



Libraries Strategic Commissioning Strategy

Updated edition

Technical Appendix 2

Accessibility Analysis

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1 Purpose of the Technical Appendix

Background

- 1.1 Stantec was commissioned by East Sussex County Council to prepare an accessibility analysis of the Council's Library and Information Service. This analysis is an update of the work previously undertaken three years ago, in 2018, with the scope to identify any differences in library accessibility due to updated public transport networks and timetables or changed traffic and highway conditions. The analysis also considers the catchment population numbers within each time band for each transport mode and reports any changes from the previous analysis.
- 1.2. This appendix:
 - outlines the methodology used in the analysis, which is identical to the previous accessibility analysis undertaken in 2018
 - includes plots of journey times to East Sussex Council libraries, by walking, public transport and driving in 10-minute time bands
 - quantifies the resident population within each time band.
- 1.3 The accessibility analysis involves a network of 17 libraries as follows:
 - Battle
 - Bexhill
 - Crowborough
 - Eastbourne
 - Forest Row
 - Hailsham
 - Hampden Park
 - Hastings
 - Heathfield
 - Hollington
 - Lewes
 - Newhaven
 - Peacehaven
 - Rye
 - Seaford
 - Uckfield
 - Wadhurst
- 1.4 This is one of a number of documents, Technical Appendices (TA), which form the evidence base that supports the draft Libraries Strategic Commissioning Strategy. These documents are as follows:

Appendix 5

Updated version of Libraries Strategic Commissioning Strategy		
Appendix 1 Review of implementation of Libraries Strategic Commissioning Strategy		
Appendix 2 Equality Impact Assessment.		
Technical Appendix 1 Needs Assessment	Technical Appendix 2 Accessibility Analysis	Technical Appendix 3 Property Review

- 1.5 The Accessibility Analysis is part of a body of evidence that has been developed to enable the Council to draft and implement its updated Strategic Commissioning Strategy for the Library and Information Service.

Methodology

- 1.6 This Technical Appendix has therefore been produced in conjunction with Stantec.
- 1.7 The methodology adopted for the analysis has been first to calculate current travel times to access library services in East Sussex by car, public transport and walking. These have been calculated using accessibility and GIS software, and the results are shown in chapter 2. This provides a picture of the current accessibility of libraries in the county.
- 1.8 In chapter 4, the travel times identified in chapter 3 have been applied to the libraries within East Sussex and then accessibility and GIS mapping software have been used to map accessibility according to these travel times to all libraries within the county. As the opening hours of East Sussex libraries are generally within the daytime period of 10am to 5pm (apart from those libraries which open until 6pm on a Thursday), the travel times presented show average car journey times during off-peak hours, calculated using accessibility and GIS software.
- 1.9 For public transport the mapped journey times are derived from published bus and rail timetables at points of both 2019 and 2020 and are based on travel between 10:00 and 14:00 on a weekday.
- 1.10 Chapter 4 presents data held by the Council on the home locations of both registered and active users of the Library and Information Service and the libraries that they visit. This information shows the geographical spread of the libraries that people in the county use in relation to their home postcode. This is supported by data highlighted in Appendix A and Appendix B.

Appendix 5

- 1.11 Chapter 5 provides an analysis of a range of data which has been used to assess the accessibility of the Library and Information Service's digital services. This analysis has included the examination of a number of indicators of accessibility and affordability of broadband, including income, poverty levels, skills and access to infrastructure.
- 1.12 Finally, conclusions are presented in chapter 6.

2 Current Transport Accessibility

- 2.1 Travel times for driving, public transport and walking have been calculated and presented using specialist accessibility and GIS software. The specific methodologies for each mode of transport are described in turn below.

Driving

- 2.2 The car travel times are based on actual observed average car journey times between 10:00 and 16:00 on a weekday. The data source is “HERE” data, previously known as Navteq. Stantec advised that due to the pandemic, 2020 HERE data is considered to be unreliable so did not use it in this analysis. Although the data used is slightly older, they believe it is more representative of ‘normal’ traffic conditions.
- 2.3 “HERE” travel times are based on billions of multiple-year vehicle speed observations, gathered using GPS and Bluetooth signals from in-vehicle sat-nav devices and mobile phones. Data is gathered for the time taken to travel across each link in the highway network and to pass through each junction; a link is a section of road between two junctions. Each analysis is based only on roads that are traversable by car and includes information on restricted junctions, overpasses and underpasses so that connections between roads are only made at viable junctions.
- 2.4 The data is then averaged for 15-minute time intervals throughout the day and a combined off-peak average, known as the “core road speed timing” is then produced. This is based on all observations between 10:00 and 16:00 on all weekdays over a five-year period and thus includes, for example, schooldays and school holidays, good weather and bad, light and heavy traffic conditions, and all other situations that can affect driving speeds. The core road speed timing has been used to prepare the plots in this report.
- 2.5 To calculate travel time between two points, HERE adds up the average times for each link and junction that would be involved in making the journey and then presents the total.
- 2.6 To derive the 10-minute travel time-band isochrones shown in the figures below, the HERE data has been analysed using TRACC accessibility software to plot the distances that can be traversed. As stated above, this is based on the average of actual observed trips made between 1000 and 1600 on a weekday.

Appendix 5

- 2.7 We believe that HERE data is the best and most appropriate analysis to derive average off-peak car travel times as it is based on a massive dataset of actual observations and is consistent with the accessibility analysis conducted for the original accessibility work. HERE is owned by Audi, BMW and Daimler and is supported by Microsoft and Nokia who are both former owners of the company. The data is the standard used across the transport industry and is used within all ESRI, Citilab and Mapinfo inhouse isochronal analysis tools.

Public Transport

- 2.8 The public transport travel times shown in the figures are derived from published bus and rail timetables as at second quarter of 2019 and fourth quarter of 2020 in order to capture the regular timetables (2019) pre-Covid and the temporary Covid timetables (2020). While services have been gradually returning to pre-Covid patterns, this is not necessarily guaranteed for every service.
- 2.9 Travel times are based on travel between 10:00 and 14:00 on a weekday. For simplicity travel times are shown as 0-10, 10-20, 20-30. However, the three catchments are non-overlapping, as follows: 0-10, 10.01-20, 20.01-30 minutes.
- 2.10 Where a public transport journey involves changing buses or trains, or changing between bus and train, an interchange penalty of 5 minutes has been included.
- 2.11 To complete the total door to door journey time, a walk speed of 5 km per hour has been applied from each bus stop or rail station. The total distance that can be travelled by public transport and walking in each 10-minute travel time-band has then been plotted.

Walking

- 2.12 Similarly, for walking-only travel times, a walk speed of 5 km per hour has been used and applied to the HERE road network, with public rights of way from Landmark, and digitized from local authority maps.

Figure 2.1 Car Travel Times to Libraries in East Sussex

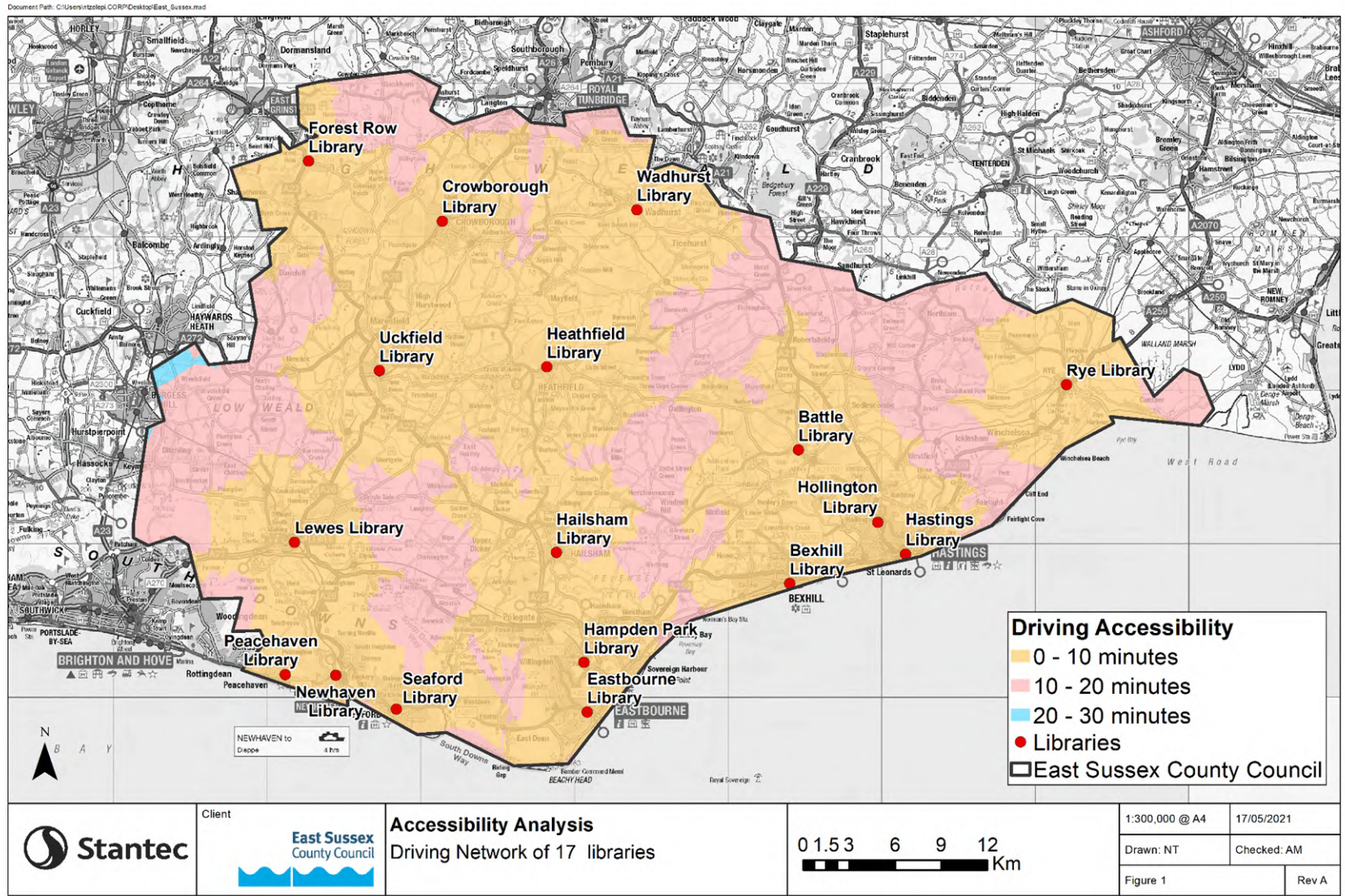


Figure 2.2a Public Transport Travel Times to Libraries in East Sussex (2019)

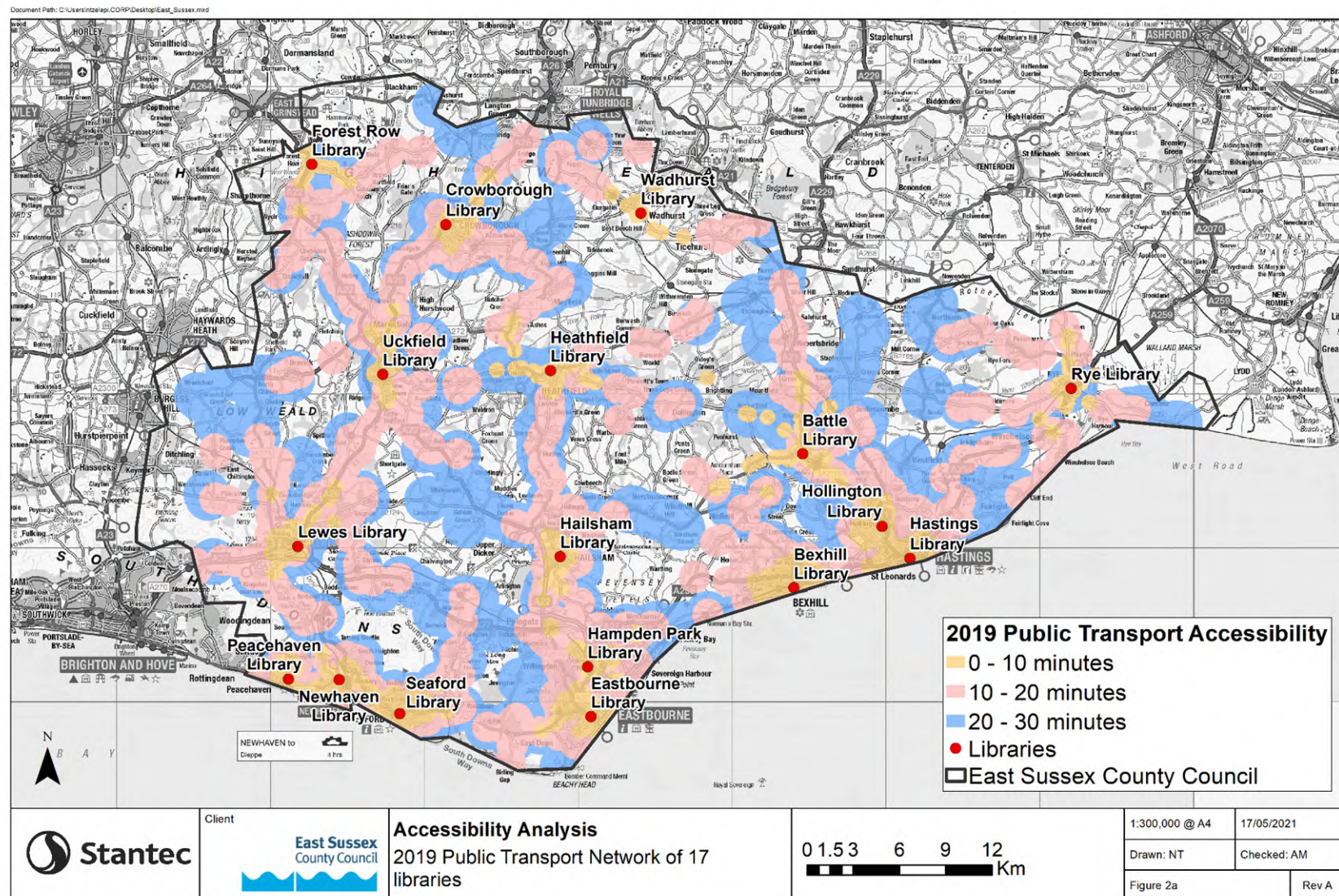
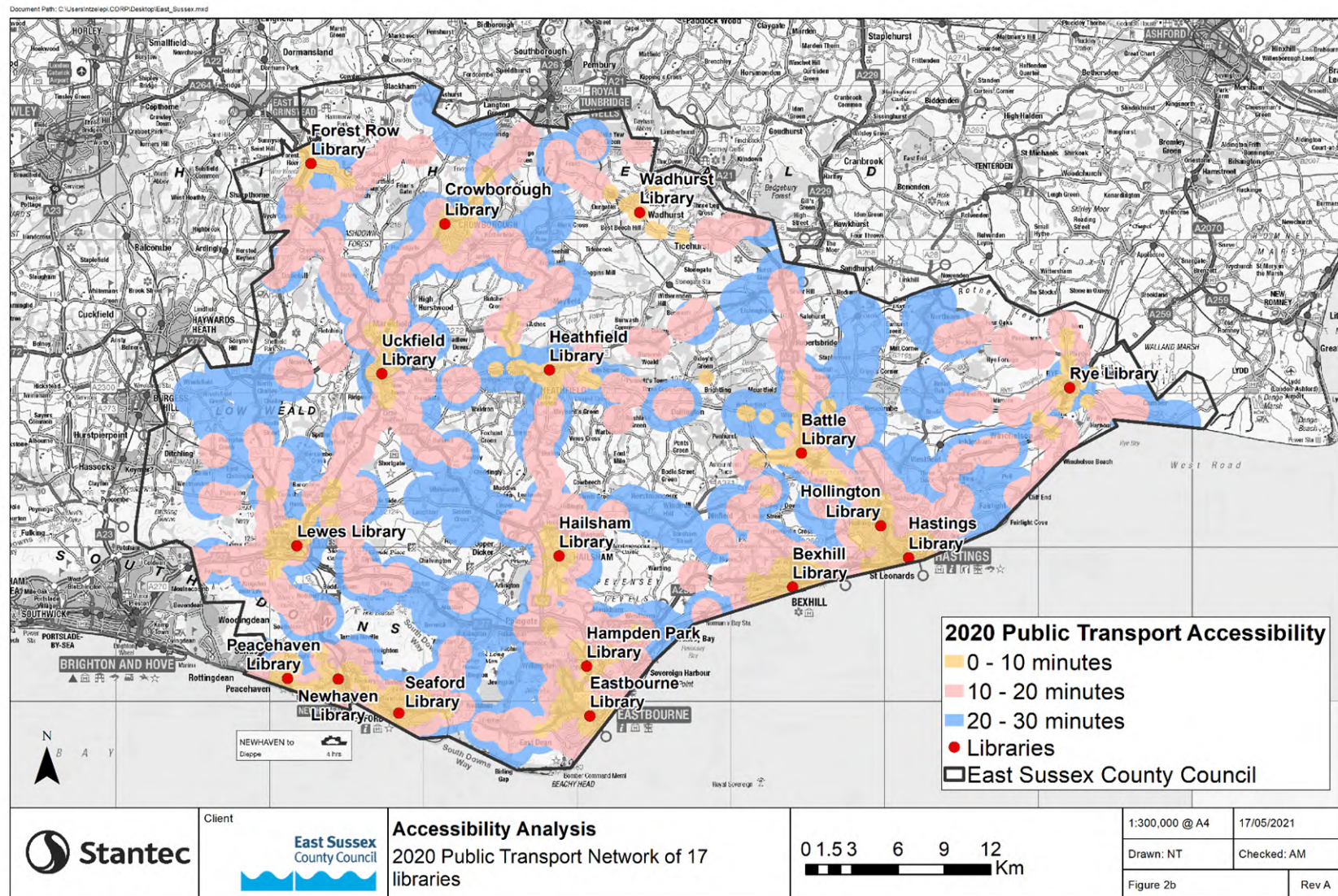


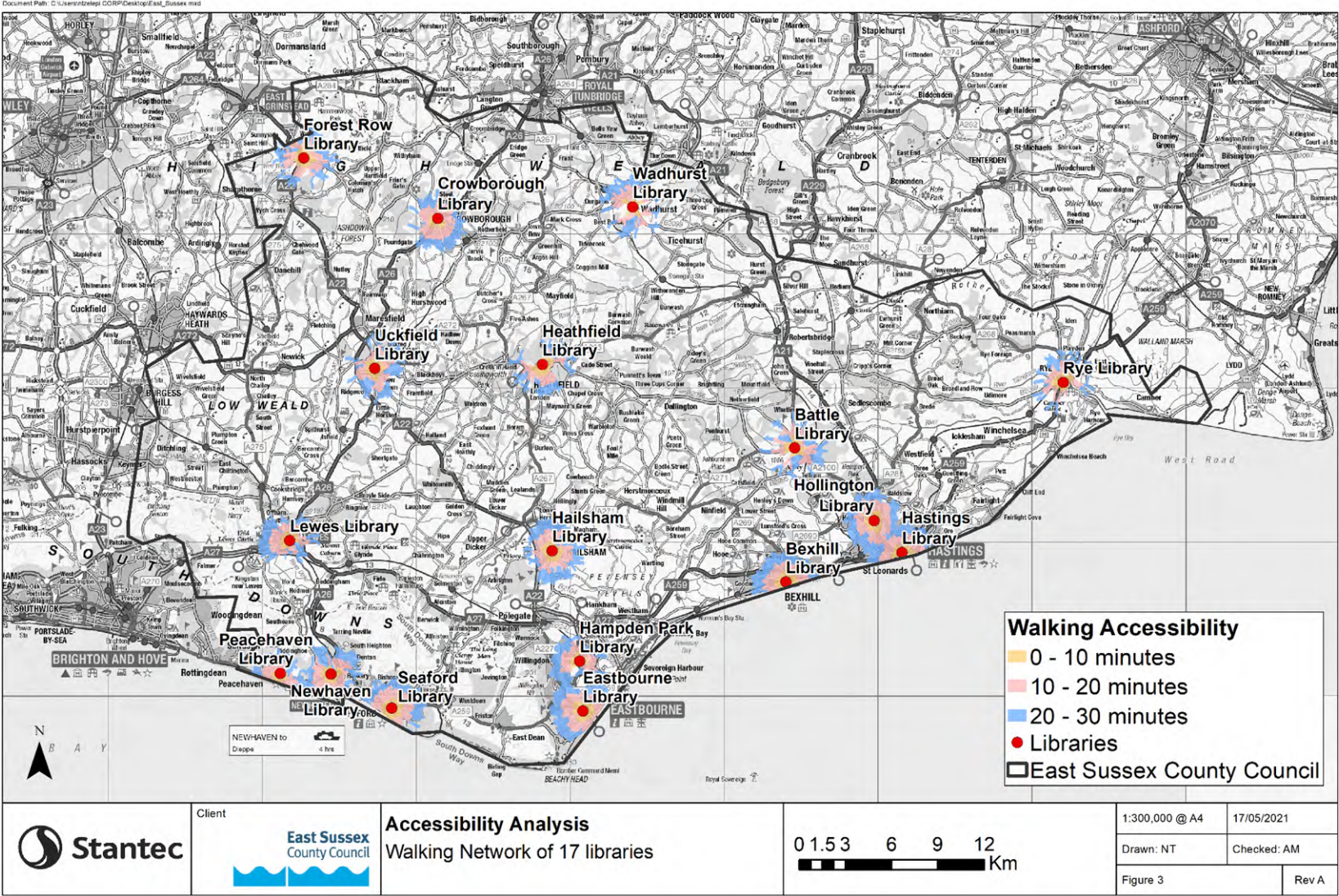
Figure 2.2b Public Transport Travel Times to Libraries in East Sussex (2020)



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Figure 2.3 Walking Travel Times to Libraries in East Sussex

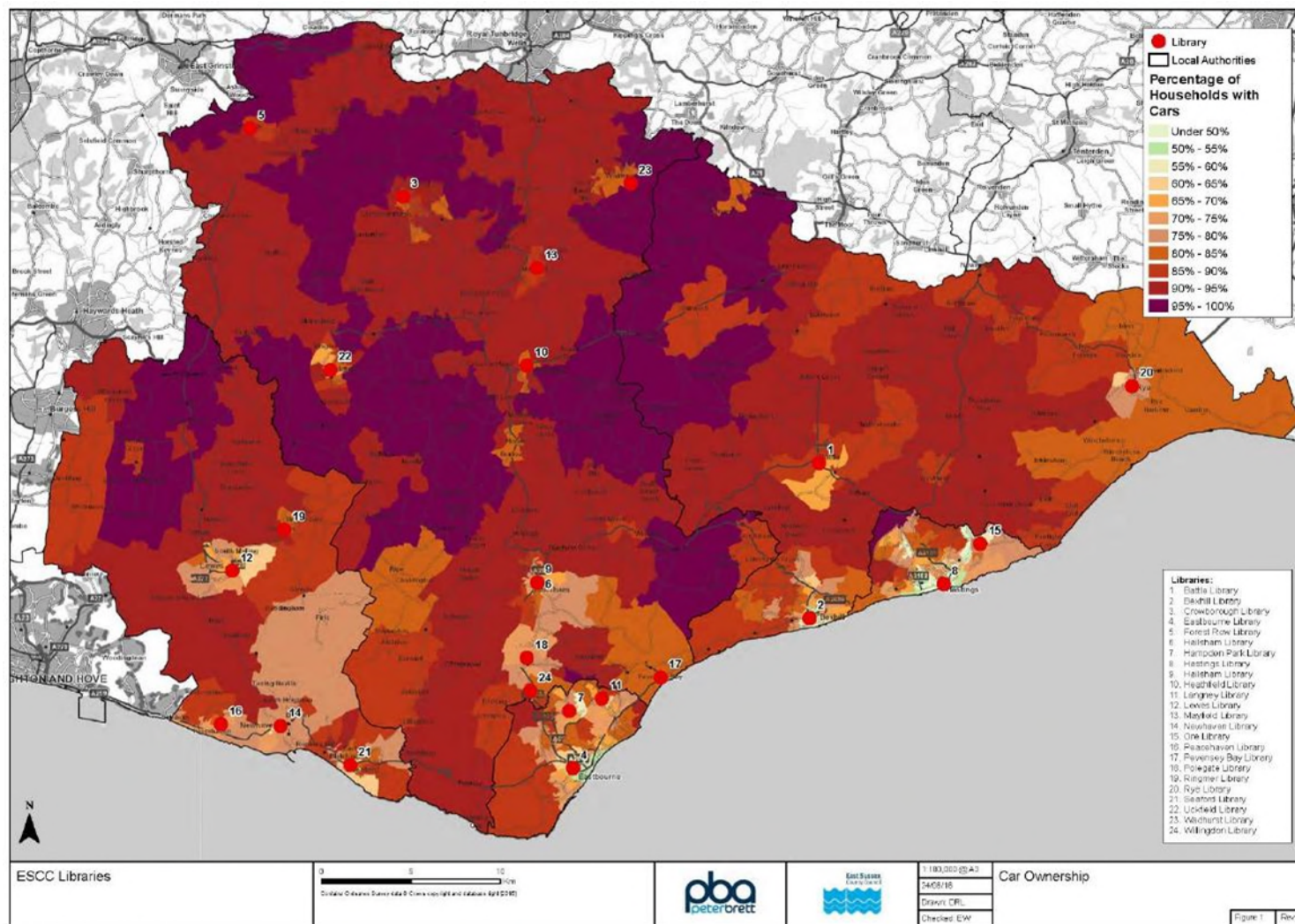
Appendix 5



Appendix 5

Car Ownership

Figure 2.4 Car Ownership in East Sussex



Appendix 5

- 2.14 As Figure 2.4 shows, car ownership is generally very high across East Sussex, with a county average of 78% of households owning one or more cars. This compares to 74% on average in England and Wales. There are considerable variations within the county, however, with high car ownership in rural areas; 87% of households own one or more cars in Wealden for example, as do 81% of households in Rother.
- 2.15 In contrast, car ownership is lower in coastal areas, at 71% in Eastbourne and 66% in Hastings. There are pockets in Hastings where fewer than half of households own a car (Castle ward, 47% and Central St Leonards, 44%). While Lewes district as a whole has above average car ownership (79%), this figure falls substantially in some of the housing estates of Lewes, Newhaven and Peacehaven, and in central Seaford.

3 Travel Time Parameters in East Sussex

Introduction

- 3.1 In this chapter, the travel time parameters identified in the previous chapter are applied to the East Sussex library network, to build a picture of the catchment areas within a reasonable travel time of each library.
- 3.2 The results of the analysis for car travel time catchments for the current library network are shown in Figure 2.1. Figures 2.2a to 2.3 show the equivalent public transport and walking travel time catchments.
- 3.3 The methodology used to determine these plots is set out in the next section.

Methodology

Car

- 3.4 The car travel times shown in the figures are based on actual observed average car journey times between 10:00 and 16:00 on a weekday. The data source is “HERE” data, previously known as Navteq.
- 3.5 “HERE” travel times are based on billions of multiple-year vehicle speed observations gathered using GPS and Bluetooth signals from in-vehicle sat-nav devices and mobile phones. Data is gathered for the time taken to travel across each link in the highway network and to pass through each junction; a link is a section of road between two junctions. Each analysis is based only on roads that are traversable by car and includes information on restricted junctions, overpasses and underpasses so that connections between roads are only made at viable junctions.
- 3.6 The data is then averaged for 15-minute time intervals throughout the day and a combined off-peak average, known as the “core road speed timing” is also produced. This is based on all observations between 10:00 and 16:00 on all weekdays over a five-year period and thus includes, for example, school days and school holidays, good weather and bad, light and heavy traffic conditions, and all other situations that can affect driving speeds. The core road speed timing has been used to prepare the plots in this chapter.
- 3.7 To calculate travel time between two points, HERE adds up the average times for each link and junction that would be involved in making the journey and then presents the total.
- 3.8 To derive the 10, 20 and 30-minute travel time contours shown in the figures the HERE data have been analysed using TRACC accessibility software to plot the distances that can be traversed. As stated above, this is based on the average of actual observed trips made between 10:00 and 16:00 on a weekday.

- 3.9 We believe that HERE data is the best and most appropriate analysis to derive average off-peak car travel times as it is based on a massive dataset of actual observations. HERE is owned by Audi, BMW and Daimler and is supported by Microsoft and Nokia who are both former owners of the company. The data is the standard used across the transport industry and is used within all ESRI, Citilab and Mapinfo inhouse isochronal analysis tools.3.10

Public Transport

- 3.10 The public transport travel times shown in the figures are derived from published bus and rail timetables as at second quarter of 2019 and fourth quarter of 2020 in order to capture the regular timetables (2019) pre-Covid and the temporary Covid timetables (2020). While services have been gradually returning to pre-Covid patterns, this is not necessarily guaranteed for every service. Travel times are based on travel between 10:00 and 14:00 on a weekday.
- 3.11 Where a public transport journey involves changing buses or trains, or changing between bus and train, an interchange penalty of five minutes has been included.
- 3.12 To complete the total door to door journey time, a walk speed of five kilometres per hour has been applied from each bus stop or rail station. The total distance that can be travelled by public transport and walking in each 10- minute travel time-band has then been plotted.

Population accessibility to East Sussex libraries

- 3.13 Using the accessibility data which have been mapped above, the percentage of the population of East Sussex within a 10-, 20- and 30-minute drive of one of the 17 East Sussex libraries has been calculated. The same calculations have been undertaken for public transport journey time. The results are shown in Tables 3.1 and 3.2.
- 3.14 Table 3.1 shows that 90% of the population of East Sussex currently live within a 10-minute car journey time of one of the 17 East Sussex libraries. This increases to 98% of the population for car journey times up to 20 minutes. No-one in East Sussex, according to our calculations, currently has a journey time by car in excess of 30 minutes to get to one of the 17 East Sussex libraries.
- 3.16 For public transport, using 2019's public transport timetables as the basis for this analysis, 60% of the population of the county lives within a 10-minute journey time of an East Sussex library. This figure rises to 92% for journey times up to 20 minutes, and just over 97% of the population of the county lives within a journey time of 30 minutes by public transport to one of the 17 East Sussex libraries.
- 3.17 Table 3.1 shows that 15% of the population of the county lives within a 10-minute walk of an East Sussex library. This figure rises to 40% for walking times up to 20 minutes and 58% within a 30 minutes' walk of a library. According to our calculations, 41% of the population of East Sussex has a journey time by foot of in excess of 30 minutes. Our calculations are based on a presumed walking speed of 5km per hour. It is acknowledged that speeds vary, especially for some older people and people with limited mobility.
- 3.18 Table 3.2 provides a comparison of data available in 2018, when the current Libraries Strategic Commissioning Strategy was published, and more recently updated data of access to library branches by driving, public transport and walking

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Table 3.1 Percentage of East Sussex population within different journey times of an East Sussex library

	minutes	0-10	10-20	20-30
Driving	population	502,879	45,236	6,862
	cumulative population	502,879	548,235	555,097
	cumulative population %	90%	98%	100%
Public Transport 2019 network	population	333,503	177,471	32,109
	cumulative population	333,503	510,974	543,083
	cumulative population %	60%	92%	97%
Public Transport 2020 network	population	331,863	181,870	29,350
	cumulative population	331,683	513,733	543,083
	cumulative population %	59%	92%	97%
Walking	population	84,380	140,531	100,004
	cumulative population	84,830	224,911	324,915
	cumulative population %	15%	40%	58%
Total East Sussex population 2019		555,097		

⁴ 2011backcast from Micromarketer

Table 3.2 Percentage of East Sussex population within different journey times of an East Sussex library compared to 2018 analysis

		Public Transport			Driving			Walking			
		0-10	10-20	20-30	0-10	10-20	20-30	0-10	10-20	20-30	
Proportion of residents within journey time	minutes										
	Previous analysis, 2011 Population	45%	86%	95%	91%	99%	100%	12%	38%	58%	
	Current analysis, 2019 Population				90%	98%	100%	15%	40%	58%	
		Public Transport Network 2019									
		60%	92%	97%							
		Public Transport Network 2019									
59%	92%	97%									

4 Current travel to Library Service

Introduction

- 4.1 The figures in the previous chapter show the theoretical catchment areas for the Library and Information Service based on observed and actual journey times. It is interesting to note, however, that people's actual behaviour is more varied and that some users travel greater distances and access libraries that are not the nearest to their home address. This chapter therefore considers current actual use of the Library Service. The data source is "HERE" data, previously known as Navteq.
- 4.2 The analysis considers both "registered" and "active" users of the service. Registered users are those residents who either joined the Library and Information Service in the last two years or existing users who have reactivated their library membership after expiry at two years. Active users are a sub-set of registered users, consisting of those people who have borrowed an item at least once in the past twelve months. This does not include members who only use computers or other library services apart from borrowing.
- 4.3 The analysis is based on anonymised data.

Geographic Distribution of Users

- 4.4 Maps showing the home address distribution of registered users of each library are contained in Appendix A and of active users in Appendix B. Some of the notable results are:
 - Main libraries have a not unexpectedly wide distribution of both registered and active users. Both Eastbourne and Hastings have active users resident in each other's towns, and Lewes has a catchment extending to the border with West Sussex as well as into Eastbourne and Hailsham
 - Suburban libraries in Eastbourne and Hastings attract active users from the other major coastal town, e.g., Hampden Park with users resident in Bexhill and Hastings, and Hollington with users in Eastbourne
 - Considerable overlap in catchment of users in Newhaven, Peacehaven and Seaford including active users resident in Bexhill and Hailsham
 - Hailsham and Heathfield libraries have a wide spread of users throughout much of the county and both have active users in the other towns
 - A number of other libraries have instances of users based some distance from the library, e.g., Battle Library with registered users in Ticehurst and Wadhurst, Bexhill library with registered and active users in Hailsham and Seaford, and Uckfield library with active users in Lewes, Hailsham, Wadhurst

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4.5 This analysis shows that it is not simply distance and travel time that is the sole determinant of users' choice of library and clearly there are also other factors in play. While there is no definitive research that quantifies the impact of these other factors, some likely influences are:

- Work location – it may be more convenient for some people to visit a library near their place of work, rather than near their home
- Trip linking – some people may combine a visit to the library with a trip for another purpose, such as shopping or leisure activity
- The availability of a public transport route may make a library which is further away more accessible than a geographically closer one
- Family location – some people may spend time at a family member's home, visiting, child minding or caring and may prefer to visit a nearby library
- Personal preference

5 eLibrary Service Accessibility

Introduction

- 5.1 In addition to the physical libraries provided by the Council and outreach services such as the home library service, the eLibrary service provides another means of accessing library services via the internet, 24 hours per day. The eLibrary offer includes the ability to access the library catalogue, reserve items and renew loans, and download eBooks, eAudiobooks and an extensive range of eMagazines, as well as accessing online reference materials.
- 5.2 Part of the Library and Information Service's information offer is the ECSIS website, which is a news and information portal for East Sussex and Brighton and Hove residents, funded by both authorities. Over 7,500 organisations are listed and the information is easily navigable. It is a signposting service and is regularly updated, and also includes an events listing facility. The eLibrary and ESCIS can be accessed at home via a broadband connection, or 'on the go' via a mobile device.
- 5.3 Use of the internet has grown rapidly in recent years. The Needs Assessment describes the increase in household and mobile internet access in Great Britain. In 2020, over 96% of households had internet access in the UK¹, an increase of seven per cent from 2016. Data for Great Britain shows that the internet was used daily or almost daily by 89% of adults (46.6 million) in 2020, compared with 87% (45.1 million) in 2019 and 35% (16.2 million) in 2006². In 2019, 84% of adults had used the internet 'on the go' using a mobile phone or smartphone up from 70% in 2016 and 66% in 2015.
- 5.4 Despite the high proportion of residents who are now online, it is recognised that barriers do still exist for some residents, including a combination of the affordability of devices and broadband or mobile data packages to access these digital services, as well as a lack of skills or confidence to use devices and navigate around the internet, doing things like downloading apps and electronic content. To a limited extent, access to broadband infrastructure also plays a part, though this is much less of an issue now that all the county has broadband coverage. This analysis has considered these three factors and builds on the findings of the Needs Assessment.
- 5.5 Information on internet access at a household or individual level is not publicly available. For the purposes of this assessment of understanding how accessible the eLibrary's digital services are to residents of East Sussex, we have selected a number of indicators that are likely to most closely represent people's ability to afford a home broadband connection or a mobile data package and the necessary device to connect to the internet. We have also selected indicators of adult skills levels and the age of the population, as both are likely to be factors

¹ https://www.ofcom.org.uk/data/assets/pdf_file/0026/26648/uk_telecoms.pdf

²

<https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/bulletins/internetaccesshouseholdsandindividuals/2016>

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which have a bearing on whether people know how to use the internet and the technology to access it.

<https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/bulletins/internetaccesshouseholdsandindividuals/2016>

⁷ East Sussex Annual Resident's Survey, East Sussex County Council, 2017

Affordability

- 5.6 Figure 5.1 shows the most deprived areas of East Sussex, based on a measure of the proportion of the working-age population in an area involuntarily excluded from the labour market. Those areas highlighted on the map are ranked within the 25% most deprived areas of England and Wales.
- 5.7 The areas of highest deprivation highlighted in Figure 6.1 suggest where residents may be less able to access our digital services due to affordability. They are located in proximity to the main towns of Rye, Hastings, Bexhill, Eastbourne, Newhaven, Peacehaven, Lewes and Hailsham, where residents have access to library buildings and public access computers.

Digital skills

- 5.8 This analysis has assessed those who may be less able to access our digital services due to a skills deficit, for example due to low levels of literacy. The data presented in Figure 6.2 show those areas of the county where education deprivation among adults is ranked within the 25% most deprived areas of England and Wales.
- 5.9 Many of these areas coincide with the areas of income and employment deprivation shown in Figure 6.1, namely areas around Rye, Hastings and Eastbourne. Some residents in these areas may lack the basic digital skills required to access our eLibrary services independently and may require access to a library building to use the resources available. Staff in libraries can help people access the resources they need, and both staff and computer buddy volunteers in libraries can help people who lack digital skills to get online.
- 5.10 Age is a factor in people's level of digital skills and therefore of use of the internet. According to the Office for National Statistics survey *Internet users in the UK: 2016*⁸ the proportion of those aged 75 years and over who are recent (within last three months) internet users nearly doubled since 2013, from 29%, to 54% in 2020.
- 5.11 However, the proportion of those aged 75 years and over who are recent internet users (ie. Previous three months) nearly doubled since 2013, from 29%, to 54% in 2020. The proportion of adults aged 75 years and over who had never used the internet decreased from 57% in 2016 to 39% in 2020.
- 5.12 Figure 6.3 shows the distribution of the population of East Sussex aged over 65. This indicates areas of the county where people may be less able to access our digital services because they do not use the internet. It can be seen that the highest density of population aged 65 and over is around the coastal towns of Hastings, Bexhill, Eastbourne, Seaford and Peacehaven. There are also higher

⁸ <https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2016#recent-internet-use-is-on-the-increase-for-those-aged-65-and-over>

concentrations of residents aged 65 and over in and around the towns of Crowborough, Heathfield, Uckfield, Hailsham and Lewes.

Digital infrastructure

- 5.13 The Government's subsidised better broadband scheme, launched in December 2015 which ran to 2019, has ensured residents and businesses nationally have access to at least 2Mbps. This, together with continuing private sector investment in both fixed and mobile broadband, suggests that digital exclusion due to lack of infrastructure will continue to decrease in the coming years.
- 5.14 The majority of digital transactions do not need high speeds and can be carried out via "first generation" broadband, however the Council's 'eSussex' project has previously funded the rollout of superfast broadband to improve connectivity to those who chose to use it in areas where it would not otherwise be commercially provided.
- 5.15 In a recent survey of East Sussex residents carried out in early 2021, 85% of users access the internet via a mobile phone, with tablet computers (70%) being the next most used devices, well ahead of desktop or laptop computers (50%). The increased use of mobile devices has improved access to our digital services on the go.

Figure 5.1 Deprivation – Income and Employment

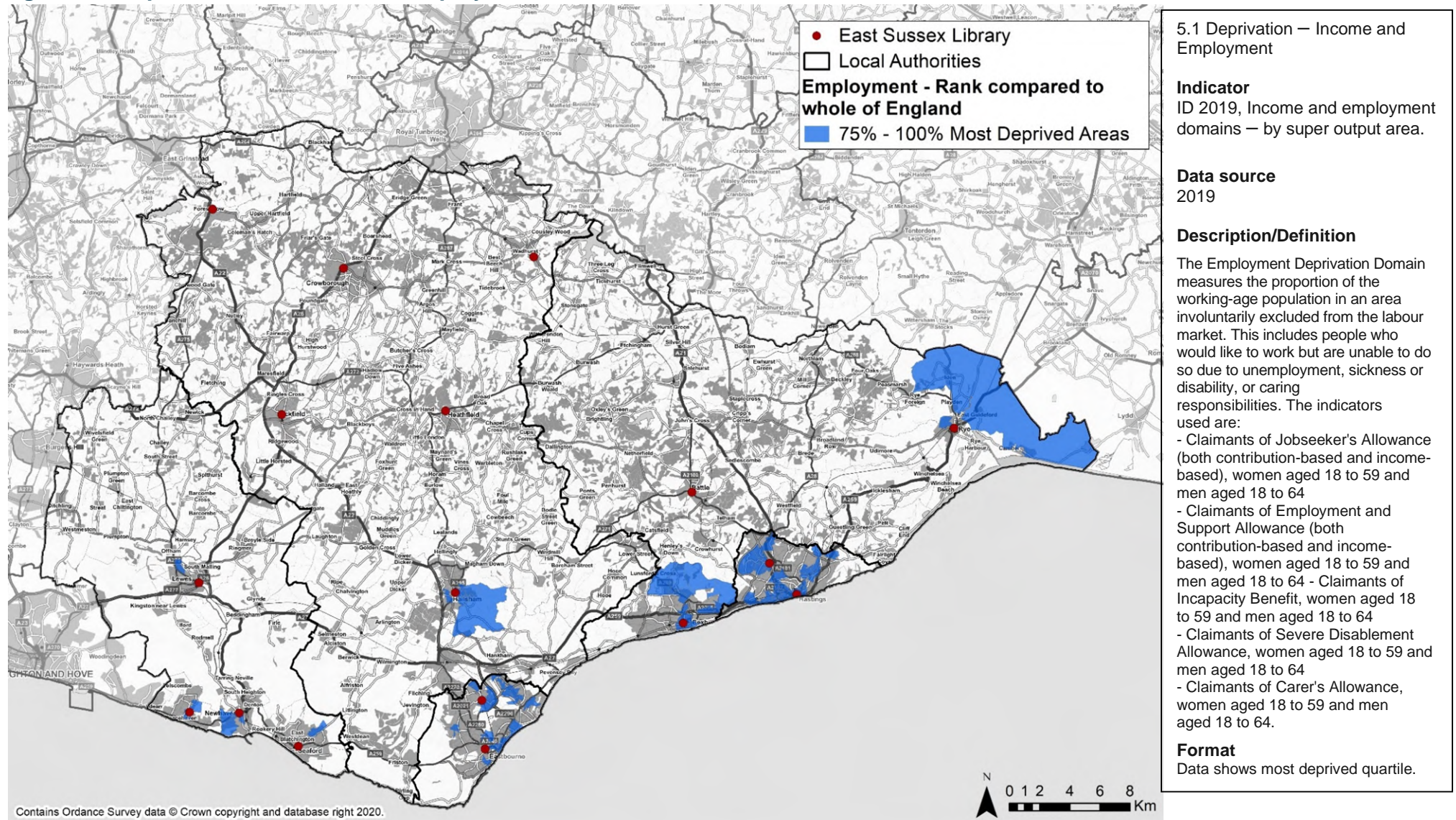
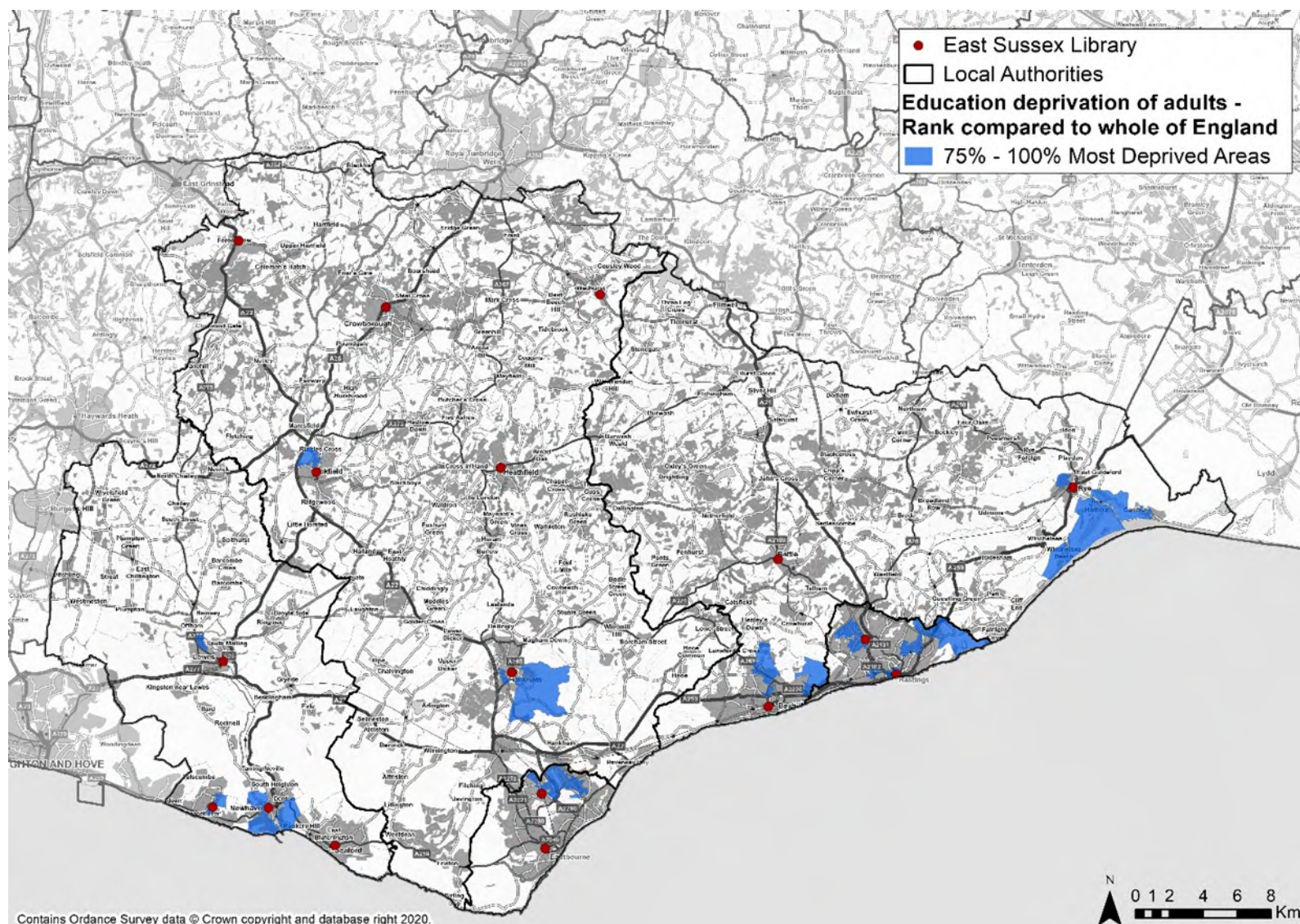


Fig 5.2 Education deprivation of adults



5.2 Education deprivation of adults

Indicator

ID 2019, Education, skills and training domain — by super output area. Adult skills sub-domain

Data source

2019

Description/Definition

This dataset shows the results from the Indices of Deprivation 2015 (ID 2015) for the Education, skills and training domain. It is one of the seven separate domains that are brought together to form the Index of Multiple Deprivation 2015 (IMD 2015).

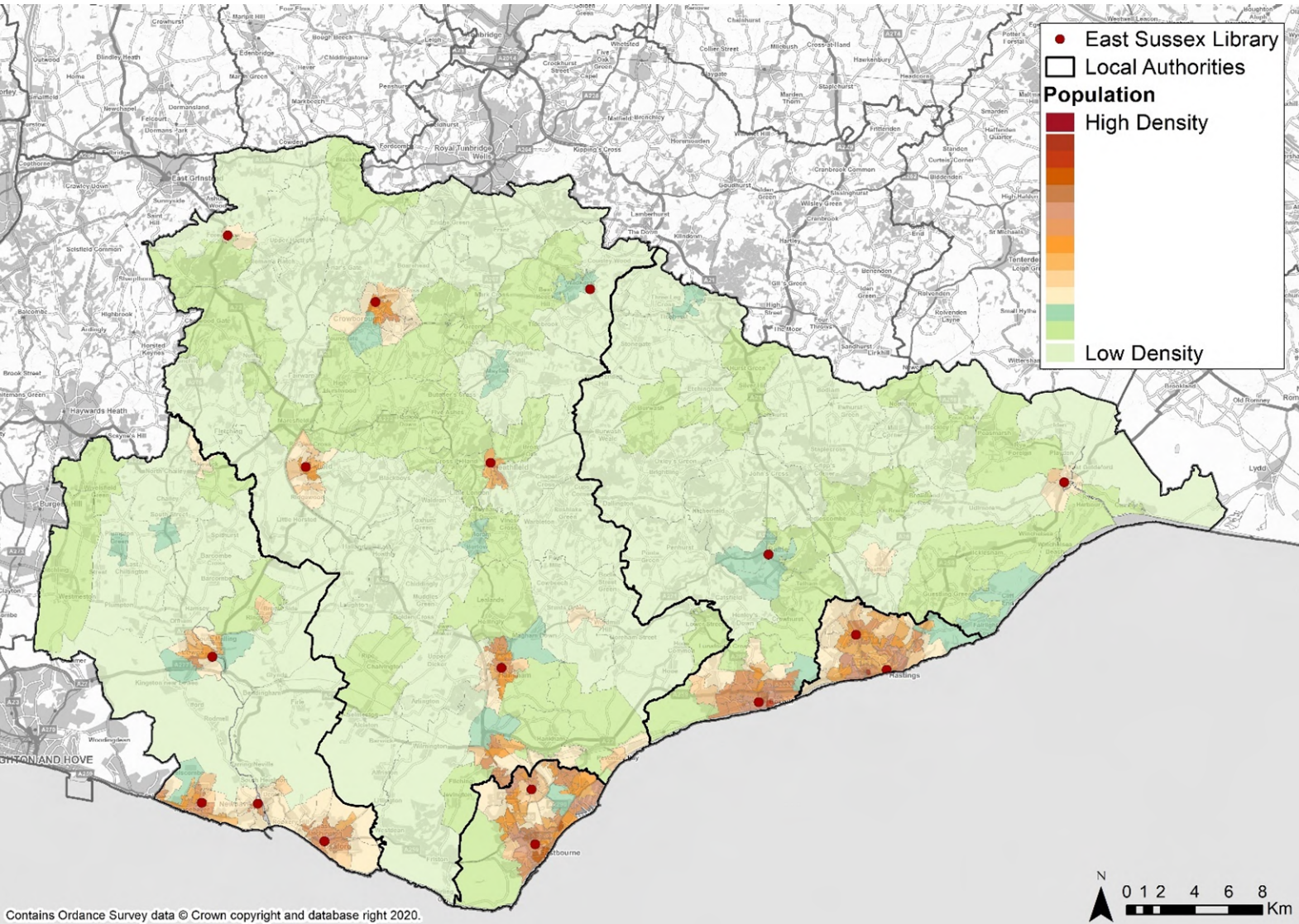
The 'Adult skills' sub-domain is based on two indicators:

- the proportion of women aged 25-59 and men aged 25-64 with no or low qualifications; and
- The proportions of these who cannot speak English well or at all.

Format

Shows information for the most deprived quartile, compared to the whole of England and Wales.

Fig 5.3 Distribution of population aged 65 and over



5.3 Population - 65 and Over

Indicator

Population estimates by age and gender by super-output area

Data source

ONS 2019

Description/Definition

Data are available by broad and detailed (mostly 5-year) age groups and single year of age for all geographies from 2012 onwards. The mid-year population estimates are produced by the Office for National Statistics (ONS) by ageing on the population of the previous year and by adjustments to reflect actual counts of births, deaths and migration during the year.

Format

Shows numerical information by super-output area.

6 Conclusions

- 6.1 The Library and Information Service comprises the physical infrastructure that people can use (i.e., library buildings and the services available within them), the digital services that people can access online without having to visit the library, such as reserving and renewing items, downloading eBooks and eMagazines, and accessing online reference materials and information resources, and outreach services such as the home library service.
- 6.2 The prime purpose of the Accessibility Analysis is three-fold:
- a. To determine reasonable travel time parameters for the majority of residents to access library services and analyse the proportion of the population within the county who have access to a library within these parameters
 - b. To understand how residents currently travel to/access the Library and Information Service.
 - c. To determine the accessibility of the East Sussex Library and Information Service in terms of the ability of residents to access its digital services.
- 6.3 The findings of the Accessibility Analysis, combined with the findings of the Needs Assessment and Gap Analysis will enable the County Council to identify the needs-based library provision (both physical and digital) required to deliver the identified Strategic Outcomes and meet the Council's statutory duty to provide a "comprehensive and efficient" service.

Transport Access

- 6.4 For the current library service provision, accessibility software has been used to identify the areas within a 10-, 20- and 30-minute travel time of each library by car, public transport and walking.
- 6.5 Published research has also been reviewed to establish how long people typically spend travelling to access library services. There is limited data available that is specifically related to travel patterns associated with library visiting. However, the National Travel Survey shows that the majority of trip purposes have travel times in the range 17 to 24 minutes and the overall all-purpose average is 24 minutes. The category of "personal business" specifically includes visits to libraries. The average trip duration for personal business is 20 minutes. This research suggests that reasonable travel time parameters for the majority of residents to access library services is 20 to 25 minutes by car or public transport.
- 6.6 Accessibility mapping software shows that, although East Sussex is a rural county, the Library and Information Service has very high levels of physical accessibility to libraries. Everyone in East Sussex lives within a 30-minute drive of either one of the 17 libraries.

- 6.7 Car ownership is generally very high across the county, with a county average of 78% of households owning one or more cars. It is recognised however that car ownership varies considerably across the county, with high car ownership in rural areas (88% of households own one or more cars in Wealden for example, as do 81% of households in Rother) and lower levels of car ownership in coastal areas (71% in Eastbourne and 67% in Hastings). There are pockets in Hastings where fewer than half of households own a car (Castle ward, 47% and Central St Leonards, 44%).
- 6.8 In terms of access to libraries, the identified areas of low car ownership are compensated by having regular bus or train services and/or being in central locations where walking distances to local libraries are relatively short. Overall, across the county 92% of the population lives within a 20-minute journey time by public transport of an East Sussex library. This figure rises to 98% of the population for journey times of up to 30 minutes.
- 6.9 An analysis of where East Sussex library users live, and which libraries they use, shows that users do not necessarily visit their nearest library. For example, the main libraries in both Eastbourne and Hastings have active users resident in the other towns and the suburban libraries in the two towns attract active users from the other one such as Hampden Park with users resident in Bexhill and Hastings and Hollington with users in Eastbourne.
- 6.10 This shows that there are other factors apart from travel time that influence decisions on which library to visit, and there may be a range of reasons behind this. It may be more convenient for some people to visit a library near their place of work, rather than near their home, and some people may combine a visit to the library with a trip for another purpose, such as shopping or leisure activity. Other reasons may include personal preference – more modern, better appointed or larger libraries with more facilities may appeal to some people, and the availability of a public transport route may make a library which is further away more accessible than a geographically closer one.
- 6.11 Accessibility to the Library and Information Service's digital services is also very high. This provides another means of accessing library services away from our library buildings via the internet, 24 hours per day. Data for Great Britain shows that the internet was used daily or almost daily by 89% of adults (46.6 million) in 2020, compared with 87% (45.1 million) in 2019 and 35% (16.2 million) in 2006³. In 2019, 84% of adults had used the internet 'on the go' using a mobile phone or smartphone up from 70% in 2016 and 66% in 2015. A 2021 survey of East Sussex residents showed that 96% of them use the internet. This is consistent with the national picture.

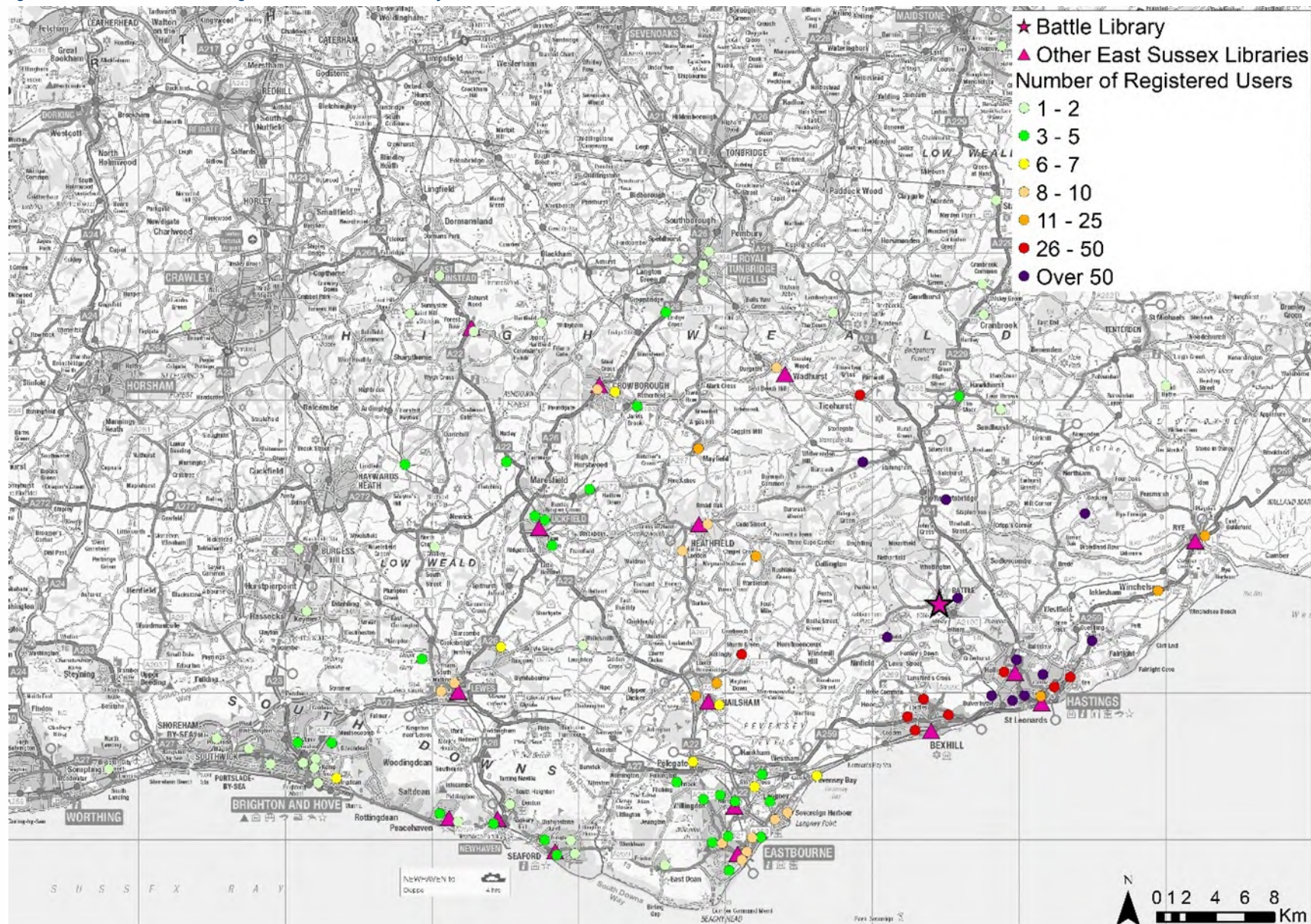
3

<https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/bulletins/internetaccesshouseholdsandindividuals/2016>

- 6.12 There is little evidence that digital infrastructure remains a barrier for getting online in East Sussex, as all of the county now has broadband access. However, barriers do still exist for some residents, including a combination of the affordability of devices and broadband or mobile data packages to access the digital services provided, as well as a lack of skills or confidence to use devices and navigate around the internet. Age is a key factor in people's level of digital skills and therefore use of the internet. Whilst 86% of people nationally aged 65-74 had used the internet in the past three months in a 2020 survey, this figure was only 54% for people aged 75 and over.
- 6.13 Based on income levels, the Accessibility Analysis shows that residents in a small number of areas of East Sussex, in proximity to the main towns of Rye, Hastings, Bexhill, Eastbourne, Newhaven, Peacehaven, Lewes and Hailsham, may be less able to access the Library and Information Service's digital services due to the affordability of broadband and mobile data packages and the costs of devices.
- 6.14 The areas of the county where people's age is likely to be a factor which creates a barrier to eLibrary accessibility because they are less likely to use the internet is geographically slightly wider, and is around the coastal towns of Hastings, Bexhill, Eastbourne, Seaford and Peacehaven. Areas around the towns of Crowborough, Heathfield, Uckfield, Hailsham and Lewes are also included.
- 6.15 In these areas people are more likely to rely on access to a library building to use the resources available. Staff in libraries can help people access the resources they need, and both staff and computer buddies' volunteers in libraries can help people who lack digital skills to get online and help narrow the digital divide.

Appendix A Home distribution of Registered Users

Figure A1: Home Distribution of Registered Users at Battle Library



Appendix 5

Figure A2: Home Distribution of Registered Users at Bexhill Library

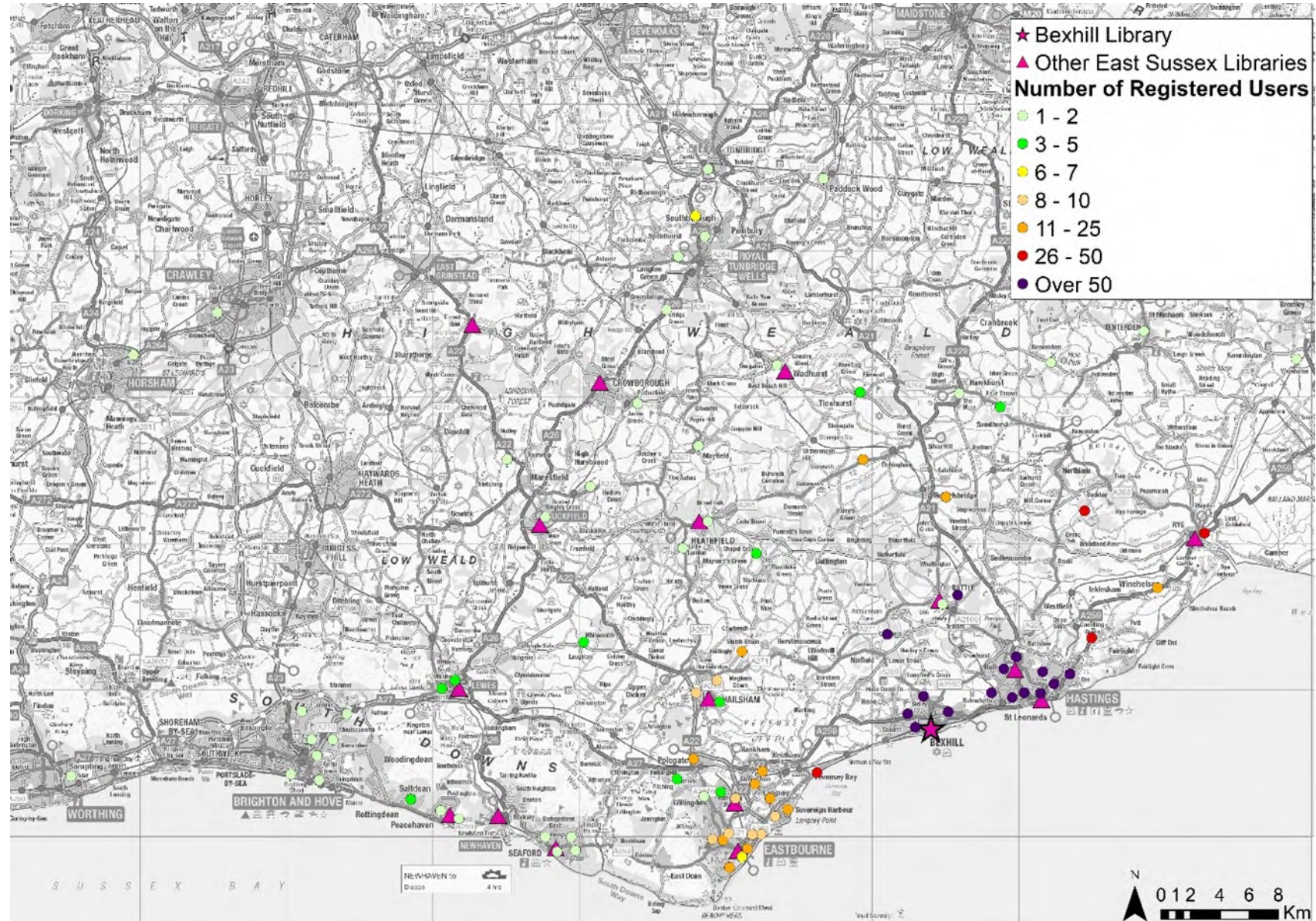
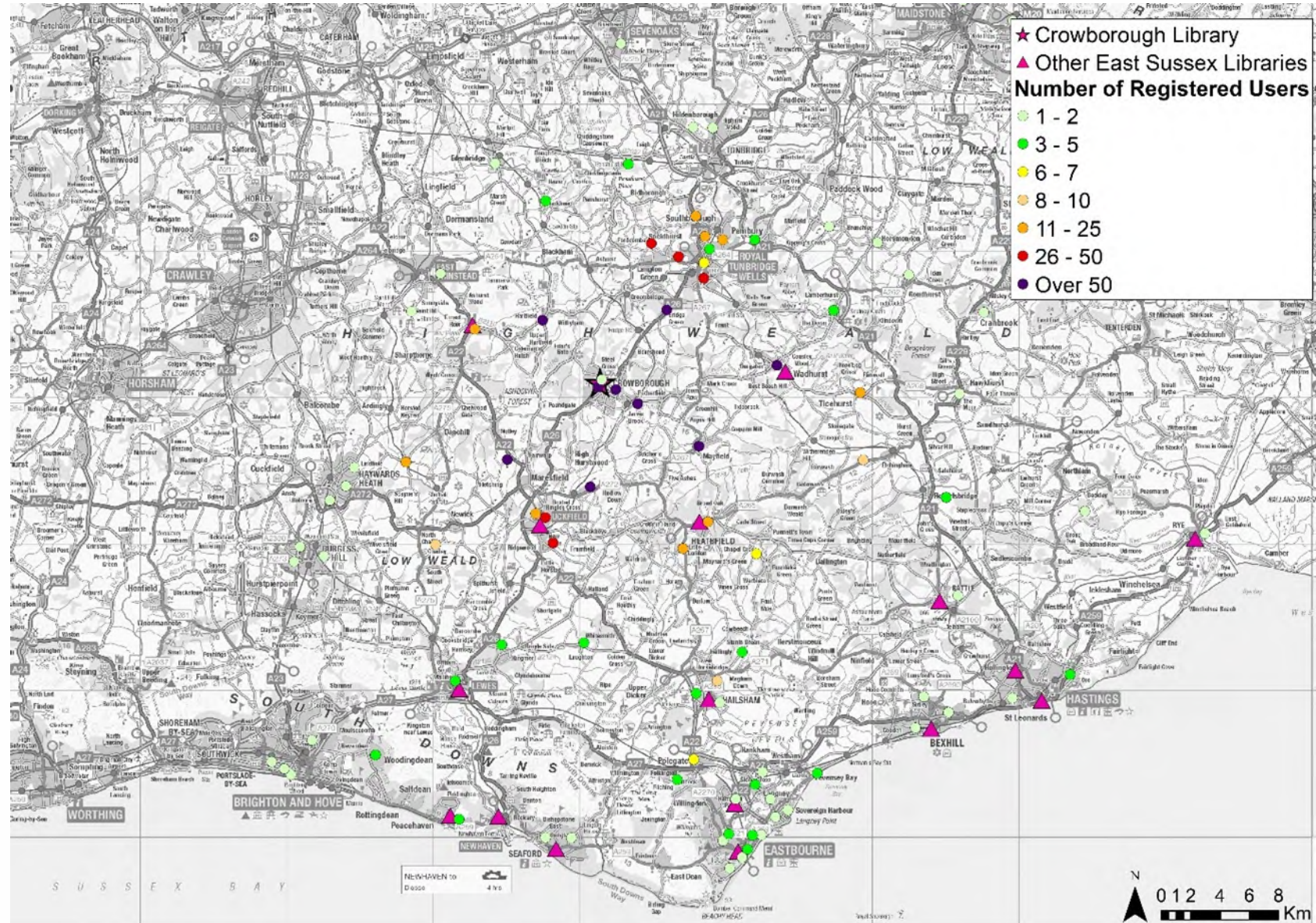


Figure A3: Home Distribution of Registered Users at Crowborough Library



Appendix 5

Figure A4: Home Distribution of Registered Users at Eastbourne Library

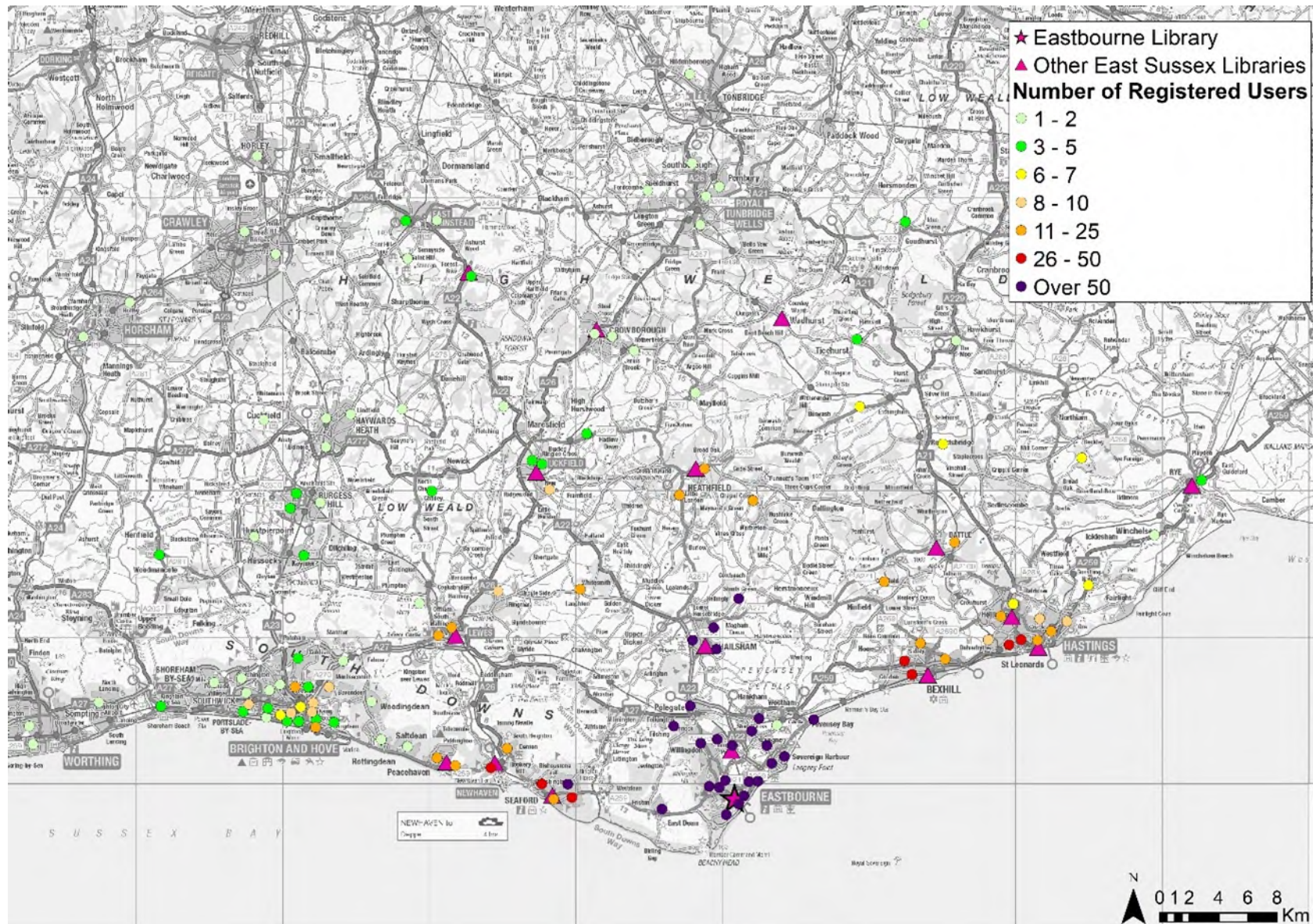


Figure A5: Home Distribution of Registered Users at Forest Row Library

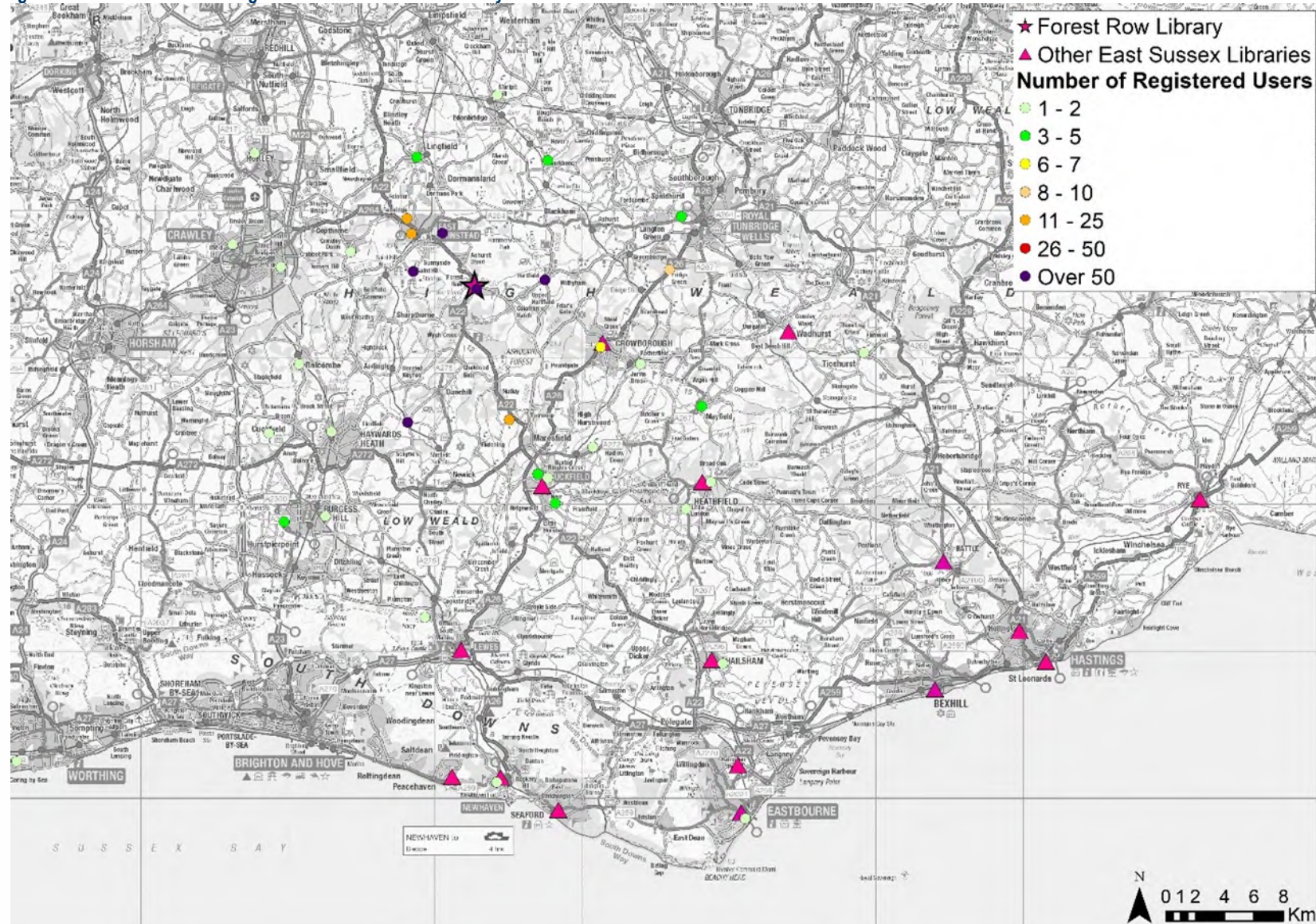


Figure A6: Home Distribution of Registered Users at Hailsham Library

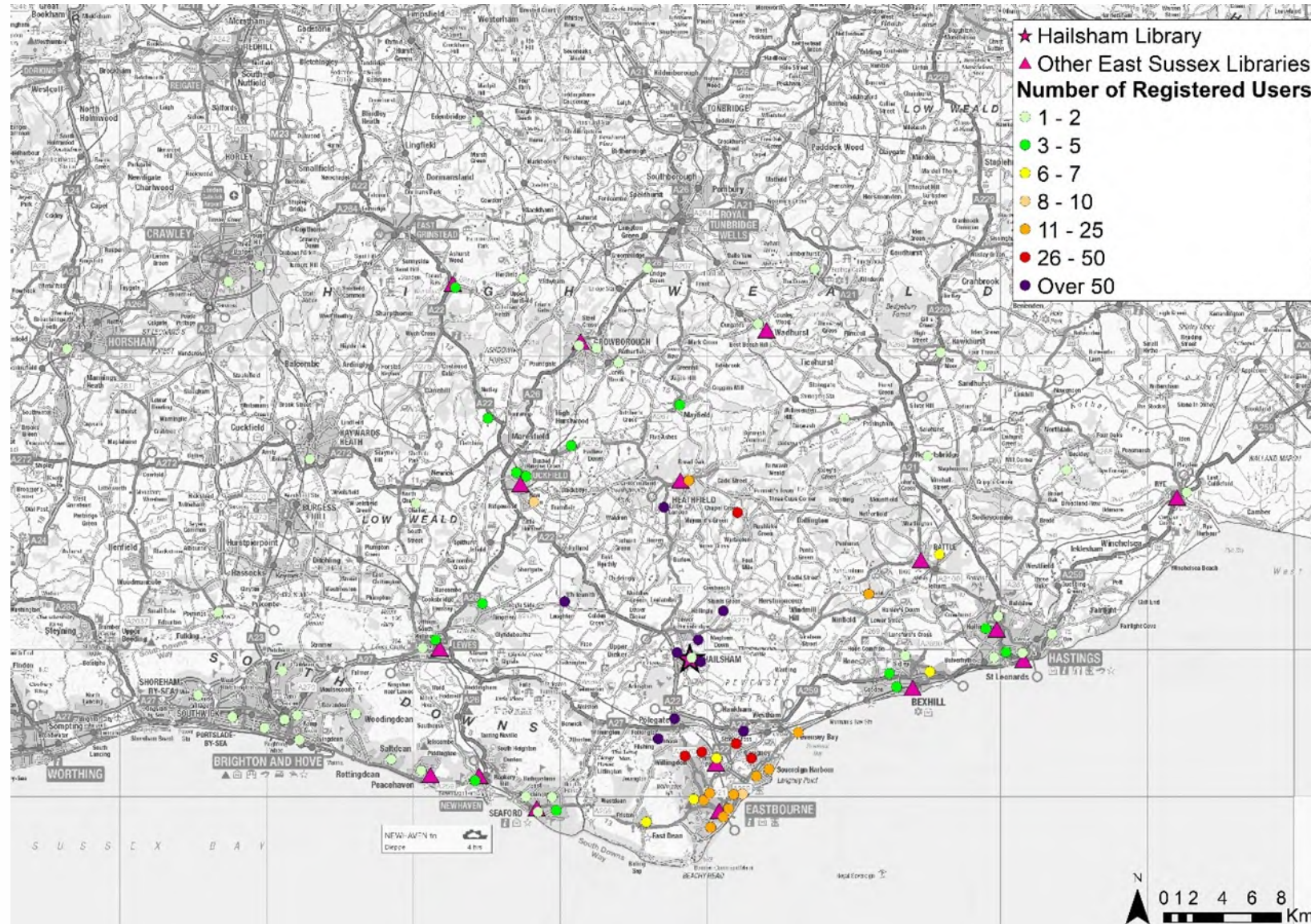
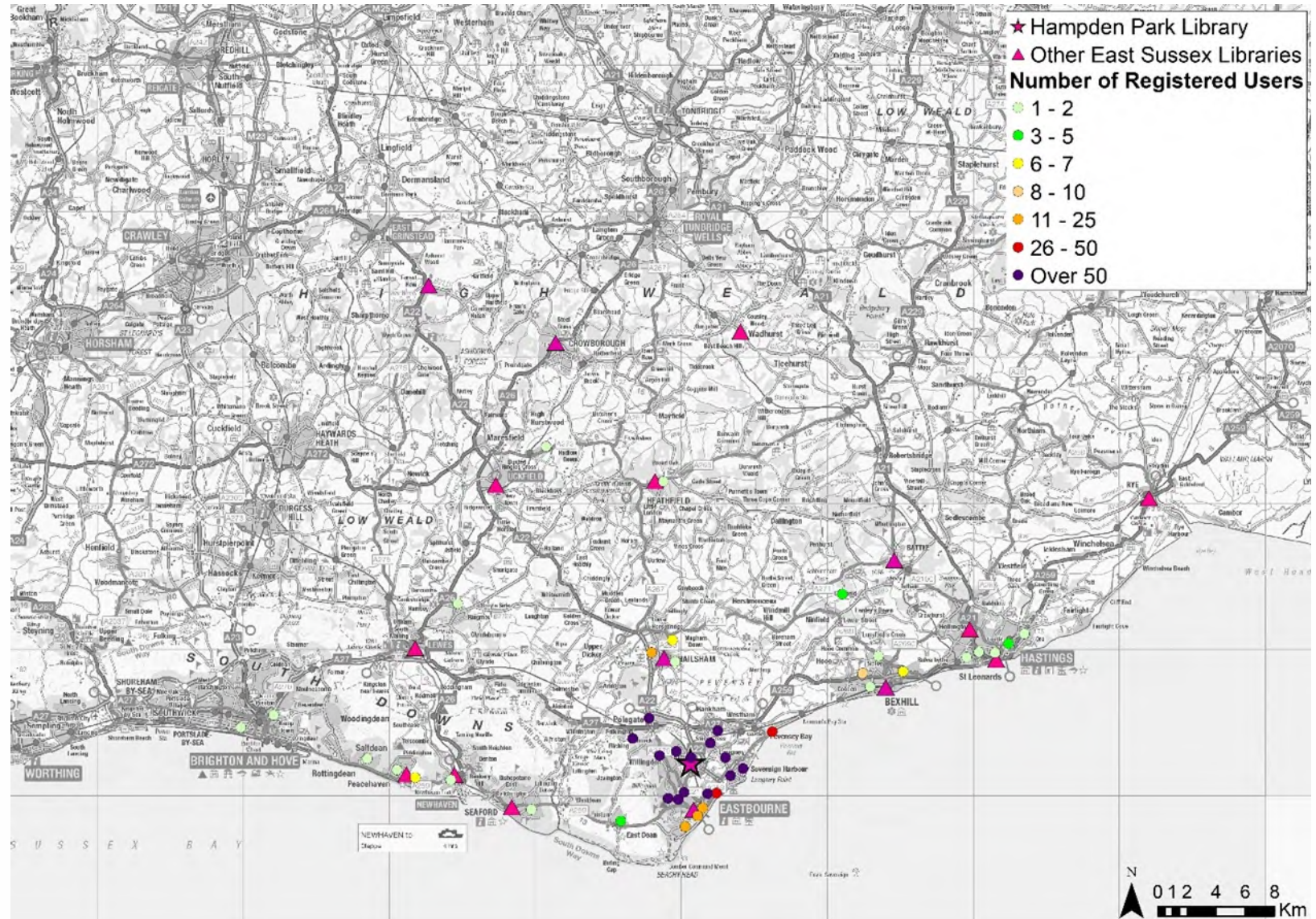


Figure A7: Home Distribution of Registered Users at Hampden Park Library



Appendix 5

Figure A8: Home Distribution of Registered Users at Hastings Library

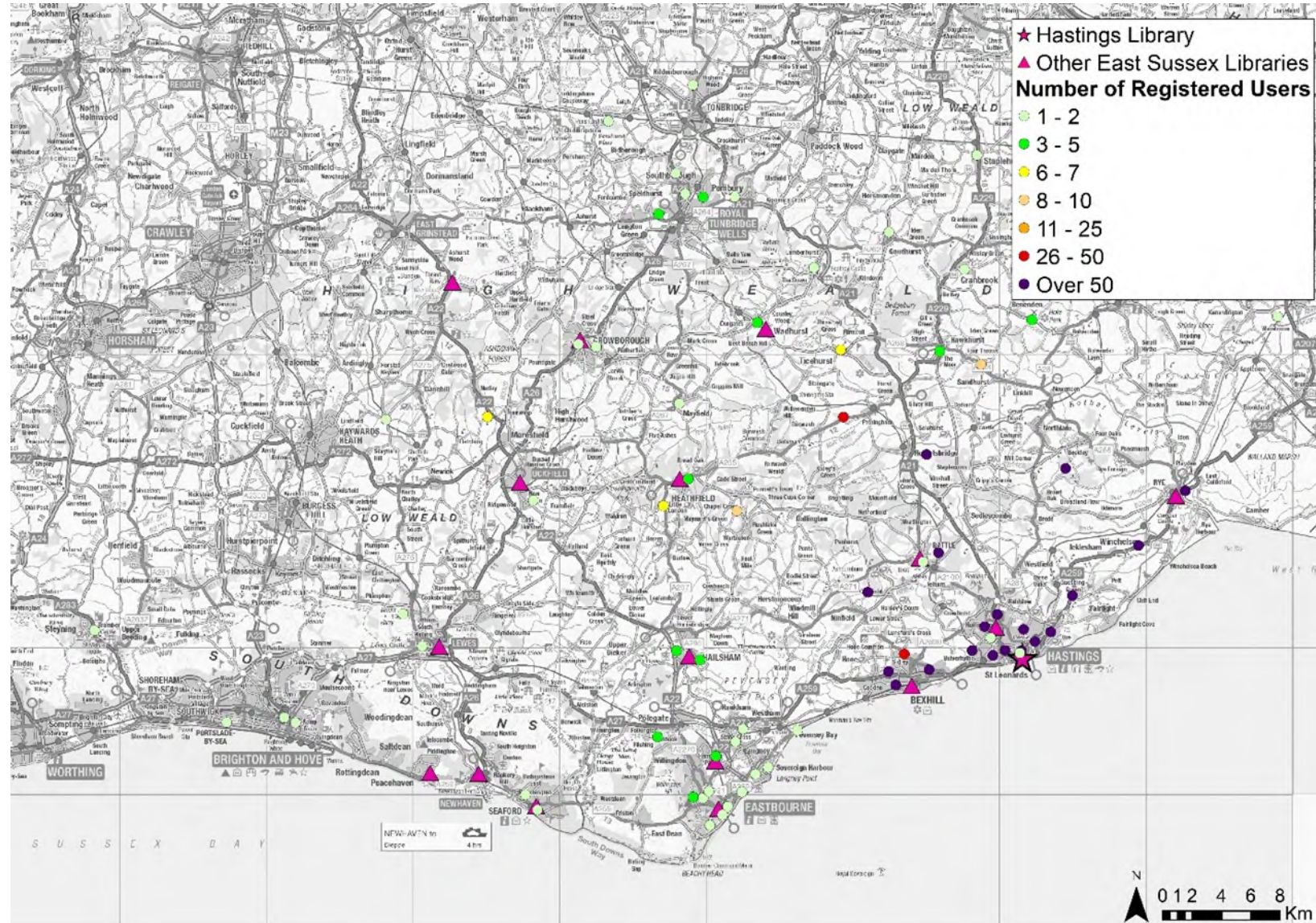
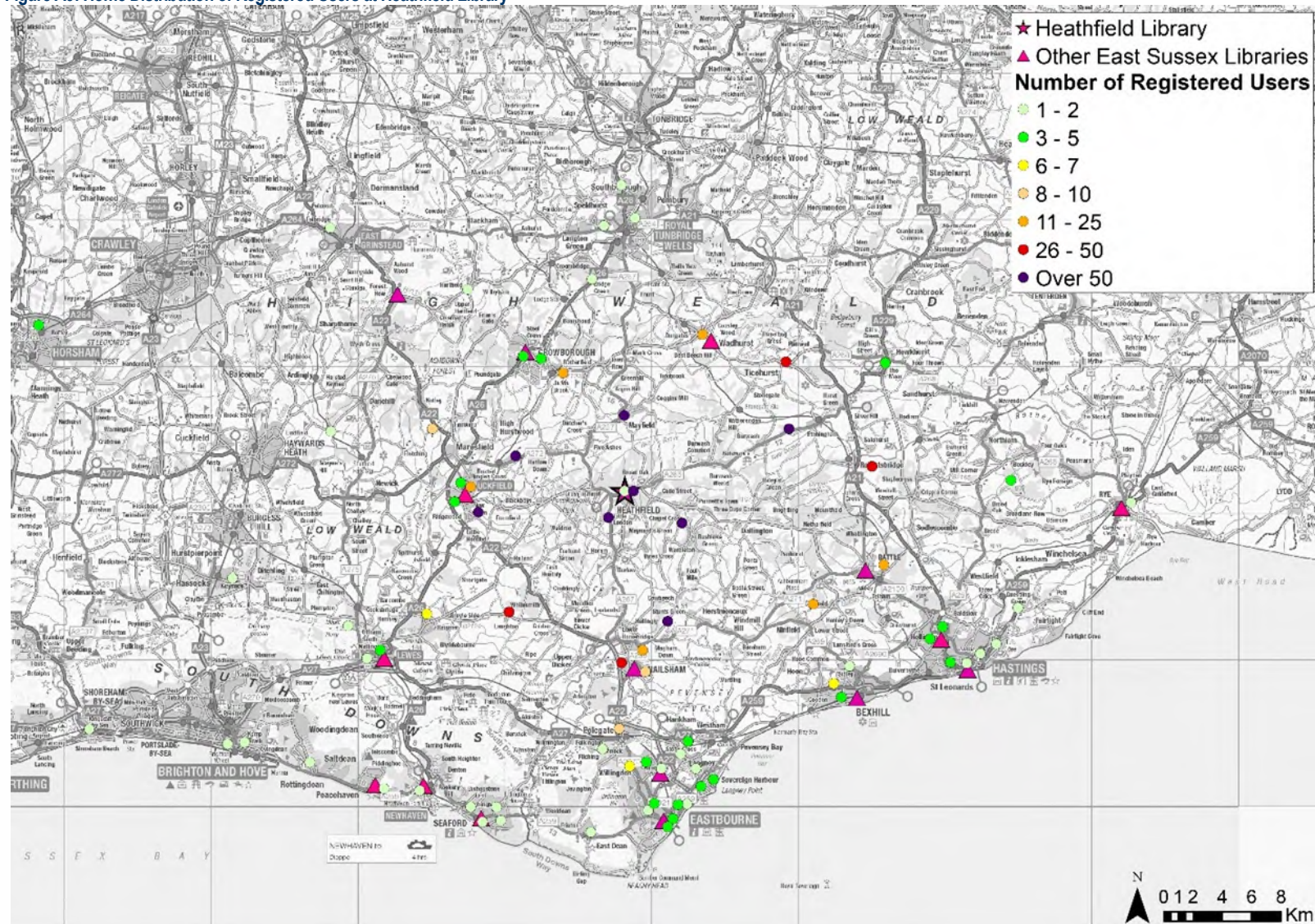


Figure A9: Home Distribution of Registered Users at Heathfield Library



Appendix 5

Figure A10: Home Distribution of Registered Users at Hollington Library

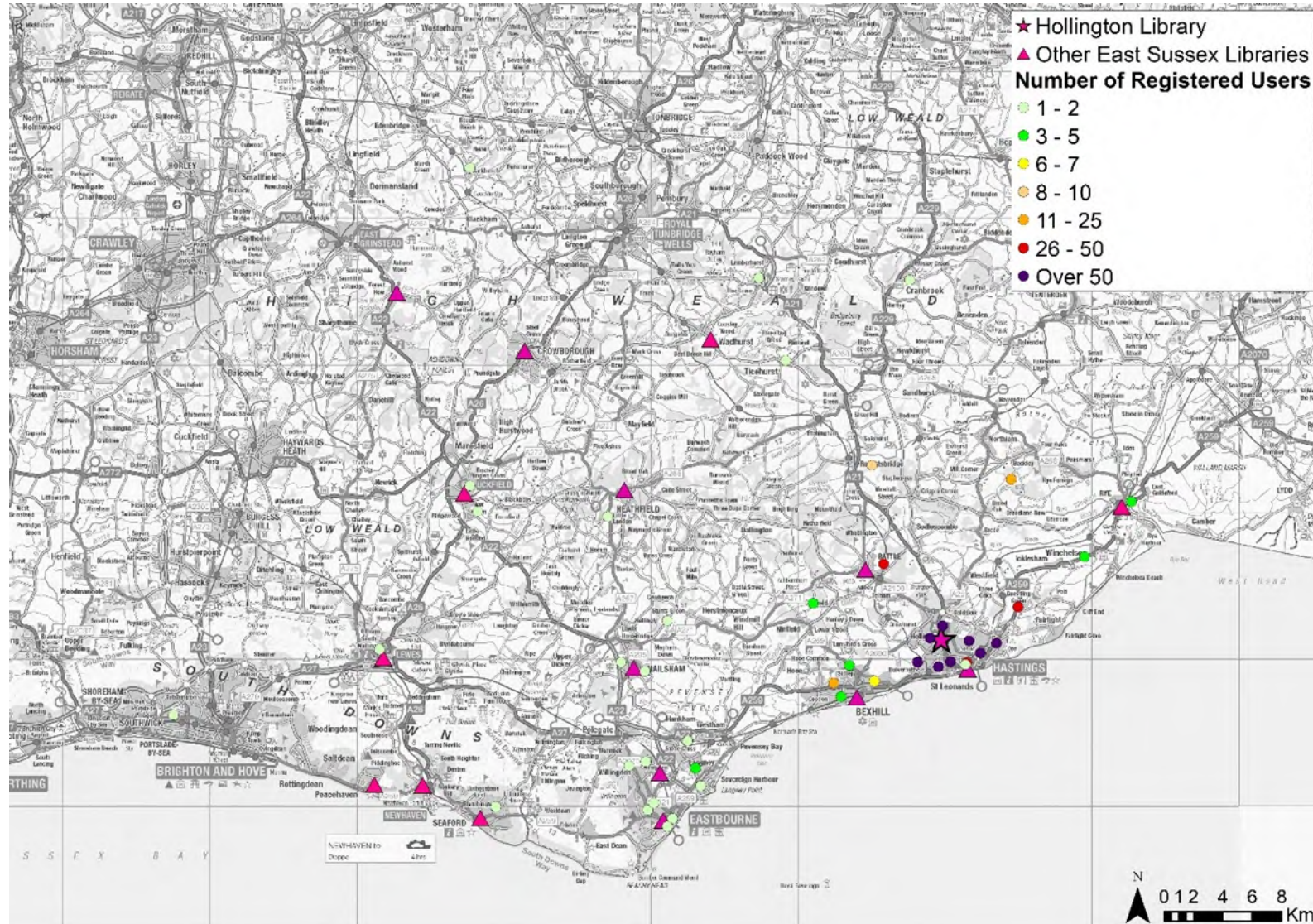
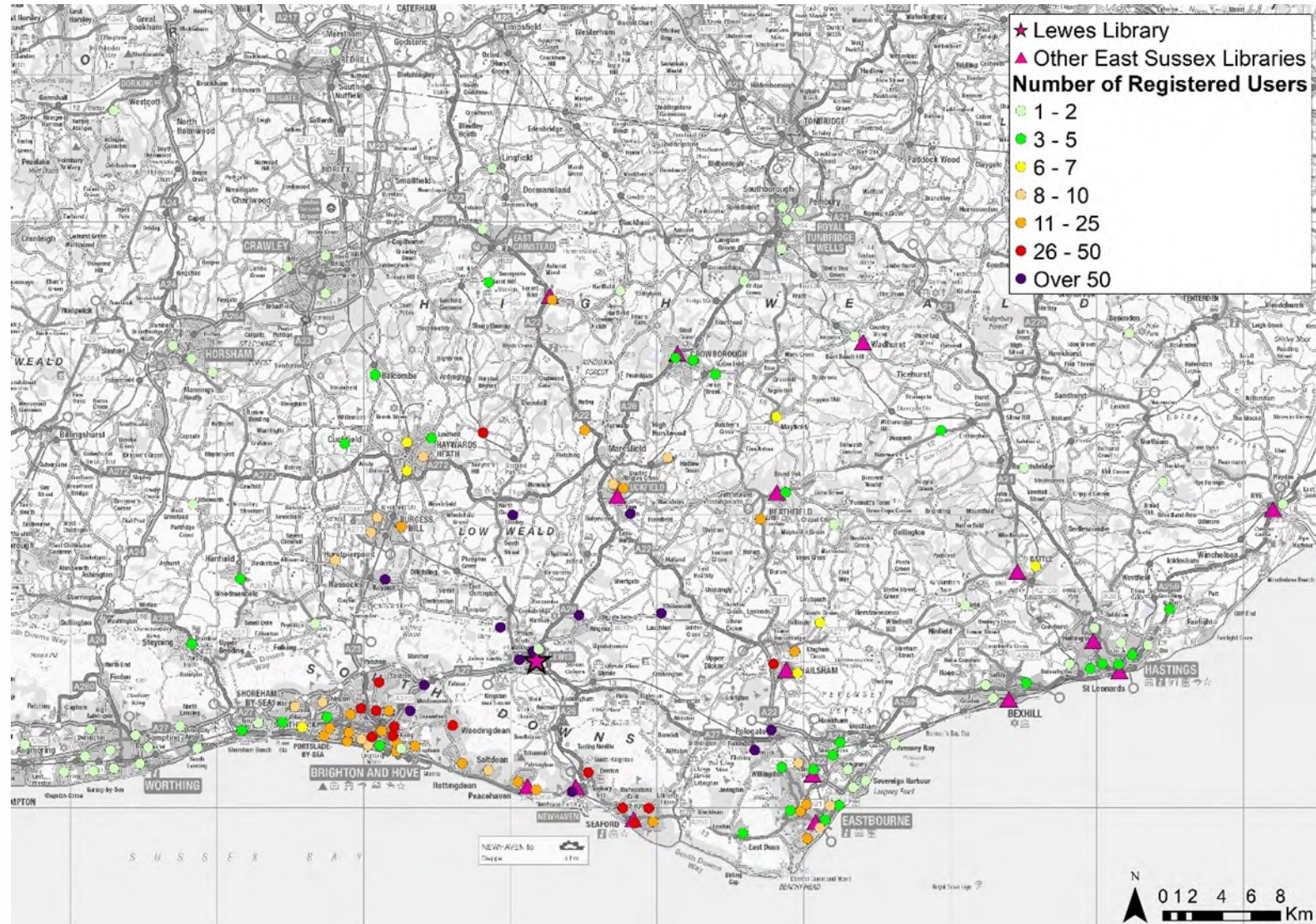
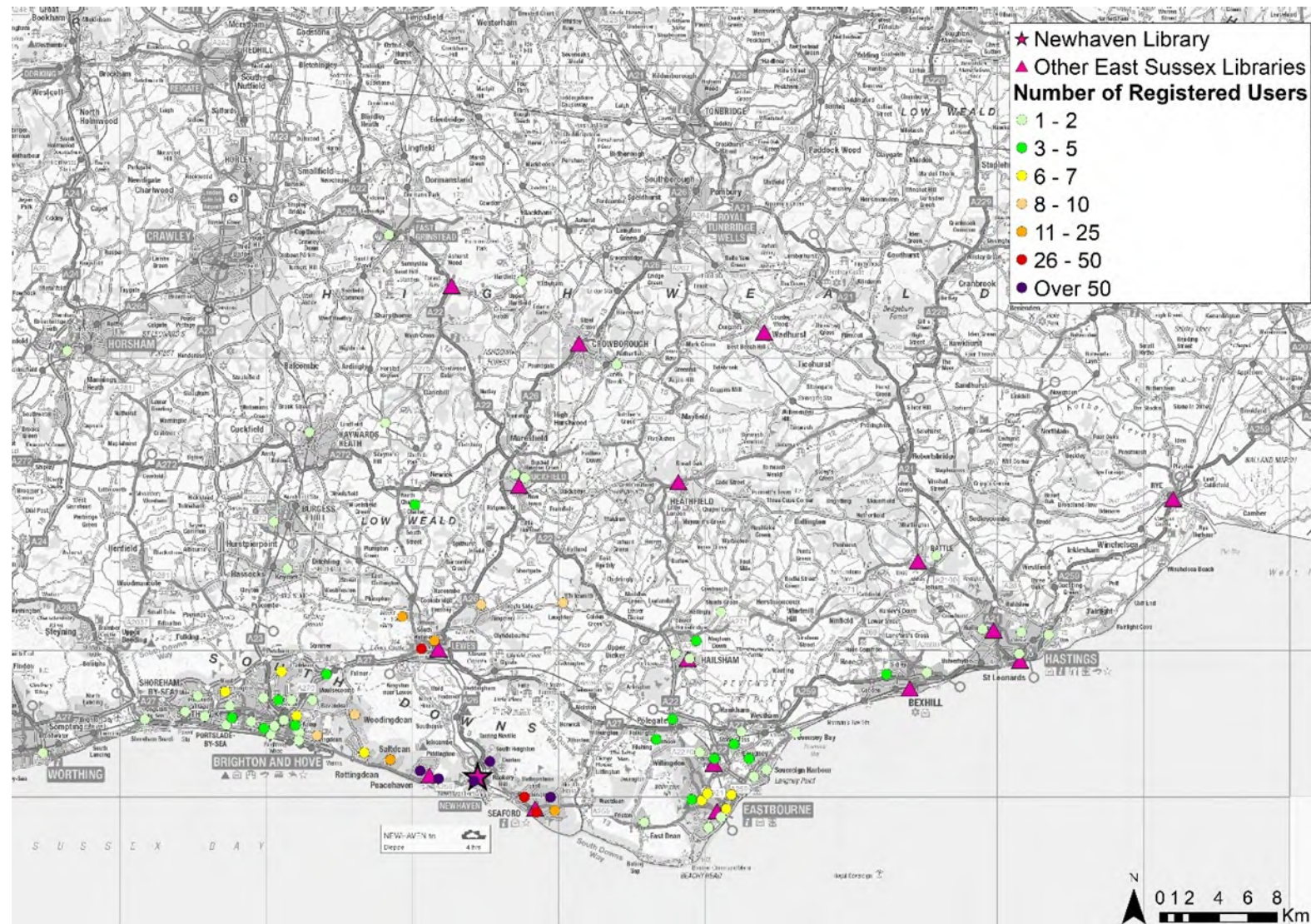


Figure A11: Home Distribution of Registered Users at Lewes Library



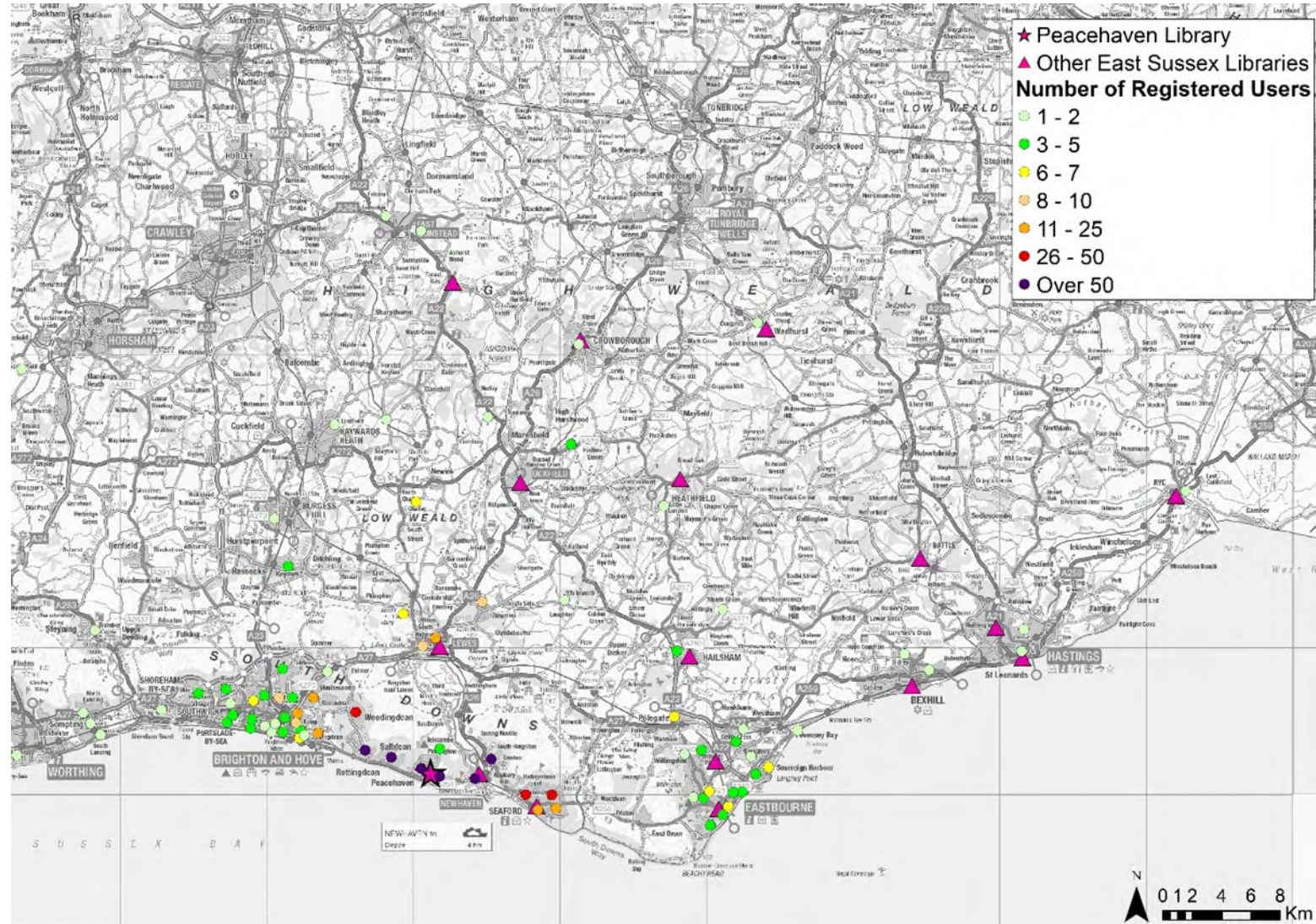
Appendix 5

Figure A12: Home Distribution of Registered Users at Newhaven Library



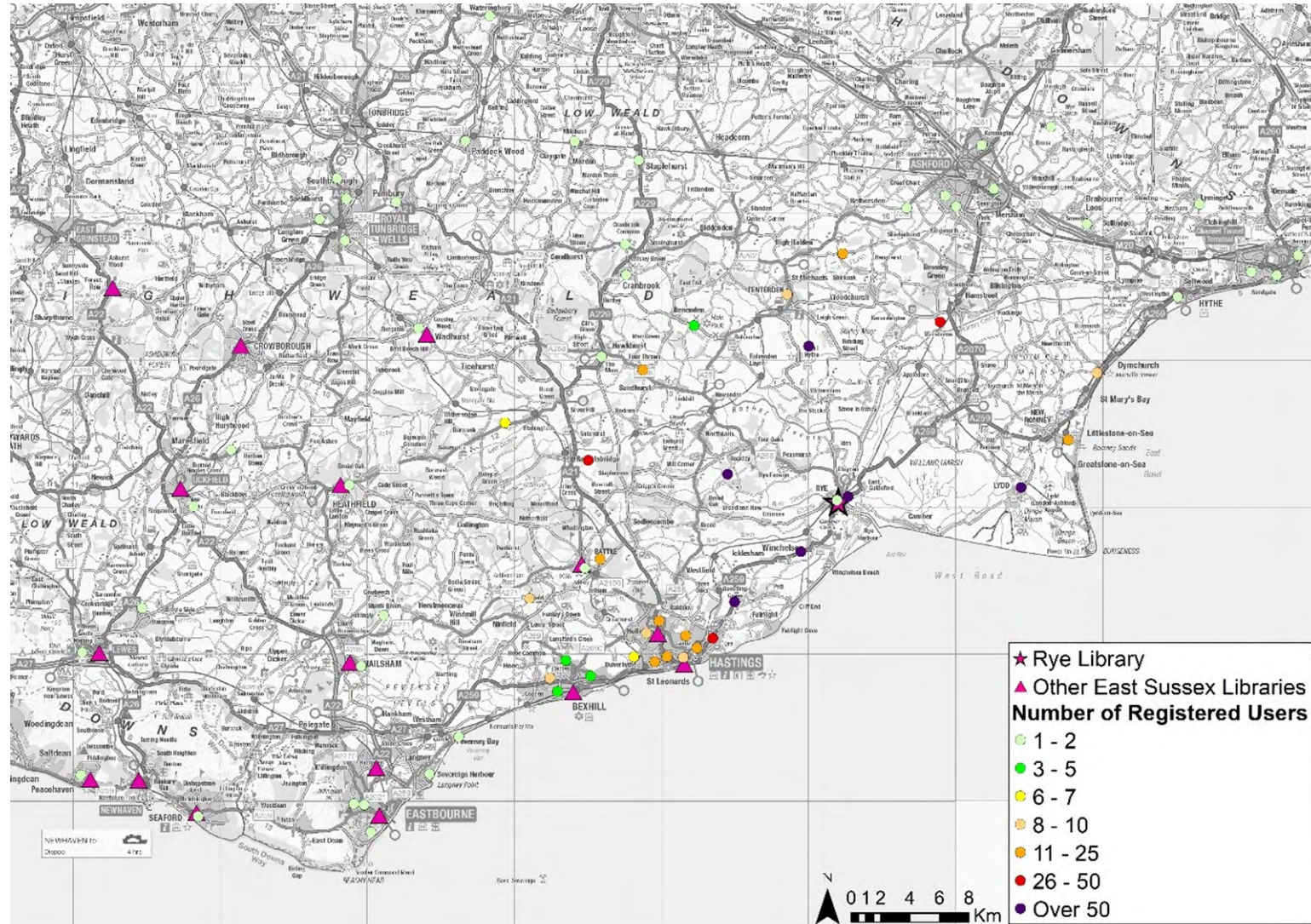
Appendix 5

Figure A13: Home Distribution of Registered Users at Peacehaven Library



Appendix 5

Figure A14: Home Distribution of Registered Users at Rye Library



Appendix 5

Figure A15: Home Distribution of Registered Users at Seaford Library

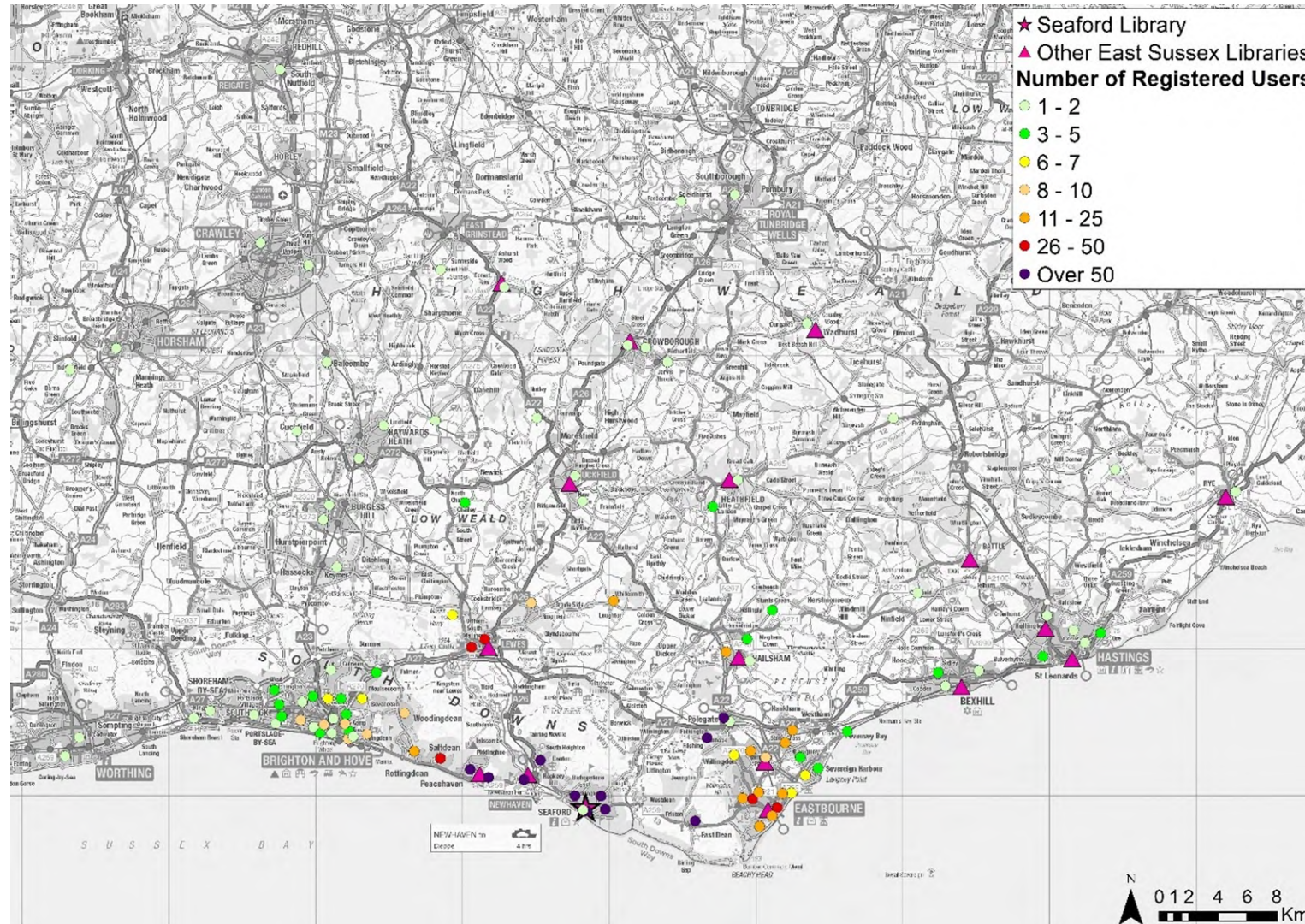


Figure A16: Home Distribution of Registered Users at Uckfield Library

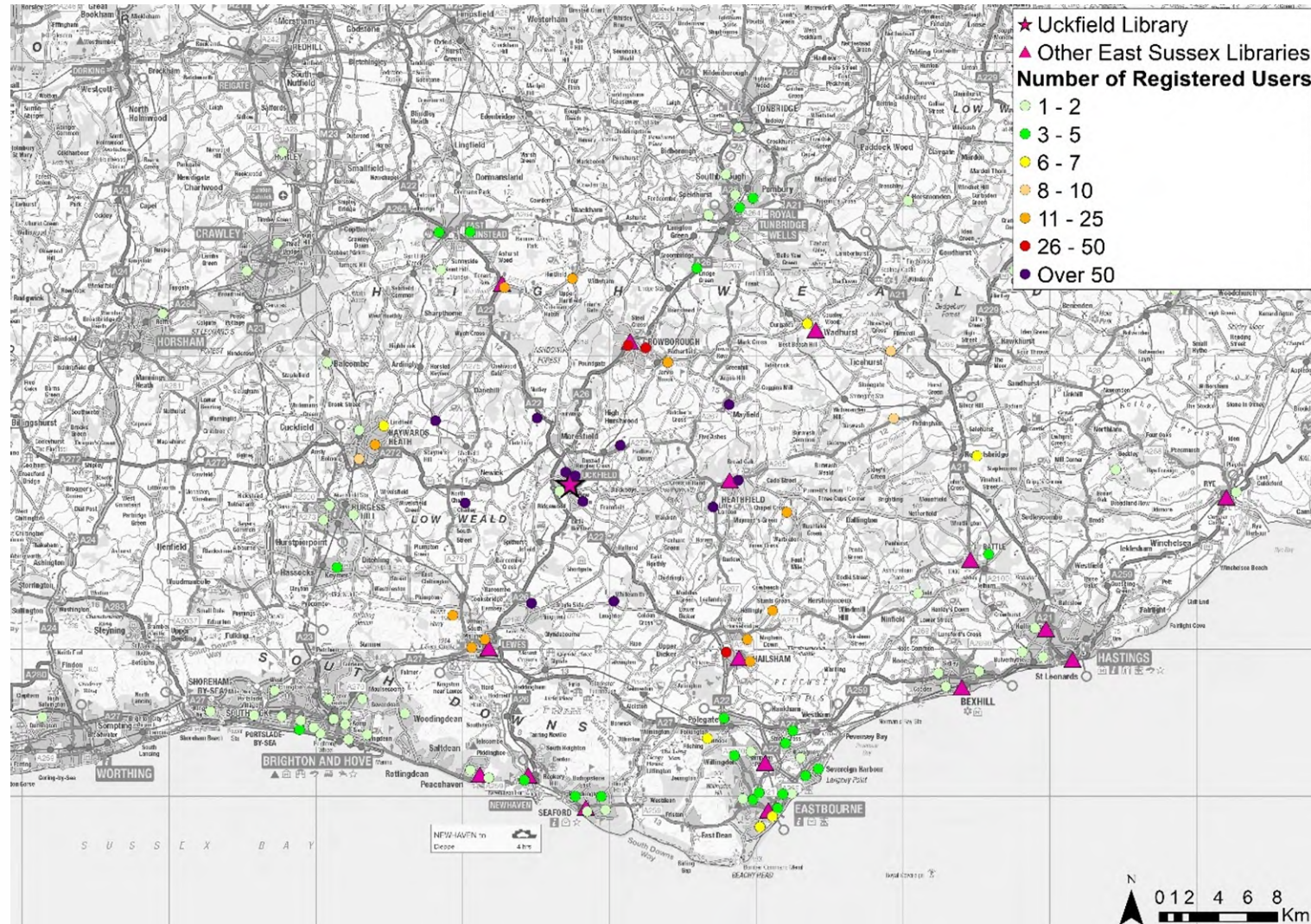
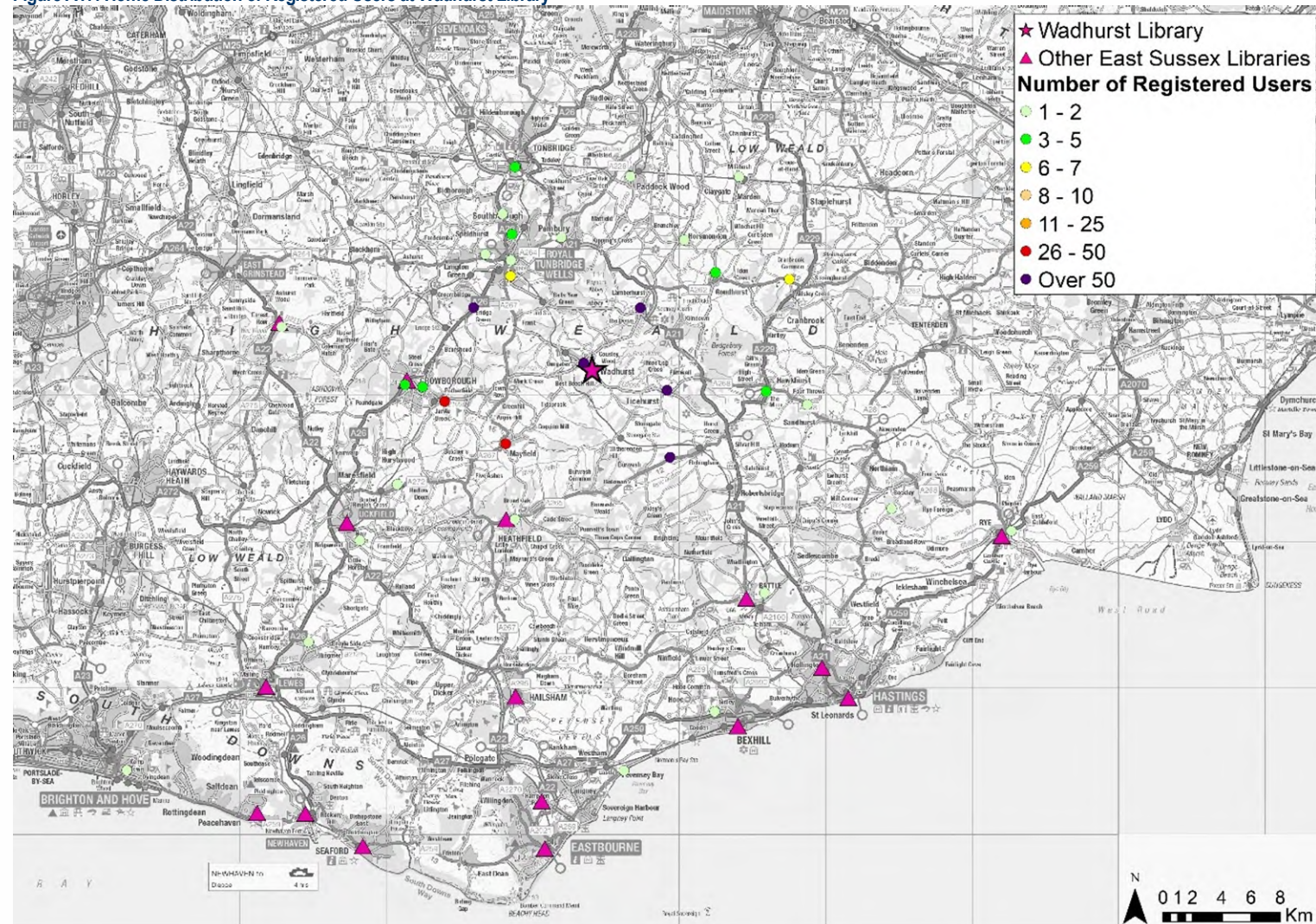
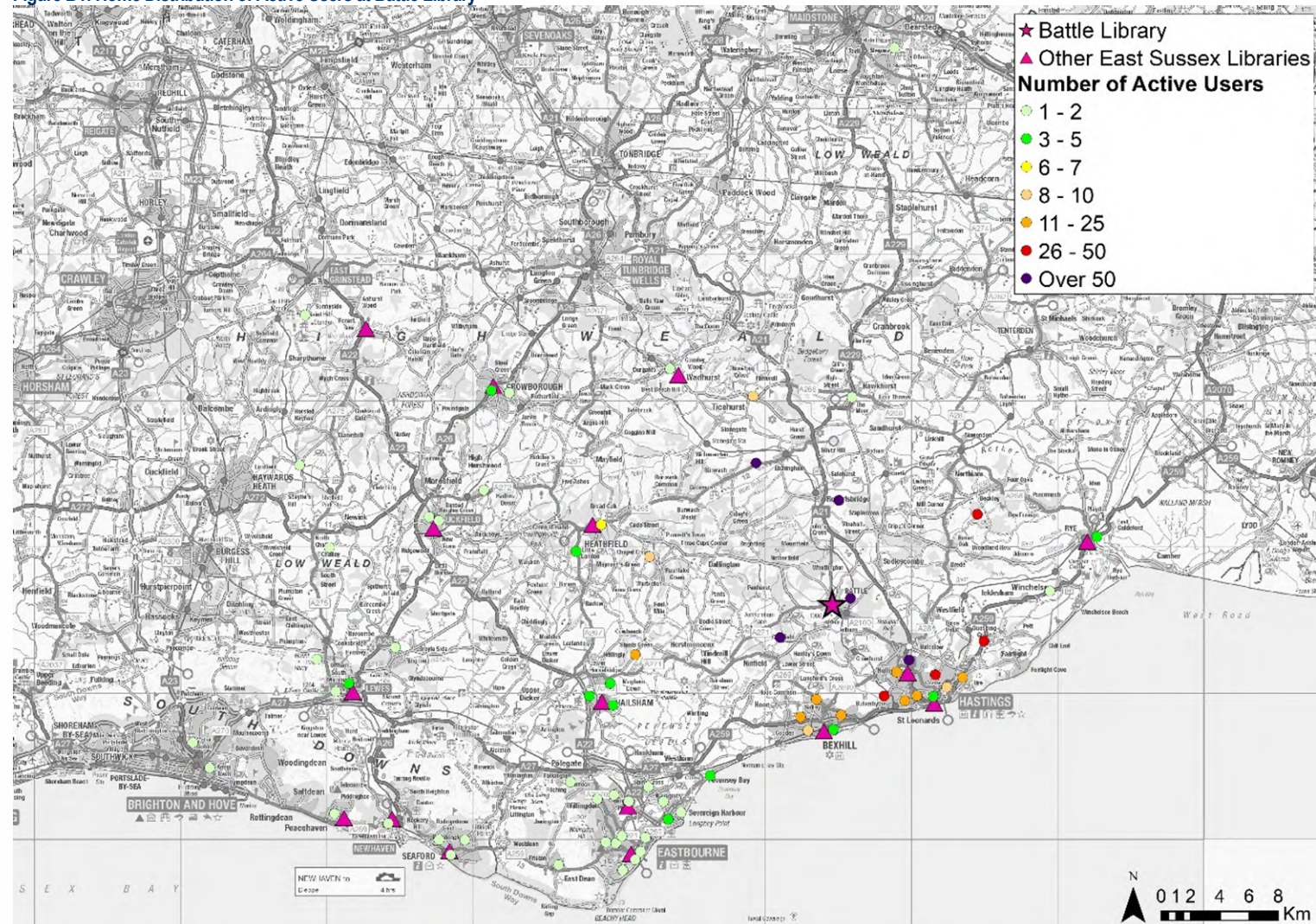


Figure A17: Home Distribution of Registered Users at Wadhurst Library



Appendix B Home distribution of Active Users

Figure B1: Home Distribution of Active Users at Battle Library



Appendix 5

Figure B2: Home Distribution of Active Users at Bexhill Library

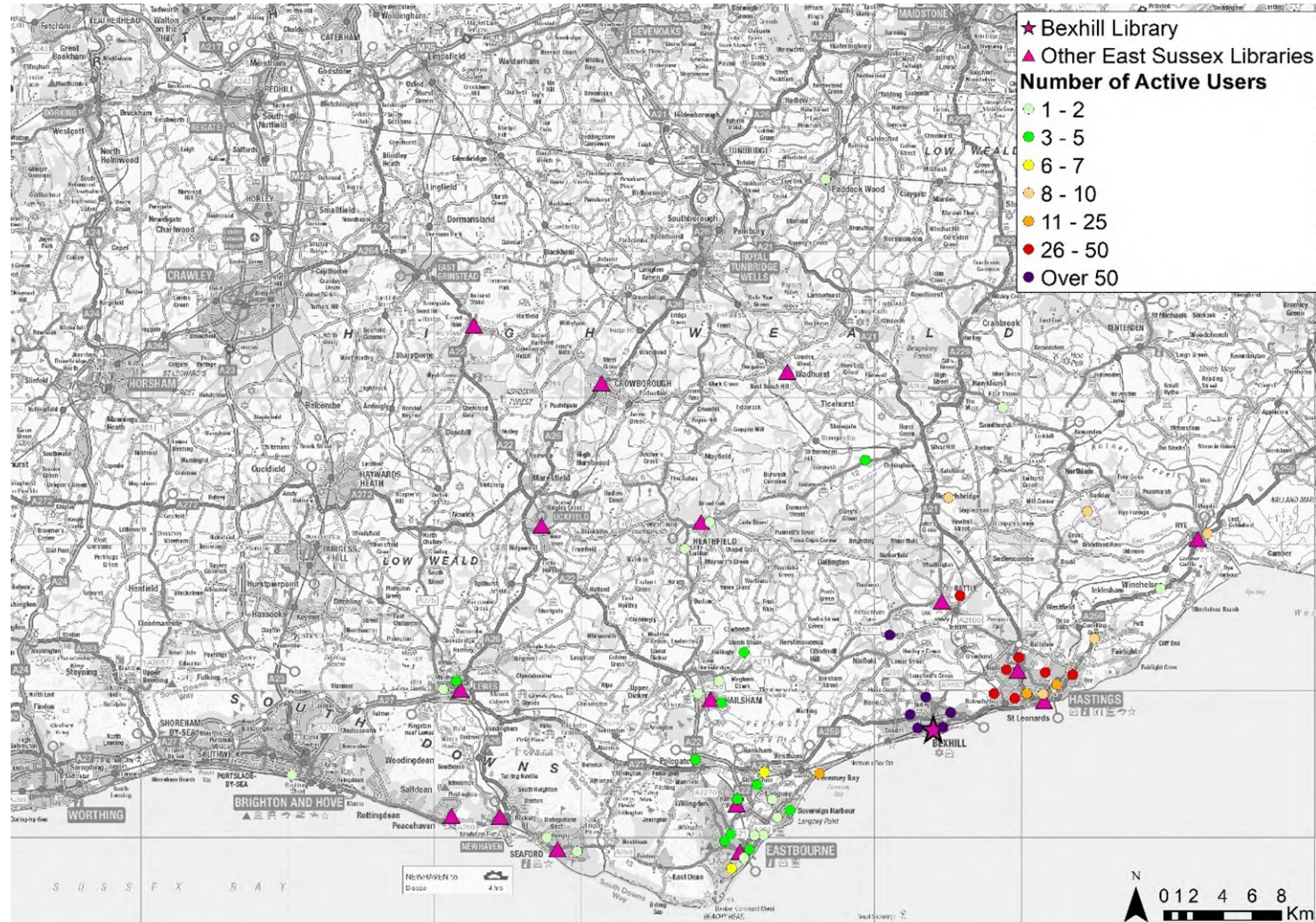
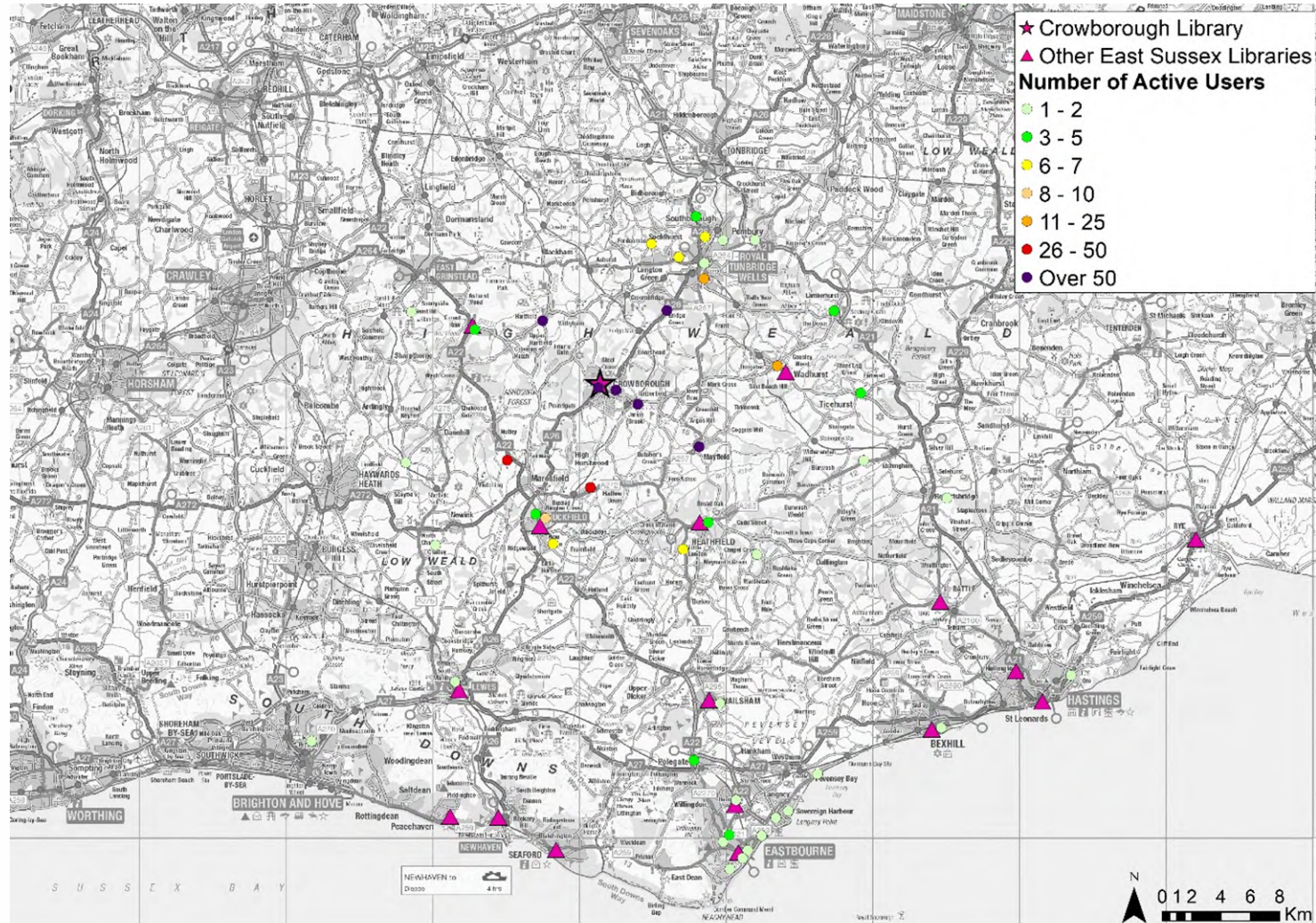


Figure B3: Home Distribution of Active Users at Crowborough Library



Appendix 5

Figure B4: Home Distribution of Active Users at Eastbourne Library

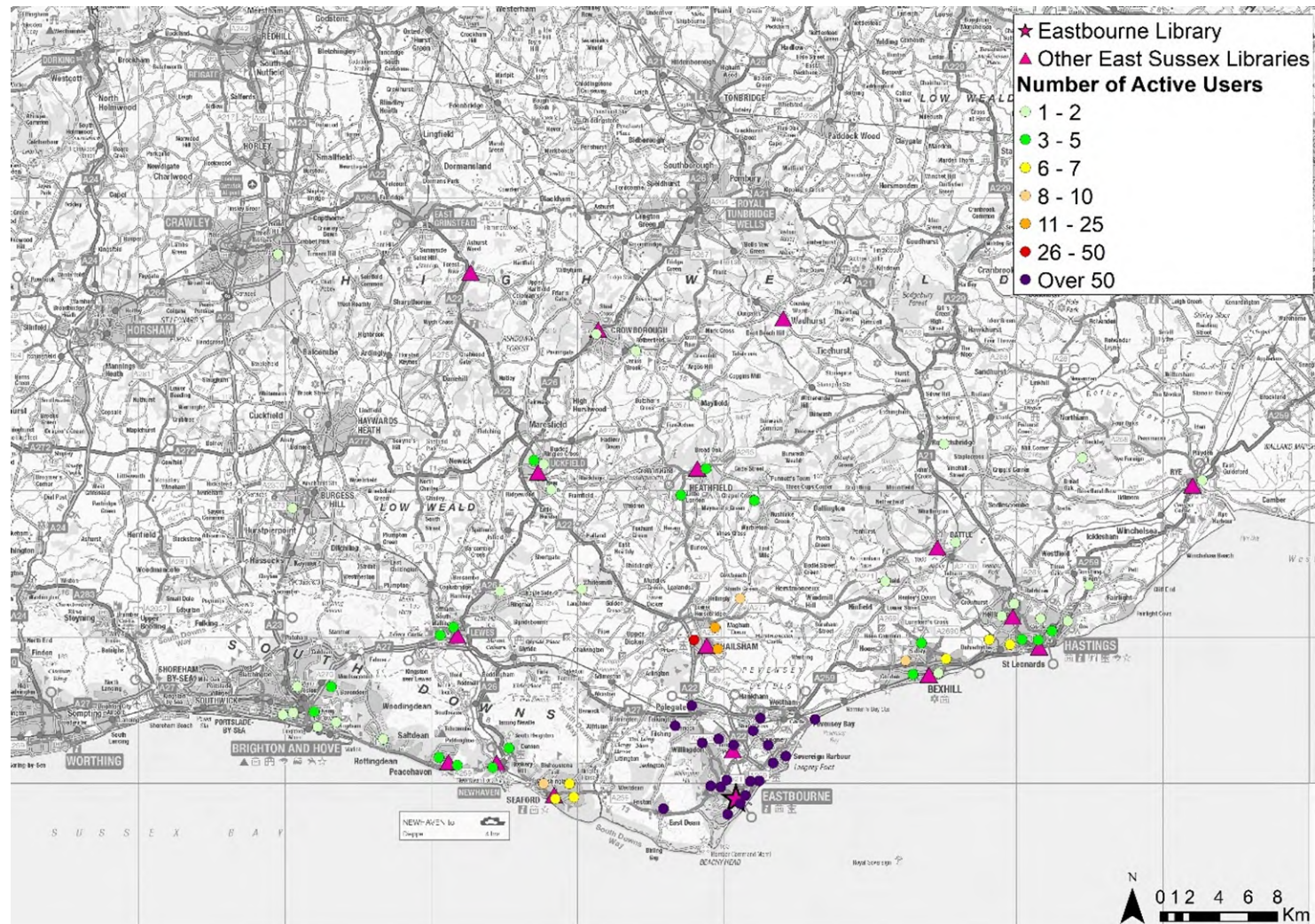


Figure B5: Home Distribution of Active Users at Forest Row Library

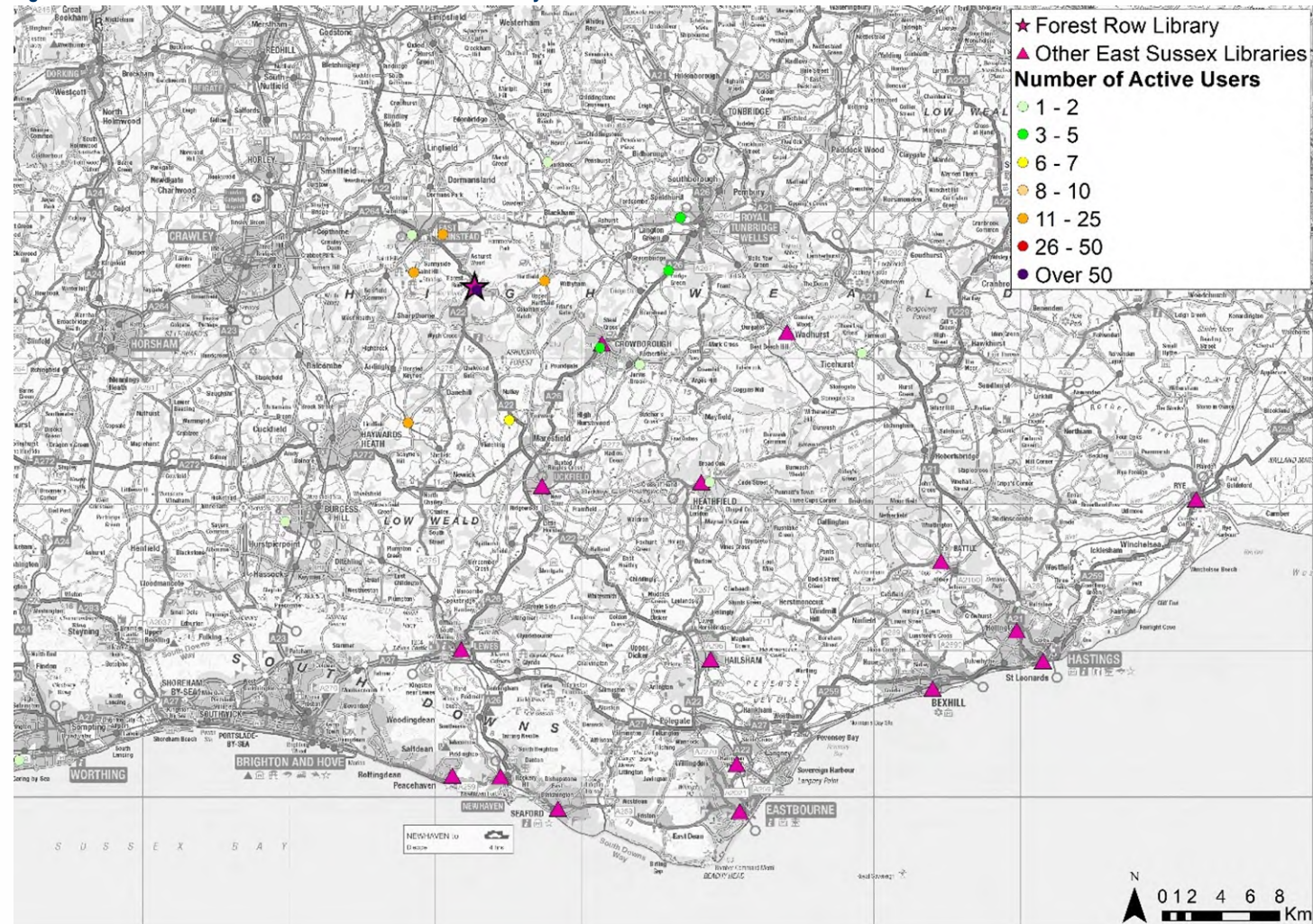


Figure B6: Home Distribution of Active Users at Hailsham Library

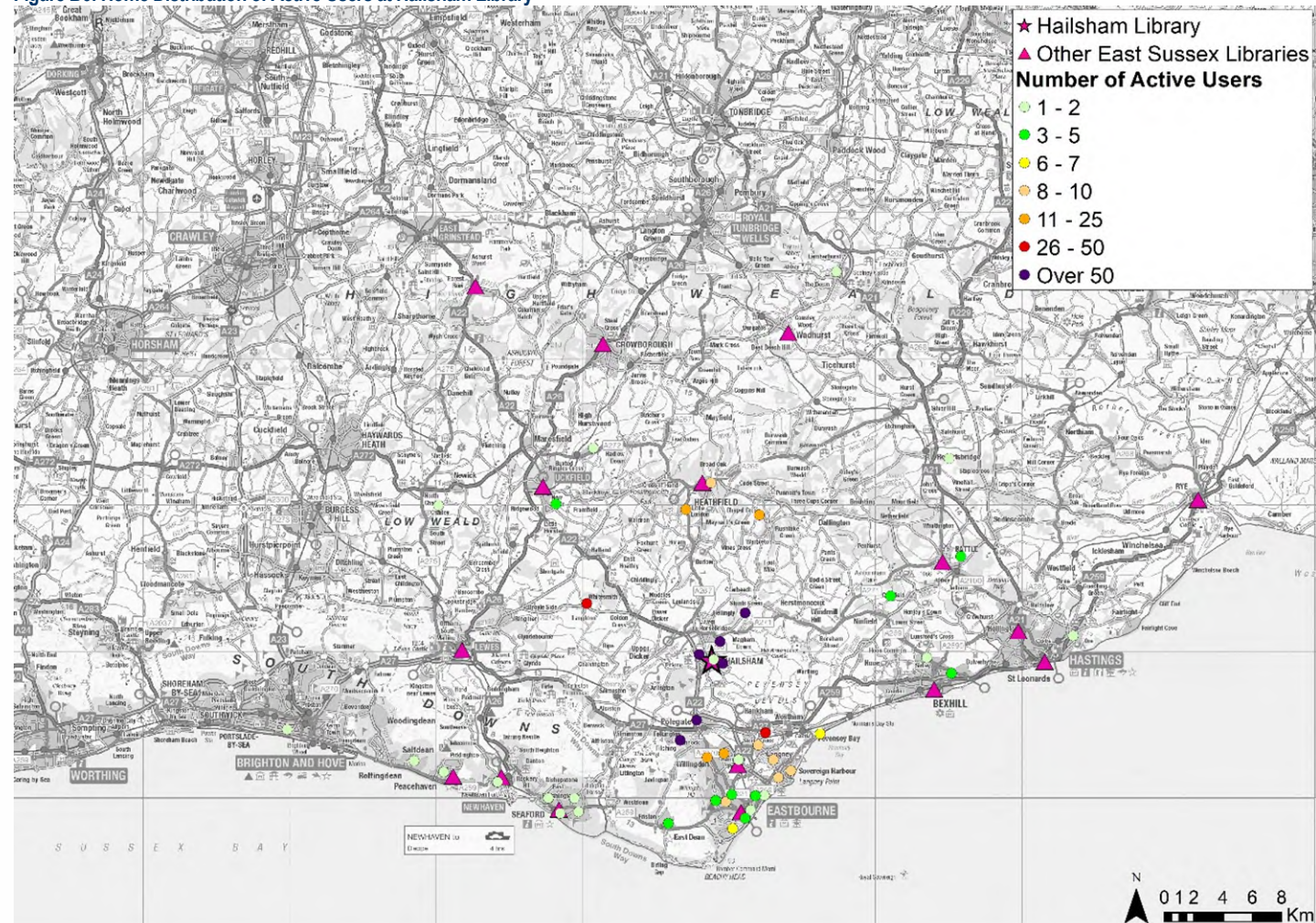
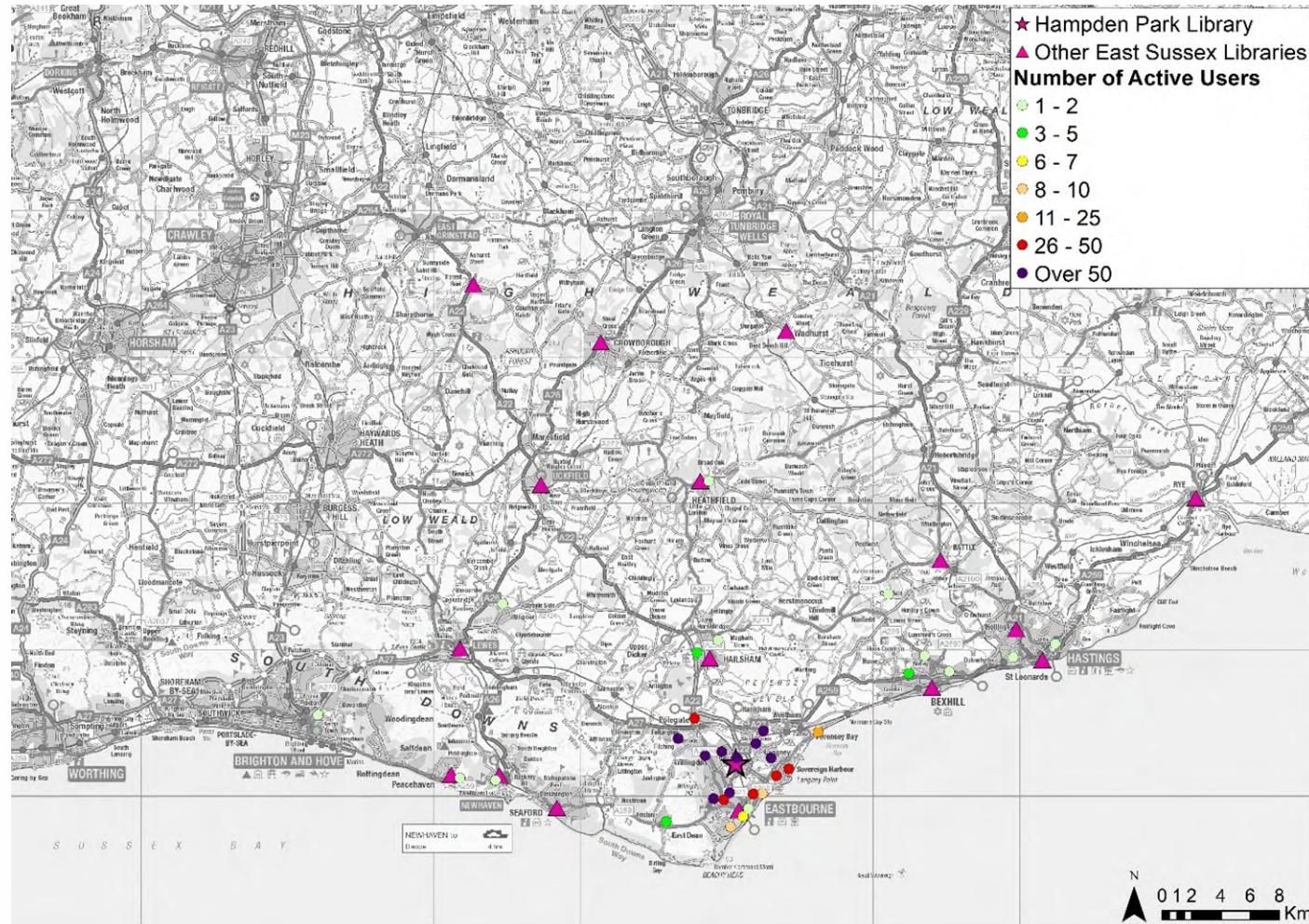


Figure B7: Home Distribution of Active Users at Hampden Park Library



Appendix 5

Figure B8: Home Distribution of Active Users at Hastings Library

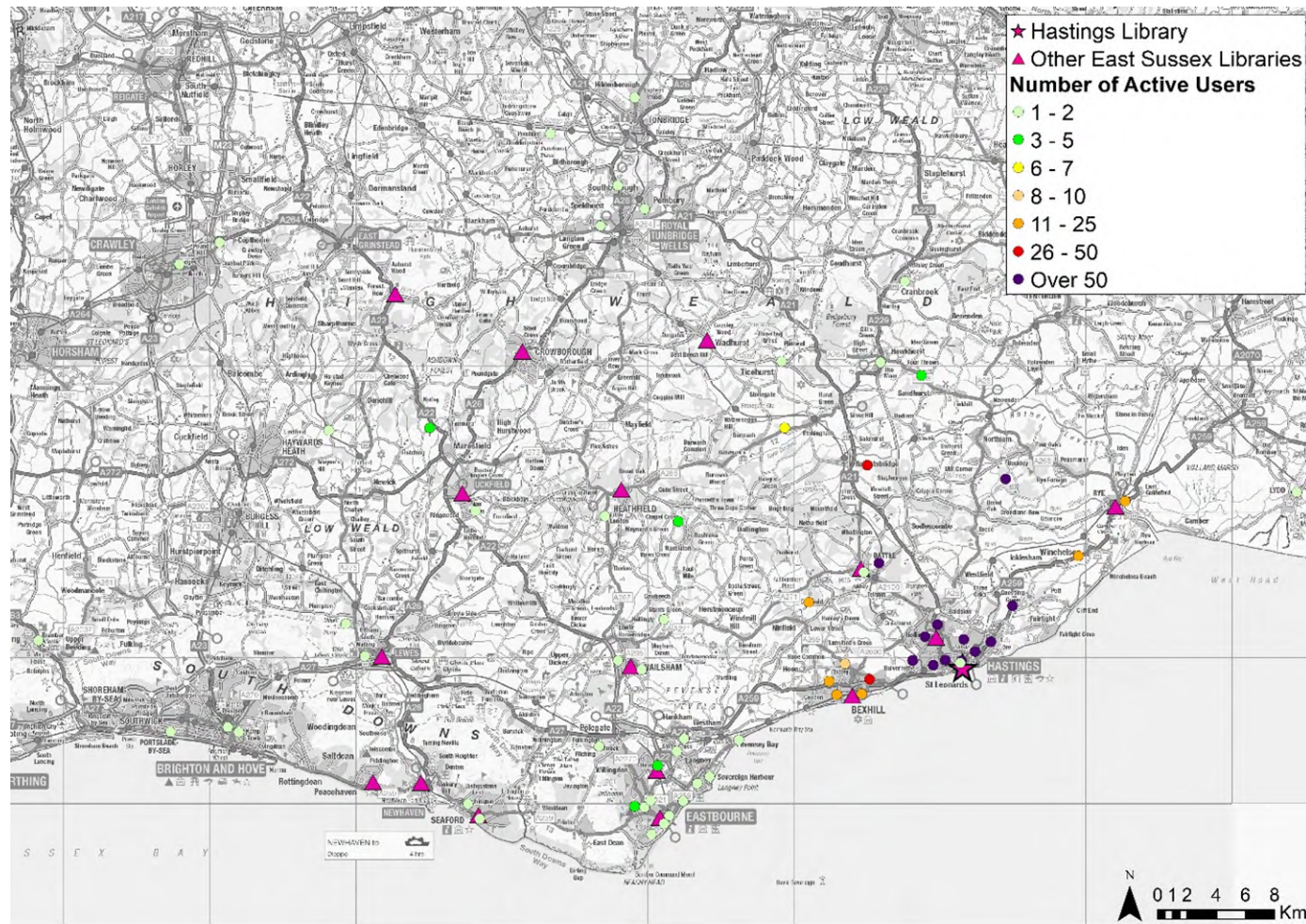
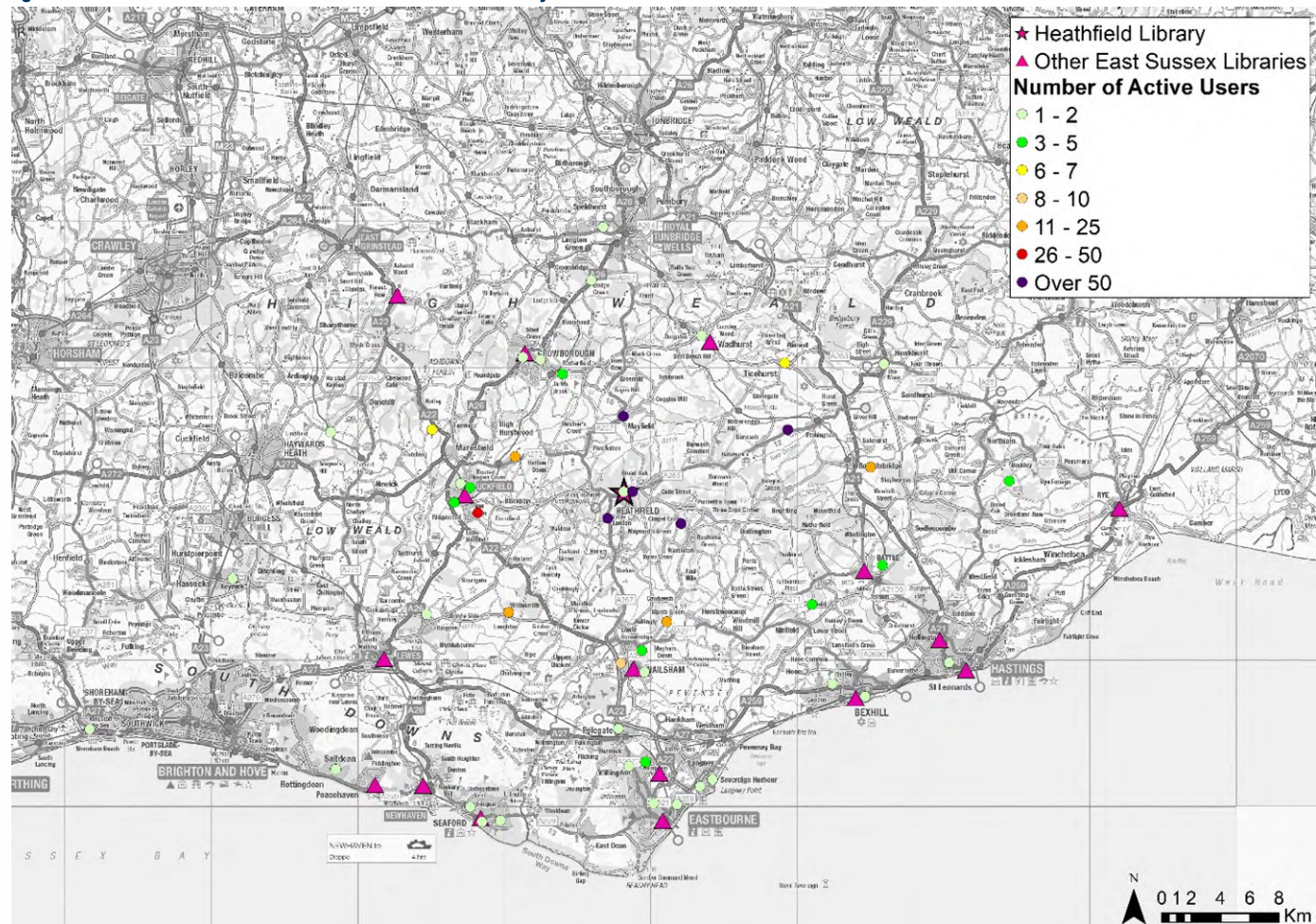


Figure B9: Home Distribution of Active Users at Heathfield Library



Appendix 5

Figure B10: Home Distribution of Active Users at Hollington Library

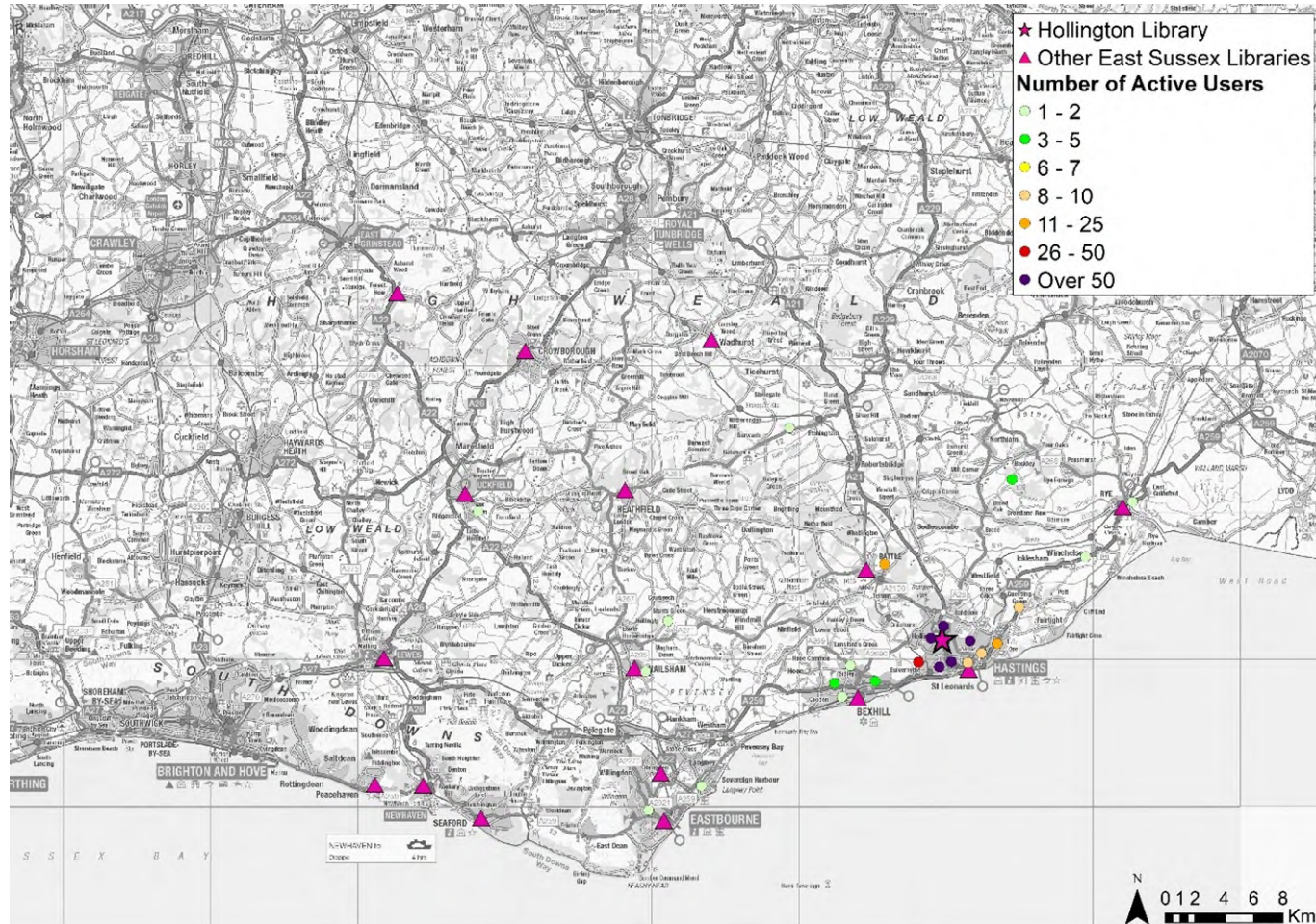
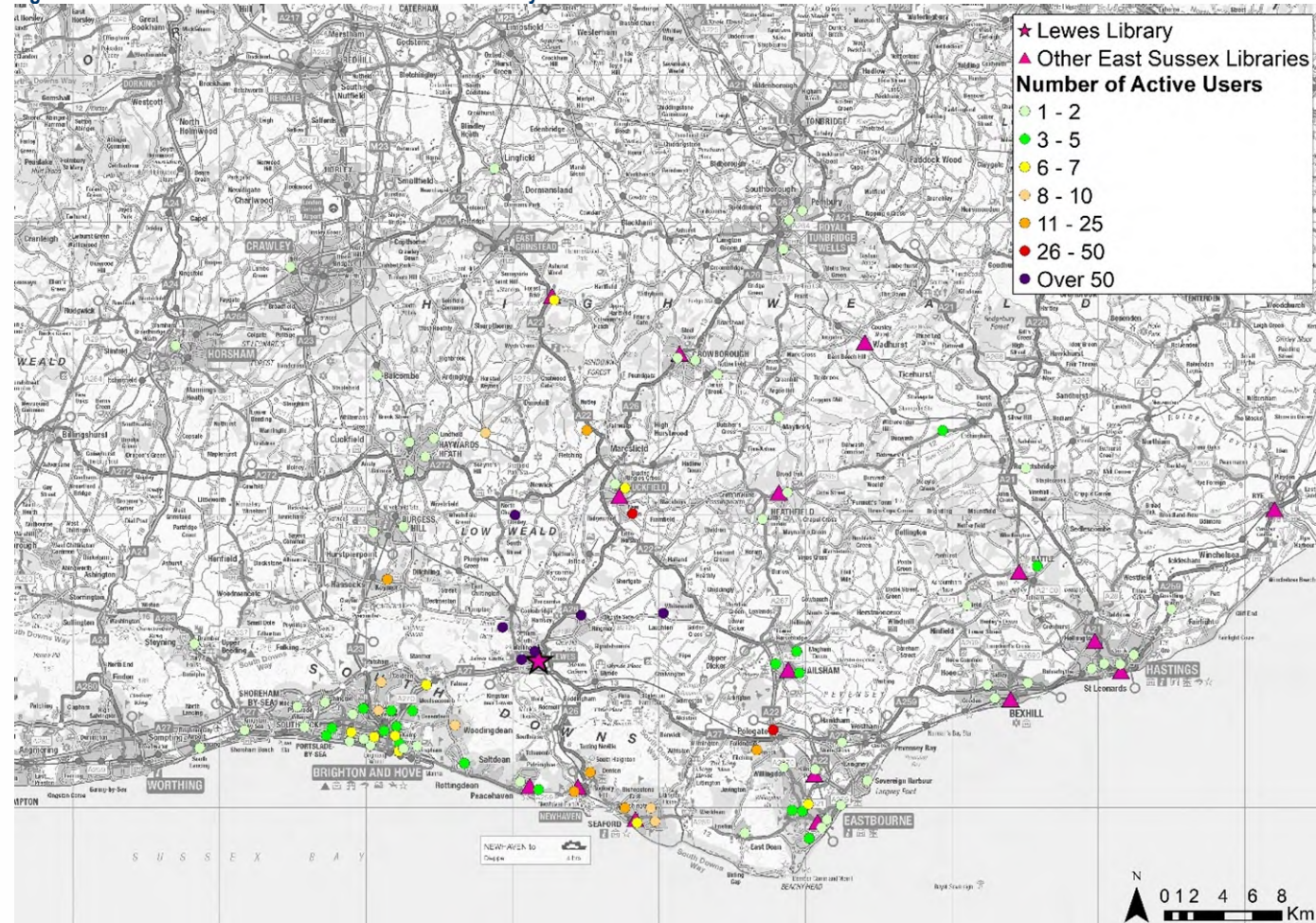
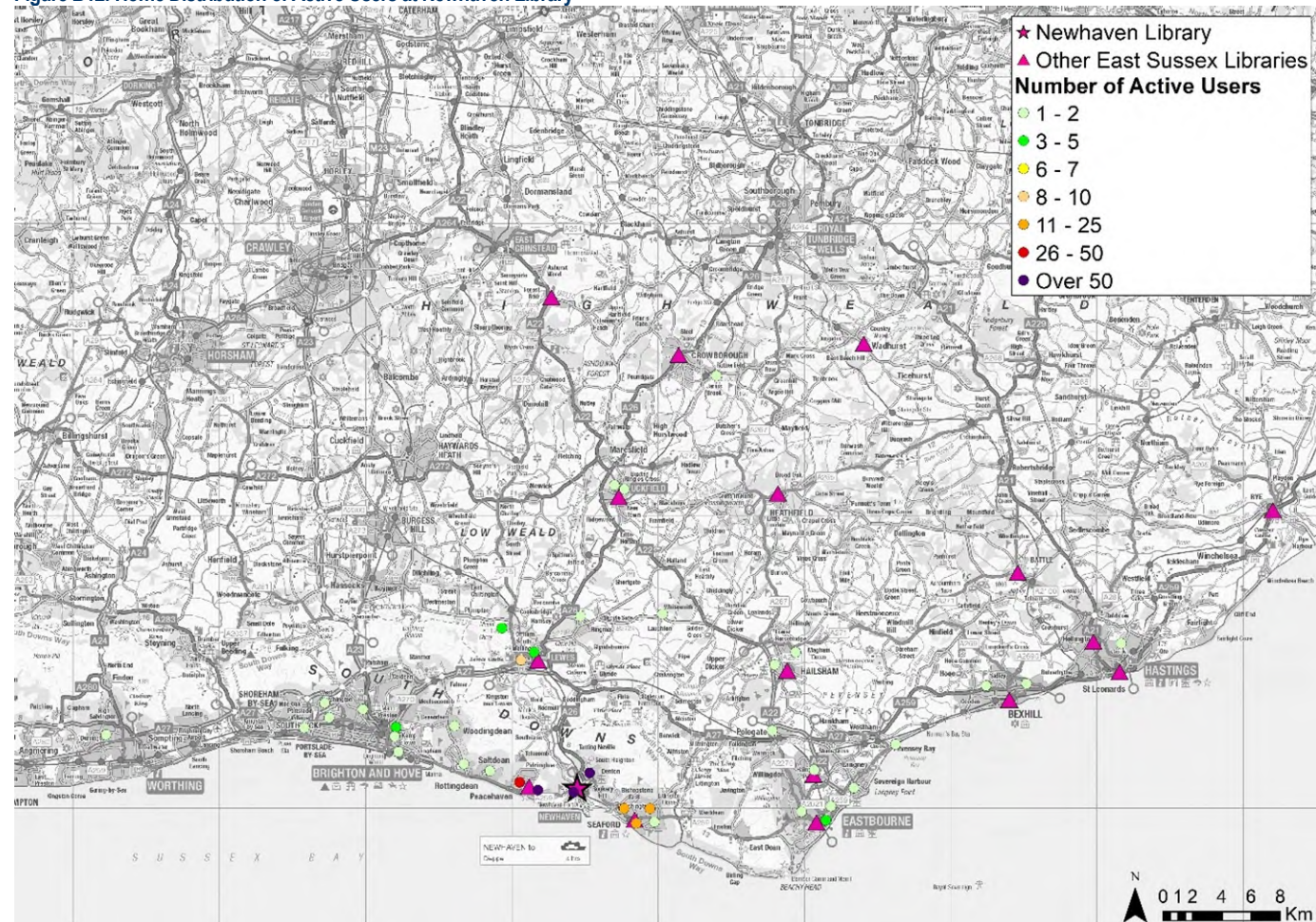


Figure B11: Home Distribution of Active Users at Lewes Library



Appendix 5

Figure B12: Home Distribution of Active Users at Newhaven Library



Appendix 5

Figure B13: Home Distribution of Active Users at Peacehaven Library

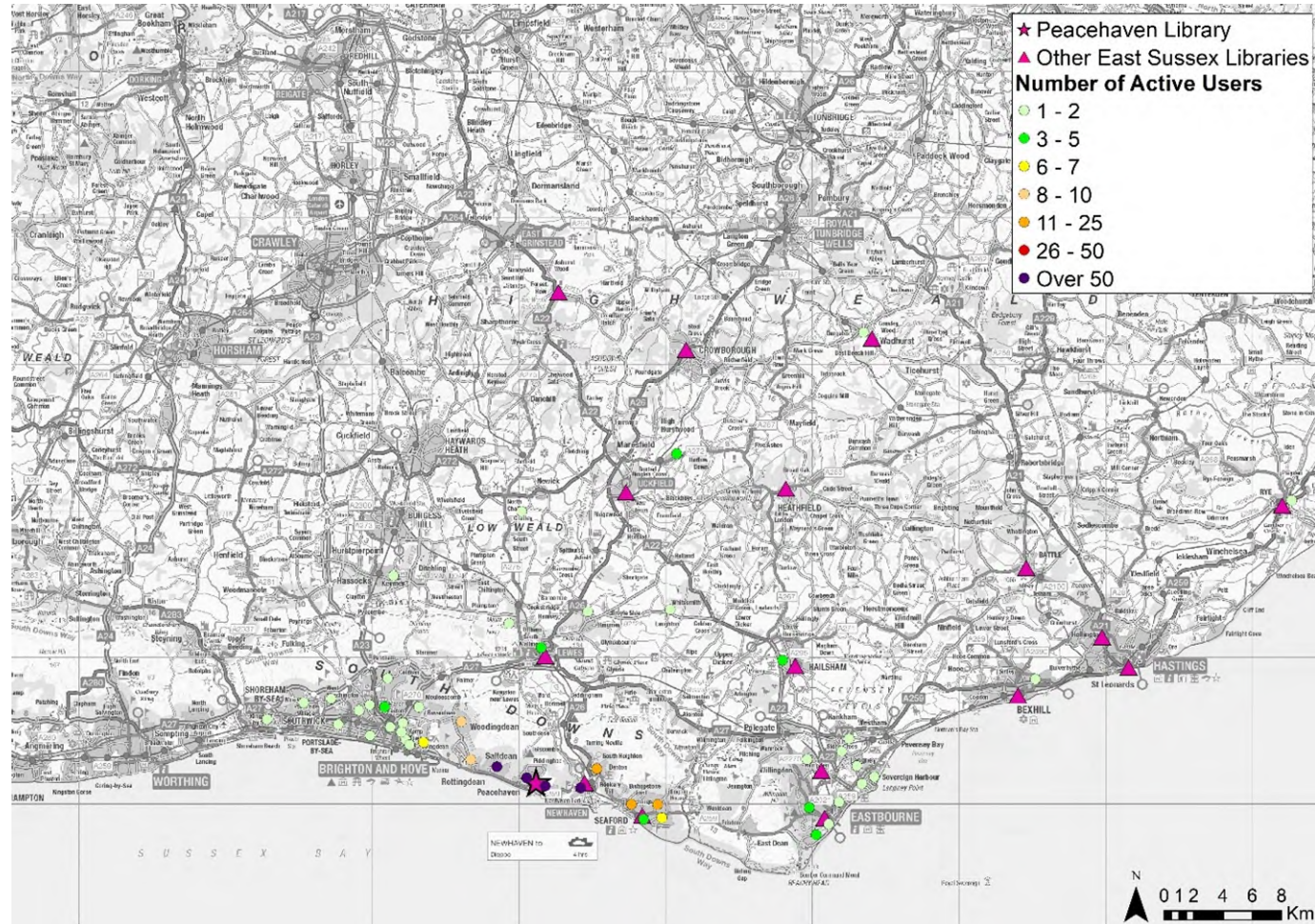
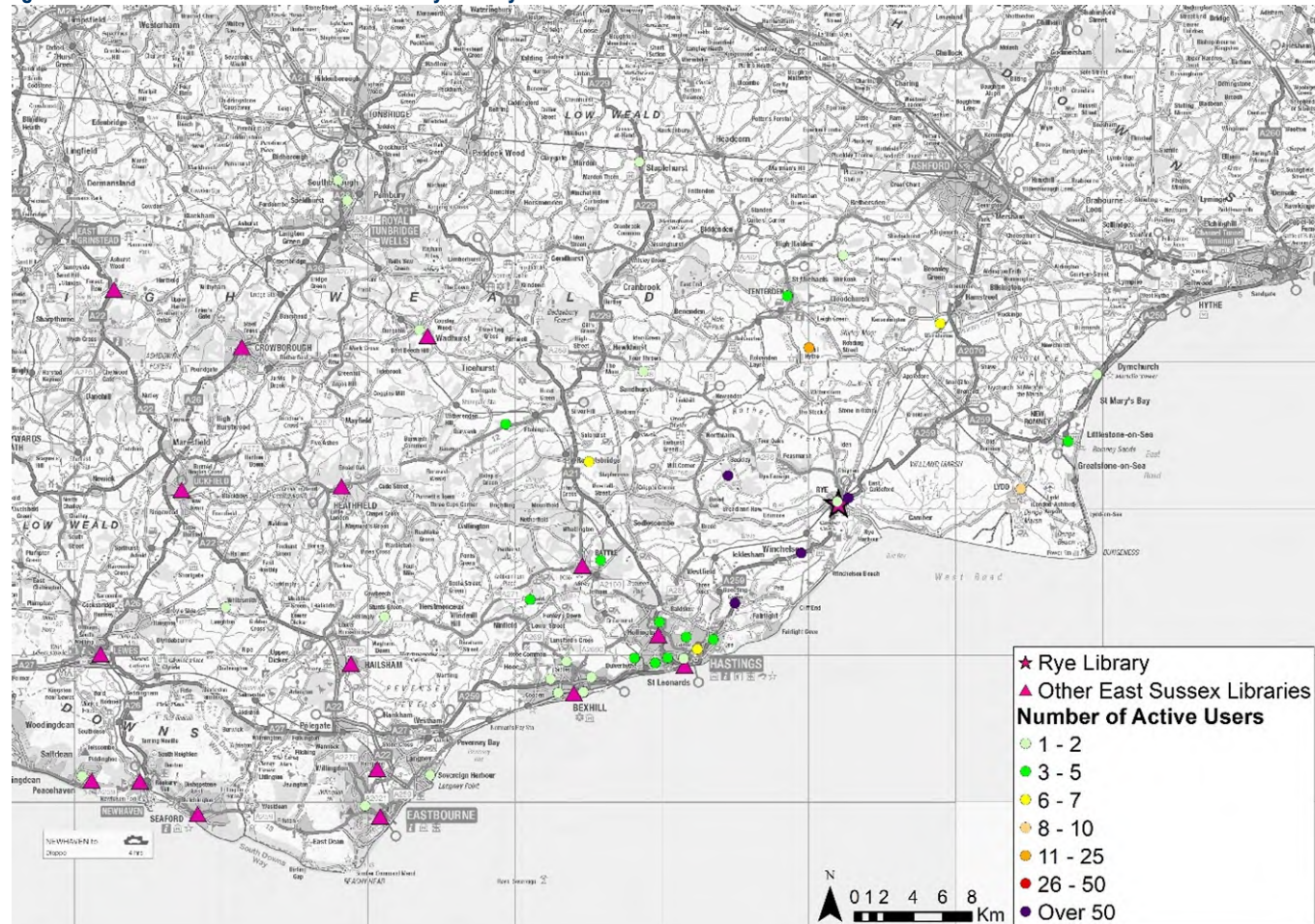


Figure B14: Home Distribution of Active Users at Rye Library



Appendix 5

Figure B15: Home Distribution of Active Users at Seaford Library

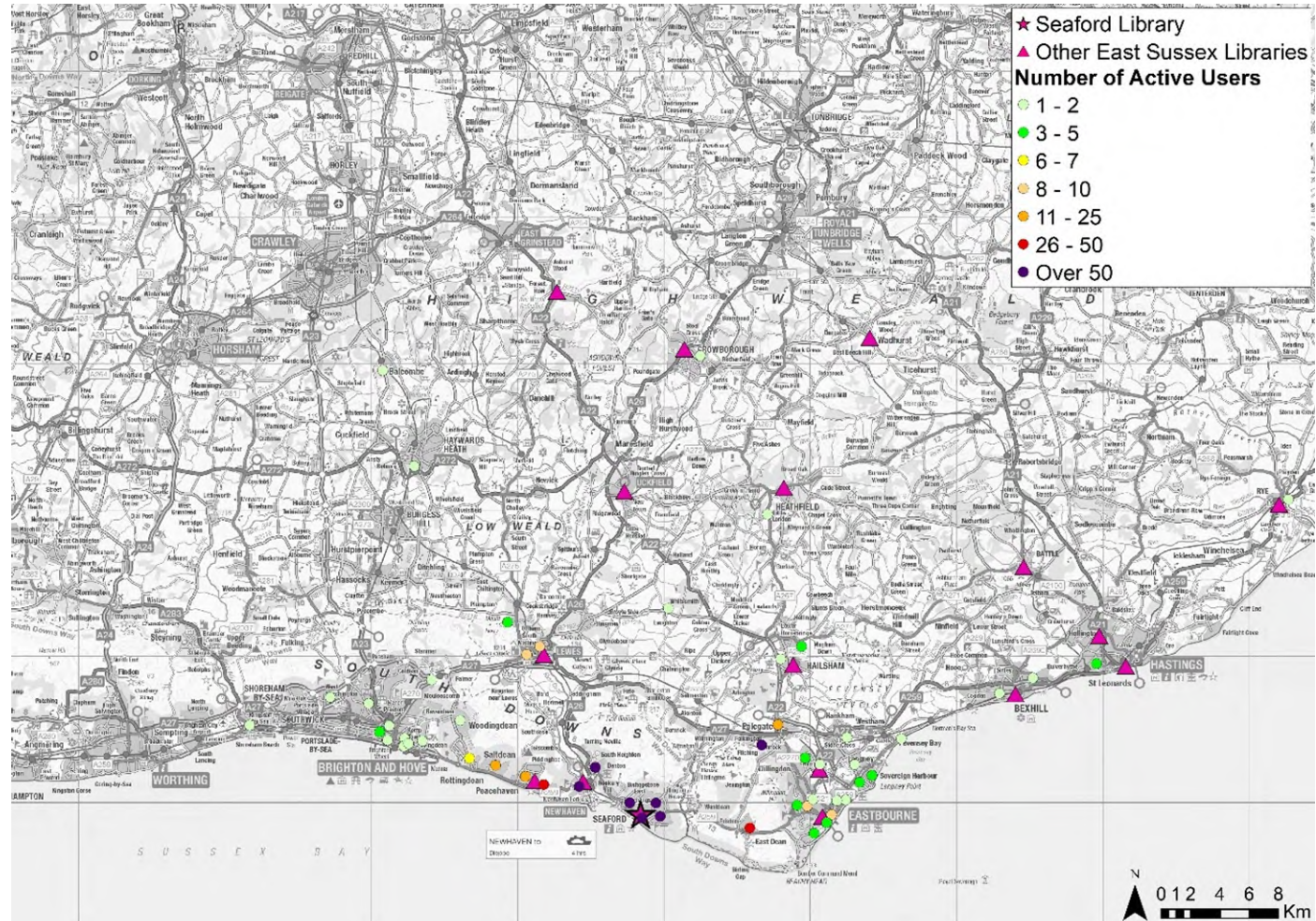


Figure B16: Home Distribution of Active Users at Uckfield Library

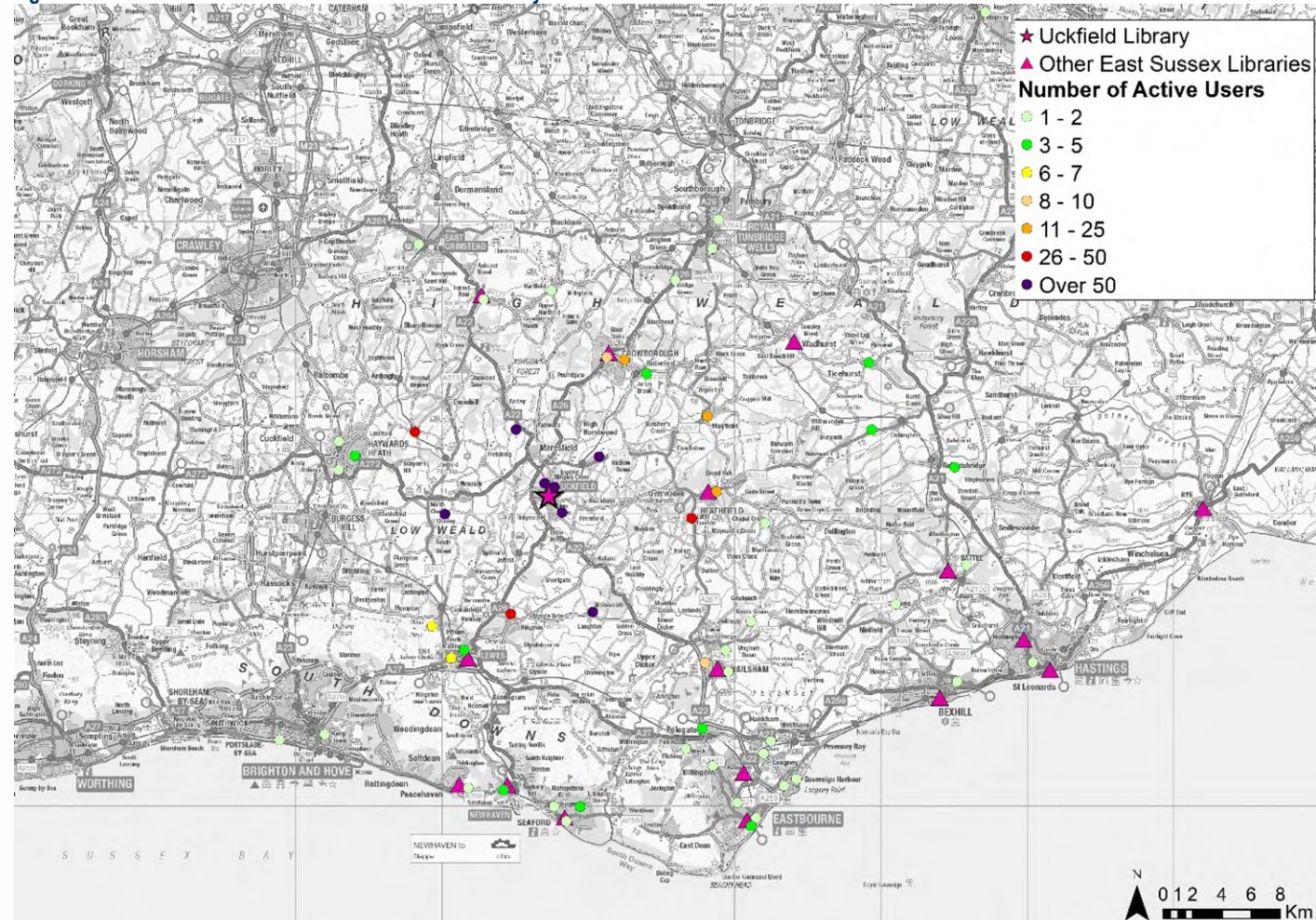


Figure B17: Home Distribution of Active Users at Wadhurst Library

