Birmingham City Council Children's Plus Survey Combined Weighted Authority & Service Point Report September 2010

Service Point Error Ratings

	Weekly Visits	Completed Questionnaires	Error Rating	Weighting
Service Point				
Central	946	523	1.7%	100%
Acocks Green	494	332	0.9%	100%
Aston	419	181	1.6%	100%
Balsall Heath	572	168	1.0%	100%
Bartley Green	58	48	0.0%	100%
Birchfield	358	114	1.7%	100%
Bloomsbury	235	77	1.8%	100%
Boldmere	187	125	1.1%	100%
Castle Vale	86	60	0.0%	100%
Druids Heath	286	98	3.0%	100%
Erdington	431	174	2.4%	100%
Frankley	548	177	0.8%	100%
Glebe Farm	260	70	0.0%	100%
Hall Green	470	202	1.3%	100%
Handsworth	512	145	2.6%	100%
Harborne	240	147	2.3%	100%
Kents Moat	115	84	2.8%	100%
Kings Heath	628	310	1.9%	100%
Kings Norton	313	89	1.5%	100%
Kingstanding	304	176	2.0%	100%
Mere Green	394	185	2.1%	100%
Northfield	403	121	4.1%	100%
Perry Common	540	162	1.5%	100%
Quinton	413	162	2.2%	100%
Selly Oak	94	38	0.0%	100%
Shard End	218	131	0.7%	100%
Sheldon	290	146	0.7%	100%
Small Heath	1,235	281	1.5%	100%
South Yardley	403	130	3.1%	50%
Sparkhill	721	260	0.0%	100%
Stirchley	154	80	1.7%	100%
Tower Hill	255	110	2.3%	100%
Walmley	348	139	1.4%	100%
Ward End	542	311	1.9%	100%
Weoley Castle	406	123	2.1%	100%
West Heath	148	55	3.8%	100%
Wylde Green	23	32	3.1%	100%
Yardley Wood	234	168	2.1%	100%
Mobile 1	0	161	0.0%	100%
Mobile 2A	0	53	1.8%	100%
Mobile 2B	0	49	0.0%	100%
Total	14,534	6,197	0.3%	

Q.1 Are you a

	Girl	Воу	no. of cases	Survey response rate
Central	55%	45%	510	98%
Acocks Green	61%	39%	331	100%
Aston	57%	43%	178	98%
Balsall Heath	56%	44%	157	93%
Bartley Green	58%	42%	48	100%
Birchfield	50%	50%	113	99%
Bloomsbury	57%	43%	75	97%
Boldmere	52%	48%	123	98%
Castle Vale	61%	39%	59	98%
Druids Heath	58%	42%	97	99%
Erdington	59%	41%	170	98%
Frankley	49%	51%	176	99%
Glebe Farm	56%	44%	70	100%
Hall Green	56%	45%	200	99%
Handsworth	54%	46%	142	98%
Harborne	55%	45%	145	99%
Kents Moat	60%	40%	82	98%
Kings Heath	60%	40%	300	97%
Kings Norton	52%	48%	89	100%
Kingstanding	62%	38%	174	99%
Mere Green	60%	40%	181	98%
Northfield	55%	45%	118	98%
Perry Common	53%	47%	158	98%
Quinton	53%	47%	161	99%
Selly Oak	57%	43%	37	97%
Shard End	55%	45%	130	99%
Sheldon	57%	43%	146	100%
Small Heath	51%	49%	279	99%
South Yardley	57%	43%	127	98%
Sparkhill	54%	46%	257	99%
Stirchley	53%	47%	79	99%
Tower Hill	61%	39%	108	98%
Walmley	65%	35%	139	100%
Ward End	58%	42%	305	98%
Weoley Castle	61%	39%	122	99%
West Heath	58%	42%	55	100%
Wylde Green	47%	53%	32	100%
Yardley Wood	51%	49%	167	99%
Mobile 1	64%	36%	157	98%
Mobile 2A	45%	55%	53	100%
Mobile 2B	49%	51%	49	100%
Weighted total	56%	44%	6,099	98%

Q.2 How old are you?

	Under 5							5 to 10							
	Under 1	1 Yrs Old	2 Yrs Old	3 Yrs Old	4 Yrs Old	Age gro	up totals	5 Yrs Old	6 Yrs Old	7 Yrs Old	8 Yrs Old	9 Yrs Old	10 Yrs Old	Age grou	up totals
						%	cases							%	cases
Central	6%	7%	7%	7%	5%	31%	155	4%	4%	5%	5%	4%	10%	32%	162
Acocks Green	7%	5%	8%	8%	5%	33%	108	6%	6%	7%	4%	8%	7%	38%	126
Aston	4%	2%	2%	5%	5%	18%	32	3%	2%	5%	6%	7%	19%	41%	72
Balsall Heath	2%	2%	3%	3%	5%	15%	24	3%	4%	6%	8%	7%	8%	36%	57
Bartley Green	2%	6%	17%	4%	6%	35%	17	6%		2%	2%	8%	17%	35%	17
Birchfield	11%	4%	3%	3%	4%	24%	27	2%	1%	7%	6%	12%	5%	33%	37
Bloomsbury	1%	1%	3%	4%	7%	16%	12	4%	8%	9%	12%	4%	8%	46%	34
Boldmere	7%	7%	10%	16%	6%	46%	56	7%	7%	6%	3%	5%	11%	38%	47
Castle Vale	2%		2%	3%	3%	10%	6	5%	3%	12%	12%	3%	19%	54%	32
Druids Heath	1%	1%	5%	7%	6%	21%	20	4%	4%	5%	9%	13%	12%	48%	47
Erdington	4%	8%	13%	10%	4%	39%	65	5%	4%	6%	4%	4%	11%	35%	58
Frankley	5%	2%	2%	5%	14%	28%	49	1%	3%	1%	4%	2%	2%	13%	22
Glebe Farm	9%	6%	13%	4%	6%	37%	26	4%	7%	4%	10%	10%	10%	46%	32
Hall Green	2%	4%	5%	4%	3%	19%	38	8%	5%	3%	3%	10%	7%	38%	77
Handsworth	4%	1%	4%	5%	5%	19%	27	3%	4%	5%	7%	6%	9%	35%	49
Harborne	6%	9%	17%	8%	6%	47%	67	6%	3%	6%	6%	3%	6%	31%	44
Kents Moat	4%		6%	2%	7%	19%	16	7%	13%	2%	6%	11%	13%	53%	44
Kings Heath	1%	8%	8%	7%	4%	29%	86	8%	15%	5%	5%	18%	6%	57%	169
Kings Norton	8%	4%	11%	5%	5%	32%	27	8%	6%	6%	7%	4%	6%	36%	31
Kingstanding	6%	8%	10%	8%	5%	37%	64	3%	6%	5%	2%	7%	9%	32%	56
Mere Green	2%	4%	18%	15%	7%	46%	83	7%	8%	5%	7%	4%	5%	36%	65
Northfield	3%	7%	8%	18%	6%	42%	50	7%	4%	8%	3%	3%	3%	28%	33
Perry Common	3%	3%	8%	9%	4%	27%	43	8%	11%	6%	5%	5%	7%	41%	65
Quinton	4%	4%	5%	11%	6%	30%	48	13%	14%	5%	8%	3%	4%	46%	74
Selly Oak	11%	8%	8%	11%	5%	43%	16	3%	11%	8%	5%	3%	8%	38%	14
Shard End	10%	12%	14%	15%	2%	53%	70	4%	3%	1%	5%	7%	2%	22%	29
Sheldon	1%	2%	1%	5%	7%	16%	23	6%	10%	9%	5%	21%	8%	58%	85
Small Heath	4%	2%	8%	4%	4%	21%	59	3%	4%	4%	5%	9%	9%	34%	94
South Yardley	3%	3%	11%	14%	6%	37%	47	4%	3%	6%	6%	8%	9%	36%	46
Sparkhill Stirchlou	2%	3%	5%	6%	10%	27%	70	7%	3%	4%	6%	6%	8%	34%	89
Stirchley	5%	13%	16%	10%	4%	48%	38	8%	6%	4%	9%	5%	6%	38%	30
Tower Hill	7% 4%	5%	8%	7% 7%	6%	32% 28%	35	7%	5% 8%	9% 7%	3% 8%	3%	5% 8%	31%	34
Walmley Ward End	1%	4% 2%	5%	3%	5%	16%	39 48	6%	5%	8%	8%	12% 8%	10%	48%	136
	7%		8%	7%	5%	34%	48	4%	5%	2%	4%		6%	27%	33
Weoley Castle		6%	+	7%	9%	34%			4%	4%	4%	6%	9%	1	19
West Heath Wylde Green	3%	3%	6%	9%	9%	31%	17	9%	3%	16%	9%	6%	13%	35% 56%	19
Yardley Wood	3%	2%	3%	5%	2%	14%	24	6%	3%	14%	12%	13%	16%	64%	108
Mobile 1	1%	270	1%	1%	1%	4%	7	3%	4%	5%	13%	20%	21%	66%	108
Mobile 2A	2%		2%	2%	2%	8%	4	3 /0	30%	8%	11%	15%	11%	75%	40
Mobile 2B	2%		2%	2%	6%	12%	6	29%	6%	4%	2%	8%	14%	63%	31
Weighted total	4%	4%	7%	7%	5%	28%	1,700	6%	6%	6%	6%	8%	9%	40%	2,426

Q.2 How old are you?

	11 to 15							16 to ²	18			All Other		Total no.	Survey	
	11 Yrs Old	12 Yrs Old	13 Yrs Old	14 Yrs Old	15 Yrs Old	Age gro	up totals	16 Yrs Old	17 Yrs Old	Age gro	oup totals	19 Yrs &	Age gro	oup totals	of cases	response rate
						%	cases			%	cases	Over	%	cases		
Central	10%	10%	5%	5%	6%	36%	185	1%	0%	1%	5				507	97%
Acocks Green	7%	7%	5%	5%	6%	29%	97								331	100%
Aston	8%	10%	7%	9%	4%	38%	67	2%		2%	4	1%	1%	2	177	98%
Balsall Heath	13%	9%	8%	11%	6%	47%	74	2%		2%	3				158	94%
Bartley Green	13%	8%	4%	2%	2%	29%	14	10/	100	201					48	100%
Birchfield	12% 7%	10% 7%	10% 7%	5% 9%	7%	42% 36%	47	1%	1%	2%	2	1%	1%	1	113 74	99%
Bloomsbury Boldmere	4%	5%	3%	2%	1%	15%	18					2%	2%	2	123	98%
Castle Vale	5%	10%	7%	8%	5%	36%	21					2 70	270	2	59	98%
Druids Heath	8%	7%	6%	5%	3%	30%	29	1%		1%	1				97	99%
Erdington	9%	10%	3%	3%	2%	27%	45	1.75			•				168	97%
Frankley	17%	18%	15%	3%	6%	60%	105								176	99%
Glebe Farm	4%	4%	6%	1%	1%	17%	12								70	100%
Hall Green	12%	10%	9%	5%	5%	42%	85	0%		0%	1				201	100%
Handsworth	13%	9%	7%	6%	8%	44%	63	1%	1%	1%	2	1%	1%	1	142	98%
Harborne	7%	4%	2%	5%	4%	22%	32								143	97%
Kents Moat	5%	6%	8%	4%	5%	28%	23								83	99%
Kings Heath	4%	2%	3%	2%	3%	14%	42	0%		0%	1				298	96%
Kings Norton	13%	5%	2%	5%	6%	31%	26	1%		1%	1				85	96%
Kingstanding	9%	10%	3%	6%	2%	30%	53					1%	1%	1	174	99%
Mere Green	4%	7%	4%	2%	2%	18%	33								181	98%
Northfield	8%	6%	8%	4%	3%	29%	35					1%	1%	1	119	98%
Perry Common	13%	6%	5%	3%	5%	32%	50								158	98%
Quinton	13%	2%	3%	2%	3%	23%	36					1%	1%	2	160	99%
Selly Oak	3%	5%	5%	3%	3%	19%	7					101			37	97%
Shard End	6%	7%	7%	2%	2%	24%	31	10/		404		1%	1%	1	131	100%
Sheldon Small Heath	8%	7% 8%	5% 12%	3% 6%	2% 5%	25% 44%	123	1%		1% 1%	1				280	100%
South Yardley	6%	7%	7%	3%	2%	25%	32	2%		2%	2			+	127	98%
Sparkhill	7%	13%	9%	7%	3%	39%	101	270		2 /0					260	100%
Stirchley	5%	5%	1%	, , , ,	3%	14%	11	1%		1%	1				80	100%
Tower Hill	7%	10%	8%	6%	5%	36%	39	1 .70		.,,,	,				108	98%
Walmley	7%	8%	5%	2%	1%	23%	32	1%		1%	1				138	99%
Ward End	10%	6%	8%	7%	6%	37%	111	2%	0%	2%	6	1%	1%	3	304	98%
Weoley Castle	18%	7%	7%	2%	5%	39%	47								121	98%
West Heath	7%	6%	11%	4%	4%	31%	17	2%		2%	1				54	98%
Wylde Green	3%	6%		3%		13%	4								32	100%
Yardley Wood	10%	4%	2%	4%	2%	21%	35	1%		1%	1				168	100%
Mobile 1	10%	6%	6%	4%	3%	30%	47								158	98%
Mobile 2A	2%	6%	4%	2%	4%	17%	9								53	100%
Mobile 2B	10%	2%	6%	2%	4%	24%	12								49	100%
Weighted total	9%	8%	6%	5%	4%	31%	1,914	1%	0%	1%	37	0%	0%	14	6,091	98%

Q.3 Who did you come to the library with today?

	Someone from my family	My friends	My school / nursery / playgroup	I came here on my own	Someone else	no. of respondents	Survey response rate
Central	65%	10%	20%	6%	5%	511	98%
Acocks Green	79%	10%	1%	8%	7%	331	100%
Aston	67%	8%	12%	14%	11%	177	98%
Balsall Heath	69%	17%	2%	12%	6%	158	94%
Bartley Green	69%	19%	2%	15%		48	100%
Birchfield	72%	10%	6%	18%	5%	113	99%
Bloomsbury	74%	11%	4%	14%	7%	76	99%
Boldmere	90%	5%	1%	3%	8%	123	98%
Castle Vale	54%	19%	8%	19%	5%	59	98%
Druids Heath	72%	20%	3%	10%	9%	96	98%
Erdington	77%	8%	7%	7%	9%	167	96%
Frankley	19%	23%	53%	7%	5%	176	99%
Glebe Farm	71%	16%		13%	7%	69	99%
Hall Green	77%	8%	0%	14%	9%	201	100%
Handsworth	74%	16%	1%	10%	8%	141	97%
Harborne	83%	5%	1%	6%	12%	146	99%
Kents Moat	72%	16%	4%	20%	8%	83	99%
Kings Heath	66%	12%	25%	5%	8%	300	97%
Kings Norton	74%	10%		15%	3%	89	100%
Kingstanding	80%	10%	1%	10%	7%	172	98%
Mere Green	82%	7%	2%	5%	8%	183	99%
Northfield	75%	17%	8%	8%	3%	118	98%
Perry Common	81%	13%	1%	9%	8%	158	98%
Quinton	65%	6%	25%	6%	4%	161	99%
Selly Oak	72%	11%	3%	17%	6%	36	95%
Shard End	74%	18%	2%	7%	6%	131	100%
Sheldon	76%	13%	14%	3%	5%	146	100%
Small Heath	68%	22%	1%	12%	6%	278	99%
South Yardley	72%	6%	15%	9%	10%	126	97%
Sparkhill	71%	10%	9%	16%	7%	258	99%
Stirchley	95%	5%	3%	4%	9%	80	100%
Tower Hill	78%	12%	2%	13%	5%	107	97%
Walmley	86%	4%	4%	6%	5%	139	100%
Ward End	80%	7%	4%	11%	9%	302	97%
Weoley Castle	71%	11%		16%	13%	122	99%
West Heath	75%	15%	2%	9%	4%	55	100%
Wylde Green	94%			6%		32	100%
Yardley Wood	41%	14%	49%	8%	5%	168	100%
Mobile 1	48%	20%	21%	19%	8%	156	97%
Mobile 2A	40%	13%	30%	21%	6%	53	100%
Mobile 2B	53%	10%	20%	22%	6%	49	100%
Weighted total	70%	12%	10%	10%	7%	6,094	98%

Q.4 Overall do you think this library is...?

	Good	ок	Bad	no. of cases	Survey response rate
Central	82%	18%	0%	505	97%
Acocks Green	84%	16%		325	98%
Aston	74%	26%		175	97%
Balsall Heath	82%	18%		158	94%
Bartley Green	89%	11%		47	98%
Birchfield	70%	30%		113	99%
Bloomsbury	84%	16%		76	99%
Boldmere	86%	14%		120	96%
Castle Vale	83%	17%		59	98%
Druids Heath	80%	20%		97	99%
Erdington	79%	21%	1%	168	97%
Frankley	80%	20%		175	99%
Glebe Farm	88%	12%		69	99%
Hall Green	76%	24%	0%	201	100%
Handsworth	79%	21%		140	97%
Harborne	91%	8%	1%	146	99%
Kents Moat	91%	9%		82	98%
Kings Heath	79%	21%	0%	297	96%
Kings Norton	90%	10%		89	100%
Kingstanding	86%	14%		173	98%
Mere Green	87%	12%	1%	182	98%
Northfield	79%	21%		117	97%
Perry Common	89%	11%		158	98%
Quinton	87%	12%	1%	160	99%
Selly Oak	86%	14%		37	97%
Shard End	99%	1%		131	100%
Sheldon	88%	10%	2%	146	100%
Small Heath	72%	27%	0%	275	98%
South Yardley	90%	9%	1%	125	96%
Sparkhill	71%	28%	2%	256	98%
Stirchley	95%	5%		79	99%
Tower Hill	89%	10%	1%	106	96%
Walmley	89%	11%		138	99%
Ward End	79%	20%	1%	304	98%
Weoley Castle	86%	14%		121	98%
West Heath	87%	13%		54	98%
Wylde Green	88%	13%		32	100%
Yardley Wood	89%	11%		168	100%
Mobile 1	90%	10%		156	97%
Mobile 2A	87%	13%		53	100%
Mobile 2B	92%	8%		49	100%
Weighted total	83%	17%	0%	6,062	98%

Q.5 Do you come to the library to...?

	Look around	Play with toys	Use the computers	Wait for my parents / family	Meet friends	Borrow books or other items	Read	Do my homework	Have somewhere to go	Any other reason	no. of respondents	Survey response rate
Central	27%	26%	38%	7%	8%	66%	43%	19%	8%	13%	519	99%
Acocks Green	19%	12%	35%	8%	4%	67%	30%	18%	7%	12%	310	93%
Aston	13%	4%	50%	5%	10%	69%	41%	27%	6%	8%	175	97%
Balsall Heath	19%	4%	46%	2%	11%	69%	56%	32%	9%	4%	162	96%
Bartley Green	9%	6%	30%	9%	2%	74%	21%	15%	2%	11%	47	98%
Birchfield	18%	8%	46%	4%	5%	74%	35%	32%	6%	4%	114	100%
Bloomsbury	17%	8%	57%	6%	8%	62%	38%	39%	4%	6%	77	100%
Boldmere	33%	31%	12%	6%	5%	87%	36%	6%	12%	6%	124	99%
Castle Vale	18%	10%	47%	2%	8%	73%	20%	42%	8%	8%	60	100%
Druids Heath	24%	7%	47%	5%	12%	65%	47%	19%	13%	5%	98	100%
Erdington	29%	26%	35%	5%	9%	71%	42%	16%	9%	11%	171	98%
Frankley	30%	15%	50%	3%	16%	44%	27%	20%	9%	21%	174	98%
Glebe Farm	23%	13%	36%	6%	11%	63%	27%	14%	7%	9%	70	100%
Hall Green	20%	14%	37%	3%	6%	72%	41%	26%	6%	6%	201	100%
Handsworth	18%	12%	62%	9%	11%	61%	40%	28%	7%	7%	141	97%
Harborne	33%	29%	20%	5%	13%	76%	37%	17%	15%	8%	147	100%
Kents Moat	23%	7%	36%	4%	10%	77%	45%	19%	6%	7%	84	100%
Kings Heath	29%	7%	15%	5%	6%	81%	49%	13%	11%	10%	309	100%
Kings Norton	28%	18%	28%	3%	7%	82%	29%	10%	3%	2%	89	100%
Kingstanding	23%	13%	29%	7%	4%	70%	32%	18%	7%	11%	175	99%
Mere Green	29%	25%	27%	5%	5%	80%	38%	14%	8%	3%	184	99%
Northfield	26%	29%	31%	10%	5%	72%	31%	15%	8%	14%	118	98%
Perry Common	39%	22%	44%	6%	9%	66%	37%	23%	9%	5%	158	98%
Quinton	32%	8%	24%	5%	8%	79%	38%	14%	7%	8%	159	98%
Selly Oak	34%	24%	39%	11%	3%	74%	45%	21%	8%	8%	38	100%
Shard End	24%	50%	31%	8%	32%	50%	21%	12%	13%	11%	131	100%
Sheldon	32%	14%	32%	2%	7%	77%	51%	23%	10%	5%	145	99%
Small Heath	19%	8%	50%	9%	7%	65%	47%	20%	4%	7%	276	98%
South Yardley	26%	11%	55%	5%	10%	67%	40%	15%	5%	19%	129	99%
Sparkhill	20%	12%	48%	5%	9%	66%	45%	28%	7%	3%	260	100%
Stirchley	39%	13%	24%	3%	16%	75%	46%	18%	14%	21%	80	100%
Tower Hill	24%	6%	32%	6%	9%	76%	37%	23%	6%	10%	109	99%
Walmley	27%	12%	30%	9%	5%	86%	41%	27%	6%	4%	139	100%
Ward End	16%	8%	44%	5%	7%	61%	38%	22%	6%	6%	308	99%
Weoley Castle	28%	8%	41%	5%	10%	67%	32%	26%	10%	15%	123	100%
West Heath	26%	13%	50%	2%	13%	72%	35%	26%	4%	11%	54	98%
Wylde Green	38%	6%	22%	13%	6%	94%	38%	9%	6%	19%	32	100%
Yardley Wood	37%	13%	51%	6%	10%	60%	49%	22%	10%	6%	167	99%
Mobile 1	19%	3%	4%	3%	14%	83%	22%	6%	4%	4%	160	99%
Mobile 2A	21%	370	770	2%	8%	94%	19%	8%	2%	2%	52	98%
Mobile 2B	24%	4%		2%	8%	84%	19%	4%	4%	12%	49	100%
Weighted total	25%	14%	36%	6%	9%	70%	39%	20%	8%	9%	6,118	99%

Q.6 Why do you borrow books from this library?

	I like reading	I want to get better at reading	So someone else can read them to me	I am in a reading group	Library staff say that they are good	The library has good books	For homework	I want to find out about some facts	So I do not have to buy books	I do not borrow books	Any other reason	no. of respondents	Survey response rate
Central	64%	35%	23%	5%	7%	39%	22%	20%	20%	9%	5%	507	97%
Acocks Green	65%	33%	29%	3%	5%	32%	26%	21%	15%	6%	4%	280	84%
Aston	64%	42%	13%	4%	7%	32%	27%	17%	18%	5%	3%	175	97%
Balsall Heath	74%	44%	13%	2%	6%	39%	23%	19%	22%	4%	3%	157	93%
Bartley Green	72%	32%	26%	2%	4%	40%	15%	13%	9%	4%		47	98%
Birchfield	63%	38%	17%	3%	4%	39%	36%	22%	17%	1%	9%	112	98%
Bloomsbury	74%	40%	16%	6%	12%	36%	27%	26%	6%	3%	4%	77	100%
Boldmere	58%	34%	47%	3%	4%	39%	9%	14%	26%	2%	4%	125	100%
Castle Vale	67%	19%	12%		7%	47%	28%	19%	10%	7%	7%	58	97%
Druids Heath	64%	38%	22%	4%	9%	43%	22%	23%	19%	5%	4%	97	99%
Erdington	61%	29%	33%	2%	2%	36%	25%	16%	18%	4%	5%	170	98%
Frankley	48%	20%	26%	1%	9%	22%	19%	6%	13%	19%	2%	172	97%
Glebe Farm	71%	28%	31%	1%	3%	25%	15%	10%	9%	7%	4%	68	97%
Hall Green	67%	37%	19%	1%	6%	38%	20%	21%	22%	3%	6%	200	99%
Handsworth	69%	40%	15%	4%	6%	36%	21%	23%	14%	8%	5%	140	97%
Harborne	60%	27%	42%	1%	3%	42%	14%	14%	25%	5%	4%	146	99%
Kents Moat	75%	40%	15%	5%	11%	38%	13%	20%	13%	7%	2%	84	100%
Kings Heath	68%	37%	34%	2%	9%	45%	15%	22%	28%	7%	6%	308	99%
Kings Norton	67%	36%	30%	1%	1%	41%	23%	22%	24%	2%	8%	87	98%
Kingstanding	67%	26%	31%	1%	4%	38%	19%	15%	13%	3%	4%	172	98%
Mere Green	56%	30%	46%	1%	3%	45%	16%	16%	21%	5%	5%	183	99%
Northfield	55%	33%	44%	1%	5%	40%	19%	18%	16%	4%	3%	119	98%
Perry Common	71%	38%	27%	3%	6%	39%	20%	14%	11%	3%	3%	153	94%
Quinton	66%	35%	38%	3%	9%	44%	18%	25%	25%	3%	6%	151	93%
Selly Oak	89%	32%	27%	3%	11%	43%	8%	14%	32%	3%	11%	37	97%
Shard End	38%	25%	44%	2%	14%	40%	18%	10%	10%	11%	2%	126	96%
Sheldon	67%	42%	24%	5%	9%	42%	26%	28%	19%	3%	2%	144	99%
Small Heath	70%	47%	14%	3%	7%	36%	23%	20%	11%	7%	5%	272	97%
South Yardley	66%	30%	29%	4%	8%	41%	16%	20%	16%	4%	9%	128	98%
Sparkhill	74%	43%	16%	3%	10%	34%	26%	18%	14%	4%	2%	258	99%
Stirchley	62%	33%	45%		4%	50%	19%	13%	29%	3%	9%	78	98%
Tower Hill	64%	46%	27%	4%	6%	35%	26%	17%	12%	3%	3%	109	99%
Walmley	69%	35%	29%	1%	6%	50%	27%	18%	22%	2%	5%	139	100%
Ward End	66%	39%	12%	2%	5%	29%	20%	18%	11%	8%	3%	310	100%
Weoley Castle	59%	36%	28%		5%	33%	25%	18%	12%	3%	5%	120	98%
West Heath	58%	25%	30%	6%	6%	38%	23%	21%	9%	4%	4%	53	96%
Wylde Green	69%	31%	38%	13%	22%	50%	22%	25%	34%		6%	32	100%
Yardley Wood	66%	43%	16%	10%	10%	45%	22%	26%	25%	10%	5%	167	99%
Mobile 1	73%	33%	8%	3%	8%	48%	12%	14%	9%		2%	159	99%
Mobile 2A	83%	50%	12%	33%	8%	42%	17%	25%	31%			52	98%
Mobile 2B	73%	47%	22%	16%	14%	51%	1	12%	10%		6%	49	100%
Weighted total	65%	36%	25%	3%	7%	39%	21%	19%	17%	6%	4%	6,021	97%

Q.7 Overall do you think the books in this library are...?

	Good	ОК	Bad	no. of cases	Survey response rate
Central	80%	20%	1%	497	95%
Acocks Green	77%	22%	1%	287	86%
Aston	70%	29%	2%	174	96%
Balsall Heath	77%	22%	1%	159	95%
Bartley Green	89%	11%		45	94%
Birchfield	63%	37%		109	96%
Bloomsbury	84%	14%	1%	77	100%
Boldmere	83%	17%		123	98%
Castle Vale	78%	22%		58	97%
Druids Heath	81%	18%	1%	98	100%
Erdington	75%	25%		167	96%
Frankley	71%	29%	1%	174	98%
Glebe Farm	80%	17%	3%	69	99%
Hall Green	75%	25%	0%	202	100%
Handsworth	71%	29%	1%	139	96%
Harborne	79%	21%	1%	145	99%
Kents Moat	80%	20%		82	98%
Kings Heath	75%	25%	0%	302	97%
Kings Norton	84%	16%		87	98%
Kingstanding	76%	23%	1%	174	99%
Mere Green	79%	21%	1%	184	99%
Northfield	79%	21%		116	96%
Perry Common	80%	19%	1%	155	96%
Quinton	80%	20%		156	96%
Selly Oak	84%	16%		38	100%
Shard End	93%	7%		129	98%
Sheldon	80%	18%	1%	143	98%
Small Heath	70%	27%	2%	270	96%
South Yardley	83%	15%	2%	128	98%
Sparkhill	71%	28%	1%	257	99%
Stirchley	84%	16%		79	99%
Tower Hill	81%	18%	1%	105	95%
Walmley	79%	21%		138	99%
Ward End	74%	25%	1%	303	97%
Weoley Castle	79%	20%	1%	115	93%
West Heath	84%	16%		51	93%
Wylde Green	94%	6%		32	100%
Yardley Wood	85%	15%		165	98%
Mobile 1	85%	15%	1%	158	98%
Mobile 2A	83%	15%	2%	52	98%
Mobile 2B	98%	2%		49	100%
Weighted total	78%	21%	1%	5,991	97%

Q.8 Where do you use computers?

	At home	At school / nursery / playgroup	At the library	Somewhere else	Nowhere	no. of respondents	Survey response rate
Central	80%	50%	45%	8%	8%	511	98%
Acocks Green	83%	48%	49%	10%	6%	252	76%
Aston	79%	38%	57%	14%	4%	174	96%
Balsall Heath	78%	44%	51%	8%	4%	158	94%
Bartley Green	74%	43%	35%	7%	11%	46	96%
Birchfield	79%	33%	49%	8%	2%	110	96%
Bloomsbury	71%	55%	63%	9%	3%	76	99%
Boldmere	78%	48%	20%	4%	12%	120	96%
Castle Vale	80%	63%	58%	17%	2%	60	100%
Druids Heath	83%	53%	63%	8%	3%	98	100%
Erdington	72%	48%	37%	10%	8%	165	95%
Frankley	73%	51%	52%	10%	6%	162	92%
Glebe Farm	69%	43%	40%	3%	12%	65	93%
Hall Green	85%	52%	44%	5%	3%	196	97%
Handsworth	74%	34%	65%	8%	4%	139	96%
Harborne	74%	38%	29%	8%	16%	141	96%
Kents Moat	83%	49%	36%	12%	4%	81	96%
Kings Heath	85%	59%	25%	10%	7%	296	95%
Kings Norton	76%	55%	34%	8%	13%	88	99%
Kingstanding	76%	46%	37%	4%	12%	169	96%
Mere Green	86%	53%	32%	6%	8%	176	95%
Northfield	77%	50%	35%	7%	9%	113	93%
Perry Common	85%	54%	48%	4%	4%	155	96%
Quinton	79%	63%	31%	7%	5%	153	94%
Selly Oak	76%	54%	41%	14%		37	97%
Shard End	59%	38%	38%	6%	20%	127	97%
Sheldon	85%	61%	37%	8%	2%	142	97%
Small Heath	73%	36%	55%	6%	6%	270	96%
South Yardley	72%	47%	52%	3%	6%	127	98%
Sparkhill	70%	42%	50%	6%	4%	250	96%
Stirchley	74%	40%	30%	4%	16%	77	96%
Tower Hill	81%	44%	42%	8%	8%	106	96%
Walmley	84%	60%	39%	6%	4%	135	97%
Ward End	78%	43%	48%	9%	3%	309	99%
Weoley Castle	74%	50%	46%	8%	8%	121	98%
West Heath	72%	59%	48%	7%	7%	54	98%
Wylde Green	81%	65%	35%	13%	10%	31	97%
Yardley Wood	78%	77%	52%	19%	4%	164	98%
Mobile 1	76%	66%	11%	4%	6%	157	98%
Mobile 2A	88%	82%	12%	22%	2%	51	96%
Mobile 2B	72%	46%	2%	15%	4%	46	94%
Weighted total	78%	50%	42%	8%	7%	5,908	95%

Q.9 What do you use computers in this library for?

	Email	Playing games	Messaging services	Looking at websites	Word processing	Homework	I do not use library computers	Any other reason	no. of respondents	Survey response rate
Central	17%	46%	13%	26%	11%	30%	32%	7%	480	92%
Acocks Green	15%	32%	16%	22%	12%	38%	38%	5%	214	64%
Aston	27%	44%	16%	26%	15%	45%	20%	9%	164	91%
Balsall Heath	17%	37%	13%	16%	13%	45%	29%	5%	150	89%
Bartley Green	10%	19%	14%	12%	7%	38%	57%	2%	42	88%
Birchfield	14%	38%	13%	32%	12%	50%	19%	8%	104	91%
Bloomsbury	13%	49%	13%	31%	10%	47%	14%	4%	77	100%
Boldmere	3%	16%	1%	12%	9%	12%	65%	2%	101	81%
Castle Vale	25%	36%	24%	16%	15%	56%	24%	9%	55	92%
Druids Heath	21%	55%	15%	21%	12%	42%	22%	4%	91	93%
Erdington	15%	36%	10%	19%	10%	29%	42%	5%	146	84%
Frankley	31%	44%	28%	24%	6%	27%	36%	4%	156	88%
Glebe Farm	13%	51%	10%	18%	13%	25%	38%	3%	61	87%
Hall Green	15%	37%	12%	21%	10%	38%	38%	8%	185	92%
Handsworth	24%	52%	21%	28%	16%	48%	16%	4%	132	91%
Harborne	12%	23%	6%	20%	6%	22%	59%	4%	125	85%
Kents Moat	16%	41%	9%	16%	5%	32%	46%	1%	79	94%
Kings Heath	7%	21%	6%	9%	5%	19%	58%	5%	267	86%
Kings Norton	20%	28%	19%	31%	15%	24%	51%	4%	74	83%
Kingstanding	11%	31%	12%	15%	4%	31%	46%	3%	157	89%
Mere Green	14%	29%	9%	16%	5%	20%	50%	7%	152	82%
Northfield	11%	35%	9%	23%	6%	27%	35%	6%	93	77%
Perry Common	15%	47%	10%	23%	8%	35%	26%	8%	148	91%
Quinton	13%	28%	7%	14%	5%	19%	57%	6%	134	83%
Selly Oak	15%	39%	12%	21%	9%	27%	39%	6%	33	87%
Shard End	18%	40%	16%	18%	8%	21%	49%	8%	116	89%
Sheldon				+	14%	34%				
Small Heath	14% 24%	34%	11% 16%	30%	15%	43%	40%	2% 4%	125 256	86% 91%
				+	9%					
South Yardley	13%	54%	8%	27%	14%	26%	25%	6% 4%	122 240	94%
Sparkhill	-		14%	-		48%	24%			92%
Stirchley	6%	26%	3%	14%	6%	20%	57%	6%	70	88%
Tower Hill	16%	29%	11%	23%	10%	39%	38%	4%	96	87%
Walmley	4%	20%	9%	26%	10%	26%	54%	6%	123	88%
Ward End	11%	43%	8%	21%	9%	37%	30%	3%	296	95%
Weoley Castle	19%	31%	23%	22%	11%	33%	40%	8%	113	92%
West Heath	15%	44%	19%	33%	10%	40%	31%	6%	48	87%
Wylde Green	3%	26%	3%	19%	10%	23%	52%	6%	31	97%
Yardley Wood	18%	54%	13%	33%	10%	36%	24%	5%	157	93%
Mobile 1	6%	16%	3%	16%	6%	26%	51%	6%	86	53%
Mobile 2A	4%	8%	8%	4%	8%	25%	67%		24	45%
Mobile 2B	7%	14%				14%	79%	7%	14	29%
Weighted total	15%	37%	12%	22%	10%	33%	37%	5%	5,337	86%

Q.10 Overall do you think the computers in this library are...

	Good	ОК	Bad	no. of cases	Survey response rate
Central	61%	38%	2%	423	81%
Acocks Green	68%	30%	2%	193	58%
Aston	75%	25%		162	90%
Balsall Heath	71%	29%		139	83%
Bartley Green	81%	19%		31	65%
Birchfield	61%	39%		106	93%
Bloomsbury	75%	22%	3%	69	90%
Boldmere	62%	35%	3%	74	59%
Castle Vale	58%	42%		50	83%
Druids Heath	70%	30%		84	86%
Erdington	66%	34%	1%	119	68%
Frankley	77%	22%	1%	133	75%
Glebe Farm	77%	21%	2%	56	80%
Hall Green	64%	35%	1%	161	80%
Handsworth	73%	25%	2%	128	88%
Harborne	59%	41%		82	56%
Kents Moat	77%	20%	3%	69	82%
Kings Heath	57%	40%	3%	185	60%
Kings Norton	81%	19%		52	58%
Kingstanding	68%	31%	1%	137	78%
Mere Green	72%	27%	2%	123	66%
Northfield	73%	26%	1%	73	60%
Perry Common	72%	27%	1%	138	85%
Quinton	67%	32%	1%	102	63%
Selly Oak	77%	23%		31	82%
Shard End	87%	13%		119	91%
Sheldon	77%	21%	3%	107	73%
Small Heath	71%	26%	3%	228	81%
South Yardley	84%	13%	3%	105	81%
Sparkhill	71%	28%	1%	231	89%
Stirchley	73%	22%	4%	49	61%
Tower Hill	78%	22%		79	72%
Walmley	67%	33%		94	68%
Ward End	66%	31%	3%	277	89%
Weoley Castle	71%	28%	1%	87	71%
West Heath	74%	26%		42	76%
Wylde Green	88%	12%		26	81%
Yardley Wood	79%	21%		146	87%
Mobile 1	70%	21%	9%	70	43%
Mobile 2A	57%	38%	5%	21	40%
Mobile 2B	82%	18%		11	22%
Weighted total	70%	29%	1%	4,612	74%

Q.10 Overall do you think the computers in this library are...

	Good	ок	Bad	no. of cases	Survey response rate
Central	72%	27%	1%	222	97%
Acocks Green	77%	22%	2%	120	98%
Aston	80%	20%		100	100%
Balsall Heath	81%	19%		80	100%
Bartley Green	94%	6%		16	100%
Birchfield	74%	26%		53	98%
Bloomsbury	71%	24%	4%	45	94%
Boldmere	70%	26%	4%	23	96%
Castle Vale	57%	43%		35	100%
Druids Heath	74%	26%		61	98%
Erdington	71%	28%	2%	58	95%
Frankley	84%	16%		83	98%
Glebe Farm	77%	23%		26	100%
Hall Green	74%	25%	1%	85	99%
Handsworth	84%	15%	1%	88	98%
Harborne	65%	35%		40	98%
Kents Moat	89%	7%	4%	28	97%
Kings Heath	70%	28%	1%	67	91%
Kings Norton	86%	14%		28	93%
Kingstanding	85%	15%		61	98%
Mere Green	84%	16%		57	100%
Northfield	82%	18%		33	85%
Perry Common	83%	15%	1%	72	97%
Quinton	81%	19%		48	100%
Selly Oak	80%	20%		15	100%
Shard End	85%	15%		48	100%
Sheldon	90%	10%		52	98%
Small Heath	74%	24%	2%	141	95%
South Yardley	88%	11%	2%	64	97%
Sparkhill	82%	17%	2%	125	100%
Stirchley	87%	13%		23	100%
Tower Hill	82%	18%		44	98%
Walmley	88%	12%		51	96%
Ward End	74%	24%	1%	143	97%
Weoley Castle	78%	22%		54	96%
West Heath	80%	20%		25	96%
Wylde Green	82%	18%		11	100%
Yardley Wood	87%	13%		85	99%
Mobile 1	90%		10%	10	59%
Mobile 2A		100%		2	33%
Weighted total	78%	21%	1%	2,422	97%

Filtered by those who answered 'at the library' at Question 8

Q.11 Why do you use libraries to do your homework?

	There are staff to help me	There are books to help me	There are computers to help me	There is a homework centre / club	It is somewhere quiet to sit and work	I do not use the library to do my homework	I do not have homework	Any other reason	no. of respondents	Survey response rate
Central	17%	41%	32%	7%	28%	23%	24%	5%	452	86%
Acocks Green	13%	41%	35%	5%	30%	19%	20%	4%	217	65%
Aston	22%	47%	44%	3%	28%	20%	8%	4%	158	87%
Balsall Heath	21%	36%	33%	10%	26%	21%	12%	3%	137	82%
Bartley Green	20%	29%	39%	10%	20%	15%	34%		41	85%
Birchfield	32%	46%	40%	13%	33%	16%	13%	4%	100	88%
Bloomsbury	33%	48%	40%	23%	29%	21%	11%	4%	73	95%
Boldmere	5%	32%	12%		12%	25%	37%	5%	91	73%
Castle Vale	23%	35%	54%	25%	21%	21%	6%	6%	52	87%
Druids Heath	24%	39%	34%	11%	31%	27%	13%	8%	88	90%
Erdington	13%	34%	24%	3%	20%	22%	25%	9%	137	79%
Frankley	26%	24%	31%	7%	25%	22%	28%	4%	152	86%
Glebe Farm	21%	41%	29%	3%	17%	19%	24%	2%	58	83%
Hall Green	12%	48%	37%	6%	32%	21%	14%	4%	170	84%
Handsworth	22%	43%	43%	12%	25%	19%	14%	3%	130	90%
Harborne	5%	25%	22%	3%	16%	29%	34%	8%	119	81%
Kents Moat	18%	33%	28%	9%	21%	39%	18%	1%	76	90%
Kings Heath	12%	33%	15%	3%	19%	33%	30%	1%	245	79%
Kings Norton	13%	24%	24%	1%	21%	35%	29%	7%	72	81%
Kingstanding	17%	42%	29%	1%	25%	20%	26%	2%	149	85%
Mere Green	7%	28%	19%		11%	27%	39%	2%	142	77%
Northfield	10%	47%	21%	2%	23%	14%	28%	6%	94	78%
Perry Common	18%	42%	28%	5%	33%	21%	24%	3%	136	84%
Quinton	8%	25%	18%	3%	23%	31%	33%	3%	120	74%
Selly Oak	11%	41%	37%	11%	22%	19%	30%		27	71%
Shard End	29%	29%	23%	4%	16%	11%	45%	2%	112	85%
Sheldon	26%	48%	35%	25%	27%	29%	15%	2%	122	84%
Small Heath	22%	45%	39%	18%	35%	19%	17%	4%	247	88%
South Yardley	21%	37%	26%	7%	22%	20%	26%	7%	100	77%
Sparkhill	28%	48%	39%	9%	24%	17%	12%	4%	233	90%
Stirchley	8%	32%	22%	2%	13%	27%	37%	5%	60	75%
Tower Hill	22%	53%	33%	6%	32%	10%	26%	2%	88	80%
Walmley	9%	38%	32%	5%	29%	32%	18%	3%	117	84%
Ward End	15%	40%	32%	8%	23%	23%	16%	4%	281	90%
Weoley Castle	17%	31%	30%	6%	36%	20%	27%	4%	107	87%
West Heath	24%	39%	37%	2%	27%	18%	24%	8%	49	89%
Wylde Green	8%	38%	17%		8%	25%	29%	8%	24	75%
Yardley Wood	25%	34%	38%	13%	29%	29%	14%	3%	154	92%
Mobile 1	21%	48%	8%	3%	9%	34%	9%	4%	141	88%
Mobile 2A	17%	64%			2%	36%	2%		42	79%
Mobile 2B	17%	43%			2%	24%	26%	5%	42	86%
Weighted total	18%	39%	30%	7%	24%	23%	22%	4%	5,155	83%

Q.12 Overall do you think homework help in this library is...

	Good	ОК	Bad	no. of cases	Survey response rate
Central	52%	45%	4%	327	63%
Acocks Green	63%	34%	3%	156	47%
Aston	55%	44%	1%	144	80%
Balsall Heath	66%	33%	1%	115	68%
Bartley Green	81%	19%		26	54%
Birchfield	57%	43%		89	78%
Bloomsbury	73%	26%	2%	62	81%
Boldmere	63%	38%		56	45%
Castle Vale	67%	29%	4%	45	75%
Druids Heath	59%	38%	3%	66	67%
Erdington	49%	49%	1%	93	53%
Frankley	51%	44%	5%	109	62%
Glebe Farm	73%	25%	2%	44	63%
Hall Green	56%	42%	2%	142	70%
Handsworth	56%	40%	4%	109	75%
Harborne	48%	49%	3%	63	43%
Kents Moat	67%	32%	2%	57	68%
Kings Heath	61%	36%	3%	127	41%
Kings Norton	59%	41%		41	46%
Kingstanding	67%	32%	1%	111	63%
Mere Green	52%	43%	4%	67	36%
Northfield	62%	38%		55	45%
Perry Common	65%	32%	3%	99	61%
Quinton	61%	35%	4%	71	44%
Selly Oak	71%	29%		24	63%
Shard End	90%	10%		105	80%
Sheldon	71%	27%	2%	96	66%
Small Heath	59%	39%	2%	203	72%
South Yardley	75%	23%	1%	69	53%
Sparkhill	57%	41%	2%	204	78%
Stirchley	71%	29%		31	39%
Tower Hill	59%	38%	3%	66	60%
Walmley	59%	41%		75	54%
Ward End	65%	32%	3%	230	74%
Weoley Castle	58%	40%	1%	77	63%
West Heath	60%	40%		35	64%
Wylde Green	72%	28%		18	56%
Yardley Wood	66%	30%	3%	119	71%
Mobile 1	66%	33%	1%	110	68%
Mobile 2A	65%	35%		26	49%
Mobile 2B	68%	32%		22	45%
Weighted total	61%	37%	2%	3,784	61%

Q.13 Have you been to a library for any of the following?

	Under 5's event	Holiday activity	After school activity	Book or reading activity	To take part in a reading group	None of these	no. of respondents	Survey response rate
Central	30%	26%	8%	27%	8%	42%	477	91%
Acocks Green	14%	36%	6%	14%	5%	47%	236	71%
Aston	18%	30%	9%	15%	5%	47%	158	87%
Balsall Heath	15%	25%	17%	17%	5%	50%	146	87%
Bartley Green	24%	26%	2%	13%	2%	54%	46	96%
Birchfield	10%	25%	10%	10%	3%	55%	105	92%
Bloomsbury	17%	25%	18%	13%	3%	51%	72	94%
Boldmere	44%	26%	4%	19%	4%	43%	117	94%
Castle Vale	14%	30%	16%	19%	4%	51%	57	95%
Druids Heath	23%	40%	20%	21%	4%	37%	94	96%
Erdington	30%	22%	4%	16%	1%	50%	155	89%
Frankley	27%	28%	7%	20%	3%	51%	148	84%
Glebe Farm	33%	34%	7%	22%	4%	27%	67	96%
Hall Green	15%	28%	6%	15%	3%	55%	185	92%
Handsworth	11%	27%	14%	15%	7%	53%	123	85%
Harborne	40%	17%	4%	15%	4%	43%	142	97%
Kents Moat	16%	56%	10%	33%	5%	27%	81	96%
Kings Heath	31%	33%	3%	16%	2%	44%	288	93%
Kings Norton	27%	20%	5%	12%	4%	56%	82	92%
Kingstanding	27%	20%	1%	10%	2%	56%	164	93%
Mere Green	29%	16%	1%	8%	1%	61%	165	89%
Northfield	40%	22%	4%	14%	2%	42%	111	92%
Perry Common	28%	17%	8%	17%	1%	54%	149	92%
Quinton	36%	27%	3%	26%	4%	41%	151	93%
Selly Oak	34%	29%	3%	20%	3%	46%	35	92%
Shard End	50%	35%	11%	17%	2%	21%	127	97%
Sheldon	26%	51%	10%	21%	6%	33%	139	95%
Small Heath	18%	17%	10%	18%	6%	53%	260	93%
South Yardley	24%	30%	13%	20%	7%	38%	111	85%
Sparkhill	19%	17%	10%	12%	7%	53%	239	92%
Stirchley	44%	26%	7%	19%	3%	36%	73	91%
Tower Hill	30%	27%	7%	14%	9%	44%	99	90%
Walmley	20%	27%	4%	17%	5%	52%	132	95%
Ward End	12%	16%	10%	14%	5%	60%	294	95%
Weoley Castle	27%	20%	10%	16%	4%	50%	115	93%
West Heath	32%	21%	11%	15%	4%	43%	53	96%
Wylde Green	30%	50%	7%	13%	10%	33%	30	94%
Yardley Wood	21%	23%	13%	16%	8%	47%	163	97%
Mobile 1	8%	40%	11%	20%	8%	37%	131	81%
Mobile 2A	4%	16%	6%	35%	370	45%	49	92%
Mobile 2B	10%	34%	5%	29%		37%	41	84%
Weighted total	24%	26%	8%	17%	5%	47%	5,610	91%

	A friend	A friendly place		Survey	
	Yes	No	no. of cases	response rate	
Central	99%	1%	476	91%	
Acocks Green	98%	2%	279	84%	
Aston	100%		156	86%	
Balsall Heath	98%	2%	145	86%	
Bartley Green	100%		47	98%	
Birchfield	100%		102	89%	
Bloomsbury	97%	3%	66	86%	
Boldmere	99%	1%	119	95%	
Castle Vale	100%		57	95%	
Druids Heath	100%		96	98%	
Erdington	100%		160	92%	
Frankley	99%	1%	161	91%	
Glebe Farm	100%		66	94%	
Hall Green	99%	1%	187	93%	
Handsworth	98%	2%	126	87%	
Harborne	99%	1%	137	93%	
Kents Moat	100%		74	88%	
Kings Heath	100%	0%	292	94%	
Kings Norton	98%	2%	84	94%	
Kingstanding	99%	1%	160	91%	
Mere Green	99%	1%	172	93%	
Northfield	99%	1%	111	92%	
Perry Common	99%	1%	149	92%	
Quinton	99%	1%	156	96%	
Selly Oak	100%		38	100%	
Shard End	100%		130	99%	
Sheldon	99%	1%	134	92%	
Small Heath	99%	1%	252	90%	
South Yardley	99%	1%	118	91%	
Sparkhill	98%	2%	219	84%	
Stirchley	100%		79	99%	
Tower Hill	99%	1%	101	92%	
Walmley	99%	1%	135	97%	
Ward End	97%	3%	269	86%	
Weoley Castle	99%	1%	117	95%	
West Heath	100%		52	95%	
Wylde Green	100%		32	100%	
Yardley Wood	99%	1%	159	95%	
Mobile 1	100%	170	144	89%	
Mobile 2A	100%		52	98%	
Mobile 2B	100%		45	92%	
Weighted total	99%	1%	5,654	91%	

	A safe	place	no. of cases	Survey response rate	
	Yes	No			
Central	97%	3%	454	87%	
Acocks Green	99%	1%	265	80%	
Aston	98%	2%	145	80%	
Balsall Heath	98%	2%	130	77%	
Bartley Green	100%		47	98%	
Birchfield	99%	1%	94	82%	
Bloomsbury	97%	3%	67	87%	
Boldmere	100%		107	86%	
Castle Vale	98%	2%	48	80%	
Druids Heath	100%		78	80%	
Erdington	99%	1%	147	84%	
Frankley	96%	4%	157	89%	
Glebe Farm	98%	2%	58	83%	
Hall Green	99%	1%	178	88%	
Handsworth	98%	2%	119	82%	
Harborne	98%	2%	132	90%	
Kents Moat	100%		73	87%	
Kings Heath	99%	1%	280	90%	
Kings Norton	98%	3%	80	90%	
Kingstanding	97%	3%	149	85%	
Mere Green	99%	1%	170	92%	
Northfield	97%	3%	101	83%	
Perry Common	97%	3%	132	81%	
Quinton	97%	3%	153	94%	
Selly Oak	97%	3%	38	100%	
Shard End	100%		124	95%	
Sheldon	98%	2%	128	88%	
Small Heath	96%	4%	241	86%	
South Yardley	99%	1%	110	85%	
Sparkhill	96%	4%	214	82%	
Stirchley	99%	1%	76	95%	
Tower Hill	99%	1%	91	83%	
Walmley	100%		133	96%	
Ward End	97%	3%	265	85%	
Weoley Castle	95%	5%	110	89%	
West Heath	100%		47	85%	
Wylde Green	100%		32	100%	
Yardley Wood	99%	1%	151	90%	
Mobile 1	99%	1%	131	81%	
Mobile 2A	100%		50	94%	
Mobile 2B	100%		41	84%	
Weighted total	98%	2%	5,346	86%	

	Easy	to get to	no. of cases	Survey
	Yes	No		response rate
Central	85%	15%	430	82%
Acocks Green	96%	4%	262	79%
Aston	93%	7%	143	79%
Balsall Heath	93%	7%	122	73%
Bartley Green	96%	4%	47	98%
Birchfield	92%	8%	89	78%
Bloomsbury	93%	7%	57	74%
Boldmere	100%		111	89%
Castle Vale	100%		55	92%
Druids Heath	99%	1%	75	77%
Erdington	94%	6%	146	84%
Frankley	94%	6%	155	88%
Glebe Farm	98%	2%	60	86%
Hall Green	94%	6%	177	88%
Handsworth	92%	8%	102	70%
Harborne	95%	5%	128	87%
Kents Moat	100%		71	85%
Kings Heath	92%	8%	272	88%
Kings Norton	92%	8%	76	85%
Kingstanding	95%	5%	148	84%
Mere Green	97%	3%	161	87%
Northfield	99%	1%	104	86%
Perry Common	92%	8%	133	82%
Quinton	98%	2%	154	95%
Selly Oak	100%		34	89%
Shard End	99%	1%	124	95%
Sheldon	95%	5%	129	88%
Small Heath	85%	15%	225	80%
South Yardley	97%	3%	106	82%
Sparkhill	97%	3%	204	78%
Stirchley	96%	4%	73	91%
Tower Hill	96%	4%	91	83%
Walmley	96%	4%	129	93%
Ward End	90%	10%	232	75%
Weoley Castle	95%	5%	111	90%
West Heath	98%	2%	49	89%
Wylde Green	97%	3%	30	94%
Yardley Wood	93%	7%	152	90%
Mobile 1	94%	6%	124	77%
Mobile 2A	98%	2%	49	92%
Mobile 2B	100%	270	43	88%
Weighted total	94%	6%	5,183	84%
weignieu totai	74 70	0 70	0,100	04 /0

		vant to come in /	no. of cases	Survey
	Yes	No	1.01 01 0000	response rate
Central	89%	11%	421	80%
Acocks Green	84%	16%	249	75%
Aston	82%	18%	127	70%
Balsall Heath	89%	11%	116	69%
Bartley Green	96%	4%	45	94%
Birchfield	81%	19%	78	68%
Bloomsbury	80%	20%	55	71%
Boldmere	94%	6%	107	86%
Castle Vale	83%	17%	46	77%
Druids Heath	92%	8%	72	73%
Erdington	87%	13%	123	71%
Frankley	82%	18%	143	81%
Glebe Farm	85%	15%	53	76%
Hall Green	81%	19%	164	81%
Handsworth	73%	27%	101	70%
Harborne	79%	21%	122	83%
Kents Moat	90%	10%	67	80%
Kings Heath	85%	15%	248	80%
Kings Norton	86%	14%	71	80%
Kingstanding	85%	15%	130	74%
Mere Green	92%	8%	148	80%
Northfield	91%	9%	98	81%
Perry Common	88%	12%	124	77%
Quinton	87%	13%	142	88%
Selly Oak	77%	23%	30	79%
Shard End	96%	4%	116	89%
Sheldon	88%	12%	118	81%
Small Heath	75%	25%	210	75%
South Yardley	91%	9%	92	71%
Sparkhill	77%	23%	187	72%
Stirchley	91%	9%	67	84%
Tower Hill	84%	16%	83	75%
Walmley	94%	6%	121	87%
Ward End	75%	25%	220	71%
Weoley Castle	90%	10%	101	82%
West Heath	83%	17%	46	84%
Wylde Green	65%	35%	26	81%
Yardley Wood	80%	20%	139	83%
Mobile 1	91%	9%	112	70%
Mobile 2A	95%	5%	44	83%
Mobile 2B	92%	8%	39	80%
Weighted total	85%	15%	4,801	78%

	Bright and c	heerful inside	no. of cases	Survey
	Yes	No		response rate
Central	91%	9%	432	83%
Acocks Green	85%	15%	250	75%
Aston	91%	9%	131	72%
Balsall Heath	86%	14%	117	70%
Bartley Green	100%		47	98%
Birchfield	86%	14%	77	68%
Bloomsbury	83%	17%	54	70%
Boldmere	95%	5%	108	86%
Castle Vale	98%	2%	53	88%
Druids Heath	97%	3%	76	78%
Erdington	92%	8%	136	78%
Frankley	88%	12%	145	82%
Glebe Farm	98%	2%	57	81%
Hall Green	93%	7%	168	83%
Handsworth	92%	8%	101	70%
Harborne	94%	6%	131	89%
Kents Moat	97%	3%	68	81%
Kings Heath	90%	10%	259	84%
Kings Norton	92%	8%	73	82%
Kingstanding	90%	10%	136	77%
Mere Green	93%	7%	151	82%
Northfield	90%	10%	100	83%
Perry Common	98%	2%	127	78%
Quinton	98%	2%	144	89%
Selly Oak	94%	6%	34	89%
Shard End	99%	1%	120	92%
Sheldon	96%	4%	120	82%
Small Heath	91%	9%	206	73%
South Yardley	97%	3%	92	71%
Sparkhill	84%	16%	188	72%
Stirchley	94%	6%	72	90%
Tower Hill	93%	7%	88	80%
Walmley	95%	5%	121	87%
Ward End	90%	10%	227	73%
Weoley Castle	96%	4%	102	83%
West Heath	93%	7%	46	84%
Wylde Green	100%		31	97%
Yardley Wood	99%	1%	142	85%
Mobile 1	98%	2%	126	78%
Mobile 2A	98%	2%	50	94%
Mobile 2B	98%	3%	40	82%
Weighted total	92%	8%	4,946	80%

	A place I wa	nt to come to	no. of cases	Survey
	Yes	No		response rate
Central	92%	8%	436	83%
Acocks Green	94%	6%	252	76%
Aston	98%	2%	135	75%
Balsall Heath	97%	3%	117	70%
Bartley Green	100%		47	98%
Birchfield	95%	5%	73	64%
Bloomsbury	97%	3%	60	78%
Boldmere	98%	2%	105	84%
Castle Vale	94%	6%	53	88%
Druids Heath	100%		68	69%
Erdington	96%	4%	135	78%
Frankley	88%	12%	145	82%
Glebe Farm	98%	2%	55	79%
Hall Green	97%	3%	169	84%
Handsworth	93%	7%	106	73%
Harborne	96%	4%	129	88%
Kents Moat	99%	1%	67	80%
Kings Heath	96%	4%	265	85%
Kings Norton	99%	1%	79	89%
Kingstanding	97%	3%	135	77%
Mere Green	98%	2%	159	86%
Northfield	96%	4%	97	80%
Perry Common	96%	4%	129	80%
Quinton	97%	3%	144	89%
Selly Oak	100%		35	92%
Shard End	98%	2%	122	93%
Sheldon	95%	5%	112	77%
Small Heath	97%	3%	213	76%
South Yardley	98%	2%	98	75%
Sparkhill	96%	4%	197	76%
Stirchley	97%	3%	71	89%
Tower Hill	95%	5%	88	80%
Walmley	97%	3%	125	90%
Ward End	92%	8%	238	77%
Weoley Castle	95%	5%	102	83%
West Heath	98%	2%	46	84%
Wylde Green	100%		28	88%
Yardley Wood	98%	2%	141	84%
Mobile 1	100%		120	75%
Mobile 2A	100%		48	91%
Mobile 2B	100%		39	80%
Weighted total	96%	4%	4,983	80%

		lots of things to rest me	no. of cases	Survey
	Yes	No		response rate
Central	87%	13%	431	82%
Acocks Green	90%	10%	249	75%
Aston	86%	14%	133	73%
Balsall Heath	92%	8%	124	74%
Bartley Green	100%		47	98%
Birchfield	81%	19%	83	73%
Bloomsbury	89%	11%	57	74%
Boldmere	91%	9%	103	82%
Castle Vale	90%	10%	50	83%
Druids Heath	97%	3%	69	70%
Erdington	90%	10%	132	76%
Frankley	81%	19%	136	77%
Glebe Farm	92%	8%	53	76%
Hall Green	90%	10%	167	83%
Handsworth	83%	17%	112	77%
Harborne	95%	5%	128	87%
Kents Moat	97%	3%	70	83%
Kings Heath	91%	9%	253	82%
Kings Norton	93%	7%	72	81%
Kingstanding	93%	7%	135	77%
Mere Green	93%	7%	148	80%
Northfield	91%	9%	100	83%
Perry Common	95%	5%	130	80%
Quinton	94%	6%	147	91%
Selly Oak	92%	8%	36	95%
Shard End	98%	2%	119	91%
Sheldon	97%	3%	119	82%
Small Heath	91%	9%	210	75%
South Yardley	94%	6%	96	74%
Sparkhill	88%	12%	198	76%
Stirchley	96%	4%	69	86%
Tower Hill	87%	13%	87	79%
Walmley	92%	8%	119	86%
Ward End	88%	12%	230	74%
Weoley Castle	92%	8%	103	84%
West Heath	91%	9%	46	84%
Wylde Green	93%	7%	28	88%
Yardley Wood	96%	4%	140	83%
Mobile 1	98%	2%	114	71%
Mobile 2A	98%	2%	48	91%
Mobile 2B	97%	3%	36	73%
Weighted total	91%	9%	4,927	80%

Q.15 Using the library has helped me to...

	Read better	Do better at school	Use computers better	Make friends	Join in and try new activities	Learn and find things out	Anything else	no. of respondents	Survey response rate
Central	62%	36%	27%	22%	42%	53%	6%	481	92%
Acocks Green	68%	45%	22%	14%	25%	42%	7%	259	78%
Aston	64%	47%	36%	15%	30%	45%	4%	165	91%
Balsall Heath	68%	42%	31%	21%	28%	49%	5%	152	90%
Bartley Green	59%	45%	27%	23%	25%	52%	2%	44	92%
Birchfield	62%	53%	29%	13%	27%	56%	3%	108	95%
Bloomsbury	63%	51%	50%	17%	28%	39%	4%	76	99%
Boldmere	55%	28%	8%	10%	32%	52%	9%	117	94%
Castle Vale	64%	49%	38%	29%	24%	49%	5%	55	92%
Druids Heath	71%	49%	39%	19%	32%	45%	7%	95	97%
Erdington	51%	35%	23%	21%	29%	52%	9%	161	93%
Frankley	47%	36%	34%	30%	37%	30%	6%	146	82%
Glebe Farm	54%	33%	25%	27%	36%	52%	3%	67	96%
Hall Green	63%	50%	28%	14%	34%	49%	5%	190	94%
Handsworth	63%	50%	40%	16%	33%	45%	5%	129	89%
Harborne	54%	36%	15%	20%	30%	58%	8%	132	90%
Kents Moat	74%	40%	25%	22%	43%	53%	6%	81	96%
Kings Heath	62%	41%	14%	14%	32%	56%	12%	281	91%
Kings Norton	55%	42%	20%	14%	21%	58%	16%	85	96%
Kingstanding	56%	30%	21%	17%	26%	51%	4%	160	91%
Mere Green	55%	35%	21%	13%	20%	56%	10%	162	88%
Northfield	58%	29%	22%	12%	29%	45%	7%	113	93%
Perry Common	65%	37%	26%	22%	35%	48%	3%	144	89%
Quinton	61%	44%	18%	22%	34%	61%	5%	153	94%
Selly Oak	75%	28%	22%	22%	22%	42%	14%	36	95%
Shard End	42%	31%	25%	61%	58%	57%	6%	127	97%
Sheldon	64%	54%	26%	25%	42%	58%	4%	140	96%
Small Heath	70%	57%	41%	21%	34%	51%	3%	264	94%
South Yardley	63%	41%	38%	26%	40%	40%	6%	121	93%
Sparkhill	70%	45%	29%	17%	23%	37%	5%	247	95%
Stirchley	53%	38%	25%	25%	40%	51%	8%	77	96%
Tower Hill	62%	48%	26%	20%	31%	50%	3%	103	94%
Walmley	67%	48%	23%	8%	20%	55%	6%	128	92%
Ward End	64%	47%	33%	17%	29%	38%	3%	289	93%
Weoley Castle	63%	39%	29%	16%	33%	46%	6%	121	98%
West Heath	56%	35%	33%	19%	39%	56%	4%	54	98%
Wylde Green	58%	39%	16%	23%	32%	42%	3%	31	97%
Yardley Wood	66%	52%	40%	26%	40%	50%	4%	158	94%
Mobile 1	76%	51%	9%	19%	26%	34%	1%	150	93%
Mobile 2A	86%	43%	4%	12%	18%	33%	.,,,	51	96%
Mobile 2B	79%	38%	6%	29%	23%	35%	4%	48	98%
Weighted total	63%	43%	26%	20%	32%	49%	6%	5,701	92%

Q.16 What ONE word describes you best?

	Asian	Mixed	Black	White	Other	no. of cases	Survey response rate
Central	27%	15%	19%	35%	4%	473	90%
Acocks Green	36%	8%	6%	49%	2%	314	95%
Aston	66%	8%	18%	6%	2%	161	89%
Balsall Heath	53%	11%	24%	5%	8%	156	93%
Bartley Green	6%	13%	8%	73%		48	100%
Birchfield	72%	3%	21%	3%	1%	107	94%
Bloomsbury	26%	19%	38%	14%	3%	73	95%
Boldmere	5%	4%	4%	85%	2%	119	95%
Castle Vale		7%	14%	79%		58	97%
Druids Heath	14%	4%	11%	67%	3%	92	94%
Erdington	19%	11%	20%	49%	1%	160	92%
Frankley	3%	11%	11%	74%		160	90%
Glebe Farm	18%	7%	10%	64%		67	96%
Hall Green	74%	6%	3%	14%	3%	192	95%
Handsworth	71%	10%	13%	4%	2%	126	87%
Harborne	20%	12%	5%	60%	2%	139	95%
Kents Moat	19%	15%	11%	55%	1%	75	89%
Kings Heath	29%	10%	6%	53%	2%	289	93%
Kings Norton	4%	13%	7%	74%	2%	85	96%
Kingstanding	8%	5%	9%	78%		172	98%
Mere Green	7%	7%	2%	83%	1%	174	94%
Northfield	8%	14%	12%	65%		107	88%
Perry Common	17%	14%	15%	50%	4%	150	93%
Quinton	16%	16%	8%	60%		141	87%
Selly Oak	32%	18%	3%	41%	6%	34	89%
Shard End	3%	15%	7%	75%		130	99%
Sheldon	22%	5%	9%	62%	2%	138	95%
Small Heath	61%	12%	14%	3%	10%	236	84%
South Yardley	25%	8%	4%	59%	3%	119	92%
Sparkhill	73%	9%	6%	10%	2%	245	94%
Stirchley	13%	6%	3%	78%		77	96%
Tower Hill	44%	11%	16%	28%		97	88%
Walmley	12%	5%	9%	74%		129	93%
Ward End	73%	10%	9%	6%	2%	281	90%
Weoley Castle	7%	11%	7%	73%	3%	114	93%
West Heath	2%	15%	6%	77%		53	96%
Wylde Green	22%	16%		63%		32	100%
Yardley Wood	19%	10%	7%	64%		157	93%
Mobile 1	68%	7%	10%	15%		151	94%
Mobile 2A	21%	6%	21%	50%	2%	52	98%
Mobile 2B	33%	16%	14%	37%		43	88%
Weighted total	33%	10%	11%	44%	2%	5,726	92%

Q.17 What words describe you best?

	British	Indian	Irish	African	Caribbean	Pakistani	Bangladeshi	Chinese	Other	no. of respondents	Survey response rate
Central	64%	9%	3%	9%	9%	10%	2%	5%	10%	473	90%
Acocks Green	63%	8%	4%	3%	4%	16%	4%	2%	9%	313	94%
Aston	39%	1%	2%	6%	9%	30%	29%	1%	6%	170	94%
Balsall Heath	44%	3%	1%	10%	6%	28%	8%	1%	16%	160	95%
Bartley Green	83%	2%		4%	8%		2%		2%	48	100%
Birchfield	49%	12%		14%	2%	39%	9%		6%	109	96%
Bloomsbury	34%	1%	1%	16%	20%	15%	4%	1%	18%	74	96%
Boldmere	94%	2%	2%		1%	1%		2%	2%	121	97%
Castle Vale	93%		2%	7%	5%					58	97%
Druids Heath	75%	9%	4%	4%	6%	2%		3%	5%	93	95%
Erdington	74%	3%	1%	2%	9%	10%		1%	7%	161	93%
Frankley	94%	2%	4%	4%	4%	1%			1%	157	89%
Glebe Farm	74%	1%	1%	4%	6%	13%		1%	1%	68	97%
Hall Green	51%	16%	1%	2%	1%	43%	2%		8%	191	95%
Handsworth	46%	20%	1%	1%	11%	25%	6%		6%	132	91%
Harborne	81%	13%	1%	3%	3%	5%		3%	8%	144	98%
Kents Moat	74%	4%	6%	7%	4%	11%	1%		10%	84	100%
Kings Heath	73%	7%	2%	3%	3%	15%	0%	1%	10%	299	96%
Kings Norton	93%	5%	7%	6%	6%				3%	87	98%
Kingstanding	84%	3%	2%	3%	3%	3%	2%	1%	5%	172	98%
Mere Green	91%	5%	2%	1%		5%	1%		4%	175	95%
Northfield	88%	2%	2%	4%	10%			2%	3%	112	93%
Perry Common	81%	6%	1%	7%	3%	3%	5%	1%	5%	152	94%
Quinton	80%	10%	3%	4%	6%	1%	1%	1%	5%	145	90%
Selly Oak	50%	3%	3%			5%	8%	11%	34%	38	100%
Shard End	91%		2%	4%	5%	1%			5%	131	100%
Sheldon	83%		6%	2%	3%	9%	5%	1%	6%	141	97%
Small Heath	32%	2%	0%	13%	3%	38%	12%	1%	19%	253	90%
South Yardley	75%	2%	1%	2%	3%	17%	5%		6%	126	97%
Sparkhill	41%	7%	1%	4%	4%	51%	4%	1%	7%	245	94%
Stirchley	79%		1%	3%	1%	8%	3%		9%	76	95%
Tower Hill	62%	26%	3%	2%	11%	7%	5%	4%	8%	102	93%
Walmley	90%	5%	5%	2%	6%	1%		1%	4%	134	96%
Ward End	49%	3%	0%	4%	3%	59%	2%		4%	291	94%
Weoley Castle	85%	4%	4%	4%	3%	1%	1%	2%	8%	117	95%
West Heath	98%		2%	4%	8%	2%				53	96%
Wylde Green	84%	9%			6%	9%				32	100%
Yardley Wood	81%	7%	3%	1%	2%	7%	2%		4%	163	97%
Mobile 1	49%	8%	2%	4%	4%	44%	8%		5%	158	98%
Mobile 2A	67%	4%	2%	4%	6%	10%	6%		17%	52	98%
Mobile 2B	72%	9%		14%	2%	7%	7%		2%	43	88%
Weighted total	67%	6%	2%	5%	5%	17%	4%	1%	7%	5,853	94%