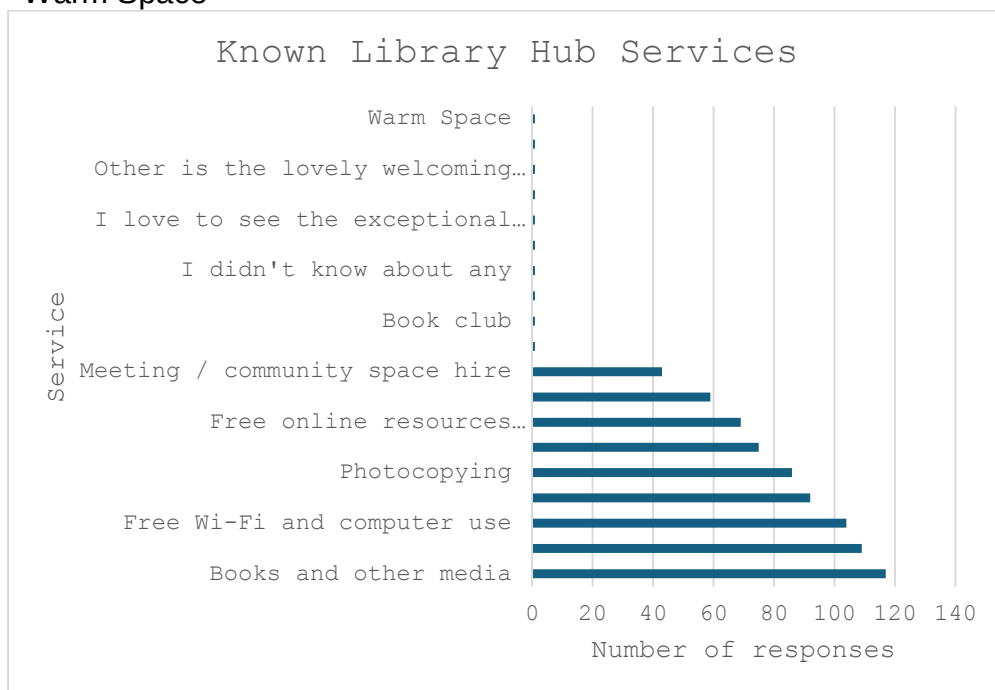


If yes, how often do you visit?	Count of If yes, how often do you visit?
Daily	1
I don't currently visit	15
Monthly	32
Monthly;Weekly	1
Rarely	24
Weekly	50



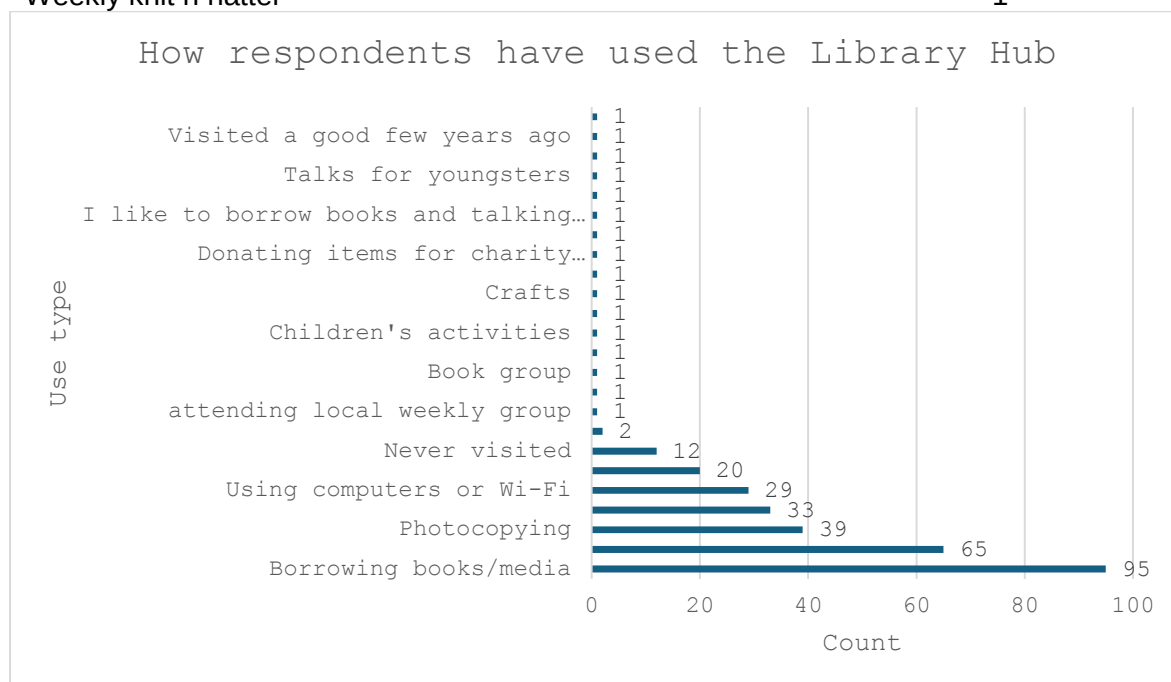
Which services did respondents know the Library Hub offers?

Service known	Count
Books and other media	117
Children's activities and Storytime	109
Free Wi-Fi and computer use	104
Events, talks, and workshops	92
Photocopying	86
Study and quiet spaces	75
Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	69
Cornwall Council signposting services	59
Meeting / community space hire	43
Blood pressure monitors	1
Book club	1
Book club borrowing	1
I didn't know about any	1
I don't visit	1
I love to see the exceptional women to say hello, as well as getting my books	1
Knit and natter and adult colouring	1
Other is the lovely welcoming smiles you get when you go xx	1
Talks	1
Warm Space	1



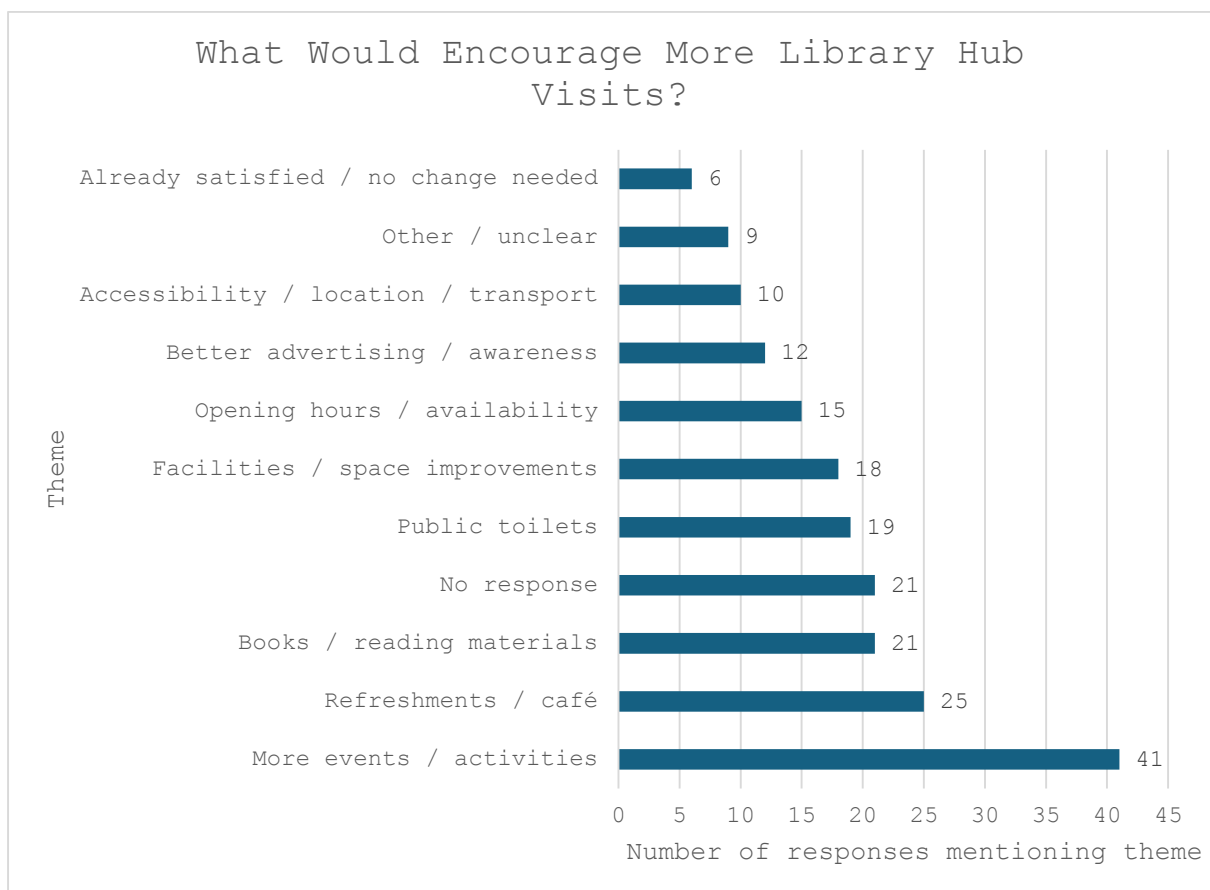
How have you personally used the Library Hub? (Tick all that apply)

Use type	Count
Borrowing books/media	95
Attending events	65
Photocopying	39
Relaxing/social use	33
Using computers or Wi-Fi	29
Studying or working	20
Never visited	12
Music Man	2
attending local weekly group	1
Book club meetings monthly	1
Book group	1
Borrow Box	1
Children's activities	1
Community information and advice (register/listing of local plumber, tradesmen etc.)	1
Crafts	1
Creative writing group monthly since 2023	1
Donating items for charity collections	1
For printing and advice on IT	1
I like to borrow books and talking books. I have attended events and talks and enjoyed them and displays. I have used the Transparent Languages course.	1
Knit and natter	1
Talks for youngsters	1
The girls are so good at helping solve ones problems	1
Visited a good few years ago	1
Weekly knit n natter	1



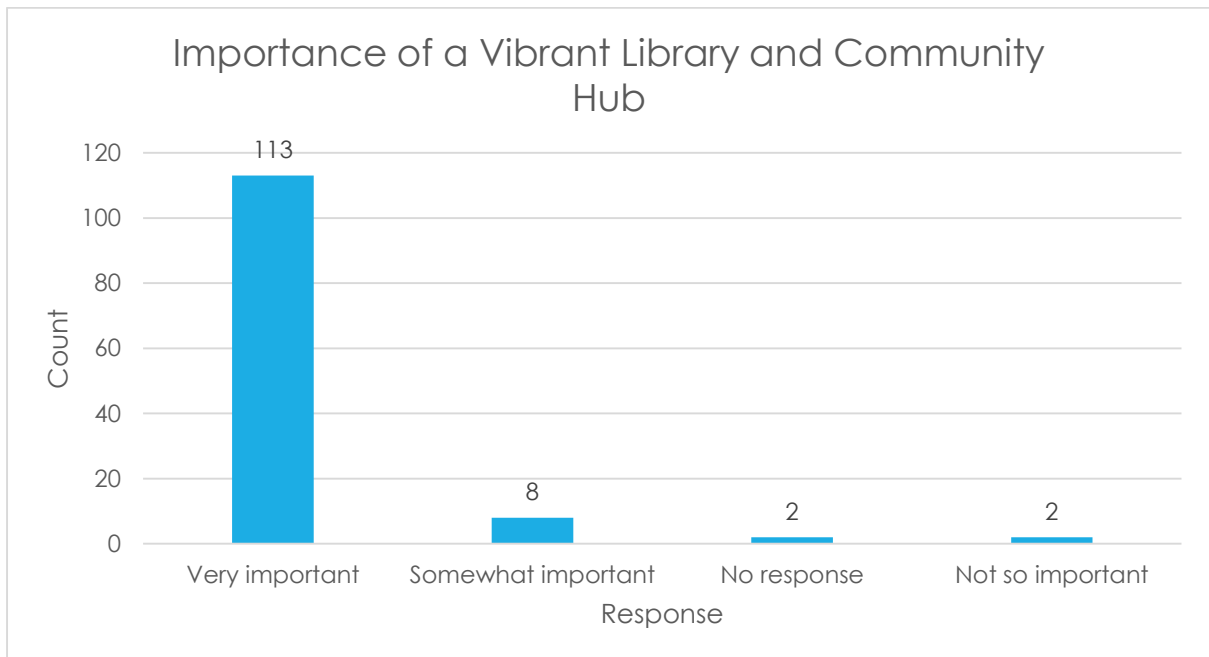
Themes from: What would make you more likely to visit or use the Library Hub?

Theme	Count
More events / activities	41
Refreshments / café	25
Books / reading materials	21
No response	21
Public toilets	19
Facilities / space improvements	18
Opening hours / availability	15
Better advertising / awareness	12
Accessibility / location / transport	10
Other / unclear	9
Already satisfied / no change needed	6



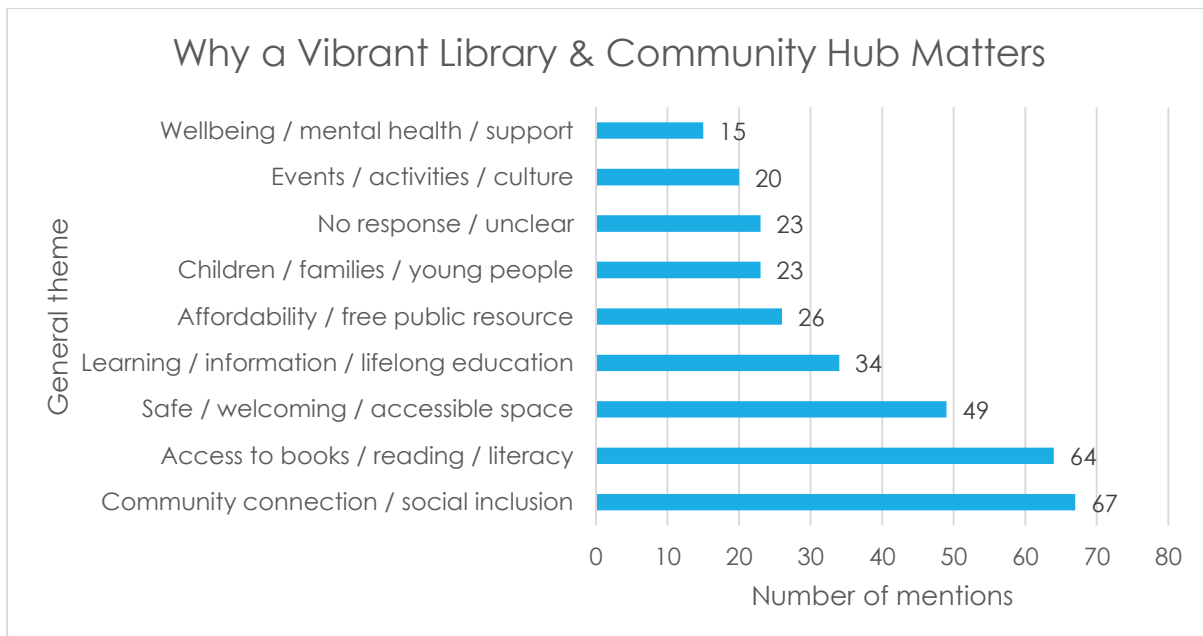
Responses from: How important is it to have a vibrant Library and Community Hub in Saltash?

Response	Count
Very important	113
Somewhat important	8
No response	2
Not so important	2



Themes from: And the reasons why:

Theme	Count
Community connection / social inclusion	67
Access to books / reading / literacy	64
Safe / welcoming / accessible space	49
Learning / information / lifelong education	34
Affordability / free public resource	26
Children / families / young people	23
No response / unclear	23
Events / activities / culture	20
Wellbeing / mental health / support	15



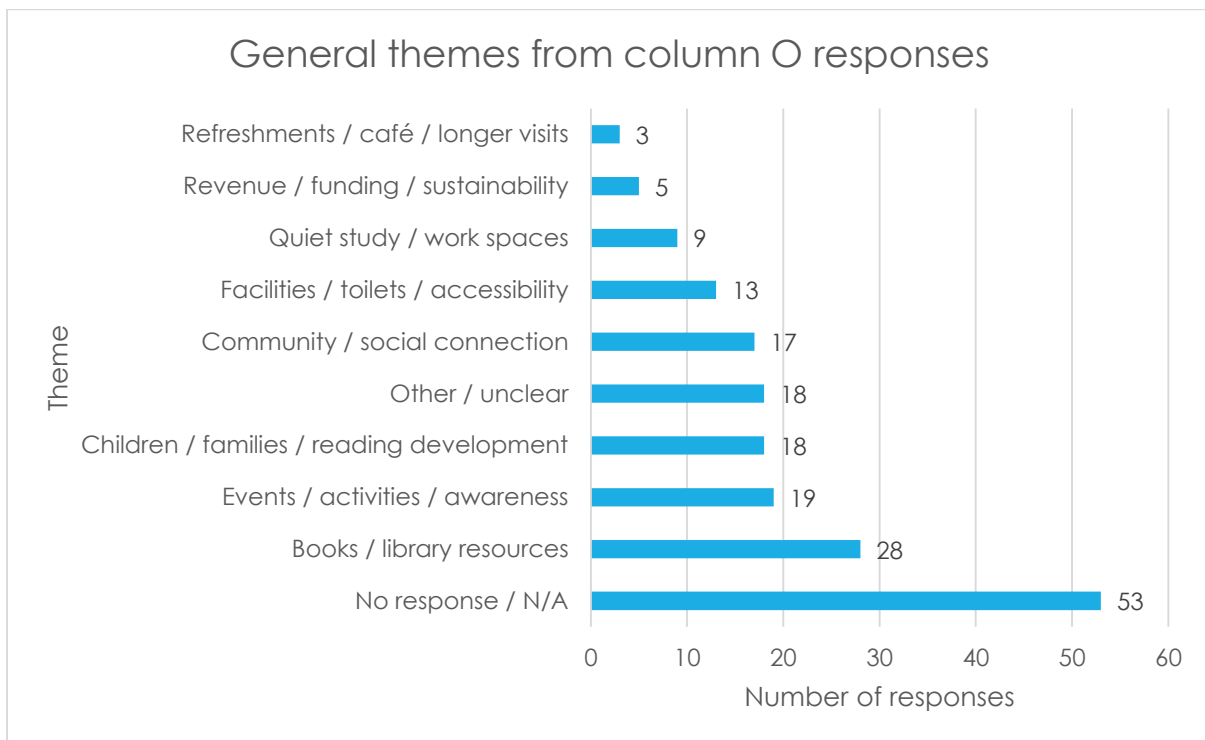
Themes from: What new services, events, or facilities would you like to see?

Theme	Count
No response	37
Public toilets / facilities	23
Refreshments / café	22
Other / unclear	17
Community / social groups	14
Talks / authors / lectures	14
Workshops / classes / skills	12
Children / family activities	11
Films / arts / exhibitions	9
Already satisfied / no new suggestion	8
More books / reading resources	8
Opening hours / evening availability	6
Health / wellbeing services	4
Quiet study / work spaces	3



Themes from: And the reasons why

Theme	Count
No response / N/A	53
Books / library resources	28
Events / activities / awareness	19
Children / families / reading development	18
Other / unclear	18
Community / social connection	17
Facilities / toilets / accessibility	13
Quiet study / work spaces	9
Revenue / funding / sustainability	5
Refreshments / café / longer visits	3



Column 1	Are you a current Cornwall Libraries Member?	Did you know that Saltash has a Library Hub and Community space?	If yes, how often do you visit?	Which of the following services did you know we offer?	How have you personally used the Library Hub? (Tick all that apply)	What would make you more likely to visit or use the Library Hub?	How important is it to have a vibrant Library and Community Hub in Saltash?	And the reasons why:	What new services, events, or facilities would you like to see?	And the reasons why
1	Yes	No	I don't currently visit	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Free online resources (BorrowBox, Press Reader, Transparent	Never visited	Knowing where it was. I know where the library is but not the 'Hub'	Somewhat important	To be part of the Saltash community	Interesting talks by interesting people	To create interest in the local library and it's many uses
2	No	Yes	I don't currently visit	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Study and quiet spaces	Visited a good few years ago	At age 90 my more active interests and hobbies are now curtailed as the proximity of the library to my home will enable me to explore interests at the hub.	Very important			
3	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Using computers or Wi-Fi ;Relaxing/social use	Less reading books at home! I have a huge pile to read and recently added audiobooks on BorrowBox too	Very important	Very important for the community as a whole. For young children and their carers, older people to meet up, community information and events. Is a age friendly and safe space for people to meet, of all ages and abilities. Swapping information and helpful advice.	Possible drinks. Tea and coffee but only downstairs. Important health updates- recently discovered breakthroughs etc- events and brochures.	Extra revenue for the library but do drinks and books mix safely?
4	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Using computers or Wi-Fi ;Photocopying ;Relaxing/social use ;Book group	A local or national newspaper- a physical copy not online.	Very important	Helped with children having access to books, group activities e.g. lego club, music man, story time. All important for future development and helps people who live on their own to socialise and helps mental health.	Saltash Library does lots already.	
5	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc) ;Talks	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Studying or working ;Photocopying ;Relaxing/social use	Small cafe and a public toilet.	Very important	A meeting place where information is given and what's on posters.	Talks and interactions with authors. Maybe light supper to make an evening outing. Short films with a message.	A place to visit early evening time.
6	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Photocopying	More varied activities/ clubs	Very important			
7	Yes	Yes	Weekly	Free Wi-Fi and computer use;Photocopying	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Photocopying	Free coffee and cake	Somewhat important		Coffee bar	
8	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Studying or working ;Photocopying ;Relaxing/social use	Coffee machine and toilet facilities	Very important	The library is used by all age groups and offers a safe warm place to socialise, use the books, computers etc. It is a safe welcoming vibrant place that is important to the townspeople		
9	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Studying or working ;Photocopying ;Relaxing/social use	More presentations/ events	Very important	It is the only facility I know of in Saltash that is open most of the day most of the week.Mention must be made of the truly exceptional staff- all of them. I have never come across better- Friendly, professional, always willing to help and nothing is too much trouble. 11/10!	More events for the public	Because it would make it more vibrant and useful.
10	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services	Borrowing books/media	More low cost activities/crafts, groups, exhibitions, community groups to try new hobbies and form new friendships.	Very important	A meeting place for the whole community offering a wide range of activities, exhibitions etc.	Cafe if room- to attract people to the library to form friendships and be a part of the community as well as using the various resources already on offer.	A welcoming space for all. A variety of groups offering social meeting and new activities, either at low cost or free.

11	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Photocopying ;Cornwall Council signposting services	Borrowing books/media	Toilet facilities would be amazing (especially when visiting with a toddler) A better selection of books to borrow, many of the books I search for are not at a library at all.	Very important	Fantastic resource for all ages. Helps many with access to council services as well as wi-fi and computers. Also great to keep children reading in the age of technology.	Toilets. Children's weekend activities advertised better.	Would make the visit more comfortable especially with children.
12	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events		Very important			
13	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Relaxing/social use ;I like to borrow books and talking books. I have attended events and talks and enjoyed them and displays. I have used the Transparent Languages course.	I really cannot think of anything. I think the book selection is very good especially the excellent well stocked children's section. I enjoy coming and all the staff are so welcoming, helpful and professional.	Very important	The librar yoffers a friendly, bright and warm place for people of all ages, abilities and interests and is a very necessary and important place. Practical help and access to technology available.	I suppose a toilet for public use would be a good enhancement.	For the older person and younger children (and everyone) toilet facilities on site would be very useful.
14	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services	Borrowing books/media ;Attending events ;Studying or working ;Photocopying	Nothing really. The staff are all extremely welcoming and there is a very pleasant atmosphere. The library has a good selection of books and the children's section is particularly well equipped.	Very important	It is essential for the town to have a warm space to meet friends etc. as well as borrowing books.	I feel that this facility ticks all the boxes, but maybe some toilets would be useful.	
15	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Photocopying ;Relaxing/social use	Toilet facilities and drinks/refreshments.	Very important	Social interaction and keeping up to date.		
16	No	Yes	Weekly	Meeting / community space hire	Relaxing/social use		Very important	Meeting new people and engaging activities with people similar ages.		
17	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Photocopying ;Relaxing/social use	Toilet facilities, drinks and refreshments like tea and coffee.				
18	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Studying or working ;Photocopying ;Relaxing/social use	Proper toilet facilities and drinks vending(including decaf)	Very important	Focal point accessible by public transport, close to other important facilities eg. doctors and leisure center.	Toilets and drinks facilities.	Library more likely to be used if personal comfort requirements are catered for.
19	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying	Borrowing books/media ;Photocopying		Very important		Tea, coffee and toilets.	
20	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Attending events ;Photocopying ;Relaxing/social use ;attending local weekly group	Toilets and refreshments machine facility.	Very important	Makes a more cohesive community fostering better local links.	Possibly later closing times for working families.	
21	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces	Borrowing books/media ;Attending events	Better marketing.	Very important	The children I look after benefit greatly from seeing other children reading books and singing songs.	Something on Wednesdays	I work with 9 children each day i'd bring.
22	Yes	No	Weekly	Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying			Very important	I feel Saltash Library is key in helping young minds develop through story, music and books.		
23	No	Yes	Weekly	Children's activities and Storytime;Events, talks, and workshops	Attending events	Music Man continuing and more baby events.	Very important	Brings people together		

24	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Photocopying	Borrowing books/media ;Attending events ;Photocopying		Very important		Public toilet, baby changing facilities, Baby soft play sessions, bigger area for Music Man as he is very popular and the children adore him.	Would like baby sessions in a safe and welcoming environment.
25	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services	Borrowing books/media ;Attending events	More activities and open on Wednesdays.	Very important	Community venue	Craft activities in holidays	
26	No	No	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Study and quiet spaces ;Photocopying	Attending events ;Music Man		Very important	For creating a space for families and children	More marketing on What's on and baby changing facilities.	I don't know what is on at the library and where to find this information.
27	No	No	I don't currently visit	Children's activities and Storytime	Never visited	More baby groups	Very important	For young people to access.	Baby changing unit	Attend Music Man
28	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Studying or working	We like to attend the children's activities. Some after school times would be great.	Very important	It is good to get children in to discover their love for reading and a nice space for people to meet.		
29	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Photocopying ;For printing and advice on IT	Nothing is it already so welcoming, friendly, helpful staff. Lovely space.	Very important	It is a lifeline, especially in the winter. Safe space perks me up when I pop in!		
30	No	No	I don't currently visit	Books and other media;Free Wi-Fi and computer use	Relaxing/social use	Silent reading evenings. Chatting with like minded people.	Very important	To converse with a diverse group of people reading improves your mental health furthering your knowledge and learning more about the world.	I would like to have more books on art history (my major) and to have events to meet people who enjoy reading.	
31	No	No	I don't currently visit	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Photocopying ;Cornwall Council signposting services	Never visited	A nice space to meet friends for coffee while enjoying the facilities.	Somewhat important	Great to have a community space.	Facilities for the homeless, a warm safe space	As above.
32	No	Yes	I don't currently visit	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime	Never visited	I live in Plymouth and my bus to get to Saltash (no. 71) only runs every 1 1/4 hours. If that were more frequent, I would definitely visit the Saltash Library as I don't have one near me.	Very important	To bring the community together.	A cafe would be nice or just a tea/ coffee bar	
33	No	Yes	I don't currently visit	Books and other media;Children's activities and Storytime	Never visited		Very important		Coffee shop and craft fair	To encourage more people to come in and use new and existing facilities
34	No	Yes	I don't currently visit	Books and other media;Study and quiet spaces	Never visited	A coffee shop facility perhaps. A craft fair featuring crafts/ items made by local folk.	Very important	Although I currently don't use this facility I think it is very important for others.	Regular craft/makers fair.	We live less than a 5 min walk away and never use this facility. I think that is down to us and not what you offer. Perhaps more awareness/social media activity from the library would help to remind us what a great facility it is.
35	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events	Talk on breast cancer and prostate cancer with a display. Highlight when it is breast cancer awareness month. World book day in March-Costume swap. Homeless rail- coats, gloves, warm jumpers & hats.	Very important	Staff providing an excellent service, people at the Valuation day had travelled from Plymouth & St Austell.	Very popular valuation day 23/1/26 could we have more of these please? Staff kindly provided tea and biscuits as they saw a queue forming. Would the Post Office staff kindly give a talk on services available-how you can cash money etc. A local solicitor talk would also provide people with insight into wills, probate, care home fees, probate, inheritance tax.	The presentation by Waitrose explaining healthy living was very interesting, could we have a repeat please? Our granddaughter doesn't live locally but we see the crafts events & the care and attention given by staff is outstanding. Would local organisations like the WI & U3A like to have a presentation day or someone else like Newells Travel hold a display.

36	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media	Cafe, toilets and sofa and tables for use.	Very important			
37	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events	I am interested in foreign language learning	Very important	It is important young people get used to using a library. A library is where ideas can be addressed.	Could some health visitors run an event offering blood pressure check as an example	People wander through life frequently unaware of underlying health issues.
38	Yes	Yes	Weekly	Books and other media;Study and quiet spaces ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Studying or working	Better bus service	Very important	Not everyone can afford to buy books. It is a very social space.		
39	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Photocopying ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media	Knowing when the 'quiet' times are.	Very important		Jisaw librayr. In Bristol, I went to a library that you can access when it is unmanned after an initial induction and proof of address thought that was an excellent idea.	More available to the public.
40	Yes	Yes	Monthly;Weekly	Books and other media;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Cornwall Council signposting services	Borrowing books/media ;Attending events	Maybe more of a turnover of books.	Very important	A vital social centre as well as opportunity, especially for the retired and those living alone, to obtain reading matter.	More author talks, literary talks and perhaps drama activities.	Increase the social use of the building and encourage interest in new authors.
41	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Photocopying	Toilets and tea making.	Very important			
42	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Photocopying ;Relaxing/social use	Coffee and tea facilities	Very important	Essential for the community- it's activities and socialising.	Sorry, no idea at the moment.	
43	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Cornwall Council signposting services	Borrowing books/media ;Attending events ;Crafts	The children's events and craft sessions, adult events etc	Very important	Encourage learning, thinking etc. A place for everyone in the community- every age.	Could light refreshments and drinks be a good idea? Small banking hub. Booked talks paid for beforehand at set price held upstairs.	Possibly it is combined at the Liskeard library along with teaching the computer.
44	Yes	Yes	Daily	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc) ;Blood pressure monitors	Borrowing books/media ;Attending events ;Studying or working ;Photocopying ;Relaxing/social use ;Community information and advice (register/listing of local plumber, tradesmen etc.)	Public toilet within the building.	Very important	A place to which people of all ages, interests, needs and abilities can come to work/ look for help in getting work. get advice/ ideas, meet others to share with, including books they enjoy, play games, do jigsaws and write together.	How about a talk on hearing and sign language? Toilets please. A project producing a library 'fanzine' in print or online or both (art, poetry, interviews)	Could we perhaps work with the arts university/community centres in Saltash and Plymouth. And collaborate with the Heritage Museum?
45	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Studying or working ;Photocopying ;Creative writing group monthly since 2023	The rain has put me off over the winter and the bus service is not very reliable.	Very important	It is a public space everyone in Saltash is entitled to use for free. There are several other community centres in the town, I really think the existing mix is best and to be kept as it is. Taking the books out of the library or destroying the store at Truro would be a big mistake.	I probably should use Press Reader more than I do. Access online is important. Ask children what they want? No use expecting them to use encyclopedias that are no longer there.	Probably best to think of a bridge from digital technology which is quick but superficial to the challenge of reading books. I dread the thought of a 'woke' committee in Truro deciding to get rid of the books in the county store because they are a) expensive to maintain b) grubby c) embody wrong values d) don't conform to current ideas of quota culture eg not 50% books by women e) not enough people read them as far as I am concerned those are reasons to keep them, but I sense the fear of the committee members, nervously giving one

46	Yes	Yes	Monthly	Books and other media;Children's activities and Storytime;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events	Cafe to sit in and enjoy the book I checked out	Very important	Free way for everyone to access books. Slo the activities on a school holiday give you something to do as well.	cafe service would be nice. Would be lovely to get a bit of cake and a hot drink whilst reading a bit of the book i just checked out.	It's hard to read at home with children and would be nice to have a quiet area to read just a bit each week whilst waiting to pick them up.
47	Yes	No	I don't currently visit	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Study and quiet spaces ;Photocopying	Borrowing books/media	More children activities	Very important	So the children can borrow books to read and have a place to visit	Things for children	Not much in Saltash for children
48	Yes	Yes	Rarely	Books and other media;Events, talks, and workshops;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events		Very important	Books and reading are important, also people who may not see other people can use the space to sit and use the space to sit and speak to staff and others.		
49	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Events, talks, and workshops;Study and quiet spaces ;Children's activities and Storytime;Cornwall Council signposting services ;Meeting / community space hire	Borrowing books/media ;Attending events ;Studying or working ;Photocopying ;Relaxing/social use	More social events during the day	Very important	It is vital for children to develop a love of book, reading and storytelling for the older generation it is a comfortable space to enjoy knitting, reading, computer use and support.	Digital support, photography and form filling etc.	Less forms are available, assume everyone can access the digital world. New developments can leave some behind and list.
50	No	Yes	I don't currently visit	Books and other media;Children's activities and Storytime;Free Wi-Fi and computer use;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Relaxing/social use	Better opening times, later evening and weekend to fit around 8am - 5pm working pattern	Somewhat important		Better opening times	I cannot visit during the week and the hours at the weekends do not always suit my travel into town.
51	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying	Borrowing books/media ;Attending events ;Photocopying ;Relaxing/social use	More likely to use the library with coffee	Very important	Meeting people and access to books.	More recent books	A new book can take a long time to access, waiting lists for books don't work. More copies of popular titles.
52	Yes	Yes	Rarely	Children's activities and Storytime;Study and quiet spaces	Never visited	I know I will be using this service a lot more when I a bit older	Very important	In my view A library is essential for the community as a hub. It could be used more for social prescribing and also services such as weight management, sensory loss management and mental health support. It's the space and accessibility that would make this achievable (I know it s a library but nowadays everything has to be multifunctional and in this case for the community	A little bit more on accessibility	My very elderly uncle (not from Saltash) is severely hearing impaired...the fact that library's in general have a history of being quiet it's really puts him off going which is a shame.....library's, in my view, need to think carefully about accessibility for conditions non visible, there should be clear written or visual signs for absolutely everything, maybe a screen with running information on for those who can't hear properly clearly/explaining how to take a book out and what to do, maybe an app pertinent to that particular library to sign up to to help make it easier to use.
53	Yes	Yes	I don't currently visit	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces	Borrowing books/media ;Using computers or Wi-Fi ;Studying or working	Baby groups, book club, better study space. A toilet we can use that is not staff only.	Very important	Free access to books and online	Toilets	We can't currently use the toilet onsite and have to go the Leisure Centre.
54	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Relaxing/social use	Coffee and tea available	Very important	Important for future learning for our children.		
55	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Study and quiet spaces	Borrowing books/media ;Studying or working	The value of the resources there.	Very important	A vibrant and functional library will be instrumental to students and those who value it. That's my Reason.	AI robots	AI is not getting into virtually everything in life. It would be bad to have it added to the library
56	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Meeting / community space hire	Borrowing books/media ;Using computers or Wi-Fi ;Photocopying ;Relaxing/social use	It works for me as it is.	Very important	People like to read, and reserve new books, also interact with other people on a daily basis, very important to have a local library/hub for O.A.Ps, knowing they have somewhere local to visit.	I am not sure, I am happy as it is.	A lot of people use the library in different ways and I'm happy with the way I use it.

57	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Events, talks, and workshops;Children's activities and Storytime;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Using computers or Wi-Fi ;Photocopying	More of the latest releases available and adult craft events during the day would be good.	Very important	I love going to the library and reserving books online is easy. The staff are all so lovely and it's a very special place. For people that can't afford books or don't want to buy them the library is essential in providing a service to the community that is free and also using their computers is very handy. I have read 80 fiction books in 2025 all thanks to Saltash library.	A craft club for adults during the day. Or even a bookclub done via zoom with the library picking a book each month. A cafe would be lovely, or a vending machine to get a drink or snack	I am medically retired so to have the library is a lifeline for me as Saltash tends to cater their daytime activities on older people and I'm only 50.
58	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Using computers or Wi-Fi ;Photocopying		Very important	It's important to keep the library for the Saltash as is hub that that all ages use for study , borrowing books and the activities for the babies use		
59	No	No		I didn't know about any	Never visited	Now I know about it	Very important	Books and information is knowledge. Knowledge is power		
60	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events	Hosting business events potentially eg Saltash Women in Business	Very important	Libraries are at the heart of communities & provide invaluable resources as well as a safe space	The events I've attended have been great - the evening ones could do with a licence to sell alcohol!	Add to atmosphere
61	Yes	Yes	Weekly	Books and other media;Children's activities and Storytime;Meeting / community space hire ;Study and quiet spaces	Borrowing books/media ;Using computers or Wi-Fi ;Photocopying ;Relaxing/social use	More educational events been hosted	Very important	For youth basically	More integration of AI into library activities and applications	It would be futuristic and literally make diverse and varied experiences
62	No	Yes	Rarely	I don't visit	Never visited	Once public transportation is better then I might visit	Not so important	Most people rely on the internet for reading material or for gathering local information	None.	No point
63	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Relaxing/social use	Public Toilets	Very important	Meeting people, borrowing books	Public Toilets	I would be able to stay longer at the library
64	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc) ;Book club borrowing	Borrowing books/media	cafe	Very important	It is so important to foster a love of books in the next generation, being able to read books for free is such a good thing and can only encourage a love of reading. Having other things available at the library brings people in, maybe giving people the opportunity to explore the books, who haven't visited before. It's a great social space, especially for those who may be feeling isolated or lonely - the free parking outside and in the Leisure Centre car park is a huge bonus. It's a very relaxed, welcoming and informal setting - this could very well encourage people in to use the signposting services, if they find other Council properties a little intimidating. I'd love to see the Library hub making even more connections with the community.	A cafe - I'd love to have a coffee and a piece of cake while sneaking a quiet 15 minutes to look at the books I've just borrowed.	As above.
65	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc) ;Meeting / community space hire ;Knit and natter and adult colouring	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Photocopying ;Knit and natter	Bigger selection of books Exhibitions Talks	Very important	It is important that children read and are able to choose books for themselves. It's also a social place for mums and children, and other groups. The availability of free computer access is vital	More talks	It would bring people to the library who might have never been before
66	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Photocopying		Very important			

67	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire	Borrowing books/media ;Using computers or Wi-Fi ;Photocopying		Very important	Although I don't use the library often, I love that we have the option with an array of services		
68	Yes	No	Rarely	Books and other media;Free Wi-Fi and computer use;Study and quiet spaces	Donating items for charity collections	Probably different "book clubs"	Very important	It can be used as an information/learning/training spot hub	Book clubs for different ages/etc	For example book clubs for horror books, or any other genre... book clubs for children/ teenagers/adults
69	Yes	Yes	Rarely	Books and other media;Study and quiet spaces ;Photocopying	Attending events	Larger promotion of what services they offer and upcoming events etc	Very important	A library hub is a hidden gem of community, services, information	It would be good to see more events aimed at teenagers	Teenagers have hardly anywhere to hang out safely/lack of events to attend in saltash
70	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events	Toilets and refreshments	Very important	Place for different age groups to meet. Encourage reading and learning	Coffee shop Public loo	Have attended events at the library rg yoga and no loo available. Needed to visit leisure centre to buy drnk
71	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Attending events ;Photocopying ;Relaxing/social use	If a toilet was available.	Somewhat important	To encourage schools to come to see what's available.	Toilet facilities.	People who need the bathroom sometimes don't have the time to go to ie the health centre or leisure centre.
72	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Events, talks, and workshops;Children's activities and Storytime;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events	Not sure - we're in a lot!	Very important	It's so important for the town to have a space like this. It's just essential.	1. Public toilet 2. Any chance you could get Philip Reeve and Sarah McIntyre (of Adventuremice and Pugs of the Frozen North) to visit? They're fairly local I think.	1. So I don't have to run across to the Leisure Centre with the kids!
73	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Using computers or Wi-Fi	Cafe?	Very important			
74	No	Yes	I don't currently visit	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Meeting / community space hire	Using computers or Wi-Fi	There isn't really anything I would use it for but I wouldn't want it to close ever because thd people of Saltash need the library	Very important	For the residents of Saltash especially the older ones to have somewhere to meet up	I don't know	I don't use the library
75	No	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Photocopying	Music Man	Nothing but nice to know it's there if needed.	Somewhat important	Safe place for people to go especially if no computer at home & place to meet new friends.		
76	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Using computers or Wi-Fi		Very important	Free access to books for adults and children. Warm place.		
77	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc) ;Other is the lovely welcoming smiles you get when you go xx	Borrowing books/media ;Attending events ;Relaxing/social use ;The girls are so good at helping solve ones problems	I go very often, soon as I can after reading my last book I borrowed. Panic a bit if it's a wednesday haha	Very important	Because of the attitude of the staff. Any problem, can't find a book, can make suggestions on reading a book of maybe another genre. Had advice once on how to get more sleep. Wonderful xxxxxx I would be bereft without it.	Writing lessons	Everybody has a book in them, I've been told!
78	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events	More events	Very important	Key community asset in good central location	Longer opening hours, more engagement with children	Opening hours are restrictive
79	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Relaxing/social use	A better range of books	Very important	A library is a library - turning it into something else wont work. Stick to the services that are already popular.	A Saltash Town Councillor attending who is prepared to answer questions from the public who find they cannot make it to Council meetings. (Similarly even a Cornwall Councillor).	Already explained.

80	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Photocopying ;Relaxing/social use		Very important	It's an excellent community resource for so many reasons. I have attended events there, visit regularly with my young grandchild, borrow books both personally and for my book club. The staff are all lovely, and very helpful. It's a happy place to visit		
81	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Studying or working ;Relaxing/social use		Very important	Important to have central Hub for information, town events and having access to borrowing books and media.		
82	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Children's activities	If I drove as pretty far for me to get too	Very important	Good place to meet new people and if you need to get out to do work etc.	Unsure	NA
83	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Photocopying		Very important	Books are important. I prefer to hold a book than read from a screen. Books should be available to all and a library allows this as new Books are expensive. Its also a great space for the community to visit and get together.	More book club dates as the current club is only held on some Saturdays. Perhaps a cafe/hot drinks/cakes for sale.	The dates for the book club are limited.
84	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Using computers or Wi-Fi	Book a ball/paid for events. This would add value to the event and prevent them being booked up by repeat free attendance.	Not so important	The facility is used by a very small minority of the public and if it can't be made attractive to more people, it's not worth the effort.	Events need to make more money and therefore should be chargeable. See list cards range of charges to try and put it into a more cost-effective place. If that works then more events that make us some money would be good.	To reduce the impact on the precept and therefore the council taxpayers of Saltash.
85	Yes	Yes	Monthly	Books and other media;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Attending events ;Photocopying	More time		It is vital in providing a safe meeting place for all walks of life to meet and have access to services and education	Talks for varying interest groups. Drop ins for mental health and physical health and well being. Support group meetings for different age groups. Assistance with financial and everyday concerns. Mentoring, tutoring, etc	Not everyone has access to online resources. Assistance and support for SEN children and adults.
86	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media	More books for teens and more graphic novels. French language books for various levels	Very important	Every town needs a good library		
87	No	Yes	Monthly	Books and other media;Events, talks, and workshops;Book club	Book club meetings monthly	More literary events.	Very important	It's a safe space and helps people to meet socially.		
88	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Photocopying ;Meeting / community space hire	Borrowing books/media ;Photocopying	Tea and coffe . Link with community kitchen re waste food . Towels when it's raining bring nature into the library	Very important	Keeps reading going	As above	
89	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Events, talks, and workshops;Cornwall Council signposting services	Borrowing books/media	On site affordable cafe	Very important	Brings community together. Place for generations to mix, keep warm and be safe	Cafe, small confidential working pods for hybrid workers	Would encourage workers to drop in rather than travelling into Plymouth for these services
90	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Studying or working		Very important	Being situated in the centre of town most people are aware it's there. It's a place to signpost people to, to connect with other people, to share interests, and simply be a reliable community resource.		
91	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media	Advertised events	Very important	Libraries fulfil a vital role in a community. it's not just about books, important though they are	Better advertising of events and services	As above

92	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Cornwall Council signposting services	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Photocopying	Private space for events - often noisy with other library vistors/activities in the same space	Very important	It is well used by those wishing to borrow books, preschoolers, computer use and those needing to be directed to Cornwall Council services.	Just a better place for meetings.	I did. It's noisy and disruptive when speakers are talking and others are talking at the desk or children are taking part in their activities at the back
93	No	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Events, talks, and workshops;Study and quiet spaces ;Photocopying	Borrowing books/media ;Using computers or Wi-Fi ;Studying or working ;Photocopying	Events being published	Very important	Even though I rarely use it, when i have done it know I can rely on its services		
94	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events	1. Toilet for the children to use, of course they will always need the toilet at the most tricky moments! 2. Larger variety of history books. 3.More childrens activities starting slightly later after school. The lego club starts at 3.30, and the children attending schools outside of those in Saltash (Landulph for example) cannot get there in time.	Very important	Books are important to all ages. Libraries and the childrens start into the fun of reading. It needs to be vibrant and exciting for them. At the other end of the scale, its important for older generations to have a warm, friendly place to sit and enjoy company.	After school activities starting later than 3.30 and a toilet	Toilet is self explanatory. The children outside of saltash, (landulph school for example) cannot reach the clubs starting at 3.30
95	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Study and quiet spaces ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media	Maybe local Saltash heritage	Very important	Its important for all ages to have access to free books		
96	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Meeting / community space hire	Attending events ;Studying or working ;Never visited	thoughtful	Somewhat important	warm	6	warm
97	No	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Photocopying ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Attending events ;Photocopying	More events and arty workshops, clubs for kids	Very important			
98	Yes	No		Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying	Borrowing books/media ;Attending events	More family events over school holidays. You could even ask for a voluntary donation. Would also like to see a separate craft area like Crownhill library has.	Very important	Something accessible for families	More family events for children over school holidays, not much for school age kids at present. Dedicated craft room / area	
99	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Studying or working ;Relaxing/social use	More children's events	Very important	It is a community centre not just a library, everyone should have something to enjoy	Toilets and drinks	I struggle with mobility so having everything in one place is useful
100	No	Yes	I don't currently visit	Books and other media	Borrowing books/media	Better opening times	Very important	Not everyone can afford books and not everyone can use or has ereaders	Home Education resources and sessions	Home educated can become isolated so maybe a book club, gcse revision support etc or other activities for age group 11-16 as this age group misses out as most home ed clubs are for younger children.
101	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc) ;Warm Space	Weekly knit n natter	The toilet which is proposed & a facility to have a coffee	Very important	Particularly for children & the elderly, great meeting place - Music Man & story time are lovely as well as the special events arranged for all ages & interests	Toilet & coffee	Fairly obvious
102	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying	Borrowing books/media	Events. Courses.	Very important	Reading is so important. It also provides a social hub for people who may be lonely	Courses. More talks on interesting topics. Cafe.	No adult education in Saltash.
103	Yes	No	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Cornwall Council signposting services	Borrowing books/media	Clubs for children	Somewhat important	Would love a coding club for children.	There aren't any coding/gaming clubs nearby.	

104	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events	More events/workshops	Very important	It's a valuable community facility	Workshops, social events	To get people joining in with others, reduce isolation and loneliness
105	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Studying or working	Interested in the events, talks, workshops but only ever hear about them after they have happened	Very important	When my children were growing up we were in the library several times a week		
106	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Talks for youngsters		Very important	I love to read so access to books is great. Reading is an essential part of life and free access to books is important for families and people with limited funds.		
107	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Photocopying ;Relaxing/social use		Very important	To bring communities together in shared activities and love for books!		
108	No	Yes	I don't currently visit	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Study and quiet spaces ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Never visited	Communitybl projects	Very important	Community access. Free support. Local council leading by example .	Community meetings. Jobs fairs. Voluntary and work experience placements	To support local shops and traders employ locals and support decrease youth unemployment.
109	Yes	Yes	Monthly	Books and other media;Children's activities and Storytime;Free Wi-Fi and computer use;Events, talks, and workshops;Photocopying ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Using computers or Wi-Fi ;Borrow Box	Borrow box	Very important	Gives east access to information, town, county, worldwide Plus amazing range of reading matter, mostly novels for me	Adult education, language classes, arts, history etc.	Truro adult ed. is ignoring Saltash, since they closed the college. They could easily set up services in the library
110	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Cornwall Council signposting services	Borrowing books/media ;Relaxing/social use		Very important	Free access to books and other media	Happy as it is	Nothing to add
111	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Photocopying	Borrowing books/media	I've been to the library multiple times since moving to Saltash in June 2025. I'm not sure if the hub is referring to something I'm not aware of or if you still mean the main library building. Perhaps that needs clarification in the advertising of the space? I'd love to see more children's events throughout the week. I love taking my toddler but I work Monday - Wednesday so we miss out on the age appropriate activity for her that I believe runs on a Tuesday. More activities for pre schoolers throughout the week would be much appreciated. For example story time a couple of times a week on different days, craft activities aimed at under 5s, rhyme time events similar to those run at	Very important	A library is a vital place in a community where it costs nothing which makes it accessible to all which is very important.	More activities aimed at preschoolers like craft sessions. I always keep an eye on the posters but none seem age appropriate for under 5s. Activities for pre schoolers run on multiple days a week so that we don't miss out if, for example, Tuesday is a working day and that's the only day you do music for kids. Good baby changing facilities accessible to mums and dads. Good places to put prams without being in the way. A cafe would be a bonus. Low tables for children to sit and	I believe making a space inviting for pre schoolers will develop their love of the library which will hopefully continue throughout their school years and in to adulthood. We only use the library to borrow books at the moment because activities don't run on a day that I'm off work, and there doesn't seem to be many events aimed at under 5s
112	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media	Wider range of children's event.	Very important	Library's are a vital public amenity. Every community needs one.		
113	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Relaxing/social use	Cake	Very important			
114	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime	Borrowing books/media	Events and talks. Need to be well publicised.	Very important	I'm not sure what a community hub is and what's available. Is the library a different thing?	Things aimed at older people. A cafe A public toilet	I am old!

115	Yes	Yes	Monthly	Books and other media;Events, talks, and workshops;l love to see the exceptional women to say hello, as well as getting my books	Borrowing books/media ;Attending events	They have everything I want, most especially being able to take my mobility scooter in. Couldn't visit otherwise	Very important	I can visit anytime for me, I'm usually able to, heavy rain permitting	Love to see more authors talking about their books, how they get their ideas, etc	Love to see the authors in person, makes reading their books seem like visiting a friend
116	Yes	Yes	Monthly	Books and other media;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Cornwall Council signposting services	Borrowing books/media ;Attending events	Accessible toilet and baby change facilities	Very important	Borrow books Community space Access information Events and speakers		
117	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Attending events ;Relaxing/social use	We come regularly but possibly longer opening hours one day a week for working people.	Very important	Basic human right? Important for community. More author talks. Toilets. Sofa! Important to have free space / internet / activities for kids / access to books for all especially as the cost of everything is rising so much all the time		Toilets would make it easier for families to access the library. Love attending author talks and these are brilliant for children and encouraging them into the library
118	Yes	Yes	Monthly	Books and other media;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces	Borrowing books/media	More studying space	Very important	Free books and knowledge. Events to connect community. Volunteering opportunities	Maybe more volunteering opportunities	Bored teen who would like things to do whilst helping community
119	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media	More books to browse. I know I can order on-line but browsing can introduce me to new authors I may not know about or consider.	Very important	So that reading and learning are available to everyone what ever their circumstances	A space away from the books for meetings etc	Several times I have called into the library to discover events happening by the audio books or reading books and I have been unable to look for what I want. I live in a village so the library is not just round the corner for me to pop back later
120	Yes	Yes	Rarely	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Studying or working ;Photocopying		Very important	Because it builds community, provides important services and opportunities to those who don't have access to computers/wifi at home, provides a space to socialise and engage in new activities, provides a vital link to council services as well as providing access to books and media	Book/film club for young people, book club for adults, collaboration events with groups or clubs in Saltash, more author book readings, computer/internet skills sessions for those unfamiliar with how to use a computer or the internet,	Having book clubs for various ages or interests builds a community around the library connected to the libraries main focus, collaboration with other groups/clubs in Saltash connects two communities within Saltash and could bring new people to the library, similar with computer/internet skills sessions - brings new people to the library who will likely return to use the computers after they learn new skills.
121	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying	Borrowing books/media ;Studying or working	It already provides the facilities I need which is primarily as a place to browse and borrow books.	Very important	Aside from borrowing books, which is what I use it for, it offers facilities for people of all ages, a quiet space for study and also warmth and shelter in winter	N/A	N/A
122	No	No	I don't currently visit	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying	Never visited	Refreshments available so I can relax and read. Better advertising, I cannot remember seeing any workshops advertised.	Very important	The town is dying and having a venue for people to use that is free is vital in today's economy.	No clue.	
123	Yes	Yes	Weekly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Study and quiet spaces ;Photocopying ;Cornwall Council signposting services ;Meeting / community space hire ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Using computers or Wi-Fi ;Attending events ;Photocopying ;Relaxing/social use	A cafe, public toilets	Very important	People need the facilities the library offers	More daytime children's activities - we currently attend up to 2 a week	It's vital to get children reading and socialising
124	Yes	Yes	Weekly	Books and other media;Children's activities and Storytime;Cornwall Council signposting services	Borrowing books/media ;Relaxing/social use	More events	Very important	For community and to encourage my child to read	Toilets / cafe	Would spend longer there, meet friends there

125	Yes	Yes	Monthly	Books and other media;Free Wi-Fi and computer use;Children's activities and Storytime;Events, talks, and workshops;Photocopying ;Cornwall Council signposting services ;Free online resources (BorrowBox, Press Reader, Transparent Languages etc)	Borrowing books/media ;Using computers or Wi-Fi ;Photocopying	Very important	The library offers access to books, including reservations, online information as well as sign-posting resources. It offers all members of Saltash the opportunity to access this information for free, allowing for lifelong learning and access to information, regardless of personal circumstance or if you are a student or not (as opposed to universities). In an age of consumerism, it also allows for books to be read and shared among the members of the libraries, which reduces waste. The library is an invaluable resource.	- Quiet study spaces, including bookable quiet spaces- An increase in the number of books that adults can take out at once	Quiet study spaces would offer the opportunity for those with distractions at home to be able to study / complete online applications etc. in a quiet and calm environment without being disturbed. Secondly, adults who wish to take out more books, which are available, should be able to do so
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To receive a report on refreshment provision and consider any actions and associated costs

Report to:

Library Sub Committee

Date of Report:

26.08.2026

Officer Writing the Report:

Community Hub Team Leader (CHTL)

Purpose of the report:

To identify the types of hot and cold drinks facilities, recommend the best value for money and suitability for use in the library space together with a pricing structure.

Pursuant Minute:

Library meeting held on 16.2.26 minute nr 58/25/26 points 2 & 3

Officer's Recommendations

Members are asked to;

1. Consider purchasing Jura W8 bean to cup coffee machine from company A at a cost of £1,650.47 + VAT allocated to budget code 6971 LI EMF Saltash Library Property Refurbishment.
2. Consider purchasing the fridge Polar G-Series Upright Display Fridge 218Ltr Black GH426 for the cold drinks provision at a cost of £444.99 + VAT allocated to budget code 6971 LI EMF Saltash Library Property Refurbishment.
3. To consider recommending to the Services Committee the refreshment pricing structure outlined in the report.
4. Note there will be training costs of £20 plus VAT for each library staff member to complete necessary food safety training allocated to the personnel training budget 6656 ST PE Staff Training.

5. Note the additional food hygiene and safety requirements associated with providing refreshments, including food business registration, ongoing compliance with food safety regulations, and the increased operational responsibilities for the Community Hub Team Leader and Community Hub Assistants in managing stock, cleaning, monitoring, and record-keeping requirements.
6. To consider delegating authority to the CHTL to ensure that all requirements relating to the provision of refreshments are implemented, enabling the service to be delivered safely, effectively, and in accordance with all relevant procedures and regulations.

Report Summary

Hot Drink Product

A wide range of coffee machines is available to meet different operational requirements, budgets and customer expectations. After considering the available options, a bean-to-cup coffee machine clearly represents the best solution for Saltash Library Hub, offering the strongest balance of quality, flexibility, reliability and value for money. Unlike many commercial machines, it does not require a mains water connection, avoiding installation costs and enabling immediate deployment within the library. Its self-contained water tank provides the flexibility to relocate the machine for events, room reconfigurations or routine cleaning, ensuring it can adapt to the changing needs of the Hub.

In addition to its practical advantages, a bean-to-cup machine delivers a consistently high-quality coffee experience, producing fresh drinks that are comparable to those available in commercial cafés. This has the potential to enhance the visitor experience, encourage longer visits, support community activities and generate additional income. Designed for regular commercial use, the machine is robust, dependable and capable of meeting expected demand without compromising drink quality or service speed. By combining professional-standard beverages, operational flexibility and ease of management, a bean-to-cup coffee machine offers a future-proof investment that aligns with the Hub's ambition to create a welcoming, sustainable and community-focused environment.

- Jura W8 Bean-to-Cup Coffee Machine

The Jura W8 is a compact, professional bean-to-cup coffee machine designed for workplace environments, with a recommended capacity of up to 50 drinks per day. It offers 17 speciality coffee options, including milk-based drinks, and features a Professional Aroma Grinder and automatic milk system cleaning to ensure consistent quality and ease of maintenance.

The machine includes a 3-litre water tank, 500g bean hopper, intuitive colour display, and programmable drink settings. It is designed for office and public-facing environments and can be integrated with payment systems if required. The W8's compact footprint, reliability, and user-friendly operation make it a suitable option for community facilities seeking a high-quality self-service beverage provision. Please refer to **Appendix A.** for the full machine specification of the Jura W8.

- Jura W4 Bean to Cup Machine

The Jura W4 is a compact, professional bean-to-cup coffee machine designed for offices and public spaces, with a recommended capacity of up to 50 cups per day. It offers 10 speciality black coffee drinks, including espresso and lungo options, and features Jura's Professional Aroma Grinder and Pulse Extraction Process for consistent coffee quality. It includes a 3-litre water tank, 500g bean hopper, intuitive colour display, automatic cleaning programmes, and payment system compatibility. The W4 is a reliable, low-maintenance solution for venues seeking high-quality black coffee without the additional servicing requirements of a milk-based system. Please refer to **Appendix B.** for Jura W4 specification.

The Jura W8 offers a broader beverage range than the Jura W4, providing 17 speciality drinks including cappuccinos and other milk-based coffees, compared with 10 black coffee options on the W4. Both machines are designed for similar usage levels of up to 50 cups per day and offer comparable professional features. The W8 would provide a more versatile customer experience, while the W4 offers a simpler and potentially lower-maintenance solution focused on black coffee specialities.

- Vitro S1 Espresso Coffee Machine

The Vitro S1 Espresso is a compact, self-service coffee vending machine designed for offices, community venues and hospitality settings. It offers a range of espresso-based beverages, including cappuccinos, and is capable of producing up to 60 cups per day. The machine features a 4-litre water tank, 1.2kg bean hopper and a simple touchscreen operation. Please refer to **Appendix C.** for Vitro product specification.

- Jura W8 or the Vitro S1?

While both machines are suitable for public-facing environments, the Jura W8 offers a significantly more premium coffee experience. It provides 17 speciality beverages, including high-quality milk-based drinks such as cappuccinos and lattes, compared with the Vitro S1's more limited vending-style menu. The Jura's Professional Aroma Grinder, Pulse Extraction Process and fine foam technology are specifically designed to deliver café-quality drinks with a focus on taste and consistency.

Although the Vitro S1 has a larger bean capacity and slightly higher daily output, the Jura W8 prioritises beverage quality, ease of use and customer satisfaction. Its automatic milk cleaning system, intuitive display, smart cup sensor and premium

design make it particularly well suited to a community hub environment where providing a welcoming, high-quality customer experience is a priority.

Overall, the Jura W8 represents the stronger option for delivering a professional, café-style coffee offering and is likely to enhance the visitor experience more effectively than the Vitro S1.

Machine	Daily capacity	Drink range	Water / beans	Operation and maintenance	Costs quoted in this report		Library suitability
Jura W8	Up to 50 drinks	17 specialities, including fresh-milk drinks	3L tank / 500g hopper	Automatic milk-system cleaning; intuitive display; payment-system compatible. Requires milk storage and additional milk-system care.	Purchase: £1,650.47 + VAT Company A or £2,850 + VAT (Company B).	Lease: £19.86 + VAT per week for 2 years; stated total net cost £1,549. Company A	Best overall option: broadest choice and strongest café-style customer experience.
Jura W4	Up to 50 drinks	10 black-coffee specialities; no milk drinks	3L tank / 500g hopper	Automatic cleaning programmes; simpler upkeep than a milk-based machine; payment-system compatible.	Purchase: £1,257.69 + VAT (Company A) or £2,095 + VAT (Company B).	Lease: £15.13 per week for 2 years, stated total net cost £1,180.37; or £16 per week for 3 years.	Best lower-maintenance option: good value where black coffee is sufficient.
Vitro S1 Espresso	Up to 60 drinks	8 selections, including espresso-based and powdered-milk drinks	Optional 4L tank / 1.2kg hopper	Compact and easy to refill and clean; cashless options available; uses soluble milk and chocolate canisters.	Purchase price= £2,500 Plus VAT (Company C) Plus £500 annual service fee		Best for higher throughput: larger capacities, but a more vending-style offer than the Jura W8.

Additional information for members on hot drinks provision

- The staff would have compostable takeaway cups behind the reception desk and take the payment at the desk for beverages. This would allow reporting of how many drinks were sold and streamline the money handling process as the takings would go directly into the till rather than into a separate vending machine.
- Hot chocolate and tea bags would also be kept behind the desk and given to customers once they have paid for the beverage. Providing compostable cups would also decrease the use of single-use plastic and reduce our negative impact on the environment.
- A discount initiative can also be applied when using a Bean to Cup machine, whereby customers could receive a small discount for bringing in their own cup or travel mug. Not only would this reduce waste, it would also reduce expenditure on takeaway cups whilst encouraging the reduction of waste.
- A loyalty card scheme could also be introduced to encourage regular purchasing of beverages. This is an incentive to increase profit and can be used as marketing to draw customers in.
- Additional sockets would be required to run any equipment which would have an associated cost.

Operational Impact of Refreshment Provision

The sale of hot drinks would require the Town Council to ensure compliance with relevant food safety legislation and good practice standards. This would include registering the Library Hub as a food business where required, providing appropriate food hygiene training for staff involved in the preparation and sale of drinks, maintaining suitable food safety management procedures, and ensuring that allergen information is available to customers. Once registered, the local authority may inspect the premises and issue a Food Hygiene Rating (0-5).

In addition, appropriate public liability and employer's liability insurance arrangements should be reviewed and confirmed to ensure that the activity is adequately covered. Procedures should also be established for cleaning and maintenance of equipment, safe storage of milk and consumables, stock management, and monitoring of hygiene standards.

- For selling hot drinks at the library, usual requirements are;
 1. Food business registration
 2. Basic food hygiene procedures
 3. Allergen information
 4. Temperature monitoring for milk
 5. Appropriate insurance

Introducing a hot drinks service would respond directly to demonstrated visitor demand and strengthen the Library Hub's appeal as a welcoming community destination. Many visitors have already requested this provision through verbal feedback, while 30% of respondents to the recent survey said it would make them more likely to visit. Providing refreshments would therefore enhance the existing offer, encourage greater footfall and longer visits, and further support the Library Hub's role at the heart of the community.

Cold Drink Product

Fridges

Introducing a drinks fridge in the library could provide a convenient and attractive cold drinks offer for customers, helping to increase dwell time, improve the visitor experience, and generate additional income to support library services. The **Polar G-Series Upright Display Fridge (218L)** is the strongest overall option as it combines a good storage capacity with a lockable door and lockable castors, making it secure, easy to move for cleaning, and well suited to a public library environment. This fridge could also be utilised for storage of milk for the library coffee machine. Current facilities do not allow for storage of milk in larger quantities so this would be an effective solution. Please refer to **Appendix D** fridge and vending machine product information.

For busier sites expecting higher sales volumes, the Kool SC360 (360L) offers significantly more storage capacity while retaining both a lockable door and castors. Budget-conscious libraries may find **the Adexa KOBE302 (140L)** a cost-effective alternative; however, the lack of a specified lock could present security concerns. Smaller options such as the Russell Hobbs 62L Drinks Fridge have lower upfront costs and a lockable door but may require frequent restocking and cannot be easily relocated due to the absence of wheels. The Adexa SC105B Bottle Cooler provides a compact display solution but appears better suited to retail settings and lacks clearly stated security and mobility features. Potential disadvantages of any drinks fridge include electricity costs, routine cleaning and maintenance requirements, stock management, and the risk of theft or vandalism if a lockable unit is not selected. Overall, a drinks fridge could be a valuable addition to the library, with the Polar G-Series offering the best balance of security, capacity, mobility, and suitability for a community-focused public space.

Rank	Fridge	Capacity	Lockable Door	Wheels/Castors	Price (Inc. VAT)	Library Suitability
1	Polar G-Series Upright Display Fridge 218L Black GH426	218L	✓ Yes	✓ Lockable castors	£533.99	Excellent
2	Kool SC360 Black Upright Single Door Display Fridge	360L	✓ Yes	✓ Castors	£466.80	Excellent for high-volume sales
3	Adexa KOBE302 Display Refrigerator	140L	⚠ Not specified	✓ Castors	£391.20	Good budget option
4	Russell Hobbs 62L Drinks Fridge	62L	✓ Yes	✗ No	£169.00	Suitable for very low sales volume
5	Adexa SC105B Bottle Cooler	105L	⚠ Not specified	✗ Not specified	£402.00	Better suited to retail environments

Vending Machines

A vending machine could provide a simple, self-service option for offering cold drinks and snacks within the library, requiring minimal staff involvement during day-to-day operation. Leasing a machine from a supplier such as Company C offers the benefits of regular replenishment and annual servicing. However, the financial return is likely to be very limited, as income is dependent on an agreed rebate arrangement and turnover levels, with no guaranteed profit. In addition, the proposed five-year contract may reduce flexibility if demand changes or a different provision is preferred in the future. The cost of leasing a vending machine for drinks or drinks & snacks from Company C is £25 per week for 5 years. This is a total cost of £6,500 over five years for rental.

Purchasing a vending machine outright would allow the Town Council to retain all income from sales and could be more cost-effective than a long-term lease over five years. However, this option would require a significant upfront investment, alongside ongoing responsibilities for stock ordering, storage, replenishment, cleaning, and machine management. The purchase cost for a drinks vending machine from Company C is £4200. A further concern for both options is that the machines operate on card payments only, which may exclude some customers, particularly children, older residents, and those who prefer to use cash. The physical dimensions of vending machines is also greater than the fridges included within this report. Taking into account the space requirements, card-only payment restrictions, ongoing costs, and limited financial return, a vending machine may be less suitable for a library setting than a smaller, more flexible drinks fridge solution.

Product	Lease	Buy
Vending machine supplied by Company C	PROS • Replenished regularly. • Serviced annually.	PROS • Outright purchase would mean all money from sales would go to the Town Council. • Reduced cost compared to the total cost of a 5 year rental contract. • User can choose what products to sell.
	CONS • Would not see much if any financial profit from leasing. • 5 year contract. • Possible rebate subject to turn over- no guaranteed income from the sale of products. • Card payments only- done through integrated card reader. No cash option.	CONS • Regular replenishment and storage of products required. • Card payments only- done through integrated card reader. No cash option. • Large upfront expense.

Overall, a drinks fridge is the preferred option for the library as it offers a more flexible, cost-effective, and customer-friendly solution than a vending machine. A fridge such as the **Polar G-Series Upright Display Fridge** provides secure storage, mobility, and sufficient capacity for a range of cold drinks while allowing the library to retain all income from sales. Unlike a vending machine, a drinks fridge does not require a long-term contract, annual servicing agreements, or reliance on supplier-managed stock arrangements. It also allows greater control over product selection, pricing, and stock levels, enabling the library to tailor the offer to local demand. In addition, a drinks fridge

occupies less space and is more easily integrated into a library environment, preserving valuable floor space and maintaining a welcoming atmosphere. Importantly, sales can be made through existing library payment methods, including both cash and card where available, avoiding the accessibility issues associated with card-only vending machines. Taking into account the lower overall costs, greater flexibility, reduced space requirements, and improved accessibility for customers, a drinks fridge represents the most practical and sustainable option for providing cold drinks within the library.

A review of the library budget and the relevant budget code will be required to ensure sufficient funding is available for the purchase of the products needed to continually replenish and deliver this provision should members wish to add refreshments to the library offer. This will also be informed by the refreshment solution members choose to adopt.

Refreshment Charges

The introduction of refreshments presents an opportunity to generate modest income while enhancing the visitor experience. Refreshment charges would be instated with the addition of a hot and cold drinks provision (coffee machine and cold drinks machine)

Potential refreshments could include:

- Coffee (freshly ground from Bean to Cup machine)
- Tea
- Hot chocolate
- Cold soft drinks

Any pricing structure should:

- Reflect local market rates.
- Remain affordable for customers.
- Cover operational and consumable costs.
- Offer good value for money.

Example pricing for hot beverages below:

Product	Price per cup
Latte	£2.50
Cappuccino	£2.50
Americano	£2.00
Espresso (single or double)	£1.75
Tea (including herbal)	£1.00
Hot Chocolate	£1.00

These prices are based on a 1kg bag of Origin coffee beans and a green semi skimmed milk from a local shop. There would need to be consideration for Oat Milk etc. Those who choose to bring their own cup would receive a 10% discount.

How Does This Meet the Business Plan?

The recommendations support Saltash Town Council's Business Plan and its vision for a greener, more inclusive and prosperous town with an excellent quality of life for all ages.

Under **Health and Wellbeing**, the provision of hot and cold drinks would improve the Library Hub as a welcoming, accessible community facility. It responds directly to customer feedback, including the survey finding that 30% of respondents would be more likely to visit if refreshments were available. The service could encourage longer visits, social interaction and participation in library activities. Staff food-safety training, allergen information, cleaning procedures and temperature monitoring would help ensure the service is delivered safely and responsibly.

Under **Boosting Jobs and Economic Prosperity**, the proposals would improve the Library Hub's facilities, increase its attractiveness to residents and visitors, and create an opportunity to generate additional income. Purchasing the equipment enables the Town Council to retain income from sales, control pricing and stock, and avoid the higher costs and restrictions of a long-term vending contract. The recommended options therefore demonstrate value for money and responsible use of Council resources.

Under **Climate Emergency**, the proposed use of compostable cups and incentives for customers who bring reusable cups would help reduce waste. Selecting equipment that is appropriately sized and capable of serving more than one operational purpose—for example, using the recommended fridge for both cold drinks and milk storage—would support efficient use of resources.

Under **Recreation and Leisure**, the recommendations would enhance the Library Hub's role as a community destination by improving the visitor experience and supporting meetings, events, activities and informal social use of the building.

Overall, the recommendations contribute to the Council's commitment to providing high-quality, inclusive and sustainable services for Saltash residents and visitors.

Budget Overview

Item 1:

- Bean To cup Machine Jura W8 £1,650.47 + VAT
- Quantity 1

Item 2:

- Polar G-Series Upright Display Fridge 218L Black GH426 £444.99 + VAT
- Quantity 1

Total cost of all items: = £2095.46 +VAT

Please note, prices correct at time of writing the report but are subject to change.

Quotes Provided

Item Description	Length of lease	Unit Price	Total Net Cost
Jura W8 Bean to Cup Machine (Company A)	2 years	£19.86 +VAT per week	£1,549
Jura W4 (Company A)	2 years	£15.13 per week	£1,180.37
Jura W4 Bean to Cup (Company B)	3 years	£16 per week,	

Item Description	Purchase of machine
Jura W8 Bean to Cup Machine Company A	£1,650.47 + VAT
Jura W8	£2850.00 +VAT
Jura W4 Company A	£1,257.69 + VAT
Jura W4 Bean to Cup (Company B)	£2095 + VAT

Item Description	Lease Price	Purchase Price
Vending machine- (Company C)	£25 per week +VAT for a 5 year contract.	£4,200.00 +VAT
GPE DRX 25 Chilled 5 Tray Floor Standing Vending Machine	£26.30 +VAT) per week 60 month contract	£4,770.00 +VAT

Procurement Threshold

Should members wish to purchase a refrigerator for the library, this would fall under the procurement threshold.

Should members wish to lease or purchase a vending machine, this is over the procurement threshold.

Budgets

Budget Codes:

6971 LI EMF Saltash Library Property Refurbishment

Budget Availability:

£35,808

Committed Spend: None.

Signature of Officer:

Community Hub Team Leader

W8

The compact, versatile choice



Benefits

- Professional Aroma Grinder for outstanding coffee quality
- Unequivocally professional thanks to a 3.5-inch display with buttons and the Coffee Eye
- Compact JURA design with classic lines in a Dark Inox colour
- Supports modern payment connection options such as MDB standard and Pocket Pilot 2.0

One of the best features of the compact W8 is its versatility: on its menu there are no less than 17 speciality coffees, all of which it prepares to perfection. Other components that contribute to its outstanding performance are the Professional Aroma Grinder (P.A.G.2) and fine foam technology. In addition to its outstanding features, it is exceptionally easy to use: a clearly laid-out menu, intuitive navigation and the Coffee Eye smart cup sensor provides maximum ease of use for all coffee lovers. The professional machine offers many benefits for operators including automatic milk system cleaning, a lockable bean container and water tank, adjustable programme functions and the ability to connect to a range of payment systems. The W8 is ideal for offices, salesrooms and businesses where a daily capacity of up to 50 speciality coffees is required.

Recommended accessories

- Payment Connect
- JURA Pocket Pilot 2.0
- MDB Interface 2.0
- MDB Connect
- Data Communicator
- Cup warmer with accessory drawer W line
- Accessory set for HP3 milk systems
- Cool Control 1.0I
- Milk pipe with stainless steel casing

Areas of use

- Offices
- Factories and workshops
- Stores
- Business premises
- Studios

Recommended maximum daily output: 50 cups



W8

Technical overview

Specific advantages

Number of specialities	17
Intelligent preheating	■
Coffee Eye	■
Active bean monitoring	■
JURA Cockpit with maintenance status display	■
WiFi connection to home network	■

JURA coffee machine standards

Pulse Extraction Process (P.E.P.®)	■
One-Touch Lungo function	■
One-Touch function	■
Variable brewing unit	5 – 16 g
Grinder	P.A.G.2
High-performance pump, 15 bar	1
Thermoblock heating system	1
Fluid systems	1
Milk system/interchangeable milk spout	HP3/CX3
Powder chute for ground coffee	■
Aroma preservation cover	■

Operating and programming standards

Compatible with Payment Connect	■
Compatible with MDB Connect	■
Display	3,5" colour display with buttons
Programmable and individually adjustable amount of water	■
Programmable and individually adjustable coffee strength	10 levels
Programmable amount of milk/milk foam	■
Programmable brewing temperature	3 levels
Programmable temperature of hot water	3 levels
Resettable day counter	■
Shows the number of preparations for each individual product	■

Hygiene standards

Intelligent Water System (I.W.S.)	■
CLARIS filter cartridge	CLARIS Pro Smart+ / CLARIS Smart+
One-Touch milk system cleaning (automatic)	■
Integrated rinsing, cleaning and descaling programme	■
Monitored drip tray	■
JURA hygiene: TÜV-certified	■

Energy standards

Energy Save Mode (E.S.M.®)	■
Zero-Energy Switch or power switch	■
Programmable switch-off time	■

Design and materials

Amber/white cup illumination	■
------------------------------	---

In figures

Height-adjustable coffee spout	65 – 111 mm
Height-adjustable cappuccino spout	107 – 153 mm
Height-adjustable hot-water spout	65 – 111 mm
Water tank capacity	3 l
Bean container holding capacity	500 g
Coffee grounds container (servings)	max. 25
Cable length	approx. 1.1 m
Voltage/Power	230 V~ / 1450 W
Current	10 A
Stand-by power	2 W
Weight	11 kg
Dimensions (W×H×D)	29.5 × 44.3 × 44.6 cm
Article number/Product code	15550/Dark Inox (EA)



Hygiene standards



www.tuv.com
ID 0000027526

W4: Specifications

Recommended maximum daily output

Recommended maximum daily output	50
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Areas of use

Studios	✓
Offices	✓
Business premises	✓
Stores	✓
Factories and workshops	✓

Specialities

Espresso	✓
2 × Espresso	✓
Coffee	✓
2 × Coffee	✓
Americano	✓
Lungo	✓
Special coffee	✓
Espresso doppio	✓
Hot water	✓

Hot water for green tea	✓
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Number of cups per hour (as per DIN 18873-2)

Espresso	75
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2 × Espresso	102
--------------	-----

Coffee	73
--------	----

2 × Coffee	95
------------	----

Hot water	66
-----------	----

Specific benefits

Number of specialities	10
------------------------	----

Intelligent preheating	✓
------------------------	---



Transmitter supplied as standard	-
----------------------------------	---

JURA coffee machine standards

Pulse Extraction Process (P.E.P.)	✓
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Variable brewing unit	5 – 16 g
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Grinder	P.A.G.2
---------	---------

High-performance pump, 15 bar	1
-------------------------------	---

Thermoblock heating system	1
----------------------------	---

Fluid systems	1
---------------	---

Powder chute for ground coffee	✓
Active bean monitoring	✓

Operating and programming standards

Display	3.5" colour display with buttons
Individually programmable quantity of water for coffee	✓
Individually programmable coffee strength	10 levels
Individually programmable brewing temperature	3 levels
Individually programmable hot water temperature	3 levels
Resettable day counter	✓
Shows the number of preparations for each individual product	✓

Connectivity

Smart Connect	✓
Wi-Fi Connect	✓
Payment Connect	✓
MDB Connect	✓

Payment and telemetry systems

Pocket Pilot 2.0	✓
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Data Communicator	✓
MDB Interface 2.0	✓

Hygiene standards

Filter cartridge	CLARIS Pro Smart+
Integrated rinsing, cleaning and descaling programme	✓
Monitored drip tray	✓
Lockable bean container and water tank	✓
JURA hygiene: TÜV-certified	✓

Energy standards

Energy Save Mode (E.S.M.©)	✓
Zero-Energy Switch or power switch	✓
Programmable switch-off time	✓

In figures

Height-adjustable coffee spout with hot-water spout	65 – 111 mm
Water tank capacity	3 l
Bean container holding capacity	500 g
Coffee grounds container (approx. servings)	25
Cable length	1.1 m

Voltage / power	230 V ~ / 1450 W
Current	10 A
Stand-by power	<0.5 W
Weight	10.4 kg
Weight (net)	10.4 kg
Weight (gross)	13.3 kg
Dimensions (W × H × D)	29.5 × 44.3 × 44.6 cm
Article number, product code	15542, Dark Inox (EA)
EAN code	7610917155422
Country of production	Made in Switzerland
Model year	2025

Supplied as standard

Measuring spoon for ground coffee	✓
3-phase cleaning tablets	✓
CLARIS Pro Smart+ filter cartridge	✓
Instructions for use	✓
Warranty conditions	✓

VITRO **S1**



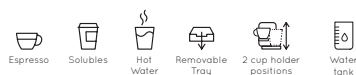
ATTENTION TO DETAIL

Vitro S1 is an automatic hot beverage machine designed with the highest quality materials and components found in our top performance professional machines.

Its seamless and compact design fits nicely for any coffee area in a small office, a hotel, a convenience store or a quick service restaurant. Designed to provide the ultimate coffee experience from the first cup to the last.

VITRO S1 ESPRESSO

The Vitro S1 Espresso is a compact coffee machine designed to provide the highest quality of coffee espresso based drinks into any location that consumes less than 60 cups per day.



Machine Capacity

- 150 cups Espresso.
- 150 cups Cappuccino.
- 40 cups Hot chocolate.

Productivity per hour

- Hot water 9.9 litres.
- Espresso 90 cups.
- Soluble drink 90 cups.
- Cappuccino 70 cups.

VITRO S1 INSTANT

Has been designed to fit the smallest spaces, it is an autonomous automatic coffee machine including four soluble products as standard.



Machine Capacity

- 250 cups Espresso.
- 150 cups Cappuccino.
- 40 cups Hot chocolate.

Productivity per hour

- Hot water 9.9 litres.
- Soluble drink 90 cups.
- Cappuccino 70 cups.



ACCESSORIES TO SUIT YOUR BUSINESS MODEL

Designed to suit different operational business models by offering a myriad of functioning modes and accessories.

Vitro S1 supports a cooperative culture in the office, offering high quality coffee, a premium user experience, and a comprehensive hot drinks offer.

It is also the perfect solution for a coffee service in convenience stores as well as for hotels, where breakfast needs to be good but also fast. It offers a pleasurable experience with an attractive, simple and functional design.



Base cabinet kit
Ready to install a coin validator.
(850 mm.)



Cup module kit
For dispensing cups.



Validator module kit
Ready to install a coin validator.

RFID Reader Kit
For product recharge card or cashless systems

Easy to refill coffee beans and soluble ingredients

The filling process can be done from the top, without opening the door, in a straightforward and simple way.



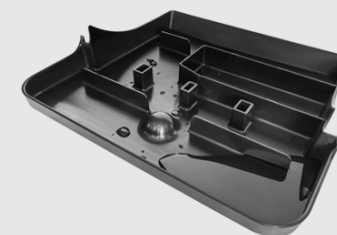
Easy to clean and maintain

Front removal of liquid waste tray, with no need to open the machine.



Easy to clean the liquids tray

The liquids tray has a capacity of 1.2l. The design has a built-in wave breaker to avoid unwanted splashes and spills during transport for cleaning.



Easy to refill the water tank

Thanks to its ergonomic design, the 4 litre water tank can be removed and replaced with little effort. Mains water connection kit available for longer run time.



Easy to empty and clean the waste tray

The coffee waste drawer has a capacity of up to 60 coffees. Its design allows for easy emptying and dishwasher cleaning.



Easy label changing

The machine allows easy label replacement to adapt the panel to the tastes of your customers.



A LIFETIME RELATION WITH COFFEE

Make the most of Azkoyen's over 30 years experience in technological innovations for the preparation of hot beverages in hotel, catering and vending environments. Taking great care with every detail of the process in order to provide the definitive experience in the world of coffee.



SPECIFICATIONS:

		VITRO S1 ESPRESSO	VITRO S1 INSTANT
CAPACITY	Water tank capacity (l)	4 litres	4 litres
	No. of coffee bean hoppers	1	-
	No. of soluble product canisters	2	4
	Product capacity (g)	Coffee beans 1200 g Powdered Milk 600 g Chocolate 800 g	Instant Coffee 400 g Decaf Coffee 400 g Powdered Milk 600 g Chocolate 800 g
TECHNICAL SPECIFICATIONS	Weight	27,5 Kg	21 Kg
	Brewing systems	Espresso	Instant
	Name of the brewing system	AzkV10	-
	Brewing system capacity	6 - 8gr	-
	No. of mixers	1	2
	Name of grinder	M03 Horeca Performance	-
	No. of grinders	1	-
	Boiler type	Pressure	Pressure
	Boiler capacity	315 cc	315 cc
	Selection type	Direct touch keypad	Direct touch keypad
	No of selections	8	8
	Voltage	230 v	230 v
	Maximum power	1500 W	1500 W
	Width	305 mm	305 mm
	Height	625 mm	625 mm
	Depth	430 mm	430 mm

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3809 Beam road, Suite H
Charlotte, North Carolina
28217
Tel.: (803) 524-1008
www.azkoyenvending.com

Appendix. D Fridges and Vending Machines with specs.

1.	 Compare <u>Russell Hobbs 62L Drinks Fridge - Black</u> SKU: RHGWC4B-LCK • Reversible Door: Opens to the left or right, providing flexibility in placement • LED Light: Improves visibility and reduces energy costs compared to none LED • Lockable Door: Securely store drinks and snacks • Adjustable Shelves: Provide flexible storage options, allowing you to easily rearrange the interior to fit larger or awkwardly shaped items • Dimensions: (H)64cm x (W)43cm x (D)48cm <u>Mini Fridge Deals at Appliances Direct</u>  £169.00	
2.	 <u>RUSSELL HOBBS RH48BC101B Drinks Cooler - Black</u> • Capacity: 4 wine bottles & 90 330 ml cans • Temperature range: 2-15°C • Single temperature zone • 2 year guarantee <u>£229.00 Fridges - Cheap Fridge Deals Currys</u>	
3.		

	KUHLA K48BC101SS Drinks Cooler - Stainless Steel • 84.5 x 47 x 44 cm (H x W x D) • Capacity: 93 litres • Wine rack to keep your bottles chilled £214.00	
4.	Back bar cooler 1 hinged door 130 litres Adexa SC130 • Brand: Adexa • Product Code: SC130 • Availability: In Stock • £879.60 £282.00 incl VAT Commercial back bar fridge for bars, cafés, shops, restaurants and other professional catering establishments. • Ext. Dimension (WxDxH): 540x560x850mm • Int. Dimension (WxDxH): 440x370x510mm • Hinged door • Capacity: 130 litres • Temperature: 0 to +10°C • Shelves: 3 pcs • Manual controls • 135W • Energy efficient LED interior lighting • Back bar cooler 1 hinged door 130 litres Adexa SC130	
5.	Commercial Bottle cooler Upright 105 litres Hinged glass door LED Canopy Black Adexa SC105B • Brand: Adexa • Product Code: SC105B • Availability: In Stock £402.00 incl VAT Commercial bottle cooler for bars, cafés, shops, restaurants and other professional catering	

	establishments. Featuring an LED canopy light, this upright bottle cooler is perfect for creating eye catching displays in any bar, restaurant, café or shop. • Ext. Dimension (WxDxH): 360x365x1880mm • Int. Dimension (WxDxH): 280x280x1325mm • Hinged glass door • Capacity: 105 litres • Temperature: 0 to +12°C • Shelves: 6 pcs • Manual controls • 120W • Energy efficient LED interior lighting • LED canopy light <u>Commercial Bottle cooler Upright 105 litres Hinged glass door LED Canopy Black Adexa SC105B</u>	
6.	Commercial Upright Display Refrigerator 140 Litres Single Glass Door 3 Shelves Ventilated Cooling 500x580x1483mm Adexa KOBE302 • Brand: Adexa • Product Code: KOBE302 • Availability: In Stock • £976.80 RRP £391.20 incl VAT A fan-assisted cooling system ensures even temperature distribution, while R600a refrigerant delivers quiet, energy-efficient, and eco-friendly operation. Built for commercial reliability, it's suitable for use in high-traffic environments and maintains stable performance across climate classes 3–5. Key Features • Total capacity: 140 L • Temperature range: +2 °C to +8 °C (adjustable thermostat) • External dimensions (in service): 500 × 580 × 1483 mm • Rated voltage/frequency: 220–240 V ~ 50 Hz • Rated current: 1.0 A	

	• Lamp power: 2 × 2.4 W LED lighting • Refrigerant: R600a (34 g) – environmentally friendly • Foaming agent: Cyclopentane • Climate class: 3 / 4 / 5 – suitable for ambient temperatures up to 40 °C • Cooling type: Fan-assisted • Door type: Single glass door (LOW-E tempered) • Castors for manoeuvrability • Interior fittings: 3 adjustable wire shelves Protection class: Class I (earthed) Commercial Upright Display Refrigerator 140 Litres Single Glass Door 3 Shelves Ventilated Cooling 500x580x1483mm Adexa KOBE302	
7.	Kool SC360 Black Upright Single Door Display Fridge - Corr Chilled Kool SC360 Black Upright Single Door Display Fridge • Brands: Kool • Product Code: SC360 • Availability: In Stock • Ex VAT : (RRP :£735.00) £389.00 • Inc VAT : (RRP :£882.00) £466.80 Product Information • External Dimensions: H 1950 x W595 x D620mm • Standard Delivery: 3-5 working days • Standard Warranty: 12 months parts and labour • Exterior finish: Black • Interior finish : Black • 13 Amp Plug • Shelves: 4 + base	

	• Capacity: 360ltrs • Temperature Range: +2/10°C • Lockable door • Air vents from front bottom • Refrigerant: R290 • Automatic defrost • Self-closing door • Vertical LED interior light for excellent display to every level • Digital controller and temperature display • Energy rating C • Double layer glass • Castors for easy movement and positioning • 4 x Adjustable shelves • Replaceable door seals	
8.	Polar <u>Polar G-Series Upright Display Fridge 218Ltr Black GH426 - FREE 24hr Delivery & Unpack</u> <u>'G-Series Upright Display Fridge 218Ltr Black GH426 Next Day Catering</u> £444.99 Excl. VAT £533.99 Inc. VAT • Capacity 218Ltr • Dimensions 1692(H) x 530(W) x 575(D)mm • Material Painted Steel & Glass • Refrigerant R600a • Temperature Range 2C to 8C • Voltage 230V • Weight 124kg • Energy Rating B • Colour Black • Warranty RBD 2 Years On-Site Parts & Labour • 4 sturdy adjustable shelves maximise capacity • Easy manual defrost • Fan assisted cooling ensures rapid temperature recovery • Interior light showcases fridge contents • Lockable double glazed door for added security and efficiency (reversible)	

- Ambient temperature range: 5C to 32C
- lockable castors allow easy positioning

9. **Tefcold FSC175H Glass Door Fridge**
Tefcold FSC175H Glass Door Fridge

£ **£554.93** Excl. VAT

SKU	FSC175H
GTIN	5708181008567
Weight	64.000000
Brand	Tefcold
hwดยes	No
Delivery	Standard 3 to 5 Working Days
Litres Capacity (Gross)	182
Bottle Capacity	100 x 330ml
Can Capacity	200 x 330ml
Height (mm)	2013
Width (mm)	435
Depth (mm)	505
Defrost Type	Automatic
Cooling Type	Fan Assisted
Canopy	Illuminated Canopy
Light	LED With Switch
Footing	Feet & Rollers
Placement	Free Standing
Mounting	Bottom
Reversible Door	No
Number Of Doors	1
Door Type	Hinged



10.

GPE DRX 25 Chilled 5 Tray Floor Standing Vending Machine

£5,724 inc VAT

[GPE DRX 25 Chilled 5 Tray Floor Standing Vending Machine – Monkey Vend](#)

CONFIGURATION Fully-customisable configuration LIGHTING LED CHILLER Compact chiller for quick and easy extraction Ecological refrigeration gas R290 Internal temperature 8°C with external temperature at 32°C Optional 3°C chiller GRAPHIC DISPLAY Programmable in different languages Programmable stand-by message FRONT GLASS Clear front glass providing excellent product visibility TECHNOLOGY Telemetry; applicable internet Modem; EVA-DTS, GPE DATA (software up dating by PC) PAYMENT SYSTEM Exec and MDB connection enabling the machine to accept coin, card or both when an optional extra coin mechanism and card reader is fitted ENERGY 230V +/- 10% Also available in a 110 V version Standard version: Average annual consumption 875 KWh 3° version: Average annual consumption 1281 KWh Height 160 cm Width 72 cm Depth 84.5 cm Weight 180 kg



To receive a report on footfall counters and consider any actions and associated expenditure.

Report to: Library Sub Committee

Date of Report: 10.06.2026

Officer Writing the Report: Community Hub Team Leader

Pursuant to: Library Sub Committee meeting held on 16.02.2026, minute number 53/25/26

Purpose of the report: To outline the various types of footfall counters and their suitability for library use and any associated costs.

Officers Recommendations

Members are asked to:

1. Review the following information on footfall counters that have been researched for use at the library and raise any questions or suggestions that arise.
2. Adopt Company A's system at a cost of £518.00 (plus VAT) using budget code 6921 LI IT & Office Costs - Library to support strategic planning, enhance understanding of library usage, and improve the ability to target programming and resources effectively.
3. Approve the reoccurring annual fee of £79.20 (plus VAT) under budget code 6921 LI IT & Office Costs for the Footfall Cam software license required for use of the footfall camera.
4. Approve the additional cost of £210 (plus VAT) using budget code 6921 LI IT & Office Costs for the installation and set-up of the footfall camera by SOS Consultancy.

Report Summary

Footfall data can be used to record how many people are using the service, not just for book borrowing but also for events and activities. Many Town Councils use footfall counters to monitor usage of the library buildings, providing analytical data for reporting. This information can be used to assess busier days and plan events and activities to maximise engagement with the community. The library management system can report on how many people are currently borrowing books with a library card, however this does not account for people using the library for social purposes, printing and photocopying, or those who are using the services and are not members.

The current footfall counter that was originally installed at the library by Cornwall Council is outdated, with the display barely legible. In a short period of time, it will be completely non-functioning. As it is such an old piece of equipment, replacement parts are no longer available.

The footfall sensor purchased by Saltash Town Council previously is not functioning and is therefore not fit for purpose. When the sensor was functioning, it provided unreliable and inaccurate numbers, counting the opening and closing of the doors as multiple people entering the building.

These rudimentary break-beam sensors and pressure sensor counters provide numbers only, and while basic figures are helpful, they do not provide any information on when the library is being accessed throughout the day or what age groups are using the space. Research shows that lower-cost alternatives tend to produce unreliable data, while web-monitored camera systems offer significantly greater accuracy and insight.

Pressure sensors

Pressure sensors are usually placed in floor mats at entranceways. When a person passes over the mat, a count is taken. This provides basic number counting, at low accuracy offering no additional data. The outdated technology means these are not readily available to buy. Sourcing replacement parts for them has also proven difficult.

Break-beam sensors

Break beam sensors offer basic number counting, at low accuracy offering no additional data. Typically, around £150-£190 to purchase. This is an unreliable option as the beam will not make a distinction between a person and a pram, it will only count one. There have been some inaccuracies where multiple counts have been taken for one person. The set up of the library entrance would also make it unreliable due to the nature of the double doors at the entrance, one being a swing door.

These break beam sensors have proven to be poor value for money and ineffective. Whilst a low-cost option may seem attractive, the low quality and inaccuracy would make it a poor investment. Allocating slightly more budget to a highly accurate, fully monitored system will deliver significantly greater long-term value and ensure a far more reliable return on investment.

As mentioned, the pressure sensors and break-beam sensors do not hold any capacity for distinguishing individuals, therefore it is not possible to record visit duration or demographic. Whilst number counting gives an overview of a day's attendance, it does not provide any insight into popular activities or peak times. Event attendees are recorded manually by staff where possible, however the library assistants are unable to capture the total library visitor numbers manually throughout the day and would be an impossible task due to the nature of the public space. Some library users visit for only a few minutes, while others can stay for hours.

Camera counter

A camera counter is typically mounted above an entrance and uses software to count visitors. Depending on the system, it can also provide wider analytics to support service planning.

Data on occupancy, demographics, visit duration and visitor times would help tailor events to user needs. It could identify quieter periods for activities requiring less noise and support scheduling to increase use at off-peak times.

This data would also show which events were well attended and which groups use the library, helping target activities toward underrepresented age groups. It would provide a fuller picture of library use beyond book borrowing, including events and community hub activity.

Company A. 3D Pro 2 camera

This product is a camera counter, highly accurate and has data analytics on a web-based platform. It offers a substantially lower cost than similar products, coupled with numerous advantages that enhance overall value. Please see **Appendix A.** for a detailed product specification of the 3D Pro 2 Camera.

- Highly accurate using 3D camera technology. 97-99.4% accuracy.
- Visitor analytics including in & out counting, occupancy monitoring, children and adult classification, on-site traffic analysis, visit duration, returning visitor analysis.
- Access to analytics dashboard- data can be exported into spreadsheets and daily, weekly, monthly data can be analysed and compared.
- Remote online support.
- AI powered re-identification to ensure people aren't counted twice, including staff.

The cost of the camera is £518 (plus VAT), this is a one-off cost. The software is an annual fee of £79 (plus VAT), enabling access to the data metrics. The software is detailed and provides excellent insights that can be used to identify trends, demographics and occupancy time. Remote online support and monitoring ensures that the product functions correctly and any issues are reported, with automatic updates and bug fixes as standard.

This is the most competitive price for product and value for money from the products researched. The camera comes with standard 1 year warranty.

Installation of this product is self-installation which can be carried out by an electrician, or capable IT engineer. Online support and installation guidance with the supplier can be booked free of charge to ensure installation is correct and offer any troubleshooting. SOS consultancy have provided a quote for the installation of the mounting and fitting of the footfall camera. Having an in-depth knowledge of the cabling requirements and Saltash Library networks (and set up with CC networks) would ensure that the correct procedure was followed when connecting the camera. Assigning SOS consultancy to fit the camera is the most practical and effective approach to take. Please see **Appendix B.** for quoted works.

The annual software fee of £79.30 plus £15.84 VAT provides access the analytics platform and automatic software updates. The software is user-friendly with a clear, functional interface providing in depth and accurate metrics. The software fee is a fraction of the cost compared to similar charges from companies as listed in the quotes table below.

Company B. Xovis PC2SE 3D Camera

The Xovis 3D camera is a highly accurate camera counter, however it does not boast any other analytic features. This product does give reliable visitor numbers, however, cannot inform on stay duration, demographics or staff identification. Company B host the software analytics platform at a cost of £30.50 per month (plus VAT) however, in comparison to the interface supplied by Company A, it is not as detailed or sophisticated.

There is an installation fee at a cost of £1,900 plus VAT and the contract is a 5 year lease, there is no purchase cost.

Company C. - Xovis 3D Camera

The same camera offered as Company B, at a similar price range. These cameras are 98% accurate, however, do not offer any other data apart from visitor numbers.

The upfront cost of the camera is £1,568 plus VAT. This company charge an installation fee of £375 plus VAT per day, plus travel expenses. An extension unit can be leased to recognise staff members at a £66 plus VAT per year. This addition still would not bring the camera capabilities up to that of Company A.

Company D. Basic Time/Flight Camera

The basic camera provided by this company is one of the cheaper options, however, only counts in and out numbers. An additional unit can be purchased for the fee of £595 plus VAT to identify dwell time of library users. There is also an additional cost of £1.50 per day for the data subscription on top of the data charge for the main camera unit. Unlike the other companies listed, company D offers 'pre-loved' units that have been refurbished at a discounted rate. The cost of these units are £595 plus VAT, and would require the additional unit for any other features other than counting in and out.

An additional installation fee may be charged, subject to the availability of used products. The used products come with the same warranty as new products.

Overall, Company A offers an advanced system with excellent analytical features at a lower cost. Installation of the camera by SOS consultancy would significantly reduce costs and remote support during installation provides peace of mind, ensuring the set up is correct and the kit is fully functioning.

Through data analysis, we will be able to measure community engagement within the building. Following the completion of the refurbishment, this seems important to ensure that the space is being used after significant investment into the library. With a more sophisticated people counting solution such as Company A's, impact can be measured following events, informing the overarching communication strategy such as social media and marketing.

How Does This Meet the Business Plan?

The installation of a footfall camera with data analysis features would help to monitor and improve the impact the library service has on the community by providing visitor numbers and dependant upon the type, can help to feedback how long visitors are staying. As the library aims to improve the leisure and cultural offerings within Saltash, reporting can help to identify trends, time spent within the library and user demographics. Measuring the usage of the library will aid in reporting and demonstrate the need for the library hub within the community.

If members have any questions or would like any additional information, please do not hesitate to ask. Any suggestions are welcome.

Quotes Provided

Supplier	Camera type	Camera cost	Installation cost	Cost for software	Total cost for one year
Company A.	3D Pro2	£518.00 plus £103.60 VAT)	SOS have provided a quote to install the camera following the installation guidelines. This would be £210 Plus VAT	Annual fee £79.20 plus £15.84 VAT)	£807.20 plus VAT in total for camera and installation
Company B.	Xovis PC2SE (3D camera)	NA- 5 year term (on lease)	£2,280 (£1,900 plus £380 VAT)	Monthly £36.60 (£30.50 plus £6.10 VAT)	£2,719.20 (£2,266 plus £453.20 VAT)
Company C.	Xovis 3D	£1,568 plus VAT	£375 plus VAT plus travel expenses.	£250 plus VAT per year. Optional support £249 plus VAT per year	£2,631.60 (£2,193 plus £438.60 VAT)
Company D.	(Basic time/flight sensor)	£1,295 Plus VAT ----- £595 plus VAT for a second-hand camera		£1.50 per day x 365 = £547.50 per year.	£1,842.50 Plus VAT ----- £1,142.50 plus VAT for second-hand product

Budgets

Budget Availability: £1,869

Budget Codes: 6921 LI IT & Office Costs – Library

Total expenditure for year 1= £807.20 (plus VAT) with a further £79.20 (plus VAT) each following year for software access.

Signature of Officer:

Community Hub Team Leader

3D Stereoscopic Vision People Counter

PRO2 (2025)™



Product Code: FC-F3DP12

AI POWERED 3D STEREO VISION PEOPLE COUNTING

- Unparalleled Accuracy of Up to 99.5%
- Real-time Occupancy Counting
- Excellent Lifespan MBTF 25 years
- Bi-directional Counting
- Accurate Counting with Video Proof
- Superior Processing Power-Improved 3D + IACounting Accuracy

WIFI/BLUETOOTH COUNTING

- Available metrics are outside traffic, visit duration, returning rate and traffic flow profiling.

STAFF EXCLUSION

- Automated staff counting using the AI-powered re-identification function requires no pre-registration, accessories, or unique uniforms.

OPTIMISED FOR ALL ENVIRONMENTS

- One lens fits all heights, caters for different types of stores with varying ceiling heights, as low as 2.1m to 6.0m.
- Widest Coverage. Equipped with 160 degree dual fisheye lens, reduce the total number of counters required.
- Superior Heat Dissipation. Enclosed in an aluminium unibody casing, prolong the lifespan of electronic components.
- Low-light/ Night Mode Counting with External Infrared Light
- Water Leakage-Proof. Enclosed in splash proof casing to reduce the counter failure rate due to the common issues like water leakage on the ceiling.

EASY TO INSTALL AND SET UP

- More Compact Form Factor
- 1-year Manufacturer Warranty
- GPIO Functionality. Integrate occupancy counting with all entrances and exits.

TECHNICAL DATA

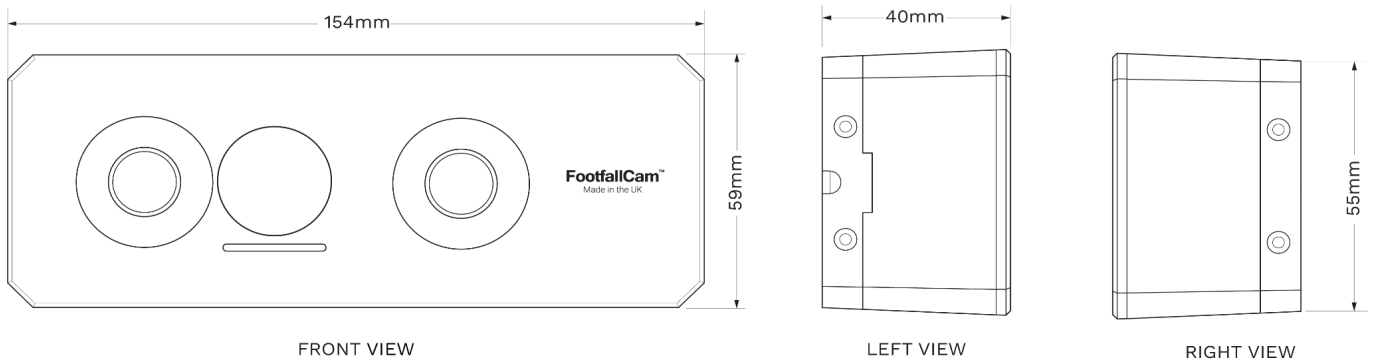
Device Dimension (mm)	154 (W) x 55 (D) x 40 (H)
Packing Dimension (mm)	200 (W) x 170 (D) x 50(H)
Weight	Device: 0.4 kg Packing: 0.86 kg
Camera	2x 5MP, 160°, 5MP omni-vision 5647 camera modules
Illumination	Minimum 1 lux (with external Infrared light source)
Frame Rate	25 fps (Live Stream of counting will only display 1024x780 resolution to reduce bandwidth sent to database for verification purpose)
Indicator	RGB LED status indicator
Casing	Made by Aluminium oxide alloy for dust resistance with 1mm tempered glass lens-covering.
IP Rating	IP64
Storage	Built-in, 32 GB eMMC Storage
Memory	4 GB
Ideal Mounting Height	2.1 metres – 6.0 metres
Operating Environment	Temperature 10°C to 45°C, Humidity 10% to 90%
Storage Environment	Temperature -40°C to 70°C, Humidity 10% to 95%
Tracking Technology	3D-Spacing Mapping Video Tracking Technology and background removal on static objects.
CPU	ARM Cortex Octa-core Processor
GPU	ARM Mali
NPU	8 TOPS
Field Upgradable	Manual / Auto Software upgrade
Power Over Ethernet	Yes (IEEE802.3at)
PoE Mode	Mode A/B
Voltage	48~56 VDC
Power Consumption	15W
Cabling	Cat5e/Cat6, 100Mbps
Origin	Made in the UK

FIRMWARE SPECIFICATION FOR DEVICE LEVEL

Interface	Http; Https
User Levels	2 levels: Administrator, Standard Usery
Operating System	Footfall Counter OS
Ethernet	10/100 Mb Ethernet
Data Delivery	TCP/IP
Database Type	SQLite
Report Format	csv, .xml, .txt
Data Storage on counter level	Hourly Data: 300 days; Raw Data: 7 days; 3 days *Data which has sent to server will keep permanently in server level
Data Backup	Yes
Firmware Feature	Secure Operating System with Multicore Processor, Adaptive IR based on Lighting Conditions, Device Health Check, Built-in External Watchdog
Data Upload to Server	Every Hour
Average Data Transfer Rate*	10.0 kilobytes/hour

*Average Data Transfer Rate is measured with a predefined sample size of 20 requests per hour

PRODUCT DIMENSION



Wide Field of View (FOV) - 160°



COVERAGE TABLE

Ceiling Height (m)	Lens Degree	Entrance Width (m) ^[1]	Coverage Width (m) ^[2]	Coverage Area (m ²) ^[3]
2.1	160	3.14m	6.92m	18.47m ²
2.2	160	3.26m	7.16m	40.26m ²
2.3	160	3.55m	7.38m	42.74m ²
2.4	160	3.84m	7.59m	45.29m ²
2.5	160	4.13m	7.81m	47.91m ²
3.0	160	5.21m	8.50m	56.80m ²
3.5	160	5.74m	8.61m	58.28m ²
4.0	160	6.61m	9.15m	65.80m ²
4.5	160	7.98m	10.34m	83.89m ²
5.0	160	9.35m	11.52m	104.19m ²
5.5	160	10.72m	12.70m	126.68m ²
6.0	160	12.12m	14.43m	163.58m ²

Notes:

^[1] **Entrance width (m)** - Used to estimate the device coverage for **Entrance Counting**

^[2] **Coverage width (m)** - The maximum width of device coverage for **In-Store Analytics**

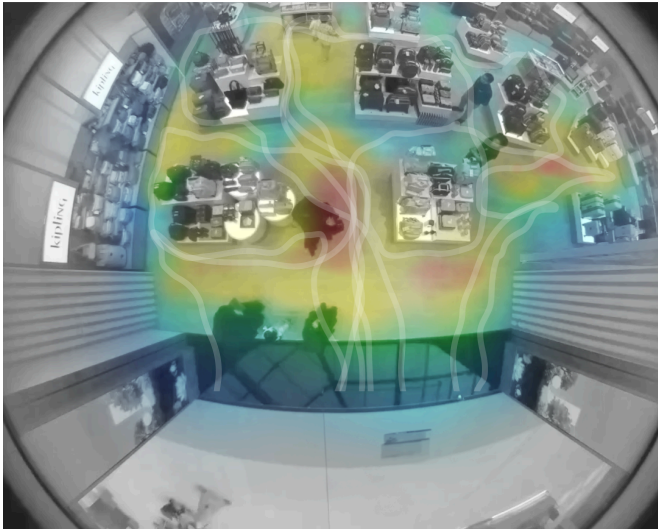
^[3] **Coverage area (m²)** - Used to estimate the device coverage for **In-Store Analytics**

For mounting height >6.00m, recommend to use drop pole when installing the counter to the acceptable range

Do you need further information or have a question? Please visit www.footfallcam.com

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AI-Powered Re-Identification



Footfall Profiling

- Demographic Analysis
- Unique Visitors: Discount visitors who have re-entered the store within the last 15 minutes.

In-Store Analytics

- Heatmap
- Store-wide Path Tracking
- Customer Engagement: Measure the passer-by, engaged visitors and engaged duration for each area.
- Shopper Type Categorisation: Based on the shopping journey and shoppers' behaviour

Automatic Staff Exclusion

- ✗ No Tags
- ✗ No Staff Pre-Registration
- ✗ No Designated Walk Paths for Staffs
- ✗ No Unique Uniform

QUOTE

Saltash Town Council

Date

9 Jun 2026

Expiry

16 Jun 2026

Quote Number

QU-0299

Reference

Library - Footfall Camera

VAT Number

GB737357705

SoS Consultancy Ltd.

Morden House

Cockington Lane

Torquay

Devon

0845 643 4878

ac@soscl.co.uk

Description	Quantity	Unit Price	VAT	Amount GBP
Install Footfall camera as per STC request	1.00	210.00	20%	210.00
Subtotal				210.00
TOTAL VAT 20%				42.00
TOTAL GBP				252.00

Terms

Quotes are valid for 28days from the above date. E&OE.

To receive a report on the Library Hub fees and charges and consider any actions and associated expenditure.

Report to:

Library Sub Committee

Date of Report:

16.09.2026

Officer Writing the Report:

Community Hub Team Leader

Purpose of the report:

To review the introduction of charges for the use of hire facilities, events and workshops at Saltash Library Hub, and to consider options that support the financial sustainability of the service whilst maintaining accessibility, inclusivity and community benefit.

Officer's Recommendations

Members are asked to:

1. Approve the continued free use of tables within Saltash Library Hub during normal opening hours for charities, community groups and non-profit organisations, recognising the community benefit and minimal operational cost associated with this usage.
2. Consider the introduction of a commercial hire charge for businesses and individuals using the library space for profit, with charges applied in accordance with the proposed fee structure.
3. Consider the introduction of out-of-hours hire of Saltash Library Hub, subject to an appropriate booking agreement, conditions of use and availability of caretaker to facilitate access.
4. Support the continued provision of free or low-cost library events and workshops wherever possible, recognising their contribution to community wellbeing, engagement and increased use of library services.

5. Consider a threshold-based approach to charging for events and workshops, whereby fees are introduced only when delivery costs, material costs or specialist requirements exceed agreed limits.
6. To recommend to the Services Committee the introduction of additional fees and charges relating to the Library Hub service for implementation in the 2027/28 financial year.

Report Summary

This report considers whether charges should be introduced for the use of hire facilities, events and workshops at Saltash Library Hub. It reviews current usage, the potential impact of introducing fees, and options for ensuring the library remains financially sustainable while continuing to provide an inclusive community space.

Facility Hire

At present, there are no charges for members of the public or organisations to use spaces within Saltash Library Hub. The space is used by a variety of community groups, charitable organisations, non-profit organisations, local residents and tutors.

Most bookings are small-scale and typically require only the use of a table within the library during normal opening hours. The library currently does not offer refreshment packages as part of room or space hire.

Potential charging options could include:

- Day rate for exclusive use of the library (Wednesdays only)
- Hourly rate for exclusive use of the library (evenings, weekends and Wednesdays)
- Hourly rate for table hire

Current Use of the Space

The majority of organisations using the library space are charities, non-profit organisations and community groups. Many of these organisations operate with limited budgets and may find room hire charges difficult to accommodate.

Uses of the library space include:

- Information and awareness stalls
- Community support groups
- Health and wellbeing services
- Children's activities

- Author talks
- Feedback and consultation sessions
- Educational talks and workshops
- Creative activities

Examples of recent users include Healthy Cornwall's Active Lifestyle and Wellbeing Awareness programme, Children's Hospice South West, the Library Knit and Natter Group, adult colouring groups and local author events.

Organisations have also delivered free creative workshops for library users. For example, Make It Better delivered a collage workshop attended by Brunel Primary School pupils alongside a workshop for adults.

A consistent theme throughout activities delivered since November 2025 has been community wellbeing, education, creativity and social connection.

Considerations for Introducing Facility Hire Charges

A key reason for introducing charges would be to generate additional income to support the ongoing operation of the Library Hub.

However, most current users require minimal resources and utilise the space during existing opening hours. Consequently:

- There is little to no additional staffing requirement.
- Sessions do not generate significant additional running costs.
- The current level of community use has not created a financial burden on the Library Hub.

There are examples of libraries in Cornwall charging for room hire. However, these libraries generally have dedicated, private multi-purpose rooms available for exclusive use. Saltash Library Hub is an open-plan facility and does not currently have a comparable bookable meeting room.

For this reason, introducing broad charges for community use may not be appropriate.

Proposed Approach

For community organisations, charities and non-profit groups using a table during normal opening hours, use of a table should remain free.

For commercial organisations or individuals using the space for profit, such as:

- Private tutors
- Independent businesses
- Commercial service providers

a modest hire charge could be introduced, reflecting the commercial nature of the activity while remaining affordable.

One thing to take into consideration when deciding on implementing a charge for using a space within the library is that they may choose to cease their events (for example Clarks Auctioneers) or decide to use another establishment. This would be a negative impact on the library due to reduced public engagement and footfall.

Administration time for processing payments will be increased should fees be introduced for hire of the library.

Hire Out of Hours

Interest has been expressed by members of groups, organisations and workshop facilitators to use the library outside of usual opening hours. Not only would this provide a private space, but it could also generate additional income for the library.

- Similar booking agreement as with hiring other Town Council buildings.
- A special library agreement should be created prior to booking, stating that no books, furniture or equipment should be moved etc. unless agreed beforehand with the CHTL.
- Commercial and community rates.
- The same process could be followed where the Casual Caretaker could open and close the premises. If the hire were on a Wednesday that the CHTL were working, the CHTL could open and close the premises subject to availability.

The table below shows some suggested prices, please refer to **Appendix A.** for a table with Town Council fees and charges, along with local venues also available for hire.

Saltash Town Council	Dimensions	Cost Per Hour	Extras?
Library - Exclusive use of Library Wednesday day, evenings and weekends (Saturday pm/Sunday) (Community Charge)	Up to 140 people standing (160 including mezzanine level)	9am – 5pm £15.00 Evening/ Weekend £25.00	Refreshments extra
Library - Exclusive use of Library Wednesday day, evenings and weekends (Saturday pm/Sunday) (Commercial Charge)		9am – 5pm £25.00 Evening/ Weekend £30.00	Refreshments extra

Library - TV section or rear bookshelf - Wednesday day, evenings and weekends (Saturday pm/Sunday) (Community Charge)	Up to 90 people standing Up to 50 seated	9am – 5pm £10.00 Evening/ Weekend £15.00	Refreshments extra
Library - Exclusive use of Library - Wednesday day, evenings and weekends (Saturday pm/Sunday) (Commercial Charge)		9am – 5pm £15.00 Evening/ Weekend £25.00	Refreshments extra
Library - Table hire (Community Charge)		Up to 2 hours free of charge	Refreshments extra
Library - Table hire (Commercial Charge)		During Library opening hours £2.50 per hour or all day £10.00	Refreshments extra

Event and Workshop Charges

Saltash Library Hub has developed a strong reputation for offering free or low-cost workshops and events. These activities help ensure that the library remains one of the few venues in Saltash providing accessible and inclusive opportunities for residents of all ages.

Recent community survey feedback highlighted the importance of maintaining the library as a free and welcoming asset that can be enjoyed regardless of an individual's financial circumstances. Wherever possible, Community Hub Assistants and the Community Hub Team Leader plan and execute in-house craft workshops which require little to no expenditure. By utilising found objects and supplies gathered over time, material costs for the workshops are very low.

For more specialist workshops, where specialist equipment and materials are required, costs should be recouped through ticket fees.

Considerations

If fees were introduced for workshops and events, both affordability and inclusivity should remain key considerations.

A threshold-based approach could be adopted.

External Facilitators

Where an externally commissioned workshop exceeds a predetermined delivery cost, a ticket fee could be introduced to recover the additional expenditure.

For example:

- Workshop delivery cost: £175
- Threshold: £150
- Ticket income introduced to recover the £25 shortfall

For a workshop with 10 participants, this would be a charge of £2.50 per person.*

*Eventbrite have a fee for any chargeable ticket sales, this cost can be absorbed by the organisation or added to the final ticket price when selling tickets online.

Library-Led Activities

A similar approach could be applied to events delivered by library staff which are repeatable and where excess materials can be re-used on other workshops.

For example:

- Materials cost: £65
- Threshold: £50
- Ticket fee introduced to recover the £15 difference

This approach would ensure that charging is only considered when costs exceed an agreed level and would help maintain access to the majority of activities free of charge.

For bespoke workshops that require specific tool or materials to be purchased, which cannot be used for other library workshops, tickets should be charged at a rate to cover the material cost.

Financial Considerations

Library budgets are carefully managed to ensure events and activities remain accessible to residents.

External funding has supported a number of workshops and events during the current year, helping to reduce pressure on the library budget and enabling a wider programme of activities to be delivered at little or no cost to participants.

Free and affordable events contribute significantly to:

- Increased footfall.
- Higher levels of community engagement.
- Expanded use of library services.
- Improved wellbeing outcomes.
- Strengthened community connections.

The evidence suggests that introducing charges for general community use of tables within Saltash Library Hub may be disproportionate given the limited impact such activities have on staffing and operating costs and the social value they deliver.

A more balanced approach would be to:

- Continue offering free access for charities, community groups and non-profit organisations during normal opening hours.
- Introduce a modest commercial hire rate for businesses and individuals using the space for profit.
- Ensure refreshment charges cover costs while remaining affordable.
- Maintain free or low-cost events and workshops wherever possible.
- Introduce event fees only where delivery or material costs exceed agreed financial thresholds, or when bespoke workshops require specialist tools and/or materials.

This approach would support the library's commitment to accessibility and community wellbeing while providing opportunities to recover costs where appropriate and generate modest additional income.

How Does This Meet the Business Plan?

The recommendations support the aims of Saltash Town Council by ensuring Saltash Library Hub remains an accessible, inclusive and sustainable community asset. Maintaining free use of library space for charities, community groups and non-profit organisations promotes community wellbeing, social inclusion and engagement.

Introducing modest charges for commercial use, out-of-hours hire and refreshments will generate income to support the long-term sustainability of library services while maintaining affordability for residents. Continuing to provide free or low-cost events and workshops supports lifelong learning, creativity and community participation, while the proposed threshold-based charging approach ensures specialist activities remain financially viable without creating unnecessary barriers to access.

Overall, the recommendations balance financial sustainability with community benefit, helping the Library Hub continue to deliver valuable services, activities and opportunities for local residents.

Signature of Officer:
Community Hub Team Leader

Appendix A

Saltash Town Council	Dimensions	Cost Per Hour	Extras?
Library - Exclusive use of Library Wednesday day, evenings and weekends (Saturday pm/Sunday) (Community Charge)	Up to 140 people standing (160 including mezzanine level)	9am – 5pm £15.00 Evening/ Weekend £25.00	Refreshments extra
Library - Exclusive use of Library Wednesday day, evenings and weekends (Saturday pm/Sunday) (Commercial Charge)		9am – 5pm £25.00 Evening/ Weekend £30.00	Refreshments extra
Library - TV section or rear bookshelf - Wednesday day, evenings and weekends (Saturday pm/Sunday) (Community Charge)	Up to 90 people standing Up to 50 seated	9am – 5pm £10.00 Evening/ Weekend £15.00	Refreshments extra
Library - Exclusive use of Library - Wednesday day, evenings and weekends (Saturday pm/Sunday) (Commercial Charge)		9am – 5pm £15.00 Evening/ Weekend £25.00	Refreshments extra
Library - Table hire (Community Charge)		Up to 2 hours free of charge	Refreshments extra
Library - Table hire (Commercial Charge)		During Library opening hours £2.50 per hour or all day £10.00	Refreshments extra
Guildhall (Community Charge)	7m x 16m (112m ²) Up to 200 people standing Up to 110 people seated	9am – 5pm £10.30 Evening/ Weekend £21.50	Tea/coffee per cup with biscuits £1.00
Guildhall (Commercial Charge)		9am – 5pm £15.40 Evening/ Weekend £25.90	Tea/coffee per cup with biscuits £1.00
Council Chamber (Community Charge)	6.55m x 8.40m (55m ²) Up to 100 people standing Up to 55 people seated	9am – 5pm £10.30 Evening/ Weekend £15.40	Tea/coffee per cup with biscuits £1.00
Council Chamber (Commercial Charge)		9am – 5pm £15.40 Evening/ Weekend £18.50	Tea/coffee per cup with biscuits £1.00
Isambard House (Community Charge)	6.9m x 12.80m (88m ²) Up to 200 people standing Up to 82 people seated	£10	Tea/coffee per cup with biscuits £1.00
Isambard House (Commercial Charge)		9am – 5pm £15.00 Evening/ Weekend £30.00	Tea/coffee per cup with biscuits £1.00
Maurice Huggins Room (Community Charge)	Up to 60 People	9am – 5pm £5.15 Evening/ Weekend £7.70	Tea/coffee per cup with biscuits £1.00

Oaklands	Dimensions	Cost Per Hour	Extras?
Community Centre Room		£10 (Commercial)	Wifi, Kitchen facilities
Community Centre Room		£2.50 (Community)	

Saltash Baptist	Dimensions	Cost Per Hour	Extras?
Worship Area	10M x 10M 100 seated	£15	
Upper Hall	7.5M x 12M 180 standing 90 seated	£12	
Lower Hall	10M x 10M 120 standing 75 seated	£10	
Whole Church Building		£250 per day/ £850 per week	
Meeting room 1	4M x 6M	£6	
Meeting room 2	4M x 6M	£10	

The Core	Dimensions	Cost Per Hour	Extras?
Community/Sports Hall	16.6m x 8.7m 100+ seated	£20 (Group Meetings)	
Community/Sports Hall	16.6m x 8.7m 100+ seated	£60 (Party/One-off)	
Multipurpose Hall	7.8m x 6.1m 40 seated	£14 (Group Meetings)	
Multipurpose Hall	7.8m x 6.1m 40 seated	£33 (Party/One-off)	
Kitchen Diner	6.1m x 6.1m	£14	Full Kitchen setup
Entire centre		£40	

Saltash Studios	Dimensions	Cost Per Hour	Extras?
Hot Desk		Mon-Fri, 9am-5.30pm From £10 per day	Wifi Desk & Chair Computer Monitors Tea & Coffee

To receive a final report on the refurbishment of the library hub and consider any actions and associated expenditure.

Report to: Library Sub Committee

Date of Report: 02.10.26

Officer Writing the Report: Town Clerk

Purpose of Report: To provide an overview of the completed Saltash Library refurbishment project and seek Members' views on the outcomes achieved.

Officers Recommendations

Members are requested to:

1. Provide feedback on the completed library refurbishment project and its outcomes.
2. Ratify the following additional expenditure allocated to budget codes 6971 EMF Saltash Library Property Refurbishment and 6972 LI EMF Library Equipment & Furniture:
 - Security railings to the rear of the library building (project variation, GK Construction) – £6,800.00
 - Roof works by Stormforce, including the installation of new large hoppers, replacement outlet grates, and a new overflow weir – £6,482.00
 - Blinds for office windows – £365.50
 - Supply and installation of new smoke detectors throughout the building – £851.88

- Supply, installation, and commissioning of external CCTV cameras – £1,303.45
- Various furniture items and kitchenware purchased to support the new library layout and operational requirements – £5,195.00
- Cornwall Council networking works – £475.46

The Library Sub Committee delegated authority to the Town Clerk, in consultation with Bailey Partnership, to approve project variations within the approved budget for 6971 EMF Saltash Library Property Refurbishment, subject to agreement from the Chair and Vice Chair (Minute 66/25/26). This delegated authority relates specifically to item 2 bullet point 1 above.

During the course of the refurbishment, additional works were identified as necessary to ensure the successful completion of the project. To avoid delays to the programme, approval of these costs was sought and obtained by the Chair via email consultation with members of the Library Sub Committee, with all expenditure remaining within the overall approved project budget.

Report Summary

The internal Library Hub refurbishment works have now been completed. The programme was delivered largely in line with schedule and, while there were a few challenges along the way, the project progressed smoothly overall. The works were managed closely by James from Bailey Partnership, whose proactive approach was instrumental in maintaining momentum and ensuring the project remained on track. Although professional project management comes at a cost, the value it brings in terms of oversight, coordination and delivery cannot be overstated.

I would like to extend my sincere thanks to the members of the Library Sub Committee for their prompt responses, constructive input and continued support throughout the project, particularly the Chair. Special recognition should also go to the Community Hub Team Leader for her dedication and commitment in ensuring that the refurbishment remained aligned with the Town Council's vision and delivered a facility that is both welcoming and fit for purpose.

This collaborative approach was key to the project's success, enabling timely decision-making, effective problem-solving and the successful delivery of the refurbishment within the planned programme.

Budgets

Budget Availability: £491

Budget Codes: 6972 LI EMF Library Equipment & Furniture

Committed Spend: £0.00

Budget Availability: £35,808

Budget Codes: 6971 LI EMF Saltash Library Property Refurbishment

Committed Spend: Virement of £6,482

Signature of Officer:

Town Clerk

To receive a report on Bailey Partnership final account and consider any actions and associated expenditure.

Report to:

Library Sub-Committee

Date of Report:

21 September 2026

Officer Writing the Report:

Finance Officer

Purpose of the report:

To provide Members with an update regarding the final professional fee invoice received from Bailey Partnership in connection with the Saltash Library curtain waling and to present the findings of a review that suggest the total fees charged may exceed the contractual entitlement when calculated against the final project value.

Officer's Recommendations

Members are asked to consider the final professional fee invoice received from Bailey Partnership and confirm approval for final payment for the curtain wall project at a cost of £6,026.15 allocated to budget code 6918 LI EMF Legal & Professional Fees (Private Contractors).

Report Summary

Bailey Partnership was appointed under a contract providing professional fees for the Saltash Library.

The project was originally estimated at £200,000 and included replacing the curtain wall and external side door, creating a workstation area, and installing two vending machine stations.

It was later agreed to prioritise the curtain wall and external door works and defer the remaining elements, resulting in a revised contract sum of £149,718.

Bailey Partnerships fee was quoted at 11.5% of the initial estimated £200,000 project value equating to £23,000, with Town Council approval to release payments against agreed project milestones as listed below.

Preparation of initial proposals and budget	15%
Preparation of Planning/Listed Building Consent	20%
Preparation of Building Control application	10%
Issue of Tender package	20%
Issue of Tender report	5%
Intervals through the construction phase	27.5%
Upon expiry of twelve months defects	2.5%

Invoices raised between April 2022 and October 2023 were calculated using the estimated project value which was quoted - £200,000.

These invoices totalled £14,950.00 (net) and have been paid in full.

The final invoice, dated 25 April 2025, relates to the construction phase and was calculated using the final contract value of £149,718.

The final invoice amount is £6,026.15 (net) and remains outstanding.

See table below for invoice summary and basis of fee calculations.

Invoice Date	Invoice Ref	Description	Invoice Calculations	Amount Net
29/04/2022	SD107559	Production of initial proposal (15%)	£200,000 x 11.5% x 15%	£3,450.00
27/06/2022	SD107810	Production of initial proposal and pre-app submission (10%)	£200,000 x 11.5% x 10%	£2,300.00
29/07/2022	SD108097	Pre-app submitted. Tender package being submitted (10%)	£200,000 x 11.5% x 10%	£2,300.00
17/10/2023	SD110448	RIBA Stage 4 design and tender package complete (30%)	£200,000 x 11.5% x 30%	£6,900.00
25/04/2025	SD113979	Construction phase (35%) UNPAID	£149,718 x 11.5% x 35%	£6,026.15

Total Excluding VAT £20,976.15

Review of Fees

A review of the contract has been undertaken following receipt of the final invoice and based on Bailey Partnership Fee Proposal dated 1 December 2021, the section for Professional Fees state:

- Our fee proposal for undertaking the necessary professional duties is as follows based on percentage fee values against an estimated budget of £200,000.00 (ex VAT). **Our fee will be applied against the projected final account figure.**

Based on the contractual fee of 11.5% applied to all issued invoices for the final project value of £149,718, the total fee entitlement is calculated as:

£149,718 × 11.5% = £17,217.57 (including outstanding invoice)

However, invoices issued by Bailey Partnership amount to:

£20,976.15

This results in an apparent overcharge of:

£3,758.58

Current Position

The final invoice has been disputed and has not been paid. The dispute arises because the total fees invoiced exceed the amount that appears to be payable under the contract when calculated against the final project value.

The Finance Officer has raised this discrepancy with Bailey Partnership and are seeking clarification and supporting justification for the additional charges. Until the matter is resolved and the Council is satisfied that the invoiced amount is in accordance with the contract terms, the outstanding invoice will remain on hold.

Please refer to **Appendix A** for clarification from Bailey Partnership.

Please refer to **Appendix B** to review the contract.

Budgets

Budget Codes:

6918 LI EMF Legal & Professional Fees (Private Contractors)

Budget Availability:

£12,441

Committed Spend:

£2,415

Signature of Officer:

Finance Officer

Wendy Peters

From: Steve Demuth <s.demuth@baileyp.co.uk>
Sent: 30 September 2026 23:26
To: Wendy Peters
Cc: Nadine Gray
Subject: Re: Statement from Bailey Partnership (Group) Limited for Saltash Town Council
Attachments: SAL_BPC_XX_XX_DR_E_60_02 (1).pdf; SAL_BPC_XX_00_DR_E_67_01 (1).pdf; SAL_BPC_XX_00_DR_E_63_01 (1).pdf; SAL_BPC_XX_00_DR_E_60_01 (1).pdf; SAL_BPC_XX_00_DR_E_62_01 (1).pdf; 33358_SAL_BPC_XX_00_DR_B_061_001 - Proposed Ground Floor Plan-A3 (1) (1).pdf; SAL-BPC-XX-XX-CPB-B-0001_Schedule of Work -S0-P01.xlsx - Google Sheets (2).pdf; SAL-BPC-XX-XX-CPB-B-0001_Schedule of Work -S0-P01.xlsx - Google Sheets (1).pdf; 37603-BPG-XX-XX-CO-A-0001-FeeProposalLetterRevA (1).pdf; 33358_SAL_BPC_XX_00_DR_B_061_002 - Proposed First Floor Plan-A3 (1).pdf; 33358_SAL_BPC_XX_00_DR_B_015_002 - Detailed Reception Layout Plan-A3 (3) (1).pdf; 33358_SAL_BPC_XX_00_DR_B_015_001 - Detailed Toilet Layout Plan-A3 (3) (1).pdf

Hi Wendy,

Thank you for your email.

The confusion seems to relate to the internal works which were fully designed (architectural and building services engineering) however due to budgetary constraints were never progressed by Saltash Town Council to construction stage.

In accordance with our fee proposal dated 01 December 2021 the scope of works included internal remodelling works - I appreciate that these were not progressed beyond the design process however fees are still payable on the design work undertaken. Please see enclosed internal design drawings which were developed along with our cost estimate in the sum of £232,000 (ex VAT).

As a goodwill gesture we have applied our pre-contract fee against a reduced rate of £200,000 (ex VAT) with our post contract fee applied (up to 65%) against the works which progressed to Contract in the sum of £149,718.00 (ex VAT) as per the below calculation:

$£200,000 \times 11.5\% \times 65\%$ (up to pre contract stage) = £14,950.00

$£149,718.00 \times 11.5\% \times 35\%$ (post contract stage) = £6,026.15

Total = £20,976.15 (ex VAT)

Prior to issuing invoice SD113979 we invoiced £14,950.00 (ex VAT), meaning a balance of £6,026.15 (ex VAT) is now due.

Your email requested confirmation of total costs incurred on the project. Checking our system our costs currently total £36,740.00 (ex VAT) as captured below. Even after settling the outstanding invoice, we will still incur a significant loss on the project.

Name	Phase	Time	Rate	Total
DISCIPLINE - BS - BS Project CA Building Surveying Works		134:00		7,437.50
DISCIPLINE - AD - Architectural Work - Design & Programme Review and... Architectural Work - Design & Programme Review and Client Liaison		10:30	85.00	892.50
DISCIPLINE - AD - Architectural Work - RIBA Stage 3 Planning & LBC Architectural Work - RIBA Stage 3 Planning & LBC		10:30	85.00	892.50
DISCIPLINE - AD - Architectural Work - Develop Stage 4 Tender Pack Architectural Work - Develop Stage 4 Tender Pack		20:15		1,671.25
DISCIPLINE - AD - Architectural Work - Building Regulation Application for... Architectural Work - Building Regulation Application for replacement curtain walling and windows		6:15	85.00	531.25
DISCIPLINE - AD - Architectural Work - Curtain walling replacement - tender ... Architectural Work - Curtain walling replacement - tender & tender adjustments		28:30		2,062.50
DISCIPLINE - AD - Architectural Work - Building Regulations Application/PD... Architectural Work - Building Regulations Application/PD BSA duties		50:45		3,826.25
DISCIPLINE - AD - PD - Review Architectural Work		4:30	85.00	382.50
DISCIPLINE - BS - Condition Survey Building Surveying Works		13:45		775.00
DISCIPLINE - BS - Pre Contract Building Surveying Works		190:15		10,792.50
DISCIPLINE - MEP - Unapproved Overtime Building Services Engineering Works		0:00		0.00
DISCIPLINE - MEP Building Services Engineering Works		27:15		1,816.25
DISCIPLINE - PL Planning Works		55:30		4,002.50
DISCIPLINE - QS - prepare Tender Documents Quantity Surveying Works		23:00		1,180.00
DISCIPLINE - QS - prepare Cost Plan Quantity Surveying Works		6:00	50.00	300.00
DISCIPLINE - QS - Tender analysis and report Quantity Surveying Works		0:30	80.00	40.00
DISCIPLINE - PL - Discharge of Conditions Planning Works		2:45	50.00	137.50
Total		584:15		36,740.00

Should you have any further queries, please do not hesitate to let me know.

Kind regards,

Steve Demuth BSc (Hons) MRICS Executive Director

T: 01752 229259 **M:** 07870 240061 **E:** s.demuth@baileyp.co.uk **W:** baileypartnership.co.uk

JB/SD/Submissions 31

Christopher Cook
Locum Town Clerk assisting the Acting Town Clerk
Saltash Town Council
The Guildhall
12 Lower Fore Street
Saltash
PL12 6JX

Issued by email only - christopher.cook@saltash.gov.uk

01 December 2021

Dear Christopher,

Saltash Library, Callington Road, Saltash, PL12 6DX – Refurbishment Works

Thank you for your enquiry to provide multi disciplinary services in relation to refurbishment works proposed to Saltash Library which we understand is a 1960s Grade II Listed property.

As set out in your emails dates 25 November and 30 November 2021 we understand the proposed scope of works comprises the works listed below with an estimated budget of £200,000 (ex VAT):

- Replacement of curtain wall and external doors
- Create work station area on mezzanine floor with desks/IT connections etc
- Formation of two vending machine station

In the first instance there would be a requirement to obtain accurate existing floor plans and elevation drawings for the building in AutoCad format which would form the basis of the proposals and various statutory applications moving forward. If drawings are not available we will arrange for quotations from specialist measured survey consultants on your behalf.

Once in receipt of the existing drawings and findings of the condition survey (subject to separate fee proposal) we would arrange a meeting with Saltash Town Council to discuss and refine the brief. We have assumed there will be a requirement to undertake a public/stakeholder consultation event to assist developing the final brief.

Once we have frozen the proposed floor plans we would propose to prepare and submit a pre-app Planning/Listed Building Consent to both Cornwall Council and Historic England/Local Conservation Officer which will mitigate incurring additional costs amending the Listed Building Consent application and Heritage Impact Assessment if either party objects to the proposals. We will also engage in a pre-application process with Building Control to develop the building regulations application. Upon receipt of a positive response to the pre-app we would commence developing the detailed design package and specification for the proposed works which needs to capture the full scope of the proposed works along with the replacement/repair works to the existing building fabric picked up by our condition survey.

Upon receipt of Planning and Listed Building Consent we would progress the scheme to tender stage which will involve close liaisons with our Building Surveying/Interior Design team and yourself to agree the specification of the fit out. We will need to agree the method of procurement of the contract works which we envisage will be by the adoption of a traditional approach by approaching four local Main Contractors.



plymouth@baileyp.co.uk
www.baileypartnership.co.uk

The role as perceived for this project involves the following duties:

Generally

We will undertake the all-embracing professional role of the Project Manager/Contract Administrator and provide all necessary professional duties including all architectural, interior design, planning consultancy, building surveying, cost management, mechanical and electrical services engineering associated with the proposed refurbishment works. In this instance the service will also include all duties necessary under the new CDM Regulations 2015 under which we would act as the Principal Designer.

To maintain Client awareness throughout the Contract by way of regular Client liaison meetings.

Pre-Contract

- a) Production of initial feasibility sketches for the proposed refurbishment works.
- b) Produce cost plan based on the initial proposals.
- c) Procurement of all required supplementary surveys and reports which we anticipate at this stage to comprise:
 - Measured survey (AutoCad)
 - Heritage Impact Assessment
 - Refurbishment & Demolition Asbestos Survey
- d) Preparation and submission of Planning and Listed Building Consent application which includes a detailed design package for the refurbishment work.
- e) Preparation and submission of information required to discharge Planning and Listed Building Consent conditions. Amend the scheme, as necessary and to update cost plan following necessary consultations.
- f) Preparation and submission of a Building Regulations application.
- g) Formulation and clarification of the design package into a comprehensive specification and schedule of works together with any other necessary tender documentation.
- h) Make recommendations and assist with the selection of suitable Contractors for tendering purposes, invite and receive tenders.
- i) Evaluation of the Contractor's tender prices and the preparation of a tender report and recommendation
- j) Prepare all necessary documentation to achieve items a) - i) and to finally draw up and arrange the Contract Documentation.
- k) Undertake the duties of the Principal Designer.

Post Contract

- l) Organise and chair a pre-commencement meeting with the contractor.



- m) Undertake regular frequent inspections of the works in progress (weekly) to check that the specification and drawings are being complied with and that the required standards are being achieved.
- n) Agreement of the amounts due for periodic payment (monthly) to the Contractor under the Contract and provide periodic cost reports.
- o) To monitor the satisfactory progress and completion of the works and to advise the Client accordingly, including the resolution of any anticipated or actual problems.
- p) Organise and chair regular site progress meetings as required.
- q) Inspect the works at completion, issue list of defects, re-inspect when complete and issue the Certificate of Practical Completion
- r) Prepare and agree the Final Account with the Contractor.
- s) Inspect the works at the end of the Defects Liability Period and issue list of defects, re-inspect and, when complete, issue the Certificate of Making Good Defects.

Essentially the purpose of our role is to represent you and protect your interests and involves a combination of management and construction consultancy.

The Construction (Design and Management) Regulations 2015 require us to ensure that you are aware of your duties under these Regulations. Where one is required, the Client should appoint the Principal Designer as early as possible in the design process, if practicable at the concept stage when they will be able to help prepare pre-construction information. The Client's key duties to the project are:

- To ensure that other duty holders are appointed, that is, designers (including a principal designer on projects involving more than one contractor), and contractors (including a principal contractor on projects involving more than one contractor).
- To ensure the roles, functions and responsibilities of the project team are clear.
- To ensure that people and organisations whom they appoint have the necessary skills, knowledge, experience and (if an organisation) the organisational capability to manage health and safety risks.
- To ensure sufficient time and resources are allocated.
- To ensure that effective mechanisms are in place for members of the project team to communicate and co-operate with each other and co-ordinate their activities.
- To ensure that relevant information is prepared and provided to other duty holders.
- To ensure the principal designer and principal contractor carry out their duties (this could be done by arranging project progress meetings or via written updates).
- To ensure that appropriate and adequate welfare facilities are provided.
- To maintain and review arrangements to ensure they remain relevant.

PROFESSIONAL FEES

Our fee proposal for undertaking the necessary professional duties is as follows based on percentage fee values against an estimated budget of £200,000.00 (ex VAT). Our fee will be applied against the projected final account figure.

SERVICE	PERCENTAGE FEE	ESTIMATED TOTAL
Architecture & Interior Design	Included	Included
Town Planning	Included	Included
Principal Designer	Included	Included
Building Services Engineering	Included	Included
Project Management	Included	Included
Quantity Surveying	Included	Included
Building Surveying	Included	Included
Structural/Civil Engineering	Excluded	Excluded
TOTAL	11.5%	£23,000.00

All of the above costs are inclusive of all reasonable expenses and disbursements but exclusive of VAT, which will be applied at the statutory rate.

At this stage with the full scope of structural and civil engineering works unknown we have not been able to obtain quotations for these services however once the full scope is confirmed we will obtain three quotations on your behalf from local Structural/Civil Engineers.

We would seek reimbursement of our fee in accordance with the following stages:

Preparation of initial proposals and budget	15%
Preparation of Planning/Listed Building Consent	20%
Preparation of Building Control application	10%
Issue of Tender package	20%
Issue of Tender report	5%
Intervals through the construction phase	27.5%
Upon expiry of twelve months defects	2.5%

We would apply our standard payment terms which require settlement of our invoices within 28 days of the date of the invoice, after which we reserve the right to charge interest at the statutory rate.

Should the Contractor fail to complete the works in accordance with the agreed Contract period we would seek to recover additional professional fees at a rate of £750.00 per a week until completion of the project however we would propose to include this cost within the weekly Liquidated Damages figure included in the Contract which would be deducted from the Contractors final account. In the event that the Client and Contractor agree a settlement of the Liquidated Damages the Client will still be liable for the additional professional fees. In the unlikely event that a dispute arises between the Client and the Contractor we have not allowed for any input required during the dispute resolution process (Mediation, Adjudication, Arbitration etc).

We have not allowed any third party surveys or reports within this proposal however we will procure quotations on your behalf and manage all specialists on your behalf. Other fees which we would envisage being required to be paid by you for this project are in respect of the statutory Planning application fees, Building Regulations application and inspection fee, Planning Condition discharge. At this stage we have assumed that a Part B (Fire Safety) compliant layout can be achieved by adopting standard detailing, however, until the designs are progressed to detailed design this cannot be confirmed and therefore, there may possibly be a need to engage with a Fire Engineer.

I trust that I have covered all matters however should you have any questions or require further clarification please let me know.

Yours sincerely



**STEVE DEMUTH BSc (Hons) MRICS
PARTNER**

I confirm acceptance of this proposal and instruct you to proceed immediately with the necessary duties including the duties required to comply with the CDM Regulations 2015.

Signed: 

Print Name: Sinead Burrows

Date: 26/6/2023

Saltash Town Council
 12 Lower Fore St
 Saltash
 Cornwall
 PL12 6JX

Date: 25/04/2025

Invoice Number : SD113979

Job Number : 33358

Description	Amount £
Project: Saltash Library - Window Replacement Project Purchase Order No: TBC Client Contact: Mr David Orton	.00
In accordance with our fee proposal dated 1st December 2021 we set out below our interim fee account.	.00
£149,718.00 x 11.5% x 35%	6,026.15
Project Value - £149,718.00 Agreed Fees - 11.5% Progress - 35% (Construction Phase)	
Subtotal	6,026.15
VAT 20%	1,205.23
Total	7,231.38

1. Please raise any queries within **14 days** of invoice date to accounts@baileyp.co.uk
2. Total payment due in 28 days
3. Bank Details: Bailey Partnership (Group) Ltd Sort Code: 56-00-63, Account Number: 47411325
4. VAT Registration No. 326 7533 50
5. Please send all remittances to accounts@baileyp.co.uk
6. Please quote invoice number when making payment


 plymouth@baileyp.co.uk
baileypartnership.co.uk

**To receive a report on the condition of office windows at
Saltash Library Hub and consider any actions and
associated expenditure**

Report to: Library Sub Committee

Date of Report: 02.10.26

Officer Writing the Report: Town Clerk

Purpose of Report

To inform Members that the windows in the Library top office have deteriorated significantly and require replacement.

Officer Recommendation

Members are asked to delegate authority to the Town Clerk to appoint Bailey Partnership to oversee the listed building consent process and manage the replacement of the two windows in the Library top office, with expenditure to be met from budget codes:

- 6918 LI EMF Legal & Professional Fees (Private Contractors); and
- 6971 EMF Saltash Library Property Refurbishment.

Report Summary

The two windows located in the Library top office are in poor condition and have deteriorated considerably over time. The existing windows provide inadequate thermal insulation during the winter months and insufficient ventilation during the summer, due to their limited opening capacity.

It is believed that the windows are original to the building, comprising metal frames with single-glazed panes. Whilst blinds have recently been installed to reduce glare and screen reflection, this has not addressed the underlying issues relating to the condition, energy efficiency and functionality of the windows.

At this stage, the overall cost of replacement is unknown. However, it is anticipated that the works will fall below the Council's £30,000 procurement threshold. In accordance with the Council's procurement requirements, at least three quotations should therefore be sought where practicable.

As the building is listed, listed building consent will also be required before any replacement works can proceed. Appointing Bailey Partnership at an early stage will ensure the necessary statutory and heritage requirements are managed appropriately and that suitable replacement options are identified and procured.

Report Images

Two windows, one small opening.







Budgets

Budget Availability: £35,808

Budget Codes: 6971 EMF Saltash Library Property Refurbishment

Committed Spend: £0.00

Budget Availability: £12,441

Budget Codes: 6918 LI EMF Legal & Professional Fees (Private Contractors)

Committed Spend: £2,415

Signature of Officer:

Town Clerk