

North Somerset Libraries

Information pack for the library at the For All Healthy Living Centre



Healthy Living Centre Library

Location and premises

Site address: For All Healthy Living Centre (FAHLC) Library, 68 Lonsdale Avenue, Walliscote Road, Weston-super-Mare, BS23 3SJ

- Ground floor library space formed from the inner courtyard of the For All Healthy Living Centre building.
- Public computers and Wi-Fi
- Access to the Children's Centre is via the library
- There is car parking adjacent to the building
- There is full disabled access to the building

The FAHLC library is in the South Ward of Weston-super-Mare (an area of multiple deprivation). The library forms one part of the Centre, a multi-use community site. Other tenants include a Children's Centre, church, GP surgery and community café. There are also office and meeting spaces on site.

The FAHLC is run by the FAHLC social enterprise. It is led by an independent board consisting of representatives from partner organisations and residents. This ensures that the community has a strong voice in how the centre is run. The library pays an annual service charge to the FAHLC.

The library was developed in 2009, by infilling a courtyard in the building and developing the service from a smaller Council services access point. The build was funded with a grant of £815,080 from the National Lottery 'Big Lottery Fund'.

The space underwent further change in 2017 as part of the NSC Community Access Review when some minor building works created a physical link between the library and adjacent Children's Centre. This helped both services to work more closely together and increased the profile of both services.

Among nearby libraries, Weston-super-Mare Library is the closest to the For All Healthy Living Centre Library (1.4 miles away).

Transport links

Bus routes 7 and X1 serve the area around the FAHLC connecting to key areas including Weston town centre, Worle and surrounding neighbourhoods. Weston-super-Mare railway station is approximately 1.5 miles away.

There is a network of cycle paths through South Ward and cycle parking at the centre.

Ward Councillors:

Weston-super-Mare South, James Clayton & Ian Parker

Opening hours:

The library is staffed for 37.5 hours a week during term time, and 32.5 hours during school holidays.

Day	Staffed	Staffed Hrs
Monday	9.30am - 5pm	7.5
Tuesday	9.30am - 5pm	7.5
Wednesday	9.30am - 5pm	7.5
Thursday	9.30am - 5pm	7.5
Friday	9.30am - 5pm	7.5
Saturday	N/A	N/A
Sunday	N/A	N/A

Visits

In 2024-25, there were a total of 27,996 visits to the For All Healthy Living Centre Library.

The For All Healthy Living Centre Library ranked seventh out of the 11 council-run libraries in North Somerset in terms of overall visits during 2024-25.

Visits by day:

Visits during staffed hours in 2024-25 were distributed throughout the week as below:

Rank	Day	Visits	Visits per staffed hour open
1	Wednesdays	6,824	18.2
2	Fridays	6,128	16.3
3	Thursdays	6,024	15.7
4	Mondays	4,622	12.6
5	Tuesdays	4,398	11.3

Visits by time of day:

Staff have been recording visitor footfall numbers during the initial half hour of opening and on an hourly basis thereafter since week commencing 27 January 2025. The table below shows the percentage of visits taking place during the monitored period (to week ending 29 June) by time of day (i.e. between 27 January and 29 June, 10.5 percent of the total number

of recorded visits at the For All Healthy Living Centre Library took place on between 9.30 and 10am).

Time	Monday	Tuesday	Wednesday	Thursday	Friday	% of visits
9.30 - 10am	1.7	1.3	1.8	2.7	2.9	10.5
10 - 11am	1.7	1.9	2.0	3.5	3.4	12.6
11am - noon	1.9	2.5	2.5	3.4	3.0	13.3
noon - 1pm	1.7	1.6	2.7	2.5	3.0	11.5
1 - 2pm	1.4	1.8	3.6	2.3	2.6	11.7
2 - 3pm	1.2	2.1	3.1	2.9	2.3	11.6
3 - 4pm	2.0	2.5	3.5	3.5	2.4	13.9
4 - 5pm	2.4	2.9	3.3	3.5	3.0	15.1
	14.0	16.7	22.4	24.3	22.6	

Services and activities

- In 2024-25 the library lent or renewed 8,665 items
- As of 1 June 2025, the For All Healthy Living Centre Library has 1,446 registered users
- 670 events were hosted at the library in 2024-25 with a total of 2,843 attendances recorded, (representing instances of participation rather than unique individuals)
- There were 1,220 hours of public computer use and 3,632 printouts in 2024-25

Services offered at the library include:

- Self-service borrowing
- Books to borrow
- Thermal image cameras for loan
- Children's library
- Computers, printing, wi-fi, photocopying, and scanning facilities
- Access to subscription databases and other digital resources
- Newspaper (local, weekly)
- Designated warm space; charging for devices, hot drinks, warm, friendly space, access to support and information

Regular activities, supported by partners and volunteers, include:

- Story time sessions for pre-school children
- Computer support sessions
- Lego club
- After school and holiday craft activities (board games, colouring and jigsaw clubs)
- Vegetable stop
- Councillor surgeries

Face-to-face service

North Somerset residents who are unable to access council services online or by phone can receive in-person support and signposting from library staff at the FAHLC Library.

For more complex enquiries—such as those related to Housing or Council Tax—where an immediate answer may not be available, staff will direct residents to a dedicated council services phone located within the library, ensuring access to the appropriate specialist support.

Recent customer feedback includes:

- I always love coming over to your little library, you're so helpful and welcoming. I've not been well, and I really miss coming to the library & cafe and its such a nice atmosphere. Thank you for all your help.
- You've been really helpful in here, i wish I'd come here more often now, absolutely brilliant!
- This is a little gem of a library. My wife and I have used it almost every day over an extended period while doing up our house. The librarians were all so helpful and friendly. There is a nice choice of books and the internet and computer services were so useful. You can do any printing you need and they will do any photocopying you need for minimal costs.
The staff were all wonderful to us but special mention to ** who was a star!! Thank you for everything. Your help was invaluable
- Thank you so much for all your help you saved my life, you really have.
- A young mum in the children's library with her two children told me: "All they've wanted to do every day is come to the library!"
- "I'm amazed how much the kids love coming here – they're so relaxed. They are so quiet with their books – I'd have thought they'd be bored, but they're not!"
- I wanted to thank all the staff in the Library especially the lovely ** who really went all out to help me with my problem due to someone hacking my bank account and infiltrating my personal details. She was an absolute angel . I was devastated when I went in but this morning I followed her advice and I do feel happier now. Everyone needs a friend like **

Staff and volunteers

Six members of staff work from the building, on a part time basis. This comprises one Community Services Supervisor (Level 6) and five Community Services Officers (Level 4).

There are two volunteers actively engaged in supporting the FAHLC Library throughout the year. These volunteers are involved in children's activities and memories shared volunteering. A further four volunteers support the library in short-term roles (such as helping with the annual Summer Reading Challenge).

Direct costs

Total direct costs 2025/26		
Property and accommodation	£ 0	
Supplies & services	£ 35,000	(annual service charge to the FAHLC)
Staffing	£ 60,877	
Income	(£2,376)	All income from sales, fees and charges
TOTAL	£ 94,001	